# C910 / C930
# Troubleshooting Guide

Distributed at the Oki Data A3/C9 Service Training Classes.

Rev. 3.20

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# 5. ADJUSTMENT

The printer is adjusted by key operation on the Maintenance Utility and the Operator Panel.

Select the menu according to the items to adjust and the purpose of adjustment.

## 5.0 System Maintenance Menu

This menu is launched by turning on the power source while keeping the [Menu+]+[Menu-]+[Help] switches pressed.

The menu display is only available in English regardless of destination.

Note
- This menu can be modified according to the destination, etc. Therefore, it is not open (closed) to the end user.
- C910 needs password to enter the System Maintenance Menu. Default is "000000".

Caution
Do not reset the OKIUSER Setting of the C930 Series.
Resetting OKIUSER resets settings made in it, including its model name and server name. When the OKIUSER menu has been entered on it, press the Return button to exit from the menu.

Table 5-0. Maintenance Menu Display Table (1/2)

| Category | Item | Value | DF | Old Menu | Function | Vailid | Save |
|---|---|---|---|---|---|---|---|
| System Maintenance | OKI USER | ODA<br>OEL<br>APS<br>JP1<br>JPOEM1<br>OEMA<br>OEML | * | "SYSTEM MAINTENANCE MENU" - "OKIUSER" - "OKIUSER" | Set the destination.<br>JPOEM1: Japan OEM<br>OEMA : A4 Default Overseas OEM<br>OEML : Letter Default Overseas OEM<br>Automatically reboot after escaping from the menu.<br>The default value for non-PS models is JP1. | RB | - |
| | Maintenance Menu | NEXT | | | This displays the menu to initialize the harddisk and Flash ROM. | | |
| | Maintenance Print Menu | Enable<br>Disable | * | | This switches whether to Show/ Hide the "Print Information" – "ID Check Pattern" and "Engine Status" of the Function Menu. If this item is disabled, the "Print Information" – "ID Check Pattern" and "Engine Status" of the Function Menu is never displayed.<br>The printer is restarted after the settings are modified and escaping from the menu. | ET | - |
| | Print Page Count | Enable<br>Disable | * | "SYSTEM MAINTENANCE MENU" - "PAGE CNT PRINT" - "PAGE CNT PRINT" | This sets whether to Show/Hide the display of the "Functions"- "Configuration" - "Print Page Count"-"Total Page". | ET | - |
| | Personality | NEXT | | | This displays the menu to edit the default PDL language supported according to destination. | | |
| | Change Password | NEXT | | | | | |
| | Diagnostic Mode | | | "SYSTEM MAINTENANCE MENU"- "DIAGNOSTIC MODE XX.XX" | This goes to the engine's self-diagnosis mode. | ET | - |

Table 5-0. Maintenance Menu Display Table (2/2)

| Category | Item | Value | DF | Old Menu | Function | Valid | Save |
|---|---|---|---|---|---|---|---|
| Maintenance Menu | Format HDD | Execute | - | SYSTEM MAINENANCE MENU — MAINTENANCE MENU — HDD INITIALIZE | Initialize the HDD. When executed it will escape from the menu and start initializing the HDD.<br>[Display Condition]<br>¥Mount HDD ( Boot Menu - Storage Setup - Enable Initialization Enable, Boot Menu - Storage Setup - Enable HDD Yes) | ET | - |
| | Format Flash ROM | NEXT | - | SYSTEM MAINENANCE MENU - MAINTENANCE MENU — FLASH INITIALIZE | This displays the menu to initialize the Flash ROM. | RB | - |
| | Reset EEPROM | Execute | - | SYSTEM MAINENANCE MENU - MAINTENANCE MENU — MENU RESET | This resets the EEPROM details to the factory preset (factory default) value. It automatically reboots after the settings are made and applied.<br>* Some special items are not initialized. | RB | - |
| | Reset Parameter | Execute | - | | This resets the EEPROM details to the factory preset (factory default) value. At that time, the OEM related settings that are not initialized with Reset EEPROM will also be initialized.<br>It automatically reboots after the settings are made and applied.<br>* Some of the PU, network, etc. cannot be initialized. | RB | - |
| Personality | IBM PPR III XL | Enable Disable | *E *J | SYSTEM MAINENANCE MENU - PERONALITY — IBM PPR III XL | Changes the default PDL language supported according to the destination. The PDL language disabled from this menu will no longer be displayed on the Print Setup — Personality of the Function menu. When receiving print data in the disabled PDL language, display INVALID DATA and dispose the incoming data. (HP-GL/2 is currently under development and there are no plans scheduled for application for the product). PDF requires Adobe Postscript, therefore, it is not possible to turn PDF ON/OFF by itself (if Adobe Postscript is DISABLED, the PDF Function will also be DISABLED).<br>It is not possible to DISABLE Adobe Postscript and PDF with PX711/713. (It shall be usually used in the ENABLE state. Though DISABLE is set the incoming data will still be processed. It has been incorporated for future extension purposes.) | | - |
| | EPSON FX | Enable Disable | *E *J | SYSTEM MAINENANCE MENU - PERONSALITY — EPSON fx | | | |
| | HP-GL/2 | Enable Disable | *JE | SYSTEM MAINENANCE MENU - PERSONALITY — hp-gl/2 | | | |
| Format Flash ROM | Slot 0 | Execute | - | | Initialize the Flash ROM.<br>Escape the menu to execute, then start formatting the Flash device mounted on the resident (onboard). | ET | - |
| | Slot 1 | Execute | - | | Initialize the Flash ROM.<br>Escape the menu to execute, then start formatting the Flash device mounted on the wireless LAN (Optional). | ET | - |

During the Engine Self-Diagnosis Mode, switch operations and the LCD display is instructed by the engine firmware, therefore, it will vary from the specifications of the controller firmware operations. Note that the Engine Self-Diagnosis Mode can also be executed in the state with the controller PCD removed.

For details, accordingly refer to the Engine Specifications Manual.

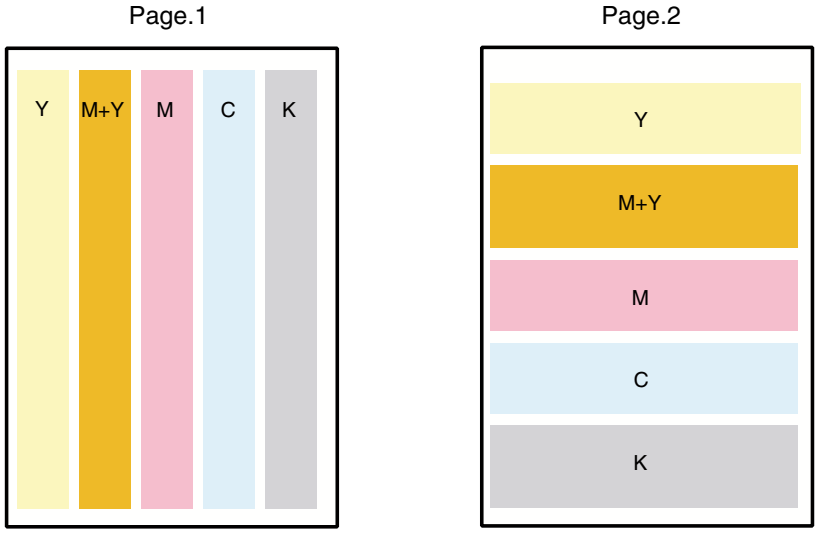
### 5.0.1 ID Check Pattern Print (“TEST PRINT MENU” Item)

This pattern can be used to investigate the cause (plain identification of problem or check cycle of problem) resulting from the ID or LED head. CMYK are each composed of a 20% duty pattern. (printing 2 sheets)

Test Pattern Print Procedure : (Switch pressing order)

* HDD = NO : “0” → “0” → “3” → “3”
* HDD = YES : “0” → “0” → “0” → “3” → “3”
  - Vertical Black/White Lines (Vertical Black/White Lines)
  - Vertical Black/White Band (Vertical Black/White Band)
  - Horizontal Black/White Lines (Horitzontal Black/White Lines)
  - Horizontal Black/White Band (Horitzontal Black/White Band)

Print pattern (Print Pattern):




## 5.1 Maintenance Menu and Its Function

### 5.1.1 Maintenance Menu

There is a Maintenance Menu Category in a regular menu category.

The following items can be set from this menu.

Maintenance Menu

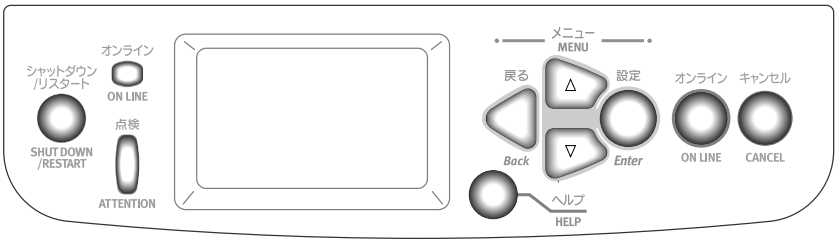
| Category | Item (1st Line) | Value (2nd Line) | DF | Function |
|---|---|---|---|---|
| MAINTENANCE MENU | EEPROM Reset | EXECUTE | * | Reset the EEPROM of the CU. |
| | SAVE MENU Setting | EXECUTE | * | Save the current menu settings. An ARE YOU SURE? YES/NO selection message appears. |
| | RESTORE MENU | EXECUTE | * | Modify the setting to the menu setting saved. (Display only when there is a menu setting saved) Note Saved on the Flash (surface-mounted) of the CU. Saved on the HDD if there is a HDD. |
| | POWER SAVE | ENABLE<br>DISABLE | * | This sets the ENABLE/DISABLE of the power save mode.<br>When the power save mode is enabled, the time it takes to activate the power save mode can be modified by the Power Save Delay Time Item in the System Config Menu. |
| | Plain Paper Black Setting | 0<br>+1<br>+2<br>-2<br>-1 | * | Plain Paper/Black Print: This fine-tunes any uneven printing or dust in the printouts. Decrement this setting if there is any scattering in high density printing or if there is snow-like patterns in the printout. Increment this setting if the printout appears whiting out. |
| | Plain Paper Color Setting | 0<br>+1<br>+2<br>-2<br>-1 | * | Plain Paper/COLOR Print: This is used to fine-tune any uneven printing or dust in the printouts. Decrement this setting if there is any scattering in high density printing or if there is snow-like patterns in the printout. Increment this setting if the printout appears whiting out. |
| | Transparency Black Setting | 0<br>+1<br>+2<br>-2<br>-1 | * | Transparency/BLACK Print: This is used to fine-tune any uneven printing or dust in the printouts Decrement this setting if there is any scattering in high density printing or if there is snow-like patterns in the printout. Increment this setting if the printout appears whiting out. |
| | Transparency Color Setting | 0<br>+1<br>+2<br>-2<br>-1 | * | Transparency/COLOR Print: This is used to fine-tune any uneven printing or dust in the printouts Decrement this setting if there is any scattering in high density printing or if there is snow-like patterns in the printout. Increment this setting if the printout appears whiting out. |

### 5.1.2 Engine Maintenance Mode

Engine maintenance mode tests the basic operation of the print engine components.

#### 5.1.2.1 Operation Panel

Instructions on self-diagnosis operations is based on the following Operation Panel layout, as a prerequisite.



