



Lexmark™

# **MB2650, MX622, & XM3250 MFPs**

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## **7018-67x**

### **Service Manual**

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November 16, 2020

[www.lexmark.com](http://www.lexmark.com)

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## Product information

Product name:

Lexmark MB2650ade, Lexmark MB2650adwe; Lexmark MX622ade, MX622adhe, MX622adthe; Lexmark XM3250 MFPs

Machine type:

7018

Model(s):

676, 678, 679

## Edition notice

November 16, 2020

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# Notices, conventions, and safety information

## Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 15

Wavelength (nanometers): 650–670

## Avis relatif à l'utilisation du laser

Cette imprimante est certifiée conforme aux exigences de la réglementation des Etats-Unis relative aux produits laser de classe I (1) (DHHS 21 CFR, Chapitre I, Sous-chapitre J). Pour les autres pays, elle est certifiée conforme aux exigences des normes CEI 60825-1:2014 relatives aux produits laser de classe I.

Les produits laser de classe I ne sont pas considérés comme dangereux. Le système laser ainsi que l'imprimante ont été conçus de manière à ce que personne ne soit jamais exposé à des radiations laser dépassant le niveau de classe I dans le cadre d'un fonctionnement normal, de l'entretien par l'utilisateur ou de la maintenance. L'imprimante dispose d'un ensemble de têtes d'impression non réparable contenant un laser doté des caractéristiques suivantes :

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 15

Wavelength (nanometers): 650–670

## Aviso de láser

Esta impresora se ha certificado en EE.UU. cumpliendo con los requisitos de DHHS 21 CFR, capítulo I, subcapítulo J para los productos láser de Clase I (1) y en otros países está certificada como un producto láser de Clase I de acuerdo con los requisitos de IEC 60825-1: 2014.

Los productos láser de Clase I no se consideran peligrosos. El sistema láser y la impresora se han diseñado para que el ser humano no acceda nunca a las radiaciones láser por encima del nivel de Clase I durante su uso normal, ni en tareas de mantenimiento o intervenciones de servicio técnico prescritas. El conjunto de cabezal de impresión de la impresora no se puede reparar y contiene un láser con las siguientes especificaciones:

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 15

Wavelength (nanometers): 650–670

## Laser-Hinweis

Der Drucker wurde in den USA zertifiziert und entspricht den Anforderungen der Vorschriften DHHS 21 CFR Kapitel I für Laserprodukte der Klasse I (1), andernorts ist er als Laserprodukt der Klasse I zertifiziert, das den Anforderungen von IEC 60825-1 entspricht: 2014.

Laserprodukte der Klasse I werden nicht als gefährlich betrachtet. Das Lasersystem und der Drucker sind so konstruiert, dass unter normalen Betriebsbedingungen, bei der Wartung durch den Benutzer oder bei den vorgeschriebenen Wartungsbedingungen Menschen keiner Laserstrahlung ausgesetzt sind, die die Werte für Klasse I überschreitet. Der Drucker verfügt über eine Druckkopfeinheit, die nicht gewartet werden kann und mit einem Laser mit den folgenden Spezifikationen ausgestattet ist.

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 15

Wavelength (nanometers): 650–670






## Conventions

**Note:** A *note* identifies information that could help you.

**Warning:** A *warning* identifies something that could damage the product hardware or software.

**CAUTION:** A *caution* indicates a potentially hazardous situation that could injure you.

Different types of caution statements include:

-  **CAUTION—POTENTIAL INJURY:** Indicates a risk of injury.
-  **CAUTION—SHOCK HAZARD:** Indicates a risk of electrical shock.
-  **CAUTION—HOT SURFACE:** Indicates a risk of burn if touched.
-  **CAUTION—TIPPING HAZARD:** Indicates a crush hazard.
-  **CAUTION—PINCH HAZARD:** Indicates a risk of being caught between moving parts.





## Conventions


**Remarque :** Une *Remarque* fournit des informations pouvant vous être utiles.

**Avertissement :** Un *Avertissement* signale un danger susceptible d'endommager le logiciel ou le matériel.

**ATTENTION :** La mention *Attention* vous signale un risque de blessure corporelle.

Il existe différentes mises en garde :

-  **ATTENTION—RISQUE DE BLESSURE :** Signale un risque de blessure.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Signale un risque d'électrocution.
-  **ATTENTION—SURFACE CHAUDE :** Signale un risque de brûlure de contact.
-  **ATTENTION—RISQUE DE BASCULEMENT :** Signale un risque d'écrasement.

 **ATTENTION : RISQUE DE PINCEMENT :** Signale un risque de pincement entre des pièces mobiles.

## Convenciones

**Nota:** Las *notas* señalan información que puede serle útil.


**Aviso:** Las *advertencias* indican algo que podría dañar el software o el hardware del producto.


**PRECAUCIÓN:** Las *precauciones* indican una situación de posible peligro que puede implicar lesiones para el usuario.

Estos son los tipos de avisos de precaución que existen:

 **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** Indica que existe riesgo de lesiones.

 **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Indica que existe riesgo de descarga eléctrica.

 **PRECAUCIÓN: SUPERFICIE CALIENTE:** Indica que existe riesgo de sufrir quemaduras por contacto.

 **PRECAUCIÓN: RIESGO DE CAÍDA:** Indica que existe peligro de aplastamiento.

 **PRECAUCIÓN: PELIGRO DE ATRAPAMIENTO:** Existe riesgo de atrapamiento entre las piezas en movimiento.

## Konventionen

**Hinweis:** Ein *Hinweis* enthält nützliche Informationen.


**Warnung:** Durch eine *Warnung* werden Sie auf einen Umstand hingewiesen, durch den die Produkthardware oder -software beschädigt werden könnte.

**VORSICHT:** *Vorsicht* weist auf eine mögliche gefährliche Situation hin, die ein Verletzungsrisiko birgt.


Verschiedene Vorsichtshinweise:

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Weist auf ein Verletzungsrisiko hin.

 **VORSICHT – STROMSCHLAGGEFAHR:** Weist auf das Risiko eines elektrischen Schlags hin.

 **VORSICHT – HEISSE OBERFLÄCHE:** Weist auf das Risiko von Verbrennungen bei Berührung hin.


 **VORSICHT – KIPPGEFAHR:** Weist auf Quetschgefahr hin.


 **VORSICHT – QUETSCHGEFAHR:** Weist auf das Risiko hin, zwischen beweglichen Komponenten eingequetscht zu werden.


## Safety information


- The safety of this product is based on testing and approvals of the original design and specific components. The manufacturer is not responsible for safety in the event of use of unauthorized replacement parts.
- The maintenance information for this product has been prepared for use by a professional service person and is not intended to be used by others.


- There may be an increased risk of electrical shock and personal injury during disassembly and servicing of this product. Professional service personnel should understand this risk and take necessary precautions.


 **CAUTION—SHOCK HAZARD:** When you see this symbol on the product, there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.


 **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.


 **CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.


 **CAUTION—POTENTIAL INJURY:** Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices may result in a risk of fire, property damage, or poor printer performance.


 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.





## Consignes de sécurité

- La sécurité de ce produit est basée sur des tests et certifications de sa conception d'origine et de ses composants spécifiques. Le fabricant décline toute responsabilité en cas d'utilisation de pièces de rechange non autorisées.
- Les informations de maintenance de ce produit sont destinées à des professionnels qualifiés et ne sont pas conçues pour être utilisées par d'autres personnes.
- Il existe un risque potentiel de choc électrique et de blessures lors du démontage et de la maintenance de ce produit. Le personnel professionnel de maintenance doit comprendre les risques et prendre les précautions nécessaires.






 **ATTENTION—RISQUE D'ELECTROCUTION :** Ce symbole indique un danger lié à des niveaux de tension dangereux dans la zone du produit à manipuler. Débranchez le produit avant de commencer, ou agissez avec prudence si le produit doit être alimenté pour effectuer l'opération.



 **ATTENTION—RISQUE DE BLESSURE :** La batterie lithium de ce produit n'est pas destinée à être remplacée. Si vous ne respectez pas les instructions de remplacement de la batterie, vous risquez de provoquer une explosion. Ne rechargez pas, ne désassemblez pas et ne brûlez pas la batterie au lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.

 **ATTENTION—RISQUE DE BLESSURE :** Pour éviter tout risque d'électrocution ou d'incendie, branchez le câble d'alimentation directement à une prise électrique répondant aux exigences requises et correctement mise à la terre, proche du produit et facile d'accès.

-  **ATTENTION—RISQUE DE BLESSURE** : Pour éviter tout risque d'incendie ou d'électrocution, utilisez uniquement le câble d'alimentation fourni avec ce produit ou un câble de remplacement autorisé par le fabricant.
-  **ATTENTION—RISQUE DE BLESSURE** : Ce produit ne doit pas être utilisé avec des rallonges, des barres multiprises, des rallonges multiprises ou des périphériques UPS. La capacité de ces types d'accessoires peut être facilement dépassée par une imprimante laser, d'où un risque de dégâts matériels, d'incendie ou de performances d'impression amoindries.
-  **ATTENTION—RISQUE DE BLESSURE** : Utilisez uniquement un parasurtenseur correctement raccordé à l'imprimante et au câble d'alimentation fourni avec la machine. L'utilisation de parasurtenseurs non fabriqués par Lexmark comporte un risque d'incendie et de dégâts matériels, et peut amoindrir les performances de l'imprimante.
-  **ATTENTION—RISQUE DE BLESSURE** : Si votre imprimante pèse plus de 20 kg (44 lb), l'intervention d'au moins deux personnes est nécessaire pour la soulever sans risque.








## Información de seguridad

- La seguridad de este producto se basa en las pruebas y comprobaciones del diseño original y los componentes específicos. El fabricante no se hace responsable de la seguridad en caso de uso de piezas de repuesto no autorizadas.
  - La información de mantenimiento de este producto se ha preparado para su uso por parte de un profesional de asistencia técnica y no está diseñada para su uso por parte de otros usuarios.
  - Es posible que haya un mayor riesgo de descarga eléctrica y daños personales durante el desmontaje y el mantenimiento de este producto. El personal de asistencia profesional debe conocer este riesgo y tomar las precauciones necesarias.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Cuando vea este símbolo en el producto, existe peligro de tensiones peligrosas en el área del producto en la que está trabajando. Desconecte el producto antes de empezar o tenga cuidado si el producto debe recibir alimentación a fin de realizar la tarea.
  -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio usadas según las instrucciones del fabricante y las normativas locales.
  -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** Para evitar el riesgo de incendio o descarga eléctrica, conecte el cable de alimentación a una toma de corriente debidamente conectada a tierra con la potencia adecuada que se encuentre cerca del dispositivo y resulte fácilmente accesible.
  -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** Para evitar el riesgo de incendio o descarga eléctrica, utilice exclusivamente el cable de alimentación que se suministra junto con este producto o el repuesto autorizado por el fabricante.
  -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** No utilice este producto con cables alargadores, regletas de varias tomas, cables alargadores de varias tomas o sistemas de alimentación ininterrumpida. La potencia de este tipo de accesorios puede sobrecargarse fácilmente si se utiliza una impresora láser, lo que puede dar lugar a que el rendimiento de la impresora sea bajo, a daños materiales o a posibles incendios.

-  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** Solo debe usarse con este producto un protector de sobretensión insertable Lexmark debidamente conectado entre la impresora y el cable de alimentación que con ella se suministra. El uso de protectores de sobretensión de marcas distintas a Lexmark puede dar lugar a que el rendimiento de la impresora sea bajo, a daños materiales o a posibles incendios.
-  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** si el peso de la impresora es superior a 20 kg (44 lb), pueden ser necesarias dos o más personas para levantarla de forma segura.

## Sicherheitshinweise

- Die Sicherheit dieses Produkts basiert auf Tests und Zulassungen des Originaldesigns und der spezifischen Komponenten. Sofern nicht autorisierte Ersatzteile eingesetzt werden, übernimmt der Hersteller keinerlei Verantwortung in Bezug auf die Sicherheit dieses Produkts.
- Die Wartungsinformationen für dieses Produkt wurden für ausgebildete Servicemitarbeiter zusammengestellt und dürfen nicht von anderen verwendet werden.
- Möglicherweise besteht bei der Demontage und Wartung dieses Produkts eine erhöhte Stromschlag- und Verletzungsgefahr. Ausgebildete Servicemitarbeiter sollten sich dieser Gefahr bewusst sein und die notwendigen Vorsichtsmaßnahmen ergreifen.

-  **VORSICHT – STROMSCHLAGGEFAHR:** Wenn Sie dieses Symbol sehen, besteht eine Gefahr durch gefährliche Spannungen in dem Produktbereich, in dem Sie arbeiten. Trennen Sie das Produkt von seiner Stromverbindung, bevor Sie beginnen, oder gehen Sie vorsichtig vor, wenn das Produkt für die Durchführung der Aufgabe mit Strom versorgt werden muss.
-  **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.
-  **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Um Feuer- und Stromschlaggefahr zu vermeiden, schließen Sie das Netzkabel direkt an eine ordnungsgemäß geerdete Steckdose an, die sich in der Nähe des Geräts befindet und leicht zugänglich ist.
-  **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Um das Risiko eines Feuers oder elektrischen Schlags zu vermeiden, verwenden Sie ausschließlich das diesem Produkt beiliegende Netzkabel bzw. ein durch den Hersteller zugelassenes Ersatzkabel.
-  **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Verwenden Sie das Produkt nicht mit Verlängerungskabeln, Mehrfachsteckdosen, Mehrfachverlängerungen oder Geräten für unterbrechungsfreie Stromversorgung. Die Belastbarkeit solcher Zubehörteile kann durch Laserdrucker schnell überschritten werden, was zu Brandgefahr, Beschädigung von Eigentum oder einer eingeschränkten Druckerleistung führen kann.
-  **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Mit diesem Produkt darf nur ein Lexmark Inline Surge Protector verwendet werden, der vorschriftsgemäß zwischen dem Drucker und dem mitgelieferten Netzkabel angeschlossen ist. Die Verwendung von nicht von Lexmark stammenden Überspannungsschutzgeräten kann zu Brandgefahr, Beschädigung von Eigentum oder einer eingeschränkten Druckerleistung führen.
-  **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Wenn der Drucker mehr als 20 kg wiegt, sind zum sicheren Anheben mindestens zwei Personen notwendig.

# Change history

## Change history

### November 17, 2020

- Updated the graphic in the Electronics 4 topic in the Parts catalog chapter.

### October 8, 2020

- Added the MB2650adwe model in the Printer model configurations topic in the General information chapter.
- Updated the descriptions of the following parts in the Electronics 4 topic in the Parts catalog chapter:
  - Integrated wireless card (MB2650adwe) (41X2894)
  - Wireless cable (MB2650adwe) (41X2270)

### September 8, 2020

- Added the ADF separator roller (high torque) (41X2855) in the Imaging topic in the Parts catalog chapter.
- Added a note in the Jam access cover removal topic in the Parts removal chapter.

### August 5, 2020

- A note has been added in the Restoring the printer configuration after replacing the controller board topic in the Parts removal chapter.
- An installation note has been removed from the Controller board removal topic in the Parts removal chapter.

### July 14, 2020

- A note for obsolescence was added to the following parts in the Parts catalog chapter:
  - Font card, Traditional Chinese (41X1014)

### July 9, 2020

- Authentication device, TWN4 USB front reader kit (41X2615) was removed from the Miscellaneous Parts catalog.
- Updated table in the Print engine layout topic in the Theory of operation chapter.

### May 15, 2020

- The following parts were added to the Electronics 4 Parts catalog:
  - Wireless cable (41X2270)
  - Integrated wireless card (41X2894)
  - Front USB host cable (41X2630)
- Updated graphics in the Solid black pages check topic in the Diagnostics and troubleshooting chapter.
- Updated the following connectors in the Wiring diagram:
  - USB type A
  - Integrated wireless/ Internal solutions port
  - Sensor (index)
  - Staple finisher connector

**March 13, 2020**

- Updated the Supported paper sizes, types, and weights topics in the General information chapter.
- Added the Base printer symptoms topics and service checks in the Diagnostics and troubleshooting chapter.
- Added the Entering recovery mode topic in the Service menus chapter.
- Added links for video demonstration on the following topics in the Parts removal chapter:
  - ADF roller removal
  - ADF separator roller removal
  - Fuser removal
  - MPF pick roller and separator pad removal
  - Staple finisher option removal
  - Transfer roller removal

**February 5, 2020**

- Authentication device, TWN4 USB front reader kit (41X2615) was added to the Miscellaneous Parts catalog.

**January 30, 2020**

- Updated the Service Engineer menu topics in the Service menus chapter.
- Updated the Fax reception service check topic in the Diagnostics and troubleshooting chapter.
- Updated the Updating the printer firmware topic to include using a USB cable connection option.
- Added the Optional 550-sheet tray, lockable (41X2813) in the Parts catalog chapter.
- Added the Optional 550-sheet tray insert (lockable optional tray) (41X2814) in the Parts catalog chapter.
- Updated safety information on caution statements.

**September 23, 2019**

- Translations were added in the Notices, conventions, and safety information section.

**July 1, 2019**

- Staple finisher mounting bracket (41X1252) was added to the Staple finisher option parts catalog.

**June 17, 2019**

- Sensor (narrow media) (41X1241) was added to the Electronics 4 Parts catalog.
- Critical information for controller board or control panel replacement was added to the Parts removal section.

**February 22, 2019**

- Error codes were added to the 6yy errors section.
- An error code was added to the 200 paper jam messages.

**January 18, 2019**

- Control panel front cover (41X0543) was added to the Control panel Parts catalog.

**October 23, 2018**

- Bezel (41X2609) FRU was added to the Control panel parts catalog.
- Fax symptoms section was added.



**September 14, 2018**

- 41X1219 FRU PN was changed to 41X2605 on the MPF and standard tray Parts catalog.

**August 17, 2018**

- Model information was added to the 41X2439 FRU on the Control panel parts catalog.

**August 2, 2018**

- Date security notice was updated.
- Software CD and Smart card were added to the Miscellaneous Parts catalog.

**July 6, 2018**

- Covers parts catalog was revised.

**May 21, 2018**

- 4yy paper jams section was revised.

**May 4, 2018**

- Multifeed calibration was removed from the Scanner diagnostics menu.
- Controller calibration description was updated.
- An installation note for performing Controller calibration was added to the Flatbed scanner removal.
- For the right cover removal, an image was added showing how to open the controller board access cover.
- Printhead assembly adjustment was updated to include a note referring to the Registration adjust procedure.
- Scanner rear cover FRU (41X2501) was added to the Covers parts catalog.

**April 27, 2018**

- Reference to *print defects guide* on the Repeating defects check was removed.
- Reference to *second transfer roller* on the Enable edge-to-edge (printing) was removed.
- Image for Printhead removal was revised.



## General information

### Printer model configurations

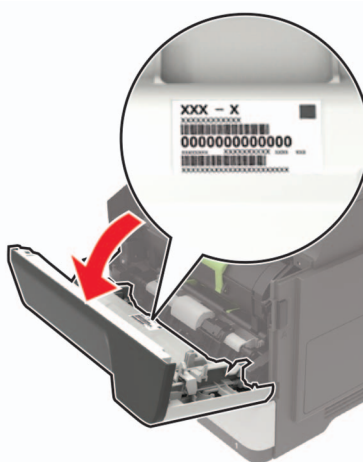
The Lexmark™ MX622ade, MX622adhe, MB2650ade, MB2650adwe, and XM3250 printers are network-capable, multifunction laser printers. The printers support monochrome printing and are embedded with home screen solutions and applications. All information in this service manual pertains to all models unless explicitly noted.

The printers are available in the following models:

Model	Configurations	Machine type / model
MX622ade	Monochrome laser 4-in-1 MFP with 7.0" color touch screen and fax	7018-676
MX622adhe	Monochrome laser 4-in-1 MFP with 7.0" color touch screen, fax, and hard drive	7018-678
MB2650ade	Monochrome laser 4-in-1 MFP with 7.0" color touch screen and fax	7018-676
MB2650adwe	Monochrome Laser 4-in-1 MFP with 7.0" color touch screen, wireless, and fax	7018-686
XM3250	Monochrome laser 4-in-1 MFP with 7.0" color touch screen, fax, and hard drive	7018-679

### Finding the serial number

Open door A, and then find the serial number at the right side of the printer.



### Supported paper sizes, types, and weights



The following tables provide information on standard and optional paper sources and the sizes, types, and weights of paper they support.

**Note:** For an unlisted paper size, select the closest *larger* listed size.

## Supported paper sizes

Paper size	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
<b>A4</b> 210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓	✓	✓
<b>A5</b> 210 x 148 mm (8.3 x 5.8 in.)	✓	✓	✓	x	✓	✓
<b>A5 LEF</b> 148 x 210 mm (5.8 x 8.3 in.)	✓	x	✓	x	✓	✓
<b>A6</b> 105 x 148 mm (4.1 x 5.8 in.)	✓	x	✓	x	✓	✓
<b>JIS B5</b> 182 x 257 mm (7.2 x 10.1 in.)	✓	✓	✓	x	✓	✓
<b>Oficio (Mexico)</b> 216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	✓	✓	✓
<b>Hagaki</b> 100 x 148 mm (3.9 x 5.8 in.)	x	x	✓	x	x	✓

Paper size	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
<b>Business card</b> 50.8 x 88.9 mm (2 x 3.5 in.)	X	X	X	X	X	✓
<b>Statement</b> 140 x 216 mm (5.5 x 8.5 in.)	✓	✓	✓	X	✓	✓
<b>Executive</b> 184 x 267 mm (7.3 x 10.5 in.)	✓	✓	✓	X	✓	✓
<b>Letter</b> 216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓	✓
<b>Legal</b> 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓	✓
<b>Folio</b> 216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓	✓	✓
<b>Universal</b> 76.2 x 127 mm to 216 x 356 mm (3 x 5 in. to 8.5 x 14 in.)	X	X	✓	X	X	✓
<b>Universal</b> 105 x 148 mm to 216 x 356 mm (4.13 x 5.83 in. to 8.5 x 14 in.)	✓	X	X	X	✓	✓
<b>Universal</b> 148 x 210 mm to 216 x 356 mm (5.83 x 8.27 in. to 8.5 x 14 in.)	X	✓	X	X	X	✓
<b>7 3/4 Envelope (Monarch)</b> 98 x 191 mm (3.9 x 7.5 in.)	X	X	✓	X	X	✓

Paper size	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
<b>9 Envelope</b> 98 x 225 mm (3.9 x 8.9 in.)	X	X	✓	X	X	✓
<b>10 Envelope</b> 105 x 241 mm (4.1 x 9.5 in.)	X	X	✓	X	X	✓
<b>DL Envelope</b> 110 x 220 mm (4.3 x 8.7 in.)	X	X	✓	X	X	✓
<b>C5 Envelope</b> 162 x 229 mm (6.4 x 9 in.)	X	X	✓	X	X	✓
<b>B5 Envelope</b> 176 x 250 mm (6.9 x 9.8 in.)	X	X	✓	X	X	✓
<b>Other Envelope</b> 76.2 x 127 mm to 216 x 356 mm (3 x 5 in. to 8.5 x 14 in.)	X	X	✓	X	X	✓

## Supported paper types

Paper type	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
<b>Plain paper</b>	✓	✓	✓	✓	✓	✓
<b>Card stock</b>	X	X	✓	X	X	✓
<b>Transparency</b>	✓	X	✓	X	X	✓
<b>Recycled</b>	✓	✓	✓	✓	✓	✓
<b>Paper labels<sup>1</sup></b>	✓	✓	✓	X	X	✓

<sup>1</sup> One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.

<sup>2</sup> Bond and Heavy paper are supported in two-sided printing up to 90-g/m<sup>2</sup> (24-lb) paper weight.

Paper type	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
<b>Bond<sup>2</sup></b>	✓	✓	✓	✓	✓	✓
<b>Letterhead</b>	✓	✓	✓	✓	✓	✓
<b>Preprinted</b>	✓	✓	✓	✓	✓	✓
<b>Colored paper</b>	✓	✓	✓	✓	✓	✓
<b>Light paper</b>	✓	✓	✓	✓	✓	✓
<b>Heavy paper<sup>2</sup></b>	✓	✓	✓	✓	✓	✓
<b>Rough/Cotton</b>	✓	✓	✓	✓	✓	✓
<b>Envelope</b>	X	X	✓	X	X	✓
<b>Rough envelope</b>	X	X	✓	X	X	✓

<sup>1</sup> One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.

<sup>2</sup> Bond and Heavy paper are supported in two-sided printing up to 90-g/m<sup>2</sup> (24-lb) paper weight.

## Supported paper weights

Paper type	Tray	Multipurpose feeder	ADF	Two-sided printing
<b>Plain Paper</b>	60–120 g/m <sup>2</sup> (16–32 lb)	60–216 g/m <sup>2</sup> (16–58 lb)	Standard-sized paper: 52–120 g/m <sup>2</sup> (14–32 lb) Universal-sized media: 60–90 g/m <sup>2</sup> (16–24 lb)	60–90 g/m <sup>2</sup> (16–24 lb)
<b>Card Stock</b>	N/A	60–216 g/m <sup>2</sup> (16–58 lb)	52–120 g/m <sup>2</sup> (14–32 lb)	N/A
<b>Transparency</b>	60–120 g/m <sup>2</sup> (16–32 lb)	60–216 g/m <sup>2</sup> (16–58 lb)	N/A	N/A
<b>Labels*</b>	60–120 g/m <sup>2</sup> (16–32 lb)	60–216 g/m <sup>2</sup> (16–58 lb)	N/A	N/A

\* One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.

Paper type	Tray	Multipurpose feeder	ADF	Two-sided printing
<b>Envelopes</b>	N/A	N/A	60–216 g/m <sup>2</sup> (16–58 lb)	N/A

\* One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.







## Tools required for service

- Flat-blade screwdrivers, various sizes
- #1 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic short-blade
- Torx screwdriver (T20 head)
- Needle-nose pliers
- Diagonal side cutters
- Spring hook
- Feeler gauges
- Analog or digital multimeter
- 3-mm ball hex wrench
- Toner vacuum
- Flashlight









# Diagnostics and troubleshooting







## Troubleshooting precautions

-  **CAUTION—SHOCK HAZARD:** When you see this symbol on the product, there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.
-  **CAUTION—SHOCK HAZARD:** This product uses an electronic power switch. It does not physically disconnect the input AC voltage. To avoid the risk of electrical shock, always remove the power cord from the printer when removal of the input AC voltage is required.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock while troubleshooting with covers removed or doors open, do not touch the exposed wires or circuits while the printer is connected to an electrical outlet.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.
-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.






## Précautions de dépannage

-  **ATTENTION—RISQUE D'ELECTROCUTION :** Ce symbole indique un danger lié à des niveaux de tension dangereux dans la zone du produit à manipuler. Débranchez le produit avant de commencer, ou agissez avec prudence si le produit doit être alimenté pour effectuer l'opération.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Ce produit utilise un commutateur d'alimentation électronique. Il ne déconnecte pas physiquement la tension d'alimentation CA. Pour éviter tout risque d'électrocution, débranchez toujours le cordon d'alimentation de l'imprimante lorsque vous devez déconnecter la tension d'alimentation CA.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Pour éviter tout risque d'électrocution lors du dépannage de l'imprimante avec les capots retirés ou les portes ouvertes, prenez garde de ne pas toucher les fils ou circuits dénudés si l'imprimante est connectée à une prise électrique.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Pour éviter tout risque d'électrocution et éviter d'endommager l'imprimante, débranchez le cordon d'alimentation de la prise électrique et déconnectez toute connexion à tout périphérique externe avant de brancher ou débrancher des câbles ou circuits et assemblages électroniques.
-  **ATTENTION—SURFACE CHAUDE :** L'intérieur de l'imprimante risque d'être brûlant. Pour réduire le risque de brûlure, laissez la surface ou le composant refroidir avant d'y toucher.
-  **ATTENTION : RISQUE DE PINCEMENT :** Pour éviter tout risque de blessure par pincement, agissez avec précaution au niveau des zones signalées par cette étiquette. Les blessures par pincement peuvent se produire autour des pièces mobiles telles que les engrenages, portes, tiroirs et capots.

## Precauciones durante la solución de problemas

-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Cuando vea este símbolo en el producto, existe peligro de tensiones peligrosas en el área del producto en la que está trabajando. Desconecte el producto antes de empezar o tenga cuidado si el producto debe recibir alimentación a fin de realizar la tarea.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Este producto utiliza un interruptor de corriente electrónico. No desconecta físicamente la entrada de voltaje de CA. Para evitar el riesgo de descarga eléctrica, desenchufe siempre el cable de alimentación de la impresora cuando sea necesario retirar la entrada de voltaje de CA.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descarga eléctrica al solucionar problemas sin las cubiertas o con las puertas abiertas, no toque los cables ni los circuitos expuestos mientras la impresora está conectada a una toma de corriente.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descargas eléctricas y daños en la impresora, retire el cable de alimentación de la toma eléctrica y desconecte todas las conexiones a dispositivos externos antes de conectar o desconectar cualquier cable, placa electrónica o conjunto.
-  **PRECAUCIÓN: SUPERFICIE CALIENTE:** El interior de la impresora podría estar caliente. Para evitar el riesgo de heridas producidas por el contacto con un componente caliente, deje que la superficie se enfríe antes de tocarlo.
-  **PRECAUCIÓN: PELIGRO DE ATRAPAMIENTO:** Para evitar el riesgo de lesión por atrapamiento, preste atención en las áreas marcadas con esta etiqueta. Las lesiones por atrapamiento se pueden producir en torno a partes móviles, tales como engranajes, puertas, bandejas y cubiertas.

## Vorsichtsmaßnahmen bei der Fehlerbehebung

-  **VORSICHT – STROMSCHLAGGEFAHR:** Wenn Sie dieses Symbol sehen, besteht eine Gefahr durch gefährliche Spannungen in dem Produktbereich, in dem Sie arbeiten. Trennen Sie das Produkt von seiner Stromverbindung, bevor Sie beginnen, oder gehen Sie vorsichtig vor, wenn das Produkt für die Durchführung der Aufgabe mit Strom versorgt werden muss.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Dieses Produkt verwendet einen elektronischen Leistungsschalter. Er trennt die Eingangswchselspannung nicht physikalisch. Um das Risiko eines elektrischen Schlags zu vermeiden, ziehen Sie stets das Netzkabel vom Drucker ab, wenn eine Abtrennung der Eingangswchselspannung erforderlich ist.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um die Gefahr eines Stromschlags während der Fehlerbehebung bei entfernten Abdeckungen oder offenen Klappen zu vermeiden, berühren Sie die freiliegenden Drähte oder Stromkreise nicht, wenn der Drucker an eine Steckdose angeschlossen ist.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um das Risiko eines elektrischen Schlags und Schäden am Drucker zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose und trennen Sie alle Verbindungen zu jeglichen externen Geräten, bevor Sie Kabel, Elektronikplatinen oder Baugruppen einstecken oder abziehen.
-  **VORSICHT – HEISSE OBERFLÄCHE:** Das Innere des Druckers kann sehr heiß sein. Vermeiden Sie Verletzungen, indem Sie heiße Komponenten stets abkühlen lassen, bevor Sie ihre Oberfläche berühren.



**VORSICHT – QUETSCHGEFAHR:** Um das Risiko einer Quetschung zu vermeiden, gehen Sie in Bereichen, die mit diesem Etikett gekennzeichnet sind, mit Vorsicht vor. Quetschungen können im Bereich von beweglichen Komponenten auftreten, wie z. B. Zahnrädern, Klappen, Fächern und Abdeckungen.

## Troubleshooting overview

### Performing the initial troubleshooting check

Before you start the troubleshooting procedures, perform the following checks:

- Use genuine Lexmark supplies and parts for the best results. Third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components.
- With the power cord unplugged from the electrical outlet, check that the cord is free from the breakage, short circuits, disconnected wires, or incorrect connections.
- Make sure the printer is properly grounded. Check the power cord ground terminal.
- Make sure the power supply line voltage is within 10% of the rated line voltage.
- Make sure the machine is securely installed on a level surface in a well-ventilated area.
- Make sure the room temperature is between 16 and 32°C (60 and 90°F) and that the relative humidity is between 20 and 80%.
- Avoid sites generating ammonia gas, high temperature, high humidity (near water faucets, kettles, humidifiers), cold spaces, near open flames, and dusty areas.
- Avoid sites exposed to direct sunlight.
- Make sure the paper is the recommended paper for this printer.
- Make a trial print with paper from a newly opened package, and check the result.

### Power-on Reset (POR) sequence

When you turn on the printer, it performs a POR sequence.

Check for correct POR functioning of the base printer by observing the following:

- 1 The control panel indicator light turns on.
- 2 The control panel display turns on.
- 3 A splash screen appears on the display.
- 4 The cooling fan turns on.
- 5 The fuser heater turns on.

**Note:** The fuser takes longer to warm up from a cold start than from a warm start.

- 6 The main drive motor turns on.

- 7 The EP drive assembly drives the developer shaft located in the imaging unit.
- 8 The exit rollers turn.
- 9 The control panel indicator light blinks.
- 10 **Ready** appears on the display.

## Using Safe Mode

Safe Mode lets the printer continue to operate in a special limited mode in which it attempts to continue offering as much functionality as possible despite known issues.

**Warning—Potential Damage:** Safe Mode is intended as a short-term workaround and should be used only in the case of a non-critical error when a print job must be completed before service can be arranged to repair the printer. The printer must be returned to standard operating mode before diagnostics can be run or full-function printing can continue.

You can enter Safe Mode in one of the following ways:

- Enable Safe Mode from the Configuration menu, and then POR the printer.
- Press the **Stop** and **Back** keys, and then POR the printer.

Return the printer to standard operating mode to service the printer and return to full-function printing.

### Safe mode print behavior

The following table outlines the behavior for this printer model while in Safe Mode:

Safe Mode engine features	Engine behavior	Control panel behavior
Simplex printing only	Will report that no duplexer is installed.	Duplex print option will not be selectable.
Ignore duplex sensor		
Ignore bin full sensor	Bin full messages will not be reported.	Bin full messages will not occur.
Print at narrow media operating point	Pages will be printed slower.	N/A
Ignore narrow media sensor	Narrow media will print without restrictions.	N/A
Ignore all input options	Will report that only Tray 1 is installed.	Only Tray 1 and the MPF will be selectable.
Ignore all output options	Will not report any installed finishing options.	Finishing options will not be selectable.
Use large interpage gaps	Pages will have large interpage gaps.	N/A

## Fixing print quality issues

- [“Initial print quality check” on page 31](#)
- [“Gray background or toner fog check” on page 32](#)
- [“Blank pages check” on page 34](#)

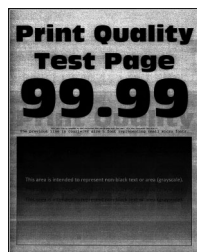
- “Print is too dark check” on page 40
- “Print is too light check” on page 42
- “Paper curl check” on page 45
- “Folded or wrinkled paper check” on page 46
- “Solid black pages check” on page 47
- “Repeating defects check” on page 50
- “Skewed print check” on page 51
- “Streaked vertical lines appear on prints check” on page 53
- “Horizontal light bands check” on page 54
- “Vertical light bands check” on page 55
- “Vertical dark bands check” on page 56
- “Vertical dark streaks with print missing check” on page 58
- “White streaks and voided areas check” on page 60
- “Fine lines are not printed correctly (specifically Chinese characters) check” on page 63
- “Clipped pages or images check” on page 64
- “Compressed images appear on prints check” on page 66
- “Incorrect margins on prints check” on page 67
- “Toner rubs off check” on page 68
- “Toner specks appear on prints check” on page 69

## Initial print quality check

Before troubleshooting print problems, perform the following:

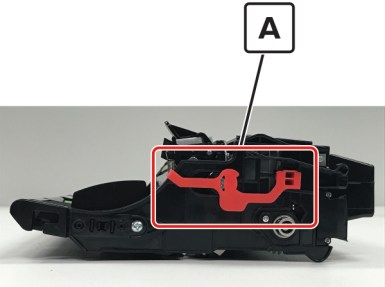
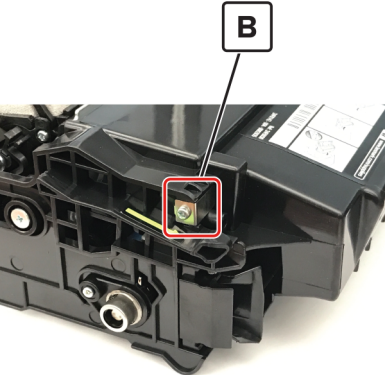
- Make sure that the printer is located in an area that follows the recommended operating environment and power requirement specifications.
- Check the status of supplies. Replace supplies that are low or empty.
- Load 20-lb (75-80 g/m<sup>2</sup>) plain letter or A4 paper. Make sure that the paper guides are properly set and locked. From the control panel, set the paper size and type to match the paper loaded in the tray.
- From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.
- Print and keep the Menu Settings Page. The original page is used to restore the custom settings if necessary. From the control panel, navigate to **Settings > Reports > Menu Settings Page**, and then press **OK**.
- On the Menu Settings page, check if the print resolution is set to 600 dpi and the toner darkness is set to Normal.
- Check the toner cartridges for damage, and replace if necessary.
- Make sure that the correct print driver is used to prevent print problems. If the wrong print driver is installed, then incorrect characters could print and the copy may not fit the page correctly.

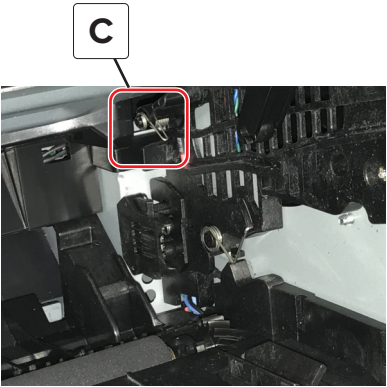
## Gray background or toner fog check



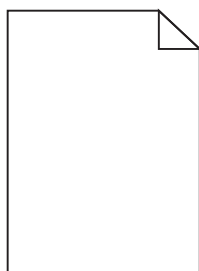
**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p><b>b</b> From the control panel:</p> <ol style="list-style-type: none"> <li>Increase the toner darkness in the Quality menu. <b>Note:</b> 8 is the factory default setting.</li> <li>Set the paper type, texture, and weight in the Paper menu to match the paper loaded.</li> </ol> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b></p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.

Actions	Yes	No
<p><b>Step 4</b></p> <p><b>a</b> Remove any packing material left on the imaging unit, including the red separator plastic (A).</p>  <p><b>Note:</b> You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit.</p> <p><b>b</b> Check the charge roller contact (B) on the right side of the imaging unit for damage and contamination.</p>  <p>Is the charge roller contact damaged and contaminated?</p>	Go to step 5.	Go to step 6.
<p><b>Step 5</b></p> <p>Repair or replace the charge roller contact on the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Make sure that connection JPS1 on the controller board and the connections on the power supply are properly connected.</p> <p>Are the connections properly connected?</p>	Go to step 9.	Go to step 8.

Actions	Yes	No
<p><b>Step 8</b> Reseat the connections.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <p><b>Note:</b> Poor electrical contact to the photoconductor is the most likely source of a full page background defect.</p> <p><b>a</b> Remove any contamination from the photoconductor charge contact (C) on the right side of the frame.</p> <div data-bbox="402 569 786 953" style="text-align: center;">  </div> <p><b>b</b> Perform a print test.</p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p>Check if the photoconductor charge contact is bent, damaged, or not in proper contact with the imaging unit.</p> <p>Is the contact free from damage and in proper contact with the imaging unit?</p>	Go to step 11.	Contact the next level of support.
<p><b>Step 11</b></p> <p>Replace the power supply. See <a href="#">“Power supply removal” on page 273.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

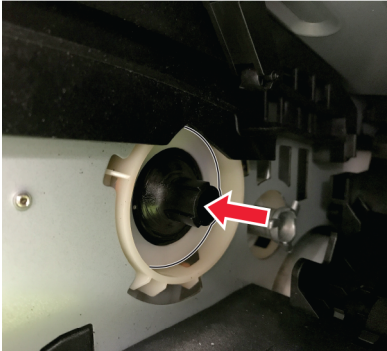
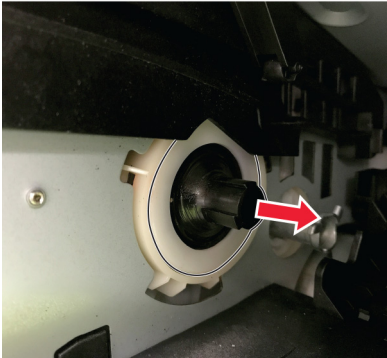
## Blank pages check

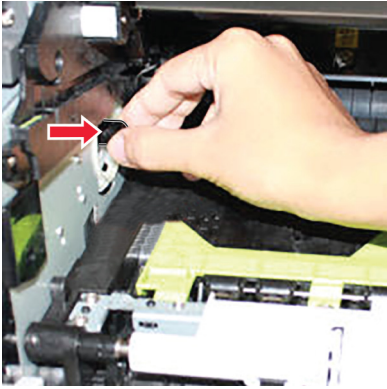
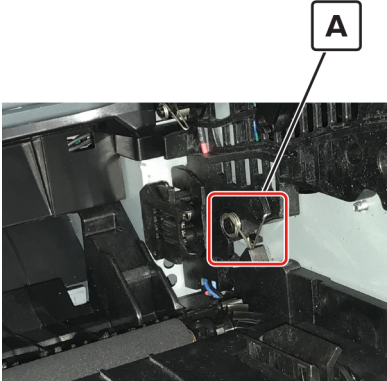






**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Check and remove any packing material left on the imaging unit.</p> <p><b>b</b> Firmly shake the imaging unit to redistribute the toner, and then reinstall it.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Check the imaging unit for damage and proper installation, and replace if necessary.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Actions	Yes	No
<p><b>Step 5</b></p> <p>Check the coupler to make sure that it is not stuck in the retracted position. While slowly closing the door, observe the coupler to see if it moves inward.</p> <p><b>Note:</b> With the imaging unit removed, the coupler should retract with the door open and move inward when the front door is closed.</p> <div style="display: flex; flex-direction: column; align-items: center;">   </div> <p>Is the coupler stuck, and not moving inward, while closing the front door?</p>	Go to step 6.	Go to step 7.

Actions	Yes	No
<p><b>Step 6</b> Reach inside the printer and manually reposition the coupler in the direction of the red arrow as shown.</p>  <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check if the imaging unit contact (A) is bent, damaged, or not in proper contact with the imaging unit.</p>  <p>Are the contacts free from damage, not bent and in proper contact with the imaging unit?</p>	Go to step 8.	Contact the next level of support.
<p><b>Step 8</b> Check all connections in the power supply. If necessary, replace the power supply.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> Reseat cable JPS1 on the controller board.</p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.

Actions	Yes	No
<p><b>Step 10</b> Replace the cable.</p> <p>Does the problem remain?</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b></p> <p><b>a</b> Check the transfer roller for proper installation. If necessary, remove and then reinstall the transfer roller.</p> <p><b>b</b> Check the transfer roller for contamination and damage.</p> <p>Is the transfer roller free of contamination and damage?</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b> Replace the transfer roller. See <a href="#">“Transfer roller removal” on page 264.</a></p> <p>Does the problem remain?</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> Check the transfer roller left contact spring on the transfer roller left arm for damage.</p> <p>Is the contact spring free of damage?</p>	Go to step 15.	Go to step 14.
<p><b>Step 14</b> Replace the transfer roller left arm with cable.</p> <p>Does the problem remain?</p>	Go to step 15.	The problem is solved.

Actions	Yes	No
<p><b>Step 15</b></p> <p><b>a</b> Check the coupler for signs of damage. The coupler is located on the main drive motor.</p> <ul style="list-style-type: none"> <li>• Good condition</li> </ul>  <ul style="list-style-type: none"> <li>• Bad condition</li> </ul>  <p><b>b</b> If the coupler is damaged, then replace the main drive motor.</p> <p>Does the problem remain?</p>	<p>Go to step 16.</p>	<p>The problem is solved.</p>
<p><b>Step 16</b></p> <p>Reseat the printhead cables on the controller board.</p> <p>Does the problem remain?</p>	<p>Go to step 17.</p>	<p>The problem is solved.</p>
<p><b>Step 17</b></p> <p>Replace the laser printhead. See <a href="#">“Printhead removal” on page 302.</a></p> <p>Does the problem remain?</p>	<p>Contact the next level of support.</p>	<p>The problem is solved.</p>

## Print is too dark check



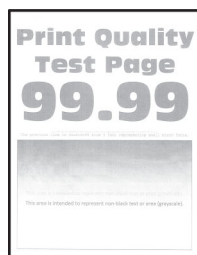
**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b></p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p><b>b</b> From the control panel, reduce the toner darkness in the Quality menu.</p> <p><b>Note:</b> 8 is the factory default setting.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>From the control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Depending on the operating system, specify the paper type, texture, and weight from Printing Preferences or Print dialog.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.

Actions	Yes	No
<p><b>Step 6</b></p> <p><b>a</b> Check if the paper loaded has texture or rough finishes.</p> <p><b>b</b> From the control panel, set the paper texture in the Paper menu to match the texture of the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Make sure that the paper loaded is from a fresh package.</p> <p><b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <p>Check if the imaging unit contacts (A) are bent, damaged, or not in proper contact with the imaging unit.</p> <div data-bbox="380 961 764 1346" data-label="Image"> <p>The image shows the internal hardware of a device, likely a scanner or copier. Two specific contact points are highlighted with red rectangular boxes. Lines from a box labeled 'A' point to these two locations, indicating they are the contacts to be inspected for damage or proper contact.</p> </div> <p>Are the contacts free from damage, not bent and in proper contact with the imaging unit?</p>	Go to step 10.	Contact the next level of support.
<p><b>Step 10</b></p> <p>Check all connections on the power supply for proper connection.</p> <p>Is the power supply properly connected?</p>	Contact the next level of support.	Go to step 11.
<p><b>Step 11</b></p> <p>Replace the connections.</p> <p>Does the problem remain?</p>	Go to step 12.	The problem is solved.

Actions	Yes	No
<p><b>Step 12</b></p> <p>Replace the power supply. See <a href="#">“Power supply removal” on page 273</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Print is too light check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b></p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p><b>b</b> From the control panel:</p> <ol style="list-style-type: none"> <li><b>1</b> Increase the toner darkness in the Quality menu. <b>Note:</b> 8 is the factory default setting.</li> <li><b>2</b> Set the paper type, texture, and weight in the Paper menu to match the paper loaded.</li> </ol> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.



Actions	Yes	No
<p><b>Step 4</b></p> <p><b>a</b> Remove the toner cartridge and imaging unit.</p> <p><b>b</b> Push either side of the transfer roller , located below the imaging unit, to check if it depresses and bounces back into place.</p> <p><b>c</b> If the transfer roller does not depress and bounce back into place, then reinstall it by pulling up the blue gear and pulling it out from the right side to the left.</p> <p><b>d</b> Firmly shake the imaging unit to redistribute the toner, and then reinstall it.</p> <p><b>e</b> Reinstall the toner cartridge.</p> <p><b>f</b> Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Check the shutter on the imaging unit for signs of damage.</p> <p><b>Note:</b> The shutter opens to receive toner from the toner cartridge.</p> <p>Is the shutter on the imaging unit working properly?</p>	Go to step 6.	Go to step 7.
<p><b>Step 6</b></p> <p><b>a</b> Check the status of the imaging unit.</p> <p>    <b>1</b> From the home screen, select <b>Status/supplies</b>.</p> <p>    <b>2</b> Select <b>View Supplies</b>.</p> <p><b>b</b> Check the condition of the imaging unit.</p> <p>Is the imaging unit near end of life and/or showing signs toner leakage?</p>	Go to step 7.	Go to step 8.
<p><b>Step 7</b></p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Replace the transfer roller. See <a href="#">“Transfer roller removal” on page 264</a>.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.

Actions	Yes	No
<p><b>Step 9</b> Clean the printhead lens. See <a href="#">“Cleaning the printhead lenses” on page 386</a>.</p> <p><b>Note:</b> This is applicable only to models installed with a galvo LSU. To determine whether the LSU is galvo, check the serial number of the printer. The sixth digit character assigned should be in the 0–9 or B–N range (Example: 4514 20HH 007CR).</p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b> Replace the power supply. See <a href="#">“Power supply removal” on page 273</a>.</p> <p>Does the problem remain?</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Check the cartridge gearbox for damage.</p> <p>Is the cartridge gearbox free from damage?</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b> Replace the cartridge gearbox. See <a href="#">“Cartridge gearbox removal” on page 236</a>.</p> <p>Does the problem remain?</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> Check connection JCART1 on the controller board and the connection on the cartridge gearbox.</p> <p>Are the connections properly connected?</p>	Go to step 15.	Go to step 14.
<p><b>Step 14</b> Replace the connections.</p> <p>Does the problem remain?</p>	Go to step 15.	The problem is solved.
<p><b>Step 15</b> Replace the cartridge gearbox. See <a href="#">“Cartridge gearbox removal” on page 236</a>.</p> <p>Does the problem remain?</p>	Go to step 16.	The problem is solved.
<p><b>Step 16</b> Replace the controller board. See <a href="#">“Controller board removal” on page 244</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Paper curl check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> From the control panel, set the paper size, type, and weight in the Paper menu to match the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Depending on the operating system, specify the paper size from Printing Preferences or Print dialog.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Remove paper from the tray, and then turn it over.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.

Actions	Yes	No
<p><b>Step 7</b> Make sure that the paper loaded is from a fresh package. <b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Make sure that the printer supports the paper loaded.</p> <p>Is the paper supported?</p>	Contact the next level of support.	Go to step 9.
<p><b>Step 9</b> Load a supported paper.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Folded or wrinkled paper check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

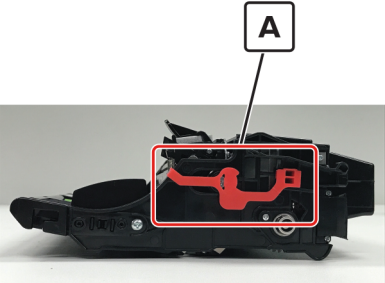
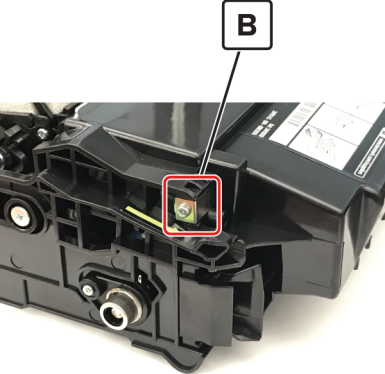
Actions	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Check if the printer is using a non-Lexmark toner cartridge. <b>Note:</b> If the printer is using a third-party cartridge, then do not replace the imaging unit. Refer the users to their cartridge supplier.</p> <p><b>b</b> Make sure that the toner cartridge is compatible with the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.

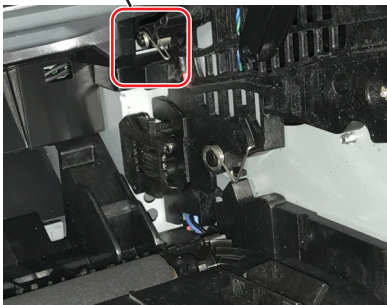
Actions	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Check if the paper loaded is from a fresh package.</p> <p><b>Note:</b> The amount of moisture in paper affects both print quality and printer ability to feed paper correctly.</p> <p><b>b</b> Make sure that the printer supports the paper loaded. For a complete list of supported paper, see the printer <i>User's Guide</i>.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Make sure that the fuser entry guide is free of waste toner and dust.</p> <p><b>Warning—Potential Damage:</b> Clean the fuser entry guide with a toner vacuum and cloth. Do not use compressed air.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>If the fuser has reached end of life, then replace the maintenance kit.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Solid black pages check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b></p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Remove any packing material left on the imaging unit, including the red separator plastic (A).</p>  <p><b>Note:</b> You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit.</p> <p><b>b</b> Check the charge roller contact (B) on the right side of the imaging unit for damage and contamination.</p>  <p>Is the charge roller contact damaged and contaminated?</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b></p> <p>Repair or replace the charge roller contact on the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Actions	Yes	No
<p><b>Step 5</b> Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Check if the imaging unit contact (C) is contaminated, broken, or bent out of proper position.</p> <div data-bbox="380 491 764 877" style="text-align: center;">  </div> <p>Is the contact contaminated, broken, or bent out of proper position?</p>	Go to step 7.	Go to step 8.
<p><b>Step 7</b> Clean or repair the imaging unit contacts.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 8</b> Check the high voltage metal contacts on the imaging unit for damage. If necessary, replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> Check cable JPS1 from the controller board to the power supply for proper connection.</p> <p>Is the cable properly connected?</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b> Reseat the cable.</p> <p>Does the problem remain?</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Replace the cable.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Repeating defects check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b></p> <p>Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following:</p> <ul style="list-style-type: none"> <li>• 97 mm (3.82 in.)</li> <li>• 47 mm (1.85 in.)</li> <li>• 38 mm (1.5 in.)</li> </ul> <p>Does the distance between the repeating defects match any of the measurements?</p>	Go to step 2.	Go to step 3.
<p><b>Step 2</b></p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Check if the distance between repeating defects is equal to 3.15 inches (85 mm).</p> <p>Does the distance between repeating defects equal to 3.15 inches (85 mm)?</p>	Go to step 4.	Contact the next level of support.
<p><b>Step 4</b></p> <p>Replace the fuser. See <a href="#">“Fuser removal” on page 296</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Replace the transfer roller. See <a href="#">“Transfer roller removal” on page 264</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.



## Skewed print check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check the guides in the tray where the skewed prints are sourced from. <b>Note:</b> If paper is sourced from the MPF, then proceed to <a href="#">step 9</a>.</p> <p>Does the position of the guides match the paper loaded?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Adjust the guides to match the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check if the printer supports the paper loaded. <b>Note:</b> For a complete list of supported paper, see the printer <i>User's Guide</i>.</p> <p>Is the paper supported?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Remove the paper, and then load a supported one.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Check the tray pick roller for excess wear and contamination.</p> <p>Is the pick roller free from excess wear and contamination?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Replace the pick roller. See <a href="#">“Pick roller assembly removal” on page 280</a>.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.

Actions	Yes	No
<p><b>Step 7</b> Perform a print test. From the Diagnostics menu, select <b>PRINT TESTS &gt; Tray [x]</b>. <b>Note:</b> [x] refers to the tray where the skewed prints are sourced from.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Adjust the margins. From the Diagnostic menu, select <b>REGISTRATION</b>.</p> <p>Does the problem remain?</p>	Go to step 15.	The problem is solved.
<p><b>Step 9</b> Check the guides in the MPF tray.</p> <p>Does the position of the guides match the paper loaded?</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b> Adjust the guides to match the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Check if the printer supports the paper loaded. <b>Note:</b> For a complete list of supported paper, see the printer <i>User's Guide</i>.</p> <p>Is the paper supported?</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b> Remove the paper, and then load a supported one.</p> <p>Does the problem remain?</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> Check the MPF pick roller for excess wear and contamination.</p> <p>Is the MPF pick roller free from excess wear and contamination?</p>	Go to step 15.	Go to step 14.
<p><b>Step 14</b> Replace the MPF pick roller. See <a href="#">“MPF pick roller and separator pad removal” on page 267</a>.</p> <p>Does the problem remain?</p>	Go to step 15.	The problem is solved.

Actions	Yes	No
<p><b>Step 15</b> Perform the paper skew adjustment. See <a href="#">“Printhead assembly adjustment” on page 224.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Streaked vertical lines appear on prints check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31.](#)

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Remove, and then reinstall the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

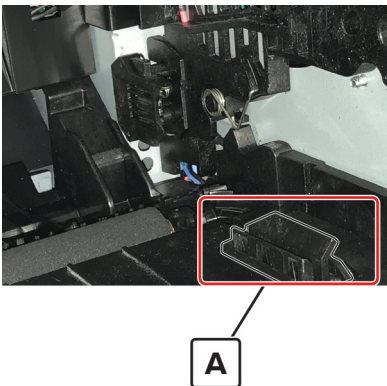
Actions	Yes	No
<p><b>Step 5</b> Remove the fuser, and check for damage or debris on the rollers and belts.</p> <p>Are the rollers and belts free of damage or debris?</p>	Contact the next level of support.	Go to step 6.
<p><b>Step 6</b> Replace the fuser.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Horizontal light bands check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Turn off the printer, wait for 10 seconds, and then turn on the printer.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.

Actions	Yes	No
<p><b>Step 4</b> Check the imaging unit contact block (A), including the white and red wires, for damage or improper installation.</p>  <p>Is the imaging unit contact block free of damage and properly installed?</p>	Go to step 5.	Contact the next level of support.
<p><b>Step 5</b> Replace the power supply. See <a href="#">“Power supply removal” on page 273</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

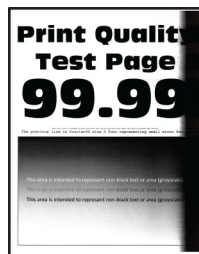
## Vertical light bands check



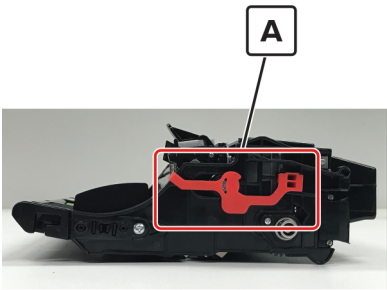
**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b></p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Clean the printhead lens. See <a href="#">“Cleaning the printhead lenses” on page 386</a>.</p> <p><b>Note:</b> This is applicable only to models installed with a galvo LSU. To determine whether the LSU is galvo, check the serial number of the printer. The sixth digit character assigned should be in the 0–9 or B–N range (Example: 4514 20HH 007CR).</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Replace the printhead. See <a href="#">“Printhead removal” on page 302</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

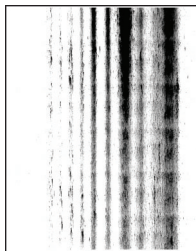
## Vertical dark bands check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b></p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Remove, and then reinstall the toner cartridge and imaging unit.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>If a bright light enters the right side of the printer, then move the printer to avoid the bright light.</p> <p><b>Note:</b> In cases where the printer cannot be moved or relocated, add a cover to the fan inlet vent to block the light from entering the printer, or contact the next level of support.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>If a separator plastic (A) is stuck inside the imaging unit or if there are other obstructions between the charge roller and photoconductor drum, then remove them.</p> <div data-bbox="380 1262 764 1549" style="text-align: center;">  </div> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

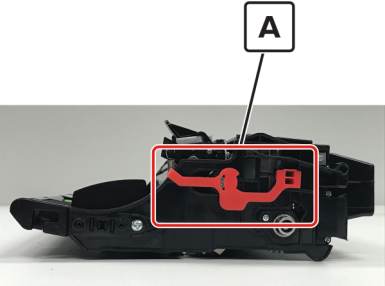
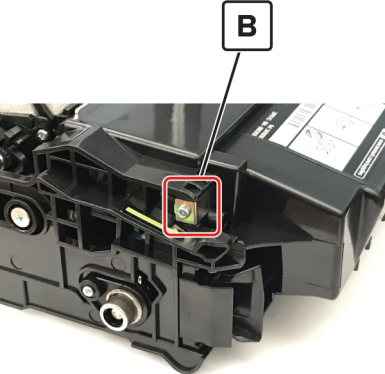
## Vertical dark streaks with print missing check

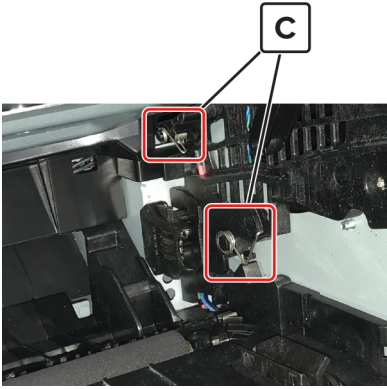


**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.



Actions	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Remove any packing material left on the imaging unit, including the red separator plastic (A).</p>  <p><b>Note:</b> You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit.</p> <p><b>b</b> Check the charge roller contact (B) on the right side of the imaging unit for damage and proper installation.</p>  <p>Is the charge roller contact damaged and contaminated?</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b></p> <p>Repair or replace the charge roller contact on the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.

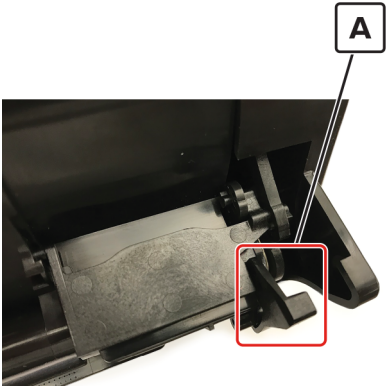
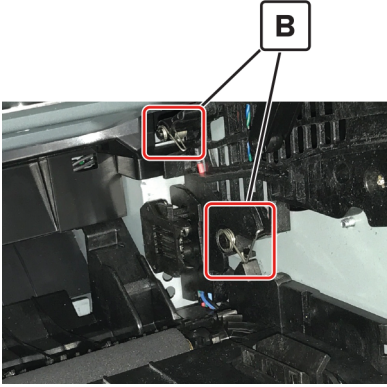
Actions	Yes	No
<p><b>Step 6</b> Check if the imaging unit contacts (C) are contaminated or bent out of proper position.</p>  <p>Are the contacts contaminated and bent out of proper position?</p>	Go to step 7.	Go to step 8.
<p><b>Step 7</b> Clean or repair the imaging unit contacts.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Check connection JPS1 on the controller board and the connections on the power supply.</p> <p>Are the connections properly connected?</p>	Go to step 10.	Go to step 9.
<p><b>Step 9</b> Reconnect the cables.</p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b> Replace the power supply. See <a href="#">“Power supply removal” on page 273</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## White streaks and voided areas check



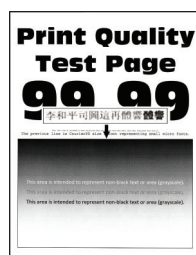
**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, do not replace the imaging unit. Refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Set the paper type and weight settings in the Paper menu to match the paper loaded.</p> <p><b>Note:</b> Make sure that the printer supports the paper loaded. For a complete list of supported paper, see the printer <i>User's Guide</i>.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Update the firmware to the latest version available.</p> <p><b>b</b> Enter the Diagnostics menu, and then change the EngSetting 14 value to 48.</p> <p><b>Note:</b> You can also change the setting through a bundle file or NPA command.</p> <p><b>c</b> Set Quiet mode to Off.</p> <p><b>d</b> Review the Event Log Summary sheets and check if either error code 31.46 or 31.66 events occurred for the imaging unit. If they did, check if they are occurring with the current toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Actions	Yes	No
<p><b>Step 5</b> Check the shutter tab (A) on the toner cartridge for signs of damage.</p>  <p>Is the shutter tab damaged?</p>	Go to step 6.	Go to step 7.
<p><b>Step 6</b> Replace the imaging unit and the toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Clean the printhead lens. See <a href="#">“Cleaning the printhead lenses” on page 386</a>.</p> <p><b>Note:</b> This is applicable only to models installed with a galvo LSU. To determine whether the LSU is galvo, check the serial number of the printer. The sixth digit character assigned should be in the 0–9 or B–N range (Example: 4514 20HH 007CR).</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Check if the imaging unit contacts (B) are contaminated or bent out of proper position.</p>  <p>Are the contacts contaminated or bent out of proper position?</p>	Go to step 9.	Go to step 10.

Actions	Yes	No
<b>Step 9</b> Clean or repair the imaging unit contacts.  Does the problem remain?	Contact the next level of support.	The problem is solved.
<b>Step 10</b> Check connection JPS1 on the controller board and all the connections on the power supply.  Are the connections properly connected?	Go to step 12.	Go to step 11.
<b>Step 11</b> Replace the connections.  Does the problem remain?	Go to step 12.	The problem is solved.
<b>Step 12</b> Replace the power supply. See <a href="#">“Power supply removal” on page 273.</a>  Does the problem remain?	Go to step 13.	The problem is solved.
<b>Step 13</b> Replace the printhead. See <a href="#">“Printhead removal” on page 302.</a>  Does the problem remain?	Contact the next level of support.	The problem is solved.

## Fine lines are not printed correctly (specifically Chinese characters) check



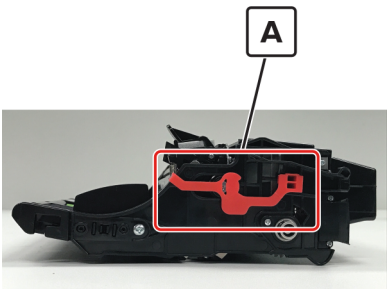
**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31.](#)

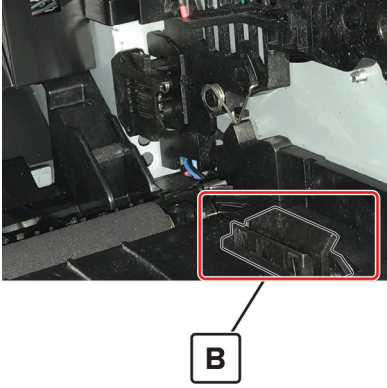
Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> From the control panel, adjust the Toner Darkness setting to 7.</p> <p><b>a</b> From the Settings menu, navigate to: <b>Print Settings &gt; Quality menu &gt; Pixel Boost &gt; Fonts &gt; Submit</b></p> <p><b>b</b> From the Quality menu, select <b>Toner Darkness</b>, and then adjust the setting to 7.</p> <p><b>c</b> Submit the changes.</p> <p><b>Note:</b> Adjusting the Toner Darkness setting to 7 results in a slightly lighter print. You may leave the Toner Darkness value at 8 in order to maintain the darkness that you have grown accustomed to, but this will result in reduced toner yield.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Clipped pages or images check

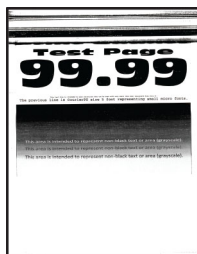


**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Remove, and then reinstall the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Check if a separator plastic (A), or a piece of it, is stuck inside the imaging unit or if there are any other obstructions between the charge roller and photoconductor drum.</p> <div data-bbox="380 961 764 1247" style="text-align: center;">  </div> <p>Is the imaging unit free from any separator plastic fragments or other obstructions?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b> Using a pair of pliers, remove the separator plastic fragments and other obstructions.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.

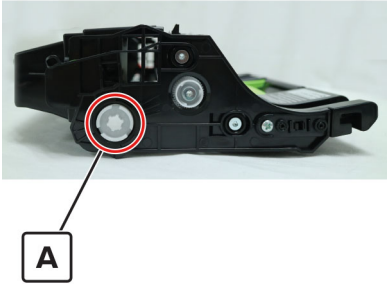
Actions	Yes	No
<p><b>Step 7</b> Check the imaging unit contact block (B) for damage or improper installation.</p>  <p>Is the imaging unit contact block damaged or improperly installed?</p>	Go to step 8.	Contact the next level of support.
<p><b>Step 8</b> Reinstall or replace the imaging unit contact block.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Compressed images appear on prints check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).



Actions	Yes	No
<p><b>Step 1</b> Remove the imaging unit, and then inspect the white photoconductor coupler (A). The coupler should be firmly connected to the imaging unit and should not freely rotate.</p>  <p>Does the coupler move freely or appear damaged?</p>	Go to step 2.	Go to step 3.
<p><b>Step 2</b> Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Replace the main drive gearbox. See <a href="#">“Main drive gearbox removal” on page 227</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

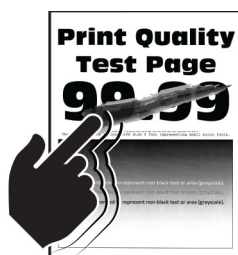
## Incorrect margins on prints check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Adjust the guides in the tray according to the size of the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Do one of the following:</p> <ul style="list-style-type: none"> <li>• From the printer control panel, set the paper size in the Paper menu to match the paper loaded in the tray.</li> <li>• Change the paper loaded in the tray to match the paper size specified in the tray settings.</li> </ul> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog.</p> <p>Does the problem remain?</p>	Go to step 4 or contact the next level of support.	The problem is solved.
<p><b>Step 4</b></p> <ol style="list-style-type: none"> <li>a Enter the Diagnostics menu, and then select <b>Registration</b>.</li> <li>b Adjust the margins as necessary.</li> </ol> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Toner rubs off check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> From the control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Remove, and then reinstall the fuser.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Replace the fuser. See <a href="#">“Fuser removal” on page 296</a>.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Reseat the connections on the power supply.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Replace the power supply. See <a href="#">“Power supply removal” on page 273</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Toner specks appear on prints check



**Note:** Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 31](#).

Actions	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Check the status of the imaging unit.</p> <ol style="list-style-type: none"> <li><b>1</b> From the home screen, select <b>Status/supplies</b>.</li> <li><b>2</b> Select <b>View Supplies</b>.</li> </ol> <p><b>b</b> Check the condition of the imaging unit.</p> <p>Is the imaging unit near end of life and/or showing signs of toner leakage?</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b> Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Check if toner specks appear only on the edges or back side of the pages.</p> <p>Do toner specks appear only on the edges or back side of the pages?</p>	Go to step 6.	Go to step 7.
<p><b>Step 6</b> Replace the transfer roller. See <a href="#">“Transfer roller removal” on page 264</a>.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check the printer for stray toner contamination.</p> <p>Is the printer contaminated with stray toner?</p>	Go to step 8.	Contact the next level of support.

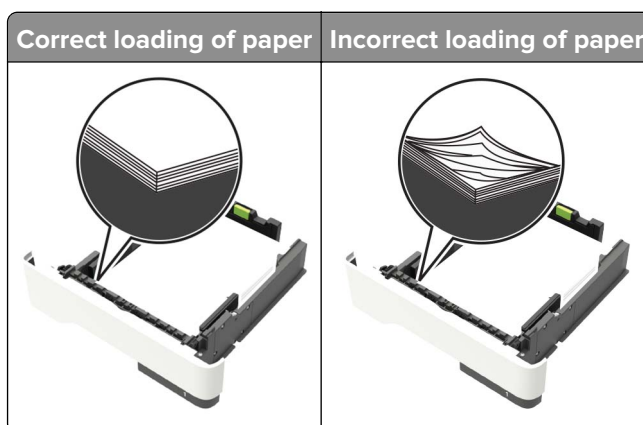
Actions	Yes	No
<p><b>Step 8</b></p> <p>Using an approved toner vacuum cleaner, completely clean the printer, toner cartridge, and imaging unit of toner contamination.</p> <p>Does the problem remain?</p>	<p>Contact the next level of support.</p>	<p>The problem is solved.</p>

## Paper jams

### Avoiding jams

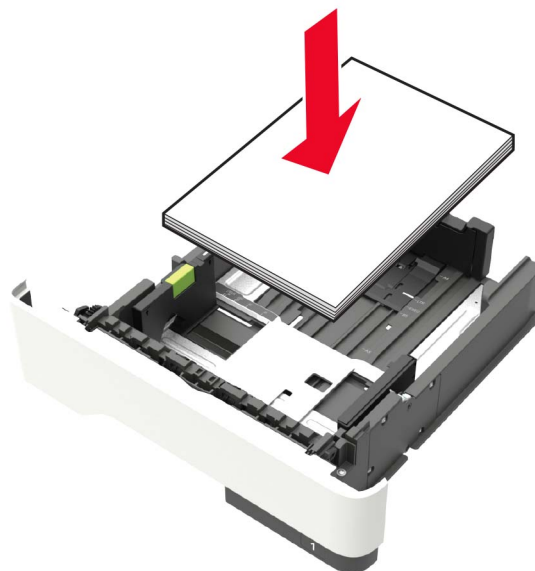
#### Load paper properly

- Make sure that the paper lies flat in the tray.



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.

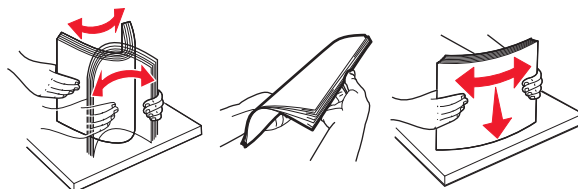
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

### Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.

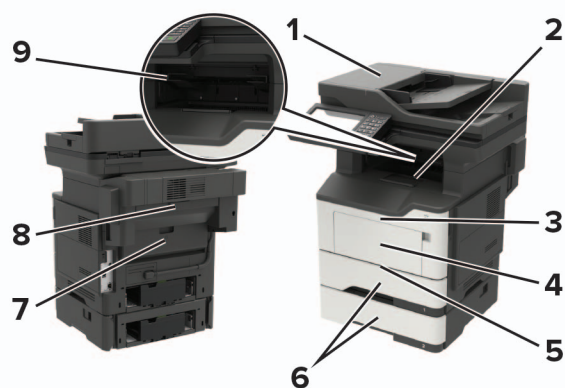


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

## Identifying jam locations

### Notes:

- When Jam Assist is set to On, the printer automatically flushes blank pages or partially printed pages with after a jammed page is cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam location
1	Automatic document feeder
2	Standard bin
3	Door A
4	Multipurpose feeder
5	Duplex unit
6	Trays
7	Door B
8	Optional staple finisher
9	Finisher bin

## 200 paper jams

### 200 paper jam messages

Error code	Description	Action
200.02	Paper fed from the MPF was detected earlier than expected at the sensor (input).	See <a href="#">“MPF to sensor (input) jam at leading edge service check” on page 75.</a>
200.03	Paper fed from the MPF was detected later than expected or was never detected at the sensor (input).	
200.04	Paper fed from the MPF cleared the sensor (input) earlier than expected.	See <a href="#">“MPF to sensor (input) jam at trailing edge service check” on page 77.</a>
200.05	Paper fed from the MPF never cleared the sensor (input).	
200.12	Paper fed from tray 1 was detected earlier than expected at the sensor (input).	See <a href="#">“Tray 1 to sensor (input) jam at leading edge service check” on page 78.</a>
200.13	Paper fed from tray 1 was detected later than expected or was never detected at the sensor (input).	

Error code	Description	Action
200.14	Paper fed from tray 1 cleared the sensor (input) earlier than expected.	See <a href="#">“Tray 1 to sensor (input) jam at trailing edge service check” on page 79.</a>
200.15	Paper fed from tray 1 never cleared the sensor (input).	
200.22	Paper fed from tray 2 was detected earlier than expected at the sensor (input).	See <a href="#">“Optional tray to sensor (input) jam at leading edge service check” on page 81.</a>
200.23	Paper fed from tray 2 was detected later than expected or was never detected at the sensor (input).	
200.24	Paper fed from tray 2 cleared the sensor (input) earlier than expected.	See <a href="#">“Optional tray to sensor (input) jam at trailing edge service check” on page 82.</a>
200.25	Paper fed from tray 2 never cleared the sensor (input).	
200.32	Paper fed from tray 3 was detected earlier than expected at the sensor (input).	See <a href="#">“Optional tray to sensor (input) jam at leading edge service check” on page 81.</a>
200.33	Paper fed from tray 3 was detected later than expected or was never detected at the sensor (input).	
200.34	Paper fed from tray 3 cleared the sensor (input) earlier than expected.	See <a href="#">“Optional tray to sensor (input) jam at trailing edge service check” on page 82.</a>
200.35	Paper fed from tray 3 never cleared the sensor (input).	
200.42	Paper fed from tray 4 was detected earlier than expected at the sensor (input).	See <a href="#">“Optional tray to sensor (input) jam at leading edge service check” on page 81.</a>
200.43	Paper fed from tray 4 was detected later than expected or was never detected at the sensor (input).	
200.44	Paper fed from tray 4 cleared the sensor (input) earlier than expected.	See <a href="#">“Optional tray to sensor (input) jam at trailing edge service check” on page 82.</a>
200.45	Paper fed from tray 4 never cleared the sensor (input).	
200.91	Paper remains detected at the sensor (input) after the printer is turned on.	See <a href="#">“Sensor (input) static jam service check” on page 84.</a>



## MPF to sensor (input) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print &gt; Tray 1 &gt; Single</b></p> <p><b>b</b> Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 10.	Go to step 3.
<p><b>Step 3</b></p> <p>Check the MPF pick roller and separator pad for wear and damage.</p> <p>Are the MPF roller and separator pad free of wear and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Replace the MPF pick roller and separator pad. See <a href="#">“MPF pick roller and separator pad removal” on page 267</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Check the MPF gearbox for wear and damage.</p> <p>Is the MPF gearbox free of wear and damage?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b></p> <p>Replace the MPF gearbox. See <a href="#">“MPF gearbox removal” on page 229</a>.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b></p> <p><b>b</b> Select the solenoid (MPF pick), and then touch <b>Start</b>.</p> <p>Does the solenoid run?</p>	Go to step 10.	Go to step 8.
<p><b>Step 8</b></p> <p>Check the solenoid for wear and damage.</p> <p>Is the solenoid free of wear and damage?</p>	Go to step 10.	Go to step 9.

Action	Yes	No
<p><b>Step 9</b> Replace the MPF solenoid. See <a href="#">“MPF solenoid removal” on page 235.</a></p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (Input).</p> <p>Does the sensor status change while toggling the sensor?</p>	Go to step 13.	Go to step 11.
<p><b>Step 11</b> <b>a</b> Reseat the sensor cable from the controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b> Replace the sensor. See <a href="#">“Sensors (duplex and input) removal” on page 278.</a></p> <p>Does the problem remain?</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> <b>a</b> Check the jam access cover for obstructions along the paper path. <b>b</b> Check if the jam access cover components are functional and free of damage.</p> <p>Are the jam access cover and its components functional and free of damage?</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 14</b> Replace the jam access cover. See <a href="#">“Jam access cover removal” on page 264.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## MPF to sensor (input) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print &gt; Tray 1 &gt; Single</b> <b>b</b> Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 8.	Go to step 3.
<p><b>Step 3</b> Check the MPF gearbox for wear and damage.</p> <p>Is the MPF gearbox free of wear and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Replace the MPF gearbox. See <a href="#">“MPF gearbox removal” on page 229</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> <b>b</b> Select the solenoid (MPF pick), and then touch <b>Start</b>.</p> <p>Does the solenoid run?</p>	Go to step 8.	Go to step 6.
<p><b>Step 6</b> Check the solenoid for wear and damage.</p> <p>Is the solenoid free of wear and damage?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b> Replace the MPF solenoid. See <a href="#">“MPF solenoid removal” on page 235</a>.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Check the transfer roller and its spring for improper installation and damage.</p> <p>Is the transfer roller properly installed and free of damage?</p>	Go to step 10.	Go to step 9.

Action	Yes	No
<p><b>Step 9</b> Reinstall or replace the transfer roller. See <a href="#">“Transfer roller removal” on page 264.</a></p> <p>Does the problem remain?</p>	Go to step 10.	Go to step 11.
<p><b>Step 10</b> Check if the fuser cam is functional and free of damage.</p> <p>Is the fuser cam functional and free of damage?</p>	Contact the next level of support.	Go to step 11.
<p><b>Step 11</b> Replace the fuser cam. See <a href="#">“Fuser actuator removal” on page 231.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Tray 1 to sensor (input) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71.</a></p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print &gt; MPF Tray &gt; Single</b> <b>b</b> Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 7.	Go to step 3.
<p><b>Step 3</b> Check the tray 1 pick roller for wear and damage.</p> <p>Is the pick roller free of wear and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Replace the pick roller. See <a href="#">“Pick roller assembly removal” on page 280.</a></p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Check the tray 1 separator roller assembly for wear and damage.</p> <p>Is the separator roller assembly free of wear and damage?</p>	Go to step 7.	Go to step 6.

Action	Yes	No
<p><b>Step 6</b> Replace the separator roller assembly.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> <b>b</b> Select the motor (Pick Motor (tray 1)), and then touch <b>Start</b>.</p> <p>Does the motor run?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b> <b>a</b> Reseat the pick motor cable. <b>b</b> Check if the motor is functional and free of damage.</p> <p>Is the motor functional and free of damage?</p>	Contact the next level of support.	Go to step 9.
<p><b>Step 9</b> Replace the motor. See <a href="#">“Pick/lift motor gearbox removal” on page 291</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Tray 1 to sensor (input) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print &gt; MPF tray &gt; Single</b> <b>b</b> Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 5.	Go to step 3.
<p><b>Step 3</b> Check the tray 1 separator roller assembly for wear and damage.</p> <p>Is the separator roller assembly free of wear and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Replace the separator assembly.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Action	Yes	No
<p><b>Step 5</b> Check the transfer roller and its spring for improper installation and damage.</p> <p>Is the transfer roller properly installed and free of damage?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Reinstall or replace the transfer roller. See <a href="#">“Transfer roller removal” on page 264.</a></p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check if the fuser cam is functional and free of damage.</p> <p>Is the fuser cam functional and free of damage?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b> Replace the fuser cam. See <a href="#">“Fuser actuator removal” on page 231.</a></p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b></p> <p><b>b</b> Find the sensor (Input).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 10.
<p><b>Step 10</b></p> <p><b>a</b> Reseat the sensor cable from the controller board.</p> <p><b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 11.
<p><b>Step 11</b> Replace the sensor. See <a href="#">“Sensors (duplex and input) removal” on page 278.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Optional tray to sensor (input) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print &gt; MPF Tray &gt; Single</b> <b>b</b> Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 7.	Go to step 3.
<p><b>Step 3</b> Check the optional tray pick roller for wear and damage.</p> <p>Is the pick roller free of wear and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Replace the pick roller.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Check the optional tray separator roller assembly for wear and damage.</p> <p>Is the separator roller assembly free of wear and damage?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Replace the separator roller assembly. See <a href="#">“Separator roller assembly removal” on page 321</a>.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> <b>a</b> Remove the tray insert from the affected optional tray. <b>b</b> Check if the lift plate moves properly. <b>c</b> Check the lift plate gears for damage.</p> <p>Is the tray insert functional and free of damage?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b> Replace the tray insert.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.

Action	Yes	No
<p><b>Step 9</b></p> <p><b>a</b> Reseat the optional tray motor (pick/lift) cable.</p> <p><b>b</b> Check if the motor is functional and free of damage.</p> <p>Is the motor (pick/lift) functional and free of damage?</p>	Contact the next level of support.	Go to step 10.
<p><b>Step 10</b></p> <p>Replace the optional tray.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Optional tray to sensor (input) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print &gt; MPF tray &gt; Single</b></p> <p><b>b</b> Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 5.	Go to step 3.
<p><b>Step 3</b></p> <p>Check the optional tray separator roller assembly for wear and damage.</p> <p>Is the separator roller assembly free of wear and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Replace the separator roller assembly. See <a href="#">“Separator roller assembly removal” on page 321</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Check the transfer roller and its spring for improper installation and damage.</p> <p>Is the transfer roller properly installed and free of damage?</p>	Go to step 7.	Go to step 6.



Action	Yes	No
<p><b>Step 6</b> Reinstall or replace the transfer roller. See <a href="#">“Transfer roller removal” on page 264.</a></p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check if the fuser cam is functional and free of damage.</p> <p>Is the fuser cam functional and free of damage?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b> Replace the fuser cam. See <a href="#">“Fuser actuator removal” on page 231.</a></p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b>  <b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Printer diagnostics and adjustments &gt; Sensor tests</b>  <b>b</b> Find the sensor (Input).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 10.
<p><b>Step 10</b>  <b>a</b> Reseat the sensor cable from the controller board.  <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 11.
<p><b>Step 11</b> Replace the sensor. See <a href="#">“Sensors (duplex and input) removal” on page 278.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Sensor (input) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (Input).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b> <b>a</b> Reseat the sensor cable from the controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b> Replace the sensor. See <a href="#">“Sensors (duplex and input) removal” on page 278</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 202–221 paper jams

### 202 paper jam messages

Error code	Description	Action
202.03	Paper fed from the MPF never reached the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at leading edge service check” on page 85</a> .
202.05	Paper fed from the MPF never cleared the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at trailing edge service check” on page 86</a> .
202.13	Paper fed from tray 1 never reached the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at leading edge service check” on page 85</a> .
202.15	Paper fed from tray 1 never cleared the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at trailing edge service check” on page 86</a> .
202.23	Paper fed from tray 2 never reached the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at leading edge service check” on page 85</a> .
202.25	Paper fed from tray 2 never cleared the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at trailing edge service check” on page 86</a> .

Error code	Description	Action
202.33	Paper fed from tray 3 never reached the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at leading edge service check” on page 85.</a>
202.35	Paper fed from tray 3 never cleared the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at trailing edge service check” on page 86.</a>
202.43	Paper fed from tray 4 never reached the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at leading edge service check” on page 85.</a>
202.45	Paper fed from tray 4 never cleared the sensor (fuser exit).	See <a href="#">“Sensor (fuser exit) jam at trailing edge service check” on page 86.</a>
202.91	Paper remains detected at the sensor (fuser exit) after the printer is turned on.	See <a href="#">“Sensor (fuser exit) static jam service check” on page 87.</a>
202.93	The sensor (fuser exit) detected a jam during or after a flush action.	

## 221 paper jam messages

Error code	Description	Action
221.91	Paper remains detected at the sensor (narrow media) after the printer is turned on.	See <a href="#">“Sensor (narrow media) static jam service check” on page 88.</a>

## Sensor (fuser exit) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71.</a></p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print</b></p> <p><b>b</b> Do feed tests from different trays. Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 3.	Go to step 7.
<p><b>Step 3</b></p> <p>Check if the fuser cam is functional and free of damage.</p> <p>Is the fuser cam functional and free of damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Replace the fuser cam. See <a href="#">“Fuser actuator removal” on page 231.</a></p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Action	Yes	No
<p><b>Step 5</b></p> <p><b>a</b> Reseat the fuser cables from the controller board.</p> <p><b>b</b> Reseat the fuser cable from the LVPS.</p> <p><b>c</b> Reseat the fuser cable from the extension cable.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Check the fuser for problems. See <a href="#">“Fuser error service check” on page 132.</a></p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Do the service checks related to the affected source tray.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Sensor (fuser exit) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71.</a></p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Remove all obstructions along the rear door paper path.</p> <p><b>b</b> Check the rear door and its components for damage.</p> <p>Are the rear door and its components free of damage?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b></p> <p>Replace the rear door and cover or rear access door. See <a href="#">“Rear door and cover removal” on page 295.</a></p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Check the redrive assembly and its components for wear and damage.</p> <p>Are the redrive assembly and its components free of wear and damage?</p>	Contact the next level of support.	Go to step 5.

Action	Yes	No
<p><b>Step 5</b> Replace the redrive assembly. See <a href="#">“Redrive assembly removal” on page 295</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Sensor (fuser exit) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <ul style="list-style-type: none"> <li><b>a</b> Reseat the fuser cables from the controller board.</li> <li><b>b</b> Reseat the fuser cable from the LVPS.</li> <li><b>c</b> Reseat the fuser cable from the extension cable.</li> </ul> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check if the fuser cam is functional and free of damage.</p> <p>Is the fuser cam functional and free of damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Replace the fuser cam. See <a href="#">“Fuser actuator removal” on page 231</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <ul style="list-style-type: none"> <li><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b></li> <li><b>b</b> Find the sensor (Fuser exit).</li> </ul> <p>Does the sensor status change while toggling the sensor?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Replace the fuser. See <a href="#">“Fuser removal” on page 296</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

Action	Yes	No
<p><b>Step 7</b> Check the fuser for problems. See <a href="#">“Fuser error service check” on page 132.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Sensor (narrow media) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71.</a></p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (Narrow media).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b> <b>a</b> Reseat the sensor cable on the controller board. <b>b</b> Check the sensor and its actuator for damage.</p> <p>Are the sensor and its actuator free of damage?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b> Replace the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 230 paper jams

### 230 paper jam messages

Error code	Description	Action
230.03	Paper fed from the MPF never reached the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at leading edge service check” on page 89.</a>
230.05	Paper fed from the MPF never cleared the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at trailing edge service check” on page 91.</a>
230.13	Paper fed from tray 1 never reached the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at leading edge service check” on page 89.</a>

Error code	Description	Action
230.15	Paper fed from tray 1 never cleared the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at trailing edge service check” on page 91.</a>
230.23	Paper fed from tray 2 never reached the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at leading edge service check” on page 89.</a>
230.25	Paper fed from tray 2 never cleared the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at trailing edge service check” on page 91.</a>
230.33	Paper fed from tray 3 never reached the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at leading edge service check” on page 89.</a>
230.35	Paper fed from tray 3 never cleared the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at trailing edge service check” on page 91.</a>
230.43	Paper fed from tray 4 never reached the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at leading edge service check” on page 89.</a>
230.45	Paper fed from tray 4 never cleared the sensor (duplex).	See <a href="#">“Sensor (duplex) jam at trailing edge service check” on page 91.</a>
230.91	Paper remains detected at the sensor (duplex) after the printer is turned on.	See <a href="#">“Sensor (duplex) static jam service check” on page 92.</a>

### Sensor (duplex) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71.</a></p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print</b></p> <p><b>b</b> Do feed tests from different trays. Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 3.	Perform the appropriate service check for the specific error.
<p><b>Step 3</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b></p> <p><b>b</b> Select the solenoid (Redrive Solenoid), and then touch <b>Start</b>.</p> <p>Does the solenoid run?</p>	Go to step 6.	Go to step 4.
<p><b>Step 4</b></p> <p>Check the solenoid for wear and damage.</p> <p>Is the solenoid free of wear and damage?</p>	Go to step 6.	Go to step 5.

Action	Yes	No
<p><b>Step 5</b> Replace the reverse solenoid. See <a href="#">“Reverse solenoid removal” on page 233.</a></p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (Duplex path 1).</p> <p>Does the sensor status change while toggling the sensor?</p>	Go to step 9.	Go to step 7.
<p><b>Step 7</b> <b>a</b> Reseat the sensor cable from the controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b> Replace the sensor. See <a href="#">“Sensors (duplex and input) removal” on page 278.</a></p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> <b>a</b> Remove tray 1 to access the parts under the printer. <b>b</b> Check the duplex assembly and its gears, belt, and gear links for wear and damage.</p> <p>Are the duplex assembly and its components free of wear and damage?</p>	Contact the next level of support.	Go to step 10.
<p><b>Step 10</b> Replace the duplex assembly. See <a href="#">“Duplex removal” on page 275.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.



## Sensor (duplex) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (Duplex path 1).</p> <p>Does the sensor status change while toggling the sensor?</p>	Go to step 5.	Go to step 3.
<p><b>Step 3</b> <b>a</b> Reseat the sensor cable from the controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Replace the sensor. See <a href="#">“Sensors (duplex and input) removal” on page 278</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> <b>a</b> Remove tray 1 to access the parts under the printer. <b>b</b> Check the duplex assembly and its gears, belt, and gear links for wear and damage.</p> <p>Are the duplex assembly and its components free of wear and damage?</p>	Contact the next level of support.	Go to step 6.
<p><b>Step 6</b> Replace the duplex assembly. See <a href="#">“Duplex removal” on page 275</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Sensor (duplex) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (Duplex path 1).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b> <b>a</b> Reseat the sensor cable from the controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b> Replace the sensor. See <a href="#">“Sensors (duplex and input) removal” on page 278</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 240–241 paper jams

### 240-241 paper jam messages

Error code	Description	Action
240.06	Paper fed from the MPF was picked but it never reached the sensor (input).	See <a href="#">“MPF pick failure service check” on page 93</a> .
240.91	Paper remains detected at the sensor (MPF paper present) after the printer is turned on.	See <a href="#">“Sensor (MPF paper present) static jam service check” on page 95</a> .
241.16	Paper fed from tray 1 was picked but it never reached the sensor (input).	See <a href="#">“Tray 1 to sensor (input) jam at trailing edge service check” on page 79</a> .
241.82	The motor (tray 1 pick) has stalled.	See <a href="#">“Tray 1 pick failure service check” on page 95</a> .
241.83	The motor (tray 1 pick) has stalled.	
241.84	The motor (tray 1 pick) has stalled.	

## MPF pick failure service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print &gt; Tray 1 &gt; Single</b> <b>b</b> Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 3.	Perform the appropriate service check for the specific error.
<p><b>Step 3</b> <b>a</b> Check the jam access cover for obstructions along the paper path. Check if the cover interferes with the MPF pick roller movement. <b>b</b> Check if the jam access cover components are functional and free of damage.</p> <p>Are the jam access cover and its components functional and free of obstructions and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Reinstall or replace the jam access cover. See <a href="#">“Jam access cover removal” on page 264</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Check the MPF pick roller and separator pad for wear and damage.</p> <p>Are the MPF roller and separator pad free of wear and damage?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Replace the MPF pick roller and separator pad. See <a href="#">“MPF pick roller and separator pad removal” on page 267</a>.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (MPF media present).</p> <p>Does the sensor status change while toggling the sensor?</p>	Go to step 10.	Go to step 8.

Action	Yes	No
<p><b>Step 8</b></p> <p><b>a</b> Reseat the sensor cable from the controller board.</p> <p><b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Go to step 10.	Go to step 9.
<p><b>Step 9</b></p> <p>Replace the sensor (MPF paper present). See <a href="#">“Sensor (MPF paper present) removal” on page 270.</a></p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b></p> <p><b>b</b> Select the solenoid (MPF pick), and then touch <b>Start</b>.</p> <p>Does the solenoid run?</p>	Go to step 13.	Go to step 12.
<p><b>Step 11</b></p> <p>Check the solenoid for wear and damage.</p> <p>Is the solenoid free of wear and damage?</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b></p> <p>Replace the MPF solenoid. See <a href="#">“MPF solenoid removal” on page 235.</a></p> <p>Does the problem remain?</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b></p> <p>Check the MPF gearbox for wear and damage.</p> <p>Is the MPF gearbox free of wear and damage?</p>	Contact the next level of support.	Go to step 14.
<p><b>Step 14</b></p> <p>Replace the MPF gearbox. See <a href="#">“MPF gearbox removal” on page 229.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Sensor (MPF paper present) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> <b>b</b> Find the sensor (MPF media present).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b> <b>a</b> Reseat the sensor cable from the controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b> Replace the sensor (MPF paper present). See <a href="#">“Sensor (MPF paper present) removal” on page 270</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Tray 1 pick failure service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> <b>b</b> Select the motor (Pick Motor (tray 1)), and then touch <b>Start</b>.</p> <p>Does the motor run?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b> Reseat the motor cable, and then check the motor for wear and damage.</p> <p>Is the motor free of wear and damage?</p>	Contact the next level of support.	Go to step 4.

Action	Yes	No
<p><b>Step 4</b></p> <p>Replace the motor. See <a href="#">“Pick/lift motor gearbox removal” on page 291</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 242–244 paper jams

### 242 paper jam messages

Error code	Description	Action
242.26	Paper fed from tray 2 was picked but it never reached the sensor (input).	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99</a> .
242.31	Paper remains detected at the sensor (tray 2 pass-through) although the printer is idle. Tray 3 is the paper source.	See <a href="#">“Optional tray sensor (tray x pass-through) static jam service check” on page 98</a> .
242.33	Paper fed from tray 3 never reached the sensor (tray 2 pass-through).	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99</a> .
242.35	Paper fed from tray 3 cleared the sensor (tray 2 pass-through) later than expected.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 100</a> .
242.37	Paper fed from tray 3 never cleared the sensor (tray 2 pass-through).	
242.41	Paper remains detected at the sensor (tray 2 pass-through) although the printer is idle. Tray 4 is the paper source.	See <a href="#">“Optional tray sensor (tray x pass-through) static jam service check” on page 98</a> .
242.43	Paper fed from tray 4 never reached the sensor (tray 2 pass-through).	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99</a> .
242.45	Paper fed from tray 4 cleared the sensor (tray 2 pass-through) later than expected.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 100</a> .
242.47	Paper fed from tray 4 never cleared the sensor (tray 2 pass-through).	
242.82	The motor (tray 2 pick) has stalled.	See <a href="#">“Optional tray pick failure service check” on page 100</a> .
242.83	The motor (tray 2 pick) has stalled.	
242.84	The motor (tray 2 pick) has stalled.	
242.91	Paper remains detected at the sensor (tray 2 pass-through) after the printer is turned on.	See <a href="#">“Optional tray sensor (tray x pass-through) static jam service check” on page 98</a> .
242.93	Paper never reached the sensor (tray 2 pass-through). Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99</a> .

Error code	Description	Action
242.95	Paper cleared the sensor (tray 2 pass-through) later than expected. Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 100.</a>
242.96	Paper was picked but it never reached the sensor (input). Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99.</a>
242.97	Paper never cleared the sensor (tray 2 pass-through). Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 100.</a>

## 243 paper jam messages

Error code	Description	Action
243.36	Paper fed from tray 3 was picked but it never reached the sensor (tray 2 pass-through).	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99.</a>
243.41	Paper remains detected at the sensor (tray 3 pass-through) although the printer is idle. Tray 4 is the paper source.	See <a href="#">“Optional tray sensor (tray x pass-through) static jam service check” on page 98.</a>
243.43	Paper fed from tray 4 never reached the sensor (tray 3 pass-through).	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99.</a>
243.45	Paper fed from tray 4 cleared the sensor (tray 3 pass-through) later than expected.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 100.</a>
243.47	Paper fed from tray 4 never cleared the sensor (tray 3 pass-through).	
243.82	The motor (tray 3 pick) has stalled.	See <a href="#">“Optional tray pick failure service check” on page 100.</a>
243.83	The motor (tray 3 pick) has stalled.	
243.84	The motor (tray 3 pick) has stalled.	
243.91	Paper remains detected at the sensor (tray 3 pass-through) after the printer is turned on.	See <a href="#">“Optional tray sensor (tray x pass-through) static jam service check” on page 98.</a>
243.92	Paper was detected earlier than expected at the sensor (tray 3 pass-through). Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99.</a>
243.93	Paper never reached the sensor (tray 2 pass-through). Paper source is undetermined.	
243.95	Paper cleared the sensor (tray 3 pass-through) later than expected. Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 100.</a>
243.96	Paper was picked but it never reached the sensor (tray 3 pass-through). Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99.</a>

Error code	Description	Action
243.97	Paper never cleared the sensor (tray 3 pass-through). Paper source is undetermined.	See <a href="#">“Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 100.</a>

## 244 paper jam messages

Error code	Description	Action
244.46	Paper fed from tray 4 was picked but it never reached the sensor (tray 3 pass-through).	See <a href="#">“Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 99.</a>
244.82	The motor (tray 4 pick) has stalled.	See <a href="#">“Optional tray pick failure service check” on page 100.</a>
244.83	The motor (tray 4 pick) has stalled.	
244.84	The motor (tray 4 pick) has stalled.	
244.91	Paper remains detected at the sensor (tray 4 pass-through) after the printer is turned on.	See <a href="#">“Optional tray sensor (tray x pass-through) static jam service check” on page 98.</a>

## Optional tray sensor (tray x pass-through) static jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71.</a></p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Additional input tray diagnostics &gt; Option Sensor tests</b></p> <p><b>b</b> Find the sensor (Pass-through (tray x)) of the affected optional tray.</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b></p> <p><b>a</b> Reseat the sensor cable from the optional tray controller board.</p> <p><b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b></p> <p>Replace the affected optional tray.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.



