You should be using Electronic Documentation (EDOC) to support this product.

This pdf version of the Service Manual was made available at product launch until the EDOC was ready to be delivered but will not be updated/supported in the future.

We strongly recommend you transition to EDOC at your earliest opportunity.
- You must first have Portable Work Station (PWS) software loaded, which enables the use of Searchlite/Eureka and EDOC. The Windows 7 and Windows 10 versions of PWS are available in GSN library 16162.
- Once PWS software has been installed, you can request EDOC for products that you are trained on by accessing this link (login required). The form will look like the example below. Scroll down to find and select your product, or type the product into the **Other training** field, which is farther down on the page.

VersaLink® C500/C600 Printer and C505/C605 Multifunction Printer
Service Manual

xerox ®

Xerox® VersaLink® C605F Family Printer

Service Documentation

Xerox VersaLink C605F Family Printer Service Manual

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Revised BUS Update: 17 July 2018

May 2017

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Introduction

About This Manual

The Xerox® VersaLink® C500/C505/C600/C605/C605_Tall Color Printer Service Manual is part of a multinational service documentation system delivered in the standard Xerox EDOC service manual format. This manual is the primary document used for diagnosing, repairing, maintaining, and troubleshooting these systems. The Service Manual is the controlling publication for a service call. To ensure product understanding, complete the Xerox Service Training Program for this printer.

Organization

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

Section 1 Service Call Procedures

This section is used to start and complete a service call. The procedures in this section will either direct you to a Repair Analysis Procedure (RAP), or identify a faulty component or sub-assembly.

Section 2 Status Indicator Repair Analysis Procedures

This section contains the Repair Analysis Procedures (RAPs) and checkouts necessary to diagnose, isolate and repair faults other than image quality faults.

Section 3 Image Quality

This section contains the Image Quality Repair Analysis Procedures (IQ RAPs), checkouts and setup procedures necessary to diagnose, isolate and repair image quality faults.

Section 4 Repairs/Adjustments

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

Section 5 Parts List

This section contains the illustrated spare parts list. Any part that is spared or that must be removed to access a spared part is illustrated.

Section 6 General Procedures / Information

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

Section 7 Wiring Data

This section contains the wiring diagrams.

Section 8 Principles of Operation

This section contains details of printer operation and component locations.

Component Names

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

How To Use This Manual

Always start with the Service Call Procedures, Section 1. Perform Initial Actions and verify the problem, then follow the directions given.

How to Differentiate Between Machine Variants

The machines will be identified in this manual by the model identifier: VersaLink® C500/505, C600/C605 and C605_Tall.

- VersaLink C500 Printer (SFP) (Low Speed)
- VersaLink C505 Multifunction Printer (MFP) (Low Speed)
- VersaLink C600 Printer (SPF) (High Speed)
- VersaLink C605 Multifunction Printer (MFP) (High Speed)
- VersaLink C605 Multifunction Printer (MFP) - Tall (High Speed with accessory opening)

When a procedure, parts list description or other reference is unique amongst different models of machine, the appropriate model designator is indicated. Any artwork is also specific. The VersaLink® C500/C505/C600/C605/C605_Tall Color Printer models may also be referred to as SFP and MFP respectively.

NOTE: This manual services all configurations of the machine. Ignore references to options not installed on the machine.

Warnings, Cautions and Notes

WARNING

A warning is used whenever an operating or maintenance procedure, practice, condition or statement, if not strictly observed, could result in personal injury.

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

CAUTION

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

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

Service Acronyms

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

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

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

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Change History

This page gives information on major changes to the service manual. Go to the relevant update.

BUS Update July 2018

The following procedures are updated:

- 124-349 Modal Break Points Restoration Fail RAP
- 124-350, 354, 351 CRUM OEM Fail RAP
- 124-352 CRUM OEM Fail SYS 1 RAP
- 124-360 CRUM Validation Fail All RAP
- 124-361 CRUM Validation Fail MCU RAP
- 124-362 CRUM Validation Fail SYS 1 RAP
- 124-363 CRUM Validation Fail SYS 2 RAP
- 124-372, 373, 374 IOT Soft Fail RAP
- 124-380 CRUM Market Fail All (2) RAP
- 124-381 CRUM Market Fail MCU 2 RAP
- 124-382 CRUM Market Fail SYS 1 (2) RAP
- 124-383 CRUM Market Fail SYS 2 (2) RAP
- 124-391 CRUM OEM Fail MCU (2) RAP
- 124-392 CRUM OEM Fail SYS 1 (2) RAP
- 124-393 CRUM OEM Fail SYS 2 (2) RAP
- 124-372 to 124-374 IOT Soft Fail RAP
- 127-310 to 127-315, 342 ESS Error RAP
- 133-710 Tray Select Fail RAP
- OF 1 Unusual Noises RAP
- OF 2 Blank UI RAP
- OF 3 Special Boot Modes RAP
- OF 4 POST Error RAP
- IQ1 Image Quality Entry
- IQ2 Light or Undertoned Print
- IQ3 Blank Print or Missing One Color
- IQ4 Unfused Image
- IQ5 Random Spots
- IQ6 Bead Carry-Out
- IQ7 Cross Process Banding
- IQ8 In-Process Lines / Streaks
- IQ9 Cyclic Dots / Line
- IQ10 Vertical Deletions
- IQ11 Horizontal Banding (Auger Marks)
- IQ12 Uneven Density
- IQ13 Ghosting
- IQ14 High Background on Prints
- IQ15 Fuzzy/Blurry Text and Image
- IQ16 Wrinkled or Creased
- IQ17 Leading Edge Paper Damage
- IQ18 Incorrect Image Position or Margins
- IQ19 Images are Skewed
- IQ20 Color Registration is out of Alignment
- IQ21 Skew Check

- IQ22 Registration Check
- REP 1.1 UI Console Assembly (C505/C605/C605_Tall)
- REP 1.2 UI Inner Cover (C505/C605/C605_Tall)
- REP 1.3 UI Frame Cover (C505/C605/C605_Tall)
- REP 1.4 UI Harness (C505/C605/C605_Tall)
- REP 1.5 UI Access Door (C505/C605/C605_Tall))
- REP 1.6 UI Console Assembly (C500/C600)
- REP 1.7 UI Inner Cover (C500/C600)
- REP 1.8 UI Harness (C500/C600)
- REP 2.1 LPH Color Head Assembly
- REP 2.2 Guide Cover Assembly
- REP 2.3 Xerographic CRUM FFC Kit
- REP 3.1 Main Drive Assembly (C505/C605/C605_Tall)
- REP 3.2 Main 2 Drive Assembly (C505/C605/C605_Tall)
- REP 3.3 Main 2 Drive Assembly (C505/C605/C605_Tall)
- REP 3.4 Waste Drive Assembly (C505/C605/C605_Tall)
- REP 3.5 Bypass (MSI) Drive Assembly (C505/C605/C605_Tall)
- REP 3.6 Link Coupling Assembly (C505/C605/C605_Tall)
- REP 3.7 Drive Motor Assembly (C505/C605/C605_Tall)
- REP 3.8 Main Drive Assembly (C500/C600)
- REP 3.9 Main 2 Drive Assembly (C500/C600)
- REP 3.10 Main 3 Drive Assembly (C500/C600)
- REP 3.11 Waste Drive Assembly (C500/C600)
- REP 3.12 Bypass (MSI) Drive Assembly (C500/C600)
- REP 3.13 Link Coupling Assembly (C500/C600)
- REP 4.1 Main Fan
- REP 4.2 Sub Fan
- REP 4.3 Rear Fan
- REP 4.4 Foot and Foot Assembly Kit
- REP 5.1 Dispenser Assemblies YMCK
- REP 5.2 Toner CRUM Connector Assembly
- REP 5.3 Toner Full Sensor
- REP 5.4 Dispenser Drive Assembly Kit
- REP 6.1 Transfer Belt Unit
- REP 6.2 Color Toner Density (CTD) Sensor Assembly
- REP 6.3 Photo Sensor (K-Mode)
- REP 7.1 Nip Retract Drive Assembly
- REP 7.2 Nip Retract Shaft Assembly
- REP 7.3 Fuser
- REP 8.1 LPH Cleaner Assembly
- REP 8.2 Erase Lamp Assembly
- REP 8.3 XERO DEVE CRU Assembly and Y/M/C/K Guide Cover Assembly
- REP 9.1 IOT 550 Feed Tray Assembly

- REP 9.2 CST Separator Holder Assembly
- REP 9.3 Tray Dust Cover
- REP 9.4 Feed and Separator Roll Kit
- REP 10.1 Optional 550-Sheet Feeder
- REP 10.2 550 OPF Foot
- REP 10.3 Option Feeder Size Switch Assembly
- REP 10.4 LED Harness Assembly Kit
- REP 10.5 Upper Feed Chute
- REP 10.6 Feed Roll Assembly Kit (Optional Feeder)
- REP 10.7 No Paper Actuator (Optional Feeder)
- REP 10.8 Optional 550-Sheet Cassette Assembly
- REP 10.9 Cassette Separator Holder Assembly (Option Feeder)
- REP 10.10 Tray Dust Cover
- REP 10.11 Cassette Separator Roll Kit
- REP 11.1 HCF Right Side Cover
- REP 11.2 HCF Left Front Corner, Shade Tray LED and PWB LED Cover
- REP 11.3 HCF Left Side Cover
- REP 11.4 HCF Rear Cover
- REP 11.5 HCF Feeder Assembly
- REP 11.6 HCF LED Harness Assembly
- REP 11.7 HCF PWB
- REP 11.8 HCF Main Motor Assembly
- REP 11.9 HCF Main Motor Assembly P1
- REP 11.10 HCF Rear Interlock Switch
- REP 11.11 HCF Feed and Separator Roll
- REP 11.12 HCF No Paper Actuator
- REP 13.1 Bypass Tray Frame Assembly
- REP 13.2 Bypass Tray Feed Roll
- REP 13.3 Bypass Tray No Paper Sensor
- REP 13.4 Bypass Tray TA1/TA2 Roller Assembly Kit
- REP 13.5 MSI Bypass Tray Assembly
- REP 13.6 Bypass Tray Separator Holder Assembly
- REP 14.1 Rear Fan
- REP 14.2 Duplex Relay Cover
- REP 15.1 Optional 550-Sheet Registration Chute
- REP 15.2 Duplex Registration Roller Assembly Kit
- REP 15.3 Registration Chute Feeder Assembly
- REP 15.4 No Paper Actuator (Registration)
- REP 15.5 Registration Actuator
- REP 15.6 Registration Photo Sensor
- REP 15.7 Feed Roll Assembly
- REP 15.8 Upper Feed Chute
- REP 15.9 Feed and Separator Roll Kit
- REP 17.1 Exit Chute Assembly (C505/C605/C605_Tall)
- REP 17.2 Main H Exit Drive Assembly (C505/C605/C605_Tall)
- REP 17.3 Full Stack Sensor (C505/C605/C605_Tall)
- REP 17.4 Full Stack Actuator (C505/C605/C605_Tall)
- REP 17.5 Exit Sensor (C505/C605/C605_Tall)
- REP 17.6 Exit Chute Assembly (C500/C600)
- REP 17.7 Main M Exit Drive Assembly (C500/C600)
- REP 17.8 Full Stack Sensor (C500/C600)
- REP 17.9 Full Stack Actuator (C500/C600)
- REP 17.10 Exit Sensor (C500/C600)
- REP 19.1 Front Inner Cover (C505/C605/C605_Tall)
- REP 19.2 Right Side Front Cover (C505/C605/C605_Tall)
- REP 19.7 Left Side Cover (C505/C605/C605_Tall)
- REP 19.8 Left Side IIT Cover (C505/C605/C605_Tall)
- REP 19.9 Second Bias Transfer Roller Assembly (C505/C605/C605_Tall)
- REP 19.10 Left Front Cover (C505/C605/C605_Tall)
- REP 19.11 Toner Cover Assembly (C505/C605/C605_Tall)
- REP 19.12 Right Side Cover Assembly (C505/C605/C605_Tall)
- REP 19.13 Top Cover (C505/C605/C605_Tall)
- REP 19.14 Left Side Cover (C505/C605/C605_Tall)
- REP 19.15 Right Side Front Cover (C500/C600)
- REP 19.16 WIFI Cap (C505/C605/C605_Tall)
- REP 19.17 ESS Window Assembly Kit (C505/C605/C605_Tall)
- REP 19.18 Rear Cover Assembly (C505/C605/C605_Tall)
- REP 19.19 Front Inner Cover (C505/C605/C605_Tall)
- REP 19.24 ESS Window Assembly Kit (C500/C600)
- REP 19.32 Not Used
- REP 19.33 Not Used
- REP 19.35 Top Cover (C605_Tall)
- REP 19.40 Not Used
- REP 19.41 Not Used
- REP 19.42 Not Used
- REP 19.47 Left Side Front Cover (C500/C600)
- REP 19.54 WIFI Cap (C500/C600)
- REP 19.55 Not Used
- REP 19.56 Not Used
- REP 20.1 Mailbox Left Cover
- REP 20.2 Mailbox Right Cover and Stapler Assembly
- REP 20.3 Mailbox Top Cover
- REP 20.4 MBX PWB
- REP 20.5 Mailbox LVPS PWB
- REP 20.6 Mailbox Motor Assembly
- REP 20.7 Mailboc Gate Solenoid Assembly

- REP 20.8 Mailbox Tray Assembly
- REP 20.9 Mailbox Bottom Tray Assembly
- REP 20.10 Mailbox Bin Gate Solenoid Assembly
- REP 21.1 Finisher Left Cover
- REP 21.2 Finisher Right Cover
- REP 21.3 Finisher Top Cover
- REP 21.4 Finisher PWB
- REP 21.5 Finisher LVPS PWB
- REP 21.6 Finisher Motor Assembly
- REP 21.7 Finisher Gate Solenoid Assembly
- REP 21.8 Finisher Lower Cover
- REP 21.9 Finisher Stepping Motor Assembly
- REP 21.10 Finisher Stapler Assembly
- REP 21.11 Finisher Base Tray Assembly
- 5 Parts Lists - All
- GP 7 Machine Specifications
- GP 9 Software Version Upgrade
- GP 15 Special Boot Modes
- GP 18 Printing Reports
- GP 39 Reset Administrator Password
- GP 41 Hardware Information
- GP 43 Customer Administration Tools
- GP 44 FFC Cables
- dC612 Print Test Pattern
- dC945 IIT Calibration
- Reference Library

Service Safety Summary

General Guidelines

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

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

WARNING

While the printer is on, never touch live parts if not required. Power is supplied to the AC inlet, LVPS PWB (PL 18.1 Item 16/PL 18.5 Item 16), and ESS MFP/ESS SFP PWBs (PL 18.1 Item 5/PL 18.5 Item 5) even while the printer is off. Never touch these live components.

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

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

Electrical Safety

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

Operational Safety

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

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

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

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

Maintenance Safety

- Do not attempt maintenance not specifically described in the printer documentation.

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

Safety Labels

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

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

Safety Interlocks

Use caution so that the safety devices for preventing accidents (interlocks switches, fuses, thermostats, etc.) and the protective parts for users (covers, control panel, etc.) can function as intended. Make sure all covers are in place and all interlock switches are functioning correctly after you have completed a service call. If you bypass an interlock switch, use extreme caution when working on or around the printer. Figure 1 and Figure 2 show the interlock switch locations and circuitry.
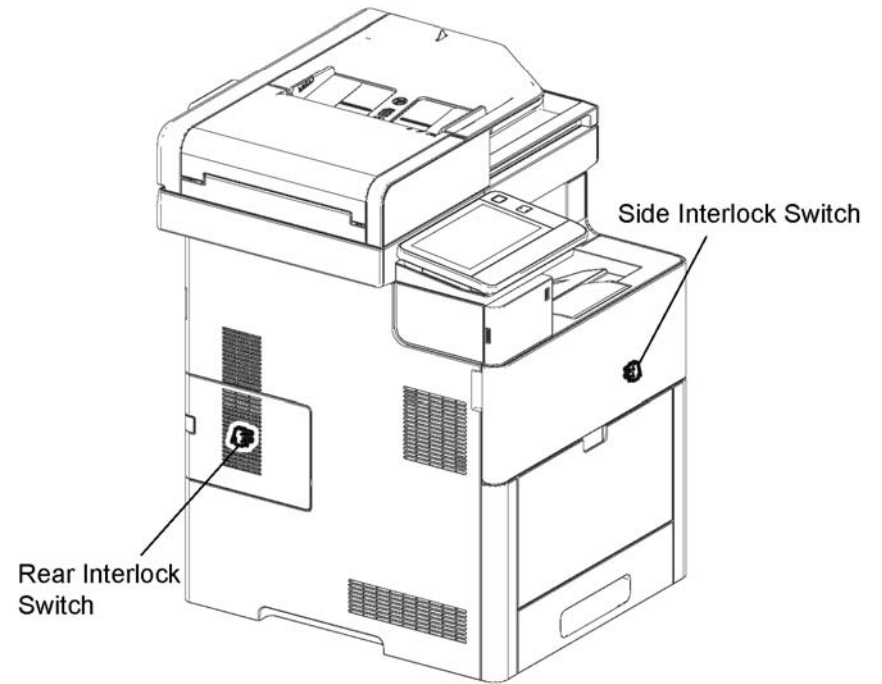
D-8-0001-A

Figure 1 Safety interlock switches

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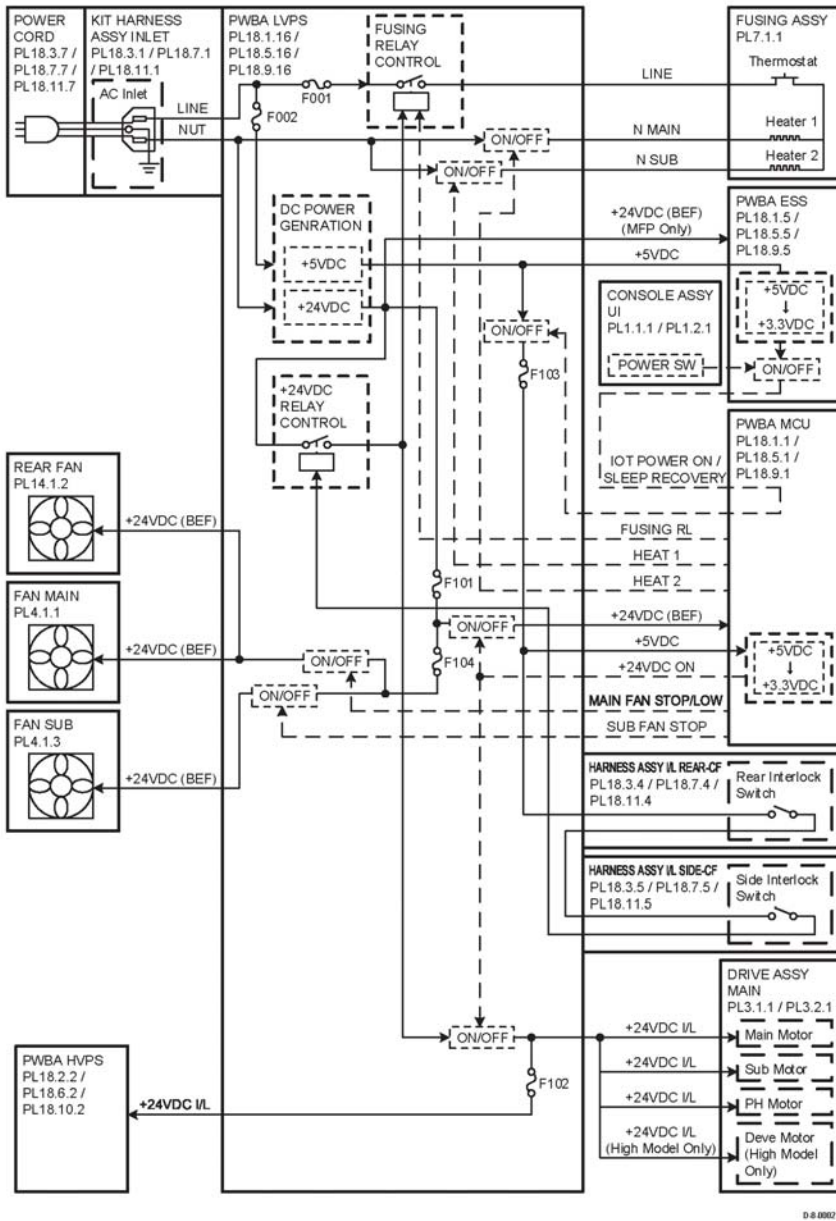
Figure 2 Safety system schematic

Drive Units

When servicing gears or other driving units, be sure to turn off the power switch and unplug the power cord. Drive them manually when required.

High-Temperature Units

When servicing high-temperature units (securing unit, etc.), be sure to turn them off to prevent burns, injuries and other troubles. Remove the power plug and wait 30 minutes before starting service processes so they have cooled down sufficiently.

Routing Wire Harnesses

Before starting the service operation, carefully check how the harness wires are routed. When routing them, check that they are routed in the same way as they were before the servicing, and that they are not pinched or do not interfere with the corners or edges of any operating components.

Battery

A lithium battery is used on the ESS PWB.

<p style="text-align:center;color:red;">WARNING</p>

To avoid the possibility of fire or explosion, always replace the battery with the same type, and dispose of old batteries as required by local regulations.

Symbols Used on the Product

The following precautionary symbols may appear on the machine.

Figure 1. indicates Danger High Voltage.

Figure 1 High voltage symbol

Figure 2. is the Protective Ground (Earth) symbol.

Figure 2 Protective ground (earth) symbol

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

Figure 3 Hot surface symbol

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

Figure 4 Wait 30 minutes symbol

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

Figure 5 Pinch Injury symbol

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

Figure 6 Use Caution symbol

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

Figure 7 Do Not Touch symbol

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

Figure 8 No Sunlight symbol

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

Figure 9 No Light symbol

Voltage Measurement and Specifications

Table 1 shows the voltages present in the Xerox® VersaLink® C500/C505/C600/C605/C605_Tall Color SFP and MFP Printer. Measurements of DC voltage must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure. All measurements of AC voltage should be made with respect to the adjacent return or ACN wire.

Table 1 Voltage Measurement and Specifications

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

Logic Voltage Levels

Table 2 shows the logic levels present in th.Xerox® VersaLink® C500/C505/C600/C605/C605_Tall Color SFP and MFP Printer. Measurements of logic levels must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure.

Table 2 Logic Levels

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

DC Voltage Measurement in RAPs

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

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

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

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

Health and Safety Incident Reporting

I. Summary

This section defines requirements for notification of health and safety incidents involving Xerox products (equipment and materials) at customer locations.

II. Scope

Xerox Corporation and subsidiaries worldwide.

III. Objective

To enable prompt resolution of health and safety incidents involving Xerox products and to ensure Xerox regulatory compliance.

IV. Definitions

Incident:

An event or condition occurring in a customer account that has resulted in injury, illness or property damage. Examples of incidents include machine fires, smoke generation, physical injury to an operator or service representative. Alleged events and product conditions are included in this definition.

V. Requirements

Initial Report:

1. Xerox organizations shall establish a process for individuals to report product incidents to Xerox Environment Health & Safety within 24 hours of becoming aware of the event.

2. The information to be provided at the time of reporting is contained in Appendix A (Health and Safety Incident Report involving a Xerox product).

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

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

NOTE: *If sending a FAX, please also send the original via internal mail.*

Responsibilities for resolution:

1. Business Groups/Product Design Teams responsible for the product involved in the incident shall:
   a. Manage field bulletins, customer correspondence, product recalls, safety retrofits.
   b. Fund all field retrofits.

2. Field Service Operations shall:
   a. Preserve the Xerox product involved and the scene of the incident inclusive of any associated equipment located in the vicinity of the incident.
   b. Return any affected equipment/part(s) to the location designated by Xerox EH&S and/or the Business Division.
   c. Implement all safety retrofits.
3. Xerox EH&S shall:
   a. Manage and report all incident investigation activities.
   b. Review and approve proposed product corrective actions and retrofits, if necessary.
   c. Manage all communications and correspondence with government agencies.
   d. Define actions to correct confirmed incidents.

Regulatory Specifications

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

United States (FCC Regulations)

The Xerox® VersaLink® C500/C505/C600/C605/C605_Tall Color SFP and MFP Printers have been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with these instructions, it may cause harmful interference to radio communications. Operation of Class A equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense. There is no guarantee that interference will not occur in a particular installation.

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

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

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

Canada (Regulations)

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

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

European Union

CE Mark

Figure 1 CE Symbol

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

February 26, 2014, Low Voltage Directive 2014/35/EU

April 20, 2014, Electromagnetic Compatibility Directive 2014/30/EU

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

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

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

Translation of Warnings

<div style="color:red">

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

DANGER: Mettez la machine hors tension. Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles peuvent être à l'origine de blessures.

AVVERTENZA: Spegnere la macchina. Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

AVISO: Apague la electricidad de la máquina. Desconecte el cable de alimentación eléctrica de la toma de pared mientras esté realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.

WARNING

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

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

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

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

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

</div>

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WARNING

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

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

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

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

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

WARNING

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

DANGER: Ne pas travailler dans un espace restreint. 1 mètre d'espace est nécessaire pour un dépannage en toute sécurité.

AVVERTENZA: Non lavorare in uno spazio limitato; è necessario uno spazio di almeno un metro attorno alla macchina per la sicurezza dell'operatore.

VORSICHT: Nur mit ausreichendem Bewegungsspielraum (1 m) arbeiten.

AVISO: No trabaje en un espacio reducido. Se necesita 1 metro de espacio para trabajar con seguridad.

WARNING

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

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

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

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

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

WARNING

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

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

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

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

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

WARNING

USA and Canada. Do not install this machine in a hallway or exit route that does not have 1.12 m (44 inches) of space additional to the normal space requirements in front of the machine. To conform with fire regulations this additional 1.12 m (44 inches) of space is needed in front of the machine in hallway and exit routes.

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

AVVERTENZA: N/A

VORSICHT: N/A

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

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WARNING

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

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

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

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

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

WARNING

Do not touch the Fuser while it is hot.

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

AVVERTENZA: Non toccare il fonditore quando è caldo.

VORSICHT: Fixierbereich erst berühren, wenn dieser abgekühlt ist.

AVISO: No toque el fusor mientras está caliente.

WARNING

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

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

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

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

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

WARNING

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

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

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

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

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

Technical Support Information

The Xerox Service Manual is the primary document used for repairing, maintaining, and troubleshooting the Xerox® VersaLink® C500/C505/C600/C605/C605_Tall Color SFP and MFP Printer. To ensure complete understanding of these products, participation in Xerox Service Training is strongly recommended. To service these products, certification for these products is required.

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

• Xerox Global Service Net: https://www.xrxgsn.com/secure/main.

For further technical support, contact your assigned Xerox Technical Support representative.

1 Service Call Procedures

SCP 1 Initial Actions

Initial actions are used to gather information on printer performance.

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

Refer to Section 8 Principles of Operation, Configurations and Options.

Procedure

WARNING

solate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

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

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

1. Identify the problem.
   - Verify the reported problem does exist.
   - Ask the operator to describe or demonstrate the problem.
   - Print normal customer prints and service test prints.
   - Make note of any print-quality problems in the test prints.
   - Print a usage profile, if the printer is able to print.
2. Make note of any mechanical or electrical abnormalities present.
3. Make note of any unusual noise or smell coming from the printer.
4. View the engine error and jam histories in Service Diagnostics. Refer to GP 1 and GP 2.
5. Take note of symptoms or error messages.
6. Make sure:
   a. The power cord is connected to the wall outlet and to the machine.
   b. The AC input from the wall outlet is within specifications.
   c. Paper is loaded correctly and all paper trays and covers are closed
   d. If installed, the USB cable or network connection is installed correctly.
7. If available, check the service log book for any previous actions that may be relevant to the call.
8. If this is the first service call to this printer, perform SCP 2 First Call Actions, otherwise go to SCP 3 Normal Call Actions.

Accessing Engine Fault History

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

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

1. Read (if possible) fault history from the Machine Status menu on the control panel. The error history is listed on screen.
2. Accessing fault history in Service Diagnostics

3. If the printer is connected to a network and has a TCP/IP address, view the printer's web page using a web browser.
   a. Open a web browser.
   b. Enter the printer's IP address as the URL.
   c. Select > > and the fault history displays.

SCP 2 First Call Actions

First call actions are used for the first service call.

Procedure

1. Check the machine configuration with the customer, refer to Section 8 Principles of Operation, Configurations and Options. Check that all required hardware and software is installed and/or enabled.
2. Check that all the relevant machine settings are correctly entered, refer to GP 4 System Administration Tools.
3. If a fault is present, go to SCP 3 Normal Call Actions. If there is no fault present, go to SCP 6 Final Actions.
4. Enter the printer and customer details in the service log.

SCP 3 Normal Call Actions

Normal call actions are used to determine the reason for the service call.

Procedure

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

If possible, perform the following:

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

SCP 4 Fault Analysis

Fault Analysis is used to identify a fault.

Procedure

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

Fault Codes

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

Control Panel Faults

If the power is on but the control panel is blank, test the control panel with dC305.

Image Quality Defects

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

Additional Information

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

- GP 1 Using the Service Diagnostics
- GP 2 Fault Codes and History Logs
- GP 3 Device Information
- GP 4 How to Switch Off or Switch On the Printer
- GP 6 Electrostatic Discharge Prevention
- GP 7 Machine Specifications
- GP 8 General Disassembly Precautions
- GP 9 Software Version Upgrade
- GP 10 How to Check a Motor
- GP 11 How to Check a Sensor
- GP 12 How to Check a Solenoid or Clutch
- GP 13 How to Check a Switch
- GP 14 How to Clone Device Settings
- GP 15 Special Boot Modes
- GP 20 Separate System Modules
- GP 17 External FAX Line Test
- GP 18 Printing Reports
- GP 19 Intermittent or Noise Problem
- GP 20 How to Safely Lift or Move the Printer
- GP 21 Machine Lubrication
- GP 22 Installation Space Requirements
- GP 23 First Print Output Time
- GP 24 Restriction of Hazardous Substances (RoHS)
- GP 26 Media Specifications

- GP 27 Environmental Data
- GP 28 Supplies Plan Conversion
- GP 29 How to Check a Dispenser Motor
- GP 30 IP (ESS) Specifications
- GP 31 IIT Specifications
- GP 32 FAX Specifications
- GP 35 Setting Up an Ethernet Connection
- GP 36 How to Manually Configure an IP Address
- GP 37 How to Obtain Log Files
- GP 38 Electrical Specifications
- GP 39 Reset Administrator Password
- GP 40 Xerox Supplies and Accessories
- GP 41 Hardware Information

SCP 5 Subsystem Maintenance

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

Procedure

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

1. Clean the pick rollers on every call.
2. Use the Control panel to check maintenance item counters.
3. Compare the counter values to those listed in Table 1.
4. Request the customer of any routine maintenance items that are approaching or over the service limit.

Lubrication

CAUTION

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

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

Component Life

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

Table 1 Design life of major components

	Component	Design Life
1.	Pick Up and nudger rollers	100,000 pages
2.	Separator roller	100,000 pages
3.	Transfer unit / transfer roller	100,000 images
4.	Fuser	200,000 images
5.	Feed roller kit	100,000 pages
6.	DADF roller assembly	200,000 pages
7.	Waste cartridge	30,000 pages
8.	Drum cartridge (CMYK)	55,000 pages

Consumables and Maintenance

Consumables consist of C, M, Y, and K toner cartridges, C, M, Y, and K drum cartridges, and the waste cartridge.

Dimensions and Mass of Consumables

The MFP and SFP contain the consumables shown in Table 2:

Table 2 Dimensions and mass of consumable

Consumable	Width (mm)	Depth (mm)	Height (mm)	Mass (g)
Toner Cartridges C,M,Y,K (Figure 1.)	61.3	180	57.3	K: 100/120/140 C,M,Y: 90/110/120 (STD / HI / EX-HI)
Drum Cartridges C,M,Y,K (Figure 2.)	77.3	335.4	78.5	720
Waste Cartridge (Figure 3.)	357	176.3	33	250
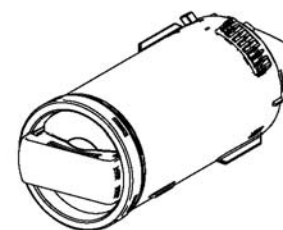
D-8-0003-A

Figure 1 Toner cartridge
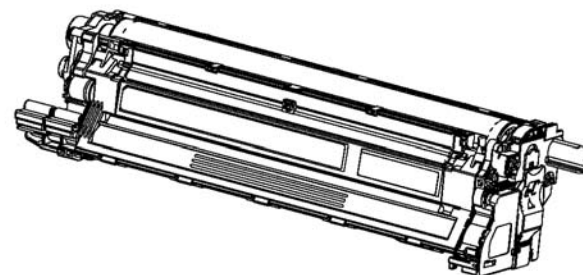
D-8-0004-A

Figure 2 Drum cartridge

Table 3 Life expectancies for consumables (pages)

| Consumable | Config | Capacity | | | | |
		Bundled	Standard	High Capacity	Extra High Capacity	Extra High Cap. Metered
Cyan Toner Cartridge	C550/505	2,500	2,500	5,000	9,000	9,000
	C600/605	6,000	6,000	10,000	16,500	16,500

Routine Maintenance Items

For routine maintenance items, refer to Figure 4 and Figure 5 for the MFP, and to Figure 6 for the SFP.

- Fuser (110V / 220V): 200 kPV
- Transfer belt unit and transfer roller unit: 100 kPV
- DADF feed rollers: 200 kPV (VersaLink C505/C605 MFP only)

D-8-0005-A

Figure 3 Waste Cartridge

Consumables Life Expectancies

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

Like the toner cartridges, each drum cartridge has a CRUM to maintain a page count. When the count reaches a set value, warning and error messages appear to notify the user that the drum cartridge has reached near or end of life status.

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

Life ratings are shown in Table 3.

Table 3 Life expectancies for consumables (pages)

| Consumable | Config | Capacity | | | | |
		Bundled	Standard	High Capacity	Extra High Capacity	Extra High Cap. Metered
Black Toner Cartridge	C550/505	5,000	5,000	12,000	x	12,000
	C600/605	10,000	6,000	12,000	18,000	18,000
Yellow Toner Cartridge	C550/505	2,500	2,500	5,000	9,000	9,000
	C600/605	6,000	6,000	10,000	16,500	16,500
Magenta Toner Cartridge	C550/505	2,500	2,500	5,000	9,000	9,000
	C600/605	6,000	6,000	10,000	16,500	16,500
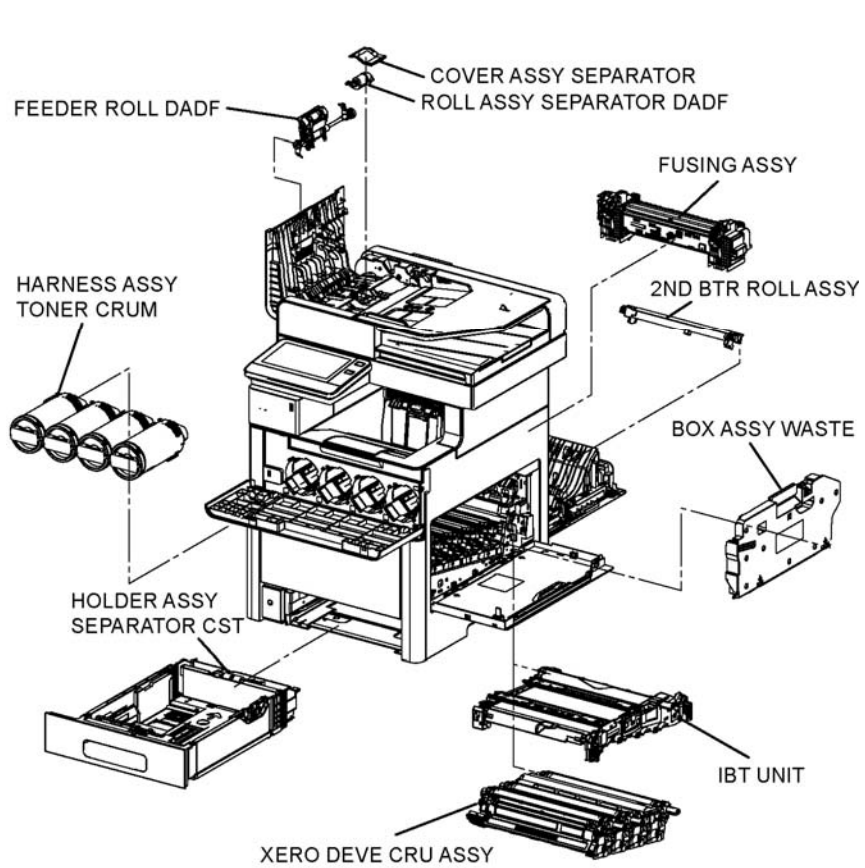
Figure 4 MFP routine maintenance items
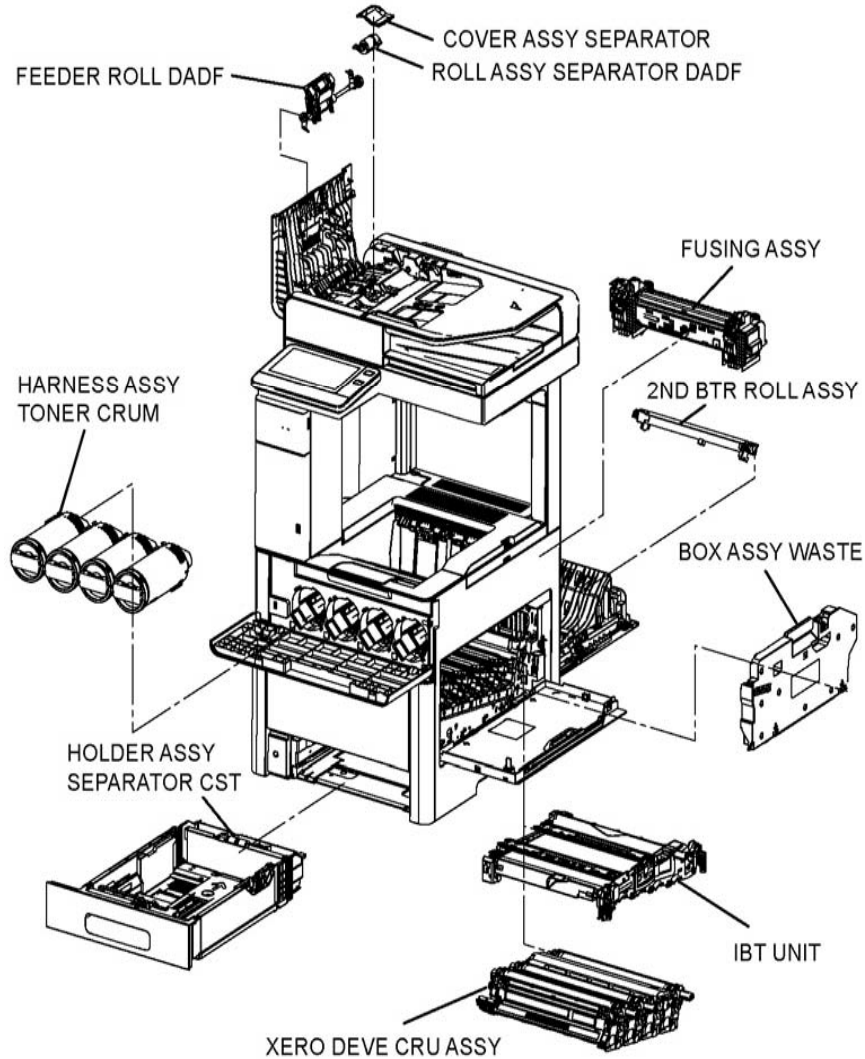
Figure 5 MFP_Tall routine maintenance items

FUSING ASSY

2ND BTR ROLL ASSY

TONER CARTRIDGE STARTER

BOX ASSY WASTE

HOLDER ASSY
SEPARATOR CST

IBT UNIT

XERO DEVE CRU ASSY

D-8-0008-A

Figure 6 SFP routine maintenance items

Hardware

Information about spared hardware for repairs and maintenance is detailed in GP 41. This hardware includes miscellaneous screws and e-clips that can be used to replace hardware that is lost or damaged.

SCP 6 Final Actions

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

Procedure

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

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

Service Call Procedures

SCP 5, SCP 6

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2 Status Indicator RAPs

Chain 20-29 RAPs

Troubleshooting Overview

To increase the efficiency of troubleshooting, ensure that preliminary checks should be made to confirm the trouble status before proceeding to the Repair Adjustment Procedure (RAP) (Chapter 2), Diagnostic Procedures (Chapter 6), Wiring Diagrams (Chapter 7), and Principles of Operation (Chapter 8).

Flow of Troubleshooting

Flow of the troubleshooting is as follows:
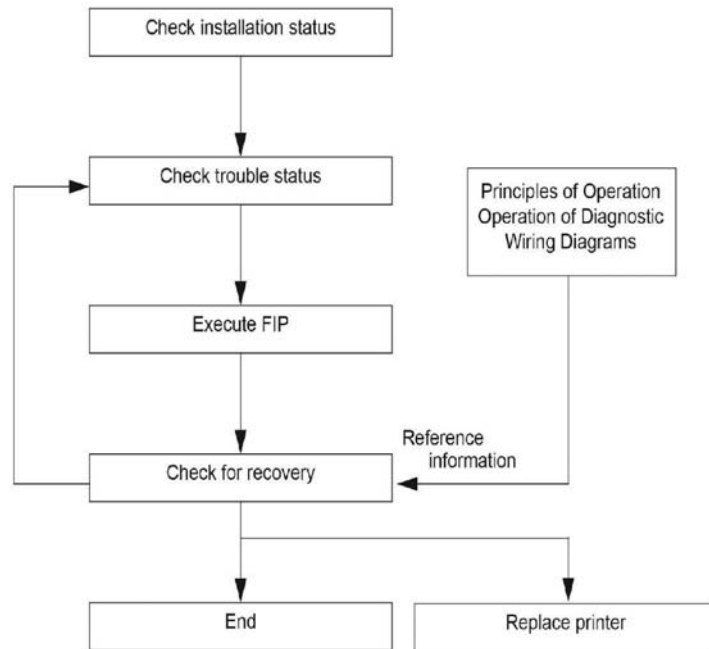
Figure 1 Troubleshooting Flow Diagram

Check Installation Status

Be sure to check the following items before starting the troubleshooting procedures.

1. The power supply voltage is within the specifications (measure the voltage at the wall outlet).
2. Power cord is free from breakage, short-circuit, disconnected wire, or incorrect connection in the power cord.
3. The printer is properly grounded.

4. The printer is not installed at a place subjected to high/low temperature, humidity, and sudden temperature changes.
5. The printer is not installed at or near water facilities, humidifier, heating appliance, fire, dust, or in airflow from air conditioner.
6. The printer is not installed in a place subjected to volatile or inflammable gas.
7. The printer is not installed under direct sunlight.
8. The printer is installed in a well-ventilated place.
9. The printer is installed on a firm and stable surface.
10. The paper meets the specifications (standard paper is recommended).
11. The printer is handled properly.

Cautions on Service Operations

WARNING

While the printer is on, never touch live parts if not required. Power is supplied to the inlet and LVPS even while the printer is off. Never touch its live components. Do not touch live parts unless otherwise specified.

1. Be sure to remove the power cord unless otherwise required.

WARNING

When outputting a high voltage using the Diag Tool, etc., ensure that: - The high voltage carrying parts must never be touched. - The instructions in this manual must be followed.

1. When outputting a high voltage using the Diag Tool, etc., keep all the covers on unless otherwise required.
2. When operating the motor using the Diag Tool, etc., keep all the covers on unless otherwise required.

WARNING

When operating the drive unit using the Diag Tool, etc., ensure that: - The drive unit must never be touched. - The instructions in this manual must be followed.

1. When touching hot parts, be careful not to get burnt.
2. While working, be sure to wear a wrist band or the like to dissipate static charges from your body.

WARNING

Check the provided parts individually. Do not remove, replace, or check any parts other than the provided parts. Never break down the provided parts or replace the parts therein. Mounting of any parts other than the provided parts is not guaranteed in quality or safety, and is strictly forbidden.

Cautions on Using RAP

1. Check the provided parts individually. Do not remove, replace, or check any parts other than the provided parts. Never break down the provided parts or replace the parts therein. Mounting of any parts other than the provided parts is not guaranteed in quality or safety, and is strictly forbidden.
2. In the initial check according to the RAP, check only items which can be simply checked.
3. In the initial check according to the RAP, check the constitutive parts of the major check parts and related parts, as well as major check parts.

4. When working with the printer, be sure to remove the power cord unless otherwise required. Never touch live parts if not required, while the power cord is connected.

5. Connector condition is denoted as follows: Connector (P12) is connected Plug side with the connector (P/J12) removed (except when attached directly to the board). (J12) Jack side with the connector (P/J12) removed (except when attached directly to the board).

6. (P/J1-2PIN between P/J3-4PIN) in the RAP means measurement with the positive side of the measuring instrument connected to (P/J1-2PIN) and the negative side of (P/J3-4PIN).

7. (P/J1between J2) in the RAP means measurement for all terminals corresponding between (1 and P/J2) based on "Wiring Diagrams".

8. In (P/J1-2PIN between P/J3-4PIN) in the RAP where voltage is measured, (P/J3-4PIN) on the rear negative side is always at the AG (analog ground), SG (signal ground), or RTN (return). Therefore, after checking of proper conductivity between AGs, SGs, or RTNs respectively, the rear negative side can be connected to the PIN of AG, SG or RTN instead of (P/J3-4PIN). However, care should be taken not to confuse (AG), (SG), and (RTN) because they are not on the same level.

9. When measuring the voltage at small connectors, use the dedicated tool. Handle the tool with care because its business end is pointed.

10. When measuring the voltage, set the toner cartridge and sheet feeder, close the Covers and power ON unless otherwise required.

11. Numerical values in the RAP are only for guideline. Approximate values are acceptable.

12. In each step of the RAP, parts removal and other procedures implicitly required for the step are omitted.

13. In the RAP, "Replacement" means the replacement of the parts that are considered to be the cause of the trouble. Replacement of those parts means the replacement of the assembly part (HIGH Assy) that contain them.

14. Some of the instructions in the RAP are branched off depending on the specifications. Follow the applicable instruction.

Items To Be Confirmed Before Going To RAP Troubleshooting

Basic Printer Problems

Some printer problems can be easy to resolve. If a problem occurs with your printer, check each the following:

1. If a message is displayed on the UI of operator panel, see "2.2 Error Code List".
2. The printer power cable is plugged into the printer and a properly grounded electrical outlet.
3. The printer power is powered ON.
4. The electrical outlet is not turned off by any switch or breaker.
5. Other electrical equipment plugged into the outlet is working.
6. All options are properly installed.
7. If you have checked all of the above and still have a problem, turn off the printer, wait for 10 seconds, and then turn on the printer again. This often solves the problem.

Display Problems

1. If the operator panel displays only diamonds or is blank, check and try the action below.
   a) Turn off the printer, wait for 10 seconds, and turn on the printer.
   b) Self Test Message appears on the operator panel. When the test is completed, "Ready to Print" is displayed.

2. If menu settings changed from the operator panel have no effect, check and try the actions below. Settings in the software program, the printer driver, or the printer utilities are overriding the settings made on the operator panel.
   a) Change the menu settings from the printer driver, the printer utilities, or the software program instead of the operator panel.
   b) Disable the settings in the printer driver, the printer utilities, or the software program so you can change settings on the operator panel.

Printing Problems

1. If a job did not print correct or incorrect characters were printed, check and try the actions below.
   a) Make sure "Ready to Print" appears on the operator panel before sending a job to print. Press Menu to return to "Ready to Print".
   b) Make sure print media is loaded in the printer. Press Menu to return to "Ready to Print".
   c) Verify that you are using the correct printer driver.
   d) Make sure you are using the correct Ethernet or USB cables and it securely connected at the back of the printer.
   e) Verify that the correct print media size is selected.
   f) If using a print spooler, verify that the spooler has not stalled.
   g) Check the printer interface from the "Configure" menu. Determine the host interface you are using. Print a Panel Setting page to verify that the current interfaces settings are correct.
   h) Output fonts will not print correctly using the PCL driver in its default mode. To correct this problem, use PS driver when using the PCL driver.

2. If print media misfeeds or multiple feeds occur, check and try the actions below.
   a) Make sure the print media you are using meets the specifications for your printer.
   b) Flex print media before loading it in any of the sources.
   c) Make sure the print media is loaded correctly.
   d) Make sure the width and length guides on the print media sources are adjusted correctly.
   e) If the print media are overfilled in sources, reduce the amount of media.
   f) Load the recommended print side correctly for the type of print media you are using.
   g) Turn the print media over or around and try printing again to see if feeding improves.
   h) Check the print media type loaded in the source, and refill only one type of print media, if print media types are mixed.
   i) Refill a new ream of print media, if some reams are mixed.
   j) Remove the top and bottom sheets of a ream before loading the print media.
   k) Do not reload print media until the print media source is empty.

3. If envelope misfeeds or multiple feeds occur, check and try the action below.
   a) Remove the stack of envelopes from the bypass tray.

4. If page breaks in unexpected places, check and try the action below.
   a) Check the "Job Time-out" in the Basic Settings menu and increase the value.

5. When a job is executed with a wrong paper tray or a wrong print media, check and try the action below.
   a) Check the "Paper Size" and "Paper Type" in the Tray Settings menu on the printer operator panel and in the printer driver.

6. If print media does not stack neatly in the output tray, check and try the action below.

   a) Turn the print media stack over in the tray or multipurpose feeder.

Repair Analysis Procedure (RAP)

The RAP is the first step for trouble diagnosis. The RAP isolates the presence of various troubles including error codes, and guides the troubleshooting procedure.
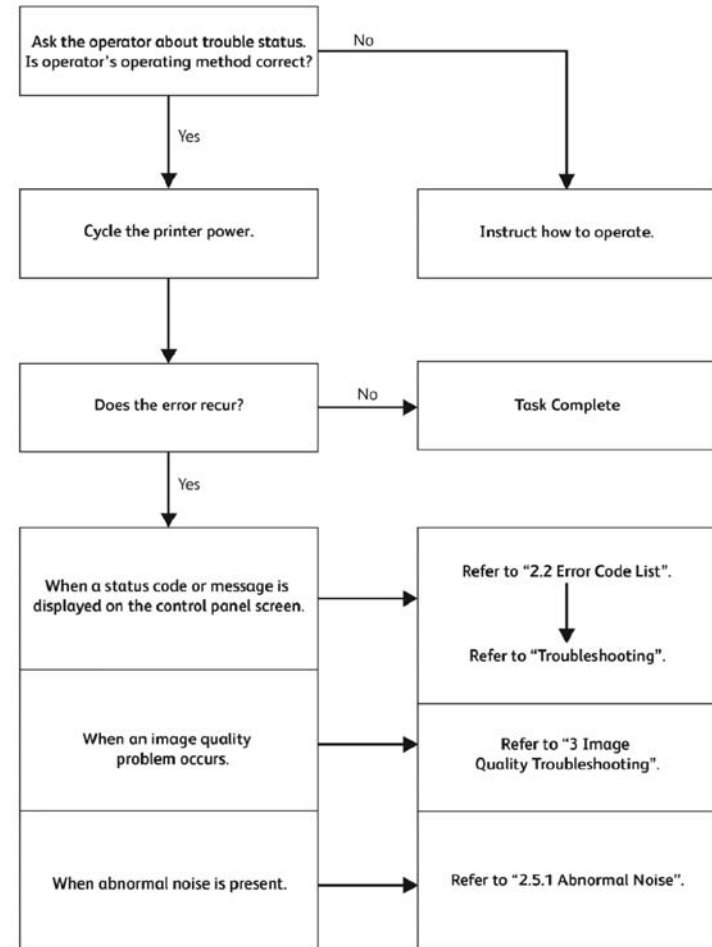
Figure 2 Repair Analysis Process

NOTE: Wait at least 3 seconds after turning the power off before turning the power on again.

Turning the power on again soon after turning the power off will not turn the power off.

01A +5VDC Power Fault RAP

BSD-ON:

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care when measuring AC mains (line) voltage. Electricity can cause death or injury.

1. Check the connections between the LVPS PWB and the inlet harness assembly kit.

2. Check the connection at the LVPS PWB and the inlet harness assembly kit, P/J281, and the connectors are fully seated and no damage or excessive wear is visable.

3. Check the continuity between the LVPS PWB and the MCU PWB verify each cable of P/J281 between P/J287.

4. Check the AC power to the LVPS PWB. The AC voltage between the P/J281-1 and P/J281-3 pin should be the same as listed in the specifications GP 7.

5. Check the voltage from the LVPS PWB (+5VDC). The voltage between the LVPS PWB ground and P/J287-5 pin should be about +5VDC.

6. If the error persists, install a new LVPS PWB, PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall, PL 18.9 Item 16 (C500/C600).

01B +24VDC Power Fault RAP

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care when measuring AC mains (line) voltage. Electricity can cause death or injury.

1. Check the connections between the LVPS PWB and the inlet harness assembly kit.

2. Check the connection at the LVPS PWB and the inlet harness assembly kit, P/J281, are fully seated.

3. Check the continuity between the LVPS PWB and the MCU PWB verify each cable of P/J281 between P/J287.

4. Check the AC power to the LVPS PWB. The AC voltage between the P/J281-1 and P/J281-3 pin should be the same as listed in the specifications GP 7.

5. Check the voltage from the LVPS PWB (+24VDC). The voltage between the LVPS PWB ground and P/J287-1 pin should be about +24VDC.

6. If the error persists, install a new LVPS PWB, PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

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Status Indicator RAPs

01A +5VDC Power Fault RAP,

002-500 UI Error RAP

002-500 CUI scan panel UI detection error.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Ensure that all connectors on the UI assembly are securely connected. Ensure that all surface mounted modules on the ESS PWB are securely connected.
3. Check the wiring between the ESS PWB and the UI assembly.
4. Update the Software, GP 9.
5. If the fault persists, install a new components as necessary:
   • UI assembly, PL 1.1 Item 1 (C505/C605/C605-Tall), PL 1.2 Item 1 (C500/C600).
   • ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

003-311 IIT CDI I/F Mismatch

003-311 During controller initialization, the IIT CDI I/F has insufficient information from the IIT.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
3. Update the Software, GP 9.
4. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
5. Contact Support for further instructions.

Status Indicator RAPs

002-500, 003-311

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003-318, 003-319 IIT Software Fail

003-318 IIT software is corrupt.

003-319 Video driver detection fail.

Procedure

<p style="text-align: center;"><strong style="color: red;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring between the MCU PWB and the ESS PWB. Verify all connectors securely connected. Verify all surface mounted modules on both PWB are securely connected.
3. Update the Software, GP 9.
4. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

003-320 to 003-343 IISS-ESS Communication Fail

003-320 IISS sending error 1 detected by the controller. An abnormal parameter is set as the argument for the send function.

003-321 IISS sending error 2 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-322 IISS sending error 3 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-323 IISS sending error 4 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-324 IISS sending error 5 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-325 IISS sending error 6 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-326 IISS sending error 7 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-327 IISS sending error 8 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-328 IISS sending error 9 detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-329 IISS receiving error 10 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-330 IISS receiving error 11 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-331 IISS receiving error 12 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-332 IISS receiving error 13 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-333 IISS receiving error 14 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-334 IISS receiving error 15 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-335 IISS receiving error 16 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-336 IISS receiving error 17 detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

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Status Indicator RAPs

003-318, 003-319, 003-320 to 003-343

003-337 IISS receiving error 18 detected by the controller. There was no response to the power on command sent to the IISS after restoring from power saver mode.

003-338 IISS receiving error 19 detected by the controller. Incorrect argument error for sending.

003-339 IISS receiving error 20 detected by the controller. Transmission establishing error for sending.

003-340 IISS receiving error 21 detected by the controller. Synchronous send error.

003-341 IISS receiving error 22 detected by the controller. Transmission error for sending.

003-342 IISS receiving error 23 detected by the controller. Incorrect argument error for receiving.

003-343 IISS receiving error 24 detected by the controller. Synchronous receive error.

Procedure
WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring between the MCU PWB and the ESS PWB. Verify all connectors securely connected. Verify all surface mounted modules on both PWB are securely connected.
3. Update the Software, GP 9.
4. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

003-344 IISS-ESS X Hotline Fail

003-344 X Hotline failure during power on.

Procedure
WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring between the MCU PWB and the ESS PWB. Verify all connectors securely connected. Verify all surface mounted modules on both PWB are securely connected.
3. Update the Software, GP 9.
4. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs
003-320 to 003-343, 003-344

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003-345, 003-346 X PIO Mismatch RAP

003-345 X PIO Unmatch Fail 1 When a job fail was received from the IISS, an error of the X hot line was detected.

003-345 X PIO Unmatch Fail 2 When IIT image delivered was received from the IISS, an error of the X hot line was detected.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring between the MCU PWB and the ESS PWB. Verify all connectors securely connected. Verify all surface mounted modules on both PWB are securely connected.
3. Update the Software, GP 9.
4. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

003-700 Returned Documents Error RAP

003-700 When the originals are ejected, the number of ejected originals is more than the number that were fed.

Procedure

Reload the originals, then re-run the job.

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Status Indicator RAPs

003-345, 003-346, 003-700

003-701 Duplication Prevention Code RAP

003-701 A copy restriction code is detected in the document data.

Procedure

Perform the steps that follow:

1. Request the customer not to attempt to copy documents that are restricted.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-702 Different Magnification RAP

003-702 Different magnification settings, for side 1 and side 2 of a document.

Procedure

Perform the steps that follow:

1. Request the customer to correct the magnification settings.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs

003-701, 003-702

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003-703, 003-704 Color Correction RAP

003-703 Color correction patch position error during 2 sided simultaneous scan.

003-704 Color correction color difference error during 2 sided simultaneous scan.