5.1.2.2 Regular Self-Diagnosis Mode (Level 1)

The Regular Self-Diagnosis Mode menu is as follows.

- Switch Scan Test
- Motor and Clutch Test
- Execute Test Pattern
- Initialize NVM
- Consumable Counter Display
- Consumable Continual Counter Display

5.1.2.2.1 How to Enter Self-Diagnosis Mode (Level 1)

1. Press the [MENU+], [MENU-] and [HELP] keys at the same time when turning ON the power to go to the System Maintenance Mode.
2. Press the [MENU+] and [MENU-] key until the “DIAGNOSTIC MODE” is displayed.

| DIAGNOSTIC MODE | |
|---|---|
| XX.XX.XX | S-MODE |

3. “Diagnostic Mode XX.XX.XX” appears on the LCD panel. The XX.XX.XX stands for the version of the ROM. At the bottom right the setting of the “Factory Working Mode” is displayed. This is usually “S-MODE”.
4. Press the [MENU+] or [MENU-] key to go to each self-diagnostic step. (The menu item rotates by pressing the [MENU+] or [MENU-] keys)

5.1.2.2.2 Escape from Self-Diagnosis Mode

1. Turn OFF the power then re-turn it ON after 10 seconds.

5.1.2.3 Switch Scan Test

This self-diagnosis is sued to check the input sensor and switch.

| SWITCH SCAN |
| --- |
| |

1. Keep the [MENU+] and [MENU-] keys pressed until [SWITCH SCAN] appears at the top of the display and operations goes into the regular diagnosis mode. (The [MENU+] key = Increment Test Item / the [MENU-] key = Decrement Test Item.)
2. The following message appears by pressing [ENTER]

| SWITCH SCAN |
| --- |
| PAPER ROUTE: PU |

3. Keep the [MENU+] and [MENU-] keys pressed until the item that applies to the unit to test from Table 5-1-1 appears, at the top of the display.

   Press the [MENU+] and [MENU-] keys. The [MENU+] key = Increment Test Item / the [MENU-] key = Decrement Test Item.

| PAPER ROUTE: PU |
| --- |
| 1=H 2=L 3=H 4=L |

4. The test is started by pressing the [ENTER] key. The top of the display starts blinking and the applicable unit number (1-4) and the current state appears.

   Operate each unit (Figure 5-1). Display the operations on each respective applicable LCD area. (The display varies according to each sensor. For details refer to Table 5-1-1.)
5. Press the [CANCEL] or [BACK] key to return to state 2.
6. Accordingly repeat Steps 2 to 4.
7. To end the test press the [BACK] key. (Return to state 1)

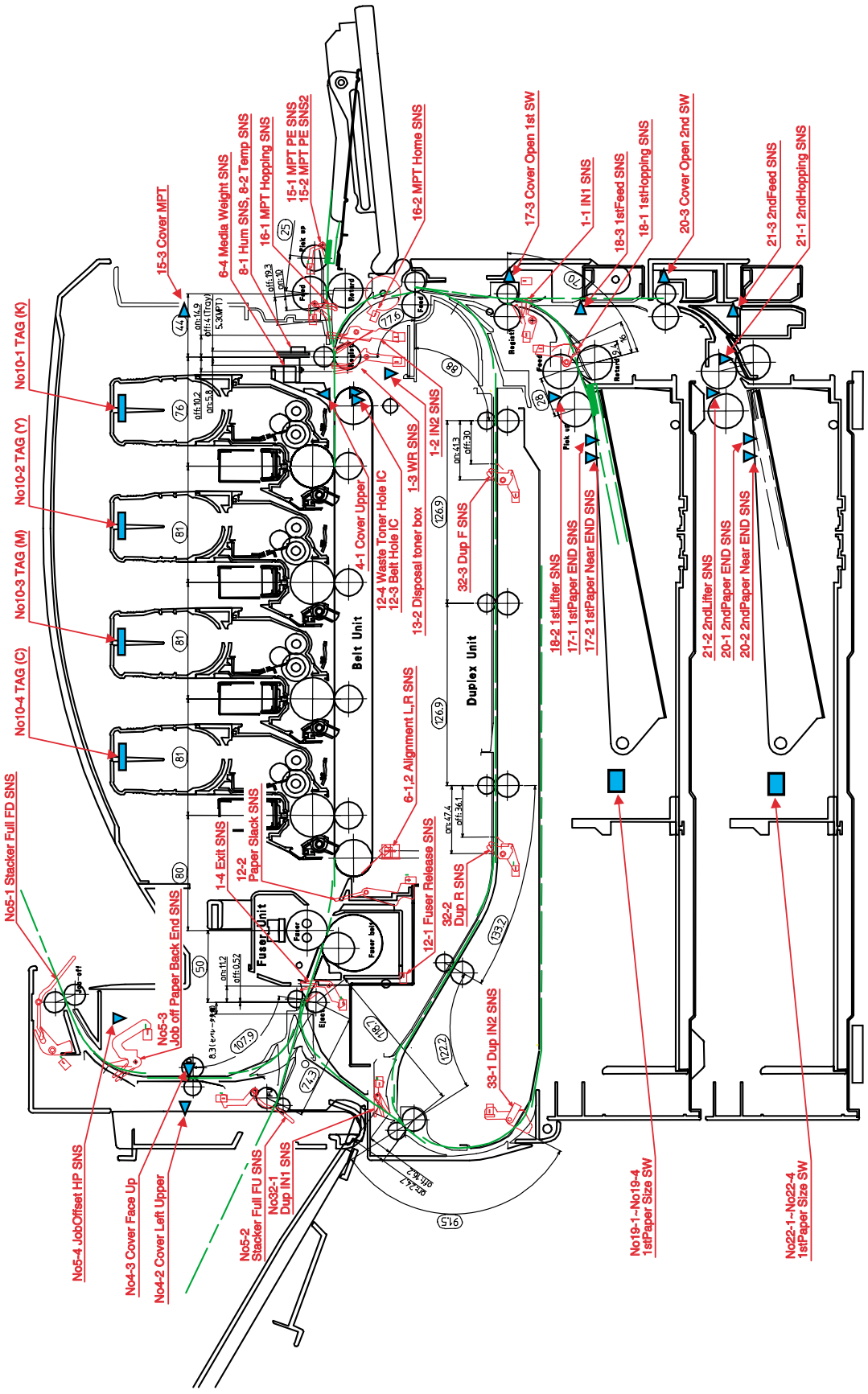



Figure 5-1 Location of Switching Sensor

Table 5-1-1 Switch Scan Details

| No. | Top of the Display | 1 | | 2 | | 3 | | 4 | |
|---|---|---|---|---|---|---|---|---|---|
| | | Detail | Display | Detail | Display | Detail | Display | Detail | Display |
| 1 | PAPER ROUTE : PU | IN1 Sns | H:OFF L:ON | IN2 Sns | H:OFF L:ON | WR Sns | H:OFF L:ON | Exit Sns | H:OFF L:ON |
| 2 | PAPER ROUTE : SUB | IN1 Sns | H:OFF L:ON | IN2 Sns | H:OFF L:ON | WR Sns | H:OFF L:ON | | |
| 3 | TONER SENS | Toner-K Sns | H:ON L:OFF | Toner-Y Sns | H:ON L:OFF | Toner-M Sns | H:ON L:OFF | Toner-C Sns | H:ON L:OFF |
| 4 | COVER UP_LU_FU | Cover-Upper | H:Open L:Close | Cover-Left Upper | H:Open L:Close | Cover-Face Up | H:Open L:Close | | |
| 5 | STKF_FD_FU JOBOFFHOME | Stacker Full Sns (Face down) | H:Full L:Empty | Stacker Full Sns (Face up) | H:Full L:Empty | Job Offset Paper-End Sns | H:ON L:OFF | JobOffset Home Position Sns | H:ON L:OFF |
| 6 | REG L/R_ DENS_WEIGHT | Aligment-Left-Sns | AD Value: ***H | Aligment-Right-Sns | AD Value: ***H | | | Media Weigt-Sns | Frequency |
| 7 | HEATER THERMISTER | Upper-Center-Thermister | AD Value: ***H | Lower-Center-Thermister | AD Value: ***H | Upper-Side-Thermister | AD Value: ***H | Detect-ambient temperature-Thermister | AD Value: ***H |
| 8 | HUM_TEMP_OHP | Hum Sns | AD Value: ***H | Temperture-Sns | AD Value: ***H | OHP Sns | AD Value: ***H | | |
| 9 | ID UP/DOWN | | | | | | | ID UpDown Sns | H:Up L:Down |
| 10 | RFID COLOR | TAG-K presence | UID:****H | TAG-Y presence | UID:****H | TAG-M presence | UID:****H | TAG-C presence | UID:****H |
| 11 | DRUM PHASE SNS KYMC | K-Drum Phase Sns | Port Level H, L | Y-Drum Phase Sns | Port Level H, L | M-Drum Phase Sns | Port Level H, L | C-Drum Phase Sns | Port Level H, L |
| 12 | F-RLS SLK BLT DT-DCT | Fuser Release Sns | H:ON L:OFF | Paper Slack Sns | H:ON L:OFF | Belt Hole IC | H:ON L:OFF | Waste Toner Hole IC | H:ON L:OFF |
| 13 | DISTNR FULL_BOX_BOXSP | Disposal toner full | H:ON L:OFF | Disposal toner box | H:Not installed L:Installed | | | | |
| 14 | TNR SPLY SNS KY_MC | K-Toner Supply Sns | Port Level H, L | Y-Toner Supply Sns | Port Level H, L | M-Toner Supply Sns | Port Level H, L | C-Toner Supply Sns | Port Level H, L |
| 15 | MPT PE_ HOP_CVO_HOME | MPT-Paper-End Sns | Port Level H, L | MPT-Hopping Sns | H:ON L:OFF | Cover-MPT | H:Open L:Close | MPT Home Position Sns | H:Open L:Close |
| 16 | TRAY1 PE_ PNE_CVO | 1st-Paper-End Sns | Port Level H, L | 1st-Paper-Near-End Sns | Port Level H, L | Cover-1st | H:Open L:Close | | |
| 17 | TRAY1 HOP_LIFT | 1st-Hopping Sns | Port Level H, L | 1st-Lifter Sns | Port Level H, L | 1st-Feed Sns | Port Level H, L | | |
| 18 | TRAY1 CASETTE SIZE | 1st-Paper Size-1 Sw | Port Level H, L | 1st-Paper Size-2 Sw | Port Level H, L | 1st-Paper Size-3 Sw | Port Level H, L | 1st-Paper Size-4 Sw | Port Level H, L |
| 19 | TRAY2 PE_PNE_CVO | 2nd-Paper-End Sns | Port Level H, L | 2nd-Paper-Near-End Sns | Port Level H, L | Cover-Open-2nd Sw | Port Level H, L | | |
| 20 | TRAY2 HOP_LIFT_FEED | 2nd-Hopping Sns | Port Level H, L | 2nd-Lifter Sns | Port Level H, L | 2nd-Feed Sns | Port Level H, L | | |
| 21 | TRAY2 CASETTE SIZE | 2nd-Paper Size-1 Sw | Port Level H, L | 2nd-Paper Size-2 Sw | Port Level H, L | 2nd-Paper Size-3 Sw | Port Level H, L | 2nd-Paper Size-4 Sw | Port Level H, L |
| 22 | TRAY3 PE_PNE_CVO | 3rd-Paper-End Sns | Port Level H, L | 3rd-Paper-Near-End Sns | Port Level H, L | Cover-Open-3rd Sw | Port Level H, L | | |
| 23 | TRAY3 HOP_LIFT_FEED | 3rd-Hopping Sns | Port Level H, L | 3rd-Lifter Sns | Port Level H, L | 3rd-Feed Sns | Port Level H, L | | |
| 24 | TRAY3 CASETTE SIZE | 3rd-Paper Size-1 Sw | Port Level H, L | 3rd-Paper Size-2 Sw | Port Level H, L | 3rd-Paper Size-3 Sw | Port Level H, L | 3rd-Paper Size-4 Sw | Port Level H, L |
| 25 | TRAY4 PE_PNE_CVO | 4th-Paper-End Sns | Port Level H, L | 4th-Paper-Near-End Sns | Port Level H, L | Cover-Open-4th Sw | Port Level H, L | | |
| 26 | TRAY4 HOP_LIFT_FEED | 4th-Hopping Sns | Port Level H, L | 4th-Lifter Sns | Port Level H, L | 4th-Feed Sns | Port Level H, L | | |
| 27 | TRAY4 CASETTE SIZE | 4th-Paper Size-1 Sw | Port Level H, L | 4th-Paper Size-2 Sw | Port Level H, L | 4th-Paper Size-3 Sw | Port Level H, L | 4th-Paper Size-4 Sw | Port Level H, L |
| 28 | TRAY5 PE_PNE_CVO | 5th-Paper-End Sns | Port Level H, L | 5th-Paper-Near-End Sns | Port Level H, L | Cover-Open-5th Sw | Port Level H, L | | |
| 29 | TRAY5 HOP_LIFT_FEED | 5th-Hopping Sns | Port Level H, L | 5th-Lifter Sns | Port Level H, L | 5th-Feed Sns | Port Level H, L | | |
| 30 | TRAY5 CASETTE SIZE | 5th-Pape rSize-1 Sw | Port Level H, L | 5th-Paper Size-2 Sw | Port Level H, L | 5th-Paper Size-3 Sw | Port Level H, L | 5th-Pape Size-4 Sw | Port Level H, L |
| 31 | DUP INS_ REAR_FRONT | Dup-In Sns | Port Level H, L | Dup-Rear Sns | Port Level H, L | Dup-Front Sns | Port Level H, L | | |