## Optional tray sensor (tray x pass-through) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Input tray quick print</b></p> <p><b>b</b> Do feed tests from tray 3 and tray 4. Check if the same error occurs.</p> <p>Does the same problem remain?</p>	Go to step 3.	Perform the appropriate service check for the specific error.
<p><b>Step 3</b></p> <p><b>a</b> Identify the separator rollers and pass-through rollers involved in the paper path.</p> <p><b>b</b> Check these separator rollers and pass-through rollers for improper installation, wear, and damage.</p> <p>Are the rollers properly installed and free of wear and damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Reinstall or replace the affected separator roller assembly or tray insert.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Additional input tray diagnostics &gt; Option Sensor tests</b></p> <p><b>b</b> Find the sensor (Pass-through (tray x)) of the affected optional tray.</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 6.
<p><b>Step 6</b></p> <p><b>a</b> Reseat the sensor cable from the optional tray controller board.</p> <p><b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b></p> <p>Replace the affected optional tray.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Optional tray sensor (tray x pass-through) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Check if the paper size matches the size set on the source tray guides.</p> <p>Does the paper size match the size set on the tray?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b> Change the paper size or adjust the size setting in the tray.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Identify the separator rollers and pass-through rollers involved in the paper path.</p> <p><b>b</b> Check these separator rollers and pass-through rollers for improper installation, wear, and damage.</p> <p>Are the rollers properly installed and free of wear and damage?</p>	Contact the next level of support.	Go to step 5.
<p><b>Step 5</b> Reinstall or replace the affected separator roller assembly or tray insert.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Optional tray pick failure service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper. See <a href="#">“Avoiding jams” on page 71</a>.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Reseat the source tray pick motor cable from the optional tray controller board.</p> <p><b>b</b> Check if the motor (pick) of the source tray is functional and free of damage.</p> <p>Is the motor functional and free of damage?</p>	Go to step 4.	Go to step 7.
<p><b>Step 4</b></p> <p>Check the source tray pick motor gears for damage.</p> <p>Are the gears free of damage?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b></p> <p>Check the tray insert and its lift plate gears for wear and damage.</p> <p>Are the tray insert and its gears free of wear and damage?</p>	Contact the next level of support.	Go to step 6.
<p><b>Step 6</b></p> <p>Replace the affected tray insert.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Replace the optional tray.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 280 paper jams

### 280 paper jam messages

Error code	Description	Action
280.11	Paper remains detected at the sensor (ADF 1st scan) after the printer is turned on.	See <a href="#">“Sensor (ADF 1st scan) static jam service check” on page 102.</a>
280.13	Paper was detected later than expected or was never detected at the sensor (ADF 1st scan).	See <a href="#">“Sensor (ADF 1st scan) jam at leading edge service check” on page 103.</a>
280.15	Paper never cleared the sensor (ADF 1st scan).	See <a href="#">“Sensor (ADF 1st scan) jam at trailing edge service check” on page 104.</a>

## Sensor (ADF 1st scan) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check the sensor (ADF 1st scan) paper path area for debris and obstructions.</p> <p>Is the sensor free of debris and obstructions?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Remove obstructions along the sensor paper path.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Scanner diagnostics &gt; Sensor tests</b> <b>b</b> Find the sensor (ADF 1st scan).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 6.
<p><b>Step 6</b> <b>a</b> Reseat the sensor cable from the ADF controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b> Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Sensor (ADF 1st scan) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Remove obstructions along the sensor paper path.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 3</b>  <b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Scanner diagnostics &gt; Feed Test</b>  <b>b</b> Check the position of the leading edge.</p> <p>Does the leading edge of the paper reach the sensor (ADF 1st scan)?</p>	Go to step 6.	Go to step 4.
<p><b>Step 4</b> Check the ADF separator roller for improper installation, wear, and damage.</p> <p>Is the ADF roller properly installed and free of wear and damage?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b> Reinstall or replace the separator roller.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b>  <b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Scanner diagnostics &gt; Sensor tests</b>  <b>b</b> Find the sensor (ADF 1st scan).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b>  <b>a</b> Reseat the sensor cable from the ADF controller board.  <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 8.
<p><b>Step 8</b> Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Sensor (ADF 1st scan) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Check if the paper size matches the size set on the ADF tray guides.</p> <p>Does the paper size match the size set on the tray?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b> Change the paper size or adjust the size setting in the tray.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b>  <b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Scanner diagnostics &gt; Feed Test</b>  <b>b</b> Check the position of the leading edge.</p> <p>Does the leading edge of the paper reach the sensor (ADF 1st scan)?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b> Does the leading edge of the paper reach the ADF exit roller?</p>	Go to step 8.	Go to step 6.
<p><b>Step 6</b> Check the sensor (ADF 1st scan) paper path area for debris and obstructions.</p> <p>Is the sensor free of debris and obstructions?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b> Remove the obstructions along the sensor paper path.</p> <p><b>Note:</b> Make sure that no fragments are stuck on the gaps on the ADF glass pad.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Check the ADF exit roller for wear and damage.</p> <p>Is the exit roller free of wear and damage?</p>	Contact the next level of support.	Go to step 9.
<p><b>Step 9</b> Remove debris and obstructions from the exit roller.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 281 paper jams

### 281 paper jam messages

Error code	Description	Action
281.11	Paper remains detected at the sensor (ADF pick) after the printer is turned on.	See <a href="#">“Sensor (ADF pick) static jam service check” on page 105.</a>
281.15	Paper never cleared the sensor (ADF pick).	See <a href="#">“Sensor (ADF pick) jam at trailing edge service check” on page 107.</a>
281.16	Paper fed was picked but it never reached the sensor (ADF pick).	See <a href="#">“Sensor (ADF pick) jam at leading edge service check” on page 106.</a>

### Sensor (ADF pick) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check the sensor (ADF scan) paper path area for debris and obstructions.</p> <p>Is the sensor free of debris and obstructions?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Remove obstructions along the sensor paper path.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Scanner diagnostics &gt; Sensor tests</b></p> <p><b>b</b> Find the sensor (ADF pick).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 6.

Action	Yes	No
<p><b>Step 6</b></p> <p><b>a</b> Reseat the sensor cable from the ADF controller board.</p> <p><b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b></p> <p>Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Sensor (ADF pick) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Remove obstructions along the sensor paper path.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Scanner diagnostics &gt; Feed Test</b></p> <p><b>b</b> Check the position of the leading edge.</p> <p>Does the leading edge of the paper reach the sensor (ADF pick)?</p>	Go to step 8.	Go to step 4.
<p><b>Step 4</b></p> <p>Check the ADF rollers for improper installation, wear, and damage.</p> <p>Are the ADF rollers properly installed and free of wear and damage?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b></p> <p>Reinstall or replace the ADF roller. See <a href="#">“ADF roller removal” on page 306</a>.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.



Action	Yes	No
<p><b>Step 6</b> Check the ADF separator roller for improper installation, wear, and damage.</p> <p>Is the ADF roller properly installed and free of wear and damage?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b> Reinstall or replace the separator roller.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b>  <b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Scanner diagnostics &gt; Sensor tests</b>  <b>b</b> Find the sensor (ADF pick).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 9.
<p><b>Step 9</b>  <b>a</b> Reseat the sensor cable from the ADF controller board.  <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 10.
<p><b>Step 10</b> Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Sensor (ADF pick) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Check if the paper size matches the size set on the ADF tray guides.</p> <p>Does the paper size match the size set on the tray?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b> Change the paper size or adjust the size setting in the tray.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.

Action	Yes	No
<p><b>Step 4</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Scanner diagnostics &gt; Feed Test</b></p> <p><b>b</b> Check the position of the leading edge.</p> <p>Does the leading edge of the paper reach the sensor (ADF scan)?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b></p> <p>Does the leading edge of the paper reach the ADF exit roller?</p>	Go to step 8.	Go to step 6.
<p><b>Step 6</b></p> <p>Check the sensor (ADF scan) paper path area for debris and obstructions.</p> <p>Is the sensor free of debris and obstructions?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b></p> <p>Remove the obstructions along the sensor paper path.</p> <p><b>Note:</b> Make sure that no fragments are stuck on the gaps on the ADF glass pad.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Check the ADF exit roller for wear and damage.</p> <p>Is the exit roller free of wear and damage?</p>	Contact the next level of support.	Go to step 9.
<p><b>Step 9</b></p> <p>Remove debris and obstructions from the exit roller.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 284 paper jams

### 284 paper jam messages

Error code	Description	Action
284.11	Paper remains detected at the sensor (ADF 2nd scan) after the printer is turned on.	See <a href="#">“Sensor (ADF 2nd scan) static jam service check” on page 109.</a>
284.13	Paper was detected later than expected or was never detected at the sensor (ADF 2nd scan).	See <a href="#">“Sensor (ADF 2nd scan) jam at leading edge service check” on page 110.</a>
284.15	Paper never cleared the sensor (ADF 2nd scan).	See <a href="#">“Sensor (ADF 2nd scan) jam at trailing edge service check” on page 111.</a>

## Sensor (ADF 2nd scan) static jam service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check the sensor (ADF 2nd scan) paper path area for debris and obstructions.</p> <p>Is the sensor free of debris and obstructions?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Remove obstructions along the sensor paper path.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> <b>a</b> Enter the Diagnostics menu, and then navigate to:     <b>Scanner diagnostics &gt; Sensor tests</b> <b>b</b> Find the sensor (ADF 2nd scan).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 6.
<p><b>Step 6</b> <b>a</b> Reseat the sensor cable from the ADF controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b> Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Sensor (ADF 2nd scan) jam at leading edge service check

Action	Yes	No
<p><b>Step 1</b> Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Remove the obstructions along the sensor paper path.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Do a duplex scan job, and then check the position of the leading edge.</p> <p>Does the leading edge of the paper reach the sensor (ADF 2nd scan)?</p>	Go to step 6.	Go to step 4.
<p><b>Step 4</b> Check the ADF rollers for improper installation, wear, and damage.</p> <p>Are the ADF rollers properly installed and free of wear and damage?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b> Reinstall or replace the ADF roller. See <a href="#">“ADF roller removal” on page 306</a>.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> <b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Scanner diagnostics &gt; Sensor tests</b> <b>b</b> Find the sensor (ADF 2nd scan).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b> <b>a</b> Reseat the sensor cable from the ADF controller board. <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 8.
<p><b>Step 8</b> Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Sensor (ADF 2nd scan) jam at trailing edge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Check if the paper size matches the size set on the ADF tray guides.</p> <p>Does the paper size match the size set on the tray?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b></p> <p>Change the paper size or adjust the size setting in the tray.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Do a duplex scan job, and then check the position of the leading edge.</p> <p>Does the leading edge of the paper reach the sensor (ADF 2nd scan)?</p>	Contact the next level of support.	Go to step 5.
<p><b>Step 5</b></p> <p>Check the ADF exit roller for wear and damage.</p> <p>Is the exit roller free of wear and damage?</p>	Contact the next level of support.	Go to step 6.
<p><b>Step 6</b></p> <p>Remove debris and obstructions from the exit roller.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 29y paper jams

### 291-295 paper jam messages

Error code	Description	Action
291.06	The scanner cover was open before an ADF job.	See <a href="#">“ADF scanner cover jam service check” on page 112.</a>
295.01	An imagepipe error occurred. Gap between scanned pages is too small.	See <a href="#">“ADF page gap jam service check” on page 112.</a>

## ADF scanner cover jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Scanner diagnostics &gt; Sensor tests</b></p> <p><b>b</b> Find the sensor (ADF closed).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 2.
<p><b>Step 2</b></p> <p><b>a</b> Reseat the sensor cable from the ADF controller board.</p> <p><b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b></p> <p>Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## ADF page gap jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Make sure that the paper is loaded properly. Use the recommended paper.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Check if the paper size matches the size set on the ADF tray guides.</p> <p>Does the paper size match the size set on the tray?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Change the paper size or adjust the size setting in the tray.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Action	Yes	No
<p><b>Step 5</b></p> <p>Check the ADF separator roller for improper installation, wear, and damage.</p> <p>Is the ADF roller properly installed and free of wear and damage?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b></p> <p>Reinstall or replace the separator roller.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Check the ADF rollers for improper installation, wear, and damage.</p> <p>Are the ADF rollers properly installed and free of wear and damage?</p>	Contact the next level of support.	Go to step 8.
<p><b>Step 8</b></p> <p>Reinstall or replace the ADF roller. See <a href="#">“ADF roller removal” on page 306</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 4yy paper jams

### 420–430 paper jam messages

Error code	Description	Action
420.11	Paper remains detected at the sensor (stapler pass-through) after the printer is turned on.	See <a href="#">“Finisher jam service check” on page 114</a> .
420.12	Paper was detected earlier than expected at the sensor (stapler pass-through).	
420.13	Paper was detected later than expected or was never detected at the sensor (stapler pass-through).	
420.15	Paper never cleared the sensor (stapler pass-through).	
421.13	The staple finisher left tamper failed to reach its home position.	See <a href="#">“Stapler left tamper jam service check” on page 116</a> .
421.15	The staple finisher left tamper failed to leave its home position.	
422.13	The staple finisher right tamper failed to reach its home position.	See <a href="#">“Stapler right tamper jam service check” on page 118</a> .
422.15	The staple finisher right tamper failed to leave its home position.	

Error code	Description	Action
423.13	The staple finisher ejector failed to reach its home position.	See <a href="#">“Ejector jam service check” on page 120.</a>
423.15	The staple finisher ejector failed to leave its home position.	
424.13	The stapler paddle failed to reach its home position.	
424.15	The stapler paddle failed to leave its home position.	
428.13	The stapler head failed to reach its home position.	See <a href="#">“Stapler priming jam service check” on page 121.</a>
428.15	The stapler head failed to leave its home position.	
428.19	A staple jam occurred at the stapler head.	
429.11	Paper remains detected at the sensor (stapler paper present) after the printer is turned on.	See <a href="#">“Stapler carriage jam service check” on page 122.</a>
429.13	Paper was detected later than expected or was never detected at the sensor (stapler paper present).	
429.14	Paper cleared the sensor (stapler paper present) earlier than expected.	
429.15	Paper never cleared the sensor (stapler paper present).	
430.19	The stapler head failed to prime.	See <a href="#">“Stapler priming jam service check” on page 121.</a>

## Finisher jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Output device diagnostics &gt; Output sensor tests</b></p> <p><b>b</b> Find the sensor (Pass-through).</p> <p>Does the sensor status change while toggling the sensor?</p>	Go to step 5.	Go to step 2.
<p><b>Step 2</b></p> <p><b>a</b> Remove the stapler service cover. See <a href="#">“Stapler service cover removal” on page 341.</a></p> <p><b>b</b> Reseat the sensor cable from the stapler controller board.</p> <p><b>c</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.



Action	Yes	No
<p><b>Step 3</b></p> <p>Open the rear door, and then check the sensor (stapler pass-through) and its actuator for damage.</p> <p>Are the sensor and its actuator free of damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Replace the sensor. See <a href="#">“Sensor (stapler pass through) removal” on page 357.</a></p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Reseat all the cables on the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Replace the stapler controller board. See <a href="#">“Stapler controller board removal” on page 341.</a></p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Remove the obstructions along the finisher paper path.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Check the finisher paper path for damage.</p> <p>Is the paper path free of damage?</p>	Contact the next level of support.	Go to step 9.
<p><b>Step 9</b></p> <p>Replace the staple finisher option. See <a href="#">“Staple finisher option removal” on page 323.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Stapler left tamper jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the stapler service cover. See <a href="#">“Stapler service cover removal” on page 341</a>.</p> <p><b>b</b> Reseat the stapler left tamper HP sensor cable from the stapler controller board.</p> <p><b>c</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Swap the sensor (stapler left tamper HP) and sensor (stapler right tamper HP).</p> <p>Does the same error occur?</p>	Go to step 3.	If a 422.xx error occurs, then replace the affected sensor. See <a href="#">“Sensor (stapler right tamper HP) removal” on page 366</a> .
<p><b>Step 3</b></p> <p><b>a</b> Reseat the cables from the motor (stapler left tamper) and motor (stapler right tamper).</p> <p><b>b</b> Reseat the motor cables from the stapler controller board.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Swap the motor (stapler left tamper) and motor (stapler right tamper).</p> <p>Does the same error occur?</p>	Go to step 5.	If a 422.xx error occurs, then replace the affected motor. See <a href="#">“Motor (stapler right tamper) removal” on page 342</a> .
<p><b>Step 5</b></p> <p>Reseat the stapler interface cable from the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Check the interface cable for damage.</p> <p>Is the interface cable free of damage?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b></p> <p>Replace the interface cable. See <a href="#">“Stapler interface cable removal” on page 347</a>.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.

Action	Yes	No
<p><b>Step 8</b></p> <p><b>a</b> Remove the tamper sub-assembly. See <a href="#">“Tamper sub-assembly removal” on page 360.</a></p> <p><b>b</b> Check the belts for wear and damage.</p> <p><b>c</b> Check the belt tension spring for improper installation and misalignment.</p> <p>Are the components properly installed and free of misalignment and damage?</p>	Go to step 10.	Go to step 9.
<p><b>Step 9</b></p> <p>Reinstall or replace the tamper drive belts. See <a href="#">“Tamper drive belt removal” on page 362.</a></p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p><b>a</b> Manually move the left and right tampers and check if they can move freely.</p> <p><b>b</b> Check the tamper home position actuators for damage.</p> <p>Are the components functional and free of damage?</p>	Go to step 12.	Go to step 11.
<p><b>Step 11</b></p> <p><b>a</b> Replace the tamper sub-assembly. See <a href="#">“Tamper sub-assembly removal” on page 360.</a></p> <p><b>b</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 12.	The problem is solved.
<p><b>Step 12</b></p> <p>Reseat all the cables on the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b></p> <p>Replace the stapler controller board. See <a href="#">“Stapler controller board removal” on page 341.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Stapler right tamper jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the stapler service cover. See <a href="#">“Stapler service cover removal” on page 341</a>.</p> <p><b>b</b> Reseat the stapler left tamper HP sensor cable from the stapler controller board.</p> <p><b>c</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Swap the sensor (stapler left tamper HP) and sensor (stapler right tamper HP).</p> <p>Does the same error occur?</p>	Go to step 3.	If a 421.xx error occurs, then replace the affected sensor. See <a href="#">“Sensor (stapler left tamper HP) removal” on page 367</a> .
<p><b>Step 3</b></p> <p><b>a</b> Reseat the cables from the motor (stapler left tamper) and motor (stapler right tamper).</p> <p><b>b</b> Reseat the motor cables from the stapler controller board.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Swap the motor (stapler left tamper) and motor (stapler right tamper).</p> <p>Does the same error occur?</p>	Go to step 5.	If a 421.xx error occurs, then replace the affected motor. See <a href="#">“Motor (stapler left tamper) removal” on page 341</a> .
<p><b>Step 5</b></p> <p>Reseat the stapler interface cable from the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Check the interface cable for damage.</p> <p>Is the interface cable free of damage?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b></p> <p>Replace the interface cable. See <a href="#">“Stapler interface cable removal” on page 347</a>.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.

Action	Yes	No
<p><b>Step 8</b></p> <p><b>a</b> Remove the tamper sub-assembly. See <a href="#">“Tamper sub-assembly removal” on page 360.</a></p> <p><b>b</b> Check the belts for wear and damage.</p> <p><b>c</b> Check the belt tension spring for improper installation and misalignment.</p> <p>Are the components properly installed and free of misalignment and damage?</p>	Go to step 10.	Go to step 9.
<p><b>Step 9</b></p> <p>Reinstall or replace the tamper drive belts. See <a href="#">“Tamper drive belt removal” on page 362.</a></p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p><b>a</b> Manually move the left and right tampers and check if they can move freely.</p> <p><b>b</b> Check the tamper home position actuators for damage.</p> <p>Are the components functional and free of damage?</p>	Go to step 12.	Go to step 11.
<p><b>Step 11</b></p> <p><b>a</b> Replace the tamper sub-assembly. See <a href="#">“Tamper sub-assembly removal” on page 360.</a></p> <p><b>b</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 12.	The problem is solved.
<p><b>Step 12</b></p> <p>Reseat all the cables on the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b></p> <p>Replace the stapler controller board. See <a href="#">“Stapler controller board removal” on page 341.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Ejector jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the stapler service cover. See <a href="#">“Stapler service cover removal” on page 341</a>.</p> <p><b>b</b> Reseat the stapler paddle HP sensor cable from the stapler controller board.</p> <p><b>c</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Swap the sensor (stapler paddle HP) and sensor (stapler right tamper HP).</p> <p>Does the same error occur?</p>	Go to step 3.	If a 424.xx error occurs, then replace the affected sensor. See <a href="#">“Sensor (stapler right tamper HP) removal” on page 366</a> .
<p><b>Step 3</b></p> <p><b>a</b> Reseat the cable from the motor (stapler paddle).</p> <p><b>b</b> Reseat the motor cable from the stapler controller board.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Replace the motor. See <a href="#">“Motor (stapler paddle) removal” on page 337</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Reseat the stapler interface cable from the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Check the interface cable for damage.</p> <p>Is the interface cable free of damage?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b></p> <p>Replace the interface cable. See <a href="#">“Stapler interface cable removal” on page 347</a>.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.

Action	Yes	No
<p><b>Step 8</b></p> <p>Check the tamper main assembly and its components:</p> <ul style="list-style-type: none"> <li>• Check the paddle mechanism for damage.</li> <li>• Check for worn-out and lost parts. Make sure that all parts within the assembly are properly installed.</li> </ul> <p>Are the tamper main assembly and its components properly installed and free of damage?</p>	Go to step 10.	Go to step 9.
<p><b>Step 9</b></p> <p>Replace the tamper main assembly. See <a href="#">“Tamper main assembly removal” on page 359.</a></p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p>Reseat all the cables on the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b></p> <p>Replace the stapler controller board. See <a href="#">“Stapler controller board removal” on page 341.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Stapler priming jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the stapler right cover. See <a href="#">“Stapler right cover removal” on page 328.</a></p> <p><b>b</b> Reseat the stapler carriage assembly cables.</p> <p><b>c</b> Remove the stapler service cover. See <a href="#">“Stapler service cover removal” on page 341.</a></p> <p><b>d</b> Reseat the stapler carriage assembly cables from the stapler controller board.</p> <p><b>e</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Enter the Diagnostics menu, and then navigate to: <b>Output device diagnostics &gt; Staple test</b></p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Replace the stapler carriage assembly. See <a href="#">“Stapler carriage assembly removal” on page 331</a>.</p> <p><b>b</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Reseat the stapler interface cable from the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Check the interface cable for damage.</p> <p>Is the interface cable free of damage?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b></p> <p>Replace the interface cable. See <a href="#">“Stapler interface cable removal” on page 347</a>.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Reseat all the cables on the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Replace the stapler controller board. See <a href="#">“Stapler controller board removal” on page 341</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Stapler carriage jam service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the stapler service cover. See <a href="#">“Stapler service cover removal” on page 341</a>.</p> <p><b>b</b> Reseat the cable from the sensor (stapler paper present).</p> <p><b>c</b> Reseat the sensor cable from the stapler controller board.</p> <p><b>d</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.



Action	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Replace the stapler accumulator assembly. See <a href="#">“Stapler accumulator assembly removal” on page 366.</a></p> <p><b>b</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Remove the stapler right cover. See <a href="#">“Stapler right cover removal” on page 328.</a></p> <p><b>b</b> Reseat the stapler carriage assembly cables.</p> <p><b>c</b> Remove the stapler service cover. See <a href="#">“Stapler service cover removal” on page 341.</a></p> <p><b>d</b> Reseat the stapler carriage assembly cables from the stapler controller board.</p> <p><b>e</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Enter the Diagnostics menu, and then navigate to: <b>Output device diagnostics &gt; Staple test</b></p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p><b>a</b> Replace the stapler carriage assembly. See <a href="#">“Stapler carriage assembly removal” on page 331.</a></p> <p><b>b</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Reseat the stapler interface cable from the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Check the interface cable for damage.</p> <p>Is the interface cable free of damage?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b></p> <p>Replace the interface cable. See <a href="#">“Stapler interface cable removal” on page 347.</a></p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.

Action	Yes	No
<p><b>Step 9</b></p> <p>Reseat all the cables on the stapler controller board, and then restart the printer.</p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p>Replace the stapler controller board. See <a href="#">“Stapler controller board removal” on page 341</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## User attendance messages (0–99.99)

### User attendance messages

Error code	Description	Action
31.40	The toner cartridge is missing or unresponsive.	See <a href="#">“Unsupported or unresponsive toner cartridge service check” on page 125</a> .
31.60	The imaging unit is missing or unresponsive.	See <a href="#">“Unsupported or unresponsive imaging unit service check” on page 127</a> .
32.40	The toner cartridge is unsupported.	See <a href="#">“Unsupported or unresponsive toner cartridge service check” on page 125</a> .
32.60	The imaging unit is unsupported.	See <a href="#">“Unsupported or unresponsive imaging unit service check” on page 127</a> .
41.40	The imaging unit and toner cartridge are mismatched or incompatible.	See <a href="#">“Mismatched supplies error service check” on page 128</a> .
42.xx	The toner cartridge is incompatible due to printer region mismatch.	
43.40	A toner cartridge shutter error was detected.	
44.40	The toner cartridge and printer are mismatched.	
44.60	The imaging unit and printer are mismatched.	

Error code	Description	Action
80.0x	The remaining life of the fuser is nearly low.	See <a href="#">“Maintenance kit low service check” on page 128.</a>
80.1x	The remaining life of the fuser is low.	
80.2x	The remaining life of the fuser is very low.	
80.3x	The fuser life has ended.	
80.4x	The fuser life has ended. The printer forces a hard stop on the fuser.	
84.0x	The remaining life of the imaging unit is nearly low.	
84.1x	The remaining life of the imaging unit is low.	
84.2x	The remaining life of the imaging unit is very low.	
84.3x	The imaging unit life has ended.	
84.4x	The imaging unit life has ended. The printer forces a hard stop on the imaging unit.	
88.0x	The remaining life of the toner cartridge is nearly low.	
88.1x	The remaining life of the toner cartridge is low.	
88.2x	The remaining life of the toner cartridge is very low.	
88.3x	The toner cartridge life has ended.	
88.4x	The toner cartridge life has ended. The printer forces a hard stop on the toner cartridge.	

## Unsupported or unresponsive toner cartridge service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Check whether the toner cartridge installed is genuine.</p> <p>Is the cartridge a genuine and supported Lexmark unit?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Install a genuine and supported Lexmark toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Check the toner cartridge contacts for contamination.</p> <p><b>b</b> Check the toner cartridge for leaks and damage.</p> <p>Are the toner cartridge and its contacts free of contamination and damage?</p>	Go to step 5.	Go to step 4.

Action	Yes	No
<p><b>Step 4</b> Clean or replace the toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b>  <b>a</b> Check the toner cartridge smart chip contacts for contamination.  <b>b</b> Check if the contacts are bent or damaged.</p> <p>Are the contacts free of contamination and damage?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Clean, repair, or replace the smart chip contact. See <a href="#">“Toner cartridge smart chip contact removal” on page 247</a>.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Reseat the smart chip contact cable on the controller board.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Check the sensor (cartridge barrel) and its actuator for damage and misalignment.</p> <p>Are the sensor and its actuator properly installed and free of damage?</p>	Go to step 10.	Go to step 9.
<p><b>Step 9</b> Replace the sensor. See <a href="#">“Cartridge barrel shutter sensor kit removal” on page 249</a>.</p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b> Reseat sensor cable from the controller board.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Unsupported or unresponsive imaging unit service check

Action	Yes	No
<p><b>Step 1</b> Check whether the imaging unit installed is genuine.</p> <p>Is the imaging unit a genuine and supported Lexmark unit?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported Lexmark imaging unit.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b>  <ul style="list-style-type: none"> <li>a Check the imaging unit contacts for contamination.</li> <li>b Check the imaging unit for leaks and damage.</li> </ul> <p>Are the imaging unit and its contacts free of contamination and damage?</p> </p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Clean or replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b>  <ul style="list-style-type: none"> <li>a Check the imaging unit smart chip contacts for contamination.</li> <li>b Check if the contacts are bent or damaged.</li> </ul> <p>Are the contacts free of contamination and damage?</p> </p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Clean or repair the smart chip contact.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Reseat the smart chip contact cable on the controller board.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Mismatched supplies error service check

Action	Yes	No
<p><b>Step 1</b> Check whether the supplies installed are genuine.</p> <p>Are the supplies genuine and supported Lexmark units?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install genuine and supported Lexmark units.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check the following:</p> <ul style="list-style-type: none"> <li>• Check if the supplies have matching types. Do not install MICR supplies together with non-MICR supplies.</li> <li>• Check if the supply is supported by the region.</li> <li>• Check if the supply is supported by the specific printer model.</li> </ul> <p>Is the affected supply the correct or matching unit?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b> Replace the affected supply with the correct unit.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Maintenance kit low service check

Action	Yes	No
<p><b>Step 1</b> Print a test page using paper from a newly opened package, and then check the result.</p> <p>Are there print quality defects on the test page?</p>	Go to step 2.	Go to step 3.
<p><b>Step 2</b> Identify, and then resolve the print quality defect. See <a href="#">“Fixing print quality issues” on page 30</a>.</p> <p><b>Note:</b> If a supply was replaced, then make sure that the maintenance kit count is reset.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check if the printer has feed problems by doing a feed test.</p> <p>Does the printer have a problem feeding during the test?</p>	Go to step 4.	Go to step 5.

Action	Yes	No
<p><b>Step 4</b> Resolve the feed problem.</p> <p><b>Note:</b> If a transfer roller was replaced, then make sure that the maintenance kit count is reset.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Replace the affected maintenance kit with a new supply unit.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Printer hardware errors

### 111 errors

#### 111 error messages

Error code	Description	Action
111.20	Printhead error (mirror motor lock) was detected before the motor was turned on.	See <a href="#">“Printhead error service check” on page 130.</a>
111.21	No printhead power (+5V) when the laser servo started.	
111.30	The printhead failed during power on tests.	
111.31	Printhead error (no first HSYNC) was detected.	
111.32	Printhead error (lost first HSYNC) was detected.	
111.33	Printhead error (lost first HSYNC) was detected during servo.	
111.34	Printhead error (mirror motor lost lock) was detected.	
111.35	Printhead error (mirror motor no first lock) was detected.	
111.36	Printhead error (mirror motor never stabilized) was detected.	
111.41	Printhead NVRAM read failure occurred.	

## Printhead error service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the top cover. See <a href="#">“Top cover removal” on page 297</a>.</p> <p><b>b</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237</a>.</p> <p><b>c</b> Reseat the printhead cable from the printhead and the controller board.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Check the printhead and its cables for damage and improper installation.</p> <p>Is the printhead free of damage and properly installed?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b></p> <p>Reinstall or replace the printhead. See <a href="#">“Printhead removal” on page 302</a>.</p> <p><b>Installation note:</b> Perform all the mechanical and electronic adjustments to the printhead after replacing it. See <a href="#">“Printhead assembly adjustment” on page 224</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 121 errors

### 121 error messages

Error code	Description	Action
121.00	Fuser did not reach the required temperature.	See <a href="#">“Fuser low temperature error service check” on page 134</a> .
121.01	During an attempt to heat up, the fuser was not detected.	See <a href="#">“Fuser error service check” on page 132</a> .
121.02	Fuser went over the required temperature (during EWC/line voltage detection).	See <a href="#">“Fuser high temperature error service check” on page 133</a> .
121.03	Fuser hardware and driver are mismatched.	See <a href="#">“Fuser error service check” on page 132</a> .
121.04	During an attempt to heat up, the fuser relay was open and the microcontroller was not reporting an error.	
121.05	During an attempt to heat up, the fuser relay was open and the microcontroller was reporting an error.	





Error code	Description	Action
121.09	Fuser did not reach the required temperature for motors. <b>Note:</b> Error is not applicable to standby mode.	See <a href="#">“Fuser low temperature error service check” on page 134.</a>
121.10	Fuser did not reach the required temperature (during start of EWC/line voltage detection).	
121.11	Fuser reached the required temperature (during final EWC/line voltage detection) too late.	
121.12	Fuser did not reach the required temperature (during final EWC/line voltage detection).	
121.13	Fuser reached the required temperature (during final EWC/line voltage detection) too fast.	See <a href="#">“Fuser high temperature error service check” on page 133.</a>
121.19	Fuser high power trace reached the required temperature (during final EWC/line voltage detection) too fast.	
121.20	Fuser high power trace heating rate went over the limit.	
121.21	Fuser low power trace heating rate (from 165°C to 180°C) went over the limit.	
121.22	Open fuser relay was detected.	
121.28	Fuser did not reach the required temperature (during EP warm-up).	See <a href="#">“Fuser low temperature error service check” on page 134.</a>
121.32	Fuser did not reach the required temperature (on 100% power).	
121.33	Fuser did not reach the required temperature (while page is in the fuser).	
121.34	Fuser did not reach the required temperature (during steady state control).	
121.36	Open fuser relay was detected with very cold or unknown ambient temperature.	
121.41	Fuser mechanism failed to detect the expected cam sensor transition.	
121.50	Fuser went over the required temperature (during global overtemp check).	See <a href="#">“Fuser high temperature error service check” on page 133.</a>
121.52	Main thermistor temperature is out of range.	
121.53	Main thermistor temperature change rate is out of range.	
121.71	Open fuser main heater thermistor was detected.	See <a href="#">“Fuser error service check” on page 132.</a>

## Fuser error service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Turn off the printer, and then unplug the power cord.</p> <p><b>b</b> Remove the rear door and cover. See <a href="#">“Rear door and cover removal” on page 295</a>.</p> <p><b>c</b> Reseat the fuser cable from the power supply and the controller board.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Disconnect the fuser cable from the power supply, and then measure its resistance.</p> <p>Check if the resistance is close to the following values:</p> <ul style="list-style-type: none"> <li>• 220V fuser—43 ohms</li> <li>• 110V fuser—10 ohms</li> <li>• 100V fuser—8 ohms</li> </ul> <p>Does the fuser have a normal resistance value?</p>	Go to step 3.	Go to step 5.
<p><b>Step 3</b></p> <p><b>a</b> Remove the fuser. See <a href="#">“Fuser removal” on page 296</a>.</p> <p><b>b</b> Check the fuser gears for wear and damage. Rotate the gears, and then check if they move properly.</p> <p><b>c</b> Check the fuser cables and connectors for damage.</p> <p><b>d</b> Check the fuser belts for wear and damage.</p> <p>Is the fuser free of wear and damage?</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b></p> <p>Reinstall the fuser.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Replace the fuser. See <a href="#">“Fuser removal” on page 296</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.


## Fuser high temperature error service check


Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>b</b> Reseat the cooling fan cable on the controller board.</p> <p><b>c</b> Check the cooling fan for damage.</p> <p>Is the fan free of damage?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Replace the fan. See <a href="#">“Cooling fan removal” on page 243.</a></p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Remove the rear door and cover. See <a href="#">“Rear door and cover removal” on page 295.</a></p> <p><b>b</b> Reseat all the cables from the controller board.</p> <p><b>c</b> Reseat all the cables from the power supply.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Turn off the printer, and then remove the power cord.</p> <p><b>b</b> Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms.</p> <p>Does the socket have a normal resistance value?</p>	Go to step 5.	Go to step 7.
<p><b>Step 5</b></p> <p><b>a</b> Disconnect the fuser cable from the power supply, plug the power cord, and then turn on the printer.</p> <p><b>b</b></p> <div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;">  <p>Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V).</p> </div> <p>Does the power supply provide the fuser with the normal voltage value?</p>	Go to step 6.	Go to step 7.
<p><b>Step 6</b></p> <p><b>a</b> Turn off the printer, and then unplug the power cord.</p> <p><b>b</b> Remove the power supply. See <a href="#">“Power supply removal” on page 273.</a></p> <p><b>c</b></p> <div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;">  <p>Check the power supply, including its fuse and capacitors, for damage.</p> </div> <p>Is the power supply free of damage?</p>	Go to step 8.	Go to step 7.

Action	Yes	No
<p><b>Step 7</b> Replace the power supply. See <a href="#">“Power supply removal” on page 273</a>.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Check the fuser for problems. See <a href="#">“Fuser error service check” on page 132</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Fuser low temperature error service check

**Note:** Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237</a>.</p> <p><b>b</b> Remove the rear door and cover. See <a href="#">“Rear door and cover removal” on page 295</a>.</p> <p><b>c</b> Reseat all the cables from the controller board.</p> <p><b>d</b> Reseat all the cables from the power supply.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Turn off the printer, and then remove the power cord.</p> <p><b>b</b> Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms.</p> <p>Does the socket have a normal resistance value?</p>	Go to step 3.	Go to step 5.
<p><b>Step 3</b></p> <p><b>a</b> Disconnect the fuser cable from the power supply, and then turn on the printer.</p> <p><b>b</b></p> <div style="border: 1px solid black; padding: 5px; display: inline-block;">  <p>Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V).</p> </div> <p>Does the power supply provide the fuser with the normal voltage value?</p>	Go to step 4.	Go to step 5.

Action	Yes	No
<p><b>Step 4</b></p> <p><b>a</b> Turn off the printer, and then unplug the power cord.</p> <p><b>b</b> Remove the power supply. See <a href="#">“Power supply removal” on page 273.</a></p> <p><b>c</b></p> <div style="border: 1px solid black; padding: 5px; display: inline-block;">  <p>Check the power supply, including its fuse and capacitors, for damage.</p> </div> <p>Is the power supply free of damage?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b></p> <p>Replace the power supply. See <a href="#">“Power supply removal” on page 273.</a></p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Check the fuser for problems. See <a href="#">“Fuser error service check” on page 132.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.




## 126 errors

### 126 error messages

Error code	Description	Action
126.05	The LVPS power dropped but the printer was not in sleep mode.	See <a href="#">“LVPS service check” on page 135.</a>
126.06	LVPS 25V line error was detected.	
126.07	LVPS 5V rail was down during power-on.	
126.10	No line frequency was detected.	
126.11	Line frequency has gone outside the operating range.	
126.12	LVPS mismatch was detected.	See <a href="#">“LVPS mismatch service check” on page 137.</a>
126.13	LVPS mismatch was detected.	

### LVPS service check


**Note:** Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Turn off the printer, and then unplug the power cord.</p> <p><b>b</b> Remove the rear door and cover. See <a href="#">“Rear door and cover removal” on page 295.</a></p> <p><b>c</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>d</b> Reseat all the cables from the controller board.</p> <p><b>e</b></p> <div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;">  <span>Reseat all the cables from the power supply.</span> </div> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Turn off the printer, and then remove the power cord.</p> <p><b>b</b> Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms.</p> <p>Does the socket have a normal resistance value?</p>	Go to step 3.	Go to step 5.
<p><b>Step 3</b></p> <p><b>a</b> Disconnect the fuser cable from the power supply, and then turn on the printer.</p> <p><b>b</b></p> <div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;">  <span>Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V).</span> </div> <p>Does the power supply provide the fuser with the normal voltage value?</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b></p> <p><b>a</b> Turn off the printer, and then remove the power cord.</p> <p><b>b</b> Remove the power supply. See <a href="#">“Power supply removal” on page 273.</a></p> <p><b>c</b></p> <div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;">  <span>Check the power supply, including its fuse and capacitors, for damage.</span> </div> <p>Is the power supply free of damage?</p>	Contact the next level of support.	Go to step 5.
<p><b>Step 5</b></p> <p>Replace the power supply. See <a href="#">“Power supply removal” on page 273.</a></p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.

Action	Yes	No
<p><b>Step 6</b> Replace the controller board. See <a href="#">“Controller board removal” on page 244.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## LVPS mismatch service check

**Note:** Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Turn off the printer, and then unplug the power cord.</p> <p><b>b</b> Remove the rear door and cover. See <a href="#">“Rear door and cover removal” on page 295.</a></p> <p><b>c</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>d</b> Reseat all the cables from the controller board.</p> <p><b>e</b></p> <div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;">  <span>Reseat all the cables from the power supply.</span> </div> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Check the power rating label of the printer.</p> <p><b>b</b> Check the LVPS part number. Check if the power rating of this specific LVPS matches with the printer power rating.</p> <p>Do the printer and LVPS have matching power ratings?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b> Replace the power supply. See <a href="#">“Power supply removal” on page 273.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 128 errors

### 128 error messages

Error code	Description	Action
128.01	TDS baseline is too low.	See <a href="#">“Toner density error service check” on page 138.</a>
128.02	TDS baseline is too high.	
128.03	TDS baseline range is excessive.	
128.16	TDS calibration is at maximum.	
128.17	TDS calibration is too low.	
128.18	TDS calibration is too close to baseline.	
128.32	Photoconductor drum measurement is too high.	See <a href="#">“Photoconductor measurement error service check” on page 139.</a>
128.33	Photoconductor drum measurement is too different from calibration.	
128.34	Photoconductor drum measurement is too close to baseline.	
128.35	Photoconductor drum measurement data is not enough.	

### Toner density error service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Reseat the toner density sensor cable. See <a href="#">“Sensor (toner density) removal” on page 283.</a></p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Remove the toner cartridge and imaging unit.</p> <p><b>b</b> Clean and check both units for toner leaks.</p> <p>Are the toner cartridge and imaging unit free of leaks?</p>	Go to step 3.	Replace the affected toner cartridge and imaging unit, and then go to step 3.
<p><b>Step 3</b></p> <p><b>a</b> Remove the transfer roller to access the area underneath it. See <a href="#">“Transfer roller removal” on page 264.</a></p> <p><b>b</b> Clear the area of dust and toner contamination.</p> <p><b>c</b> Remove tray 1, and then manually actuate the toner density sensor wiper by moving the pick roller up and down.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.



Action	Yes	No
<p><b>Step 4</b></p> <p><b>a</b> Remove the sensor (toner density). See <a href="#">“Sensor (toner density) removal” on page 283.</a></p> <p><b>b</b> Check the sensor and its wiper bracket for damage.</p> <p>Are the sensor and its wiper bracket free of damage?</p>	Go to step 5.	Go to step 6.
<p><b>Step 5</b></p> <p><b>a</b> Clean, and then reinstall the sensor and its wiper bracket. Add lubrication to the wiper bracket if necessary. See <a href="#">“Sensor (toner density) removal” on page 283.</a></p> <p><b>b</b> Check the pick roller cam for damage.</p> <p><b>Note:</b> The rotation of the pick roller cam triggers the movement of the wiper bracket.</p> <p>Is the pick roller cam free of damage?</p>	Go to step 6.	Go to step 7.
<p><b>Step 6</b></p> <p>Replace the sensor (toner density). See <a href="#">“Sensor (toner density) removal” on page 283.</a></p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Replace the pick roller cam. See <a href="#">“Pick roller assembly removal” on page 280.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Photoconductor measurement error service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Check the imaging unit contacts for contamination.</p> <p><b>b</b> Check the imaging unit for leaks and damage.</p> <p>Are the imaging unit and its contacts free of contamination and damage?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Clean or replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Check the imaging unit smart chip contacts for contamination.</p> <p><b>b</b> Check if the contacts are bent or damaged.</p> <p>Are the contacts free of contamination and damage?</p>	Go to step 5.	Go to step 4.

Action	Yes	No
<b>Step 4</b> Clean or repair the smart chip contact.  Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> <b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a> <b>b</b> Reseat the smart chip contact cable on the controller board.  Does the problem remain?	Go to step 6.	The problem is solved.
<b>Step 6</b> Check whether the imaging unit installed is genuine.  Is the imaging unit a genuine and supported Lexmark unit?	Go to step 8.	Go to step 7.
<b>Step 7</b> Install a genuine and supported Lexmark imaging unit.  Does the problem remain?	Go to step 8.	The problem is solved.
<b>Step 8</b> <b>a</b> Check the imaging unit contacts for contamination. <b>b</b> Check the toner delivery mechanism for damage. <b>c</b> Check the photoconductor drum for scratches and damage.  Are the imaging unit and its contacts free of contamination and damage?	Contact the next level of support.	Go to step 9.
<b>Step 9</b> Clean or replace the imaging unit.  Does the problem remain?	Contact the next level of support.	The problem is solved.

## 133 errors

### 133 error messages

Error code	Description	Action
133.04	CTLS timeout was detected at the imaging unit.	See <a href="#">“Imaging unit CTLS error service check” on page 141.</a>
133.05	CTLS reading at the imaging unit is above the maximum expected value.	
133.06	CTLS reading at the imaging unit is below the minimum expected value.	
133.08	Excessive CTLS noise was detected at the imaging unit.	

## Imaging unit CTLS error service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Check the imaging unit CTLS contacts for contamination.</p> <p><b>b</b> Check if the contacts are bent or damaged.</p> <p>Are the contacts free of contamination and damage?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Clean or repair the smart chip contact.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>b</b> Reseat the CTLS contact cable on the controller board.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Check the imaging unit for problems. See <a href="#">“Unsupported or unresponsive imaging unit service check” on page 127.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 140 errors

### 140 error messages

Error code	Description	Action
140.80	Motor (main) does not turn on.	See <a href="#">“Main drive failure service check” on page 142.</a>
140.81	Motor (main) does not turn off.	
140.82	Motor (main) speed did not ramp up to the required level.	
140.83	Motor (main) stalled.	
140.84	Motor (main) ran too slow.	
140.85	Motor (main) ran too fast.	
140.86	Motor (main) ran too long.	

## Main drive failure service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove the left cover. See <a href="#">“Left cover removal” on page 226</a>.</p> <p><b>b</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237</a>.</p> <p><b>c</b> Reseat the cable from the main drive gearbox and the controller board.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests &gt; Transport</b></p> <p><b>b</b> Touch <b>Start</b>.</p> <p>Does the motor run?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b></p> <p>Check the motor and its gears for misalignment, wear, and damage.</p> <p>Is the main drive gearbox properly installed and free of wear and damage?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b></p> <p>Reinstall or replace the main drive gearbox. See <a href="#">“Main drive gearbox removal” on page 227</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 155 errors

### 155 error messages

Error code	Description	Action
155.80	Motor (cartridge) does not turn on.	See <a href="#">“Cartridge drive failure service check” on page 143</a> .
155.81	Motor (cartridge) does not turn off.	
155.82	Motor (cartridge) speed did not ramp up to the required level.	
155.83	Motor (cartridge) has stalled.	
155.84	Motor (cartridge) ran too slow.	
155.85	Motor (cartridge) ran too fast.	
155.86	Motor (cartridge) ran too long.	

## Cartridge drive failure service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Open, and then close the front door to check if the door plunger properly presses the cartridge button.</p> <p><b>b</b> Check the door and the plunger for damage.</p> <p>Is the plunger functional and free of damage?</p>	Go to step 3.	The problem is solved.
<p><b>Step 2</b></p> <p>Replace the MPF with front access cover.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Check if the cartridge button is stuck.</p> <p><b>b</b> Check the cartridge gear for contamination and damage.</p> <p>Is the cartridge functional, clean, and free of damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Clean or replace the cartridge.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p><b>a</b> Remove the left cover. See <a href="#">“Left cover removal” on page 226</a>.</p> <p><b>b</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237</a>.</p> <p><b>c</b> Reseat the cable from the motor (cartridge) and the controller board.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests &gt; K toner add</b></p> <p><b>b</b> Touch <b>Start</b>.</p> <p>Does the motor run?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b></p> <p>Check the motor (cartridge) and its gears for misalignment, wear, and damage.</p> <p>Is the cartridge gearbox properly installed and free of wear and damage?</p>	Contact the next level of support.	Go to step 8.

Action	Yes	No
<p><b>Step 8</b> Reinstall or replace the cartridge gearbox. See <a href="#">“Cartridge gearbox removal” on page 236</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 16y errors

### 161 error messages

Error code	Description	Action
161.80	The motor (tray 1 pick/lift) does not turn on.	See <a href="#">“Tray 1 pick/lift drive failure service check” on page 146</a> .
161.81	The motor (tray 1 pick/lift) does not turn off.	
161.82	The motor (tray 1 pick/lift) speed did not ramp up to the required level.	
161.83	The motor (tray 1 pick/lift) stalled.	
161.84	The motor (tray 1 pick/lift) ran too slow.	
161.85	The motor (tray 1 pick/lift) ran too fast.	
161.86	The motor (tray 1 pick/lift) ran too long.	

### 162-164 error messages

Error code	Description	Action
162.80	The motor (tray 2 pick) does not turn on.	See <a href="#">“Optional tray pick drive failure service check” on page 147</a> .
162.81	The motor (tray 2 pick) does not turn off.	
162.82	The motor (tray 2 pick) speed did not ramp up to the required level.	
162.83	The motor (tray 2 pick) stalled.	
162.84	The motor (tray 2 pick) ran too slow.	
162.85	The motor (tray 2 pick) ran too fast.	
162.86	The motor (tray 2 pick) ran too long.	

Error code	Description	Action
163.80	The motor (tray 3 pick) does not turn on.	See <a href="#">“Optional tray pick drive failure service check” on page 147.</a>
163.81	The motor (tray 3 pick) does not turn off.	
163.82	The motor (tray 3 pick) speed did not ramp up to the required level.	
163.83	The motor (tray 3 pick) stalled.	
163.84	The motor (tray 3 pick) ran too slow.	
163.85	The motor (tray 3 pick) ran too fast.	
163.86	The motor (tray 3 pick) ran too long.	
164.80	The motor (tray 4 pick) does not turn on.	See <a href="#">“Optional tray pick drive failure service check” on page 147.</a>
164.81	The motor (tray 4 pick) does not turn off.	
164.82	The motor (tray 4 pick) speed did not ramp up to the required level.	
164.83	The motor (tray 4 pick) stalled.	
164.84	The motor (tray 4 pick) ran too slow.	
164.85	The motor (tray 4 pick) ran too fast.	
164.86	The motor (tray 4 pick) ran too long.	

### 166-168 error messages

Error code	Description	Action
166.80	The motor (tray 2 transport) does not turn on.	See <a href="#">“Optional tray pass-through drive failure service check” on page 148.</a>
166.81	The motor (tray 2 transport) does not turn off.	
166.82	The motor (tray 2 transport) speed did not ramp up to the required level.	
166.83	The motor (tray 2 transport) stalled.	
166.84	The motor (tray 2 transport) ran too slow.	
166.85	The motor (tray 2 transport) ran too fast.	
166.86	The motor (tray 2 transport) ran too long.	
167.80	The motor (tray 3 transport) does not turn on.	See <a href="#">“Optional tray pass-through drive failure service check” on page 148.</a>
167.81	The motor (tray 3 transport) does not turn off.	
167.82	The motor (tray 3 transport) speed did not ramp up to the required level.	
167.83	The motor (tray 3 transport) stalled.	
167.84	The motor (tray 3 transport) ran too slow.	
167.85	The motor (tray 3 transport) ran too fast.	
167.86	The motor (tray 3 transport) ran too long.	

Error code	Description	Action
168.80	The motor (tray 4 transport) does not turn on.	See <a href="#">“Optional tray pass-through drive failure service check” on page 148.</a>
168.81	The motor (tray 4 transport) does not turn off.	
168.82	The motor (tray 4 transport) speed did not ramp up to the required level.	
168.83	The motor (tray 4 transport) stalled.	
168.84	The motor (tray 4 transport) ran too slow.	
168.85	The motor (tray 4 transport) ran too fast.	
168.86	The motor (tray 4 transport) ran too long.	

### Tray 1 pick/lift drive failure service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove tray 1.</p> <p><b>b</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>c</b> Reseat the cable from the pick/lift motor gearbox and the controller board.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests &gt; Pick Motor (tray 1)</b></p> <p><b>b</b> Touch <b>Start</b>.</p> <p>Does the motor run?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b></p> <p>Check the motor and its gears for misalignment, wear, and damage.</p> <p>Is the pick/lift motor gearbox properly installed and free of wear and damage?</p>	Contact the next level of support.	Go to step 4.
<p><b>Step 4</b></p> <p>Reinstall or replace the pick/lift motor gearbox. See <a href="#">“Pick/lift motor gearbox removal” on page 291.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.



## Optional tray pick drive failure service check

Action	Yes	No
<p><b>Step 1</b> Check if the optional tray motor (pick) runs.</p> <p>Does the motor run?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Reseat the motor cable, and then reseat the cable on the optional tray controller board.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> <b>a</b> Remove the optional tray. <b>b</b> Under the printer, check the interconnect cable for damage.</p> <p>Is the cable free of damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Replace the interconnect cable. See <a href="#">“Interconnect cable removal” on page 240.</a></p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Reinstall or replace the optional tray. <b>Note:</b> Make sure that the interconnect cable properly fits with the socket on the optional tray.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> <b>a</b> Remove the tray insert from the affected optional tray. <b>b</b> Check if the lift plate moves properly. <b>c</b> Check the lift plate gears for damage.</p> <p>Is the tray insert functional and free of damage?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b> Replace the tray insert.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Optional tray pass-through drive failure service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Printer diagnostics and adjustments &gt; Motor tests &gt; Pass-through (tray [x])</b></p> <p><b>b</b> Touch <b>Start</b>.</p> <p>Does the motor run?</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Reseat the motor cable, and then reseat the cable on the optional tray controller board.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Remove the optional tray.</p> <p><b>b</b> Under the printer, check the interconnect cable for damage.</p> <p>Is the cable free of damage?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Replace the interconnect cable. See <a href="#">“Interconnect cable removal” on page 240</a>.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Reinstall or replace the optional tray.</p> <p><b>Note:</b> Make sure that the interconnect cable properly fits with the socket on the optional tray.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Remove the tray insert from the source tray, and then check it for damage.</p> <p>Is the tray insert from the source tray free of damage?</p>	Contact the next level of support.	Go to step 7.
<p><b>Step 7</b></p> <p>Replace the tray insert.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 171 errors

### 171 error messages

Error code	Description	Action
171.82	Cooling fan error.	See <a href="#">“Cooling fan failure service check” on page 149.</a>
171.83	Cooling fan error.	
171.84	Cooling fan error.	
171.85	Cooling fan error.	

### Cooling fan failure service check

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Printer diagnostics and adjustments &gt; Motor tests &gt; Fan (main)</b></p> <p><b>b</b> Touch <b>Start</b>.</p> <p>Does the fan spin?</p>	Contact the next level of support.	Go to step 2.
<p><b>Step 2</b></p> <p><b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>b</b> Reseat the fan cable from the controller board.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Replace the fan. See <a href="#">“Cooling fan removal” on page 243.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## 6yy errors

### 600-680 error messages

Error code	Description	Action
600.01	Toner tally from the RIP was not received.	See <a href="#">“Engine error service check” on page 152.</a>
600.02	Video did not start.	
600.04	Duplex page was not picked.	
600.05	Invalid PH NVRAM Type error was detected.	
600.06	Paperport driver is unresponsive.	
600.07	Page is at image point before EP is ready.	
600.09	EP update error was detected.	
600.10	EP late run-in error was detected.	
600.95	RIP intentionally declared a jam error, usually to prevent a kiosk user from printing free pages.	
602.19	Tray 1 was unable to be ready for picking.	
602.29	Tray 2 was unable to be ready for picking.	
602.39	Tray 3 was unable to be ready for picking.	
602.49	Tray 4 was unable to be ready for picking.	
611.02	An Input ISR error occurred and the printhead was not ready.	
611.32	Lost Hsync errors were detected. Laser safety interlock system may be the cause.	
611.33	Lost Hsync errors were detected during servo.	See <a href="#">“Printhead error service check” on page 130.</a>
611.34	A mirror motor lock error was detected.	See <a href="#">“Printhead communication error service check” on page 152.</a>
655.80	Motor (cartridge) does not turn on.	See <a href="#">“Cartridge drive failure service check” on page 143.</a>
655.81	Motor (cartridge) does not turn off.	
655.82	Motor (cartridge) speed did not ramp up to the required level.	
655.83	Motor (cartridge) has stalled.	
655.84	Motor (cartridge) ran too slow.	
655.85	Motor (cartridge) ran too fast.	
655.86	Motor (cartridge) ran too long.	

Error code	Description	Action
661.80	Motor (tray 1 pick/lift) does not turn on.	See <a href="#">“Tray 1 pick/lift drive failure service check” on page 146.</a>
661.81	Motor (tray 1 pick/lift) does not turn off.	
661.82	Motor (tray 1 pick/lift) speed did not ramp up to the required level.	
661.83	Motor (tray 1 pick/lift) has stalled.	
661.84	Motor (tray 1 pick/lift) ran too slow.	
661.85	Motor (tray 1 pick/lift) ran too fast.	
661.86	Motor (tray 1 pick/lift) ran too long.	
662.80	Motor (tray 2 pick) does not turn on.	See <a href="#">“Optional tray pick drive failure service check” on page 147.</a>
662.81	Motor (tray 2 pick) does not turn off.	
662.82	Motor (tray 2 pick) speed did not ramp up to the required level.	
662.83	Motor (tray 2 pick) has stalled.	
662.84	Motor (tray 2 pick) ran too slow.	
662.85	Motor (tray 2 pick) ran too fast.	
662.86	Motor (tray 2 pick) ran too long.	
663.80	Motor (tray 3 pick) does not turn on.	See <a href="#">“Optional tray pick drive failure service check” on page 147.</a>
663.81	Motor (tray 3 pick) does not turn off.	
663.82	Motor (tray 3 pick) speed did not ramp up to the required level.	
663.83	Motor (tray 3 pick) has stalled.	
663.84	Motor (tray 3 pick) ran too slow.	
663.85	Motor (tray 3 pick) ran too fast.	
663.86	Motor (tray 3 pick) ran too long.	
664.80	Motor (tray 4 pick) does not turn on.	See <a href="#">“Optional tray pick drive failure service check” on page 147.</a>
664.81	Motor (tray 4 pick) does not turn off.	
664.82	Motor (tray 4 pick) speed did not ramp up to the required level.	
664.83	Motor (tray 4 pick) has stalled.	
664.84	Motor (tray 4 pick) ran too slow.	
664.85	Motor (tray 4 pick) ran too fast.	
664.86	Motor (tray 4 pick) ran too long.	
680.10	ADF cover was open during an ADF job.	See <a href="#">“ADF cover error service check” on page 153.</a>

## Engine error service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>b</b> Reseat all the cables on the controller board.</p> <p><b>c</b> Check the controller board contacts and pins for damage.</p> <p>Is the controller board free of damage?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b></p> <p>Replace the controller board. See <a href="#">“Controller board removal” on page 244.</a></p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Printhead communication error service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Remove the top cover. See <a href="#">“Top cover removal” on page 297.</a></p> <p><b>b</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a></p> <p><b>c</b> Reseat the printhead cable from the printhead and the controller board.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Update the firmware to the latest version.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Check the printhead and its cables for damage and improper installation.</p> <p>Is the printhead free of damage and properly installed?</p>	Contact the next level of support.	Go to step 5.

Action	Yes	No
<p><b>Step 5</b> Reinstall or replace the printhead. See <a href="#">“Printhead removal” on page 302</a>.</p> <p><b>Installation note:</b> Perform all the mechanical and electronic adjustments to the printhead after replacing it. See <a href="#">“Printhead assembly adjustment” on page 224</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### ADF cover error service check

Action	Yes	No
<p><b>Step 1</b>  <b>a</b> Enter the Diagnostics menu, and then navigate to:  <b>Scanner diagnostics &gt; Sensor tests</b>  <b>b</b> Find the sensor (ADF top door interlock).</p> <p>Does the sensor status change while toggling the sensor?</p>	Contact the next level of support.	Go to step 2.
<p><b>Step 2</b>  <b>a</b> Reseat the sensor cable from the ADF controller board.  <b>b</b> Check the sensor and its actuator for improper installation and damage.</p> <p>Is the sensor properly installed and free of damage?</p>	Contact the next level of support.	Go to step 3.
<p><b>Step 3</b> Reinstall the sensor.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Procedure before starting the 9yy service checks

Retrieve certain information that helps your next level of support in diagnosing the problem before replacing the controller board.

**Warning—Potential Damage:** Do not replace the controller board unless instructed by your next level of support.

- 1 Collect the history information and firmware logs (Fwdebug and logs.tar.gz) from the SE menu.
- 2 Collect the settings from the Menu Settings Page.
- 3 Collect information from the user.

**Note:** Not all of the items are retrievable from the printer that you are working on.

## A. Collecting the history information from the SE menu

**Note:** Make sure that your printer is connected to a network or to a print server.

- 1 Open a web browser, type **http://printer\_IP\_address/se**, and then press **Enter**.

**Notes:**

- **printer\_IP\_address** is the TCP/IP address of the printer.
- **se** is required to access the printer diagnostic information.

- 2 Click **History Information**, copy all information, and then save it as a text file.
- 3 E-mail the text file to your next level of support.

## B. Collecting the firmware logs (Fwdebug and logs.tar.gz) from the SE menu

**Notes:**

- Make sure that your printer is connected to a network or to a print server.
- Some printers are designed to restart automatically after a 9yy error. On these printers, you can retrieve the secondary crash code information using the SE menu.

- 1 Open a web browser, type **http://printer\_IP\_address/se**, and then press **Enter**.
- 2 Click **Logs Gzip Compressed**.

**Note:** A logs.tar.gz file is saved to the Downloads folder. The file may take several minutes to save. You may rename the file if a logs.tar.gz already exists in the Downloads folder.

- 3 E-mail the logs to your next level of support.

**Note:** To download the FWdebug log to a flash drive, see [“General SE Menu” on page 195](#).

## C. Collecting the settings from the Menu Settings Page

**Note:** The Menu Settings Page is different for each printer. For more information, see the *User's Guide*. Your next level of support will tell you which page they want to see.

### Copying the Menu Settings Page from the Embedded Web Server (EWS)

**Note:** Make sure that your printer is connected to a network or to a print server.

- 1 Open a web browser, type **http://printer\_IP\_address**, and then press **Enter**.
- 2 Click Settings, and then select one of the settings pages from the links shown on the page.
- 3 Copy all the information, and then save it as a text file.
- 4 E-mail the text file to your next level of support.

### Printing the Menu Settings Page

- 1 From the home screen, navigate to:  
**Reports > Menu Settings Page**
- 2 Print the Menu Settings Page, and then use Scan to E-mail to send it to your next level of support.



## D. Collecting information from the user

Ask the user for information about the following:

- Print job being run
- Operating system being used
- Print driver being used
- Other information on what was happening when the 9yy error occurred

## 900 errors

### 900 error messages

Error code	Description	Action
900.xx	RIP firmware errors	Go to <a href="#">“System software error service check” on page 155.</a>

### System software error service check

There are different types of 900.xx errors that can occur. There may be a communication problem (bad cable, network connection, and so on) software issue, or a hardware problem with the controller board, or ISP (internal solutions port). The communication and software aspects should be checked first. Determine if the problem is constant or intermittent. Use the troubleshooting procedure below to isolate the issue. Take any notes as instructed. You will need that information in the event you need to contact your next level of support.

Before troubleshooting:

- 1 Perform the [“Procedure before starting the 9yy service checks” on page 153.](#)
- 2 Determine the operating system used when the error occurred. If possible determine whether a PostScript or PCL file was sent to the device when the error occurred. Ask the customer which Lexmark Solutions applications are installed on the device.

Action	Yes	No
<p><b>Step 1</b> POR the printer.</p> <p>Does the error remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Write down the exact 900.xx error code displayed on the device.</p> <p><b>b</b> Turn off the printer.</p> <p><b>c</b> Clear the print queues.</p> <p><b>d</b> Disconnect all communication cables, and remove all memory options.</p> <p><b>e</b> Remove any installed ISP.</p> <p><b>f</b> POR the printer into the Diagnostics menu.</p> <p>Does the error remain during startup?</p>	Go to step 3.	Go to step 6.
<p><b>Step 3</b></p> <p>Check all the cables connected to the controller board for proper connectivity.</p> <p>Are the cables properly connected?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p><b>a</b> Properly connect the cables to the controller board.</p> <p><b>b</b> POR the printer into the Diagnostics menu.</p> <p>Does the error remain during startup?</p>	Go to step 5.	Go to step 6.
<p><b>Step 5</b></p> <p><b>a</b> Replace the controller board.</p> <p><b>b</b> POR the printer.</p> <p>Does the error remain during startup?</p> <p><b>Note:</b> If an error different from the original 900.xx is displayed, consult the service check for that error.</p>	Go to step 31.	The problem is solved.
<p><b>Step 6</b></p> <p>Print the following:</p> <ul style="list-style-type: none"> <li>• Error log</li> <li>• Menu settings page</li> <li>• Network settings page</li> </ul> <p>Does the error remain while these pages were printing?</p>	Go to step 31.	Go to step 7.

Action	Yes	No
<p><b>Step 7</b></p> <p><b>Note:</b> Before performing this step, write down the following information about the file being sent to the printer:</p> <ul style="list-style-type: none"> <li>• Application used</li> <li>• Operating system</li> <li>• Driver type</li> <li>• File type (PCL, PostScript, XPS, etc.)</li> </ul> <p><b>a</b> Reattach the communications cable.</p> <p><b>b</b> POR the printer.</p> <p><b>c</b> Send the printer a print job.</p> <p>Does the error remain?</p>	Go to step 8.	Go to step 10.
<p><b>Step 8</b></p> <p><b>a</b> POR the printer.</p> <p><b>b</b> Send a different print job to the printer.</p> <p>Does the error remain?</p>	Go to step 9.	Go to step 10.
<p><b>Step 9</b></p> <p><b>a</b> Upgrade the firmware.</p> <p><b>Note:</b> Contact your next level of support for the correct firmware level to use.</p> <p><b>b</b> POR the printer.</p> <p><b>c</b> Send the printer a print job.</p> <p>Does the error remain?</p>	Go to step 31.	Go to step 10.
<p><b>Step 10</b></p> <p>Is the device an MFP?</p>	Go to step 11.	Go to step 13.
<p><b>Step 11</b></p> <p>Run a copy job.</p> <p>Does the error remain?</p>	Go to step 31.	Go to step 12.
<p><b>Step 12</b></p> <p>Run a scan to PC job.</p> <p>Does the error remain?</p>	Go to step 31.	Go to step 13.
<p><b>Step 13</b></p> <p>Is there optional memory installed?</p>	Go to step 14.	Go to step 16.
<p><b>Step 14</b></p> <p><b>a</b> Reinstall the memory.</p> <p><b>b</b> Send a print job to the printer.</p> <p>Does the error remain?</p>	Go to step 15.	Go to step 16.

Action	Yes	No
<p><b>Step 15</b></p> <p><b>a</b> Install a Lexmark recommended memory option.</p> <p><b>b</b> Send a print job to the printer.</p> <p>Does the error remain?</p>	Go to step 31.	The problem is solved.
<p><b>Step 16</b></p> <p>Is there a modem installed?</p>	Go to step 17.	Go to step 21.
<p><b>Step 17</b></p> <p><b>a</b> Reinstall the modem.</p> <p><b>b</b> POR the printer.</p> <p>Does the error remain?</p>	Go to step 18.	Go to step 20.
<p><b>Step 18</b></p> <p><b>a</b> Upgrade the firmware if it was not upgraded in a previous step.</p> <p><b>Note:</b> Contact your next level of support for the correct firmware level to use.</p> <p><b>b</b> POR the printer.</p> <p><b>c</b> Send the printer a print job.</p> <p>Does the error remain?</p>	Go to step 19.	The problem is solved.
<p><b>Step 19</b></p> <p><b>a</b> Replace the modem.</p> <p><b>b</b> POR the printer.</p> <p>Does the error remain?</p>	Go to step 31.	The problem is solved.
<p><b>Step 20</b></p> <p>Run a fax job.</p> <p>Does the error remain?</p>	Go to step 31.	Go to step 21.
<p><b>Step 21</b></p> <p>Is there an ISP option installed?</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b></p> <p><b>a</b> Reinstall the first ISP option.</p> <p><b>b</b> POR the printer.</p> <p>Does the error remain?</p>	Go to step 24.	Go to step 23.
<p><b>Step 23</b></p> <p>Run a job to test the option.</p> <p>Does the error remain?</p>	Go to step 24.	Go to step 26.

Action	Yes	No
<p><b>Step 24</b></p> <p><b>a</b> Upgrade the firmware if it was not upgraded in a previous step.  <b>Note:</b> Contact your next level of support for the correct firmware level to use.</p> <p><b>b</b> POR the printer.</p> <p><b>c</b> Send the printer a print job.</p> <p>Does the error remain?</p>	Go to step 25.	The problem is solved.
<p><b>Step 25</b></p> <p><b>a</b> Replace the faulty ISP option.</p> <p><b>b</b> POR the printer.</p> <p>Does the error remain?</p>	Go to step 31.	Go to step 26.
<p><b>Step 26</b></p> <p>Are there any more ISP options to install?</p>	Go to step 27.	The problem is solved.
<p><b>Step 27</b></p> <p><b>a</b> Install the next ISP option.</p> <p><b>b</b> POR the printer.</p> <p>Does the error remain?</p>	Go to step 29.	Go to step 28.
<p><b>Step 28</b></p> <p>Run a job to test the option.</p> <p>Does the error remain?</p>	Go to step 29.	Go to step 26.
<p><b>Step 29</b></p> <p><b>a</b> Upgrade the firmware if it was not upgraded in a previous step.  <b>Note:</b> Contact your next level of support for the correct firmware level to use.</p> <p><b>b</b> POR the printer.</p> <p><b>c</b> Send the printer a print job.</p> <p>Does the error remain?</p>	Go to step 30.	Go to step 26.
<p><b>Step 30</b></p> <p><b>a</b> Replace the faulty ISP option.</p> <p><b>b</b> POR the printer.</p> <p>Does the error remain?</p>	Go to step 31.	Go to step 26.

Action	Yes	No
<p><b>Step 31</b></p> <p>Contact your next level of support. You will need the following information:</p> <ul style="list-style-type: none"> <li>• Exact 900.xx error digits and complete error message</li> <li>• Printed menu settings page</li> <li>• Printed network settings page</li> <li>• Device error log</li> <li>• A sample print file if the error appears to be isolated to a single file</li> <li>• File/Application used if the error is related to specific print file</li> <li>• Device operating system</li> <li>• Driver used (PCL/PS)</li> <li>• Frequency of the occurrence of the error</li> </ul>		

## 95y errors

### 950–953 error messages

Error code	Description	Action
950.10	An NVRAM mismatch error occurred.	See <a href="#">“NVRAM mismatch failure service check” on page 160.</a>
953.99	A control panel NVRAM error occurred.	

### NVRAM mismatch failure service check

**Warning—Potential Damage:** To avoid NVRAM mismatch issues, replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component and to test whether the problem is resolved:

- 1 Replace the affected component.

**Warning—Potential Damage:** Do not perform a Power-On Reset (POR) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 2 Enter the Diagnostics menu. The Diagnostics menu allows you to use temporarily the replacement part.

**Warning—Potential Damage:** Some printers perform automatically a POR if the Diagnostics menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 3 Use the Diagnostics menu to test the replacement part. Perform a feed test to check if the problem is resolved.
  - If the problem is not resolved—Turn off the printer, and then install the old part.
  - If the problem is resolved—Perform a POR.

Action	Yes	No
<p><b>Step 1</b> Check if the control panel was recently replaced.</p> <p>Was the control panel recently replaced?</p>	Go to step 2.	Go to step 4.
<p><b>Step 2</b> Replace the current control panel with the original control panel. See <a href="#">“Control panel display assembly removal” on page 255.</a></p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Replace the original control panel with a new control panel. <b>Note:</b> Make sure that the new control panel is not previously installed from another printer.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 4</b> Check if the controller board was recently replaced.</p> <p>Was the controller board recently replaced?</p>	Go to step 5.	Contact the next level of support.
<p><b>Step 5</b> Replace the current controller board with the original controller board. See <a href="#">“Controller board removal” on page 244.</a></p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Replace the original controller board with a new controller board. <b>Note:</b> Make sure that the new controller board is not previously installed from another printer.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

# ADF/Scanner hardware errors

## 84y errors

### 840-843 error messages

Error code	Description	Action
840.01	The scanner was manually disabled by the Admin or user.	See <a href="#">“Scanner disabled error service check” on page 162.</a>
840.02	The scanner was automatically disabled by the printer due to too many errors.	
842.00	There was a scanner communication failure (No Response) error detected.	See <a href="#">“Flatbed scanner failure service check” on page 163.</a>
842.01	There was a scanner communication failure (HW protocol) error detected.	
842.02	There was a scanner communication failure (Logical protocol) error detected.	
843.00	The flatbed scanner failed to reach its home position.	See <a href="#">“ADF scanner failure service check” on page 163.</a>
843.01	A scanner mechanical failure was detected at the ADF.	

### Scanner disabled error service check

Action	Yes	No
<p><b>Step 1</b></p> <p>From the control panel, navigate to <b>Settings &gt; Maintenance &gt; Configuration menu &gt; Scanner Configuration</b>. Set Disable Scanner to Enabled.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a> <b>b</b> Check the ADF and scanner cables for damage.</p> <p>Are the cables free of damage?</p>	Go to step 3.	Contact the next level of support.
<p><b>Step 3</b></p> <p>Reseat the ADF and scanner cables from the controller board.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.



## Flatbed scanner failure service check

Action	Yes	No
<p><b>Step 1</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b>  <b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a>  <b>b</b> Check the scanner cables for damage.</p> <p>Are the cables free of damage?</p>	Go to step 3.	Contact the next level of support.
<p><b>Step 3</b> Reseat the scanner cables from the controller board.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## ADF scanner failure service check

Action	Yes	No
<p><b>Step 1</b> Restart the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b>  <b>a</b> Remove the right cover. See <a href="#">“Right cover removal” on page 237.</a>  <b>b</b> Check the ADF cables for damage.</p> <p>Are the cables free of damage?</p>	Go to step 3.	Contact the next level of support.
<p><b>Step 3</b> Reseat the ADF cables from the controller board.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Other symptoms

### Fax symptoms

#### Fax symptoms

Symptom	Action
No dial tone.	See <a href="#">“Modem/fax card service check” on page 164.</a>
The printer does not connect to a fax machine.	The fax machine is turned off. Ask the fax recipient to check the machine.
Incoming fax has blank spaces or poor quality.	See <a href="#">“Blank spaces on incoming fax service check” on page 165.</a>
Incoming fax has stretched words.	See <a href="#">“Stretched words on incoming fax service check” on page 166.</a>
The printer does not transmit faxes.	See <a href="#">“Fax transmission service check” on page 166.</a>
The printer does not receive faxes.	See <a href="#">“Fax reception service check” on page 168.</a>

#### Modem/fax card service check

Action	Yes	No
<p><b>Step 1</b></p> <p>Check if the telephone cable is properly connected to the modem card and electrical outlet.</p> <p>Is the cable properly connected to the modem card and electrical outlet?</p>	Go to step 2.	Go to step 3.
<p><b>Step 2</b></p> <p>Connect the telephone cable to the modem card and electrical outlet.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Check if the telephone cable can make and receive calls.</p> <p>Is the phone line properly working?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Connect the printer to a properly functioning telephone jack.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Action	Yes	No
<p><b>Step 5</b></p> <p>Make sure that the modem cable is properly connected to the modem card and to the JFAX2 connector on the controller board.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p>Replace the fax card.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p> <p>Check the voltages values of the following pins on the JFAX2 connector on the controller board:</p> <ul style="list-style-type: none"> <li>• Pin 2: +3.3 V dc</li> <li>• Pin 3: +3.3 V dc</li> <li>• Pin 5: +5 V dc</li> <li>• Pin 7: Ground</li> <li>• Pin 9: Ground</li> <li>• Pin 11: Ground</li> <li>• Pin 13: Ground</li> </ul> <p>Are the voltage values approximately the same?</p>	Contact the next level of support.	Go to step 8.
<p><b>Step 8</b></p> <p>Replace the controller board. See <a href="#">“Controller board removal” on page 244</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Blank spaces on incoming fax service check

Actions	Yes	No
<p><b>Step 1</b></p> <p>Receive fax from another machine.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Attach the printer to a different telephone line.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Print a test page.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.

Actions	Yes	No
<p><b>Step 4</b> Install a new toner cartridge.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Stretched words on incoming fax service check

Actions	Yes	No
<p>Receive fax from another machine.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

### Fax transmission service check

Actions	Yes	No
<p><b>Step 1</b> Reseat the telephone cable on the LINE port of the printer and on the wall jack.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Check for a dial tone.</p> <p>Is there a dial tone?</p>	Go to step 3.	Go to step 5.
<p><b>Step 3</b> Check if the telephone line can send and receives calls.</p> <p>Is the phone line properly working?</p>	Go to step 6.	Go to step 4.
<p><b>Step 4</b> Check if the telephone line is free of static or external noise.</p> <p>Is the line free of static or external noise?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b> Connect the telephone cable to a working wall jack.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <p><b>a</b> From the home screen, navigate to <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Receive Settings &gt; Admin Controls &gt; Enable Fax Receive.</b></p> <p><b>b</b> Select <b>On.</b></p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.

Actions	Yes	No
<p><b>Step 7</b></p> <p><b>a</b> From the home screen, navigate to <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Receive Settings &gt; Admin Controls &gt; Answer on</b>.</p> <p><b>b</b> Select a ring pattern.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Check if the telephone line is analog.</p> <p>Is the line analog?</p>	Go to step 11.	Go to step 9.
<p><b>Step 9</b></p> <p>Check if the telephone line is a VOIP line.</p> <p>Is the line VOIP?</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b></p> <p>Ask the system administrator to check if the VOIP server is configured to receive faxes.</p> <p>Is the server configured to receive faxes?</p>	Go to step 11.	Contact the next level of support.
<p><b>Step 11</b></p> <p>Check if the printer receives a fax from one specific remote device.</p> <p>Does the printer receive a fax from one specific remote device?</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b></p> <p>Check if a different device can send a fax.</p> <p>Can the device send a fax?</p>	Contact the next level of support.	Go to step 13.
<p><b>Step 13</b></p> <p><b>a</b> From the home screen, navigate to <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Receive Settings &gt; Admin Controls &gt; Block No Name Fax</b>.</p> <p><b>b</b> Select <b>Off</b>.</p> <p>Does the problem remain?</p>	Go to step 14.	The problem is solved.
<p><b>Step 14</b></p> <p><b>a</b> From the home screen, navigate to <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Receive Settings &gt; Admin Controls &gt; Banned Fax List</b>.</p> <p><b>b</b> Check if the remote device number is on the list.</p> <p>Is the number on the list?</p>	Go to step 15.	Go to step 16.

Actions	Yes	No
<p><b>Step 15</b></p> <p>Remove the remote device number from the list.</p> <p>Does the problem remain?</p>	Go to step 16.	The problem is solved.
<p><b>Step 16</b></p> <p><b>a</b> Enter the Service Engineer menu, and then navigate to: <b>Fax SE &gt; Modem Settings &gt; Receive Thresh</b></p> <p><b>b</b> Adjust the setting in steps of 2 dB.</p> <p><b>Note:</b> The recommended adjustment range is between -33 dB and -48 dB.</p> <p>Does the problem remain?</p>	Go to step 17.	The problem is solved.
<p><b>Step 17</b></p> <p><b>a</b> Enter the Service Engineer menu, and then navigate to: <b>Fax SE &gt; Fax Settings &gt; AutoPrint T30 Logs</b></p> <p><b>b</b> Check the reported error code. See <a href="#">“Fax error log codes” on page 171</a>.</p> <p><b>c</b> Perform the action suggested for the error.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Fax reception service check

**Note:** Before performing this service check, make sure that the correct country code is selected.

Actions	Yes	No
<p><b>Step 1</b></p> <p>Reseat the telephone cable on the LINE port of the printer and on the wall jack.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Check if the telephone line can send and receive calls.</p> <p>Is the phone line properly working?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b></p> <p>Connect the telephone cable to a working wall jack.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Check if the telephone line is analog.</p> <p>Is the telephone line analog?</p>	Go to step 7.	Go to step 5.

Actions	Yes	No
<p><b>Step 5</b> Check if the telephone line is a VOIP line.</p> <p>Is the line VOIP?</p>	Go to step 6.	Go to step 7.
<p><b>Step 6</b> Ask the system administrator to verify if the VOIP server is configured to receive faxes.</p> <p>Is the server configured to receive faxes?</p>	Go to step 7.	Contact the next level of support.
<p><b>Step 7</b> Check if the printer is on a PABX.</p> <p>Is the printer on a PABX?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b>  <b>a</b> From the home screen, navigate to <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Send Settings &gt; Behind a PABX.</b>  <b>b</b> Select <b>Yes.</b></p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b>  <b>a</b> From the home screen, navigate to <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Send Settings &gt; Behind a PABX.</b>  <b>b</b> Select <b>No.</b>  <b>c</b> Check if access to an outside line needs a dial prefix.</p> <p>Does access to an outside line need a dial prefix?</p>	Go to step 10.	Go to step 11.
<p><b>Step 10</b> Send a fax using a dial prefix.</p> <p>Does the problem remain?</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Check if the printer sends a fax to one specific destination.</p> <p>Does the printer send a fax to one specific destination?</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b> Check if the device that does not receive a fax can send a fax.</p> <p>Can the device send a fax?</p>	Go to step 13.	Contact the next level of support.

Actions	Yes	No																																																												
<p><b>Step 13</b></p> <p><b>a</b> Enter the Service Engineer menu, and then navigate to:  <b>Fax SE &gt; Fax Settings &gt; AutoPrint T30 Logs</b></p> <p><b>b</b> Check the reported error code. See <a href="#">“Fax error log codes” on page 171.</a></p> <p><b>c</b> Perform the action suggested for the error.</p> <p>Does the problem remain?</p>	Go to step 14.	The problem is solved.																																																												
<p><b>Step 14</b></p> <p><b>a</b> Open a web browser and then type <b>https://&lt;IP address&gt;/se.</b></p> <p><b>b</b> Navigate to:  <b>Fax &gt; Settings &gt; Silabs Configuration</b></p> <p><b>c</b> Adjust the Transmit Level setting (A) in steps of <math>\pm 1</math> dB.</p> <div data-bbox="311 772 870 1520" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;"><b>Silabs Configuration</b></p> <p><b>Modem Card Configuration</b></p> <p>1-port <input type="button" value="Submit"/></p> <p><b>Note:</b> Select the card configuration of the Silabs modem attached to the MFP. You need to restart the MFP for these changes to take effect.</p> <p><b>Configuration Overrides</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Config</th> <th>Apply Override?</th> <th>Value</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>Transmit Level</td> <td>No ▾</td> <td style="border: 2px solid red;">-10</td> <td>Min=-15 Max=-7 Def=-10</td> </tr> <tr> <td>Receive Level Gain</td> <td>No ▾</td> <td>0</td> <td>Min=0 Max=7 Def=0</td> </tr> <tr> <td>V.34 Pre-Emphasis Filter</td> <td>No ▾</td> <td>Disable ▾</td> <td>Def=Disable</td> </tr> <tr> <td>V.34 Aggressiveness</td> <td>No ▾</td> <td>Auto ▾</td> <td>Def=Auto</td> </tr> <tr> <td>Ring Impedance</td> <td>No ▾</td> <td>Disable ▾</td> <td>Def=Disable</td> </tr> <tr> <td>Ring Threshold</td> <td>No ▾</td> <td>Disable ▾</td> <td>Def=Disable</td> </tr> <tr> <td>Minimum Loop Current</td> <td>No ▾</td> <td>10</td> <td>Min=10 Max=16 Def=10</td> </tr> <tr> <td>Current Limiting</td> <td>No ▾</td> <td>Disable ▾</td> <td>Def=Disable</td> </tr> <tr> <td>Over Current Detection</td> <td>No ▾</td> <td>Enable ▾</td> <td>Def=Enable</td> </tr> <tr> <td>Off-Hook Settle Time</td> <td>No ▾</td> <td>100</td> <td>Min=20 Max=500 Def=100</td> </tr> <tr> <td>DTMF Power Level</td> <td>No ▾</td> <td>Default ▾</td> <td>Def=Default</td> </tr> <tr> <td>Noise Sensitivity</td> <td>No ▾</td> <td>Default ▾</td> <td>Def=Default</td> </tr> <tr> <td>Silence Detect Interval</td> <td>No ▾</td> <td>50</td> <td>Min=0 Max=100 Def=50</td> </tr> <tr> <td>Impedance</td> <td>No ▾</td> <td>600 Ohm ▾</td> <td>Def=Default</td> </tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Save"/> <input type="button" value="Save &amp; Configure"/></p> </div> <p>Does the problem remain?</p>	Config	Apply Override?	Value	Comment	Transmit Level	No ▾	-10	Min=-15 Max=-7 Def=-10	Receive Level Gain	No ▾	0	Min=0 Max=7 Def=0	V.34 Pre-Emphasis Filter	No ▾	Disable ▾	Def=Disable	V.34 Aggressiveness	No ▾	Auto ▾	Def=Auto	Ring Impedance	No ▾	Disable ▾	Def=Disable	Ring Threshold	No ▾	Disable ▾	Def=Disable	Minimum Loop Current	No ▾	10	Min=10 Max=16 Def=10	Current Limiting	No ▾	Disable ▾	Def=Disable	Over Current Detection	No ▾	Enable ▾	Def=Enable	Off-Hook Settle Time	No ▾	100	Min=20 Max=500 Def=100	DTMF Power Level	No ▾	Default ▾	Def=Default	Noise Sensitivity	No ▾	Default ▾	Def=Default	Silence Detect Interval	No ▾	50	Min=0 Max=100 Def=50	Impedance	No ▾	600 Ohm ▾	Def=Default	Contact the next level of support.	The problem is solved.
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V.34 Pre-Emphasis Filter	No ▾	Disable ▾	Def=Disable																																																											
V.34 Aggressiveness	No ▾	Auto ▾	Def=Auto																																																											
Ring Impedance	No ▾	Disable ▾	Def=Disable																																																											
Ring Threshold	No ▾	Disable ▾	Def=Disable																																																											
Minimum Loop Current	No ▾	10	Min=10 Max=16 Def=10																																																											
Current Limiting	No ▾	Disable ▾	Def=Disable																																																											
Over Current Detection	No ▾	Enable ▾	Def=Enable																																																											
Off-Hook Settle Time	No ▾	100	Min=20 Max=500 Def=100																																																											
DTMF Power Level	No ▾	Default ▾	Def=Default																																																											
Noise Sensitivity	No ▾	Default ▾	Def=Default																																																											
Silence Detect Interval	No ▾	50	Min=0 Max=100 Def=50																																																											
Impedance	No ▾	600 Ohm ▾	Def=Default																																																											



## Fax error log codes

Error code	Description	Action
000	No error occurred during a fax transmission.	No action is needed.
200	An error occurred when transmitting training.	<ul style="list-style-type: none"> <li>• Check the line quality.</li> <li>• Select a lower Max Speed value under the Fax Send settings.</li> <li>• Adjust the transmit level.</li> </ul>
3XX	An error occurred when receiving an image data.	<ul style="list-style-type: none"> <li>• Check the line quality.</li> <li>• Adjust the Receive Threshold.</li> <li>• Select a lower Max Speed value under the r Fax Receive settings.</li> </ul>
4XX	An error occurred when sending an image data.	<ul style="list-style-type: none"> <li>• Check the line quality.</li> <li>• Adjust the Transmit Level.</li> <li>• Select a lower Max Speed value under the Fax Receive settings.</li> </ul>
5XX	An unknown response is received from a remote fax device.	No action is needed. The issue is with the other device.
6XX	An error occurred when receiving a frame.	<ul style="list-style-type: none"> <li>• Check the line quality.</li> <li>• Adjust the Receive Threshold.</li> </ul>
7XX	An error occurred when sending a frame.	<ul style="list-style-type: none"> <li>• Check the line quality.</li> <li>• Adjust the Transmit Level.</li> <li>• Select a lower Max Speed value under the Fax Send settings.</li> </ul>
800	An EOT was unexpectedly received from the modem in V34 mode.	If the error persists, then disable the V34 modulation scheme.
802	Too many time-outs occurred during ECM reception.	If the error persists, then disable the ECM mode.
803	Fax cancelled by the user.	No action is needed.
804	Unexpectedly received a disconnect command from the remote end.	<ul style="list-style-type: none"> <li>• Check the line quality.</li> <li>• Adjust the Transmit Level or Receive Threshold setting.</li> <li>• The remote device could be requesting an unsupported feature.</li> </ul>
805	The remote fax device failed to respond to the DCS command.	<ul style="list-style-type: none"> <li>• Adjust the Transmit Level or Receive Threshold setting.</li> <li>• The remote device could be malfunctioning.</li> </ul>
808	T1 timeout occurred when trying to establish a connection with a remote fax device.	Adjust the Transmit Level or Receive Threshold setting.

Error code	Description	Action
809	T2 Timeout occurred due to loss of command/response synchronization.	Adjust the Transmit Level or Receive Threshold setting.
80A	T5 Timeout occurred when transmitting image data to remote fax device.	<ul style="list-style-type: none"> <li>• Check line quality.</li> <li>• Adjust the Transmit Level setting</li> <li>• Decrease the Max Speed setting under Fax Send settings.</li> </ul>
80B	Too many errors when transmitting in ECM mode.	<ul style="list-style-type: none"> <li>• Check line quality.</li> <li>• Adjust the Transmit Level setting</li> <li>• Select a lower 'Max Speed' value under Fax Send settings.</li> </ul>
80C	Remote device failed to respond to the CTC command.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting</li> </ul>
80D	Received too many requests from remote end to repeat the previous command sent.	<ul style="list-style-type: none"> <li>• Check line quality.</li> <li>• Adjust the Transmit Level setting</li> <li>• Check if line conditions on remote end will facilitate a good connection.</li> </ul>
80E	Functional limitation-Remote fax device does not support G3 receive capability.	No action needed. Issue with the remote device.
811	Failed to detect a fax device at the remote end.	<ul style="list-style-type: none"> <li>• Verify MFD is answering to fax call and not a voice call.</li> <li>• Decrease the Rings To Answer setting.</li> </ul>
812	No more data rates available in V34 modulation scheme.	Decrease the modulation scheme.
813	Timeout occurred after waiting too long to receive a good frame.	Adjust the Receive Threshold setting.
814	Tried too many times at selected speed using V34 modulation scheme.	<ul style="list-style-type: none"> <li>• Adjust the Transmit Level setting.</li> <li>• Decrease the modulation scheme.</li> </ul>
815	Fax transmission was interrupted due to power failure.	Troubleshoot MFP if error persists. See <a href="#">“Modem/fax card service check” on page 164.</a>
818	Fax transmission failed due to insufficient memory to store scanned image.	Adjust the Memory Use setting to allocate more memory for send jobs.
819	Fax transmission failed due to insufficient memory to store received image.	Adjust the Memory Use setting to allocate more memory for receive jobs.
81A	A timeout occurred during transmission of a page in ECM mode.	Decrease the Max Speed setting under Fax Send settings.

Error code	Description	Action
880	Failure to transmit training successfully in V17, V29, V27 terminal modulation schemes.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
881	Failure to transmit training successfully in V33, V29, V27 terminal modulation schemes.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
882	Failure to transmit training successfully in V17, V29 terminal modulation schemes.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
883	Failure to transmit training successfully in V17, V27 terminal modulation schemes.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
884	Failure to transmit training successfully in V29, V27 terminal modulation schemes.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
885	Failure to transmit training successfully in V17 terminal modulation scheme.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
886	Failure to transmit training successfully in V29 terminal modulation scheme.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
887	Failure to transmit training successfully in V27 terminal modulation scheme.	<ul style="list-style-type: none"> <li>• Decrease the Max Speed setting under Fax Send settings.</li> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
888	Failure to transmit training successfully at 2400 bps in V27 terminal modulation scheme.	<ul style="list-style-type: none"> <li>• Adjust the Transmit Level setting.</li> <li>• Check line quality.</li> </ul>
889	Failed to connect at the minimum speed supported by the MFP.	<ul style="list-style-type: none"> <li>• Adjust the Transmit Level setting.</li> <li>• Incompatible connection.</li> </ul>
88A	Failed to connect using V.34 modulation scheme.	<ul style="list-style-type: none"> <li>• Check line quality.</li> <li>• Decrease the modulation scheme.</li> <li>• Adjust the Transmit Level or Receive Threshold settings.</li> </ul>

Error code	Description	Action
901	No fax tones detected from remote end.	<ul style="list-style-type: none"> <li>• Verify destination phone number.</li> <li>• Verify that the remote fax is authorized to receive faxes.</li> </ul>
902	No dial tone detected.	<ul style="list-style-type: none"> <li>• Check by enabling Behind a PABX setting.</li> <li>• Check phone line.</li> <li>• Check MFD modem hardware.</li> </ul>
903	Busy tone detected.	Check with remote end if successive attempts fail.
904	Hardware error detected.	See <a href="#">“Modem/fax card service check” on page 164.</a>
905	A timeout occurred after dialing the number and waiting for a response.	Check with remote end if successive attempts fail.
906	Fax cancelled by user.	No action needed.
907	Modem detected a digital line connection.	Verify that the MFP is connected to an analog line. See <a href="#">“Fax transmission service check” on page 166.</a>
908	Phone line was disconnected	Restore phone line connection.
A00	Received request for unsupported function from remote fax device.	No action needed.
A01	Received request for unsupported image width from remote fax device.	No action needed.
A02	Received request for unsupported image resolution from remote fax device.	No action needed.
A03	Received request for unsupported compression type from remote fax device.	No action needed.
A04	Received request for unsupported image length from remote fax device.	No action needed.
F00	Unknown error occurred.	No action needed.

## Base printer symptoms

### Base printer symptoms

Symptom	Action
The printer does not turn on even when powered on from a proper electrical outlet.	See <a href="#">“Dead printer service check” on page 175.</a>
The display does not respond when touching the icons.	See <a href="#">“Unresponsive control panel or display service check” on page 176.</a>
The display shows a blank screen.	

## Dead printer service check

A dead printer is a printer that when powered on from a well-grounded electrical outlet, does not show any light indication in the display or any movement of the fans or motors.

**Warning—Potential Damage:** Observe all necessary ESD precautions when removing and handling the controller board or any installed optional cards or assemblies.

**Note:** Before performing the check, remove any input or output option from the printer.

Action	Yes	No
<p><b>Step 1</b> Turn on the printer.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> Check the power voltage.</p> <p>Is the proper line voltage used?</p>	Go to step 4.	Go to step 3.
<p><b>Step 3</b> Plug the power cord into the correct line voltage socket.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Check the power cord for damage.</p> <p>Is the power cord free of damage?</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b> Replace the power cord.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Turn off the printer. Check the power supply connector on the controller board for damage and improper connection.</p> <p>Is the power supply connector free of damage and properly connected?</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b> Reseat or replace the cable.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Perform the power supply service check. See <a href="#">“LVPS service check” on page 135</a>.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

## Unresponsive control panel or display service check

**Warning—Potential Damage:** Observe all necessary ESD precautions when removing and handling the controller board or any installed optional cards or assemblies.

**Note:** Before performing the check, make sure that the printer is not in Sleep Mode..

Action	Yes	No
<p><b>Step 1</b> Wake the printer from Sleep Mode.</p> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b> If the control has a LED indicator, check the LED indicator.</p> <p>Is the LED indicator blinking red or blue?</p>	Go to step 3.	Go to <a href="#">“LVPS service check” on page 135</a>
<p><b>Step 3</b> Turn off the printer. Check the control panel cable for proper connection to the controller board.</p> <p>Is the control panel cable properly connected?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b> Reseat the cable.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Remove the control panel without removing the cable. Check the cable for improper connection to the control panel.</p> <p>Is the cable properly connected?</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Reseat the cable.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check the control panel cable for damage.</p> <p>Is the control panel cable free of damage?</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b> Replace the cable.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.

Action	Yes	No
<p><b>Step 9</b> Check the display card (UICC) cable for proper connection to the control panel board.</p> <p>Is the display card cable properly connected?</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b> Reseat the cable.</p> <p>Does the problem remain?</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Check the display card cable for damage.</p> <p>Is the display card cable free of damage?</p>	Contact the next level of support.	Go to step 12.
<p><b>Step 12</b> Replace the control panel.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

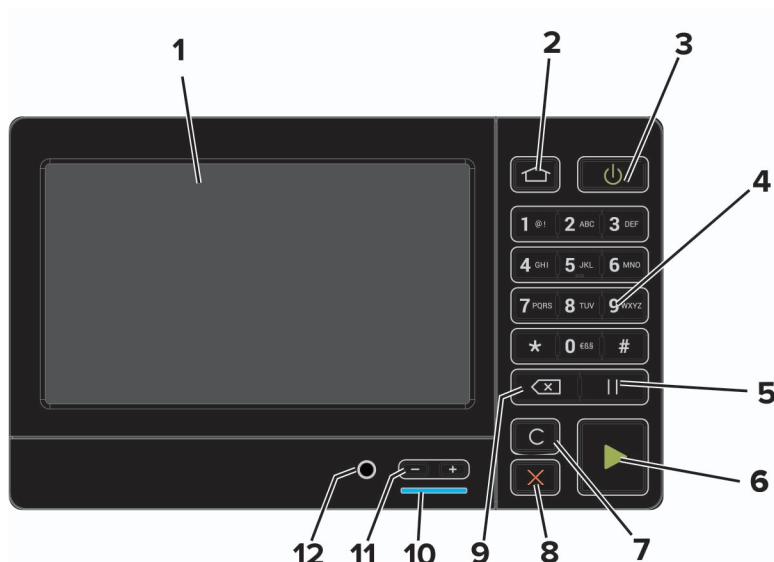




# Service menus

## Understanding the printer control panel

### Using the control panel



	Use the	To
1	Display	<ul style="list-style-type: none"> <li>View printer messages and supply status.</li> <li>Set up and operate the printer.</li> </ul>
2	Home button	Go to the home screen.
3	Power button	Turn on or turn off the printer. <b>Note:</b> To turn off the printer, press and hold the power button for five seconds.
4	Numeric keypad	Enter numbers or symbols in an input field.
5	Pause button	Place a dial pause in a fax number.
6	Start button	Start a job, depending on which mode is selected.
7	Clear all or Reset button	Reset the default settings of a function such as copying, faxing, or scanning.
8	Stop or Cancel button	Stop the current printer task.
9	Backspace button	Move the cursor backward and delete a character in an input field.
10	Indicator light	Check the status of the printer.
11	Volume buttons	Adjust the speaker volume.
12	Speaker port	Attach a speaker.

## Understanding the status of the power button and indicator light

Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blue	The printer is ready or processing data.
Red	The printer requires user intervention.

Power button light	Printer status
Off	The printer is off, ready, or processing data.
Solid amber	The printer is in sleep mode.
Blinking amber	The printer is in hibernate mode.

## Using the home screen

**Note:** Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.



Touch	To
1	Copy Make copies.
2	E-mail Send e-mails.
3	Settings Access the printer menus.
4	Fax Send fax.
5	Address Book Manage a contact list that other applications on the printer can access.
6	Status/Supplies <ul style="list-style-type: none"> <li>Show a printer warning or error message whenever the printer requires intervention to continue processing.</li> <li>View more information on the printer warning or message, and on how to clear it.</li> </ul> <b>Note:</b> You can also access this setting by touching the top section of the home screen.
7	USB Drive <ul style="list-style-type: none"> <li>Print photos and documents from a flash drive.</li> <li>Scan photos and documents to a flash drive</li> </ul>

Touch		To
<b>8</b>	Job Queue	Show all the current print jobs. <b>Note:</b> You can also access this setting by touching the top section of the home screen.
<b>9</b>	Held Jobs	Show the print jobs that are held in the printer memory.
<b>10</b>	Shortcut Center	Organize all shortcuts.
<b>11</b>	App Profiles	Access application profiles.
<b>12</b>	Scan Profiles	Scan and save documents directly to the computer.
<b>13</b>	FTP	Scan and save documents directly to an FTP server.
<b>14</b>	Bookmarks	Organize all bookmarks.
<b>15</b>	Change Language	Change the language on the display.

## Diagnostics menu

### Entering the Diagnostics menu

The Diagnostics menu contains tests that are used to help isolate issues with the printer. To access some of these tests, avoid POST tests that run at POR. Some POST tests can generate errors that prevent a diagnostic test from running.

To access the Diagnostics menu from the home screen, press \* \* **3 6** on the control panel.

For 2-line control panels, press the left arrow button twice, press **OK**, and then press the right arrow button.

## Reports

### Device Settings

This report lists all the current printer settings.

Enter the Diagnostics menu, and then navigate to:

**Reports > Device Settings**

### Installed Licenses

This setting lists all the installed licenses and their feature data.

Enter the Diagnostics menu, and then navigate to:

**Reports > Installed Licenses**

### Advanced Print Quality Samples

This setting prints a list of the printer settings and sample pages to check print quality.