Procedure

Perform the steps that follow:

1. Request the customer to load the 2 sided simultaneous scan correction chart correctly.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-705 Energy Saving Paper Size Mismatch RAP

003-705 A paper size mismatch error was detected when exiting energy saver mode.

Procedure

Perform the steps that follow:

1. Request the customer to cancel the job, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

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Status Indicator RAPs
003-703, 003-704, 003-705

003-750 Insufficient Documents Duplex Book RAP

003-750 The number of documents is insufficient for duplex book print.

Procedure

Perform the steps that follow:

1. Request the customer to change the parameters, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-751 Capacity RAP

003-751 According to the document area settings and the scan area, processing image data with a size smaller than the one that can be processed was detected.

Procedure

Perform the steps that follow:

1. Request the customer to increase the resolution or enlarge the scan area (width x length), then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs

003-750, 003-751

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003-752, 932, 935 600dpi Cannot be Scanned RAP

003-752 600dpi is unavailable for DADF mixed 2-sided mode scan.

003-932 For scanning in the DADF mix duplex mode, 600dpi is not available.

003-935 For scanning in the DADF mix duplex mode, 600dpi is not available (when the next document exists).

Procedure

Perform the steps that follow:

1. Request the customer to perform scanning below 400 dpi resolution.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the panel.
    c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-753, 913, 930, 933 300dpi Cannot be Scanned RAP

003-753 300/400/600dpi unavailable for DADF mixed 2-sided mode scan.

003-913, 930 For scanning in the DADF mix duplex mode, 300dpi, 400dpi and 600dpi are not available.

003-933 For scanning in the DADF mix duplex mode, 300dpi, 400dpi and 600dpi are not available (when the next document exists).

Procedure

Perform the steps that follow:

1. Request the customer to perform scanning below 200 dpi resolution or perform scanning in other than mixed mode.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the panel.
    c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

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Status Indicator RAPs

003-752, 932, 935, 003-753, 913, 930, 933

003-754, 003-756 S2X Error RAP

003-754 A recoverable error was detected.

003-756 All scanned documents were detected as blank.

Procedure

Perform the steps that follow:

1. Request the customer to cancel the job, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the panel.
    c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-757, 931, 934 400dpi Cannot be Scanned RAP

003-757 400/600dpi unavailable for DADF mixed 2-sided mode scan.

003-931 For scanning in the DADF mix duplex mode, 400dpi and 600dpi are not available.

003-934 For scanning in the DADF mix duplex mode, 400dpi and 600dpi are not available (when the next document exists).

Procedure

Perform the steps that follow:

1. Request the customer to perform scanning below 300 dpi resolution or perform scanning in other than mixed mode.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the panel.
    c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs
003-754, 003-756, 003-757, 931, 934

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003-760, 003-761 Scan Settings Error RAP

003-760 The job properties are incorrect.

003-761 Tray selection error.

Procedure

Perform the steps that follow:

1. Request the customer to correct the job properties.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-763 Adjustment Chart Not Found RAP

003-763 The chart patch could not be detected.

Procedure

Perform the steps that follow:

1. Request the customer to place the Auto Gradation Correction Chart correctly.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

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Status Indicator RAPs
003-760, 003-761, 003-763

003-764 Document Insufficient (image overlay) RAP

003-764 During Image Overlay, only 1 page can be stored (B/W Machines Only).

Procedure

Perform the steps that follow:

1. Request the customer to cancel the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-780 Scan Image Compression Error RAP

003-780 Scan compression error.

Procedure

Perform the steps that follow:

1. Request the customer to cancel the job then to change the scan resolution parameter and then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs

003-764, 003-780

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003-795 AMS Limit Error RAP

003-795 AMS (auto reduce/enlarge) limit error.

Procedure

Perform the steps that follow:

1. Request the customer to cancel the job then to change the job properties.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-940 Insufficient Memory RAP

003-940 Insufficient DAM memory detected.

Procedure

Perform the steps that follow:

1. Request the customer to cancel the job then to clear the B/W setting for color mode or the side 2 cover image setting, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

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Status Indicator RAPs
003-795, 003-940

003-941 Insufficient Page Memory RAP

003-941 There is not enough page memory to store the image.

Procedure

Perform the steps that follow:

1. Request the customer to change the parameter(s), then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the panel.
    c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-942, 003-956 Document Size Auto Detect RAP

003-942 Original Size Not Detected.

003-956 Undefined document size was detected when platen is selected and only APS requires document size selection.

Procedure

Perform the steps that follow:

1. Request the customer to input an appropriate value for the document size, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the panel.
    c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs

003-941, 003-942, 003-956

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003-944 Repeat Image Count Fail RAP

003-944 Incorrect image repeat count (even one image cannot be pasted).

Procedure

Perform the steps that follow:

1. Request the customer to change the image repeat count parameter, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-946 Image Rotation (Copy APS) RAP

003-946 Part of the image will be lost if the image is not rotated. However, a paper size that does not support rotation was selected.

Procedure

Perform the steps that follow:

1. Request the customer to manually select an appropriate paper tray, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

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Status Indicator RAPs
003-944, 003-946

003-947, 948 Document Error RAP

003-947 An additional number of documents are required.

003-948 Returned document size mismatch.

Procedure

Perform the steps that follow:

1. Request the customer to reload the correct number and size of documents, and to correctly program the job on the UI. Retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-952 Document Color Mismatch RAP

003-952 Returned document color mismatch (different color detected before/after return).

Procedure

Perform the steps that follow:

1. Request the customer to correct the job settings, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs

003-947, 948, 003-952

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003-955 Documents Size Exchange Error RAP

003-955 When loading a document with Mixed Size Originals prohibited, a document of different size/orientation from the initial document was detected.

Only Image Overlay has the function that inhibits different sizes during document added.

Procedure

Perform the steps that follow:

1. Request the customer to reload the document then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-956 Documents Size Unknown Error RAP

003-956 Undefined document size was detected when Platen is selected and only APS requires document size selection.

Procedure

Perform the steps that follow:

1. Request the customer to verify the correct document size for the job, change if needed, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

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Status Indicator RAPs
003-955, 003-956

003-963 and 003-966 ATS/APS RAP

003-963 No Auto Paper Sensing (APS) compatible tray to set the relevant size.

003-966 There is no Auto Paper Sensing (APS) tray that is set to a specific size selected.

Procedure

Perform the steps that follow:

1. Request the customer to select a tray that has the correct size of paper, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-965 ATS/APS RAP

003-965 Tray n is Empty (or Missing).

Procedure

Perform the steps that follow:

1. Request the customer check the paper in the tray adding paper or changing the paper type if needed, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs

003-963 and 003-966, 003-965

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003-970, 003-976 FAX Line Memory RAP

003-970 The number of slow-scan lines has exceeded the upper limit due to FAX parallel composition, long- document enlargement, etc.

003-976 Number of lines in the slow scan direction exceeded during FAX N-up.

Procedure

Perform the steps that follow:

1. Request the customer to press the continue button to store as much data as the memory capacity, then continue scanning the next document. Otherwise, cancel the job.
2. Switch off, then switch on the machine, GP 4.
3. If the fault persists, Update the Software, GP 9.

003-971 Prevention Code Detect With The Right To Cancel RAP

003-971 When job scan was executed by a user who has the permission to temporarily clear the copy restriction code detection, copy restriction codes were detected in the document.

Procedure

Perform the steps that follow:

1. Request the customer that because this document cannot be copied, press the "Cancel" or "Continue" button on the panel.
2. If the fault persists, Update the Software, GP 9.

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Status Indicator RAPs
003-970, 003-976, 003-971

003-972 Maximum Stored Page RAP

003-972 When scanning a document, the number of pages that has accumulated in the machine has exceeded the value of Maximum Stored Number of Copy Sheets set in system data.

Procedure

Perform the steps that follow:

1. Request the customer to set the number of pages of the document to be within the maximum number of pages that can be stored.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-973 Image Rotation RAP

003-973 The document and the image are different in orientation (except when poster is specified). When rotation is not available even though the orientation of the document and the image are different and part of the image will be lost if it is not rotated.

Procedure

Perform the steps that follow:

1. Request the customer to verify the image loss and use a larger paper size if available. Or use reduction to make a smaller document, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

Status Indicator RAPs

003-972, 003-973

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003-974 Next Original Specification RAP

003-974 Next document specified. Scanning has been completed for all loaded documents.

Procedure

Perform the steps that follow:

1. Ask the customer to verify that scanning is complete or if other documents should be loaded.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

003-977 Document Mismatch (Multi Scan) RAP

003-977 Document size mismatch (document exchange during multi scan).

Procedure

Perform the steps that follow:

1. Ask the customer to load a correct size document, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

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Status Indicator RAPs
003-974, 003-977

003-978 Color Document Mismatch (Multi Scan) RAP

003-978 Document color mismatch (document replacement during multi scan).

Procedure

Perform the steps that follow:

1. Request the customer to reload the correct size paper, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Attempt to reproduce the error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the panel.
   c. Collect other information as much as possible to reproduce the error.
4. Update the Software, GP 9.
5. Refer to GP 37, How to Obtain Log Files, to retrieve the logs for Support.
6. Contact Support for further instructions.

005-121, 123, 124, 900, 906, 908, 911, 940, 947, 948 DADF JAM RAP

005-121 Jam in the Document feeder Mis-Pick.

005-123 Jam in the Document feeder Mis-Pick (document did not reach the 1st feed sensor).

005-124 Virtual JAM.

005-125 Jam in the Document feeder (exit sensor).

005-128 DADF Exit Jam.

005-129 DADF Exit Jam.

005-906 JAM in the Document feeder (1st feed sensor).

005-908 JAM in the Document feeder (2nd feed sensor).

005-911 JAM in the Document feeder (exit sensor).

005-940 A document was pulled out during document feed.

005-947 FS-Size mismatch Jam on No Mix-size or SS Mix-size.

005-948 SS-Size mismatch Jam on No Mix-size.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify no obstructions in the paper path and the document meets the feeder specification.
2. Verify there are no obstructions of the DADF assembly and the DADF assembly closes against the platen glass correctly.
3. Verify proper installation and condition of the DADF assembly looking for any unusual wear or damage.
4. Clean all pick and feed rollers PL 50.1 Item 19. If the fault persists, install a new DADF feed roller kit, PL 50.1 Item 99.
5. If the fault persists, install a new DADF assembly, PL 50.1 Item 1.
6. Check the connection at the DADF assembly and the ESS PWB, verify P/J1371 and P/J1377 are fully seated.
7. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600)

Status Indicator RAPs
003-978, 005-121, 123, 124, 900, 906, 908, 911, 940,

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005-194 Size mismatch Jam On SS Mixsize RAP

005-194 "SS MIX" is specified and it is detected that size in fast scan direction and width of document guide is different.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Open the document feeder cover and remove jammed paper.
2. Follow UI instructions.

005-198 Too Short Size Jam RAP

005-198 Document whose slow scan length is less than 85mm is detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Open the document feeder cover and remove jammed paper.
2. Check the size of the document fed by the user, and if its slow scan length is 85mm or more, replace feed sensor, connector cable (between each sensor and DADF PWB), or DADF PWB.

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Status Indicator RAPs
005-194, 005-198

005-199 Too long Size Jam RAP

005-199 Slow scan length detected is as follows. 1275mm or more (Default, Variable in NVM).

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify the machine is using the correct media size for the job. Refer to GP 39, Media Specifications.
2. Clean the DADF pick and feed rollers with a water-dampened lint-free cloth.
3. Open the document feeder cover and remove jammed paper.
4. Check the size of the document fed by the user, and if its slow scan length is 1275mm or less, perform the following in order:
    a. Verify the connections between the DADF harness and ESS PWB.
    b. Perform GP 11, How to Test a sensor.
        *   Install a new feed sensor if GP 11 test fails.
    c. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

005-210 DADF Download Fail RAP

005-210 DADF Download Fail.

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify proper installation and condition of the DADF assembly looking for any unusual wear or damage.
2. Install a new DADF assembly, PL 50.1 Item 1.
3. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600)

Status Indicator RAPs

005-199, 005-210

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005-275 DADF RAM Fail RAP

005-275 DADF RAM Fail.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify proper installation and condition of the DADF assembly looking for any unusual wear or damage.
2. Install a new DADF assembly, PL 50.1 Item 1.
3. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

005-280 DADF EEPROM Fail RAP

005-280 Detected DADF-EEPROM write error or EEPROM communication error.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4
2. Install a new DADF assembly PL 50.1 Item 1.

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Status Indicator RAPs
005-275, 005-280

005-305 DADF JAM RAP

005-305 The document feeder cover is Open.

Procedure

<p style="text-align:center;">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Close the top cover on the Document Feeder.
2. Check the pin in the feeder assembly cover, PL 50.1 Item 8, for damage, broken, or any reason it may not be reaching the DADF top cover interlock switch and leaving the switch closed or active.

    NOTE: The pin is inside the feeder assembly cover in the front-back corner. The pin opens the switch to set the switch inactive.

3. Install a new DADF assembly, PL 50.1 Item 1.

005-941 Not Enough Documents RAP

005-941 Some originals were missing after all originals were returned.

Procedure

Perform the steps that follow:

1. Reset documents in accordance with UI.
2. Cancel all jobs and restart the job again.

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005-305, 005-941

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010-105, 010-106 Fusing Assembly Exit Sensor RAP

BSD-ON:BSD 07: Registration and no paper sensors

BSD-ON:BSD 20: Exit Clutch

BSD-ON:BSD 43: PH Motor, LVPS, MCU

BSD-ON:BSD 16: Exit Sensor

BSD-ON:BSD 04: Main Motor

BSD-ON:BSD 28: Invert Clutch

010-105: Jam in the Device Error - After registration clutch on, exit sensor is not turned on by paper within specified time.

010-106: Jam in the Device Error - After registration clutch off, exit sensor is not turned off by paper within specified time.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 10 , How to Check a Motor.
- GP 11, How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Open the rear door, PL 19.2 and clear obstructions in the paper path.
2. Check the rear cover for damage. If the rear cover is damaged, install a new rear cover assembly kit, PL 19.2 Item 99.
3. Check the feed and separator rolls for damage or excessive wear. If the feed and separator rolls are damaged or show excessive wear, install a new feed and separator roll kit, PL 19.2 Item 98.
4. Check the exit chute assembly, for damage or excessive wear. If the exit chute is damaged, install a new exit chute assembly, PL 17.1 Item 1.
5. Reseat the fusing assembly, PL 7.1 Item 1.
6. Enter dC330. Check the sensors that follow:
   - Code 071-103, registration sensor, PL 15.2 Item 13.
   - Code 071-104, exit sensor, PL 17.1 Item 6 /PL 17.2 Item 6 .
7. Enter dC330. Check the clutches that follow:
   - Code 071-105, exit clutch, PL 17.1 Item 4.
   - Code 071-106, invert clutch, PL 17.1 Item 4.
8. Enter dC330. Check the motors that follow:
   - Code 071-073, main drive assembly 2, PL 3.1 Item 2.

- Code 071-061, motor drive assembly, PL 3.1 Item 7.
9. If the fault persists, install new components as necessary:
   a. Registration sensor, PL 15.2 Item 13.
   b. Exit sensor, PL 17.1 Item 6 (C505/C605) or PL 17.2 Item 6 (C500/C600).
   c. Main exit drive assembly, PL 17.1 Item 4 (C505/C605).
   d. Main drive assembly 2, PL 3.1 Item 2 (C505/C605) or PL 3.2 Item 2 (C500/C600).
   e. Main motor drive assembly, PL 3.1 Item 7 (C505/C605) or PL 3.2 Item 1 (C500/C600).
   f. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs

010-105, 010-106

010-321 Fusing Unit Nip Fail RAP

BSD-ON: **BSD 33: MCU, Envelope Mode Sensor**

BSD-ON: **BSD 34: MCU, Fusing Envelope Motor**

010-321: Nip CAM Sensor does not turn ON/OFF after the Nip CAM has been driven for the specified time.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Refer to the procedure that follows as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check for and remove any obstruction in the NIP retract drive assembly, PL 7.1 Item 98.
3. Check the following components for damage or excessive wear. Install new components as necessary:
   - Bracket nip retract, PL 7.1 Item 2.
   - NIP retract drive assembly, PL 7.1 Item 98.
   - NIP retract shaft assembly, PL 7.1 Item 99.
4. Enter dC330 (010-202), to activate the envelope mode sensor.
   a. Install new components as necessary:
      i. Envelope mode sensor PL 7.1 Item 5.
      ii. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
5. Enter dC330 (010-003) to run the fusing envelope motor.
   a. Install new components as necessary:
      i. Fusing envelope motor, PL 7.1 Item 4.

010-329 to 010-346 Fusing Assembly HR RAP

010-329: Fusing Assembly Fuse Cut Fail

010-331: Fusing Assembly HR STS Over Temperature Fail

010-332: Fusing Assembly HR NCS Disconnection Fail

010-333: Fusing Assembly HR NCS Over Temperature Fail

010-334: Fusing Assembly HR NCS Broken Fail

010-335: Fusing Assembly HR NCS Range Fail

010-338: Fusing Assembly HR On Time Fail (Wait)

010-339: Fusing Assembly HR NCS Low Temperature Fail

010-340: Fusing Assembly Detached Fail

010-344: Fusing Assembly HR STS Low Temperature Fail

010-345: Fusing Assembly Hard Relay OFF Fail

010-346: Fusing Assembly Main Lamp Data Renewal Fail

BSD-Reference: Fusing

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify the fusing assembly and the drawer connector of the printer are installed properly (without a bent pin, or any foreign or burnt objects, etc.).
3. Check the connection between the fusing assembly, MCU PWB, and LVPS PWB are fully seated. Refer to BSD reference: Fusing.
4. Install new components as necessary,
   a. Fusing assembly, PL 7.1 Item 1.
   b. LVPS PWB PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).
   c. MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1(C500/C600).

Status Indicator RAPs

010-321, 010-329 to 010-346

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010-420 and 010-421 Fusing Assembly Life RAP

010-420: FUSING Assembly Near Life End

010-421: FUSING Assembly Life Over

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center"><strong style="color:red">WARNING</div>

Do not touch the Fuser while it is hot.

Perform the following steps that follow:

1. Install a new fusing assembly PL 7.1 Item 1.

011-101 and 011-102 MBX Vertical Sensor RAP

BSD-ON: MBX diagram 1

BSD-ON: MBX diagram 2

011-101: MBX Vertical Sensor ON Jam

011-102: MBX Vertical Sensor OFF Jam

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

*   GP 10, How to Check a Motor.
*   GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the mailbox trays and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.
2. Enter dC330 (012-402) to activate the MBX vertical sensor.
3. Enter dC330 (012-080) to run the motor assembly.
4. Install new components as necessary:
    *   MBX vertical sensor, PL 20.2 Item 6.
    *   Motor assembly, PL 20.2 Item 8.
    *   PWBA GPF A4MBX, PL 20.1 Item 11.
5. If the fault persists, contact Support for further instruction.

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Status Indicator RAPs
011-101 and 011-102

011-210 and 011-334 MBX NVM and Downloader Fail RAP

BSD-ON:MBX diagram 1

BSD-ON:MBX diagram 2

011-210: NVM Fail

011-334: MBX Downloader Fail (SubSystem)

Procedure

<p align="center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. Check the wiring between the MBX IF harness assembly P/J8866, PL 20.1 Item 17 and P/J621. Verify all connectors are fully seated and no damage to the harness. Repair the harness if needed.
4. Check the wiring between the MBX AC harness assembly P/J590, PL 20.1 Item 15 and CN3. Verify all connectors are fully seated and no damage to the harness. Repair the harness if needed.
5. If the fault persists, contact Support for further instruction.

011-301 MBX Rear Cover Open RAP

BSD-ON:MBX diagram 1

BSD-ON:MBX diagram 2

011-301: MBX Rear Door Open

Procedure

<p align="center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Close the MBX rear cover, PL 20.2 Item 4.
2. Check the rear cover for any damage to the rear cover, hinge and interlock.
3. Enter dC330 (012-400) to activate the rear cover interlock sensor, PL 20.2 Item 10.
   a. If the fault persists, install a new PWBA GPF A4MBX, PL 20.1 Item 11.
4. If the fault persists, contact Support for further instruction.

Status Indicator RAPs
011-210 and 011-334, 011-301

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011-912 MBX Static Jam RAP

BSD-ON:MBX diagram 1

BSD-ON:MBX diagram 2

011-912: MBX Static Jam

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the mailbox trays and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.

2. Enter dC330 (012-402) to activate the MBX vertical sensor, PL 20.2 Item 6.

3. If the fault persists, install a new, PWB GPF A4MBX, PL 20.1 Item 11

011-941 to 011-944 MBX Static Jam RAP

BSD-ON:MBX diagram 1

BSD-ON:MBX diagram 2

011-941: MBX Bin01 Full Stack

011-942: MBX Bin02 Full Stack

011-943: MBX Bin03 Full Stack

011-944: MBX Bin04 Full Stack

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the mailbox trays and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.

2. Enter dC330 and enter the following codes to activate the 1/2/3/4-bin full paper sensors, PL 20.1 Item 5.
   - 012-410 bin 1
   - 012-411 bin 2
   - 012-412 bin 3
   - 012-413 bin 4

3. If the fault persists, install a new, PWBA GPF A4MBX, PL 20.1 Item 11.

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Status Indicator RAPs
011-912, 011-941 to 011-944

012-122 Compile Tray Exit Sensor OFF Jam RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-122: Compile Tray Exit Sensor OFF Jam

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

*   GP 10, How to Check a Motor.
*   GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the finisher and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.
2. Enter dC330 (012-101) to activate the compile exit sensor, PL 21.2 Item 9.
3. Enter dC330 (012-011) to run the transport motor PL 21.2 Item 8.
4. If the fault persists, install a new, PWBA GPF A4FIN, PL 21.1 Item 12.

012-152 Compile Tray Exit Sensor ON Jam RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-161: Compile Tray Exit Sensor ON Jam

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

*   GP 11, How to Check a Sensor.
*   GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Remove all paper from the finisher and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.
2. Check the takeaway pinch roll and takeaway chute, PL 21.2 Item 4, for incorrect installation or damage.
3. Enter dC330 (012-101) to activate the compile exit sensor, PL 21.2 Item 9.
4. Enter dC330 (012-013) to energize the transport gate solenoid, PL 21.2 Item 11.
5. If the fault persists, install a new, PWBA GPF A4FIN, PL 21.1 Item 12.

Status Indicator RAPs
012-122 , 012-152

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012-161 Finisher Set Eject Jam RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-161: Finisher Set Eject Jam RAP

Procedure

<p style="color:red;text-align:center;">**WARNING**</p>

<p style="color:red;">**Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.**</p>

Refer to the procedure that follows as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the finisher and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.
2. Check the eject belt, PL 21.1 Item 13, for incorrect installation or damage.
3. Enter dC330 (012-200) to activate the eject home sensor, PL 21.1 Item 3.
4. Enter dC330 (012-013) to run the eject belt motor, PL 21.1 Item 5.
5. If the fault persists, install a new, PWBA GPF A4FIN, PL 21.1 Item 12.
6. contact Support for further instruction.

012-210 and 012-334 Finisher NVM and Downloader Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-210: NVM Fail

012-334: Finisher Downloader Fail (SubSystem)

Procedure

<p style="color:red;text-align:center;">**WARNING**</p>

<p style="color:red;">**Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.**</p>

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. Check the wiring between the FIN IF harness assembly P/J8866, PL 21.2 Item 11 and P/J621. Verify all connectors are fully seated and no damage to the harness. Repair the harness if needed.
4. Check the wiring between the FIN AC harness assembly P/J590, PL 20.1 Item 15 and CN3. Verify all connectors are fully seated and no damage to the harness. Repair the harness if needed.
5. If the fault persists, contact Support for further instruction.

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Status Indicator RAPs
012-161 , 012-210 and 012-334

012-211 to 012-213 Stacker Tray Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-211: Stacker Tray Fail

012-212: Stacker Tray Upper Limit Fail

012-213: Stacker Tray Upper Limit Fail

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

* GP 10, How to Check a Motor.
* GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the finisher and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.
2. Switch off, then switch on the machine, GP 4.
3. Check the stacker tray, PL 21.1 Item 6, for incorrect installation or damage. If the tray is damaged install a new tray assembly base, PL 21.1 Item 6.
4. Enter dC330 (012-200) to activate the stacker tray no paper & full sensor, PL 21.1 Item 11.
5. Enter dC330 (012-060) to run the stacker motor, PL 21.1 Item 5.
6. If the fault persists, install a new, PWBA GPF A4FIN, PL 21.1 Item 12.

012-239 to 012-240 Finisher Sub-Paddle Home Sensor ON/OFF Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-239: Finisher Sub-Paddle Home Sensor ON Fail

012-240: Finisher Sub-Paddle Home Sensor OFF Fail

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

* GP 10, How to Check a Motor.
* GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the finisher and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.
2. Switch off, then switch on the machine, GP 4.
3. Check the compile tray assembly, PL 21.1 Item 3 for incorrect installation or damage. Correct the installation of the compile tray and the compile tray belt if necessary.
4. Enter dC330 (012-201) to activate the SUB paddle home sensor, PL 21.1 Item 4.
5. Enter dC330 (012-020/021) to run the eject belt motor, PL 21.1 Item 5.
6. If the fault persists, install a new, PWBA GPF A4FIN, PL 21.1 Item 12.

Status Indicator RAPs
012-211 to 012-213 , 012-239 to 012-240

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012-259 to 012-280 Finisher Eject Home Sensor ON/OFF Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-259: Finisher Eject Home Sensor ON Fail

012-280: Finisher Eject Home Sensor OFF Fail

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

*   GP 10, How to Check a Motor.
*   GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper from the finisher and cancel all jobs. Clear any jams and verify the correct paper is being used and per specifications in GP 26, Media Specifications.
2. Switch off, then switch on the machine, GP 4.
3. Check the compile tray assembly, PL 21.1 Item 3 for incorrect installation or damage. Correct the installation of the compile tray and the compile tray belt if necessary.
4. Enter dC330 (012-200) to activate the eject home sensor, PL 21.1 Item 3.
5. Enter dC330 (012-020/021) to run the eject belt motor, PL 21.1 Item 5.
6. If the fault persists, install a new, PWBA GPF A4FIN, PL 21.1 Item 12.

012-283 to 012-284 Finisher Set Clamp Home Sensor ON/OFF Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

012-283: Finisher Set Clamp Home Sensor ON Fail

012-284: Finisher Set Clamp Home Sensor OFF Fail

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

*   GP 10, How to Check a Motor.
*   GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the compile tray assembly, PL 21.1 Item 3 for incorrect installation or damage. Correct the installation of the compile tray and the compile tray belt if necessary.
3. Enter dC330 (012-020) to activate the set clamp home sensor, PL 21.1 Item 3.

    NOTE: If the Eject Belt Motor rotates continuously, this indicates that the Set Clamp Home Sensor does not function normally.

4. Enter dC330 (012-020/021) to run the eject belt motor, PL 21.1 Item 5.
5. If the fault persists, install a new, PWBA GPF A4FIN, PL 21.1 Item 12.

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Status Indicator RAPs
012-259 to 012-280 , 012-283 to 012-284

012-290 Staple Cover Interlock 24V Disconnect Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

012-290: Staple Cover Interlock 24V Disconnect Fail

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 13, How to Check a Switch

Perform the steps that follow:

1. Verify the staple cover, PL 21.2 Item 3 is fully closed and the staple cover interlock switch, PL 21.2 Item 5 is engaged.
2. Enter dC330 (012-301) to actuate the staple cover interlock switch, PL 21.2 Item 3.
3. If the fault persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

012-291 Stapler Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

012-291: Stapler Fail

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 10, How to Check a Motor
- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Check the stapler assembly, PL 21.2 Item 7 is clear of all paper, stuck staples, or any other foreign materials.
2. Enter dC330. Check the sensors that follow:
   - Code 021-220, low staple sensor, PL 21.2 Item 7.
   - Code 012-222, staple home sensor, PL 21.2 Item 7.
   - Code 012-211, self priming sensor, PL 21.2 Item 7.
3. Enter dC330 (012-301) to run the staple motor.
4. If the fault persists, install new components as necessary:
   a. Stapler assembly, PL 21.2 Item 7.
   b. PWBA GPF A4FIN, PL 21.1 Item 12.
5. If the fault persists, contact Support for further instruction.

Status Indicator RAPs
012-290 , 012-291

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012-405 Stapler Near Empty RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

012-405: Staple near empty is detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 13, How to Check a Switch.

Perform the steps that follow:

1. Check the stapler assembly, PL 21.2 Item 7 is clear of all paper, stuck staples, or any other foreign materials.
2. Enter dC330 012-301 to actuate the staple cover interlock switch, PL 21.2 Item 5.
3. Enter dC330 012-301 to run the staple motor.

012-912 Finisher Static Jam RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

012-912: Detected paper on finisher compile exit sensor.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Check the stapler assembly, PL 21.2 Item 7 and paper path is clear of all paper, stuck staples, or any other foreign materials.
2. Enter dC330 012-101 to activate the compile exit sensor, PL 21.2 Item 9.
3. Check the customer outlet voltage meets the specifications for the machine in, GP 38 Electrical Specifications.
4. If the fault persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

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Status Indicator RAPs
012-405 , 012-912

013-286 and 013-287 Right Tamper Home SNR ON/OFF Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 4

013-286: Right Tamper Home SNR ON Fail.

013-287: Right Tamper Home SNR OFF Fail.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 10, How to Check a Motor
- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Switch off, then switch off the machine, GP 4.
2. Check the compile tray assembly. PL 21.1 Item 3 and verify the paper path is clear of all paper and foreign materials.
3. Enter dC330 012-210 to activate the right tamper home sensor, PL 21.1 Item 3.
4. Enter dC330 012-030 to run the right tamper motor, PL 21.1 Item 3.
5. If the fault persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

013-288 and 013-289 Left Tamper Home SNR ON/OFF Fail RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 4

013-288: Left Tamper Home SNR ON Fail.

013-289: Left Tamper Home SNR OFF Fail.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 10, How to Check a Motor
- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Switch off, then switch off the machine, GP 4.
2. Check the compile tray assembly. PL 21.1 Item 3 and verify the paper path is clear of all paper and foreign materials.
3. Enter dC330 012-211 to activate the left tamper home sensor, PL 21.1 Item 3.
4. Enter dC330 012-040 to run the left tamper motor, PL 21.1 Item 3.
5. If the fault persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

Status Indicator RAPs
013-286 and 013-287, 013-288 and 013-289

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014-302 Finisher Rear Cover Interlock Open RAP

BSD-ON:Finisher diagram 1

014-302: Finisher rear cover open sensor detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Switch

Perform the steps that follow:

1. Switch off, then switch off the machine, GP 4.
2. Check the rear cover assembly. PL 21.2 Item 4 and verify there is no damage to the cover, hinge, or interlock mechanism.
3. Enter dC330 012-300 to activate the rear cover interlock switch, PL 21.2 Item 5.
4. If the fault persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

014-303 Staple Cover Interlock Open RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

014-302: Staple cover open sensor detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 13, How to Check a Switch

Perform the steps that follow:

1. Close the staple cover.
2. Check the staple cover assembly. PL 21.2 Item 3 and verify there is no damage to the cover, hinge, or interlock mechanism. If the staple cover assembly is damaged, install a new staple cover assembly, PL 21.2 Item 3.
3. Check the stapler assembly. PL 21.2 Item 7 and verify there is no damage to the stapler assembly. If the staple assembly is damaged, install a new stapler assembly, PL 21.2 Item 7.
4. Enter dC330 012-301 to activate the staple cover interlock switch, PL 21.2 Item 5.
5. If the fault persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

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Status Indicator RAPs
014-302, 014-303

016-210, 506, 777, 780, 798 HDD Error RAP

016-210 One of the SW option functions cannot be executed due to an HDD error or HDD not installed.

016-506 The log image storage area on the disk is full, a job cannot be continued.

016-777 An error other than disk full was detected when opening/reading/writing file for compression conversion/image processing operation.

016-780 An error other than HDD full was detected when opening/writing file for operation.

016-798 A HDD unavailable error was returned when the decomposer called the S-image library.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Ensure that all connectors on the ESS PWB and the HDD and all surface mounted modules are fully seated.
3. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
4. If the fault persists, install a new HDD, PL 18.1 Item 27 (C505/C605) or PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).

016-211, 016-212 SW Option Fail Memory Low RAP

016-211 Insufficient system memory was detected.

016-212 Insufficient Page Memory was detected.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Refer the customer to the User Guide to check memory usage.

Status Indicator RAPs
016-210, 506, 777, 780, 798, 016-211, 016-212

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016-214 SW Option Fail (FAX Card) RAP

016-214 The FAX card was not installed or an error was detected when SW optional function was enabled.

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify FAX PWB PL 18.1 Item 9 is correctly installed.
3. If the fault persists, install a new FAX PWB, PL 18.1 Item 9 (C505/C605), PL 18.5 Item 9 (C605_Tall).

016-234, 016-235 XCP Error RAP

016-234 Lack of memory causes the XCP to stop.

016-235 Another internal error causes the XCP function to stop.

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Start "Special Boot Mode" GP 15 and initiate "HDD Initialize Mode".

    NOTE: After HHD Initialize, it may be necessary to verify the Device ID performing dC132.

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Status Indicator RAPs
016-214, 016-234, 016-235

016-242 System GMT Clock Fail RAP

016-242 System GMT clock fail.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Set the current date and time.
3. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-244 Self-Signed Certificate Auto Update Fail RAP

016-244 Self-sIgned certificate auto update failure.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 37, How to Obtain Log Files, and contact Support with the appropriate log files for further assistance.

Status Indicator RAPs

016-242, 016-244

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016-310 SSMM Job Log Full RAP

016-310 A job log file was not retrieved from the external application (AWAS) and the number of files stored exceeded the specified value (280).

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Obtain the job log file from the external application (AWAS) via SSMI.
   a. Switch off, then switch on the machine, GP 4.
   b. If the fault persists, contact Support for further instruction.

016-311, 315, 319, 354 Scanner/IIT Errors RAP

016-311:No Scanner that Should Be

016-315:IIT Interface Fail

016-319:Long Boot Diag IIT Interface Fail

016-354:Cont IIT-Controller Communication Fail

Initial Action

Switch off, then switch on the machine to check if the error recurs GP 4.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the connection at the ESS PWB and the IIT Assembly, verify P/J1370, P/J1374 and P/J1372 are fully seated.
2. Check the connection at the ESS PWB and the DADF Assembly, verify P/J1371 and P/J1377 are fully seated.
3. If the fault persists, install new components as necessary:
   a. IIT Assembly, PL 50.1 Item 2.
   b. DADF Assembly, PL 50.1 Item 1.
   c. ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
016-310, 016-311, 315, 319, 354

016-314 SW Option Fail (Hybrid WaterMark) RAP

016-314 The board for detecting the back (side 2) of a document is not installed. Therefore (paper security) is unavailable.

Procedure

<div style="text-align:center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter special boot mode, GP 15, and perform the LONGDIAG MODE routine.
3. Ensure that all connectors and all surface mounted modules on the ESS PWB are fully seated.
4. Update the Software, GP 9.
5. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-320 Document Formatter Fatal Error RAP

016-320 A software error was detected when documents were converted.

Procedure

<div style="text-align:center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Enter special boot mode, GP 15, and perform the LONGDIAG MODE routine.
2. Update the Software, GP 9.
3. Switch off, then switch on the machine, GP 4. If the fault persist, perform GP 37, How to Obtain Log Files.
4. Switch off the machine, GP 4.
5. Unplug the power cord for a minimum 2 minutes.
6. Switch on the machine, GP 4.
7. Verify the wire harness connections on each board are installed properly, then perform the same operation creating the error.
8. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
9. If the fault persists, reinstall the original ESS PWB and contact the Support with the log files for further instruction.

Status Indicator RAPs

016-314, 016-320

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016-321 FAX Module Error RAP

016-321 FAX related error at booting.

Initial Actions

Get the procedures for reproducing an error according to the operation that was performed when the error occurred.

1. Check the job type: Send Mail, Receive Mail, Broadcast Send, Polling, or Folder Receipt.
2. Check the job settings from the Panel.
3. Check whether it is Speed Dial or Keypad Dial.
4. Check which function was used: G3 or G4.
   - Collect other procedures as much as possible to reproduce the error.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify the FAX PWB PL 18.1 Item 9 and fax harness assembly PL 18.1 Item 10 connections are seated fully.
2. Obtain the Fax-related reports, GP 42.
3. Update the Software, GP 9.
4. Perform the same operation where the error occurred.
   - **If the fault persists,** install a new front USB harness assembly PL 18.1 Item 14.
5. Immediately after the error occurs, Obtain the log file using the log tool GP 37.
6. Install a new FAX PWB, PL 18.1 Item 9 (C505/C605) or PL 18.5 Item 9 (C605_Tall), PL 18.9 Item 9 (C500/C600) and perform the operation again.
7. If the fault persists, reinstall the original FAX PWB and contact Support for instructions.

016-323 B-Formatter Fatal Error RAP

016-323 Fatal error has occurred in the B-formatter task.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Enter special boot mode, GP 15, and perform the LONGDIAG MODE routine.
2. Verify the wire harness connections on each board are installed properly, then perform the same operation creating the error.
3. Upgrade the Software, GP 9.
4. Switch off, then switch on the machine, GP 4.
5. If the fault persists, switch off the machine, GP 4. Unplug the power cord for 2 minutes, then switch on the machine, GP 4. Perform the same operation where the error occurred.
6. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
7. If the fault persists, reinstall the original ESS PWB and contact the Support Department for instructions.

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Status Indicator RAPs

016-321, 016-323

016-324 Scheduled Image Overwrite RAP

016-324 Scheduled image overwrite.

Procedure

Switch off, then switch on the machine, GP 4.

016-325 Using Personal Certificate RAP

016-325 The IC card personal certificate is set in the certificate for signing.

Procedure

Perform the steps that follow:

1.   Switch off, then switch on the machine, GP 4.
2.   Enter dC131. Set NVM value 790-389 to 0.

Status Indicator RAPs

016-324, 016-325

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016-326, 362, 607 UI Cable Connection Fail RAP

016-326: Cont-UI Cable Connection Fail

016-362: Cont UI Fail-2

016-607: Cont-UI Cable Connection Fail

Initial Action

1. Switch off, then switch on the machine to check if the error recurs GP 4.

Procedure

<p style="text-align:center; color:red;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the connection at the console assembly UI AIO and the ESS PWB, verify all connectors are fully seated.

2. Upgrade the Software GP 9.

3. If the fault persists, install a new components as necessary:

    a. Console assembly UI AIO, PL 1.1 Item 1 (C505/C605 and C605_Tall), PL 1.2 Item 1 (C500/C600).

    b. Harness Assembly Front USB, PL 18.1 Item 14.

    c. ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

016-328 Connection Fail RAP

016-328 The controller has detected a failure at its cable connection with the MCU.

Procedure

<p style="text-align:center; color:red;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Verify all connectors between the ESS PWB and the MCU PWB, and all surface mounted modules such as the eMMC Card, are fully seated.

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Status Indicator RAPs
016-326, 362, 607, 016-328

016-330 to 016-332 Cont System Memory Fail RAP

016-330 Cont system memory diagnostic fail 1.

016-331 Cont system memory diagnostic fail 2.

016-332 Cont system memory diagnostic fail 3.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify all connectors between the ESS PWB and the MCU PWB, and all surface mounted modules such as the eMMC Card, are fully seated.
3. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-342 to 016-345 Controller Fail RAP

016-342 Cont RTC diagnostic fail.

016-343 Long boot diag timer fail.

016-345 Cont NVM diagnostic fail.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify the time and date are set correctly for the customer location.
3. Update the Software, GP 9.
4. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

NOTE: RTC is set as GMT;

'Local Time' setting will be separately done by customer.

Case1: If 'Local Time' is not set by customers, they need to set as initial setting for 'Local Time'.

Case2: If 'Local Time' has been set by customers already, they don't need to set it again.

Status Indicator RAPs

016-330 to 016-332, 016-342 to 016-345

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016-346 Cont A4FAX Modem Diagnosis Fail RAP

016-346 An A4 Fax Modem diagnosis error was detected by the Boot Diag.

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. Install a new FAX PWB, PL 18.1 Item 9 (C505/C605), PL 18.5 Item 9 (C605_Tall).
4. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-349 to 016-351 eMMC Card Errors RAP

016-349 Cont MAC address data fail.

016-350 Cont SEEP-ROM diagnostic fail 1.

016-351 Cont SEEP-ROM diagnostic fail 2.

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Remove and reseat the eMMC Card.
3. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
4. If the fault persists, contact Support for further instruction.

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Status Indicator RAPs
016-346, 016-349 to 016-351

016-352, 609, 610 Internal Network Init/PCI/PCIEX Fail RAP

016-352: Internal Network Initialize Fail Internal network initialization error.

016-609: PCI Option No Support Device Fail PCI Option No Support Device Fail.

016-610: PCIEX Option No Support Device Fail PCIEX Option No Support Device Fail.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software using the Download Mode procedure in GP 15 Special Boot Menu.
3. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-353, 356, 606 IOT-Controller Communication Fail RAP

016-353: Cont IOT-Controller Communication Fail Communication cannot be established between the IOT and the ESS.

016-356: Cont Video ASIC Fail Communication cannot be established between the IIT and the controller.

016-606: Cont-BP Cable Connection Fail Fault in the connection with the back plane is detected by the controller.

016-608 Cont-MCU cable connection fail.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine GP 4.
2. Check the wiring and all surface mounted modules between the ESS PWB and the MCU PWB, verify all connectors are fully seated.
3. If the fault persists, install new components as necessary:
   - Install a new ESS MCU FFC, PL 18.1 Item 2 (C505/C605), PL 18.5 Item 2 (C605_Tall), 18.9/2 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600)
   - MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600)

Status Indicator RAPs

016-352, 609, 610, 016-353, 356, 606

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016-354 IOT-Controller Communication Fail RAP

016-353 Communication cannot be established between the IOT and the ESS.

016-354 Communication cannot be established between the IIT and the controller.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Ensure that all connectors on the MCU PWB and the ESS PWB and all surface mounted modules are fully seated.
3. Update the Software, GP 9.
4. If the fault persists, install a new components as necessary:
    *   ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
    *   MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

016-355, 016-356 Controller ASIC Fail RAP

016-355:Cont IO ASIC diagnostic fail At Scanner diagnostic, an error has occurred at (Copy path, Scan path).

016-356:Cont video ASIC diagnostic fail. At IOT diagnostic, an error has occurred (Print path).

Initial Action

1. Switch off, then switch on the machine to check if the error recurs GP 4.
2. Clean the document glass and the white stripe before proceeding.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the connection at the ESS PWB and the DADF Assembly, verify P/J1371 and P/J1377 are fully seated.
2. Check the connection at the ESS PWB and the IIT Assembly, verify P/J1370, P/J1374 and P/J1372 are fully seated.
3. If the fault persists, install a new components as necessary:
    *   DADF Assembly, PL 50.1 Item 1.
    *   IIT Assembly, PL 50.1 Item 2.
    *   ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
016-354, 016-355, 016-356

016-359, 360, 361 Controller USB Fail RAP

016-359: Cont USB HUB fail. The USB HUB connection is invalid.

016-360: Cont UI fail-1. An error occurred during W/R/V test of PCI Config interval.

016-361: Cont USB 3.0 device fail. When error has occurred at W/R/V test on the internal register of the USB 3.0 Device.

016-362: Cont UI Fail-2. An error occurred during W/R/V test of VRAM. The Command/Status line is normal if entering the Long Boot Mode.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine to check if the error recurs GP 4.
2. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-360, 016-362 Controller UI Fail RAP

016-360 Cont UI diagnostic fail 1.

016-362 Cont UI diagnostic fail 2.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), or PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs

016-359, 360, 361, 016-360, 016-362

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016-366, 016-367 Controller HDD Fail RAP

016-366 Cont HDD diagnostic fail 1.

016-367 Cont HDD diagnostic fail 2.

Procedure

<p style="text-align:center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring between the ESS PWB and the HDD.
3. Update the Software, GP 4.
4. If the fault persists, install new components as necessary:
   - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
   - HDD, PL 18.1 Item 27 (C505/C605) PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).

016-371 Controller USB 1.1 Host Fail RAP

016-371 A defect was detected during a diagnostic check of USB 1.1 host (no communication with the FAX card could be established).

Procedure

<p style="text-align:center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. Verify the USB Harness PL 18.1 Item 14, is fully seated in the ESS PWB.
4. If the fault persists, install new components and necessary:
   - USB Harness, PL 18.1 Item 14 (C505/C605), PL 18.5 Item 14 (C605_Tall), PL 18.9 Item 14 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5(C500/C600).

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Status Indicator RAPs
016-366, 016-367, 016-371

016-383 Controller OS Communication Fail RAP

016-383 Communication failure between Linux and VX works

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600)

016-400, 401, 402, 403, 406 802.1x Authentication Failure - Network1 RAP

016-400 802.1x Authentication error (incorrect user name or password). The user name or password that has been set in the machine is incorrect. The settings are different from those in the authentication device switch that is physically connected to the machine via the network.

016-401 802.1x Authentication method mismatch (the authentication server does not support the authentication method of the machine). A fail signal, which indicates that the authentication method set in the machine cannot be processed, was received from the authentication device switch that is physically connected to the machine via the network.

016-402 802.1x Authentication time-out (there was no response signal from the authentication device). The authentication was timed-out because there was no response signal from the authentication device switch that is physically connected to the machine via the network.

016-403 802.1x Authentication certificate mismatch. The root server certificate for the authentication server is not stored in the machine or it is mismatched.

016-406 (EAP-TLS) is selected as the authentication method for 802.1x authentication for Network 1, but the SSL client certificate is not set or has been deleted.

Procedure

Have the customer:

1. Enter the correct user name or password for 802.1x Authentication from the machine panel.
2. Check the switch settings and network connections of the authentication device switch that is physically connected to the machine via the network and connect it correctly.
3. Check the settings in the Authentication Device switch that is physically connected to the machine via the network.
4. **016-403** - Store the Route Certificate for the server certificate (for Network 1)of the authentication server in the machine.
5. **016-403** -If unable to Obtain the route certificate of the server certificate, disable the (Server Authentication Inspection) (for Network 1) in the 802.1x setting item of the device.
6. **016-406** - Store the client certificate to this machine SSL and set as SSL client certificate.
7. **016-406** - If the setting of SSL client certificate cannot be made, select other than (EAP-TLS) as the authentication method.

Status Indicator RAPs

016-383, 016-400, 401, 402, 403, 406

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016-404 802.1x Inside Failure RAP

016-404 An internal error has occurred in the 802.1x supplicant function of the machine. An incorrect protocol signal was received from the authentication server.

Procedure

Have the customer:

1. Repeat the operation. The problem persists, Switch off, then switch on the machine GP 4.
2. Obtain the log file using the log tool GP 37.

016-405 Certificate DB File Error RAP

016-405 Certificate database file is wrong.

Procedure

Have the customer start 'Initialize certificate' under Maintenance.

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Status Indicator RAPs
016-404, 016-405

016-407 to 016-412 XCP Error RAP

016-407 The package management function has detected security exception.

016-408 The package management function has detected the damaged JAR file.

016-409 The package management function has detected a version mismatch.

016-410 The package management function has detected the invalid definition file.

016-411 The package management function has detected an unsupported class file version.

016-412 The package management function has detected the plug-in has caused an error that is included in a miscellaneous group of errors.

Procedure

Have the customer modify the plug-in, then re-install.

016-421 Input Tray is Removed RAP

016-421 The paper tray is removed.

Procedure

Perform the steps that follow:

1. Install the paper tray.

Status Indicator RAPs
016-407 to 016-412, 016-421 Input Tray is Removed

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016-422, 016-423 Offline RAP

016-422 Diag Offline - When the Diag operation is in

progress, it turns Offline.

016-423 Offline

Procedure

Perform the steps that follow:

1. If a remote access session in progress, wait for it to end.
2. If the fault persists, switch off, then switch on the machine, GP 4.
3. Obtain the log file using the log tool GP 37 and contact Support for further Instruction.

016-424, 016-425 Power Mode RAP

016-424 Low power mode.

016-425 Sleep mode.

Procedure

Perform the steps that follow:

1. Cancel the power save mode.
2. If the fault persists, switch off, then switch on the machine, GP 4.
3. Obtain the log file using the log tool GP 37 and contact Support for further Instruction.

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Status Indicator RAPs
016-422, 016-423, 016-424, 016-425

016-426 DHCP Error RAP

016-426 Low power mode.

- C505/C605: Remote Services Error
- C500/C600: IP Address Failed

Procedure

Perform the steps that follow:

1. IP Address source is set to DHCP, but Ethernet and/or wireless network connections are not set up or connected correctly, so printer is not receiving an IP address from a DHCP router.
2. If the fault persists, switch off, then switch on the machine, GP 4.
3. Set up DHCP correctly, or set a static IP address.

016-427, 428, 429, 430, 431, 432   802.1x Failures (Network 2) RAP

016-427 802.1x Authentication failure (network 2).

016-428 802.1x Authentication method mismatch (authentication server does not support the authentication method of this device: network 2)

016-429 802.1x Authentication failure by timing out (network 2).

016-430 The route certificate of the server certificate (for network 2) of the authentication server is not stored in the machine or it does not match.

016-431 An internal error has occurred in the 802.1x supplicant function of the machine. An incorrect protocol signal was received from the authentication server in network 2.

016-432 802.1x setting error of the client certificate of the authentication (network 2).

Procedure

Have the customer:

1. Repeat the operation.
2. Set the authentication method of network 2 of this device to the same authentication method as the one set in the authentication server.
3. Check the switch setting or network connection of the (Authentication Device) which is physically network connected to Network 2 of this machine and connect it correctly.
4. **016-430** Store the Route Certificate for the server certificate (for Network 2) of the authentication server in the machine.
5. **016-430** If unable to Obtain the route certificate of the server certificate, disable the (Server Authentication Inspection) for the 802.1x setting item (Network 2) of the device.
6. **016-432** Store the client certificate to this machine SSL and set as SSL client certificate.
7. **016-432** If the setting of SSL client certificate cannot be made, select other than (EAP-TLS) as the authentication method.

Status Indicator RAPs
016-426, 016-427, 428, 429, 430, 431, 432

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016-450 SMB Host Name Duplicated RAP

016-450 A PC of the same host name exists on the network.

Procedure

Have the customer:

1. Check whether the device host name setting of the same host name is the same as another device. If the setting is duplicated, change the host name of the device or duplicate device.

2. If a duplicated setting is not confirmed, change the device host name.

016-453, 016-454 IPv6/Dynamic DNS Failure RAP

016-453 Failed to update of the IPv6 address and host name to the DNS server.

016-454 Dynamic DNS - dynamic update failed.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Check that DNS server address is set correctly in the device.
   b. Check with the System Administrator whether the DNS server settings that allow dynamic DNS using IPv6 address have been set.

2. If the fault persists, Obtain the log file using the log tool GP 37.

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Status Indicator RAPs
016-450, 016-453, 016-454

016-455, 016-456 SNTP Time Out RAP

016-455 There is no response from the SNTP server within the specified time (60sec).

016-456 A standard time synchronized source message and an asynchronous message was received from the SNTP server.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Check the time on the machine, if the time on the machine is incorrect, manually set the time.
    b. Check that the SNTP server address is set correctly in the device.

016-461 Under Non-transmitted Image Log Stagnation RAP

016-461 Creation of a new job is being restricted because image logs yet to be transferred are piled up and delayed.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Check the image log management server status and the network status, and clear any cause that may impede the transfer of image logs to the image log server.
    b. Check the transfer settings and transfer all logs that are yet to be transferred. Or, change the transfer guarantee level to 'Low'.

        NOTE: Setting the transfer guarantee level t o 'Low' may cause the image logs to get deleted in sequence even before they are transferred.

2. Obtain the log file using the log tool GP 37.
    • If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch off, then switch on the machine, GP 4. Attempt to reproduce an error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the Panel.
    c. Collect other information as much as possible to reproduce the error.
6. Obtain the log file using the log tool GP 37.
7. If the fault persists, Contact Technical Support for further instructions.

Status Indicator RAPs
016-455, 016-456, 016-461

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016-500 ROM Write Error (During DLD Method) RAP

016-500 An error has occurred during the process of writing data to the cont-ROM.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Update the Software, GP 9.
2. If the fault persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-503 to 016-505 SMTP Server Fail for Redirector RAP

016-503 The SMTP server name could not be resolved (though the machine tried to connect to the server).

016-504 The POP server name could not be resolved (though the machine tried to connect to the server).

016-505 Incorrect POP Server authentication information was detected.

Procedure

Request the customer specify the correct SMTP server name or specify the IP address, the error persists,

2.4.1 Interface (Physical/Logical)

1. Physical Interface Description

   The following interfaces are supported:

   a. USB
   b. Ethernet (10BaseT, 100BaseTX, 1000BASE-T) *1
   c. Wireless (optional) IEEE 802.11n/802.11g/802.11b/802.11a

      *1: Has a function to automatically detect and switch the transmission speed (10Mbps, 100Mbps, 1000Mbps). Also, the transmission speed can be fixed by settings.

2. Logical Interface Description

   a. It is possible to set whether to activate the system for each of the following logical interfaces. Default Activation: SMB (DLC), SNMP (IPX)

   Supported for receiving print jobs

   a. USB
   b. Lpd
   c. NetWare
   d. AppleTalk (EtherTalk)
   e. SMB
   f. IPP
   g. Internet FAX Print
   h. Port9100
   i. CWSI File Upload Print

   Supported for receiving scan jobs

   a. Salutation Scan
   b. FTP Client
   c. Internet Fax Send
   d. SMB Client
   e. WebDAV Server

   Supported for management interface

   a. SNMP
   b. CWIS

   Supported for other services

   a. FTP Server

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Status Indicator RAPs
016-500, 016-503 to 016-505

016-506 ImageLog HDD Full RAP

016-506 When the system data "Level of Ensuring Log image Creation" is set to "High' the log image storage area on the disk becomes full (during processing any job other than copy/scan jobs).

Procedure

Perform the steps that follow:

1. Try to rerun the job.
2. If the situation is the same despite some re-attempts, delete unnecessary documents saved in the device or change the "level of ensuring creation" at "Low".

    NOTE: If the level is set at "Low", log image creation cannot be ensured.

016-507, 016-508 Image Log Send Fail RAP

016-507 A log image transfer fails, making it impossible to continue a target job which will consist of created images.

016-508 A log image transfer fails, making it impossible to continue an image transfer job.

Procedure

Perform the steps that follow:

1. Have the customer check the state of the destination image log control server and that of the network. Clear any factor preventing image logs from being transferred to the image log control server.

Status Indicator RAPs
016-506, 016-507, 016-508

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016-509, 016-510 Image Log No Send Rule RAP

016-509 Because rules for log image transfer are not registered, a job cannot be continued.

016-510 Rules for log image transfer are not registered.

Procedure

Perform the steps that follow:

1. Have the customer register rules for transfer from the destination image log control server to the device.

016-511, 016-512 Image Log Invalid Send Rule RAP

016-511 Rules for log image transfer are illegal, causing a job to be discontinued.

016-512 Rules for log image transfer are illegal.

Procedure

Perform the steps that follow:

1. Have the customer overwrite rules for transfer from the destination image log control server to the device.

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Status Indicator RAPs
016-509, 016-510, 016-511, 016-512

016-513 SMTP Server Reception Error RAP

016-513 Error when receiving response from the SMTP server (after connecting to the server).

Procedure

Perform the steps that follow:

1. Have the customer wait 5 minutes before resubmitting the job.
2. If the fault persists, request the customer to consult with their network administrator for the correct configuration.

016-514 XPS Error RAP

016-514 During XPS Bridge processing, invalid schema, parameter error, damage to XPS file, or an error internal to XPS decomposer occurred.

Procedure

Perform the steps that follow:

1. Print from XPS Viewer, using a printer driver (ART-EX, PCL, etc.).
2. Update the Software, GP 9.
3. If the fault persists, perform the following steps to Obtain the log files for Support contact:
   a. Obtain the log file using the log tool GP 37.
      - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
   b. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
   c. Update the Software, GP 9.
   d. Switch off, then switch on the machine, GP 4. Attempt to reproduce the error according to the operation that was performed when the error occurred.
      i. Check the exact occurrence timing during job execution.
      ii. Check the job settings from the Panel.
      iii. Collect other information as much as possible to reproduce the error.
   e. Obtain the log file using the log tool GP 37.
   f. Contact Technical Support for further instructions.

Status Indicator RAPs
016-513, 016-514

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016-515 XPS Short of Memory

016-515 During XPS Bridge processing, a lack of memory was detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer check the print mode. If print mode is set to High Resolution, change it to Standard. If print mode is set to Standard, change it to High Speed.

2. If memory is still insufficient print from XPS Viewer, using a driver (ART-EX, PCL, etc.).

3. Update the Software, GP 9.

4. Perform the following steps to Obtain the log files for Support contact:

    a. Obtain the log file using the log tool GP 37.

       • If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.

    b. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.

    c. Update the Software, GP 9.

    d. Switch off, then switch on the machine, GP 4. Attempt to reproduce the error according to the operation that was performed when the error occurred.

       i. Check the exact occurrence timing during job execution.

       ii. Check the job settings from the Panel.

       iii. Collect other information as much as possible to reproduce the error.

    e. Obtain the log file using the log tool GP 37.

    f. Contact Technical Support for further instructions.

016-516 XPS Print Ticket Description Error RAP

016-516 XPS Print Ticket description error.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer check whether the application that sends a print job and the print instructions has a problem.

    a. If they have no problems, request the customer consult the software vendor producing the application sending the print job for assistance printing from the application.

2. If the fault persists, obtain a list of printer settings, a job history report, and the print data with PrintTicket to send to Support and go to the following to resolve the problem,

3. Update the Software, GP 9.

4. If the fault persists, perform the following steps to Obtain the log files for Support contact:

    a. Obtain the log file using the log tool GP 37.