| No. | Top of the Display | 1 | | 2 | | 3 | | 4 | |
|---|---|---|---|---|---|---|---|---|---|
| | | Detail | Display | Detail | Display | Detail | Display | Detail | Display |
| 32 | DUP STACK_COVER | Dup-Stack Sns | Port Level H, L | Dup-Cover Open Sns | Port Level H, L | | | | |
| 33 | FIN S01_S02_ S03_S04 | Uper Cover Sns [PI23] | H:OPEN L:CLOSE | Front door Sns [PI22] | H:OPEN L:CLOSE | Front door SW [MS2] | H:OPEN L:CLOSE | Joint SW [MS1] | H:OPEN L:CLOSE |
| 34 | FIN S05_S06_ S07_S08 | Bookbinding position Sns[PI10] | H:Paper present L:Paper absent | Processing tray Sns [PI6] | H:Paper present L:Paper absent | Entrance Sns [PI1] | H:Paper present L:Paper absent | Punch timing Sns | H:Paper present L:Paper absent |
| 35 | FIN S09_S10_ S11_S12 | Bookbinding tray paper Sns [PI13] | H:Paper present L:Paper absent | Bookbinding home position Sns [PI11] | H:Home position L:Except in the home position | Bookbinding roller home position Sns [PI12] | H:Home position L:Except in the home position | Front matching home position Sns [PI4] | H:Home position L:Except in the home position |
| 36 | FIN S13_S14_ S15_S16 | Rear matching home position Sns [PI5] | H:Home position L:Except in the home position | Belt home position outlet Sns [PI7] | H:Home position L:Except in the home position | Feed roller home position Sns[PI3] | H:Home position L:Except in the home position | Paddle home position [PI2] | H:Home position L:Except in the home position |
| 37 | FIN S17_S18_ S19_S20 | Staple / fold motor clock [PI14] | H/L:Clock | Self prime Sns [PI21] | H:Start staple detection L:Staple absent | Staple Sns [PI20] | H:Staple absent L:Staple present | Stapler safty SW [MS3] | H:Not to drive L:Drive |
| 38 | FIN S21_S22_ S23_S24 | Staple home position Sns[PI19] | H:Home position L:Except in the home position | Stapler slide home position Sns [PI18] | H:Home position L:Except in the home position | Stapler connect signal | Hconnected Lunconnected | Stack tray lift motor clock[PI17] | H/L:Clock |
| 39 | FIN S25_S26_ S27_S28 | Lower stack tray Sns [PI16] | H:Lower position L:Except in the lower position | Upper stack tray Sns [PI15] | H:Upper position L:Except in the upper position | Interlevel stack tray Sns [PI24] | H:Interlevel detection L:Interlevel undetection | Paper stack tray Sns [PI9] | H:Paper detect position L:Except in the paper detect position |
| 40 | FIN S29_S30_ S31_S32 | Stack tray paper Sns [PI8] | H:Paper present L:Paper absent | Punch connect signal | Hconnected Lunconnected | | | | |
| 41 | INV IN_OUT_ EXIT_COV | Entrance Sns [FP1] | H:ON L:OFF | Outlet Sns [FP2] | H:ON L:OFF | PU→Inverter Exit Sns Signal | H:ON L:OFF | Cover open SW [FMS1] | H:Open L:Close |
| 42 | INV REMAIN_ JOINT | Lower Sns[FP3] | H:ON L:OFF | Inverter connected Sns [FP4] | H:ON L:OFF | PU→Inverter CNT2 Signal | H:ON L:OFF | | |
| 43 | HALL BELT_ DT-BOX_DCT | Belt Hole IC | H:ON L:OFF | Waste Toner Box Hole IC | H:ON L:OFF | Waste Toner Hole IC | H:ON L:OFF | | |

Table 5-1-2 Paper Size Detection, Various Paper Types and Bits- corrected 2-11

| No. | Paper | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| 0 | No cassette | H | H | H | H |
| 1 | B5-L | H | H | H | L |
| 2 | Legal 13-S | H | H | L | H |
| 3 | B5-S | H | H | L | L |
| 4 | A4-L | H | L | H | H |
| 5 | Letter-L | H | L | H | L |
| 6 | A5-S | H | L | L | H |
| 7 | A4-S | H | L | L | L |
| 8 | B4-S | L | H | H | H |
| 9 | A3-S | L | H | H | L |
| A | Legal 14-S | H | L | H | L |
| B | Executive-S | L | H | L | L |
| C | A3nobi-S | L | L | H | H |
| D | Ledger-S | L | L | H | L |
| E | A6-S | L | L | L | H |
| F | Letter-S | L | L | L | L |

5.1.2.4 Motor/Clutch Test

This self-diagnosis routine is used to test the motor and clutch.

1. Continue to press the [MENU+] and [MENU-] keys until “MOTOR & CLUTCH TEST” appears at the top of the display and the operation enters the self-diagnosis (Level 1) mode.

   The [MENU+] key = Increment Test Item / the [MENU-] key = Decrement Test Item.

2. The following message appears when the [ENTER] is pressed. The suitable location of the unit to be tested as shown in Table 5-2 will appear at the bottom of the display.

   Press the [MENU+] and [MENU-] keys.

   The [MENU+] key = Increment Test Item / the [MENU-] key = Decrement Test Item.

| MOTOR & CLUTCH TEST |
| --- |
| PK – ID MOTOR |

3. Press the [ENTER] key to start the test. The name of the unit will start blinking. Then the applicable unit will drive for 10 seconds.

   Note After driving for 10 seconds, it will return to State 2. The drive will start again by re-pressing the applicable switch.

   - To drive the applicable unit, there is a need to clear the drive limitational conditions indicated in Table 5-2. Launching a state drive that doesn’t clear the limitation conditions is invalid. When this happens the clear information is displayed at the bottom of the display.
   - The clutch solenoid generally repeats ON/OFF with regular printer driver. (models that do not drive independently due to its mechanical structure will come be driven by a motor.)
4. Press the [CANCEL] key to stop the applicable unit drive. (maintain the display of the applicable unit, at this time)
5. Accordingly repeat Steps 2 to 4.
6. Press the [BACK] key to end the test. (Returns to state 1)