Enter the Diagnostics menu, and then navigate to:

## Advanced Print Quality Samples > Advanced Print Quality Test Pages

For non-touch-screen printer models, press  to navigate through the settings.

### Format Fax Storage

This setting deletes stored fax jobs.

- 1 Enter the Diagnostics menu, and then navigate to:

**Format Fax Storage > Format Fax Storage**

For non-touch-screen printer models, press  to navigate through the settings.

- 2 Press  or touch **Start**.

### Event log

#### Display Log

This setting displays the panel text that appears when the event occurs.

Enter the Diagnostics menu, and then navigate to:

**Event Log > Display Log**

#### Print Log

This setting lists an extended version of the various printer events.

- 1 Enter the Diagnostics menu, and then navigate to:

**Event Log > Print Log**

- 2 Touch **Start**.

**Note:** The events that appear in the report vary depending on the operational history of the printer.

#### Print Log Summary

This setting lists a brief summary of the various printer events.

- 1 Enter the Diagnostics menu, and then navigate to:

**Event Log > Print Log Summary**

- 2 Touch **Start**.

**Note:** The events that appear in the report vary depending on the operational history of the printer.

## Mark Log

This setting allows you to create a service, maintenance, or custom log entry. Each log entry is added in the printer event log.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Event Log > Mark Log**
- 2 Select a log that you want to create, and then touch **Start**.

## Input tray quick print

This setting lets you print a single or continuous Quick Test page in either duplex or simplex mode.

- 1 Enter the Diagnostics menu, and then touch **Input tray quick print**.
- 2 Select where you want to print the pages from.
- 3 Select whether to print a single or continuous test page, and then touch **Start**.

## Output bin quick feed

This setting allows you to send a single or continuous test page to a bin.

For non-touch-screen printer models, press  to navigate through the settings.

- 1 Enter the Diagnostics menu, and then touch **Output bin quick feed**.
- 2 Select where you want to send the test page.
- 3 Select whether to send a single or continuous test page, and then touch **Start**.

## Printer Setup

### Printed page count (mono)

This setting displays the amount of pages printed in mono.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the printed page count for mono.

### Printed page count (color)

This setting displays the amount of pages printed in color.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the printed page count for color.

## Permanent page count

This setting displays the total number of pages printed in mono and color. After all the print tests are completed, this value resets to zero.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the permanent page count.

## Enable edge-to-edge (printing)

This setting shifts all four margins to the physical edges of the page.

**Note:** Contamination of the second transfer roller may result from printing up to the physical edges of the page.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Printer Setup > Enable edge-to-edge (printing)**
- 2 Select a setting to adjust.  
**Note:** This feature does not work in PPDS emulation.

## Enable edge-to-edge (copy)

This setting determines whether the printer accepts the ADF or flatbed edge erase value when performing an ADF or flatbed copy.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Printer Setup > Enable edge-to-edge (copy)**
- 2 Select a setting to adjust.

## Processor ID

This setting indicates the ID of the processor on the controller board.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the processor ID.

## Serial number

This setting displays a read-only value of the serial number.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the serial number.

## Model name

This setting displays the model name of the printer.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the model name.

## Engine setting [x]

**Warning—Potential Damage:** Do not change this setting without specific instructions from the next level of support.

This setting allows you to select a printer engine setting. Possible values are 0–255. 0 is the default.

**1** Enter the Diagnostics menu, and then navigate to:

**Printer Setup > Engine setting [x]**

**2** Select a setting, enter a value, and then touch **OK**.

## EP setup

**Warning—Potential Damage:** Do not change this setting without specific instructions from the next level of support.

This setting allows you to adjust the EP setup of the printer.

**1** Enter the Diagnostics menu, and then navigate to:

**Printer Setup > EP setup**

**2** Select a setting.

## Printer diagnostics and adjustments

### Sensor tests

**1** Enter the Diagnostics menu, and then touch **Printer diagnostics & adjustments**.

**2** From the Sensor tests section, touch **Start**.

A dialog listing the sensor tests appears.

**3** Find, and then manually toggle the sensor.

**Notes:**

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

### Motor tests

**1** Enter the Diagnostics menu, and then navigate to:

**Printer diagnostics & adjustments > Motor tests**

**2** Select a motor, and then touch **Start**.

**Notes:**


- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation in order to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.

- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.

## Memory tests

For non-touch-screen printer models, press  to navigate through the settings.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Printer diagnostics & adjustments > Memory tests**

- 2 Select a test, and then press  or touch **Start**.

## Registration adjust

This setting lets you adjust the skew, margins, or perform a Quick Test.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Printer diagnostics & adjustments > Registration adjust**

- 2 Select a setting to adjust.

## Add-on cards tests

This setting allows you to test the add-on cards installed on the printer.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Printer diagnostics & adjustments > Add-on cards tests**

- 2 Select a card.

## Margin Offset

This setting allows you to adjust the margin offset and to print or reset the default settings.

For non-touch-screen printer models, press  to navigate through the settings.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Printer diagnostics & adjustments > Margin Offset**

- 2 Select a setting.

## Universal Override

This setting allows the user to feed custom media sizes to a Custom Media Tray.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Printer diagnostics & adjustments > Universal Override**

- 2 Select a setting to adjust.



## Scanner diagnostics


### Motor tests

**1** Enter the Diagnostics menu, and then select navigate to:

**Scanner diagnostics > Motor tests**

**2** Select a motor, and then touch **Start**.

#### Notes:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation in order to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.
- To stop a running motor in non-touch-screen printer models, press .

### List of motor tests

Test	Procedure to perform before the test	What to check if the motor is properly working
FB Scanner	Open the top cover.	The CCD moves to the selected paper size.
Run ADF transport Forward	Open the ADF top cover.	The ADF transport roller turns.
Stop ADF transport		The ADF transport roller stops turning.
ADF pick		The ADF pick roller turns.

### Sensor tests

This test verifies the status of the scanner sensors.

**1** Enter the Diagnostics menu, and then touch **Scanner diagnostics**.

**2** From the Sensor tests section, touch **Start**.

A dialog listing the sensor tests appears.

**3** Find, and then manually toggle the sensor.

#### Notes:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

## List of sensor tests

Test	Procedure to perform before the test
FB CCD home	--
ADF closed	Open the ADF.
ADF media present	Open the ADF top cover.
ADF pick	
ADF deskew	
ADF 1st scan	
ADF 2nd scan	--
ADF top door interlock	Open the ADF top cover.
ADF calibration strip home	--

## Feed Test

This test allows for a continuous feed from the ADF or flatbed.

**1** Enter the Diagnostics menu, and then navigate to:

**Scanner diagnostics > Feed Test**

**2** Select a paper size.

**3** From the Feed Test section, touch **Start**.

## Scanner Calibration Reset

Before starting the test, make sure that the scanner glass and backing material are clean. For more information, go to [“Cleaning the scanner” on page 384](#).

**1** Enter the Diagnostics menu, and then touch **Scanner diagnostics**.

**2** From the Sensor Calibration Test section, touch **Start**.

To verify the result, do the following:

**1** Load the ADF with a document containing light and dark content.

**2** Print a two-sided copy of the document.

### Notes:

- If the back side of the copy has vertical streaks, then clean the scanner glass and backing material, and then print another copy.
- If the streaks still appear, then repeat the cleaning and verification procedure or replace the ADF.

## Controller Calibration

This test must be done when the scanner controller or flatbed scanner is changed.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Scanner Diagnostics > Controller Calibration**
- 2 Touch **Start**.

## Additional input tray diagnostics

### Sensor tests

- 1 Enter the Diagnostics menu, and then touch **Additional input tray diagnostics**.
- 2 From the Sensor tests section, touch **Start**.  
A dialog listing the sensor tests appears.
- 3 Find, and then manually toggle the sensor.

#### Notes:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

### Motor tests

- 1 Enter the Diagnostics menu, and then navigate to:  
**Additional input tray diagnostics > Motor tests**
- 2 Select a motor, and then touch **Start**.

#### Notes:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation in order to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.

## Output device diagnostics

### Staple test

**Note:** This menu appears only when a finisher is installed.

- 1 Enter the Diagnostics menu, and then navigate to:  
**Output device diagnostics > Staple test**
- 2 Select a staple job, and then check the output for any issues.

## Sensor tests

- 1 Enter the Diagnostics menu, and then navigate to:  
**Output device diagnostics > Sensor tests**
- 2 Select the output device where the sensor is located.
- 3 Find, and then manually toggle the sensor.

### Notes:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

## Configuration Menu

Menu item	Description
<b>USB Configuration</b> USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.
<b>USB Configuration</b> USB Scan to Local On* Off	Set whether the USB device driver enumerates as a USB Simple device (single interface) or as a USB Composite device (multiple interfaces).
<b>USB Configuration</b> USB Speed Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities.
<b>Tray Configuration</b> Tray Linking Automatic* Off	Set the printer to link the trays that have the same paper type and paper size settings.
<b>Tray Configuration</b> Show Tray Insert Message Off Only for unknown sizes* Always	Show the <b>Tray Insert</b> message.
<b>Tray Configuration</b> A5 Loading Short Edge* Long Edge	Specify the page orientation when loading A5-size paper.
<b>Note:</b> An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
<b>Tray Configuration</b> Paper Prompts Auto* Multipurpose Feeder Manual Paper Envelope Prompts Auto* Multipurpose Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load paper or envelope appears.  <b>Note:</b> For Multipurpose Feeder to appear, set Configure MP to Cassette from the Paper menu.
<b>Tray Configuration</b> Action for Prompts Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.
<b>Reports</b> Menu Settings Page Event Log Event Log Summary	Print reports about printer menu settings, status, and event logs.
<b>Supply Usage And Counters</b> Clear Supply Usage History Reset Black Cartridge Counter Reset Black Imaging Unit Counter Reset Maintenance Counter	Reset the supply page counter or view the total printed pages.
<b>Printer Emulations</b> PPDS Emulation Off* On	Set the printer to recognize and use the PPDS data stream.
<b>Fax Configuration</b> Fax Low Power Support Disable Sleep Permit Sleep Auto*	Set the fax chip to enter low-power mode whenever the printer determines that it should.
<b>Print Configuration</b> Font Sharpening 0–150(24*)	Set a text point-size value below which the high-frequency screens are used when printing font data.  For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.
<b>Print Configuration</b> Print Density 1–5 (3*) Copy Density 1–5 (3*)	Adjust the toner density when printing or copying documents.
<b>Note:</b> An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
<b>Device Operations</b> Quiet Mode Off* On	Set the printer to operate in Quiet Mode.
<b>Device Operations</b> Panel Menus Enable* Disable	Enable access to the control panel menus.
<b>Device Operations</b> Safe Mode Off* On	Set the printer to operate in a special mode, in which it attempts to continue offering as much functionality as possible, despite known issues.  For example, when set to On and the duplex motor is nonfunctional, the printer performs one-sided printing for a two-sided print job.
<b>Device Operations</b> Minimum Copy Memory 20MB* 30MB 50MB 80MB 100MB	Set the memory allocation for storing copy jobs.  <b>Note:</b> The values appear only if the amount of installed DRAM is at least twice the amount of the value.
<b>Device Operations</b> Clear Custom Status	Erase user-defined strings for the Default or Alternate custom messages.
<b>Device Operations</b> Clear all remotely-installed messages	Erase messages that were remotely installed.
<b>Device Operations</b> Automatically Display Error Screens On* Off	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
<b>Device Operations</b> Honor orientation on fast path copy Off* On	Enable the printer to use the Orientation setting under the Copy menu when sending quick copy jobs.
<b>Scanner Configuration</b> Scanner Manual Registration Front ADF Registration Rear ADF Registration Flatbed Registration	Manually register the flatbed and ADF after replacing the ADF, scanner glass, or controller board.
<b>Note:</b> An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
<b>Scanner Configuration</b> Edge Erase ADF Edge Erase 0–6 (3*) Flatbed Edge Erase 0–6 (3*)	Set the size, in millimeters, of the no-print area around an ADF or flatbed scan job.
<b>Scanner Configuration</b> Disable Scanner Enabled* Disabled ADF Disabled	Disable the scanner if it is not working properly.
<b>Scanner Configuration</b> Scanner Manual Registration Print Quick Test	Print a test page that shows the scanner margin settings.
<b>Scanner Configuration</b> Tiff Byte Order CPU Endianness* Little Endian Big Endian	Determine the byte order of a TIFF-formatted scan output.
<b>Scanner Configuration</b> Exact Tiff Rows Per Strip On* Off	Set the RowsPerStrip tag value of a TIFF-formatted scan output.
<b>Note:</b> An asterisk (*) next to a value indicates the factory default setting.	

## Entering Invalid engine mode

This mode allows the printer to load the correct firmware code.

- 1 Turn off the printer.
- 2 From the control panel, press and hold the **3**, **4**, and **6** while turning on the printer.
- 3 Release the buttons after 10 seconds.

## Entering Recovery mode

This mode allows the printer to boot from a secondary set of instructions and flash firmware code. While in this mode, you can only flash firmware code through a USB cable directly connected to a PC.

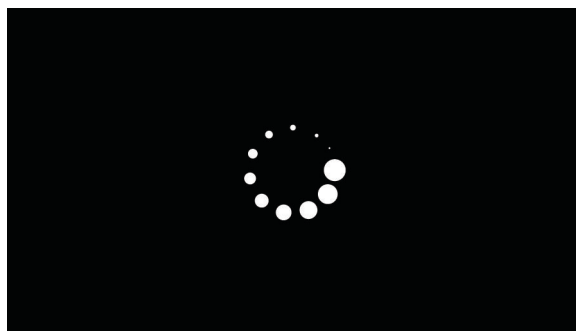
Depending on your printer model, do any of the following:

## For LED display

- 1 Turn off the printer.
- 2 Open the front door.
- 3 Press and hold the **Stop** button.
- 4 Turn on the printer.
- 5 When all the icons flash, release the button.

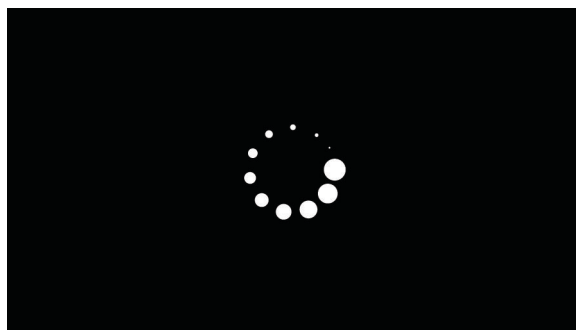
## For 2-line display

- 1 Turn off the printer.
- 2 Press and hold the **OK** and **Back** buttons.
- 3 Turn on the printer.
- 4 When the display shows the following icon, release the buttons.



## For 2.4-, 4.3-, 7-, and 10-inch displays

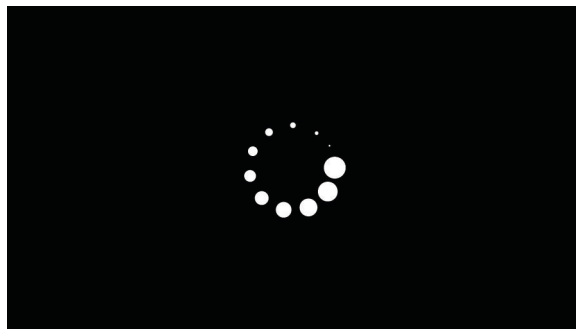
- 1 Turn off the printer.
- 2 Press and hold the **2**, **7**, and **8** buttons.
- 3 Turn on the printer.
- 4 When the display shows the following icon, release the buttons.





## For 2.8-inch display

- 1 Turn off the printer.
- 2 Open tray 1.
- 3 Make sure that paper is loaded in tray 1.
- 4 Turn on the printer.
- 5 When the display shows the following icon, close tray 1.



**Note:** If tray 1 is not closed, then the printer will boot normally.

- 6 A screen with red selection items appears.  
Touch -> to navigate to Recovery mode.
- 7 Touch **Boot** or **RECOVERY**.

## Service Engineer menu

### Entering the Service Engineer (SE) menu

To access the Service Engineer (SE) menu:

- 1 Turn on the printer.
- 2 When the home screen appears, press \*\* **411** on the control panel.  
For 2-line control panels, press the right arrow button twice, press **OK**, and then press the left arrow button.

### General SE Menu

- Capture Logs to USB Drive

**Note:** This setting allows you to save a log file to a USB drive.

- Code Versions
- Debug Level

### Network SE Menu

Enter the SE menu, and then select **Network SE Menu**.

**Note:** Use these settings as directed by the next level of support.

Top-level menu	Intermediate menu
HISTORY	<ul style="list-style-type: none"> <li>• Print History</li> <li>• Mark History</li> </ul>
MAC	<ul style="list-style-type: none"> <li>• Set Card Speed</li> <li>• LAA</li> <li>• Keep Alive</li> </ul>
NPAP	Print Alerts
TCP/IP	<ul style="list-style-type: none"> <li>• DHCP Request Options</li> <li>• netstat</li> <li>• arp</li> <li>• Allow SNMP Set</li> <li>• MTU</li> <li>• Meditech Mode</li> <li>• RAW LPR Mode</li> <li>• Garp Interval</li> </ul>
Wireless Settings	<ul style="list-style-type: none"> <li>• Wireless Performance Enhancement</li> <li>• Unset Wireless Region</li> </ul>
Ping Test	<ul style="list-style-type: none"> <li>• Ping Address</li> <li>• Attempts</li> <li>• Packet Size</li> <li>• Ping</li> </ul>
Other Actions	<ul style="list-style-type: none"> <li>• ifconfig</li> <li>• IPtables [Firewall Dump]</li> <li>• IP6tables [Firewall Dump]</li> <li>• IPsec Dump</li> </ul>
Enable DHCPD Debugging	N/A
Enable wpa-supPLICANT Debugging	N/A
Enable Ethernet Gigabit	N/A

## Fax SE Menu

Use this menu to help resolve fax transmission and reception issues.

Enter the SE menu, and then touch **Fax SE Menu**.

**Note:** Use these settings as directed by the next level of support.

Top-level menu	Intermediate menu
Agency Test Menu	<ul style="list-style-type: none"> <li>• Go Off Hook</li> <li>• Ring Detect</li> <li>• Generate Tones</li> <li>• Modulations</li> </ul>
Fax Settings	<ul style="list-style-type: none"> <li>• Fax Modulations</li> <li>• FOIP Settings</li> <li>• Miscellaneous Settings</li> <li>• Reset Fax Settings</li> </ul>
Modem Settings	<ul style="list-style-type: none"> <li>• Caller ID Pattern  <b>Note:</b> Changing the value of this setting also changes the value of the Caller ID setting in the Fax Settings.</li> <li>• Pulse Dial Type</li> <li>• Disable Sending CRP</li> </ul>
Fax logs	<ul style="list-style-type: none"> <li>• Print all T30 Logs</li> <li>• Print CallerID Log</li> <li>• Print Call Log</li> <li>• Print Fax Settings</li> <li>• Print Job Log</li> <li>• Print All T30 Log Errors</li> <li>• Print All Auto Captured Logs On</li> <li>• Print T38 Trace Log</li> <li>• Clear T38 Trace Log</li> </ul>
Reboot System	N/A






## Scanner SE Menu

Enter this setting to view the calibration data.








# Parts removal


## Removal precautions





-  **CAUTION—SHOCK HAZARD:** The low-voltage power supply (LVPS) and the high-voltage power supply (HVPS) may have residual voltage present. To avoid the risk of electrical shock, do not touch their circuit components or the solder side of the board. Only handle them by their outer edges or metal housing.
-  **CAUTION—SHOCK HAZARD:** This product uses a soft power switch. It does not physically disconnect the input AC voltage. To avoid the risk of electrical shock, always remove the power cord from the printer when removal of the input AC voltage is required.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.
-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

## Précautions de retrait






-  **ATTENTION—RISQUE D'ELECTROCUTION :** Une tension résiduelle peut être présente dans le bloc d'alimentation basse tension (LVPS) et le bloc d'alimentation haute tension (HVPS). Pour éviter tout risque d'électrocution, ne touchez pas les composants du circuit ou le côté soudure de la carte. Tenez-les uniquement par leurs extrémités ou le boîtier en métal.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Ce produit utilise un commutateur d'alimentation logiciel. Il ne déconnecte pas physiquement la tension d'alimentation CA. Pour éviter tout risque d'électrocution, débranchez toujours le cordon d'alimentation de l'imprimante lorsque vous devez déconnecter la tension d'alimentation CA.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Pour éviter tout risque d'électrocution et éviter d'endommager l'imprimante, débranchez le cordon d'alimentation de la prise électrique et déconnectez toute connexion à tout périphérique externe avant de brancher ou débrancher des câbles ou circuits et assemblages électroniques.
-  **ATTENTION—SURFACE CHAUDE :** L'intérieur de l'imprimante risque d'être brûlant. pour réduire le risque de brûlure, laissez la surface ou le composant refroidir avant d'y toucher.
-  **ATTENTION : RISQUE DE PINCEMENT :** Pour éviter tout risque de blessure par pincement, agissez avec précaution au niveau des zones signalées par cette étiquette. Les blessures par pincement peuvent se produire autour des pièces mobiles telles que les engrenages, portes, tiroirs et capots.

## Precauciones durante la extracción

-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** La fuente de alimentación de bajo voltaje (LVPS) y la fuente de alimentación de alto voltaje (HVPS) pueden presentar voltaje residual. Para evitar el riesgo de descarga eléctrica, no toque los componentes del circuito ni el lateral soldado de la placa. Manipule solo los bordes exteriores o la carcasa metálica.

-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Este producto utiliza un interruptor de corriente de software. No desconecta físicamente la entrada de voltaje de CA. Para evitar el riesgo de descarga eléctrica, desenchufe siempre el cable de alimentación de la impresora cuando sea necesario retirar la entrada de voltaje de CA.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descargas eléctricas y daños en la impresora, retire el cable de alimentación de la toma eléctrica y desconecte todas las conexiones a dispositivos externos antes de conectar o desconectar cualquier cable, placa electrónica o conjunto.
-  **PRECAUCIÓN: SUPERFICIE CALIENTE:** El interior de la impresora podría estar caliente. Para evitar el riesgo de heridas producidas por el contacto con un componente caliente, deje que la superficie se enfríe antes de tocarlo.
-  **PRECAUCIÓN: PELIGRO DE ATRAPAMIENTO:** Para evitar el riesgo de lesión por atrapamiento, preste atención en las áreas marcadas con esta etiqueta. Las lesiones por atrapamiento se pueden producir en torno a partes móviles, tales como engranajes, puertas, bandejas y cubiertas.

## Vorsichtsmaßnahmen bei der Demontage

-  **VORSICHT – STROMSCHLAGGEFAHR:** Im Niederspannungsnetzteil (LVSP) und Hochspannungsnetzteil (HVPS) liegt unter Umständen Restspannung vor. Um das Risiko eines elektrischen Schlags zu vermeiden, berühren Sie keine umliegenden Bauteile oder die Lötseite der Platine. Fassen Sie sie nur an den Außenkanten oder am Metallgehäuse an.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Dieses Produkt verwendet einen weichen Netzschalter. Er trennt die Eingangswchselspannung nicht physisch. Um das Risiko eines elektrischen Schlags zu vermeiden, ziehen Sie stets das Netzkabel vom Drucker ab, wenn eine Abtrennung der Eingangswchselspannung erforderlich ist.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um das Risiko eines elektrischen Schlags und Schäden am Drucker zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose und trennen Sie alle Verbindungen zu jeglichen externen Geräten, bevor Sie Kabel, Elektronikplatinen oder Baugruppen einstecken oder abziehen.
-  **VORSICHT – HEISSE OBERFLÄCHE:** Das Innere des Druckers kann sehr heiß sein. Vermeiden Sie Verletzungen, indem Sie heiße Komponenten stets abkühlen lassen, bevor Sie ihre Oberfläche berühren.
-  **VORSICHT – QUETSCHGEFAHR:** Um das Risiko einer Quetschung zu vermeiden, gehen Sie in Bereichen, die mit diesem Etikett gekennzeichnet sind, mit Vorsicht vor. Quetschungen können im Bereich von beweglichen Komponenten auftreten, wie z. B. Zahnrädern, Klappen, Fächern und Abdeckungen.

## Data security notice

### Identifying printer memory

- **Volatile memory**—The printer uses standard random access memory (RAM) to buffer user data temporarily during simple print and copy jobs.
- **Nonvolatile memory**—The printer may use two forms of nonvolatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, printer settings, network information, scanner and bookmark settings, and embedded solutions.

- **Hard disk memory**—Some printers have a hard disk drive installed. The hard disk is designed for printer-specific functionality and cannot be used for long-term storage of data that is not print-related. The hard disk does not let users extract information, create folders, create disk or network file shares, or transfer FTP information directly from a client device. The hard disk can retain buffered user data from complex print jobs, form data, and font data.

The following parts can store memory:

- Printer control panel
- User interface controller card (UICC)
- Controller board
- Optional hard disks

**Note:** The printer control panel and controller board contain NVRAM.

## Erasing printer memory

To erase volatile memory, turn off the printer.

To erase nonvolatile memory, do the following:

- 1 From the control panel, navigate to **Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on nonvolatile memory**.
- 2 Select **Sanitize all information on nonvolatile memory**, and then select **ERASE**.
- 3 Follow the instructions on the screen.

To erase hard disk memory, do the following:

- 1 From the control panel, navigate to **Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on hard disk**.
- 2 Select **Sanitize all information on hard disk**, and then select **ERASE**.
- 3 Follow the instructions on the screen.

**Note:** This process can take from several minutes to more than an hour, making the printer unavailable for other tasks.

If a hard disk is replaced, then do the following:

- 1 Remove the hard disk, and then return it to the customer.
- 2 Request the customer to sign the *Customer Retention* form.
 

**Note:** You can get printed copies of the form from your Lexmark partner manager.
- 3 Take a photo of the signed form, and then upload it to the Service Request debrief tool.
- 4 Fax or e-mail the signed form to the number or e-mail address shown at the bottom of the form.


## Handling ESD-sensitive parts


Many electronic products use parts that are known to be sensitive to electrostatic discharge (ESD). To prevent damage to ESD-sensitive parts, do the following:


- Turn off the printer before removing logic boards.
- Keep the parts in their original packing material until you are ready to install them into the printer.


- Make the least possible movements with your body to prevent an increase of static electricity from clothing fibers, carpets, and furniture.
- Put the ESD wrist strap on your wrist. Connect the wrist band to the system ground point. This action discharges any static electricity in your body to the printer.
- Hold the parts by their edge connector shroud. Do not touch its pins. If you are removing a pluggable module, then use the correct tool.
- If possible, keep all parts in a grounded metal cabinet.
- Do not place the parts on the printer cover or on a metal table. If you need to put down the parts, then put them into their packing material.
- Prevent parts from being accidentally touched by other personnel. Cover the printer when you are not working on it.
- Be careful while working with the parts when cold-weather heating is used. Low humidity increases static electricity.

## Critical information for controller board or control panel replacement

 **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

 **ATTENTION—RISQUE DE BLESSURE :** La batterie lithium de ce produit n'est pas destinée à être remplacée. Il existe un risque d'explosion si une batterie lithium est placée de façon incorrecte. Ne rechargez pas, ne démontez pas et n'incinerez pas une batterie lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.

 **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio según las instrucciones del fabricante y las normativas locales.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.

**Warning—Potential Damage:** Observe all precautions when handling ESD sensitive parts. See [“Handling ESD-sensitive parts” on page 201](#).

**Warning—Potential Damage:** Carefully remove cables and connectors. Make sure they are not damaged.

**Note:** Some models have eSF solutions, it is recommended to back up the eSF solutions and settings before replacing the controller board. See [“Backing up eSF solutions and settings” on page 208](#).

**Warning—Potential Damage:** To avoid damaging the part or experience NVRAM mismatch issues, replace only one of the following components at a time:

- Control panel
- Controller board



To replace a component and to test whether the problem is resolved:

- 1 Replace the affected component.

**Warning—Potential Damage:** Do not perform a Power-On Reset (POR) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 2 Enter the Diagnostics Menu. The Diagnostics Menu allows you to temporarily use the replacement part.

**Warning—Potential Damage:** Some printers will perform a POR automatically if the Diagnostics Menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 3 Use the Diagnostics Menu to test the replacement part. Do a feed test to check if the problem is resolved.

- If the problem is not resolved—Turn off the printer, and then reinstall the old part.
- If the problem is resolved—Perform a POR.
- If NVRAM error occurs during the replacement, go to [“NVRAM mismatch failure service check” on page 160](#)

## Restoring the printer configuration after replacing the controller board

Restore the printer to its correct configuration to complete the replacement service. Use the Service Restore Tool to download the software bundle, and then flash the printer settings and embedded solutions.

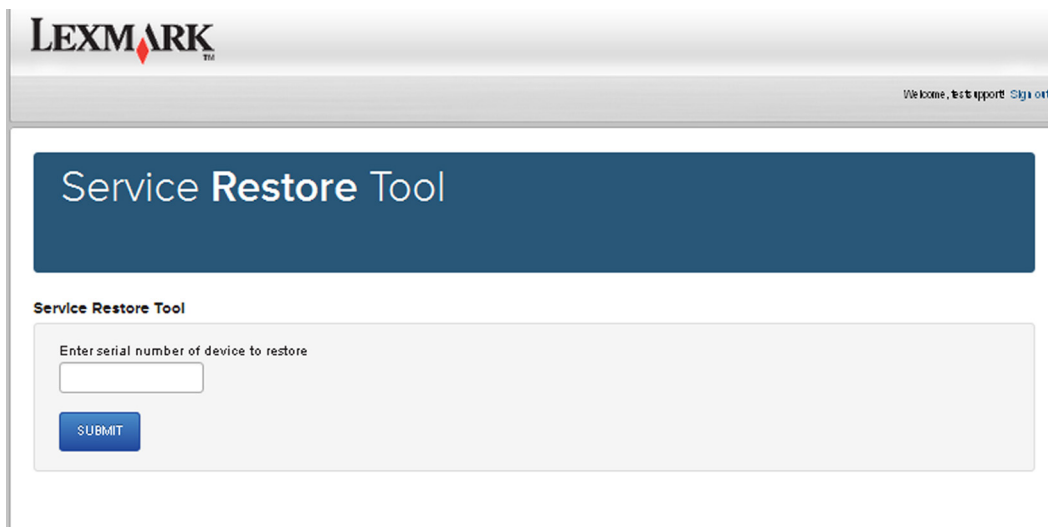
**Note:** Perform this procedure only if the printer has an eSF application that is installed from the Virtual Solution Center, during manufacturing, or through customization. If you do not have access to Service Restore Tool, then contact your next level of support.

**Note:** The software bundle contains the latest version of the firmware, applications, and software licenses from the Lexmark Virtual Solutions Center (VSC). The printer firmware may be at a different level from what was used before replacing the controller board.

### Using the Service Restore Tool

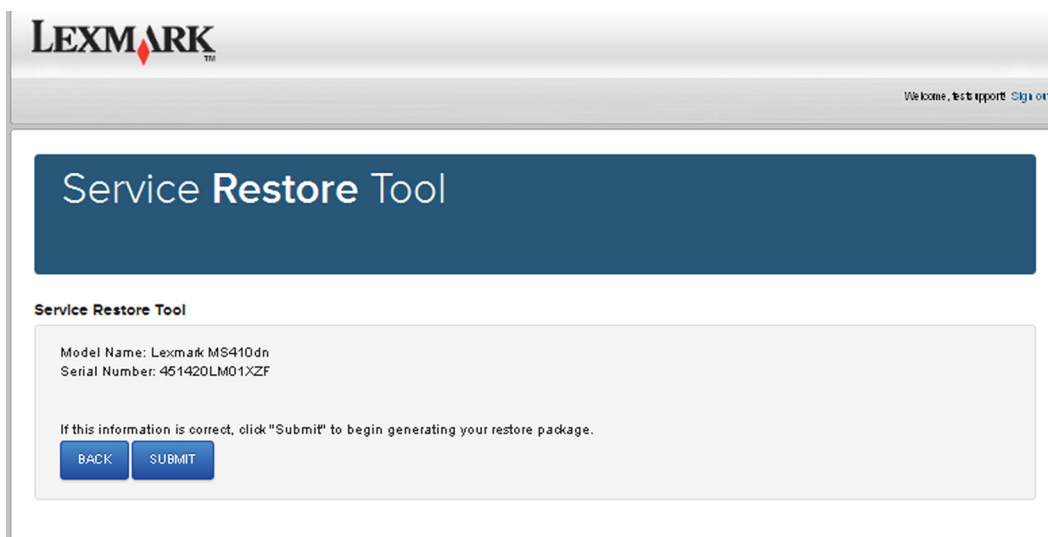
- 1 Go to <https://cdp.lexmark.com/service-restore-tool/> to access the tool.
- 2 Log in using your Lexmark or partner login.  
If your login fails, then contact your next level of support.

- 3 Enter the printer serial number, and then submit the information.



The screenshot shows the Lexmark Service Restore Tool interface. At the top left is the Lexmark logo. At the top right, there is a navigation bar with the text "Welcome, test support" and a "Sign out" link. Below this is a large blue header with the text "Service Restore Tool". Underneath the header, the text "Service Restore Tool" is repeated. A form area contains the instruction "Enter serial number of device to restore" above a text input field. Below the input field is a blue "SUBMIT" button.

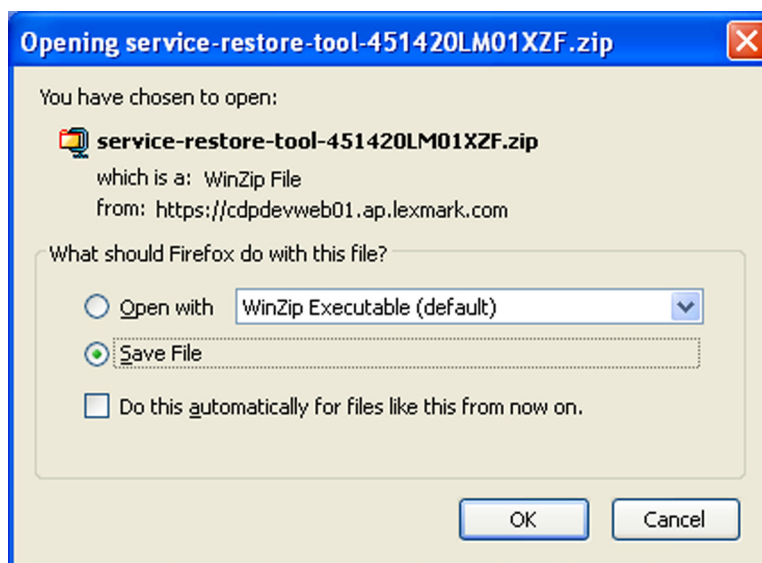
**Note:** Make sure that the serial number that appears on the verification screen is correct.



The screenshot shows the Lexmark Service Restore Tool interface at the verification stage. At the top left is the Lexmark logo. At the top right, there is a navigation bar with the text "Welcome, test support" and a "Sign out" link. Below this is a large blue header with the text "Service Restore Tool". Underneath the header, the text "Service Restore Tool" is repeated. A form area displays the following information: "Model Name: Lexmark MS410dn" and "Serial Number: 451420LM01XZF". Below this information is the instruction "If this information is correct, click 'Submit' to begin generating your restore package." At the bottom of the form area are two blue buttons: "BACK" and "SUBMIT".

- 4 Save the zip file.

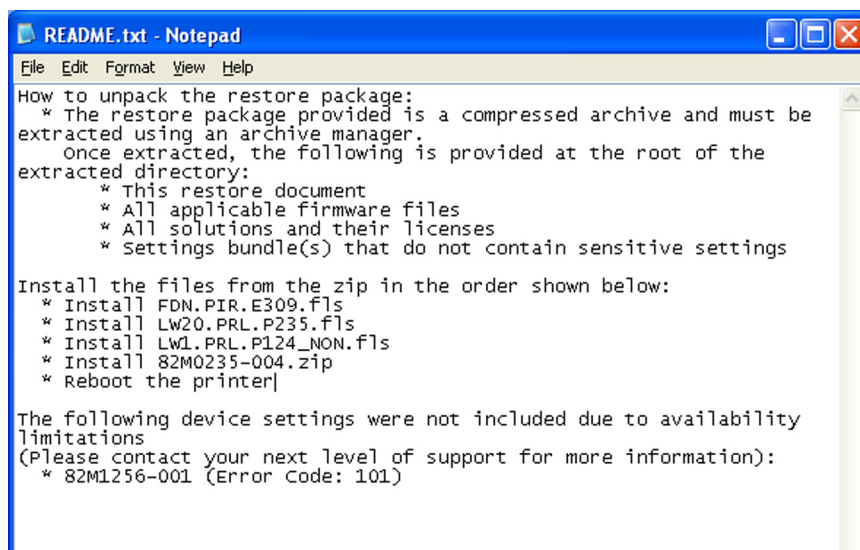
**Note:** Make sure that the serial number in the zip file matches the serial number of the printer being restored.



- 5 Extract the contents of the zip file, open the *Readme* file, and then follow the instructions in the file.

**Notes:**

- Perform the install instructions on the *Readme* file in the exact order shown. Restart the printer only if the file says so.
- For more information on how to flash the downloaded files, see [“Updating the printer firmware” on page 207.](#)
- To load the zip files that are extracted from the Service Restore Tool, see [“Restoring solutions, licenses, and configuration settings” on page 206.](#)



- 6 After performing the installation instructions in the *Readme* file, confirm from the customer if all the eSF apps have been installed.

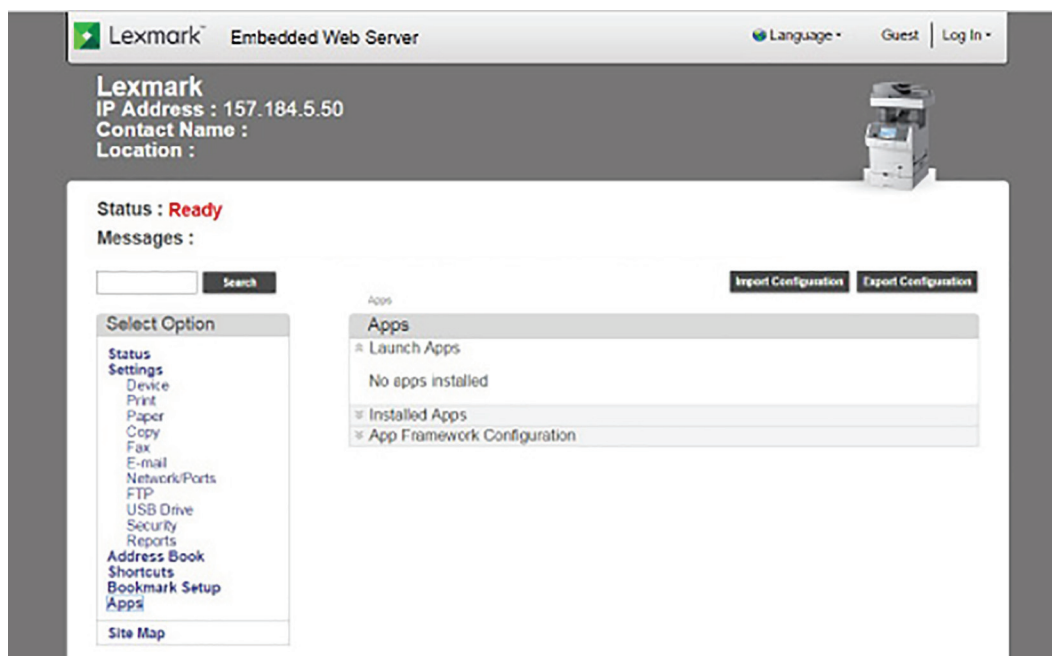
**Notes:**

- If you are unable to access the administrative menus to verify that the printer is restored, then ask the customer for access rights.
- If a 10.00 error appears after you restart the printer, then contact the next level of support.

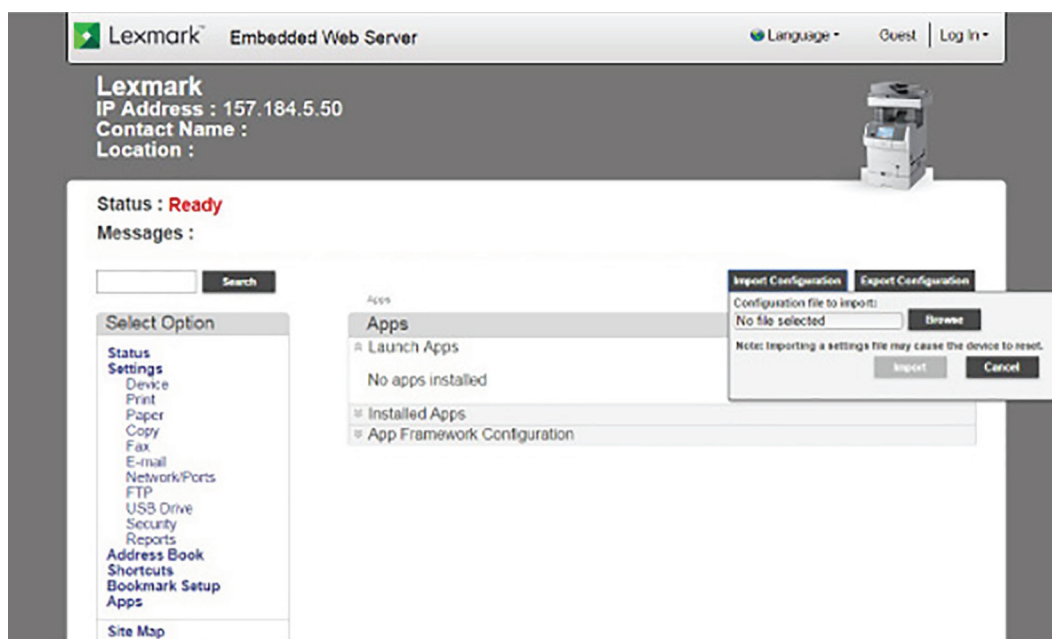
## Restoring solutions, licenses, and configuration settings

To load the zip files that are extracted from the Service Restore Tool, do the following:

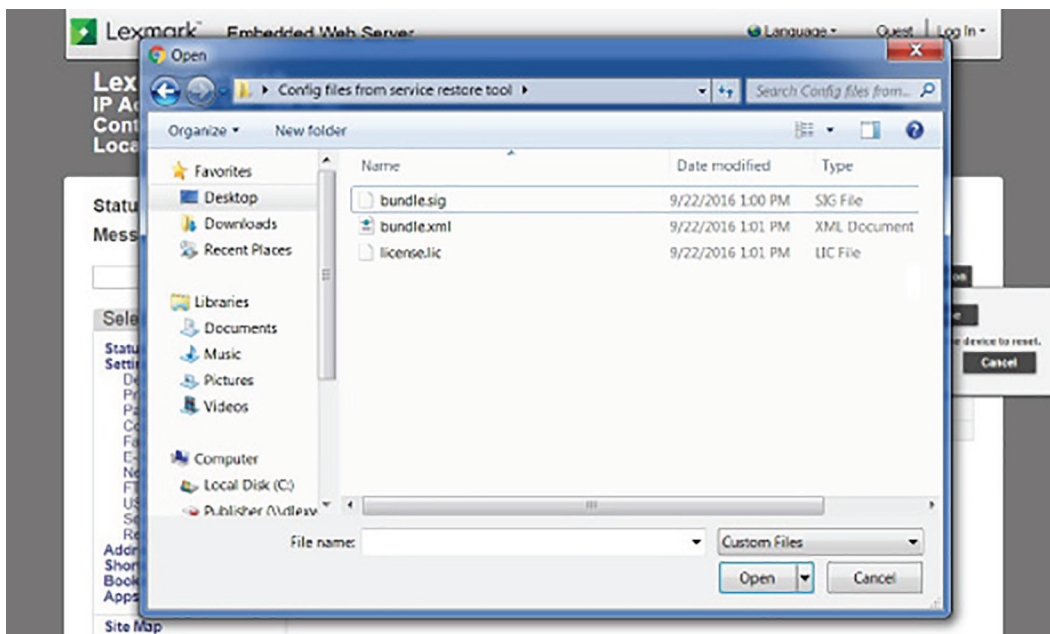
- 1 Open a web browser, and then type the printer IP address.



- 2 Click **Import Configuration**, and then click **Browse**.



- 3 Navigate to the folder where the zip files are extracted from the Service Restore Tool.



- 4 Select the file to import, and then click **Import**.
- 5 Repeat step 2 through step 4 for the other files that are included in the extracted zip file.

## Updating the printer firmware

**Warning—Potential Damage:** Before updating the printer firmware, ask the next level of support for the correct code. Using an incorrect code level may damage the printer.

### Using a flash drive

**Note:** The printer must be in ready state to update the firmware.

This option is available only in printer models with front USB port.

- 1 Insert the flash drive into the USB port.
- 2 Depending on the printer model, do any of the following:
  - From the control panel, navigate to **USB Menu: Print from USB > Accept** or **OK**, and then select the file that you need to flash.
  - Select the firmware file.

**Note:** Do not turn off the printer while the update is going on.

### Using a network computer

#### Using the File Transfer Protocol (FTP)

**Note:** The printer must be in ready state to update the firmware.

- 1 Turn on the printer.
- 2 Obtain the IP address from the home screen.

- 3 From the command prompt of a network computer, open an FTP session to the printer IP address.
- 4 Use a PUT command to place the firmware file on the printer.  
The printer performs a POR sequence and terminates the FTP session.

### Using the Embedded Web Server

**Note:** The printer must be in ready state to update the firmware.

- 1 Open a web browser, and then type the printer IP address.
- 2 Click **Settings > Device > Update Firmware**.
- 3 Select the file to use.  
The printer performs a POR sequence and terminates the EWS session.

### Using a USB cable connection

**Note:** Make sure that the cable is connected to the rear USB port.

#### Using USB Flash Utility

- 1 Go to [support.lexmark.com](http://support.lexmark.com), and then download USB Flash Utility.
- 2 Extract, and then run the utility.
- 3 Click **Browse Files**, and then browse to the firmware file directory.
- 4 Select the firmware file.
- 5 Select the source printer.
- 6 Click **Start**.

#### Using USBUtil

- 1 Go to [support.lexmark.com](http://support.lexmark.com), and then download USBUtil.
- 2 Extract, and then drag and drop the firmware file onto the USBUtil icon.
- 3 A command prompt window appears briefly.  
**Note:** Make sure to disconnect other USB devices when using USBUtil.

## Backing up eSF solutions and settings

**Note:** Export the eSF solutions and settings from the printer before replacing the controller board.

### Exporting eSF solutions and settings file

- 1 Reset the printer into Invalid engine mode. See [“Entering Invalid engine mode” on page 193](#).
- 2 Open a web browser, and then type the printer IP address.  
**Note:** If the web page cannot be accessed or an error occurs when starting the printer into Invalid engine mode, then data backup is not an option. Inform the customer that the data cannot be saved.
- 3 Navigate to **Settings > Solutions > Embedded Solutions**.

4 From the Embedded Solutions page, select the applications that you want to export.

5 Click **Export**.

**Note:** The size limit of the export file is 128 KB.

### Importing eSF solutions and settings file

After replacing the controller board, import back to the printer the eSF solutions and settings that were exported.

1 Reset the printer into Invalid engine mode. See [“Entering Invalid engine mode” on page 193](#).

2 Open a web browser, and then type the printer IP address.

**Note:** If the web page cannot be accessed or an error occurs when starting the printer into Invalid engine mode, then data backup is not an option. Inform the customer that the data cannot be saved.

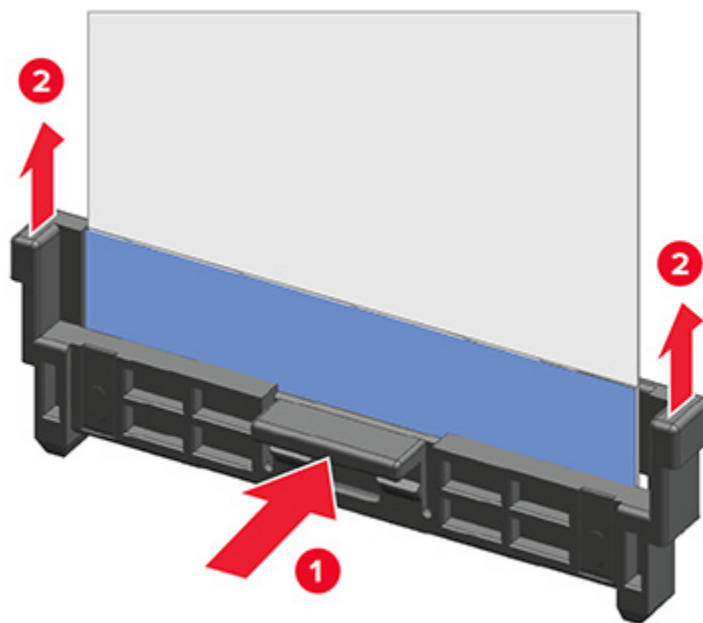
3 Navigate to **Settings > Solutions > Embedded Solutions**.

4 From the Embedded Solutions page, select the applications that you want to import.

5 Click **Import**.

### Disconnecting ribbon cables

**Warning—Potential Damage:** The ribbon cable and its socket may get damaged if it is not properly disconnected. When disconnecting the cable, hold its connector and press its tab before unplugging it.



## Ribbon cable connectors

### Zero Insertion Force (ZIF) connectors

Zero Insertion Force (ZIF) connectors are used on the boards and cards used in this printer. Before inserting or removing a cable from these connectors, read this entire section. Great care must be taken to avoid damaging the connector or cable when inserting or removing the cable.

**Warning—Potential Damage:** Do not insert the cable so that the contacts are facing the locking actuator. The contacts always face away from the actuator.

**Warning—Potential Damage:** Do not insert the cable diagonally into the ZIF socket. This can cause damage to the contacts on the cable.

**Warning—Potential Damage:** Avoid using a fingernail, or sharp object to open the locking mechanism. This could damage the cable.

**Warning—Potential Damage:** Avoid pressing against the cable when opening the locking mechanism. This can also damage the cable.

These are the types of ZIF connectors used in this printer:

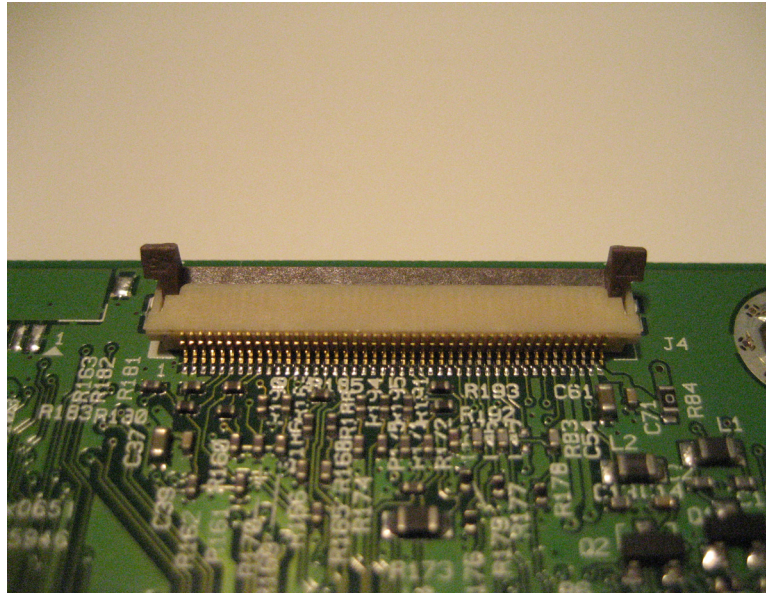
- Horizontal top contact connector
- Horizontal bottom contact connector
- Vertical mount contact connector
- Horizontal sliding connector





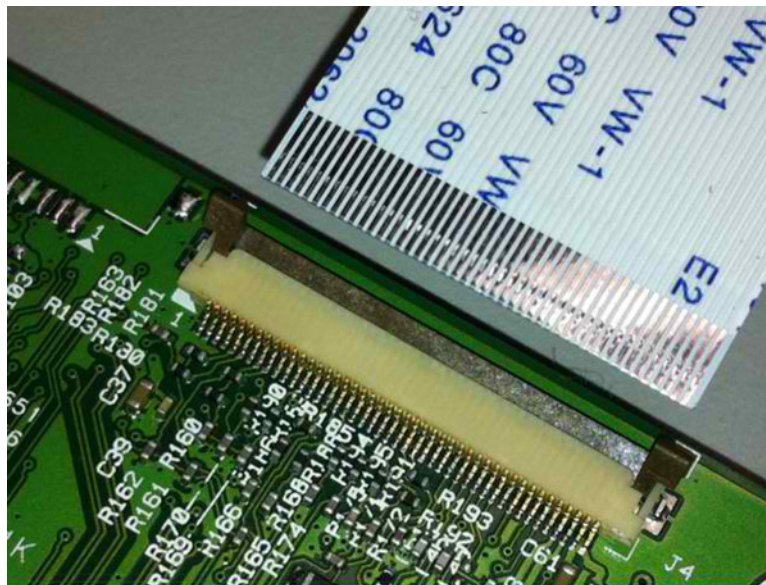
### Inserting a cable into the horizontal top contact connector

- 1 When installing the cable, check the locking actuator to ensure it is in the unlocked position. The tabs on the ends of the actuator are vertical when the actuator is unlocked.

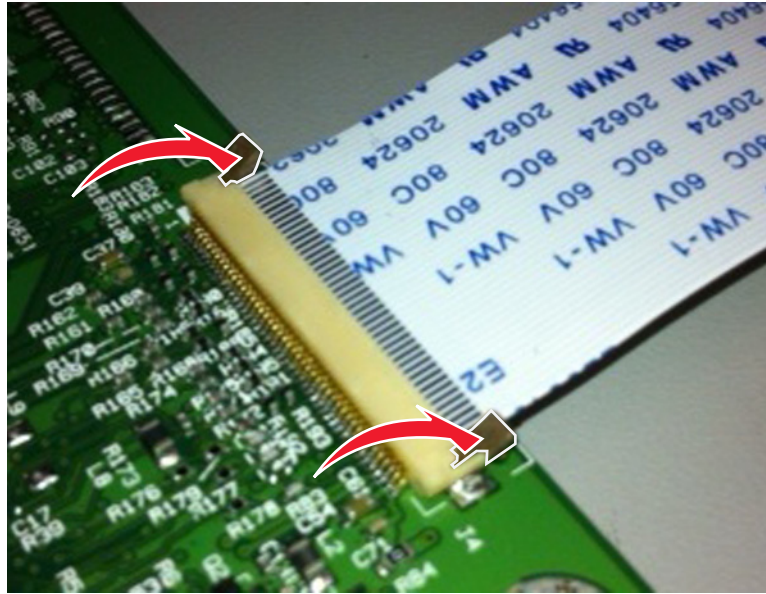


- 2 Insert the cable with the contacts on the cable facing up. Insert the cable on top of the actuator.

**Note:** Verify that the cable is installed squarely into the connector. If the cable is not squarely installed, then intermittent failures could occur.



- 3 Rotate the locking actuator to the locked position. The cable should not move while this step is performed. If the cable moves, open the actuator, reposition the cable, and then close the actuator to the down position.



## Horizontal bottom contact connector

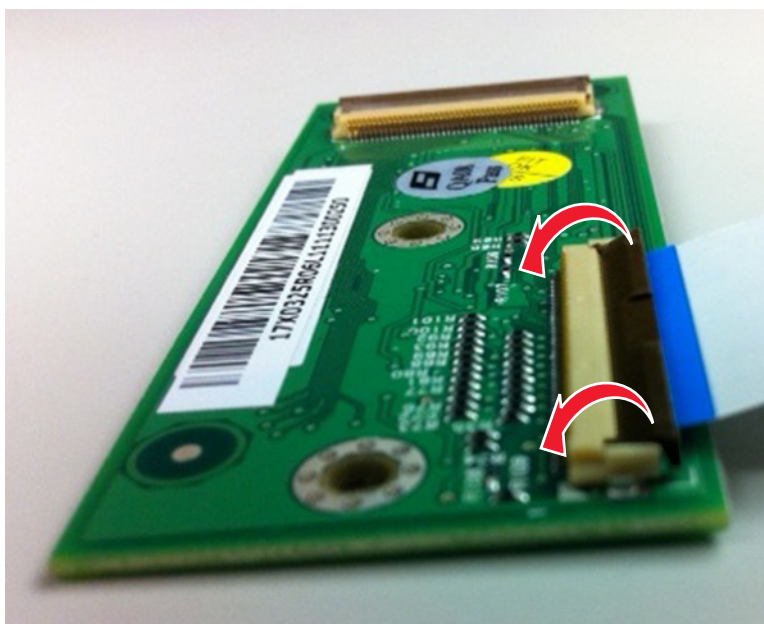
This FRU contains a horizontal bottom contact cable connector. Read the instructions before proceeding.

The horizontal bottom contact connector uses a flip locking actuator to lock the ribbon cable into the Zero Insertion Force (ZIF) connector. The cable is inserted horizontally into the connector.

**Warning—Potential Damage:** When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator. This could damage the ribbon cable. Do not close the actuator from the ends of the actuator.

### Removing a cable from the horizontal bottom contact connector

- 1 Place two fingers towards each end of the locking actuator, and then gently lift the actuator to the unlocked position.



- 2 Slide the cable out of the connector.



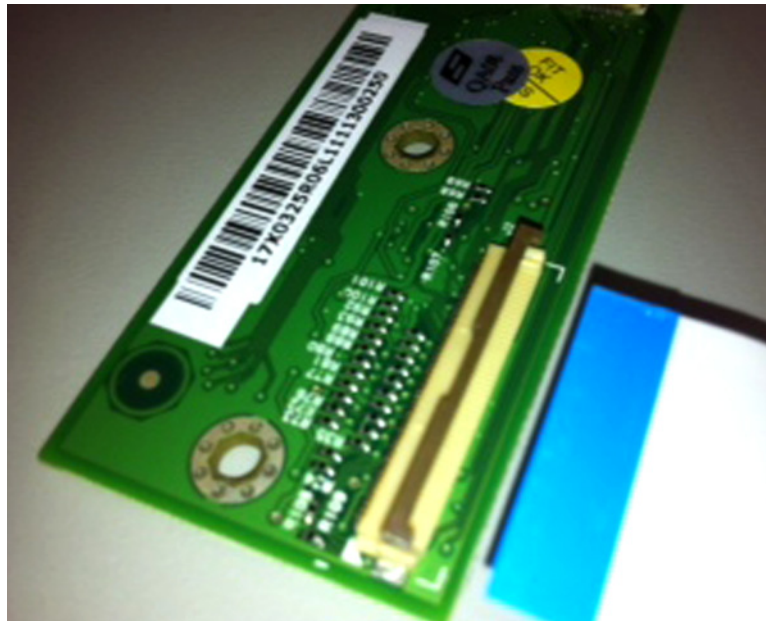
### Inserting a cable into the horizontal bottom contact connector

- 1 Check the actuator to verify it is in the open position.

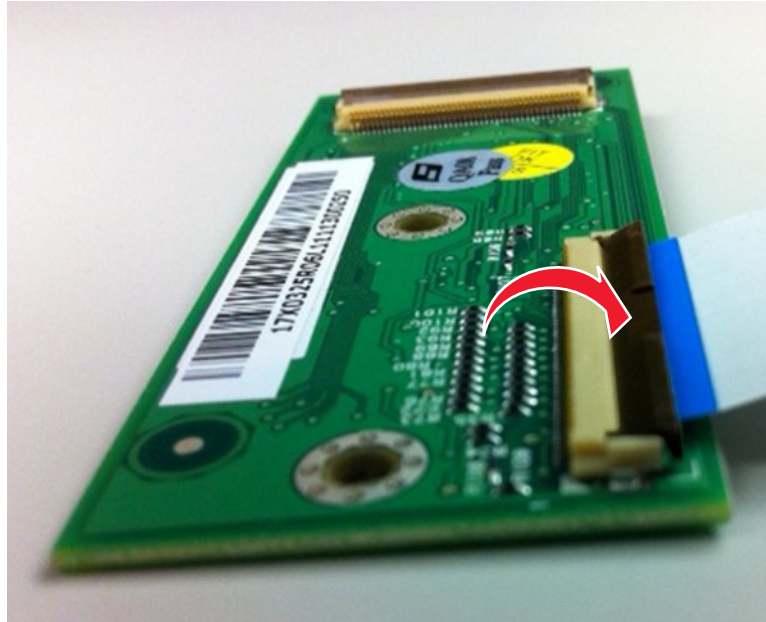


- 2 Insert the cable into the ZIF connector with the contacts facing downward and away from the locking actuator. The cable needs to be inserted below the actuator.

**Note:** Verify that the cable is installed squarely into the connector. If the cable is not squarely installed, then intermittent failures could occur.



- 3 Place your finger in the middle of the actuator, and then rotate the locking actuator to the locked position.



## Vertical mount contact connector

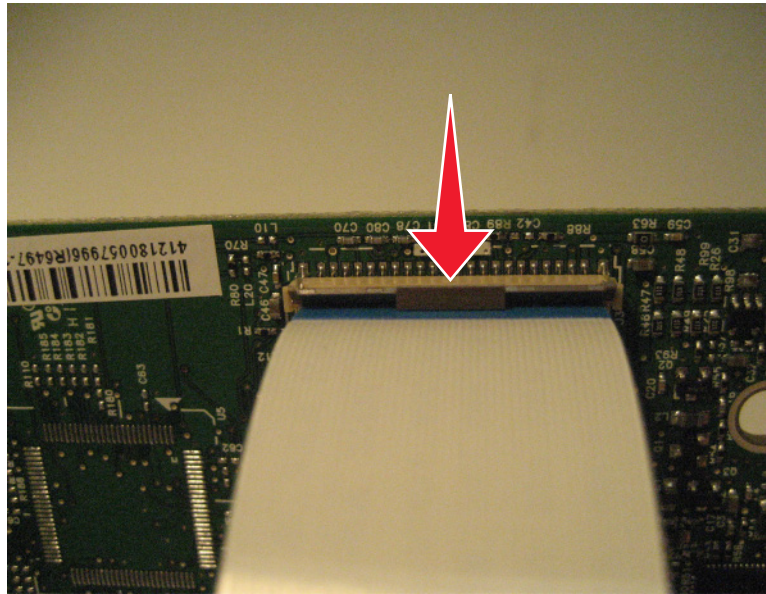
This FRU contains a vertical mount contact connector. Read the instructions before proceeding.

The vertical mount contact connector uses a back flip locking actuator to lock the ribbon cable into the Zero Insertion Force (ZIF) connector. The cable is inserted vertically into the connector.

**Warning—Potential Damage:** When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator. This could damage the ribbon cable. Do not close the actuator from the ends of the actuator.

### Removing a cable from the vertical mount contact connector

- 1 Gently rotate the locking actuator from the center of the actuator to the unlocked position.



- 2 Slide the cable out of the connector.

### Inserting a cable into the vertical mount contact connector

- 1 When installing the cable, check the locking actuator to verify it is in the open position.



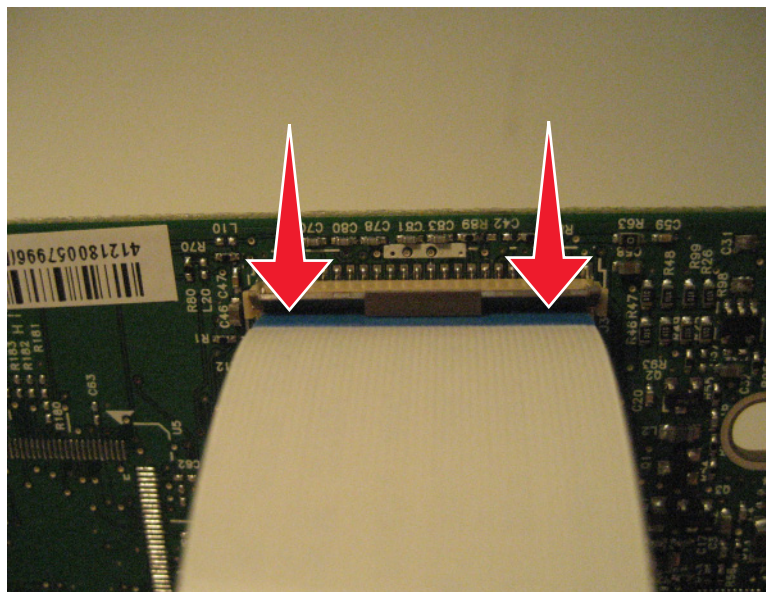
- 2 Insert the cable with the contacts on the cable away from the locking actuator. Insert the cable on top of the actuator.

**Note:** Verify that the cable is installed squarely into the connector. If the cable is not squarely installed, then intermittent failures could occur.





- 3** Rotate the locking actuator to the locked position by pressing down on both ends of the actuator. The cable should not move when this step is performed. If the cable moves, open the actuator, reposition the cable, and then close the actuator to the down position.



## Horizontal sliding contact connector

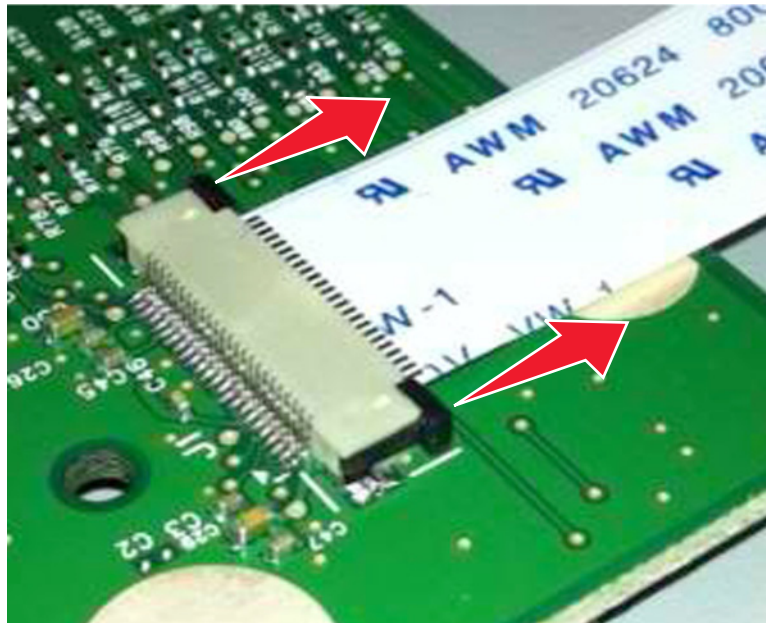
This FRU contains a horizontal sliding contact connector. Read the instructions before proceeding.

The horizontal sliding contact connector uses a slide locking actuator to lock the ribbon cable into the Zero Insertion Force (ZIF) connector. The cable is inserted horizontally into the connector.

**Warning—Potential Damage:** When opening or closing this type of actuator, gently push or pull the two tabs located on each end of the actuator. Do not close the actuator from the center of the actuator. Do not use a screwdriver to open or close the actuator. Damage to the cable or connector could occur.

### Removing a cable from the horizontal sliding contact connector

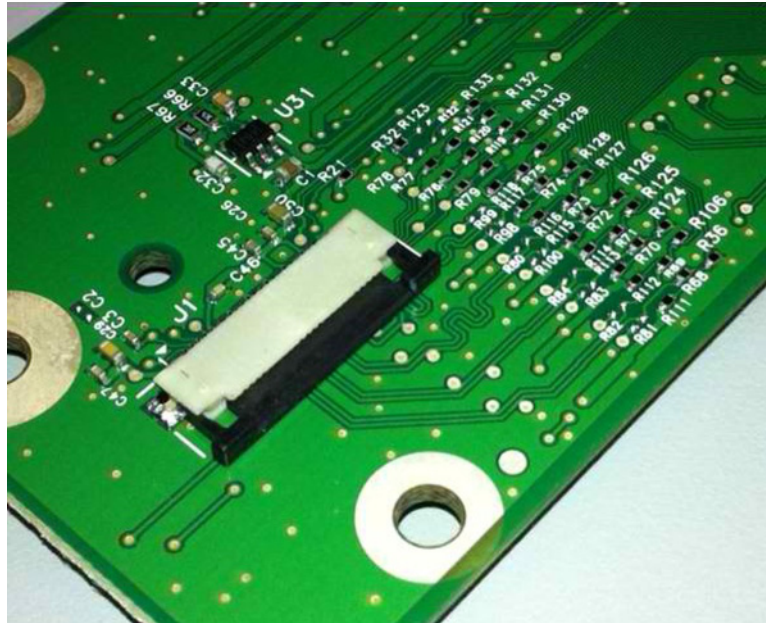
- 1 Simultaneously slide the two tabs located on the ends of the locking actuator away from the connector.



- 2 Slide the cable out of the connector.

### Inserting a cable into the horizontal sliding contact connector

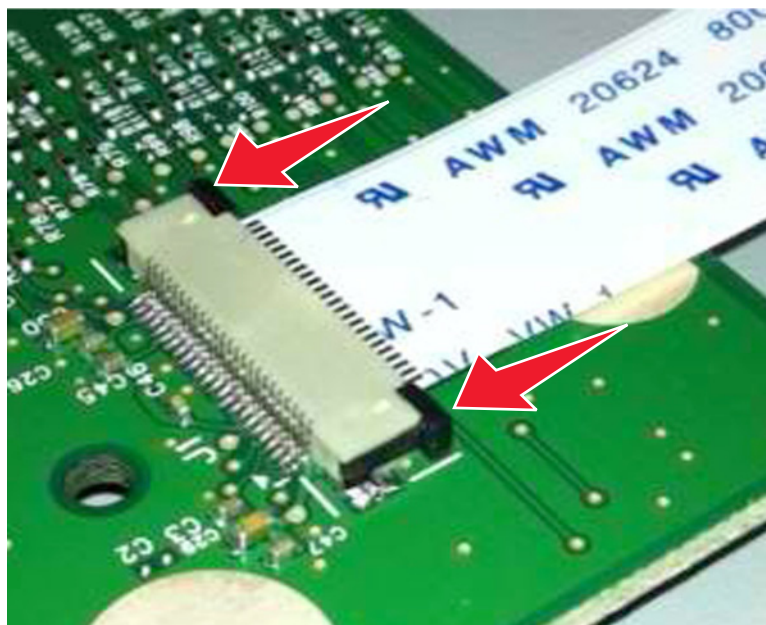
- 1 When installing the cable, check the locking actuator to verify it is in the open position. If you are opening the connector, pull back on both end tabs using equal force to avoid breaking the connector.



- 2 Insert the cable with the contacts on the cable facing away from the locking actuator. Insert the cable on top of the actuator.



- 3 Slide the locking actuator towards the connector, locking the cable into place. The cable should not move when this step is performed. If the cable moves, open the actuator, reposition the cable, and then close the actuator to the down position.





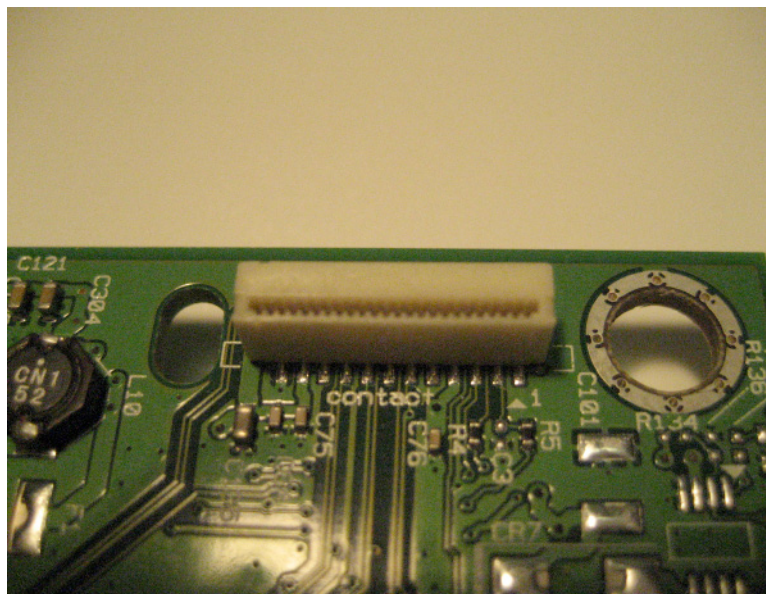
## Low Insertion Force (LIF) connector

This FRU contains a Low Insertion Force (LIF) connector. Read the instructions before proceeding.

**Warning—Potential Damage:** When installing a cable into an LIF connector, care must be taken to avoid bending the edges of the cables and damaging the contacts on the cables.

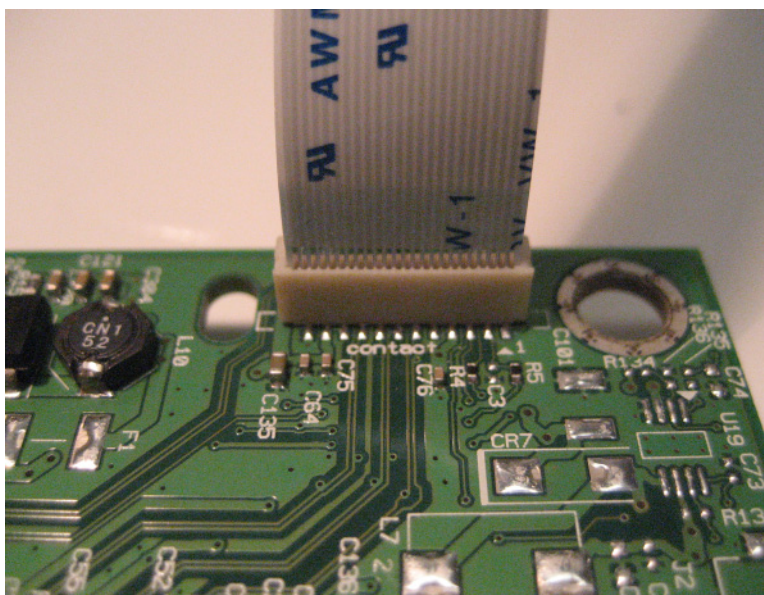
### Inserting a cable into the LIF connector

- 1 Looking at the connector, take note on which side the contacts are located. Many boards will have the word “contacts” stamped on them to indicate which side of the LIF has the contacts. When looking at the board, take note that the contacts from the board to the connector are located on the side of the connector with the contacts.



- 2 Insert the cable squarely into the connector.

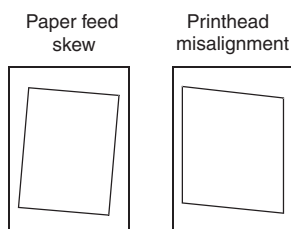
**Note:** Verify that the cable is installed straight into the connector. If the cable is not installed properly, then intermittent failures could occur.



## Printhead assembly adjustment

A printhead must be correctly positioned after it has been removed. Use a sharp pencil or a small, flat-blade screwdriver to mark the location of the old printhead on the printer frame. Align the new printhead relative to the location of the old printhead.

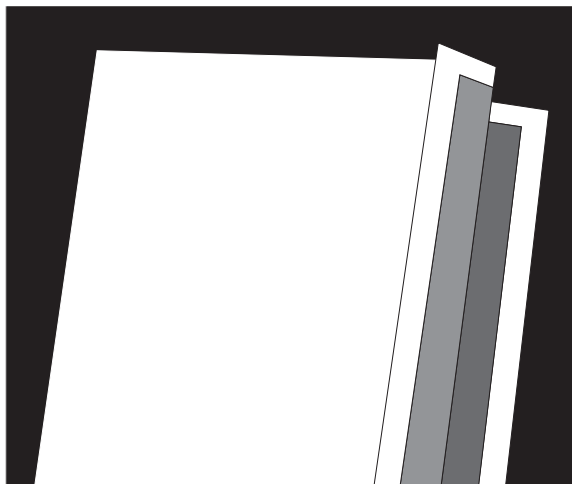
**Note:** Skew is caused by a sheet being fed through the printer while misaligned. The entire image is rotated relative to the sheet edges. However, a mechanically misaligned printhead causes the horizontal lines to appear skewed, while the vertical lines remain parallel to the vertical edges. The skew cannot be adjusted. Check the pick tires for wear, the paper path for obstructions, the fuser for proper setting, and the tray paper guides for proper setting.



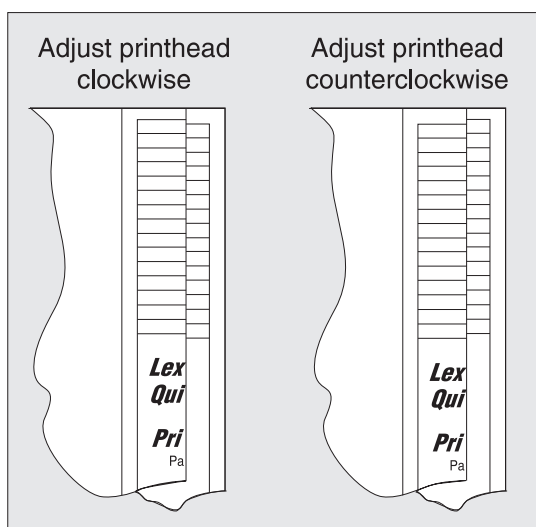
To adjust the printhead:

- 1 Perform a POR.
- 2 Enter the Diagnostics menu, and then print a Quick test page:  
**Diagnostics Menu > Print Tests > Tray 1 > Single**
- 3 Fold the printed test page on the left side so that a few millimeters of grid lines wrap around the outside of the fold.

- 4 Make a second vertical fold near the center so that the left side top edge aligns with the right side top edge.



- 5 If the grid lines of the right flap align below the corresponding lines on the left side, then adjust the printhead clockwise relative to the printer, and recheck. If the grid lines of the left flap align below the corresponding lines of the right side, then adjust the printhead counterclockwise.



- 6 Print another Quick test page, and check if adjustments are still needed.
- 7 After obtaining a properly adjusted image on the paper, tighten all the screws.

**Note:** If necessary, print a Quick test page again and perform the Registration adjust procedure to correct the skew and misalignments. See [“Registration adjust” on page 186](#).

## Removal procedures

Keep the following tips in mind as you replace parts:

- Some removal procedures require removing cable ties. You must replace cable ties during reassembly to avoid pinching wires, obstructing the paper path, or restricting mechanical movement.
- Remove the toner cartridges, imaging kit, and trays before removing other printer parts. The imaging kit must be carefully set on a clean, smooth, and flat surface. It must also be protected from light while out of the printer.
- Disconnect all external cables from the printer to prevent possible damage during service.
- Unless otherwise stated, reinstall the parts in reverse order of removal.
- When reinstalling a part held with several screws, start all screws before the final tightening.
- For printers that have a soft power switch, make sure to unplug the power cord after powering off.

## Left side removals

### Left cover removal

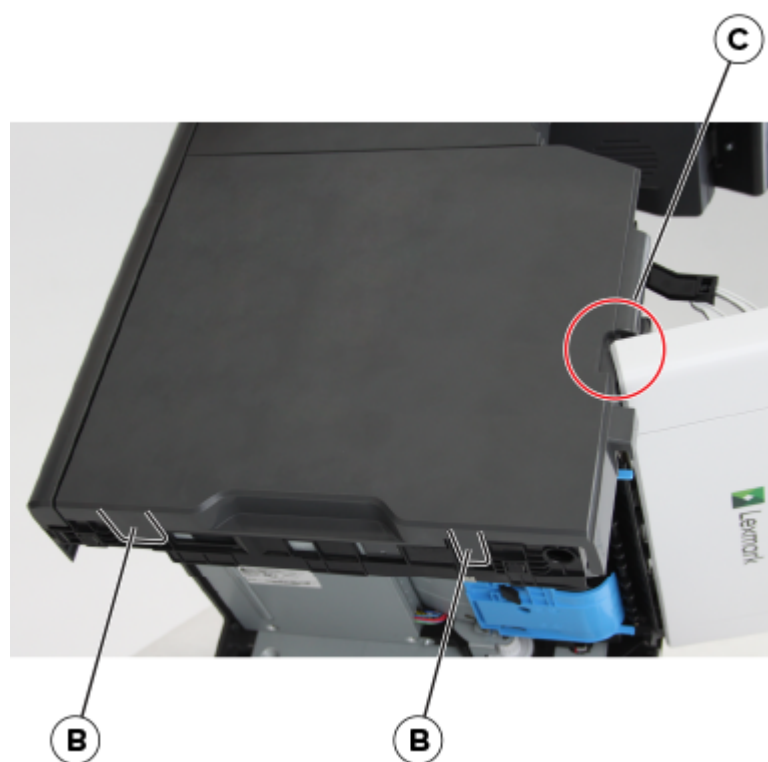
- 1 Remove the screw (A).



- 2 Open the front door.
- 3 Release the two latches (B), and then disengage the middle front part (C) of the cover from the front door.

**Warning—Potential Damage:** The ADF might swing open while you position the printer on its side.

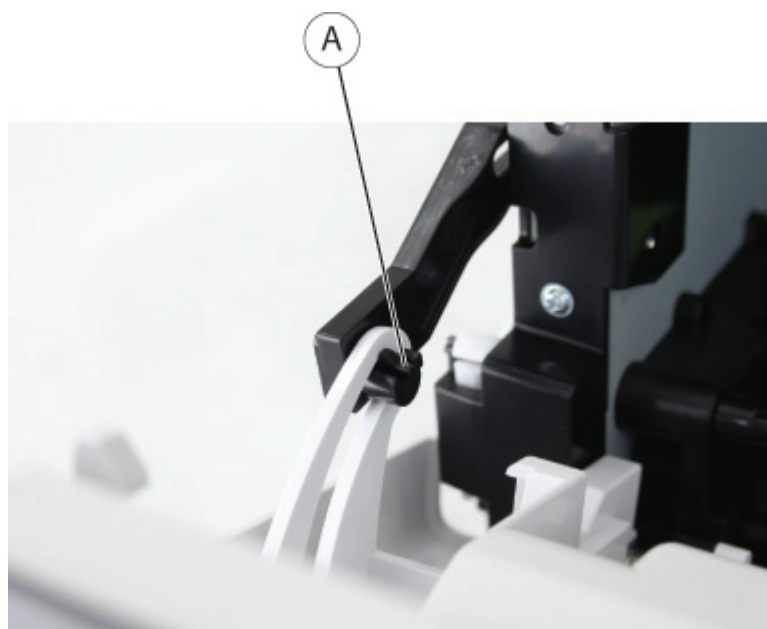




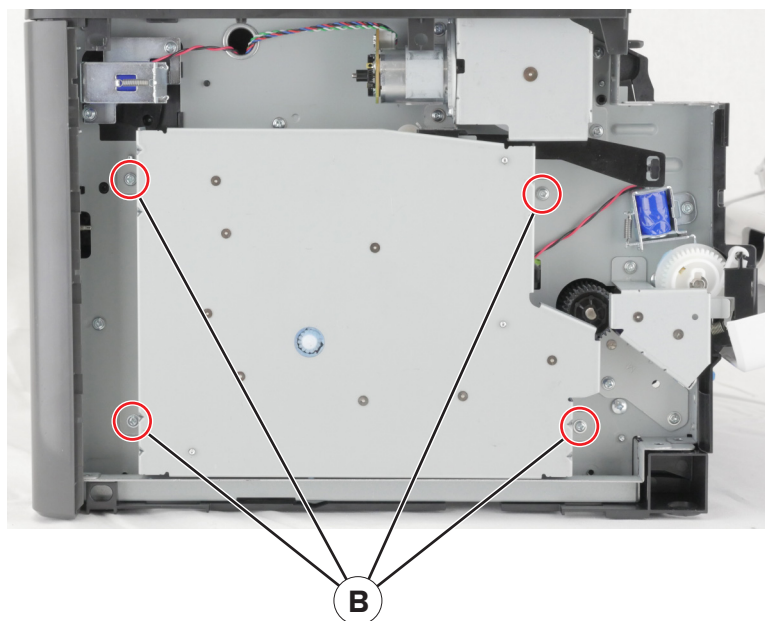
4 Remove the cover.

## Main drive gearbox removal

- 1 Remove the left cover. See [“Left cover removal” on page 226](#).
- 2 Release the latch (A), and then detach the link.



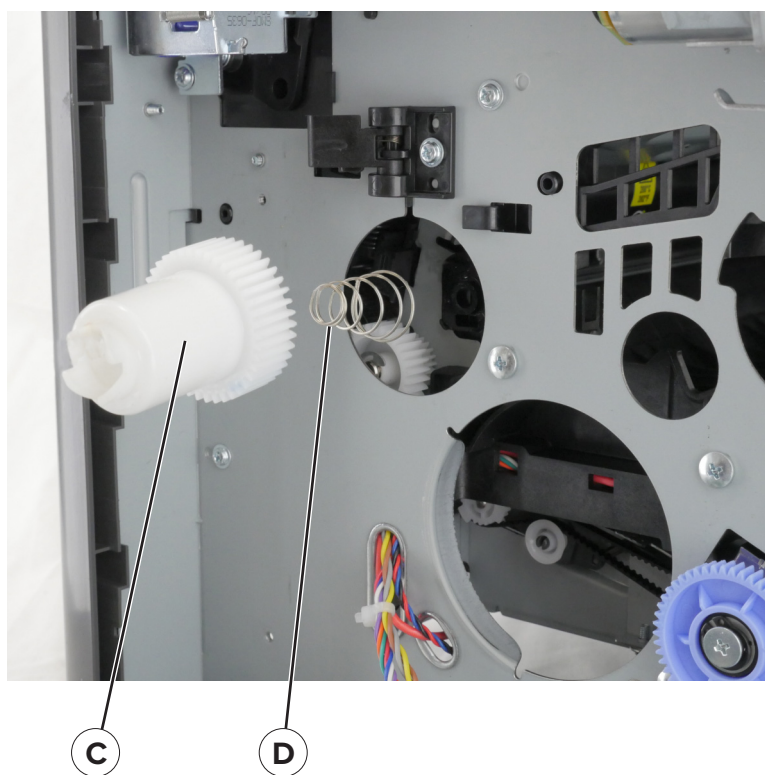
3 Remove the four screws (B).



4 Disconnect the cable from the main drive gearbox.

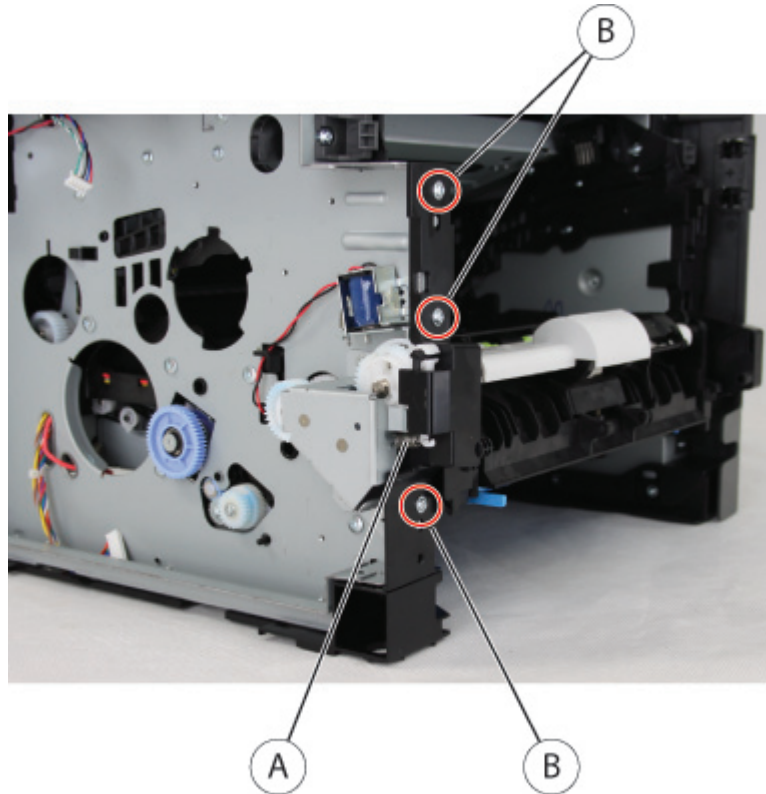
5 Remove the gearbox.

**Warning—Potential Damage:** Do not lose the fuser gear (C) and spring (D).

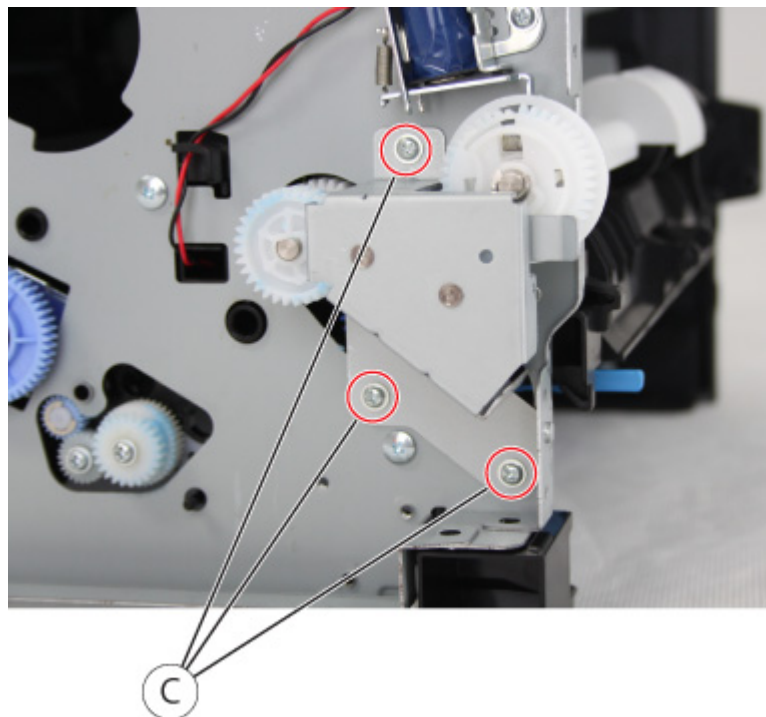


## MPF gearbox removal

- 1 Remove the front door. See [“MPF with front access cover removal” on page 252.](#)
- 2 Remove the left cover. See [“Left cover removal” on page 226.](#)
- 3 Remove the main drive gearbox. See [“Main drive gearbox removal” on page 227.](#)
- 4 Disconnect the spring (A).
- 5 Remove the three screws (B) to loosen the mount.

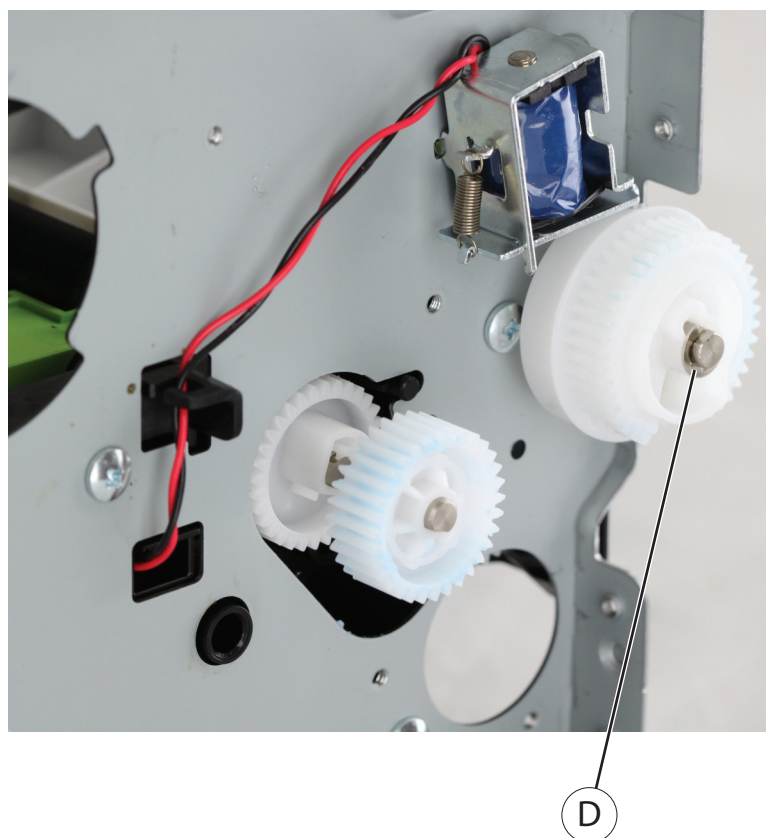


- 6 Remove the three screws (C) and the bracket.

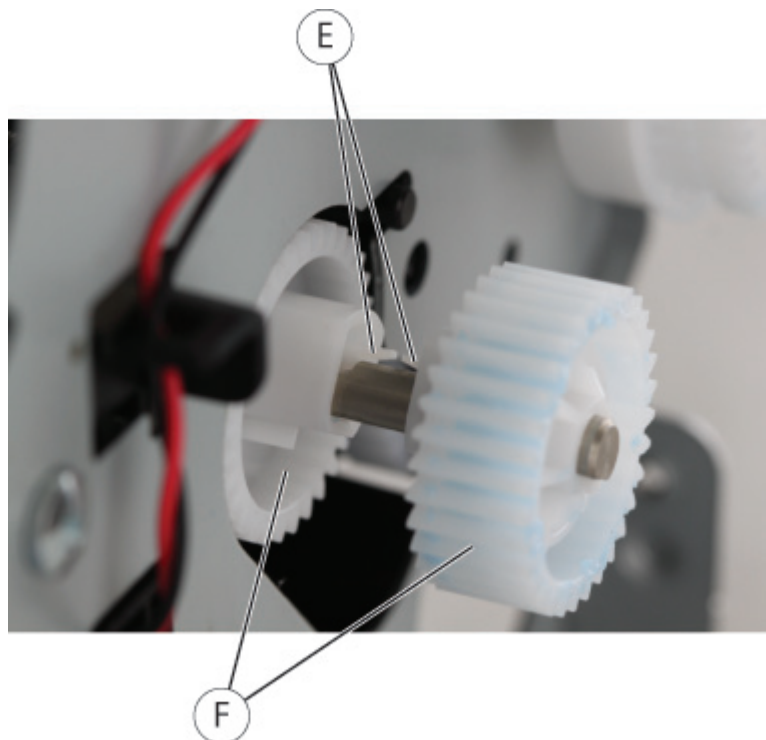


- 7 Remove the E-clip (D), and then remove the gear.

**Note:** The solenoid may hinder removing the gear.

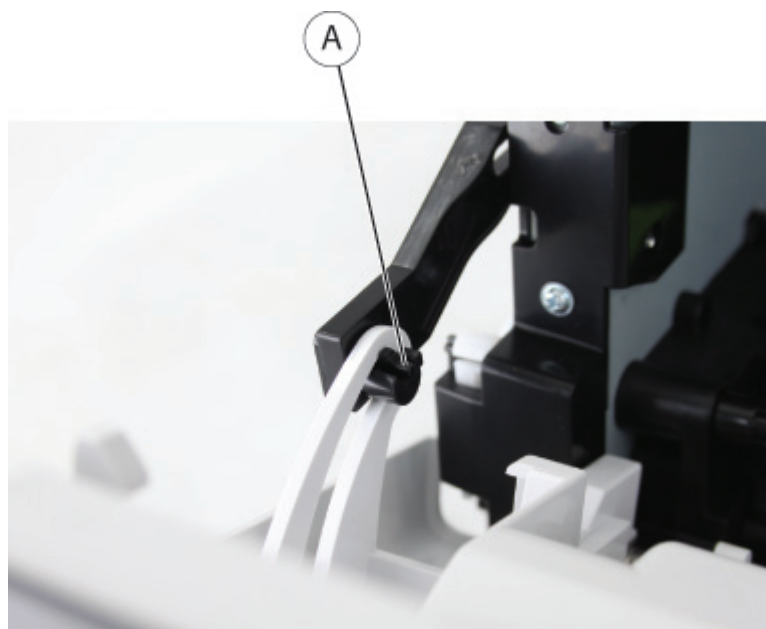


- 8 Release the two latches (E), and then remove the gears (F).



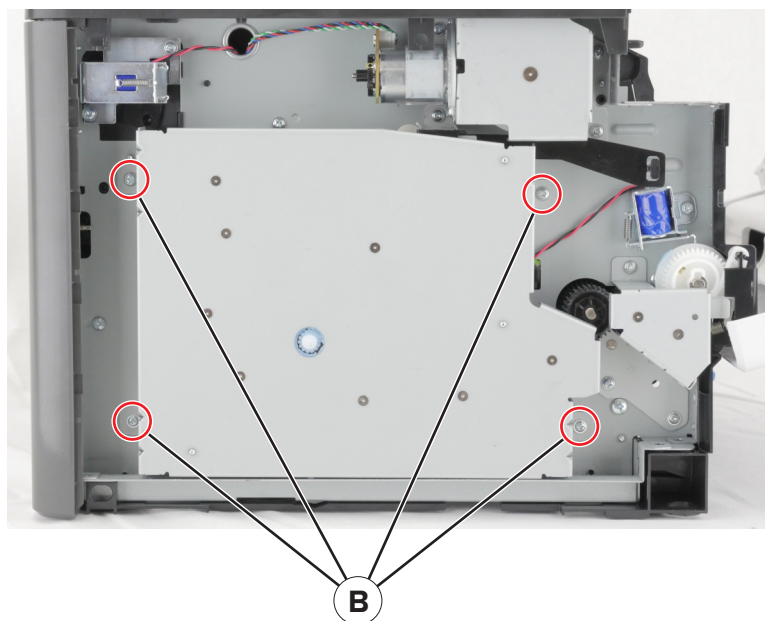
## Fuser actuator removal

- 1 Remove the left cover. See [“Left cover removal” on page 226](#).
- 2 Release the latch (A), and then detach the link.