       • If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.

    b. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.

    c. Update the Software, GP 9.

    d. Switch off, then switch on the machine, GP 4. Attempt to reproducing an error according to the operation that was performed when the error occurred.

       i. Check the exact occurrence timing during job execution.

       ii. Check the job settings from the Panel.

       iii. Collect other information as much as possible to reproduce the error.

    e. Obtain the log file using the log tool GP 37.

    f. Contact Technical Support for further instructions.

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Status Indicator RAPs
016-515, 016-516

016-518 PS Booklet Conflict WM RAP

016-518 PS booklet and watermarks were specified at the same time.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. PS booklet and watermark/UUID cannot be specified at the same time. Have the customer cancel either one.

2. Ensure that all connectors between the ESS PWB and the HDD and all surface mounted modules on the ESS PWB are fully seated.

3. Update the Software, GP 9.

016-519 Device DV Limit Reached RAP

016-519 Number of printable sides limit full.

Procedure

Ask the System Administrator to increase the limit of printable sides.

Status Indicator RAPs

016-518, 016-519

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016-521 SmartCard Not Found RAP

016-521 After a personal signature scan job has started up, the Smart Card was removed or the Card Reader was detached, which causes the personal signature to fail.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer insert the smart card into the reader then recheck the PIN before performing the personal signature scan.
2. Check the wiring between the card reader and the machine.

016-522 LDAP SSL Error 112 RAP

016-522 LDAP-SSL authentication error 112 has occurred (the client certificate cannot be Obtained).

Procedure

Have the customer install the SSL client certificate into the device as the LDAP server will request it.

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Status Indicator RAPs
016-521, 016-522

016-523 LDAP SSL Error 113 RAP

016-523 LDAP-SSL authentication error 112 has occurred (the client certificate cannot be Obtained).

Procedure

The device cannot trust the SSL certificate of the LDAP server. Have the customer register the root certificate of the LDAP server SSL certificate in the device.

016-524, 016-525 LDAP SSL Error 114 and 115 RAP

016-524 LDAP-SSL authentication error 114 has occurred (the server certificate is close to expiring).

016-525 LDAP-SSL authentication error 115 has occurred (the server certificate has expired).

Procedure

Have the customer change the LADP server SSL certificate to one that is valid.

Status Indicator RAPs

016-523, 016-524, 016-525

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016-526 LDAP SSL Error 116 RAP

016-526 LDAP-SSL authentication error 116 has occurred (the server name and the certificate does not match)

Procedure

Have the customer ensure that the address of the LDAP server set in the device matches the address of the LDAP server defined in the SSL certificate.

016-527 LDAP SSL Error 117 RAP

016-526 LDAP-SSL authentication error 116 has occurred (the server name and the certificate does not match)

Procedure

For information only, an internal error has occurred in the program.

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Status Indicator RAPs
016-526, 016-527

016-528 SmartCard Not Authorized RAP

016-528 After a personal signature scan job started, the smart card PIN check status was cleared, which causes the personal signature to fail.

Procedure

Have the customer check the PIN, then perform the personal signature scan.

016-529 Remote Download Server Timeout RAP

016-529 There was no response within the specified time (45 sec) when connecting to the remote download server.

Procedure

Check the network connection. Have the customer check that the remote download server is correctly configured and operating on the network.

Status Indicator RAPs

016-528, 016-529

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016-533 Kerberos Attestation Protocol Error 37 RAP

016-533 A Kerberos Server Attestation protocol error has occurred. (37)

Procedure

Have the customer:

1. The clock difference between the device and the Kerberos server has exceeded the clock skew limit of the Kerberos server. Check that the clocks of the device and Kerberos server are set correctly.
2. Check that the daylight saving time and time zone settings for the device and the Kerberos server are the same.
3. Go to GP 37 to obtain the logs required for contacting Support for further instruction.

016-534 Kerberos Attestation Protocol Error 41 and 42 RAP

016-534 A Kerberos Server Attestation protocol error has occurred. (41, 42)

Procedure

1. Have the customer check that the realm name and server address in the Kerberos settings of the device are set correctly.
2. Check that the Domain name and Server address in the Kerberos Settings of the device are set correctly.
    *   When connected to a Microsoft Windows 2000/2003 Server, use all upper case for the Domain name.

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Status Indicator RAPs

016-533, 016-534

016-535 Remote Download File Access Error RAP

016-535 There are no FW update files in the remote download server.

Procedure

Have the customer check the remote download server for the FW update file.

016-536 Host Name Solution Error in Remote Download RAP

016-536 Remote download server name resolution error.

Procedure

Have the customer check the connection to the DNS and whether the remote download server name has been registered in the DNS.

Status Indicator RAPs

016-535, 016-536

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016-537 Remote Download Server Connection Error RAP

016-537 Remote download server connection error.

Procedure

Have the customer check the network connection setting (port) of the remote download server.

016-538 Remote Download File Write Error RAP

016-538 Remote download file write to HDD error.

Procedure

<p style="text-align:center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Ensure that all connectors between the ESS PWB and the HDD and all surface mounted modules on the ESS PWB are fully seated.
3. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
4. If the fault persists, install a new HDD, PL 18.1 Item 27 (C505/C605) or PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).

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Status Indicator RAPs
016-537, 016-538

016-539 Kerberos Attestation Other Protocol Error RAP

016-539 A Kerberos Server Attestation protocol error has occurred.

Procedure

1. Go to GP 37 to obtain the logs required for contacting Support for further instruction.

016-543, 545, 546, 548, 553, 554, 555, 556, 557, 558 Attestation Agent Error RAP

Procedure

1. 016-543 - Update the realm list, using the Update Realm button on the device, or add the domain to the ApeosWare Authentication Agent.
   a. To update the device realm information, perform the following: Press the (Authentication Agent) button on the Authentication window of the device.
   b. The Authentication Agent window appears.
   c. Press the (Update) button on the window.
   d. Go to GP 37, to obtain the logs required for contacting Support for further instruction.
2. 016-545 - Match the time of the PC where the ApeosWare Authentication agent is installed in with the time of the PC where the ActiveDirectory is.
   a. Windows Time Service in the PC where the ApeosWare Authentication Agent is installed is stopped,
      i. Got to Windows Services and start the service.
   b. Refer to the ApeosWare Authentication agent User Guide for solutions.
   c. Go to GP 37, to obtain the logs required for contacting Support for further instruction.
3. 016-546 - Use correct user name.
   a. Go to GP 37, to obtain the logs required for contacting Support for further instruction.
4. 016-548 - Register the device in the ApeosWare Authentication Agent. Refer to the ApeosWare Authentication Agent User Guide' for solutions.
   a. Go to GP 37 to obtain the logs required for contacting Support for further instruction.
5. 016-553 - The version of the ApeosWare Authentication Agent needs to be upgraded.
   a. Check that the machine is a product that is supported by the upgraded version of the ApeosWare Authentication Agent.
   b. Go to GP 37 to obtain the logs required for contacting Support for further instruction.
6. 016-554 - Set the domain user reference login name or the reference password of the ApeoWare Authentication Agent domain to the correct items.
   a. Go to GP 37 to obtain the logs required for contacting Support for further instruction.
7. 016-555 - Check that the ApeosWare Authentication Agent can connect to the database or the Active Directory. Refer to the ApeosWare Authentication Agent User Guide for solutions.
   a. Go to GP 37 to obtain the logs required for contacting Support for further instruction.
8. 016-556 - Wait 10 minutes before authenticating again as the service is overloaded.
   a. Check the ApeosWare Authentication Agent.
   b. Refer to the ApeosWare Authentication Agent User Guide for solutions.
   c. Go to GP 37 to obtain the logs required for contacting Support for further instruction.
9. 016-557 - Wait 10 minutes before authenticating again as the service is overloaded.
   a. Check the ApeosWare Authentication Agent.
   b. Refer to the ApeosWare Authentication Agent User Guide for solutions.
   c. Go to GP 37 to obtain the logs required for contacting Support for further instruction.
10. 016-558 - Switch off, then switch on the machine GP 4.
    a. Go to GP 37 to obtain the logs required for contacting Support for further instruction.
11. 016-569 - Switch off, then switch on the machine GP 4.

Status Indicator RAPs
016-539, 016-543, 545, 546, 548, 553, 554, 555, 556,

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a. Go to GP 37 to obtain the logs required for contacting Support for further instruction.

016-559 Remote Download Parameter Error RAP

016-559 When performing the remote download, an invalid value is set in the required system data.

Procedure

1. Have the customer check that all system data that must be set to perform the remote download are correct.

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Status Indicator RAPs

016-543, 545, 546, 548, 553, 554, 555, 556, 557, 558,

016-560 Attestation Agent Error 560 RAP

016-560 A communication error has occurred between the ApeosWare Authentication Agent and the machine.

Procedure

1. Check that the network cable is connected and check the settings of the Authentication Agent function.
2. If DNS address of the Server is set as the Server name/IP address of the ApeosWare Authentication Agent in the printer function settings list, check that DNS is enabled.

016-562 Detected User Duplication RAP

016-562 Two or more entries with the same IC card information were found in the temporary user DB of Active Directory or Authentication Agent.

Procedure

1. Have the customer make corrections so that the temporary user entries of the Active Directory or Authentication Agent do not have the same IC card information.
2. Go to GP 37 to obtain the logs required for contacting Support for further instruction.

Status Indicator RAPs

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016-563 ImageLog Memory Full (Exp. Kit) RAP

016-563 When the system data 'Log/Image Creation Guarantee Level' is set to 'High, the Image Extension Kit has insufficient memory.

Procedure

1. Have the customer set the image quality to Normal.

2. Go to GP 37 to obtain the logs required for contacting Support for further instruction.

016-564 Remote Download Server Authentication Failed RAP

016-564 When accessing the remote download server, an authentication error notification was issued from the server.

Procedure

1. Have the customer check that the correct user name and password was specified when accessing the remote download server.

2. Go to GP 37 to obtain the logs required for contacting Support for further instruction.

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Status Indicator RAPs

016-563, 016-564

016-565 Backup Restore Error RAP

016-565 Backup/restore error.

Procedure

Perform the steps that follow:

1. For USB backup, check that the USB memory is correctly installed. If the fault persists, use a PC to check the USB memory for a "backup" directory. If it is not there, create it.
2. When performing restore or deletion of backup files from the USB backup file, check that the USB memory is correctly installed.

016-566 Backup Restore Condition Error RAP

016-566 NVM backup/restore condition error.

Procedure

Have the customer:

1. During backup, save the FW download file into the "dwld" directory in the USB memory, connect it the machine, then perform the backup.
2. During restore, use the same IOT and IIT ROM versions as those during backup. When performing restore using a USB backup file, also use the same HDD configuration.
3. If there is no HDD, use the same ESS ROM versions as well. If the same configuration cannot be attained, delete the backup file from the panel.
4. If the problem occurred at an attempt to restore a backed-up file from an external place, check that the ESS/IIT/IOT/fax ROM version is still the same as the version used when the backed-up file was created. Furthermore, check the device is the same as the one that generated the backed-up file.

Status Indicator RAPs

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016-567 Backup Capacity Full RAP

016-567 NVM data to back up is over the capacity of the destination to save it.

Procedure

Perform the steps that follow:

1. Before performing the HDD backup, delete existing backup files through to increase the capacity.
2. Before performing USB backup, delete the backup files in the USB memory, or use a PC to delete unnecessary files on the USB memory to increase the capacity.

016-568 Backup Restore Failed RAP

016-568 NVM data could not be backed up or restored.

Procedure

Perform the steps that follow:

1. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
2. Before performing the restore using the HDD backup file, delete backup files.
3. For USB backup, check that the USB memory is correctly installed. If the fault persists, use a PC to format the USB Memory.
4. When performing restore using USB backup files, check that the USB memory is correctly installed. If the fault persists, delete the backup files.
5. If the problem still persists, use a PC to format the USB memory.

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Status Indicator RAPs

016-567, 016-568

016-570 Job Ticket Out of Memory RAP

016-570 XPIF memory is low.

Procedure

1. Increase memory size for job ticket on UI Panel.
2. Switch off, then switch on the machine, GP 4.
3. Run the job again.
4. Go to GP 37 to obtain the logs required for contacting Support for further instruction.

016-571 Job Ticket Wrong Parameters RAP

016-571 XPIF parameter mismatch.

Procedure

Have the customer check for a mismatch between parameters specified by the job ticket. Correct the parameters, then resend the job.

Status Indicator RAPs

016-570, 016-571

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016-572 Job Ticket Media Error RAP

016-572 XPIF media conversion error.

Procedure

Have the customer check that the device that receives data can print it onto paper whose properties (size/type/weight/color/punched) are specified by job ticket.

016-573 Job Ticket Parse Error RAP

016-573 XPIF Interpret error.

Procedure

Have the customer ensure the that software is correctly installed on client that generates job ticket; operational requirements are met; and software version matches device version.

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Status Indicator RAPs
016-572, 016-573

016-574 FTP Host Name Solution Error RAP

016-574 Unable to resolve host name during FTP scan.

Procedure

1. Have the customer check the connection to the DNS and whether the destination server name has been registered in the DNS.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-575 FTP DNS Server Error RAP

016-575 The DNS server was not set during FTP scan.

Procedure

1. Have the customer set the DNS address or set the destination server address using IP address.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

Status Indicator RAPs

016-574, 016-575

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016-576 FTP Server Connection Error RAP

016-576 Problem with connection to server during FTP scan.

Procedure

1. Have the customer check that the network communication between the transfer destination FTP server and the machine is available. For example:
2. Check that the server IP address is correct.
3. Check the connection of network cables.
4. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-577 FTP Service RAP

016-577 Failed to connect to the FTP service of the destination server.

Procedure

1. Check that the FTP service of the Server is operating.
2. Check that the FTP port number of the Server matches the FTP port number that is set on the machine.
3. Perform GP 37, to obtain the logs required for contacting Support for further instruction.

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Status Indicator RAPs
016-576, 016-577

016-578 FTP Login Name or Password Error RAP

016-578 FTP scan login name or password error.

Procedure

1. Check that the login name (user name) and password are correct.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-579 FTP Scanning Picture Preservation Place Error RAP

016-579 Problem with scanned image storage destination of FTP scan.

Procedure

Have the customer check that the scanned image storage destination on the FTP scan server is correct.

Status Indicator RAPs
016-578, 016-579

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016-580 FTP File Name Acquisition Failure RAP

016-580 Unable to Obtain file name/folder name on the FTP scan server.

Procedure

Have the customer check the access rights to the FTP scan server.

016-581 FTP File Name Suffix Limit RAP

016-581 The FTP scan file name/folder name suffix has exceeded the limit.

Procedure

Have the customer change the file name/destination folder or move or delete the files in the destination folder.

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Status Indicator RAPs
016-580, 016-581

016-582, 016-588 FTP File Creation Failure RAP

016-582 When creating a file in the server after connecting to the FTP server, the file creation has failed.

016-588 Failed to write data into the server after connecting to the FTP server.

Procedure

Have the customer:
1. Check that the specified name is a file name that can be created in the storage destination.
2. Check that the storage destination has enough free space.

016-583, 016-584 FTP Folder Creation Failure RAP

016-583 When creating a lock folder in the server after connecting to the FTP server, the lock folder creation has failed.

016-584 When creating a folder in the server after connecting to the FTP server, the folder creation has failed.

Procedure

Have the customer:
1. If a lock directory (*.LCK) remains in the transfer destination, delete it then retry the job.
2. Check that the specified name is a folder name that can be created in the storage destination.
3. Check whether a folder with the same name as the specified name already exists.
4. Check that the storage destination has enough free space.
5. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

Status Indicator RAPs
016-582, 016-588, 016-583, 016-584

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016-585, 587, 589 FTP File Delete/Read Failure RAP

016-585 When deleting a file in the server after connecting to the FTP server, the deletion has failed.

016-587 When deleting a folder in the server after connecting to the FTP server, the deletion has failed.

016-589 Failed to read data from the FTP server after connecting to the FTP server during scanner (save to PC) FTP transfer.

Procedure

1. Have the customer check whether there is access right to the FTP server and grant the proper rights.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-586 FTP Lock Folder Delete Failure RAP

016-586 When deleting a lock folder in the server after connecting to the FTP server, the deletion has failed.

Procedure

Have the customer:

1. Check the access right to the server.
2. If a lock directory (*.LCK) remains in the transfer destination, delete it then retry the job.
3. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

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Status Indicator RAPs
016-585, 587, 589, 016-586

016-590 FTP Data Reading Failure RAP

016-590 Unable to save a file after connecting to the FTP server during scanner (save to PC) FTP transfer because 'File Name Conflict' is set to 'Cancel Job'.

Procedure

1. Have the customer set 'File Name Conflict' to other than 'Cancel Job'
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-591 FTP Scan Filing Policy RAP

016-591 Incorrect filing policy (when additional items are selected) was detected after connecting with the FTP server.

Procedure

1. When 'Add' is selected for 'File Name Conflict', check that the file format is not set to Multi-page.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

Status Indicator RAPs
016-590, 016-591

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016-592 FTP DAT File Access Error RAP

016-592 An error has occurred when accessing the NEXTNAME.DAT file after connecting to the FTP server during scanner (Save to PC) FTP transfer.

Procedure

1. When 'Add' is selected for 'File Name Conflict', check that the NEXTNAME.DAT file is correct.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-593 to 016-596 FTP Error RAP

016-593 An internal error has occurred after connecting to the FTP server.

016-594 The TYPE command has failed after connecting to the FTP server.

016-595 The PORT command has failed after connecting to the FTP server.

016-596 The CDUP command has failed after connecting to the FTP server.

Procedure

1. Repeat the operation.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

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Status Indicator RAPs
016-592, 016-593 to 016-596

016-597 Same File on FTP Server RAP

016-597 The process was cancelled because a file/folder with the same name was detected after connecting to the FTP server.

Procedure

1. Perform the same operation again without multiple machines accessing the same folder in the same server.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-598, 016-599 Email Message Size RAP

016-598 Email message size is over spec.

016-599 Email message size is over spec.

Procedure
Procedure

1. Reduce a resolution send parameter (image-to-send quality) then resend the job.
2. Reduce a magnification send parameter, then resend the job.
3. Increase the maximum message size (10MB recommended default).
4. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

Status Indicator RAPs
016-597, 016-598, 016-599

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016-600, 016-601 KO Authentication Locked RAP

016-600: KO Authentication Locked - The number of incorrect Key Operator log in attempts reached the limit.

016-601: Illegal Access Detection - The number of incorrect authentication log in attempts reached the limit.

Procedure

1. 016-600 - Authentication Continuous Error Maximum Count (NVM:700-563)
2. 016-601 - Authentication Error Maximum Count (NVM:700-564)
3. If required, refer to GP 3 Customer Administration Tools, to reset password to 1111 (default) if the System Administrator ID is unavailable.

NOTE: Default is 5 events. NVM Read/Write can be set between 1 to 10 events.

With this feature enabled, the machine denies access when an incorrect System Administrator ID is entered the selected number of times.

016-604 Debug Log Created RAP

016-604 Debug log auto creation by system.

Primary Causes

1. When the power is turned off and a debug log is automatically created during job execution.
2. When the power is turned on and a debug log is automatically created while the power is turned off and the Power OFF Sequence is not executed.

Procedure

Perform GP 37 to obtain the logs required for contacting Support for further instruction.

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Status Indicator RAPs
016-600, 016-601, 016-604

016-606, 016-608 Controller Connection Fail RAP

016-606 Cont-BP cable connection fail.

016-608 Cont-MCU cable connection fail.

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1.   Switch off, then switch on the machine, GP 4.
2.   Ensure that all connectors between the ESS PWB and the HDD and all surface mounted modules on the ESS PWB are fully seated.
3.   Update the Software, GP 4.
4.   If the fault persists, install a new components as necessary:
     - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
     - MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

016-609, 016-610 PCI Option Fail RAP

016-609 PCI option no support device fail.

016-610 PCI EX option no support device fail.

Procedure

Have the customer deselect the unknown PCI or PCIEX option.

Status Indicator RAPs
016-606, 016-608, 016-609, 016-610

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016-611 EMMC Card Connection Fail RAP

016-611 EMMC card connection fail.

Procedure

Ensure the EMMC card, PL 18.1 Item 30 (C505/C605) or PL 18.5 Item 30 (C605_Tall) or PL 18.9 Item 30 (C500/C600) is fully seated into the connector of the ESS PWB.

016-700 Password Below Minimum RAP

016-700 The number of digits used for the password for security and authentication prints is less than the minimum.

Procedure

1. Have the customer increase the number of password digits for the print job.

2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

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Status Indicator RAPs
016-611, 016-700

016-701 Out of ART EX Memory RAP

016-701 Insufficient memory was detected while using the ART EX.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Increase the allocated memory of the ART EX.
   b. Lower the print mode.
   c. Lower the resolution.
   d. Set Page Print mode to Enabled.
   e. Execute Image Compression in the Graphics tab of the printer driver.
2. Update the Software, GP 9.

016-702 Out of Page Buffer RAP

016-702 Unable to compress any page due to insufficient print page buffer.

Procedure

Perform the steps that follow:

1. Have the customer Set (Print Mode) to (High Speed) and reduce the print resolution before retrying the operation.
2. If the fault persists, Obtain the log file using the log tool GP 37.
   • If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
7. Contact Technical Support for further instructions.

Status Indicator RAPs

016-701, 016-702

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016-703 Email To Invalid Box RAP

016-703 When receiving Email, fax or internet fax, an invalid (not setup) mailbox number is selected.

Procedure

<p style="text-align:center;color:red;">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer:
   a. Check whether the selected mailbox is set up correctly.
   b. Have Email, fax or internet fax sent to a valid mailbox.
2. Ensure the fax PWB is correctly installed, PL 18.1 Item 9 (C505/C605) or PL 18.5 Item 9 (C605_Tall) or PL 18.9 Item 9 (C500/C600).
3. Update the Software, GP 9.
4. Ensure that all connectors between the ESS PWB and the HDD and all surface mounted modules on the ESS PWB are fully seated.
5. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
6. If the fault persists, install a new HDD, PL 18.1 Item 27 (C505/C605) or PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).

016-704 Mailbox Full RAP

016-704 The system detected that a mailbox was full (it exceeded the maximum number of documents per box) and aborted a job.

Procedure

Perform the steps that follow:

1. Have the customer delete unnecessary documents, then repeat the operation.
2. Update the Software, GP 4.

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Status Indicator RAPs
016-703, 016-704

016-705 Secure Print Fail RAP

016-705 Unable to perform secure print/mailbox print/pay for print storing from the printer driver. Unable to store scanned documents into a mailbox.

Procedure

<center>**WARNING**</center>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer check that the required optional software is installed and enabled. Also check that the correct print driver is being used.
2. If the fault persists, perform the steps that follow:
   a. Update the Software, GP 9.
   b. Ensure that all connectors between the ESS PWB and the HDD and all surface mounted modules on the ESS PWB are fully seated.
   c. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
   d. If the fault persists, install new components as necessary:
      i. HDD, PL 18.1 Item 27 (C505/C605), PL 18.5 Item 27 (C605_Tall), PL 18.9 Item 27 (C500/C600).
      ii. ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

016-706 Maximum User Number Exceeded RAP

016-706 The system detected that a job exceeded the maximum number of users for secure and sample prints and aborted the job.

Procedure

Perform the steps that follow:

1. Have the customer delete unnecessary documents or users, then repeat the operation.
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
7. Contact Technical Support for further instructions.

Status Indicator RAPs

016-705, 016-706

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016-707 Sample Print Fail RAP

016-707 When receiving Email, fax or internet fax, an invalid (not setup) mailbox number is selected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer:
   a. Remove the conditions that disable sample print.
   b. If the fault occurred at installation, check whether the operations for Sample Print are correct.
2. Ensure that all connectors and all surface mounted modules on the ESS PWB are fully seated.
3. Update the Software, GP 9.
4. Check the wiring between the ESS PWB and the HDD.
5. If the fault persists, install new components as necessary:
   - HDD, PL 18.1 Item 27 (C505/C605) PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-708 Annotation/Watermark HDD Full RAP

016-708 When an annotation or watermark image was to be stored in the HDD, full status was detected and the job was aborted.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer:
   a. Cancel annotation or watermark, then repeat the operation.
   b. Reduce the number of document pages. In Mixed Size mode, only a single size is available.
   c. For printing Stored Document, delete unnecessary documents from the hard disk, then repeat the operation.
2. Ensure that all connectors and all surface mounted modules on the ESS PWB are fully seated.
3. Update the Software, GP 9.
4. Check the wiring between the ESS PWB and the HDD.
5. If the fault persists, install new components as necessary:
   - HDD, PL 18.1 Item 27 (C505/C605) PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
016-707, 016-708

016-709 ART EX Command Error RAP

016-709 An ART EX command error occurred during

W processing.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer:
   a. Switch off parallel bi-directional communication in the printer driver.
   b. Set a longer time for Auto Output Time.
   c. Change the PC BIOS settings.
   d. Use a shorter, genuine, parallel cable.
2. Ensure that all connectors and all surface mounted modules on the ESS PWB are fully seated.
3. Update the Software, GP 9.
4. Check the wiring between the ESS PWB and the HDD.
5. If the fault persists, install new components as necessary:
   • HDD, PL 18.1 Item 27 (C505/C605) PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
   • ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

016-710 Delayed Print Fail RAP

016-710 Process conditions for delay print were not met.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer:
   a. If secure print, proof print or knowledge storage print is specified, disable them.
   b. Reduce the delay print jobs waiting to 100 jobs or less.
2. Ensure that all connectors and all surface mounted modules on the ESS PWB are fully seated.
3. Update the Software, GP 9.
4. Check the wiring between the ESS PWB and the HDD.
5. If the fault persists, install new components as necessary:
   • HDD, PL 18.1 Item 27 (C505/C605) PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
   • ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs
016-709, 016-710

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016-711 Email Transmission Size Limit RAP

016-711 The size of data to send exceeds the system data value (before connection to the server).

Procedure

Have the customer:

1. Reduce the resolution level, which is a transmission parameter, then resend the job.
2. Reduce the magnification ratio, which is a transmission parameter, then resend the job
3. Use System Settings to raise the data size upper limit (recommended default is 2MB).
4. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
5. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
6. Update the Software, GP 9.
7. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
8. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
9. Contact Technical Support for further instructions.

016-712 Panther Capacity RAP

016-712 Capability of Panther deteriorated.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer increase the resolution or enlarge the scan area.
2. Ensure that all connectors and all surface mounted modules on the ESS PWB are fully seated.
3. Update the Software, GP 9, If the fault persists, GP 4.
4. If the fault persists, install a new
5. Check the wiring between the ESS PWB and the HDD.
6. If the fault persists, install new components as necessary:
   - HDD, PL 18.1 Item 27 (C505/C605) PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
7. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
8. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
9. Update the Software, GP 9.
10. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the Panel.
    c. Collect other information as much as possible to reproduce the error.
11. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
12. Contact Technical Support for further instructions.

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Status Indicator RAPs
016-711, 016-712

016-713, 016-714 Security Box Error RAP

016-712: Security Box Password Error - the password set in the specified Mailbox and the password specified for the job do not match.

016-714: Security Box Is Not Enabled - The mailbox specified for the job does not exist.

Procedure

Perform the steps that follow:

1. Have the customer set a correct password and try again.
2. Open the appropriate mailbox and try again.
3. Update the Software, GP 9.
4. If the fault persists, Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
5. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
6. Update the Software, GP 9.
7. Switch Off or Switch On the Printer, GP 4.Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
8. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
9. Contact Technical Support for further instructions.

016-715 ESCP Form Invalid Password RAP

016-715 Unable to access the ESCP form because ESCP form password did not match

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer input the correct password to use ESCP form.
2. Ensure that all and all surface mounted modules on the ESS PWB are fully seated.
3. Update the Software, GP 9.
4. If the fault persists, Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
5. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
6. Update the Software, GP 9.
7. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
8. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
9. Contact Technical Support for further instructions.

Status Indicator RAPs
016-713, 016-714, 016-715

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016-716 TIFF Data Overflow RAP

016-716 The system detected that the files to be spooled in TIFF exceeded the disk capacity.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Ensure that all connectors and all surface mounted modules on the ESS PWB are fully seated.
2. If the fault persists, perform the steps that follow:
   a. Update the Software, GP 9.
   b. Ensure that all connectors on the ESS PWB and the HDD and all surface mounted modules are fully seated.
   c. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
   d. If the fault persists, install new components as necessary:
      i. HDD, PL 18.1 Item 27 (C505/C605), PL 18.5 Item 27 (C605_Tall), PL 18.9 Item 27 (C500/C600).
      ii. ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

016-717 Fax Send Result Not Found RAP

016-717 The fax or internet fax send result information is not saved in the controller.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer:
   a. Split any internet fax documents that would exceed 2GB in document storage size into several jobs and control the usage amount of memory.
   b. If there is a large amount of scan or internet fax documents being processed, wait until the other jobs are completed before performing additional jobs.
2. If the fault persists, perform the steps that follow:
   a. Update the Software, GP 9.
   b. Ensure that all connectors on the ESS PWB and the HDD and all surface mounted modules are fully seated.
   c. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
   d. If the fault persists, install new components as necessary:
      i. HDD, PL 18.1 Item 27 (C505/C605) or PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
      ii. ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
016-716, 016-717

016-718 Out of PCL6 Memory RAP

016-718 Insufficient PCL6 decomposer memory.

Procedure

Perform the steps that follow:

1. Have the customer decrease the resolution to reduce the PLW memory.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-719 Out of PCL Memory RAP

016-719 An insufficient memory was detected while using the PCL.

Procedure

Perform the steps that follow:

1. Have the customer increase the PCL memory size. Increasing the memory for the whole system will increase the memory to be allocated to the Decomposer in some measure.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs

016-718, 016-719

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016-720 PCL Command Error RAP

016-720 A PCL command error occurred during PCL processing.

Procedure

Perform the steps that follow:

1. Have the customer cancel the job then execute the command again.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
    - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the Panel.
    c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-721 and 016-722 Settings Error RAP

016-721 Paper types cannot be determined because all the settings for custom paper priority are set to disabled.

016-722 Staple position that is not supported by this machine or a paper size that is not supported by the Finisher was specified.

Procedure

Perform the steps that follow:

1. Have the customer correct the settings, then execute the command again.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
    - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the Panel.
    c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

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Status Indicator RAPs
016-720, 016-721 and 016-722

016-725 B-Formatter Library Image Conversion Error RAP

016-725 An error has occurred in the B-Formatter during the image conversion of scanned document to FAX sending document.

Procedure

Perform the steps that follow:

1. Have the customer directly scan the document and send it to the FAX recipient.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-726 PDL Auto Switch Fail RAP

016-726 Print language auto judgment fail.

Procedure

Perform the steps that follow:

1. Have the customer fix, then select the decomposer from the UI or with a command.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs
016-725, 016-726

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016-727 Unstorable Document RAP

016-727 The 0 page condition is detected in the print job mailbox storage.

Procedure

Perform the steps that follow:

1. Have the customer to switch off paper saving, then print the job again.
2. Update the Software, GP 9.

016-728 Unsupported TIFF Data RAP

016-728 Unsupported TIFF data.

Procedure

For information only, no service action necessary. Refer the customer to the User Guide.

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Status Indicator RAPs
016-727, 016-728

016-729 TIFF Data Size RAP

016-720 The files to be spooled in the TIFF exceeded the disk capacity.

Procedure

Perform the steps that follow:

1. Have the customer refer to the User Guide to correct the valid range.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-731, 016-732 Invalid Data RAP

016-731 The TIFF data is broken or discontinued halfway.

016-732 The decomposer detected that the form specified is not registered.

Procedure

Perform the steps that follow:

1. Have the customer resend the data or form data.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs
016-729, 016-731, 016-732

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016-733 Destination Address Resolution Error RAP

016-733 A failure to resolve a P2P address problem (before connection to the server).

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Check if the destination address has been entered correctly.
   b. Set a correct DNS server address.
2. Update the Software, GP 9. If the fault persists, perform GP 4.
3. If the fault persists, Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.

016-735 Updating Job Template RAP

016-735 The system attempted to output the job template list while the job template was being updated.

Procedure

Perform the steps that follow:

1. Have the customer perform the operation again after the Job Template update completes.
2. Update the Software, GP 9. If the fault persists, perform GP 4.
3. If the fault persists, Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.

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Status Indicator RAPs
016-733, 016-735

016-741 Download Mode Fail RAP

016-741 Not able to change into download mode.

Procedure

Perform the steps that follow:

1. Have the customer cancel the download prohibited mode then check that the jobs have completed before retrying the operation.
2. Check that the 'Communicating' LED is off.
3. After completing a panel operation, wait for 1 minute or longer before starting the download operation.
4. Enter dC131. Set NVM value 700-420 to 0, the retry the operation.
5. Perform GP 37 to Obtain the logs required for contacting Support for further instruction.

016-742 Download Data Product ID Mismatch RAP

016-742 A mismatch in the product ID of download data was detected.

Procedure

Perform the steps that follow:

1. Have the customer Obtain the download data again, then retry the job.
2. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

Status Indicator RAPs
016-741, 016-742

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016-743 Device Model/Panel Type Error RAP

016-743 The supported model in the download data does not match the device model.

Procedure

Have the customer source a download file that has the same model with the device VerUP then retry the job.

016-744 Download Data CheckSum Error RAP

016-744 CheckSum error of download data.

Procedure

Perform the steps that follow:

1. Ensure that the cable connected to the device is secured correctly, then retry the job.

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Status Indicator RAPs
016-743, 016-744

016-745 Download Data XPJL Fatal Error RAP

016-744 XPJL fatal error during download.

Procedure

Procedure

Perform the steps that follow:

1. Have the customer Obtain the download data again, then retry the job.
2. Switch off, then switch on the machine, GP 4.
3. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-746, 016-751 Unsupported PDF File RAP

016-746 There was transparency or JBIG2 in a PDF 1.3 file.

016-751 Syntax error, usage of undefined command, parameter error, damaged PDF file, internal error of the PDF decomposer has occurred during PDF bridge process.

Procedure

Perform the steps that follow:

1. Have the customer print via the driver from Acrobat Reader.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs

016-745, 016-746, 016-751

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016-747 Drawing Annotation Memory RAP

016-747 When drawing an annotation image with the copy repeat function specified, there would be insufficient memory.

Procedure

Perform the steps that follow:
1. Have the customer:
    a. Increase the annotation image size.
    b. Reduce the number of repeat images for the repeat function.
2. Update the Software, GP 9.
3. Perform GP 37 to obtain the logs required for contacting Support for further instruction.

016-748, 774, 775, 778, 981 HDD Full RAP

016-748 HDD full when mailbox is accessed.

016-774 Disk full was detected when opening/writing file for compression type conversion.

016-775 Disk full was detected when opening/writing file for image processing operation.

016-778 HDD full was detected when opening/writing file for operation.

016-981 When accessing it, the HDD is detected being full.

Procedure

Perform the steps that follow:
1. Have the customer:
    a. Split the job into pages in order to prevent the full state. Reduce the resolution if possible.
    b. Delete documents that are no longer needed, such as; mailbox documents, fax send wait documents, secure print documents and delayed print documents.
    c. Retrieve each page from the EWS.
2. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
3. Install a new HDD, PI 18.1/27 (C505/C605) or PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
4. Update the Software, GP 9.

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Status Indicator RAPs
016-747, 016-748, 774, 775, 778, 981

016-749 JCL Syntax Error RAP

016-749 The PJL/XPJL detected a print language that cannot be printed.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Use the printer driver of the machine to print.
    b. Not use ContentsBridge to print a PDF file.
    c. Request the other party to resend the internet FAX document using a print language that can be printed by the machine.
2. Update the Software, GP 9.

016-750 Print Job Ticket Description Error RAP

016-750 When the customer uses applications such as 'ContentsBridge2005', etc. to send PDF directly, the machine received the print job ticket that was sent together with the PDF. However, the print job ticket data has text that is not supported in this machine or print instruction that is not supported by the machine.

Procedure

Perform the steps that follow:

1. Have the customer refer to the user Guide.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
    - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the Panel.
    c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs

016-749, 016-750

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016-752 PDF Short of Memory RAP

016-752 Insufficient memory was detected during PDF bridge processing.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Change the print mode. When the print mode is set to High Quality, change the setting to Normal. When the print mode is set to Standard, change the setting to High Speed.
   b. Print using a driver from Acrobat Reader.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-753 PDF Password Mismatched RAP

016-753 When processing a PDF file that is protected by a password, the password in the UI panel settings and the password specified using XPJL (set in the contents bridge utility) do not match.

Procedure

Perform the steps that follow:

1. Have the customer specify the correct password using the UI or the contents bridge.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

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Status Indicator RAPs
016-752, 016-753

016-755 PDF Print Prohibited RAP

016-755 The system processed a PDF file prohibited for printing.

Procedure

Perform the steps that follow:

1. Have the customer use Acrobat to clear the print prohibition setting then print the PDF file.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-756 Auditron-Prohibit Service RAP

016-756 Auditron - Prohibit Service

016-757 Auditron - Invalid User

016-758 Auditron - Disabled Function

016-759 Auditron - Reached Limit

Procedure

1st Action - Individual Error

1. **016-756** - Request the Account Administrator for access to use the service.
2. 016-757 - Set the correct account and redo the last operation creating the error.
3. 016-758
   a. Set the new function that is allowed for that account and try again.
   b. Request the Account Administrator to add the rights.
4. 016-759 - Request the Account Administrator to set the number of copies, etc.

2nd Action - All

1. Update the Software, GP 9.
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
7. Contact Technical Support for further instructions.

Status Indicator RAPs
016-755, 016-756

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016-757 Auditron Invalid User RAP

016-756 The account has not been registered.

Procedure

Perform the steps that follow:

1. Have the customer set the correct account, then resubmit the job.
2. Update the Software, GP 9.

016-758 Auditron Disabled Function RAP

016-758 An illegal account was detected.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Set the new function that is allowed for that account then try again.
   b. Request the Account Administrator to add the rights.
2. Update the Software, GP 9.

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Status Indicator RAPs
016-757, 016-758

016-759 Auditron Limit Reached RAP

016-759 The number of registered users reached the limit.

Procedure

Perform the steps that follow:

1. Have the customer request the Account Administrator to set the number of copies, etc.
2. Update the Software, GP 9.

016-760 PS Decompose Failure RAP

016-760 An error occurred in decompose processing.

Procedure

Perform the steps that follow:

1. Have the customer resend the job.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs
016-759, 016-760

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016-761 FIFO Empty RAP

016-761 Image enlargement error (FIFO empty).

Procedure

Perform the steps that follow:

1. Have the customer print in the high speed mode. If the fault persists, use print guaranteed mode.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-762 Print Language Not Installed RAP

016-762 The system requested functions (print language, print utility, etc.) that are not installed.

Procedure

Perform the steps that follow:

1. Have the customer correct then select the decomposer from the UI or with a command.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

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Status Indicator RAPs
016-761, 016-762

016-763 POP Server Connect RAP

016-763 The machine cannot connect to the POP server.

Procedure

Have the customer:

1. Verify the network cable is connected.
2. Confirm that the POP3 server settings are correct.
3. Enter the IP Address of their POP3 server into the machine.

016-764 SMTP Server Connect RAP

016-764 The machine failed to connect to the SMTP server.

Procedure

Have the customer:

1. Print a configuration report and confirm that the DNS settings are correct.
2. Confirm that the SMTP server settings are correct.
3. Enter the IP Address of their SMTP server into the machine.
4. If the fault persists, refer the customer to the System Administrator Guide to check that the machine is correctly configured.

Status Indicator RAPs

016-763, 016-764

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016-765, 016-766 SMTP Server Error RAP

016-765 The SMTP server HDD is full.

016-766 The memory capacity allocated by the SMTP server is exceeded.

Procedure

Have the customer:

1. Request the customer contact the SMTP Server Administrator.
2. Retrieve E-mails in the SMTP Server HD.
3. Check the server capacity.

016-767 Invalid Email Address RAP

016-767 The system detected that the E-mail destination address is incorrect.

Procedure

Perform the steps that follow:

1. Have the customer check a specific mail addressor set a correct address.
2. Update the Software, GP 9.

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Status Indicator RAPs
016-765, 016-766, 016-767

016-768 Invalid Sender Address RAP

016-768 The SMTP server refused to accept the sender address.

Procedure

Have the customer check that the sender address is correct.

016-769 SMTP Server Unsupported DSN RAP

016-769 The SMTP server refused to accept the sender address.

Procedure

Have the customer contact the network administrator for advice and ensure that the SMTP server supports DSN.

Status Indicator RAPs

016-768, 016-769

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016-770 Direct FAX Function Canceled RAP

016-770 The SMTP server refused to accept the sender address.

Procedure

1. Have the customer release the direct FAX job prohibition (set the target system to 0).
2. Obtain the job logs (UI, Report, CWIS, SSMI applications).

016-772 Scan Data Repository Error RAP

016-772 An error occurred while recalling the DNS resolution library.

Procedure

Perform the steps that follow:

1. Have the customer set the DNS address. Or, set the scan data repository address using IP address.
2. Update the Software, GP 9.

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Status Indicator RAPs
016-770, 016-772

016-776 Image Conversion Error RAP

016-776 Error due during image conversion processing by S-formatter.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. If a failure occurred during Salutation/FAX to Email, attempt to retrieve each page from the mailbox via the web browser.
   b. For occurrences when the password, or signature is specified by the Digital Certificate, perform the steps that follow.
      - Check the validity of the certificate.
      - Set the correct date and time of the device.
   c. When scanning is done with the TWAIN driver, change the file format to JFIF, single-page TIFF.
   d. Switch off RAPS mode, or remove PDF encryption setting in the instructions document.
   e. Set to Single File for Each Page, or set the Image Format setting to Drawing Object.
2. Update the Software, GP 9.

016-779 Scan Image Conversion Error RAP

016-779 An error was detected in the Image conversion library.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Repeat the operation.
   b. Reduce the scan resolution to 400dpi or less then repeat the operation.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs
016-776, 016-779

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016-781 Server Connect Error RAP

016-781 SMTP server not found.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Correctly set the subnet mask and gateway.
   b. From the destination server, ping the machine.
   c. Check whether characters other than ASCII are set for the host name of the device. Set the host name of the device to ASCII characters.
2. Update the Software, GP 9.

016-786 HDD Full Scan Write Error RAP

016-786 When performing the scan function, files cannot be written in the HDD.

Procedure

<p style="text-align:center">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Ensure all paper trays are loaded.
3. If this occurs when sending email, have the customer:
   – Reduce the resolution then resend it.
   – Reduce the size then resend it.
   – Reduce the number of pages and separate the job into several batches when sending.
   – Set the output color to Black then resend it.
4. If the fault persists, perform the steps that follow:
   a. Update the Software, GP 9.
   b. Ensure that all connectors on the ESS PWB and the HDD and all surface mounted modules are fully seated.
   c. Refer to GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
   d. If the fault persists, install new components as necessary:
      i. HDD, PL 18.1 Item 27 (C505/C605) or PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
      ii. ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
016-781, 016-786

016-788 Retrieve to Browser Failed RAP

016-788 SMTP server not found.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Have the customer:
    a. Reload the browser page then perform retrieval operation again.
    b. Re-activate the browser, then perform retrieval operation again.
    c. Improve the connection status to a network.
    d. Check whether there are problems such as duplicated IP addresses.
3. Update the Software, GP 9.

016-790 Email Fragment Over RAP

016-790 Email fragment quantity is over spec.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Reduce resolution (image to send quality), then resend the job.
    b. Reduce magnification, then resend the job.
    c. Increase the maximum fragment quantity.
2. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
3. Contact Technical Support for further instructions.

Status Indicator RAPs
016-788, 016-790

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016-792 Specified Job Not Found RAP

016-792 An error was detected in the Image conversion library.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-794 Media Not Inserted RAP

016-794 Media not inserted.

Procedure

Perform the steps that follow:

1. Have the customer check that the media is inserted.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

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Status Indicator RAPs
016-792, 016-794

016-795 Media Reader Format Error RAP

016-795 The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Perform the steps that follow:

1. Have the customer check the media content from the PC. Check the file format/directory in the media and the selected mode (Digital Camera Print/Document Print), then reset the settings.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-796 Document Insert Operation Error RAP

016-796 The MediaLib detected this error while performing the operation that requires access to Media.

Procedure

Perform the steps that follow:

1. Have the customer check the me dis content from the PC. Check whether the print file attribute data is displayed on the PC, then reset the settings.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs

016-795, 016-796

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016-797 Image File Read Error RAP

016-797 The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Perform the steps that follow:

1. Have the customer check the me dis content from the PC. Check whether the print file images are displayed on the PC, then reset the settings.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-799 PLW Print Instruction Fail RAP

016-799 The specified print parameter is abnormal.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation.
2. Update the Software, GP 9.
3. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
4. Contact Technical Support for further instructions.

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Status Indicator RAPs
016-797, 016-799

016-910, 016-911 Required Resource Not Ready RAP

016-910 The paper requested by the selected print parameters are not installed.

016-911 The paper requested by the print specification is not loaded or different sizes and/or types of paper switching are requested from the same tray.

Procedure

Perform the steps that follow:

1. Have the customer correctly load paper.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

016-917 to 016-919 Toner Y/M/C Life End RAP

016-917 Job Held by Toner Y Life End (Operation).

016-918 Job Held by Toner M Life End (Operation)

016-919 Job Held by Toner C Life End (Operation)

Procedure

Perform the steps that follow:

1. Install a new TONER CARTRIDGE(Y/M/C) as the error requires.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs
016-910, 016-911, 016-917 to 016-919

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016-940 to 016-949 Incorrect Job Settings RAP

016-920 The paper specified for printing cannot be detected.

016-940 Different size settings for side 1 and side 2 were detected after the job had started with 2-Sided Print specified.

016-941 Mixed size/direction set for the page with images was detected after the job had started with Booklet specified.

016-942 Different size settings for side 1 and side 2 were detected after the pages with 2-Sided Print specified had been deleted.

016-943 Different size settings for side 1 and side 2 were detected after the document and separators had been inserted for the pages with 2-Sided Print specified.

016-944 The document collate setting for the pages including the cover with images or the document with separators with Document Attachment specified was detected.

016-945 The documents that do not support 2-Sided Print has been inserted for the pages for 2-Sided Print.

016-946 A document or separator has been inserted between Cover pages or Separator pages.

016-947 The system detected that no tray is loaded with paper for Auto Paper Selection after the job for which the paper for APS (Auto Paper Selection) was selected or APS was set has started.

016-948 The covers with images, separators, or blank pages were detected after the job had started with Booklet specified.

016-949 The document with a different size/orientation from the operated page was tried to be inserted for the job with Attachment specified.

Procedure

Perform the steps that follow:

1. Have the customer re-submit the job with the correct settings.

016-982 HDD Access Error 2 RAP

016-982 HDD was determined to be full due to collate, stored or interrupted jobs.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Process or delete the jobs (documents) stored in the same HDD partition, then repeat the operation.
    b. If step A does not resolve the problem, expand the HDD partition size of the relevant service.
2. If the fault persists, perform the steps that follow:
    a. Update the Software, GP 9.
    b. Ensure that all connectors on the ESS PWB and the HDD and all surface mounted modules are fully seated.
    c. the error persists, perform GP 15, Special Boot Modes and the procedure Initialize HDD Mode.
    d. If the fault persists, install new components as necessary:
        i. HDD, PL 18.1 Item 27 (C505/C605) or PL 18.5 Item 27 (C605_Tall) or PL 18.9 Item 27 (C500/C600).
        ii. ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
016-940 to 016-949, 016-982

016-983 Image Log HDD Full RAP

016-983 With the system data level of ensuring log image creation set to High, the log image storage area on the disk becomes full (during processing a copy/scan job).

Procedure

Have the customer:

1. Cancel the job.
2. Re-run the job.
3. Delete unnecessary documents saved in the device or change the level of ensuring creation (to Low).

016-985 Scan to Email Data Size RAP

016-985 Scan to email data size exceeded.

Procedure

Perform the steps that follow:

1. Have the customer reduce the number of documents, reduce the resolution, or increase the compression ratio if the job is multi-value scan.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

Status Indicator RAPs
016-983, 016-985

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017-500 Job Limit Illegal Response RAP

017-500 Invalid response from job limit server.

Procedure

Have the customer:

1. Check the job parameter settings, then re-run the job.
2. Check the response packet from the job limit server.
3. Update the Software, GP 9.
4. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
5. Contact Technical Support for further instructions.

017-501 Multiple Permission Restrictions RAP

017-501 A print rights violation has occurred.

Procedure

Have the customer change the user privileges.

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Status Indicator RAPs
017-500, 017-501

017-503 Password Over Maximum RAP

017-503 Password has exceeded maximum number of digits.

Procedure

1. Have the customer lower the number of password digits.
2. Update the Software, GP 9.
3. Before turning the power off and on GP 4, obtain logs, GP 37, immediately after the error has occurred.
4. Contact Technical Support for further instructions.

017-504, 017-505, 017-506 JobLimit Server Connection Fail RAP

017-504 JobLimit Server Connection Fail (LUI)

017-505 JobLimit Server Connection Fail

017-506 JobLimit Rejected by Remote Server

Procedure

Have the customer verify the network status and the operating status of JobLimit Server.

Status Indicator RAPs

017-503, 017-504, 017-505

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017-507 Disabled Direct Print RAP

017-507 Job History

Procedure

Change the system data that disables the printing without load to Not disable (0).

017-713 Start TLS Unsupported Fail RAP

017-713 Start TLS unsupported fail.

Procedure

1. Have the customer change the SSL operation mode setting to other than STARTTLS mode.
2. Update the Software, GP 9.
3. Before turning the power off and on GP 4, obtain logs, GP 37, immediately after the error has occurred.
4. Contact Technical Support for further instructions.

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Status Indicator RAPs
017-507, 017-713

017-714 SMTP Over SSL Fail RAP

017-714 SSL communication failure with SMTP server.

Procedure

Perform the steps that follow:

1. Have the customer check if this occurred in TLS Mode, it may be due to an incorrect port number. Check the Port Number settings of the SMTP Server.
2. Update the Software, GP 9.
3. Before turning the power off and on GP 4, obtain logs, GP 37, immediately after the error has occurred.
4. Contact Technical Support for further instructions.

017-715 SSL Certificate Fail RAP

017-715 An SSL Server Authentication Error has occurred because there is something wrong in the Server Certificate Data.

Procedure

1. Have the customer register the root certificate of the SMTP server SSL certificate in the machine.
2. Update the Software, GP 9.
3. Before turning the power off and on GP 4, obtain logs, GP 37, immediately after the error has occurred.
4. Contact Technical Support for further instructions.

Status Indicator RAPs

017-714, 017-715

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017-716 to 017-718 SSL Certificate (SMTP) Fail RAP

017-716 The validity period of the server certificate has not started.

017-717 The validity period of the server certificate has expired.

017-718 The server name does not match the server address of the server certificate.

Procedure

Have the customer:

1. Check that the SMTP server clock and machine clock are correct.
2. Check the validity period of the SMTP server certificate.
3. Check that the server name that are registered in the SMTP server certificate and the server address are correct.
4. If the clocks are correct, change the SMTP server SSL certificate to one that is valid.
5. Update the Software, GP 9.
6. Before turning the power off and on GP 4, obtain logs, GP 37, immediately after the error has occurred.
7. Contact Technical Support for further instructions.

   NOTE: This problem can also be fixed by switching off the machines SSL Server Verification setting. This will render the machine unable to guarantee the authenticity of the SMTP server that it is connecting to.

017-719 SMTP Over SSL Internal Fail RAP

017-719 Internal software error has occurred during SMTP over SSL process.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation.
2. Update the Software, GP 9.
3. Before turning the power off and on GP 4, obtain logs, GP 37 immediately after the error has occurred.
4. Contact Technical Support for further instructions.

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Status Indicator RAPs
017-716 to 017-718, 017-719

017-720, 017-721 PJL Command Fail RAP

017-720 Contract type value is incorrect.

017-721 Geographic region value is incorrect.

Procedure

Have the customer correct the contract type or geographic region value specified by PJL command, then try again.

017-722 Total Impressions Over Fail RAP

017-722 The total impressions of billing meter in the data for PJL diag is 9,999,900 or more.

Procedure

Have the customer perform the operation when the value of total impressions is between 0 and 9,999,900.

Status Indicator RAPs
017-720, 017-721, 017-722

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017-723 DocuWorks Unsupported Character Fail RAP

017-723 When the DocuWorks decomposer is working, it detected some text that cannot be output is in use.

Procedure

Perform the steps that follow:

1. Have the customer print from the DocuWorks viewer using the print driver (ART-EX, PCL, etc.).
2. If the fault persists, reload the software, GP 9.

017-725 Forced Annotation Syntax Fail RAP

017-725 Syntax error in Forced Annotation instructions is detected.

Procedure

Perform the steps that follow:

1. Have the customer check the driver settings.
2. Obtain the log file using the log tool GP 37.
    *   If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the Panel.
    c. Collect other information as much as possible to reproduce the error.
6. Before turning the power off and on GP 4, obtain logs, GP 37, immediately after the error has occurred.
7. Contact Technical Support for further instructions.

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Status Indicator RAPs
017-723, 017-725

017-728 Scan Job-Flow Document Fail RAP

017-728 Syntax error in Forced Annotation instructions is detected.

Primary Causes

1. MS Word or MS Excel is specified as the output format in the instructions, but the target document for processing does not possess the conditions required for format processing.
2. Extension Scanner Kit not installed (Scan To Office Selection Service not enabled).

Procedure

Perform the steps that follow:

1. Have the customer Change output format to other than MS Word or MS Excel.
   - Start Job Flow Service after satisfying all conditions below.
   - The document for processing is a Scan document.
   - The document for processing is full color.
   - Size of the document for processing is 50mmx50mm or more, 297mmx432mm or less.
   - Color space of the document for processing is standard color space.
   - Resolution of the document for processing is 300dpi.
   - Magnification of the of the document for processing is 100%.
2. Verify the Extension Scanner Kit Position.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. If possible, before turning the power off and on GP 4, obtain logs, GP 37 immediately after the error has occurred.
5. Contact Technical Support for further instructions.

017-729 Temporary Error in PDL Transfer RAP

017-729 Temporary inability to send due to maximum jobs exceeded at the destination device, or spool area of print data full, etc.

Procedure

Have the customer:

1. Set the spooling of the print data at the destination device to hard disk.
2. Change spooling setting to Spool to Hard Disk.

Status Indicator RAPs

017-728, 017-729

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017-730 Network Error in PDL Transfer RAP

017-730 Network occurred during PDL data transfer.

Procedure

Have the customer:

1. Check the connection of the network cable.
2. Check the destination device is powered on.
3. Check that the IPP port of the destination device is enabled.
4. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
5. Contact Technical Support for further instructions.

017-731 POP Server Not Connected RAP

017-731 Failed to connect to the POP server.

Procedure

Perform the steps that follow:

1. Have the customer check that network communication between the POP server and the machine is available:
   a. Check that the POP server IP address that is set in the device is correct.
   b. Check the connection of network cables.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Technical Support for further instructions.

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Status Indicator RAPs
017-730, 017-731

017-732 Offline Error in PDL Transfer RAP

017-732 Unable to send because destination printer is offline.

Procedure

1. Have the customer disable the offline status of the destination device.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-733 Internal Error in PDL Transfer RAP

017-733 Unable to send because destination printer is offline.

Procedure

1. Have the customer repeat the operation.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

Status Indicator RAPs

017-732, 017-733

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017-734 IPP Data Error RAP

017-734 Syntax error, usage of undefined command, parameter error, damage of the file, or internal error of the decomposer has occurred during the decomposer process of a direct print job that used IPP in its network protocol.

Procedure

Perform the steps that follow:

1. Have the customer print by using a different print method (printer driver or utility other than print from IPP) that is supported by the device.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-735 Unauthorized Auditron User RAP

017-735 Unauthorized user is detected.

Procedure

Perform the steps that follow:

1. Have the customer get permission to use the device from the account administrator.
2. If the fault persists, reload the software, GP 9.

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Status Indicator RAPs
017-734, 017-735

017-737, 017-738, 017-746 Out of Memory Fail RAP

017-737 Custom Transfer Out Of Memory Fail.

017-738 Custom Transfer JVM Internal Fail.

017-746 Custom transfer plug-in local disk malfunction.

Procedure

Have the customer:

1. Deactivate or delete all unnecessary plug-ins.
2. Switch off and switch on the machine. GP 4
3. From special boot menu, perform dC330, HDD initialize.

017-739, 017-740 Transfer Service Not Available RAP

017-739 Custom transfer XCP not activated error.

017-740 Custom transfer plug-in not activated error.

Procedure

Have the customer:

1. Enable the embedded plug-in feature. **017-739**
    a. **For UI Panel:**
    b. Login as System Administrator
    c. Select the (System Settings) tab -> (Common Service Settings) -> (Plugin Settings), set (Embedded Plugins) to (Enabled) and Switch off and switch on the machine GP 4.
    d. **For CWIS:**
    e. Login as System Administrator
    f. select (Properties) tab, (Security) -> (Plug-in Settings) - > (Plug-in Settings), enable (Plug-in Settings) and Switch off and switch on the machine GP 4.
2. Input the software key for the customization kit.
3. Enable the embedded plug-in feature. **017-740**
    a. **For UI Panel:** N/A
    b. **For CWIS:**
    c. Login as System Administrator
    d. Select (Properties) tab, (Security) -> (Plugin Settings) -> (List of Embedded Plug-ins), register the custom transfer plug-in and switch off and switch on the machine. GP 4.

Status Indicator RAPs
017-737, 017-738, 017-746 , 017-739, 017-740

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017-741 Custom Transfer Invalid Plug-In RAP

017-741 The instruction that was specified by the instruction set to the plug-in and the feature provided by the plug-in (API) are mismatched when the custom transfer job is in progress.