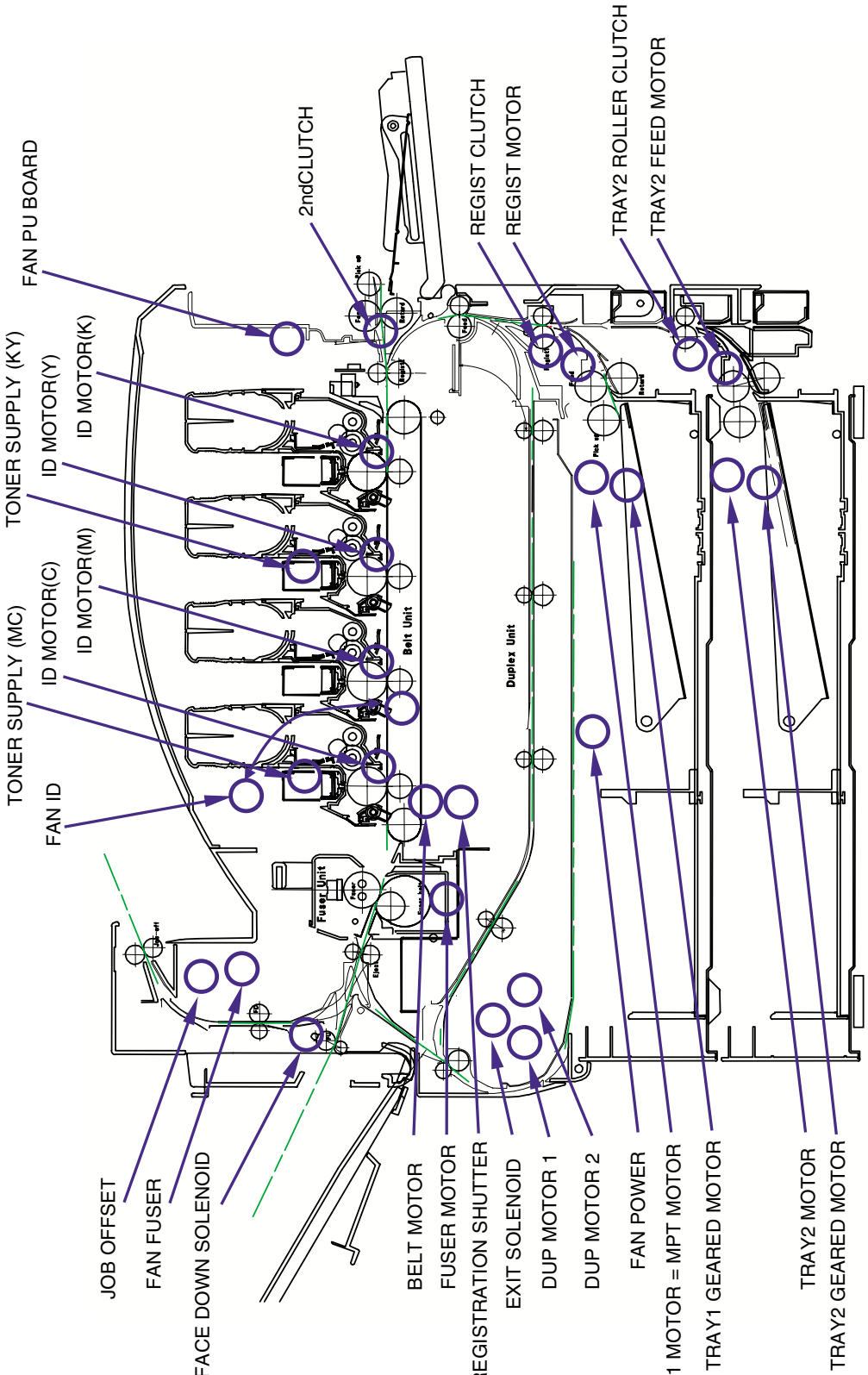



Figure 5-2 Location of Motor and Clutch

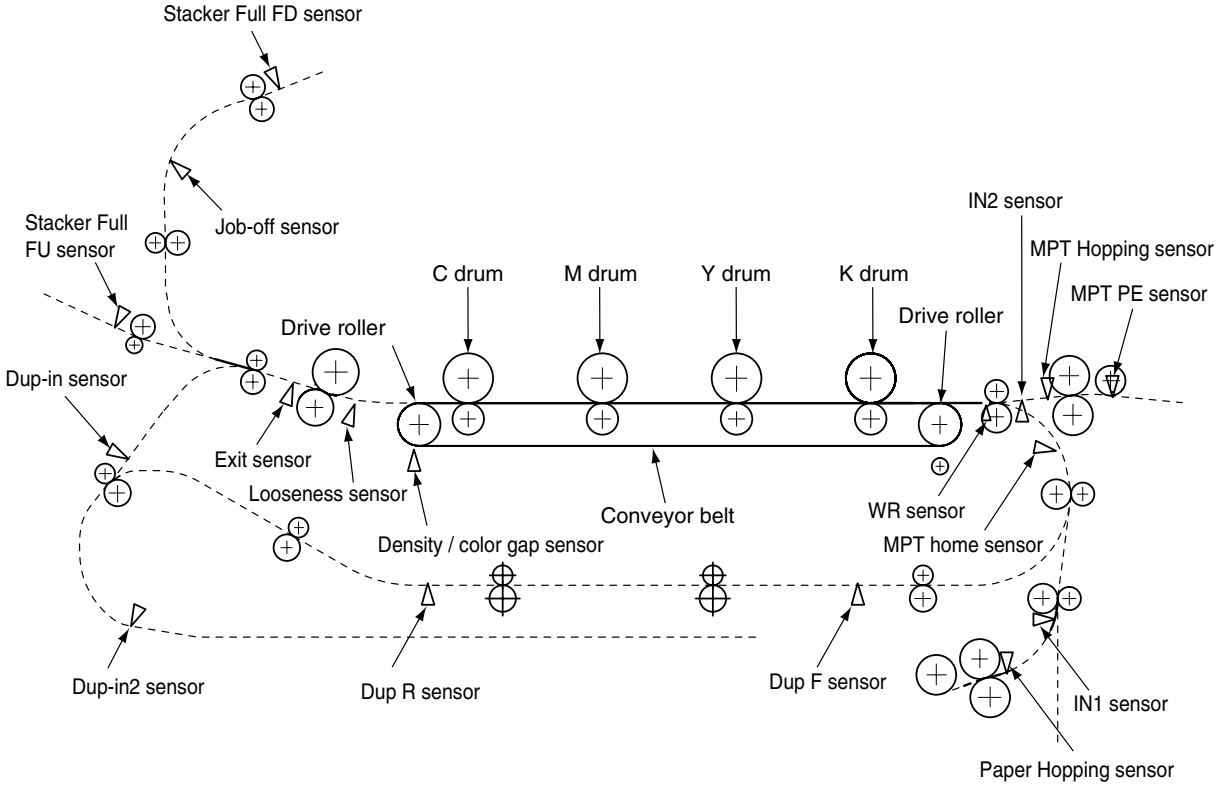
Table 5-2 Motor and Clutch Test

| Unit Name Display | Drive Limitation | Error display | Remarks |
|---|---|---|---|
| K-ID MOTOR | - | - | - |
| Y-ID MOTOR | - | - | - |
| M-ID MOTOR | - | - | - |
| C-ID MOTOR | - | - | - |
| BELT MOTOR | - | - | - |
| FUSER MOTOR | - | - | - |
| FUSER RLS | - | - | - |
| REGIST MOTOR | - | - | - |
| REGIST CLUTCH | - | - | - |
| MPT MOTOR | - | - | - |
| MPT LIFT UP | - | - | - |
| EXIT SOLENOID | - | - | - |
| FACEDOWN SOLENOID | - | - | - |
| REGISTRATION SHUTTER | - | - | - |
| JOB OFFSET | - | - | - |
| TRAY1 MOTOR | - | - | - |
| TRAY2 MOTOR | TRAY 2 is installed. | - | OPTION |
| TRAY3 MOTOR | TRAY 3 is installed. | - | OPTION |
| TRAY4 MOTOR | TRAY 4 is installed. | - | OPTION |
| TRAY5 MOTOR | TRAY 5 is installed. | - | OPTION |
| TRAY2 FEED MOTOR | TRAY 2 is installed and the cassette is not installed. | - | OPTION |
| TRAY3 FEED MOTOR | TRAY 2 is installed and the cassette is not installed. | - | OPTION |
| TRAY4 FEED MOTOR | TRAY 2 is installed and the cassette is not installed. | - | OPTION |
| TRAY5 FEED MOTOR | TRAY 2 is installed and the cassette is not installed. | - | OPTION |
| TRAY2 ROLLER CLUTCH | TRAY 2 is installed. | - | OPTION |
| TRAY3 ROLLER CLUTCH | TRAY 3 is installed. | - | OPTION |
| TRAY4 ROLLER CLUTCH | TRAY 4 is installed. | - | OPTION |
| TRAY5 ROLLER CLUTCH | TRAY 5 is installed. | - | OPTION |
| TRAY1 GEARED MOTOR | - | - | - |
| TRAY2 GEARED MOTOR | TRAY 2 is installed. | - | OPTION |
| TRAY3 GEARED MOTOR | TRAY 3 is installed. | - | OPTION |
| TRAY4 GEARED MOTOR | TRAY 4 is installed. | - | OPTION |
| TRAY5 GEARED MOTOR | TRAY 5 is installed. | - | OPTION |
| DUP MOTOR | Duplex unit is installed. | - | OPTION |
| DUP FAN | Duplex unit is installed. | - | OPTION |
| FIN TRANSFER MOTOR | Finisher is installed. | - | OPTION |
| FIN SADDLE ROLLER | Finisher is installed. | - | OPTION |
| FIN BUNDLE MOTOR_FWD | Finisher is installed. | - | OPTION |
| FIN BUNDLE MOTOR_REW | Finisher is installed. | - | OPTION |
| FIN PADDLE | Finisher is installed. | - | OPTION |
| FIN BUNDLE ROLLER | Finisher is installed. | - | OPTION |
| FIN SLIDE MOTOR | Finisher is installed. | - | OPTION |
| FIN ORDER | Finisher is installed. | - | OPTION |

| Unit Name Display | Drive Limitation | Error display | Remarks |
|---|---|---|---|
| FIN SHIFT MOTOR | Finisher is installed. | - | OPTION |
| FIN STAPLE EXEC | Finisher is installed. | - | OPTION |
| FIN SADDLE EXEC | Finisher is installed. | - | OPTION |
| FIN SADDLE TRANSFER | Finisher is installed. | - | OPTION |
| FIN SADDLE CLUTCH | Finisher is installed. | - | OPTION |
| FIN PUNCH HOLE | Finisher is installed. | - | OPTION |
| FIN PUNCH REG | Finisher is installed. | - | OPTION |
| INV MOTOR A | Inverter is installed. | - | OPTION |
| INV MOTOR B | Inverter is installed. | - | OPTION |
| INV SEPARATER | Inverter is installed. | - | OPTION |
| INV PRESSURE SOLENOID | - | - | - |
| INV REGIST CLUTCH | - | - | - |
| FAN POWER | - | - | - |
| FAN PU-BOARD | - | - | - |
| FAN FUSER | - | - | - |
| FAN BELT | - | - | - |
| FAN ID | - | - | - |
| TONER SUPPLY K | - | - | - |
| TONER SUPPLY Y | - | - | - |
| TONER SUPPLY KY | - | - | - |
| TONER SUPPLY M | - | - | - |
| TONER SUPPLY C | - | - | - |
| TONER SUPPLY MC | - | - | - |
| DISPOSAL TONER TUBE | - | - | - |
| ID UP/DOWN | - | - | - |

## Sensor

### Paper-Related Sensor




| Sensor | Function | State of Sensor |
|---|---|---|
| Entrance MT Sensor<br>Entrance Cassette Sensor | This detects the top of the paper entering and then determines the timing to switch from the hopping to the conveyor. | ON : Paper Available<br>OFF : Paper Unavailable |
| Entrance Belt Sensor | This detects the tip of the paper transferred, then determines the length of the paper according to the time it takes the tips of the paper to reach the sensor. | ON : Paper Available<br>OFF : Paper Unavailable |
| Paper Discharge Sensor | This detects the tip and end of the paper, then determines paper discharge. | ON : Paper Available<br>OFF : Paper Unavailable |
| Double-Side Print Entrance Sensor | This determines the tip of the paper entering the double-side printer unit, then determines the times it takes for the inverse roller to inverse from CCW to CW. | ON : Paper Available<br>OFF : Paper Unavailable |
| Double-Side Print Rear Sensor | This detects the tip of the paper after inversion by the double-side printer unit. | ON : Paper Available<br>OFF : Paper Unavailable |
| Double-Side Print Front Sensor | After inversion by the double-side printer unit, the end and tip of the paper is detected and then paper discharge is determined. | ON : Paper Available<br>OFF : Paper Unavailable |
| Stack Full Sensor | This detects paper-full in the face-down stacker. | ON : Stack Full<br>OFF : Stack Empty |
| Face-Down Paper Discharge Sensor | This detects paper conveyance to the paper discharge roller, then determines the timing to offset job operations. | ON : Paper Available<br>OFF : Paper Unavailable |
| Face-Down Route Sensor | When the paper jams, this detects the paper jam in the face-down conveyance rotor. | ON : Paper Available<br>OFF : Paper Unavailable |
| Conveyance Sensor | This detects the paper conveyed from the option tray. | ON : Paper Available<br>OFF : Paper Unavailable |

Other Sensors

① Paper Empty Sensor
This sensor checks whether the paper cassette is empty or not.

② Paper Near-End Sensor
This sensor checks whether the paper cassette will be empty soon or not.

③ MBF Paper Empty Sensor
This sensor checks whether there is paper in the front feeder.

④ MBF Hopping Switch
This micro-switch checks whether the front feeder table is in the UP position or DOWN position.