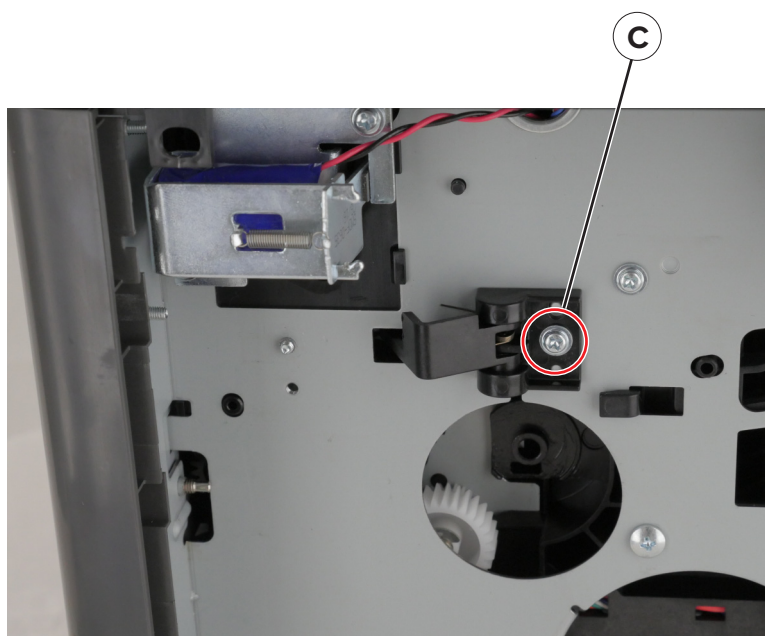




3 Remove the four screws (B).

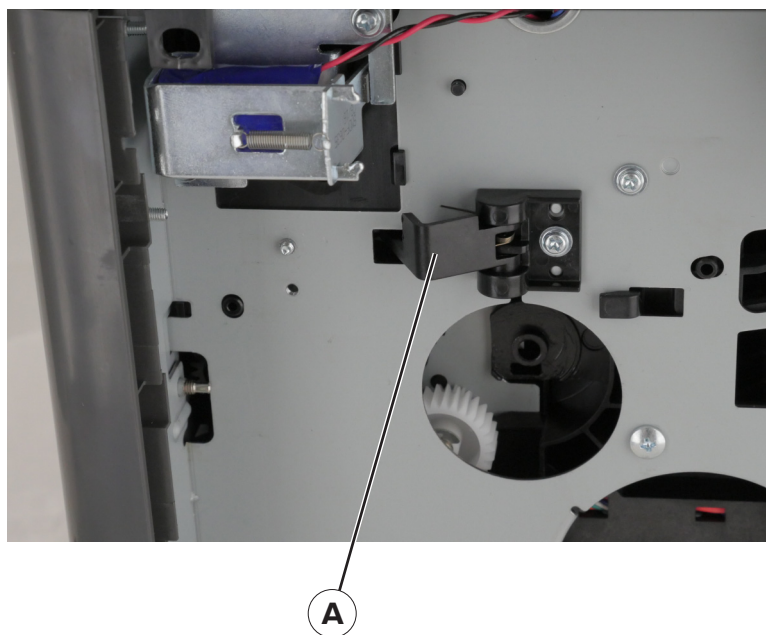


4 Remove the screw (C).



5 Remove the fuser actuator.

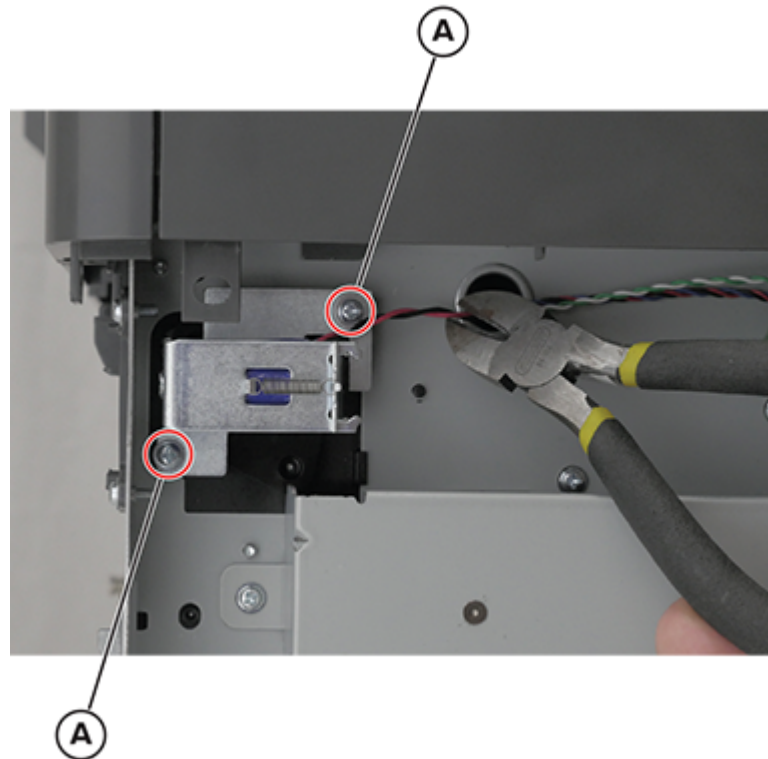
**Installation note:** To test if the actuator is properly installed, push, and then release the actuator (A). The actuator should bounce back.



## Reverse solenoid removal

- 1 Remove the left cover. See [“Left cover removal” on page 226](#).
- 2 Remove the right cover. See [“Right cover removal” on page 237](#).
- 3 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294](#).
- 4 Remove the rear cover. See [“Rear door and cover removal” on page 295](#).
- 5 Remove the redrive assembly. See [“Redrive assembly removal” on page 295](#).

- 6 Remove the two screws (A), and then cut the cable.

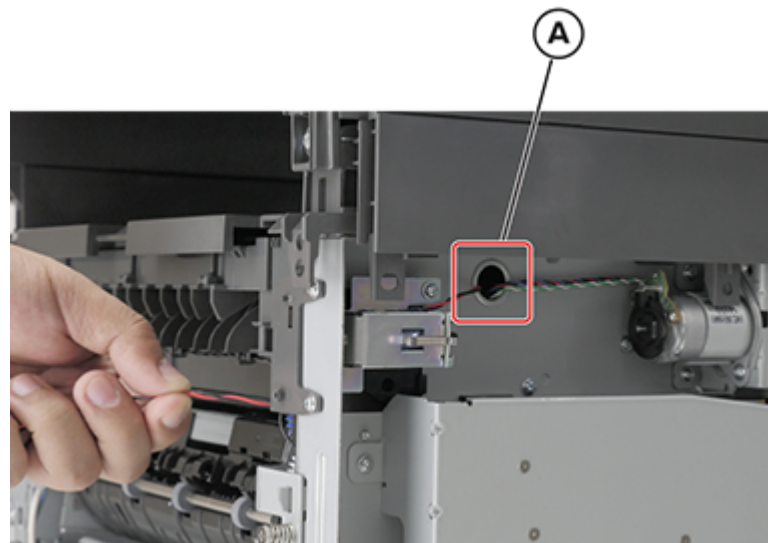


- 7 Disconnect connector JDUPSOL1 from the controller board, and then pull the cable out of the printer.

**Installation notes:**

- a Screw in place the replacement solenoid.
- b Route the solenoid cable to the hole (A) exiting the rear side of the printer.

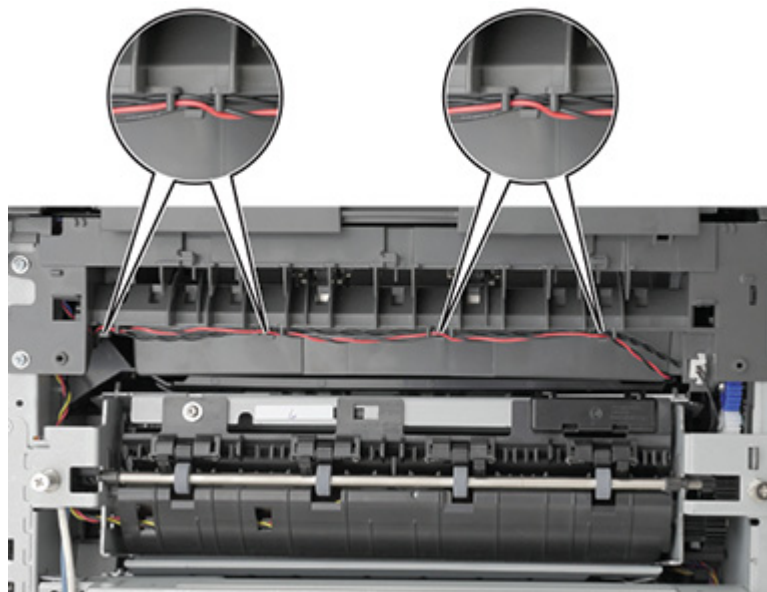
**Note:** Fully stretch the cable, but do it carefully to avoid cuts as it rubs into the edges of the hole.



- c Install the redrive assembly.

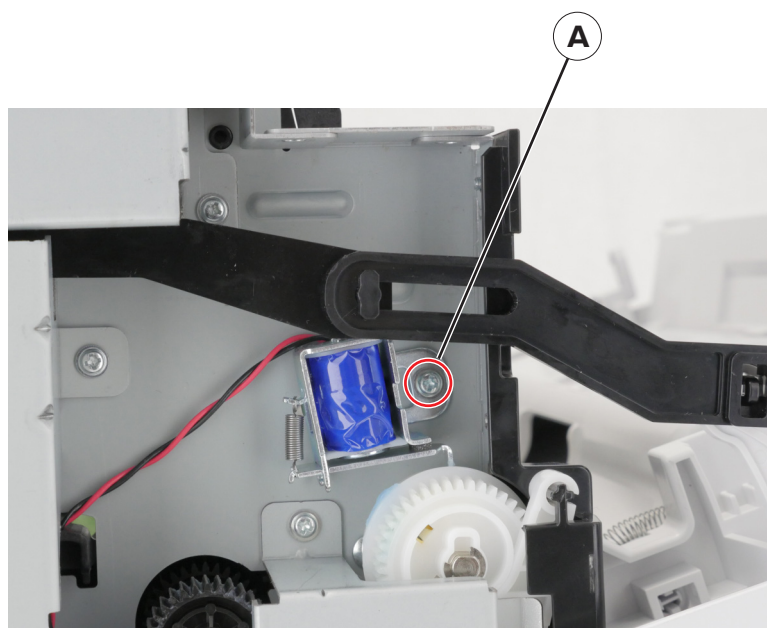


- d Route the cable onto the redrive assembly. Make sure that the cable properly sits on the clamps.



## MPF solenoid removal

- 1 Remove the left cover. See [“Left cover removal” on page 226.](#)
- 2 Remove the screw (A).



- 3 Cut the cable, and then remove the solenoid.
- 4 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 5 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 6 Remove the duplex assembly. See [“Duplex removal” on page 275.](#)

7 Release the cut cable.

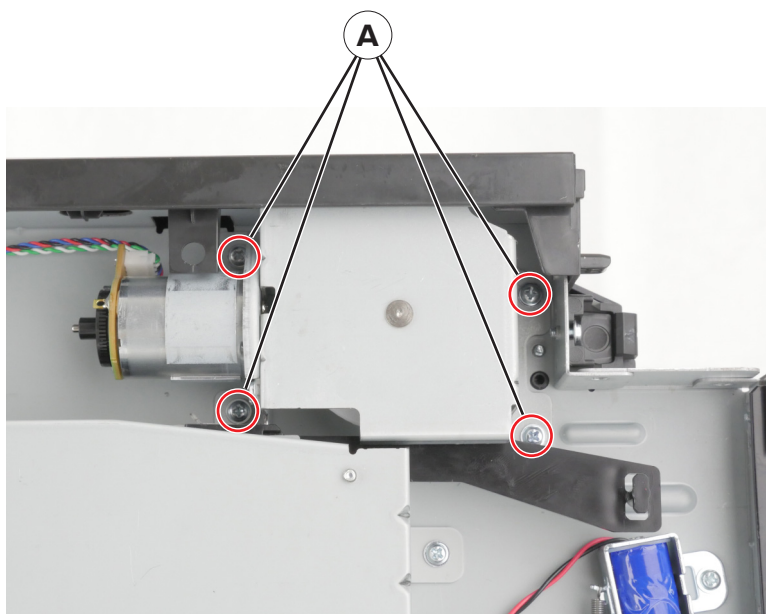
**Note:** Pay attention to the cable route.

8 Open the controller board access cover, and then disconnect the cable.

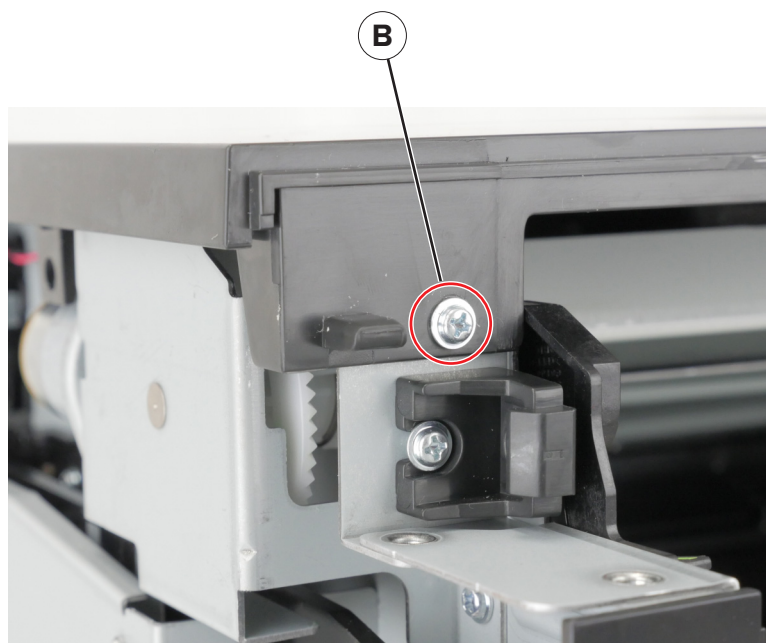
## Cartridge gearbox removal

1 Remove the left cover. See [“Left cover removal” on page 226](#).

2 Remove the four screws (A).



3 Remove the screw (B).

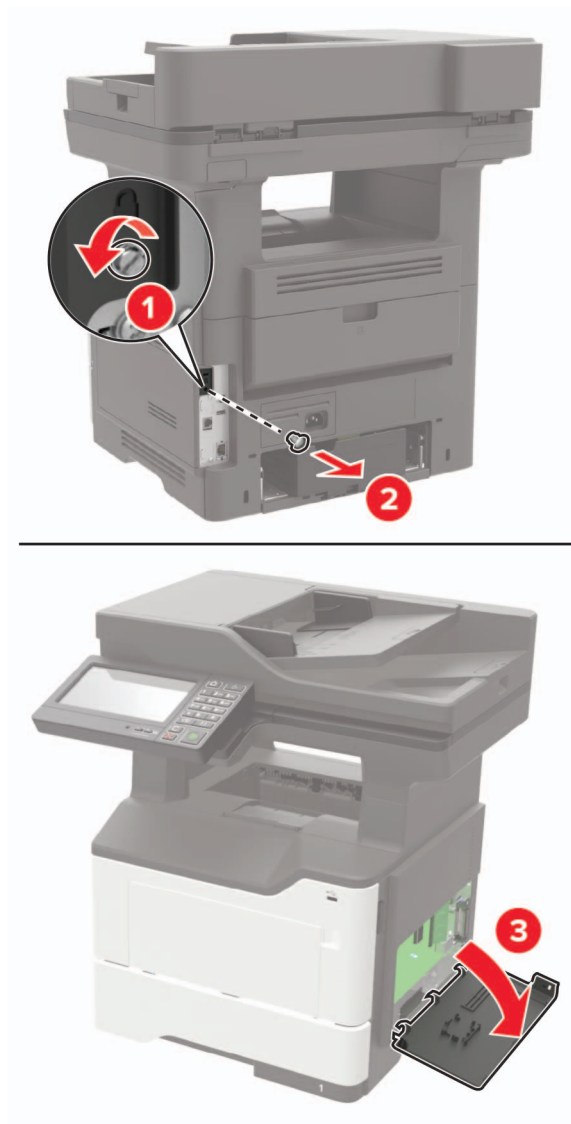


- 4 Lift the top cover enough to remove the cartridge gearbox.
- 5 While lifting the cover, disconnect the cable from the gearbox, and then remove the gearbox.

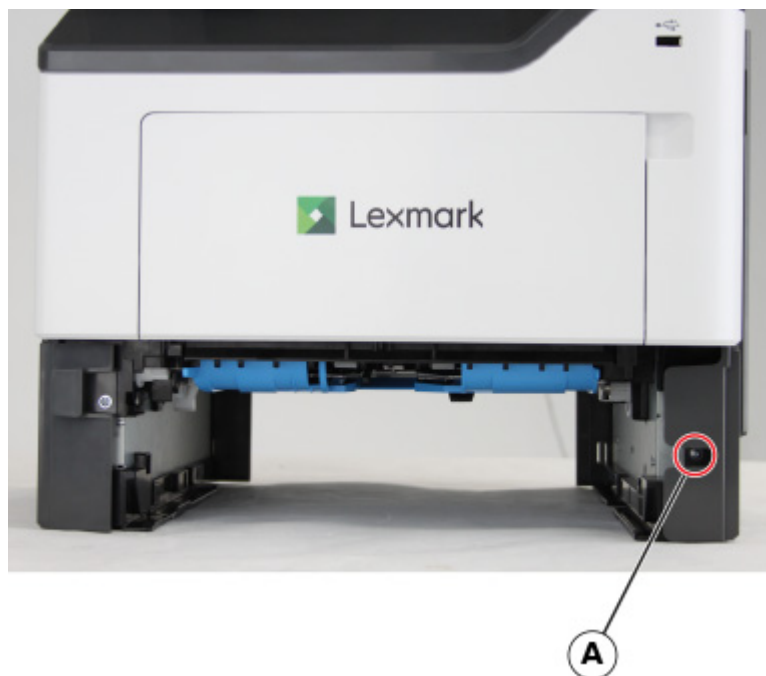
## Right side removals

### Right cover removal

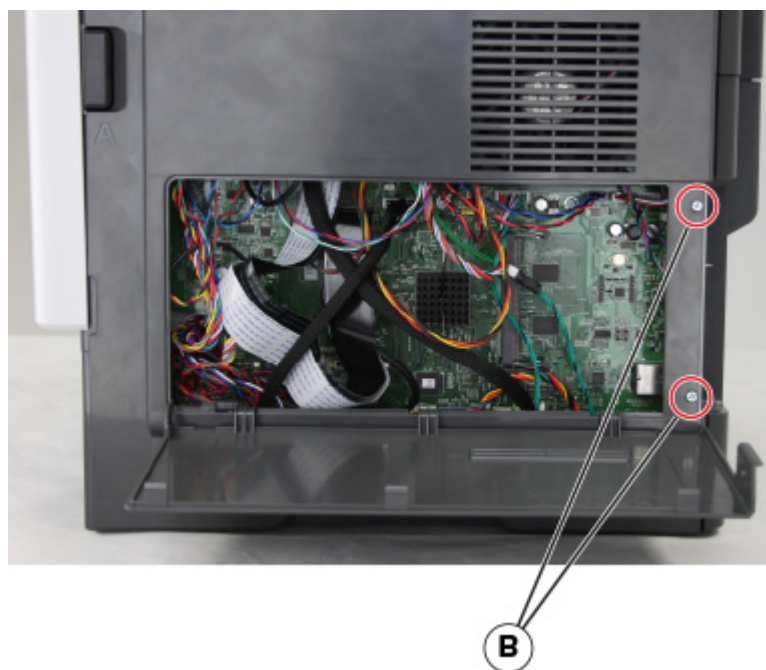
- 1 Using a flat-head screwdriver, open the controller board access cover.



- 2 Remove the screw (A).

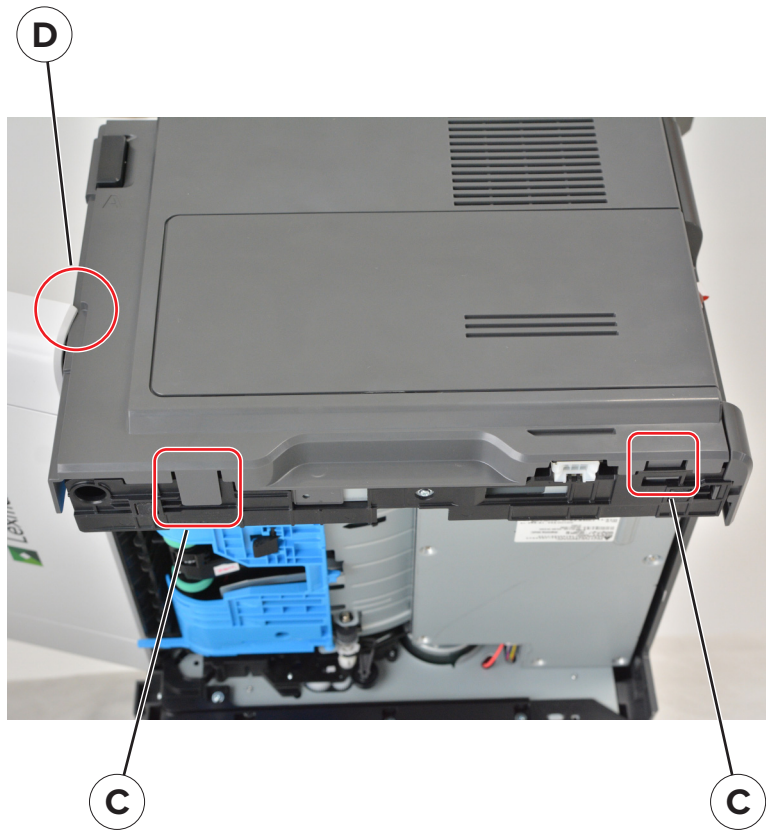


- 3 Remove the two screws (B).



- 4 Close the access cover, and then open the front door.  
5 Release the two latches (C), and then disengage the middle front part (D) of the cover from the front door.

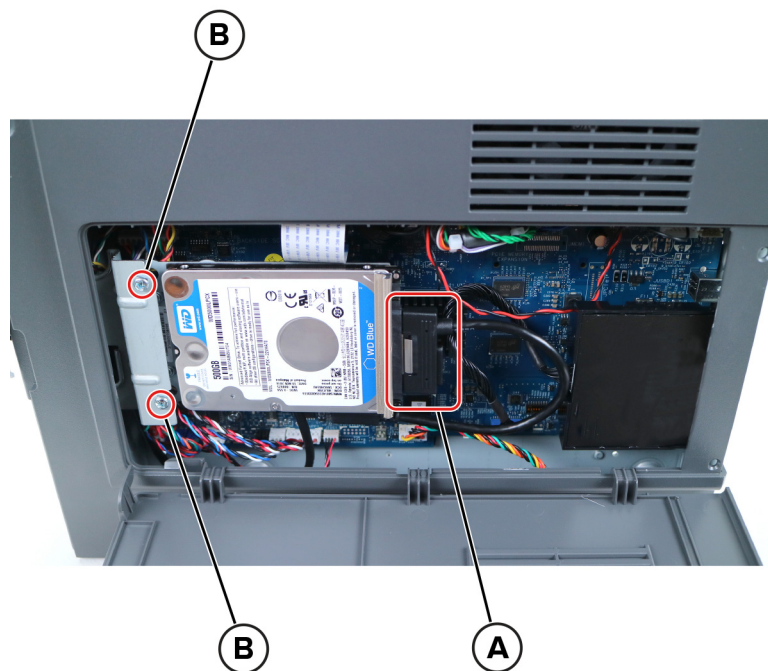
**Warning—Potential Damage:** The ADF might swing open while you position the printer on its side.



**6** Remove the cover.

## Hard drive removal

- 1 Open the right access cover.
- 2 Disconnect the cable (A), and then remove the two screws (B).



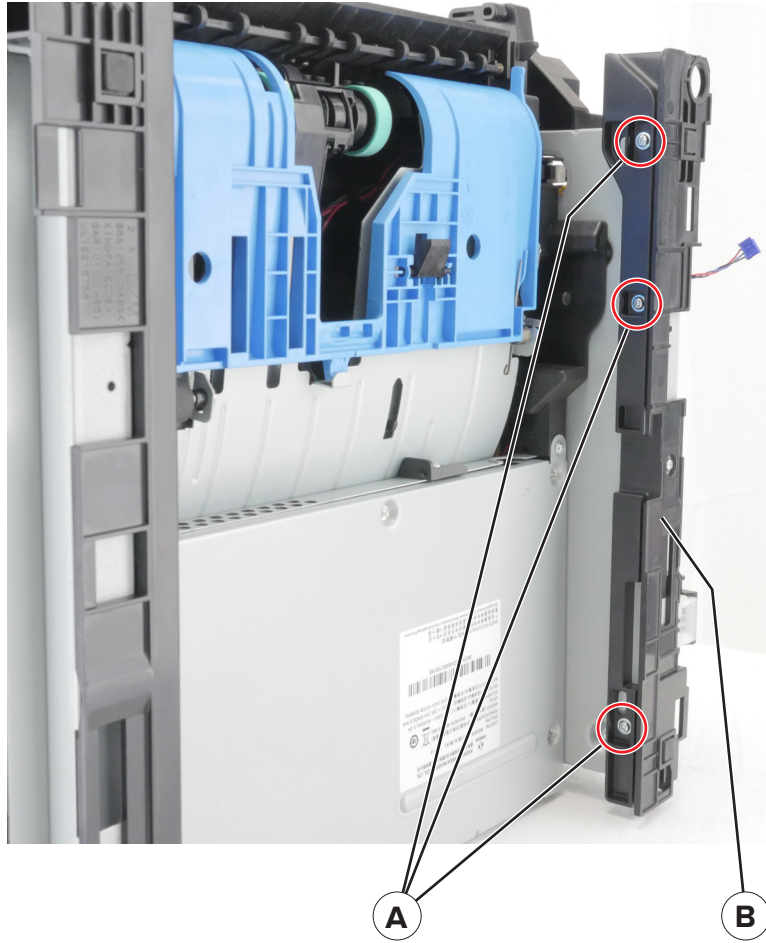
- 3 Remove the hard drive.

## Interconnect cable removal

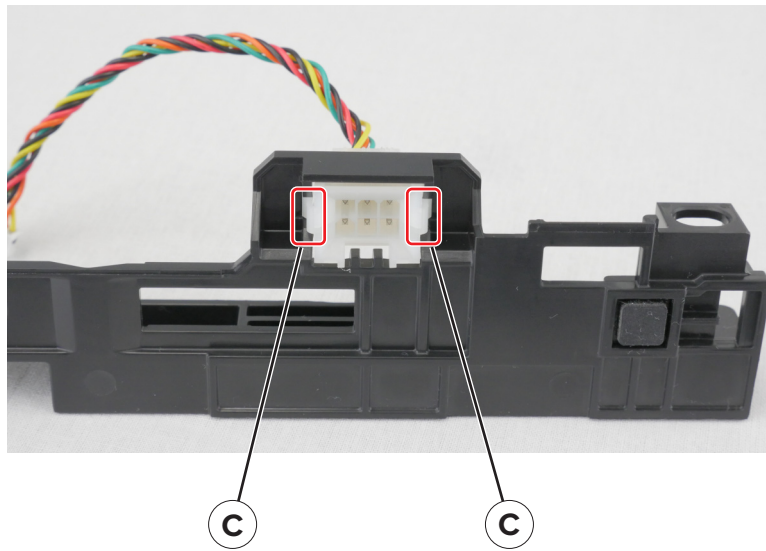
- 1 Remove the right cover. See [“Right cover removal” on page 237](#).
- 2 Position the printer on its rear side.
- 3 Disconnect the cable JOPT1 from the controller board.
- 4 Remove the three screws (A).



5 Detach the right foot (B).



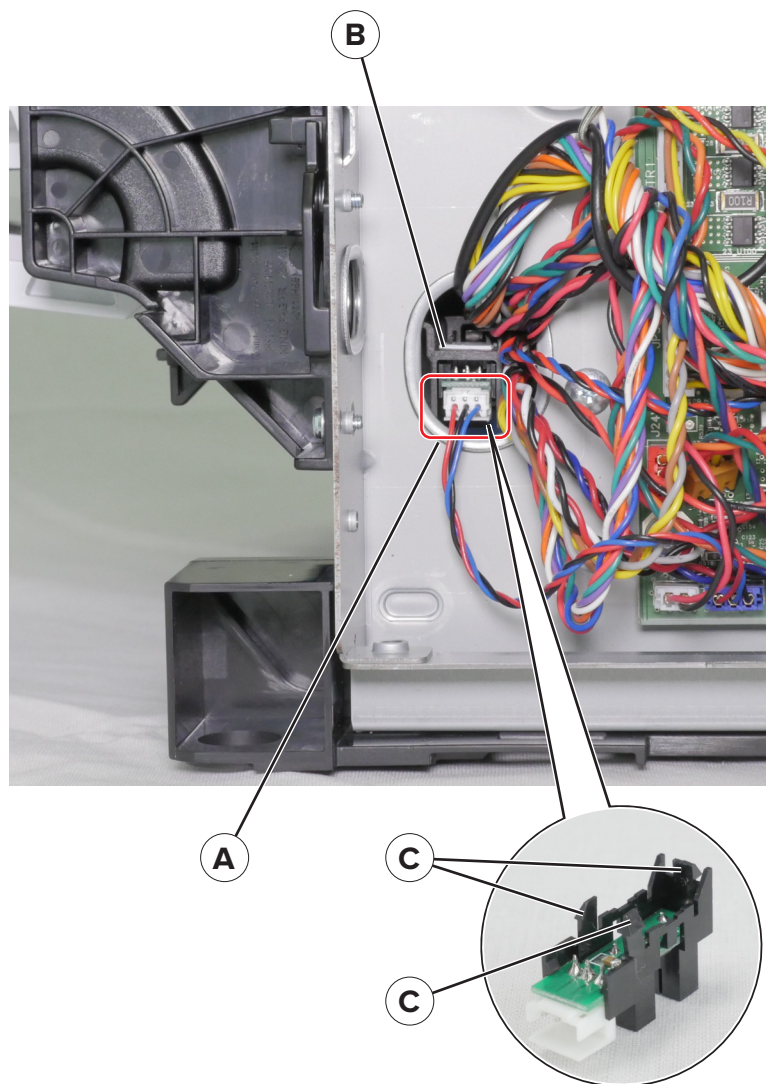
6 Release the two latches (C).



7 Remove the cable.

## Sensor (tray present) removal

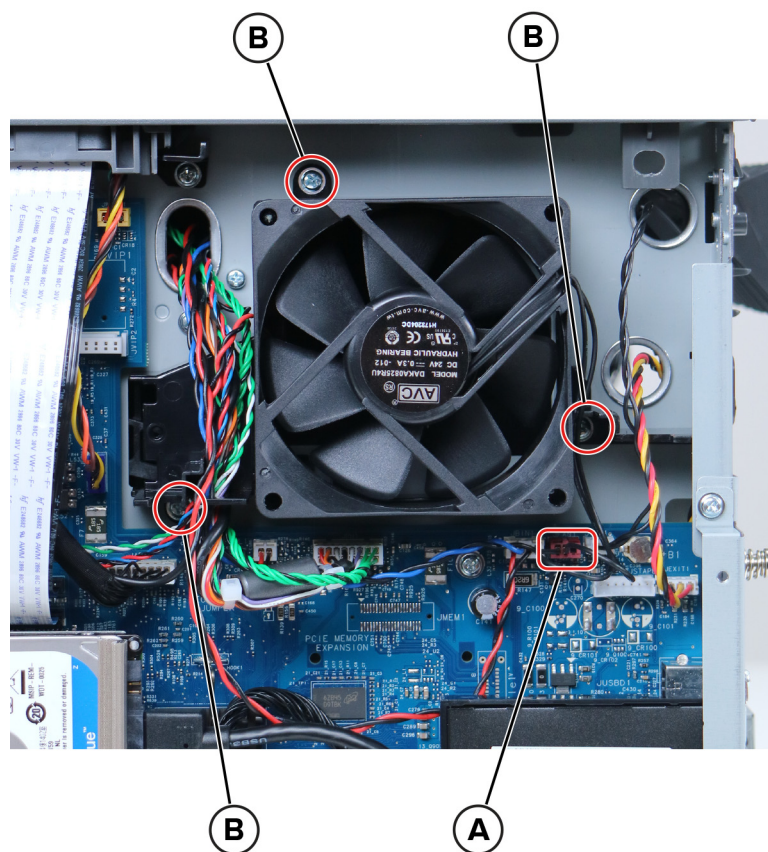
- 1 Remove the right cover. See [“Right cover removal” on page 237](#).
- 2 Disconnect the cable (A).
- 3 Release the three latches (B), and then pry to remove the sensor.



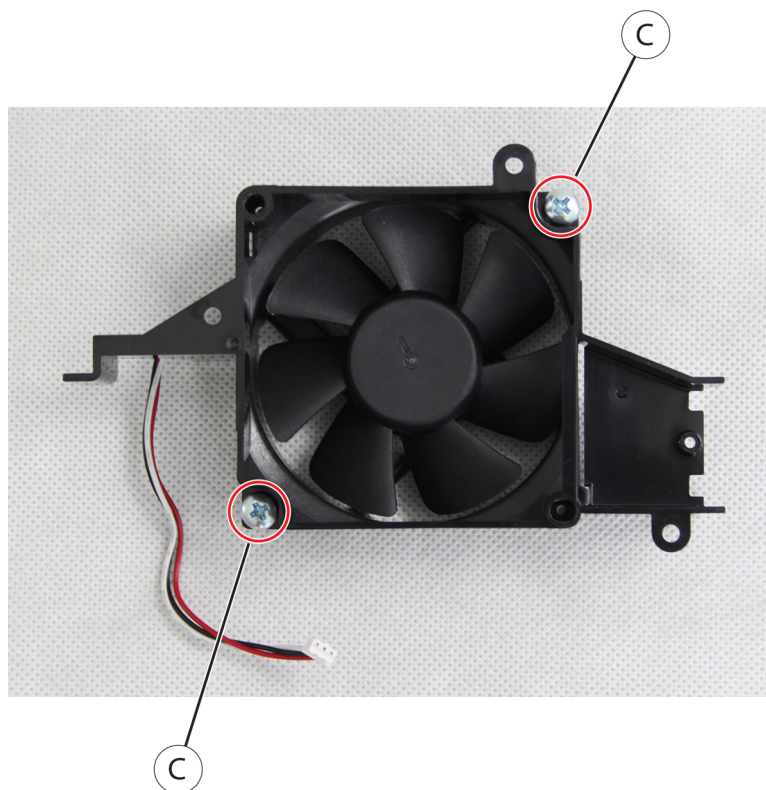


## Cooling fan removal

- 1 Remove the right cover. See [“Right cover removal” on page 237](#).
- 2 Disconnect the cable (A), remove the three screws (B), and then remove the fan bracket.



- 3 Remove the two screws (C), and then remove the fan.



## Controller board removal

### Critical information for controller board or control panel replacement

**Warning—Potential Damage:** Replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component, and to test whether the problem is resolved:

- 1 Replace the affected component.

**Warning—Potential Damage:** Do not perform a POR (Power-On Reset) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

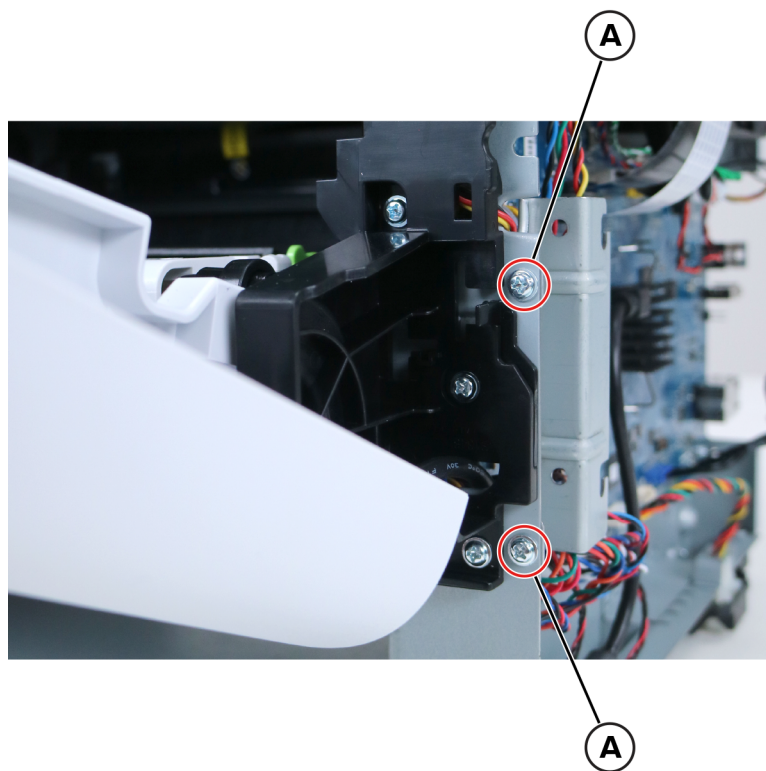
- 2 Enter the Diagnostics Menu. The Diagnostics Menu allows you to temporarily use the replacement part.

**Warning—Potential Damage:** Some printers will automatically perform a POR if the Diagnostics Menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 3 Use the Diagnostics Menu to test the replacement part. Do a feed test to check if the problem is resolved.
- If the problem is not resolved—Turn off the printer, and then reinstall the old part.
  - If the problem is resolved—Perform a POR.

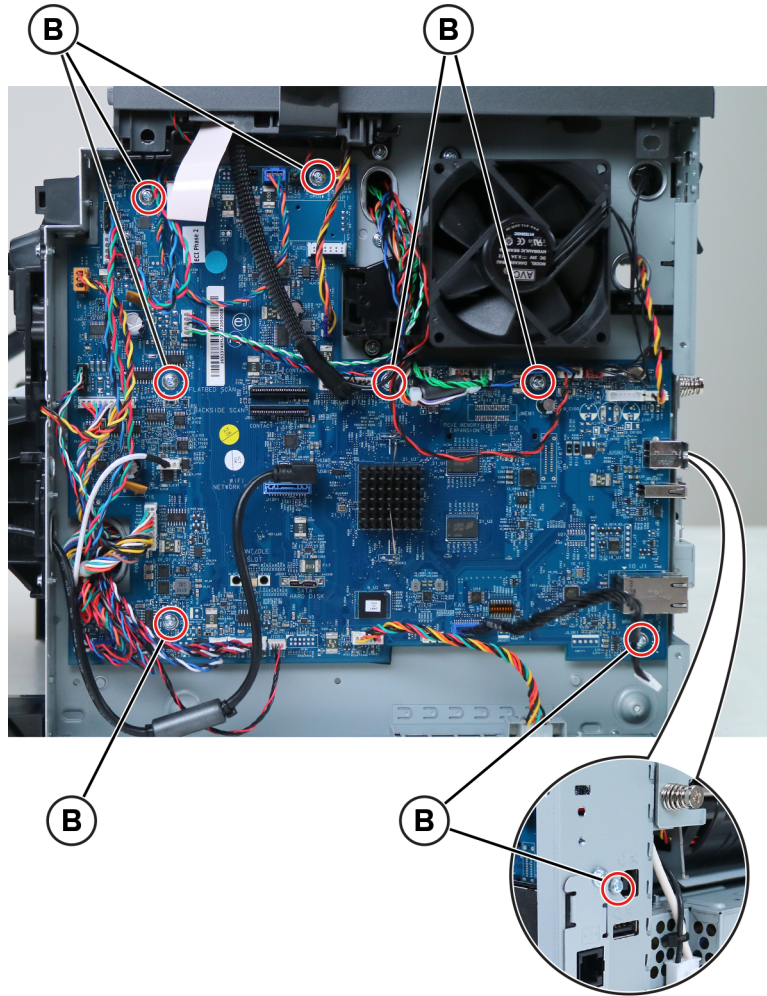
## Removal procedure

- 1 Remove the right cover. See [“Right cover removal” on page 237](#).
- 2 Remove the two screws (A), and then remove the bracket.



- 3 Disconnect all the cables from the controller board.

4 Remove the eight screws (B).

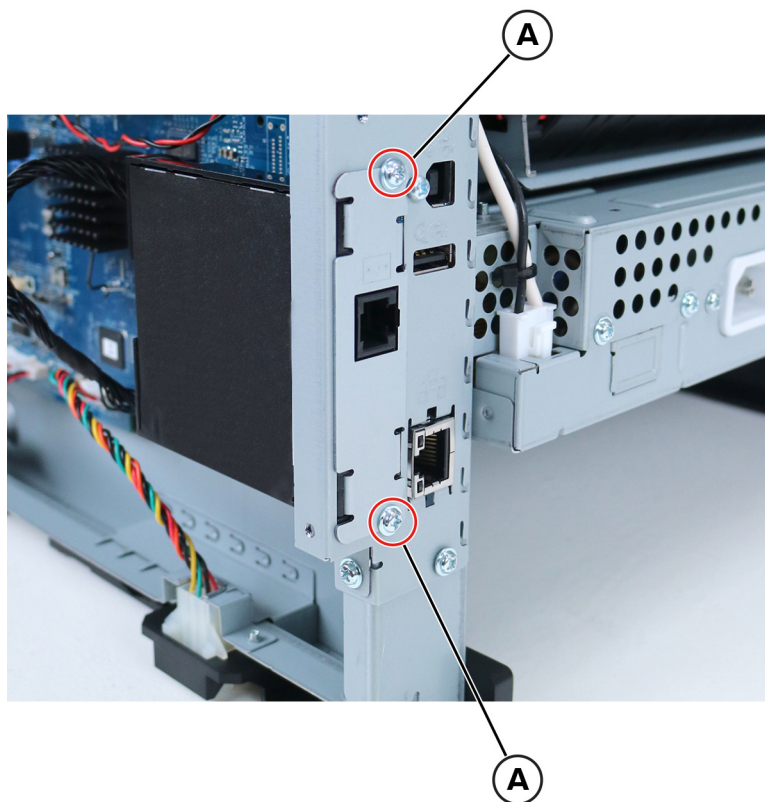


5 Remove the controller board.



## Fax card removal

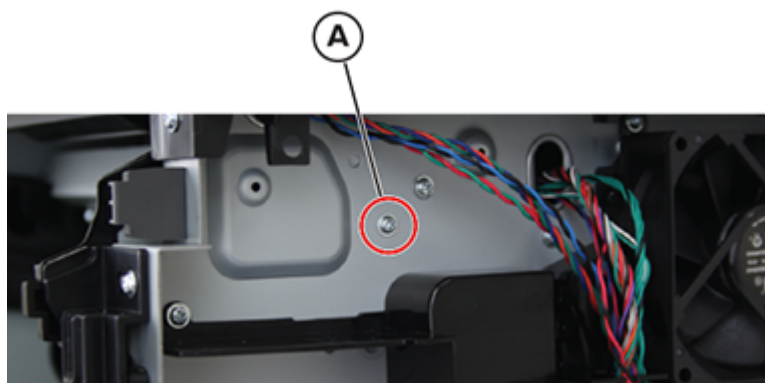
- 1 Remove the right cover. See [“Right cover removal” on page 237](#).
- 2 Disconnect the fax card cable from the controller board, and then remove the two screws (A).



- 3 Remove the fax card.

## Toner cartridge smart chip contact removal

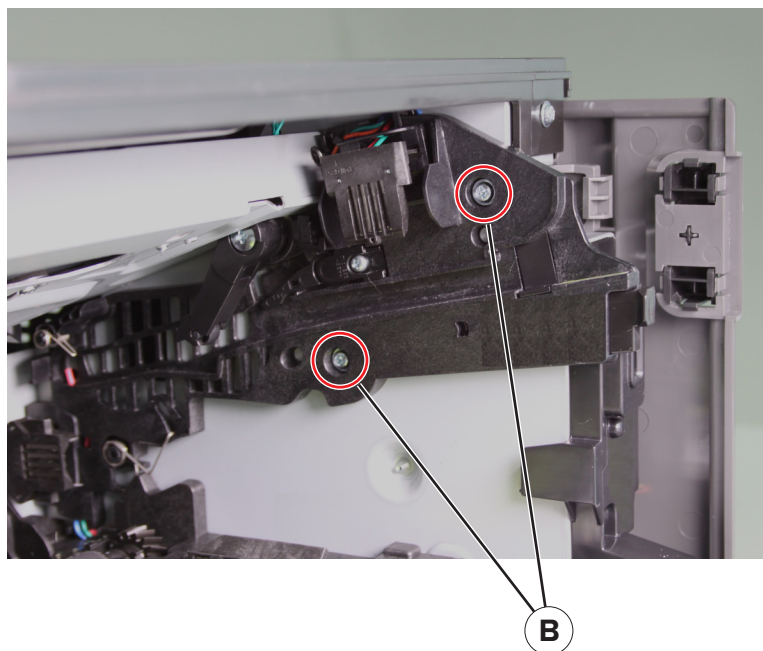
- 1 Remove the right cover. See [“Right cover removal” on page 237](#).
- 2 Remove the controller board. See [“Controller board removal” on page 244](#).
- 3 Remove the screw (A).



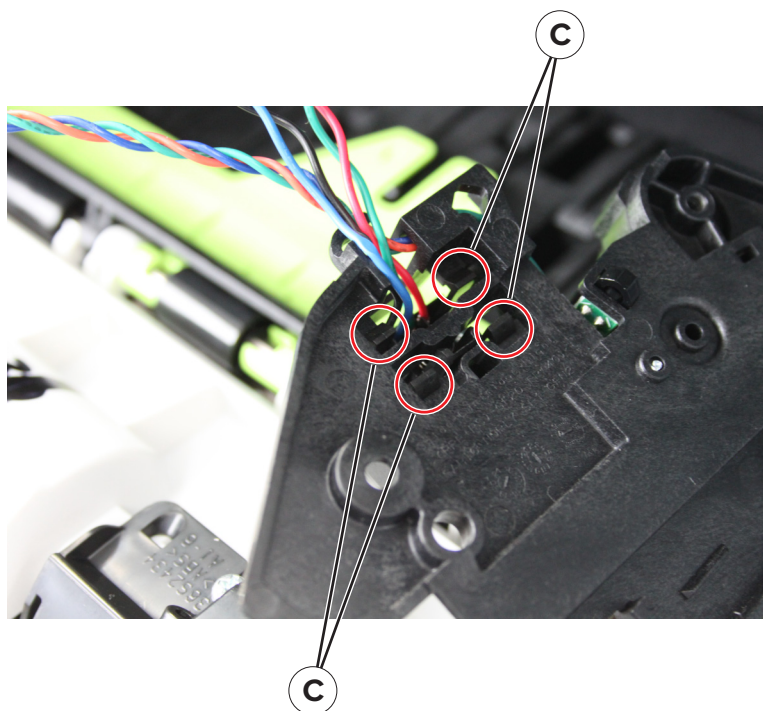
4 Remove the two screws (B), and then lower the right cartridge guide.

5 Slightly pull the right cartridge guide to detach it.

**Warning—Potential Damage:** To avoid damaging the right cartridge guide, do not cut or disconnect the cable at the rear of the cartridge guide. Leave the cartridge guide dangling.

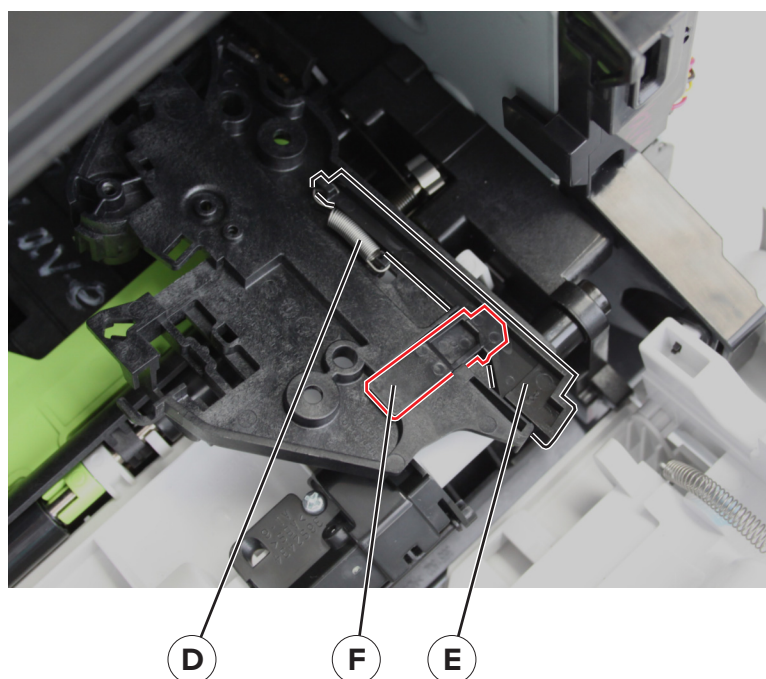


6 Release the four latches (C).

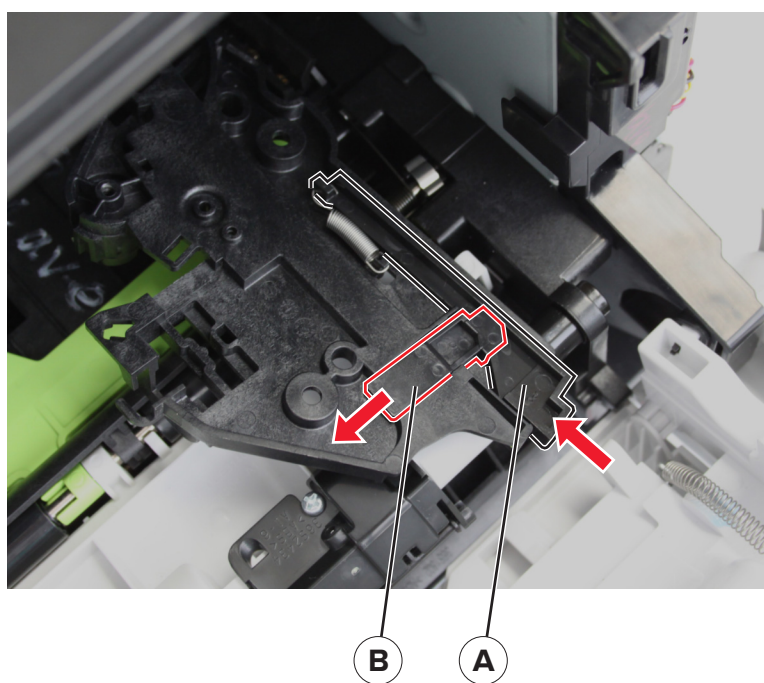


7 Remove the toner cartridge smart chip contact.

**Note:** Note the original position of the spring (D), actuator (E), and lock (F).



**Installation note:** To test if the spring and actuator are properly installed, press the actuator (A). The lock (B) should move up.

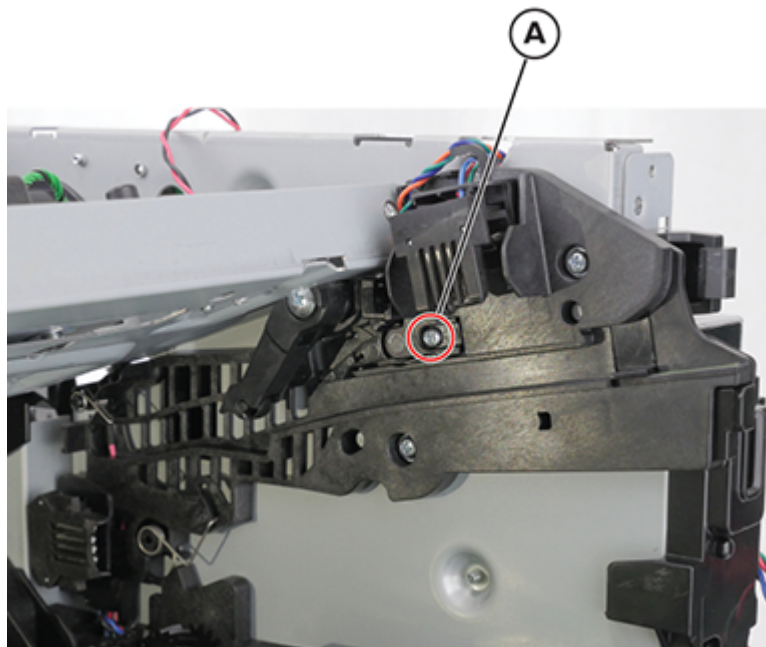


## Cartridge barrel shutter sensor kit removal

- 1 Remove the top cover. See [“Top cover removal” on page 297](#).
- 2 Remove the right cover. See [“Right cover removal” on page 237](#).
- 3 Disconnect the cable JCVR1 from the controller board.



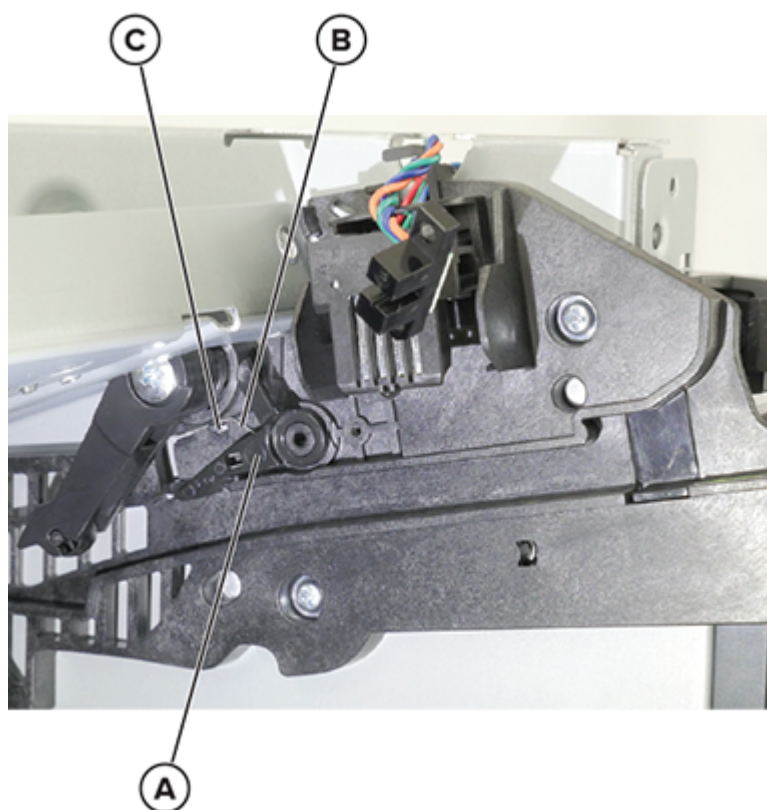
- 4 Remove the screw (A), and then remove the bracket, actuator, spring, and sensor.



**Installation notes:**

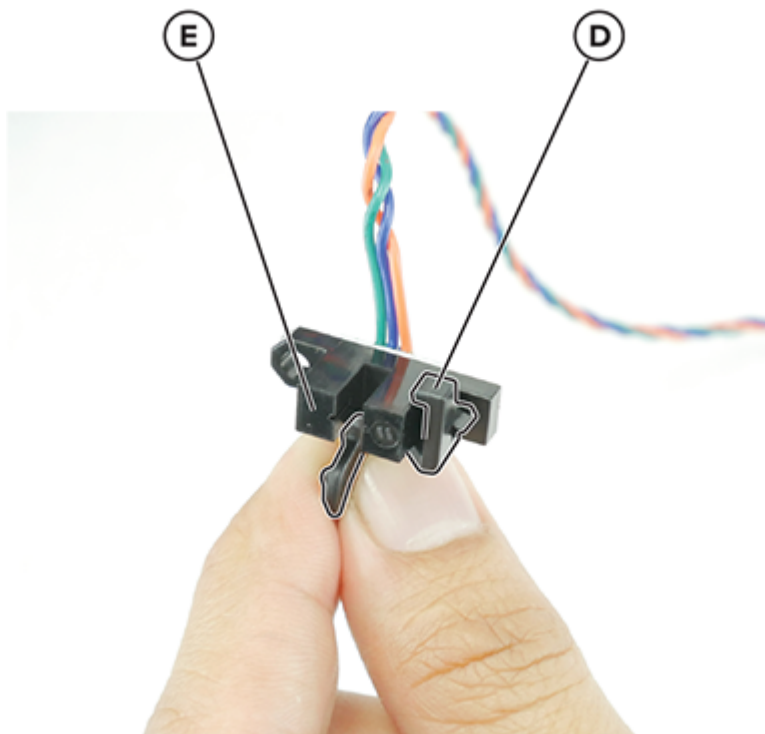
- a Install the sensor (cartridge barrel shutter) actuator (A) as shown.

**Note:** Make sure that the spring (B) is behind the boss (C).



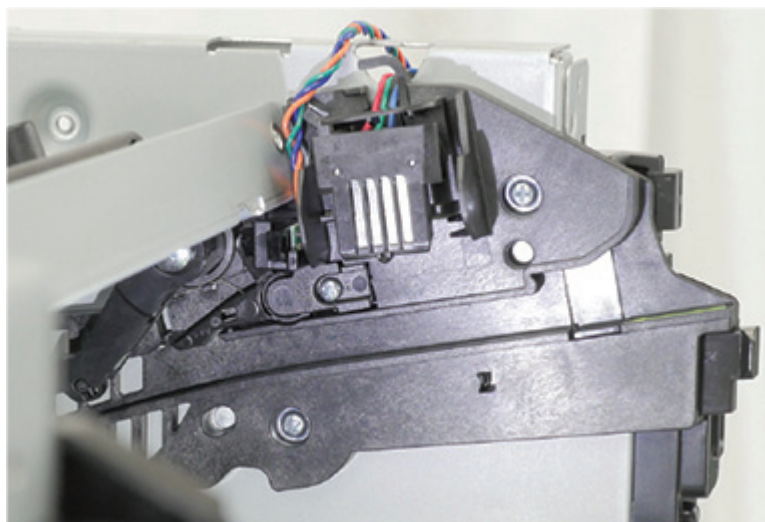


**b** Install the bracket (D) to the sensor (E) as shown.



**c** Install the sensor and bracket as shown.

**Note:** Make sure that sensor is aligned with the actuator.



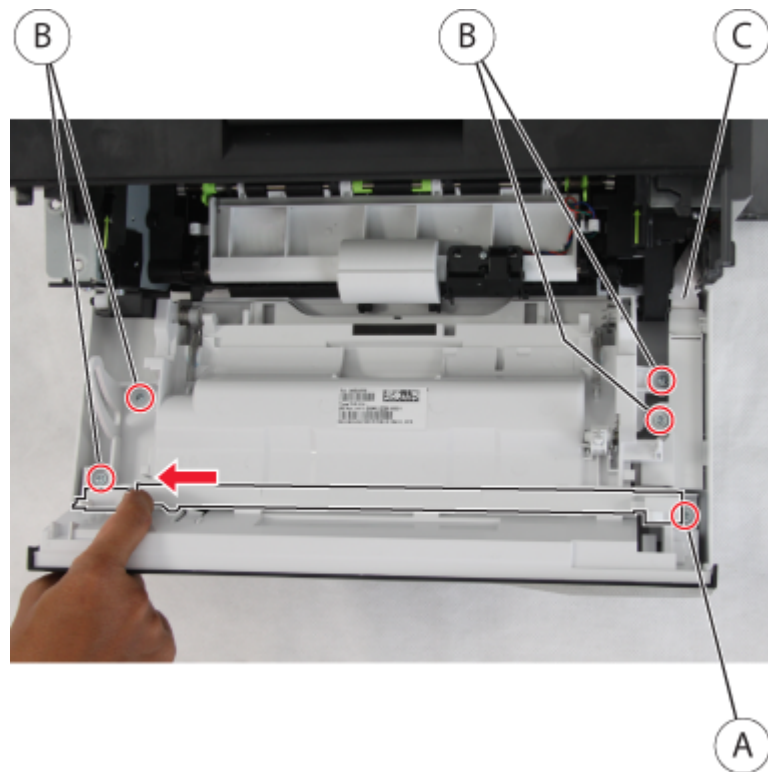
## Front removals

### Nameplate removal

- 1 Open the front door.
- 2 Push the latch to the left, and then remove the screw (A).
- 3 Remove the four screws (B).
- 4 Remove the nameplate.

**Note:** The MPF hinders the removal.

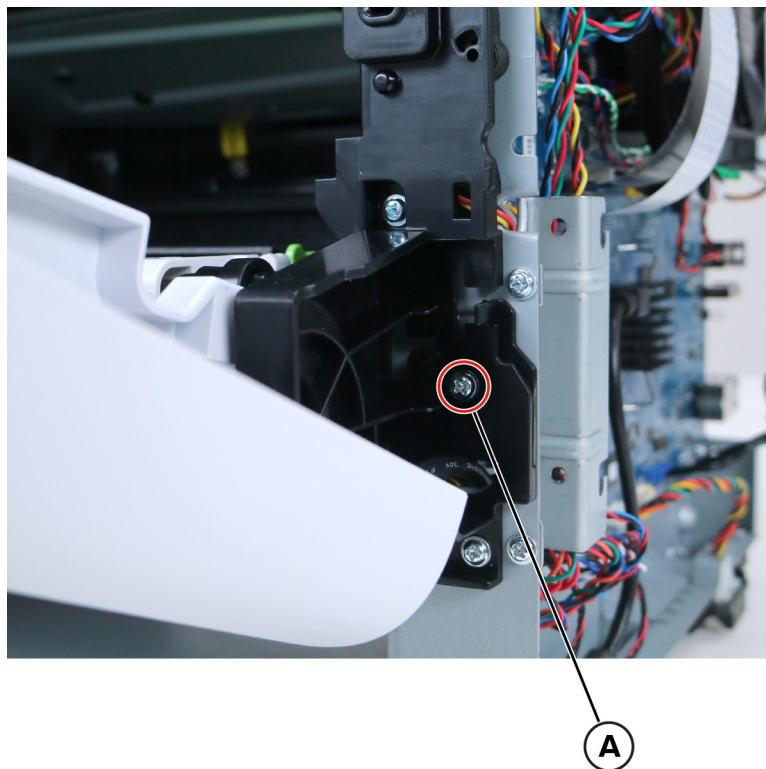
**Warning—Potential Damage:** Avoid damaging the cable (C) when removing the nameplate.



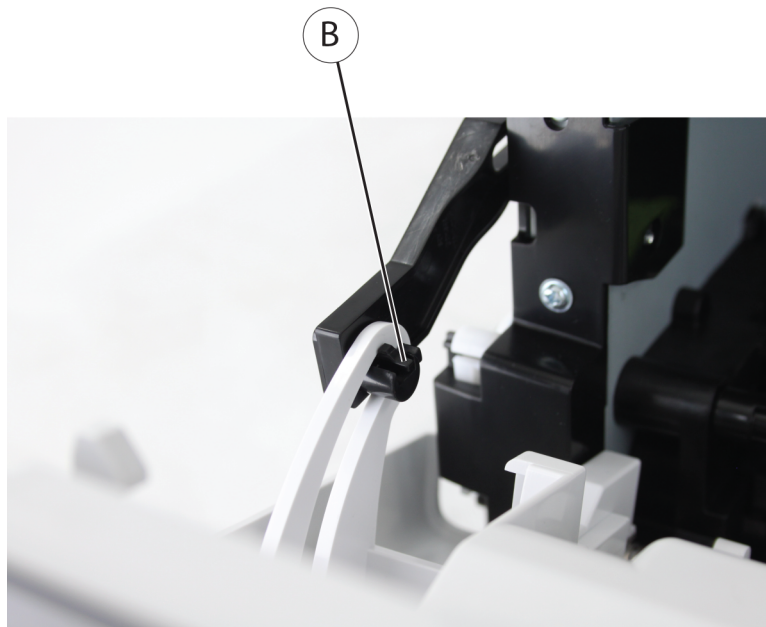
### MPF with front access cover removal

- 1 Remove the nameplate. See [“Nameplate removal” on page 252](#).
- 2 Remove the right cover. See [“Right cover removal” on page 237](#).

**3** Remove the screw (A).

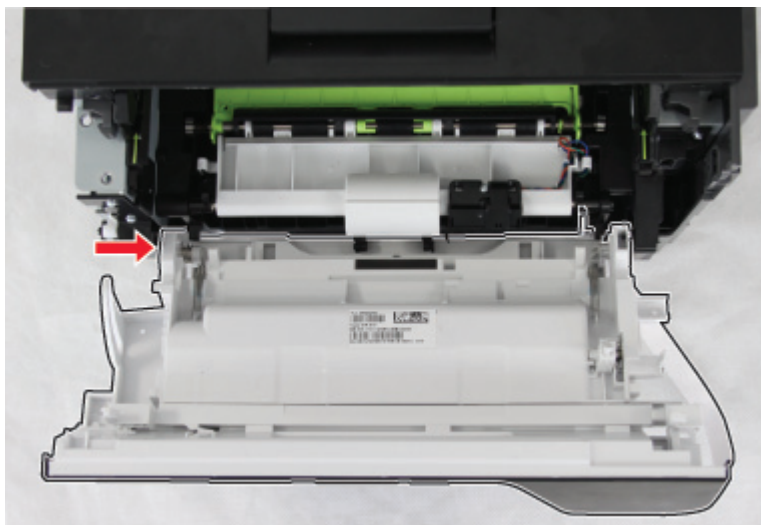


**4** Release the latch (B), and then detach the link.



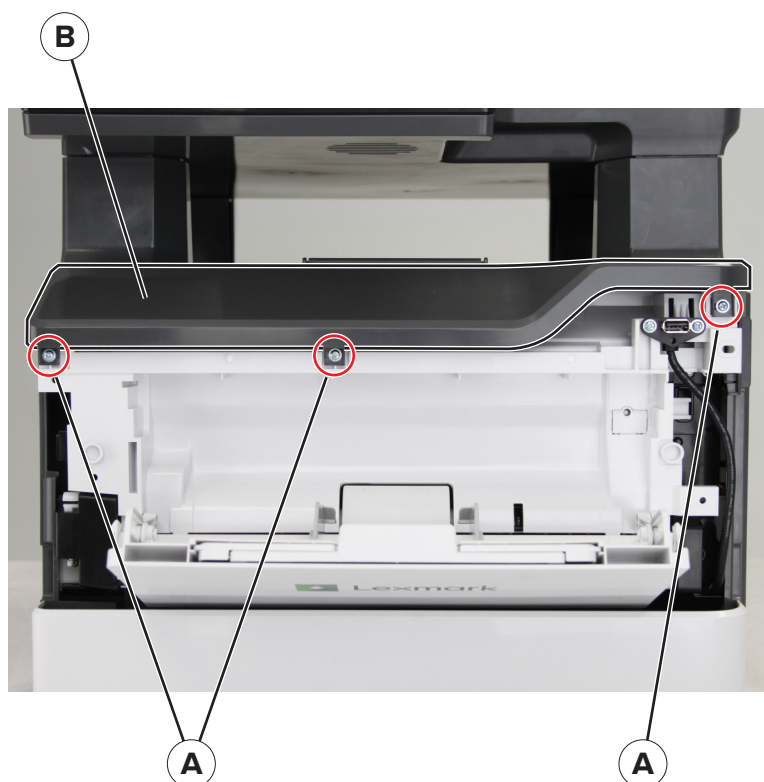
**5** Disconnect JFUSB1 cable on the controller board.

- 6 Push the MPF with front access cover to the right, and then remove it.



## Top access cover removal

- 1 Remove the nameplate. See [“Nameplate removal” on page 252.](#)
- 2 Remove the three screws (A), and then remove the cover (B).



## Bezel removal

- 1 Release the bezel.



- 2 Remove the bezel.

## Control panel display assembly removal

### Critical information for controller board or control panel replacement

**Warning—Potential Damage:** Replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component, and to test whether the problem is resolved:

- 1 Replace the affected component.

**Warning—Potential Damage:** Do not perform a POR (Power-On Reset) until the problem is resolved. If a POR is performed at this point, the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 2 Enter the Diagnostics Menu. The Diagnostics Menu allows you to temporarily use the replacement part.

**Warning—Potential Damage:** Some printers will automatically perform a POR if the Diagnostics Menu is not opened within five seconds. If a POR is performed at this point, the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 3 Use the Diagnostics Menu to test the replacement part. Do a feed test to check if the problem is resolved.
  - If the problem is not resolved—Turn off the printer, and then reinstall the old part.
  - If the problem is resolved—Perform a POR.

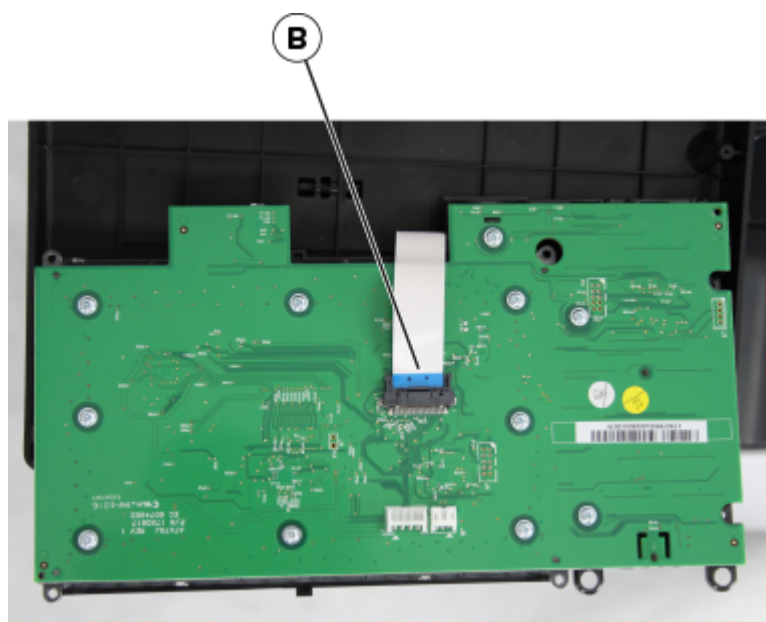


## Removal procedure

- 1 Remove the control panel front cover. See [“Control panel covers and buttons removal” on page 257](#).
- 2 Remove the six screws (A).



- 3 Disconnect the control panel cable (B).



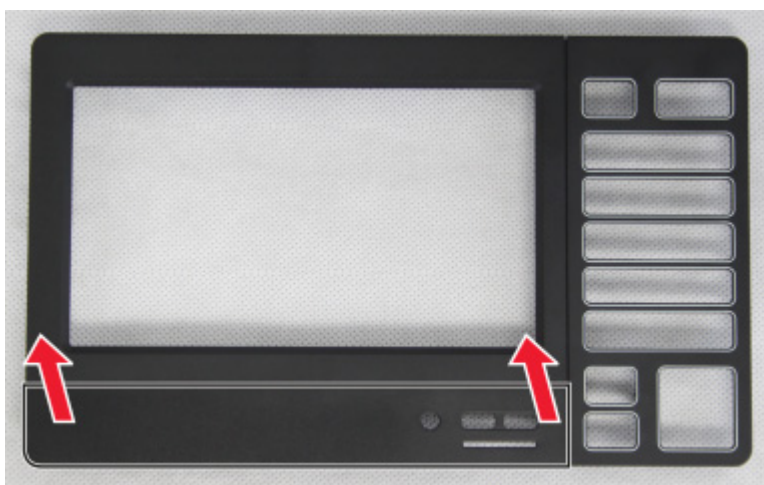
## Control panel covers and buttons removal

### Control panel front cover removal

- 1 Remove the front cover.

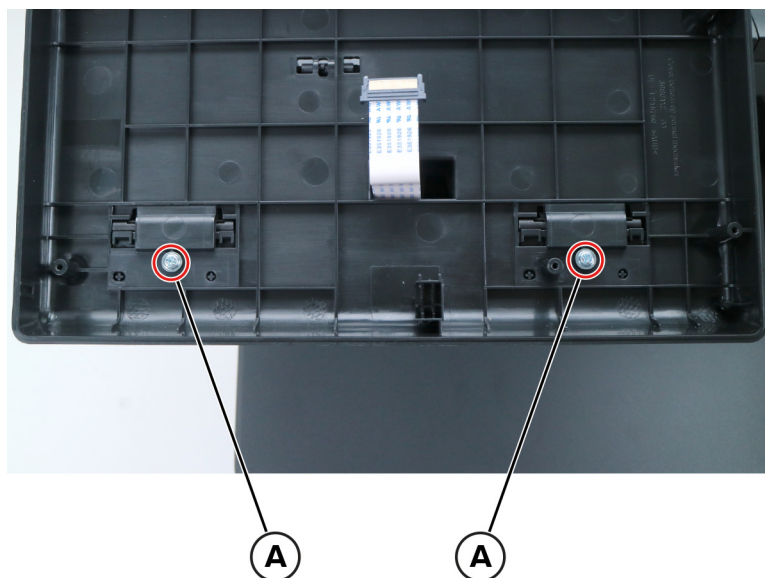


- 2 Remove the bezel from the cover.

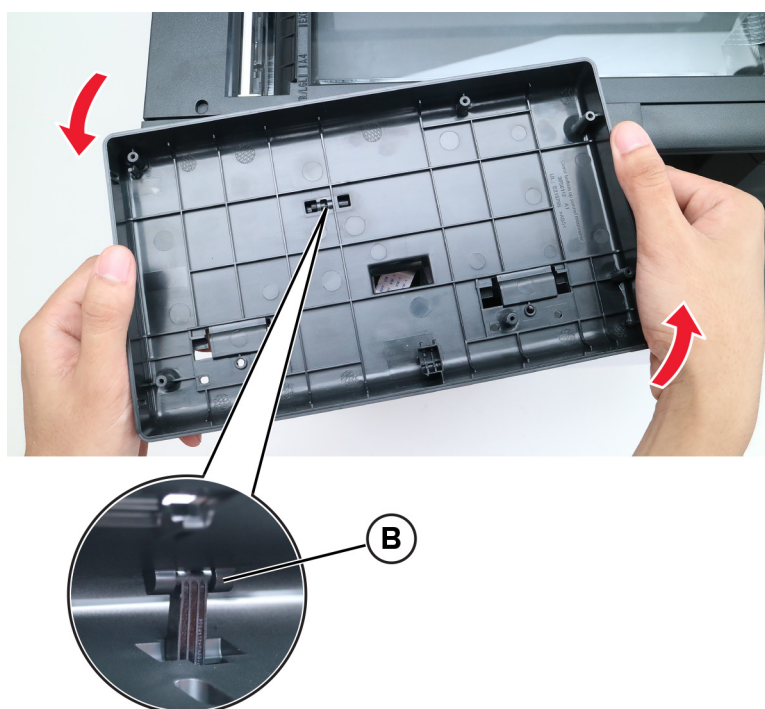


## Control panel rear cover removal

- 1 Remove the control panel display assembly. See [“Control panel display assembly removal” on page 255](#).
- 2 Remove the two screws (A), and then release the cover from the hinges.



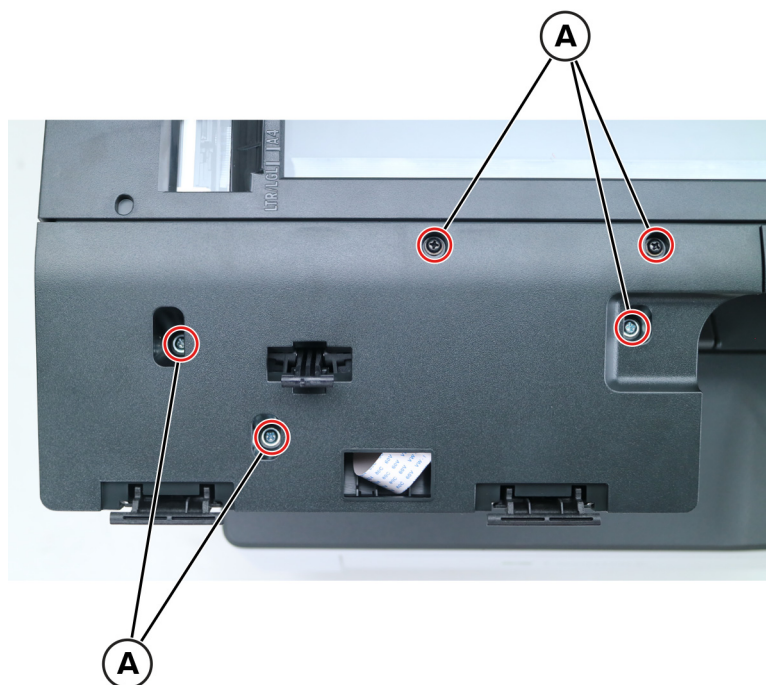
**Note:** Twist the cover to release the hinge (B) underneath it.





## Control panel support cover removal

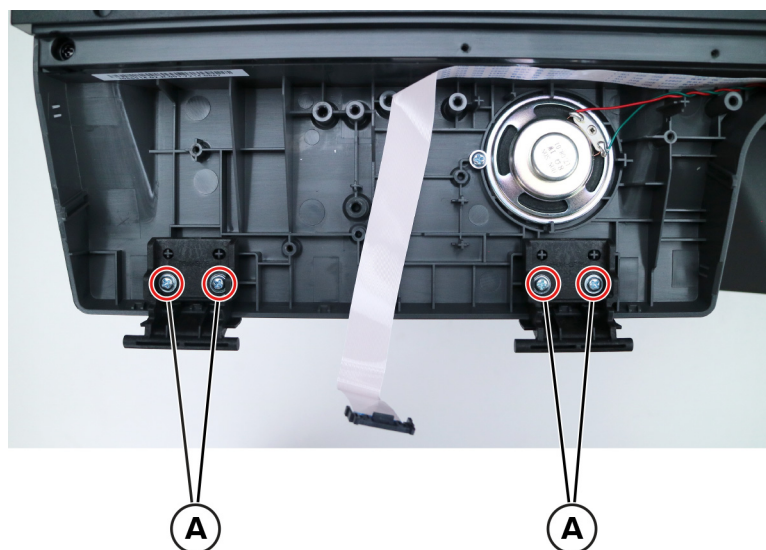
- 1 Remove the five screws (A).



- 2 Remove the cover.

## Control panel hinges removal

- 1 Remove the four screws (A).



- 2 Remove the hinges.

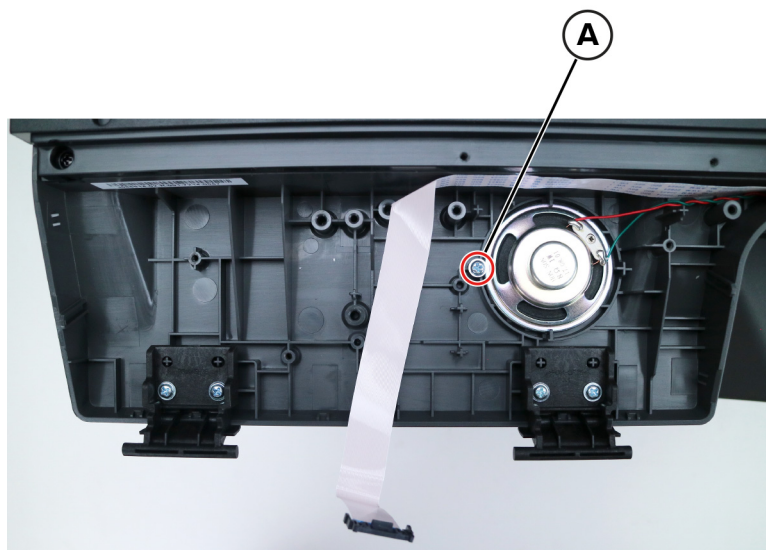
## Scanner front cover removal

- 1 Open the ADF.
- 2 Remove the control panel support cover. See [“Control panel covers and buttons removal” on page 257](#).
- 3 Remove the cover.

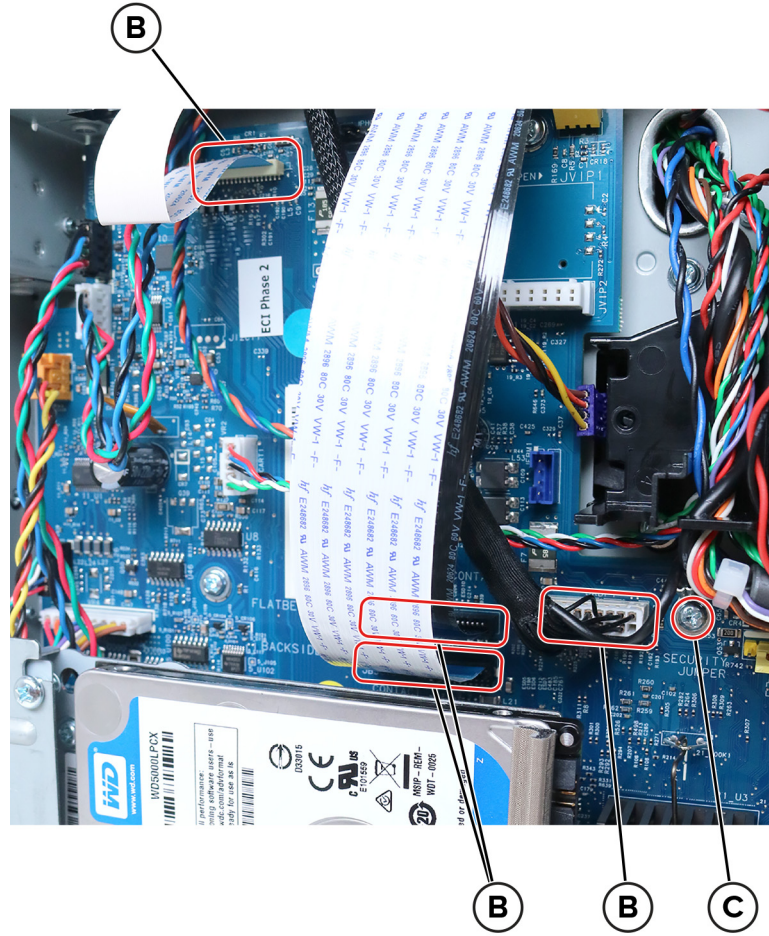


## Speaker removal

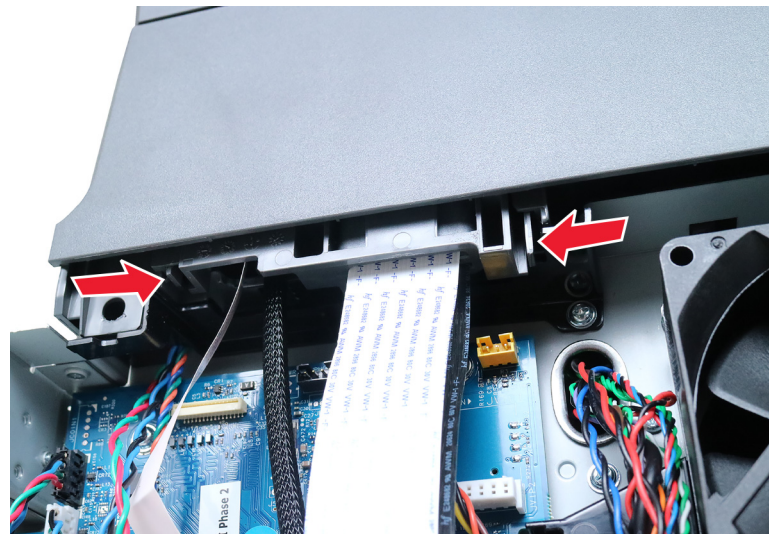
- 1 Remove the control panel front cover and control panel support cover. See [“Control panel covers and buttons removal” on page 257](#).
- 2 Remove the control panel display assembly. See [“Control panel display assembly removal” on page 255](#).
- 3 Remove the right cover. See [“Right cover removal” on page 237](#).
- 4 Remove the screw (A).



5 Disconnect the four cables (B), and then remove the ground screw (C).



6 Release the latches, and then remove the toroid holder to release the flat cables.





- 7 Pry the toroid holder to release, and then remove it.



- 8 Release the speaker cable, and then remove the speaker.

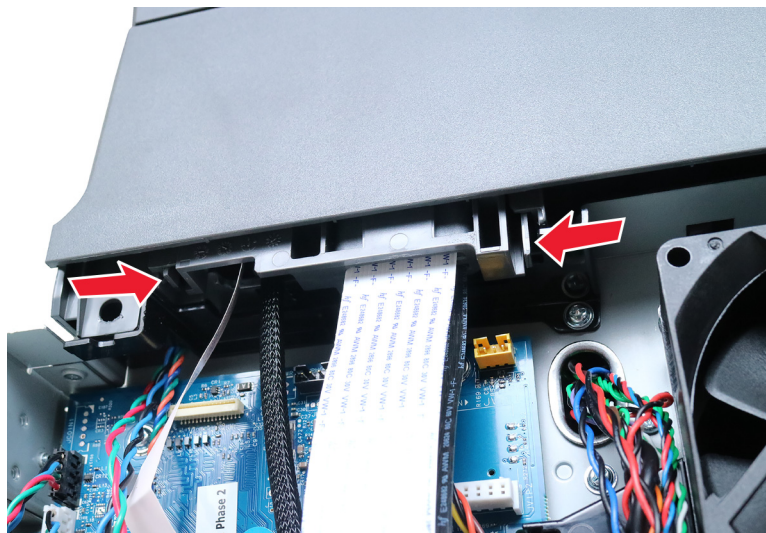
**Installation note:** Make sure that the flat cable is inserted as shown.



## Control panel flat cable removal

- 1 Remove the control panel display assembly. See [“Control panel display assembly removal” on page 255](#).
- 2 Remove the right cover. See [“Right cover removal” on page 237](#).
- 3 Remove the control panel support cover. See [“Control panel covers and buttons removal” on page 257](#).

- 4 Release the latches, and then remove the toroid holder to release the flat cables.



- 5 Pry the toroid holder to release, and then remove it.



**Installation note:** Make sure that the flat cable is inserted as shown.

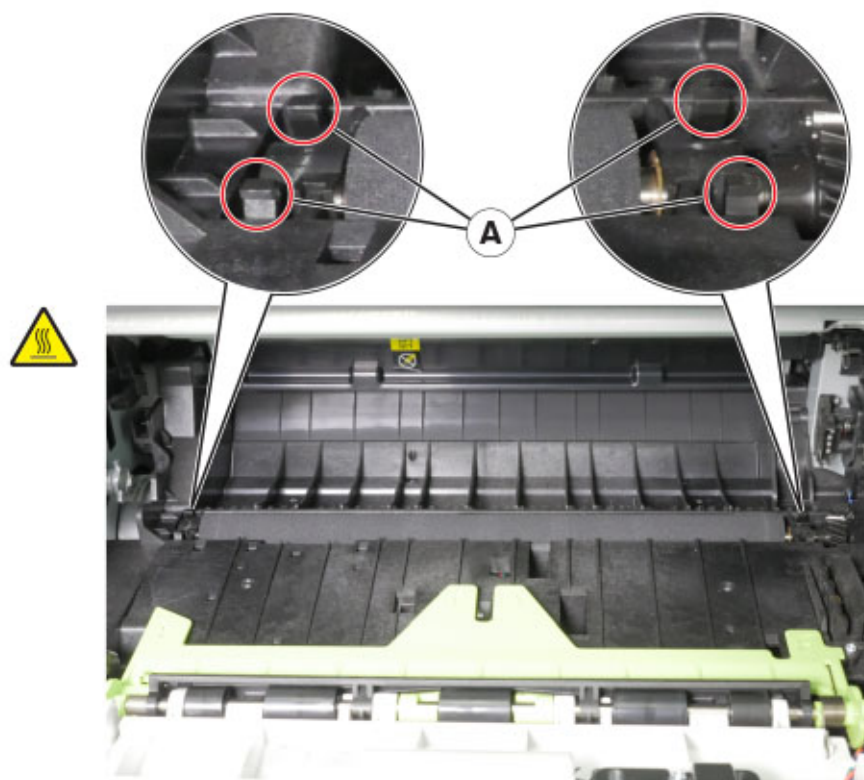


- 6 Release the flat cable, and then remove it.

## Transfer roller removal

For a video demonstration, see [Transfer roller removal](#).

- 1 Open the front door.
- 2 Release the two latches (A) on each end of the transfer roller.



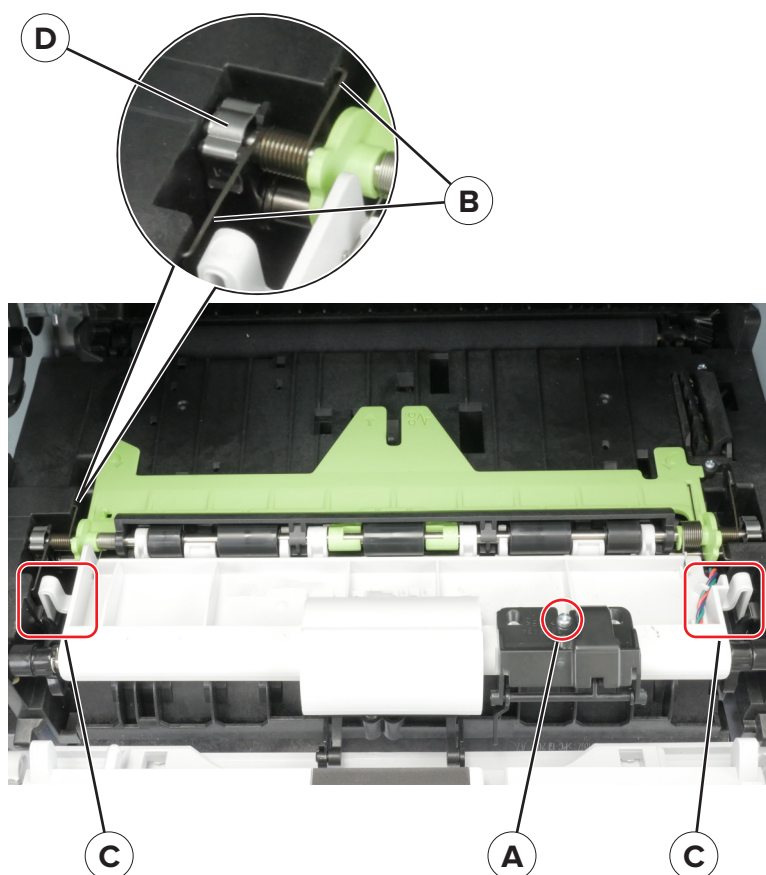
- 3 Remove the roller.

**Note:** For a video demonstration, see [Transfer roller removal](#) at [infoserve.lexmark.com/ids/sma](http://infoserve.lexmark.com/ids/sma).

## Jam access cover removal

- 1 Open the front door.
- 2 Remove the screw (A), and then release the cable from the jam access cover.
- 3 Push down, and then pull the two ends (B) of the springs to remove them.
- 4 Repeat step 3 for the other side.
- 5 Release the two latches (C).
- 6 Remove the clip (D).

**Note:** Some models do not have the clip (D) installed.



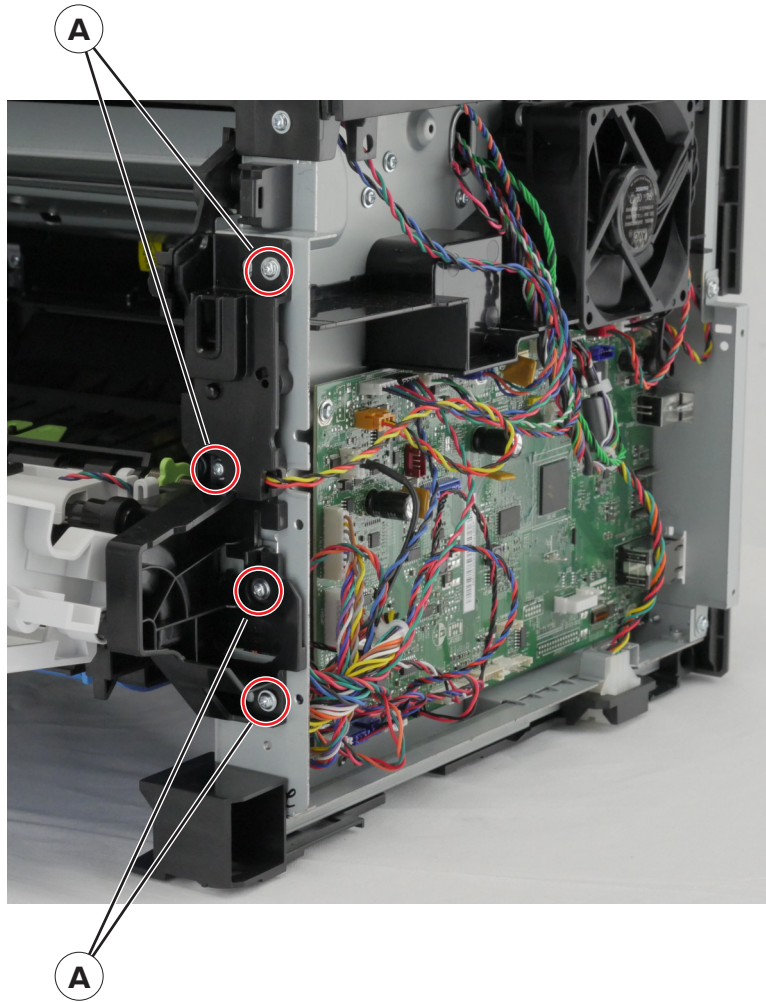
**7** Remove the cover.

## Sensor (front door) removal

- 1** Remove the nameplate. See [“Nameplate removal” on page 252](#).
- 2** Remove the right cover. See [“Right cover removal” on page 237](#).
- 3** Disconnect the JCVR1 and control panel cables from the controller board.

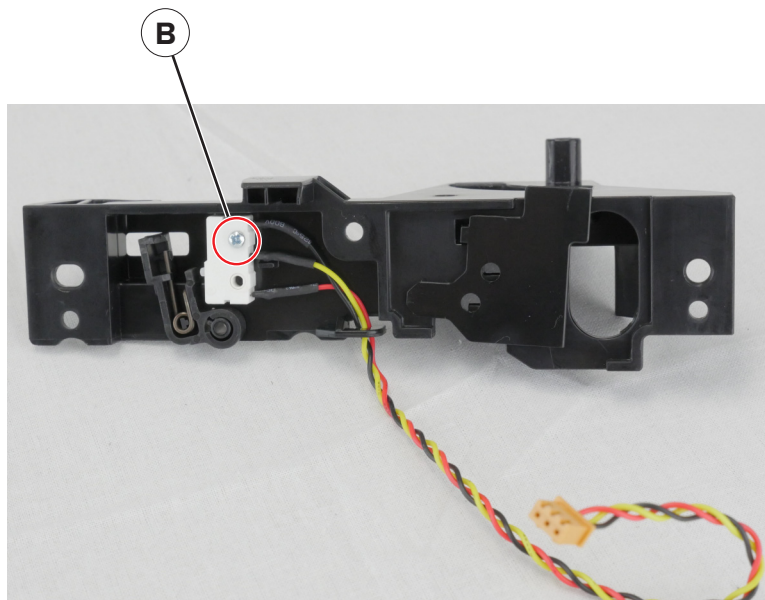


4 Remove the four screws (A).





- 5 Using a #1 Phillips screwdriver, remove the screw (B).



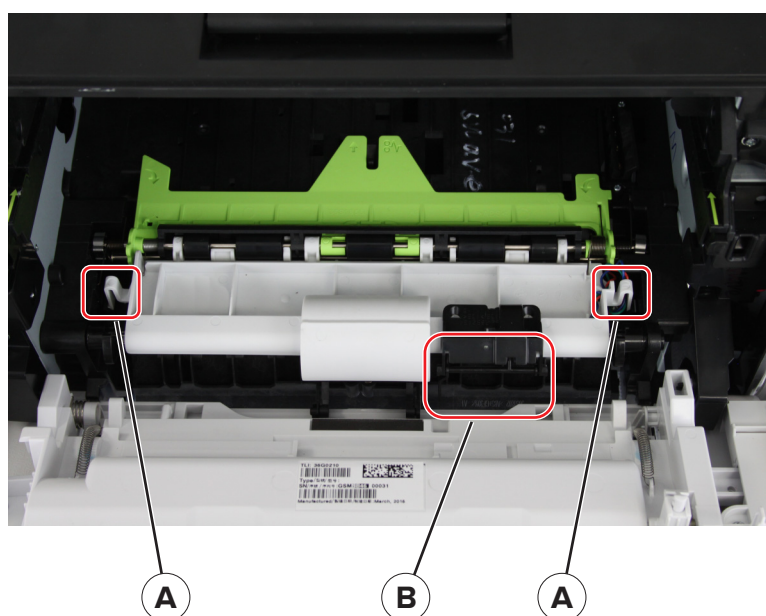
- 6 Remove the sensor.

## MPF pick roller and separator pad removal

For a video demonstration, see [MPF pick roller and separator pad removal](#).

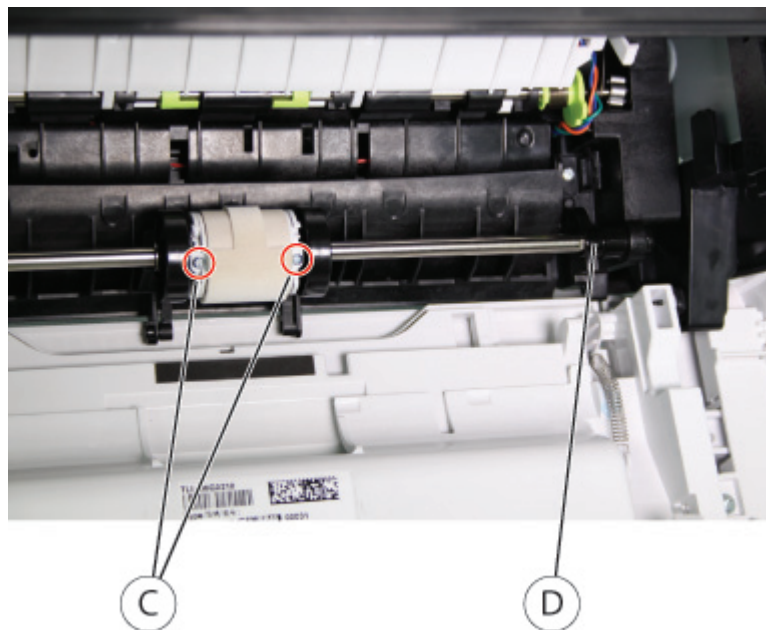
- 1 Open the front door.
- 2 Press the latches (A), and then open the cover.

**Warning—Potential Damage:** Avoid damaging the MPF sensor flag (B) when removing the cover.

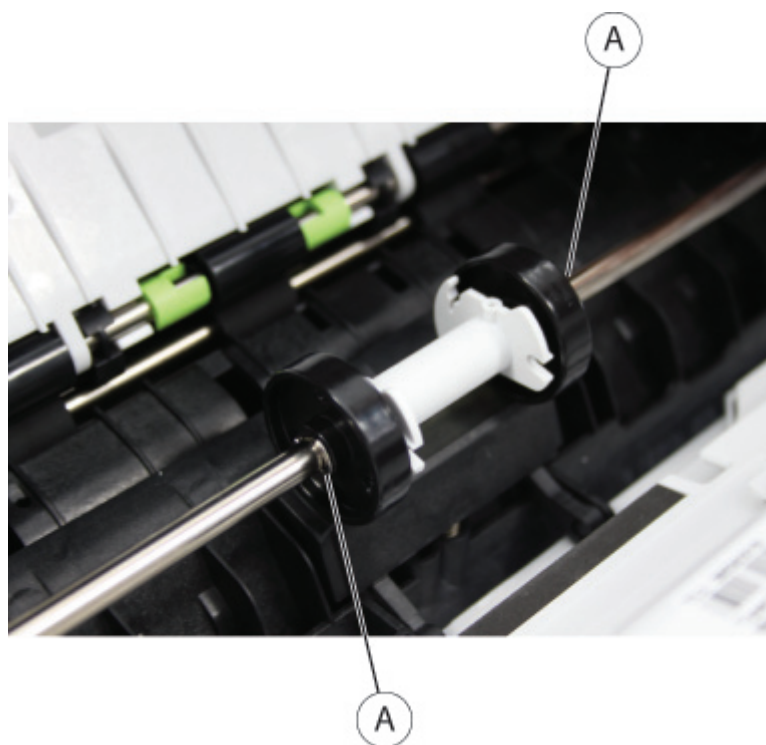


- 3 Using a #1 Phillips screwdriver, remove the two screws (C).

- 4** Hold the end of the shaft (D), and then pull out the roller to remove it.

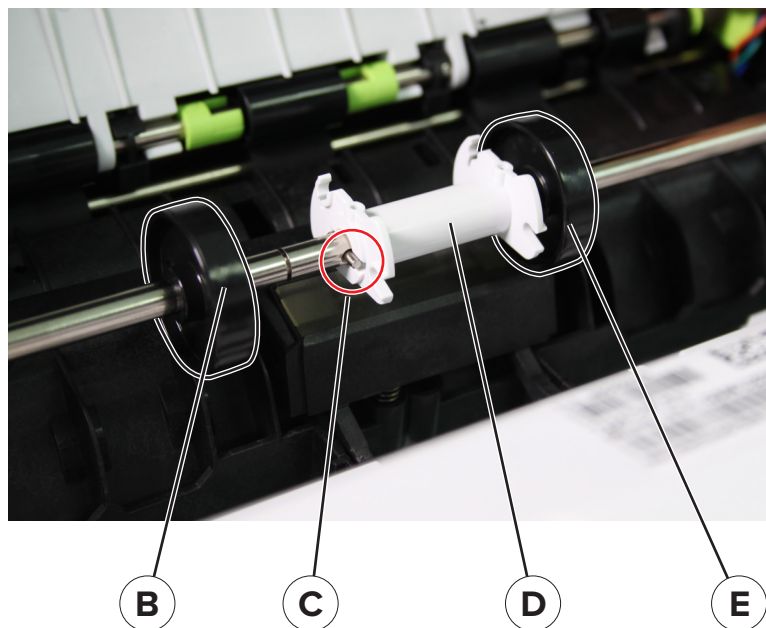


- 5** Remove the two E-clips (A).