Procedure

Have the customer:

1. Upgrade the embedded plug-in feature (install the latest version).
2. Check the contents of the instruction set that is being used. If the instruction set was generated by a custom service, revise the custom service contents.

017-742 to 017-744 Custom Transfer Plug-In Connection RAP

017-742 Custom transfer plug-in server connection error.

017-743 Custom transfer plug-in authentication error.

017-744 Custom transfer plug-in server access error.

Procedure

Have the customer:

1. 017-742 - Check whether the transfer destination server, etc. and the machine are able to communicate via the network.
2. 017-743 - Check whether it is possible to log in to the transfer destination server, etc. by using the specified user name and password.
3. 017-744 - Check whether it is possible to log in to the transfer destination server, etc. by using the specified user name and password.

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Status Indicator RAPs
017-741, 017-742 to 017-744

017-747 Custom Transfer Plug-In Connection Timeout RAP

017-747 Custom transfer plug-in communication timed out error.

Procedure

Have the customer:

1. Wait a while, then re-run the job.
2. If the situation does not improve, consult with the Network Administrator.

017-748 Custom Transfer Plug-In Invalid Device RAP

017-748 Custom transfer plug-in invalid device settings data error.

Procedure

Have the customer check the device settings required for file transfer.

Status Indicator RAPs

017-747, 017-748

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017-749 Custom Transfer Plug-In XML Fail RAP

017-749 When extracting the custom transfer parameter from XML file, the Obtaining of the parameter has failed, the parameter format is inconsistent, or the parameter value cannot be processed due to wrong grammar.

Procedure

Have the customer check the contents of the instruction set that is being used. If the instruction set was generated by a custom service, revise the custom service contents.

017-750 Custom Transfer Plug-In Internal Fail RAP

017-750 An internal logic error was detected in the custom transfer plug-in.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Have the customer revise the custom transfer plug-in and then reinstall it.

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Status Indicator RAPs

017-749, 017-750

017-751 Custom Transfer Plug-In Other Fail RAP

017-751 An error specific to the custom transfer plug-in was detected.

Procedure

Have the customer refer to the error details in the job undelivered transmission report, then take appropriate action.

017-755 Software Download Via Network Fail RAP

017-755 A software download via the network was performed when the software download via network set as prohibited.

Procedure

Perform the steps that follow:

1. Either set the software download via network to allowed or perform the software download using a USB.
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
7. Contact Technical Support for further instructions.

Status Indicator RAPs

017-751, 017-755

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017-759 Download Data Inspection Error RAP

017-759 Electronic signature verification error of download data.

Procedure

1. Have the customer re-Obtain the download data then perform the operation again.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-760, 017-766 POP Over SSL Fail RAP

017-760 SSL communication failure with POP server.

017-766 SSL communication failure with POP Server.

Procedure

Perform the steps that follow:

1. If this had occurred in TSL mode, it may be due to different port number. Have the customer check the port number settings of the POP server.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

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Status Indicator RAPs
017-759, 017-760, 017-766

017-761, 017-767 SSL Server Cert Untrusted (POP) RAP

017-761 An SSL server authentication error has occurred as there is something wrong in the server certificate data.

017-767 An SSL server authentication error has occurred as there is something wrong in the server certificate data.

Procedure

1. The machine is unable to trust the SSL certificate of the POP server. Have the customer register the root certificate of the POP server SSL certificate in the machine.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-762, 763, 764, 768, 769, 770 SSL Certificate (POP) Fail RAP

017-762 The validity period of the server certificate has not started yet.

017-763 The validity period of the server certificate has expired.

017-764 The server name does not match the server address of the server certificate.

017-768 The validity period of the Server Certificate has not started yet.

017-769 The validity period of the server certificate has expired.

017-770 The server name does not match the server address of the server certificate.

Procedure

Have the customer:

1. Check that the clock of the POP server and the machine are correct. If the clock is correct, change the POP server SSL certificate to one that is valid.
2. Check the validity period settings of the POP server certificate.
3. Check that the server name that are registered in the POP server certificate and the server address are correct.
4. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
5. Contact Technical Support for further instructions.

   NOTE: This problem can also be fixed by switching off the machines SSL Server Verification setting. This will render the machine unable to guarantee the authenticity of the POP server that it is connecting to.

Status Indicator RAPs
017-761, 017-767, 017-762, 763, 764, 768, 769, 770

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017-765, 017-771 POP Over SSL Internal Fail RAP

017-765 Software internal error has occurred when POP over SSL process is in progress.

017-771 Software internal error has occurred when POP over SSL process is in progress.

Procedure

1. Have the customer repeat the operation.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-772 Scan All Blank Page Fail RAP

017-772 It was detected that all the pages are blank.

Procedure

Have the customer:

1. Darken the density during scan.
2. Turn off the blank suppression instruction.
3. Adjust the following settings.
   a. **840-223**: Blank Page Detection IFormatter Control Parameter:
      - Lower the File Size Based Blank Paper Detection Level.
   b. **840-224**: Blank Page Detection IFormatter Control Parameter:
      - lower the Black Dot Count Based Blank Paper Detection Level.

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Status Indicator RAPs
017-765, 017-771, 017-772

017-773 Netlog Task Error RAP

017-773 Detected fatal error during Netlog operation.

Procedure

Have the customer check the setting related to the Netlog function.

017-774 Message Lost Error RAP

017-774 Message discard error.

Procedure

For information only, no service action necessary.

Status Indicator RAPs

017-773, 017-774

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017-775 Network API Error RAP

017-775 Sending message was discarded due to sending API error.

Procedure

Have the customer check if there is any issues on the network route to the Syslog server.

017-776, 017-777 Syslog Server Error RAP

017-776 The sending message was discarded because the server sent an invalid response or did not respond.

017-777 The sending queue became full and discarded the message sending request.

Procedure

Have the customer check the status of the Syslog server, address value of the Syslog that is set to the device, whether there is an issue in the network route between the device and the Syslog server, or a network cable failure.

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Status Indicator RAPs
017-775, 017-776, 017-777

017-778 Queue Error RAP

017-778 The sending queue became full due to no IP address being set or assigned, and discarded the message sending.

Procedure

Have the customer check if the IP address of the machine is set.

017-779 Link Error RAP

017-779 Detected unplugged network cable on the device side.

Procedure

Check the connection state of the network cable.

Status Indicator RAPs

017-778, 017-779

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017-780 Held Job Timeout RAP

017-780 Auto delete due to the timeout of held Job that has been overtaken.

Procedure

Perform the steps that follow:

1. Have the customer disable the auto delete setting or change the timer setting (1-7200 minutes) to an appropriate value.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-782, 784, 85, 786 Custom Image Processing Plug-In RAP

017-782 Detected mismatch of the version of image processing module.

017-784 Custom image processing XML error.

017-785 Detected an error that is custom image processing plug-in specific.

017-786 Image processing error of custom image processing plug-in.

Procedure

Perform the steps that follow:

1. Have the customer reinstall after correcting the custom image processing plug-in.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

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Status Indicator RAPs
017-780, 017-782, 784, 85, 786

017-783 Custom Image Processing Memory RAP

017-783 The operation was unable to continue due to the memory shortage of the image processing module that is executed in the controller.

Procedure

Perform the steps that follow:

1. Have the customer take any one of the actions that follow:
    a. Lower the resolution.
    b. Change the output color to black & white.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-787 Google Cloud Print Data Error RAP

017-787 Syntax error, undefined command, parameter error, file corruption, decomposer internal error occurred when the decomposer is processing at the Google Cloud Print processing path.

Procedure

Perform the steps that follow:

1. Have the customer use a different print method supported by the machine (print driver, utility other than Google Cloud Print).
2. Obtain the log file using the log tool GP 37.
    *   If there was a reboot after the error had occurred and hence was unable to Obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
    a. Check the exact occurrence timing during job execution.
    b. Check the job settings from the Panel.
    c. Collect other information as much as possible to reproduce the error.
6. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
7. Contact Technical Support for further instructions.

Status Indicator RAPs

017-783, 017-787

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017-789 Job Limit Estimation Logic Fail RAP

017-789 During job limit estimate acquisition, a logic error was detected in the ComlDvm_GetEstimation.

Procedure

1. Have the customer check the job settings, then re-run the job.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Technical Support for further instructions.

017-790 to 017-799 Print Permission RAP

017-790 Color print made in a time zone that is prohibited.

017-791 Print made in a time zone that is prohibited.

017-792 Printing performed despite being prohibited.

017-793 Color printing performed despite being prohibited.

017-794 Print made from a prohibited application.

017-795 Color print made from a prohibited application.

017-796 Single sided print made from a prohibited application.

017-797 Print made from a paper tray that is prohibited.

017-798 Job type print made that is prohibited.

017-799 Single sided print made despite being prohibited.

Procedure

Have the customer set the permissions as required.

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Status Indicator RAPs
017-789, 017-790 to 017-799

018-400 IPSEC Configuration Mismatch RAP

018-400 IPSEC error (setting mismatch).

Procedure

Have the customer clear the IPSEC setting mismatch and re-enable the IPSEC.

NOTE: Mismatched IPSEC settings occur when the password is not set because the authentication method is set to pre-shared key, or when IPSEC certificate is not set because the authentication method is set to digital signature.

018-405 User Account Disabled RAP

018-405 User account disabled error.

Procedure

Perform the steps that follow:

1. Request the customer that there is a check mark at Account Invalid for the relevant user in the active directory of the LDAP authentication destination server. The server has been set to prohibit access from the relevant user.
2. Have the customer consult with the Server Administrator.

Status Indicator RAPs
018-400, 018-405

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018-406 Setting Status of IP Address (IPv4) RAP

018-406 Setting state of the same IP address (IPv4).

Procedure

Perform the steps that follow:

1. Have the customer change the setting to a different IP address.
2. Verify, in the client environment:
   a. The client service will not aggregate information from the remote environment, or,
   b. Even if information is aggregated, there is no possibility of multiple billing, allowing setting of the same IP address by the following C/L.
      - 701-644:TCP/IPnformation: Setting state of the same IP address(IPv4).

018-407 Setting Status of IP Address (IPv6) RAP

018-407 Setting state of the same IP address (IPv6).

Procedure

Have the customer change the setting to a different IP address. Either that or allow the same IP address setting.

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Status Indicator RAPs
018-406, 018-407

018-408, 018-429, 018-430 Duplicate IP address IPv4 (wifi) RAP

018-408 The same IP address device as the IPv4 address of this machine exists on the network in the network environment where the Ether 2 side is connected.

018-429 Duplicate IP address IPv4 (wifi) - There is a device on the network with the same IP address as the machine's IPv4 address in the network environment that wifi is connected to.

018-430 Duplicate IP address IPv4 (wifi Direct) - There is a device on the network with the same IP address as the machine's IPv4 address in the network environment that wifi Direct is connected to.

Procedure

Perform the steps that follow:

1. Change the machine's IPv4 address or the IPv4 address of the device on the network.
2. If the fault persists,
    a. For a manual address setting, check if the IP address set by the customer is being used somewhere else.
    b. For BOOTP and DHCP settings, check with the customer regarding the configuration of the servers.

018-409, 412, 413 Duplicate IPv6 Address 1 RAP

018-409 The same IP address device as the IPv6 of this machine exists on the network in the network environment where the Ether 2 is connected.

018-412 The same IP address device as the state-less auto setting address 2 of this machine exists on the network in the network environment where Ether 2 is connected.

018-413 The same IP address device as the IPv6 state-less auto setting address 3 of this machine exists on the network in the network environment where the Ether 2 is connected.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Change the IPv6 address of the network upper apparatus that is duplicated to resolve the IP address duplication.
    b. Check if the IP address that was set in state-less address auto setting is not used in other places.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Technical Support for further instructions.

Status Indicator RAPs
018-408, 018-429, 018-430 , 018-409, 412, 413

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018-410, 018-411 Dynamic DNS Update Failure RAP

018-410 For Ethernet 2, failed to update the IPv4 address and host name to the DNS server.

018-411 For Ethernet 2, failed to update the IPv6 address and host name to the DNS server.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Check if the DNS server address is correctly set to the device.
   b. Check if the DNS server is set so that the dynamic DNS can be operated.
2. Contact Technical Support for further instructions.

018-414 Duplicate IPv6 Address 2 RAP

018-414 The IPv6 manual setting address that was set in this machine in a network environment connected to Ether 2 is invalid.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Change the IPv6 manual setting address of this machine to the IPv6 address that can be used in the machine address.
   b. Check if the IPv6 address that was automatically set as manual address is a valid address.
2. Contact Technical Support for further instructions.

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Status Indicator RAPs
018-410, 018-411, 018-414

018-415 Duplicate IPv6 Address 3 RAP

018-415 The same IP address device as the IPv6 manual setting address of this machine exists on the network in the network environment where the Ether 2 is connected.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Change the IPv6 manual setting address of this machine or the IPv6 address of the network upper apparatus.
    b. Check if the IPv6 address that was automatically set as manual address is a valid address.
2. Contact Technical Support for further instructions.

018-416 Duplicate IPv6 Address 4 RAP

018-416 The same IP address device as the IPv6 link local address of this machine exists on the network in the network environment where Ether 2 is connected.

Procedure

Perform the steps that follow:

1. Have the customer:
    a. Change the IPv6 address of the network upper apparatus that is duplicated to resolve the IP address duplication.
    b. Check if the IPv6 address that was automatically set as link local address is not used in other places.
2. Contact Technical Support for further instructions.

Status Indicator RAPs
018-415, 018-416

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018-424 WLAN WPA-Enterprise Certificate Empty Failure RAP

018-424 A wireless WPA-Enterprise authentication root certificate or client certificate is not stored in the machine.

Procedure

Perform the steps that follow:

1. Store a root certificate or client certificate in the machine that will be used in wireless WPA-Enterprise authentication.

2. If a WPA-Enterprise authentication root certificate or client certificate can-not be Obtained, use a type of wireless security other than WPA-Enterprise.

018-425 WLAN WPA-Enterprise Certificate Unavailability Failure RAP

018-425 The WPA-Enterprise authentication root certificate or client certificate cannot be used.

Procedure

Perform the steps that follow:

1. Reconfigure the root certificate or client certificate in the machine that will be used in wireless WPA-Enterprise authentication.

2. If a WPA-Enterprise authentication root certificate or client certificate can-not be Obtained, use a type of wireless security other than WPA-Enterprise.

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Status Indicator RAPs
018-424, 018-425

018-426 WLAN WPA-Enterprise server certificate failure

018-426 An irregularity was detected in the server certificate that was received during wireless WPA-Enterprise authentication execution. This includes when the server certificate cannot be referenced.

Procedure

Perform the steps that follow:

1. Check if the server certificate is within the expiration date and that the certificate type and signature algorithm are supported. Use an appropriate certificate.
2. If a server certificate that satisfies the request cannot be used, use a type of wire-less security other than WPA-Enterprise.

018-427 Duplicate IP address range Wi-Fi and Wi-Fi Direct

018-427 An duplicate range setting was detected in the machine's Wi-Fi IP addresses and Wi-Fi Direct IP addresses.

Procedure

Have the customer change the IP address of the machine's Wi-Fi Direct DHCP server to be outside the duplicate range of the IP addresses set for Wi-Fi.

Status Indicator RAPs
018-426, 018-427

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018-428 WLAN Module Connection Failure RAP

018-428 The WLAN module has not been correctly connected to the machine.

Procedure

Perform the steps that follow:

1. Turn off the machine's power and check the installation of the WLAN module.
2. Install new components as necessary:
   a. Wifi module, PL 18.1 Item 11 (C505/C605), PL 18.5 Item 11 (C605_Tall) PL 18.9 Item 11 (C500/C600).
   b. ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

018-431 Duplicate IPv6 address (wifi) RAP

018-431 There is a device on the network with the same IP address as the machine's IPv6 'Auto Stateless Address 1' or 'IPv6 Auto Address' in the network environment that wifi is connected to.

Procedure

Perform the steps that follow:

1. Change the IPv6 address of the device on the network with the duplicate address to resolve the problem.
2. If the fault persists,
   a. Check if the IP address automatically set as the stateless address is being used somewhere else.
   b. Check if the IP address set with auto IPv6 is being used somewhere else.

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Status Indicator RAPs

018-428, 018-431

018-432 Duplicate IPv6 address (wifi) RAP

018-432 There is a device on the network with the same IP address as the machine's 'Auto Stateless Address 2' in the network environment that wifi is connected to.

Procedure

Perform the steps that follow:

1. Change the IPv6 address of the device on the network with the duplicate address to resolve the problem.
2. If the fault persists, check if the IP address automatically set as the stateless address is being used somewhere else.

018-433 Duplicate IPv6 address (wifi) RAP

018-433 There is a device on the network with the same IP address as the machine's IPv6 'Auto Stateless Address 3' or 'IPv6 Auto Address' in the network environment that wifi is connected to.

Procedure

Perform the steps that follow:

1. Change the IPv6 address of the device on the network with the duplicate address to resolve the problem.
2. If the fault persists,
   a. Check if the IP address automatically set as the stateless address is being used somewhere else.
   b. Check if the IP address set with auto IPv6 is being used somewhere else.

Status Indicator RAPs

018-432, 018-433

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018-434 Duplicate IPv6 address (wifi) RAP

018-434 IPv6 'Manual Address' set on the machine is invalid in the network environment that wifi is connected to.

Procedure

Perform the steps that follow:

1. Change the machine's 'IPv6 (Manual Address)' to an IPv6 address that can be used for the machine's address.
2. If the fault persists, check if an invalid address is being used for the IPv6 address automatically set as the manual address.

018-435 Duplicate IPv6 address (wifi) RAP

018-435 There is a device on the network with the same IP address as the machine's IPv6 'Manual Address' in the network environment that wifi is connected to.

Procedure

Perform the steps that follow:

1. Change the machine's IPv6 'Manual Address' or the IPv6 address of the device on the network.
2. If the fault persists, check if the IP address automatically set as the manual address is being used somewhere else.

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Status Indicator RAPs
018-434, 018-435

018-436 Duplicate IPv6 Address (wifi) RAP

018-436 There is a device on the network with the same IP address as the machine's IPv6 'Link-local Address' in the network environment that wifi is connected to.

Procedure

Perform the steps that follow:

1. Have the customer change the IPv6 address of the device on the network with the duplicate address to resolve the problem.
2. If the fault persists, Check if the IPv6 address automatically set as the 'Link-local Address' is being used somewhere else.

018-439, 018-440, 018-441 Wi-Fi Direct Stops RAP

018-439 When activating the Wi-Fi Direct of this machine, the conflict setting for Wi-Fi Network Type Ad-hoc is detected.

018-440 When activating the Wi-Fi Direct of this machine, the setting for the IPv6 mode is detected in the conflict configuration information related to the IP protocol stack.

018-441 When activating the Wi-Fi Direct of this machine, the setting for the 5GHz mode is detected in the conflict Wi-Fi Band.

Procedure

Perform the steps that follow:

1. Have the customer change the setting for the Wi-Fi Network Type of this machine to Infrastructure.
2. Have the customer change the setting for the configuration information related to the IP protocol stack of this machine to Dual or the IPv4 mode.
3. Have the customer change the setting for the Wi-Fi Band of this machine to Auto or the 2.4GHz mode.

Status Indicator RAPs
018-436, 018-439, 018-440, 018-441

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018-500, 501, 503, 504, 506, 507, 508 CA Server Error RAP

018-500 The SSL server that is necessary for CA could not start because there was no server certificate or private key at an attempt to start the device.

018-501 The device could not connect to the CA server when trying to do CA authentication. The device has failed in communication.

018-503 The device received a message from the CA server and was waiting for a JRM/UI judgment, but received no response in time.

018-504 During communication between the device and the CA server for authentication, a mismatch in Session ID between both has occurred.

018-506 During communication between the device and the CA server, a mismatch in Field ID between both has occurred.

018-507 The CA authentication server requested an entry of user info, and the server determined that the entered info was different.

018-508 In process of CA authentication, the device has received a server exception message from the CA authentication server.

Procedure

Have the customer:
1. Make the IOT and the controller the same in agreement info.
2. Set up the server certificate, or set the CA function to off.
3. Check the address of the CA server, or recheck the connection to the network.
4. Retry the authentication operation.
5. Enter the correct user name and password.
6. Check the status of the CA server.
7. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
8. Contact Support with the required logs for further assistance.

018-502 SMB Login Failure RAP

018-502 When logging in to the SMB server, it was detected that the workstations that can log in during SMB scan are limited.

Procedure

1. Have the customer check the properties information of the specified user and check whether the workstations that can log in to the server are limited.
2. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
3. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-500, 501, 503, 504, 506, 507, 508, 018-502

018-505 SMB-DOS Protocol Error RAP

018-505 SMB user authentication failed/unable to log into SMB scanner.

Procedure

1. Have the customer contact the network administrator for the correct user name or password.

    a. In the case of Windows Server 2003, synchronize the time SMB Server tells with the time this machine tells.

        NOTE: If the user forgets his/her password, he/she needs to set up a new password.

2. This is how to reset Password:

    a. On the domain controller for the active directory that has user info, select (Start) menu > (All Programs) > (Management Tool) > (Active Directory Users and Computers).

    b. From the left frame of the (Active Directory Users and Computers) window, select (Active Directory Users and Computers (Server) > (Domain) > (Users), and list user information.

    c. Right-click the target user on the right frame of the (Active Directory Users and Computers) window and select (Reset Password)

    d. Confirm users that are allowed to use Share Windows.

3. This is how to confirm users. (MacOS X v10.4)

    a. From (Dock), start the (System Environment Settings) icon.

    b. On the (System Environment Settings) window, click the (Share) icon.

    c. From the Select Service window, select 'Share Windows' and click the (Account) button.

018-509 Template Parameter Conflict RAP

018-509 CUI scan: an invalid job template is specified.

Procedure

Have the customer check whether the settings in the job template are correct. For example:

1. A setting that cannot be used in the device is set.

2. The transfer repository is not set correctly.

3. A nonexistent template name is specified.

4. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.

5. Contact Support with the required logs for further assistance.

Status Indicator RAPs
018-505, 018-509

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018-524 Invalid Device Network Setting RAP

018-524 CUI scan: an invalid job template is specified.

Procedure

Have the customer:

1. Check whether the port and network related settings that are required to execute the scan job are set properly in the device.
2. Check whether the DNS server setting is correct.
3. Check whether the port for the specified protocol is activate.
4. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
5. Contact Support with the required logs for further assistance.

018-525 HDD full or Access Error RAP

018-525 CUI scan: HDD-related error during processing of job template.

Procedure

Perform the steps that follow:

1. Request the customer to wait for a while, then perform the same operation again.
2. If the fault persists, perform the 016-210, 506, 777, 780, 798 HDD Error RAP.

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Status Indicator RAPs
018-524, 018-525

018-526 to 529, 531, 532 CUI Scan Error RAP

018-526 A CUI scan start request was received when the job template is being polled.

018-527 CUI scan: internal error occurred when processing job template.

018-528 CUI scan: soap argument error.

018-529 CUI scan: duplication of soap job startup request.

018-531 Other errors during start-up of a CUI scan job.

018-532 Failed to create CUI scan job.

Procedure

1. Request the customer to wait for a while, then perform the same operation again.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

018-530 Authentication Error RAP

018-530 Authentication/DV-related error during start-up of a CUI scan job.

Procedure

1. Request the customer to either perform the correct authentication operation or check the limitations (color mode, no. of sheets, services) that was set by the administrator.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

Status Indicator RAPs
018-526 to 529, 531, 532, 018-530

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018-543 Shared Name Error in SMB Server RAP

018-543 Problem with the shared name of the SMB scan server.

Procedure

Have the customer:

1. Check the shared name specified then set the correct name.
2. Check that the user has the right to access the shared name specified.
3. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
4. Contact Support with the required logs for further assistance.

018-547 SMB Scan Users Restriction RAP

018-547 The number of SMB scan users has exceeded the limit.

Procedure

Have the customer:

1. Check the limit for the number of users that can connect to the shared folder.
2. Check whether the number of users who are concurrently using the server has exceeded the maximum number.
3. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
4. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-543, 018-547

018-556 HTTP Server Script Error RAP

018-556 HTTP error - invalid script.

Procedure

Have the customer:

1. Check that the drive and directory that are specified in the HTTP server that sends scanned documents are accessible.
2. Repeat the operation.
3. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
4. Contact Support with the required logs for further assistance.

018-557 HTTP Invalid Character in Filename RAP

018-557 HTTP file - invalid characters.

Procedure

1. Have the customer ensure that the file name that is specified in the scanned document destination does not contain any invalid characters.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

Status Indicator RAPs
018-556, 018-557

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018-558 HTTP File Not Found RAP

018-558 The HTTP directory/file name does not exist.

Procedure

Have the customer:

1. Check that the directory that is specified in the scanned document destination HTTP server exists.
2. Check that the file name that is specified in the scanned document destination HTTP server exists.
3. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
4. Contact Support with the required logs for further assistance.

018-559 HTTP File Duplication Fail RAP

018-559 File name conflict stop.

Procedure

1. Request the customer that when performing scan Jobs, set File Name Conflict to other than Cancel Job.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-558, 018-559

018-560 to 018-563 HTTP Server Login Fail RAP

018-560 HTTP user authentication error.

018-561 HTTP error - not found.

018-562 HTTP response client error.

018-563 HTTP response server error.

Procedure

Have the customer:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check the login user name.
3. Check the login password.
4. Check the name of scanned document destination HTTP server.
5. Check the server path name of scanned document destination HTTP server.
6. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
7. Contact Support with the required logs for further assistance.

018-564 Host Name Solution Error in HTTP RAP

018-564 Failed to resolve host name in HTTP.

Procedure

Have the customer:

1. Check whether the scanned document destination HTTP server has been registered in the DNS.
2. Check whether it is connected to the DNS server.
3. Check whether the DNS server address is set.
4. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
5. Contact Support with the required logs for further assistance.

Status Indicator RAPs
018-560 to 018-563, 018-564

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018-565 Proxy Name Solution Error in HTTP RAP

018-565 Failed to resolve proxy name error in HTTP.

Procedure

Have the customer:

1. Check whether the proxy server name that is set in the device has been registered in the DNS.
2. Check whether it is connected to the DNS server.
3. Check whether the DNS server address is set.
4. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
5. Contact Support with the required logs for further assistance.

018-566, 018-567 Server Connect Error in HTTP RAP

018-566 Failed to connect to the HTTP server.

018-567 HTTP error - access error.

Procedure

Have the customer:

1. Check the network cable of the device.
2. Check whether the scanned document destination HTTP server is accessible from the PC.
3. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
4. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-565, 018-566, 018-567

018-568 HTTP Server SSL Access Fail RAP

018-568 HTTP error - abnormal SSL connection.

Procedure

Have the customer:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL setting of the scanned document destination HTTP server is valid.
3. Check the name of scanned document destination HTTP server.
4. Check the server path name of scanned document destination HTTP server.
5. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
6. Contact Support with the required logs for further assistance.

018-569 HTTP Server Certificate Fail RAP

018-569 HTTP error - invalid certificate.

Procedure

Have the customer:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL server certificate of the scanned document destination HTTP server is registered in the device.
3. Check whether the SSL server certificate of the scanned document destination HTTP server is valid. For example, check the items that follow:
    *   The certificate has not expired yet.
    *   The time that is set in the device is correct.
    *   It is not in the discard list.
    *   The certificate path of the SSL server certificate and import any necessary CA certificate.
4. If the certificate is not registered in the scanned document destination HTTP server, disable the device certificate validation.
5. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
6. Contact Support with the required logs for further assistance.

Status Indicator RAPs
018-568, 018-569

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018-570 HTTP Certificate Fail RAP

018-570 HTTP error - invalid client certificate.

Procedure

Have the customer:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL client certificate is set correctly in the device.
3. Check whether a valid device certificate is registered in the scanned document destination HTTP server.
4. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
5. Contact Support with the required logs for further assistance.

018-571 Internal Error in Scan RAP

018-571 Scan network sending software internal error.

Procedure

1. Have the customer repeat the operation.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-570, 018-571

018-587 File Duplication Fail RAP

018-587 File name conflict stop.

Procedure

1. Have the customer set File Name Conflict to other than Cancel Job.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

018-588 Scan Filing Policy Invalid RAP

018-588 Invalid filing policy.

Procedure

1. Request the customer that when Add is selected for File Name Conflict, check that the file format is not set to Multi-page.
2. Before turning the power off and on GP 4, obtain logs GP 37 immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

Status Indicator RAPs
018-587, 018-588

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018-589 NEXTNAME File Error RAP

018-589 NEXTNAMEDAT file access error.

Procedure

1. Request the customer that when Add is selected for File Name Conflict, check that the NEXTNAME.DAT file is correct.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

018-590 Same Name Exists RAP

018-590 A file/folder with the same name was detected on the server.

Procedure

1. Have the customer perform the same operation again without multiple machines accessing the same folder in the same server.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-589, 018-590

018-591 File Name Suffix Over Limit RAP

018-591 The scan file name has exceeded the suffix limit value.

Procedure

1. Have the customer change the file name/destination folder on the scan server. Else, move or delete the files in the destination folder.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

018-592, 018-593 Lock Folder Fail RAP

018-592 Scan lock folder creation failed.

018-593 Failed to delete the scan lock folder.

Procedure

Have the customer:
1. Check if a lock directory (*.LCK) remains in the transfer destination, delete it manually then retry the job.
2. Check whether there is a folder that has the same name as the specified name.
3. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
4. Contact Support with the required logs for further assistance.

Status Indicator RAPs
018-591, 018-592, 018-593

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018-595 Detected User Duplication RAP

018-595 Duplicate IDs were detected at ICCG external authentication (LDAP protocol).

Procedure

1. Have the customer make corrections so that the user entries in the database of the LDAP server do not have the same IC card information.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

018-596, 018-700 Network Error RAP

018-596 An undefined protocol error, and other errors with LDAP protocol.

018-700 Network stack is not initialized fail.

Procedure

1. Request the customer to wait for a while, then perform the same operation again.
2. Before turning the power off and on GP 4, obtain logs GP 37, immediately after the error has occurred.
3. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-595, 018-596, 018-700

018-701 to 018-705 LDAP Protocol Errors 01 to 05 RAP

018-701 LDAP protocol error 01 at address book operation, (operation error).

018-702 LDAP protocol error 02 at address book operation, (operation error).

018-703 LDAP protocol error 03 at address book operation.

018-704 LDAP protocol error 04 at address book operation (too many search results to be processed).

018-705 LDAP protocol error 05 at Address Book operation (comparison request result is false)

018-706 LDAP protocol error 06 at address book operation (comparison request result is true).

018-707 LDAP protocol error 07 at address book operation (the specified authentication method is not supported).

018-708 LDAP protocol error 08 at address book operation (strong authentication is required)

Procedure

1. Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated. The printer is operational or the configuration report indicates valid network settings.
2. Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.
3. There is a problem with the LDAP setups on the machine or with the remote LDAP server. Have the customer verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.
4. See GP 36, how to Manually Setup a Network Connection, for further help or advise the customer to contact their network administrator.

018-709 Active Communication is Unavailable Now Fail RAP

018-709 Active communication is unavailable now fail.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. Verify with the customer if machine was connected to the network.
   a. Have the customer verify the IPv4 settings are static or DHCP.
   b. Refer to GP 36, How to Manually Configure an IP Address to verify customer network settings and set the machine IP address to a static address.
3. If the fault persists, Request the customer to contact their network administrator.

Status Indicator RAPs
018-701 to 018-705, 018-709

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018-710 to 018-714 LDAP Protocol Errors 10 to 14 RAP

018-710 LDAP protocol error 10 at address book operation (not registered in search range).

018-711 LDAP protocol error 11 at address book operation (admin limit is exceeded).

018-712 LDAP protocol error 12 at address book operation (extended function cannot be used).

018-713 LDAP protocol error 13 at address book operation (secrecy is required).

018-714 LDAP protocol error 14 at Address Book operation (SASL bind in progress).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

018-715 Kerberos Attestation Protocol Error 73 RAP

018-715 Kerberos Attestation protocol error 73

Procedure

Advice the customer that:

1. If the error occurred in the case of smart card authentication, algorithm not supported by the device is specified by KDC.
2. In the case of password authentication, KDC does not support any of the device's algorithms.
3. KDC settings should be reviewed. Also, in the case of devices supporting RAPS, disabling RAPS mode may correct the problem.
4. Before switching the power off and then on, GP 4, obtain logs GP 37, immediately after the error has occurred.
5. Contact Support with the required logs for further assistance.

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Status Indicator RAPs
018-710 to 018-714, 018-715

018-716 to 018-721 LDAP Protocol Errors 16 to 21 RAP

018-716 LDAP protocol error 16 at address book operation (the requested attribute does not exist).

018-717 LDAP protocol error 17 at address book operation (the specified attribute is not defined)

018-718 LDAP protocol error 18 at address book operation (unsuitable combination).

018-719 LDAP protocol error 19 at address book operation (limit violation).

018-720 LDAP protocol error 20 at address book operation (the specified attribute already exists)

018-721 The server returned RFC2251 standard result message 21 (syntax error of the specified attribute value) in response to the address book inquiry.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

018-722 GCP Network Fail RAP

018-722 GCP network connection error.

Procedure

Perform the steps that follow:

1. Have the customer confirm the network connection status, network settings status with the system administrator.
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Obtain logs immediately, GP 37, after the error has occurred.
7. Contact Technical Support for further instructions.

Status Indicator RAPs
018-716 to 018-721, 018-722

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018-723, 018-740 GCP Certification Fail RAP

018-723 GCP certificate connection error.

018-740 Connection error of certificate has occurred during communication through XMPP protocol with Google server.

Procedure

Perform the steps that follow:

1. Have the customer confirm with the network administrator the correct root CA certificate is present, certificate authentication settings are correct.
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Obtain logs immediately, GP 37, after the error has occurred.
7. Contact Technical Support for further instructions.

018-724 GCP SSL Connection Fail RAP

018-724 GCP SSL connection error.

Procedure

Perform the steps that follow:

1. Have the customer confirm with the network administrator the network (SSL Communication) connection status, SSL settings status.
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Obtain logs immediately, GP 37, after the error has occurred.
7. Contact Technical Support for further instructions.

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Status Indicator RAPs
018-723, 018-740, 018-724

018-725 Kerberos Attestation Protocol Error 22 RAP

018-725 Duplicate IDs were detected at ICCG external authentication (LDAP protocol).

Procedure

Request the customer that the user Kerberos password set on the Kerberos server has expired, it is necessary to ask the server administrator to extend the expiration date of it.

018-726 Kerberos Attestation Protocol Error 70 RAP

018-726 Duplicate IDs were detected at ICCG external authentication (LDAP protocol).

Procedure

Have the customer check if a higher CA certificate in the user SmartCard is registered with the device. If not, register it with the device.

Status Indicator RAPs
018-725, 018-726

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018-727 Kerberos Attestation Protocol Error 71 RAP

018-727 The certificate in the user SmartCard is incorrect (rejected by the Kerberos server).

Procedure

Have the customer check if the certificate in the user SmartCard is valid. If it has become invalid or expired, renew it, or if the Kerberos server prohibits the use of the certificate, it is necessary to ask the server administrator to authorise the server permit it.

018-728 Kerberos Attestation Protocol Error 72 RAP

018-728 The Kerberos server KDC certificate is incorrect (the root CA certificate is not registered with the device; the KDC certificate has expired; or the KDC certificate address is different from that written on the certificate.)

Procedure

Have the customer:

1. Check if the root CA certificate of KDC certificate is registered with the device. If not, register the root CA certificate.
2. If the KDC certificate has expired, renew the Kerberos server KDC certificate
3. Check that the Kerberos server address set on the device is the same as that written on the Kerberos server KDC certificate. If they are different, change the Kerberos server address set on the device, or check the Kerberos server KDC certificate. In this case, there is a possibility of a wrong setting or Kerberos server impersonation.

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Status Indicator RAPs
018-727, 018-728

018-729, 730, 731, 740, 738, 739, 743, 744, 745, 746 GCP Network Fail RAP

018-729 GCP connection timeout error.

018-730 GCP other network error.

018-731 GCP HDD limit fail.

018-738 Network-related error has occurred during communication through XMPP protocol with Google server.

018-739 Network-related internal error has occurred during communication through XMPP protocol with Google server.

018-740 GCP XMPP Certification Fail.

018-743 A network related (proxy connection) error has occurred when communicating with Google server via HTTP.

018-744 A network related (DNS name resolution) error has occurred when communicating with Google server via HTTP.

018-745 A network related (proxy connection) error has occurred when communicating with Google server via XMPP protocol.

018-746 A network related (DNS name resolution) error has occurred when communicating with Google server via XMPP protocol.

Procedure

Perform the steps that follow:

1. Have the customer check the network connection status, settings status as the network might be congested.
2. Update the Software, GP 9.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
4. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
5. Update the Software, GP 9.
6. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Obtain logs immediately, GP 37, after the error has occurred.
8. Contact Technical Support for further instructions.

018-732 to 018-736 LDAP Protocol Errors 32 to 36 RAP

018-732 LDAP protocol error 32 at address book operation (applicable object does not exist).

018-733 LDAP protocol error 33 at address book operation (wrong alias).

018-734 LDAP protocol error 34 at address book operation (wrong DN format, wrong password).

018-735 LDAP protocol error 35 at address book operation (object is terminated).

018-736 LDAP protocol error 36 at address book operation (cannot refer to alias).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

Status Indicator RAPs
018-729, 730, 731, 740, 738, 739, 743, 744, 745, 746,

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018-737, 018-741 GCP Other Fail RAP

018-737 Other internal error has occurred during GCP module processing.

018-741 Other internal error has occurred during GCP module (XMPP library) processing.

Procedure

Perform the steps that follow:

1. Have the customer check the settings.
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to'0' to perform log collection and return the NVM (700-530) to'1' after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Update the Software, GP 9.
5. Switch Off or Switch On the Printer, GP 4. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Obtain logs immediately, GP 37, after the error has occurred.
7. Contact Technical Support for further instructions.

018-747 Server Not Found in SMB RAP

018-747 Unable to find the SMB server during SMB scan.

Procedure

Have the customer:

1. **Check the Communication Environment:**

   Check that network communication between the transfer destination SMB server and this machine is available, by the performing the steps that follow:
   a. Network cable connection.
   b. If the transfer destination address is specified using IP Address, check whether the IP address is correct.
   c. Check with the System Administrator on whether the SMB related ports (*1) are blocked (whether there are blocked ports at the transfer destination server, between the MFD and the server, etc.)

2. **Check the SMB Server:**

   Check the network settings that follow to check if the computer operates as an SMB server:
   a. Whether the SMB related ports (*1) are blocked by software, such as anti-virus or a firewall, on the server.

3. **Check the Resolution Server Name:**

   Check the network settings that follows to check if the computer operates as an SMB server:
   a. For communication that goes beyond the subnet and the server name is 15 characters or shorter, check the WINS server settings and check whether the server name address can be resolved correctly.

4. If there is no problem, login to the SMB server from another PC using the same user name and check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.

5. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.

6. Contact Technical Support for further instructions.

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Status Indicator RAPs
018-737, 018-741, 018-747

018-748, 750, 751, 752, 753, 754 LDAP Protocol Errors 48, 50 to 36 RAP

018-748 LDAP protocol error 48 at address book operation (authentication denied).

018-750 LDAP protocol error 49 at address book operation (the specified authentication certificate is invalid, login name is invalid).

018-751 LDAP protocol error 51 at address book operation (busy).

018-752 LDAP protocol error 52 at address book operation (cannot be processed).

018-753 LDAP protocol error 53 at address book operation (execution denied).

018-754 LDAP protocol error 54 at address book operation (loop detected).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

018-749 LDAP Protocol Error 49 RAP

018-749 There is a LDAP (Lightweight Directory Access Protocol) error (Designated authentication certificate is invalid/Login name is invalid).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

Status Indicator RAPs

018-748, 750, 751, 752, 753, 754, 018-749

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018-755 Server Connection Error in SMB RAP

018-755 There is no response from the server and failed to establish TCP/IP session.

Procedure

Have the customer:

1. Check the transfer destination server, the router that exists between the multifunction device and the server, and the anti-virus software, firewall software, etc.
2. If there is no problem, login to the SMB server from another PC using the same user name and check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.

   NOTE: If the situation does not improve, it is highly likely that there is a problem occurring at the server.

3. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
4. Contact Technical Support for further instructions.

018-756 Server Login Response Timeout in SMB RAP

018-756 Unable to receive a response from the server within the specified time during the scanner (scan to PC) SMB authentication.

Procedure

Have the customer:

1. If the transfer destination server belongs to the Active Directory domain, check for delays in the communication between transfer destination server and Domain Controller by the method that follows:
   a. Check whether it is taking a long time to access the transfer destination server from a PC client.
   b. If it is taking a long time, consult with the System Administrator.
2. If there is no problem, login to the SMB server from another PC using the same user name and check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.

   NOTE: If the situation does not improve, there is a possibility of bad connection status in the customers environment. Advise them to consult with the System Administrator.

3. Obtain logs immediately, GP 37, after the error has occurred.
4. Contact Technical Support for further instructions.

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Status Indicator RAPs
018-755, 018-756

018-757 Host Name Solution Error in SMB RAP

018-757 The system has failed to resolve the SMB server name of the SMB that is specified as the transfer destination during the scanner (scan to PC).

Procedure

Have the customer:

1. For communication that goes beyond the subnet, check the DNS server settings and check whether the server name address can be resolved correctly.
2. If there is no problem, login to the SMB server from another PC using the same user name and check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.
3. Obtain logs immediately, GP 37, after the error has occurred.
4. Contact Technical Support for further instructions.

018-758, 018-759 Picture Preservation or File Name Error RAP

018-758 SMB Scan image storage location or file name error.

018-759 SMB Scan image storage location or file name error.

Procedure

Have the customer:

1. Check whether the storage location is correct.
2. Check whether the specified file name is one that can be created on the SMB server.
3. Check whether the storage destination or file name of the scan image that is set at the main unit contains restricted characters.
4. Obtain logs immediately, GP 37, after the error has occurred.
5. Contact Technical Support for further instructions.

Status Indicator RAPs
018-757, 018-758, 018-759

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018-760 DFS Link Error in SMB RAP

018-760 The specified storage location gets linked to other shared folder during scanner (scan to PC) SMB transfer as it is set to Distributed File System (DFS).

Procedure

1. Have the customer check the settings of the distributed file system (DFS) with the system administrator
2. Obtain logs immediately, GP 37, after the error has occurred.
3. Contact Technical Support for further instructions.

018-761 Out of Server Memory in SMB RAP

018-761 The memory at the storage destination PC was detected to have ran out during scanner (scan to PC) SMB transfer.

Procedure

Have the customer:

1. Check whether the usage condition at the storage destination PC has caused all the memory to be used.
2. Terminate the applications that are currently not in use.
3. Check the memory usage status and perform upgrades to increase the memory.
4. Reboot the server.
5. Obtain logs immediately, GP 37, after the error has occurred.
6. Contact Technical Support for further instructions.

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Status Indicator RAPs
018-760, 018-761

018-762 Server Response Timeout in SMB RAP

018-762 The response from the storage destination PC has taken a long time and caused a timeout during scanner (scan to PC) SMB transfer.

Procedure

Have the customer:

1. Check whether an anti-virus software is operating at the storage destination PC. If operating, reduce the number of document copies to make the transmission file smaller.
2. Check that there is no cable unplugged or any issues with the router or the hub in the network route.
3. Obtain logs immediately, GP 37, after the error has occurred.
4. Contact Technical Support for further instructions.

018-763 Character Convert Error in SMB RAP

018-763 The character code conversion process in the multifunction device has failed during the scanner (scan to PC) SMB transfer.

Procedure

Have the customer:

1. Check whether the server name, shared name, path name, etc. contains machine-dependent characters such as (special symbol), (number symbol), IV (roman numeral), and etc.
2. If it contains any machine-dependent characters, edit it so that the name no longer contain any and operate.
3. Obtain logs immediately, GP 37, after the error has occurred.
4. Contact Technical Support for further instructions.

Status Indicator RAPs
018-762, 018-763

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018-764 to 018-769, 018-771 LDAP Protocol Errors RAP

018-764 LDAP protocol error 64 at address book operation (naming violation).

018-765 LDAP protocol error 65 at address book operation (object class specification error).

018-766 LDAP protocol error 66 at address book operation (entries other than termination cannot be executed).

018-767 LDAP protocol error 67 at Address Book operation (cannot be executed at RDN).

018-768 LDAP protocol error 68 at address book operation (the specified entry already exists).

018-769 LDAP protocol error 69 at address book operation (object class cannot be changed).

018-771 LDAP protocol error 71 at address book operation (influence on multiple DSA).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

018-770 LDAP Protocol Error 70 RAP

018-770 LDAP protocol error 70 at Address Book operation (search target is too large).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

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Status Indicator RAPs
018-764 to 018-769, 018-771, 018-770

018-772 Shared Name Not Found in Server RAP

018-772 The shared name that was set does not exist on the transfer destination server during scanner (scan to PC) SMB transfer.

Procedure

Have the customer check whether the shared name that is set at the main unit exists on the transfer destination PC.

018-773 Shared Name Error in Server RAP

018-773 Invalid shared name at the SMB scan server.

Procedure

Have the customer:

1. Check whether the shared name that is set at the main unit contains restricted characters.
2. Check whether the beginning or the end of the shared name that is set at the main unit contain any blank space.
3. Check whether the shared name that is set at the main unit is only specified by a period.
4. If the transfer destination is a Macintosh, the permission setting must be changed for the user of the shared folder. For the settings, check with the System Administrator.
5. Obtain logs immediately, GP 37, after the error has occurred.
6. Contact Support with the required logs for further assistance.

Status Indicator RAPs

018-772, 018-773

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018-780 to 018-784 LDAP Protocol Errors 80 and 82 to 84 RAP

018-780 LDAP protocol error 80 at address book operation (an unknown error has occurred).

018-782 LDAP protocol error 82 at address book operation (program error or SASL authentication error).

018-783 LDAP protocol error 83 at address book operation (outgoing message encoding error).

018-784 LDAP protocol error 84 at address book operation (incoming message decoding error).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

018-781 LDAP Protocol Error 81 RAP

018-781 LDAP protocol error 81 at address book operation (cannot connect to server).

Procedure

Have the customer:

1. Check if the network cable is connected.
2. If it is connected, check the start up state of the target request server.
3. Check whether the shared name that is set at the main unit is only specified by a period.
4. Check that the server name is correct.
5. Contact Technical Support for further instructions.

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Status Indicator RAPs
018-780 to 018-784, 018-781

018-785 LDAP Protocol Error 85 RAP

018-785 LDAP protocol error 85 at address book operation (search timeout).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

018-786 to 797 LDAP Protocol Errors 86 to 97 RAP

018-786 LDAP protocol error 86 at address book operation (an unknown authentication method has been specified).

018-787 LDAP protocol error 87 at address book operation (mistake in definition of search filter).

018-788 LDAP protocol error 88 at address book operation (instruction canceled).

018-789 LDAP protocol error 89 at address book operation (an incorrect parameter was passed).

018-790 LDAP protocol error 90 at address book operation (insufficient memory).

018-791 LDAP protocol error 91 at address book operation (server connection prohibited).

018-792 LDAP protocol error 92 at address book operation (unsupported function).

018-793 LDAP protocol error 93 at address book operation (result is not returned).

018-794 LDAP protocol error 94 at address book operation (result no longer exist).

018-795 LDAP protocol error 95 at address book operation (result still exist).

018-796 LDAP protocol error 96 at address book operation (client loop detected).

018-797 LDAP protocol error 97 at address book operation (maximum hop number for reference is exceeded).

Procedure

1. Switch off, then switch on the machine, GP 4.
2. After startup, verify the machine is communicating on the network.
3. If the fault persists, print a network configuration report and verify the LDAP setup on the machine to the remote LDAP server is correct.
4. If the network settings are correct and connectivity is still lost, Request the customer to contact their network administrator.

Status Indicator RAPs

018-785, 018-786

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021-210 to 021-212 USB IC Card Reader Error RAP

021-210 USB IC card reader connection status error.

021-211 The USB IC card reader is broken.

021-212 USB IC card reader activation failure.

Procedure

<p align="center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the connection between the card reader and the machine.
3. Enter dC131. Make sure NVM value 700-885 is set correctly:
   - Internal IC card reader: 0
   - IC card reader (HID support): 1
4. If the error persists, Request the customer that the card reader is faulty.

021-214 USB IC Card Reader Encryption Setting RAP

021-214 Failure in the USB IC card reader encryption settings.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Request the customer that the encryption settings of the connected USB IC card reader are wrong. Connect an USB IC card reader that has never been used before, or one that has had its encryption settings initialized as factory default settings to the machine.
3. Switch off. then switch on the machine., GP 4 to reset the encryption settings for the card reader.

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Status Indicator RAPs

021-210 to 021-212, 021-214

021-401 USB IC Card Reader Connection Error RAP

021-401 USB IC card reader connection status is incorrect.

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Request the customer to disconnect the USB IC card reader that caused this error to occur from the USB connector.

021-505, 021-506 SSL Error RAP

021-505 Couldn't establish SSL session - An error has occurred during SSL/TLS handshake. libcURL returned 'CURLE_SSL_CONNECT_ERROR'

021-506 The SSL certificate of the server is invalid.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 37, How to Obtain Log Files and contact Support for further assistance.

Status Indicator RAPs
021-401, 021-505, 021-506

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021-509, 515, 516, 522 Invalid Message Detected RAP

021-509 The server detected an invalid message.

021-515 Invalid product code.

021-516 Invalid serial number.

021-522 Certificate library error.

Procedure

1. Switch off. then switch on the machine. GP 4.
2. Perform GP 37, How to Obtain Log Files and contact Support for further assistance.

021-523 Internal Error RAP

021-523 Software failure where processing can still continue was detected.

Procedure

Perform the steps that follow:

1. If the SOAP port has stopped, have the customer restart it.
2. Switch off. then switch on the machine. GP 4.
3. Perform GP 37, How to Obtain Log Files and contact Support for further assistance.

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Status Indicator RAPs
021-509, 515, 516, 522, 021-523

021-524 to 012-528 Communications Error RAP

021-524 Installation status mismatch.

021-525 Recall status mismatch.

021-526 Communication library error.

021-527 Invalid communication message (edge server).

021-528 Communication setting error.

Procedure

1. use Chain-Link (920-001) to change "Installation Status" to "Not Installed" and retry the operation.
2. Switch off. then switch on the machine. GP 4.
3. Perform GP 37, How to Obtain Log Files and contact Support for further assistance.

021-533, 021-534 Unsupported ROM Set RAP

021-533 The user cannot do an update.

021-534 An unsupported submodule is detected.

Procedure

Update the Software, GP 9.

Status Indicator RAPs
021-524 to 012-528, 021-533, 021-534

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023-500 UI ROM Download Fail RAP

023-500 Panel ROM data write processing error detection.

Procedure

<p style="text-align:center;color:red;font-weight:bold">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Update the Software, GP 9.
2. Install a new UI assembly, PL 18.1 Item 1 (C505/C605/C605_Tall), PL 18.2 Item 1 (C500/C600).

023-600, 023-601 UI Key Error RAP

023-600 A hard key on the panel has been found to be held down for one or more consecutive minutes.

023-601 The touch panel has been found to be held down for one or more consecutive minutes.

Procedure

For information only, no service action necessary.

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Status Indicator RAPs
023-500, 023-600, 023-601

024-312, 313, 314, 315 IOT NVM Backup Restore RAP

024-312 IOT NVM Backup Restore Fail 2 - It was detected that the identifiers (Product No., Serial No.) of the backed up IOT NVM Data were different from those instructed by the restore request.

024-313 IOT NVM Backup Restore Fail 3 - It was detected that the data size of the backed up IOT NVM Data was different from the size instructed by the restore request.

024-314 IOT NVM Backup Restore Fail 4 - A backup data read error was detected.

024-315 IOT NVM Backup Restore Fail 5 - When restore was requested, it was detected that the backup data did not exist.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off. then switch on the machine. GP 4.
2. Install a new MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600)

024-322 and 024-223 SEEPROM Refurbish Fail RAP

024-322 Refurbish is impossible because the counting value exceeds its maximum.

024-323 An abnormal parameter is set as the argument for the Send function.

Procedure

1. Switch off. then switch on the machine. GP 4.

Status Indicator RAPs
024-312, 024-322 and 024-223

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024-340 to 024-360 IOT-ESS Communication Fail 1 RAP

024-340 MCU sending error detected by controller (invalid parameter was used).

024-341 MCU sending error detected by controller (sequence number error).

024-342 MCU sending error detected by controller (packet number error).

024-343 MCU sending error detected by controller (message length error).

024-345 MCU sending error detected by controller (check code error).

024-346 MCU sending error detected by controller (parity error detected by the IOT.

024-347 MCU sending error detected by controller (framing error detected by the IOT).

024-348 MCU sending error detected by controller (overrun error detected by the IOT).

024-349 MCU sending error detected by controller (receive abort detected by the IOT after the header had been recognized).

024-350 MCU receiving error detected by controller (sequence number of the received message packet is incorrect).

024-351 MCU receiving error detected by controller (packet number error).

024-352 MCU receiving error detected by controller (message length error).

024-353 MCU receiving error detected by controller (check code error).

024-354 MCU receiving error detected by controller (parity error detected by the UART).

024-355 MCU receiving error detected by controller (framing error detected by the UART).

024-356 MCU receiving overrun error detected by controller (overrun error detected by the UART).

024-357 MCU receiving error detected by controller (receiving abort detected after the header had been recognized).

024-358 Print sequence error detected by controller (paper feed and paper output that are not applicable to the number detected.)

024-359 MCU transmission receiving error detected by controller (invalid parameter used).

024-360 Initialization error between IOT and ESS.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine GP 4.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu GP 15.
3. Check the wire harness connections on the ESS PWB and MCU PWB are installed properly and fully seated.
4. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Update the Software, GP 9.
6. Switch off, then switch on the machine, GP 4.
7. If the error persists, obtain the log file again, GP 37.
8. Switch off the machine GP 4.
9. Unplug the power cord for 2 minutes.
10. Switch on the machine, GP 4
11. Perform the same operation where the error occurred.
12. If the error persists, install a new MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600) and perform the same operation where the error occurred.

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Status Indicator RAPs
024-340 to 024-360

024-361 Invalid IOT Paper Size RAP

024-361 Invalid IOT paper size group information.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the paper size group setting in the Controller and set a correct value.
2. Initialize the user NVM, enter to dC301 NVM Initialization.
3. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
5. Update the Software, GP 9.
6. Repeat the operation which failed.
7. Enter GP 37, How to Obtain Log Files to gather machine logs.
8. Contact Support for further instructions.

024-362, 024-363 Page Sync Illegal Start or Stop RAP

024-362 Page-sync occurred before video output preparation completes.

024-363 Page-sync completion error during video output.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off. then switch on the machine. GP 4.
2. Ensure that all connectors and surface mounted modules on the ESS PWB and the MCU PWB are fully seated.
3. Enter GP 15, Special Booting Menu to perform Hardware Diagnostic using the LONG-DIAG MODE.
4. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Update the Software, GP 9.
6. Switch off, then switch on the machine, GP 4.
7. If the error persists, obtain the log file again, GP 37.
8. Switch off the machine, GP 4.
9. Unplug the power cord for 2 minutes.
10. Switch on the machine, GP 4.
11. If the error persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600) and perform the same operation where the error occurred.
12. If the error persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
13. If the error persists, reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
024-361, 024-362, 024-363

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024-364 DMA Transfer Fail RAP

024-364 During Reduce/Enlarge, reduction/enlargement was not completed even though the specified data was entered. This is probably caused by the SW failure or garbage data Loopback write over- flow.

Procedure

1. Switch off. then switch on the machine. GP 4.
2. Update the Software, GP 9.
3. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

024-365 Overflow on Loop Back Write RAP

024-365 Loopback write overflow.

Procedure

This fault is currently not dispenser displayed. No service action necessary.

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Status Indicator RAPs
024-364, 024-365

024-366 JBIG Library Other Fail RAP

024-366 Other errors in JBIG Lib.

Procedure

1. Switch off. then switch on the machine. GP 4.
2. Update the Software, GP 9.
3. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

024-367 Decompress Other Fail RAP

024-367 Incorrect line synchronization was detected.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off. then switch on the machine. GP 4.
2. Update the Software, GP 9.
3. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Enter GP 15, Special Booting Menu to perform Hardware Diagnostic using the LONG-DIAG MODE.
5. Switch off, then switch on the machine, GP 4.
6. If the error persists, obtain the log file again, GP 37.
7. Switch off the machine, GP 4.
8. Unplug the power cord for 2 minutes.
9. Switch on the machine, GP 4.
10. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600). and perform the same operation where the error occurred.
11. Reinstall the original ESS PWB and contact the Support Department for instructions.

Status Indicator RAPs
024-366, 024-367

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024-368 PCI Error RAP

024-368 PCI access error occurred due to a faulty PCI bus.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

<div align="center">

WARNING

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Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off. then switch on the machine. GP 4.
2. Update the Software, GP 9.
3. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu, GP 15.
5. Switch off, then switch on the machine, GP 4.
6. If the error persists, obtain the log file again, GP 37.
7. Switch off the machine, GP 4.
8. Unplug the power cord for 2 minutes.
9. Switch on the machine, GP 4.
10. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
11. Reinstall the original ESS PWB and contact the Support for instructions.

024-370 Marker Code Detection Fail RAP

024-368 During Enlarge, when the file was enlarged only by the specified size, the end code (FF02) cannot be found in the compressed data.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off. then switch on the machine. GP 4.
   a. Change the Print mode (Normal/High Quality/High Resolution).
   b. Change the RAM size. (Change the port settings or the receive buffer size, etc.)
2. Switch off. then switch on the machine. GP 4.
3. Update the Software, GP 9.
4. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu, GP 15.
6. Switch off, then switch on the machine, GP 4.
7. If the error persists, obtain the log file again, GP 37.
8. Switch off the machine, GP 4.
9. Unplug the power cord for 2 minutes.
10. Switch on the machine, GP 4.
11. Check the wiring on the MCU PWB and the ESS PWB are fully seated.
12. If the error persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600) and perform the same operation where the error occurred.
13. If the error persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
14. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs
024-368, 024-370

024-371, 372, 373, 375 IOT-ESS Communication Fail 2 RAP

024-371 Communication between the ESS and IOT has not been established.