⑤ Stack-Full Sensor
This sensor checks whether the stacker is full or not.

⑥ Paper Size Switch
This sensor detects the size of the paper in the paper cassette.

⑦ EP UP/DOWN Sensor (one sensor each for Y, M, C, K)
This sensor checks whether the I/D unit is in the UP position or DOWN position.

⑧ Toner K, Y, M and C Sensor
This sensor checks the toner residual quantity in an image drum, when a sensor lever measures a time interval to open periodically.

⑨ RFID Sensor
The radio communications of this sensor are carried out to IC tip built in the toner cartridge, and it checks the existence of a toner cartridge, and the toner residual quantity in a toner cartridge.

⑩ Thermal Sensor
Refer to 2.7 “Image Transfer Control Due to Environmental Change”.

⑪ Humidity Sensor
Refer to 2.7 “Image Transfer Control Due to Environmental Change”.

⑫ Transparency Sensor
This sensor detects whether there is a transparency or not.

⑬ Positioning Sensor
This sensor reads the printed position pattern on the left and right ends of the transfer belt when color drift is corrected. (Refer to Section 2.13)

⑭ Density Sensor
This sensor measures the pattern density to measure the density printed on the conveyor belt.

⑮ Media Thickness Sensor
This sensor detects the thickness of the media.

⑯ Disposal Toner Sensor
This sensor checks whether the disposal toner in the disposal toner box is full or not.

⑰ Looseness Sensor
This sensor detects looseness in paper transport and adjusts the speed.

5.1.2.5 Test Print

This self-diagnostic routine is used to print the test pattern in the PU. Other test patterns are stored in the controller.

1. Continue to press the [MENU+] and [MENU-] keys until “TEST PRINT” appears at the top row of the display, and the system is in the self-diagnosis (Lever 1) mode. The [MENU+] key = Increment Test Item / the [MENU-] key = Decrement Test Item.
2. Press the [ENTER] key only for the setting item applied for test printing appears at the bottom of the display. Press the [MENU+] and [MENU-] keys until the applicable item appears. The [MENU+] key = Increment Item / the [MENU-] key = Decrement Item. (Go to Item 5 to [Default Setting] if setting of each item is unnecessary.)
3. Press the [ENTER] key for the setting item to appear on the top row of the display and the setting value to appear at the bottom row of the display. Press the [MENU+] key for the setting value to increment. Press the [MENU-] key for the setting value to decrement (the final display setting value is applied). Accordingly repeat item 3.

| TEST PATTERN |
|---|
| 1 |

The settings shaded in are default settings.

| Display | Setting value | Function |
|---|---|---|
| PRINT EXECUTE | A | Press [Enter] to start printing or [CANCEL] to stop printing (each page). |
| TEST PATTERN | 0 | 0: Blank page<br>1 to 7: See the “Test Print Pattern” table (pattern printing).<br>8 to 15: Blank page |
| CASSETTE | TRAY1 | Choose a paper feeder. |
| | TRAY2 | |
| | TRAY3 | |
| | TRAY4 | |
| | TRAY5 | |
| | MPF | |
| PAGE | 0 | Set the number of test print pages. Press [ONLINE] to move the cursor to the digit to be edited. Press [MENU_] to increase the set value, and [MENU_] to decrease the set value. |
| COLOR | ON | Choose Color or Monochrome. |
| | OFF | |
| DUPLEXÅ@Å¶1 | 3 PAGES STACK | Prints on both sides of a stack of 3 sheets. |
| | OFF | Turns off duplex printing. |
| | 1 PAGES STACK | Prints on both sides of one sheet. |
| JOB OFFSET | OFF | Turns the job offset function on and off. |
| | ON | |
| FINISHER Å¶2 | OUTPUT BIN | Choose an output bin. |
| | PUNCH | Turns the punch mode on and off. |
| | OFFSET | Turns the offset mode on and off. |
| | STAPLE | Choose the staple location. |
| | STAPLE PAGE | Set the number of sheets to be stapled (0 to 50). |
| | INVERT | Turns the invert mode on and off. |

*1 TRAY 2 to TRAY 5 and DUPLEX will be displayed only when their respective units are installed.
*2 If the finisher is not installed, “OUTPUT BIN” is displayed and only the output bin is selectable.
• Presets: FACE DOWN/FACE UP Default: FACE DOWN
* These settings are valid in the test mode only (they will not be written to the EEPROM).

Note * COLOR Setting

When COLOR is on, if [ONLINE] is pressed, the settings below will appear and the print color-setting mode will be entered.

| COLOR | | | |
|---|---|---|---|
| Y:ON | M:ON | C:ON | K:ON |

Press [ENTER] to move the cursor to the color to be turned on or off.

Press [MENU+] or [MENU-] to turn the setting of each color on or off, respectively[OK to add?].

Press [BACK] to exit the print color-setting mode.

* FINISHER Setting

(1) When “FINISHER” is shown at the bottom of the display panel, press [ENTER].

(2) Press [MENU+] or [MENU-] until the setting item to be edited appears.

(3) Press [ENTER]; the set value will appear at the bottom of the panel.
Press [MENU+] or [MENU-] until the desired value appears. ([MENU+] increases the value and [MENU-] decreases the value.)

(4) Press [BACK] to return to step (2) above. Press [BACK] again to return to step (1).

(5) Repeat steps (2) to (4) as necessary.

The settings shaded in are default settings.

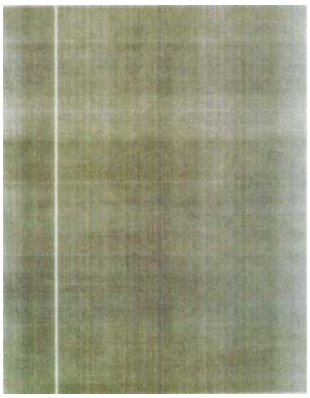
| Display | Setting value | Function |
|---|---|---|
| OUTPUT BIN | FACE DOWN | Printer face down |
| | FINISHER UPPER BIN | Finisher upper bin |
| | FINISHER LOWER BIN | Finisher lower bin |
| PUNCH | OFF | Punch on/off |
| | ON | |
| OFFSET | OFF | Offset on/off |
| | ON | |
| STAPLE MODE | OFF | Staple mode off |
| | Rear | Rear corner |
| | Center | Center corner |
| | Front | Front corner |
| | Saddle | Saddle stitch |
| STAPLE NUMBER | 0 | Set the number of sheets to be stapled (0 to 50).<br>* When the staple mode is on, ÅgSTAPLE NUMBERÅh is selectable between 2 and 50. |
| INVERT | OFF | Invert on/off |
| | ON | |

4. Operations in section 2 will execute test printing at the set value that is set in Steps 2 to 3, by pressing the [ENTER] key when the state displays “PRINT EXECUTE” at the bottom row of the display.

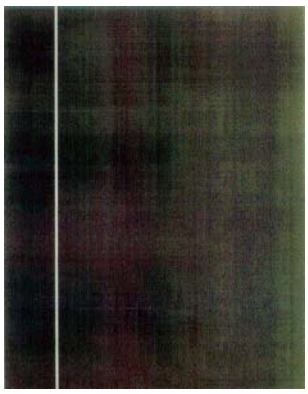
Press the [ENTER] key to stop test printing.

Print Test Pattern

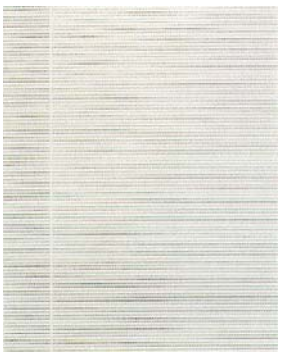
| Pattern No. | Print pattern |
|---|---|
| 0 | None (blank page) |
| 1 | 2 by 2 |
| 2 | 4 by 4 |
| 3 | Horizontal line |
| 4 | Slanted line |
| 5 | Vertical line |
| 6 | Vertical band |
| 7 | Full |



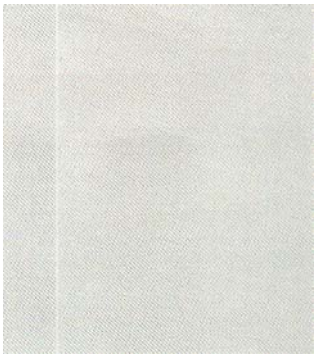
Pattern 1



Pattern 2

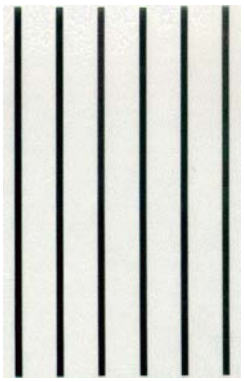


Pattern 3

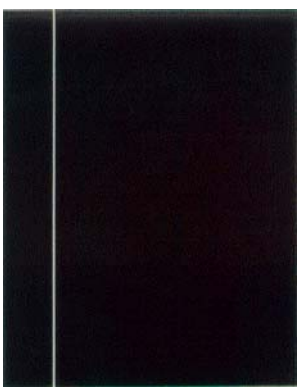


Pattern 4

Pattern 5



Pattern 6



Pattern 7

- The following message appears when printing.

| |
|---|
| P=*** T=*** U=*** [###] |
| H=***% L=***[###] |

P: Test Print Sheets (Unit: number of sheets)

U: Upper-side Heater temperature Measurement Value[Setting] (Unit: °C)

L: Lower-Side Heater temperature Measurement Value[Setting] (Unit: °C)

T: Environmental Temperature Measurement Value (Unit: %)

H: Environmental Humidity Measurement Value (Unit: %)

- Press [MENU+] key to switch the display.

| |
|---|
| KTR=*.**KV YTR=*.**KV |
| MTR=*.**KV CTR=*.**KV |

YTR, MTR, CTR and KTR are image transfer voltage settings of each color. (Unit: KV)

- Press [MENU+] key to switch the display.

| |
|---|
| KR=*.**uA YR=*.**uA |
| MR=*.**uA CR=*.**uA |

YR, MR, CR, and KR represent the electric current (uA) of the transfer roller for each color, respectively.

- Press [MENU+] key to switch the display.

| |
|---|
| THICK= *** TEMP=*** |
| REGIST=**** EXIT=**** |

THICK: Detected medium thickness (μm)

TEMP: Fusing temperature (˚C)

REGIST: Constant speed of resist motor (hexadecimal)

EXIT: Constant speed of fuser motor (hexadecimal)

5. Accordingly repeat Steps 2 to 4.
6. Press the [BACK] key to end the test. (Returns to state 1)

### 7.5.1 LCD Message List

When the printer detects errors that can be restored, it displays a service call error on the LCD, as shown below.

Service Call
nnn: Error

Note nnn is an Error code.

When a service call is displayed, the error code and accompanying error information is displayed on the bottom row of the LCD. The meaning of the error code and the overview of the remedies are indicated in Table 7-1-1.