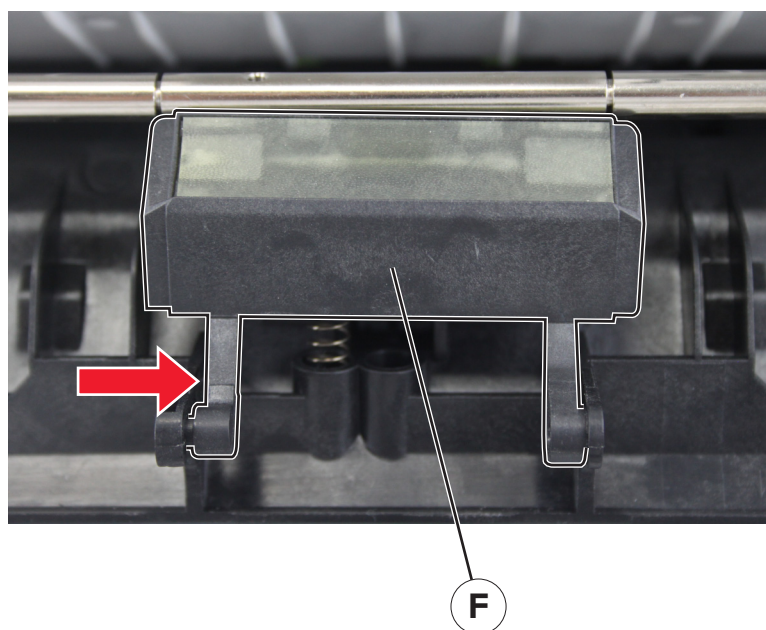


- 6** Move the roller (B) to the left, and then remove the pin (C).

7 Move the hub (D) and roller (E) to the right.

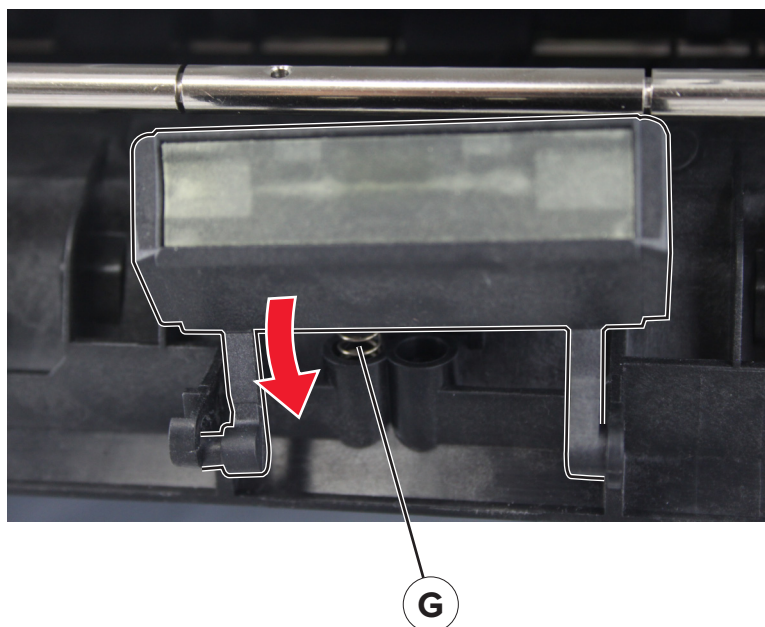


8 Push the separator pad (F) to the right.



9 Push down the pad to remove it.

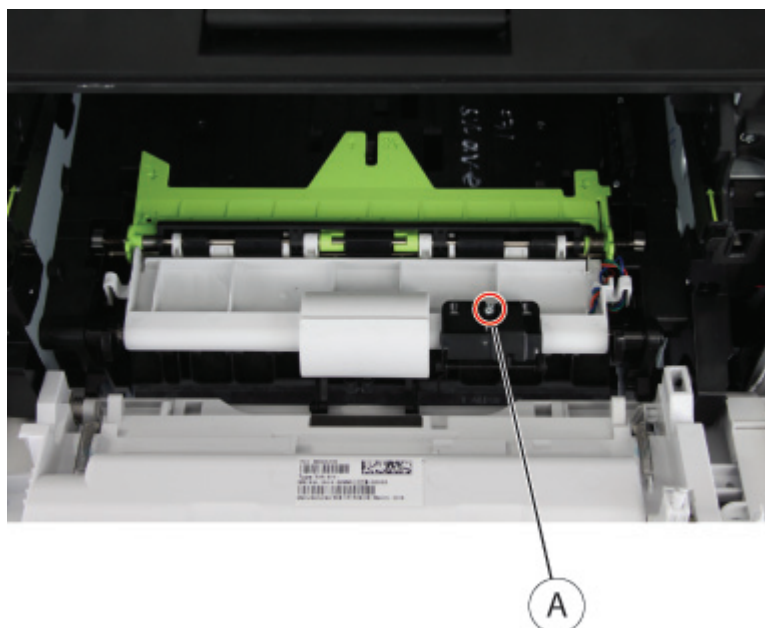
**Warning—Potential Damage:** Do not lose the spring (G).



**Note:** For a video demonstration, see [MPF pick roller and separator pad removal](https://infoserve.lexmark.com/ids/sma) at [infoserve.lexmark.com/ids/sma](https://infoserve.lexmark.com/ids/sma).

## Sensor (MPF paper present) removal

- 1 Open the front door.
- 2 Remove the screw (A).



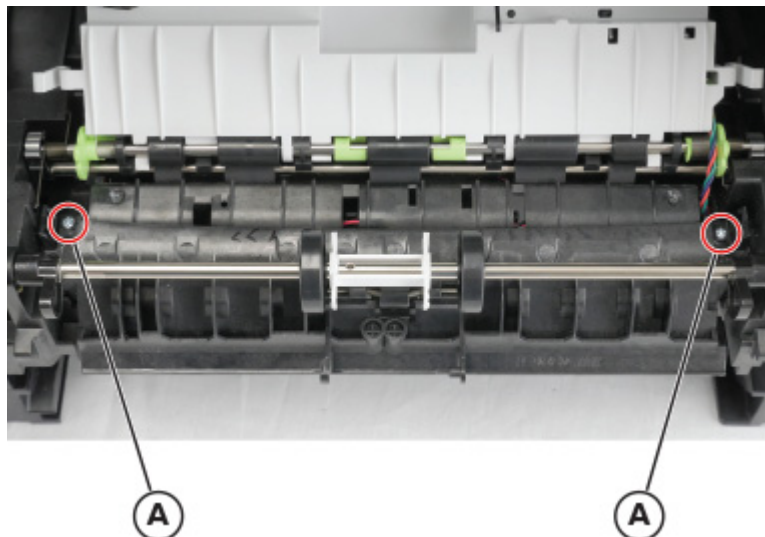
- 3 Open the controller board access cover, disconnect the cable JMPFPP1, and then release the cable.
- 4 Remove the sensor.

**Installation note:** Pay attention to the position of the MPF sensor flag when installing the sensor.



## Front input guide removal

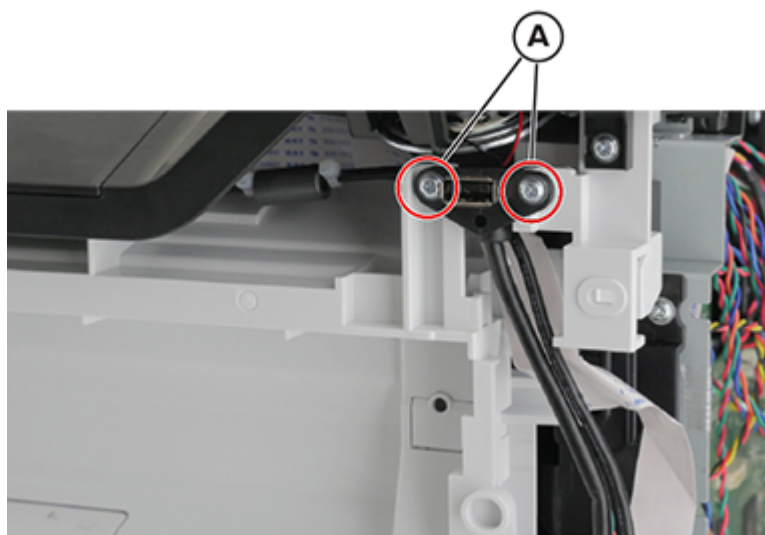
- 1 Remove the MPF with front access cover. See [“MPF with front access cover removal” on page 252.](#)
- 2 Remove the MPF pick roller and separator pad. See [“MPF pick roller and separator pad removal” on page 267.](#)
- 3 Remove the two screws (A).



- 4 Remove the input guide.

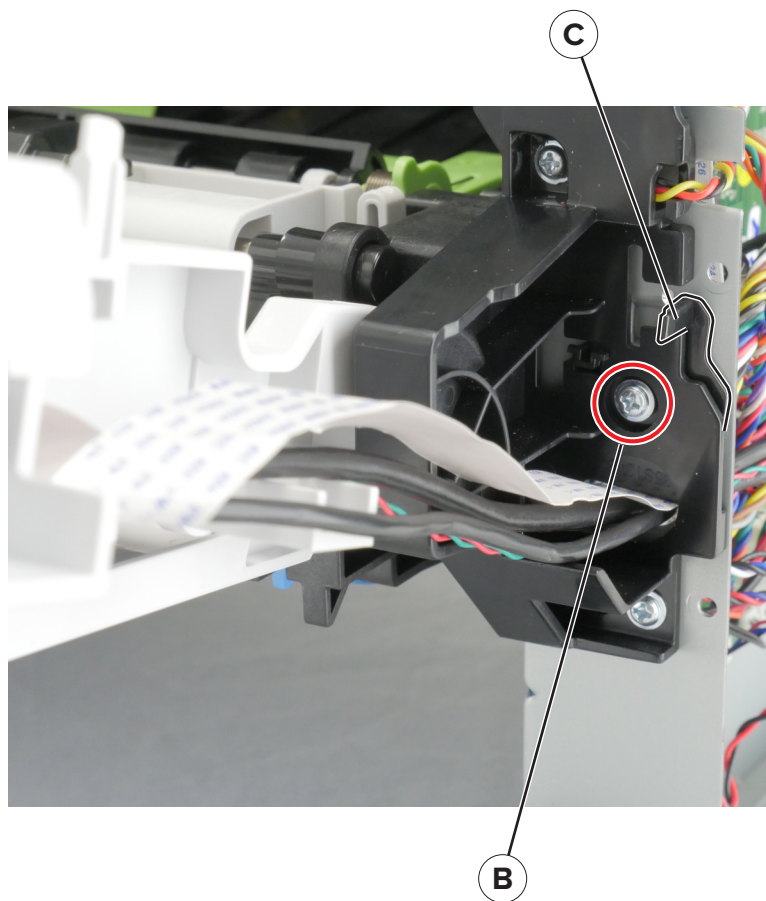
## Front USB host cable removal

- 1 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 2 Remove the nameplate. See [“Nameplate removal” on page 252.](#)
- 3 Remove the two screws (A).



- 4 Open the front door.

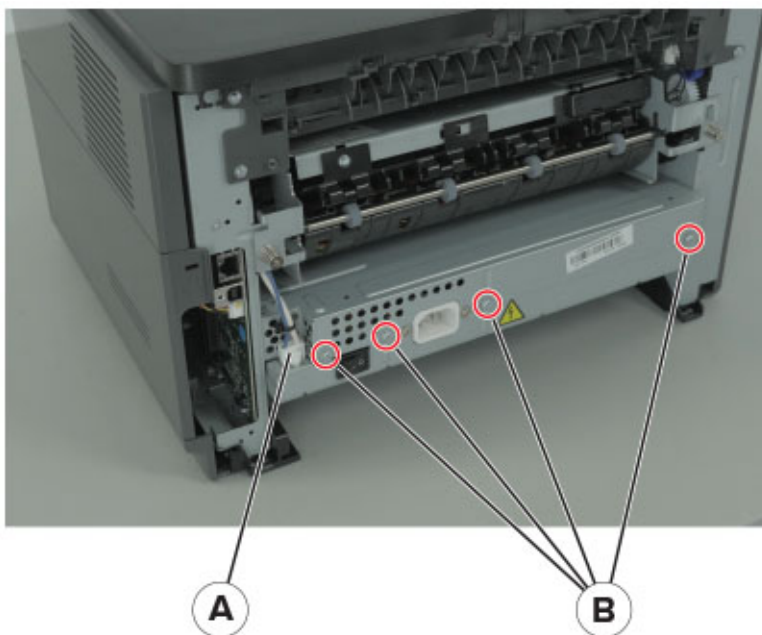
- 5 Remove the screw (B).
- 6 Disconnect the cable JPHONE2 from the controller board.
- 7 Lift the stopper (C), and then remove the cable.



## Bottom removals

### Power supply removal

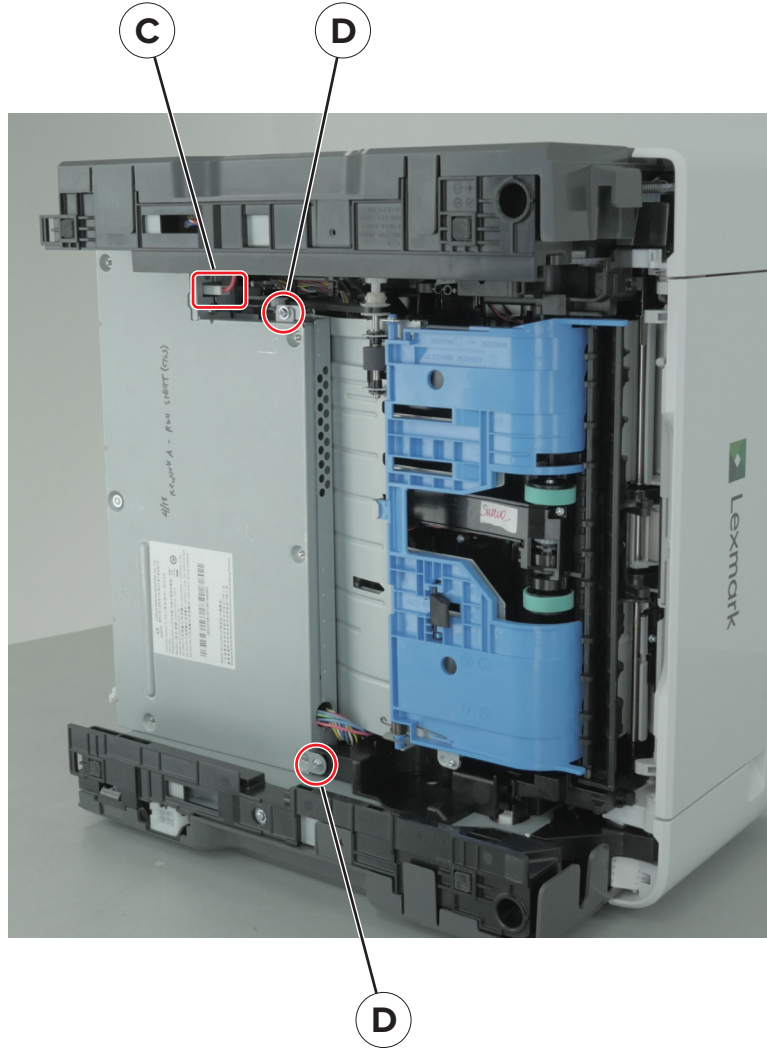
- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295](#).
- 2 Disconnect the cable (A), and then remove the screws (B).



- 3 Position the printer on its right side.

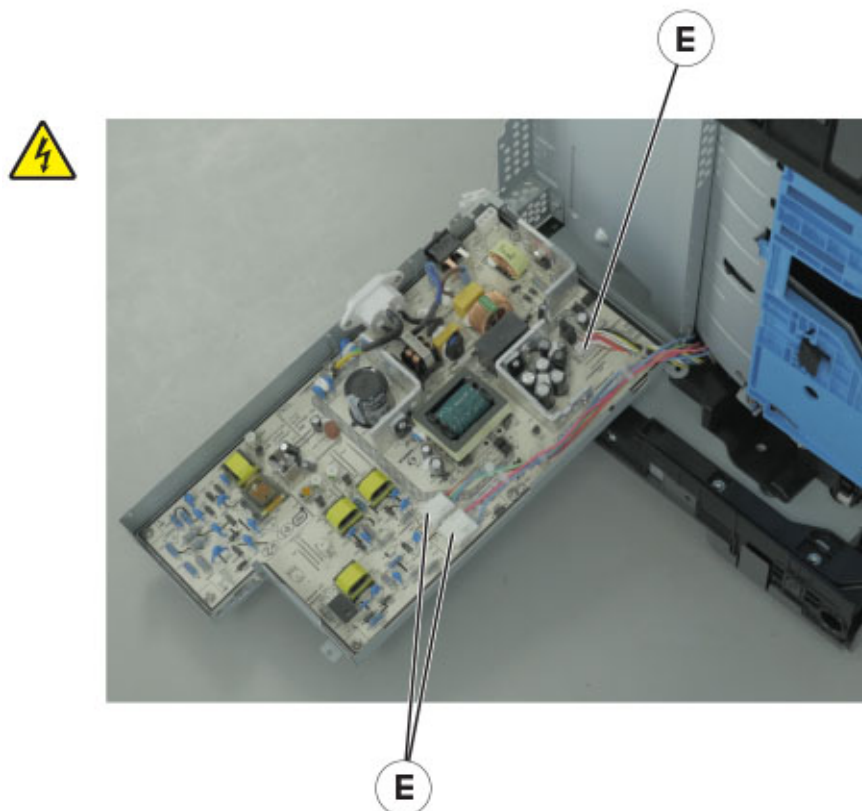
**Warning—Potential Damage:** The ADF might swing open while you position the printer on its side.

4 Disconnect the cable (C), and then remove the two screws (D).





- 5 Disconnect the three cables (E).



- 6 Remove the power supply.

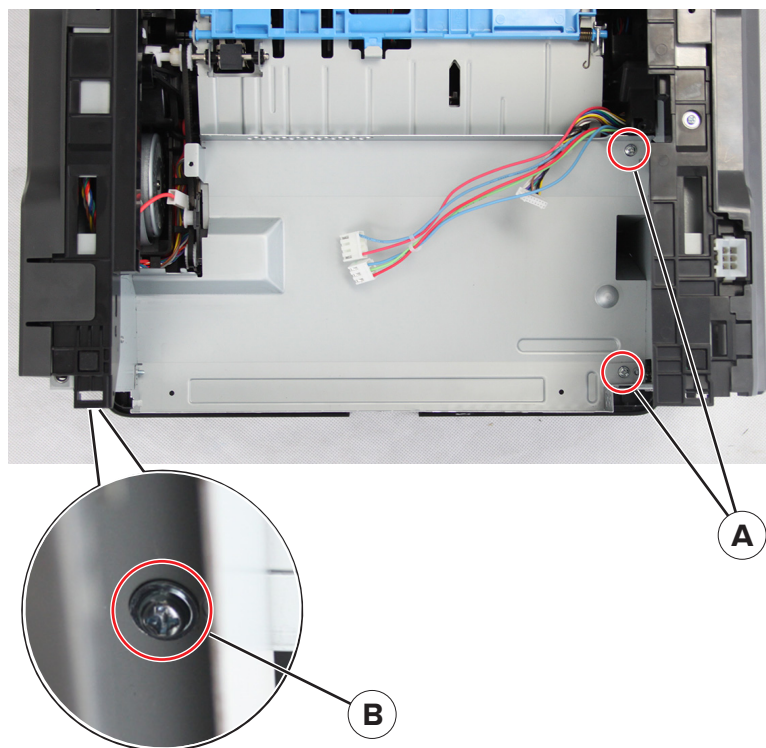
## Duplex removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295](#).
- 2 Remove the power supply. See [“Power supply removal” on page 273](#).
- 3 Position the printer on its side.

**Warning—Potential Damage:** The ADF might swing open while you position the printer on its side.

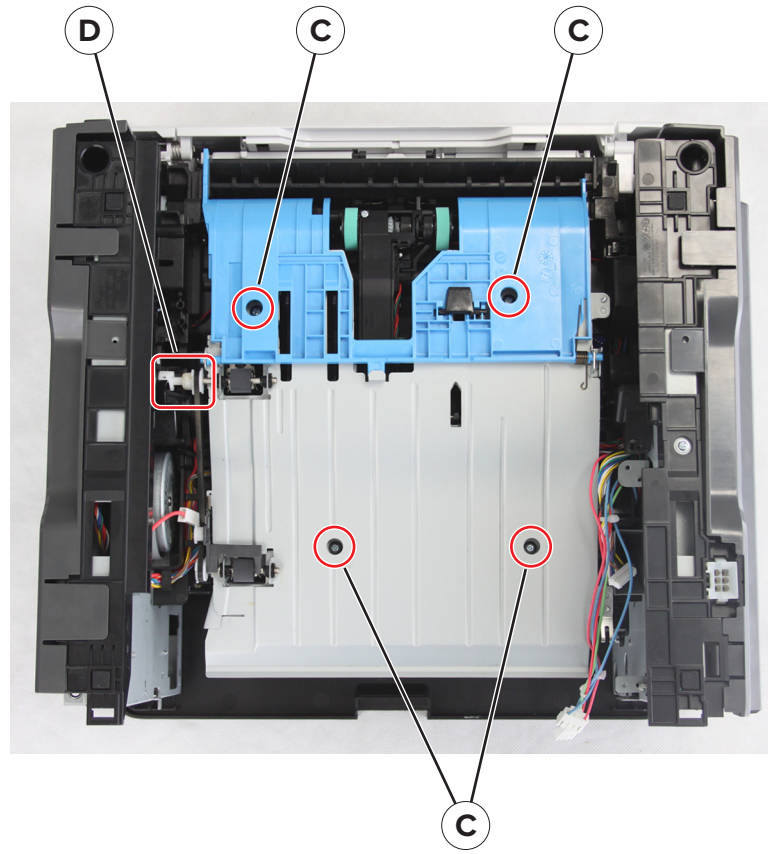
**Warning—Potential Damage:** To avoid damaging the paper stop, close it after positioning the printer.

**4** Remove the three screws (A).



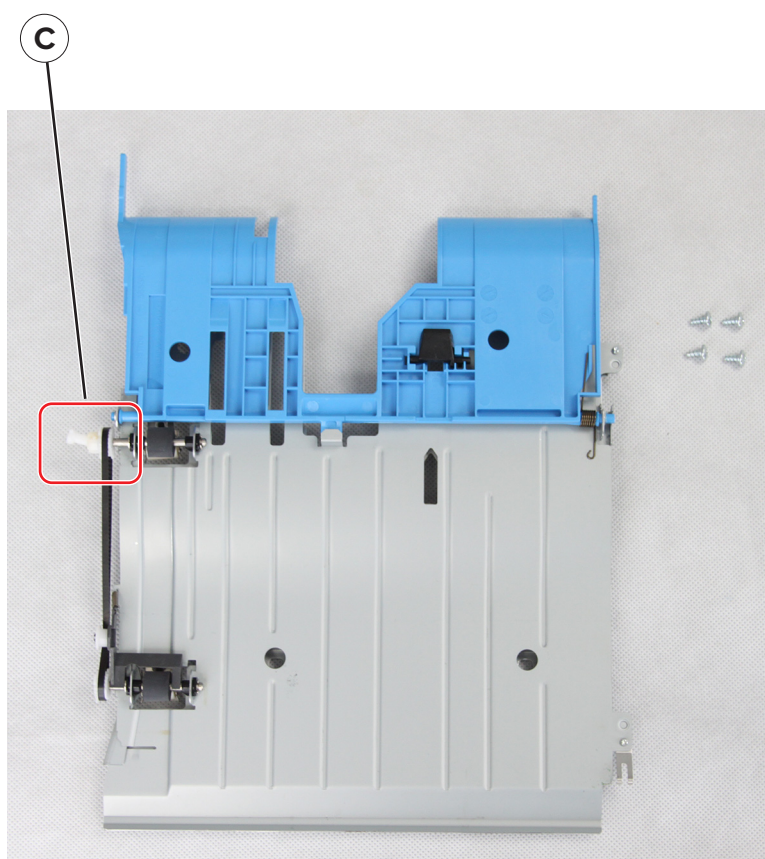
**5** Remove the power supply shield.

6 Remove the four screws (B).



7 Remove the duplex.

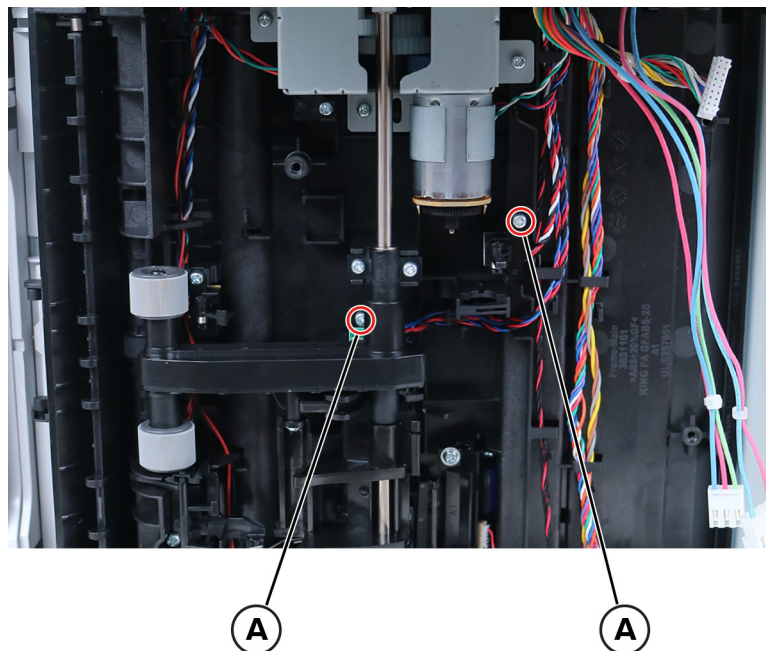
**Note:** Make sure that the duplex link (C) stays attached.



## Sensors (duplex and input) removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 2 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 3 Remove the duplex. See [“Duplex removal” on page 275.](#)

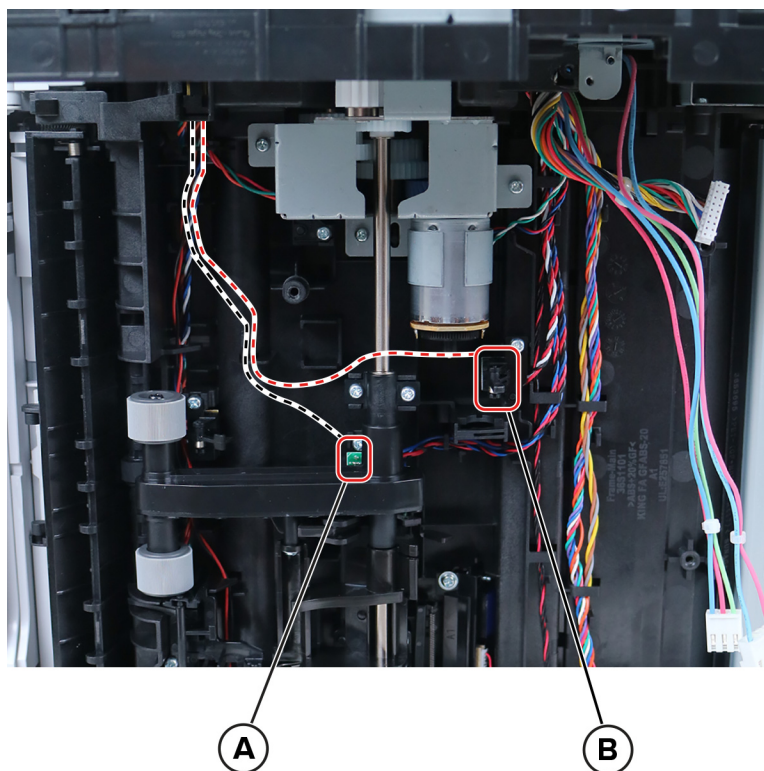
- 4 Remove the two screws (A), cut the cable near the frame, and then remove the sensors.



- 5 Open the controller board access cover, and then disconnect the cable JDUPP11.

- 6 Remove the cables.

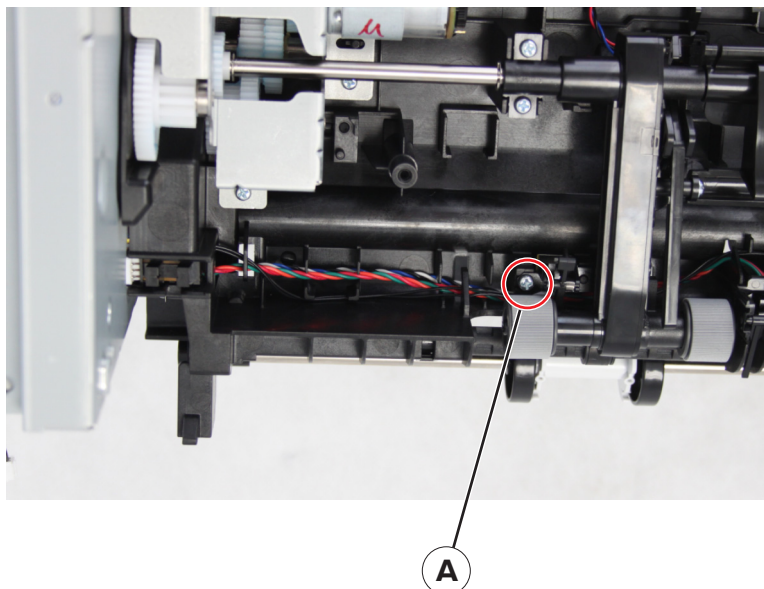
**Installation note:** Route the sensor (input) cable (A) and sensor (duplex) cable (B) as shown.





## Sensor (index) removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 2 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 3 Remove the duplex. See [“Duplex removal” on page 275.](#)
- 4 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 5 Disconnect the cable JINDEX1.
- 6 Remove the screw (A).

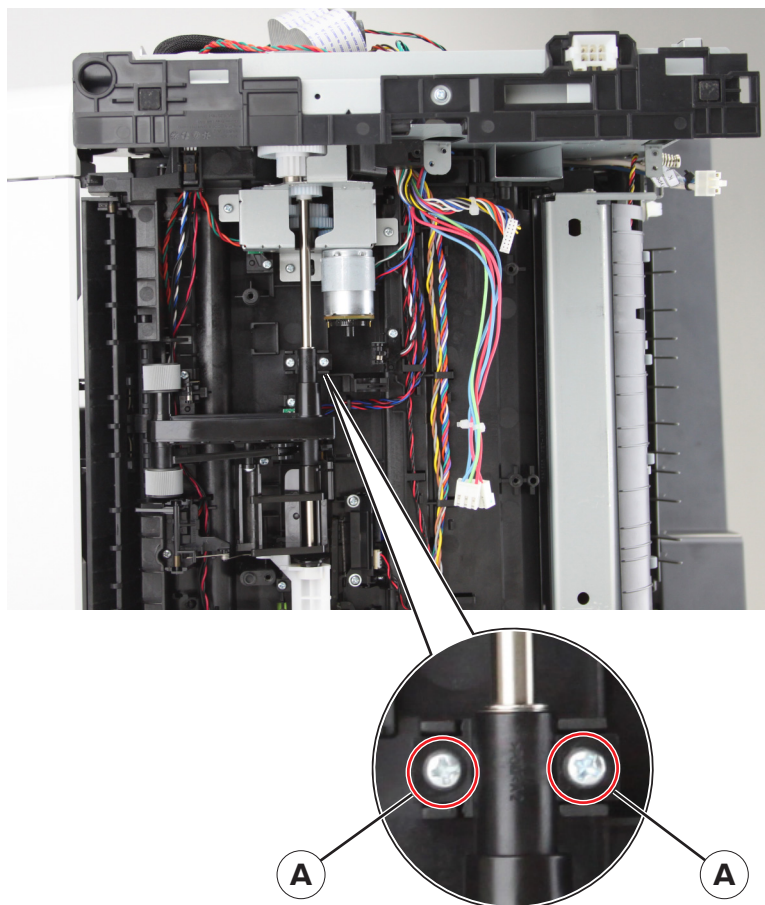


- 7 Remove the sensor.

## Pick roller assembly removal

- 1 Remove the left cover. See [“Left cover removal” on page 226.](#)
- 2 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 3 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)
- 4 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 5 Position the printer on its left side.  
**Warning—Potential Damage:** The ADF might swing open while you position the printer on its side.
- 6 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 7 Remove the duplex assembly. See [“Duplex removal” on page 275.](#)

- 8 Remove the two screws (A).



- 9 Remove the assembly.

**Installation note:** Pay attention to the correct position of the arm (A) when installing the assembly.

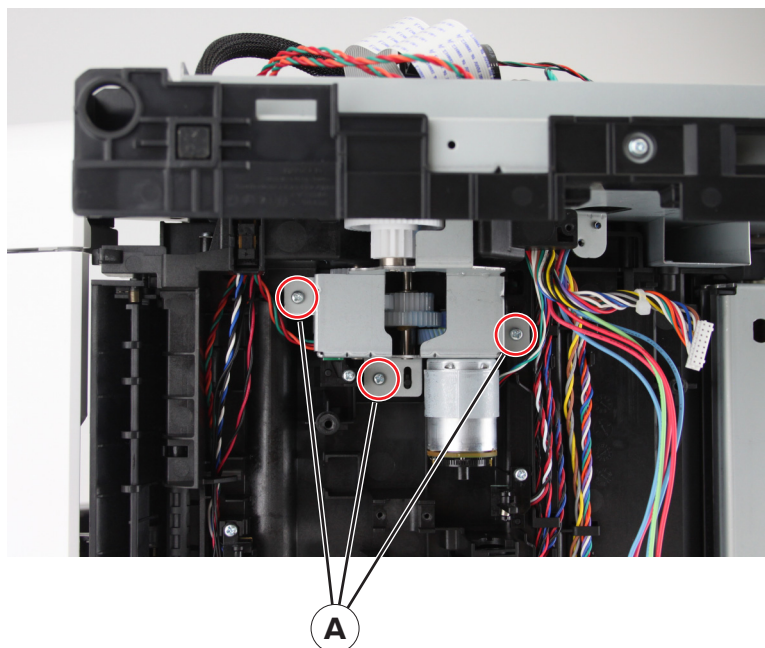


## Motor (pick) assembly removal

- 1 Remove the left cover. See [“Left cover removal” on page 226.](#)
- 2 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 3 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)
- 4 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 5 Disconnect the cable (pick motor) from the controller board.



- 6 Position the printer on its left side.  
**Warning—Potential Damage:** The ADF might swing open while you position the printer on its side.
- 7 Remove the power supply. See [“Power supply removal” on page 273](#).
- 8 Remove the duplex assembly. See [“Duplex removal” on page 275](#).
- 9 Remove the pick roller assembly. See [“Pick roller assembly removal” on page 280](#).
- 10 Remove the three screws (A).

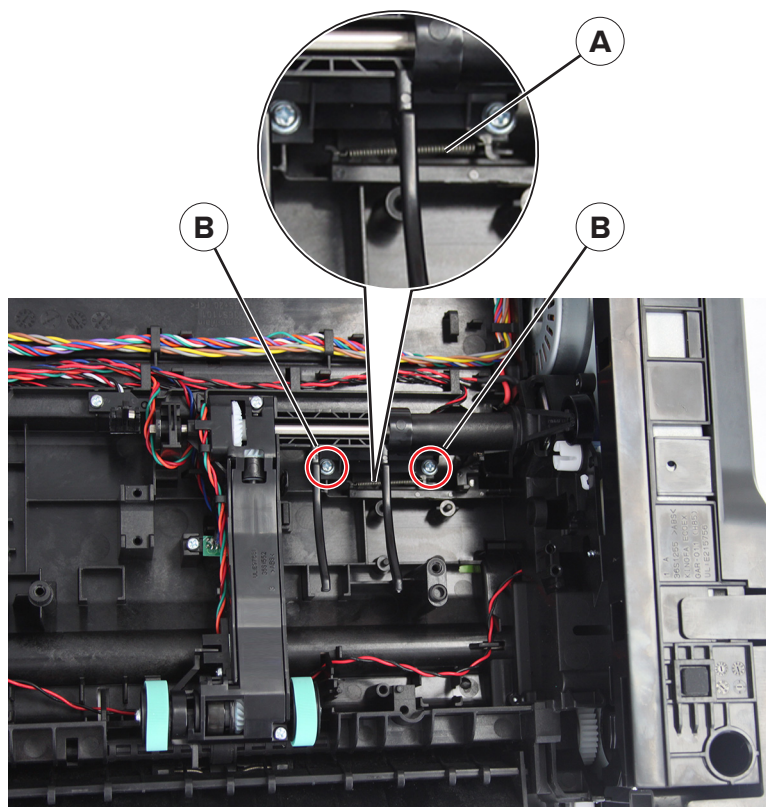


- 11 Disconnect the cable (pick motor) from the assembly.
- 12 Remove the assembly.

## Sensor (toner density) removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295](#).
- 2 Remove the power supply. See [“Power supply removal” on page 273](#).
- 3 Remove the duplex. See [“Duplex removal” on page 275](#).
- 4 Position the printer on its left side.

**5** Remove the spring (A) and the two screws (B).



**6** Disconnect the cable, and then remove the sensor.

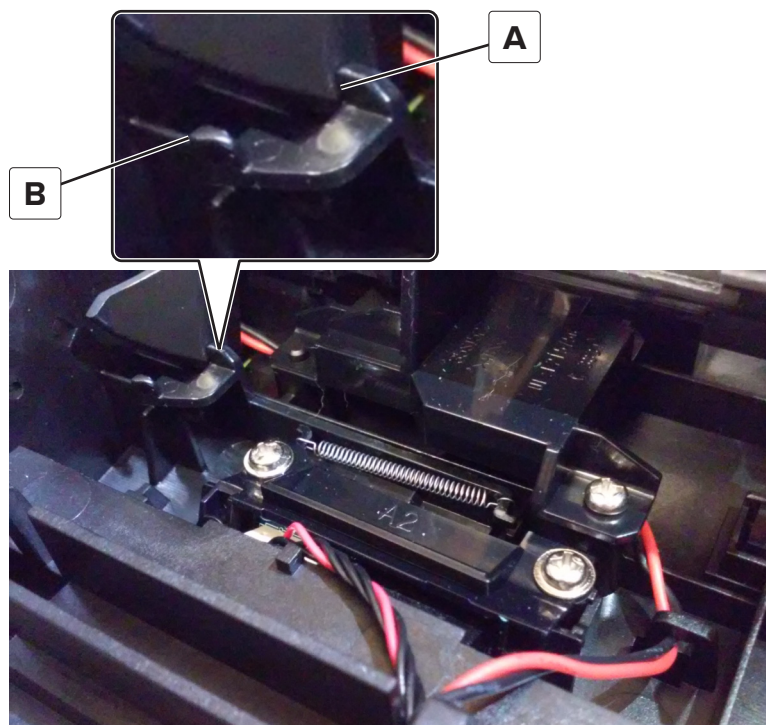
**Installation notes:**

**a** Apply RheoGel 793 to the top and bottom of the shutter blade extension.



**b** Apply RheoGel 793 to the point of contact between the bracket (A) and cam.

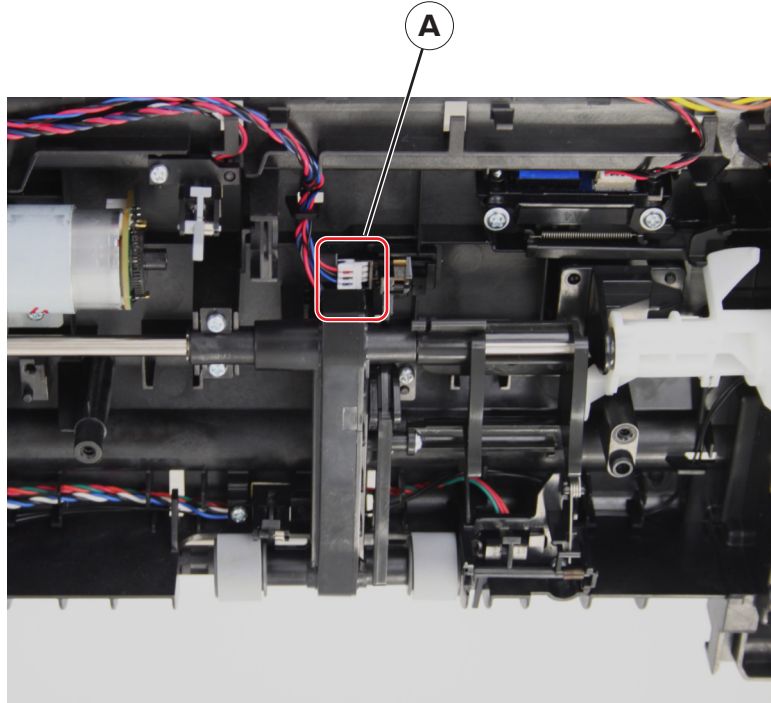
- c Apply RheoGel 793 to the point of contact to the lower edge (B), where the wiper bracket glides.



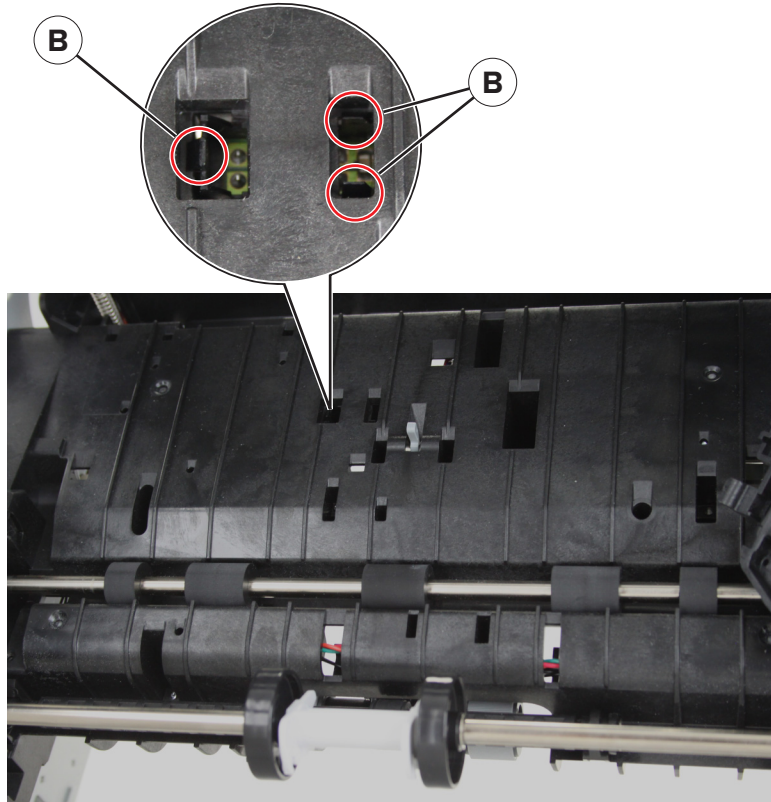
### Sensor (paper present) removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 2 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 3 Remove the duplex. See [“Duplex removal” on page 275.](#)

4 Disconnect the cable from the sensor (A).



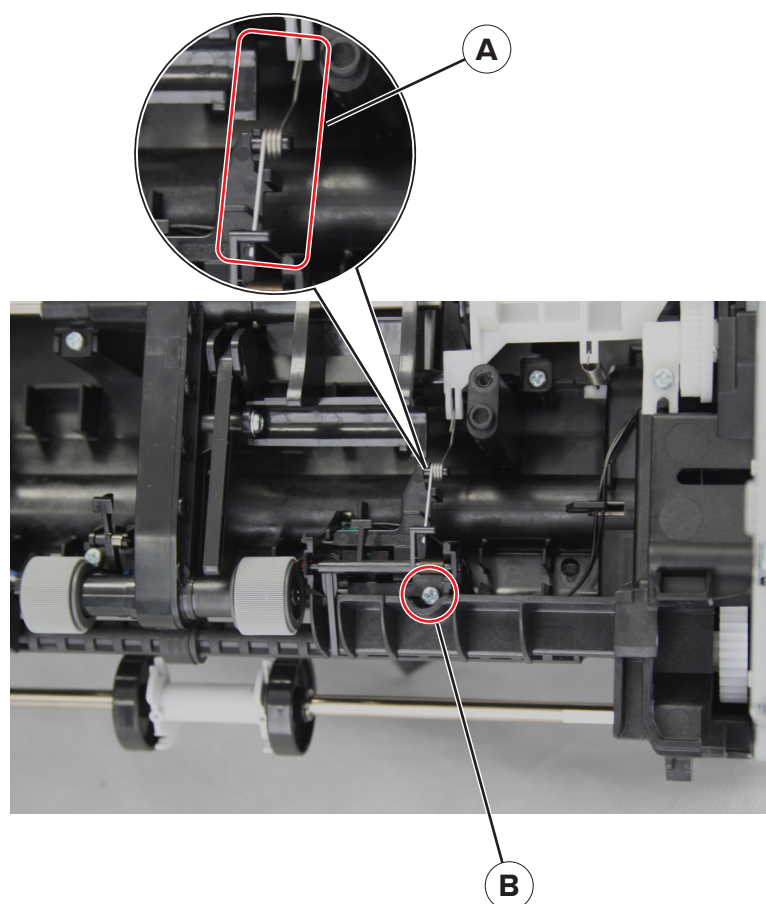
5 Release the three latches (B).



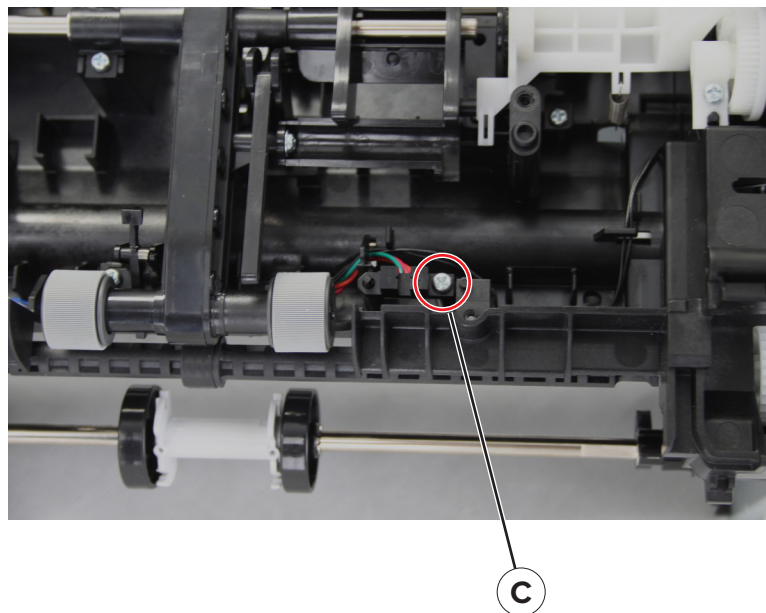


## Sensor (trailing edge) removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 2 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 3 Remove the duplex. See [“Duplex removal” on page 275.](#)
- 4 Open the controller board access cover, and then disconnect the cable JACM1.
- 5 Detach the spring (A), and then remove the screw (B) and sensor flag.



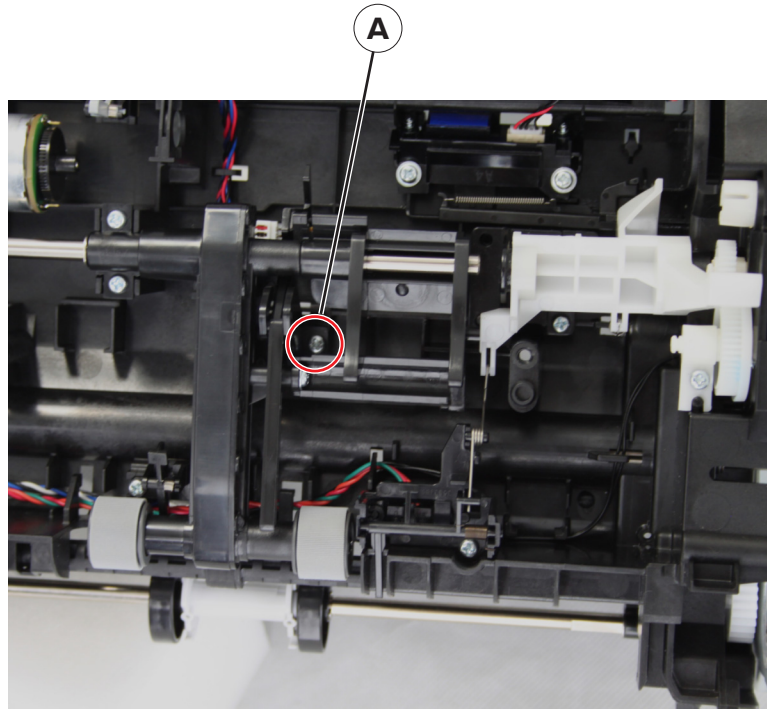
- 6 Remove the screw (C) and sensor.



## Paper present sensor flag removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 2 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 3 Remove the duplex. See [“Duplex removal” on page 275.](#)

4 Remove the screw (A).



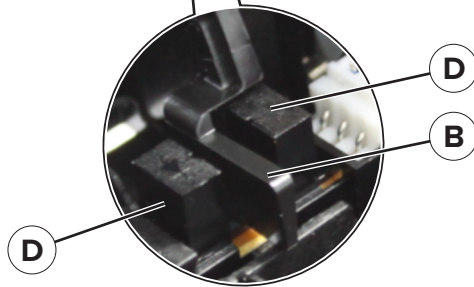
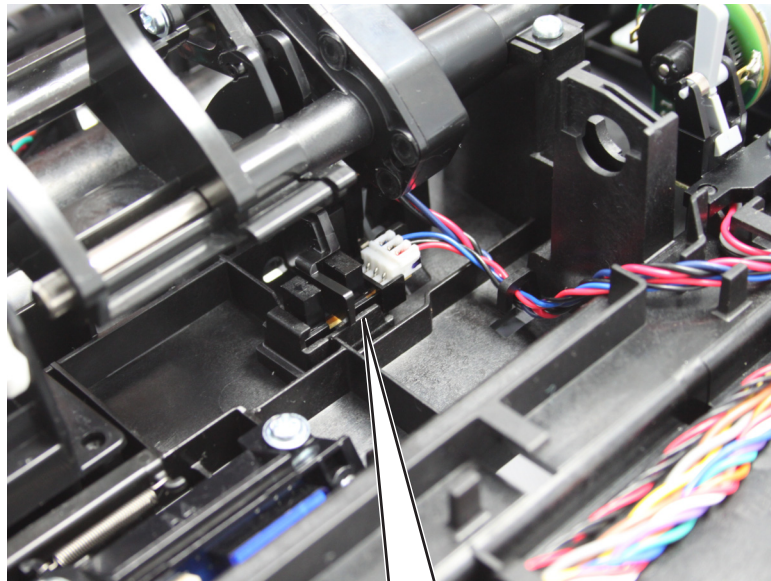
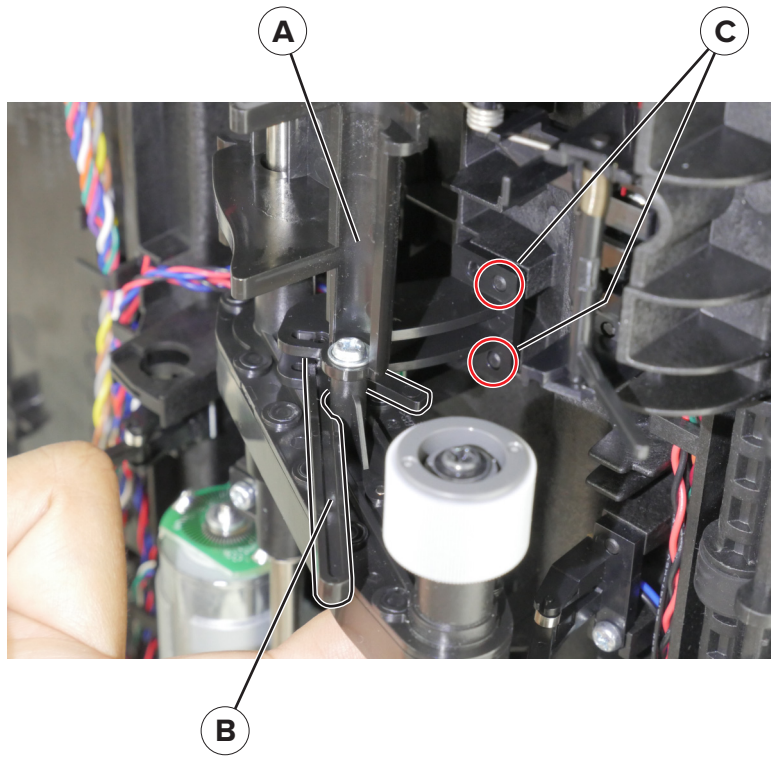
5 Lift the pick roller assembly, and then rotate the sensor flag to remove it.

**Installation notes:**

- a Lift the pick roller assembly.
- b Install the flag as shown.

**Notes:**

- Make sure that the bar (A) is between the fingers of the flag (B).
- Make sure that the two bosses (C) are inside the holes.
- Make sure that the finger (D) is aligned with the sensor (E).

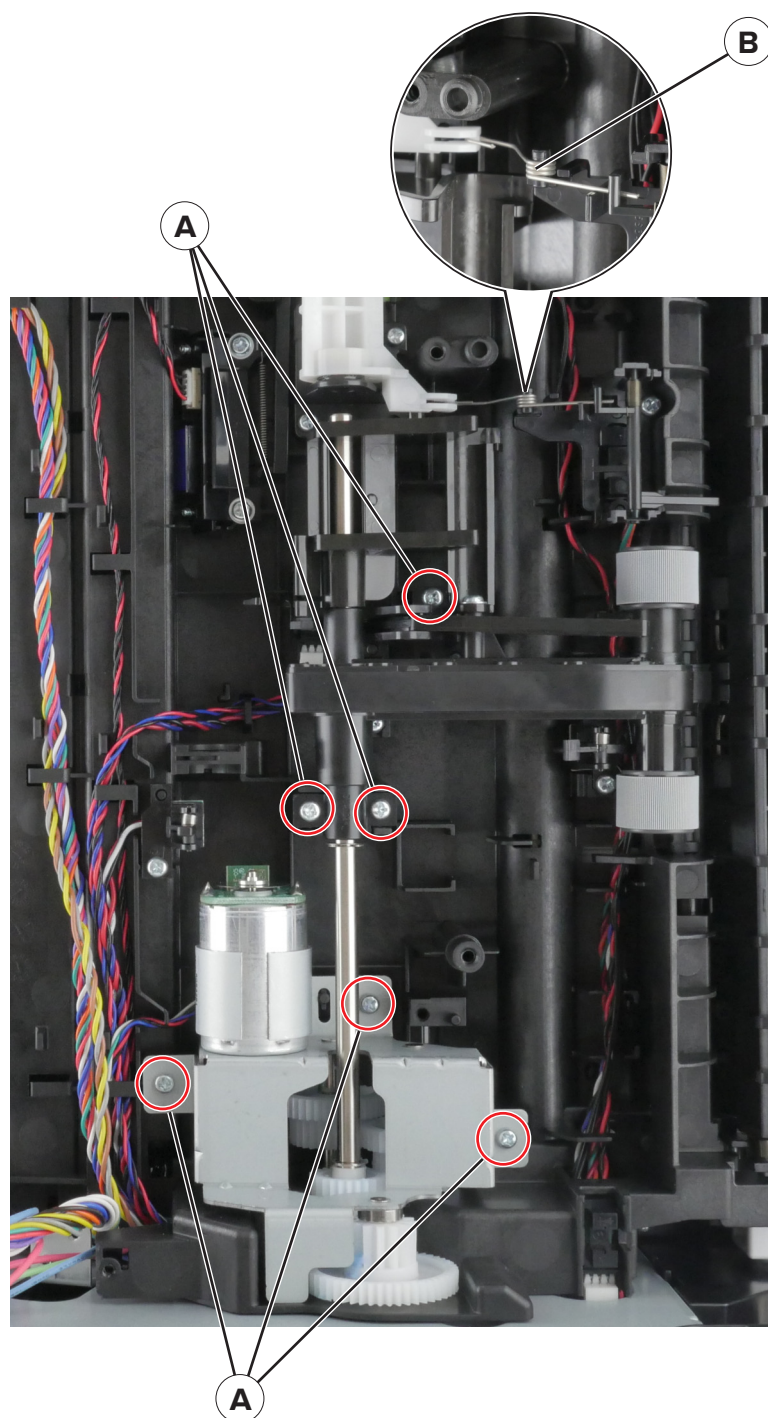


Parts removal



## Pick/lift motor gearbox removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 2 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 3 Remove the duplex. See [“Duplex removal” on page 275.](#)
- 4 Remove the six screws (A).
- 5 Detach the spring (B).

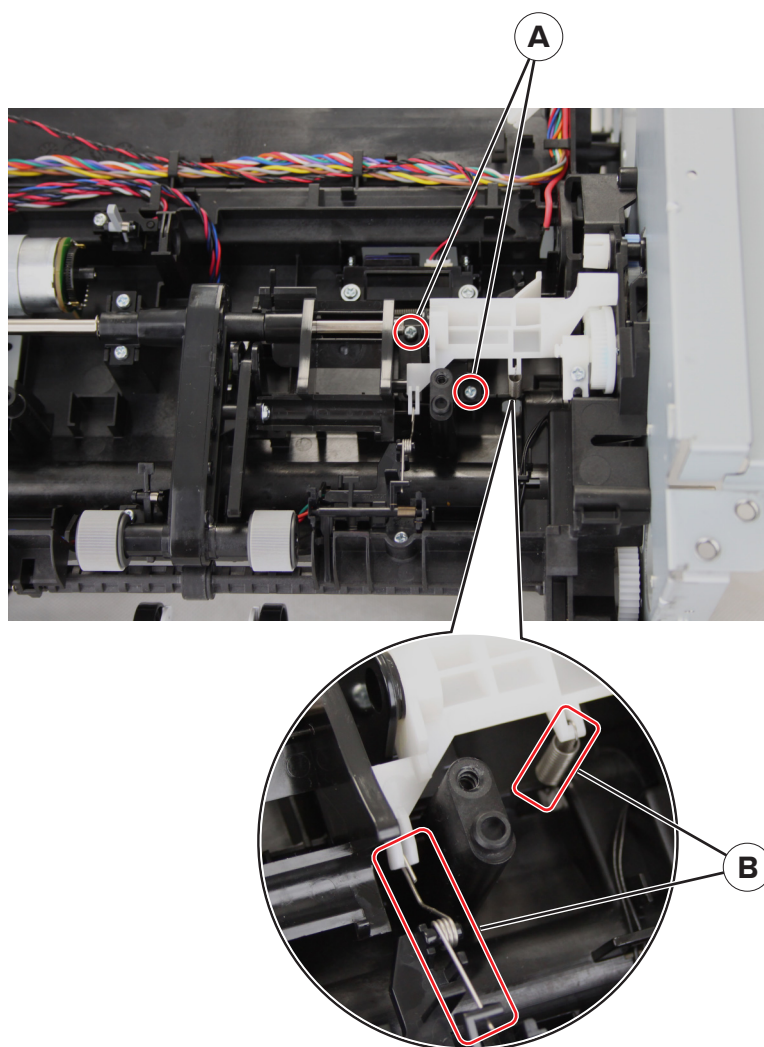


Parts removal

- 6 Lift the pick roller assembly.
- 7 Disconnect the cable from the gearbox.
- 8 Remove the gearbox.

## Lift cam removal

- 1 Remove the left cover. See [“Left cover removal” on page 226](#).
- 2 Remove the main drive gearbox. See [“Main drive gearbox removal” on page 227](#).
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 295](#).
- 4 Remove the power supply. See [“Power supply removal” on page 273](#).
- 5 Remove the duplex. See [“Duplex removal” on page 275](#).
- 6 Remove the two screws (A).
- 7 Release the two springs (B).



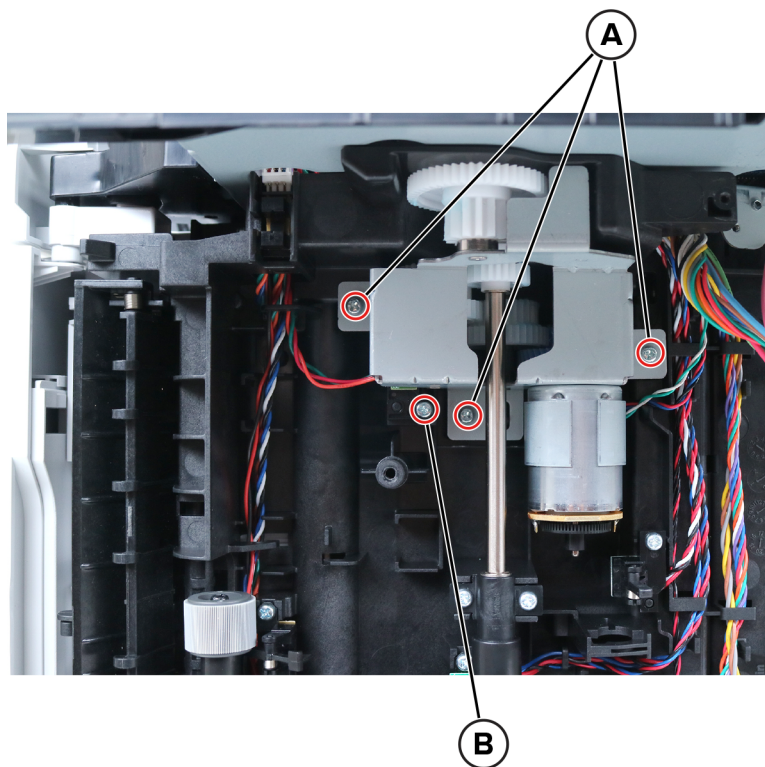
- 8 Remove the cam.

## Sensor (narrow media) removal

- 1 Remove the left cover. See [“Left cover removal” on page 226.](#)
- 2 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 3 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)
- 4 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 5 Position the printer on its left side.

**Warning—Potential Damage:** The ADF might swing open while you position the printer on its side.

- 6 Remove the power supply. See [“Power supply removal” on page 273.](#)
- 7 Remove the duplex assembly. See [“Duplex removal” on page 275.](#)
- 8 Remove the screws (A) to access the sensor under the motor bracket.
- 9 Remove the screw (B), and then release the sensor.

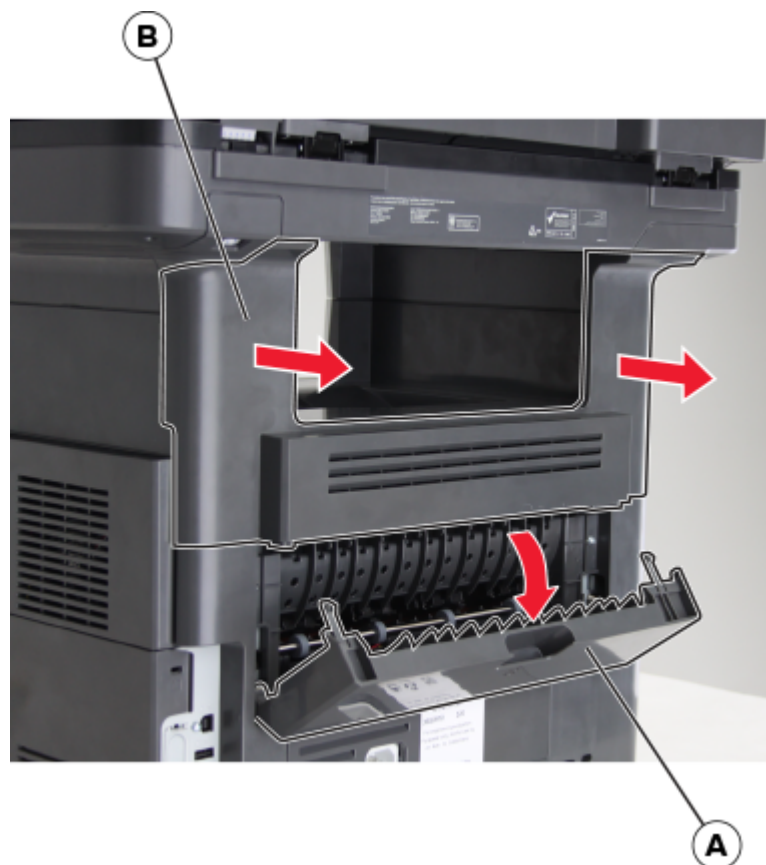


- 10 Disconnect the sensor cable from the controller board.
- 11 Remove the sensor.

## Rear side removals

### Scanner rear cover removal

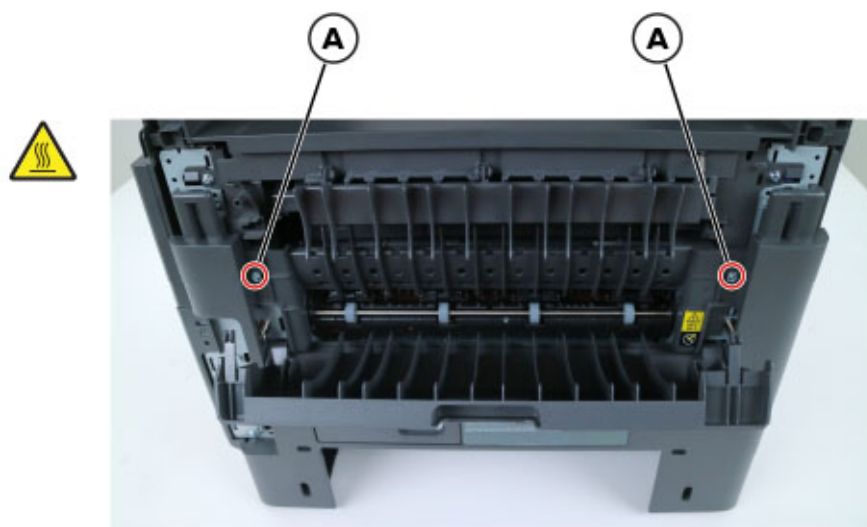
- 1 Open the rear door (A).
- 2 Remove the cover (B).





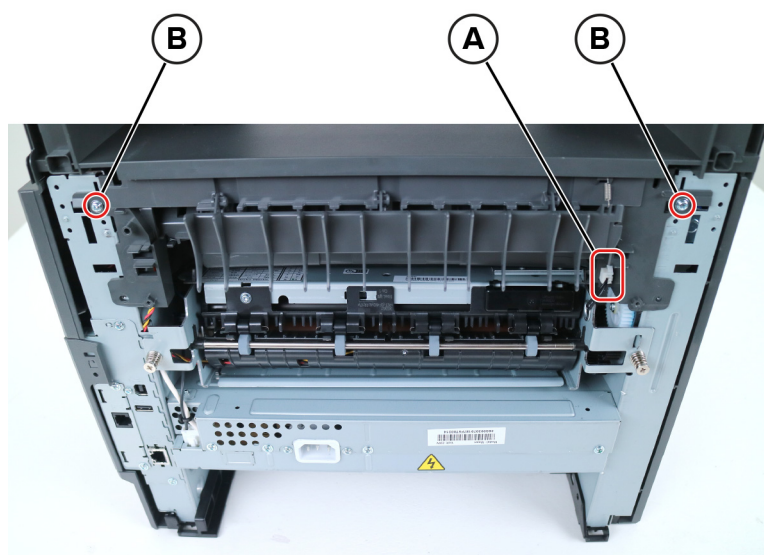
## Rear door and cover removal

- 1 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)
- 2 Remove the two screws (A), and then remove the door and cover.



## Redrive assembly removal

- 1 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)
- 2 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 3 Disconnect the cable (A), and then remove the two screws (B).



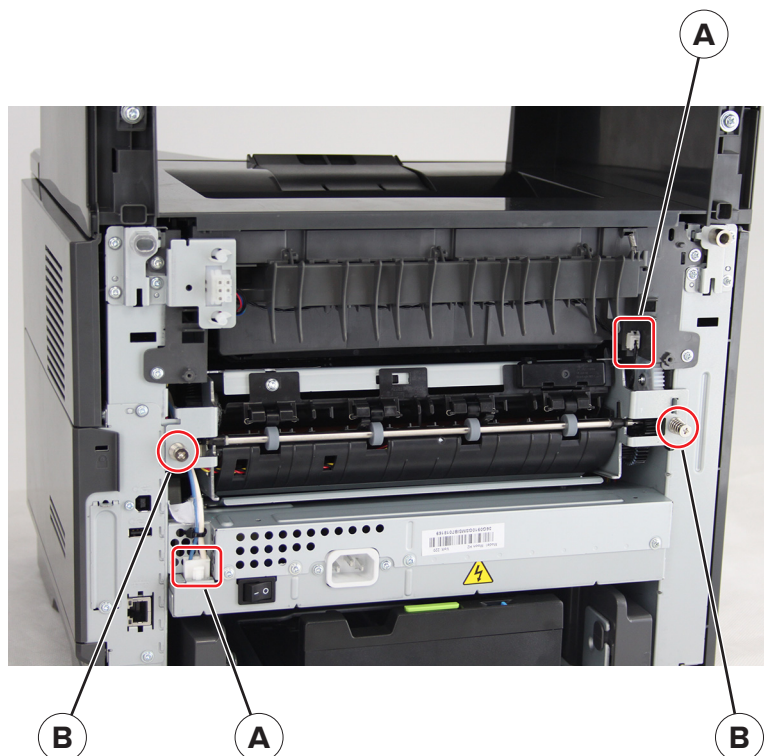
- 4 Remove the right cover. See [“Right cover removal” on page 237.](#)

- 5 Disconnect the redrive cable from the controller board.
- 6 Remove the redrive assembly.

## Fuser removal

**Note:** For a video demonstration, see [Fuser removal](#).

- 1 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294](#).
- 2 Remove the rear cover. See [“Rear door and cover removal” on page 295](#).
- 3 Disconnect the two cables (A), and then remove the two screws (B).



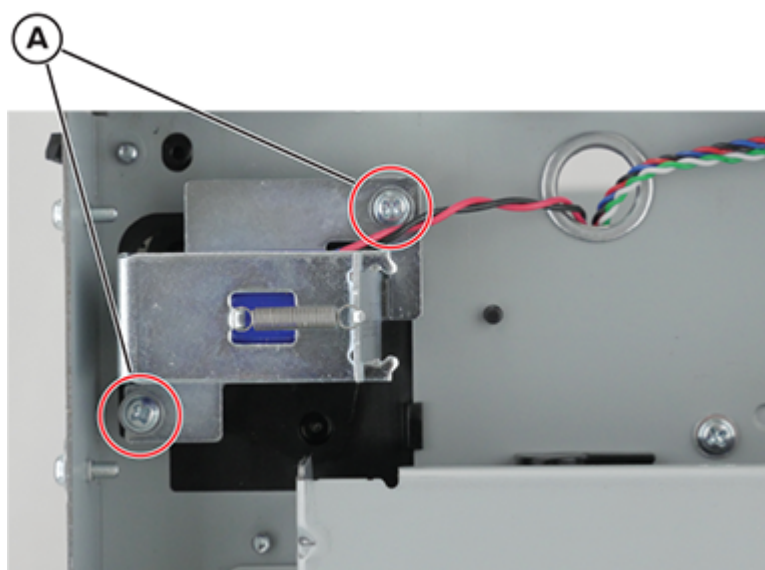
- 4 Remove the right cover. See [“Right cover removal” on page 237](#).
- 5 Disconnect the fuser cable from the controller board.
- 6 Remove the fuser.

**Note:** For a video demonstration, see [Fuser removal](#) at [infoserve.lexmark.com/ids/sma](http://infoserve.lexmark.com/ids/sma).

## Redrive gear assembly removal

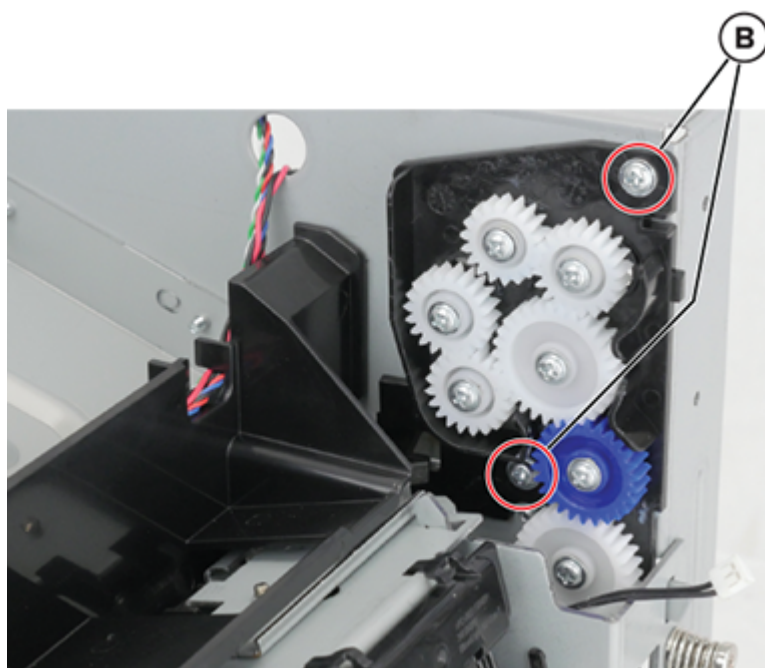
- 1 Remove the top cover. See [“Top cover removal” on page 297](#).
- 2 Remove the left cover. See [“Left cover removal” on page 226](#).
- 3 Remove the redrive assembly. See [“Redrive assembly removal” on page 295](#).
- 4 Remove the two screws (A), and then detach the reverse solenoid.

**Note:** Do not disconnect the reverse solenoid cable from the controller board.



**5** Remove the fuser. See [“Fuser removal” on page 296](#).

**6** Remove the two screws (B).



**7** Remove the redrive gear assembly.

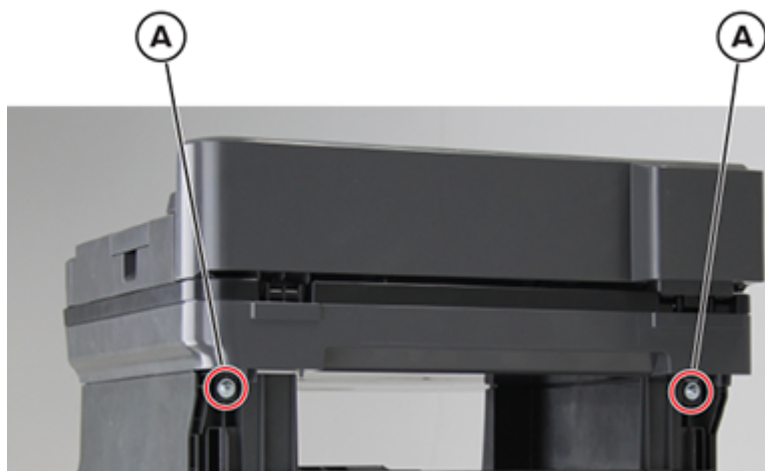
## Top removals

### Top cover removal

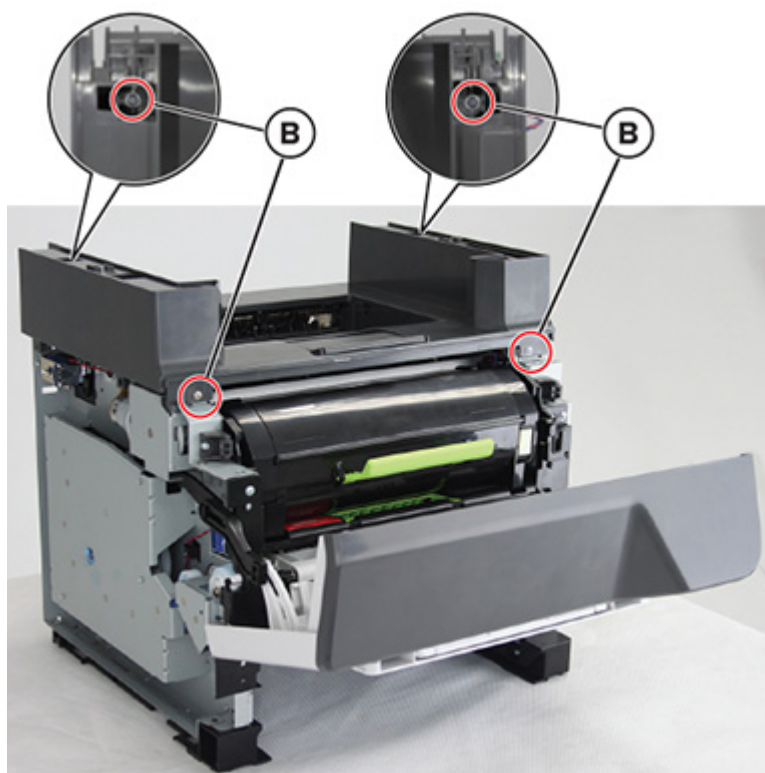
**1** Remove the left cover. See [“Left cover removal” on page 226](#).

**2** Remove the right cover. See [“Right cover removal” on page 237](#).

- 3 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)
- 4 Remove the two screws (A).

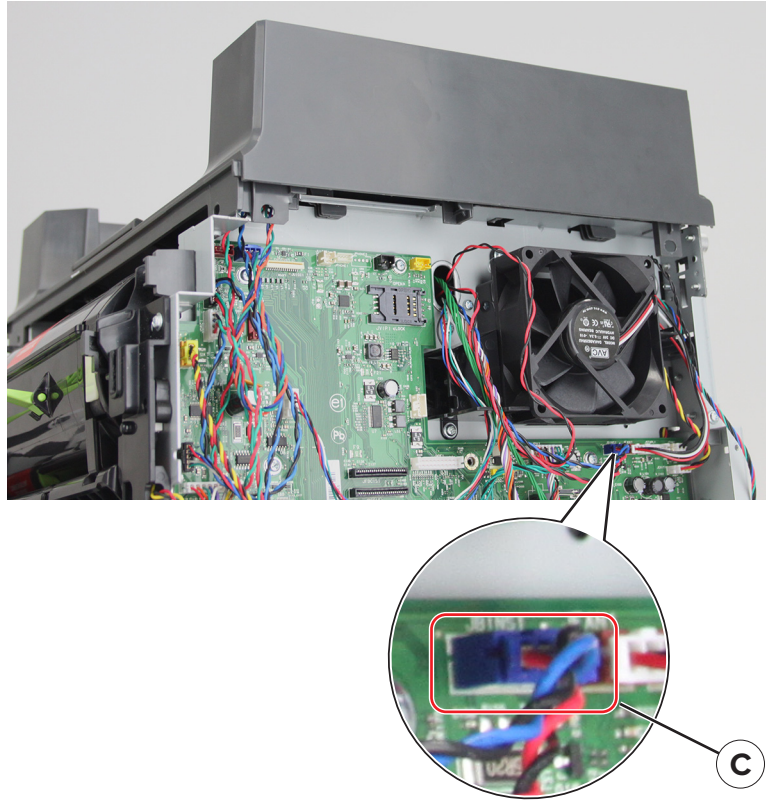


- 5 Remove the scanner assembly. See [“Scanner assembly removal” on page 307.](#)
- 6 Remove the four screws (B).

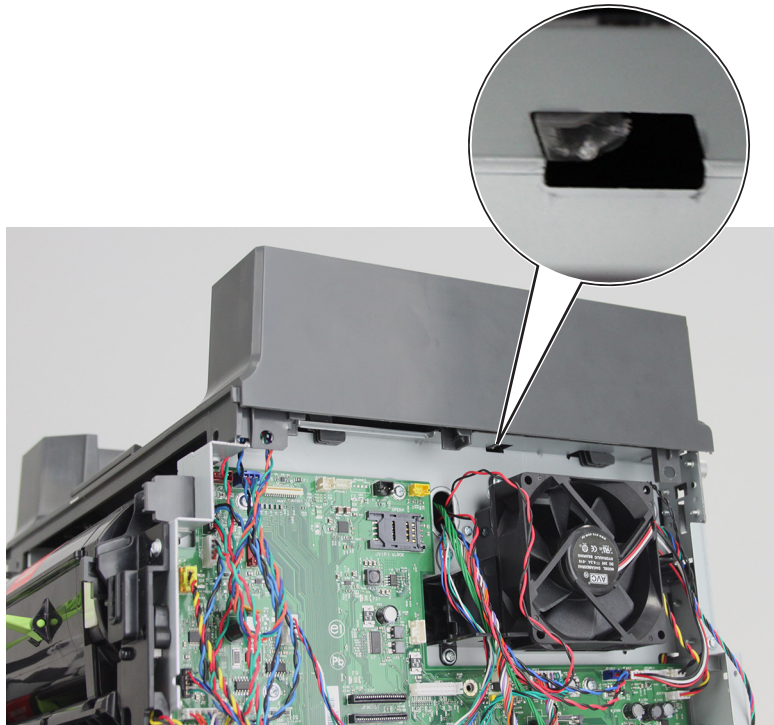
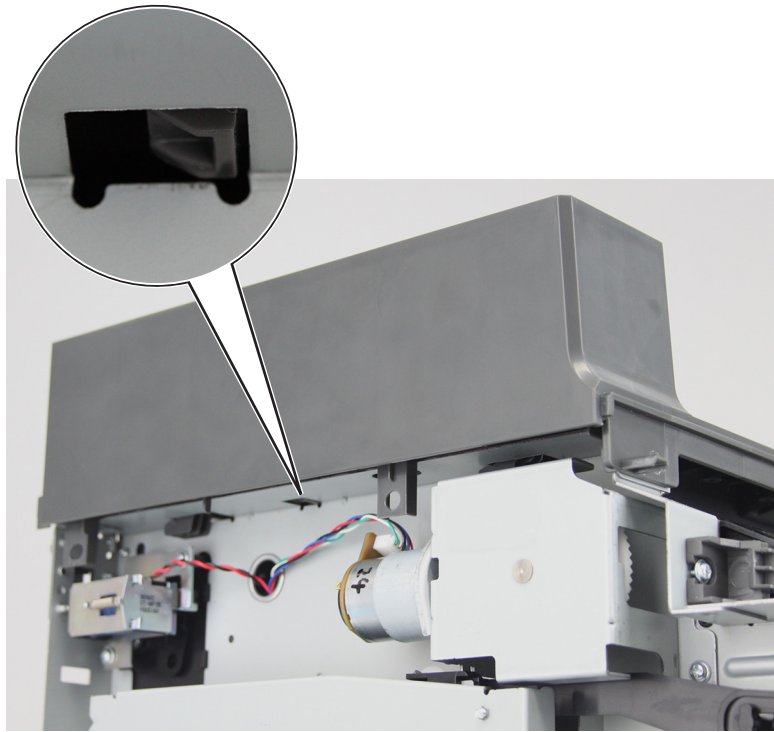




7 Disconnect the cable (C).

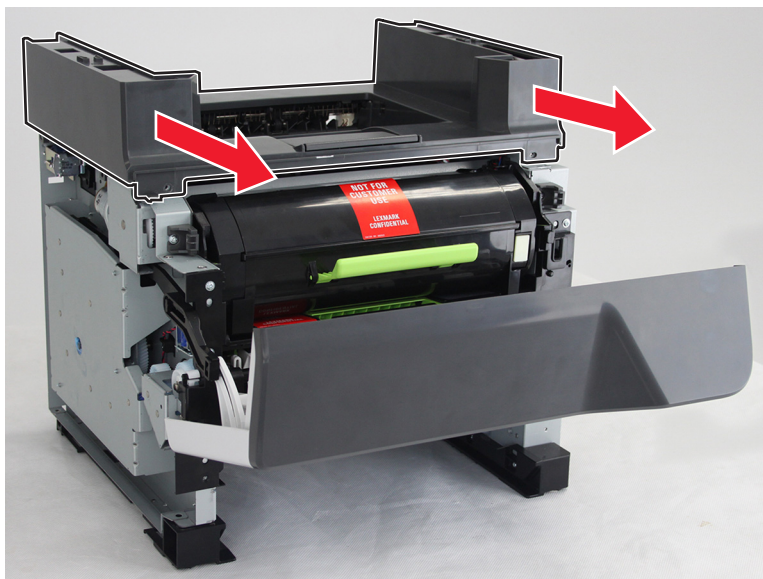


8 Release the latch on the left and right sides of the cover.



Parts removal

- 9 Slide the cover to the front, and then pull up to remove.

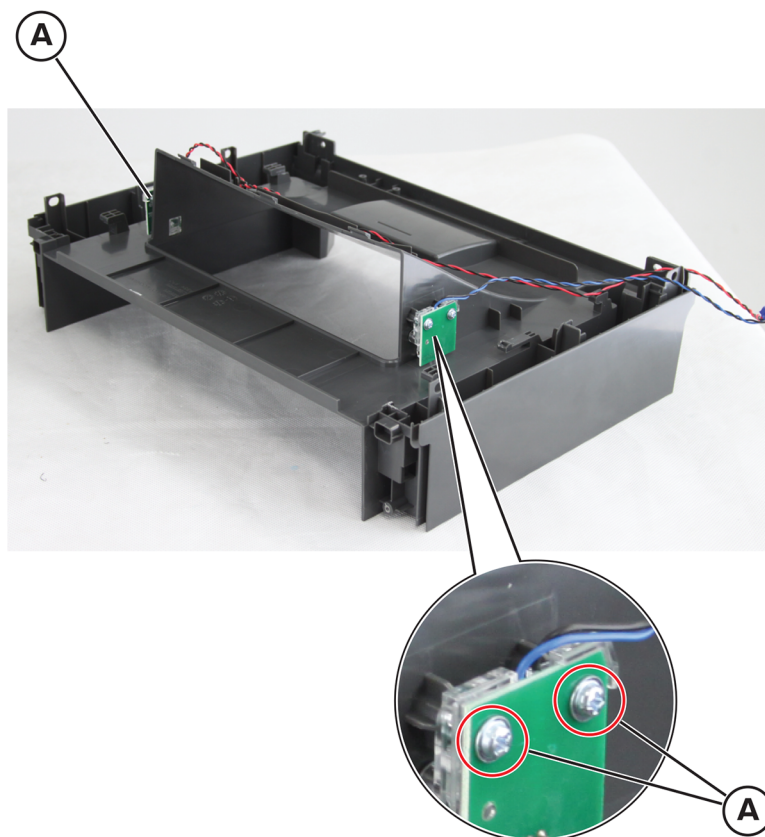


- 10 Remove the sensors (bin full). See [“Sensor \(bin full\) removal” on page 301](#).

## Sensor (bin full) removal

- 1 Remove the scanner assembly. See [“Scanner assembly removal” on page 307](#).
- 2 Remove the left cover. See [“Left cover removal” on page 226](#).
- 3 Remove the top cover. See [“Top cover removal” on page 297](#).

- 4 Remove the two screws (A). Do the same for the sensor on the opposite side.

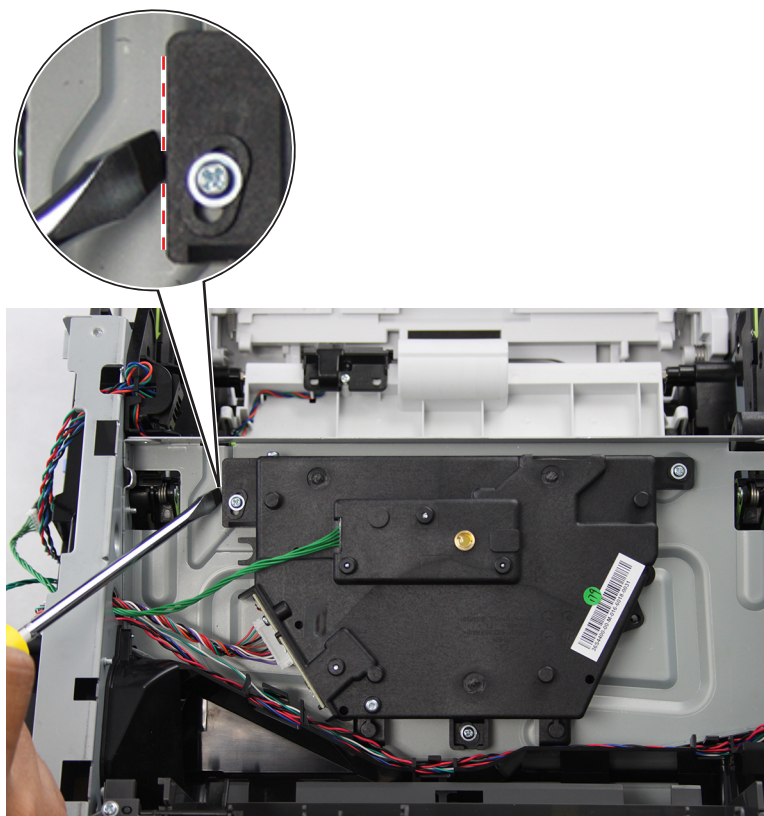


- 5 Release the cables, and then remove the sensor transmitter and receiver.

## Printhead removal

- 1 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 2 Remove the left cover. See [“Left cover removal” on page 226.](#)
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 4 Remove the top cover. See [“Top cover removal” on page 297.](#)

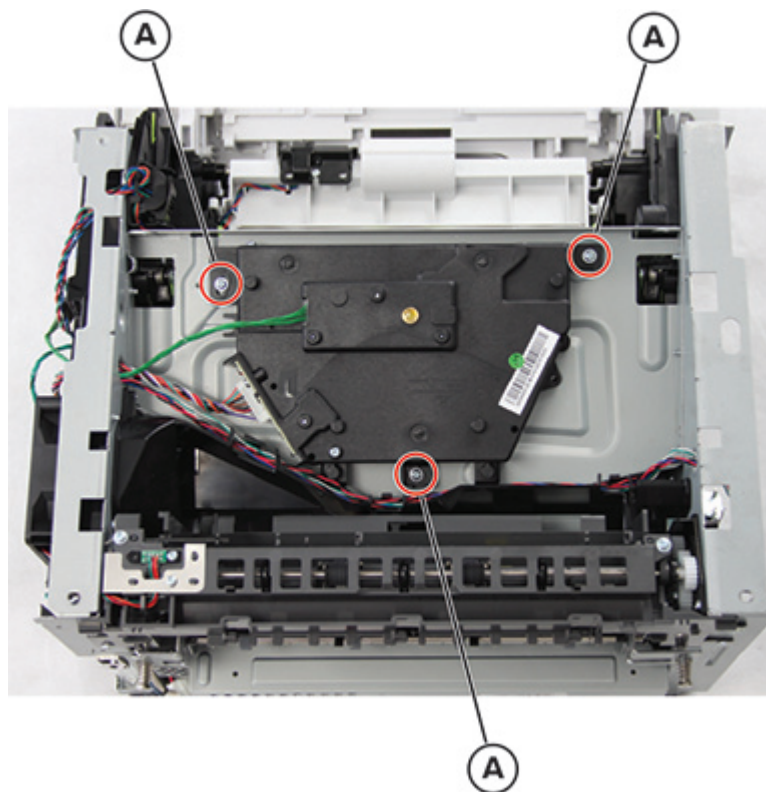
- 5** Using a small, flat-blade screwdriver or a sharp pencil, mark the location of the printhead on the printer frame.



- 6** Disconnect the printhead cable from the controller board.



7 Remove the three screws (A).



8 Remove the printhead.

**Installation note:** Perform all the mechanical and electronic adjustments to the printhead after replacing it. See [“Printhead assembly adjustment” on page 224](#).

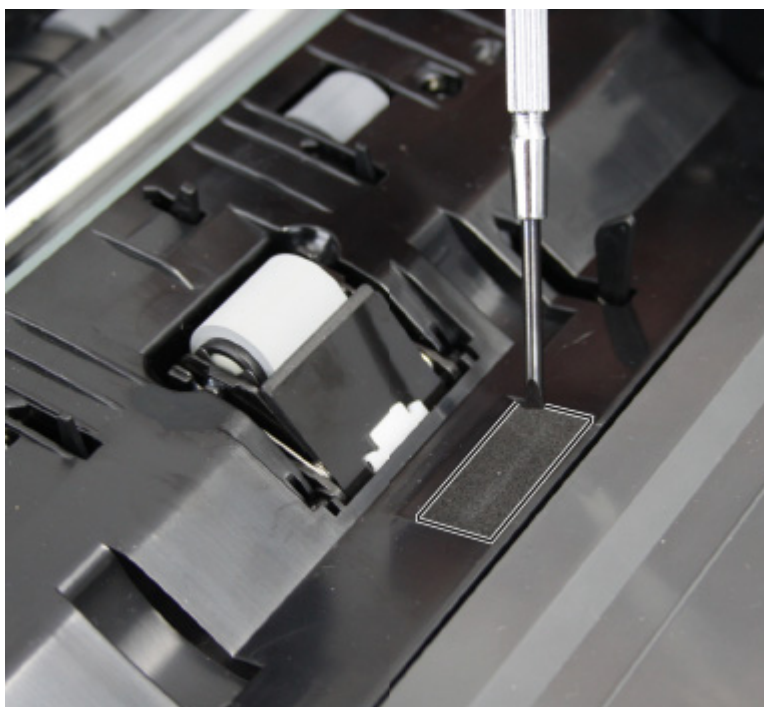
## ADF/scanner removals

### ADF restraint pad removal

- 1 Open the ADF top cover.



- 2 Remove the restraint pad.



## ADF roller removal

**Note:** For a video demonstration, see [ADF roller removal](#).

- 1 Open the ADF door.
- 2 Release, and then rotate the retainers as shown.



- 3 Remove the ADF roller.

**Note:** For a video demonstration, see [ADF roller removal](#) at [infoserve.lexmark.com/ids/sma](https://infoserve.lexmark.com/ids/sma).

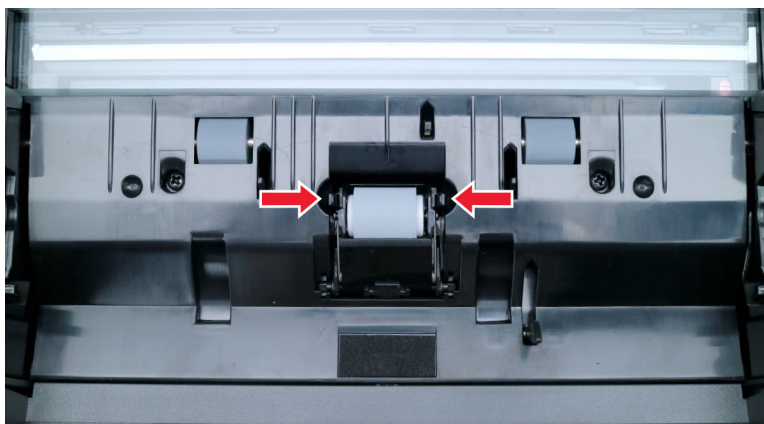
## ADF separator roller removal

**Note:** For a video demonstration, see [ADF separator roller removal](#).

- 1 Open the ADF door.
- 2 Release the latches, and then remove the roller.

**Installation note:** Make sure that the spring is properly installed.





## ADF tray removal

- 1 Open the ADF top cover.
- 2 Release the left latch, and then remove the tray.

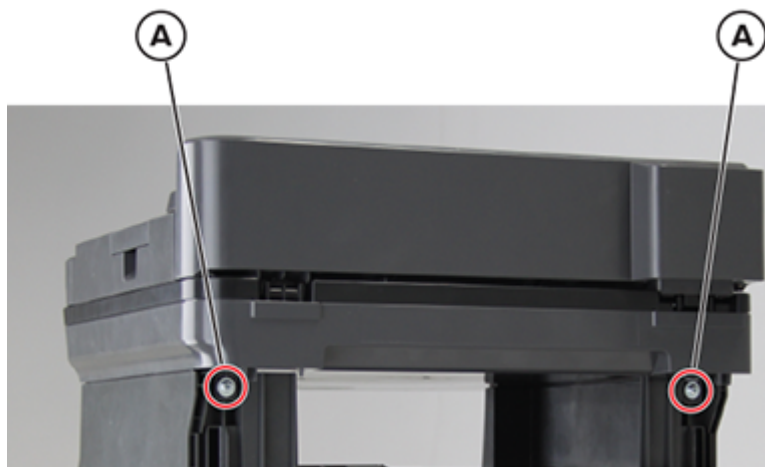


## Scanner assembly removal

**Note:** Not a FRU.

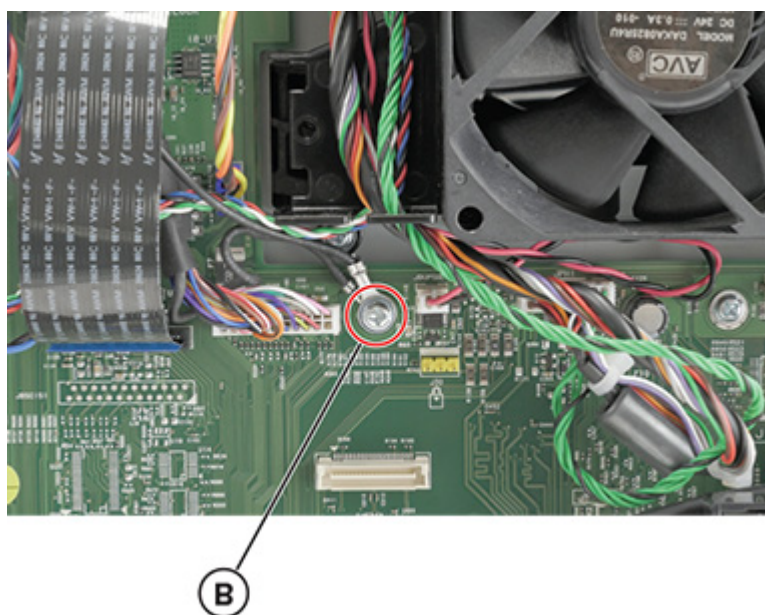
- 1 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 2 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)

3 Remove the two screws (A).

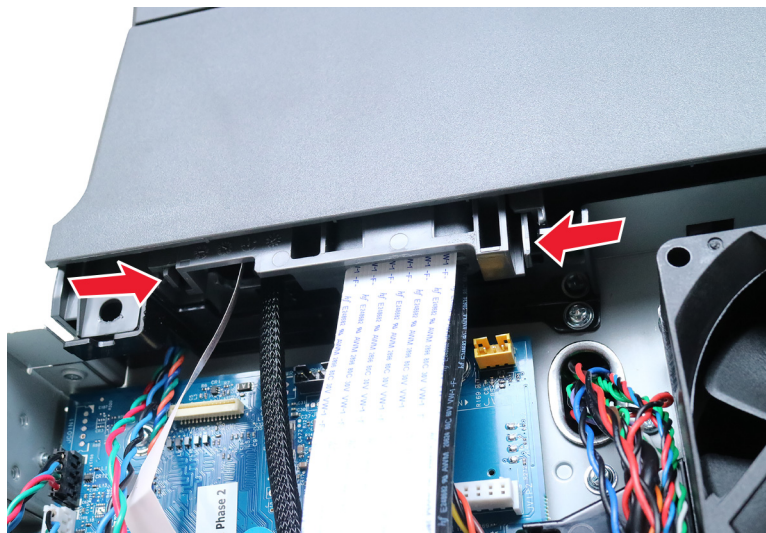


4 From the controller board, remove the screw (B), and then disconnect the following cables:

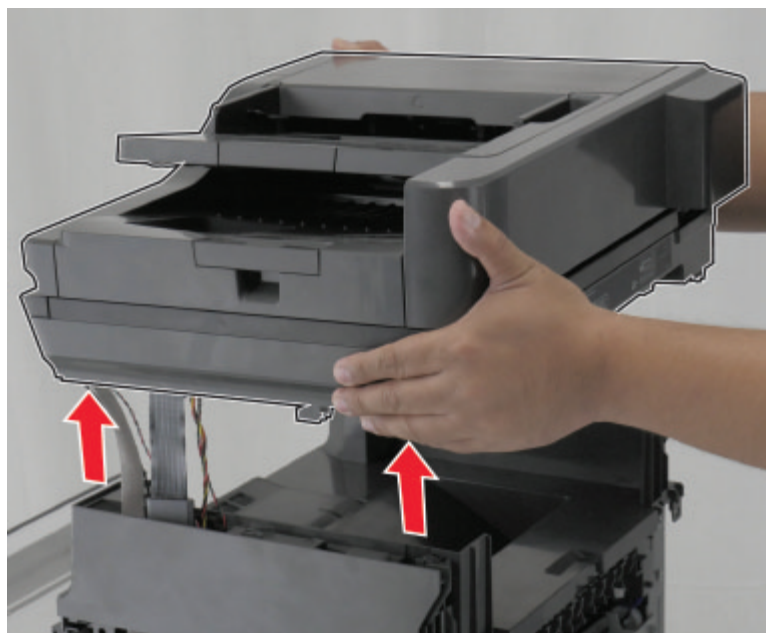
- Control panel cable
- Speaker cable
- ADF cable
- ADF scanner cable
- CIS cable



- 5 Release the latches, and then remove the toroid holder to release the flat cables.