024-372 Sending error detected by the controller (incorrect parameter instruction).

024-373 DLL communication failure recovery error detected by the controller.

024-375 DLL receiving error detected by the controller (incorrect parameter instruction).

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine GP 4.
2. Update the Software, GP 9.
3. Check the wiring on the MCU PWB and the ESS PWB are fully seated.
4. If the error persists, install new components as necessary:
   - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

024-376 IOT-ESS Communication Fail 25 RAP

024-376 Occurs when a break in connection is detected at the loop back terminal of the image signal line.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine GP 4.
2. Update the Software, GP 9.
3. Check the wiring on the MCU PWB and the ESS PWB are fully seated.
4. Check the LPH unit image signal disconnection (cable) is fully seated at the, LPH PL 2.1 Item 1, and the ESS PWB.
5. Switch off, then switch on the machine GP 4.
6. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu, GP 15.
7. Switch off, then switch on the machine, GP 4.
8. If the error persists, obtain the log file again, GP 37.
9. Switch off the machine, GP 4.
10. Unplug the power cord for 2 minutes.
11. Switch on the machine, GP 4.
12. If the error persists, install a new MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600) and perform the same operation where the error occurred.
13. If the error persists, install a new ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
14. Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
024-371, 372, 373, 375, 024-376

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024-600 to 024-614 Counter Repair RAP

024-600 The billing master counter is automatically repaired.

024-601 The billing backup counter 1 is automatically repaired.

024-602 The billing backup counter 2 is automatically repaired.

024-603 The SW key master counter is automatically repaired.

024-604 The SW key backup counter 1 is automatically repaired.

024-605 The SW key backup counter 2 is automatically repaired.

024-606 Billing meter type is automatically repaired (ESS SEEP repaired).

024-607 Billing meter type is automatically repaired (ESS NVM repaired).

024-608 Billing meter type is automatically repaired (IOT NVM repaired).

024-609 Billing count type is automatically repaired (ESS SEEP repaired).

024-610 Billing count type is automatically repaired (ESS NVM repaired).

024-611 Billing count type is automatically repaired (IOT NVM repaired).

024-612 Modal break point is automatically repaired (ESS SEEP repaired).

024-613 Modal break point is automatically repaired (ESS NVM repaired).

024-614 Modal break point is automatically repaired (IOT NVM repaired).

Procedure

For information only, no service action necessary.

024-615 IOT Unsupported Drum Shut Off RAP

024-615 IOT unsupported drum shut off.

Procedure

For information only, no service action necessary.

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Status Indicator RAPs
024-600 to 024-614, 024-615

024-616 to 024-618 Serial Number RAP

024-616 Serial No Master Restore - Serial No. Master was restored automatically.

024-617 Serial No Backup1 Restore - Serial No. Backup1 was restored automatically.

024-618 Serial No Backup2 Restore - Serial No. Backup2 was restored automatically.

Procedure

For information only, no service action necessary.

024-619 to 024-621 Product Number RAP

024-619 Product No Master Restore - Product No. Master was restored automatically.

024-620 Product No Backup1 Restore - Product No. Backup1 was restored automatically.

024-621 Product No Backup2 Restore - Product No. Backup2 was restored automatically.

Procedure

For information only, no service action necessary.

Status Indicator RAPs
024-616 to 024-618, 024-619 to 024-621

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024-701 Invalid Instruction of Face Inversion RAP

024-701 Job cancellation due to invalid invert instruction.

Procedure

Refer the customer the User Guide to use paper or media that is within specification.

024-702 Paper Jam RAP

024-702 Job cancellation due to paper jam.

Procedure

Clear the paper jam.

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Status Indicator RAPs
024-701, 024-702

024-705 Forced Annotation Template Fail RAP

024-705 The specified Force Annotation template cannot be found in the device

Procedure

1. Delete document and attempt to restore the template from the driver.
2. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Repeat the operation which failed.
4. Update the Software, GP 9.
5. Switch off, then switch on the machine GP 4.
6. Ask the customer for the procedures to reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Enter GP 37, How to Obtain Log Files to gather machine logs.
8. Contact Support for further instructions.

024-707 Duplex Inversion Prohibited (Duplex) RAP

024-707 A duplex print instruction was received for duplex/invert prohibited paper.

Procedure

Perform the steps that follow:

1. Request the customer to use paper that is within specification or to print simplex. Refer to GP 26, Paper and Media Size Specifications.
2. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Repeat the operation which failed.
4. Update the Software, GP 9.
5. Switch off, then switch on the machine GP 4.
6. Ask the customer for the procedures to reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Enter GP 37, How to Obtain Log Files to gather machine logs.
8. Contact Support for further instructions.

Status Indicator RAPs

024-705, 024-707

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024-708 Duplex Inversion Prohibited (Face Down) RAP

024-708 A face down output instruction was received for duplex/invert prohibited paper.

Procedure

Perform the steps that follow:

1. Request the customer to use paper that is within specification or to print face up. Refer to GP 26, Paper and Media Size Specifications.
2. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Repeat the operation which failed.
4. Update the Software, GP 9.
5. Switch off, then switch on the machine GP 4.
6. Ask the customer for the procedures to reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Enter GP 37, How to Obtain Log Files to gather machine logs.
8. Contact Support for further instructions.

024-746, 024-747 Print Request Failure RAP

024-746 There are parameters that are incompatible with the specified paper type.

024-747 The specified combination of parameters (stored file size, paper size, paper tray, duplex command, output tray) cannot be executed or continued.

Procedure

Request the customer to use the correct print parameters.

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Status Indicator RAPs
024-708, 024-746, 024-747

024-748 Bates Numbering Digit Exceeded RAP

024-748 The number of bates numbering digits is exceeded.

Procedure

Perform the steps that follow:

1. Request the customer to reduce the number of documents to less than the user-specified number or reduce the number of numbering digits.
2. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Repeat the operation which failed.
4. Update the Software, GP 9.
5. Switch off, then switch on the machine GP 4.
6. Ask the customer for the procedures to reproducing an error according to the operation that was performed when the error occurred.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
7. Enter GP 37, How to Obtain Log Files to gather machine logs.
8. Contact Support for further instructions.

024-910 and 024-959 Tray 1 Size Mismatch RAP

BSD-ON:BSD 46: MCU, Size Switch Assembly (Tray 1)

BSD-ON:BSD 07: Registration and no paper sensor

024-910 Size mismatch tray 1, measured length mismatch.

024-959 Tray 1 size mismatch.

Procedure

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WARNING

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Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Request the customer to:
   a. Use paper that is within specification. Refer to GP 26, Media Specifications.
   b. Ensure the paper in tray 1, PL 9.1 Item 1, is the correct size for the job.
   c. Ensure tray 1 is fully inserted.
2. Check for slipping or sticky registration clutch, PL 15.1 Item 8.
3. Enter dC330. Enter the following codes to check the sensors:
   - 071-106 tray 1 paper size sensor 0
   - 071-107 tray 1 paper size sensor 1
   - 071-108 tray 1 paper size sensor 2
   - 071-103 registration sensor
4. Install new components as necessary:
   a. Registration sensor, PL 15.2 Item 13.
   b. Size switch assembly (tray 1), PL 18.3 Item 21(C505/C605), PL 18.7 Item 21(C605_Tall), PL 18.11 Item 21(C500/C600).
   c. MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs
024-748, 024-910 and 024-959

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024-911 and 024-960 Tray 2 Size Mismatch RAP

BSD-ON:BSD 46: OPF 550 PWB, OPF 550 Size Switch Assembly

BSD-ON:BSD 07: Registration and no paper sensor

024-911 Size mismatch tray 2, measured length mismatch.

024-960 Tray 2 size mismatch.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Request the customer to:
   a. Use paper that is within specification. Refer to GP 26, Media Specifications.
   b. Ensure the paper in tray 2, PL 9.1 Item 1, is the correct size for the job.
   c. Ensure tray 2 is closed.
2. Enter dC330. Enter the following codes to check the sensors:
   - 071-109 option feeder 2 size sensor 0
   - 071-110 option feeder 2 size sensor 1
   - 071-111 option feeder 2 size sensor 2
   - 071-103 registration sensor
3. Install new components as necessary:
   a. Registration sensor, PL 15.2 Item 13.
   b. Switch assembly size OPF 550, PL 10.1 Item 12.
   c. MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

024-912 and 024-961 Tray 3 Size Mismatch RAP

BSD-ON:BSD 46: OPF 550 PWB, OPF 550 Size Switch Assembly

BSD-ON:BSD 07: Registration and no paper sensor

024-912 Size mismatch tray 3, measured length mismatch.

024-961 Tray 3 size mismatch.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Request the customer to:
   a. Use paper that is within specification. Refer to GP 26, Media Specifications.
   b. Ensure the paper in tray 3, PL 9.1 Item 1, is the correct size for the job.
   c. Ensure tray 3 is closed.
2. Enter dC330. Enter the following codes to check the sensors:
   - 071-114 option feeder 3 size sensor 0
   - 071-115 option feeder 3 size sensor 1
   - 071-116 option feeder 3 size sensor 2
   - 071-103 registration sensor
3. Install new components as necessary:
   a. Registration sensor, PL 15.2 Item 13.
   b. Switch assembly size OPF 550, PL 10.1 Item 12.
   c. MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
024-911 and 024-960, 024-912 and 024-961

024-913 and 024-962 Tray 4 Size Mismatch RAP

BSD-ON:BSD 46: OPF 550 PWB, OPF 550 Size Switch Assembly

BSD-ON:BSD 07: Registration and no paper sensor

024-913 Size mismatch tray 4, measured length mismatch.

024-960 Tray 4 size mismatch.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Request the customer to:
   a. Use paper that is within specification. Refer to GP 26, Media Specifications.
   b. Ensure the paper in tray 4, PL 9.1 Item 1, is the correct size for the job.
   c. Ensure tray 4 is closed.
2. Enter dC330. Enter the following codes to check the sensors:
   - 071-119 option feeder 4 size sensor 0
   - 071-120 option feeder 4 size sensor 1
   - 071-121 option feeder 4 size sensor 2
   - 071-103 registration sensor
3. Install new components as necessary:
   a. Registration sensor, PL 15.2 Item 13.
   b. Switch assembly size OPF 550, PL 10.1 Item 12.
   c. MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

024-916 Finisher Stacker Mix Full Stack RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 3

BSD-ON:Finisher diagram 4

024-916 One of the following conditions was met during Mix Full position detection:

- When paper size of the next job (either in feed direction or width direction) is larger than the uppermost paper size loaded for the previous job.
- When changed to staple mode when the uppermost paper size loaded for the previous job is less than 279.4mm.
- When uppermost paper size loaded for the previous job is unknown'.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Request the customer to remove the paper from the stacker.
2. Enter dC330, code 012-230. Check the stacker tray no-paper & full sensor PL 21.1 Item 11.
3. Install a new, PWBA GPF A4FIN, PL 21.1 Item 12.

Status Indicator RAPs
024-913 and 024-962, 024-916

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024-917 Stacker Tray Staple Set Over Count RAP

024-917 The Staple Set Count exceeded 50 sets on the Stacker Tray during the Staple Set Eject operation.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Install a new staple no paper sensor, PL 21.1 Item 11.

024-920 Center Output Tray is Full RAP

024-920 Center output tray is full.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Clear the paper from the output tray.

2. Enter dC330, code 071-105 to check the full stack sensor.

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Status Indicator RAPs
024-917, 024-920

024-923 to 024-925 Toner Cartridge Empty RAP

BSD-ON:IOT diagram 10

024-923 Yellow Toner (Y) Empty.

024-924 Magenta Toner (M) Empty.

024-925 Cyan Toner (C) Empty.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify the customer machine has Genuine Xerox toner cartridges installed.
2. Check the area between the dispenser assembly and the CRUM inside the toner cartridge is clean (without any foreign objects).
3. Check the toner cartridge (YMC) is installed properly.
4. Check the connection terminal of the CRUM inside the toner cartridge (YMC) for damage. If the toner cartridge at fault is damaged, install a new toner cartridge:
   - Toner cartridge (Y), PL 5.1 Item 11 or PL 5.2 Item 11.
   - Toner cartridge (M), PL 5.1 Item 12 or PL 5.2 Item 12.
   - Toner cartridge (C), PL 5.1 Item 13 or PL 5.2 Item 13.
5. Check the wiring between the harness assembly DEVE/XERO CF, PL 2.1 Item 9 and the MCU PWB. Verify all connectors are fully seated and no damage to the harness exists. Repair the harness as necessary.
6. If the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

024-933 024-940 024-941 DRUM CARTRIDGE Life End RAP

BSD-ON:IOT diagram 13

BSD-ON:IOT diagram 14

024-933 DRUM CARTRIDGE Y Life End.

024-940 DRUM CARTRIDGE M Life End.

024-941 DRUM CARTRIDGE C Life End.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify the customer has installed a new DRUM cartridge for the color reporting in fault.
2. Check the connection terminal of the dispense assembly (YMCK) for damage. If the dispense assembly at fault is damaged, install a new dispense assembly:
   - XERO DEVE CRU Assembly (Y) PL 8.1 Item 1.
   - XERO DEVE CRU Assembly (M) PL 8.1 Item 2.
   - XERO DEVE CRU Assembly (C) PL 8.1 Item 3.
3. Check the wiring between the XERO DEVE CRU assembly (YMCK) PL 8.1 Item 1 and the toner CRUM connector assembly, PL 5.2 Item 6.
4. Check the XERO DEVE CRU assembly (YMCK) is installed properly.
5. Check the wiring of the CRUM inside the XERO DEVE CRU assembly (YMCK). If the harness is damaged, install a new, XERO DEVE CRU assembly (YMCK) PL 8.1.
6. Check the wiring of the DEVE/ XERO C. If the harness is damaged, install a new, XERO CRUM LPH FFC kit PL 2.1 Item 99.
7. If the error persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs
024-923 to 024-925, 024-933 024-940 024-941

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024-934 Paper Type Mismatch RAP

024-934 The media requested in the print file is not available in any media tray.

Procedure

<p style="text-align:center;color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Load the requested media, and set tray media type correctly.

2. Update the Software, GP 9.

024-946 Tray 1 Out of Place RAP

BSD-ON:BSD 46: MCU, Size Switch Assembly (Tray 1)

024-946 The system detected that tray 1 was not installed.

Procedure

<p style="text-align:center;color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the following procedures as required:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Check that tray 1 is fully inserted.

2. Check that paper is loaded in the tray and is lifting properly when tray is inserted.

3. Enter dC330, code 071-101 to check the tray 1 size switch PL 18.3 Item 21.

4. Enter dC330. Enter the following codes to check the tray 1 size sensors:
   - 071-106 tray 1 size sensor 0
   - 071-107 tray 1 size sensor 1
   - 071-108 tray 1 size sensor 2

5. Install new components as necessary:
   - Size switch assembly (Tray 1), PL 18.3 Item 21(C505/C605), PL 18.7 Item 21(C605_Tall), PL 18.11 Item 21.
   - MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
024-934, 024-946

024-947 to 024-949 and 028-989 Tray 2, 3, 4, 5 Out of Place RAP

BSD-ON:BSD 47: OPF PWB, Tray Open Sensor

BSD-ON:BSD 46: OPF 550 PWB, OPF 550 Size Switch Assembly

024-947 Check tray 2. (OPF 550 or HCF)

024-948 Check tray 3. (OPF 550 or HCF)

024-949 Check tray 4.

028-989 Check tray 5.

Procedure

<div align="center">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Request the customer to:
   a. Ensure the relevant tray is installed and closed in the machine.
2. Check the HCF for damage. If the HCF is damaged, install a new HCF.
3. Enter dC330. Enter code 071-129 to check the tray 2 sensor [HCF(HTM)].
4. Enter dC330. Enter code 071-131 to check the tray 3 sensor [HCF(HTM)].
5. Check the OPF 550 feeder assembly, PL 10.1 Item 1, for damage. If the OPF 550 feeder assembly is damaged, install a new OPF 550 feeder assembly kit, PL 10.1 Item 1.
6. Enter dC330. Enter the following codes to check the tray 2 sensors: (OPF 550)
   - 071-109 option feeder 2 size sensor 0
   - 071-110 option feeder 2 size sensor 1
   - 071-111 option feeder 2 size sensor 2
7. Enter dC330. Enter the following codes to check the tray 3 sensors: (OPF 550)
   - 071-114 option feeder 3 size sensor 0
   - 071-115 option feeder 3 size sensor 1
   - 071-116 option feeder 3 size sensor 2
8. Enter dC330. Enter the following codes to check the tray 4 sensors: (OPF 550)
   - 071-119 option feeder 4 size sensor 0
   - 071-120 option feeder 4 size sensor 1
   - 071-121 option feeder 4 size sensor 2
9. Install new components as necessary:
   a. Switch assembly size OPF 550, PL 10.1 Item 12.
   b. MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

024-950 Tray 1 Empty RAP

BSD-ON:BSD 07: Registration and no paper sensors

024-950 Tray 1 is Out of Paper

<div align="center">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

1. Request the customer to add paper to tray 1 if the tray is empty.
2. Check the registration feeder chute assembly for damage. If the registration feeder chute assembly is damaged, install a new registration feeder chute assembly, PL 15.2 Item 1.
3. Enter dC330, code 071-101 to check the tray 1 no paper sensor PL 15.2 Item 22.
4. Check the wiring between the no paper sensor and the MCU PWB for damage. Repair the harness is necessary. If the fault persists, install a new no paper sensor, PL 15.2 Item 22.
5. If the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs
024-947 to 024-949 and 028-989, 024-950

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024-951 to 024-953 Tray 2, 3, 4 Out of Paper RAP

BSD-ON:BSD 42: OPF PWB, HCF No Paper Sensor

BSD-ON:BSD 31: OPF 550 PWB, OPT Feeder No Paper Sensor

024-951 Tray 2 is out of paper. (HCF or OPF 550)

024-952 Tray 3 is out of paper. (HCF or OPF 550)

024-953 Tray 4 is out of paper. (OPF 550)

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Request the customer to add paper to the tray at fault if empty.
2. Check the HCF and OPF 550-sheet feeder assembly for damage.
3. Enter dC330. Enter code 071-112 to check the tray 2 no paper sensor (HCF or OPF 550).
4. Enter dC330. Enter code 071-117 to check the tray 3 no paper sensor (HCF or OPF 550).
5. Enter dC330. Enter code 071-122 to check the tray 4 no paper sensor (OPF 550).
6. Check the wiring between the OPT feeder no paper sensor and the OPF 550 PWB. Repair the harness as necessary.
7. If the fault persists, install new components as necessary:
   - OPF 550-sheet feeder assembly, PL 10.1 Item 1.
   - HCF feeder assembly, PL 11.1 Item 5.
   - MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

024-954 MSI Tray Out of Paper RAP

BSD-ON:BSD 48: MCU, MSI No Paper Sensor

024-954 The MSI tray is out of paper.

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

1. Add paper to the MSI tray.
2. Check the MSI frame assembly for damage. If the MSI frame assembly is damaged, install a new MSI frame assembly, PL 13.1 Item 1.
3. Enter dC330, code 071-100 to activate the MSI no paper sensor, PL 13.1 Item 8. If the MSI no paper sensor fails to activate, install a new MSI no paper sensor, PL 13.1 Item 8.
4. If the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
024-951 to 024-953, 024-954

024-958 Bypass Tray Size Mismatch RAP

BSD-ON:BSD 48: MCU, MSI No Paper Sensor

BSD-ON:BSD 07: Registration and no paper sensor

024-958 Check Paper Selection - Check Bypass Tray Settings.

<div align="center">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

1. Add paper to the MSI tray.
2. Check the MSI frame assembly for damage. If the MSI frame assembly is damaged, install a new MSI frame assembly, PL 13.1 Item 1.
3. Enter dC330, code 071-100 to activate the MSI no paper sensor, PL 13.1 Item 8. If the MSI no paper sensor fails to activate, install a new MSI no paper sensor, PL 13.1 Item 8.
4. Enter dC330, code 071-103 to activate the registration sensor, PL 15.2 Item 13. If the registration sensor fails to activate, install a new registration sensor, PL 15.2 Item 13.
5. If the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

024-965, 024-966 ATS/APS RAP

024-965 The paper specified for printing is not loaded in the tray.

024-966 The paper specified for printing cannot be detected.

Initial Actions

- Check the correct setting for paper size and type are selected in the UI.
- Add the correct paper to the appropriate Tray.

<div align="center">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. If the error persists, perform the steps that follow:
   a. Ensure that all connectors and surface mounted modules on the ESS PWB and the MCU PWB are fully seated.
   b. Update the Software, GP 9.

Status Indicator RAPs
024-958, 024-965, 024-966

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024-967 and 024-968 Stapler Paper Mixed Width and Batting Error RAP

024-967 Mixed Width was detected with the settings only available for stapling the same widths.

024-968 The Staple position was batting.

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Cancel the staple job in progress.
2. If the error persists, perform the steps that follow:
   a. Switch off, then switch on the machine, GP 4.
   b. Ensure that all connectors and surface mounted modules on the ESS PWB and the MCU PWB are fully seated.
   c. Update the Software, GP 9.

024-976 Finisher Staple Status NG RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

024-976 Finisher Staple Status NG:

1. In staple operation, staple home sensor does not detect off-on within the specified time.
2. After reverse operation, staple home sensor detects on within the specified time.

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Clear any paper jam in the paper path and in the stapler.
2. Check the stapler assembly, PL 21.2 Item 7 for damage. If the stapler assembly is damaged, install a new stapler assembly, PL 21.2 Item 7.
3. Enter dC330, code 012-222 to activate the stapler home sensor, PL 21.2 Item 7. If the self stapler home sensor activates, go to step 4. If the stapler home sensor does not activate, install a new stapler assembly, PL 21.2 Item 7.
4. Enter dC330, code 012-250 to run the stapler home motor, PL 21.2 Item 13. If the stapler home motor runs, go to step 5. If the stapler home motor does not run, install a new stapler assembly, PL 21.2 Item 7.
5. If the error persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

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Status Indicator RAPs
024-967 and 024-968, 024-976

024-977 Staple Cartridge Fault RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

024-977 At the start of stapling, self priming sensor is OFF.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Verify the staple cartridge is installed correctly, reinstall if necessary.
2. Enter dC330, code 012-221 to activate the self priming sensor, PL 21.2 Item 7. I f the self priming sensor activates, go to step 3. If the self priming sensor does not activate, install a new stapler assembly, PL 21.2 Item 7.
3. Enter dC330, code 012-250 to run the stapler home motor, PL 21.2 Item 7. If the stapler home motor runs, go to step 3. If the stapler home motor does not run, install a new stapler assembly, PL 21.2 Item 7.
4. Install a new PWBA GPF A4FIN, PL 21.1 Item 12.

024-979 Finisher Stapler Near Empty RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

024-979 Detect Low Staple Sensor ON just before Stapler Motor ON.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Verify the staple cartridge is installed correctly, reinstall if necessary.
2. Enter dC330, code 012-220 to activate the low staple sensor, PL 21.2 Item 7. If the low staple sensor does not activate, install a new stapler assembly, PL 21.2 Item 7.
3. If the error persists, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

Status Indicator RAPs
024-977, 024-979

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024-980 Finisher Tray Full Error RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 5

024-980 Stack Encoder Sensor counted the specified number of sheets for Full Stack (large size/Small size).

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

• GP 11, How to Check a Sensor

Perform the steps that follow:

1. Remove the all paper in the tray.
2. Enter dC330, code 012-230 to activate the stacker tray no-paper & full sensor, PL 21.1 Item 11. If the stacker tray no-paper & full sensor, does not activate, install a new PWBA GPF A4FIN, PL 21.1 Item 12.

024-982 Stacker Lower Safety Warning RAP

BSD-ON:Finisher diagram 1

BSD-ON:Finisher diagram 2

024-982 The stacker height sensor 1 did not detect OFF within the specified time in three consecutive times.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

• GP 11, How to Check a Sensor

Perform the steps that follow:

1. Remove the all paper in the tray and vary there are no obstructions of the stacker tray.
2. Enter dC330, code 012-230 to activate the stacker tray no-paper & full sensor, PL 21.1 Item 11.
3. Enter dC330, code 012-250 to activate the stacker height sensor 1, PL 21.1 Item 3.
4. Install a new PWBA GPF A4FIN, PL 21.1 Item 12.
5. If the fault persists, install a new finisher.

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Status Indicator RAPs
024-980, 024-982

025-596, 025-597 HDD Diagnostics RAP

025-596 An NG occurred when HDD fail forecast of diagnostics was executed.

025-597 An error occurred when HDD initialization of diagnostics was executed.

Procedure

Perform the 016-210, 506, 777, 780, 798 HDD Error RAP.

026-400 USB Host Connection Number Exceeded RAP

026-400 The number of machines that are connected to the USB Host Port of this machine has exceeded the maximum permissible number of connections.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Have the customer disconnect some of the machines that are connected to this USB host port and ensure that the number of connected machines are below the maximum permissible number of connections.
3. Contact Support for further instructions.

Status Indicator RAPs

025-596, 025-597, 026-400

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026-402 Changed IOT Speed RAP

026-402 The IOT has started the print at a low speed.

Procedure

For information only, no service action necessary.

026-403 Stop printing and wait for toner cooling RAP

026-403 When IOT sends notification that cooling related to the toner is required when the IOT internal temperature is high.

Procedure

Inform the customer to give the machine time to cool down before proceeding.

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Status Indicator RAPs
026-402, 026-403

026-700 LDAP Protocol Error RAP

026-700 It was detected that the error response returned from the server does not exist in the LDAP protocol definitions.

Procedure

Perform the steps that follow:

1. Request the customer that this fault is caused when the server uses an undefined LDAP protocol that is not supported by the machine. Correct any mistakes in server settings or client operation.
2. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

026-701 Address Book Request Overflow RAP

026-701 The software in the machine was subjected to a large amount of simultaneous address queries from multiple machine panel and Web UI input devices. The processing capacity of the JRM directory service has been exceeded.

Procedure

Perform the steps that follow:

1. Request the customer that when performing simultaneous queries on the address book in the machine from multiple machine panel and Web UI input devices, lower the query interval.
2. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

Status Indicator RAPs

026-700, 026-701

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026-702 Address Book Directory Service Overflow RAP

026-702 The JRM directory service, which is an internal software of the machine, has simultaneously received two or more requests for the same operation.

Procedure

Perform the steps that follow:

1. Check whether the Controller ROM is the latest version. If not, upgrade it to the latest.
2. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

026-703 Abort With Logout RAP

026-703 At installation of additional document, authentication is already canceled.

Procedure

Have the customer make it impossible for authentication to be canceled at additional document loading.

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Status Indicator RAPs
026-702, 026-703

026-708 URL Data Over Size RAP

026-708 The size of a scan to URL job has exceeded the upper limit of the size of scanned data per job.

Procedure

Have the customer:

1. Reduce a resolution send parameter (image-to-send quality) then re-send the job.
2. Reduce a magnification send parameter, then re-send the job.
3. Increase the maximum file accumulated data size.
4. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

026-709 URL HDD Full RAP

026-709 The HDD partition for accumulated scan to URL data has become full, causing the job to fail.

Procedure

For information only, no service action necessary. Request the customer to wait for approximately one day until an automatic deletion of documents makes space available. Then re-run the job.

Status Indicator RAPs

026-708, 026-709

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026-710 S/MIME Unsupported Cipher RAP

026-710 The device has received a S/MIME encrypted mail that is encrypted by an unsupported encryption method.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Ask the sender of the S/MIME encrypted mail to encrypt the mail by the encryption method (3DES), then re-send it.
   b. Set RAPS140 Authentication Mode of the device to off.
2. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

026-711 Multi-Page File Size RAP

026-711 The upper limit size of the multi-page file format generated in scan service has been exceeded.

Procedure

Have the customer:

1. Reduce the resolution level (scanned-image quality), then re-run the job.
2. Reduce the number of documents, then re-run the job.
3. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
026-710, 026-711

026-712 HTTP Out Job Overlap Error RAP

026-712 The high compression/OCR processing module has detected that a job that specifies high compression/OCR processing and is to be taken out using HTTP has started while another job to be sent via the network is undergoing high compression/OCR processing.

Procedure

For information only, no service action necessary. Request the customer that as a job specifying high compression/OCR processing is in progress, wait until the job is complete before running another job.

026-718 PS Print Instruction Fail RAP

026-718 An erroneous combination of print parameters selected (finishing, paper size, paper tray, Duplex instructions, output tray) prevents the device from running the job.

Procedure

Perform the steps that follow:

1. Have the customer correctly set finishing, paper size, paper tray, duplex instructions, and output tray options, then re-run the job.
2. If the error persists, Update the Software, GP 9.

Status Indicator RAPs

026-712, 026-718

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026-719 Internal Error in Scan RAP

026-719 An internal error has occurred.

Procedure

Perform the steps that follow:

1. Update to the latest version of the software, GP 9.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

026-720 to 026-723 Media Error RAP

026-720 The media does not have enough space available.

026-721 An attempt to access media has failed.

026-722 The media is not formatted.

026-723 An attempt to access media has failed.

Procedure

Have the customer:

1. Check that the media exists where scanned documents will be sent.
2. Check that the PC can access the media where scanned documents will be sent.
3. Check that a file can be created in a specified storage.
4. Check that the media is neither removed nor reinserted while being referred to or that during that time, other media is not inserted.
5. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

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Status Indicator RAPs
026-719, 026-720 to 026-723

026-726 Inconsistent Options RAP

026-726 The device configuration info included in XPJL does not match the actual configuration.

Procedure

1. Have the customer set up the device configuration info on the printer driver screen so that it can match the actual configuration,

026-727 Media Filepath Fail RAP

026-727 The storage path with the specified character string length (including the filename) cannot be created in the media.

Procedure

1. Have the customer shorten the specified storage location or the filename.
2. If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

Status Indicator RAPs

026-726, 026-727

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026-728, 026-729 WSD Scan Error RAP

026-728 An error occurred during communication with the WSD scan client. WSD scan client canceled the job.

026-729 An error occurred during communication with the WSD scan client. WSD scan client canceled the job or a scan from the DADF was performed from an application other than Windows FAX and scan.

Procedure

Have the customer:

1. Check whether the transfer destination WSD scan client and the machine are able to communicate via the network. For example:
   - Check whether the WSD scan client has enough free capacity.
   - Check the connection of the network cable.
2. When using DADF, perform the scan using Windows FAX & Scan. Or, change to the platen to perform the scan.
3. **026-972 Only** - If the error persists, perform GP 37 How to Obtain Log Files, immediately after the error has occurred.
4. **026-972 Only** - Contact Support for further instructions.

026-730 Tray Paper Size Not Detected RAP

026-730 The paper size of the paper tray selected is unknown.

Procedure

Make sure the paper guides in the selected tray are set correctly.

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Status Indicator RAPs
026-728, 026-729, 026-730

026-731 to 026-733 PJL Fail RAP

026-731 The PIN number that is specified by PJL command is different from the number that is calculated from the machine's serial number.

026-732 The print count that is specified by PJL command has exceeded the machine's total impression meter value by +100.

026-733 The password that is specified by PJL command is different from the one that is set in the machine.

Procedure

Have the customer correct the PIN number, print count or password that is specified by PJL Command, then try again.

026-734 PJL Diag Mode RAP

026-734 Unable to transition to the PJL Diag Mode.

Procedure

Have the customer:

1. Ensure that the job has completed, then try again.
2. After completing a panel operation, wait at least 1 minute before starting the download operation.

Status Indicator RAPs

026-731 to 026-733, 026-734

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026-739 Waiting Scan Job Deleted RAP

026-739 When there are paused scan jobs during the successful completion of a login/logout.

Procedure

Perform the steps that follow:

1. For one occurrence, take no action. If the error persists, do the following,
2. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Update the Software, GP 9.
4. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

027-442, to 027-444 Duplicate IP Address 1 RAP

027-442 IPv6 - stateless auto setting IP address 1 is duplicated.

027-443 IPv6 - stateless auto setting IP address 2 is duplicated.

027-444 IPv6 - stateless auto setting IP address 3 is duplicated.

Procedure

Perform the steps that follow:

1. Have the customer either change the IPv6 Stateless Auto Setting Address 1, 2 or 3 of this device or the IPv6 address of the other device on the network.
2. If the error persists, have the cu

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Status Indicator RAPs
026-739, 027-442, to 027-444

027-445 Illegal IP Address RAP

027-445 IPv6 - manually set IP address is invalid.

Procedure

Perform the steps that follow:

1. Have the customer change the IPv6 (Manual Setting Address) of this machine to the IPv6 address that can be used as the self-machine address.
2. If the error persists, request the customer to contact their network administrator.

027-446 Duplicate IP Address 2 RAP

027-446 IPv6 - automatically set IP address is duplicated.

Procedure

Perform the steps that follow:

1. Have the customer change the IPv6 (Manual Setting Address) of this machine to the IPv6 address that can be used as the self-machine address.
2. If the error persists, request the customer to contact their network administrator.

Status Indicator RAPs

027-445, 027-446

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027-447 Duplicate IP Address 3 RAP

027-447 IPv6 - link local IP address is duplicated.

Procedure

Perform the steps that follow:

1. Have the customer change the IPv6 Link Local Address of this device or the IPv6 address of the other device on the network.
2. If the error persists, request the customer to contact their network administrator.

027-452 Duplicate IP Address 4 RAP

027-452 A PC with the same IP address exists on the network.

Procedure

Perform the steps that follow:

1. Have the customer change the duplicated IP address of the PC.
2. If the error persists, request the customer to contact their network administrator.

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Status Indicator RAPs
027-447, 027-452

027-500 SMTP Server Fail for Mail IO RAP

027-500 SMTP server address resolution fail for mail IO.

Procedure

Have the customer:

1. Check with the System Administrator that the mail server has been launched and the environment is already used for other purposes (such as for PC).
2. Check that a correct SMTP server address is reflected in the device setting list:
   a. When the SMTP server address is specified using IP address, set a correct IP address.
   b. When the SMTP server address is specified using FQDN, check that the FQDN name is correct. Also check that a correct DNS server address is set for the device, and set a correct IP address.
3. If the error persists, request the customer to contact their network administrator.

027-501 POP Server Fail for Mail IO RAP

027-501 Incorrect POP server name was detected.

Procedure

Have the customer:

1. Check with the System Administrator that the mail server has been launched and the environment is already used for other purposes (such as for PC).
2. Check that a correct POP server address is reflected in the device setting list:
   a. When the POP server address is specified using IP address, set a correct IP address.
   b. When the POP server address is specified using FQDN, check that FQDN name is correct. Also check that a correct DNS server address is set for the device, and set a correct IP address.
3. If the error persists, request the customer to contact their network administrator.

Status Indicator RAPs

027-500, 027-501

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027-502 POP Authentication Fail for Mail IO RAP

027-502 POP authentication fail for mail IO.

Procedure

Perform the steps that follow:

1. Have the customer specify the correct POP server authentication information.
2. Perform the 027-501 POP Server Fail for Mail IO RAP, then have the customer specify a correct POP User Name.
3. If the error persists, request the customer to contact their network administrator.

027-503, 504, 533, 773, 785, 786 Server Communication Timeout RAP

027-503 Time to communicate with the POP server ran out (after connection to the server).

027-504 Internal error or unexpected server response received (at any time).

027-533 An internal error has occurred during SMB scan

027-773 Time to communicate with the SMTP server ran out (after connection to the server).

027-785 Response timeout occurs from the destination WebDAV server.

027-786 WebDAV server timeout is answered.

Procedure

Perform the steps that follow:

1. Have the customer wait for a while, then perform the operation again.
2. Investigate the SMTP Server information (name and version of the server that is in use) or the provider name (in case of outsourcing).(*1)
3. Refer to the SMTP Communication Protocol Report and check whether any 4xx or 5xx error response were notified from the server. If any 4xx or 5xx response was notified, this mean that the problem could be at the server side. Use the information obtained from 1.2 to search the Web for troubleshooting information (*2) and perform the corrective actions.(*1) It is also possible
   a. *1 It is also possible to trace the provider and which server is being used by using the Host Name that is listed in the 220 response (the very first packet) from the Mail Server.
   b. *2 (Reference sample for troubleshooting information search result) Obtained information: Exchange 2007 Server, 550 5.7.1 Client does not have permissions to send as this sender (error information from the server). Search keywords: 550 5.7.1 Client does not have permissions to send as this sender.
   c. Microsoft Search engine: Google Search result: Exchange 2007 transport access permission model Reason: The Sender that is specified in the MAIL FROM field of the SMTP protocol does not have the access permission to send to this server.
   d. The ms-Exch-SMTP-Submit access permission must be granted to the Sender.
4. Ask the customer To Contact Their Network Administrator.

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Status Indicator RAPs
027-502, 027-503, 504, 533, 773, 785, 786

027-513 SMB Scan Client Access RAP

027-513 In scan to SMB, the user has no right to access the SMB server.

Procedure

1. Have the customer check if the specified user has read/write access in a file or folder in the specified place.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-514 Host Name Solution Error in SMB RAP

027-514 Unable to resolve hostname during SMB scan.

Procedure

1. Have the customer check the connection to the DNS. Or, check whether the SMB server name of the transfer destination has been registered in the DNS.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs

027-513, 027-514

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027-515 DNS Server Setup in SMB RAP

027-515 The DNS server was not set during SMB scan.

Procedure

1. Have the customer set the DNS server address. Or, set the SMB server address of the transfer destination using IP address.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-516 Server Connection Error in SMB RAP

027-516 Problem with connection to server during SMB scan.

Procedure

Have the customer:

1. Check that network communication between the transfer destination SMB server and this machine is available, by checking:
   a. The connection of network cables.
   b. The TCP/IP settings.
   c. For communication through port 137 (UDP), port 138 (UDP) and port 139 (TCP).
2. Check the network settings that follow to see if the computer operates as an SMB server.
   a. Check that the file sharing service for Microsoft network is enabled.
   b. Check that NetBIOS over TCP/IP is enabled in the TCP/IP settings.
   c. Check the file sharing service (communications through port 137 (UDP), port 138 (UDP) and port 139 (TCP) is allowed in the firewall settings.
3. For communication that goes beyond the subnet, check the WINS server settings and check whether the server name address can be resolved correctly.
4. Check whether the NetBIOS interface device at the transfer destination SMB server has started.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

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Status Indicator RAPs
027-515, 027-516

027-518 Login Name or Password Error in SMB RAP

027-518 Login name or a password error in SMB.

Procedure

1. Have the customer check the password that was set for the shared folder.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-519 Scanning Picture Preservation Place Error RAP

027-519 Scan image storage destination or file name specification error during scanner (save to PC) SMB transfer.

Procedure

Have the customer:

1. Check if the storage destination is correct.
2. Check if a prohibited character was detected in the specified storage destination or file name.
3. Check if the specified storage destination is linked to a different shared folder due to the distributed file system (DFS).
4. Have the customer perform the same operation.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

Status Indicator RAPs

027-518, 027-519

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027-520 File Name Acquisition Failure RAP

027-520 Unable to obtain the file/folder name on the SMB scan server.

Procedure

1. Have the customer perform the same operation.
2. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

027-521 File Name Suffix Limit Over in SMB RAP

027-521 The SMB scan file name/folder name suffix has exceeded the limit value.

Procedure

1. Have the customer change the file name/destination folder on the SMB scan server. Else, move or delete the files in the destination folder.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-520, 027-521

027-522 File Creation Failure in SMB RAP

027-522 Failed to create an SMB scan file.

Procedure

Have the customer:

1. Check if the specified file name already exists on the server.
2. Check if the specified file name is in use.
3. Check if the specified file name already exists as a directory.
4. Check if a prohibited character was detected in the specified file name.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

027-523 Lock Folder Creation Failure in SMB RAP

027-523 Failed to create an SMB scan lock folder.

Procedure

Have the customer:

1. Manually delete the lock directory (*.LCK) from the transfer destination.
2. Check whether a folder with the same name as the specified name already exists.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

Status Indicator RAPs
027-522, 027-523

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027-524 Folder Creation Failure in SMB RAP

027-524 Failed to create an SMB scan folder.

Procedure

1. Have the customer check if a file or folder with the same name as the specified name exists on the SMB server.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-525, 027-527 File Delete Failure in SMB RAP

027-525 Failed to delete an SMB scan file.

027-527 Failed to delete an SMB scan folder.

Procedure

1. Have the customer check whether the file in the specified storage destination is being used by another user.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-524, 027-525, 027-527

027-526 Lock Folder Delete Failure in SMB RAP

027-526 Failed to delete an SMB scan lock folder.

Procedure

1. Have the customer manually delete the lock directory (*.LCK) from the transfer destination, then retry the job.
2. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

027-528 Data Write Failure to SMB Server RAP

027-528 The storage destination on the SMB scan data server has no free space.

Procedure

1. Have the customer check that the storage destination has enough free space.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs

027-526, 027-528

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027-529 Data Read Failure From SMB Server RAP

027-529 Unexpected error of the SMB scan data server.

Procedure

1. Have the customer log in to the SMB server from another PC using the same user name and check whether they can write a file into the same storage destination on that SMB server.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-530 File Name Duplicate Failure in SMB RAP

027-530 Cancel Job is selected for SMB scan File Name Conflict.

Procedure

1. Have the customer set File Name Conflict to other than Cancel Job.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-529, 027-530

027-531 SMB Scan Filing Policy Injustice RAP

027-531 Incorrect SMB scan filing policy (when additional items are selected).

Procedure

1. Have the customer check that the file format is not set to Multi-page When Add is selected for File Name Conflict.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-532 NEXTNAME File Access Error in SMB RAP

027-532 A file access error has occurred during scanner (save to PC) SMB transfer.

Procedure

1. Have the customer check that the NEXTNAME.DAT file is correct when Add is selected for File Name Conflict.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs

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027-543 SMB Server Name Specification Error RAP

027-543 The SMB server (NetBIOS) name specification is incorrect.

Procedure

1. Have the customer check that the server name of the SMB server is correct.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-547, 027-548 SMB Protocol Errors 1 RAP

027-547 SMB protocol error (4-007), the scan domain name specification is incorrect.

027-548 SMB protocol error (4-008), the scan user name specification is incorrect

Procedure

1. Request the customer to have the system administrator set the domain name and user name correctly.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-543, 027-547, 027-548

027-549, 572, 573, 574, 576 SMB Protocol Error 4-009 RAP

027-549 SMB protocol error (4-009), the specification of password is incorrect.

027-572 SMB protocol error (4-032), incorrect parameter.

027-573 SMB protocol error (4-033), incorrect character code.

027-574 SMB protocol error (4-034), incorrect data size.

027-576 SMB protocol error (4-036), incorrect domain data size.

Procedure

1. Have the customer perform the operation again.
2. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

027-564 SMB Protocol Error 4-024 RAP

027-564 SMB protocol error (4-024), the host is missing.

Procedure

Have the customer:

1. Check that the authentication server and the device can communicate through the network (check the network group, TCP/IP settings, check the communication at Port No. 137 (UDP)/Port No. 138 (UDP)/Port No. 139 (TCP).
2. If the authentication server and the device are connected to different subnets, check that the device has settings that can resolve the address of the authentication server.
3. Check if the NetBIOS over TCP/IP has become enabled at the authentication server settings:
    a. Check if the authentication server and the device can resolve the addresses from the WINS server.
    b. Check if the authentication server and the device can resolve the addresses from the DNS server.
4. Check if the NetBIOS over TCP/IP has become enabled at the authentication server settings.
5. Check at the Internet connection firewall if the communication through Ports 137, 138 and 139 are not blocked.
6. Have the customer perform the same operation.
7. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
8. Contact Support for further instructions.

Status Indicator RAPs

027-549, 572, 573, 574, 576, 027-564

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027-565, 027-578 SMB Protocol Errors 2 RAP

027-565 SMB protocol error (4-025), cannot connect.

027-578 SMB protocol error (4-038), communication timeout has occurred.

Procedure

1. Have the customer check that the authentication server and the device can communicate through the network (check the network group, TCP/IP settings, check the communication at Port No. 137 (UDP)/Port No. 138 (UDP)/Port No. 139 (TCP).
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-566 SMB Protocol Error 4-026 RAP

027-566 SMB protocol error (4-026), the library has not been initialized.

Procedure

1. Have the customer check if the SMB client has been started.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-565, 027-578, 027-566

027-569 SMB (TCP/IP) Not Started RAP

027-569 SMB (TCP/IP) is not started

Procedure

1. Have the customer check that SMB (TCP/IP) is enabled.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-584 SMB Protocol Error 4-044 RAP

027-584 SMB protocol error (4-044), authentication server common security mode is operating.

Procedure

1. Have the customer set the authentication server to Windows other than Win95/Win98/Me.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs

027-569, 027-584

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027-585 SMB Protocol Error 4-045 RAP

027-585 SMB protocol error (4-045), scan login not available time period.

Procedure

1. Request the customer to check with the system administrator for the time period when logging in is allowed.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-586 SMB Protocol Error 4-046 RAP

027-586 SMB protocol error (4-046), the password has expired.

Procedure

1. Request the customer to obtain a valid password from the system administrator.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-585, 027-586

027-587 SMB Protocol Error 4-047 RAP

027-587 SMB protocol error (4-047), the password must be changed.

Procedure

1. Request the customer to request the system administrator to disable the change password at next login setting.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-588, 027-589 SMB Protocol Errors 3 RAP

027-588 SMB protocol error (4-048), the user account is disabled.

027-589 SMB protocol error (4-049), locked out.

Procedure

1. Request the customer to request the system administrator to enable or unlock the user account. as necessary.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs

027-587, 027-588, 027-589

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027-590 SMB Protocol Error 4-050 RAP

027-590 SMB protocol error (4-050), the user account has expired.

Procedure

1. Request the customer to obtain a valid user account from the system administrator or request the system administrator extend the validity period of the account.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-591 SMB Protocol Error 4-051 RAP

027-591 SMB protocol error (4-051), the user account is restricted. Blank password is not allowed.

Procedure

1. Request the customer to request the system administrator set a user password.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-590, 027-591

027-700 Mail Address Domain Error RAP

027-700 The domain of the destination mail address is designated as a prohibited domain.

Procedure

1. Have the customer check that the domain of the destination mail address is not designated as a prohibited domain.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-701 Disconnected Network Cable RAP

027-701 In external authentication, the disconnected cable is detected.

Procedure

1. Make sure the network cable is connected correctly.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs

027-700, 027-701

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027-702 to 027-706, 027-709 Certificate for Addresses Error RAP

027-702 No certificate for the destination exists (before connection to the server).

027-703 The certificate for the destination expired (before connection to the server).

027-704 The certificate for the destination is not reliable (before connection to the server).

027-705 The certificate for the destination existed on a list of revoked certificates (before connection to the server).

027-706 No device certificate exists (before connection to the server).

027-707 The device certificate expired (before connection to the server).

027-708 The device certificate is not reliable (before connection to the server).

027-709 The certificate for the destination existed on a list of revoked certificates (before connection to the server).

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Store the correct certificate for the destination in the machine. Check the items that follow:
      i. That the term for which the certificate is valid.
      ii. The machines time is correct.
   b. Check the certification path for the destination certificate and import the necessary CA certificate.
   c. Store in this machine a destination certificate that is not on the list of revoked certificates.
   d. Check that the mail address written on the device certificate is the same as that set up on the device.
   e. Have the customer perform the same operation.
2. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

027-710 to 027-716 S/MIME Mail Error RAP

027-710 The mail I/O received S/MIME mail even though S/MIME was disabled.

027-711 SMIME mail certificate retrieval error.

027-712 Invalid S/MIME mail certificate error.

027-713 Receive S/MIME mail tampered error.

027-714 S/MIME mail sender impersonation error.

027-715 S/MIME mail certificate not supported.

027-716 Prohibited unsigned mail was detected. All the S/MIME unsigned mails (including standard mails and S/MIME encrypted mails) are discarded.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Enable S/MIME setting in the machine.
   b. Register the sender certificate in the machine or change the mailer options so that the S/MIME signature mails from the sender will be sent with the certificate.
   c. Check that the signature bearer of the CA certificate is registered in the device.
   d. Check that the mail address written on the device certificate is the same as that set up on the device.
   e. Request the customer that the sender needs to send a mail that is signed with a valid certificate because the sender certificate has expired.
2. Request the customer that the device may be blocking the attacks.
3. Update the Software, GP 9.
4. Have the customer perform the same operation.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

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Status Indicator RAPs
027-702 to 027-706, 027-709, 027-710 to 027-716

027-717 No MX Record at DNS RAP

027-717 An inquiry was sent to the DNS server for the MX record, but it cannot be obtained.

Procedure

Have the customer:

1. Check with the DNS server administrator on the existence of DNS/MX record.
2. Check that the DNS server settings of the device is set properly.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-720, 027-721 Extension Server Error RAP

027-720 Server for application interface cannot be found during web service interface.

027-721 Application interface destination during web service interface - not found.

Procedure

Perform the steps that follow:

1. Have the customer check that the DNS server address is set properly. Check that the PC running the application interface is registered in DNS.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

Status Indicator RAPs
027-717, 027-720, 027-721

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027-722 Extension Server Timeout RAP

027-722 Application interface during web service interface - timeout.

Procedure

Perform the steps that follow:

1. Request the customer:
   a. That if a number of documents is specified for scanning, scan one document and store it.
   b. That when scanning and storing are successful, change the application interface timeout value. If scanning and storing are not successful,
   c. To check that the scan document can be uploaded from the PC browser. When uploading is successful, change the application interface timeout value.
2. Update the Software, GP 9.
3. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-723 Extension Server Authentication Fail RAP

027-723 Application interface during web service interface - authentication failure.

Procedure

Perform the steps that follow:

1. Have the customer check the user name and password to be entered for creating a job flow.
2. Update the Software, GP 9.
3. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-722, 027-723

027-724 to 027-726 Extension Server Access Fail RAP

027-724 Application interface during web service interface - access failure.

027-725 Application interface during web service interface - job operation failure.

027-726 Application interface during web service interface - unknown job status.

Procedure

Perform the steps that follow:

1. Have the customer check that the application interface is working correctly.
2. Update the Software, GP 9.
3. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-727 Extension Server Parameters RAP

027-727 Application interface during web service - invalid parameter.

Procedure

Perform the steps that follow:

1. Have the customer check the parameters for creating a job flow.
2. Update the Software, GP 9.
3. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

Status Indicator RAPs

027-724 to 027-726, 027-727

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027-728 Extension Server File Exceeded RAP

027-728 The number of files requested to be sent exceeded the maximum number of files that can be sent during Web service interface (this occurs when a single-page document is being stored).

Procedure

Perform the steps that follow:

1. Have the customer set a job so that the maximum number of files that can be sent will not be exceeded.
2. Update the Software, GP 9.
3. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-730 SMTP Mail Division Error RAP

027-730 A mail was split in linking to the system.

Procedure

Have the customer increase the preset pagination value, or reduce the number of original pages scanned.

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Status Indicator RAPs
027-728, 027-730

027-732 Server Access Error RAP

027-732 Job template server access error.

Procedure

1. Have the customer check that the server disk is normal and has free space, and then retry the operation.
2. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
3. Contact Support for further instructions.

027-733 Server SSL Error RAP

027-733 The SSL setting for the job template server did not become enabled.

Procedure

1. Have the customer check that the SSL setting for the job template server is enabled.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs

027-732, 027-733

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027-734 Server Certificate Error RAP

027-734 The SSL setting for the job template server did not become enabled.

Procedure

Have the customer:

1. Using the HTTPS protocol, check whether the job template server is accessible from the PC.
2. Check whether the SSL server certificate of the job template server is registered in the device.
3. Check whether the SSL server certificate of the job template server is valid. For example, check that:
   a. The certificate has not expired yet.
   b. The time that is set in the device is correct.
   c. It is not in the discard list.
   d. The certificate path of the SSL server certificate and import any necessary CA certificate.
4. If the certificate is not registered in the job template server, disable the device certificate validation.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

027-735 Device SSL Configuration Error RAP

027-735 When SSL transfer was instructed, the SSL setting of the device is disabled.

Procedure

1. Have the customer enable the SSL settings of the machine or specify HTTP as the transfer protocol.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

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Status Indicator RAPs
027-734, 027-735

027-736 Device Certificate Error RAP

027-736 When server certificate validation is instructed, the server certificate validation of the device is disabled.

Procedure

1. Have the customer enable the server certificate validation settings of the machine or disable the server certificate validation setting during transfer.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-737 Template Server Read Error RAP

027-737 An error was received from the server to a FTP command "TYPE A", "LIST", or "RETR".

Procedure

Perform the steps that follow:

1. Have the customer check that Read Authorization is established for the storage destination server directory set as a resource.

Status Indicator RAPs

027-736, 027-737

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027-739 Invalid Template Server Path RAP

027-739 An error was received from the server to the FTP command "CWD".

Procedure

Perform the steps that follow:

1. Have the customers set the resource of the storage destination path from the client PC.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-740 Template Server Login Error RAP

027-740 Login to the FTP Server failed.

Procedure

Perform the steps that follow:

1. Have the customer check the user information:
   a. Set the log-in name and password in the job template file storage destination.
   b. From some other PC connected to the network, check that they can log in with the relevant account.
   c. From a client PC, set a login name and password as a resource
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-739, 027-740

027-741 Template Server Connect Fail RAP

027-741 Cannot connect to the job template pool server.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Check hat the network cable is connected correctly.
   b. From the destination server, ping the machine.
   c. Perform the ping test on the destination server from PSW.
   d. From a client PC, check that the FTP connection to the destination server is possible.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-742 HDD File System Full RAP

027-742 The HDD was full when writing to a local HDD job template or when writing temporary work files.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Wait a while then try again as scanned images may cause the HDD to be full.
   b. Delete the files in the HDD.
2. If the error persists, perform the 016-210, 506, 777, 780, 798 HDD Error RAP.

Status Indicator RAPs

027-741, 027-742

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027-743 Template Server Install Error RAP

027-743 The address format of the job template pool server is incorrect.

Procedure

Perform the steps that follow:

1. Have the customer set the parameters related to the job template pool server.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-744 Template Server Error 1 RAP

027-744 An error occurred while calling the DNS resolution library.

Procedure

Perform the steps that follow:

1. Have the customer check the connection to the DNS and whether the job template pool server domain name has been registered in the DNS.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-743, 027-744

027-745 Template Server Error 2 RAP

027-745 The job template pool server address cannot be resolved (the DNS address is not set).

Procedure

Perform the steps that follow:

1. Have the customer set the DNS address or set the job template pool server address using IP address.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-746 Job Template Pool Server Not Ready RAP

027-746 The port of the protocol specified in job template pool server settings has not started.

Procedure

Perform the steps that follow:

1. Have the customer start the port of the protocol (FTP client or SMB) specified in job template pool server settings.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

Status Indicator RAPs

027-745, 027-746

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027-750 Fax Document Incongruent RAP

027-750 Fax Document Incongruent

(1) With Internet FAX Document E-mail and Internet FAX Transfer prohibited, Internet FAX Document E-mail and Internet FAX Transfer instructions were received.

(2) Printing Scan and Printer documents was instructed during interruption.

Procedure

Perform the steps that follow:

1. For Internet FAX received document, enable the transfer setting.
2. Clear interruption and print when printing Scan and Printer documents during interruption.
3. Update the Software, GP 9.
4. Have the customer perform the same operation.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

027-751 Job Template Analysis Error RAP

027-751 Instruction analysis error.

Procedure

Perform the steps that follow:

1. Have the customer re-examine the contents of the instruction.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-750, 027-751

027-752 Required User Entry Not Entered RAP

027-752 With the required user entry not entered, the instruction to start the job was given.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Not link the box to the instruction that requires user entry.
   b. Set preset values for the items in the instruction requiring user entry.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-753 Job Flow Service Request Disabled RAP

027-753 Job is executed by instruction when the service is disabled.

Procedure

Perform the steps that follow:

1. Have the customer enable the service.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

Status Indicator RAPs
027-752, 027-753

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027-754 Job Flow Service File Signature Mismatch RAP

027-754 File signature settings mismatch in instruction.

Procedure

Perform the steps that follow:

1. Have the customer check the system data setting of the XDW/PDF signature and the signature setting that is specified in the instruction. If the system data setting is different from the setting in the instruction, either change the instruction or change the system data.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-757 Extension Server SSL Fail RAP

027-757 Web application linkage during service linkage SSL access failed.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Check the server/network.
   b. Check the communication route that can be reached.
   c. Ping the DNS server.
   d. Check if the CA certificate of the destination server is imported to the device by using the browser.
   e. Check if the device does not go through the proxy that SSL has the function to check the communication details SSL.
   f. Specify the device as out of the SSL proxy target.
   g. Check if the server supports the relevant encryption method.
   h. Set the client certificate to the device.
   i. Import the client certificate to the device and set to use as the client certificate.
   j. Check the daylight saving time difference to see if the date/time of the device is correct.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-754, 027-757

027-758 System Credential Setting Error RAP

027-758 Login credential setting error at remote authentication LDAP.

Procedure

Have the customer:

1. Check whether the login name and password have been set correctly.
2. Consult with the Network Administrator to check the authentication settings at the LDAP Server.

027-759 Reference Server Connection Error RAP

027-759 Reference server connection fail at remote authentication LDAP.

Procedure

Have the customer:

1. Check whether the machines network settings are set correctly.
2. Consult with the network administrator to check the connection status from the machine to the reference server.

Status Indicator RAPs

027-758, 027-759

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027-760 XJT Command Fail RAP

027-760 Incorrect command from XDOD client.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Check if the parameter setting specified in XDOD client is out of system specifications.
   b. Check the XDOD client and controller versions.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-761 Web Print Timeout RAP

027-761 Although a web print job was received, the machine did not start printing on time.