Table 7-1-1 Operator Alarm (1/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Service Call<br>001: Error<br>to<br>007: Error | CPU Exception | Is the error display reproducible?<br>Is the error display reproducible? | Yes<br>Yes | Power OFF/ON<br>Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>020: Error<br>or<br>024: Error | CU ROM Hash Check Error 1 | Is the Slot A ROM DIMM mounted properly?<br>Is operations restored by replacing the Slot A ROM DIMM? | No<br><br>Yes<br>No | Remount Slot A ROM DIMM<br><br>Replace Slot A ROM DIMM.<br>Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>025: Error | CU Font ROM Hash Error | Detected a Font ROM_DIMM hash check error.<br>(Japan Model only) | | Is the Slot B ROM DIMM1 mounted normally?<br>Is the problem corrected by replacing the Slot B ROM DIMM1? | ✓ | - |
| Service Call<br>030: Error | CU Resident RAM Check Error | Is the error display reproducible? | Yes | Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>031: Error | CU Slot1 DIMM RAM Check Error | Is the applicable RAM DIMM mounted properly?<br>Is operation restored by replacing the applicable RAM DIMM? | No<br><br>Yes<br>No | Re-mount applicable RAM DIMM.<br>Replace RAM DIMM.<br>Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>032: Error | CU Slot2 DIMM RAM Check Error | Is the applicable RAM DIMM mounted properly?<br>Is operation restored by replacing the applicable RAM DIMM? | No<br><br>Yes<br>No | Re-mount applicable RAM DIMM.<br>Replace RAM DIMM.<br>Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>036: Error | Slot1 RAM Spec error<br>Specification of DIMM in CU RAM slot is unsupported. | Is this a standard RAM DIMM?<br>Is the applicable RAM DIMM difference mounted normal?<br>Is operation restored by replacing the applicable RAM DIMM? | No<br>No<br><br>Yes<br>No | Use a standard RAM DIMM.<br>Re-mount applicable RAM DIMM.<br>Replace RAM DIMM<br>Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>037: Error | Slot2 RAM Spec error<br>Specification of DIMM in CU RAM slot2 is unsupported. | Is this a standard RAM DIMM?<br>Is the applicable RAM DIMM difference mounted normal?<br>Is operation restored by replacing the applicable RAM DIMM? | No<br>No<br><br>Yes<br>No | Use a standard RAM DIMM.<br>Re-mount applicable RAM DIMM.<br>Replace RAM DIMM.<br>Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>040: Error | CU EEPROM ERROR | Is the problem corrected by replacing the CU PCB EEPROM? | Yes<br><br><br>No | REPLACE EEPROM.<br>(User must correct environmental conditions)<br>Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |
| Service Call<br>041: Error | CU FLASH ERROR<br>CU PCB flash ROM error | Is the error display reproducible? | Yes | Replace CU PCB.<br>(Must replace EEPROM) | ✓ | - |

Table 7-1-1 Operator Alarm (2/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Service Call 042: Error to 045: Error | CU PCB flash ROM error Flash File System Error | Failed to access flash memory that is surface-mounted on CU PCB. | | Replace CU PCB (Must replace EEPROM) *1 | ✓ | - |
| Service Call 048: Error | PS+PCL Model CU ROM is mounted on a Non-PS model unit. | Is a standard model program ROM mounted? | Yes<br>No | Replace Program ROM DIMM.<br>Replace with standard program ROM DIMM officially for the model. | ✓ | - |
| Service Call 049: Error | CU Type Mismatch CU ROM model mismatches unit. | Is a standard model program ROM mounted? | Yes<br>No | Replace Program ROM DIMM.<br>Replace with standard program ROM DIMM officially for the model. | | - |
| Service Call 050: Error | Operator Panel Error | Is the error display reproduc-ible? | Yes | Refer to the flowchart on “Failure to appear on LCD”. | ✓ | - |
| Service Call 051: Error | CU FAN ERROR CPU cooling fan of CU PCB is abnormal. | Is the connection of the CU PCB normal?<br><br>Replace and restore fan? | No<br>Yes<br>No | Normally connect.<br>Replace fan.<br>Replace CU PCB. (Must replace EEPROM) | ✓ | - |
| Service Call 052: Error | Image Processor Driver Error | Is the error display reproducible? | | Power OFF/ON<br>Replace CU PCB. (Replace EEPROM) | ✓ | - |
| Service Call 060: Error | Parallel Inter-face Driver Error | Is the error display reproducible? | | Power OFF/ON<br>Replace CU PCB. (Replace EEPROM) | ✓ | - |
| Service Call 062: Error | USB Drive Error | Is the error display reproducible?<br>Is the Network PCB properly mounted? | | Power OFF/ON<br>Replace CU PCB. (Replace EEPROM) | ✓ | - |
| Service Call 063: Error | Network comm. Error H/W I/F abnor-mality between CU-NIC. | Does replacement of the network PCB correct the problem? | No<br>Yes<br>No | Properly mount<br>Replace Network<br>Replace CU PCB. (Must replace EEPROM) | ✓ | - |
| Service Call 070: Error | CANT_HAPPEN PS Firmware Abnormality Detection | Check if problem is corrected by turning OFF/ON Power/ | No | Replace CU PCB. (Must replace EEPROM) | ✓ | ✓ |
| Service Call 072: Error | Engine commu-nication error I/F Error between PU-CU. | Is the CU Assy properly mounted?<br>Does replacement of the CU PCB correct the problem? | No<br>Yes<br>No | Properly mount<br>Replace CU PCB. (Must replace EEPROM)<br>Replace PU PCB | ✓ | ✓ |
| Service Call 073: Error to 075: Error | Video overrun detect | Is the CU Assy properly mounted?<br>Does replacement of the CU PCB correct the problem? | No<br>Yes | Properly mount<br>Replace CU PCB. (Must replace EEPROM) | ✓ | - |
| Service Call 081: Error | Parameter Match Check Error | Normal Read/Write not possible with EEPROM or Flash. | | If the condition does not change replace CU PCB. | ✓ | - |
| Service Call 096: Error | Finisher Unrestorable Error | Is the error display reproducible? | | If turning OFF and ON the power again does not correct the problem, maintenance by a servicing personnel is necessary. | ✓ | ✓ |
| Service Call 097 Error | Inverter power supply Error | Is the error display reproducible? | | If turning OFF and ON the power again does not correct the problem, maintenance by a servicing personnel is necessary. | ✓ | ✓ |
| Service Call 102: Error | After turning ON the power, Error is detected in engine RAM Read/Write. | Does the Error take place again? | Yes | Replace Engine Control PCB (S2V) | ✓ | ✓ |

Table 7-1-1 Operator Alarm (3/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Service Call 103: Error | When turning ON the power, detected Engine SRAM Read / Write Error. | Does the Error take place again? | Yes | Replace Engine Control PCB (S2V) | ✓ | ✓ |
| Service Call 104: Error | When turning ON the power, detected error in engine EEPROM test total. | Does the Error take place again? | Yes | Replace engine control PCB (S2V). | ✓ | ✓ |
| Service Call 105: Error | When turning ON the power, failed to detect the EEPROM (presence). | Is there an EEPROM?<br><br>Does the Error take place again? | Yes<br>Yes | Check to see if there is an EEPROM. If not, mount an EEPROM.<br>Replace engine control PCB (S2V). | ✓ | ✓ |
| Service Call 106: Error | Error detected in engine control logic. | Does the Error take place again? | Yes | Replace engine control PCB (S2V). | ✓ | ✓ |
| Service Call 111: Error to 117: Error | An optional unit for another model was detected.<br>111: Duplex unit<br>112: 2nd Tray<br>113: 3rd Tray<br>114: 4th Tray<br>115: 5th Tray<br>116: Finisher<br>117: Inverter | Is the proper optional unit for that model mounted? | No<br><br>No | Mount the proper optional unit.<br>Check the connection. Then turn ON the power again. Replace the unit if operations is not restored. | ✓ | ✓ |
| Service Call 121: Error | Low Voltage Power FAN Error | 1) Is the PU PCB high voltage power cable properly connected?<br>2) Does the Error take place again? | No<br>Yes<br><br>Yes | Connect properly<br>Check to see if there is any contact-defects in the high voltage system.<br>Replace High Voltage Power Unit | ✓ | ✓ |
| Service Call 123: Error | Sensor detects an inappropriate relative humidity for the operating environment. | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br>Yes | Turn ON power again.<br>Replace the environmental sensor. | ✓ | ✓ |
| Service Call 124: Error | Sensor detects an inappropriate room temperature for the operating environment. | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Replace the environmental sensor. | ✓ | ✓ |
| Service Call 125: Error | Error detected in MT home position. | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Replace MT | ✓ | ✓ |
| Turn OFF the power and wait for awhile. 126: Dew Error | Sensor Dew Error | Sensor Dew Error Detected | | Wait a while then turn ON power again. | ✓ | ✓ |
| Service Call 127: Error | Fuser Cooling FAN Error | 1) Is the fuser cooling fan operating?<br>2) Cooling fan is replaced but Error occurs again. | No<br><br>Yes<br>Yes | Replace fuser cooling fan.<br>Replace engine control PCB (S2V).<br>Replace engine control PCB (S2V). | - | ✓ |
| Service Call 128: Error | Engine FAN Motor Error | Error was detected in each fan.<br>01: Fuser FAN Error<br>02: Power FAN Error<br>03: PU Motor FAN Error<br>04: Belt FAN Error<br>05: IDFAN Error<br>06: Top Cover FAN Error | | Is the applicable location of the fan connection normal?<br>If the condition does not change Replace fan. | ✓ | ✓ |

Table 7-1-1 Operator Alarm (4/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Service Call<br>131: Y Head<br>132: M Head<br>133: C Head<br>134: K Head | After turning ON the power or when cover is closed, the sensor detects that the unit is missing. | 1) Is an Error message displayed?<br>2) Is the LED head properly mounted?<br>3) Does the Error take place again? | Yes<br>No<br><br>Yes | ICheck the OED head unit.<br>Turn ON power again.<br><br>Replace the LED head Assy. | ✓ | ✓ |
| Service Call<br>142: C ID | Color ID up/ down error is detected. | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Confirm that the Y, M, and C ID units are in position, and reboot. | ✓ | ✓ |
| Service Call<br>144: Y ID<br>145: M ID<br>146: C ID<br>147: K ID | This is indicated when the toner feed switch error or the toner lock-lever-open error occurs repeatedly when new toner is used. | 1) Is the toner lock-lever-open error indicated?<br>2) Does the problem persist even if the ID units are replaced? | Yes<br><br>Yes<br>No | Confirm that the lever is in position.<br><br>Replace the toner feed unit.<br>Replace the ID units. | ✓ | ✓ |
| Service Call<br>150: Y<br>151: M<br>152: C<br>153: K | When ID unit fuse cannot be cut. | Check if the ID Unit is normally mounted. | Yes | Check cable connection, then replace engine PCB. | ✓ | ✓ |
| Service Call<br>154: Error | When belt unit fuse cannot be cut. | Is the belt unit mounted normally? | Yes | Check cable connection, then replace engine PCB. | ✓ | ✓ |
| Service Call<br>155: Error | When fuser unit fuse cannot be cut. | Is the fuser unit mounted normally? | Yes | Check cable connection, then replace engine PCB. | ✓ | ✓ |
| Service Call<br>160: Y Toner<br>161: M Toner<br>162: C Toner<br>163: K Toner | Toner sensor detected error. | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Replace toner sensor or Assy (SGG-PWB).<br><br>Replace toner sensor or Assy (SGG-PWB). | ✓ | ✓ |
| Service Call<br>167: Error | Thermistor Slope Error | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Leave in that state for 30 minutes then turn ON power again. | ✓ | ✓ |
| Service Call<br>168: Error | Compensation Thermistor Error | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Leave in that state for 30 minutes then turn ON power again. | ✓ | ✓ |
| Service Call<br>169: Error | Upper Side Thermistor Error | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Leave in that state for 30 minutes then turn ON power again. | ✓ | ✓ |
| Service Call<br>170: Error<br>171: Error<br>174: Error<br>175: Error | Fuser Thermistor short-circuit or Open is detected (High Temperature (HOT) or Low Temperature (COLD)) | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Leave in that state for 30 minutes then turn ON power again. | ✓ | ✓ |
| Service Call<br>172: Error<br>176: Error | Thermistor indicates High Temperature (HOT) Error. | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Leave in that state for 30 minutes then turn ON power again. | ✓ | ✓ |