- 6 Remove the scanner assembly.

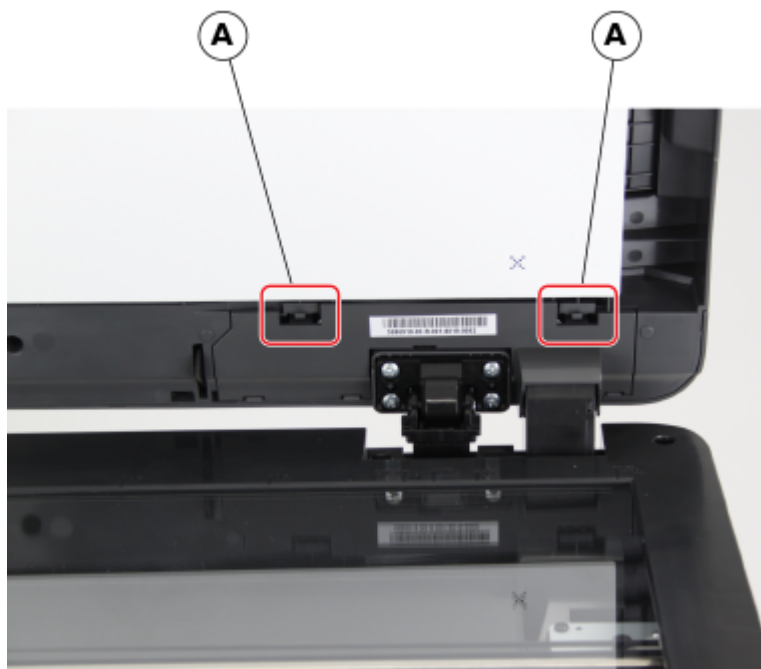


## ADF assembly removal

- 1 Open the ADF.

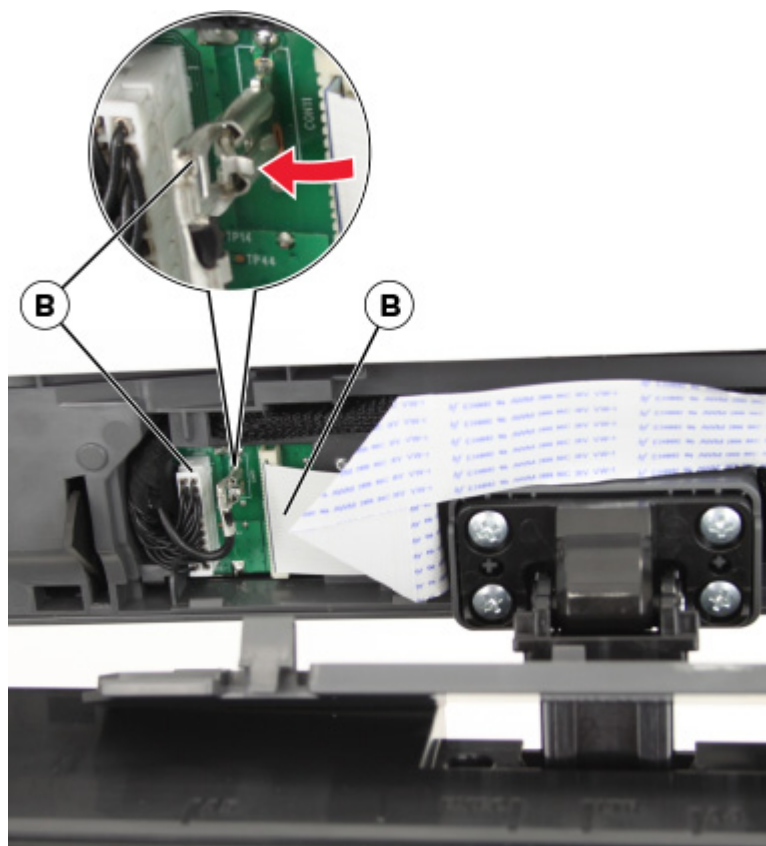


- 2 Release the two latches (A) to open the ADF controller board access cover.



- 3 Disconnect the three cables (B).

**Note:** To disconnect the grounding cable, press the tab first and then pull.



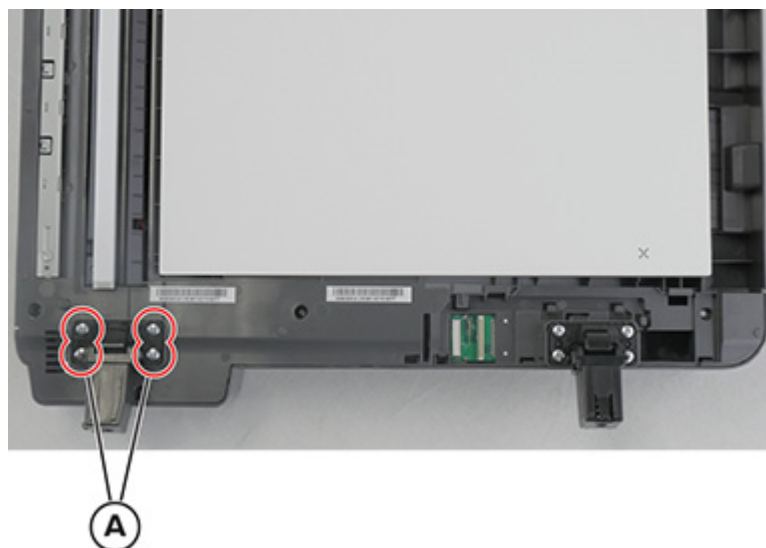
**4** Release the cables off the assembly, and then remove the ADF.

**Installation note:** Pay attention to the routing of the cables.

## ADF left hinge removal

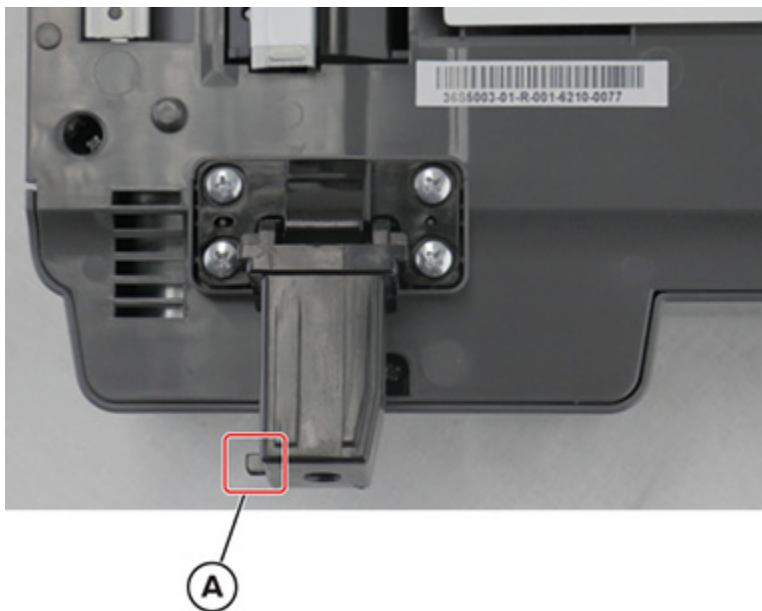
**1** Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).

**2** Remove the four screws (A), and then remove the left hinge.



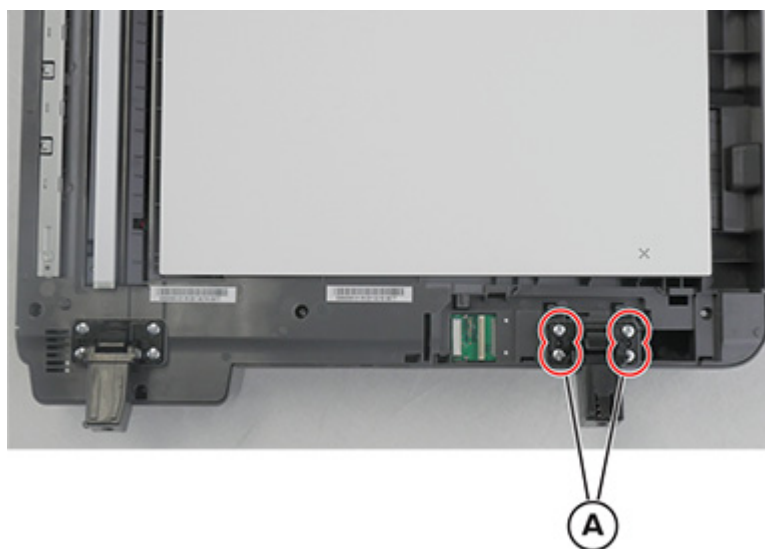


**Installation note:** When installing the left hinge, make sure that the extension (A) is facing to the left.

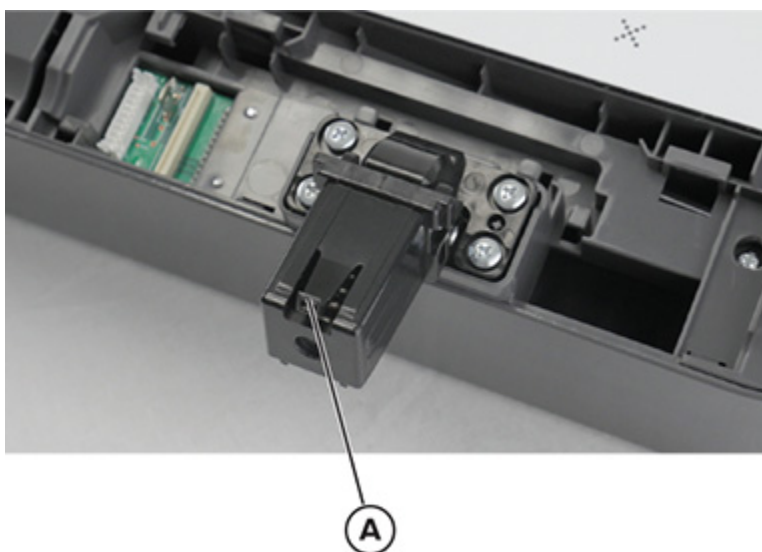


## ADF right hinge removal

- 1 Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).
- 2 Remove the four screws (A), and then remove the right hinge.



**Installation note:** When installing the right hinge, make sure that the latch (A) is positioned as shown.



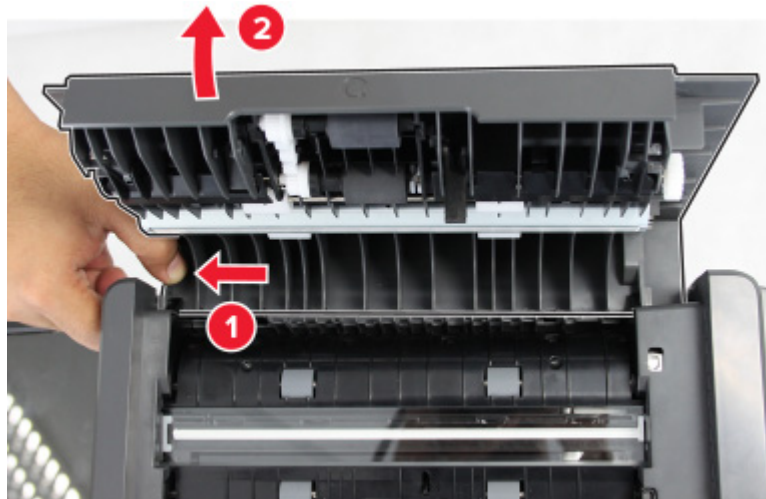
## ADF access door removal

- 1 Open the ADF access door.



Parts removal

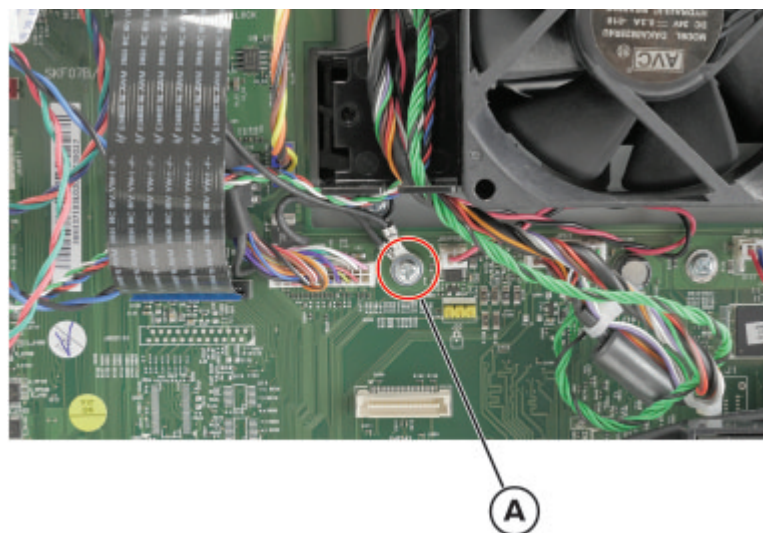
- 2 Pull and then release the latch on the right side of the door. Do the same to release the latch on the other side.



- 3 Remove the door.

## Flatbed scanner assembly removal

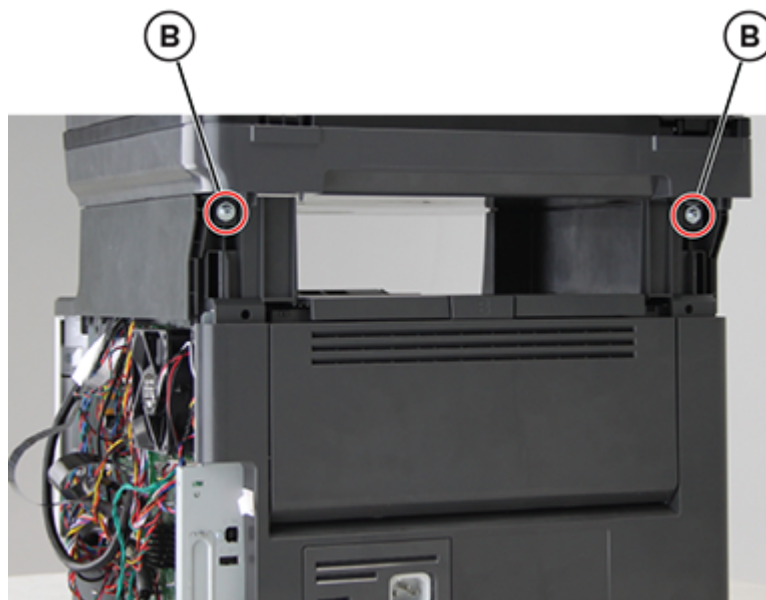
- 1 Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).
- 2 Remove the right cover. See [“Right cover removal” on page 237](#).
- 3 From the controller board, remove the screw (A), and then disconnect the following cables:
  - Control panel cable
  - Speaker cable
  - ADF cable
  - CIS cable
  - ADF scanner cable



- 4 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294](#).

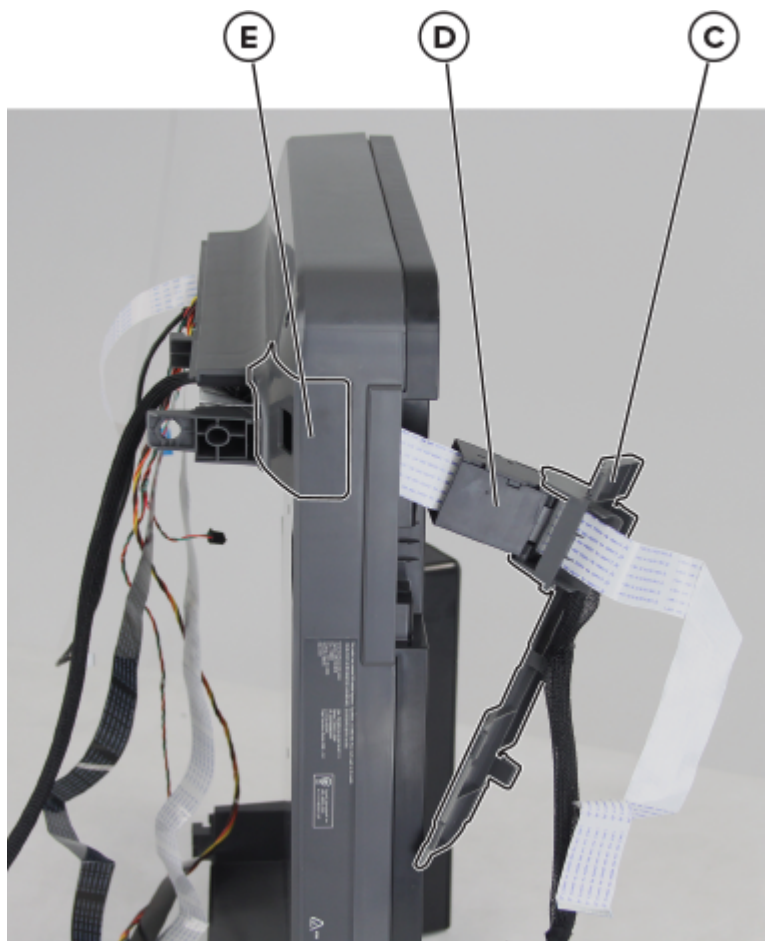


**5** Remove the two screws (B).



**6** Remove the flatbed scanner assembly.

- 7 Remove the ADF controller board cover (C) and the holder (D), and then remove the scanner cable cover (E).



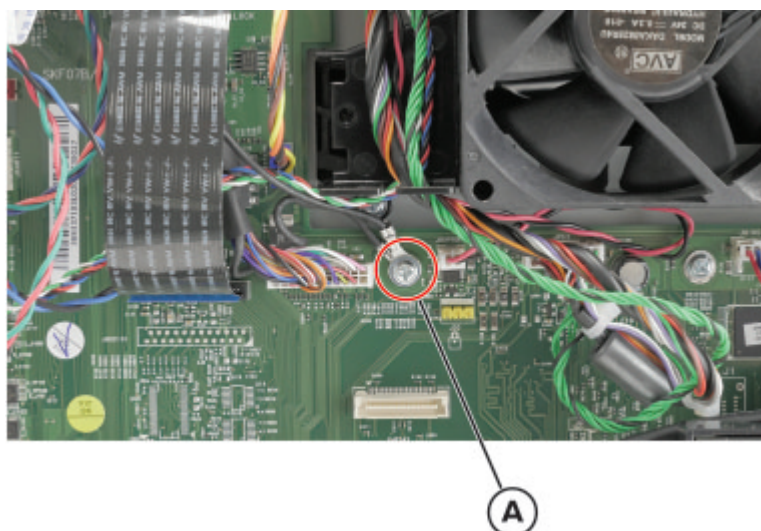
- 8 Route the cables through the flatbed assembly, and then remove them.

**Note:** Pay attention to the routing of the flatbed scanner cable and of double-sided part of the cable.

- 9 Remove the control panel. See [“Control panel display assembly removal” on page 255](#).

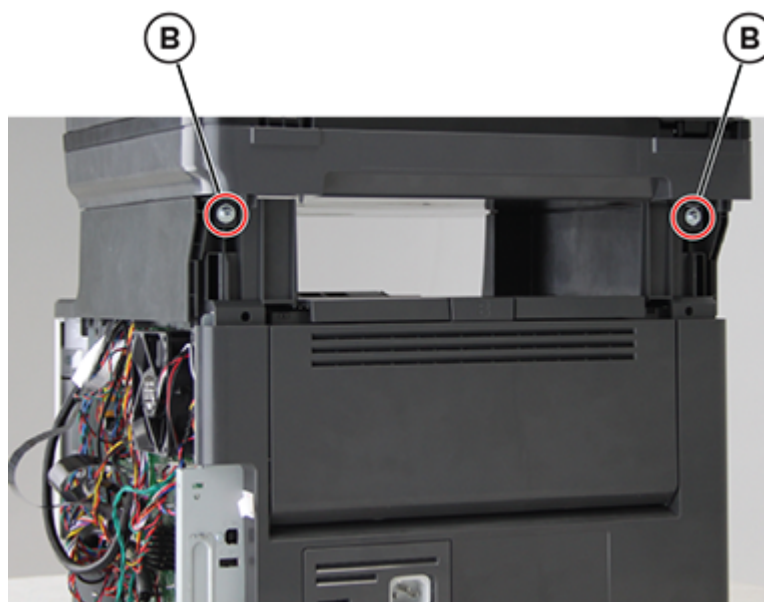
## ADF flat cable removal

- 1 Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).
- 2 Remove the right cover. See [“Right cover removal” on page 237](#).
- 3 From the controller board, remove the screw (A), and then disconnect the following cables:
  - Control panel cable
  - Speaker cable
  - ADF cable
  - ADF flat cable
  - CIS cable



**4** Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294](#).

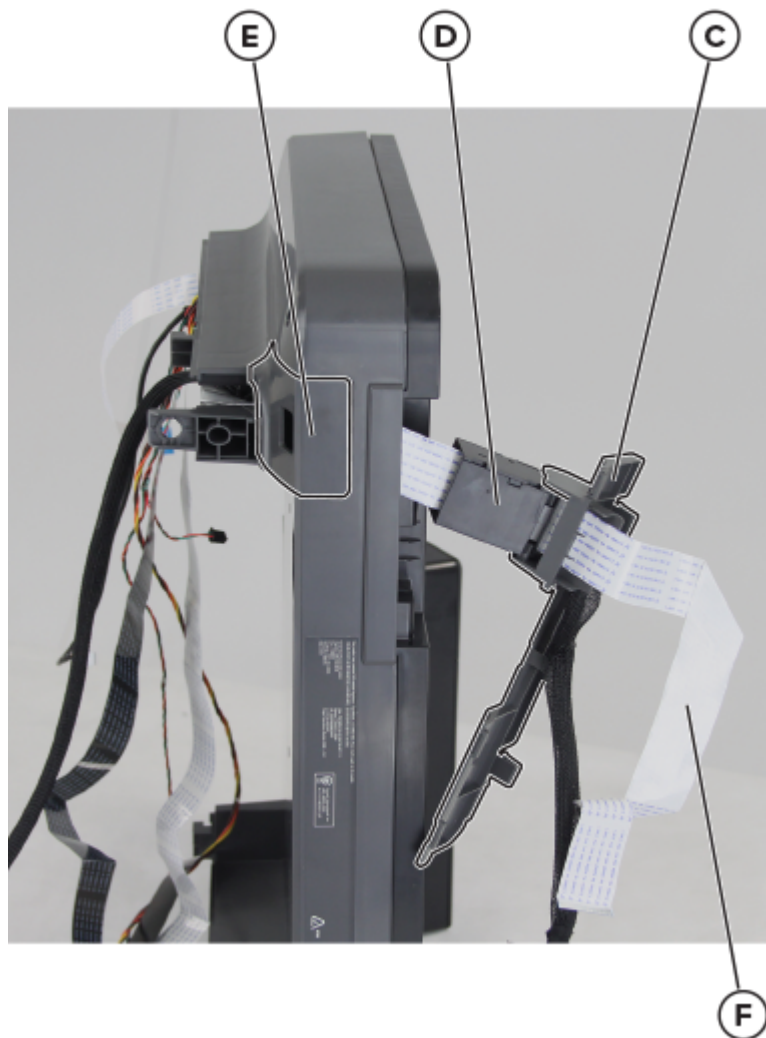
**5** Remove the two screws (B).



**6** Remove the flatbed scanner.

**7** Remove the ADF controller board cover (C) and the holder (D), and then remove the flat cable cover (E).

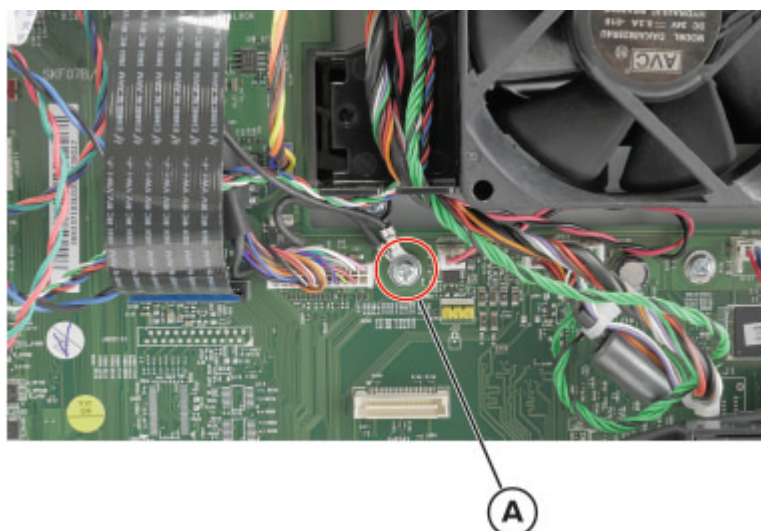
8 Route the flat cable (F) off the flatbed assembly, and then remove.



**Note:** Pay attention to the routing of the ADF flat cable and of the double-sided part of the cable.

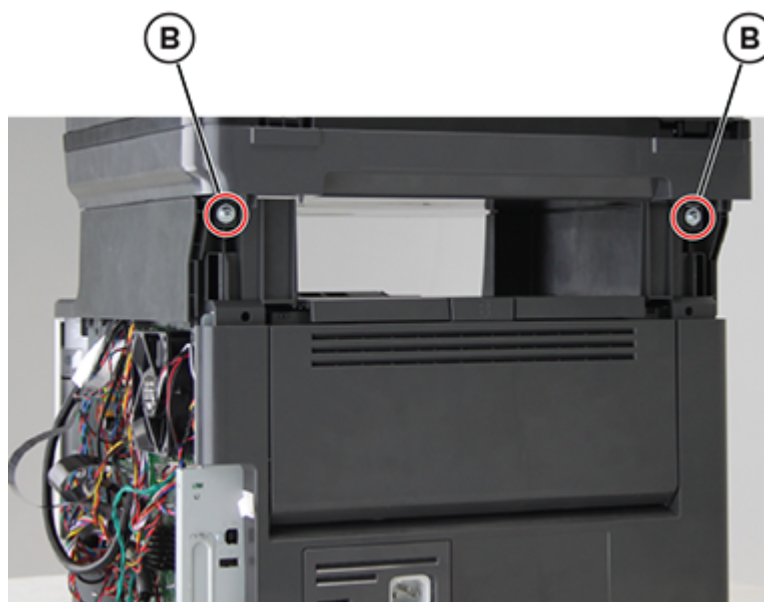
## ADF cable removal

- 1 Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).
- 2 Remove the right cover. See [“Right cover removal” on page 237](#).
- 3 Remove the screw (A), and then disconnect the following cables from the controller board:
  - Control panel cable
  - Speaker cable
  - ADF cable
  - ADF scanner cable
  - CIS cable



**4** Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294](#).

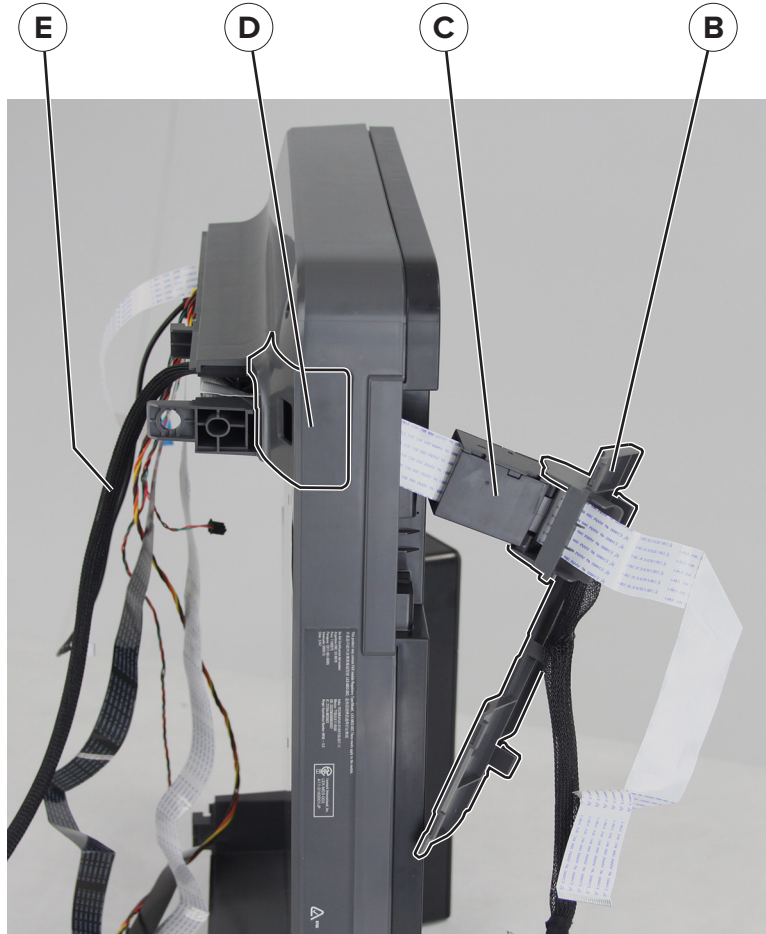
**5** Remove the two screws (B).



**6** Remove the flatbed scanner assembly.

**7** Remove the ADF controller board cover (B) and the holder (C), and then remove the scanner cable cover (D).

8 Route the ADF cable (E) off the flatbed assembly, and then remove.

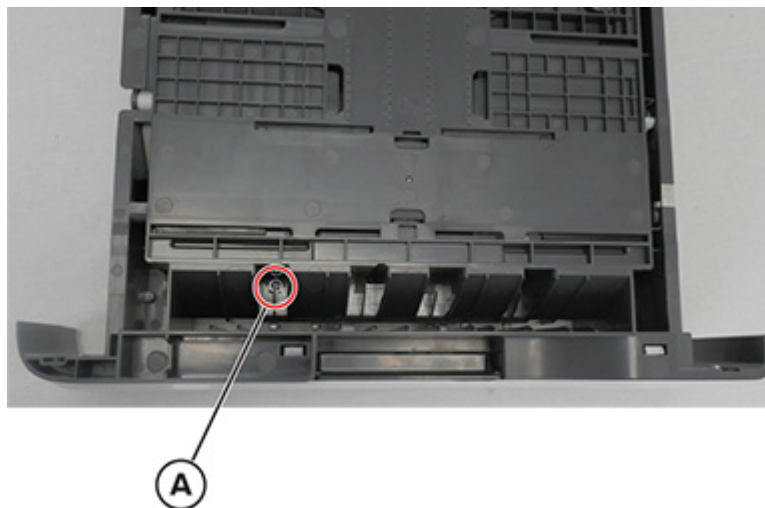




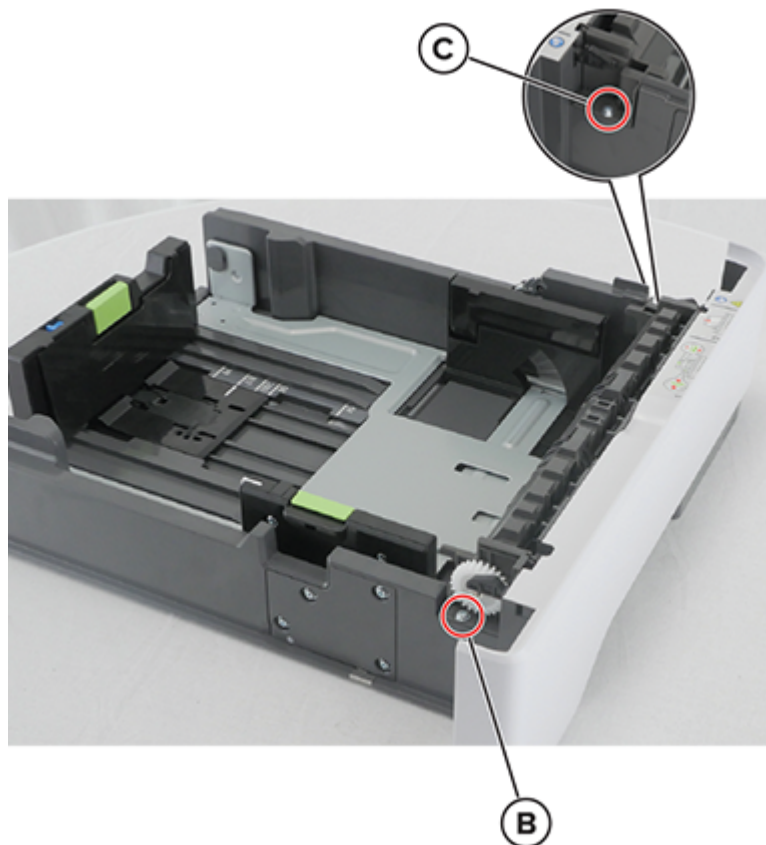
## Optional 550-sheet tray removals

### Separator roller assembly removal

- 1 Remove the tray insert.
- 2 Under the tray, remove the screw (A).



**3** Remove the screw (B) on the left side. Do the same for the screw (C) on the opposite side.



**4** Remove the roller assembly.

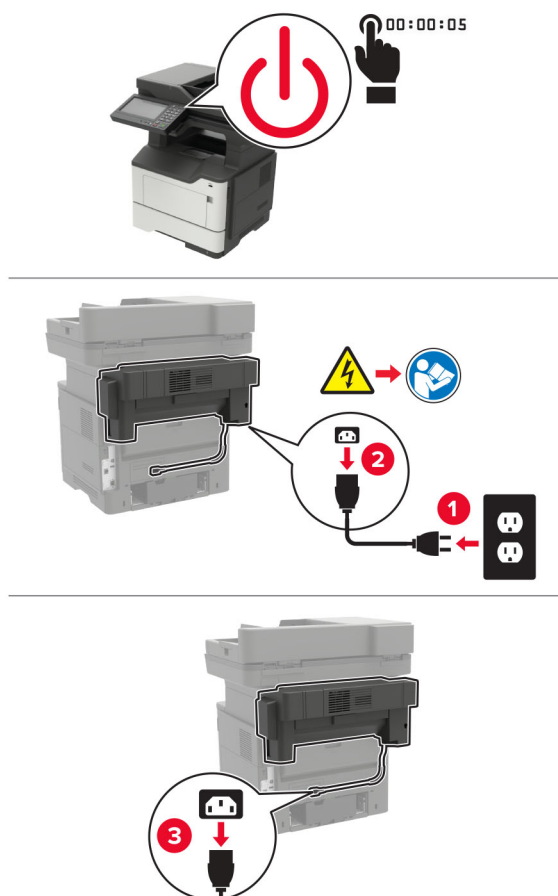


# Optional staple finisher removals

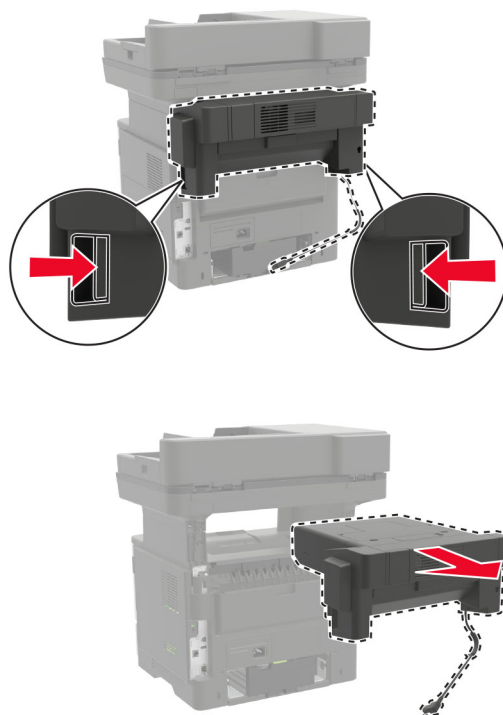
## Staple finisher option removal

**Note:** For a video demonstration, see [Staple finisher installation](#).

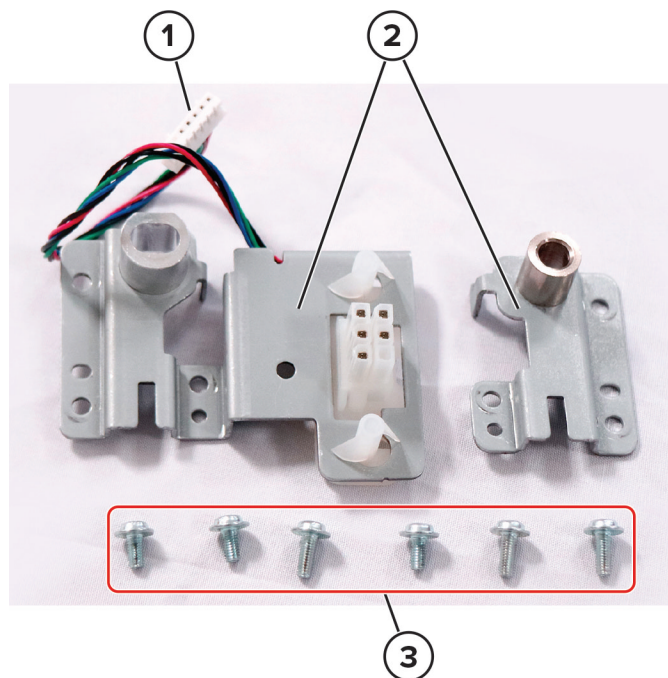
- 1 Turn off the machine, unplug it from its power source, and then disconnect the staple finisher power cable from the printer.



**2** Press the latches to release, then pull the stapler finisher off the printer.



### Installing the mounting bracket kit

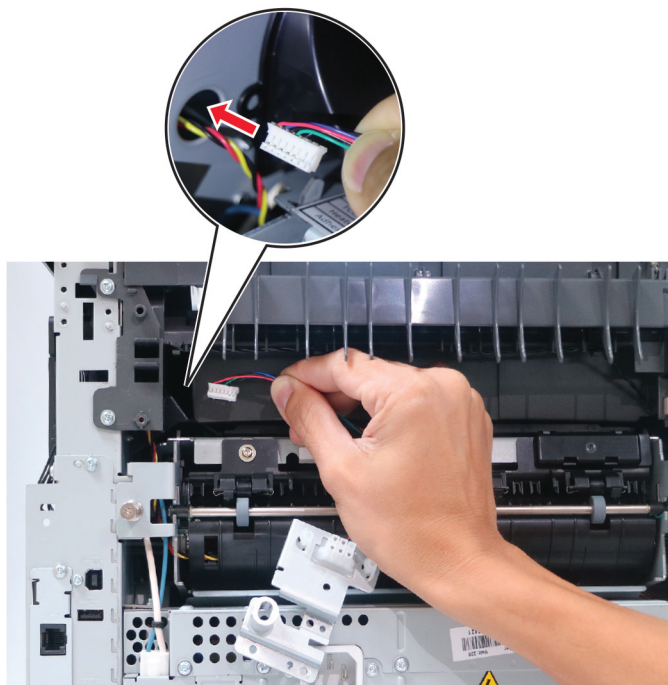


<b>1</b>	Stapler cable
<b>2</b>	Mounting brackets

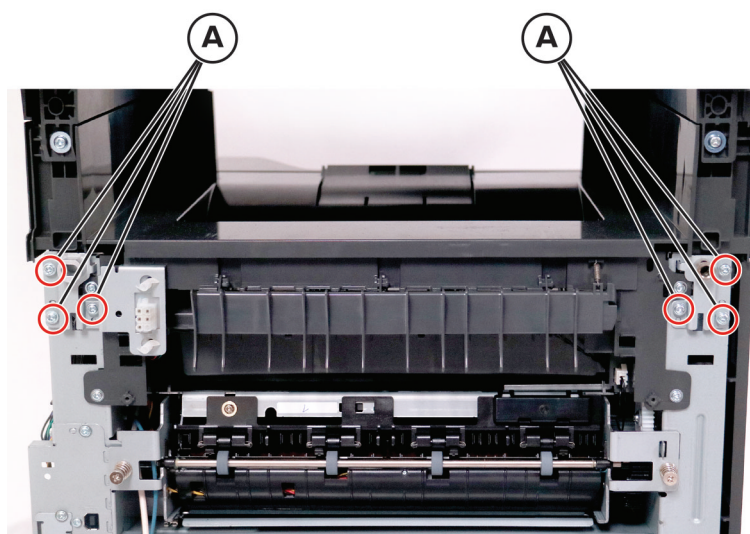
Parts removal

**3** Screws

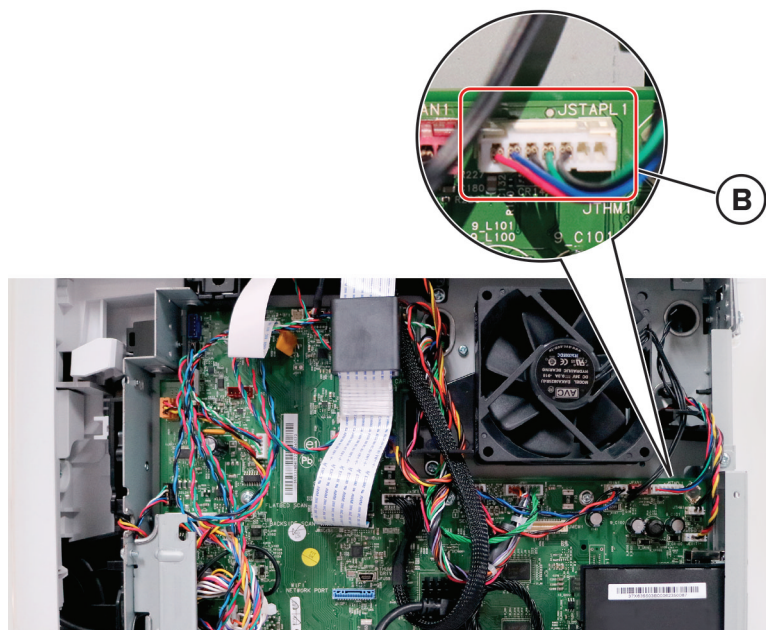
- 1 Remove the scanner rear cover. See [“Scanner rear cover removal” on page 294.](#)
- 2 Remove the rear cover. See [“Rear door and cover removal” on page 295.](#)
- 3 Remove the right cover. See [“Right cover removal” on page 237.](#)
- 4 Route the stapler cable through the redrive assembly and into the hole towards the controller board.



- 5 Install the mounting brackets securing each with three screws (A).



- 6 Insert the stapler cable into connector JSTAPL1 (B) on the controller board.

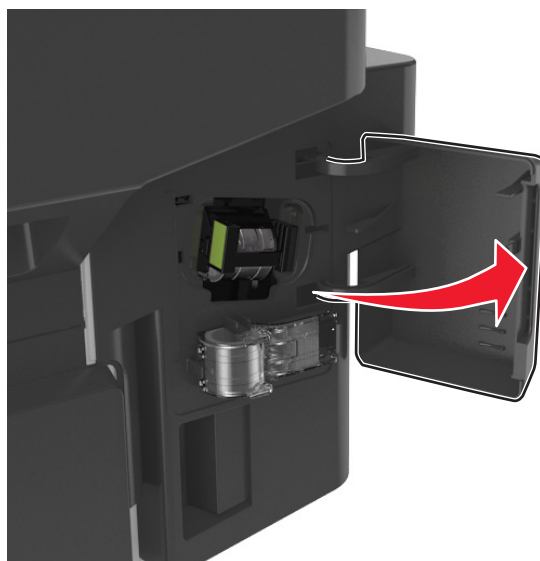


- 7 Reinstall the right and rear covers, and then install the staple finisher.

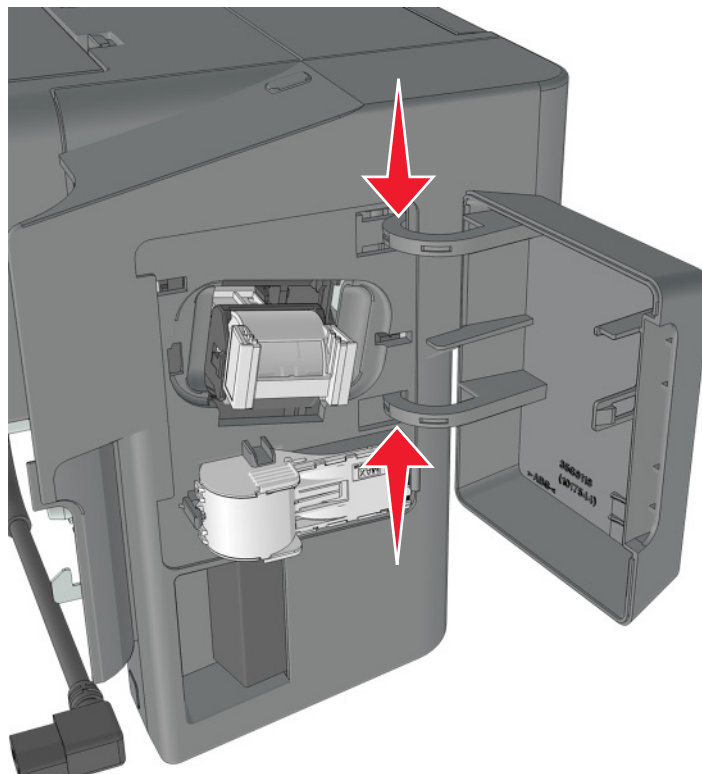
**Note:** You do not need to reinstall the scanner rear cover.

## Stapler cartridge access door removal

- 1 Open the access door.



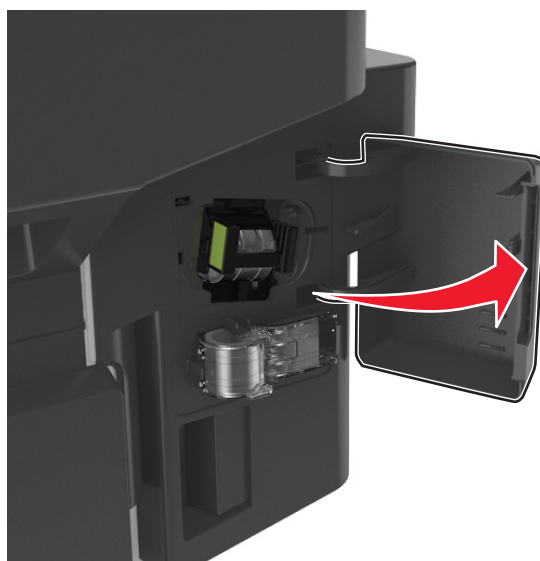
2 Press the hinge inwards to release.



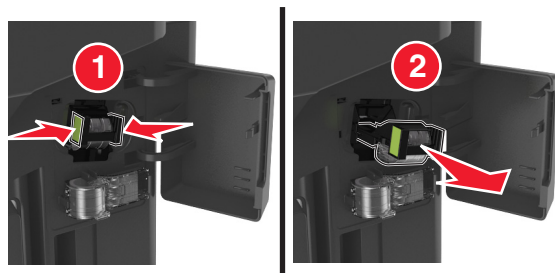
3 Pull the door, and remove.

## Staple roll holder removal

1 Open the access door.

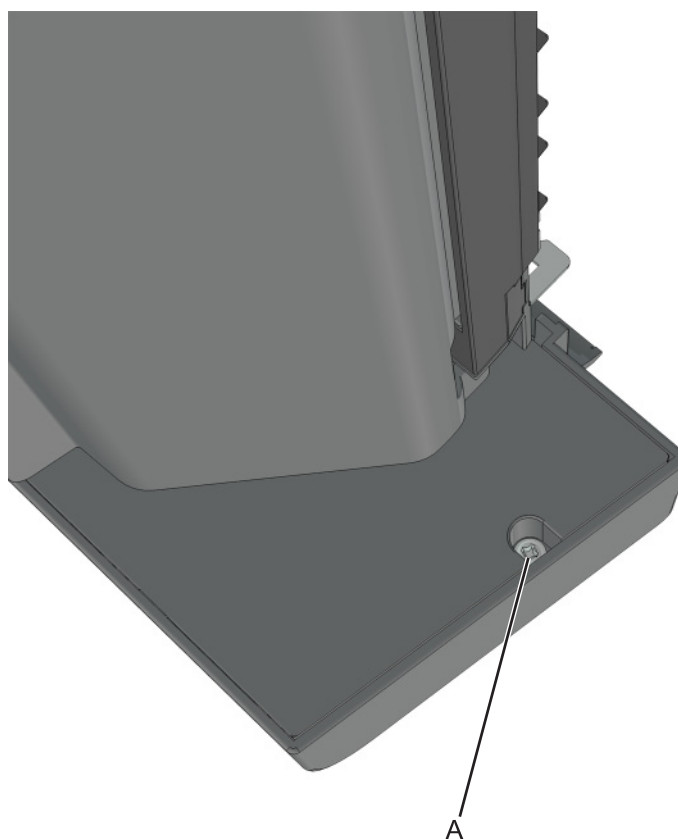


- 2 Squeeze the handles (1), and pull the stapler roll holder (2) off the cartridge.



## Stapler right cover removal

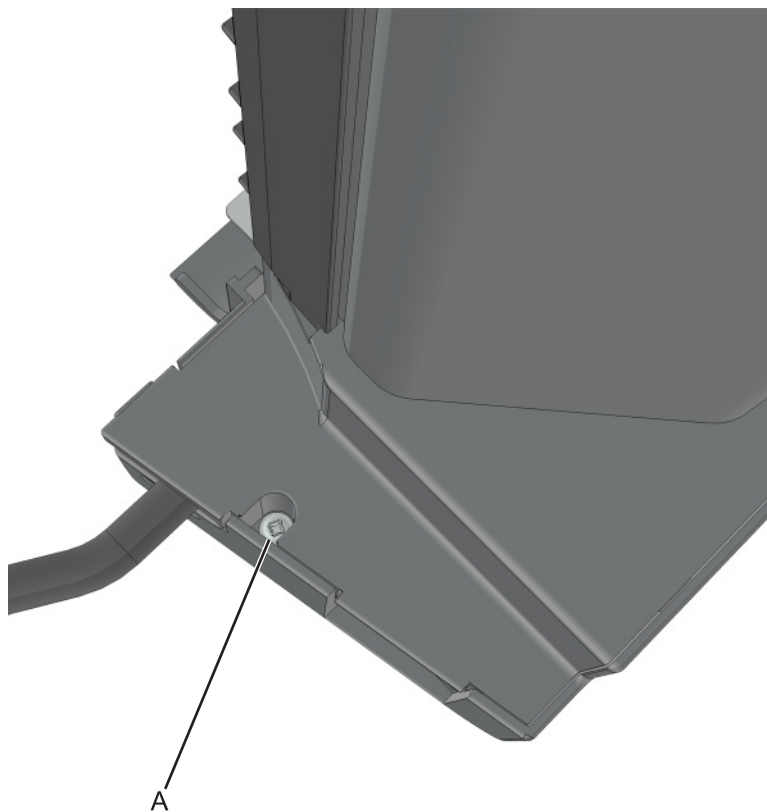
- 1 Remove the stapler cartridge access door. See [“Stapler cartridge access door removal” on page 326](#).
- 2 Remove the screw (A), then remove the cover.



## Stapler left cover removal

**Note:** This is not a FRU.

- 1 Remove the screw (A).

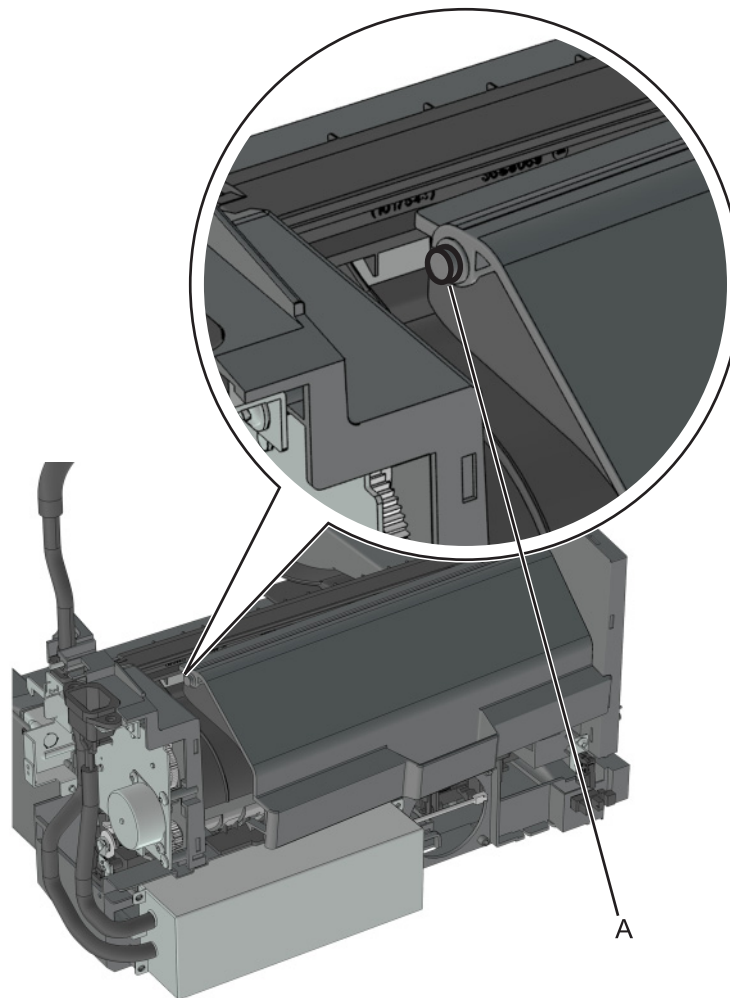


- 2 Remove the cover.



## Stapler rear door removal

- 1 On the bottom of the stapler finisher, flex the stapler rear door to release the pin (A).

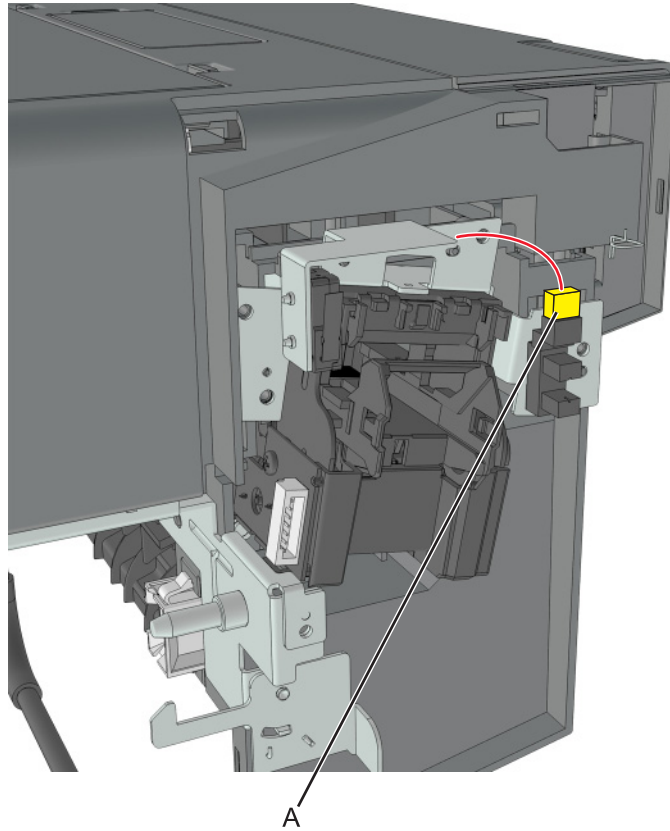


- 2 Remove the stapler rear door.



## Sensor (stapler access door) removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Disconnect the sensor cable (A).

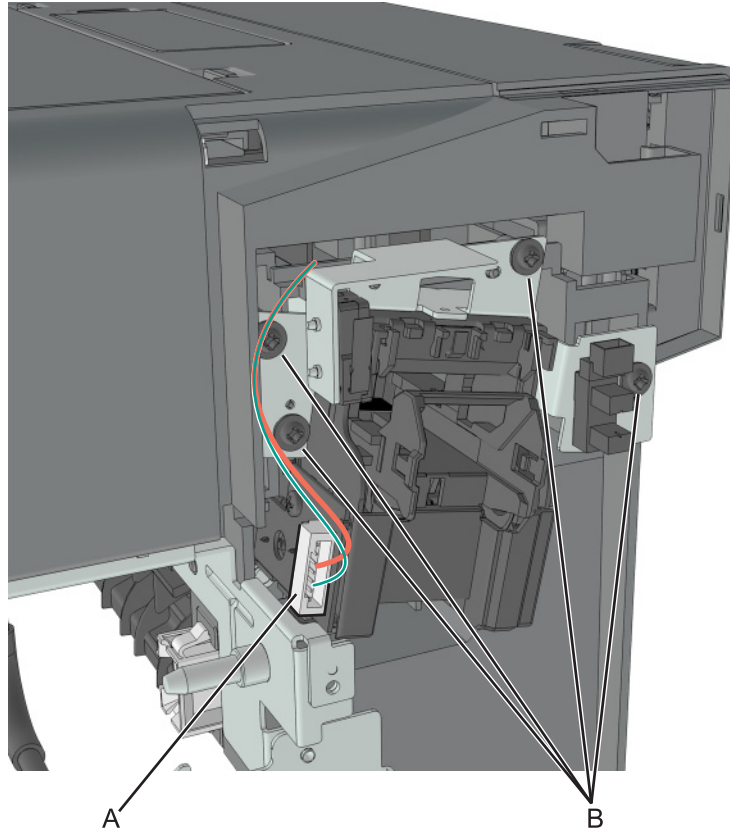


- 3 Release the latches, and pull the sensor off the frame.

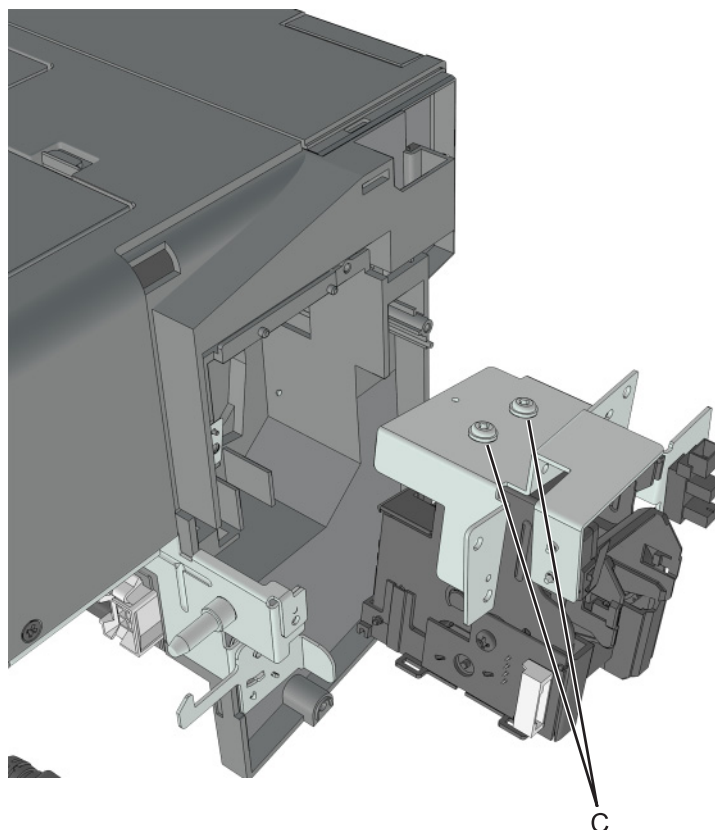
## Stapler carriage assembly removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Disconnect the cable (A) from the carriage.

3 Remove the four screws (B) securing the carriage frame to the stapler.



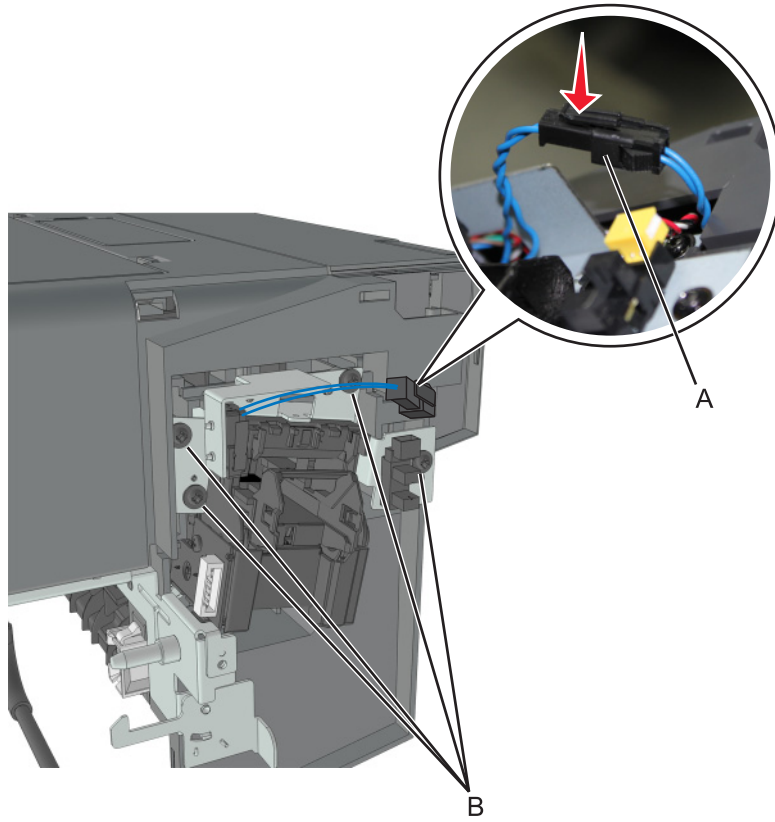
- 4 Remove the two screws (C), and remove the stapler carriage assembly.



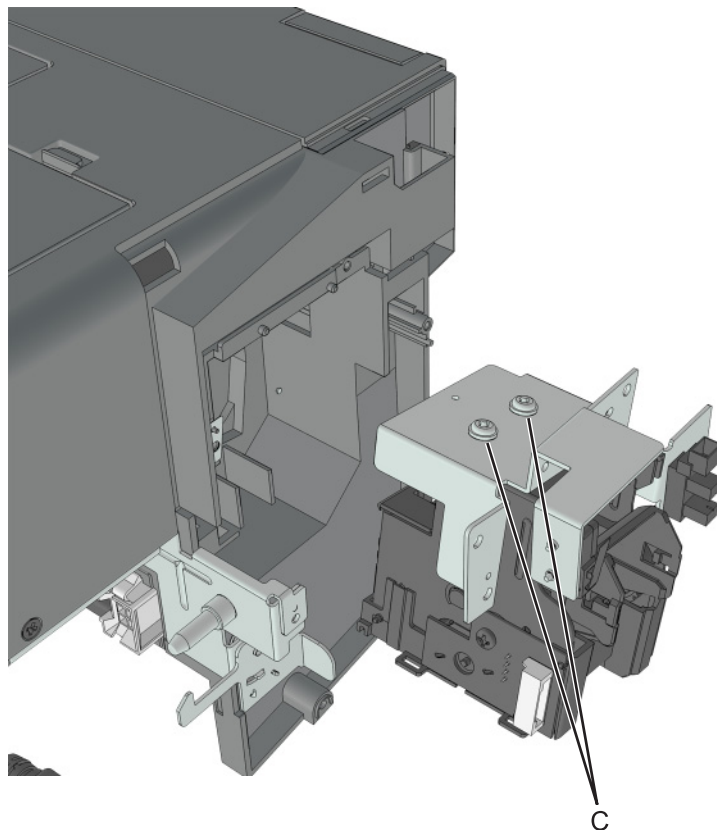
### Stapler door close limit switch removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Push down to release, then disconnect the switch cable (A).

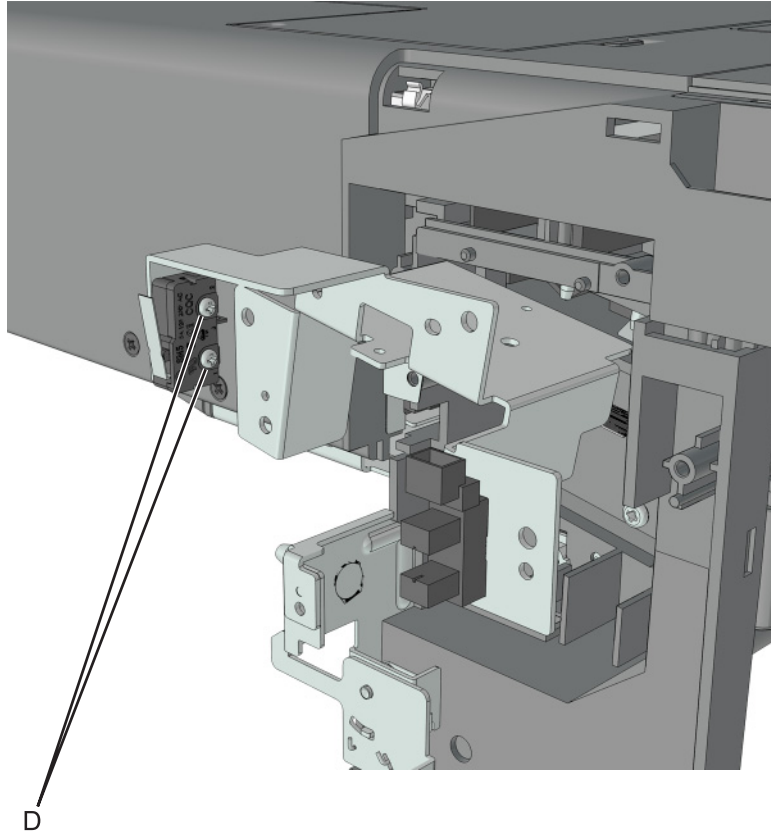
3 Remove the four screws (B) securing the carriage frame to the stapler.



- 4 To access the switch, remove the two screws (C), and set aside the carriage.

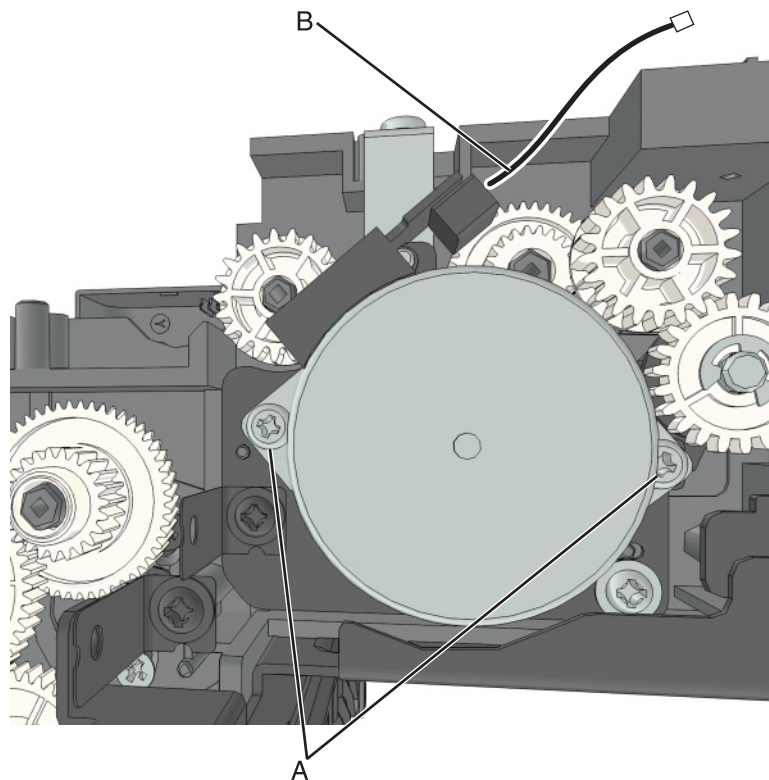


5 Remove the two screws (D) using a #1 Phillips screwdriver, then remove the limit switch.



## Motor (stapler paddle) removal

- 1 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 2 Remove the two screws (A), and then disconnect the cable (B).

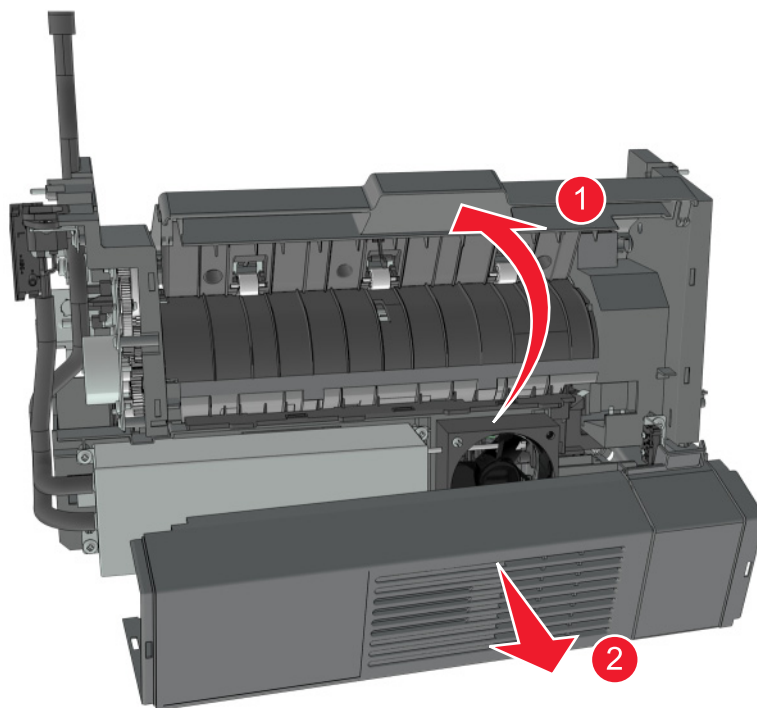


- 3 Remove the motor.

## Stapler rear cover removal

- 1 Remove the left cover. See [“Stapler left cover removal” on page 329.](#)
- 2 Remove the right cover. See [“Stapler right cover removal” on page 328.](#)

- 3 Lift the media access door (1), then pull the rear cover (2), and remove.

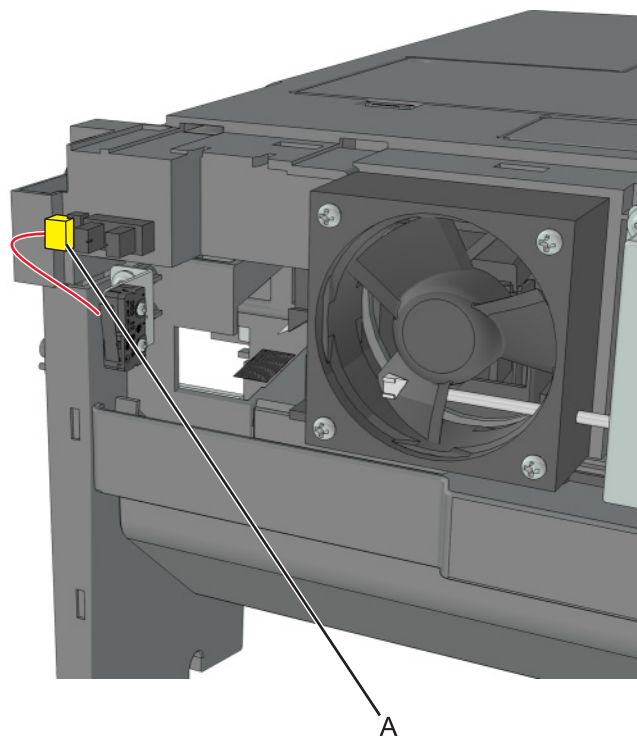


### Sensor (stapler rear cover) removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)



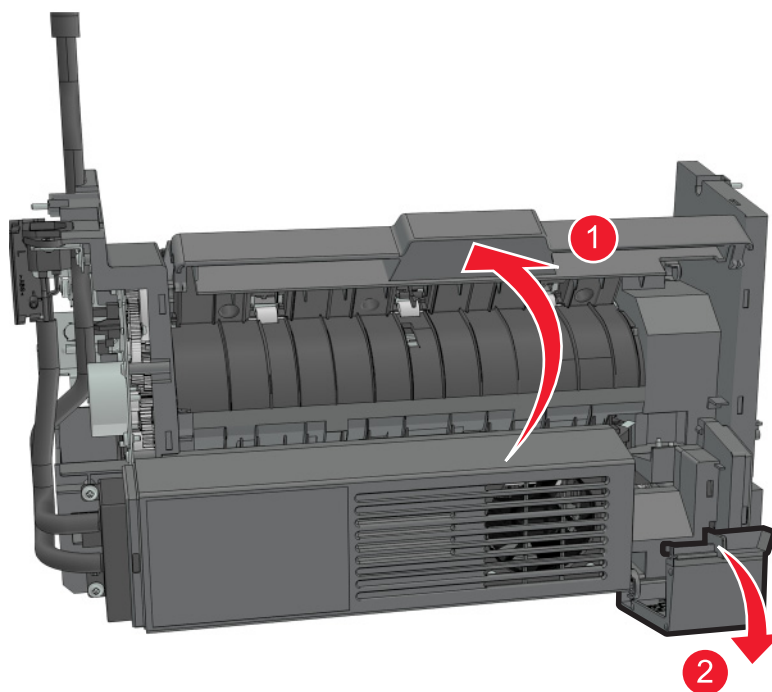
- 4 Disconnect the sensor cable (A).



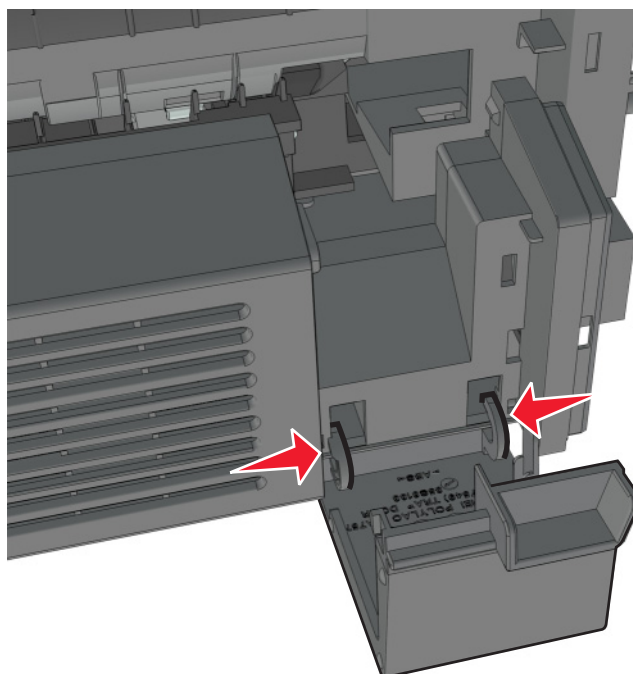
- 5 Release the latches, and pull the sensor off the stapler.

## Trapped staple access door removal

- 1 Lift the media access door (1), then open the staple access door (2).

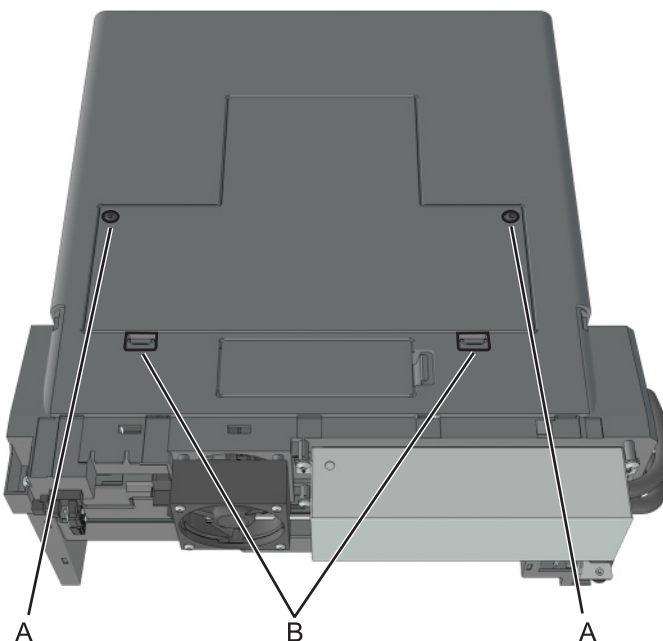


- 2 Push inwards to release the hinges, then remove the staple access door.



## Stapler service cover removal

- 1 Remove the two screws (A) from the cover.
- 2 Press the latches (B) to release, and pull the service cover off the stapler.



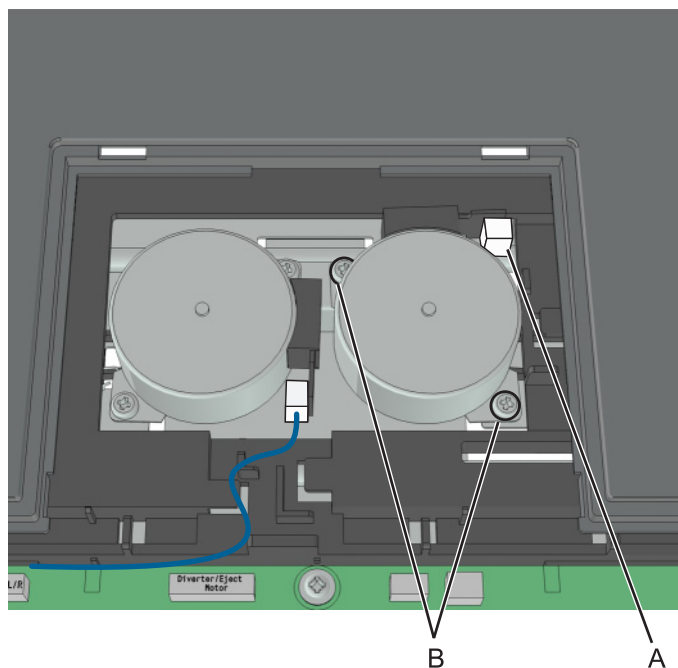
## Stapler controller board removal

- 1 Remove the stapler service cover. See [“Stapler service cover removal” on page 341](#).
- 2 Disconnect all the cables from the stapler controller board.
- 3 Remove the five screws (A), and then remove the board.

## Motor (stapler left tamper) removal

- 1 Remove the stapler service cover. See [“Stapler service cover removal” on page 341](#).
- 2 Disconnect the cable (A).

- 3 Remove the two screws (B), and then remove the motor.



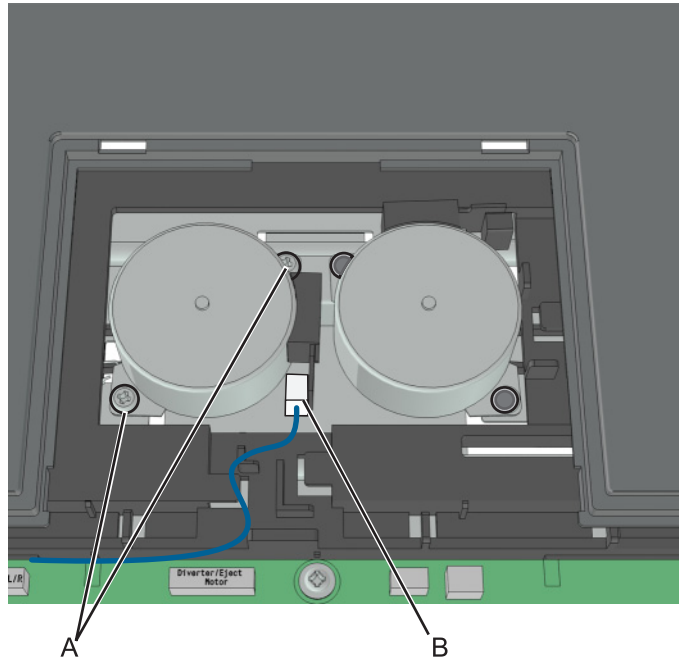
**Warning—Potential Damage:** Be careful not to lose the tamper belt when removing the motor.

**Installation note:** Make sure to engage the motor gears with the tamper belt.

## Motor (stapler right tamper) removal

- 1 Remove the stapler service cover. See [“Stapler service cover removal” on page 341](#).
- 2 Remove the two screws (A).

- 3 Disconnect the cable (B), and then remove the motor.



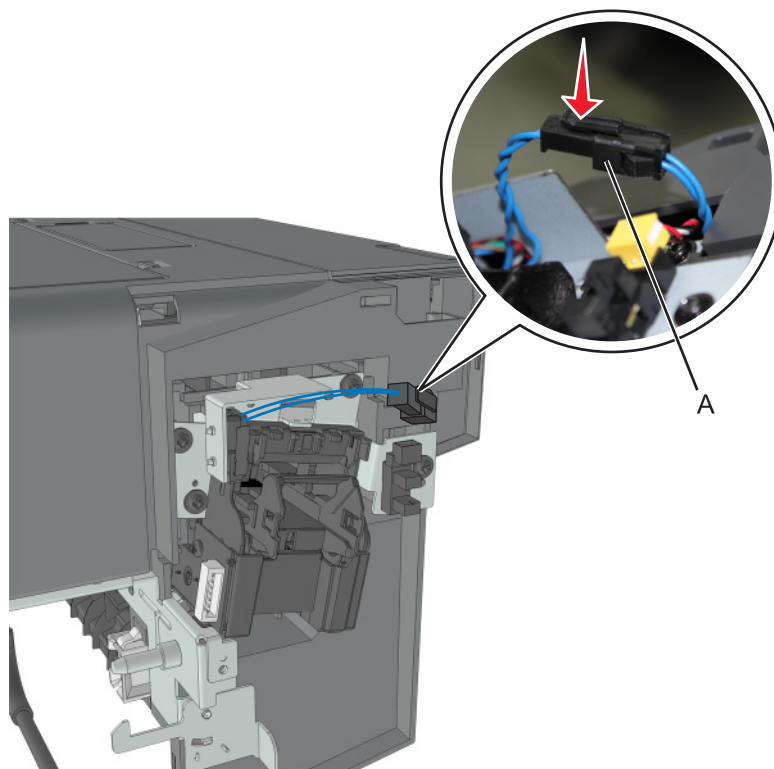
**Warning—Potential Damage:** Be careful not to lose the tamper belt when removing the motor.

**Installation note:** Make sure to engage the motor gears with the tamper belt.

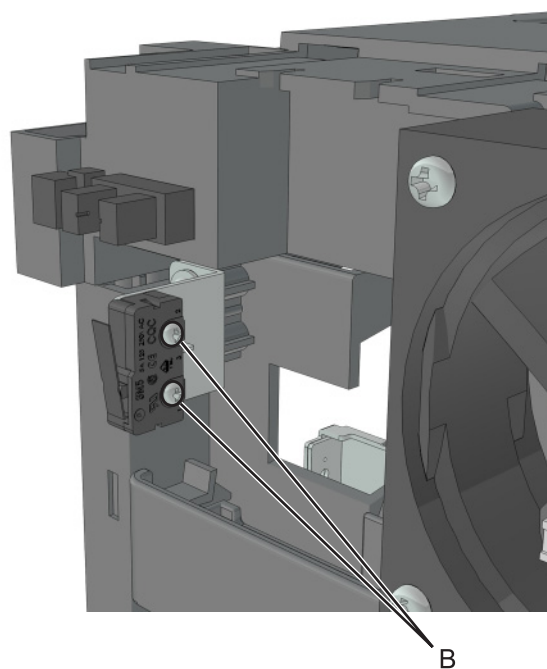
### Stapler rear cover close limit switch removal

- 1 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 2 Disconnect the limit switch cable from the stapler controller board.
- 3 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)

- 4 Disconnect the cable (A).

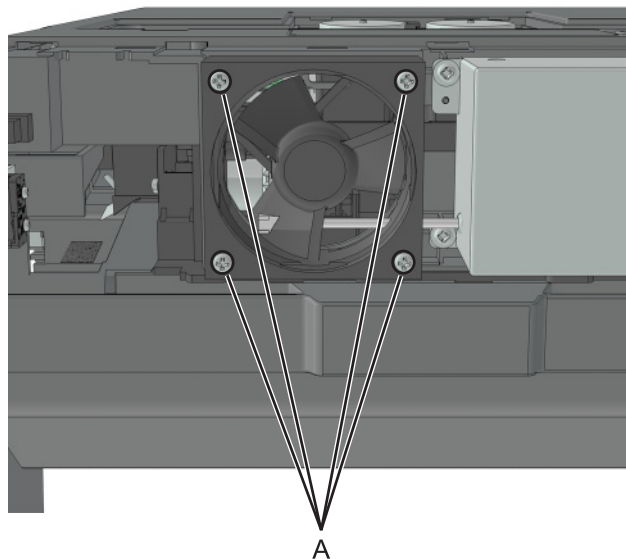


- 5 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 6 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 7 Remove the two screws (B) using a #1 Phillips screwdriver, and then remove the limit switch.



## Stapler cooling fan removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5 Disconnect the cooling fan cable CN8 from the stapler controller board.
- 6 Remove the four screws (A).



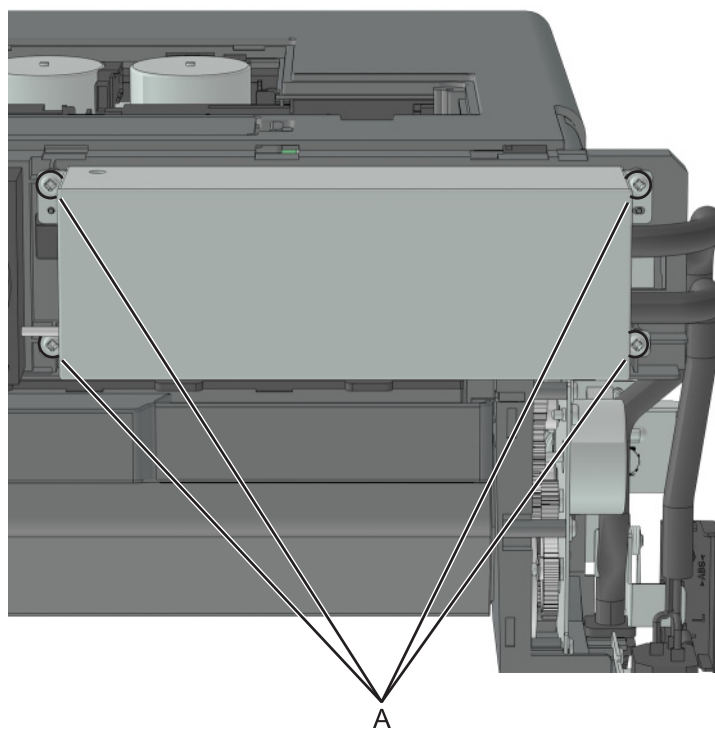
- 7 Release the fan cable, and then remove the fan.

**Note:** Pay attention to the original route of the cable.

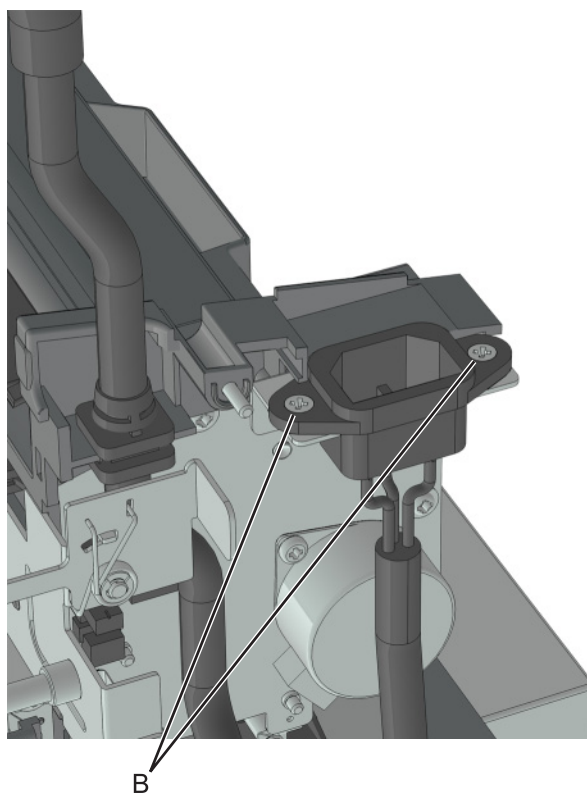
## Stapler power supply unit removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 5 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 6 Disconnect the power supply cable CN5 from the stapler controller board.

**7** Remove the four screws (A).



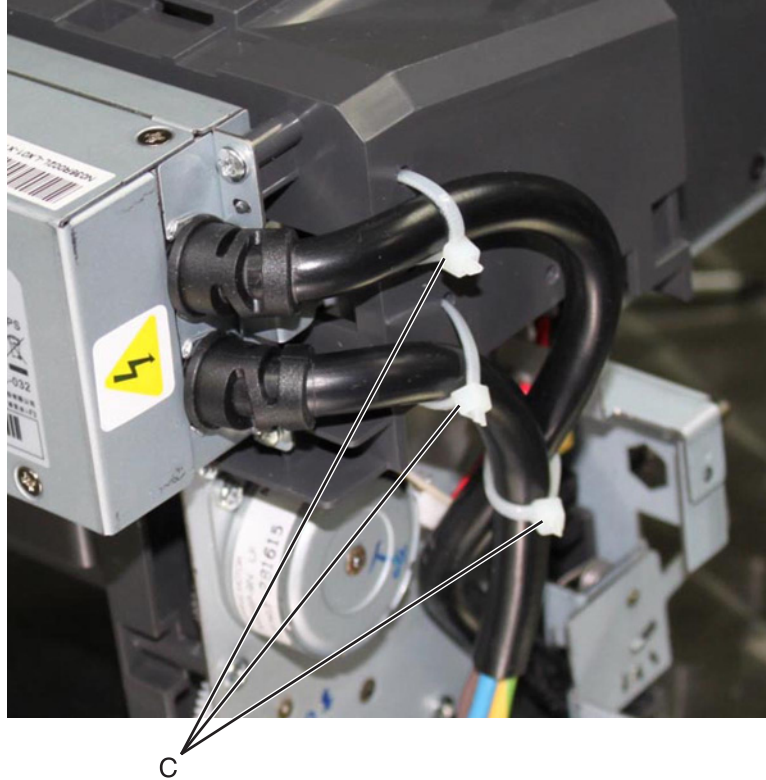
**8** Remove the two screws (B).



Parts removal



- 9 Cut the cable ties (C).



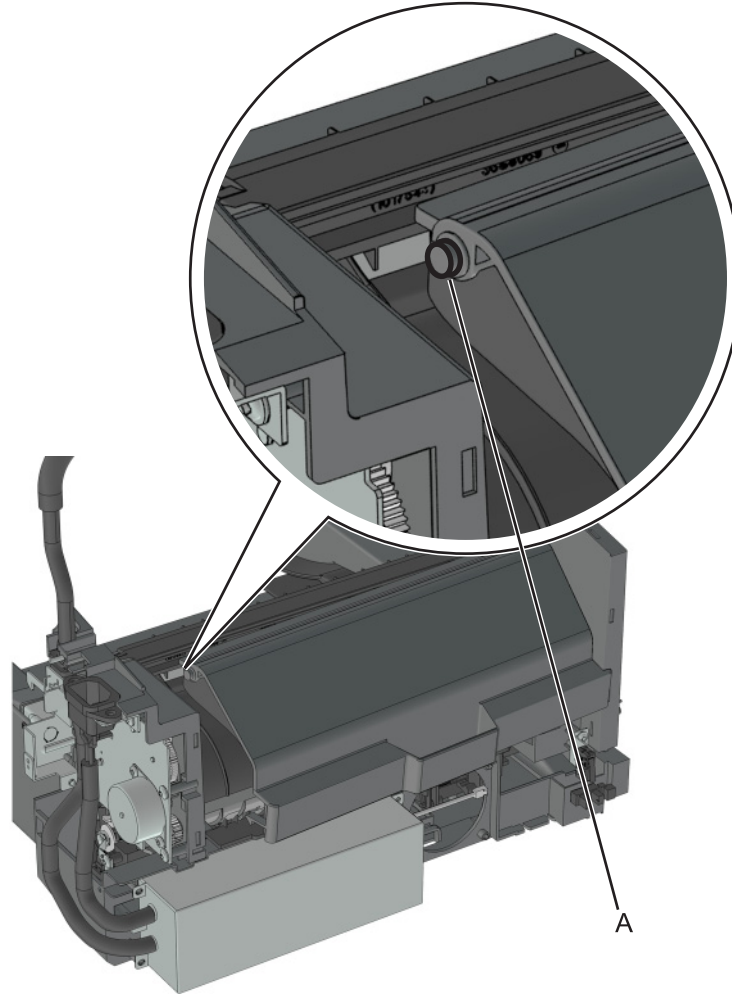
- 10 Release the cable from its route, and then remove the power supply unit.

**Note:** Pay attention to the original route of the cable.

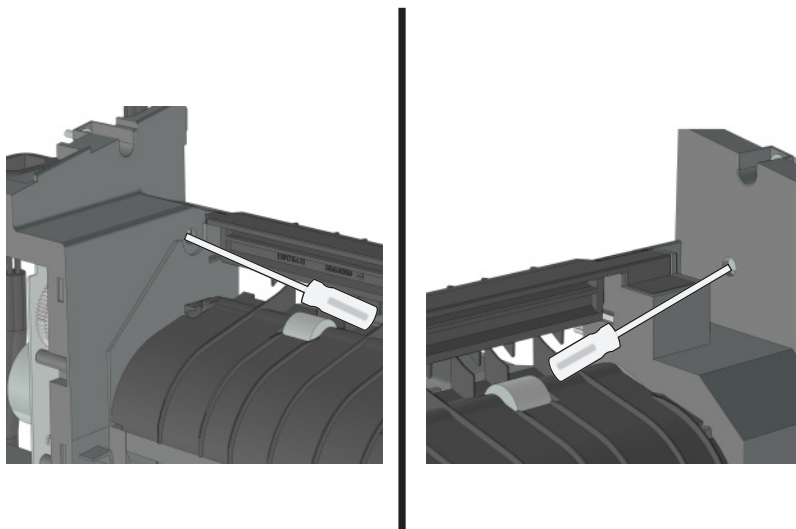
## Stapler interface cable removal

- 1 Remove the stapler service cover. See [“Stapler service cover removal” on page 341](#).
- 2 Disconnect the interface cable CN15 from the stapler controller board.

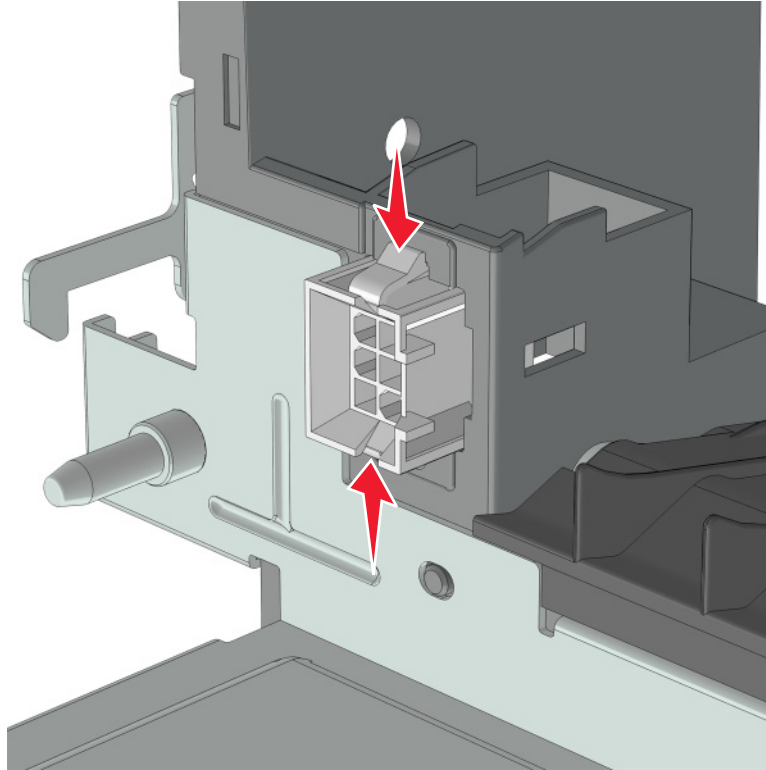
3 Flex the media access door to release the tab (A), and then remove it.



4 Release the latches using a flat-blade screwdriver, and then remove the input cover.



- 5 Release the latches, and then dislodge the interface cable.



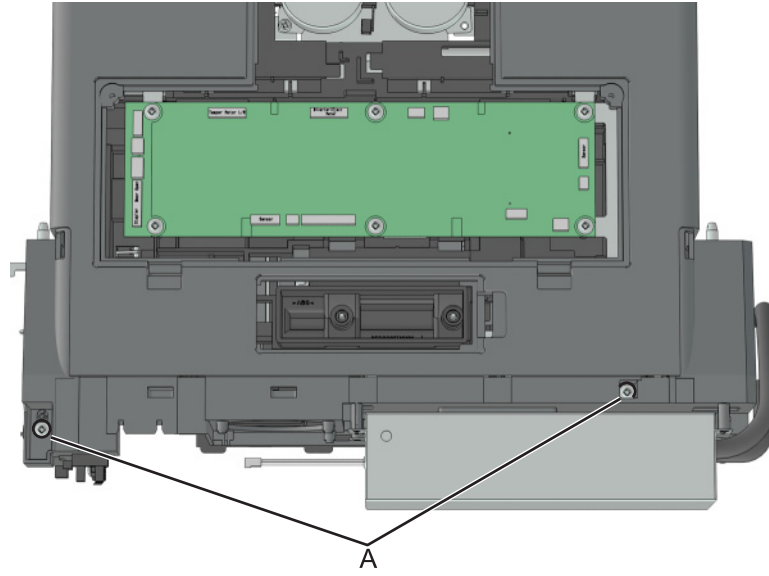
- 6 Release the cable from its route, and then remove it.