Procedure

Have the customer:

1. If on-demand print for multiple documents was instructed using the external access function, reduce the number of documents then retry it.
2. Either extend the print on demand print duration or set it to 0.
3. Update the Software, GP 9.
4. Have the customer perform the same operation.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

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Status Indicator RAPs
027-760, 027-761

027-762 Illegal Web Print Job Ticket RAP

027-762 Although a web print job was received, the attached job execution ticket is incorrect.

Procedure

1. Update the Software, GP 9.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

027-763 Auditron Cannot Check User RAP

027-763 The device cannot check user info with the external accounting server.

Procedure

Have the customer:

1. Check if the external accounting server is working correctly.
2. Connect the cable correctly.
3. Set up the device so that it can correctly communicate with the external accounting server.

Status Indicator RAPs

027-762, 027-763

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027-764 AirPrint Scan Data Transfer Fail RAP

027-764 The device cannot check user info with the external accounting server.

Procedure

Have the customer:

1. Check that network communication between the transfer destination AirPrint scan client and the machine is available.
2. Check whether the AirPrint scan client has enough free capacity.
3. Check the network cable connection.

027-765 Host Name Solution Error in WebDAV RAP

027-765 DNS failed to resolve the specified host name.

Procedure

Have the customer:

1. Check that the scan document destination WebDAV server is registered in DNS.
2. Check that the DNS server connection is good.
3. Check that the DNS server is correctly configured.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

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Status Indicator RAPs
027-764, 027-765

027-766 Proxy Name Solution Error in WebDAV RAP

027-766 DNS failed to resolve the proxy server name.

Procedure

Have the customer:

1. Check that the proxy server name that is configured on the machine is registered in DNS.
2. Check that the DNS server connection is good.
3. Check that the address of the DNS server is correctly configured.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

027-767 WebDAV Server SSL Access Fail RAP

027-767 An error has occurred during the SSL/TLS connection.

Procedure

Have the customer:

1. Check the access from the PC to the scan document destination WebDAV server.
2. Check the scan document SSL settings of the destination WebDAV server.
3. Check the scan document destination WebDAV server name and server path name.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

Status Indicator RAPs
027-766, 027-767

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027-768 WebDAV Server Certificate Fail RAP

027-768 There is a problem with the SSL certificate of the server.

Procedure

Have the customer:

1. Check the access from the PC to the scan document destination WebDAV server.
2. Make sure the device is registered.
3. Make sure the scan SSL server certificate of the document destination WebDAV server is correct. For example:
   a. Check the expiration date.
   b. Check that the device time is correct.
   c. Check that they are not on the dispenser list.
   d. Check the SSL server certificate of the certification path.
4. If the Scan document certificate to the destination WebDAV server is not registered, disable the certificate validation of the device.
5. Update the Software, GP 9.
6. Have the customer perform the same operation.
7. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
8. Contact Support for further instructions.

027-769 WebDAV Server Access Fail RAP

027-769 WebDAV server connection error.

Procedure

Have the customer:

1. Check the network cable connection.
2. Check the access from the PC to the Scan document destination WebDAV server.
3. Make sure the correct network interface is selected.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

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Status Indicator RAPs
027-768, 027-769

027-772, 773, 774, 776 SMTP Server Error RAP

027-772 SMB Protocol error 4-032: Incorrect parameter.

027-773 SMB Protocol error 4-033: Incorrect parameter.

027-774 SMB Protocol error 4-034: Incorrect parameter.

027-776 SMB Protocol error 4-036: Incorrect parameter.

Procedure

1. Perform the operation again.
2. If the error persists, perform GP 37, How to Obtain Log Files then contact Service for further instruction.

027-775 Too Many SMTP Addresses RAP

027-775 The SMTP server refused the EHLO command (after connection to the server).

Procedure

Request the customer to reduce the number of mail addresses.

Status Indicator RAPs

027-772, 773, 774, 776, 027-775

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027-777 SMTP Server Non Support RAP

027-777 The SMTP server does not support SMTP-AUTH (after connection to the server).

Procedure

Request the customer to send mail without setting SMTP-AUTH.

027-778 No Mode Specified by SMTP-AUTH RAP

027-778 The mode specified by SMTP-AUTH was not found (after connection to the server).

Procedure

Request the customer to contact the network administrator to check what SMTP authentication method the server uses.

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Status Indicator RAPs
027-777, 027-778

027-779 Attestation-Fails by SMTP-AUTH RAP

027-779 Authentication fail (after connecting to the server).

Procedure

1. Request the customer to check if the authentication information (user name/password) has been set correctly.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-780 WebDAV Network Interface Fail RAP

027-780 The specified network interface can not be used.

Procedure

1. Have the customer select the network interface that can be used.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

Status Indicator RAPs

027-779, 027-780

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027-781 WebDAV Spool Size Over RAP

027-781 Writing of scan data spool file failed because the disk is full.

Procedure

1. Have the customer split the scan data.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. Obtain logs immediately after the error has occurred without turning the power off and on. Perform GP 37, and contact Support with the logs as required.

027-782 WebDAV Server Redirector Limit RAP

027-782 Maximum number of WebDAV server redirections has occurred.

Procedure

1. Have the customer check the redirection settings of the WebDAV server.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-781, 027-782

027-783 WebDAV User Authentication RAP

027-783 WebDAV server is not authenticated.

Procedure

Have the customer:

1. Check the access from the PC to the scan document destination WebDAV server.
2. Check the login user name and password.
3. Check the scan document destination WebDAV server name and server path name.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

027-784 WebDAV Proxy Server Authentication RAP

027-784 WebDAV proxy server authentication failure.

Procedure

1. Have the customer check that the user name and password for the proxy server that was configured on the device are correct.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

Status Indicator RAPs

027-783, 027-784

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027-785, 027-786 WebDAV Server Time-Out RAP

027-785 WebDAV server response timeout.

027-786 WebDAV server network timeout.

Procedure

1. Have the customer try again later. If the situation does not improve, consult with the Network Administrator.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-787 WebDAV File Name Duplication Fail RAP

027-787 Override is selected in the scan file name duplication when processing.

Procedure

1. Have the customer set the processing of duplicated filenames at the time of scanning job execution to anything other than Stop the Job (Not Save).
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-785, 027-786, 027-787

027-788, 027-793 WebDAV Request Fail RAP

027-788 Bad request answered from WebDAV server.

027-793 Error number 400 from the WebDAV server has been answered.

Procedure

Have the customer:

1. Check whether access to the directory is possible.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

027-789, 791, 795 Access Forbidden RAP

027-789 Access forbidden reply from WebDAV server.

027-791 WebDAV server method not allowed.

027-795 WebDAV server not implemented.

Procedure

Have the customer:

1. Check the connection to the WebDAV server.
2. Check if read/write access in a file or folder in the specified place is set.
3. Check the specified file path.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

Status Indicator RAPs

027-788, 027-793, 027-789, 791, 795

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027-790 WebDAV File Not Found RAP

WebDAV server not found.

Procedure

1. Request the customer to make sure WebDAV storage path and directory specified in the server exist.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

029-792 WebDAV Server Conflict RAP

WebDAV server conflict.

Procedure

1. Request the customer to make sure WebDAV storage path and directory specified in the server exist.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
027-790, 029-792

027-794 WebDAV Server Internal Fail RAP

027-794 WebDAV server internal error.

Procedure

Have the customer:

1. Check that the WebDAV server is up and running.
2. Check the access from the PC to the scan document destination WebDAV server.
3. Update the Software, GP 9.
4. Have the customer perform the same operation.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

027-796 Email Not Printed RAP

027-796 Email print control through user settings.

Procedure

Perform the steps that follow:

1. Update the Software, GP 9.
2. Have the customer perform the same operation.
3. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

Status Indicator RAPs

027-794, 027-796

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027-797 Invalid Output Destination RAP

027-797 Incorrect output destination of received mail.

Procedure

Perform the steps that follow:

1. Have the customer specify the output destination that can be processed by the device, then repeat the operation.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

027-798 JFS Target Document Not Found RAP

027-798 The execution target document in the instruction set does not exist.

Procedure

Perform the steps that follow:

1. Have the customer select another document, then repeat the operation.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. Enter GP 37, How to Obtain Log Files to gather machine logs.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Ask the customer for the procedures to duplicate the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

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Status Indicator RAPs
027-797, 027-798

027-799 WebDAV Server Insufficient Storage RAP

027-799 There is no free space in the storage location on the WebDAV server.

Procedure

1. Request the customer to check whether or not there is free space in the storage location.
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

028-910 Wrong fuser Type RAP

028-910 The fuser needs to be replaced.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Install a new fuser, PL 7.1 Item 1.

Status Indicator RAPs

027-799, 028-910

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028-986 and 028-987 Paper Size/No Paper Detected Error RAP

028-986 Tray size mismatch, tray cannot detect the paper size.

028-987 ATS/APS No Destination Error, the paper instructed to print cannot be detected.

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Request the customer to:
    a. Use paper that is within specification. Refer to GP 26, Media Specifications.
    b. Ensure the paper is the correct size for the job.
    c. Restart the print job during user intervention.

028-988 and 028-990 Tray 5 Size Mismatch RAP

BSD-ON:BSD 46: OPF 550 PWB, OPF 550 size switch assembly

BSD-ON:BSD 07: Registration and no paper sensor

028-988 Size mismatch tray 5, measured length mismatch.

028-990 Tray 5 size mismatch.

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

- GP 11, How to Check a Sensor

Perform the steps that follow:

1. Request the customer to verify the paper used is within specification. Refer to GP 26, Media Specifications.
2. Verify the UI is set to the correct media size as shown in GP 26, Media Specifications.
3. If tray 5 is an OPF 550 feeder assembly, check the OPF 550 size switch assembly for damage. If the OPF 550 size switch assembly is damaged, install a new OPF 550 size switch assembly, PL 10.1 Item 12.
4. If tray 5 is the HCF, check the HCF feeder assembly for damage. If the feeder assembly is damaged install a new HCF feeder assembly, PL 11.1 Item 5.
5. Enter dC330 code 071-103 to activate the registration sensor, PL 15.2 Item 13. If the registration sense fails to activate, install a new registration sensor, PL 15.2 Item 13.
6. If the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs

028-986 and 028-987, 028-988 and 028-990

029-700, 029-701 WebDAV Server Response RAP

029-700 Error No.500 bill from the WebDAV server has been answered.

029-701 The response from the server does not meet the specifications of the WebDAV.

Procedure

Have the customer:

1. Ensure that the WebDAV server is up and running.
2. Check the configuration of the server.
3. Check the access from the PC to the scan document destination WebDAV server.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

029-702 WebDAV Client RAP

029-702 An unexpected error has occurred in the internal library.

Procedure

1. Update the Software, GP 9.
2. Have the customer perform the same operation.
3. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
4. Contact Support for further instructions.

Status Indicator RAPs
029-700, 029-701, 029-702

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029-703 AirPrint Scan Client RAP

029-703 An error has occurred during the communication with the AirPrint scan client.

Procedure

Have the customer:

1. Check the connection of the network cable.
2. Check the transfer destination AirPrint scan client status.

029-704, 029-711 Invalid PACFile RAP

029-704 In WiFi mode, the contents of the proxy configuration file (PACFile) acquired by the proxy auto- detection function (WPAD) has detected that it is a fraud.

029-711 In Ethernet 1 mode, the contents of the proxy configuration file (PACFile) acquired by the proxy auto- detection function (WPAD) has detected that it is a fraud.

Procedure

1. Have the customer check the proxy configuration file that is stored in the HTTP server, it may be an invalid format, such as JavaScript or too large (greater than 64KB).
2. Update the Software, GP 9.
3. Have the customer perform the same operation.
4. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
5. Contact Support for further instructions.

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Status Indicator RAPs
029-703, 029-704, 029-711

029-705, 706, 709, 712, 713, 716 PACFile Communications RAP

029-705 In WiFi mode, communication time-out at the time of the proxy configuration file (PAC-File) acquisition occurs in a proxy auto detection function (WPAD).

029-706 In WiFi mode, the proxy configuration file (PACFile) the time of acquisition in a proxy auto-detection function (WPAD), connection error has occurred.

029-709 In WiFi mode, communication time-out of the storage destination URL of the PACFile proxy auto-detection function (WPAD).

029-712 In Ethernet 1 mode, communication time-out at the time of the proxy configuration file (PACFile) acquisition occurs in a proxy auto-detection function (WPAD).

029-713 In Ethernet 1 mode, the proxy configuration file (PACFile) the time of acquisition in a proxy auto-detection function (WPAD), connection error has occurred.

029-716 In Ethernet 1 mode, communication time-out of the storage destination URL of the PACFile proxy auto-detection function (WPAD).

Procedure

Have the customer:

1. Check the connection of the network cable.
2. Check the default gateway configuration.
3. Check the subnet mask setting.
4. Check the DNS server address setting.
5. Update the Software, GP 9.
6. Have the customer perform the same operation.
7. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
8. Contact Support for further instructions.

029-707, 708, 714, 715 PACFile Not Found RAP

029-707 In WiFi mode, failed to find the proxy settings file (PACFile) in the proxy automatic detection function (WPAD).

029-708 In WiFi mode, incorrect format of the storage destination URL of PACFile acquired by the proxy auto- detection function (WPAD).

029-714 In Ethernet 1 mode, failed to find the proxy settings file (PACFile) in the proxy automatic detection function (WPAD).

029-715 In Ethernet 1 mode, incorrect format of the storage destination URL of PACFile acquired by the proxy auto- detection function (WPAD).

Procedure

Have the customer:

1. Check the URL setting of PACFile storage destination server.
2. Check the URL information PACFile set in the DHCP server is correct (if the proxy server acquisition method is WPAD).
3. If the URL is correct, check that the PACFile to the HTTP server has been registered.
4. Update the Software, GP 9.
5. Have the customer perform the same operation.
6. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
7. Contact Support for further instructions.

Status Indicator RAPs
029-705, 706, 709, 712, 713, 716, 029-707, 708, 714, 715

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029-710, 029-717 PACFile URL Not Found RAP

029-710 In WiFi mode, failed to locate the storage destination URL of PACFile the proxy auto-detection function (WPAD).

029-717 In Ethernet 1 mode, failed to locate the storage destination URL of PACFile the proxy auto-detection function (WPAD).

Procedure

1. Request the customer network administrator Check the Internet connection proxy settings "automatically detect" is not checked.
2. The correct proxy settings for the customer network must be manually entered for the PACFile to be found. Have the customer network administrator correct the proxy issues.
3. Update the Software, GP 9.
4. Have the customer perform the same operation.
5. If the error persists, perform GP 37, How to Obtain Log Files, immediately after the error has occurred.
6. Contact Support for further instructions.

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Status Indicator RAPs
029-710, 029-717

Status Indicator RAPs

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033-310 FAX Charge Function Fail RAP

033-310 The FAX send billing function was turned on although multiple lines are installed.

Procedure

Have the customer switch off the FAX send billing function or change to a single-line installation.

033-311 Invalid Address Book Data RAP

033-311 The registered contents in the address book are invalid.

Procedure

Perform dC301 NVM initialization.

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Status Indicator RAPs
033-310, 033-311

033-312, 318, 324 FAX Fault RAP

033-312: Controller Not Respond When System Is Changing Mode

033-318: Image Processing Error

033-324: USB State Change Error

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
3. Update the Software, GP 9.
4. Check for a dial tone in the UI.
5. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
6. Install a new FAX PWB, PL 18.1 Item 9.
7. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-328 to 033-340 Failed to Initialize FAX Log RAP

033-328 The initialization of communication log library has failed.

033-329 A FAX cont error was detected.

033-340 The Pflite communication log write function returned an error.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter GP 15, Special Boot Modes and initialize the NVM.
3. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs
033-312, 318, 324, 033-328 to 033-340

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033-330 to 033-336 Non-mounted Channel RAP

033-330: Foip Unrecoverable Error

033-331: Foip Controller Init Fail

033-332: Foip Cont Not Respond When System Is Booting

033-333: Foip Cont Not Respond When System Is Sleeping

033-334: Can Not Send A Message To Foip Cont

033-335: Illegal Fault Code Notice

033-336: Access To A Nonmounted Channel

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
3. Update the Software, GP 9.
4. Check for a dial tone in the UI.
5. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
6. Install a new FAX PWB, PL 18.1 Item 9.
7. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-339 FAX 2 Not Responding RAP

033-339 Fax 2 Not Respond When System Is Sleeping

When transitioning to sleep, there is no response from FAX controller 2.

Procedure

Switch off, then switch on the machine, GP 4.

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Status Indicator RAPs
033-330 to 033-336, 033-339

033-363 FAX Card Reset (Reboot) RAP

033-363 The controller reset the FAX card because the FAX card did not respond.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. Obtain the log file using the Web UI, GP 37, How to Obtain Log Files.
   - If there was a restart after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to '0' to perform log collection and return the NVM (700-530) to '1' after completing the procedure.
3. Request the following from the customer to duplicate the error:
   a. The exact procedures for reproducing the error.
   b. Check the job type: Send Mail, Receive Mail, Broadcast Send, Polling, or Folder Receipt.
   c. Check the job settings from the Panel.
4. Switch off, then switch on the machine, GP 4.
5. Perform GP 37, How to Obtain Log Files.
6. If the fault persists, contact Support for further instruction.

033-500 to 033-507 Remote Machine Error RAP

033-500 Modem CS operation error.

033-501 The number of receive line is 0.

033-502 There was no response for up to the 3rd post message.

033-503 T1 timeout has occurred.

033-504 T2 timeout has occurred.

033-505 T5 timeout has occurred.

033-506 DCN received.

033-507 No receiving capability in the remote machine.

Procedure

<p align="center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the remote machine and then request for the sender to send again.
3. Check the line status and that a dial tone is heard from the UI.
4. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
5. Update the Software, GP 9.
6. Check for a dial tone in the UI.
7. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
8. Install a new FAX PWB, PL 18.1 Item 9.
9. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs
033-363, 033-500 to 033-507

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033-508, 033-511 Destination Polling Error RAP

033-508 No polling document in the remote machine.

033-511 DTS/NSC resending exceeded the limit.

Procedure

Perform the steps that follow:

1. Have the customer check the destination device for a problem, then repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-509 DCS/NSS Resend Exceeded RAP

033-509 DCS/NSS re-send over.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation. If the problem persists after repeating the operation, check the status of the receiver at the destination side.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-508, 033-511, 033-509

033-510 Fallback Error RAP

033-510 FTT was received at 2400 bps.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation. If the problem persists after repeating the operation, check the status of the receiver at the destination side.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-514, 516, 517, 521, 522, 033-526 to 033-529 Remote Machine Error 1 RAP

033-514 Carrier broken.

033-516 EOR-Q was received.

033-517 Timeout has occurred between the ECM frames.

033-521 The system sent a reject command signal and stopped the transmission.

033-522 DTMF I/F timed out. Correct operation was not performed within the specified time.

033-526 An ECM error has occurred.

033-527 EOR-Q was sent.

033-528 RTN was sent.

033-529 RTN was received.

Procedure

Perform the steps that follow:

1. Have the customer request for the sender to check the remote machine for an error, then re-send.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs

033-510, 033-514, 516, 517, 521, 522, 033-526 to 033-

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033-523, 033-546, Line Not Connected RAP

033-523 Channel 1 not connected.

033-546 The dial tone could not be detected.

Procedure

Perform the steps that follow:

1. Make sure the relevant telephone cable is connected correctly.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-530 DTMF Illegal Procedure RAP

033-530 An invalid procedure signal was received.

Procedure

Perform the steps that follow:

1. Request the customer that there may be a mistake in how the operator is performing the DTMF procedure.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-523, 033-546, , 033-530

033-531, 532, 533, 544, 552, 578 Remote Machine Error 2 RAP

033-531 A reject command signal was received.

033-532 An illegal command was received.

033-533 An error has occurred at the T.30 protocol.

033-544 Busy tone was detected.

033-552 When receiving G3 image data, the detected total number of error lines exceeded the threshold value indicated in the system data.

033-578 The frame size of received command exceeded the specification value.

Procedure

Perform the steps that follow:

1. Have the customer request for the sender to check the remote machine for an error, then re-send.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-535 DCN Receive at Phase B Send RAP

033-535 Phase B instruction command (DCS/NSS/NSC/DTC) was rejected at the DCN.

Procedure

Perform the steps that follow:

1. Have the customer check the recipient's address, folder information, etc. then repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs
033-531, 532, 533, 544, 552, 578, 033-535

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033-536, 537, 540, 568, 575, 577 Send/Receive Error RAP

033-536 The ringing stops before the resource was released.

033-537 A conflict between outgoing and incoming calls has occurred and the sending was canceled.

033-540 During the image processing for FAX print format, an error has occurred.

033-568 During FAX communication, there was no response from the FCM for the specified time.

033-575 Polarity inversion was detected.

033-577 An underrun has occurred at the modem.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-541, 033-566 No Destination Specified RAP

033-541 The FAX Card is not able to call because there is no dial.

033-566 The FAX card is unable to call because there is no dial.

Procedure

Perform the steps that follow:

1. Have the customer specify the appropriate address by using the speed dial number that is registered with the correct FAX address number, etc.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-536, 537, 540, 568, 575, 577, 033-541, 033-566

033-543, 567, 576, 702, 703 Dial Error RAP

033-543 There is incorrect (illegal) data in the dial data.

033-567 There is incorrect (illegal) data in the dial data.

033-576 The dial data is invalid.

033-702 Digits of the indicated dial data exceeds the number of allowed number of digits.

033-703 The indicated dial data digits exceed the number of allowed digits.

Procedure

Perform the steps that follow:

1. Have the customer check the dial data, then repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-545 T0 Timeout RAP

033-545 The remote machine might not be a facsimile, or it is not in the facsimile mode.

Procedure

Perform the steps that follow:

1. Have the customer check the address number and whether the remote party is a FAX machine.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs

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033-547 Abort During Transmission RAP

033-547 Aborted during transmission (operation was canceled).

Procedure

For information only. No service action necessary.

033-548 No Manual Send Line RAP

033-548 There are no lines for manual transmission.

Procedure

Perform the steps that follow:

1. Use a phone to establish communications, then have the customer repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-547, 033-548

033-549, 551, 583 FAX Service Disabled RAP

033-549 The system cannot receive the service because it was prohibited to do the operation.

033-551 When a phone or FAX communication was about to end, an operation was performed on that job.

033-583 The request received a connection refused response because the target connection is temporarily out of resource.

Procedure

Perform the steps that follow:

1. Have the customer wait for a while, then repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-550 Cannot Disable FAX Service RAP

033-550 The system is attempting to transition to the diag mode, etc., but was unable to do so because FAX communication is in progress.

Procedure

Perform the steps that follow:

1. Have the customer wait for the job to complete its transmission, then repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs

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033-553 No Folder/Relay RAP

033-553 The F code that was sent from the remote machine is instructing a function that does not exist in the local machine.

Procedure

Perform the steps that follow:

1. Have the customer consult with the operator of the remote machine on whether the wrong F Code was input.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-554 Wrong Password/Receive Banned RAP

033-554 Data received without a password/a mismatch of passwords, or a mismatch of the select receive number. Mismatch of password or communication from the user other than those who are in the select receive list.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-553, 033-554

033-555, 033-556 Incorrect Password RAP

033-555 The machine password of local machine does not match the one that was sent from the remote machine.

033-556 The remote ID was not sent from the remote machine. The sending password and the remote ID do not match.

Procedure

Perform the steps that follow:

1. Have the customer consult with the operator of the remote machine on whether the wrong machine password was input.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-557, 033-565 Destinations or Services Exceeded RAP

033-557 The total number of requested services or total number of addresses exceeded the number defined by the specifications.

033-565 The total number of requested addresses exceeded the number defined by the specifications.

Procedure

Perform the steps that follow:

1. Have the customer wait for the jobs that are waiting to be sent to decrease or reduce the number of addresses, then try again.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs

033-555, 033-556, 033-557, 033-565

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033-558, 033-559 Remote ID Rejection RAP

033-558 The remote ID of the remote terminal is registered in the blacklist of the local machine.

033-559 The remote ID was not sent from the remote terminal.

Procedure

Perform the steps that follow:

1. Have the customer change the FAX machine setting to be able to receive FAX messages even if destination does not send remote ID.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-560, 561, 562 TRESS/RCC RAP

033-560 For TRESS and RCC, the authentication ID that was sent from the remote terminal was invalid.

033-561 TRESS and RCC cannot be performed as the operation is prohibited or a Job is in progress.

033-562 RCC execution was put on hold as it is in the operation prohibited mode.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-558, 033-559, 033-560, 561, 562

033-563, 033-569 No Printable Paper Size RAP

033-563 When formatting, registered paper that is not applicable to the document size to be printed was loaded.

033-569 The paper tray status is such that paper with orientation that can be output can only be supplied from the SMH.

Procedure

Perform the steps that follow:

1. Have the customer specify the correct paper size and check that the paper trays are correctly loaded with the paper guides correctly adjusted.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-564, 033-570 Power Off During Transmission RAP

033-564 An error due to power off during transmission. The power switch was turned off, or the system was reset.

033-570 An error due to power off during transmission. the power switch was turned off, or the system was reset.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Wait for a while then check the FAX function settings and dial numbers, then resend data if needed.
   b. Check the self-terminal status and line status, then perform the operation again.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs
033-563, 033-569, 033-564, 033-570

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033-571, 033-588 Manual Send Job Canceled RAP

033-571 At the start of the Job, the report area for FAX was detected to be full and the job was canceled.

033-588 T38 packet loss causing unrecoverable error was detected.

Procedure

Perform the steps that follow:

1. Have the customer wait for some of the jobs that are queued to be completed or canceled, then retry the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-572 FAX Report Print Job Canceled RAP

033-572 At the start of the job, job full was detected, only the FAX report document is stored, and the printing of FAX report was canceled.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-571, 033-588, 033-572

033-573 Domain Regulation Check Error RAP

033-573 The address was specified with a prohibited domain.

Procedure

Perform the steps that follow:

1. Have the customer check the address and input the correct one.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-580 Missing VoIP Gateway RAP

033-580 There is no existing VoIP gateway that correspond to the phone number that was input.

Procedure

Perform the steps that follow:

1. Have the customer set the correct device VoIP gateway address to correspond with the phone number that was input.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs

033-573, 033-580

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033-586 T38 Protocol Not Ready RAP

033-586 Unable to communicate as the IP address is unresolved. Unable to communicate as the registration to registrar server was not completed when using a SIP server.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Wait for a while, then try to send again.
   b. Make it so that the IP address can be obtained and registered to the registrar server.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-593 Canceled By Remote Peer RAP

033-593 An interrupt process was performed at the communication partner side.

Procedure

Perform the steps that follow:

1. Have the customer request for the sender to re-send.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-586, 033-593

033-700 T1 Timeout Fail RAP

033-700 T1 timeout has occurred when sending or at phase B and later when receiving.

Procedure

Perform the steps that follow:

1. Have the customer:
   a. Repeat the operation if the fault occurs while sending.
   b. Request for the sender to re-send if the fault occurs when receiving.
   c. Check the remote machine for an error.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-701 Retry Timeout RAP

033-701 The communication did not end normally within the retry timeout time.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. Check the remote machine and then request for the sender to send again.
3. Check the line status and that a dial tone is heard from the UI.
4. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
5. Update the Software, GP 9.
6. Check for a dial tone in the UI.
7. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
8. Install a new FAX PWB, PL 18.1 Item 9.
9. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs

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033-710, 712, 713, 717, 718, 719, 721 Document Not Found RAP

033-710 The specified document cannot be found

033-712 Invalid document, host memory full

033-713 Incorrect chain-link number.

033-717 The verification result of the specified password was NG.

033-718 The document was not found in the polling sending box or the specified folder.

033-719 The document was not found in the polling sending box or the specified folder.

033-721 The specified page cannot be generated.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-716 No Specified Folder RAP

033-716 The status in which the job cannot be performed was detected during EP-TRESS operation.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs
033-710, 712, 713, 717, 718, 719, 721, 033-716

033-724 FAX Receive Memory Over Flow RAP

033-724 The receive operation was aborted, the maximum limit of receivable image data for one FAX communication was exceeded.

Procedure

Perform the steps that follow:

1. Ask the sender to divide the document into two or more parts or reduce the resolution of the data.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

033-726, 728, 734, 737, 738, 751 FAX Printing Error RAP

033-726 Two sided printing not available when receiving FAX (mixed size).

033-728 Formatting for FAX auto print was aborted because the instruction for FAX manual print was sent during the operation.

033-734 Job was canceled because FAX print and FAX auto report were started at the same time.

033-737 The FAX cont detected a failure and could not continue processing the job.

033-738 The FAX cont detected an error in JBIG data during coding/decoding of the JBIG data.

033-751 An activity report is generated during the time period where print is prohibited and since the machine is in sleep mode, it started the process to place the report on hold.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. Switch off, then switch on the machine, GP 4.
3. Check the remote machine and then request for the sender to send again.
4. Check the line status and that a dial tone is heard from the UI.
5. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
6. Update the Software, GP 9.
7. Check for a dial tone in the UI.
8. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
9. Install a new FAX PWB, PL 18.1 Item 9.
10. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

Status Indicator RAPs

033-724, 033-726, 728, 734, 737, 738, 751

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033-733, 735, 741, 743, 744, 745, 746, 750 FAX Document Number Error RAP

033-733 The number of job documents related to the job could not be obtained.

033-735 FAX receive - buffer allocate timeout.

033-741 When transferring image data to the FAX card, the conditions for sending the response to the FAX card did not match.

033-743 When receiving image data from the FAX card, the conditions for sending the response to the FAX card did not match.

033-744 When receiving image data from the FAX card, the conditions for sending the response to the FAX card did not match.

033-745 When receiving image data from the FAX card, the conditions for sending the response to the FAX card did not match.

033-746 When transferring image data to the FAX card, the conditions for sending the response to the FAX card did not match.

033-750 During formatting, when image data was retrieved from the FAX card, even though the image data was determined to be free from error, extension failed.

Procedure

Perform the steps that follow:

1. Have the customer repeat the operation.
2. Have the customer break up the number pages or reduce the number of images in the send operation.
3. Switch off, then switch on the machine, GP 4.
4. Check the remote machine and then request for the sender to send again.
5. Check the line status and that a dial tone is heard from the UI.
6. Check the FAX PWB, PL 18.1 Item 9 for correct installation and all harnesses are connected and fully seated.
7. Update the Software, GP 9.
8. Check for a dial tone in the UI.
9. Check the LVPS PWB, PL 18.1 Item 16 for loose connections between the FAX PWB and LVPS PWB and that all connectors are fully seated.
10. Install a new FAX PWB, PL 18.1 Item 9.
11. If the fault persists, enter GP 37, How to Obtain Log Files, to acquire logs and contact Support for further instruction.

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Status Indicator RAPs

033-733, 735, 741, 743, 744, 745, 746, 750

Status Indicator RAPs

033-733, 735, 741, 743, 744, 745, 746, 750

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041-310 IM Logic Fail RAP

041-310 IM software control error detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. If the fault persists, install new components as necessary:
   - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

041-340 to 041-363 MCU NVM (EEPROM) Fail RAP

041-340 MCU NVM (EEPROM) Data Abnormality.

041-341 MCU NVM (EEPROM) Access Error.

041-342 MCU NVM (EEPROM) Read Verify Error.

041-343 MCU NVM (EEPROM) Write Verify Error.

041-363 MCU NVM (EEPROM) Data Broken Error.

Initial Actions

Check the following NVM values are set to default:

- 740-016 Range Over Chain No
- 740-017 Range Over Link No
- 740-018 Range Over Chain Link
- 740-019 Range Over Value
- 740-020 Write in Progress Range Over Chain No
- 740-021 Write in Progress Range Over Link No

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. Enter GP 15, Special Boot Modes and initialize the NVM.
4. If the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
041-310, 041-340 to 041-363

041-388 MK Logic Fail RAP

041-388 When fatal abnormality was detected in marking control.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. Enter GP 15, Special Boot Modes and initialize the NVM.
4. If the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

041-603, 041-604 Temp/Humidity Sensor Fail RAP

041-603 Temperature Sensor value is outside the upper and lower limit range.

041-604 Humidity Sensor value is outside the upper and lower limit range.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify that the room temperature and humidity are within specification for the printer, and that there is proper ventilation room around the unit.
3. Install a new CTD sensor assembly, PL 6.1 Item 8.

NOTE: Check GP 27, Environmental Data and GP 22, Installation Space Requirements to ensure proper operating requirements are in place.

Status Indicator RAPs
041-388, 041-603, 041-604

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042-313 Rear Cooling Fan1 Fail RAP

BSD-ON:BSD 09: Supply Rear Fan

042-313 Rear Fan does not rotate correctly.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

GP 10, How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Rotate the rear fan manually looking for any signs of wear or resistance to rotation.
3. Enter dC330, code 042-003 to run the rear fan PL 4.1 Item 5. If the fan spins in diagnostics, but the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
4. Check wiring between the LVPS PWB and the MCU PWB verify each cable of P/J284 and P/J280 is continuous.
5. Check the wiring between rear fan and the LVPS PWB, verify P/J289, P/J296, and P/J295 is fully seated.
6. Install new components as necessary:
   - Rear fan PL 4.1 Item 5.
   - LVPS PWB, PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

042-325 Main Motor Fault RAP

BSD-ON:BSD 04: Main Motor

042-325 Abnormal rotation of the main drive motor assembly, PL 3.1/1.

NOTE: This error will occur if diagnostics dC330 main motor is run prior to enabling 24VDC with chain 041-001.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

GP 10, How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter dC330 (071-061), to run the main drive motor assembly.
3. Check the wiring between the main drive motor assembly, PL 3.1 Item 1 and the MCU PWB, verify all connetors are fully seated and no open circuits exist.
4. Check the drive gear for wear, damage or bearing blockage.
5. Install new components as necessary:
   - Main drive motor assembly, PL 3.1 Item 1 (C600/C605) or PL 3.2 Item 1 (C500/C505).
   - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
042-313, 042-325

042-335 Device Fault (Main Fan Fail) RAP

BSD-ON:BSD 01: Main Fan

042-335 Abnormal rotation of the Main Fan.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

GP 10, How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter dC330 code 042-001, to run the main fan PL 4.1 Item 1. If the fan spins in diagnostics, but the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
3. Rotate the main fan manually looking for any signs of wear or resistance to rotation.
4. Check the connections at the main fan and the LVPS PWB, verify P/J289 is fully seated.
5. Check the connections at the LVPS PWB and the MCU PWB, verify P/J284 and P/J280 are fully seated.
6. Check continuity between the LVPS PWB and the MCU PWB verify each cable of P/J284 and P/J280 is continuous.
7. Install a new main fan, PL 4.1 Item 1.
8. Install a new LVPS PWB, PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

042-336 Device Fault (SUB Fan Fail) RAP

BSD-ON:BSD 10: Sub Fan

042-336 Abnormal rotation of the SUB Fan, PL 4.1 Item 3.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

GP 10, How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter dC330 code 042-003, to run the sub fan PL 4.1 Item 3. If the fan spins in diagnostics, but the fault persists, install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
3. Rotate the sub fan manually looking for any signs of wear or resistance to rotation.
4. Check the wiring at the sub fan and the LVPS PWB, verify P/J294 and P/J293 are fully seated.
5. Check the wiring at the LVPS PWB and the MCU PWB, verify P/J284 and P/J280 are fully seated.
6. Install a new sub fan, PL 4.1 Item 3.
7. Install a new LVPS PWB, PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

Status Indicator RAPs

042-335, 042-336

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042-348 Over Temperature Detect Fail RAP

BSD-ON:BSD 01: Main Fan

042-348 Temperature inside of the machine increases more than specified value and unable to continue printing.

Procedure

WARNING

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

CAUTION

Printing has been suspended because inside of the Printer is extraordinarily hot. Wait until the error message turns off with the power to the Printer remained on.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the following procedures:

1. Check GP 27, Environmental Data and GP 22, Installation Space Requirements for proper clearance space around printer for ventilation, ambient room temperature.
2. Enter dC330 code 042-001 to check the rotation of the main fan, PL 4.1 Item 1.
3. Refer to BSD MCU LVPS fan above to check the wiring between the main fan, MCU PWB, and LVPS PWB and that all connectors are fully seated and undamaged.
4. If the fault persists, install new components as necessary:
   a. Main fan, PL 4.1 Item 1.
   b. Fusing assembly, PL 7.1 Item 1.
   c. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

044-329 Shutdown Fail RAP

044-329 Shutdown has not been completed during the NVM time after the reference trigger.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

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Status Indicator RAPs
042-348, 044-329

044-370 Sub Motor Rotation Failure RAP

BSD-ON:BSD 02: OPF-FDR 550

BSD-ON:BSD 12: Optional Feeder

BSD-ON:BSD 11: IOT and HCF

044-370 Communication failure between PWBA MCU and IOT extension board.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:

GP 10, How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Checking the wiring between the PWB OPF and the MCU PWB.
3. Check the OPF-CF harness assembly for damage to the harness or the connector. If the OPF-CF harness assembly is damaged, install a new OPF-CF harness assembly, PL 18.3 Item 6.
4. Check the continuity between the PWB OPF and the tray 2 drawer connector.
5. Check the continuity between the MCU PWB and the tray 2 drawer connector.
6. Checking the wiring between the PWB ASSY OPF 550 (Upper) and the PWB OPF. (tray 3)
7. Checking the continuity between the PWB ASSY OPF 550 (Upper) and the drawer connector. (tray 3)
8. Checking the continuity between the drawer connector and the PWBA OPF. (tray 3)
9. Install new components as necessary:
   - OPF 550 PWB assembly, PL 10.1 Item 11.
   - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

045-310 Image Ready NG RAP

BSD-ON:BSD 06: ESS

045-310 Image preparation error in the ESS PWB.

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring between the MCU PWB and the ESS PWB and verify the connectors are fully seated.
3. Update the Software, GP 9.
4. If the fault persists, install a new, ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs

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045-311 Controller Communication Fail RAP

BSD-ON:BSD 06: ESS

045-311 Communication failure between ESS PWB and MCU PWB was detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Update the Software, GP 9.
3. Check the harness between the MCU PWB and the ESS PWB and verify the connectors are fully seated.
4. Install new components as necessary:
   - ESS MCU FFC, PL 18.1 Item 2 (C505/C605), PL 18.5 Item 2 (C605_Tall), PL 18.9 Item 2 (C500/C600).
   - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
   - ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

CAUTION

Never replace both the ESS and MCU PWB at the same time, without switching off, then switching on the machine, GP 4, between PWB installations

FFC cable removal

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

NOTE: *To ensure integrity of the FFC connected at the ESS PWB, the following steps are to be observed. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.*

CAUTION

Engage the lever enough to release the FFC only. Over-engagement of the release lever will break the lever destroying the lock mechanism forcing replacement of the PWB.

NOTE: *When engaging the release lever on the FFC connector, slightly open the release lever no more than 15 degrees. Hold the lever while gently removing the FFC from the connector as shown in Figure 1.*

Figure 1 Proper FFC Cable Insertion

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Status Indicator RAPs
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1. Slip the core down the FFC cable.

2. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.

3. Refer to Figure 2, grasp the grip tab of the FFC cable placing the back, or non-conductive side, of the FFC cable against the edge of the connector and centered to the connector.

   NOTE: Remember; there is no need to actuate the lever when inserting the FFC into the connector. The connector will automatically lock when the FFC is fully seated in the connector.
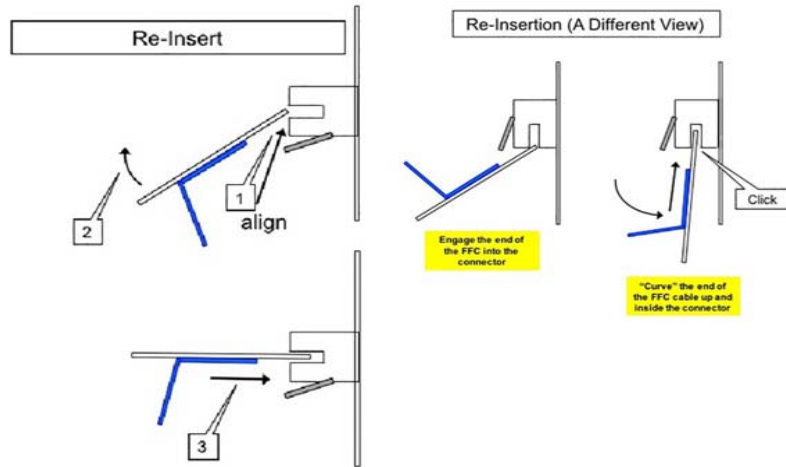
Figure 2 Proper FFC Cable Insertion.

4. Using the grip tab bent at 90 degrees, firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

045-370 LPH DL Fail Power RAP

045-370 ASIC register error during IBY initial DL check.

NOTE: If failure occurs on LPH of all colors simultaneously, check the LPH in the NVM for failure.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Check the harness between the ESS PWB and the LPH.

3. Install new components in order as necessary:
   - ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).
   - XERO CRUM LPH FFC Kit, PL 2.1 Item 99.
   - LPH, PL 2.1 Item 1.

Status Indicator RAPs

045-311 , 045-370

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045-371 LPH DL Fail MULT RAP

045-371 ASIC register error during IBY initial DL check.

Procedure

<p style="text-align:center">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Check the harness between the ESS PWB and the MCU PWB and verify the connector are fully seated.

3. Install new components in order as necessary:

   • ESS MCU FFC, PL 18.1 Item 2 (C505/C605), PL 18.5 Item 2 (C605_Tall), PL 18.9 Item 2 (C500/C600).

   • MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

   • ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

FFC cable removal

<p style="text-align:center">CAUTION</p>

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

NOTE: *To ensure integrity of the FFC connected at the ESS PWB, the following steps are to be observed. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.*

<p style="text-align:center">CAUTION</p>

Engage the lever enough to release the FFC only. Over-engagement of the release lever will break the lever destroying the lock mechanism forcing replacement of the PWB.

NOTE: *When engaging the release lever on the FFC connector, slightly open the release lever no more than 15 degrees. Hold the lever while gently removing the FFC from the connector as shown in Figure 1.*

Figure 1 Proper FFC Cable Removal

1. Slip the core down the FFC cable.

2. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.

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045-371

3. Refer to Figure 2, grasp the grip tab of the FFC cable placing the back, or non-conductive side, of the FFC cable against the edge of the connector and centered to the connector.

    NOTE: Remember; there is no need to actuate the lever when inserting the FFC into the connector. The connector will automatically lock when the FFC is fully seated in the connector.

Figure 2 Proper FFC Cable Insertion.

4. Using the grip tab bent at 90 degrees, firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

047-216 Finisher Comm Fail RAP

047-216 Reply from the communication with the finisher is judged to be an error.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Check the harness between the IOT and Finisher and verify the connector are fully seated.

Status Indicator RAPs

045-371 , 047-216

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050-701 Paper Jam Rap

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the following procedures:

010-105, 010-106 Fusing Assembly Exit Sensor RAP

058-310, 311, 315, 316, 317 Fusing Error RAP

058-310 Over Temperature on Fusing Assembly Detected

058-311 Over Temperature on Fusing Assembly Detected

058-315 STS Senor Fail Detected

058-316 Fusing Unit HB STS Center Low Temperature Fail - Center temperature below abnormal temperature detection limit, continuously detected more than specified abnormality detection count.

058-317 Fusing Ep U4 ShortHeater Slowheat Center Fail - Center temperature not rising as normally expected within the specified time to heat the Center.

WARNING

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

CAUTION

Printing has been suspended because inside of the Printer is extraordinarily hot. Wait until the error message turns off with the power to the Printer remained on.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the following procedures:

010-329 to 010-346 fusing assembly HR RAP

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Status Indicator RAPs
050-701, 058-310, 311, 315, 316, 317

059-314, 315, 326 Fusing Error RAP

059-314 Fusing Assembly HR STS Center Disconnection Fail.

059-315 Center temperature beyond abnormal temperature detection limit, continuously detected more than specified abnormality detection count.

WARNING

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

CAUTION

Printing has been suspended because inside of the Printer is extraordinarily hot. Wait until the error message turns off with the power to the Printer remained on.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the following procedures:

010-329 to 010-346 fusing assembly HR RAP

059-321, 059-324 Fusing Error RAP

059-321 Fusing Assembly Life End

059-324 Abnormal temperature variation on Heat Roll is detected.

WARNING

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

CAUTION

Printing has been suspended because inside of the Printer is extraordinarily hot. Wait until the error message turns off with the power to the Printer remained on.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Remove any remaining paper from the fusing assembly.
2. Install a new fusing assembly, PL 7.1 Item 1.

Status Indicator RAPs
059-314, 315, 326, 059-321, 059-324

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060-341 to 060-352 LPH Fault RAP

060-341 LPH DATA Fail Y Large pixel count error between the video output and LPH. Image abnormality may occur.

060-342 LPH DATA Fail M Large pixel count error between the video output and LPH. Image abnormality may occur.

060-343 LPH DATA Fail C Large pixel count error between the video output and LPH. Image abnormality may occur.

060-344 LPH DATA Fail K Large pixel count error between the video output and LPH. Image abnormality may occur.

060-349 LPH Reset Fail Y LPH reset due to a noise was detected. Possibly caused by an external noise.

060-350 LPH Reset Fail C LPH reset due to a noise was detected. Possibly caused by an external noise.

060-351 LPH Reset Fail M LPH reset due to a noise was detected. Possibly caused by an external noise.

060-352 LPH Reset Fail K LPH reset due to a noise was detected. Possibly caused by an external noise.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off, then switch on the machine, GP 4.
2. Verify the connections between LPH where failure is occurring and the ESS PWB at P/J1360, P/J1361, P/J1362 and P/J1363. the error persists,
   - Install a new LPH color head assembly, PL 2.1 Item 1.
3. Check the LPH Xerographic CRUM FFC, PL 2.1 Item 99 for excessive wear or breakage.
   - Install a new, LPH Xerographic CRUM FFC, PL 2.1 Item 99.
4. If the error persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).
   - After installing a new ESS PWB and the problem continues call Support for further instruction

061-354 to 061-357 and 061-362 to 061-393 LPH Fault RAP

061-354 LPH DL Fail Y ASIC register error during IBY initial DL check.

061-355 LPH DL Fail C ASIC register error during IBY initial DL check.

061-356 LPH DL Fail M ASIC register error during IBY initial DL check.

061-357 LPH DL Fail K ASIC register error during IBY initial DL check.

061-362 Communication error between ESS and LPH (data read error from LPH). It may occur due to external noise, poor connection of FFC, poor power supply, etc.

061-363 Communication error between ESS and LPH (data read error from LPH). It may occur due to external noise, poor connection of FFC, poor power supply, etc.

061-364 Communication error between ESS and LPH (data read error from LPH). It may occur due to external noise, poor connection of FFC, poor power supply, etc.

061-365 Communication error between ESS and LPH (data read error from LPH). It may occur due to external noise, poor connection of FFC, poor power supply, etc.

061-366 Communication error between ESS and LPH (data read error to LPH). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-367 Communication error between ESS and LPH (data read error to LPH). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-368 Communication error between ESS and LPH (data read error to LPH). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-369 Communication error between ESS and LPH (data read error to LPH). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-370 Communication error between ESS and LPH (error in the communication IC or cable). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-371 Communication error between ESS and LPH (error in the communication IC or cable). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-372 Communication error between ESS and LPH (error in the communication IC or cable). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-373 Communication error between ESS and LPH (error in the communication IC or cable). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-390 Large pixel count error between the video output and LPH. Image abnormality may occur.

061-391 Large pixel count error between the video output and LPH. Image abnormality may occur.

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Status Indicator RAPs
060-341 to 060-352, 061-354 to 061-357 and 061-362

061-392 Large pixel count error between the video output and LPH. Image abnormality may occur.

061-393 Large pixel count error between the video output and LPH. Image abnormality may occur.

Procedure

1. Switch off, then switch on the machine GP 4, the error persists,
2. Perform the 060-341 to 060-352 LPH Fault RAP.

061-358 to 061-361 LPH Config Fail RAP

061-358 LPH Config Fail Y Model number of installed LPH could be incorrect. Memory inside of LPH could be defective.

061-359 LPH Config Fail M Model number of installed LPH could be incorrect. Memory inside of LPH could be defective.

061-360 LPH Config Fail C Model number of installed LPH could be incorrect. Memory inside of LPH could be defective.

061-361 LPH Config Fail K Model number of installed LPH could be incorrect. Memory inside of LPH could be defective.

Procedure

1. Switch off, then switch on the machine, GP 4
2. Verify the correct LPH PL 2.1, is installed for the pertinent Y,M,C,K error.

Status Indicator RAPs

061-354 to 061-357 and 061-362 to 061-393, 061-358 to

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062-277, 316, 399 DADF Fail RAP

BSD-ON:System diagram 7

BSD-ON:IOT diagram 21

062-277 Communications cannot be established between the ESS PWB and the DADF Assembly.

062-316 Error detected from the motor driver of the DADF motor.

062-399 DADF-Cont I/O Cable Connection Fail Connection problem of DADF cable was detected.

Procedure

<p align="center"><strong style="color:red">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off, then switch on the machine, GP 4.
2. Clean the document glass and the white stripe, ADJ 2, Cleaning the Scanner and the DADF.
3. Check the wiring between the ESS PWB P/J1371 and the DADF assembly. P/J1377 for an open circuit, short circuit or poor contact.
4. Install new components as necessary:
   - DADF assembly, PL 50.1 Item 1.
   - ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

062-300 Platen Interlock Open RAP

BSD-ON:System diagram 7

BSD-ON:IOT diagram 21

062-300 The document feeder is raised.
- DADF Job was stopped by opening the platen cover.
- DADF was opened when the document was set in DADF.
- DADF was opened while feeding.

Initial Actions

1. If a document is inserted into the DADF, ensure that the DADF is fully closed onto the platen.
2. If making copies from the platen glass, remove any documents that are in the DADF.

Procedure

<p align="center"><strong style="color:red">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedure that follows as necessary:
- GP 11 How to Check a Sensor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring between the IIT assembly and the ESS PWB at P/J1370, P/J1372, P/J1373 and P/J1374 for an open circuit, short circuit or poor contact.
3. Install new components as necessary:
   - IIT assembly, PL 50.1 Item 2.
   - ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
062-277, 316, 399 , 062-300

062-311, 313, 321, 360, 371, 380, 386, 389, 393, 396-398 IIT Fail RAP

062-311 Error detected in IISS software.

062-313 Unexecutable Scan command error.

062-321 Unexecutable Scan command error.

062-360 Carriage home position error is detected.

062-371 IIT failure Lamp error is detected.

062-380 Insufficient lamp brightness was detected when performing AGC.

062-386 During AOC (darkness adjustment), detected CCD output error.

062-389 Overrunning of CRG was detected.

062-393 CISASIC communication error is detected.

062-396 Connection problem of CIS flat cable was detected.

062-397 Connection problem of ESS Video cable was detected.

062-398 Connection problem of ESS I/O cable was detected.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off, then switch on the machine, GP 4.
2. Clean the scanner platen and the white stripe, ADJ 2, Cleaning the Scanner and the DADF.
3. Install a new IIT Assembly, PL 50.1 Item 2.
4. Install a new DADF Assembly, PL 50.1 Item 1.
5. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

062-345 IIT EEPROM Fail RAP

062-345 Write failure to IEEPROM, or communication failure with EEPROM.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off, then switch on the machine, GP 4.
2. Verify the EMMC Card is seated in the socket on the ESS PWB correctly.
3. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs

062-311, 313, 321, 360, 371, 380, 386, 389, 393, 396-398

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062-362 X Hard Fail RAP

062-362 Hard modification of authentication device was detected.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off, then switch on the machine, GP 4
2. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

062-395 Trans Power Failure Detected RAP

062-395 Power failure on the Trans board was detected.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off, then switch on the machine, GP 4
2. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

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Status Indicator RAPs
062-362, 062-395

062-790 Recognition Fail RAP

062-790 The document being scanned is prohibited by law.

Procedure

Request the customer to refer to the Legal Notices in the User Guide to check the types of document available for copying.

065-221 to 065-225 CIS Fail RAP

065-221 AGC process of CIS is not completed or settled.

065-222 AGC process of CIS is not completed or settled.

065-223 There is a possibility that connection problem of the CIS cable occurs.

065-224 Information on the CIS device cannot be read correctly.

065-225 CIS failure was detected.

Procedure

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off, then switch on the machine, GP 4.
2. Clean the document glass and the white stripe, ADJ 2, Cleaning the Scanner and the DADF.
3. Check the wiring between the ESS PWB P/J1371 and the DADF assembly P/J1377 for an open circuit, short circuit or poor contact.
4. Install new components as necessary:
   - DADF assembly, PL 50.1 Item 1.
   - ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs

062-790, 065-221 to 065-225

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071-101 Paper Jam in Tray 1 RAP

BSD-ON:BSD 07: Registration and no paper sensor

BSD-ON:BSD 17: Feed and Registration Clutch

BSD-ON:BSD 42: PH Motor, LVPS, MCU

071-101 After Tray 1 Feed Start, registration Sensor is not turned on by paper within specified time.

Initial Actions

- Check the condition of the paper in all trays. Refer to GP 26, Media Specifications.
- Ensure that the fusing assembly, PL 7.1 Item 1, is installed correctly.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Refer to the procedures that follow as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Remove any obstructions in the paper path.
2. Adjust the paper guides (length guide and width) to the paper in the tray.
3. Clean and inspect the feed and separator roll, PL 9.1 Item 98. If the feed and separator roll are installed incorrectly, damaged or worn, install a new feed and separator roll kit PL 9.1 Item 98.
4. Check the registration actuator, PL 15.2 Item 11 for damage, wear, or deformation. If the registration actuator is damaged or worn, install a new registration actuator, PL 15.2 Item 11.
5. Enter dC330, code 071-103 to activate the registration sensor operation PL 15.2 Item 1. Check the wiring between the registration sensor and the MCU PWB. If the harness is damaged, repair as necessary.
6. Enter dC330, code 071-002 to actuate the feed clutch operation, PL 15.2 Item 15. Check the wiring between the feed clutch and the MCU PWB. If the harness is damaged, repair as necessary.
7. Enter dC330, code 071-075 to run the main drive assembly 2 (PH motor), PL 3.1 Item 2/ PL 3.2 Item 2. Check the wiring between the main drive assembly 2 and the MCU PWB. If the harness is damaged, repair as necessary.

   NOTE: Remove CRUs during main motor rotation.

8. Install new components as necessary:

- Registration sensor, PL 15.2 Item 1.
- Feed and separator roll kit, PL 15.2 Item 98.
- Main drive assembly 2 (PH motor), PL 3.1 Item 2 or main drive assembly L, PL 3.2 Item 2.
- MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
- LVPS PWB, PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

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Status Indicator RAPs

071-101

071-401, 072-401, 073-401, 074-401, 077-407 Tray 1, 2, 3, 4, 5 Feed Roll Near Life RAP

071-401 Tray 1 Feed Roll Near Life End.

072-401 Tray 2 Feed Roll Near Life End.

073-401 Tray 3 Feed Roll Near Life End.

074-401 Tray 4 Feed Roll Near Life End.

077-407 Tray 5 Feed Roll Near Life End.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Prepare a new feed and separator roll kit, PL 10.3 Item 98 for end of life replacement soon.

071-402, 072-402, 073-402, 074-402, 077-408 Tray 2, 3, 4, 5 Feed Roll Life Over RAP

071-402 Tray 1 Feed Roll Life Over.

072-402 Tray 2 Feed Roll Life Over.

073-402 Tray 3 Feed Roll Life Over.

074-402 Tray 4 Feed Roll Life Over.

077-408 Tray 5 Feed Roll Life Over.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Install a new feed and separator roll kit, PL 10.3 Item 98.

2. Reset roller life using dC135 HFSI Counter (High Frequency Service Item).

Status Indicator RAPs
071-401, 072-401, 073-401, 074-401, 077-407, 071-402,

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071-404, 072-404, 073-404, 074-404 Tray 1, 2, 3, 4 Feed Roll Pre Near Life RAP

071-404 Tray 1 Feed Roll Pre Near Life End.

072-404 Tray 2 Feed Roll Pre Near Life End.

073-404 Tray 3 Feed Roll Pre Near Life End.

074-404 Tray 4 Feed Roll Pre Near Life End.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Prepare a new feed and separator roll kit, PL 10.3 Item 98 for end of life replacement soon.

072-101 and 072-103 Jam in Tray 2/Tray 3 RAP

BSD-ON:BSD 02: OPF-FDR 550

BSD-ON:BSD 24: 550 OPF PWB, OPT Paper Path SNR

BSD-ON:BSD 25: 550 OPF PWB, Optional Feeder Clutch

BSD-ON:BSD 26: 550 OPF PWB, OPF Take Away Clutch

BSD-ON:BSD 27: 550 OPF PWB, OPF Feed Motor

072-101 After tray 2 feed start, tray 2 path sensor is not turned on by paper within specified time.

072-103 After tray 3 path sensor is turned on, tray 2 path sensor is not turned on by paper within specified time.

Initial Actions

- Remove paper jam.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Clear the paper jam.
2. Turn over the paper in the tray without changing the leading edge of the paper.
3. Adjust the paper guides (length guide and width guide) of the tray to the paper.
4. Check the feed and separator roll, PL 10.3 Item 98 are installed correctly, not damaged or worn. If damaged or worn, install a new feed and separator roll kit PL 10.3 Item 98.
5. Enter dC330, code 071-113 to activate the OPT path paper sensor, PL 10.2 Item 17.
6. Enter dC330, code 071-014 to actuate the OPT feed clutch, PL 10.2 Item 16.
7. Enter dC330, code 071-015 to actuate the OPT takeaway clutch, PL 10.2 Item 4.
8. Enter dC330, code 071-010 to run the OPF feed motor, PL 10.1 Item 18.
9. Check the wiring and continuity between the OPF 550-sheet feeder assembly, PL 10.1 Item 1 and the MCU PWB, PL 18.1 Item 1. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.
10. Check the wiring and continuity between the OPF 550-sheet feeder assembly, PL 10.1 Item 1 and the drawer connector. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.