Table 7-1-1 Operator Alarm (5/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Service Call 173: Error<br>177: Error | Thermistor indicates Low Temperature (COLD) Error. | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Leave in that state for 30 minutes then turn ON power again. | ✓ | ✓ |
| Service Call 179: Error | Wrong Fuser Standard | 1) Is the model and power voltage of the fuser mounted proper?<br>2) Fuser is properly mounted, but Error results again. | No<br>Yes<br><br>Yes | Assemble the proper fuser.<br>Check to see that the fuser is properly assemble.<br>Replace fuser. | ✓ | ✓ |
| Service Call 180: Error to 186: Error | The engine detects communication is not possible with the optional unit.<br>180: Envelope Feeder (Unused)<br>181: Duplex unit<br>182: Tray2 unit<br>183: Tray3 unit<br>184: Tray4 unit<br>185: Tray5 unit<br>186: Finisher unit | 1) Is an Error message displayed?<br>2) Does the Error take place again? | Yes<br><br>Yes | Turn ON power again.<br><br>Replace optional unit. | ✓ | ✓ |
| Service Call 187: Error | Communication with control panel failed. | Is the control panel and cable connected properly? | No<br>Yes | Connect properly<br>Replace the control panel and cable. | ✓ | ✓ |
| Service Call 188: Error | Sub-CPU I/F Error | Sub-CPU Communication Error | | Check the connection of the S2M board.<br>Replace the S2M board. | ✓ | ✓ |
| Service Call 189: Error | Inverter Unit I/F Error | 1) Inverter communications error<br>2) Does the Error take place again? | Yes<br><br>Yes | Check the connection of the I/F cable.<br>Replace the V72-3 board. | ✓ | ✓ |
| Service Call 190: Error | System Memory Overflow | System Memory Overflow | | Power OFF/ON<br>Replace CU PCB. (Replace EEPROM) | ✓ | ✓ |
| Service Call 200: Error to 202: Error | PU Firm Download Error | Error occurred when downloading PU firmware. | | After turning ON the power again, try downloading again. (This process isn't executed for regular operations, therefore, will not occur) | ✓ | ✓ |
| POWER OFF/ON 209: DOWNLOAD ERROR | Custom Media Table Download Error | Failed to download custom media table. | | After turning ON the power again, try downloading again. (This process isn't executed for regular operations, therefore, will not occur) | ✓ | ✓ |
| Service Call 203: Error to 208: Error 210: Error to 214: Error 0×FOC: Error 0×FOD: Error 0×FFE: Error 0×FFF: Error | CU Program Dysfunction | Detected illegal process with CU program. | Yes | Write down the 24 digit number displayed on the LCD panel and report it. Turn OFF the power. Then check the insertion of the CU board. Now turn ON the power again. | ✓ | - |
| Service Call 220: Error | Print Satistic mismatch | HDD was removed or replaced after print statistic is set to ON. | | Get the original HDD back. | ✓ | ✓ |
| Service Call 230: Error | RFID Reader not Installed | 1) RFID read device error<br>2) Does the Error take place again? | Yes<br><br>Yes | Check the connection of the RFID R/W board.<br>Replace the RFID R/W board.<br>Replace the S2V board. | ✓ | ✓ |

Table 7-1-1 Operator Alarm (6/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Service Call 231: Error | RFID Reader I/F Error | An interface error was detected with the RFID reader device.<br>01: communication error between the RFID reader and the engine PCB.<br>02: the transceiver circuit error of the RFID reader.<br>03: communication error between the RFID reader and the Tag chip.<br>04: the RFID Tag detection error (more than 4 chips). | | 01: Same action as for error 230<br>02: Replace the RFID R/W board.<br>03: Check the connection of the antenna cable.<br>04: Check to confirm that the number of RFID tags is correct. | ✓ | ✓ |
| Service Call 240: Error<br>to<br>245: Error<br>247: Error<br>248: Error | Engine Program Memory Error | 240: Flash-memory hardware error<br>241: Duplex flash-memory error<br>242: Optional tray-2 flash-memory error<br>243: Optional tray-3 flash-memory error<br>244: Optional tray-4 flash-memory error<br>245: Optional tray-5 flash-memory error<br>247: Sub-CPU flash-memory error<br>248: Inverter flash-memory error | | If the error still occurs after rebooting, replace the circuit board of the relevant unit. | ✓ | ✓ |
| Close the Cover 310: Top Cover Open | The printer engine cover is open. | 1) Check to see if the top cover is open.<br>2) Check to see if the cover switch is normal. | Yes<br>No | Close top cover<br>Replace the cover switch. | ✓ | ✓ |
| Reset fuser 320: Fuser Error | After turning ON the power or when cover is closed, the sensor detects that the unit is missing. | 1) Is an Error message displayed?<br>2) Is the fuser unit mounted properly?<br>3) Does the Error take place again? | Yes<br>No<br>Yes | Check how the fuser is mounted.<br>Re-mount the fuser, then turn ON the power again.<br>Replace the Fuser Unit Assy | ✓ | ✓ |
| Turn OFF the power and wait for awhile. 321: MOTOR OVERHEAT | This indicates that the motor has overheated and that the printer is temporarily unusable. | | | Wait a while then turn ON power again. | ✓ | ✓ |
| Open Cover 323: Paper Thickness Error | When media is missing, the sensor output value is outside the standard value. (Only for Factory Mode) | 1) Has any abnormal substance get mixed in with the sensor?<br>2) Can the paper thickness detection be reset and restored by opening/closing the tray?<br>3) Is operation restored by turning OFF/ON the power? | Yes<br>No | Remove obstruction/impurity.<br>Normal | ✓ | ✓ |
| Open Cover 324: Paper Thickness Error | Sensor Output Difference Value Outside Standard (Only for Factory Mode) | 1) Has any abnormal substance get mixed in with the sensor?<br>2) Can the paper thickness detection be reset and restored by opening/closing the tray?<br>3) Is operation restored by turning OFF/ON the power? | Yes<br>No | Remove obstruction/impurity.<br>Normal | ✓ | ✓ |
| Open Cover 325: Paper Thickness Error | Media Detection Value Outside Standard | 1) Is there any abnormal media mixed in?<br>2) Has the media been fed as overlapped sheets? | Yes | Remove the abnormal media. | ✓ | ✓ |
| Open Cover 326: Paper Thickness Error | U-Heavy Mode Media Detection Value Outside Standard | Is there any abnormal media mixed in? | Yes | Remove the abnormal media. | ✓ | ✓ |

Table 7-1-1 Operator Alarm (7/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Reset the belt<br>330: Belt Error | After turning ON the power or when cover is closed, the sensor detects that the unit is missing. | 1) Is an Error message displayed?<br>2) Is the best unit properly mounted?<br>3) Does the Error take place again? | Yes<br><br>No<br><br>Yes | Check how the belt unit is mounted.<br>Re0mount the belt unit, then turn ON the power again.<br>Replace Belt Unit Assy | ✓ | ✓ |
| Reset the drum<br>340 to 343: Drum Error | After turning ON the power or when cover is closed, the sensor detects that the unit is missing. | 1) Is an Error message displayed?<br>2) Is the image drum properly mounted?<br>3) Does the Error take place again? | Yes<br><br><br>No | Check how the ID is mounted.<br>Turn ON power again.<br><br>Replace ID Unit Assy | ✓ | ✓ |
| Replace with a new drum<br>350: Yellow Drum Life Near-End<br>351: Magenta Drum Life Near-End<br>352: Cyan Drum Life Near-End<br>353: Black Drum Life Near-End | ID Unit Life | Is this immediately after replacing the ID unit? | Yes<br>No | Check ID Unit Life<br>Replace ID Unit | ✓ | ✓ |
| Replace with a new fuser<br>354: Fuser Life Near-End | Fuser Life (This takes place when the fuser life is continu-ally OFF) | Is this immediately after replacing the fuser? | Yes<br>No | Check Fuser Life<br>Replace fuser. | ✓ | ✓ |
| Replace with new belt<br>355: Belt Life Near-End | Notify Belt Life (Alarm)<br>Print N-count worth by opening/closing cover. | Is this immediately after replacing the belt? | Yes<br>No | Check Belt Life<br>Replace belt. | ✓ | ✓ |
| Replace with new belt<br>356: Belt Life Near-End | Notify the Disposal Toner Full Belt Life (Alarm).<br>Print N-count worth by open-ing/closing cover.<br>N=20 | Is this immediately after replacing the belt? | Yes<br>No | Check Belt Life<br>Replace belt. | ✓ | ✓ |
| Replace with new double-side printer unit<br>360: Double-side printer unit is open | If the Double-Side Printer Unit is disas-sembled from this machine. | Are operations restored by re-inserting the Double-Side Printer Unit? | Yes<br>No | Normal<br>Replace double-side printer unit or replace engine PCB. | ✓ | ✓ |
| Check Duplex<br>370: Paper Jam | Paper jam detected in double-side printer unit when turning over paper. | Check paper jam in double-side printer. | Yes<br>No | Remove the paper jam.<br>Check/replace double-side printer unit. | ✓ | ✓ |
| Check Duplex<br>371: Paper Jam | Paper jam detected in double-side printer unit. | Check paper jam in double-side printer. | Yes<br>No | Remove the paper jam.<br>Check/replace double-side printer unit. | ✓ | ✓ |
| Check Duplex<br>372: Paper Jam | Paper jam in paper supply from the double-side printer unit. | Check misfeed in double-side printer unit. | Yes<br><br>No | Remove the misfed paper, then close cover.<br>Check/replace double-side printer unit. | ✓ | ✓ |

