

Here is a guide to some of the most common issues we've received on warranty returned formatters and fusers that actually tested good.

COMMON FORMATTER ERRORS - Troubleshooting Guide

Printer	Part Number	Problem	Check if done	IMPORTANT - Make sure to . . .
LJ2300	Q1395-60002	Blank display with no lights	Is the firmware in the formatter	Remove the firmware (ROM) DIMM from the old formatter and place it in slot #1, (J 17) where it reads "Boot Dimm Only"
LJ2400	Q6507-61006	Blank display but lights up	There must be 1 stick of 100 pin DDR memory in formatter, make sure it's in there	Remove the DDR memory (usually 32mb or 64mb) from the old formatter to the new one
LJ2400	Q6508-61006	Blank display but lights up	There must be 1 stick of 100 pin DDR memory in formatter, make sure it's in there	Remove the DDR memory (usually 32mb or 64mb) from the old formatter to the new one
LJ2400	Q6508-61006	No network	Make sure the embedded LAN is turned on (call tech)	<p>Make sure the embedded network is enabled</p> <p>a. Turn printer on, wait for memory count to start, press and hold the ✓ key until three lights remain solid – release. Display should read "SELECT LANGUAGE", scroll down with ↓ button until reads "EMBEDDED LAN DISABLE" or "EMBEDDED LAN ENABLE"</p> <p>b. If printer displays "EMBEDDED LAN ENABLE", the embedded network is off and would need to be turned on</p>
P3005	Q7848-61006	No network	There must be 1 stick of 144 pin DDR2 memory in formatter, make sure it's in there	Remove the DDR memory (usually 64mb) from the old formatter to the new one
LJ4200	C9652-69001	Blank display with no lights	Is the firmware in the formatter, if it is in the right slot (top slot)	Remove the firmware DIMM out of the old formatter and place it into the new one. (Upper slot # J1)
LJ4300	C6951-69001	Blank display with no lights	Is the firmware in the formatter, if it is in the right slot (top slot)	Remove the firmware DIMM out of the old formatter and place it into the new one. (Upper slot # J1)
LJ4250	Q6506-69010	Blank display but lights up	There must be 1 stick of 100 pin DDR memory in formatter, make sure it's in there	Remove the DDR memory (usually 64mb) from the old formatter to the new one
LJ4250	Q6505-69010	Blank display but lights up	There must be 1 stick of 100 pin DDR memory in formatter, make sure it's in there	Remove the DDR memory (usually 64mb or 80mb) from the old formatter to the new one
LJ4250	Q6505-69010	No network	Make sure the embedded LAN is turned on (call tech)	<p>Make sure the embedded network is <u>enabled</u></p> <p>Turn printer on, wait for memory count to start, press and hold the ✓ key until three lights remain solid – release. Display should read "SELECT LANGUAGE", scroll down with ✓ button until reads "EMBEDDED LAN DISABLE" or "EMBEDDED LAN ENABLE"</p>

COMMON FUSER ERRORS - Troubleshooting Guide

Common Fusers put in the wrong printers. (similar features) Check warranty sticker for part # and verify if correct fuser is being used for the type of printer.

Printer	Part Number	Error	Probable Error
LJ4200	RM1-0013	50.5	Wrong fuser installed
LJ4300	RM1-0101	50.5	Wrong fuser installed
LJ4250	RM1-1082	50.5	Wrong fuser installed

CLJ4600	RG5-6493	50.4	Wrong fuser installed (white gear)
CLJ4650	RG5-7450	50.4	Wrong fuser installed (black gear)

CLJ5500	RG5-6848	50.4	Wrong fuser installed (white gear)
CLJ5550	RG5-7691	50.4	Wrong fuser installed (black gear)