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Status Indicator RAPs
071-404, 072-404, 073-404, 074-404, 072-101 and

11. Check the wiring and continuity between the harness assembly OPF-CF, PL 18.3 Item 6 and the MCU PWB. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.

12. Install new components as necessary:
    a. OPF 550-sheet feeder assembly, PL 10.1 Item 1.
    b. OPF 550 PWB assembly, PL 10.1 Item 11.
    c. Harness assembly OPF-CF, PL 18.3 Item 6.
    d. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

072-210 and 073-210 Tray 2, Tray 3 Lift Up Fail RAP (HCF only)

BSD-ON: BSD 39: OPF PWB, Lift Up Sensor

BSD-ON: BSD 40: OPF PWB, Lift Motor

072-210 After Tray 2 Feed Start, Tray 2 Path Sensor is not turned on by paper within specified time.

073-210 Tray3 Lift Up fault occurred 3 times in a row.

Initial Actions

- Switch off, then switch on the machine, GP 4.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the Fuser while it is hot.

Refer to the procedures that follow as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Check the HCF gears for deformation, damage, and excessive wear.
2. Enter dC330, code 071-130 tray 2, 071-132, tray 3, to activate the lift up sensor, PL 11.3 Item 4.
3. Enter dC330, code 071-085 tray 2, 071-088 tray 3, to run the lift motor, PL 11.3 Item 2.
4. Install new components as necessary:
   a. PWB OPF, PL 11.2 Item 3.
   b. Motor assembly main P1 (lift motor), PL 11.3 Item 2.
   c. HCF, PL 11.1.

Status Indicator RAPs
072-101 and 072-103, 072-210 and 073-210

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072-310, 073-310, 074-310 Tray 2 - 4 Motor Fail RAP

BSD-ON:BSD 27: 550 OPF PWB, OPF Feed Motor

072-310 Feeder motor alarm on tray 2 is detected. (OPF 550)

072-310 Feeder motor alarm or lift up motor alarm on tray 2 is detected. (HCF)

073-310 Feeder motor alarm on tray 3 is detected. (OPF 550)

073-310 Feeder motor alarm or lift up motor alarm on tray 3 is detected. (HCF)

074-310 Feeder motor alarm on tray 4 is detected. (OPF 550)

075-310 Feeder motor alarm or lift up motor alarm on tray 4 is detected. (HCF)

Initial Actions

- Switch off, then switch on the machine, GP 4.
- Reseat the 550 OPF

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the Fuser while it is hot.

Refer to the procedures that follow as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path and flip over the paper in the tray.
2. Enter Diagnostics, GP 1.

550 OPF feeder:

1. Enter dC330. Enter the following codes to run the feeder motor, PL 10.1 Item 18 of the tray at fault:
   - code 071-010 for tray 2
   - code 071-020 for tray 3
   - code 071-030 for tray 4
2. Rotate the OPF feeder motor manually checking for resistance or overload in rotation.
   - Check the wiring and continuity between the OPT path paper sensor and the 550 OPF PWB. and verify all connectors are fully seated and no opens in the harness exist and no opens in the harness exist.
3. If the fault persists, install new components as necessary:
   - OPF 550 PWB assembly, PL 10.1 Item 11.
   - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

HCF

1. Enter dC330. Enter the following codes to run the HCF feeder motor, PL 10.2 Item 4 of the tray at fault:
   - code 071-010 for Tray 2
   - code 071-020 for Tray 3
2. If the fault persists, install new components as necessary:
   a. HCF feeder motor, PL 10.2 Item 4.
   b. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
072-310, 073-310, 074-310

072-311, 073-311, 074-311 Tray 2-4 Mode Fail RAP

072-311 Operation mode of Tray 2 (Download mode) is detected.

073-311 Operation mode of Tray 3 (Download mode) is detected.

074-311 Operation mode of Tray 4 (Download mode) is detected.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check for obstructions in the paper path and remove.
2. Switch off, then switch on the machine, GP 4.
3. Reseat the 550 OPF kit assembly or the HCF.
4. Update the Software, GP 9.
5. Install a new components as necessary:
    a. 550 OPF kit assembly, PL 10.1 Item 1.
    b. HCF, PL 11.1 Item 1.

072-312, 073-312, 074-312, 077-359 Feeder 2, 3, 4, 5 Maker Mismatch Fail RAP

072-312 The system detected that the OPF 550 or HCF for another model was installed.

073-312 The system detected that the OPF 550 or HCF for another model was installed.

074-312 The system detected that the OPF 550 or HCF for another model was installed.

077-359 The system detected that the OPF 550 or HCF for another model was installed.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check for obstructions in the paper path and remove.
2. Switch off, then switch on the machine, GP 4.
3. Check the 550 OPF kit assembly or the HCF and verify correct installation.

Status Indicator RAPs
072-311, 073-311, 074-311, 072-312, 073-312, 074-312,

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073-101 and 074-101 Jam in Tray 3, Tray 4 RAP

073-101 After Tray 3 Feed Start, Tray 3 Path Sensor is not turned on by paper within specified time.

074-101 After Tray 4 Feed Start, Tray 4 Path Sensor is not turned on by paper within specified time.

Initial Actions

- Remove paper jam.

Procedure

<p style="text-align:center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Clear the paper jam.
2. Turn over the paper in the tray without changing the leading edge of the paper.
3. Adjust the paper guides (length guide and width guide) of the tray to the paper.
4. Check the feed and separator roll, PL 10.3 Item 98 are installed correctly, not damaged or worn. If damaged or worn, install a new feed and separator roll kit PL 10.3 Item 98.
5. Enter dC330, code 071-113 to activate the OPT path paper sensor, PL 10.2 Item 17.
6. Enter dC330, code 071-014 to actuate the OPT feed clutch, PL 10.2 Item 16.
7. Enter dC330, code 071-015 to actuate the OPT takeaway clutch, PL 10.2 Item 4.
8. Enter dC330, code 071-010 to run the OPF feed motor, PL 10.1 Item 18.
9. Check the wiring and continuity between the OPF 550-sheet feeder assembly, PL 10.1 Item 1 and the MCU PWB, PL 18.1 Item 1. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.
10. Check the wiring and continuity between the OPF 550-sheet feeder assembly, PL 10.1 Item 1 and the drawer connector. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.
11. Check the wiring and continuity between the harness assembly OPF-CF, PL 18.3 Item 6 and the MCU PWB. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.
12. Install new components as necessary:
    a. OPF 550-sheet feeder assembly, PL 10.1 Item 1.
    b. OPF 550 PWB assembly, PL 10.1 Item 11.
    c. Harness assembly OPF-CF, PL 18.3 Item 6.
    d. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

073-103 and 074-108 Path 3, 4 Paper Jam RAP

073-103 After tray 4 path sensor is turned on, tray 3 path sensor is not turned on by paper within specified time.

074-108 After tray 5 path sensor is turned on, tray 4 path sensor is not turned on by paper within specified

time.

Initial Actions

- Remove paper jam.

Procedure

<p style="text-align:center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Clear the paper jam.
2. Turn over the paper in the tray without changing the leading edge of the paper.
3. Adjust the paper guides (length guide and width guide) of the tray to the paper.
4. Check the feed and separator roll, PL 10.3 Item 98 are installed correctly, not damaged or worn. If damaged or worn, install a new feed and separator roll kit PL 10.3 Item 98.
5. Enter dC330, code 071-113 to activate the OPT path paper sensor, PL 10.2 Item 17.
6. Enter dC330, code 071-014 to actuate the OPT feed clutch, PL 10.2 Item 16.
7. Enter dC330, code 071-015 to actuate the OPT takeaway clutch, PL 10.2 Item 4.
8. Enter dC330, code 071-010 to run the OPF feed motor, PL 10.1 Item 18.
9. Check the wiring and continuity between the OPF 550-sheet feeder assembly, PL 10.1 Item 1 and the MCU PWB, PL 18.1 Item 1. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.
10. Check the wiring and continuity between the OPF 550-sheet feeder assembly, PL 10.1 Item 1 and the drawer connector. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.
11. Check the wiring and continuity between the harness assembly OPF-CF, PL 18.3 Item 6 and the MCU PWB. Verify all connectors are fully seated and no opens in the harness exist. Repair the harness as necessary.
12. Install new components as necessary:
    a. OPF 550-sheet feeder assembly, PL 10.1 Item 1.
    b. OPF 550 PWB assembly, PL 10.1 Item 11.
    c. Harness assembly OPF-CF, PL 18.3 Item 6.

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Status Indicator RAPs
073-101 and 074-101, 073-103 and 074-108

d. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

075-100 JAM in Bypass Tray RAP

BSD-ON:BSD 07: Registration and no paper sensor

BSD-ON:BSD 17: TCLT and MSI Solenoid

075-100 After MSI Feed Start, registration sensor is not turned on by paper within specified time.

Initial Actions

Verify and remove any paper jam.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 11 How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Verify no obstructions in the paper path.
2. Verify the condition of the separator rolls PL 13.2 Item 5 looking for any unusual wear or damage.
3. Install a new bypass tray separator holder assembly PL 13.2 Item 5.
4. If the fault persists, verify the MSI feed solenoid PL 13.1 Item 7
5. Enter dC330, code 071-103 to activate the registration sensor, PL 15.2 Item 13.
6. Enter dC330, code 071-001 to actuate the MSI feed solenoid, PL 13.1 Item 7.
7. If the fault persists, install new components as necessary:
   a. Registration sensor, PL 13.1 Item 7.
   b. MSI feed solenoid PL 13.1 Item 7.
   c. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs
073-103 and 074-108, 075-100

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077-101 and 077-119 Paper Jam RAP

BSD-ON:BSD 07: Registration

BSD-ON:BSD 16: Exit Sensor

BSD-ON:BSD 42: PH Motor, LVPS, MCU

BSD-ON:BSD 18: Feed and Registration Clutch

BSD-ON:BSD 04: Main Motor

BSD-ON:BSD 20: Exit Clutch

BSD-ON:BSD 28: Invert Clutch

077-101 Paper Jam. After registration Clutch ON, registration sensor is not turned on by paper within specified time.

077-119 Psync On Jam. When forming image, paper is fed slowly but faster than misfeeding, image on paper does not complete so that this jam error occurs.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10 How to Check a Motor.
- GP 11 How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Clear the paper jam.
2. Verify the paper guides are set correct to the paper size.
3. Check the feed and separator roll PL 9.1 Item 98, for damage or excessive wear. If the feed and separator rolls are damaged or excessively worn, install a new feed and separator roll kit PL 9.1 Item 98.
4. Enter dC330, code 071-103 to activate the registration sensor, PL 15.2 Item 13.
   - Check the wiring and continuity between the registration sensor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new registration sensor (registration feeder chute assembly,) PL 15.2 Item 1.
5. Enter dC330, code 071-104 to activate the exit sensor, PL 7.1 Item 1
   - Check the wiring and continuity between the exit sensor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new exit sensor (fusing assembly), PL 7.1 Item 1
6. Enter dC330, code 071-073 to run the PH motor, PL 3.1 Item 2, for any abnormal, frozen, or resistive rotation.

- Check the wiring and continuity between the sub motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new, main drive assembly 2, PL 3.1 Item 2.
7. Enter dC330, code 071-004 to actuate the registration clutch, PL 15.1 Item 8.
   - Check the wiring and continuity between the registration Clutch and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new registration clutch, PL 15.1 Item 8.
8. Enter dC330, code 071-061 to run the main motor PL 3.1 Item 1.

   NOTE: CRUs need to be removed during main motor rotation.

   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new main drive assembly, PL 3.1 Item 1.
9. Enter dC330, code 071-005 to actuate the exit clutch, PL 17.1 Item 4.
   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new exit clutch assembly, PL 17.1 Item 1.
10. Enter dC330, code 071-006 to actuate the invert clutch, PL 17.1 Item 4.
    - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new main exit drive assembly, PL 17.1 Item 4.
11. If the fault persists, install new components as necessary:
    a. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
    b. Install a new LVPS PWB PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

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Status Indicator RAPs
077-101 and 077-119

077-104 Paper Jam In The Device RAP

BSD-ON:BSD 16: Exit Sensor

BSD-ON:BSD 04: Main Motor

BSD-ON:BSD 20: Exit Clutch

BSD-ON:BSD 28: Invert Clutch

077-104 After exit sensor ON, exit sensor is not turned back off by the trail edge of the paper within the specified time.

Initial Actions

- Check the condition of the paper in all trays. Refer to GP 26 Paper and Media Size Specifications

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Procedure

Refer to the procedures that follow as necessary:

- GP 10 How to Check a Motor.
- GP 11 How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.
1. Check for obstructions in the paper path and clear all obstruction.
2. Check the exit roll for proper installation, damage, or excessive wear. if the exit roll is damaged or excessively worn, install a new exit chute assembly PL 17.1 Item 1.
3. Enter dC330, code 071-104 to activate the exit sensor, PL 7.1 Item 1
   - Check the wiring and continuity between the exit sensor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new exit sensor (fusing assembly), PL 7.1 Item 1
4. Enter dC330, code 071-061 to run the main motor PL 3.1 Item 1.
   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new main drive assembly, PL 3.1 Item 1.
5. Enter dC330, code 071-005 to actuate the exit clutch, PL 17.1 Item 4.
   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new exit clutch assembly, PL 17.1 Item 1.
6. Enter dC330, code 071-006 to actuate the invert clutch, PL 17.1 Item 4.
   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new main exit drive assembly, PL 17.1 Item 4.

7. If the fault persists, install new components as necessary:
   a. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
   b. LVPS PWB PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

Status Indicator RAPs

077-104

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077-117 Option Registration On Jam RAP

077-117 During feeding from Option Feeder, Registration Sensor is not turned on within specified time from Tray 2 Path Sensor ON.

Procedure

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10 How to Check a Motor.
- GP 11 How to Check a Sensor.

Perform the steps that follow:

1. Remove jammed paper.
2. Check the OPF 550 tray is installed correctly and no damage exists. If the OPF 550 tray is damaged, install a new cassette assembly 550 IOT, PL 9.1 Item 1.
3. Check the registration actuator is installed correctly and no damage exists. If the registration actuator is damaged, install a new registration actuator, PL 15.2 Item 11.
4. Enter dC330, code 071-103 to activate the registration sensor, PL 15.2 Item 13.
   - Check the wiring and continuity between the registration sensor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new registration sensor (registration feeder chute assembly,) PL 15.2 Item 1.
5. Enter dC330, code 071-061 to run the main motor PL 3.1 Item 1.
   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new main drive assembly, PL 3.1 Item 1.
6. If the fault persists, install a new MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

077-123 Registration Sensor Jam (Duplex) RAP

BSD-ON:**BSD 07: Registration**

BSD-ON:**BSD 04: Main Motor**

BSD-ON:**BSD 20: Exit Clutch**

BSD-ON:**BSD 28: Invert Clutch**

BSD-ON:BSD 42: PH Motor, LVPS, MCU

BSD-ON:**I/C diagram 5**

077-123 Jam in Device. Paper does not actuate the Registration Sensor in the specified time after the registration clutch in energized in duplex mode.

Initial Actions

Check the condition of the paper in all trays. Refer to GP 26 Paper and Media Size Specifications.

Procedure

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10 How to Check a Motor.
- GP 12 How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the registration actuator is installed correctly and no damage exists. If the registration actuator is damaged, install a new registration actuator, PL 15.2 Item 11.
3. Check the Exit Roll, PL 17.1 Item 1 for foreign substances or wear. Clean or install new components as necessary.
4. Check the duplex rolls, PL 15.1 Item 14 and pinch rolls, PL 17.1 Item 2 for foreign substances or wear. Clean or install new components as necessary.
5. Enter dC330, code 071-073 to run the PH motor, PL 3.1 Item 2, for any abnormal, frozen, or resistive rotation.
   - Check the wiring and continuity between the sub motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new, main drive assembly 2, PL 3.1 Item 2.
6. Enter dC330, code 071-004 to actuate the registration clutch, PL 15.1 Item 8.
   - Check the wiring and continuity between the registration Clutch and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new registration clutch, PL 15.1 Item 8.
7. Enter dC330, code 071-061 to run the main motor PL 3.1 Item 1.

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077-117, 077-123

- Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new main drive assembly, PL 3.1 Item 1.

8. Enter dC330, code 071-005 to actuate the exit clutch, PL 17.1 Item 4.
   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new exit clutch assembly, PL 17.1 Item 1.

9. Enter dC330, code 071-006. to actuate the invert clutch, PL 17.1 Item 4.
   - Check the wiring and continuity between the main motor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new main exit drive assembly, PL 17.1 Item 4.

10. If the fault persists, install new components as necessary:
    a. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
    b. LVPS PWB PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

077-300 Front Cover Open RAP

BSD-ON: BSD 13: Toner Cover Sensor

077-300 Front Cover Open is detected.

Procedure

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:
- GP 11 How to Check a Sensor.

Perform the steps that follow:

1. Close the front cover (toner cover), PL 19.1 Item 1.
2. Enter dC330, code 041-302. to activate the toner cover sensor, PL 19.1 Item 6.
   - Check the wiring and continuity between the toner cover sensor and the MCU PWB. Repair any damage to the harness.
3. If the fault persists, install a new MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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077-302 Device Right Side Door is Open RAP

BSD-ON:BSD 21: I/L Side, MCU, LVPS

077-300 Right Hand Cover Open is detected.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 13, How to Check a Switch.

Perform the steps that follow:

1. Close the right hand cover (waste cover), PL 19.1 Item 11.

2. Enter dC330, code 041-300. Actuate the side interlock switch, PL 18.3 Item 5.

3. If the side interlock switch fails to actuate, check the wiring and continuity between the side interlock switch, PL 18.3 Item 5 and the LVPS PWB. Repair any damage to the harness.

4. Check the wiring and continuity between the harness assembly OPF-CF, PL 18.3 Item 6 assembly and the MCU PWB. If the harness or connector is damaged, install a new harness assembly OPF-CF, PL 18.3 Item 6.

5. If the fault persists, install new components as necessary:
   - MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
   - Side interlock switch, PL 18.3 Item 5.
   - LVPS PWB PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).

077-314 P/H Module Logic Fail RAP

077-314 Fatal error of paper feed module is detected.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Install a new MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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077-302, 077-314

077-322 Option Comm Fail (OPF 550) RAP

BSD-ON:BSD 02: OPF-FDR 550

BSD-ON:BSD 12: Optional Feeder

077-300 Right Hand Cover Open is detected.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Tray 2 - Check the wiring and continuity between the OPF 550 PWB assembly, PL 10.1 Item 11 and the MCU PWB. Repair any damage to the harness.
2. Check the wiring and continuity between the harness assembly OPF-CF, PL 18.3 Item 6 assembly and the MCU PWB. If the harness or connector is damaged, install a new harness assembly OPF-CF, PL 18.3 Item 6.
3. Tray 2 - Check the wiring and continuity between the OPF PWB, PL 11.2 Item 3 and the drawer connector. Repair any damage to the harness.
4. Tray 3 - Check the wiring and continuity between the OPF 550 PWB assembly (upper), PL 10.1 Item 11 and the OPF PWB, PL 11.2 Item 3. Repair any damage to the harness.
5. Tray 3 - Check the wiring and continuity between the OPF 550 PWB assembly (upper), PL 10.1 Item 11 and the drawer connector. Repair any damage to the harness.
6. Tray 3 - Check the wiring and continuity between the OPF PWB, PL 11.2 Item 3 and the drawer connector. Repair any damage to the harness.
7. If the fault persists, install new components as necessary:
   - OPF PWB, PL 11.2 Item 3
   - MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

077-323 PH Motor Fail RAP

BSD-ON:BSD 42: PH Motor

077-323 Abnormal rotation in the PH Motor.

NOTE: This error will occur if the PH motor has been activated with diagnostics chain 071-073 without first closing all interlocks and turning 24VDC on with chain 041-001

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter dC330, code 071-073 to run the PH motor, PL 3.1 Item 2.
3. If Abnormal motor rotation is observed:
   - Check the wiring and continuity between the PH motor and the MCU PWB and verify connectors are fully seated and no opens in the harness exist.
   - Check the wiring and continuity between the PH motor and the LVPS PWB and verify connectors are fully seated and no opens in the harness exist.
4. Install new components as necessary:
   - Main drive assembly 2 (PH motor), PL 3.1 Item 2.
   - MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs

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077-327 Feeder Composition Fail RAP

077-327 Option Unit structuring error (Invalid tray is installed)

Procedure

<div align="center">

WARNING

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Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Remove the OPF 550-sheet feeder, PL 10.1 Item 1.
3. If the fault persists, verify the correct OPF 550-sheet feeder, PL 10.1 Item 1 or HCF is installed.

077-909 Paper Jam RAP

BSD-ON:**BSD 07: Registration**

BSD-ON:**BSD 16: Exit Sensor**

BSD-ON:**BSD 24: 550 OPF PWB, OPT Paper Path SNR**

BSD-ON:**BSD 35: OPF PWB, HCF Paper Path Sensor**

Paper remains on registration sensor, exit sensor, tray 2 path sensor when power on, machine stop, and option tray cassette or rear cover or side cover is closed.

Procedure

The following are for reference to the steps below:

- GP 11, How to Check a Sensor.

Perform the steps that follow:

1. Remove all paper jams from the paper path.
2. Check the media length and verify that the media size is set correctly. Refer to GP 26, Media Specifications.
3. Enter dC330, code 071-103 to activate the registration sensor, PL 15.2 Item 13. If the registration sensor fails to activate,
   - Check the wiring and continuity between the registration sensor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new registration sensor (registration feeder chute assembly,) PL 15.2 Item 1.
4. Enter dC330, code 071-104 to activate the exit sensor, PL 7.1 Item 1. If the exit sensor fails to activate,
   - Check the wiring and continuity between the exit sensor and the MCU PWB. Repair any damage to the harness. If the fault persists, install a new exit sensor (fusing assembly), PL 7.1 Item 1
5. Enter dC330, code 071-113 to activate the OPT paper path sensor. If the OPT paper path sensor fails to activate;
   - Check the wiring and continuity between the OPT paper path sensor and the 550 OPF PWB. and verify connectors are fully seated and no opens in the harness exist. If the fault persists, install a new 550 OPF feeder assembly kit, PL 10.1 Item 1.
6. Enter dC330. Enter the following codes if the feeder is HCF:
   - 071-113, to activate the HCF path paper sensor, PL 10.2 Item 17. (Tray 2)
   - 071-118, to activate the HCF path paper sensor, PL 10.2 Item 17. (Tray 3)
7. If the HCF path paper sensor fails to activate, check the wiring and continuity between the OPT paper path sensor and the 550 OPF PWB. and verify connectors are fully seated and no opens in the harness exist.
8. If the fault persists, install new components as necessary:
   - LVPS PWB PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).
   - MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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082-101 Paper Jam in Tray 5 RAP

082-101 After tray 5 feed start, tray 5 path sensor is not turned on by paper within specified time.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

See 073-101 and 074-101 Jam in Tray 3, Tray 4 RAP

082-310 Tray 5 Motor Fail RAP

Feeder Motor Alarm on Tray is detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

See 072-310, 073-310, 074-310 Tray 2 - 4 Motor Fail RAP

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Status Indicator RAPs
082-101, 082-310

082-311 Tray 5 Mode Fail RAP

082-311 Operation mode of Tray 5 (Download mode) is detected.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check for obstructions in the paper path and remove.
2. Switch off, then switch on the machine, GP 4.
3. Reseat the 550 OPF kit assembly or the HCF.
4. Update the Software, GP 9.
5. Install a new components as necessary:
   a. 550 OPF kit assembly, PL 10.1 Item 1.
   b. HCF, PL 11.1 Item 1.

082-400 Tray 5 Feed Roll Pre Near Life RAP

082-400 Tray 5 Feed Roll Pre Near Life End.

Procedure

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Prepare a new feed and separator roll kit, PL 10.3 Item 98 for end of life replacement soon.

Status Indicator RAPs

082-311, 082-400

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089-600 to 089-617 RC Fail RAP

089-600 Main scanning correction failure: Main scanning position of #4(Black) color which is a standard is abnormal during A1/C Patch detection.

(Only to register on History)

089-601 RAD sensor detection failure or A1/C Patch forming failure: Valid sample block count is less than specified count when RAD Sensor IN during A1/C Patch detection.

(Only to register on History)

089-603 RAD sensor detection failure or A1/C Patch forming failure: Valid sample block count is less than specified count when RAD Sensor OUT during A1/C Patch detection.

(Only to register on History)

089-604 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor IN during B Patch detection of #1(Yellow) color.

(Only to register on History)

089-606 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor OUT during B Patch detection of #1(Yellow) color.

(Only to register on History)

089-607 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor IN during B Patch detection of #2(Magenta) color.

(Only to register on History)

089-609 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor OUT during B Patch detection of #2(Magenta) color.

(Only to register on History)

089-610 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor IN during B Patch detection of #3(Cyan) color.

(Only to register on History)

089-612 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor OUT during B Patch detection of #3(Cyan) color.

(Only to register on History)

089-613 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor IN during B Patch detection of #4(Black) color.

(Only to register on History)

089-615 RAD sensor detection failure or B Patch forming failure: Valid sample block count is less than specified count when RAD Sensor OUT during B Patch detection of #4(Black) color.

(Only to register on History)

089-616 Correction setting value of calculation result exceeded valid setting range (To be introduced in V2? (Only to register on History)

089-617 After adding offset value to correction value, the value exceeded valid setting range (To be introduced in V2? (Only to register on History)

Procedure

WARNING

When cleaning this product, use the designated cleaning materials exclusive to it. Other cleaning materials may result in poor performance of the product. Never use aerosol cleaners to avoid catching fire and explosion.

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury

Clean the CTD (RAD) Sensor:

1. Turn the printer off, GP 4
2. Pull up the handle lever of the rear cover, and open the rear cover.
3. Clean the CTD sensor with a clean and dry cotton swab.

Figure 1 Cleaning the CTD sensor

4. Close the rear cover.

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Status Indicator RAPs
089-600 to 089-617

089-623 to 089-679 LED Offset Correction Error RAP

089-623 During LED light amount correction of gain correction, sensor output voltage value on the IBT belt is abnormal (IN side) (Only to register on History)

089-629 During LED light amount correction of gain correction, sensor output voltage value on the IBT belt is abnormal (OUT side) (Only to register on History)

089-674 During LED light amount correction of gain correction, LED light amount is not converged (IN side) (Only to register on History)

089-676 During LED light amount correction of gain correction, LED light amount is not converged (OUT side) (Only to register on History)

089-677 During LED light amount correction of gain correction, sensor output voltage value on the IBT belt is abnormal (IN side) (Only to register on History)

089-679 During LED light amount correction of gain correction, sensor output voltage value on the IBT belt is abnormal (OUT side) (Only to register on History)

Procedure

WARNING
When cleaning this product, use the designated cleaning materials exclusive to it. Other cleaning materials may result in poor performance of the product. Never use aerosol cleaners to avoid catching fire and explosion.

WARNING
Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury

Clean the CTD (RAD) Sensor:

1. Turn the printer off, GP 4
2. Pull up the handle lever of the rear cover, and open the rear cover.
3. Clean the CTD sensor with a clean and dry cotton swab.

Figure 1 Cleaning the CTD sensor

4. Close the rear cover.
5. Enter dC131, check the NVM values that follow:
   a. 759-009 (Lead Registration Offset).
   b. 759-011 (Side 1 Registration Offset).
   c. 759-012 (Side 2 Registration Offset).
6. Check connection of the Color Toner Density (CTD) Sensor Assembly, PL 6.1 Item 8.
7. Install a new Color Toner Density (CTD) Sensor Assembly, PL 6.1 Item 8.
8. Install a new Transfer Belt Unit, PL 6.1 Item 1.

Status Indicator RAPs
089-623 to 089-679

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091-300 Device Rear Door Open RAP

BSD-ON:BSD 22: I/L Rear, MCU, LVPS

091-300: Device Rear Door Open is detected.

Initial Actions

Close the Rear Cover.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Enter dC330, code 041-301. Check the rear interlock switch operation PL 18.3 Item 4 . The rear interlock switch operates normally, go to step 3. If the error persists,

2. Check the wiring and continuity between the rear interlock switch and the PWB LVPS, verify P/J292 is fully seated and no opens in the harness exist.

3. Check the wiring and continuity between the PWB LVPS and the MCU PWB, verify P/J284 and P/J280 are fully seated and no opens in the harness exist.

   a. Install new components as necessary:

      i. Rear-CF I/L harness assembly, PL 18.3 Item 4 (C505/C605), PL 18.7 Item 4 (C605_Tall), PL 18.11 Item 4 (C500/C600)

      ii. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

      iii. LVPS PWB, PL 18.1 Item 16(C505/C605), PL 18.5 Item 16(C605_Tall), PL 18.9 Item 16(C500/C600).

091-312 HVPS CC Fail RAP

BSD-ON:BSD 15: MCU and HVPS

091-312: HVPS CC Fail

Primary Causes

1. Communication failure between PWBA MCU and HVPS.
2. HVPS failure.

Initial Actions

Switch off, then switch on the machine, GP 4.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Check the wiring and continuity between the HVPS PWB and the MCU PWB, verify P/J100 and P/J1001 are fully seated and no opens in the harness exist. If the error persists,

   a. Install new components as necessary:

      i. HVPS PWB, PL 18.2 Item 2 (C505/C605), PL 18.6 Item 2 (C605_Tall), PL 18.10 Item 2 (C500/C600).

      ii. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
091-300, 091-312

091-313, 091-402, 091-480 to 482, 091-913 to 929 Drum/CRUM RAP

091-313: CRUM ASIC Comm Fail

091-402: DRUM CARTRIDGE K Life Over

091-480: DRUM CARTRIDGE Y Life Over

091-481: DRUM CARTRIDGE M Life Over

091-482: DRUM CARTRIDGE C Life Over

091-913: DRUM CARTRIDGE K Life End

091-914: DRUM K CRUM Communication Fail

091-915: DRUM CRUM K Data Broken

091-916: DRUM CRUM K Data Mismatch

091-917: DRUM Y CRUM Communication Fail

091-918: DRUM M CRUM Communication Fail

091-919: DRUM C CRUM Communication Fail

091-920: DRUM CRUM Y Data Broken

091-921: DRUM CRUM K Not Position

091-922: DRUM CRUM M Data Broken

091-923: DRUM CRUM C Data Broken

091-924: DRUM CRUM Y Data Mismatch

091-925: DRUM CRUM M Data Mismatch

091-926: DRUM CRUM C Data Mismatch

091-927: DRUM CRUM Y Not Position

091-928: DRUM CRUM M Not Position

091-929: DRUM CRUM C Not Position

Initial Actions

1. Check if the customer tried another drum cartridge, the error may be the drum cartridge is bad and needs replaced.

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Remove, then reinstall the DRUM cartridge.
3. Verify the connection terminal of the CRUM inside the XERO/DEVE CRU assembly (YMCK) is not broken or damaged.
   a. Install a new XERO/DEVE CRU assembly (YMCK) PL 8.1 Item 1, PL 8.1 Item 2, PL 8.1 Item 3, PL 8.1 Item 4.
4. Check the wiring and continuity between the DRUM cartridge CRUM and P/J400 and P/J401, P/J402, P/J403, P/J404 and verify all are fully seated and no opens in the harness exist.
5. Verify connection and continuity between the XERO/DEVE CF harness assembly P/J110 and the MCU PWB at P/J400, P/J401, P/J402 , P/J403, P/J404 and verify all are fully seated and no opens in the harness exist. If the error persists,
6. Install new components as necessary:
   a. MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs

091-313, 091-402, 091-480 to 482, 091-913 to 929

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091-316 Sub Motor Fail RAP

091-316: Sub Motor does not rotate correctly.

Initial Actions

Switch off, then switch on the machine, GP 4.

NOTE: This error will occur if diagnostics dC330 Sub Motor is run prior to enabling 24VDC with chain 041-001

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10 How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter dC330, code 071-065. Check the sub motor rotation, PL 3.1 or PL 3.2. Abnormal motor rotation is observed,
3. Check the sub motor wiring:
    - Check the wiring and continuity between the sub motor and the MCU PWB and verify P/J561 and P/J560 are fully seated and no opens in the harness exist.
    - Check the wiring and continuity between the sub motor and the LVPS PWB and verify P/J562 and P/J288 are fully seated and no opens in the harness exist.
    - If the error persists, install new components as necessary:
        a. Main drive assembly H, PL 3.1 Item 1 C505/C605.

           Main drive assembly M, PL 3.2 Item 1 C500/C600.
        b. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

091-400 and 091-405 Waste Cartidge RAP

091-400 Reorder Waste Cartridge.

091-405 Reorder Waste Cartridge.

Procedure

Request the customer to prepare a new waste toner box, PL 8.1 Item 5 for replacement.

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Status Indicator RAPs

091-316, 091-400 and 091-405

091-401 to 400-436 DRUM/CRUM RAP

091-401 Detected that replacement of the DRUM CARTRIDGE(K) is required.

091-406 Detected that replacement period of the DRUM CARTRIDGE(K) is close.

091-411 Detected that replacement period of the DRUM CARTRIDGE(Y) is close.

091-416 Detected that replacement period of the DRUM CARTRIDGE(Y) is close.

091-421 Detected that replacement period of the DRUM CARTRIDGE(M) is close.

091-426 Detected that replacement period of the DRUM CARTRIDGE(M) is close.

091-431 Detected that replacement period of the DRUM CARTRIDGE(C) is close.

091-436 Detected that replacement period of the DRUM CARTRIDGE(C) is close.

Procedure

Request the customer to prepare a new DRUM Cartridge (Y,M,C,K) for the same type DRUM cartridge notification.

091-911 Waste Toner Bottle Full RAP

091-911 PV or Pixel Count exceeded the specified value after Waste Toner Full Sensor is turned on.

Initial Actions

Replace the Waste Toner Box with a new Waste Toner Box.

Refer to the procedures that follow as necessary:

*   GP 11 How to Check a Sensor.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Enter dC330, code 094-202. Check the toner full sensor operation, PL 5.1 Item 9, or PL 5.2 Item 9. The toner full sensor operates normally, go to step 3. If the error persists,

2. Check the wiring and continuity between the toner full sensor and the MCU PWB and verify P/J480 and P/J485 are fully seated and no opens in the harness exist.

3. If the fault persists, install new components as necessary:
    *   Toner full sensor, PL 5.1 Item 9 or PL 5.2 Item 9.
    *   MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs
091-401 to 400-436, 091-911

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092-312 to 092-315 ATC Sensor Fault RAP

092-312 ATC Y System Fail DRUM density in the developer unit as detected by the ATC sensor abnormal. This fault occurs when the difference between the maximum and minimum values in the ATC sensor measurement set is lower than the threshold value.

092-313 ATC M System Fail DRUM density in the developer unit as detected by the ATC sensor abnormal. This fault occurs when the difference between the maximum and minimum values in the ATC sensor measurement set is lower than the threshold value.

092-314 ATC C System Fail DRUM density in the developer unit as detected by the ATC sensor abnormal. This fault occurs when the difference between the maximum and minimum values in the ATC sensor measurement set is lower than the threshold value.

092-315 ATC K System Fail DRUM density in the developer unit as detected by the ATC sensor abnormal. This fault occurs when the difference between the maximum and minimum values in the ATC sensor measurement set is lower than the threshold value.

Procedure

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Contact 2nd Level Support.

   NOTE: This error will not occur in the field and by any chance it happens, it is caused by a machine setting failure before shipping. Contact 2nd Level Support.

092-318 to 092-321 ADC Patch System Fail RAP

092-318: ADC Y Patch System Fail

1. Detected (TC/SAD patch abnormal - pale color) Measurement result of potential/density patch shows abnormally pale color. DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.
2. DRUM Cartridge Shane mode DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.

092-319 ADC M Patch System Fail

1. Detected (TC/SAD patch abnormal - pale color) Measurement result of potential/density patch shows abnormally pale color. DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.
2. DRUM Cartridge Shane mode DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.

092-320 ADC C Patch System Fail

1. Detected (TC/SAD patch abnormal - pale color) Measurement result of potential/density patch shows abnormally pale color. DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.
2. DRUM Cartridge Shane mode DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.

092-321 ADC K Patch System Fail

1. Detected (TC/SAD patch abnormal - pale color) Measurement result of potential/density patch shows abnormally pale color. DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.
2. DRUM Cartridge Shane mode DRUM cartridge became empty (DRUM recovery does not work), although DRUM cartridge is not supposed to be empty.

Procedure

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4, the fault persists,
2. Shake the toner cartridge well and install to the IOT again.
3. Reseat the DRUM cartridge.
4. Install a new toner cartridge (YMCK), PL 5.1 Item 11 (Y), PL 5.1 Item 12 (M), PL 5.1 Item 13 (C), PL 5.1 Item 14 (K).
5. Install a new XERO/DEVE CRU assembly (YMCK) PL 8.1 Item 1, PL 8.1 Item 2, PL 8.1 Item 3, PL 8.1 Item 4.

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Status Indicator RAPs
092-312 to 092-315, 092-318 to 092-321

092-606, 094-310, 094-325, 094-326 ADC/CTD Fail RAP

BSD-ON:BSD 03: R-RAD Sensor

092-606: ADC Sensor Dirty

094-310: Measurement result under CTD Sensor LED OFF condition exceeds upper limit.

094-325: Measurement result under CTD Sensor LED OFF condition exceeds upper limit.

094-326: Measurement result under CTD Sensor LED OFF condition exceeds upper limit.

Procedure

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4, the fault persists,
2. Clean the CTD sensor with a clean and dry cotton swab.
   a. Refer to RAP 089-600 to 089-617 RC Fail RAP
3. Check connection of the CTD sensor assembly (RAD Sensor):
   - Check the wiring and continuity between the CTD sensor assembly and the MCU PWB and verify P/J142, P/J143, P/J144, and P/J140 are fully seated and no opens in the harness exist.
   - Check the wiring and continuity between the MCU PWB and P/J141 and verify connectors are fully seated and no opens in the harness exist.
   - If the error persists, install new components as necessary:
     a. CTD sensor assembly, PL 6.1 Item 8.
     b. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

092-675 to 092-678 ADC Tone Patch Fail RAP

BSD-ON:BSD 03: R-RAD Sensor

092-675: ADC Tone Patch Fail Y - Y-color ADC gradation patch is abnormally pale/dark.

092-676: ADC Tone Patch Fail M - M-color ADC gradation patch is abnormally pale/dark.

092-677: ADC Tone Patch Fail C - C-color ADC gradation patch is abnormally pale/dark.

092-678: ADC Tone Patch Fail K - K-color ADC gradation patch is abnormally pale/dark.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 11 How to Check a Sensor.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4, the fault persists,
2. Clean the CTD sensor with a clean and dry cotton swab.
   a. Refer to RAP 089-600 to 089-617 RC Fail RAP.
3. Check connection of the CTD sensor assembly (RAD Sensor):
   - Check the wiring and continuity between the CTD sensor assembly and the MCU PWB and verify P/J142, P/J143, P/J144, and P/J140 are fully seated and no opens in the harness exist.
   - Check the wiring and continuity between the MCU PWB and P/J141 and verify connectors are fully seated and no opens in the harness exist.
   - If the error persists, install new components as necessary:
     a. CTD sensor assembly, PL 6.1 Item 8.
     b. XERO DEVE CRU assembly, PL 8.1 Item 1(Y), PL 8.1 Item 1(M), PL 8.1 Item 1(C), PL 8.1 Item 1(K).
     c. IBT unit, PL 6.1 Item 1.
     d. Color LPH head assembly, PL 2.1 Item 1.
     e. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs
092-606, 094-310, 094-325, 094-326, 092-675 to 092-

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092-911 to 092-914 Toner Cartridge Uncertain Empty [X] RAP

092-911 Y - Color Toner Cartridge has become empty during the new cartridge period.

092-912 M - Color Toner Cartridge has become empty during the new cartridge period.

092-913 C - Color Toner Cartridge has become empty during the new cartridge period.

092-914 K - Color Toner Cartridge has become empty during the new cartridge period.

Initial Actions

1. Cancel the error upon successful toner replacement by opening and closing the front interlock. (Error can also be canceled upon successful toner replacement by Switching off, then switching on the machine, GP 4).
2. Shake the toner cartridge well and install again.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the area between the dispenser assembly and the CRUM inside the toner cartridge) is clean (without any foreign objects).
2. Check the toner cartridge (CYMK) is installed properly.
3. Check the connection terminal of the CRUM inside the Toner Cartridge (YMCK) is not broken or damaged. The terminal is broken or damaged,
   - Install a new toner cartridge (YMCK), PL 5.1 Item 11 (Y), PL 5.1 Item 12 (M), PL 5.1 Item 13 (C), PL 5.1 Item 14 (K).
4. Check the connection terminal of the dispenser assembly (YMCK) is not broken or damaged. The terminal is broken or damaged,
   - Install a new DISP assembly (YMCK), PL 5.1 Item 2 (Y), PL 5.1 Item 3 (M), PL 5.1 Item 4 (C), PL 5.1 Item 5 (K).
5. Check the wiring and continuity between the dispenser assembly (YMCK) and the MCU PWB and Check the connections are fully seated and no opens in the harness exist. If the error persists,
   a. Install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

092-916 Environment SNR Sensor Fail RAP

092-916: The Environment Sensor detects the temperature abnormally.

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Install a new Color Toner Density (CTD) Sensor Assembly PL 6.1 Item 8.

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Status Indicator RAPs
092-911 to 092-914, 092-916

093-324 DEVE YMC Motor Fail RAP

091-316: Abnormal motor rotation of developer YMC motor is detected.

Initial Actions

Switch off, then switch on the machine, GP 4.

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to **GP 4**. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10 How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter dC330, code 071-077. Check the developer motor (DEVE Y/M/C) rotation, PL 3.1 Item 1 or PL 3.2 Item 1. Abnormal motor rotation is observed,
3. Check the wiring and continuity between the developer motor (DEVE Y/M/C) and the MCU PWB and verify P/J551 and P/J550 are fully seated and no opens in the harness exist.
4. Check the wiring and continuity between the developer motor (DEVE Y/M/C) and the LVPS PWB and verify P/J552 and P/J288 are fully seated and no opens in the harness exist.If the error persists,
5. Install new components as necessary:
   a. Main drive assembly H, PL 3.1 Item 1 C505/C605.
      Main drive assembly M, PL 3.2 Item 1 C500/C600.
   b. MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

093-339 Toner or Drum CRUM Authentication Fail RAP

093-339 Communication with CRUM authentication IC is abnormal. NAK is detected during communication with CRUM authentication IC.

Procedure

<p style="text-align:center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to **GP 4**. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off then switch on the machine, GP 4. If the error persists,
2. Install a new MCU PWB, PL 18.1 Item 1(C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs

093-324, 093-339

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093-400 to 093-425 Cartridge Near Empty RAP

093-400 CARTRIDGE Near Empty (K).

093-406 CARTRIDGE Pre Near Empty (K)

093-407 CARTRIDGE Pre Near Empty (Y)

093-408 CARTRIDGE Pre Near Empty (M)

093-409 CARTRIDGE Pre Near Empty (C)

093-423 CARTRIDGE Near Empty (Y).

093-424 CARTRIDGE Near Empty (M).

093-425 CARTRIDGE Near Empty (C).

Procedure

Prepare a new cartridge of the same color at fault for installation.

093-912 Toner Cartridge Empty [K] RAP

093-912 Black Toner (K) Empty.

1. ADC Empty Detection TC patch density decrease is detected by ADC sensor. Toner is filled up but density is not regained.
2. Counter Empty Detection Toner empty is judged by Dispense time/Pixel counter.

Initial Actions

1. Replace the toner cartridge (K), PL 5.1 Item 14(C505/C605), PL 5.2 Item 14(C500/C600).

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the connector at the dispenser assembly and the CRUM inside the toner cartridge is clean and no any foreign objects obstructing the connection.
2. Check toner cartridge (K) is installed properly.
3. Check the connector of the CRUM inside the toner cartridge (K). Verify the connector is not damaged or broken. The connector is damaged or broken,
   - Install a new toner cartridge (K), PL 5.1 Item 14(C505/C605) , PL 5.2 Item 14(C500/C600).
4. Check the connection terminal of the dispenser assembly (K). Verify the terminal is not damaged or broken. The terminal is damaged or broken,
   - Install a new dispenser assembly (K), PL 5.1 Item 5(C505/C605), PL 5.2 Item 5(C500/C600).
5. Check the wiring and continuity between the dispenser assembly (K) and the MCU PWB. Verify P/J111, P/J112, P/J113, P/J114 and P/J110 are fully seated and no opens in the harness exist. If the error persists,
   a. Install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs
093-400 to 093-425, 093-912

093-913 to 093-939 and 096-918 CRUM Error RAP

093-913: Check the Yellow Toner Cartridge (Y) Position

093-914: Check the Magenta Toner Cartridge (M) Position

093-915: Check the Cyan Toner Cartridge (C) Position

093-916: Check the Black Toner Cartridge (K) Position

093-924: TONER K CRUM Comm Fail

093-925: TONER K CRUM Data Broken Fail

093-926: TONER K CRUM Data Mismatch Fail

093-927: TONER Y CRUM Comm Fail

093-928: TONER M CRUM Comm Fail

093-929: TONER C CRUM Comm Fail

093-933: TONER Y CRUM Data Broken Fail

093-934: TONER M CRUM Data Broken Fail

093-935: TONER C CRUM Data Broken Fail

093-937: TONER Y CRUM Data Mismatch Fail

093-938: TONER M CRUM Data Mismatch Fail

093-939: TONER C CRUM Data Mismatch Fail

096-918: XC 3rd Party CRUM Detect Fail

Initial Actions

1. Reseat the Toner Cartridge (YMC).
2. Perform the following steps:

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

1. Check the wiring and continuity between the DISP assembly (YMCK) P/J111, P/J112, P/J113, P/J114 and the CRUM inside the toner cartridge (YMCK) is free of dirt and foreign objects, clean as needed.
2. Check the connection terminal of the CRUM inside the toner cartridge (YMCK) for damage. The terminal is damaged,

    a. Install a new toner cartridge (YMCK), PL 5.1 Item 11 (Y), PL 5.1 Item 12 (M), PL 5.1 Item 13 (C), PL 5.1 Item 14 (K).

3. Check the connection terminal of the DISP assembly (YMCK) for damage.

    a. Install a new DISP assembly (YMCK), PL 5.1 Item 2 (Y), PL 5.1 Item 3 (M), PL 5.1 Item 4 (C), PL 5.1 Item 5 (K).

4. Check the wiring and continuity between the DISP assembly and the MCU PWB, P/J120 and P/J130 are fully seated and no opens in the harness exist. If the error persists,

    a. Install a new MCU PWB, PL 18.1 Item 1 (C505/C605) or PL 18.5 Item 1 (C605_Tall) or PL 18.9 Item 1 (C500/C600).

Status Indicator RAPs

093-913 to 093-939

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094-318 1st BTR Position Fail RAP

094-318 1st BTR contact/retract did not complete within the start of operation through NVM:1st BTR Position Fail occurrence time.

Procedure

<p align="center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Refer to the procedures that follow as necessary:

- GP 10, How to Check a Motor.
- GP 11, How to Check a Sensor.
- GP 12, How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter dC330 094-201, and check the K mode sensor PL 6.1 Item 11 operation. The K mode sensor operates normally, go to step 4. If the error persists,
   a. Check the wiring and continuity between the K mode sensor and the MCU PWB P/J470, P/J468. and P/J460 are fully seated and no opens in the harness exist.
   b. Check the wiring and continuity between the K mode sensor and P/J468. Verify the connectors are fully seated and no opens in the harness exist.
   c. Install new components as necessary:
      - K Mode Sensor, PL 6.1 Item 3
      - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
3. Enter dC330 094-003/094-004, and check the switching clutch assembly (k clutch), part of main drive assembly, PL 3.1 Item 1(C505/C605), PL 3.2 Item 1(C500/C600) operation. The switching clutch assembly operates normally, go to step 4. If the error persists,
   a. Check the wiring and continuity between the switching clutch assembly (k clutch) and the MCU PWB P/J464 and P/J460 are fully seated and no opens in the harness exist.
   b. Install new components as necessary:
      - Main drive assembly H, PL 3.1 Item 1(C505/C605)
        Main drive assembly M, PL 3.2 Item 1(C500/C600)
      - MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).
4. Inspect the IBT Unit for deformities or damaged.
   - Install a new IBT assembly, PL 6.1 Item 1

094-417 IBT Near Life End RAP

094-417 IBT Unit HFSI Counter reached IBT Unit Near End Warning (NVM).

Procedure

<p align="center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Prepare a new IBT (BTR) as necessary.

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Status Indicator RAPs

094-318, 094-417

094-420 IBT Life Over RAP

094-420 IBT Unit HFSI Counter reached IBT Unit End Warning (NVM).

Procedure

<p style="text-align:center; color:red;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Replace the IBT.
2. Reset IBT life using dC135 HFSI Counter (High Frequency Service Item).

094-911 Transfer Belt Position Fail RAP

094-911 Belt Unit is not installed.

Procedure

<p style="text-align:center; color:red;">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Reseat the belt unit.
3. Install a new belt unit, PL 6.1 Item 1.

Status Indicator RAPs
094-420, 094-911

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099-396 to 099-399 Fuser Temperature Fault RAP

BSD-ON:BSD 05: Fusing

099-396 Fusing Ep U4 Noheat Center Fail - Temperature is not reached specified degrees within specified time.

099-397 Fusing Ep U4 Slowheat Center Fail - Temperature is not reached specified degrees within specified time.

099-398 Fusing Ep U4 Fastheat Center Fail - Over Temperature on Fusing assembly detected.

099-399 Fusing Ep U4 Under Side Fail - Abnormal temperature of the Fusing assembly is detected.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the fusing assembly and the drawer connector of the printer. Verify the fusing assembly and the drawer connector are installed properly (no bent pin, or any foreign or burnt objects, etc...).
2. Check the wiring and continuity between the Fusing assembly and the MCU PWB and between the fusing assembly and the LVPS PWB at P/J283, DP/DJ277, P/J270, and P/J277 are fully seated and no opens in the harness exist.
3. Check the wiring and continuity between P/J283 and DP/DJ277. Verify all are fully seated and no opens in the harness exist.
4. Check the wiring and continuity between P/J270 and DP/DJ277. Verify all are fully seated and no opens in the harness exist.
5. Check the wiring and continuity between P/J284 and P/J280. Verify all are fully seated and no opens in the harness exist.
6. Install a new fusing assembly CRU, PL 7.1 Item 1.
7. Install a new LVPS PWB, PL 18.1 Item 16 (C505/C605), PL 18.5 Item 16 (C605_Tall), PL 18.9 Item 16 (C500/C600).
8. Install a new MCU PWB, PL 18.1 Item 1 (C505/C605), PL 18.5 Item 1 (C605_Tall), PL 18.9 Item 1 (C500/C600).

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Status Indicator RAPs

099-396 to 099-399

Status Indicator RAPs

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102-311 to 102-319 USB Dongle Errors RAP

102-311 USB dongle access failed during the initial installation by the USB dongle.

003-312 It was detected that MAC address of another M/C was recorded in the dongle during the initial installation by the USB dongle.

102-313 An illegal IOT speed setting key was detected during the initial installation by the USB dongle.

003-314 Setting the IOT speed setting key failed during the initial installation by the USB dongle.

102-315 Setting the SW Key failed during the initial installation by the USB dongle.

003-316 Setting the supply setting failed during the initial installation by the USB dongle.

003-317 Setting the page pack failed during the initial installation by the USB dongle.

102-318 Setting the country code failed during the initial installation by the USB dongle.

003-319 The NVM rewriting list process failed during the initial installation by the USB dongle.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15, Special Boot Mode
3. Perform GP 9, Software Version Upgrade.
4. Switch off, then switch on the machine, GP 4.
5. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
6. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.

7. Switch on the machine, GP 4, perform the same operation where the error occurred.
8. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
9. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
10. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs

102-311 to 102-319

102-356 EWS Soft Fail RAP

102-356 Fatal error related to EWS.

Initial Actions

Request the customer to ensure that the machine's network port settings are correct.

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
3. Check the version of Controller ROM. If it is not the latest, download and update to the latest software revision. (Refer to Software Version Upgrade GP 9.)
4. Switch off, then switch on the machine, GP 4.
5. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
6. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
7. Switch on the machine, GP 4, perform the same operation causing the error.
8. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
9. Switch off then switch on the machine, GP 4.
10. Check the version of Controller ROM.
    a. Perform GP 9, Software Version Upgrade.
11. Perform GP 37, How to Obtain Log Files.
    - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
12. Check the connection between the ESS PWB and the customer network or USB-connected workstation, then turn on the power.
13. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
14. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
15. Reinstall the original ESS PWB and contact Support for instructions.

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103-314 Prohibited Originals RAP

103-314 Possible prohibited originals (system fail).

Procedure

<p style="text-align:center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify that customer is not attempting to make photo copies of documents protected by law such as currency, government bonds, postage stamps, etc.

2. Switch off then switch on the machine, GP 4.

3. Perform GP 9, Software Version Upgrade.

4. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600)

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Status Indicator RAPs

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Status Indicator RAPs

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116-210 and 116-211 Media Reader Error RAP

116-210 Fatal error of reader.

116-211 Connection cable disconnected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the wiring and continuity of the front USB harness assembly PL 18.1 Item 14 and verify no damage or opens in the harness exist.
3. If the error persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

116-212 and 116-220 ESS Error RAP

116-212 MediaLib internal logic error has occurred.

116-220 The downloader that processes software downloads within the ESS failed to initialize during transition into download mode.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15, Special Boot Mode
3. Perform GP 9, Software Version Upgrade.
4. Switch off, then switch on the machine, GP 4.
5. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
6. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
7. Switch on the machine, GP 4, perform the same operation where the error occurred.
8. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
9. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
10. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs
116-210 and 116-211 , 116-212 and 116-220

116-312 and 116-313 HDD Encrypt Fail RAP

116-312 An error in the HDD encryption key was detected on booting.

116-313 The encryption key was set up but the HDD itself was not encrypted.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Disconnect and reconnect the hard disk harness.
2. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15, Special Boot Mode
4. Perform GP 9, Software Version Upgrade.
5. Switch off, then switch on the machine, GP 4.
6. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
7. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
8. Switch on the machine, GP 4, perform the same operation where the error occurred.
9. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
10. Perform GP 15, STORAGE DEVICE INITIALIZE MODE in the Special Boot Mode procedure. If the error persists,
    a. Install a known good hard disk to see if the error persists.
    b. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
11. Perform the same operation where the error occurred. If the error persists, reinstall the original ESS PWB and contact Support for instructions.

116-314 Ethernet Address Fail RAP

116-314 An Ethernet error was detected.

Initial Actions

Request the customer to check network connection and settings.This error can be displayed if the printer is set to obtain a TCP/IP address from a router with DHCP, but it is not connected to a DHCP router

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify the eMMC PWB is fully seated in the socket of the ESS PWB, PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C500/C600).
3. Switch off, then switch on the machine, GP 4.
4. Perform GP 9, Software Version Upgrade.
   a. Verify the machine software version is the latest revision, download and install the latest software if it is not. (Refer to Software Version Upgrade.)
5. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
6. Check the connection between the ESS PWB and the customer network or USB-connected workstation, then turn on the power.
7. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
8. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
9. Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
116-312 and 116-313, 116-314

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116-321, 322, 328, 329, 338 Software Error RAP

116-321 Due to an error in software processing, subsequent processes cannot be performed.

116-322 Due to an error in software processing, subsequent processes cannot be performed.

116-328 A failure was detected in the level 2 cache built in the CPU.

116-329 A system call error related to the serial I/F was detected.

116-338 Overall JBA fatal error. Due to an error in software processing, subsequent processes cannot be performed.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
    - For network jobs: a copy of the output report and the network configuration.
    - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
    - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
3. Check the version of Controller ROM. If it is not the latest, download and update to the latest software revision. (Refer to Software Version Upgrade GP 9.)
4. Switch off, then switch on the machine, GP 4.
5. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
6. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
7. Switch on the machine, GP 4, perform the same operation causing the error.
8. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
9. Switch off, then switch on the machine, GP 4.
10. Check the version of Controller ROM.
    a. Perform GP 9, Software Version Upgrade.
11. Perform GP 37, How to Obtain Log Files.

- If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
12. Check the connection between the ESS PWB and the customer network or USB-connected workstation, then turn on the power.
13. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
14. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
15. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs

116-321, 322, 328, 329, 338

116-323 ESS NVRAM W/R Check Fail RAP

116-323 During a Read/Write check at power on, OS/DD detects an HW error with the NVRAM PWB.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Disconnect and reconnect the ESS PWB and turn on the power.
   a. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600)
3. After installation of the ESS PWB, SN mismatch will occur. perform dC132 to correct the SN mismatch issue.
4. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
6. Check the version of Controller ROM. If it is not the latest, download and update to the latest software revision. (Refer to Software Version Upgrade GP 9.)
7. Switch off, then switch on the machine, GP 4.
8. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
9. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
10. Switch on the machine, GP 4, perform the same operation causing the error.
11. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
12. Switch off, then switch on the machine, GP 4.
13. Check the version of Controller ROM.
    a. Perform GP 9, Software Version Upgrade.
14. Perform GP 37, How to Obtain Log Files.
    - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
15. Check the connection between the ESS PWB and the customer network or USB-connected workstation, then turn on the power.
16. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
17. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
18. Reinstall the original ESS PWB and contact Support for instructions.

116-324, 116-328 Exception Fail RAP

116-324 Exception Fail - A fatal software exception error has occurred in the controller PWB CPU.

116-328 L2 Cache Fail - A failure was detected in the Level 2 Cache built in the CPU.