Table 7-1-1 Operator Alarm (8/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Open Front Cover<br>380: Paper Jam | Paper jam in paper supply from Cassette 1, 2, 3, 4 or 5. | Check misfeed in the specified cassette. | Yes<br><br>No | Remove the misfed paper, insert the cassette.<br>Check/replace Cassette 1, 2, 3, 4 or 5. | ✓ | ✓ |
| Open Top Cover<br>381: Paper Jam | Paper jam detected between Black ID and fuser. | 1) Check paper jam between Yellow ID and fuser.<br>2) Check the load on the fuser unit. | Yes<br><br>No | Remove the paper jam.<br><br>Replace fuser unit. | ✓ | ✓ |
| Open Top Cover<br>382: Paper Jam | Paper jam detected in fuser or between fuser and paper output area. | 1) Check for paper jam inside the fuser and between the Yellow ID and fuser.<br>2) Check if the paper output switch is normal. | Yes<br><br>No | Remove the paper jam.<br><br>Replace paper output switch. | ✓ | ✓ |
| Open Top Cover<br>383: Paper Jam | Paper jam detected when paper started to enter double-side printer unit. | Check the entrance or inside the double-side printer for paper jam. | Yes<br>No | Remove the paper jam.<br>Check/replace double-side printer unit. | ✓ | ✓ |
| Open Top Cover<br>389: Paper Jam | Some sort of jam occurred in paper feed route. | JAM CHECK | Yes | Remove the paper jam. | ✓ | ✓ |
| Check MP Tray<br>390: Paper Jam | Paper jam occurred when supplying paper from MT | Check for misfeed around MT cassette. | Yes<br><br>No | Remove the misfed paper, then close cover.<br>Check/replace MT. | ✓ | ✓ |
| Check Tray*<br>391 to 395: Paper Jam | Paper jam detected between cassette and black ID. | 1) Check for paper jam around the cassette and between the Yellow ID.<br>2) Check to see if the paper entry switch is normal. | Yes<br><br><br>No | Remove the paper jam.<br><br><br>Replace the entry switch. | ✓ | ✓ |
| Open Top Cover<br>400: Paper Size Error | Printer engine detects paper that is abnormal (45mm or more) according to setting. | 1) Is the paper a custom size?<br>2) Is the paper a standard size? | Yes<br>Yes<br><br>No | Remedy Unnecessary<br>Adjust the cassette paper size guide.<br>Paper Size PCB Replace (PXC PWB). | ✓ | ✓ |
| Put in Toner<br>410: Yellow<br>411: Magenta<br>412: Cyan<br>413: Black | One of the toners are almost empty. | 1) The specified toner cartridge is almost empty.<br>2) Check to see if the specified toner sensor is normal. | Yes<br>No | Replace with a new toner kit.<br>Replace the specified toner sensor. | ✓ | ✓ |
| Remove Paper<br>480: Stacker - Full | Paper Output Stacker is Full | 1) Check if the stacker is full.<br>2) Check if the Stacker Full Sensor activator is normal. | Yes<br>No | Remove paper from stacker.<br>Replace the Stacker Full Sensor. | ✓ | ✓ |
| Insert ***<br>490: MP Tray Out-of-Paper<br>(* is A4, B4, etc.) | Specified Cassette is Out-Of-Paper or removed. Or the cassette used in the printing process is out-of-paper. | 1) Check if MT is Out-Of-Paper.<br>2) Check and see if the out-of-paper sensor activator is normal. | Yes<br>No | Put paper in MT.<br>Replace Out-Of-Paper Sensor. | ✓ | ✓ |
| Insert ***<br>491 to 495: Tray* Out-of-Paper<br>(* is A4, B4, etc.) | Cassette 1, 2, 3, 4or 5 has been detected to be Out-Of-Paper | 1) Check and see if the specified cassette is out-of-paper.<br>2) Check and see if the out-of-paper sensor activator is normal. | Yes<br>No | Put paper in specified cassette.<br>Replace the corresponding out-of-paper sensor. | ✓ | ✓ |
| Replace Fuser | Fuser Counter Exceed Life | 1) Is an Error message displayed?<br>2) Is this immediately after the fuser unit was replaced? | Yes<br>No | Check the Fuser Unit Life<br>Replace the fuser immediately or at the next maintenance. | ✓ | ✓ |

Table 7-1-1 Operator Alarm (9/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Tray*Paper Almost Finished | Paper Near-End Detection | Is the tray paper level low? (less than about 30 sheets) | Yes<br>No | Refill with paper.<br>Check Paper Near-End Sensor | ✓ | ✓ |
| Disc Operation Error | Cannot write to HDD. | Is there any error in the operational procedures? | No<br><br>Yes | Check the manual usage procedures.<br>HDD malfunction.<br>Replace HDD. | ✓ | ✓ |
| Service Call 910: Error<br>to<br>914: Error | GDDC Error | 910: Tray1 GDDC Error<br>911: Tray2 GDDC Error<br>912: Tray3 GDDC Error<br>913: Tray4 GDDC Error<br>914: Tray3 GDDC Error | | Check to confirm that the tray is mounted correctly.<br>Replace the geared motor of the tray. | ✓ | ✓ |
| Service Call 917 | Belt Slit Sensor Error | The belt is not running properly.<br>Does the error message still appear after rebooting? | <br>Yes | Check to confirm that the belt is mounted correctly.<br>Replace the belt. | ✓ | ✓ |
| Service Call 918 | Duplex FAN0 Alarm Detection | Error of the fan in the duplex unit<br><br><br>Does the error still occur after rebooting? | <br>Yes<br><br>Yes | Check to confirm that the duplex unit is mounted correctly.<br>Check the connection of the fan.<br>Replace the fan. | ✓ | ✓ |
| Service Call 919 | Duplex 24V Abnormal Current Detection | 24 V of power is not supplied to the duplex unit properly.<br><br><br>Does the error still occur after rebooting? | <br>Yes<br><br>Yes | Check to confirm that the duplex unit is mounted correctly.<br>Check the connection of the fan.<br>Replace the fan. | ✓ | ✓ |
| Service Call 920 | Yellow Image Drum Lock Error | The Y ID unit is not operating properly.<br>Does the error message still appear after rebooting? | <br>Yes<br>Yes | Check to confirm that the Y ID unit is in position.<br>Replace the Y ID unit.<br>Replace the Y ID motor. | ✓ | ✓ |
| Service Call 921 | Magenta Image Drum Lock Error | The M ID unit is not operating properly.<br>Does the error message still appear after rebooting? | <br>Yes<br>Yes | Check to confirm that the M ID unit is in position.<br>Replace the M ID unit.<br>Replace the M ID motor. | ✓ | ✓ |
| Service Call 922 | Cyan Image Drum Lock Error | The C ID unit is not operating properly.<br>Does the error message still appear after rebooting? | <br>Yes<br>Yes | Check to confirm that the C ID unit is in position.<br>Replace the C ID unit.<br>Replace the C ID motor. | ✓ | ✓ |
| Service Call 923 | Black Image Drum Lock Error | The K ID unit is not operating properly.<br>Does the error message still appear after rebooting? | <br>Yes<br>Yes | Check to confirm that the K ID unit is in position.<br>Replace the K ID unit.<br>Replace the K ID motor. | ✓ | ✓ |
| Service Call 924 | Tray2 24V Abnormal Voltage Detection | 24 V of power is not supplied to tray 2 properly. | | Check to confirm that tray 2 is mounted correctly. | ✓ | ✓ |
| Service Call 925 | Tray3 24V Abnormal Voltage Detection | 24 V of power is not supplied to tray 3 properly. | | Check to confirm that tray 3 is mounted correctly. | ✓ | ✓ |
| Service Call 926 | Tray4 24V Abnormal Voltage Detection | 24 V power is not supplied to tray 4 properly. | | Check to confirm that tray 4 is mounted correctly. | ✓ | ✓ |
| Service Call 927 | Tray5 24V Abnormal Voltage Detection | 24 V of power is not supplied to tray 5 properly. | | Check to confirm that tray 5 is mounted correctly. | ✓ | ✓ |
| Service Call 928 | Fuser Motor Lock Error | The fuser is not operating properly.<br>Does the error still occur? | <br>Yes<br>Yes | Check to confirm that the fuser is in position.<br>Replace the fuser.<br>Replace the fuser motor. | ✓ | ✓ |

Table 7-1-1 Operator Alarm (10/10)

| Display | Cause | Error Description and Analysis | judgment | Remedy | 600 | 1200 |
|---|---|---|---|---|---|---|
| Service Call 929 | Waste Toner Transfer Motor Lock Error | The waste toner transfer motor is not operating properly.<br>Does the error still occur? | <br>Yes | Check to confirm that the waste toner transfer system is operating properly.<br>Replace the waste toner motor. | ✓ | ✓ |
| Service Call 930 | Sub-CPU Clock Frequency Error | The Sub-CPU clock frequency is not correct.<br>Does the error still occur? | <br>Yes | Check the connection of the S2M board.<br>Replace the S2M board. | ✓ | ✓ |
| Service Call 931 | Duplex CPU Clock Frequency Error | The duplex CPU clock frequency is not correct.<br>Does the error still occur? | <br>Yes | Check the connection of the V72-2 board.<br>Replace the V72-2 board. | ✓ | ✓ |
| Service Call 932 | Inverter CPU Clock Frequency Error | The inverter CPU clock frequency is not correct.<br>Does the error still occur? | <br>Yes | Check the connection of the V72-3 board.<br>Replace the V72-3 board. | ✓ | ✓ |
| Service Call 933 | Trya2 CPU Clock Frequency Error | The tray-2 CPU clock frequency is not correct.<br>Does the error still occur? | <br>Yes | Check the connection of the V72-1 board of tray 2.<br>Replace the V72-1 board. | ✓ | ✓ |
| Service Call 934 | Trya3 CPU Clock Frequency Error | The tray-3 CPU clock frequency is not correct.<br>Does the error still occur? | <br>Yes | Check the connection of the V72-1 board of tray 3.<br>Replace the V72-1 board. | ✓ | ✓ |
| Service Call 935 | Trya4 CPU Clock Frequency Error | The tray-4 CPU clock frequency is not correct.<br>Does the error still occur? | <br>Yes | Check the connection of the V72-1 board of tray 4.<br>Replace the V72-1 board. | ✓ | ✓ |
| Service Call 936 | Trya5 CPU Clock Frequency Error | The tray-5 CPU clock frequency is not correct.<br>Does the error still occur? | <br>Yes | Check the connection of the V72-1 board of tray 5.<br>Replace the V72-1 board. | ✓ | ✓ |
| Service Call 940 | Waste Toner Transfer Error | The transfer mechanism of the toner duct for ID is not operating properly.<br>Does the error still occur? | <br>Yes<br>Yes | Check to confirm that the basket assembly is in position (if it is engaged with the gear of the printer).<br>Check to confirm that the holder magnet D contains a magnet, and check the magnetic polarity.<br>Replace the HAL IC circuit board.<br>Replace the duct assembly toner. | ✓ | ✓ |
| Software not authorized 001 | Keychip check failed | ASP PCB KeyChip unmounted or KeyChip Error is detected. | | Power OFF/ON<br>Replace KeyChip | - | ✓ |
| Software not authorized 002 | Unauthorized hard disk copy | The ASP PCB HDD is not a standard (official) product. | | Power OFF/ON<br>Replace HDD | - | ✓ |
| Software not authorized 003 | Unauthorized software configuration | The ASP PCB HDD program does not match the destination. | | Power OFF/ON<br>Replace HDD | - | ✓ |
| Software not authorized 004 | EEPROM missing | The ASP PCB EEPROM unmounted or EEPROM Error is detected. | | Power OFF/ON<br>Replace EEPROM | - | ✓ |

## Repetitive Marks on Printout

| Distance between marks | Affected Roller | Replacement Part |
|---|---|---|
| 3.71” | Image Drum | Replace image drum cartridge |
| 2.50” | Development Roller | Replace image drum cartridge |
| 2.27” | Toner Supply Roller | Replace image drum cartridge |
| 1.73” | Charge Roller | Replace image drum cartridge |
| 4.45” | Fuser Roller | Replace fuser |
| 2.27” | Image Transfer Roller | Replace belt unit |

## Drum Contacts