**Note:** Pay attention to the original route of the cable.

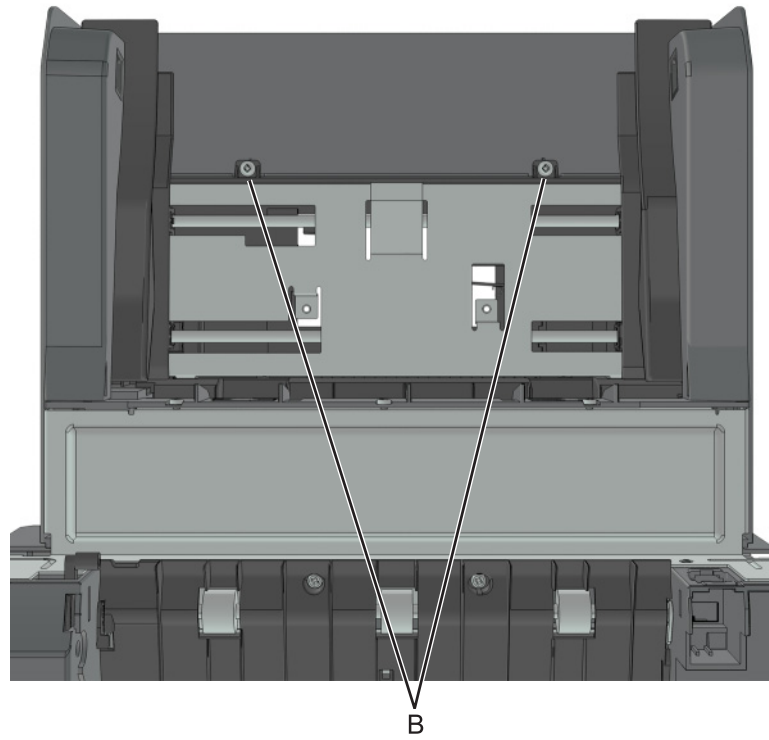
## Stapler top cover removal

- 1 Remove the right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 5 Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)

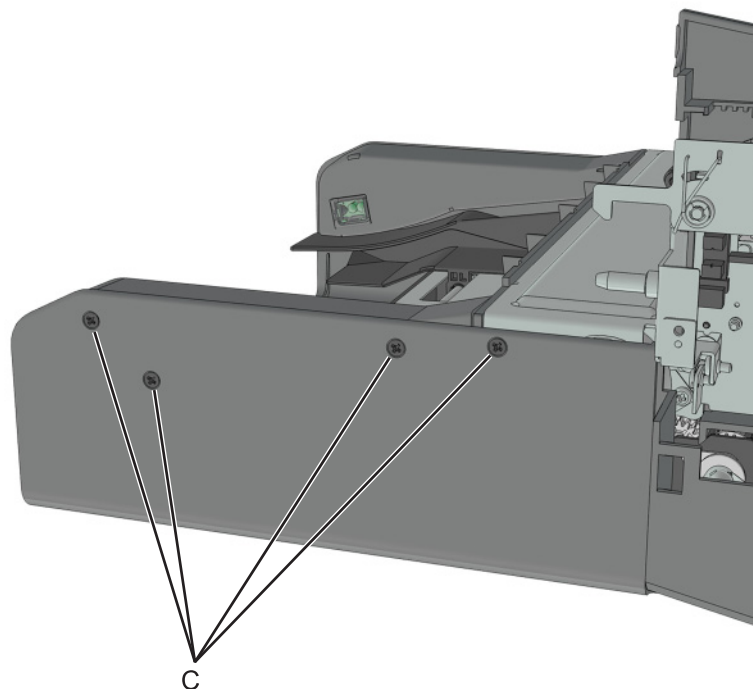
6 Remove the two screws (A) from the top of the cover.



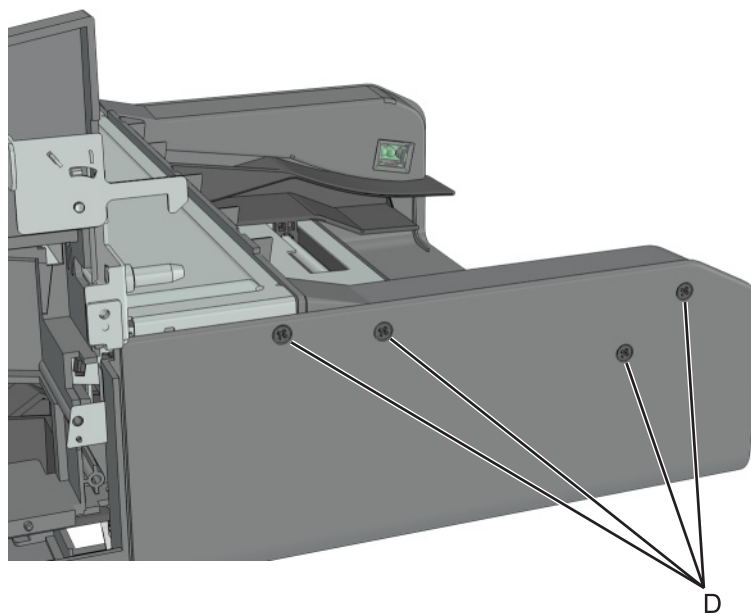
7 Remove the two screws (B) under the cover.



- 8 Remove the four screws (C) from the left side of the cover.



- 9 Remove the four screws (D) from the right side of the cover.



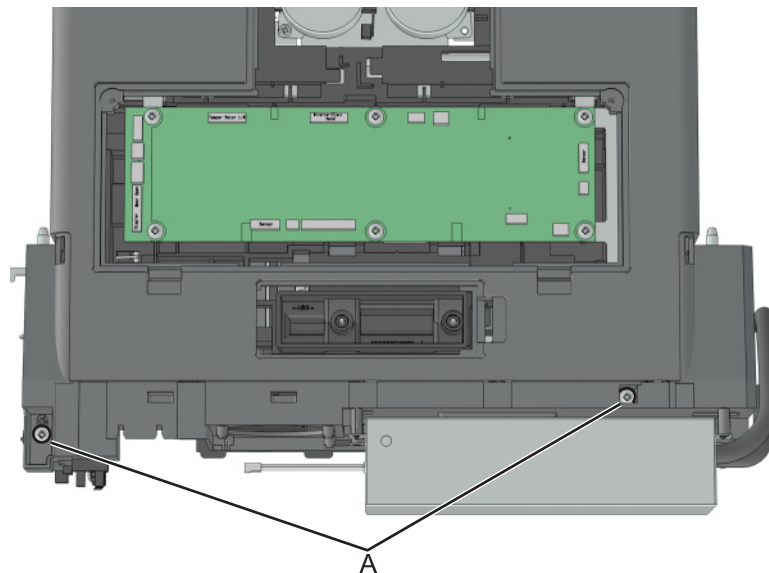
- 10 Lift the cover, then release the cables routed through the top cover.

**Note:** Pay attention to the original routing of the cables.

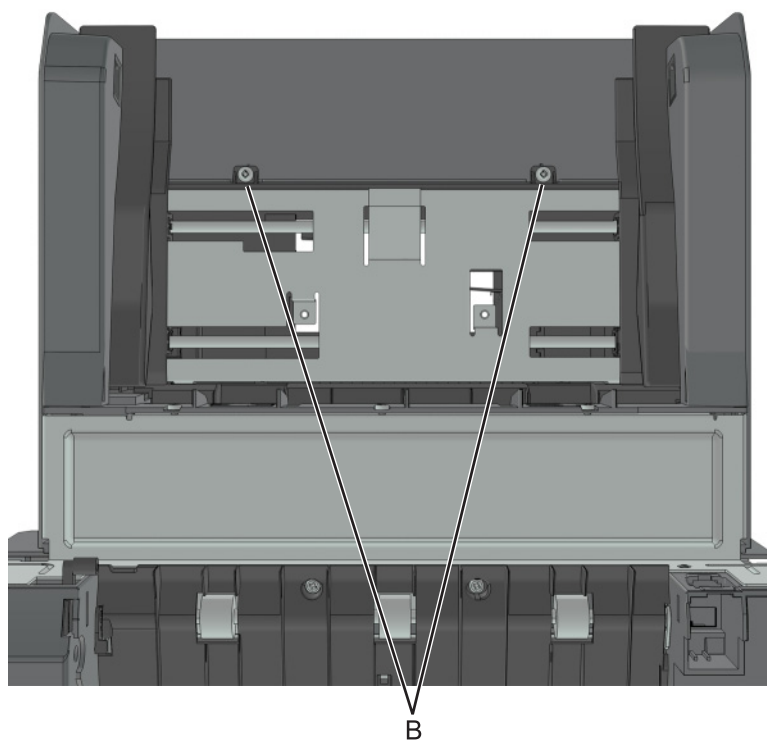
- 11 Remove the top cover.

## Sensor (stapler bin full receive) removal

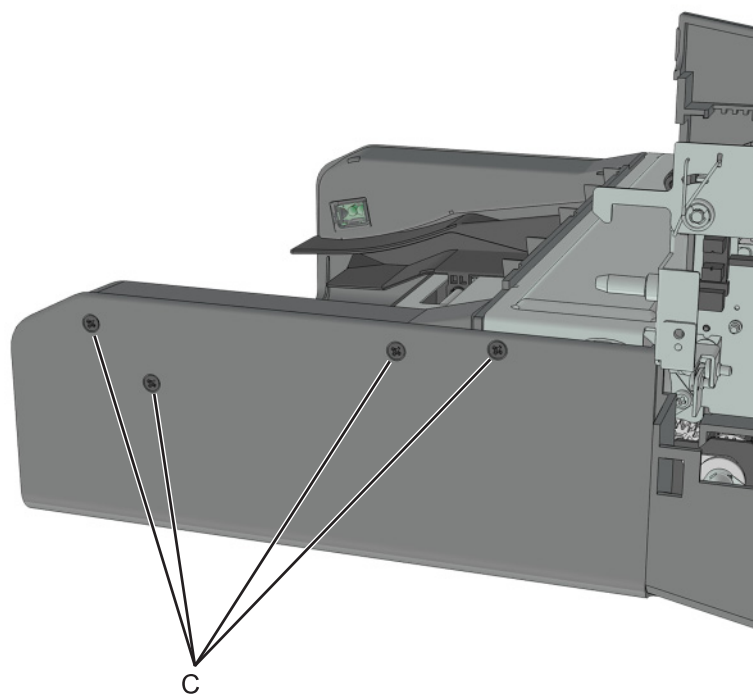
- 1 Remove the right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5 Disconnect the sensor cable CN18 from the stapler controller board.
- 6 Remove the two screws (A) from the top cover.



- 7 Remove the two screws (B) under the cover.

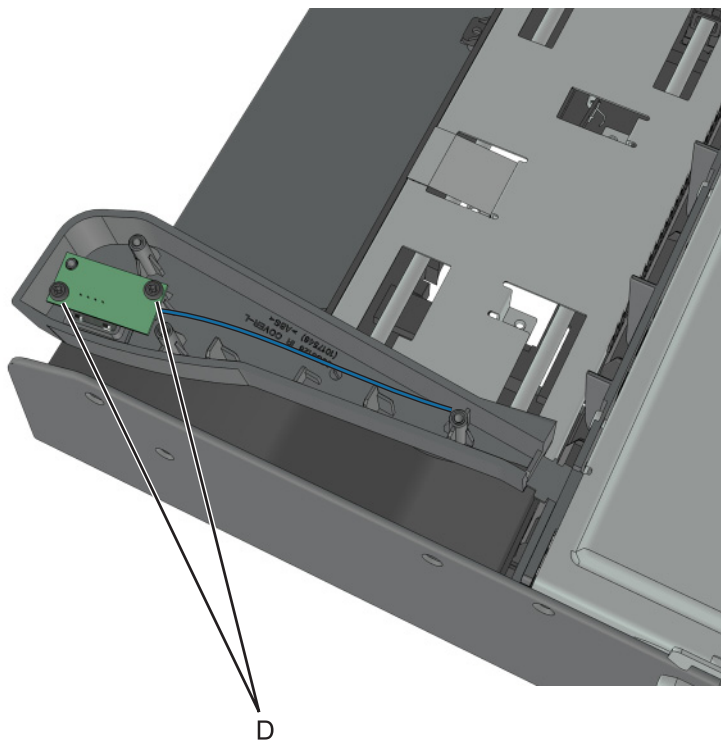


- 8 Remove the four screws (C) from the left side of the cover.



- 9 To access the sensor, release the sensor cover from the left side of the top cover.

- 10 Remove the two screws (D) securing the sensor.



- 11 Release the sensor cable from its route, and then remove the sensor.

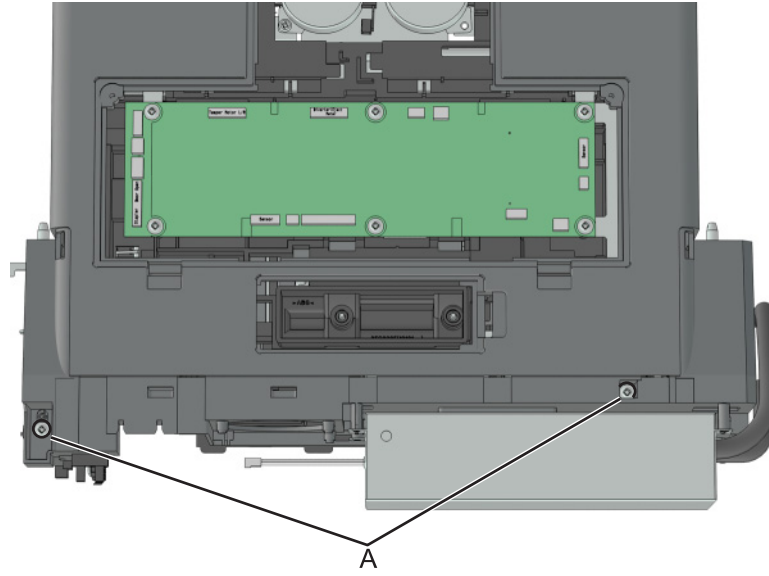
**Note:** Pay attention to the original route of the cables.

## Sensor (stapler bin full send) removal

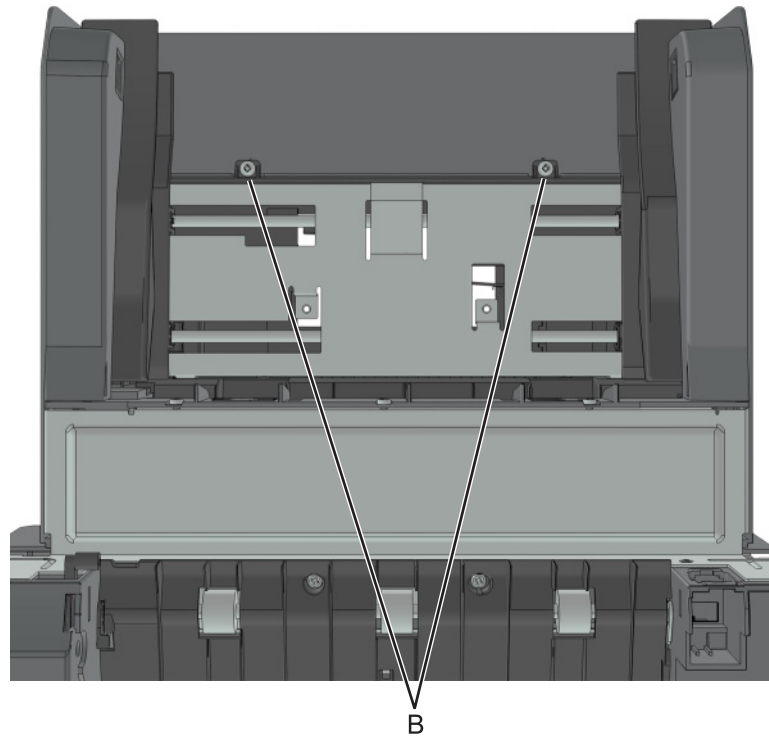
- 1 Remove the right cover. See [“Stapler right cover removal” on page 328](#).
- 2 Remove the left cover. See [“Stapler left cover removal” on page 329](#).
- 3 Remove the rear cover. See [“Stapler rear cover removal” on page 337](#).
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341](#).
- 5 Disconnect the sensor cable CN12 from the stapler controller board.



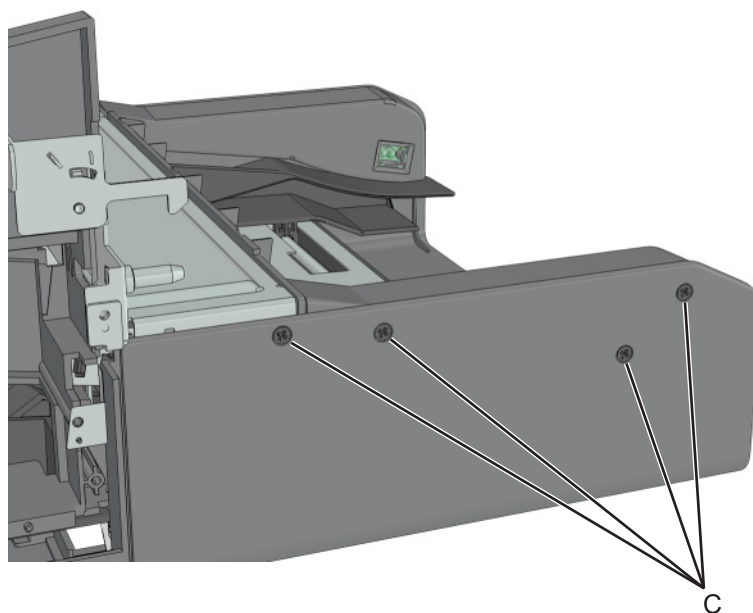
6 Remove the two screws (A) from the top cover.



7 Remove the two screws (B) under the cover.

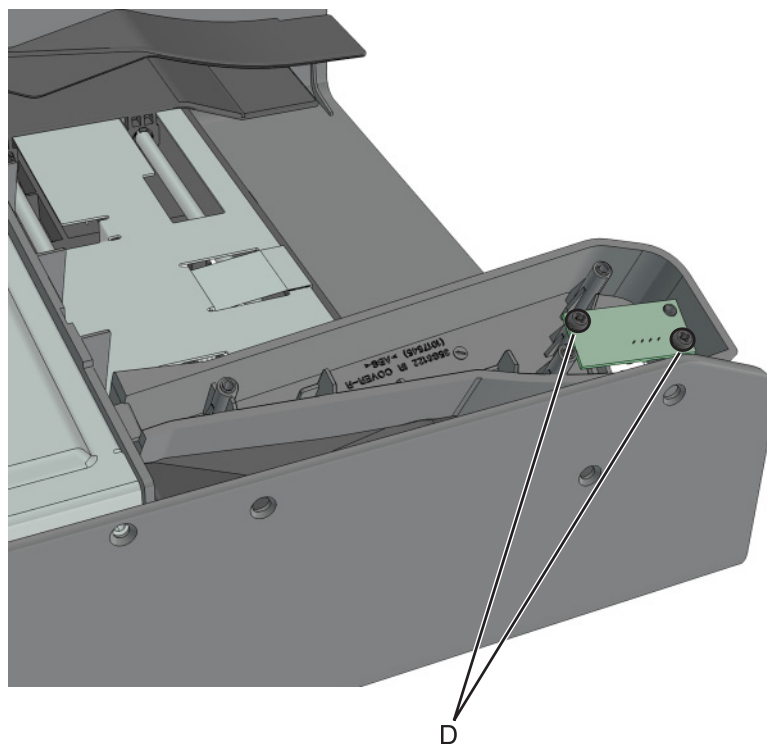


- 8 Remove the four screws (C) from the right side of the cover.



- 9 To access the sensor, release the sensor cover from the right side of the top cover.

- 10 Remove the two screws (D) securing the sensor.

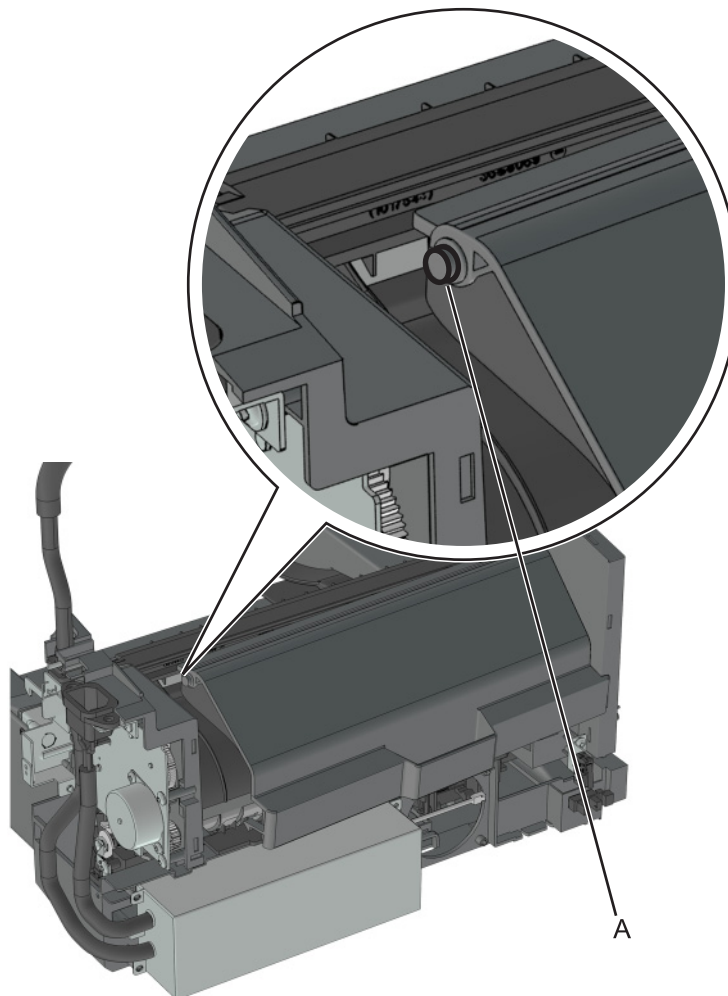


- 11 Release the sensor cable, and then remove the sensor.

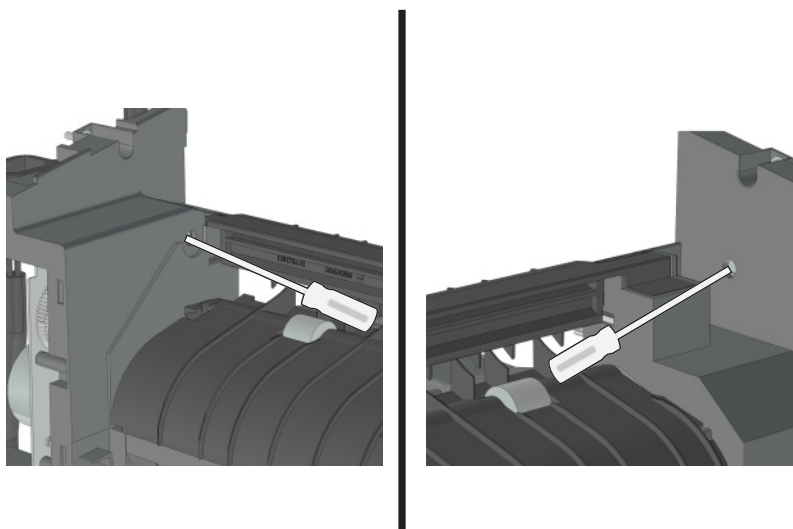
**Note:** Pay attention to the original route of the cable.

## Sensor (stapler pass through) removal

- 1 Flex the media access door to release the tab (A), then remove.

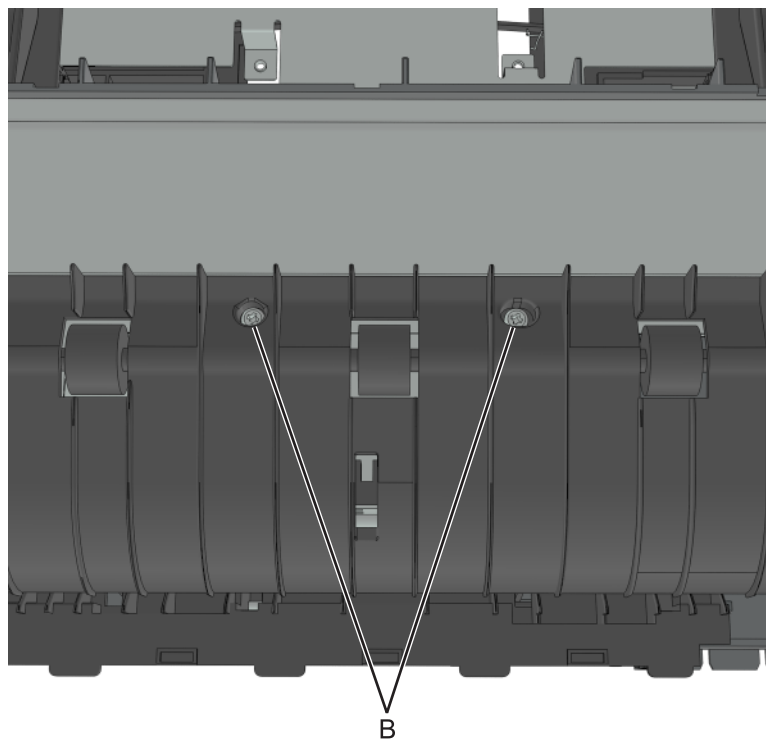


- 2 Using a flat-blade screwdriver, release the latches, then remove the input cover.

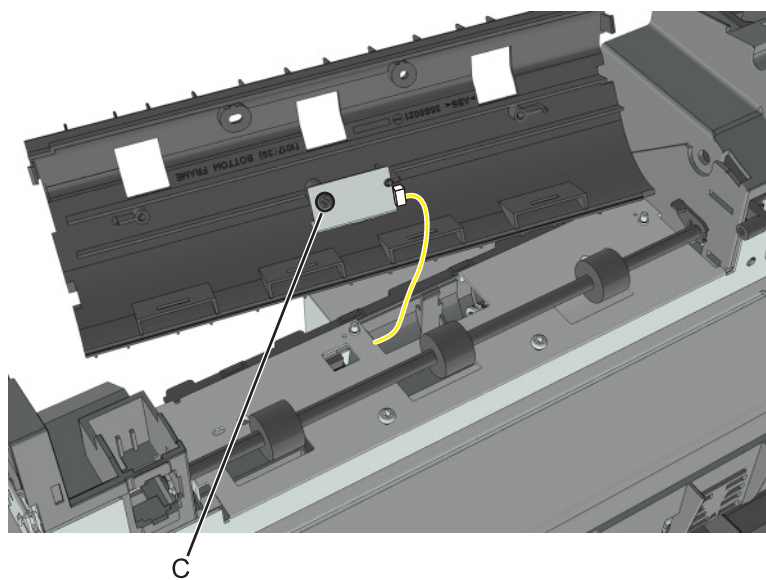


Parts removal

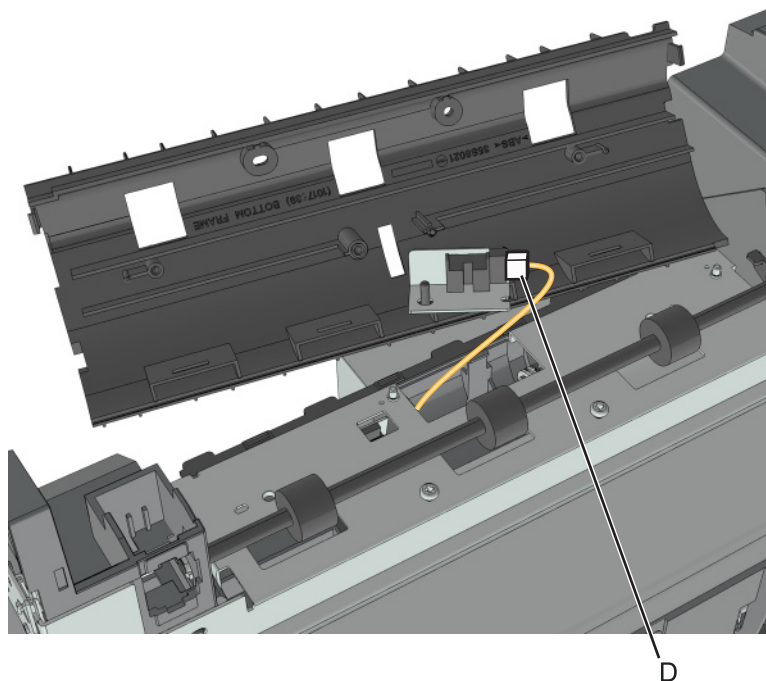
- 3 Remove the two screws (B) from the media input frame.



- 4 Remove the screw (C) securing the sensor.



- 5 Disconnect the cable (D) from the sensor.

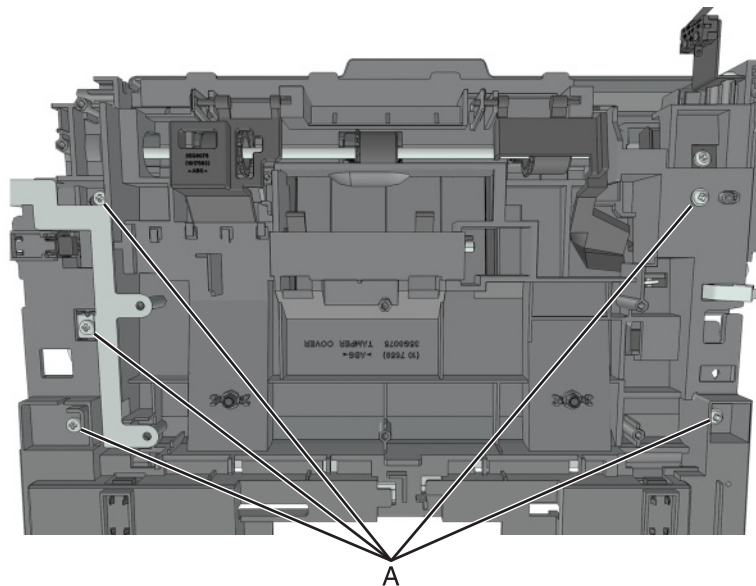


- 6 Release the latches, and then remove the sensor.

## Tamper main assembly removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5 Remove the stapler controller board. See [“Stapler controller board removal” on page 341.](#)
- 6 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 7 Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)
- 8 Remove the stapler top cover. See [“Stapler top cover removal” on page 349.](#)

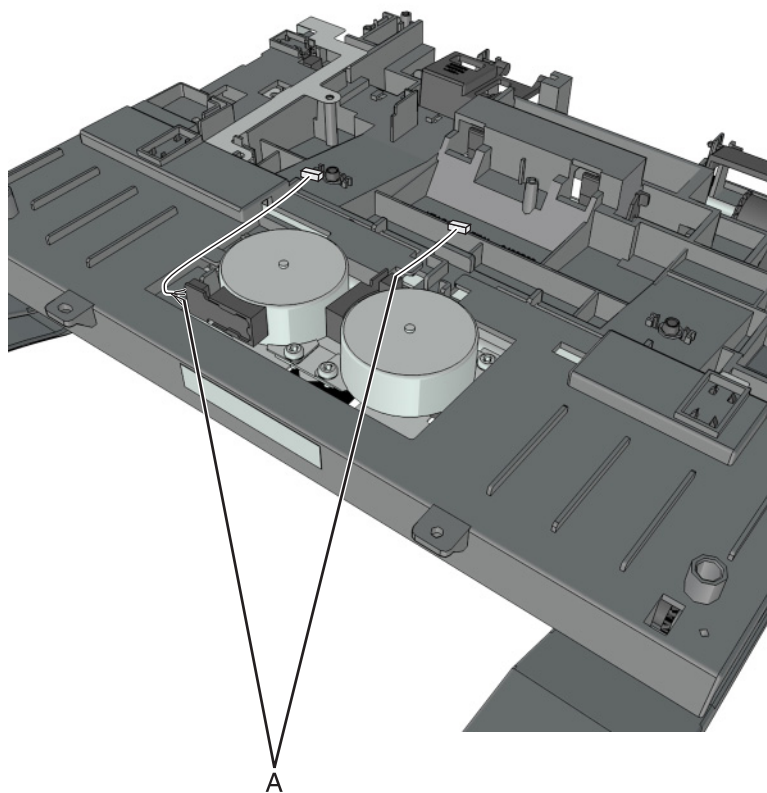
- 9 Remove the five screws (A), and then remove the tamper main assembly.



## Tamper sub-assembly removal

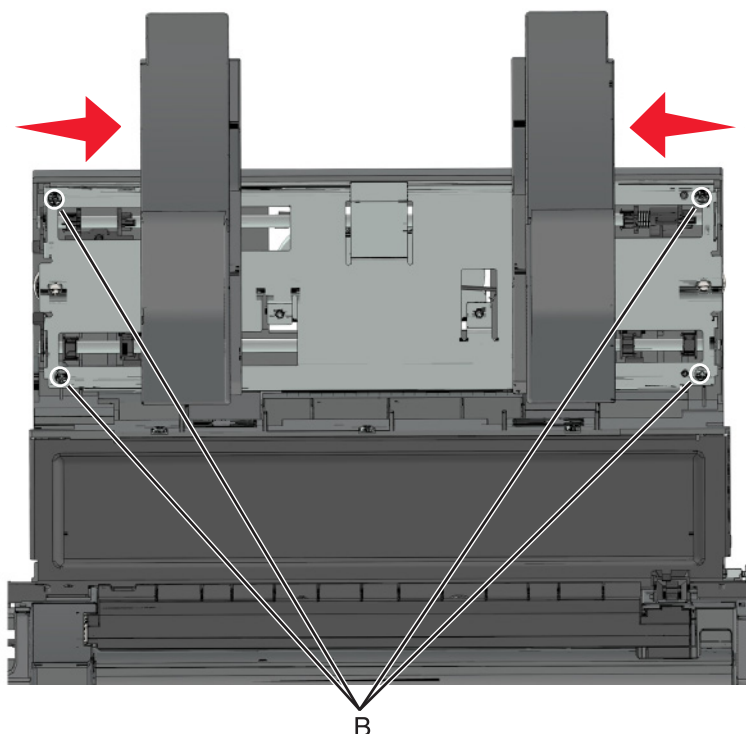
- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5 Remove the stapler controller board. See [“Stapler controller board removal” on page 341.](#)
- 6 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 7 Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)
- 8 Remove the stapler top cover. See [“Stapler top cover removal” on page 349.](#)
- 9 Remove the tamper main assembly. See [“Tamper main assembly removal” on page 359.](#)

**10** Disconnect the tamper motor cables (A).



**11** Move the tampers to access the screws (B) at the bottom.

- 12** Remove the four screws (B), and then remove the sub-assembly.

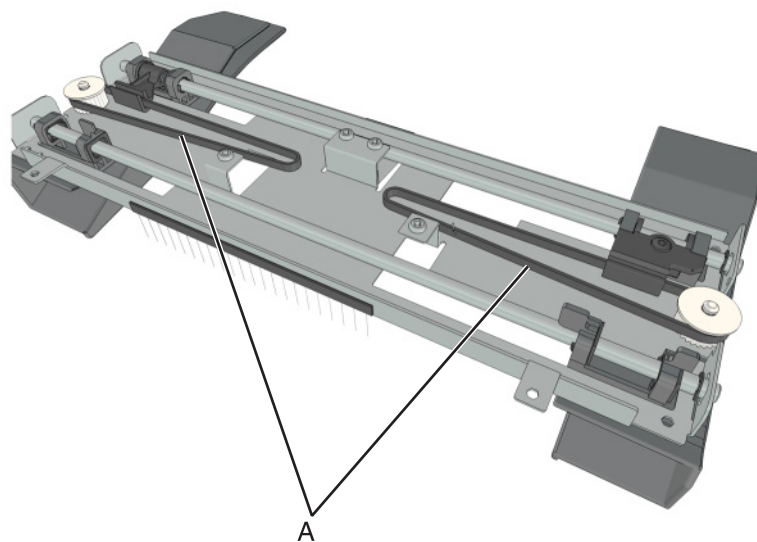


## Tamper drive belt removal

- 1** Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2** Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3** Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4** Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5** Remove the stapler controller board. See [“Stapler controller board removal” on page 341.](#)
- 6** Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 7** Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)
- 8** Remove the stapler top cover. See [“Stapler top cover removal” on page 349.](#)
- 9** Remove the tamper main assembly. See [“Tamper main assembly removal” on page 359.](#)
- 10** Remove the tamper sub-assembly. See [“Tamper sub-assembly removal” on page 360.](#)
- 11** Remove the tamper motors. See [“Motor \(stapler left tamper\) removal” on page 341](#) and [“Motor \(stapler right tamper\) removal” on page 342.](#)



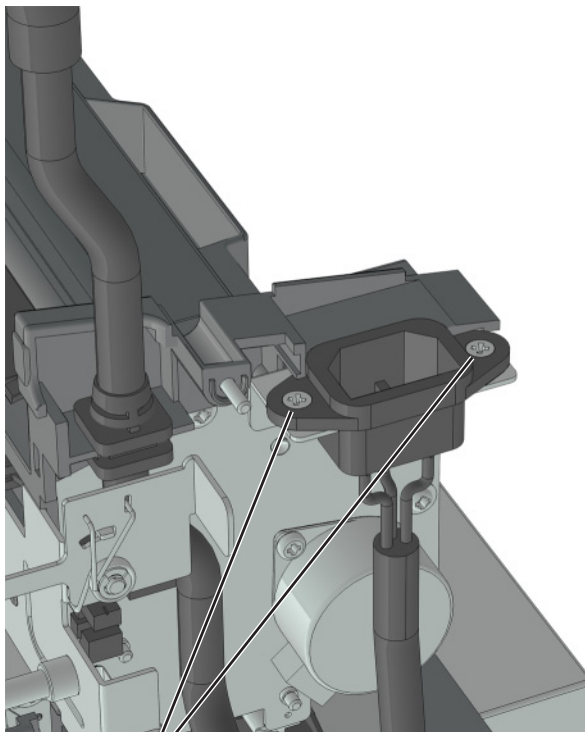
- 12** Remove the tamper drive belts (A).



## Diverter gearbox removal

- 1** Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2** Remove the stapler carriage assembly. See [“Stapler carriage assembly removal” on page 331.](#)
- 3** Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 4** Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)

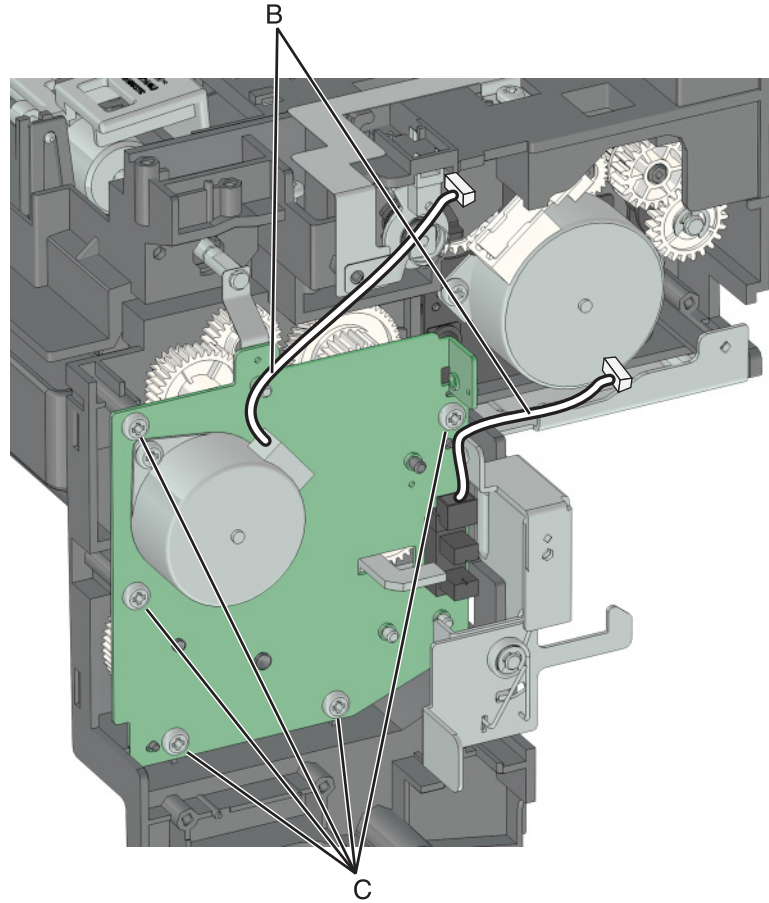
- 5 Remove the two screws (A), and cut the cable ties securing the power supply cable.



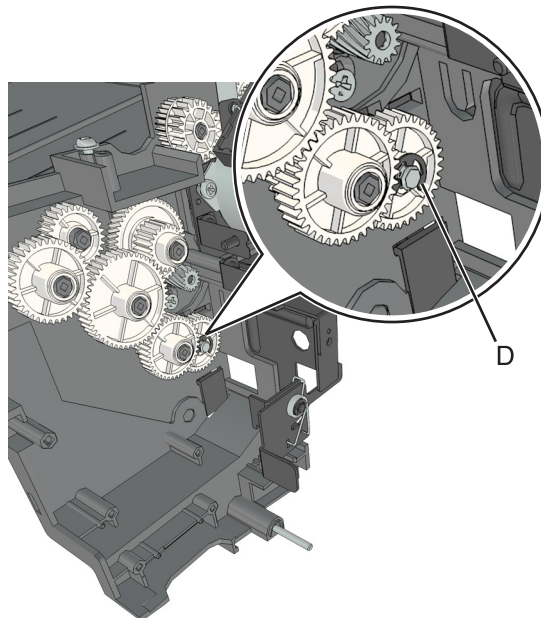
A

- 6 Move the power supply cable out of the way, and then disconnect the sensor and motor cables (B).

**7** Remove the five screws (C) from the diverter motor assembly.



**8** Release the E-clip (D) securing the lowermost gear. Pull the gears off their shafts to remove them.



Parts removal

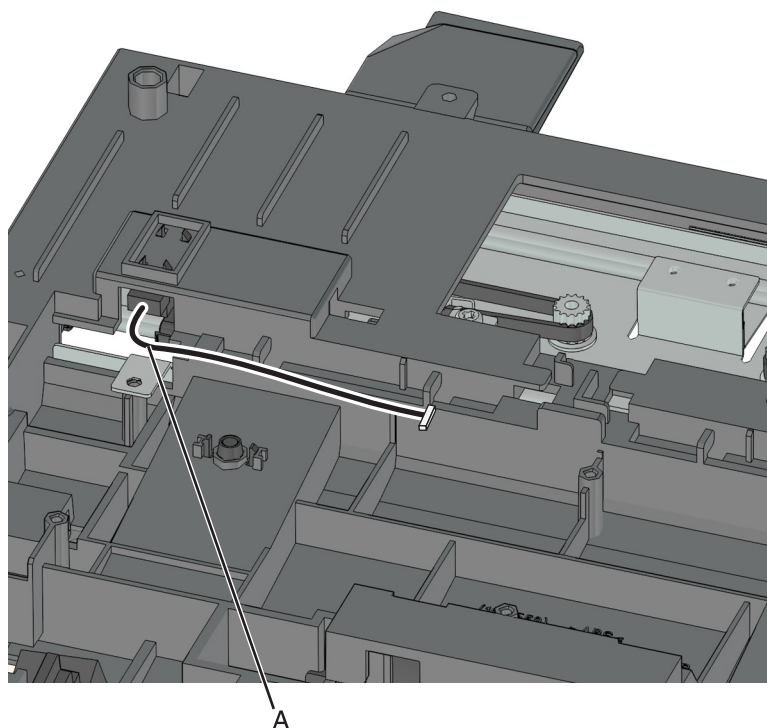
## Stapler accumulator assembly removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler rear door. See [“Stapler rear door removal” on page 330.](#)
- 5 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 6 Remove the stapler controller board. See [“Stapler controller board removal” on page 341.](#)
- 7 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 8 Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)
- 9 Remove the stapler top cover. See [“Stapler top cover removal” on page 349.](#)
- 10 Remove the tamper main assembly. See [“Tamper main assembly removal” on page 359.](#)  
The accumulator assembly remains.

## Sensor (stapler right tamper HP) removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5 Remove the stapler controller board. See [“Stapler controller board removal” on page 341.](#)
- 6 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 7 Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)
- 8 Remove the stapler top cover. See [“Stapler top cover removal” on page 349.](#)
- 9 Remove the tamper main assembly. See [“Tamper main assembly removal” on page 359.](#)
- 10 Remove the tamper sub-assembly. See [“Tamper sub-assembly removal” on page 360.](#)

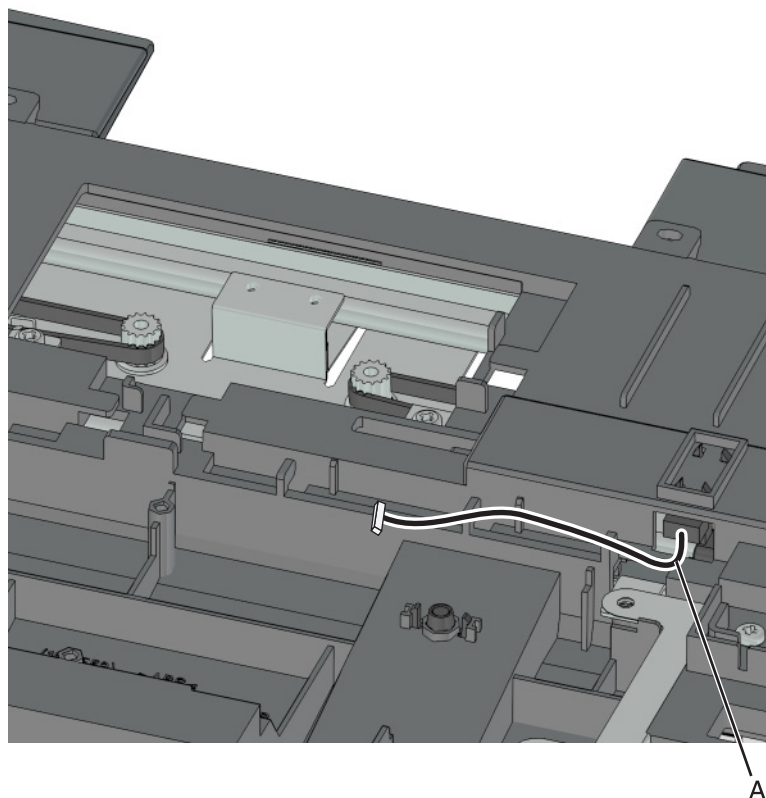
- 11 Disconnect the sensor cable (A). Release the latches, and then remove the sensor.



## Sensor (stapler left tamper HP) removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5 Remove the stapler controller board. See [“Stapler controller board removal” on page 341.](#)
- 6 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 7 Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)
- 8 Remove the stapler top cover. See [“Stapler top cover removal” on page 349.](#)
- 9 Remove the tamper main assembly. See [“Tamper main assembly removal” on page 359.](#)
- 10 Remove the tamper sub-assembly. See [“Tamper sub-assembly removal” on page 360.](#)

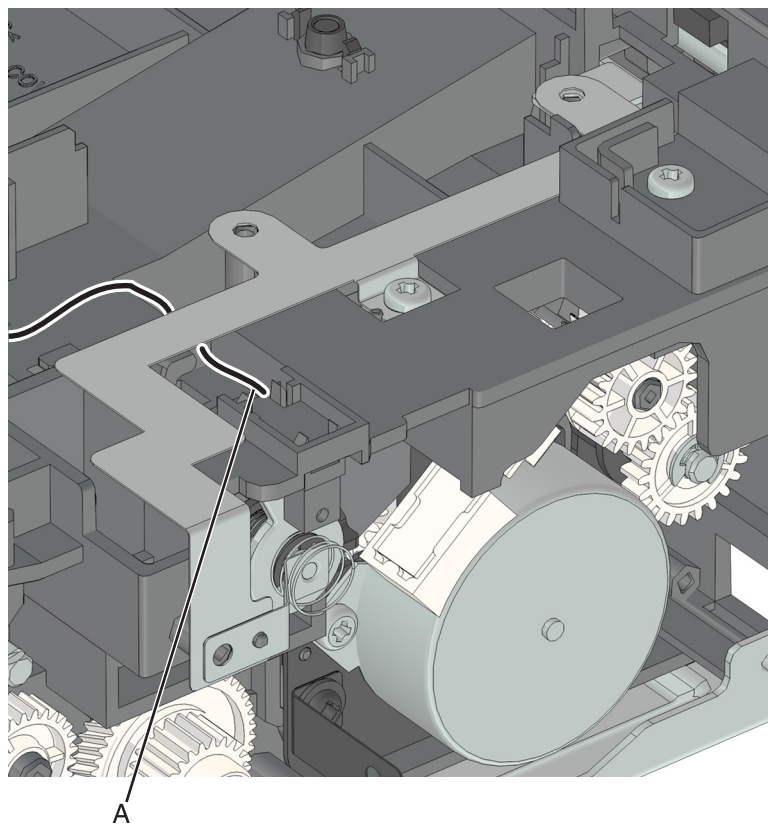
- 11 Disconnect the sensor cable (A). Release the latches, and then remove the sensor.



## Sensor (stapler paddle HP) removal

- 1 Remove the stapler right cover. See [“Stapler right cover removal” on page 328.](#)
- 2 Remove the stapler left cover. See [“Stapler left cover removal” on page 329.](#)
- 3 Remove the stapler rear cover. See [“Stapler rear cover removal” on page 337.](#)
- 4 Remove the stapler service cover. See [“Stapler service cover removal” on page 341.](#)
- 5 Remove the stapler controller board. See [“Stapler controller board removal” on page 341.](#)
- 6 Remove the stapler cooling fan. See [“Stapler cooling fan removal” on page 345.](#)
- 7 Remove the stapler power supply unit. See [“Stapler power supply unit removal” on page 345.](#)
- 8 Remove the stapler top cover. See [“Stapler top cover removal” on page 349.](#)

- 9 Disconnect the sensor cable (A). Release the latches, and then remove the sensor.



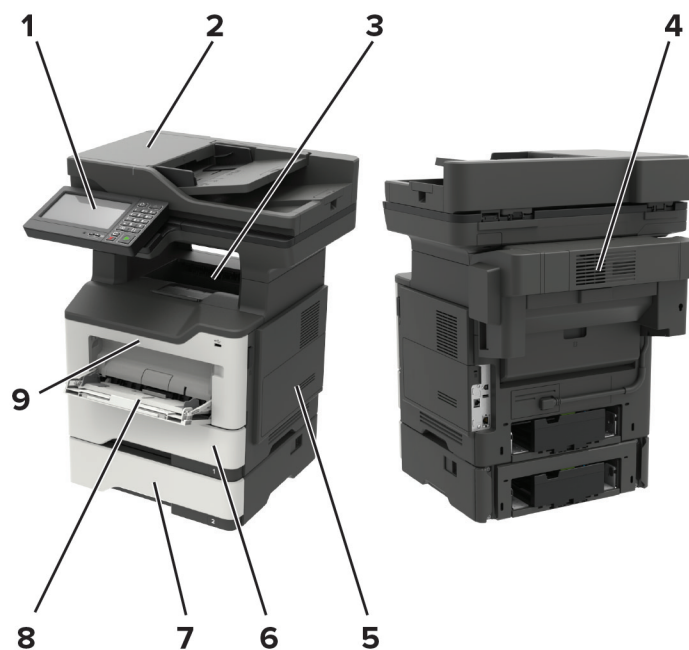




# Component locations

## Printer configurations

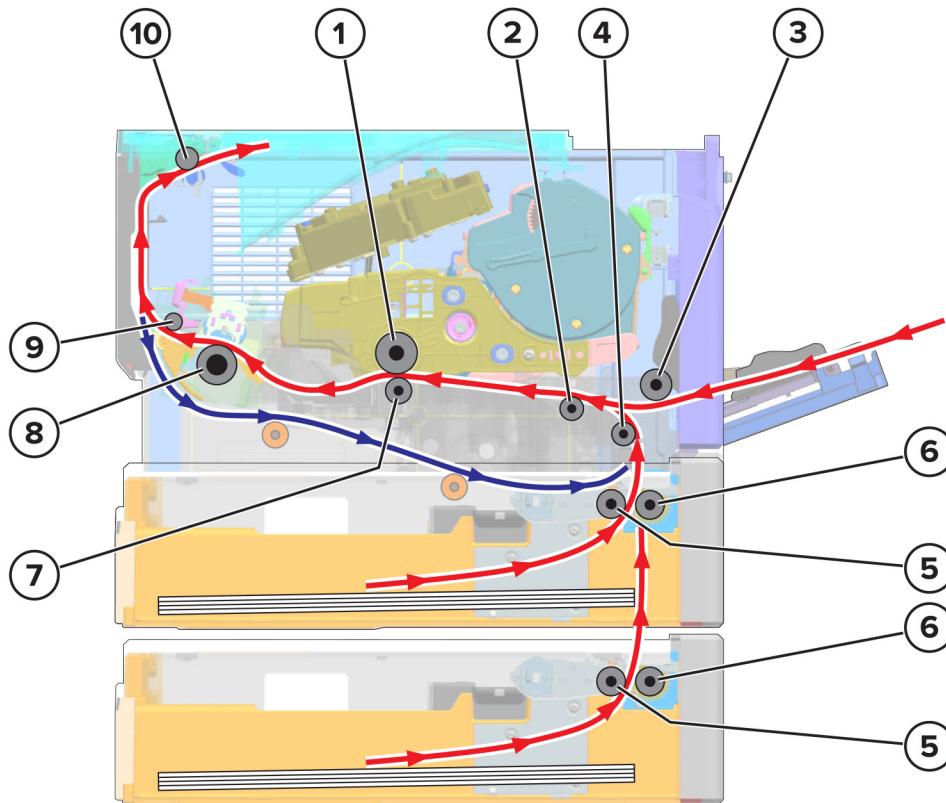
You can configure your printer by adding optional 250- or 550-sheet trays.



<b>1</b>	Control panel
<b>2</b>	Automatic document feeder (ADF)
<b>3</b>	Standard bin
<b>4</b>	Optional staple finisher
<b>5</b>	Controller board access cover
<b>6</b>	Standard 550-sheet tray
<b>7</b>	Optional 250- or 550-sheet tray
<b>8</b>	Multipurpose feeder
<b>9</b>	Door A

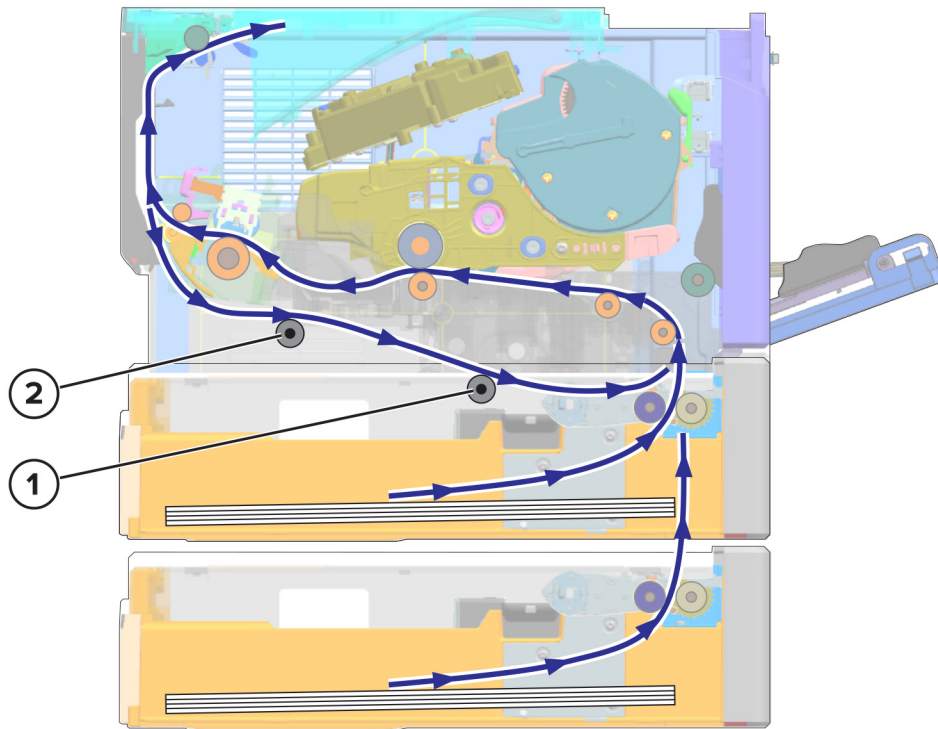
# Printer roller locations

## Standard path rollers



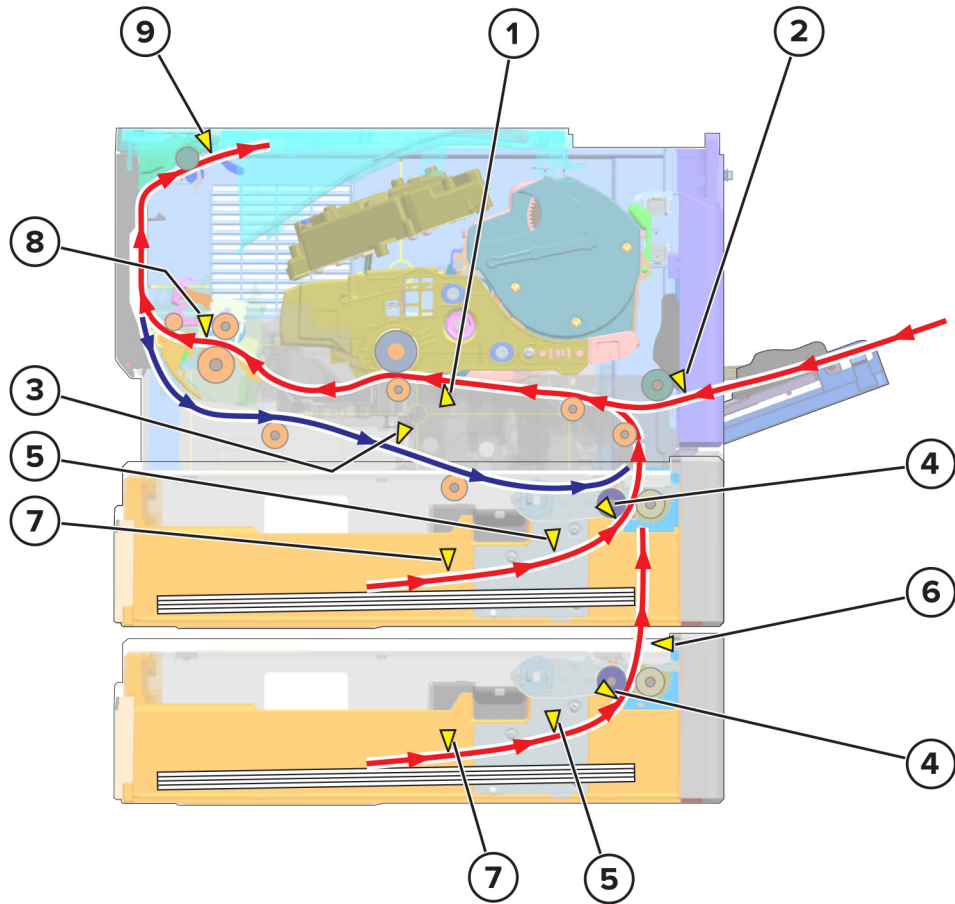
1	Photoconductor drum
2	First input roller
3	MPF pick roller
4	Second input roller
5	Pick roller
6	Separator roller
7	Transfer roller
8	Fuser roller
9	Fuser exit roller
10	Paper exit roller

# Duplex path rollers



1	Duplex rear roller
2	Duplex front roller

# Printer sensor locations



#	Sensor
1	Sensor (input)
2	Sensor (MPF paper present)
3	Sensor (duplex)
4	Sensor (index)
5	Sensor (trailing edge)
6	Sensor (pass-through)
7	Sensor (media present)
8	Sensor (fuser exit)
9	Sensor (narrow media/bin full)

## Controller board connectors

Connector	Connects to	Pin no.	Signal
JDRC1	Cartridge smart chip contact	1	+3.3V
		2	DAT_SC_CN1
		3	CLK_SC_CN1
		4	Ground
JDRC2	Imaging unit smart chip contact	1	3.3V
		2	I2C_DAT_SC_CN2
		3	I2C_CLK_SC_CN2
		4	Ground
JCART1	Motor (toner cartridge)	1	V_5CART_1 +5V
		2	S_CART_ENC_CN
		3	Ground
JBARR1	Sensor (cartridge barrel)	1	V_5V_BARR +5V
		2	S_TONER_LOW
		3	Ground
JDUPSOL1	Reverse solenoid	1	24V
		2	V_DUPSOL_CN_N
JPH1	Printhead	1	LDEN_C
		2	BOOST_CN
		3	VDO_ADJ_C
		4	Ground
		5	LPOWER_C
		6	SHADE_CN
		7	Ground
		8	VIDEO -
		9	VIDEO +
		10	no connection
		11	HSYNC_CN
		12	PH_+5V
JNRW1	Sensor (narrow media)	1	V_3.3V_TRAY1_P
		2	JNRW1
		3	Ground
JTHM1	Belt fuser	1	A_FUSER_TH_C +2V_ADC
		2	Ground

Connector	Connects to	Pin no.	Signal
JFAN1	Cooling fan	1	V_MAIN_FAN24V
		2	Ground
		3	MAIN_FAN_ENC_R
JEXIT1	Sensor (exit)	1	V_5V_PAPER_OUT
		2	S_PAPER_OUT_C
		3	Ground
JUSBD1	USB connector with flange	1	V_USBD_5V
		2	USB_DEV_N
		3	USB_DEV_N
		4	USB_DEV_GND
JRIP1	Debug port	1	Ground
		2	RXDO_RIP_CN
		3	TXDO_RIP_CN
		4	JRIP_100_+5V
JOPT1	Resettable fuse	1	24V_F_OPT
		2	S_OPT_TXR
		3	S_INPUT_FDT
		4	S_OPT_RXR
		5	Ground
		6	5V_PHD
JTDS1	Sensor (toner density)	1	S_TDS_LED_PWM
		2	S_A_TDS_C
		3	no connection
		4	V_TDS+5V_C
JDUPPI1	Sensor (duplex and input)	1	V_5V_DUPLEX
		2	S_DUPLEX_C
		3	no connection
		4	V_5V_DUPLEX
		5	S_PAPER_IN_C
		6	Ground
JFEED1	Feed solenoid	1	V_FDSOL +24V_MSF
		2	V_FDSOL

Connector	Connects to	Pin no.	Signal
JP_PRE1	Sensor (paper present)	1	V_5V_PAPER_P
		2	S_PAPER_P_C
		3	Ground
JMPFPP1	Sensor (MPF)	1	V_3.3V_MPF_PP
		2	S_MPF_SNS_R
		3	Ground
JMPFSOL1	MPF solenoid	1	V_MPFSOL +24V_MSF
		2	V_MPFSOL-
JPSU1	Power supply	1	NC_JPSU1
		2	PSU_DET_CN
		3	CHARGE_C
		4	SERVO_OUT_C
		5	DEV_C
		6	TXENABLE_C
		7	TX_C
		8	FUSER_RELAY
		9	TAR_C
		10	FUSER_ON_C
		11	ZEROX_C
		12	SHUTOFF_24V
		13	24V_CONT
		14	Ground
		15	24V
		16	Ground
		17	24V
		18	Ground

Connector	Connects to	Pin no.	Signal
JMTR1	Motor (main)	1	MAIN_HALL_U_CN
		2	MAIN_HALL_V_CN
		3	MAIN_HALL_W_CN
		4	MAIN_FG_CN
		5	Ground
		6	5V_ENG
		7	V_MAINC1_U
		8	V_MAINC1_V
		9	V_MAINC1_W
JRESET1	not used	--	not used
JCVR1	Cover open	1	V_5V_INDEX
		2	S_INDEX_C
		3	Ground
JINDEX1	Sensor (stack height)	1	V_5V_INDEX
		2	S_INDEX_C
		3	Ground
JSTAG1	Staging solenoid	--	not used
JFUSB1	Thumb drive	1	V_FUSB_L
		2	USB_FRONT_N
		3	USB_FRONT_P
		4	NC_JFUSB_P4
		5	Ground
JSPKR1	External speaker	1	SPEAKER1
		2	SPEAKER2
JHOME1	Sensor (flatbed home)	1	+3V_HOME
		2	Ground
		3	BHOME_FBR
JVIP2	Secure element SIM	1	G_TXD
		2	+3.3v
		3	G_TXD
		4	Ground
		5	G_CS
		6	G_RXD



Connector	Connects to	Pin no.	Signal
JFBM1	Motor (flatbed)	1	FBM_A-
		2	FBM_A+
		3	FBM_B+
		4	FBM_B-
JFBCIS1	Flatbed CIS FFC	N/A	N/A
JADF1	ADF FFC	N/A	N/A
J30	Security jumper	1	+3.3V
		2	Ground
		3	Ground
JBINS1	Sensor (bin full)	1	V_3.3V_BINS
		2	PAPER_FULL_S_R
		3	Ground
		4	Ground
JT_PRE1	Sensor (tray present)	1	V_3.3V_TRAY1
		2	S_TRAY1_C
		3	Ground
JACM1	Sensor (ACM)	1	+5V_ENG
		2	S_ACM_SEN_C
		3	Ground
JPHONE2	not used	--	--
JUICC1	Control panel FFC	N/A	N/A
JBSCIS1	Backside CIS FFC	N/A	N/A
JSTAPL1	Stapler unit	1	+24V_F_OPT
		2	S_STP_TXR
		3	Ground
		4	S_STP_RXR R161
		5	Ground
		6	Ground
		7	Ground



# Maintenance

## Inspection guide

The purpose of this inspection guide is to aid you in identifying the intervals, based on page count, at which parts must be inspected (for visible physical damage), cleaned, or replaced.

If any unsafe conditions exist, find out how serious the hazard could be and if you can continue before you correct the hazard.

As you service the machine, check for the following:

- Damaged, missing, or altered parts, especially in the area of the On/Off switch and the power supply
- Damaged, missing, or altered covers, especially in the area of the top cover and the power supply cover
- Possible safety exposure from any non-Lexmark attachments

Use the following table to determine when specified parts should be inspected:

PART	EVERY SERVICE CALL	EVERY 200K
Fuser	Inspect	Replace
MPF pick roller and separator pad	Inspect	Replace
Pick tires	Inspect	Replace
Separator roller assembly	Inspect	Replace
Transfer roller	Inspect	Replace

## Scheduled maintenance

The control panel displays an 80.xy error when it reaches 200K page counts. It is necessary to install the appropriate maintenance kit to maintain the print quality and reliability of the printer. Reset the maintenance counter after replacing the maintenance kit.

## Maintenance kits

Part number and kit	Contents
41X1227—Maintenance Kit (100 V)	<ul style="list-style-type: none"> <li>• 41X1180—Fuser (100 V)</li> <li>• 41X1197—MPF pick roller and separator pad</li> <li>• 41X1198—Pick tires</li> <li>• 41X1212—Separator roller assembly</li> <li>• 40X8393—Transfer roller</li> </ul>
41X1225—Maintenance Kit (110 V)	<ul style="list-style-type: none"> <li>• 41X1178—Fuser (110 V)</li> <li>• 41X1197—MPF pick roller and separator pad</li> <li>• 41X1198—Pick tires</li> <li>• 41X1212—Separator roller assembly</li> <li>• 40X8393—Transfer roller</li> </ul>

Part number and kit	Contents
41X1226—Maintenance Kit (220 V)	<ul style="list-style-type: none"> <li>• 41X1179—Fuser (220 V)</li> <li>• 41X1197—MPF pick roller and separator pad</li> <li>• 41X1198—Pick tires</li> <li>• 41X1212—Separator roller assembly</li> <li>• 40X8393—Transfer roller</li> </ul>


When performing the 200K scheduled maintenance procedure, the following areas should be cleaned of media dust and toner contamination:

- Media trays
- Imaging unit area
- Transfer roller area
- Duplex area
- Standard bin

## Resetting the maintenance counter

Always reset the maintenance counter after installing the maintenance kit.

To reset the maintenance counter:

- 1 POR into the Configuration menu, and navigate to **Reset Maintenance Counter**.
- 2 Depending on the printer model, press **OK** or touch  to reset the counter, or press **X** to exit without resetting the counter.





Once initiated, the operation cannot be canceled.

## Lubrication specification

Lubricate only when the parts are replaced or if necessary, not on a scheduled basis. The use of lubricants other than those specified in this service manual may cause premature failure. Some unauthorized lubricants may chemically attack polycarbonate parts. Use Grease P/N 99A0394 Nyogel 744.

# Cleaning the printer

## Cleaning the printer

-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** pour éviter tout risque d'électrocution lors du nettoyage de l'extérieur de l'imprimante, débranchez le cordon d'alimentation électrique de la prise et déconnectez tous les câbles de l'imprimante avant de continuer.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descarga eléctrica al limpiar el exterior de la impresora, desconecte el cable de alimentación de la toma eléctrica y desconecte todos los cables de la impresora antes de realizar la operación.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um das Risiko eines elektrischen Schlags beim Reinigen des Druckergehäuses zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose, und ziehen Sie alle Kabel vom Drucker ab, bevor Sie fortfahren.

### Notes:

- Perform this task after every few months.
- Damage to the printer caused by improper handling is not covered by the printer warranty.

- 1 Turn off the printer, and then unplug the power cord from the electrical outlet.
- 2 Remove paper from the standard bin and multipurpose feeder.
- 3 Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
- 4 Wipe the outside of the printer with a damp, soft, lint-free cloth.

### Notes:

- Do not use household cleaners or detergents, as they may damage the finish of the printer.
- Make sure that all areas of the printer are dry after cleaning.

- 5 Connect the power cord to the electrical outlet, and then turn on the printer.

## Cleaning the scanner

- 1 Open the scanner cover.



- 2 Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass



- ADF glass pad



- Scanner glass

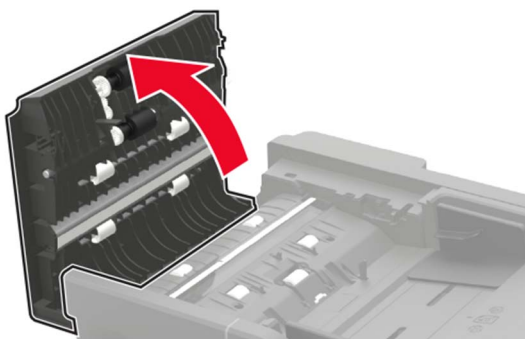


- Scanner glass pad



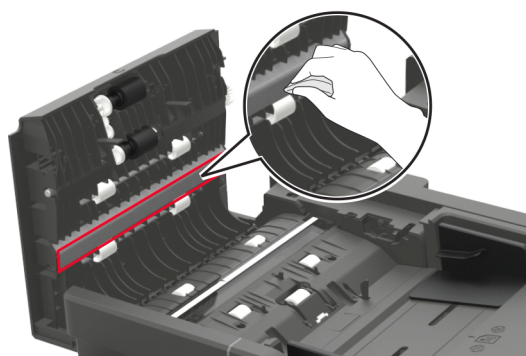
**3** Close the scanner cover.

**4** Open the ADF cover.

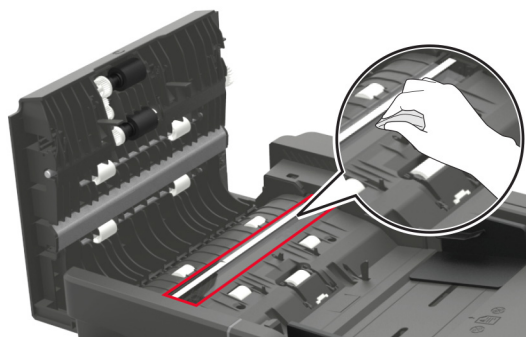


**5** Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass pad in the ADF cover



- ADF glass in the ADF cover



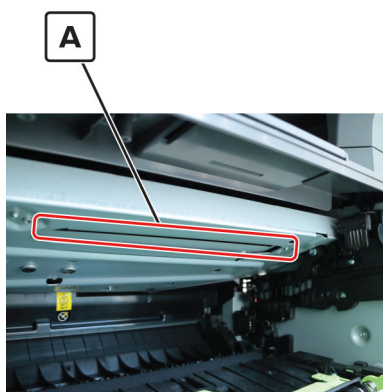
**6** Close the ADF cover.

## Cleaning the printhead lenses

- 1** Open the front door.
- 2** Remove the toner cartridge and imaging unit.



- 3** From the printhead access opening (A) in the top of the frame at the front of the printer, find the printhead lens.



- 4** Insert a soft, lint-free cloth in the opening, and gently move the cloth back and forth along the surface of the lens to clean it.
- 5** Repeat step 4.
- 6** Reinstall the imaging unit and toner cartridge.
- 7** Close the front door.

# Parts catalog

## Legend

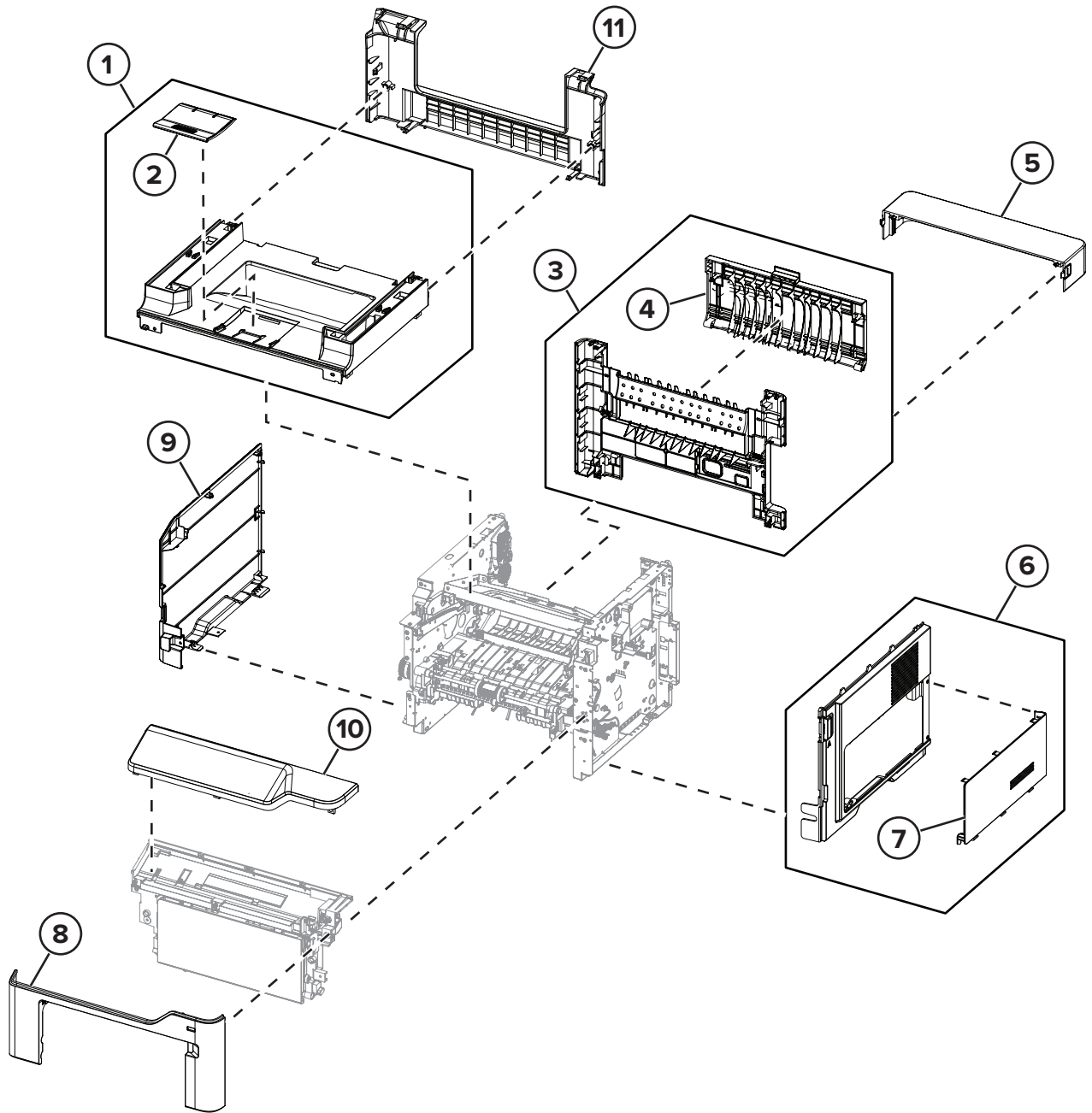
The following column headings are used in the parts catalog:

- **ASM-index**—Identifies the assembly and the item in the diagram. For example, 3-1 indicates Assembly 3 and item 1 in the table.
- **Part number**—Identifies the unique number that correlates with the part.
- **Units/mach**—Refers to the number of units actually used in the base machine or product.
- **Units/option**—Refers to the number of units in a particular option.
- **Units/FRU**—Refers to the number of units in a particular FRU.
- **Description**—A brief description of the part.

The following abbreviations are used in the parts catalog:

- **NS** (not shown) in the Asm-index column indicates that the part is procurable but is not pictured in the illustration.
- **PP** (parts packet) in the Description column indicates that the part is contained in a parts packet.

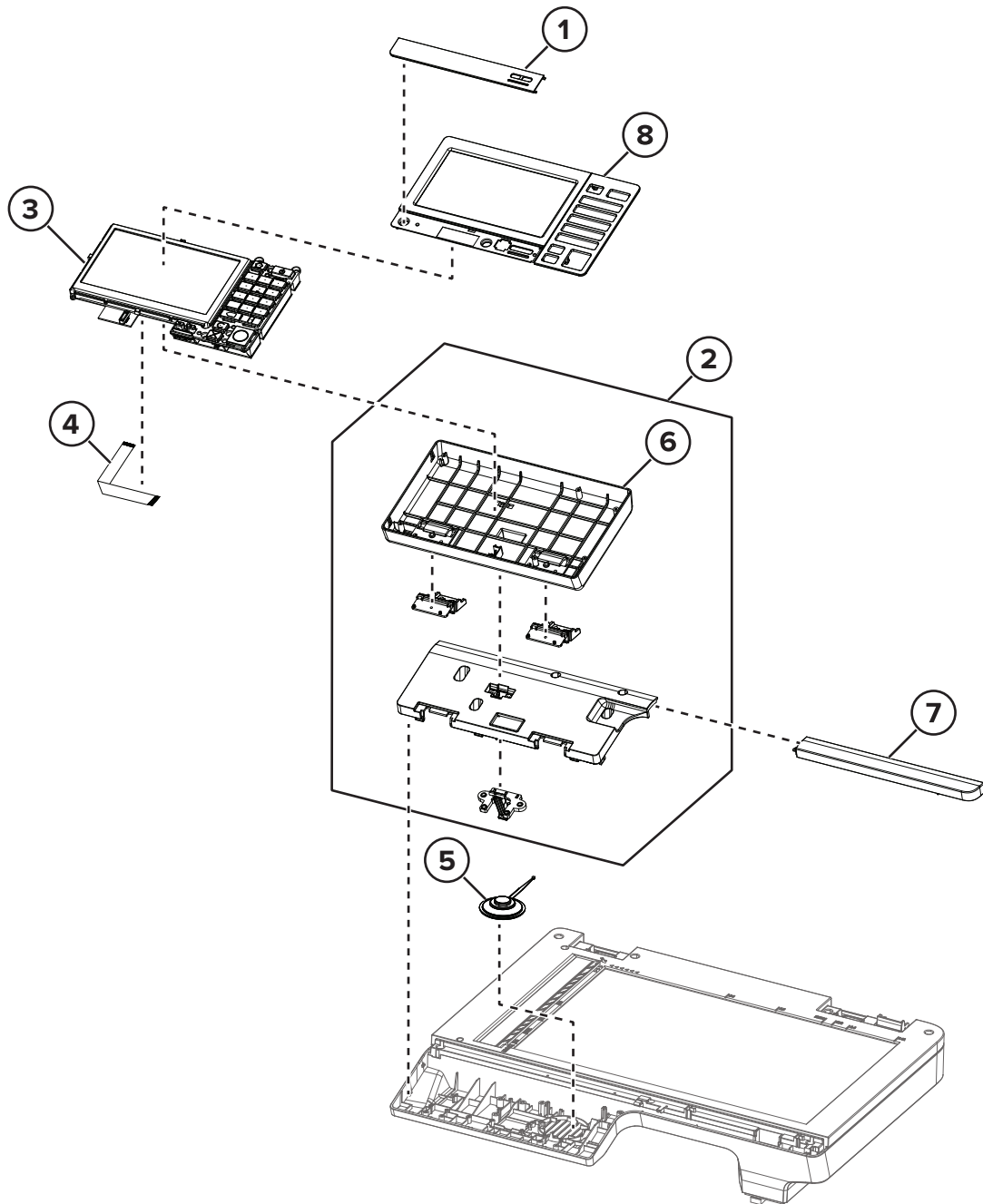
# Assembly 1: Covers



## Assembly 1: Covers

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1343	1	1	Top cover	<a href="#">“Top cover removal” on page 297</a>
2	40X9102	1	1	Output extender	--
3	41X1357	1	1	Rear door and cover	<a href="#">“Rear door and cover removal” on page 295</a>
4	41X2275	1	1	Rear access door	--
5	40X8521	1	1	Dust cover	--
6	41X1166	1	1	Right cover	<a href="#">“Right cover removal” on page 237</a>
7	41X1233	1	1	Controller board access cover	<a href="#">“Right cover removal” on page 237</a>
8	41X1164	1	1	Nameplate	<a href="#">“Nameplate removal” on page 252</a>
9	41X1168	1	1	Left cover	<a href="#">“Left cover removal” on page 226</a>
10	41X1358	1	1	Top access cover	<a href="#">“Top access cover removal” on page 254</a>
11	41X2501	1	1	Scanner rear cover	<a href="#">“Scanner rear cover removal” on page 294</a>

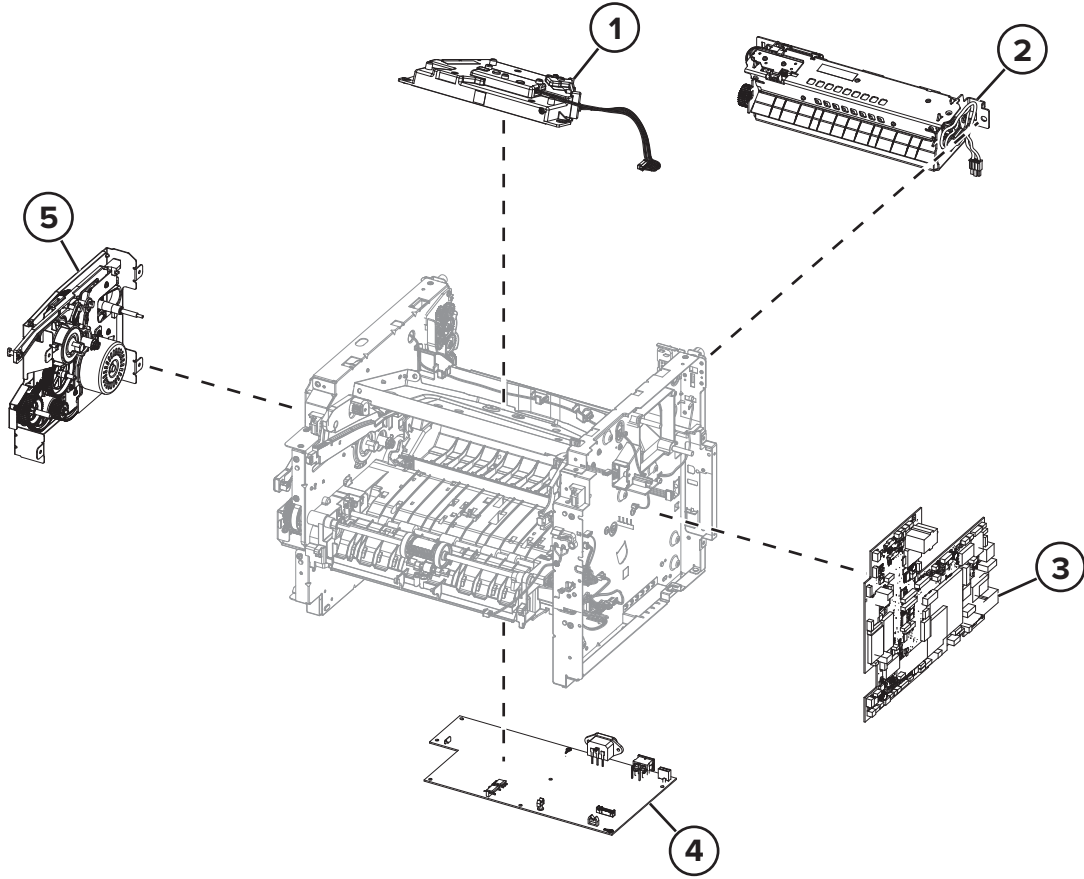
## Assembly 2: Control panel



## Assembly 2: Control panel

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X2439	1	1	Bezel (MX622)	<a href="#">“Bezel removal” on page 255</a>
1	41X2609	1	1	Bezel (XM3250)	<a href="#">“Bezel removal” on page 255</a>
2	41X2440	1	1	Control panel covers and hinges	<a href="#">“Control panel covers and buttons removal” on page 257</a>
3	41X0051	1	1	Control panel display assembly	<a href="#">“Control panel display assembly removal” on page 255</a>
4	41X2232	1	1	Control panel flat cable	<a href="#">“Control panel flat cable removal” on page 262</a>
5	41X2230	1	1	Speaker	<a href="#">“Speaker removal” on page 260</a>
6	41X1354	1	1	Control panel rear cover	<a href="#">“Control panel covers and buttons removal” on page 257</a>
7	41X1345	1	1	Scanner front cover	<a href="#">“Scanner front cover removal” on page 260</a>
8	41X0543	1	1	Control panel front cover	<a href="#">“Control panel covers and buttons removal” on page 257</a>

# Assembly 3: Electronics 1

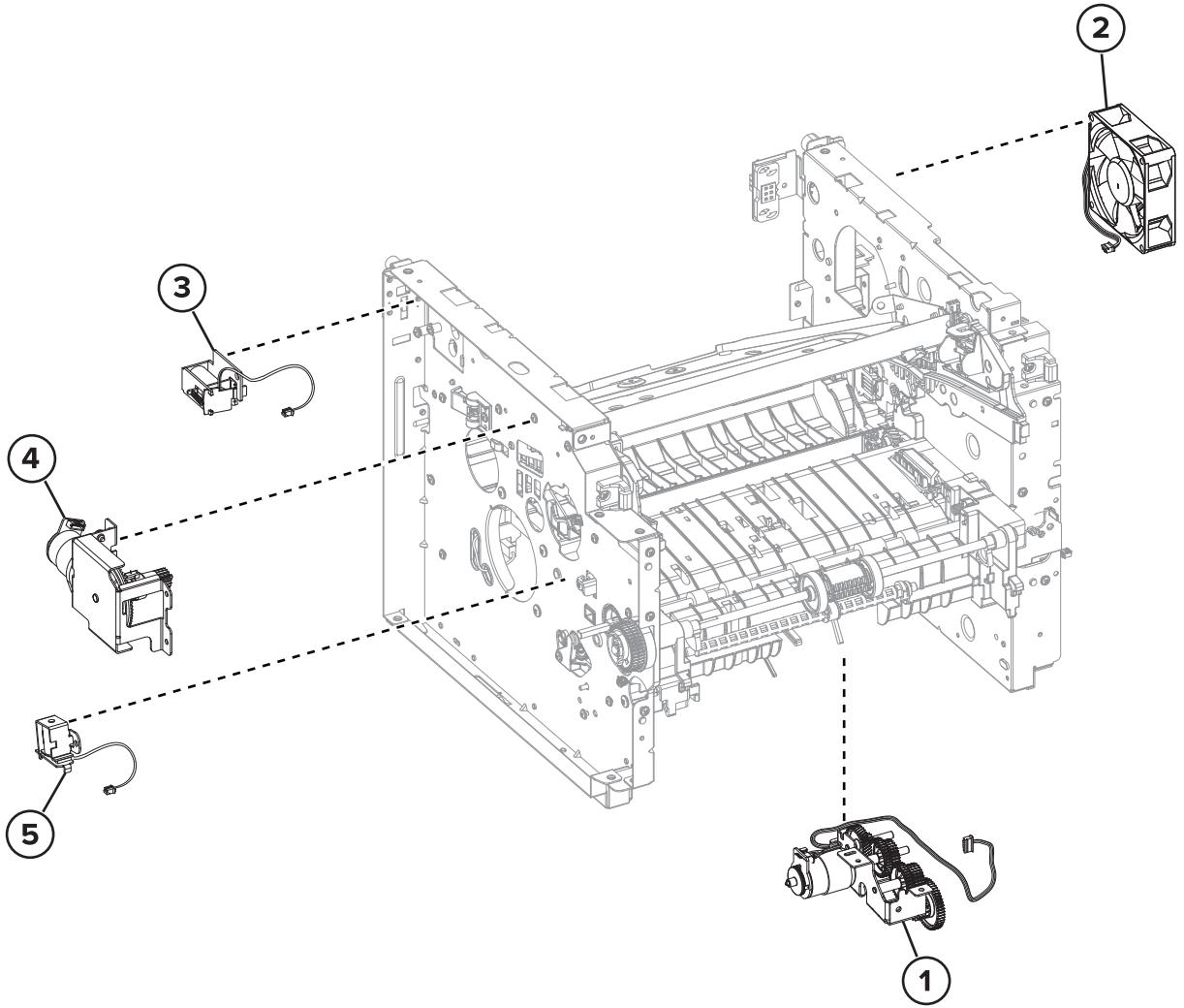


## Assembly 3: Electronics 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1185	1	1	Printhead	<a href="#">“Printhead removal” on page 302</a>
2	41X1178	1	1	Fuser, 110V	<a href="#">“Fuser removal” on page 296</a>
2	41X1179	1	1	Fuser, 220V	<a href="#">“Fuser removal” on page 296</a>
2	41X1180	1	1	Fuser, 100V	<a href="#">“Fuser removal” on page 296</a>
3	41X1363	1	1	Controller board	<a href="#">“Controller board removal” on page 244</a>
4	41X1201	1	1	Power supply, 100V/110V	<a href="#">“Power supply removal” on page 273</a>
4	41X1202	1	1	Power supply, 220V	<a href="#">“Power supply removal” on page 273</a>
5	41X1224	1	1	Main drive gearbox	<a href="#">“Main drive gearbox removal” on page 227</a>



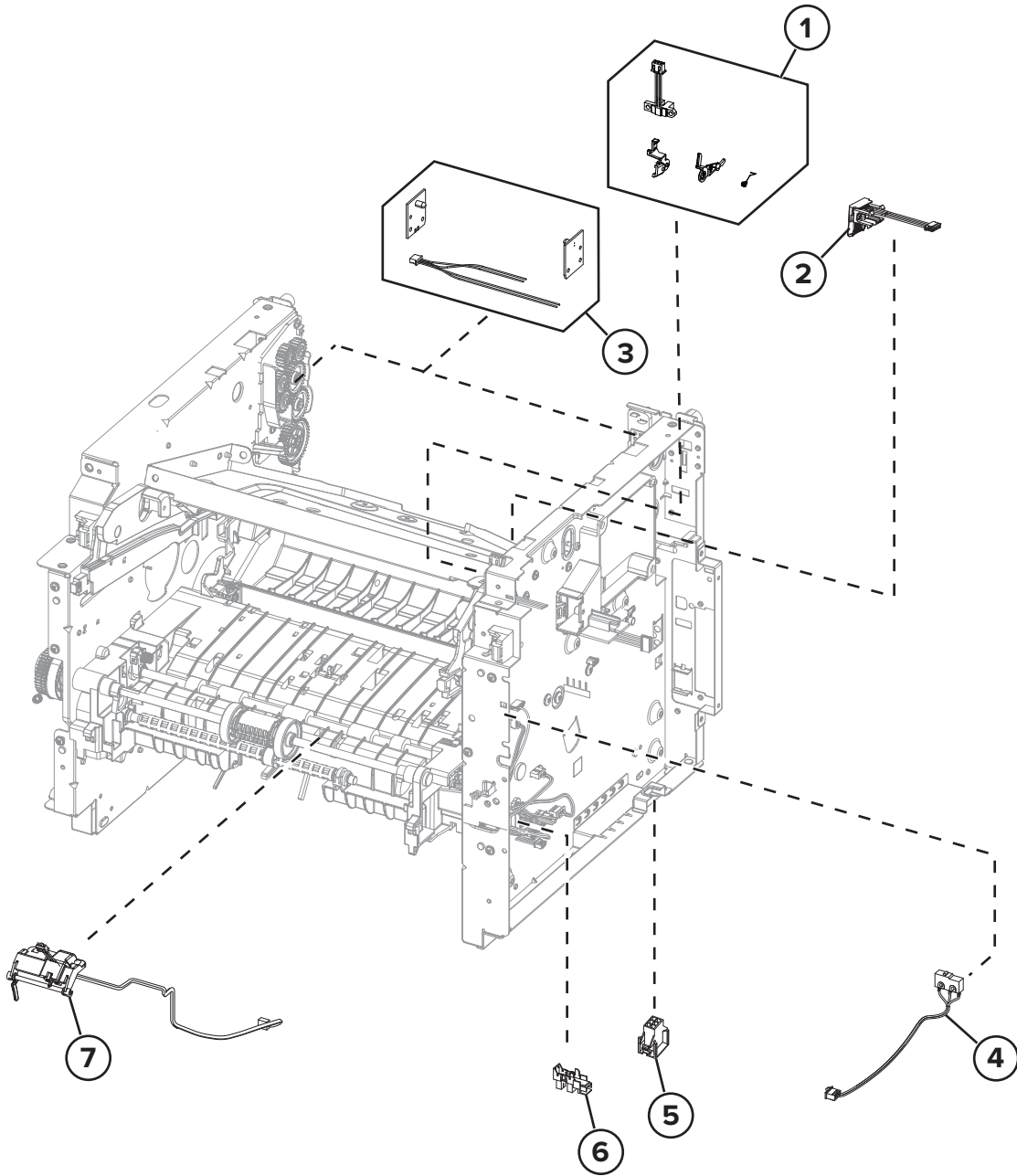
# Assembly 4: Electronics 2



## Assembly 4: Electronics 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1989	1	1	Pick/lift motor gearbox	<a href="#">“Pick/lift motor gearbox removal” on page 291</a>
2	41X2259	1	1	Cooling fan	<a href="#">“Cooling fan removal” on page 243</a>
3	41X1214	1	1	Reverse solenoid	<a href="#">“Reverse solenoid removal” on page 233</a>
4	41X1237	1	1	Cartridge gearbox	<a href="#">“Cartridge gearbox removal” on page 236</a>
5	41X1213	1	1	MPF solenoid	<a href="#">“MPF solenoid removal” on page 235</a>

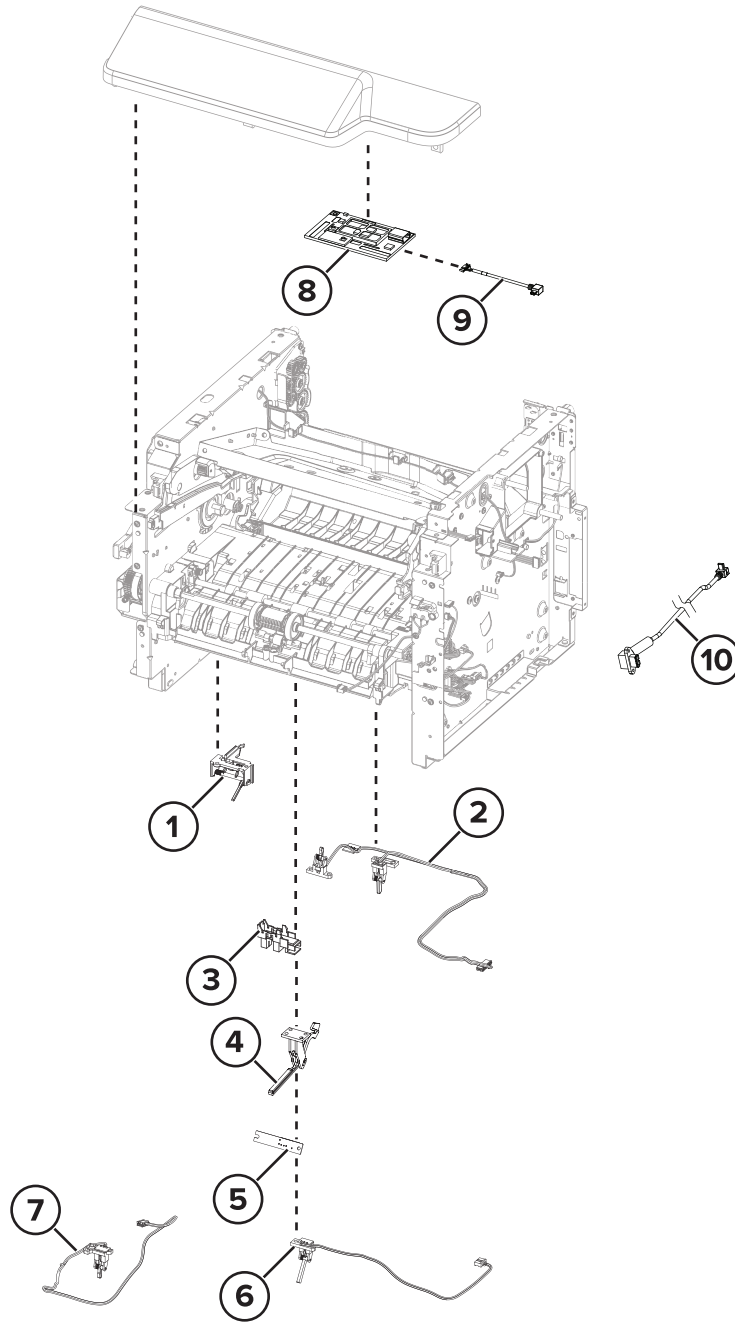
# Assembly 5: Electronics 3



## Assembly 5: Electronics 3

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1988	1	1	Sensor (cartridge barrel)	<a href="#">“Cartridge barrel shutter sensor kit removal” on page 249</a>
2	41X1162	1	1	Toner cartridge smart chip contact	<a href="#">“Toner cartridge smart chip contact removal” on page 247</a>
3	41X2274	1	1	Sensor (bin full)	<a href="#">“Sensor (bin full) removal” on page 301</a>
4	41X1209	1	1	Sensor (front door)	<a href="#">“Sensor (front door) removal” on page 265</a>
5	41X1236	1	1	Interconnect cable	<a href="#">“Interconnect cable removal” on page 240</a>
6	41X1238	1	1	Sensor (tray present)	<a href="#">“Sensor (tray present) removal” on page 242</a>
7	41X1210	1	1	Sensor (MPF paper present)	<a href="#">“Sensor (MPF paper present) removal” on page 270</a>

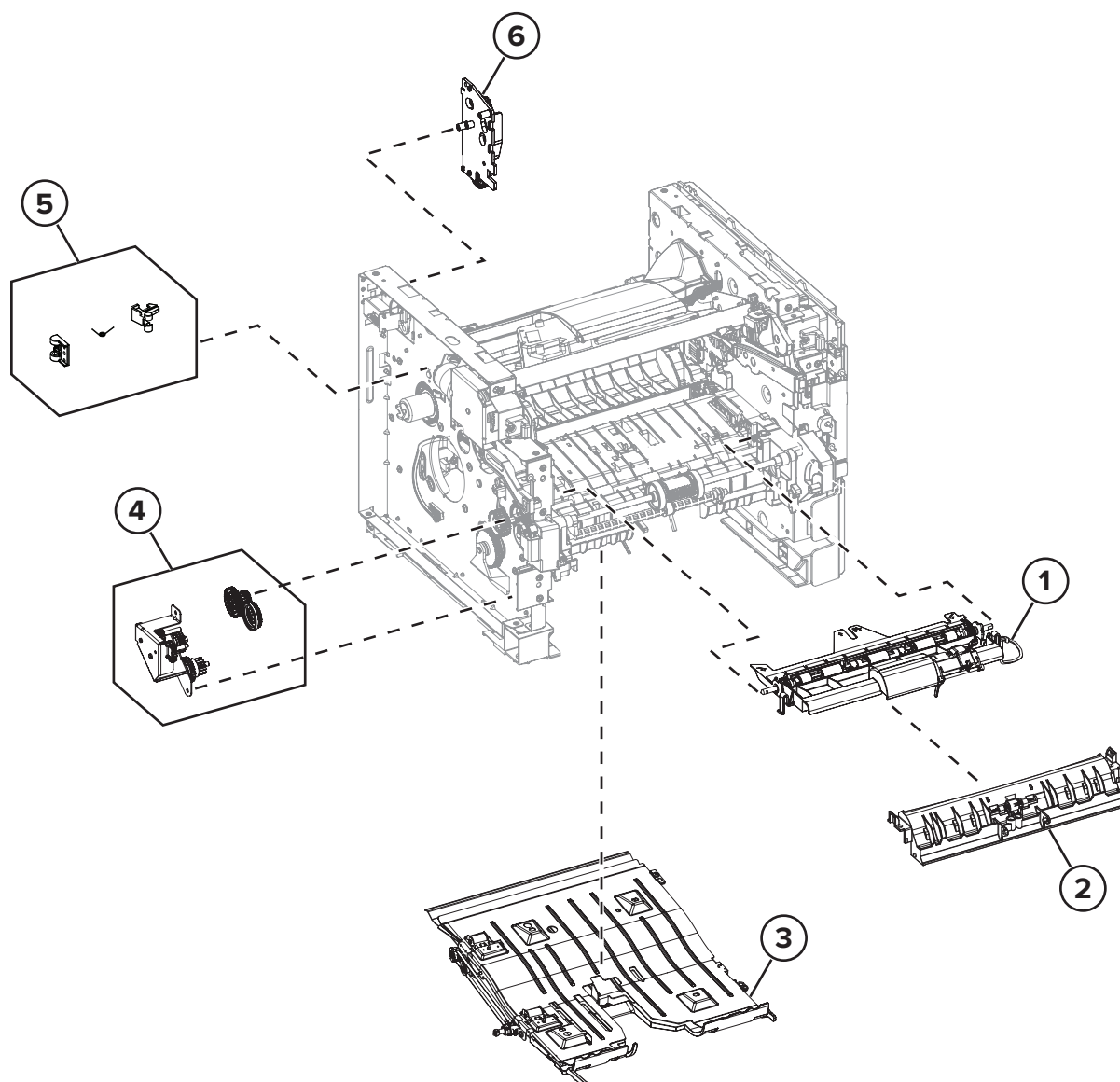
# Assembly 6: Electronics 4



## Assembly 6: Electronics 4

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1208	1	1	Sensor (trailing edge)	<a href="#">“Sensor (trailing edge) removal” on page 287</a>
2	41X1206	1	1	Sensor (duplex and input)	<a href="#">“Sensors (duplex and input) removal” on page 278</a>
3	41X1238	1	1	Sensor (paper present)	<a href="#">“Sensor (paper present) removal” on page 285</a>
4	40X8800	1	1	Paper present sensor flag	<a href="#">“Paper present sensor flag removal” on page 288</a>
5	40X8046	1	1	Sensor (toner density)	<a href="#">“Sensor (toner density) removal” on page 283</a>
6	40X8044	1	1	Sensor (index)	<a href="#">“Sensor (index) removal” on page 280</a>
7	41X1241	1	1	Sensor (narrow media)	<a href="#">“Sensor (narrow media) removal” on page 293</a>
8	41X2894	1	1	Integrated wireless card (MB2650adwe)	--
9	41X2270	1	1	Wireless cable (MB2650adwe)	--
10	41X2630	1	1	Front USB host cable	--

## Assembly 7: Paper transport 1

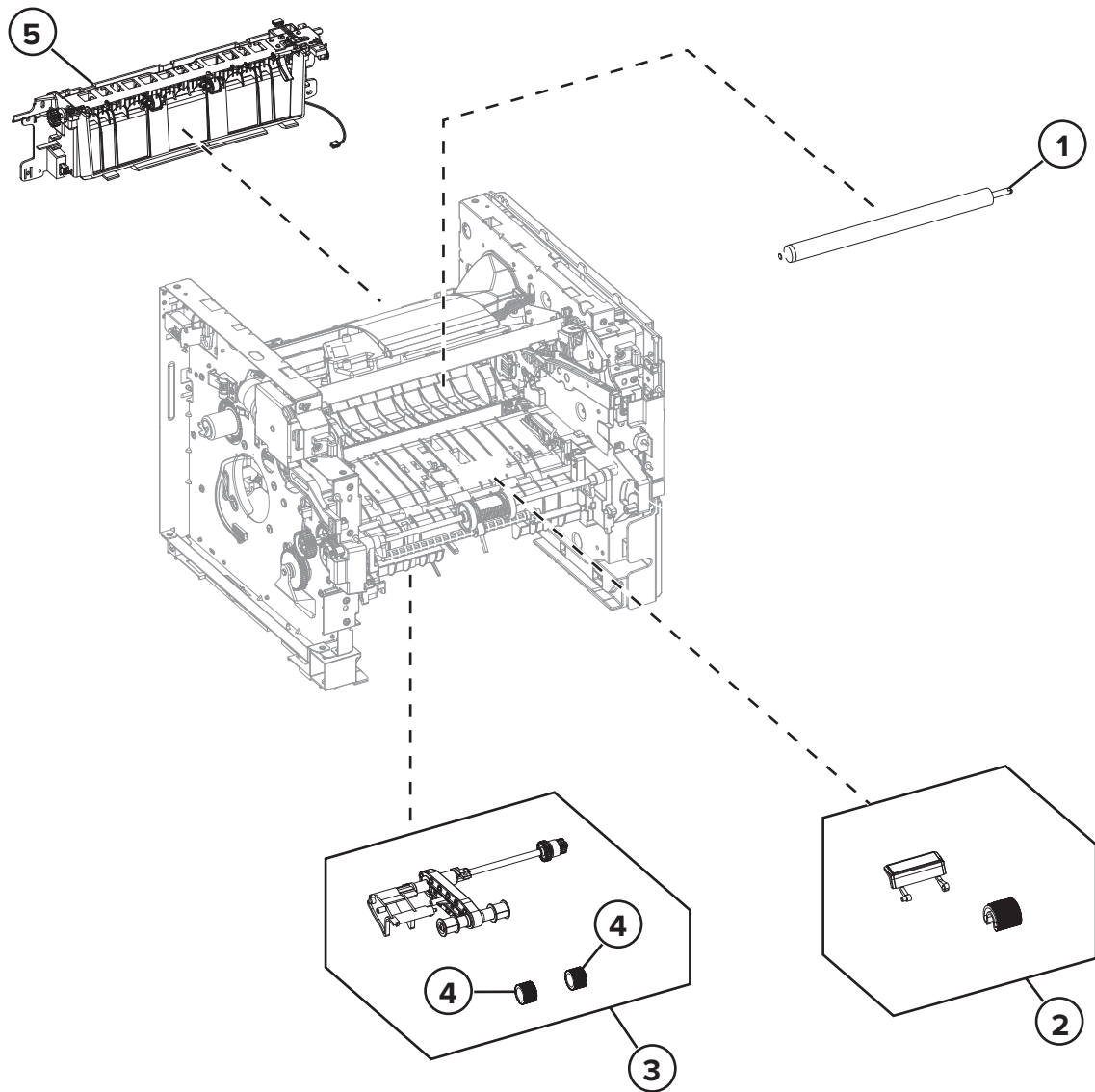


## Assembly 7: Paper transport 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1183	1	1	Jam access cover	<a href="#">“Jam access cover removal” on page 264</a>
2	41X1184	1	1	Front input guide	<a href="#">“Front input guide removal” on page 271</a>
3	41X1176	1	1	Duplex assembly	<a href="#">“Duplex removal” on page 275</a>
4	41X1182	1	1	MPF gearbox	<a href="#">“MPF gearbox removal” on page 229</a>
5	41X2255	1	1	Fuser actuator	<a href="#">“Fuser actuator removal” on page 231</a>
6	41X2256	1	1	Redrive gear plate	<a href="#">“Redrive gear assembly removal” on page 296</a>



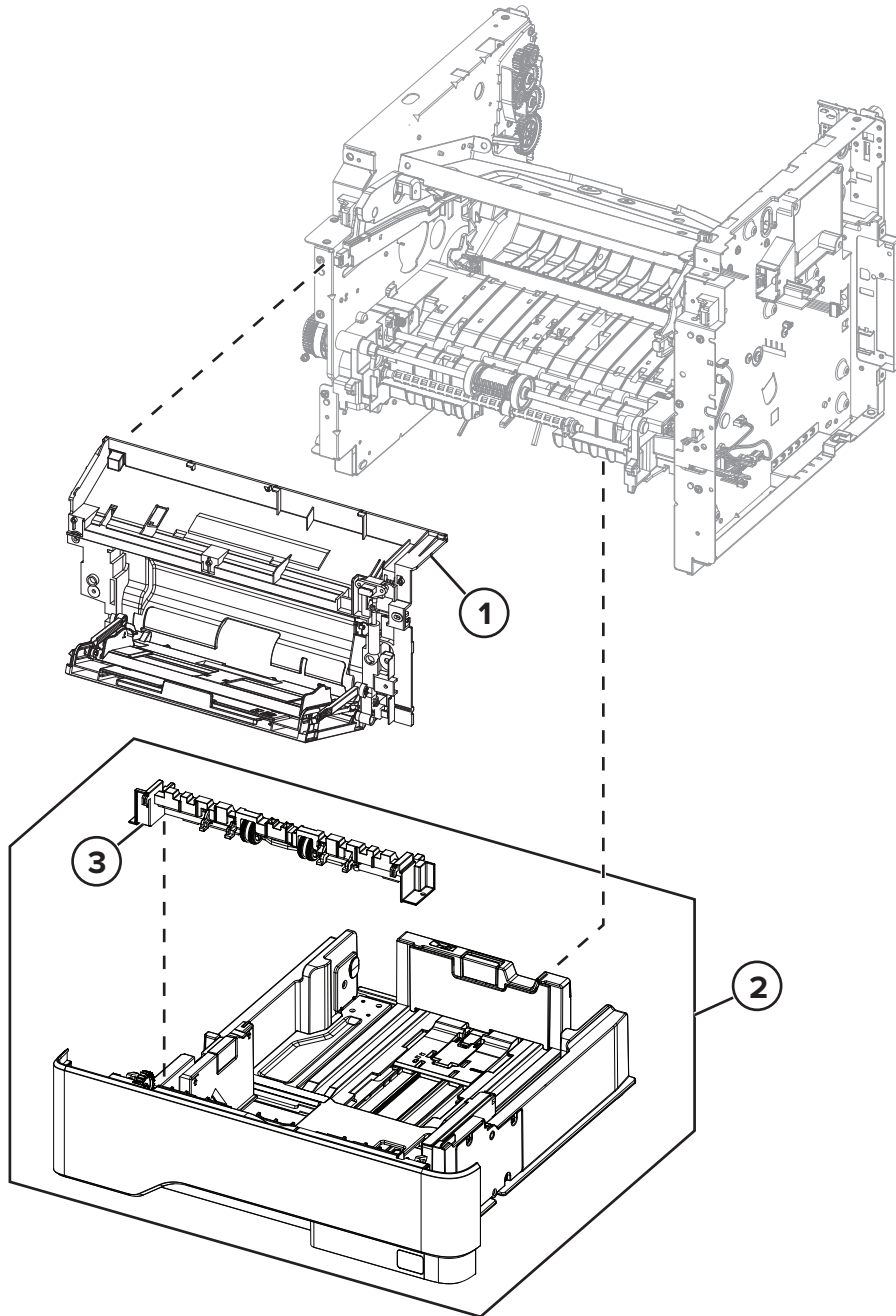
## Assembly 8: Paper transport 2



## Assembly 8: Paper transport 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8393	1	1	Transfer roller	<a href="#">“Transfer roller removal” on page 264</a>
2	41X1197	1	1	MPF pick roller and separator pad	<a href="#">“MPF pick roller and separator pad removal” on page 267</a>
3	41X1196	1	1	Pick roller assembly	<a href="#">“Pick roller assembly removal” on page 280</a>
4	41X1198	2	2	Pick tire	--
5	41X1371	1	1	Redrive assembly	<a href="#">“Redrive assembly removal” on page 295</a>

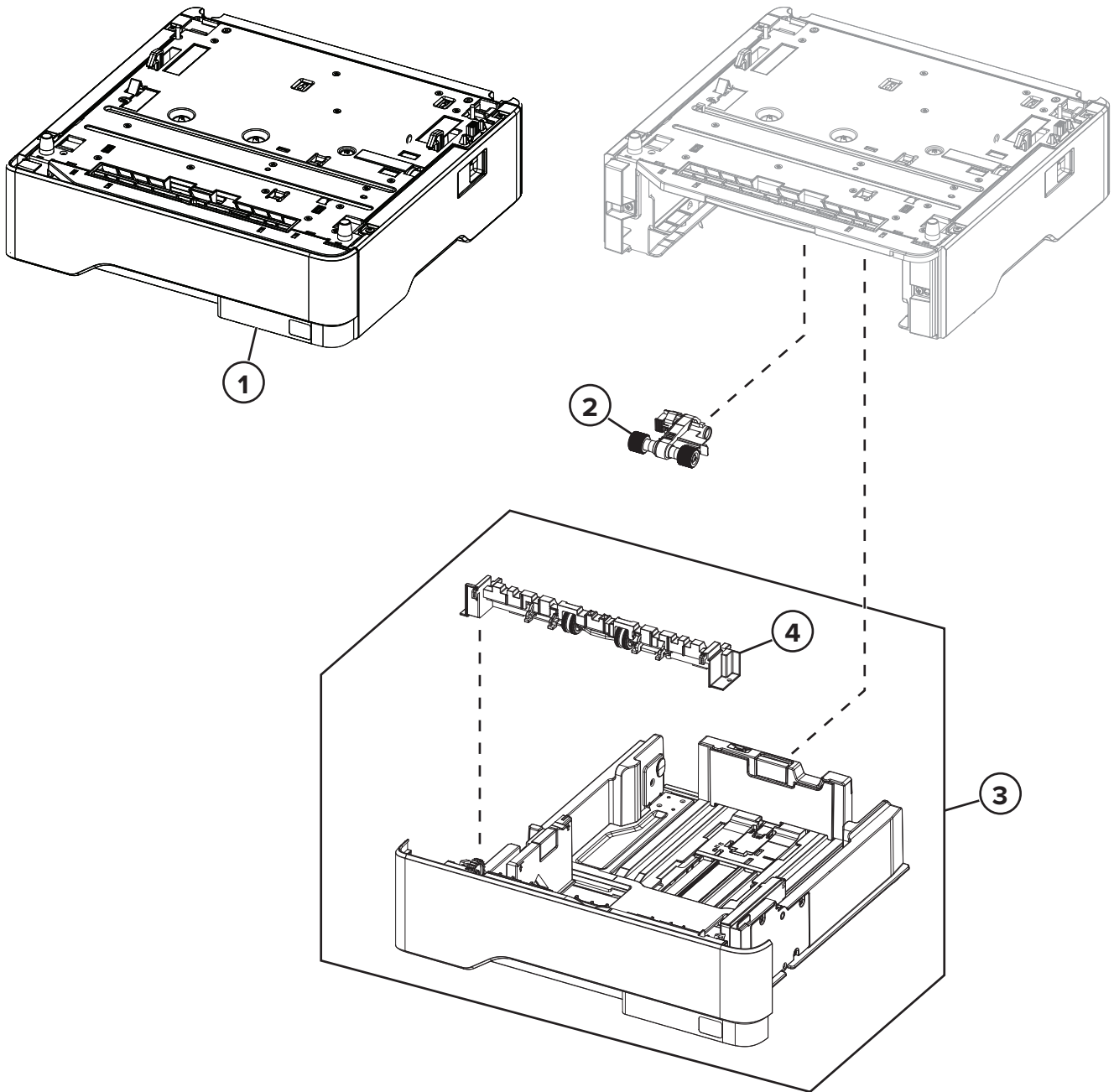
## Assembly 9: MPF and standard tray



## Assembly 9: MPF and standard tray

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X2605	1	1	MPF with front access cover	<a href="#">“MPF with front access cover removal” on page 252</a>
2	41X1987	1	1	Standard 550-sheet tray insert	--
3	41X1212	1	1	Separator roller assembly	--

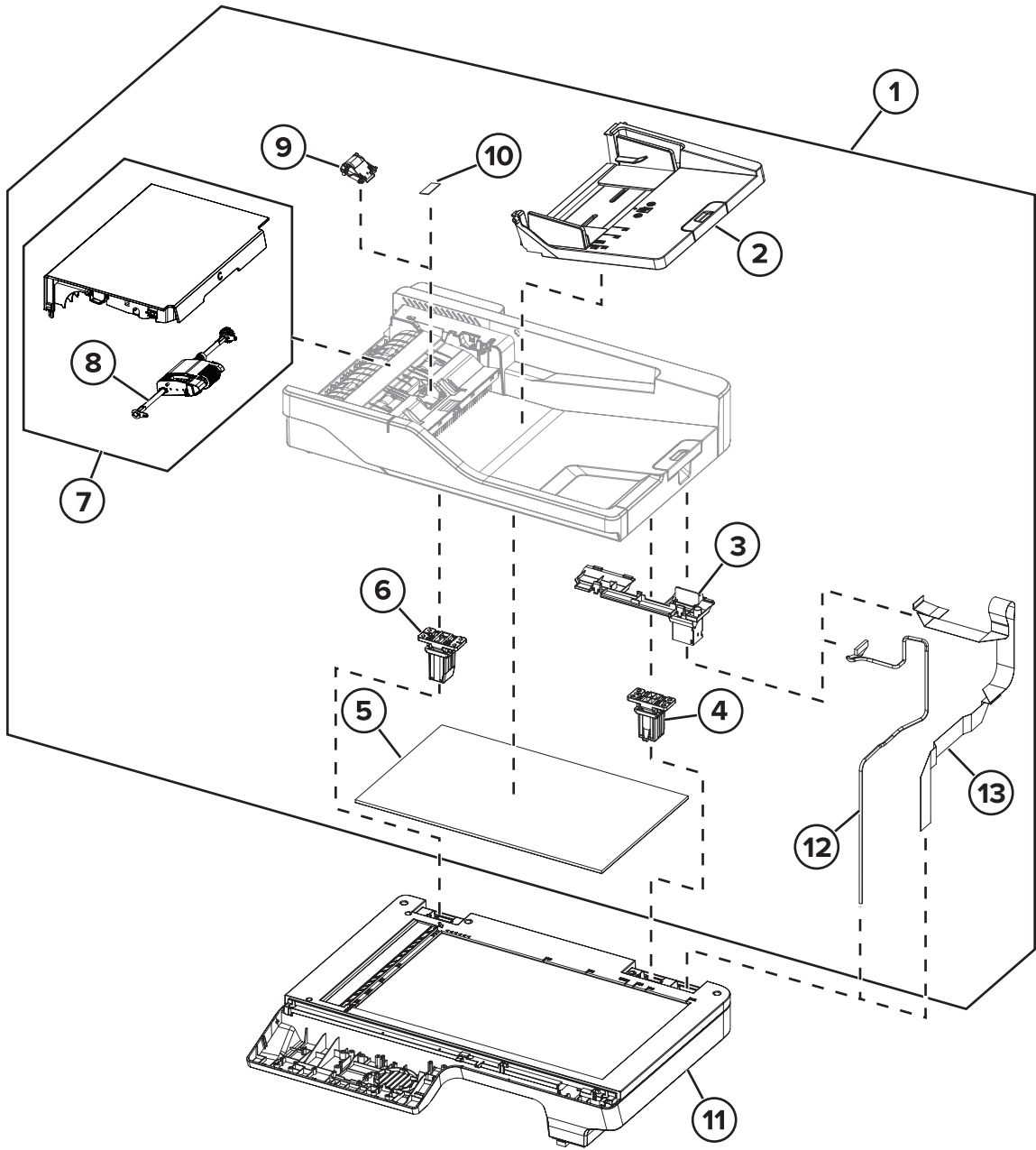
# Assembly 10: Optional trays



## Assembly 10: Optional trays

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	41X1216	1	1	Optional 550-sheet tray	--
1	41X1217	1	1	Optional 250-sheet tray	--
1	41X2813	1	1	Optional 550-sheet tray, lockable	--
2	41X1239	1	1	Pick roller	--
3	41X1222	1	1	550-sheet tray insert (optional tray)	--
3	41X1221	1	1	250-sheet tray insert (optional tray)	--
3	41X2814	1	1	550-sheet tray insert (lockable optional tray)	--
4	41X1212	1	1	Separator roller assembly	<a href="#">“Separator roller assembly removal” on page 321</a>

# Assembly 11: Imaging

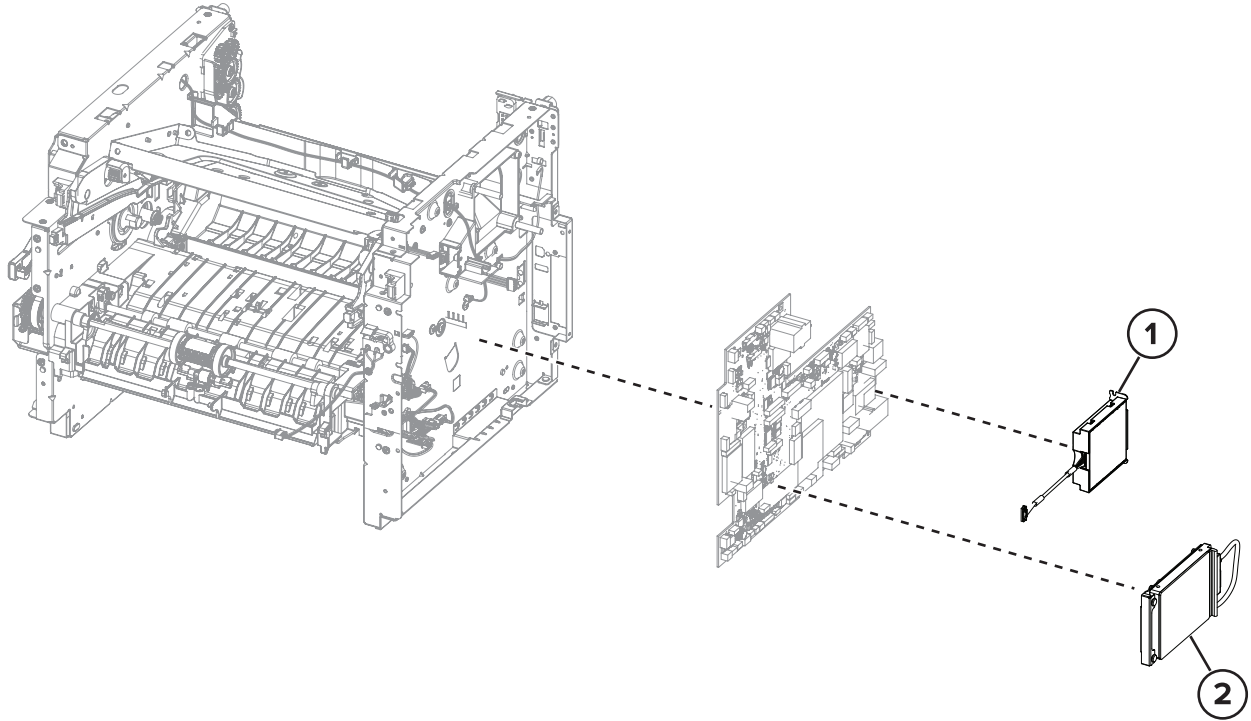


## Assembly 11: Imaging

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1329	1	1	ADF assembly	<a href="#">“ADF assembly removal” on page 310</a>
2	41X1335	1	1	ADF tray	<a href="#">“ADF tray removal” on page 307</a>
3	41X2221	1	1	ADF cable cover	--
4	41X1321	1	1	ADF right hinge	<a href="#">“ADF right hinge removal” on page 312</a>
5	41X1324	1	1	ADF cushion	--
6	40X9129	1	1	ADF left hinge	<a href="#">“ADF left hinge removal” on page 311</a>
7	41X1318	1	1	ADF access door	<a href="#">“ADF access door removal” on page 313</a>
8	41X1326	1	1	ADF roller	<a href="#">“ADF roller removal” on page 306</a>
9	41X1325	1	1	Standard ADF separator roller  <b>Note:</b> For printers that experience frequent multi-feed operations, use the High torque ADF separator roller (41X2855) when replacing the ADF separator roller.	<a href="#">“ADF separator roller removal” on page 306</a>
9	41X2855	1	1	High torque ADF separator roller	<a href="#">“ADF separator roller removal” on page 306</a>
10	41X1322	1	1	ADF restraint pad	<a href="#">“ADF restraint pad removal ” on page 305</a>
11	41X1332	1	1	Flatbed scanner	<a href="#">“Flatbed scanner assembly removal” on page 314</a>
12	41X1315	1	1	ADF cable	--
13	41X1316	1	1	ADF flat cable	<a href="#">“ADF flat cable removal” on page 316</a>



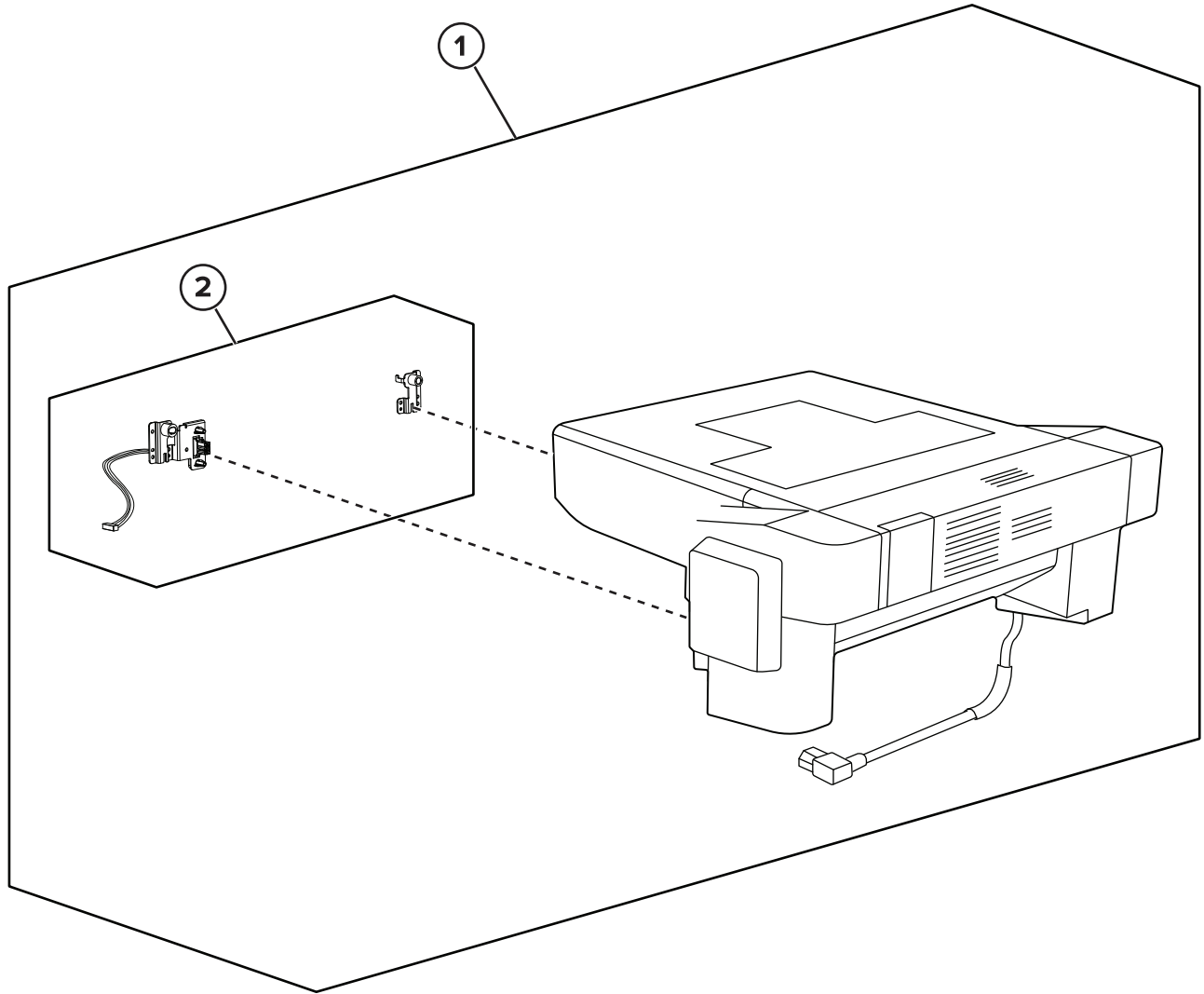
# Assembly 12: Fax card and hard disk



## Assembly 12: Fax card and hard disk

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1374	1	1	Fax card (MX622)	--
2	40X9934	1	1	Printer hard disk (MX622adhe), 500GB	--

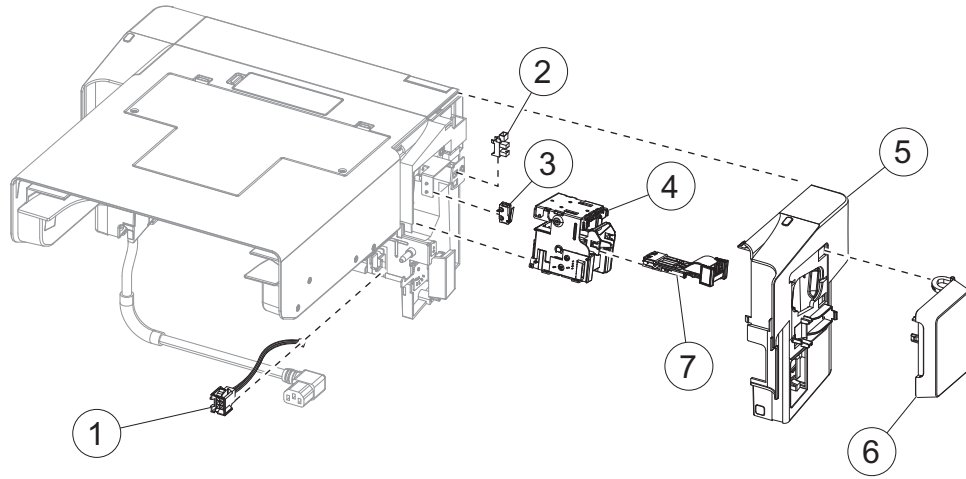
## Assembly 13: Staple finisher option



## Assembly 13: Staple finisher option

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8121	1	1	Staple finisher option	<a href="#">“Staple finisher option removal” on page 323</a>
2	41X1252	1	1	Staple finisher mounting bracket	--

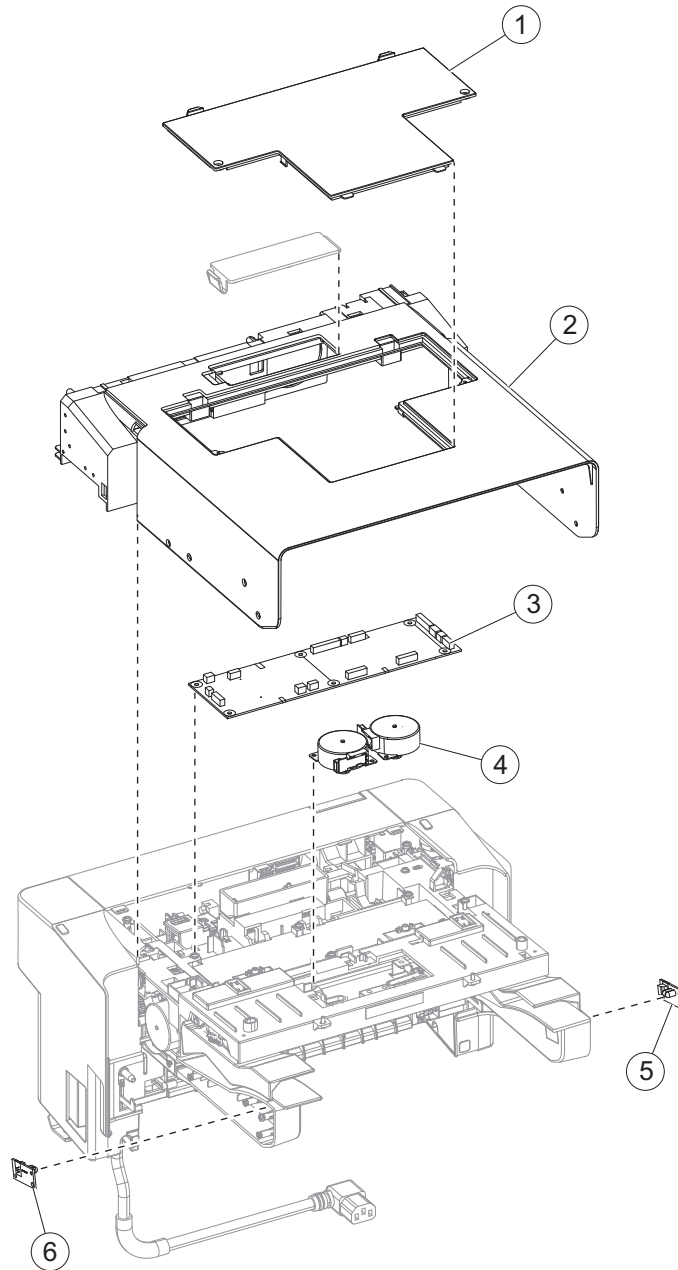
# Assembly 14: Staple finisher (right)



## Assembly 14: Staple finisher (right)

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8144	1	1	Stapler interface cable	<a href="#">“Stapler interface cable removal” on page 347</a>
2	40X7592	1	1	Sensor (stapler access door)	<a href="#">“Sensor (stapler access door) removal” on page 331</a>
3	40X8139	1	1	Stapler door close limit switch with cable	<a href="#">“Stapler door close limit switch removal” on page 333</a>
4	40X8142	1	1	Stapler carriage assembly	<a href="#">“Stapler carriage assembly removal” on page 331</a>
5	40X8130	1	1	Stapler right cover	<a href="#">“Stapler right cover removal” on page 328</a>
6	40X8129	1	1	Stapler cartridge access door	<a href="#">“Stapler cartridge access door removal” on page 326</a>
7	40X8149	1	1	Staple roll holder	<a href="#">“Staple roll holder removal” on page 327</a>

# Assembly 15: Staple finisher (top)

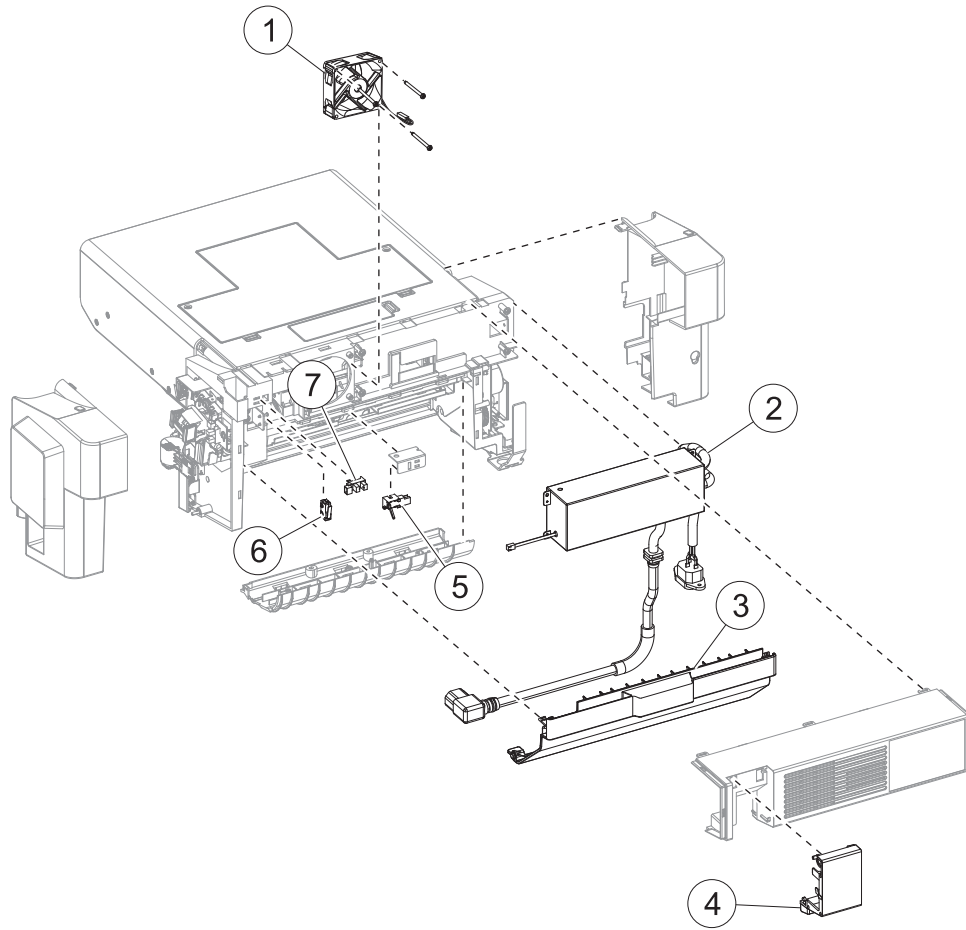


## Assembly 15: Staple finisher (top)

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8140	1	1	Stapler service cover	<a href="#">“Stapler service cover removal” on page 341</a>
2	40X8141	1	1	Stapler top cover	<a href="#">“Stapler top cover removal” on page 349</a>
3	40X8137	1	1	Stapler controller board	<a href="#">“Stapler controller board removal” on page 341</a>
4	40X8125	1	1	Stapler tamper motor	<a href="#">“Motor (stapler left tamper) removal” on page 341</a> or <a href="#">“Motor (stapler right tamper) removal” on page 342</a>
5	40X8131	1	1	Sensor (stapler bin full send)	<a href="#">“Sensor (stapler bin full send) removal” on page 354</a>
6	40X8132	1	1	Sensor (stapler bin full receive)	<a href="#">“Sensor (stapler bin full receive) removal” on page 352</a>



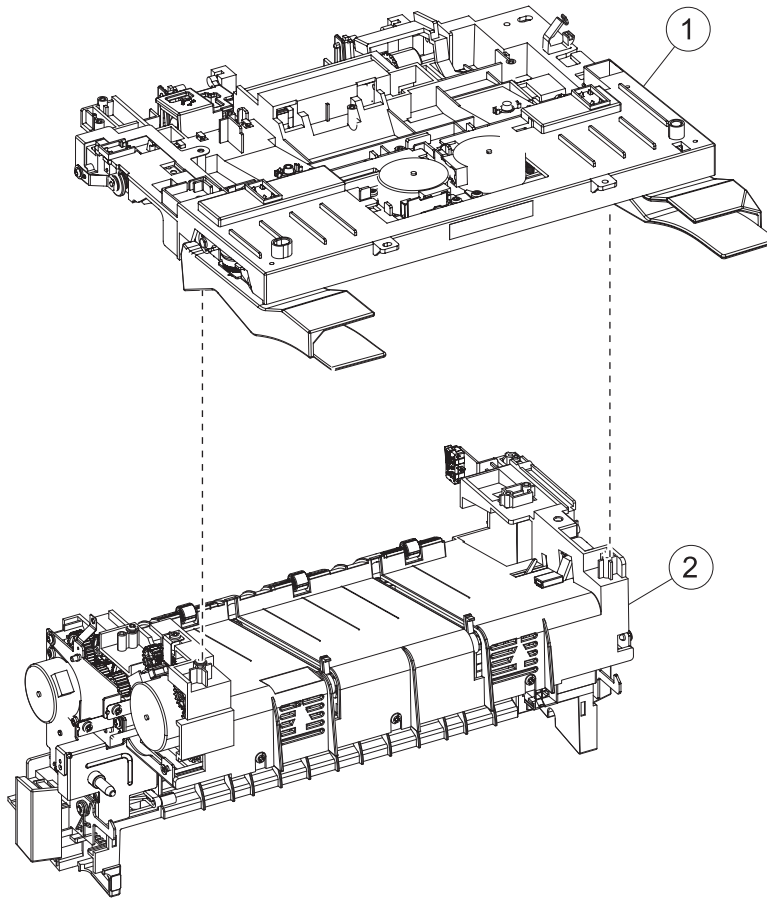
## Assembly 16: Staple finisher (rear)



## Assembly 16: Staple finisher (rear)

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8148	1	1	Stapler cooling fan	<a href="#">“Stapler cooling fan removal” on page 345</a>
2	40X8135	1	1	Stapler power supply unit	<a href="#">“Stapler power supply unit removal” on page 345</a>
2	40X8540	1	1	Stapler power supply unit—China	<a href="#">“Stapler power supply unit removal” on page 345</a>
3	40X8128	1	1	Stapler rear door	<a href="#">“Stapler rear door removal” on page 330</a>
4	40X8458	1	1	Trapped staple access door	<a href="#">“Trapped staple access door removal” on page 340</a>
5	40X8134	1	1	Sensor (stapler pass through)	<a href="#">“Sensor (stapler pass through) removal” on page 357</a>
6	40X8138	1	1	Stapler rear door close limit switch with cable	<a href="#">“Stapler rear cover close limit switch removal” on page 343</a>
7	40X7592	1	1	Sensor (stapler rear door)	<a href="#">“Sensor (stapler rear cover) removal” on page 338</a>

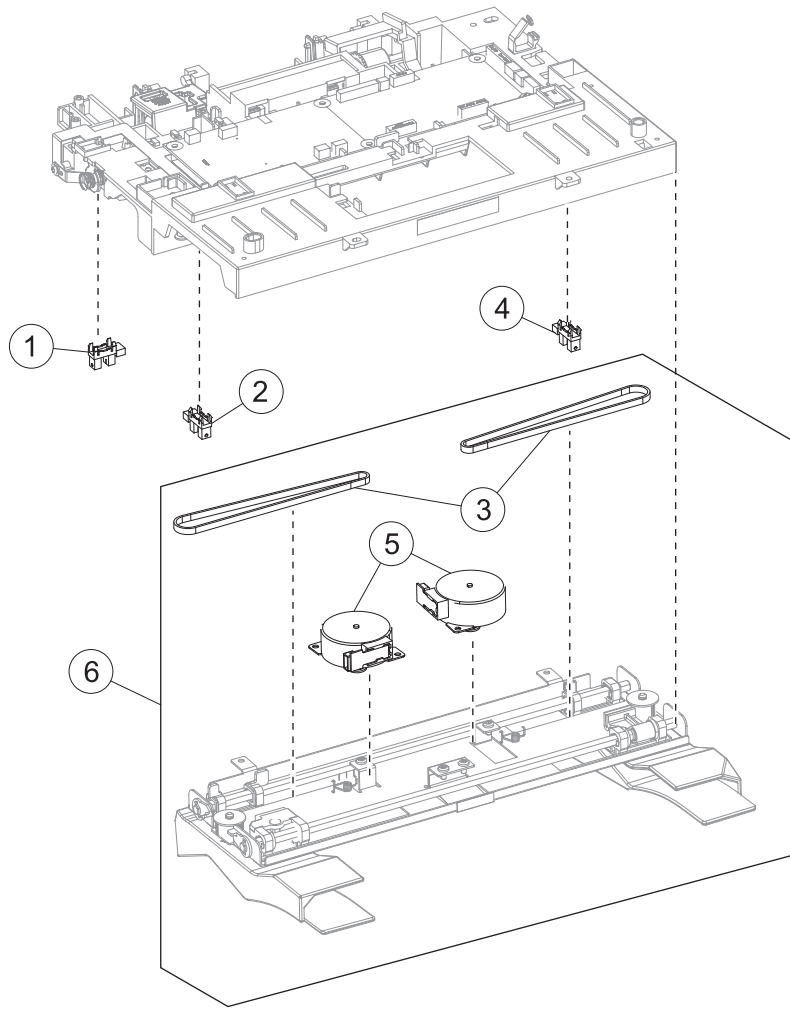
## Assembly 17: Staple finisher exit assembly



## Assembly 17: Staple finisher exit assembly

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8748	1	1	Stapler tamper main assembly	<a href="#">“Tamper main assembly removal” on page 359</a>
2	40X8751	1	1	Stapler accumulator assembly	<a href="#">“Stapler accumulator assembly removal” on page 366</a>

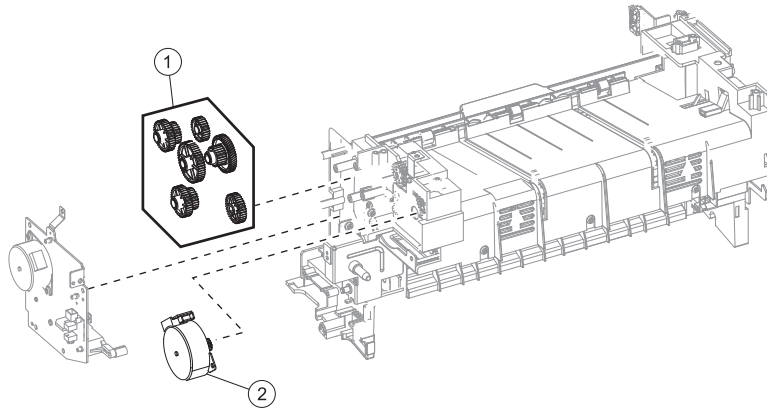
# Assembly 18: Staple finisher tamper assembly



## Assembly 18: Staple finisher tamper assembly

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8754	1	1	Sensor (stapler paddle HP)	<a href="#">“Sensor (stapler paddle HP) removal” on page 368</a>
2	40X8754	1	1	Sensor (stapler left tamper HP)	<a href="#">“Sensor (stapler left tamper HP) removal” on page 367</a>
3	40X8750	2	2	Stapler tamper drive belt	<a href="#">“Tamper drive belt removal” on page 362</a>
4	40X8754	1	1	Sensor (stapler right tamper HP)	<a href="#">“Sensor (stapler right tamper HP) removal” on page 366</a>
5	40X8125	2	1	Stapler tamper motor	<a href="#">“Motor (stapler left tamper) removal” on page 341</a> or <a href="#">“Motor (stapler right tamper) removal” on page 342</a>
6	40X8749	1	1	Tamper sub-assembly	<a href="#">“Tamper sub-assembly removal” on page 360</a>

# Assembly 19: Staple finisher accumulator assembly



## Assembly 19: Staple finisher accumulator assembly

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8752	1	1	Stapler diverter gearbox	<a href="#">“Diverter gearbox removal” on page 363</a>
2	40X8753	1	1	Motor (stapler paddle)	<a href="#">“Motor (stapler paddle) removal” on page 337</a>



## Assembly 20: Maintenance kits

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
NS	41X1227	1	1	Maintenance Kit (100 V) <ul style="list-style-type: none"> <li>• Fuser (100 V)</li> <li>• MPF pick roller and separator pad</li> <li>• Pick tires</li> <li>• Separator roller assembly</li> <li>• Transfer roller</li> </ul>	N/A
NS	41X1225	1	1	Maintenance Kit (110 V) <ul style="list-style-type: none"> <li>• Fuser (110 V)</li> <li>• MPF pick roller and separator pad</li> <li>• Pick tires</li> <li>• Separator roller assembly</li> <li>• Transfer roller</li> </ul>	N/A
NS	41X1226	1	1	Maintenance Kit (220 V) <ul style="list-style-type: none"> <li>• Fuser (220 V)</li> <li>• MPF pick roller and separator pad</li> <li>• Pick tires</li> <li>• Separator roller assembly</li> <li>• Transfer roller</li> </ul>	N/A



## Assembly 21: Miscellaneous

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
NS	40X9934	1	1	Hard disk, SATA	--
NS	41X1010	1	1	User Flash Memory, 256MB	--
NS	41X1002	1	1	Forms and Bar Code card	--
NS	41X1004	1	1	IPDS card	--
NS	41X1006	1	1	PRESCRIBE card	--
NS	41X1014	1	1	Font card, Traditional Chinese <b>Note:</b> This part is obsolete.	--
NS	41X1013	1	1	Font card, Simplified Chinese	--
NS	41X1015	1	1	Font card, Korean	--
NS	41X1016	1	1	Font card, Japanese	--
NS	41X1872	1	1	Marknet N8372, Front WiFi—FSM	--
NS	40X8523	1	1	RS-232C Serial Interface card	--
NS	40X8524	1	1	Parallel 1284-B Interface card	--
NS	41X1945	1	1	MarkNet N8230 Fiber Ethernet 100BASE-FX (LC), 1000BASE-SX (LC) (Fiber + side backpack)	--
NS	41X2055	1	1	Smart card	--
NS	40X1367	1	1	Parallel cable, 10 feet	--
NS	40X1368	1	1	USB 2.0 cable, 2 meters	--
NS	3086579	1	1	Software CD <b>Note:</b> The part number is for internal use only and is not orderable.	--



# Printer specifications

## Power consumption

### Product power consumption

The following table documents the power consumption characteristics of the product.

**Note:** Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	670
Copy	The product is generating hard-copy output from hard-copy original documents.	680
Scan	The product is scanning hard-copy documents.	23.5
Ready	The product is waiting for a print job.	16.5
Sleep Mode	The product is in a high-level energy-saving mode.	2.5
Hibernate	The product is in a low-level energy-saving mode.	0.1
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change. See [www.lexmark.com](http://www.lexmark.com) for current values.

### Sleep Mode

This product is designed with an energy-saving mode called *Sleep Mode*. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the *Sleep Mode Timeout*.

Factory default Sleep Mode Timeout for this product (in minutes):	15
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

### Hibernate Mode

This product is designed with an ultra-low power operating mode called *Hibernate mode*. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days
--	--------

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

## Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

## Total energy usage

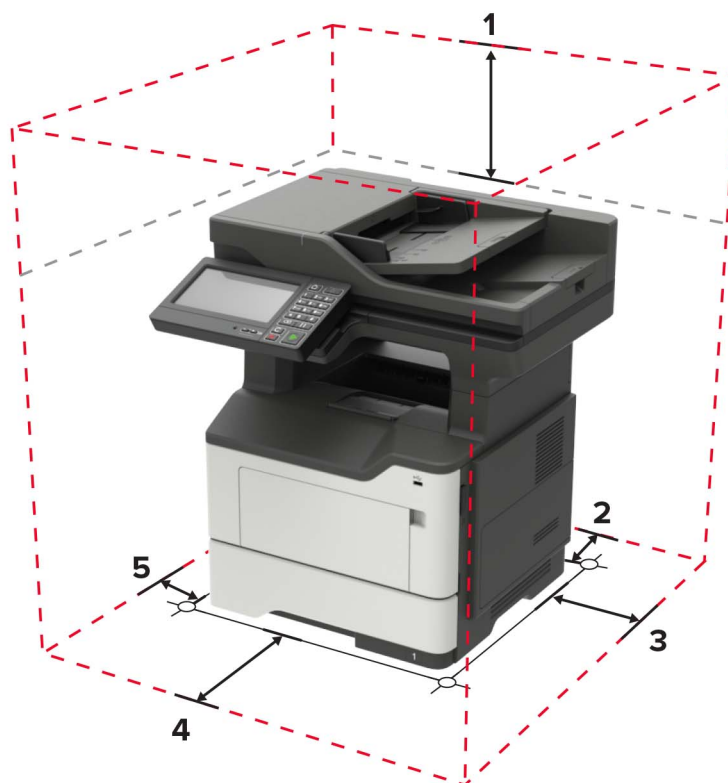
It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

## Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
  - Clean, dry, and free of dust
  - Away from stray staples and paper clips
  - Away from the direct airflow of air conditioners, heaters, or ventilators
  - Free from direct sunlight and humidity extremes
- Observe the recommended temperatures and avoid fluctuations.

Ambient temperature	10 to 32°C (50 to 90°F)
Storage temperature	0 to 40°C (32 to 104°F)

- Allow the following recommended amount of space around the printer for proper ventilation:



1	Top	800 mm (32 in.)
2	Rear	203 mm (8 in.)
3	Right side	305 mm (12 in.)
4	Front	510 mm (20 in.)
5	Left side	203 mm (8 in.)

## Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

**Note:** Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	55 (one-sided), 54 (two-sided)
Scanning	55
Copying	56
Ready	N/A

Values are subject to change. See [www.lexmark.com](http://www.lexmark.com) for current values.

## Temperature information

Ambient operating temperature	10 to 32°C (50 to 90°F)
Shipping temperature	-20 to 40°C (-4 to 104°F)
Storage temperature and relative humidity	0 to 40°C (32 to 104°F) 8 to 80% RH



# Options and features

Some of the following options are not available in every country or region.

## Available internal options

- 256MB user flash memory
- 500GB Hard Disk Drive (SATA)
- Firmware Cards (DLEs)
  - Forms and Bar Code Card
  - IPDS card
  - PRESCRIBE Card
- DBCS Font Cards
  - Traditional Chinese Font Card
  - Simplified Chinese Font Card
  - Korean Font Card
  - Japanese Font Card
- Internal Print Server
  - Marknet N8372
- Local Interface Cards
  - RS-232C Serial Interface Card<sup>2</sup>
  - Parallel 1284-B Interface Card<sup>2</sup>
  - Marknet N8230 Fiber Ethernet 100BASE-FX(LC), 1000BASE-SX(LC) (Fiber + side cover)

## Input/output configurations and capacities

### Input sources

Printer model	Number of standard trays	Maximum number of optional trays <sup>*</sup>	Maximum number of trays
MX622, MB2650, and XM3250	2	3	5
* The printer can support a maximum of three optional trays in one configuration.			

**Input capacities**

Printer model	Standard tray	Multipurpose feeder	Total standard capacity	Maximum optional capacity	Maximum input capacity
MX622, MB2650, and XM3250	550	100	650	1650	2300
Paper capacity means 20-lb xerographic paper at ambient environment per sheet.					

**Output destinations**

Printer model	Number of standard destinations
MX622, MB2650, and XM3250	1

**Output capacities**

Printer model	Standard output capacity	Maximum output capacity
MX622, MB2650, and XM3250	250	250
Paper capacity means 20-lb xerographic paper at ambient environment per sheet.		

# Theory of operation

## POR sequence

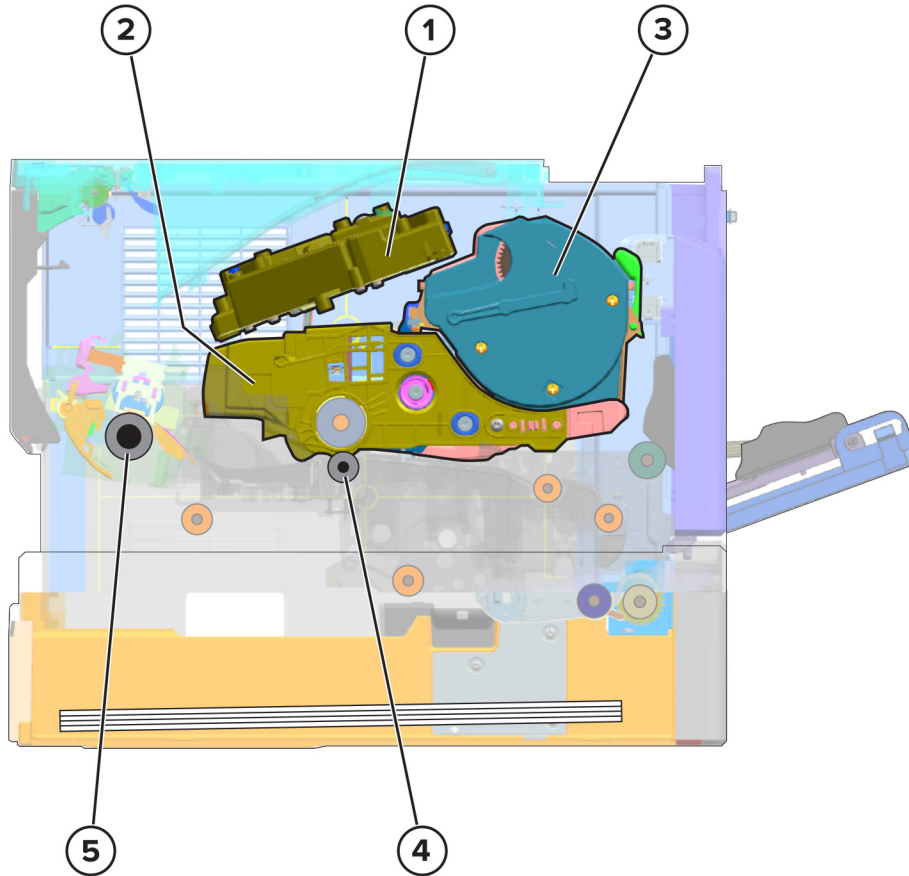
As the printer is turned on, the engine code goes through a series of tests to verify hardware integrity. If a hardware failure is detected, then it is reported to the printer. If the POR sequence cannot be completed successfully, then the printer may post an error message. The message states that service may be needed.

## Printer control

The printer uses a single processor for both RIP and engine functions. The raster image processor (RIP) code performs system responsibilities such as PC connection, LAN, ISP attachments, and bitmap generation. The engine code performs tasks related to the operation of the electrical and mechanical device systems such as motors, lasers, power supplies, and fusers. The NVRAMs are located on the controller board and control panel, replacement of either the controller board or control panel will pull or mirror NVRAM data from each other.

# Print cycle operation

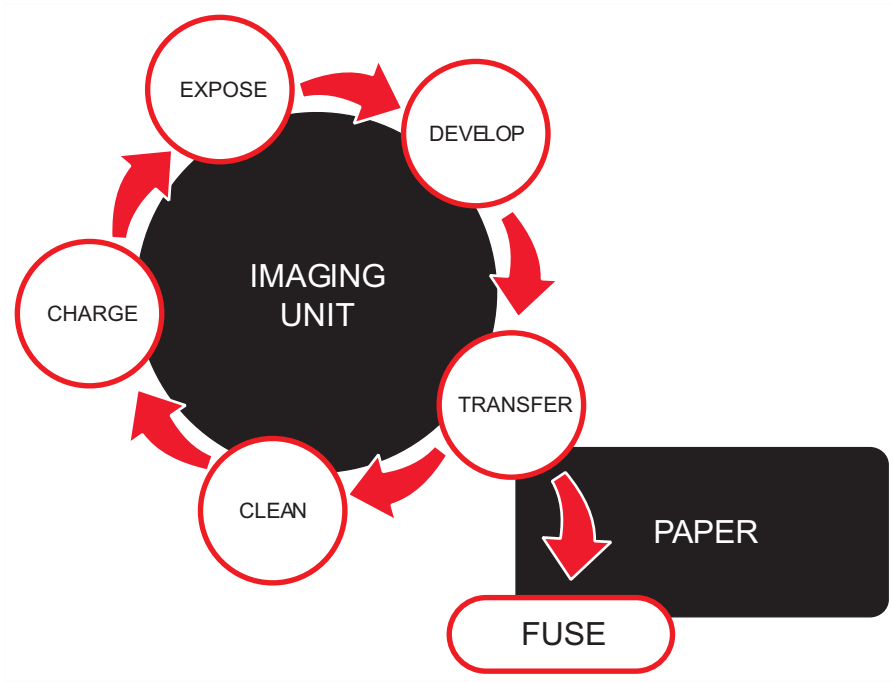
## Print engine layout



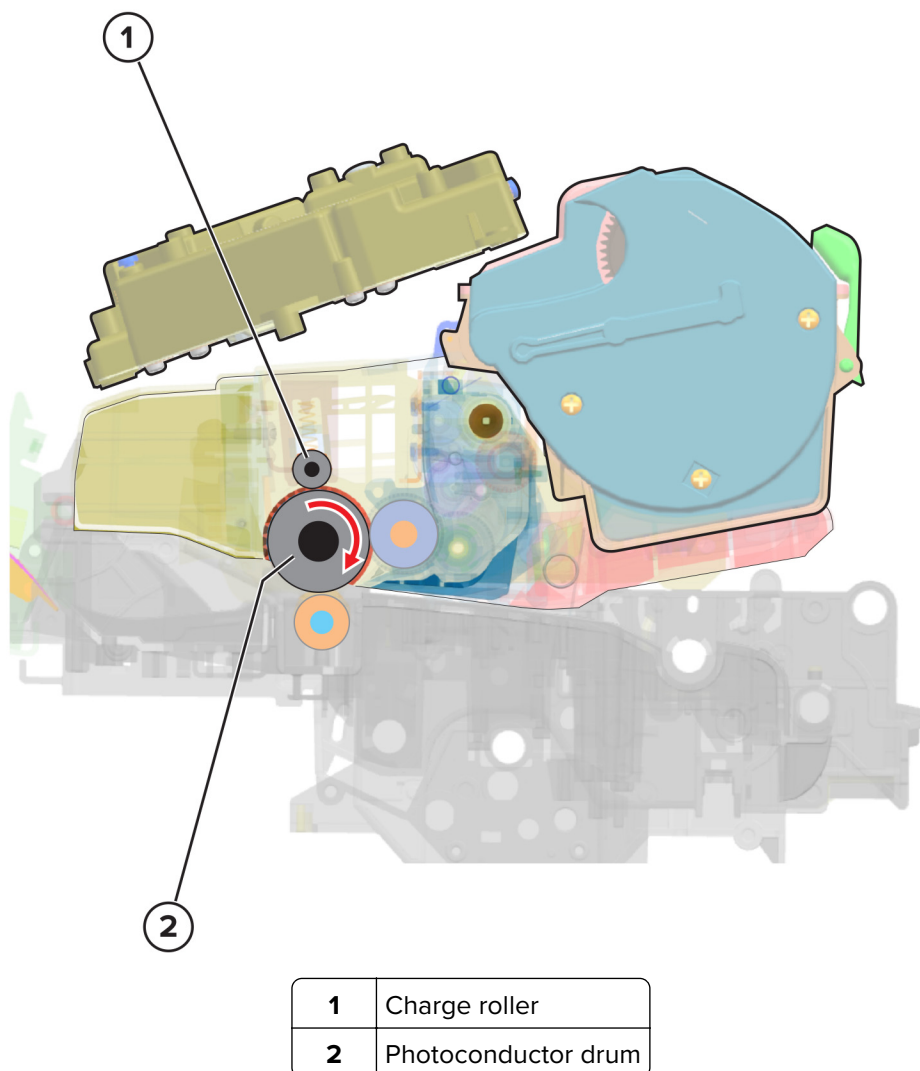
1	Printhead
2	Imaging unit
3	Toner cartridge
4	Transfer roller
5	Fuser

# Print cycle

## Flowchart

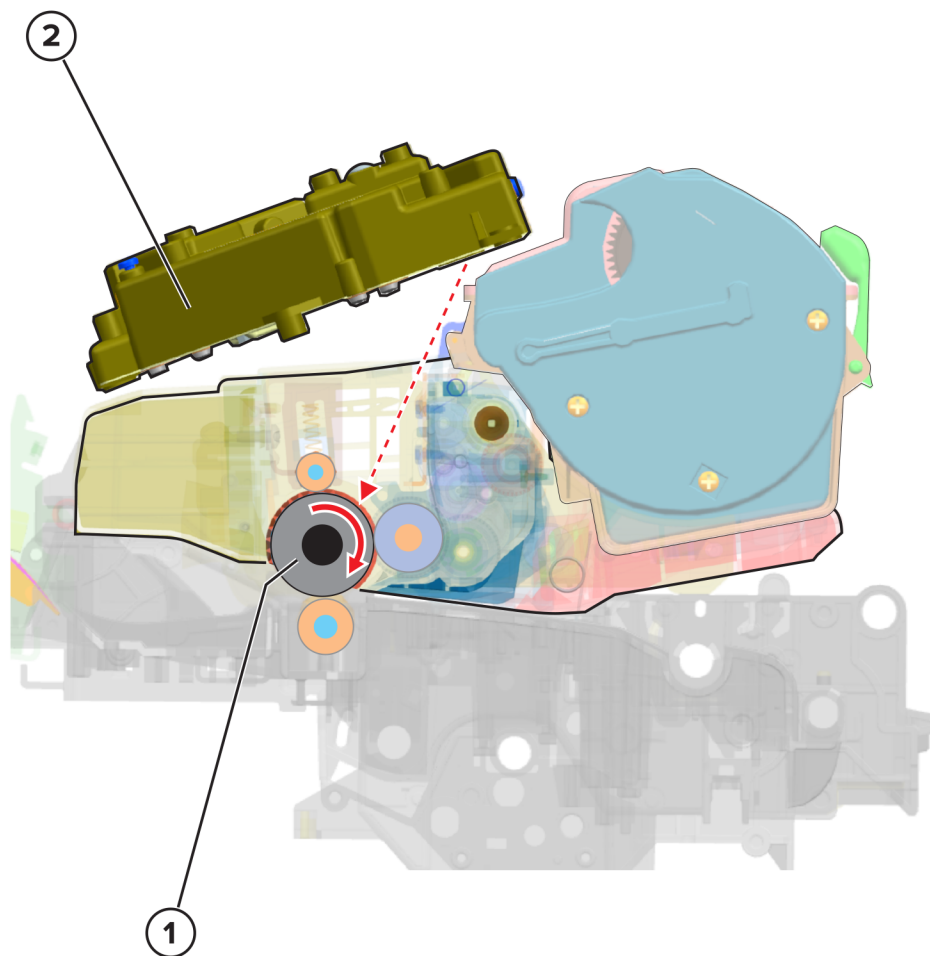


## Charge



A uniform negative electrical charge is applied by the charge roller to the surface of the photoconductor drum. The photoconductive properties of the surface material allow it to hold the charge as long as it is not exposed to light.

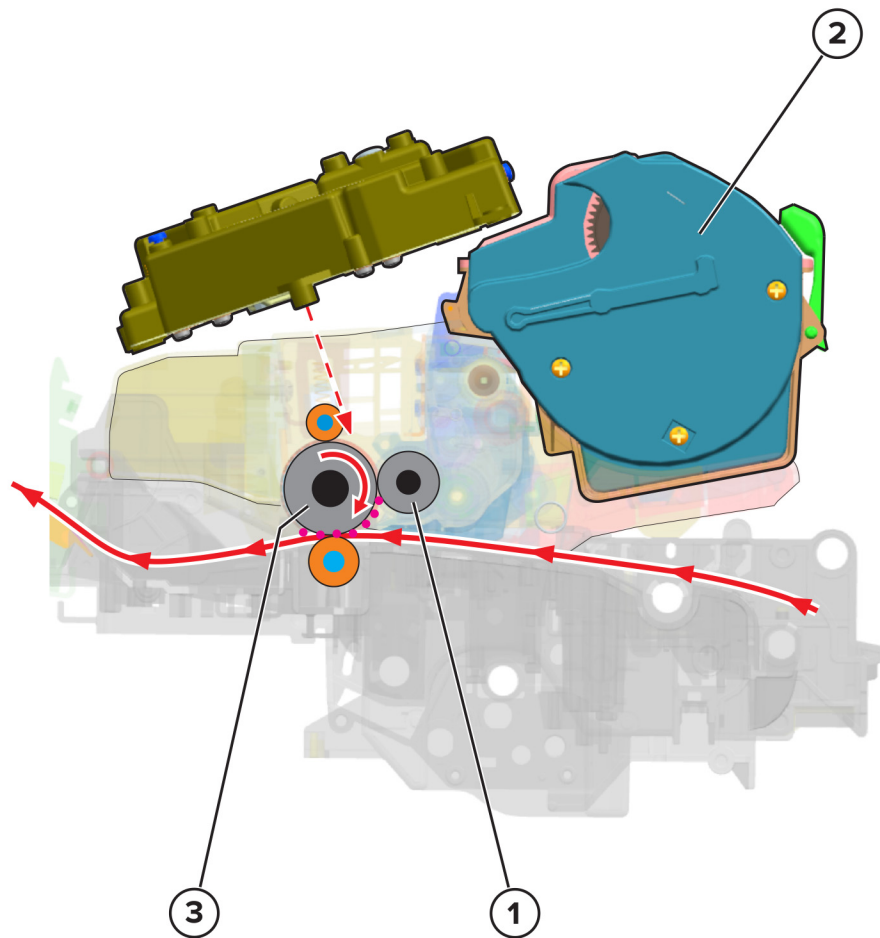
## Expose



1	Photoconductor drum
2	Printhead

The printhead emits the light that contacts the surface of the photoconductor drum. The light turns on or off coinciding with the digital latent image. The light causes areas of the photoconductor drum surface to lose charge, resulting in a relative opposite polarity.

## Develop

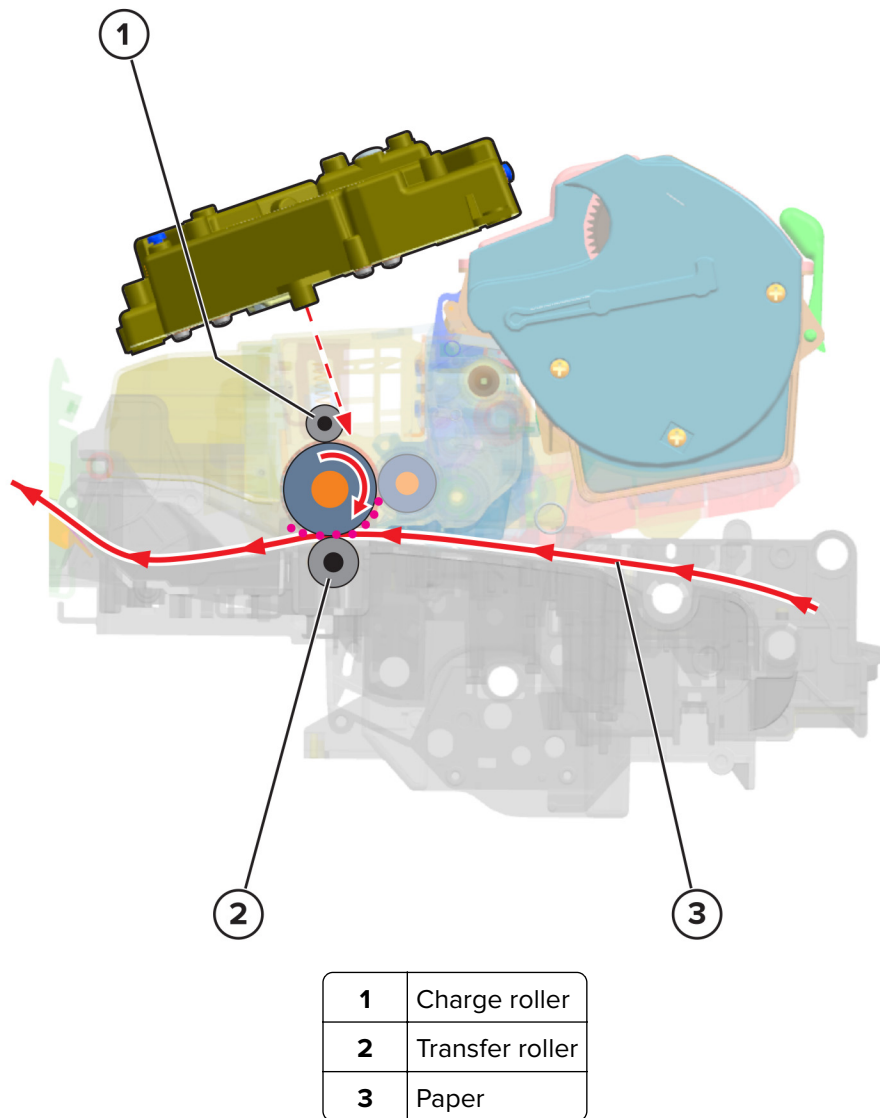


1	Developer roller
2	Toner cartridge
3	Photoconductor drum

The developer unit applies the toner from the toner cartridge to the photoconductor drum. The difference in charge causes the toner particles to attract to the photoconductor drum areas which are exposed to light.



## Transfer

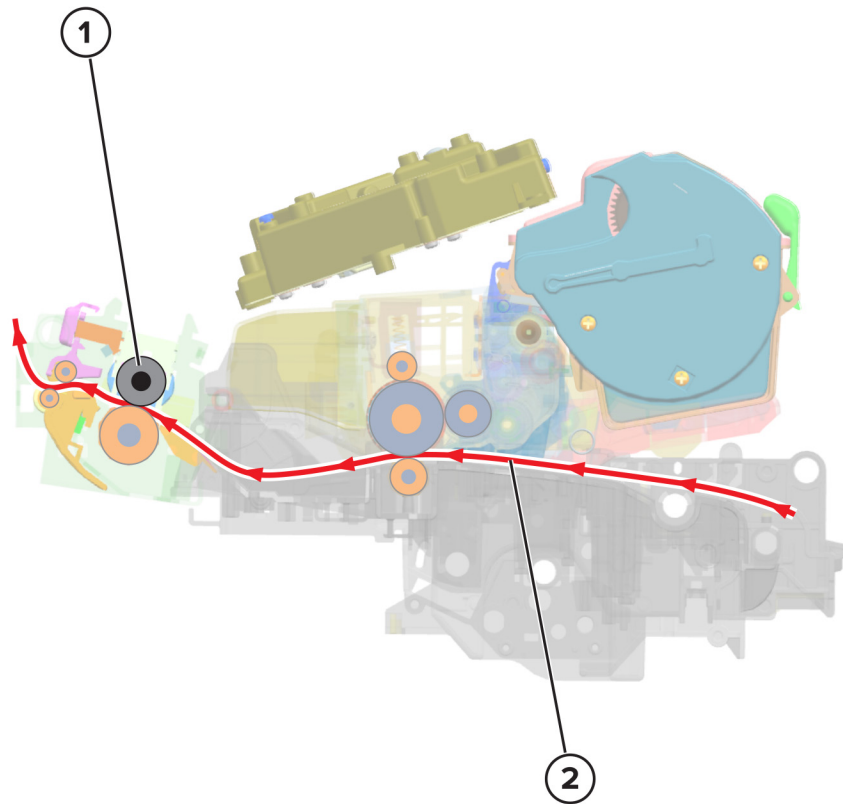


The transfer roller applies a positive charge to the paper, which is pressed between the transfer roller and the photoconductor drum. Due to relative opposite polarities between the paper, from the transfer roller, and the photoconductor drum, from the charge roller, the charge attracts the toner onto the paper.

## Clean

The cleaning blade removes the toner residue from the photoconductor drum. The cycle (charge, expose, develop, transfer, and clean) repeats until the whole image is transferred to the paper.

## Fuse

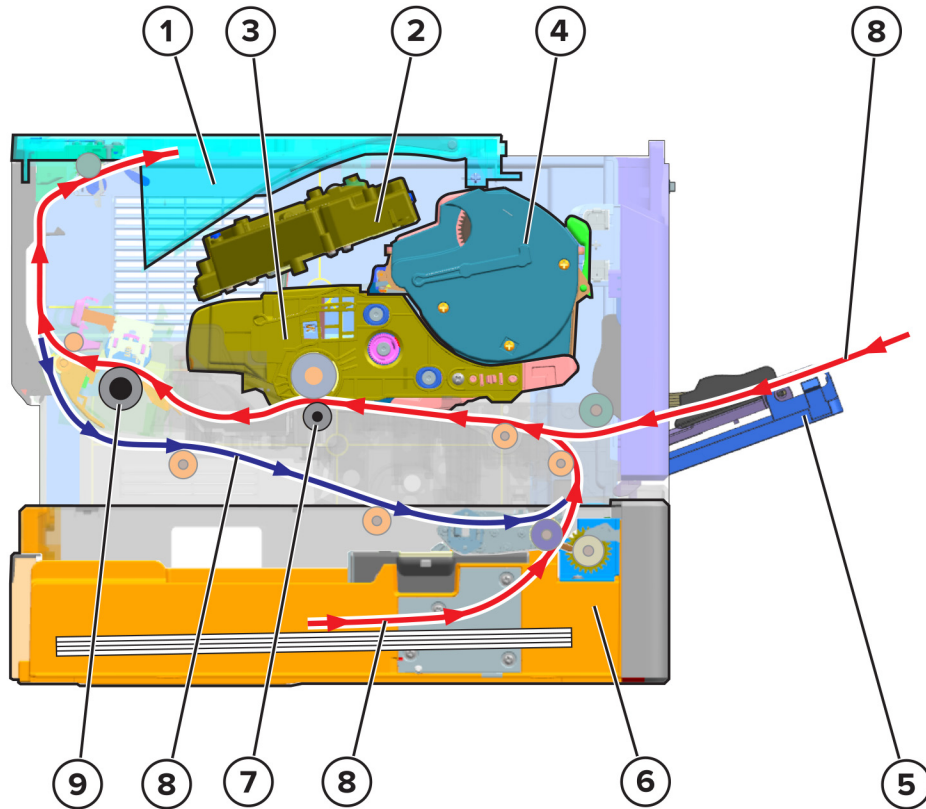


1	Fuser
2	Paper

Even if the toner image is already on the paper, the toner particles are not yet permanently bonded to the surface. For the final part of printing, the paper is transported to the fuser where heat and pressure are applied to it. As a result, the toner particles melt and permanently fuse with the paper, completing the print process. The print cycle repeats for the succeeding pages.

# Printer operation

## Printer sections



1	Bin
2	Printhead
3	Imaging unit
4	Toner cartridge
5	MPF
6	Tray
7	Transfer roller
8	Paper paths
9	Fuser

Theory of operation



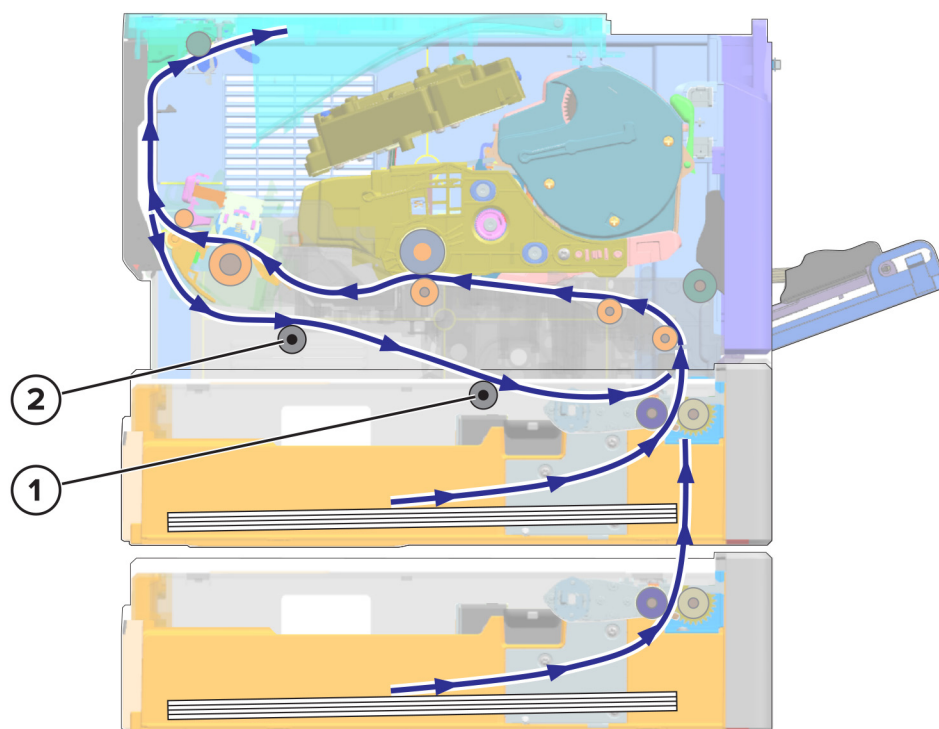
The deskew shutter along the first input roller corrects the skew on the paper.

The first input roller feeds the paper to the transfer roller. At the transfer roller, the photoconductor drum transfers the developed image to the paper to create the printed image.

As the paper passes the fuser, heat and pressure are applied to permanently bond the toner to the paper.

After printing, the printer ejects the paper by the exit roller.

## Two-sided print job

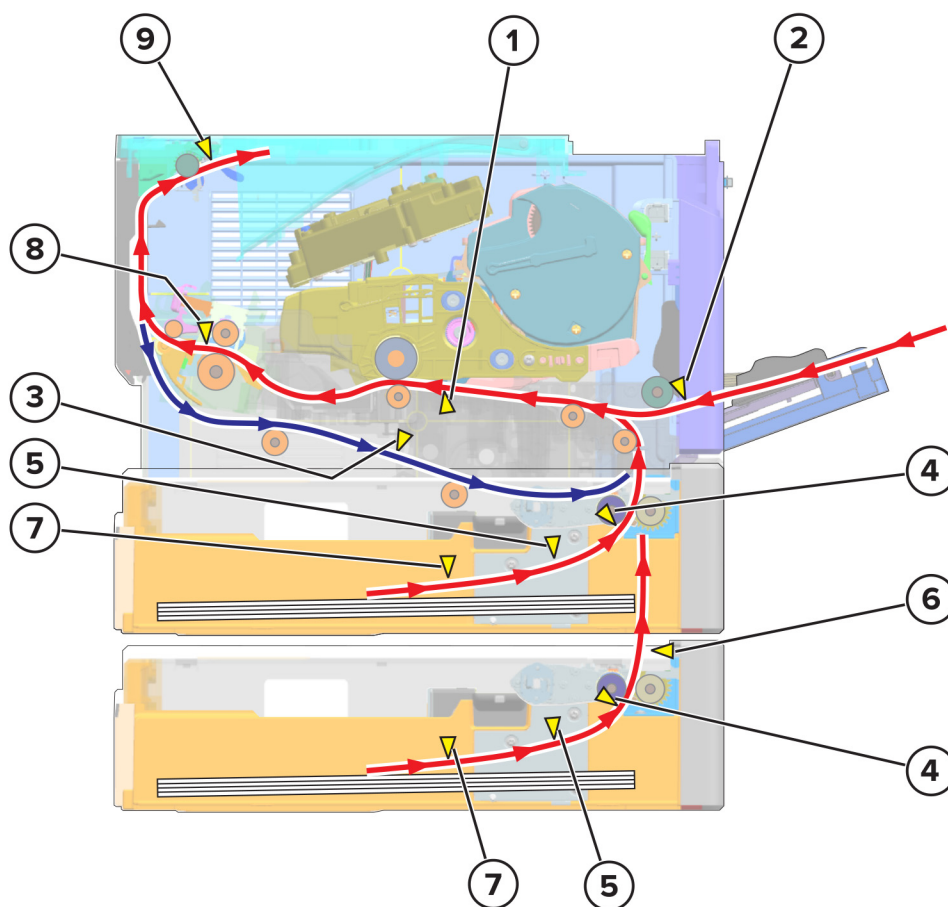


1	Duplex rear roller
2	Duplex front roller

After the first side is printed, the paper is diverted to the top of the paper exit roller. The duplex path opens, and then the paper reverses direction to get its opposite page printed.

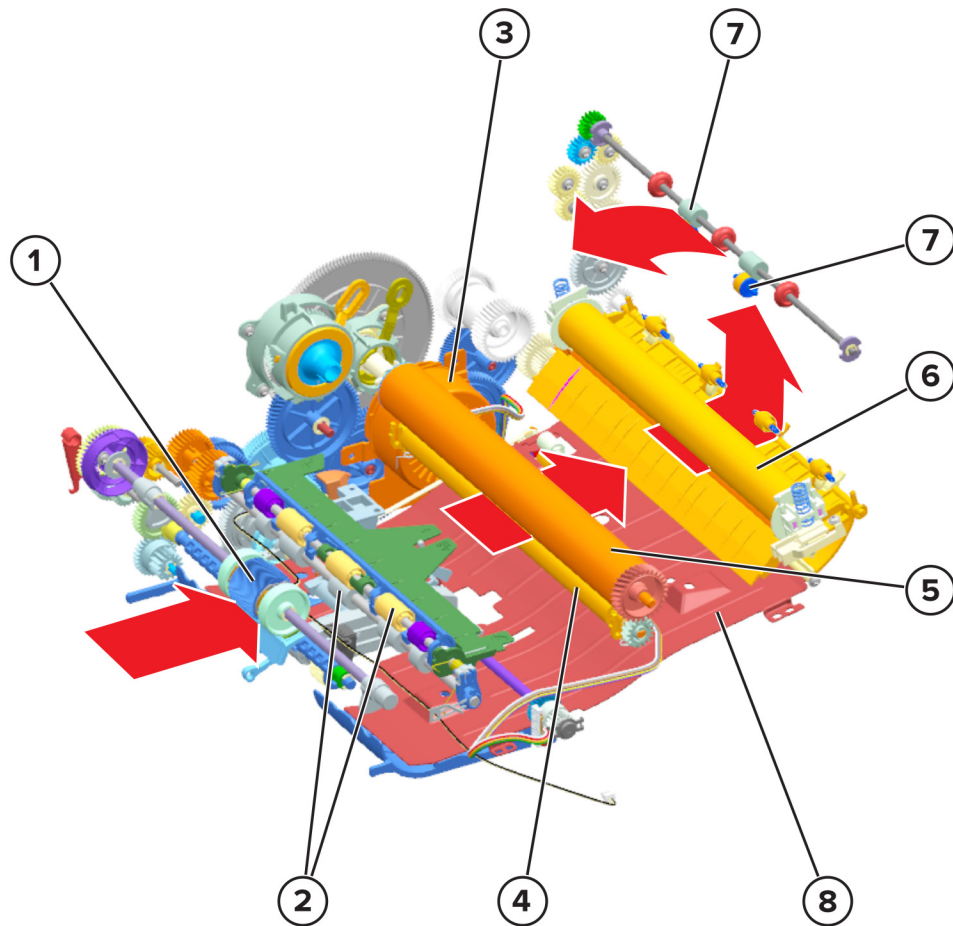
The paper travels along the duplex path until it reenters the second input roller. From there, the paper continues its path until the print job is done.

## Printer paper path sensors



#	Sensor	Function
1	Sensor (input)	Detects the paper traveling between the first input roller and the transfer roller
2	Sensor (MPF paper present)	Detects if paper is in the MPF tray
3	Sensor (duplex)	Detects the paper traveling along the duplex path
4	Sensor (index)	Detects if the pick roller is at the correct height to pick paper from the tray <b>Note:</b> The sensor in the standard tray is supported only in some printer models.
5	Sensor (trailing edge)	Detects the trailing edge of the paper fed from the tray
6	Sensor (pass-through)	Detects paper fed from tray 2
7	Sensor (media present)	Detects if paper is in the tray <b>Note:</b> The sensor in the standard tray is supported only in some printer models.
8	Sensor (fuser exit)	Detects the paper exiting the fuser
9	Sensor (narrow media/bin full)	Detects if the paper is narrow and the bin is full

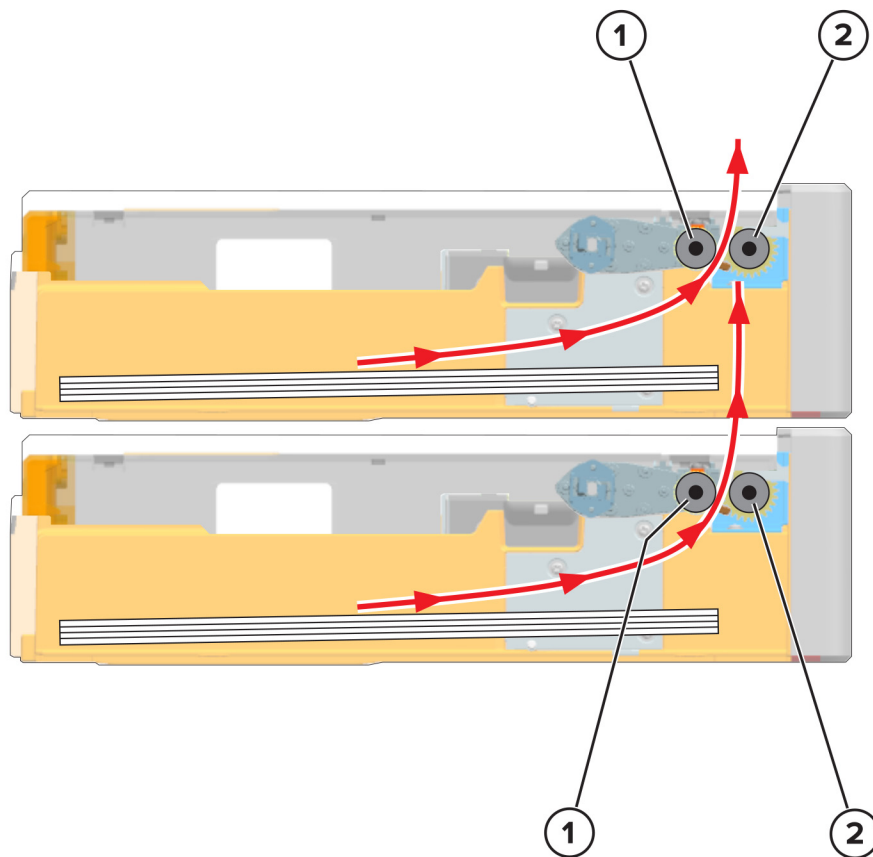
## Main drive



1	MPF
2	Paper input
3	Main drive gearbox motor
4	Transfer roller
5	Photoconductor
6	Fuser
7	Paper exit
8	Duplex

The gearbox provides mechanical power to the printer. Its motor transfer power through a number of gears to the following parts: MPF, paper input, transfer roll, photoconductor drum, fuser, paper exit, and duplex.

## Tray drive



1	Pick roller
2	Separator roller

To prepare for feeding, the lift plate raises to push the paper against the pick roller. The lift plate stops pushing at the point where the pick roller is at the proper height for picking. After the pick roller is in position, it feeds the topmost paper to the separator roller. The separator roller rotates in a direction opposite to the pick roller to ensure that only one sheet is fed at a time.

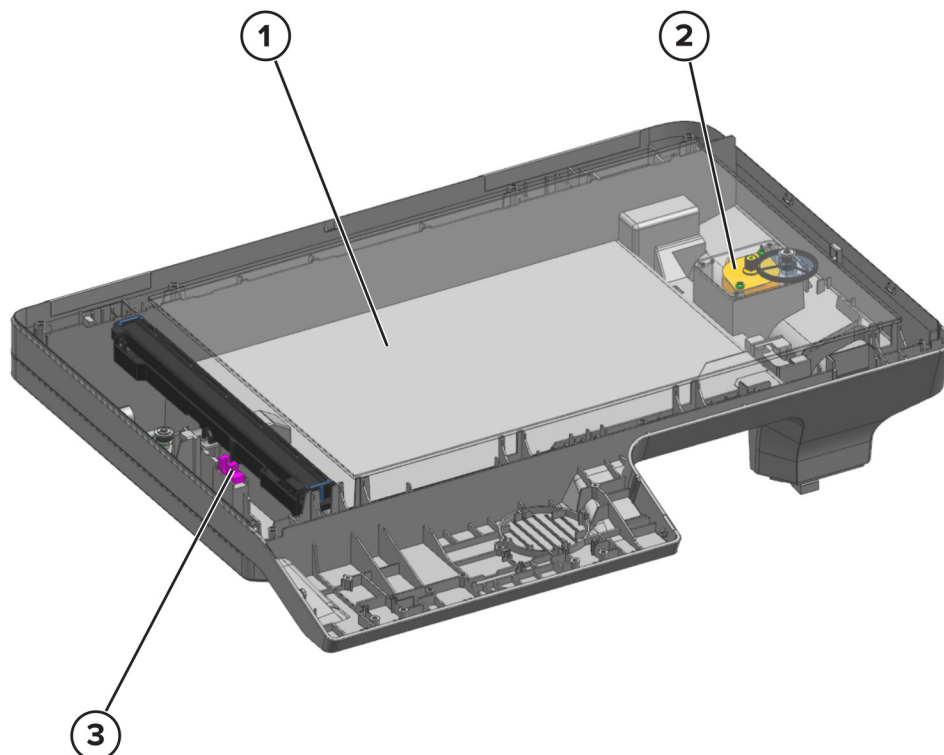
The motor (pick/lift) controls the pick roller and lift plate.

The lift plate in the standard tray is supported only in some printer models.



# ADF and scanner operation

## Flatbed scanner drive



<b>1</b>	Scanner glass
<b>2</b>	Motor (FB scanner)
<b>3</b>	Sensor (FB CIS home)

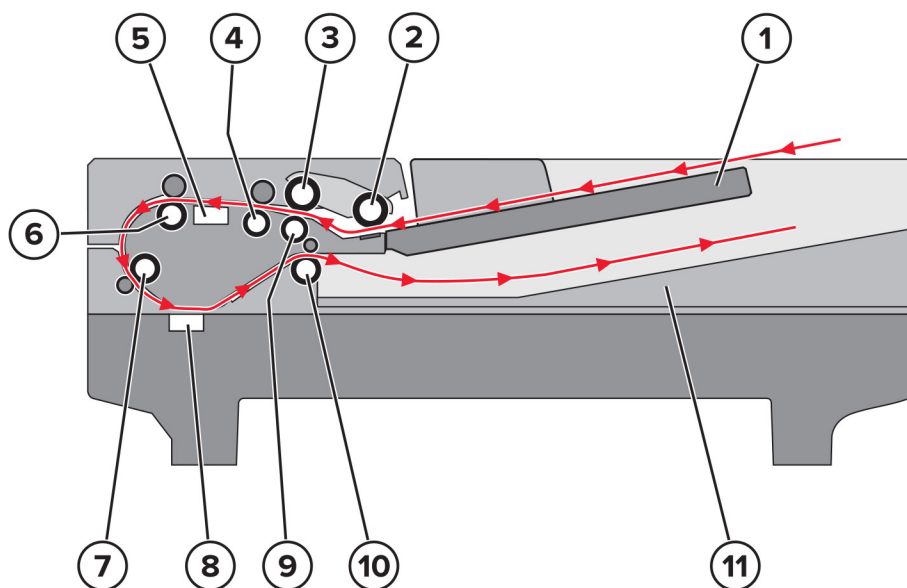
The flatbed scanner has a scanner lamp that is used to illuminate the surface of the document. The reflections produced are processed to create the scan image.

For flatbed scan jobs, the flatbed scanner moves across the scanner glass area to scan the front side of the document (facedown). The motor (FB scanner) controls the scanner position. The scanner is detected at its home position by the sensor (FB CIS home).

For ADF scan jobs, the flatbed scanner stays at the left to scan the document.

## ADF paper path

**Note:** For more information about the sensors and their locations, see [“ADF paper path sensors” on page 453](#).



1	ADF tray
2	Pick roller
3	Feed roller
4	Separator roller
5	Deskew roller
6	1st scan area
7	Transport roller 1
8	Transport roller 2
9	2nd scan area
10	Exit roller
11	ADF bin

After the sensor (ADF paper present) detects paper in the ADF tray, the pick roller drops and advances the paper into the ADF.

The paper passes through the feed roller and separator roller. The separator roller minimizes the possibility of feeding multiple sheets.

The paper then actuates the sensors (pick and deskew). The sensor (pick) detects the leading edge of the paper and adjusts the pick/feed timings while the sensor (deskew) detects the paper for any skew. The deskew roller slows down the paper to perform the skew correction.

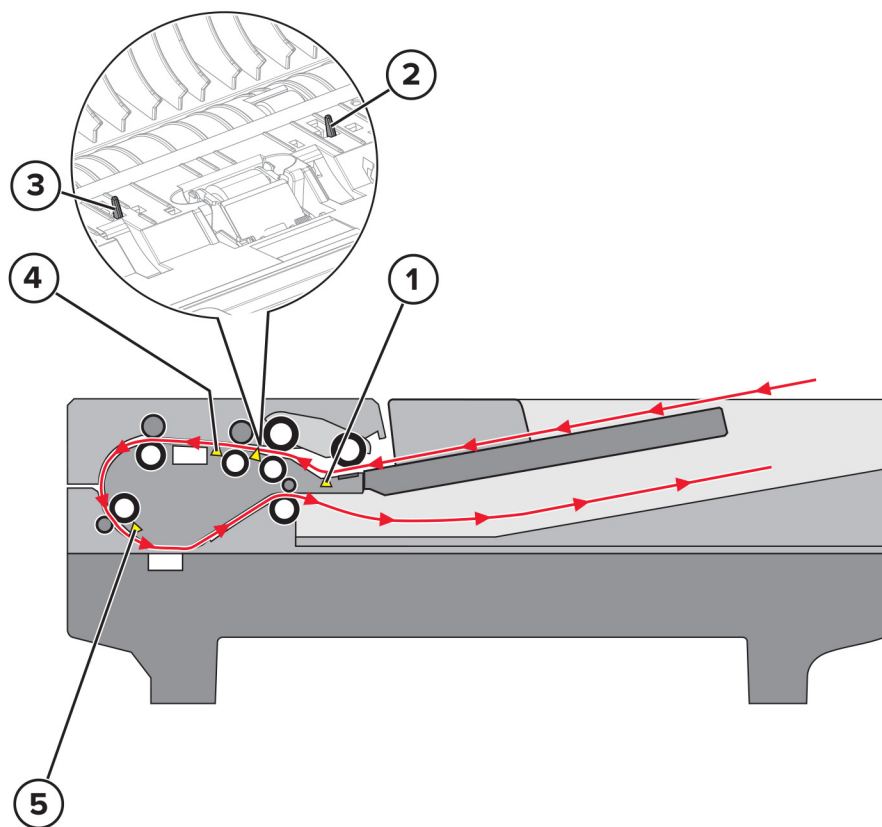
**Note:** The motor (pick) runs the pick and feed rollers.

For duplex scan jobs, the paper actuates the sensor (ADF 1st scan) and proceeds to the 1st scan area. Failure to actuate the sensor results to a paper jam error. The back side of the document is scanned.

The transport rollers continue to advance the paper until it actuates the sensor (ADF 2nd scan) and reaches the 2nd scan area. For simplex or duplex scan jobs, the front side of the document is scanned on the 2nd scan area.

The exit roller picks and drops the paper into the ADF bin. The motor (transport) runs the transport, deskew, and exit rollers.

## ADF paper path sensors



#	Sensor	Function
1	Sensor (ADF paper present)	<ul style="list-style-type: none"><li>• Detects paper presence in the ADF tray</li><li>• Raises the pick arm after the last sheet to prepare for the next batch of scanning</li></ul>
2	Sensor (ADF pick)	Detects the leading edge of the incoming sheet and adjusts pick/feed timings
3	Sensor (ADF deskew)	Detects skew of the incoming sheet and applies necessary deskew algorithm
4	Sensor (ADF 1st scan)	Detects the paper about to be scanned at its back side
5	Sensor (ADF 2nd scan)	Detects the paper about to be scanned at its front side

# Acronyms

## Acronyms

ASIC	Application-Specific Integrated Circuit
BLDC	Brushless DC Motor
BOR	Black Only Retract
C	Cyan
CCD	Charge Coupled Device
CCP	Carbonless Copy Paper
CIS	Contact Image Sensors
CRC	Cyclic Redundancy Check
CSU	Customer Setup
CTLS	Capacitance Toner Level Sensing
DIMM	Dual Inline Memory Module
DRAM	Dynamic Random Access Memory
EDO	Enhanced Data Out
EP	Electrophotographic Process
EPROM	Erasable Programmable Read-Only Memory
ESD	Electrostatic Discharge
FRU	Field Replaceable Unit
GB	Gigabyte
HCF	High-Capacity Feeder
HCIT	High-Capacity Input Tray
HCOF	High-Capacity Output Finisher
HVPS	High Voltage Power Supply
K	Black
LCD	Liquid Crystal Display
LDAP	Lightweight Directory Access Protocol
LED	Light-Emitting Diode
LVPS	Low Voltage Power Supply
M	Magenta
MB	Megabyte
MFP	Multifunction Printer
MPF	Multipurpose Feeder
MROM	Masked Read Only Memory

MS	Microswitch
NVM	Non-volatile Memory
NVRAM	Non-volatile Random Access Memory
OEM	Original Equipment Manufacturer
OPT	Optical Sensor
PC	Photoconductor
pel, pixel	Picture element
POR	Power-On Reset
POST	Power-On Self Test
PSD	Position Sensing Device
PWM	Pulse Width Modulation
RIP	Raster Imaging Processor
ROM	Read Only Memory
SDRAM	Synchronous Dual Random Access Memory
SIMM	Single Inline Memory Module
SRAM	Static Random Access Memory
TPS	Toner Patch Sensing
UICC	User Interface Controller Card
UPR	Used Parts Return
V ac	Volts alternating current
V dc	Volts direct current
VTB	Vacuum Transport Belt
Y	Yellow

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# MX622de WIRING DIAGRAM