Initial Actions

The error occurs in most printers caused by a corrupt print file, wrong printer driver or a corrupt printer driver. Disconnect the printer from the network or USB and switch off, then switch on the machine, GP 4. The error desists, reconnect network and test. If the error persists, purge all print files from the print server and/or individual workstations and retest.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
3. Perform GP 9, Software Version Upgrade.

Status Indicator RAPs
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116-325 ESS Fan Fail RAP

116-325 An error occurred in the rotation of the ESS fan.

Procedure

Not applicable to this machine, for information only.

116-330, 336, 337, 339, 353, 354, 356, 361, 388 HDD Fail RAP

116-330 HDD File System Fail - HDD Check at power ON detected that an error has occurred or the HDD was not formatted.

116-336 Redirector HD Fail - An error was detected when HD was accessed.

116-337 SNTP S/W Fail - Overall SNTP fatal error. Due to an error in software processing, subsequent processes cannot be performed.

116-339 JBA No HD - When the JBA is started up, the HDD is not installed.

116-353 HDD Physical Fail - The HDD was not booted due to a physical HDD failure detected on booting.

116-354 HDD Product Fail - The HDD was not started up due to a Product Code error detected in the HDD on booting. It is possible that the HDD had been formatted by the M/C of a different product.

116-356 HDD Format Fail - HDD was formatted but an incorrect HDD was connected or a HDD error occurred.

116-361 Spool Fatal HDD - Fatal error of SPL HDD.

116-388 No HD that Should Be - No HDD detected.

116-713 Job divided by HDD Full - Collate operation was split when HDD Full occurred in Print Service.

Procedure

<p style="text-align:center"><strong style="color:red">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Check the HDD installation and verify the HDD and both harness connectors are fully seated.
2. Switch off, then switch on the machine, GP 4.
3. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15, Special Boot Mode
5. Perform GP 9, Software Version Upgrade.
6. Switch off, then switch on the machine, GP 4.
7. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
8. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.

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Status Indicator RAPs
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9. Switch on the machine, GP 4, perform the same operation where the error occurred.

10. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.

11. Perform GP 15, STORAGE DEVICE INITIALIZE MODE in the Special Boot Mode procedure. If the error persists,

    a. Install a known good hard disk to see if the error persists.

    b. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,

12. Perform the same operation where the error occurred. If the error persists, reinstall the original ESS PWB and contact Support for instructions.

116-331 Invalid Log Info RAP

116-331 A log related error was detected.

Procedure

<p align="center">**WARNING**</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.

2. Disconnect and reconnect the hard disk harness.

3. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.

4. Perform GP 15, JOB LOG CLEAR in the Special Booting Menu.

5. Perform GP 9, Software Version Upgrade.

6. Switch off, then switch on the machine, GP 4.

7. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.

8. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.

9. Switch on the machine, GP 4, perform the same operation where the error occurred.

10. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.

11. Perform GP 15, STORAGE DEVICE INITIALIZE MODE in the Special Boot Mode procedure. If the error persists,

    a. Install a known good hard disk to see if the error persists.

    b. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,

12. Perform the same operation where the error occurred. If the error persists, reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
116-330, 336, 337, 339, 353, 354, 356, 361, 388 , 116-

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116-334 ESS NVRAM Data Compare Fail

116-334 ESS NVRAM Data Compare Fail

During a check of Read/Write at power on, System Cont detects (ESS-NVRAM with factory settings is installed) or (Illegal ESS-NVRAM data is occurring).

Because data for initialization in ESS-ROM is written on ESS-NVRAM data when 116-334 is detected, powering off and on after that causes System Fails (124-3xx) that indicate mismatches in various data between the three locations.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Disconnect and reconnect the ESS PWB and turn on the power.
   a. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
3. Switch off, then switch off the machine, GP 4, if error 116-334 occurs.
4. Enter diagnostics, GP 1.
5. Execute dC132, following the corrective actions for the relevant Fault Code(s).
   a. Switch off the machine, GP 4. Disconnect and reconnect the NVRAM Board, then switch on the machine. If the error persists,
   b. Switch off the machine, GP 4. Install new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600), then switch on the machine.
   c. If the 116-334 problem still persists, perform the following steps to resolve it.
6. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
7. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
8. Check the version of Controller ROM, if the version is not current,
   a. Perform GP 9, Software Version Upgrade.
9. Switch off, then switch on the machine, GP 4.
10. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
11. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
12. Switch on the machine, GP 4, perform the same operation causing the error.
13. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
14. Switch off, then switch on the machine, GP 4.
15. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
16. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs

116-334

116-342, 393, 394 ROM Version Incorrect RAP

116-342 Fatal error related to the SNMP agent.

116-393 AAA manager fatal error.

116-394 Abnormal authentication mode and accounting mode settings detected during AAA manager boot sequence.

Procedure

1. Reload the software, GP 4.
2. Perform GP 15, How to Obtain the Log Files.
3. Call Support for further instruction.

116-343, 346, 357, 359 Main PWB Error RAP

116-343 An error was detected in the IC in the ESS PWB.

116-346 A response such as system function recall error was detected.

116-357 PS Fatal System Error

116-359 Fatal error in PLW.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
    - For network jobs: a copy of the output report and the network configuration.
    - For print jobs: the PRN file.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Check the version of Controller ROM.
    a. Perform GP 9, Software Version Upgrade.
3. Switch off, then switch on the machine, GP 4.
4. Install a new;
    a. ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs
116-342, 393, 394, 116-343, 346, 357, 359

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116-348, 349 Redirector Fail RAP

116-348 A response such as system function recall error was detected.

116-349 An error occurred when calling the Pflite function using the SIF.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
4. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
5. Switch off, then switch on the machine, GP 4.
6. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
7. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
8. Switch on the machine, GP 4, perform the same operation causing the error.
9. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
10. Switch off, then switch on the machine, GP 4.
11. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
12. Perform GP 36, How to Manually Configure an IP Address, and verify the network settings for the machine are correct for the customer network.
13. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
14. Reinstall the original ESS PWB and contact Support for instructions.

116-355, 358, 360, 363, 370, 374, 379, 395, 362, 117-330, 118-311 Soft Fail RAP

116-355 Agent Soft Fail - Fatal error related to the SNMP Agent.

116-358 Salutation Soft Fail - Fatal error related to the SNMP Agent.

116-360 SMB Soft Fail - Fatal error related to the SNMP.

116-363 BMLinkS/ Print Service Soft Fail - BMLinkS/ Print Service Software Failure.

116-370 XJCL Fail - Fatal error in XJCL.

116-374 Auto Switch Fail - Fatal error of auto SW.

116-379 MCC Soft Fail - Fatal error related to MCC.

116-395 USB Soft Fail - Fatal error related to USB.

116-362 SSDP Soft Fail - Fatal error related to USB.

117-330 XBSD Soft Fail - Fatal error related to XBSD.

118-311 GCP Soft Fatal Error - Fatal error related to GCP.

Initial Actions

1. Request the customer to ensure that the machine's network port settings are correct.
2. Switch off, then switch on the machine, GP 4.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
3. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
4. Switch off, then switch on the machine, GP 4.
5. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
6. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
7. Verify the wire harness connections on each PWB are fully seated.
8. Switch on the machine, GP 4, perform the same operation causing the error.

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Status Indicator RAPs

116-348, 349, 116-355, 358, 360, 363, 370, 374, 379,

9. Use the ping command to verify no faulty ports in the list below, and no Network connectivity issues.
   • SNMP, Port 9100, Salutation I/O, USB, lpd, FTP Serv, MailO, IPP.
10. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
11. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
12. Reinstall the original ESS PWB and contact Support for instructions.

116-363, 370, 373, 376 Fatal Error RAP

116-370 Fatal error of XJCL.

116-373 Fatal error related to dynamic DNS.

116-376 Port 9100 software fail.

Initial Actions

Request the customer to ensure that the machine's network port settings are correct.

Procedure

<div align="center">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
   • If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
3. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
4. Switch off, then switch on the machine, GP 4.
5. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
6. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
7. Switch on the machine, GP 4, perform the same operation causing the error.
8. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
9. Switch off, then switch on the machine, GP 4.
10. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
11. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
12. Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
116-355, 358, 360, 363, 370, 374, 379, 395, 116-363,

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116-364 Timer Fail RAP

116-364 An error in the timer was detected.

Initial Actions

Check the state of the battery on the ESS PWB before further action.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Set the current time and date in the UI.
3. Perform GP 4, Software Version Upgrade.
4. Ensure that all connectors on the MCU PWB, and the ESS PWB are securely connected. Make sure all surface mounted modules on both PWBs are securely connected.
5. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

116-365, 366, 368, 371, 372, 373, 375, 377 SW Fail RAP

116-365 Fatal error of the SPL.

116-366 Print utility operational failure, report generator operational failure.

116-368 Fatal error of DumpPrint.

116-371 PCL decomposer software failure.

116-372 Fatal error of P-formatter.

116-373 Fatal error related to dynamic DNS.

116-375 A response such as system function recall error was detected.

116-377 Video DMA failure was detected.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

<div align="center">

WARNING
</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off the machine, GP 4.
2. Disconnect and reconnect the ESS PWB and turn on the power.
   a. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).
3. Switch on the machine, GP 4.
4. After installation of the ESS PWB, SN mismatch will occur. perform dC132 to correct the SN mismatch issue.
5. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
6. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
7. Check the version of Controller ROM.

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Status Indicator RAPs
116-364, 116-365, 366, 368, 371, 372, 373, 375, 377

    a.   Perform GP 9, Software Version Upgrade.

8.   Switch off, then switch on the machine, GP 4.

9.   If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.

10.   Switch off the machine, GP 4, disconnect the power cord for 2 minutes.

11.   Switch on the machine, GP 4, perform the same operation causing the error.

12.   Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.

13.   Switch off, then switch on the machine, GP 4.

14.   If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.

15.   Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,

16.   Reinstall the original ESS PWB and contact Support for instructions.

116-378, 379, 395 MCR/MCC Soft Fail RAP

116-378 Fatal error related to MCR. Due to an error in software processing, subsequent processes cannot be performed.

116-369 Fatal error related to MCC. Due to an error in software processing, subsequent processes cannot be performed.

116-395 Fatal error related to USB.

Initial Actions

Request the customer to ensure that the machine's network port settings are correct.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1.   Switch off, then switch on the machine, GP 4.

2.   Perform GP 37, How to Obtain Log Files.

    •   If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.

3.   Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.

4.   Check the version of Controller ROM.

    a.   Perform GP 9, Software Version Upgrade.

5.   Switch off, then switch on the machine, GP 4.

6.   If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.

7.   Switch off the machine, GP 4, disconnect the power cord for 2 minutes.

8.   Switch on the machine, GP 4, perform the same operation causing the error.

9.   Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.

10.   Switch off, then switch on the machine, GP 4.

11.   If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.

12.   Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,

13.   Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs

116-365, 366, 368, 371, 372, 373, 375, 377, 116-378,

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116-380 ESS Font ROM DIMM #1Check Fail RAP

116-380 An error was detected when the ESS Font ROM DIMM #1 was checked.

Procedure

<div style="text-align:center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 4, Software Version Upgrade.
3. Ensure that all connectors on the MCU PWB, and the ESS PWB are securely connected. Make sure all surface mounted modules on both PWBs are securely connected.
4. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

116-381 ABL Version Fail RAP

116-381 ABL did not match the ABL version information on the NVM, or corrupted data was detected.

Procedure

1. Switch off, then switch on the machine GP 4.
2. Perform Clear Controller NVM on the system. As this will clear all address information, Request permission from the user before performing this.

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Status Indicator RAPs
116-380, 116-381

116-382 ABL Initialize Fail RAP

116-382 ABL has failed to access the NVM.

Procedure

<p style="text-align:center;color:red;font-weight:bold">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Enter Diagnostics, GP 1.
3. Enter dC131. Set NVM value 790-664 to 0.
4. Exit Diagnostics, GP 1.
5. Perform GP 4, Software Version Upgrade.
6. Ensure that all connectors on the MCU PWB, and the ESS PWB are securely connected. Make sure all surface mounted modules on both PWBs are securely connected.
7. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600). If the error persists,
8. Perform 116-330, 336, 337, 339, 353, 354, 356, 361 HDD Fail RAP

116-383 PIT Lib Failure RAP

116-338 HDD File System Fail - HDD Check at power ON detected that an error has occurred or the HDD was not formatted.

1. An HDD access error was detected during job execution.
2. Insufficient memory is detected during image log creation.

   NOTE: Note the difference in timing, that although 016-231 is detected during power ON, it is 'detected during job execution'.

Procedure

<p style="text-align:center;color:red;font-weight:bold">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the power, GP 4.
2. After restart, check that the error (=116-383) does not occur, and whether 016-231 occurs on the top-right of the screen.
3. If 016-231 occurs, perform the solution for 016-231. If the error does not occur, proceed to (2) for the HDD access error.
4. Perform 116-330, 336, 337, 339, 353, 354, 356, 361 HDD Fail RAP
5. Perform the same operation where the error occurred. If the error persists, reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
116-382, 116-383

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116-384, 116-385 DCS/IDC Software Fail RAP

116-384 DCS-related fatal error. Due to an error in software processing, subsequent processes cannot be performed.

116-385 Fatal error related to IDC. Due to an error in software processing, subsequent processes cannot be performed.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
3. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
4. Switch off, then switch on the machine, GP 4.
5. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
6. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
7. Switch on the machine, GP 4, perform the same operation causing the error.
8. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
9. Switch off, then switch on the machine, GP 4.
10. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
11. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
12. Reinstall the original ESS PWB and contact Support for instructions.

116-386 Incorrect USB port used for FAX RAP

116-386 At startup, the Fax USB Cable was connected to an incorrect port.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off the machine, GP 4.
2. If the error persists, verify the fax USB Cable is connected to the correct USB port, then turn the power on.
3. Switch on the machine, GP 4.

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Status Indicator RAPs
116-384, 116-385, 116-386

116-391 Illegal Code RAP

116-391 Country code/territory code/paper size group setting error detected.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 9, Software Version Upgrade. If the error persists,
3. Enter Diagnostic, GP 1.
4. Enter dC131. Make sure NVM values 700-165, 700-338 and 700-402 are correct. Change the values as necessary.
5. Exit Diagnostic, GP 1.

116-396 RAPS140 Self Test Fail RAP

116-396 At start, the RAPS140 encryption module self-test has detected a failure. Self test error due to illegal ROM (FW).

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Reload the software, GP 9.

Status Indicator RAPs

116-391, 116-396

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116-397 Illegal Setting Area Coverage Threshold RAP

116-397 The plain total color judge threshold setting is incorrect.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 9, Software Version Upgrade. If the error persists,
3. Enter Diagnostic, GP 1.
4. Enter dC131. Make sure the value of 720-061 is higher than 720-060. Adjust the values as necessary.
5. Exit Diagnostic, GP 1.

116-399 Under initialization for 10 minutes RAP

116-399 The machine remains in initializing state even after 10 minutes has passed since start up (not including the startup after power save).

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. If the error persists, perform GP 37, How to Obtain the Log Files.
3. Contact Support for further instruction.

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Status Indicator RAPs
116-397, 116-399

116-701 Out of Memory Duplex Fail RAP

116-701 The title with two or more lines was printed on 2 pages because 2-Sided Print is not available due to insufficient memory.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Expand the memory or install the HDD if it is not installed.

116-702 Print with Substitute Font RAP

116-702 Printing performed with a substitute font.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Install an appropriate Font ROM.

Status Indicator RAPs
116-701, 116-702

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116-703 PostScript LANG Interpreter ERR RAP

116-703 There is a problem in the PostScript data and an error occurred in PostScript grammar interpretation or language interpretation.

Initial Actions

1. Re-install client PS driver or application.
2. When another PostScript printer exists at the customer site, print data on that printer and check if the same problem occurs.

Procedure

Perform the steps that follow:

1. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
3. Check the version of Controller ROM. Perform GP 37, How to Obtain Log Files.
4. Switch off, then switch on the machine, GP 4.
5. Ask the customer for the procedures to reproduce the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Perform GP 37, How to Obtain the Log Files immediately after the error has occurred without powering down and powering the machine back up.
7. Contact Technical Support for further instructions.

116-704 to 116-709, 716, 717 Media Reader Format RAP

116-704 The MediaLib detected this error while performing the operation that requires access to media.

116-705 The MediaLib detected this error while performing the operation that requires access to media.

116-706 The MediaLib detected this error while performing the operation that requires access to media.

116-707 The MediaLib detected this error while performing the operation that requires access to media.

116-708 The MediaLib detected this error while performing the operation that requires access to media.

116-709 The MediaLib detected this error while performing the operation that requires access to media.

116-716 The MediaLib detected this error while performing the operation that requires access to media.

116-717 The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Perform the steps that follow:

1. Advise the customer to check the contents in the media for errors from the PC:
   a. Check the file format/directory and selected mode (digital camera print/document print).
   b. Check whether the printed file attribute information is displayed.
   c. Check whether the print file images are displayed.
   d. Check whether the printed file attribute information is displayed.
   e. If the error persists, inform the customer that the media may be defective.
2. If the error persists, inform the customer that the media may be defective.

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Status Indicator RAPs
116-703, 116-704 to 116-709, 716, 717

116-710 HP-GL/2 Overflow RAP

116-710 HP-GL/2 overflow.

Procedure

Increase the HP-GL spool size or install the HDD.

116-714 HP-GL/2 Command Error RAP

116-714 HP-GL/2 command error occurred.

Procedure

Perform the steps that follow:

1.   Perform GP 9, Software Version Upgrade.

Status Indicator RAPs

116-710, 116-714

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116-719 XPIF Parameter Cancelled RAP

116-719 Cancellation of the parameter(s) disabled by XPIF.

Procedure

Some of the parameters are disabled by XPIF so the device cannot execute them. Advise the customer to cancel the disabled parameter(s).

116-720 PCL Memory Low Page Simplified RAP

116-720 PCL Memory Low, Page Simplified

Procedure

- Deactivate the unnecessary ports.
- Adjust various buffer memory sizes.

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Status Indicator RAPs
116-719, 116-720

116-721 to 116-728 Color Print Permissions RAP

116-721 Color printing is prohibited in this time zone. Output changed to monochrome.

017-722 Color printing prohibited. Output changed to monochrome.

017-723 Color print attempted from a prohibited application. Output changed to monochrome.

017-724 Single sided print attempted from a prohibited application. Output changed to duplex.

017-726 Color, single sided print attempted. Output changed to monochrome, duplex.

017-727 Single sided print attempted. Output changed to duplex.

017-728 Prohibited print attempted. Output changed to acceptable output.

Procedure

Advise the customer to set the permissions as required.

116-725 HDD full for Image Log RAP

017-725 With the system data 'Level of Ensuring Log Image Creation' set to 'Low,' the log image storage area on the disk is full.

Procedure

Rerun the job. If the error persists, delete unnecessary documents saved in the device and run the job again.

Status Indicator RAPs
116-721 to 116-728, 116-725

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116-738 Size/Orientation Mismatch RAP

017-738 Form overlay is impossible because the size/orientation of the form's drawing is different from that of the paper.

Procedure

Advise the customer to select paper that has the same size and orientation as the registered form.

116-739, 741, 742, 743 Out of Memory RAP

017-739 The form/logo data cannot be registered due to insufficient ram.

017-741 The form data cannot be registered due to the restriction on the no. of forms.

017-742 The logo data cannot be registered due to the restriction on the no. of logos.

017-743 The received data (form/logo) exceeded the registered buffer size.

Procedure

After checking the registered forms/logos using the Operation Panel utility, Advise the customer to delete any unnecessary forms or logos.

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Status Indicator RAPs
116-738, 116-739, 741, 742, 743

116-740 Arithmetic Error RAP

017-740 The value calculated in the interpreter exceeded the limit.

Procedure

Advise the customer to upgrade the driver.

116-746 Selected Form Not Registered RAP

017-746 The specified form is not registered.

Procedure

Advise the custoner to use a registered form or register the required form.

Status Indicator RAPs

116-740, 116-746

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116-747, 116-748 Invalid Page Data RAP

017-747 After subtracting the paper margin from the valid coordinate area, the result of the calculation will be negative.

017-748 Drawing data does not exist in the page data.

Procedure

Advise the customer to repeat the operation.

116-749 PostScript Font Error RAP

017-749 Job was aborted because the specified font is not found.

Procedure

Advise the customer to add the necessary font, or specify a substitute font.

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Status Indicator RAPs
116-747, 116-748, 116-749

116-752 Print Job Ticket RAP

116-752 The machine received a print job ticket sent together with a PDF but the job ticket data includes printing instructions that are not supported by the machine.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Have the customer:
   a. Re-run the job.
   b. Print to a machine that supports the printing instructions.
2. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Change any possible mechanical settings for corrective actions or detection conditions and repeat the operation.
4. Check the version of Controller ROM. Perform GP 9, Software Version Upgrade.
5. Ask the customer for the procedures to reproduce the error.
   a. Check the exact occurrence timing during job execution.
   b. Check the job settings from the Panel.
   c. Collect other information as much as possible to reproduce the error.
6. Perform GP 37, How to Obtain the Log Files immediately after the error has occurred without powering down and powering the machine back up.
7. Contact Technical Support for further instructions.

116-749 PostScript Font Error RAP

017-749 Job was aborted because the specified font is not found.

Procedure

Advise the customer to add the necessary font, or specify a substitute font.

Status Indicator RAPs
116-752, 116-749

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116-790 Stapling Canceled RAP

116-790 Either all or one of the lead Stapler is canceled during print.

Procedure

Perform the steps that follow:

1. Cancel the first print and staple job in the list.
2. Cancel all print and staple jobs and rerun the first print and staple job.
3. Proceed with all remaining print and staple jobs once the first completes successfully.

117-310 WSD Scan S/W Fail RAP

117-310 A problem occurred in the processing of WSD scan service software, causing the processing to discontinue.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
4. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
5. Switch off, then switch on the machine, GP 4.
6. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
7. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
8. Switch on the machine, GP 4, perform the same operation causing the error.
9. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
10. Switch off, then switch on the machine, GP 4.
11. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
12. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
13. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs
116-790, 117-310

117-312 Device Self Test Error RAP

117-312 In an OS self program determination test, it was detected that the checksum value and the mini OS/program were different.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 10. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1.   Perform GP 9, Software Version Upgrade. If the error persists,
2.   Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

117-313 Geographic Region Change Fail RAP

117-313 The geographic region change command from the PJL can not be implemented.

Procedure

Perform the steps that follow:

1.   Switch off, then switch on the machine, GP 4.
2.   Request the customer update the geographic region again.
3.   Request the customer download and install the latest Xerox PC software.
4.   Perform GP 9, Software Version Upgrade.
5.   If the error persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs

117-312, 117-313

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117-314 and 117-315 Contract Type/Geographic Region Changed RAP

117-314 The contract type change command from the PJL can not be implemented.

117-315 The geographic region and contract type change command from the PJL was implemented.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Request the customer update the contract type again.
3. Request the customer update the contract type again.
4. Switch off the machine, GP 4.
5. Install the new contract type and geographic region CRUs.
6. Switch on the machine, GP 4.
7. Request the customer download and install the latest Xerox PC software.
8. Perform GP 9, Software Version Upgrade.
9. If the error persists, install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

117-316 Contract Manager Software Fail RAP

117-316 When the contract manager is running, it can no longer perform task control due to software malfunction.

Procedure

Perform the steps that follow:

1. Switch off the machine, make sure the UI if fully off, then switch on the machine, GP 4.
2. If the error persists, reload the software, GP 9.

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Status Indicator RAPs
117-314 and 117-315, 117-316

117-317, 117-318 Contract Manager PPP RAP

117-317 The contract manager detected that the PPP contract has ended.

117-318 The contract manager detected that the DC command write that was performed at the end of a PPP contract has failed.

Procedure

Request the customer to wait for the machine to reboot.

117-319 and 117-320 eMMC Fail RAP

117-319 When attempting to extract programs and font data from the eMMC PWB into the memory immediately after Power ON, an access error occurs and retrying still results in access failure.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

<div align="center">

WARNING

</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 9, Software Version Upgrade.
3. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15, Special Boot Mode.
5. Switch off, then switch on the machine, GP 4.
6. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
7. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
8. Switch on the machine, GP 4, perform the same operation causing the error.
9. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
10. Switch off, then switch on the machine, GP 4.
11. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
12. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
13. Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
117-317, 117-318, 117-319 and 117-320

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117-321, 117-324 eMMC Card Invalid Type Fail RAP

117-321 When starting up, the installed EMMC CARD was detected to be unsupported by Sys-CheckMemory.

117-324 When the OS is starting up, the system detected that the EMMC CARD is meant for another product and an error is issued.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify the eMMC card is the correct type for the machine, install the correct type eMMC card if the one causing the error is not correct.
3. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
5. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
6. Switch off, then switch on the machine, GP 4.
7. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
8. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
9. Switch on the machine, GP 4, perform the same operation causing the error.
10. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
11. Switch off, then switch on the machine, GP 4.
12. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
13. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
14. Reinstall the original ESS PWB and contact Support for instructions.

117-322 eMMC Card Encrypt Fail RAP

117-322 When starting up, memory encryption error was detected by SysCheckMemory.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Verify the encryption key/memory encryption settings are correct.
3. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
5. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
6. Switch off, then switch on the machine, GP 4.
7. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
8. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
9. Switch on the machine, GP 4, perform the same operation causing the error.
10. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
11. Switch off, then switch on the machine, GP 4.
12. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
13. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
14. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs
117-321, 117-324, 117-322

117-323 eMMC File Access Fail RAP

117-323 When starting up, eMMC CARD File System Access error was detected by Sys-CheckMemory.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Perform Hardware Diagnostic using the following steps, in order, in the Special Booting Menu. Refer to GP 15 Special Boot Mode.

   NOTE: Switch off, then switch on the machine, GP 4. Check after each step to see of the error persists. Stop at the step correcting the error.

   a. JOB LOG CLEAR
   b. HDD INITIALIZE
   c. HDD FORMAT
   d. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
4. Reinstall the original ESS PWB and contact Support for instructions.

117-325 Contract Manager RTC Hardware Fail RAP

117-325 Failed to obtain RTC timer value due to hardware problem in the contract function.

Procedure

<div align="center"><strong style="color:red">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off the machine, wait until the UI is fully off, then switch on the machine, GP 4.

Status Indicator RAPs
117-323, 117-325

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117-326 ESS NVRAM SW Access Fail RAP

117-326 Software fault processing of NVRAM area/access.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 37, How to Obtain Log Files.
3. Contact Support for further instruction.

117-327 ESS NVRAM eMMC Card HW Access Fail RAP

117-326 When accessing using nv_memmove (), an Error on the EMMC CARD is detected or when 3 retry attempts using the EMMC CARD Driver is still unable to end in recovery, the nv_memmove () will be in Assertion Fail (= state, Fail Code cannot be identified) and the access to the corresponding task is stopped. (Same as the existing NV Fail Detection).

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform the following steps in order:
   a. Perform eMMC CARD Hardware Diagnostic in the Special Booting Menu. Refer to GP 15 Special Boot Mode. If the diagnostics return an error, install a new,
      - ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
   b. Perform eMMC CARD Hardware Diagnostic using LONG BOOT in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
      i. If no error is detected, perform the NVRAM Area Initialization process. If the error persists,
3. Contact Support for further instruction.

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Status Indicator RAPs
117-326, 117-327

117-327 ESS NVRAM eMMC Card HW Access Fail RAP

117-326 When accessing using nv_memmove (), an Error on the EMMC CARD is detected or when 3 retry attempts using the EMMC CARD Driver is still unable to end in recovery, the nv_memmove () will be in Assertion Fail (= state, Fail Code cannot be identified) and the access to the corresponding task is stopped. (Same as the existing NV Fail Detection).

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform the following steps in order:
   a. Perform eMMC CARD Hardware Diagnostic in the Special Booting Menu. Refer to GP 15 Special Boot Mode. If the diagnostics return an error, install a new,
      • ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
   b. Perform eMMC CARD Hardware Diagnostic using LONG BOOT in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
      i. If no error is detected, perform the NVRAM Area Initialization process. If the error persists,
3. Contact Support for further instruction.

117-330, 118-311 Soft Fail RAP

117-330 XBDS Soft Fail Problem occurs at software processing, and processing is unable to proceed.

118-311 GCP Soft Fatal Error Problem occurs at software processing, and processing is unable to proceed.

Initial Actions

Request the customer to ensure that the machine's network port settings are correct.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Perform the same operation and check whether the problem is reoccurring.
3. Check whether HTTP and HTTPS have started up normally and are operable. As data is obtained via SNMP for the Alert section, it depends on whether the SNMP Agent has started up normally.
4. Switch off, then switch on the machine, GP 4.
5. Check the version of Controller ROM.
   a. Verify the machine software version is the latest revision, download and install the latest software if it is not. (Refer to Software Version Upgrade GP 9.)
6. Perform GP 37, How to Obtain Log Files.
   • If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
7. Check the connection between the ESS PWB and the customer network or USB-connected workstation, then turn on the power.
8. If the error persists, perform the same operation that created the error originally and Perform GP 37, How to Obtain Log Files.
9. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred.
10. Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs
117-327, 117-330, 118-311

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117-332, 117-335 Uninitialized or Invalid NVM RAP

117-332 Uninitialize used NVM An uninitialized NVM that was used for another device was recognized.

117-335 Invalid NVM of Convert Fail detected at startup after the power is cut off during the NVM Map convert.

Procedure

Initialize the NVM, perform dC301 NVM Initialization.

117-333, 348, 364 Uninitialized or Used eMMC RAP

117-333 Uninitialize used eMMC An uninitialized eMMC PWB that was used for another device was recognized.

117-348 Uninitialize used eMMC An uninitialized eMMC PWB that was used for another device was recognized.

117-348 Key Fail

- The encryption key file was corrupted.
- The TPM key information file was corrupted.
- When automatically restoring the encryption key file, there was no TPM backup file or it was corrupted.
- Either of the access key information, MAC address, or serial number held in the SEEP area was changed.
- Failed to decrypt the encryption key in TPM.

Procedure

Perform procedure GP 15 Special Boot Modes "HDD Initialize Mode" to initialize the eMMC PWB in the machine.

NOTE: After performing GP 15 Special Boot Modes it may be necessary to perform dC132 Device ID / Billing Data to verify all Device IDs are same.

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Status Indicator RAPs
117-332, 117-335, 117-333, 348, 364

117-343 Log Sending Parameter Fail RAP

117-343 Log Sending Parameter Fail an incorrect setting of the log transfer function was detected.

Initial Actions

Obtain the following information from the customer.

- When the Image Log function is disabled and the Auto Transfer function is enabled, Transfer in Job Units is set.
- When the Job Log Auto Transfer function is disabled and the Auto Transfer function of the log is set to enabled.
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Change the setting of Log Transfer function.

1. Switch off, then switch on the machine, GP 4.
2. For detection condition 1, change the operation method for Log Auto Transfer to anything other than (Transfer in Job Units).
3. For detection condition 2, change the Auto Transfer function of the log to disable it.
4. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
6. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
7. Switch off, then switch on the machine, GP 4.
8. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
9. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
10. Switch on the machine, GP 4, perform the same operation causing the error.
11. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
12. Switch off, then switch on the machine, GP 4.
13. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
14. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,

15. Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs

117-343

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117-344 Invalid User Job Type Fail RAP

117-344 The applicable user job cannot be executed at the system level.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. For Public Print, check whether it is set to be stored as Charge Print.
3. Perform the 2.6 Log procedure

117-345 SSMM Batch Setting Duration Fail RAP

117-345 During the batch setting of LoDeM, a reboot occurred due to a change in system data.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

1. For a single occurrence, take no action.
2. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
4. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
5. Switch off, then switch on the machine, GP 4.
6. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
7. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
8. Switch on the machine, GP 4, perform the same operation causing the error.
9. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
10. Switch off, then switch on the machine, GP 4.
11. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
12. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
13. Reinstall the original ESS PWB and contact Support for instructions.

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Status Indicator RAPs
117-344, 117-345

117-354, 356, 358 Job Limit System Fail RAP

117-354 Before Job execution, an error occurs in Coml_SsmiIsJoblimit.

117-356 During Job estimate acquisition, an error occurs.

117-358 Fatal error of JAL relationship in software processing.

Procedure

1. Switch off, then switch on the machine, GP 4.
2. Perform GP 37, How to Obtain Log Files.

117-357 TPM Fail RAP

117-357 One of the following conditions was satisfied.

- TPM device could not be recognized.
- TPM self-diagnostic failed.
- Communications failure with TPM.
- TPM initialization failure.
- The key generated by the TPM was used, but the TPM can no longer be used.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

1. For a single occurrence, take no action.
2. If the error persists, perform the steps that follow:
   a. Switch off, then switch on the machine, GP 4.
   b. Unplug the Power cord from the machine for 2 mins. to ensure the UI Panel is off.
   c. Ensure that all connectors on the MCU PWB and the ESS PWB are securely connected. Make sure all surface mounted modules on both PWBs are securely connected.
   d. Perform GP 9, Software Version Upgrade.
   e. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

Status Indicator RAPs

117-354, 356, 358, 117-357

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2-430

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117-360 Date Limit Exceeding Fail RAP

117-360 When the unit starts up in year 3036 or later, reset the time to year 2034 in order to avoid the year 2038 problem.

Procedure

<div align="center">

WARNING

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Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
   - When the power is turned on again, the time will be set to 2034 or later. Set the correct time again.
2. Perform GP 9, Software Version Upgrade.
3. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

117-362, 117-363 USB Dongle Fail RAP

117-362 During the initial installation by USB dongle, it fails to set the TSC contract mode.

117-363 During the initial installation by USB dongle, it fails to set the count-up mode.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, GP 4.
2. Make sure the correct USB dongle is installed.

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Status Indicator RAPs
117-360, 117-362, 117-363

117-365 WiFi Long Diag Fail RAP

117-365 An error occurred in the WiFi diagnostics test.

Procedure

Perform the steps that follow:

1. Switch off the machine, GP 4, check that the operation panel is not illuminated, and then switch on the machine, GP 4.
2. Check the WiFi adapter connection or install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600).

118-310 IPSEC Internal Fail RAP

118-310 An internal error was detected during initialization of the IPSEC.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

<div align="center">WARNING</div>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Change the setting of Log Transfer function.

1. Switch off, then switch on the machine, GP 4.
2. For detection condition 1, change the operation method for Log Auto Transfer to anything other than (Transfer in Job Units).
3. For detection condition 2, change the Auto Transfer function of the log to disable it.
4. Perform GP 37, How to Obtain Log Files.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
5. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. Refer to GP 15 Special Boot Mode.
6. Check the version of Controller ROM.
   a. Perform GP 9, Software Version Upgrade.
7. Switch off, then switch on the machine, GP 4.
8. If the error persists after performing, GP 4, perform GP 37, How to Obtain Log Files.
9. Switch off the machine, GP 4, disconnect the power cord for 2 minutes.
10. Switch on the machine, GP 4, perform the same operation causing the error.
11. Verify the wire harness connections on each PWB are fully seated properly, then perform the same operation creating the error.
12. Switch off, then switch on the machine, GP 4.
13. If the error persists, perform the same operation that created the error originally and perform GP 37, How to Obtain Log Files.
14. Install a new ESS PWB, PL 18.1 Item 5 (C505/C605) or PL 18.5 Item 5 (C605_Tall) or PL 18.9 Item 5 (C500/C600) and perform the same operation where the error occurred. If the error persists,
15. Reinstall the original ESS PWB and contact Support for instructions.

Status Indicator RAPs

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121-316 Accessory Conflict RAP

117-316 Prohibited combination of EP accessory connection and secure access authentication.

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Disconnect the FDI accessory.
2. Set the authentication method to an option other than Secure Access (either Authentication Off, Local Authentication or Remote Authentication).
3. Reconnect the FDI accessory.

121-318 Auth/Account Settings Not Supported RAP

117-318 Auth/account settings not supported.

Procedure

For information only. No service actions necessary.

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Status Indicator RAPs
121-316, 121-318

123-310 to 123-399 UI Error RAP

123-310 The data sent from the UI to the controller exceeded the upper limit for the processing capability.

123-311 The data received from the controller exceeded the upper limit for the processing capability in the UI.

123-312 The data received from the controller has exceeded the upper limit of the processing capability in the UI.

123-325 The specified UI internal object could not be created due to a setting/specification error. UI-SW failure in the ESS PWB.

123-326 The memory in the GUAM exceeded the upper limit.

123-333 The H/W connection in the UI is faulty or the internal connection could not be correctly detected.

123-343 UI-SW failure in the ESS PWB.

123-344 UI-SW failure in the ESS PWB.

123-350 MCW panel one-touch key fail.

123-352 An error internal to the con-panel (an abnormal value in EEPROM for Sys) has been detected.

123-353 The control panel has detected that the UI cable is disconnected.

123-354 The control panel has detected a drop in +24VDC power voltage.

123-355 The control panel has detected a drop in +5VDC power voltage.

123-357 The control panel has detected that writing in the EEPROM has failed.

123-358 The control panel has detected that writing in the EEPROM for logging failed.

123-362 UI-SW failure in the ESS PWB.

123-368 There is insufficient memory or the connection failed.

123-369 UI-SW failure in the ESS PWB.

123-371 The parameter sent from the controller was incorrect.

123-374 The job ID parameter sent from the controller was incorrect.

123-377 UI-SW failure in the ESS PWB.

123-379 UI-SW failure in the ESS PWB.

123-380 UI-SW failure in the ESS PWB.

123-381 UI-SW failure in the ESS PWB.

123-382 UI-SW failure in the ESS PWB.

123-383 UI-SW failure in the ESS PWB.

123-384 UI-SW failure in the ESS PWB.

123-389 UI-SW failure in the ESS PWB.

123-390 UI-SW failure in the ESS PWB.

123-392 UI-SW failure in the ESS PWB.

123-393 UI-SW failure in the ESS PWB.

123-395 UI-SW failure in the ESS PWB.

123-396 UI-SW failure in the ESS PWB.

123-397 UI-SW failure in the ESS PWB.

123-398 UI-SW failure in the ESS PWB.

123-399 UI-SW failure in the ESS PWB.

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Procedure

Perform the steps that follow:

1. Make sure that the UI Cable connection section of the UI are installed properly and perform the same operation where the error occurred.
   - perform the following procedures:
2. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
3. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. GP 15 Special Boot Modes.
4. Check the version of Controller ROM. If it is not the latest, download and update to the latest software revision. Refer to Software Version Upgrade GP 9.
5. Switch the power Off and On, GP 4.

   6.If the error persists after turning the power off and on GP 4, Obtain the log file using the log tool GP 37.

Status Indicator RAPs

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7. Turn off the Power GP 4, unplug the power cord for 2 minutes, then turn on the Power again GP 4 to perform the same operation where the error occurred.

8. Verify the wire harness connections on each board are installed properly, then perform the same operation creating the error.

9. Install a new ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600), then perform the same operation where the error occurred.

10. Reinstall the original ESS PWB and contact the Support Department for instructions with the logs as required

124-310-314, 316, 318, 322, 324, 340, 356, 357, 360 ID/Billing/Data Mismatch RAP

124-310 DC132 11 Product Number Not Specified.

124-311 DC132 09 Serial Number Not Specified.

124-312 Stored Data Mismatch. The Product Number Did Not Match.

124-313 DC132 10 Serial Number Not Mismatch.

124-314 DC132 01 Stored Data Mismatch.

124-316 DC132 03 Stored Data Mismatch.

124-318 DC132 07 Stored Data Mismatch.

124-322 DC132 05 Product Number Not Specified.

124-324 All Billings Mismatch.

124-340 CRUM Market Fail ALL.

124-356 SN Restoration Fail.

124-357 Product Number 1 Point Mismatch.

124-360 CRUM Validation Fail ALL.

Procedure

<div align="center">

WARNING

</div>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.

2. Enter dC132 Device ID/Billing Data, compare the following 3 NVM values. and verify the 3 numbers match.

3. Install a new MCU PWB PL 18.1 Item 1 (C505/C605) PL 18.5 Item 1 (C605_Tall) PL 18.9 Item 1 (C500/C600) and Enter dC132 Device ID/Billing Data and verify the 3 numbers match.

4. If the fault persists, install a new ESS PWB PL 18.5 Item 1 (C505/C605), PL 18.5 Item 5 (C605_Tall), PL 18.9 Item 5 (C500/C600) and Enter dC132 Device ID/Billing Data and verify the 3 numbers match.

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Status Indicator RAPs

123-310 to 123-399, 124-310-314, 316, 318, 322, 324,

124-315, 317, 355 DC132 Error 02, 04 and 14 RAP

124-315: DC132 02 At least one IOT Speed value held in three locations was different.

124-317: DC132 04 At least one Product a/f Model identification information value held in three locations was different.

124-355: DC132 14 At least one set of territory information at the 3 locations is different.

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Enter dC131 NVM Read/Write, compare the following 3 NVM values. and verify the 3 numbers match.
   - 700-600
   - 700-601
   - 700-602
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.
4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

124-319 DC132 Error 08 RAP

124-319: DC132 08 Stored data mismatch. Internal control error was detected.

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Enter dC131 NVM Read/Write, compare the following 3 NVM values. and verify the 3 numbers match.
   - 700-606
   - 700-607
   - 700-608
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.
4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

Status Indicator RAPs

124-315, 317, 355 , 124-319

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124-320 SEEPROM Fail RAP

124-320 Write error occurred in the SEEPROM on the ESS PWB.

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.

2. Ensure that all connectors on the ESS PWB are securely connected. Make sure all surface mounted modules are securely connected.

3. Refer to Software Version Upgrade GP 9.

4. If the fault persists, install a new ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600).

124-321 Backup SRAM Fail RAP

124-321 Write error occurred in the NVM on the ESS PWB.

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.

2. Ensure that all connectors on the ESS PWB PL 18.1 Item 5 are securely connected. Make sure all surface mounted modules are securely connected.

3. Refer to Software Version Upgrade GP 9.

4. If the fault persists, install a new ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600).

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Status Indicator RAPs
124-320, 124-321

124-323 DC132 06 RAP

124-323 DC132 06 The billing counters in multiple locations are all different.

Procedure

<p style="text-align:center;color:red;font-weight:bold">WARNING</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4 the error persists,

2. Enter dC131 NVM Read/Write, compare the following 3 NVM values. and verify the 3 numbers match.
   - 700-603
   - 700-604
   - 700-605

3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

124-325 Billing Restoration Fail RAP

124-325 It was detected that at boot, IOT Speed registration procedure status was 1 or 2.

Procedure

<p style="text-align:center;color:red;font-weight:bold">WARNING</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.

2. Enter dC131 NVM Read/Write, compare the 3 serial numbers. and verify the 3 serial numbers match.

3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

Status Indicator RAPs

124-323, 124-325

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124-326 IOT Speed Not Registered RAP

124-326 IOT Speed not registered.

Procedure

1. Switch off then switch on the machine, GP 4.
2. Request the customer to follow the instructions on the UI in order to enter the SW key for changing IOT speed.

124-327 IOT Speed Change Fail RAP

124-327 A SW error was detected during the procedure for changing IOT speed.

1. A failure to shift to Diag Mode.
2. A failure in dC132.
3. A failure to read from/write in SEEP ROM.
4. A failure to reboot.

Procedure

<p style="text-align:center;color:red">**WARNING**</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.

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Status Indicator RAPs
124-326, 124-327

124-334 to 124-335 ESS ROM DIMM RAP

124-334 An error was detected in the standard built-in font ROM.

124-335 The installation of the font ROM was not detected.

124-337 An error was detected in the ESS built-in standard RAM.

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Install the latest software version, GP 9.

124-337 ESS Standard RAM Error RAP

124-337 An error was detected in the ESS Built-In Standard RAM.

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4,
2. If the fault persists, Install a new ESS PWB PL 18.5 Item 1.

Status Indicator RAPs

124-334 to 124-335, 124-337

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124-341, 351, 361, 381, 391 CRUM Market Fail MCU RAP

124-341 CRUM Market Fail

124-351 CRUM OEM Fail

124-361 CRUM Validation Fail

124-381 CRUM MarketFail

124-391 CRUM OEM Fail

Procedure

<p align="center">**WARNING**</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4, the error persists.
2. Enter dC132 Device ID/Billing Data.
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

124-342, 343, 352, 362, 363, 382, 383, 392, 393 CRUM Fail SYS RAP

124-342 CRUM Market Fail SYS 1

124-343 CRUM Market Fail SYS 2

124-352 CRUM OEM Fail SYS 1

124-353 CRUM OEM Fail SYS 2

124-362 CRUM Validation Fail SYS 1

124-363 CRUM Validation Fail SYS 2

124-382 CRUM Market Fail SYS 1 (2)

124-383 CRUM Market Fail SYS 2 (2)

124-392 CRUM OEM Fail SYS 1 (2)

124-393 CRUM OEM Fail SYS 2 (2)

Procedure

<p align="center">**WARNING**</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Enter dC132 Device ID/Billing Data.
3. Power down the machine, remove the eMMC card, then power the machine up.
4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then Enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

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Status Indicator RAPs
124-341, 351, 361, 381, 391, 124-342, 343, 352, 362,

124-344, 346, 348 Billing Meter Mismatch RAP

124-344: All Billings Metertypes Mismatch All the billing count types kept at multiple locations are different.

124-346: All Billing CountTypes Mismatch All the billing count types kept at multiple locations are different.

124-348: All Modal Break Points Mismatch All the Modal Break Points kept at multiple locations are different.

Procedure

<p style="color:red; text-align:center">WARNING</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Execute diagnostic dC132 Device ID/Billing Data.
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then enter dC132 Device ID/Billing Data, and verify the 3 numbers match.
4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

124-345 Billing Meter Type Restoration Fail RAP

124-345 When one billing meter types did not match, this machine tried to automatically correct it but failed.

Procedure

<p style="color:red; text-align:center">WARNING</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Execute diagnostic dC131 NVM Read/Write, and verify the 2 numbers match.
   - 720-002
   - 720-062
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then enter dC131 NVM Read/Write, and verify the 2 numbers match.
4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then enter dC131 NVM Read/Write, and verify the 2 numbers match.

Status Indicator RAPs

124-344, 346, 348, 124-345

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124-347 Billing CountType Restoration Fail RAP

124-347 Billing Count Type Fail

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Execute diagnostic dC131 NVM Read/Write, and verify the 2 numbers match.
   - 720-052
   - 720-063
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then enter dC131 NVM Read/Write, and verify the 2 numbers match.
4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then enter dC131 NVM Read/Write, and verify the 2 numbers match.

124-349 Modal Break Points Restoration Fail RAP

124-349 When one Modal Break Point did not match, this machine tried to automatically correct it but failed.l

Procedure

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Execute diagnostic dC131 NVM Read/Write, and verify the 2 numbers match.
   - 720-057
   - 720-064
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then enter dC132 Device ID/Billing Data, and verify the 3 numbers match.
4. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then enter dC132 Device ID/Billing Data, and verify the 3 numbers match.

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Status Indicator RAPs
124-347, 124-349

124-350, 354, 380, 390 CRUM OEM Fail All RAP

124-350 OEM fail ALL

124-354: DC132 13

124-380: CRUM Market fail ALL (2)

124-390: CRUM OEM fail ALL (2)

Procedure

WARNING

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Execute diagnostic dC131 NVM Read/Write.
3. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600).

124-359 IOT NVM Backup Restor Fail 1 RAP

124-359 It was detected that the Restore function of the IOT NVM, which checks three points for automatic correction, was executed and had finished successfully.

No Corrective Action Required

Status Indicator RAPs

124-350, 354, 380, 390, 124-359

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124-372 to 124-374 IOT Soft Fail RAP

124-372 IOT controller software failure.

124-373 IOT manager software failure.

124-374 IOT IM device driver software failure.

Procedure

<p style="color:red; text-align:center">WARNING</p>

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. GP 15 Special Boot Modes.
2. Verify the wire harness connections on the ESS PWB and MCU PWB are installed properly and fully seated.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Check the version of Controller ROM. If it is not the latest, download and update to the latest software revision. Refer to Software Version Upgrade GP 9.
5. Switch the power Off and On, GP 4, the error persists after turning the power off and on GP 4, Obtain the log file using the log tool GP 37.
6. Turn off the Power GP 4, unplug the power cord for 2 minutes, then turn on the Power again GP 4 to perform the same operation where the error occurred.
7. If the problem is related to the Net such as Scanner/Printer, proceed to the following for collecting data.
8. Install a new, MCU PWB PL 18.1 Item 1 (C505/C605), PL 18.1 Item 5 (C500/C600), PL 18.9 Item 5 (C500/C600), then perform the same operation where the error occurred.
9. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then perform the same operation where the error occurred.
10. If the fault persists, install the original ESS PWB and contact Support for instructions.

127-310 ESS Task Fatal Error RAP

127-310 ESR Task Fatal error - A fatal error occurred in ESR Task.

Procedure

<p style="color:red; text-align:center">WARNING</p>

Ensure electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Perform GP 37.

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Status Indicator RAPs
124-372 to 124-374, 127-310

125-311, 314, 315, 342 PSW Controller Unexpected Fail RAP

125-311 - PSW controller software failure.

127-314 ESR Task Fatal error - ESS detected a video link error.

127-315 ThinPrint S/W Fail - A problem has occurred with software processing, causing the processing to stop.

127-342 JobTemplate Monitor Fail - A problem has occurred with software processing, causing the processing to stop.

Initial Actions

Obtain the following information from the customer.

- Job mode (Copy/Scan/Print/Fax)
- Type of job
- Job settings on the UI.
- To reproduce the error for troubleshooting purposes, the following will be required:.
  - For network jobs: a copy of the output report and the network configuration.
  - For print jobs: the PRN file.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
2. Perform Hardware Diagnostic using the LONGDIAG MODE in the Special Booting Menu. GP 15 Special Boot Modes.
3. Check the version of Controller ROM. If it is not the latest, download and update to the latest software revision. Refer to Software Version Upgrade GP 9.
4. Switch the power Off and On, GP 4, if the error persists after turning the power off and on GP 4, Obtain the log file using the log tool GP 37.
5. Turn off the Power GP 4, unplug the power cord for 2 minutes, then turn on the Power again GP 4 to perform the same operation where the error occurred.
6. Verify the wire harness connections on each board are installed properly, then perform the same operation creating the error.
7. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then perform the same operation where the error occurred.
8. If the fault persists, install the original ESS PWB and contact the Support Department for instructions.

127-353, 354, 396, 398, 399 Fatal Error RAP

127-353 LPD Soft Fatal Error - Fatal error related to LPD.

127-354 FTP Server Software Fail - Fatal error of FTP server was detected.

127-396 MailIO Soft Fatal Error - Fatal error related to mail IO.

127-398 IPP Soft Fatal Error - Fatal error related to IPP.

127-399 JME Soft Fatal Error - Fatal error related to JME.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Switch off then switch on the machine, GP 4.
2. Check the version of Controller ROM.
   a. Verify the machine software version is the latest revision, download and install the latest software if it is not. Refer to GP 9 Software Version Upgrade.
3. Obtain the log file using the log tool GP 37.
   - If there was a reboot after the error had occurred and hence was unable to obtain the log, set NVM (700-530) to "0" to perform log collection and return the NVM (700-530) to "1" after completing the procedure.
4. Check the connection between the ESS PWB and the customer network or USB-connected workstation, then turn on the power.
5. Install a new, ESS PWB PL 18.1 Item 5 (C505/C605), PL 18.5 Item 5, (C605_Tall) PL 18.5 Item 5 (C500/C600), then perform the same operation where the error occurred.
6. If the fault persists, install the original ESS PWB and contact the Support Department for instructions.

Status Indicator RAPs

125-311, 314, 315, 342, 127-353, 354, 396, 398, 399

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133-210 to 133-224, 133-226, 133-701 FAX Parameter Incorrect RAP

133-210 The parameter value was inappropriate.

133-211 The PV exceeds the range.

133-212 The specified data was not found (incorrect number or channel).

133-213 The specified data cannot be read due to reasons such as the specified data is broken.

133-214 Detected by FAPE (create instance failed).

133-215 Sent to the FAPE as an asynchronized event.

133-216 Sent to the FAPE as an asynchronized event.

133-217 Sent to the FAPE as an asynchronized event.

133-218 Insufficient FAX card message library memory.

133-219 Due to insufficient memory, the system was unable to reserve the memory required for processing.

133-220 Due to an error during FAX controller software processing, subsequent processes cannot be performed.

133-221 The FAX card did not respond within the specified time on booting.

133-222 The FAX card did not respond within the specified time.

133-223 FAX card reset.

133-224 Version mismatch between the controller ROM and the FAX card ROM.

133-226 The code that does not provide FAX service is set in the system data country code.

133-701 Character replacement has occurred in destination name, sender name, comment, station name.

Initial Actions

Get the procedures for reproducing an error according to the operation that was performed when the error occurred.

1. Check the job type: Send Mail, Receive Mail, Broadcast Send, Polling, or Folder Receipt.
2. Check the job settings from the Panel.
3. Check whether it is Speed Dial or Keypad Dial.
4. Check which function was used: G3 or G4.
   - Collect other procedures as much as possible to reproduce the error.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Verify the FAX PWB PL 18.1 Item 9 and Fax Harness Assy PL 18.1 Item 10 connections are seated fully.
2. Obtain the Fax-related reports (Protocol Monitor, Activity Report, Configuration Report, Scan / Fax Configuration, and Job History Report).
   - Depending on the situation, such as in the cases of Broadcast Send or Folder Receipt, obtain the Speed Dial list or Stored Document list.
3. Check the version of Controller ROM. If it is not the latest, download and update to the latest software revision. (Refer to Software Version Upgrade GP 9).
4. Perform the same operation where the error occurred.
   - Install a new Front USB Harness Assy PL 18.1 Item 14.
5. Immediately after the error occurs, go to GP 37 to obtain the log files for Support.
6. Install a new FAX PWB PL 18.1 Item 9 and perform the operation again.
7. Reinstall the original FAX PWB and contact the Support for instructions.

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Status Indicator RAPs
133-210 to 133-224, 133-226, 133-701

133-701 Replacement Character Detected RAP

Initial Actions

Get the procedures for reproducing an error according to the operation that was performed when the error occurred.

1. Check the job type: Send Mail, Receive Mail, Broadcast Send, Polling, or Folder Receipt.
2. Check the job settings from the Panel.
3. Check whether it is Speed Dial or Keypad Dial.
4. Check which function was used: G3 or G4.
    *   Collect other procedures as much as possible to reproduce the error.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Request the customer to set the characters used Refer to the User Documentation. If the customer does not know the type of letter that can be used, advise them to use only alphanumeric characters.
2. Check the sound of the telephone line by ear and verify whether the sound level is high enough to generate noise.
3. Check the line (telephone line, TA, etc.) for possible cause of noise.
4. Check the ground connection.
5. The Fax Job Fail occurs due to the remote machine's environment and the line status.

    NOTE: If the Fail is occurring with a specific recipient, it is largely caused by the recipient's environment, and hence any adjustment at the device could result in it affecting the other communications,

6. Verify the FAX PWB PL 18.1 Item 9 and Fax Harness Assy PL 18.1 Item 10 connections are seated fully.
7. Obtain the Fax-related reports (Protocol Monitor, Activity Report, Configuration Report, Scan / Fax Configuration, and Job History Report).
    *   Depending on the situation, such as in the cases of Broadcast Send or Folder Receipt, obtain the Speed Dial list or Stored Document list.
8. The Fax JobFail occurs due to the remote machines and line status.
    a. Check the remote machine, line status, and then repeat the operation.
9. If the error occurs frequently, take notes on the exact occurrence timings during job execution.
10. Before turning the power off and on GP 4, obtain logs immediately, GP 37, after the error has occurred.
11. Install a new FAX PWB PL 18.1 Item 9 and perform the operation again.
12. Reinstall the original FAX PWB and contact the Support for instructions.

133-710 Tray Select Fail RAP

133-710 When printing FAX-received documents, it was performed via the bypass tray since the selected tray cannot be used for FAX.

Procedure

Perform the steps that follow:

1. Have the customer load the correct the paper size and type for FAX printing or specify the tray for FAX printing.
2. If the fault persists, perform the steps that follow:
    a. Switch off then switch on the machine, GP 4.
    b. Reload the software, GP 9.

Status Indicator RAPs

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500-030 dC612 Print NG IOT Wait State RAP

500-030 The machine changed state during dC612 Print Test Pattern.

Primary Causes

The following occurs (However, this includes the cases that may not occur when dC612 Print Test Pattern starts):

1. DC900G:
   a. Fusing Unit: Shifted to Warming Up and Sagging occurred. The CC Cleaner Position was moved from the Home Position
   b. Fusing Unit Relay State: Shifted to Not Ready.
   c. Drum Cycle State: Shifted to Cleaning Request.
   d. CC Wire Warning: Occurred.
   e. Reserve Tank State: Filling.
   f. Drum CRUM State: Unknown.
2. DCC5540G/DC540G:
   a. Fusing Unit: Shifted to Warming Up and Sagging occurred.
   b. Reserve Tank State: Filling.

Procedure

Allow the machine to return from the wait state, then re-run the routine.

500-033, 500-035 Diag Documents RAP

500-033:Diag Document Not Detected/ Enough - The document is not loaded or the number of documents are less than expected when a diagnostics routine is performed.

500-035:Diag Document Invalid Size - The document size is different than expected when a Diagnostic routine is performed.

Procedure

Load the required number and/or size of documents, then re-run the routine.

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Status Indicator RAPs
500-030, 500-033, 500-035

500-990 dC612 Print NG By Any Reason RAP

500-990 Printing could not start due to unknown reason in dC612 Print Test Pattern print, or it was aborted.

Procedure

Re-run the routine.

Status Indicator RAPs

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OF 1 Unusual Noises RAP

Use this procedure to isolate unusual noises.

NOTE: Due to the intermittent nature of unusual noises, this RAP can only give guidance on how to isolate noises. This RAP will not find all possible causes. When machines become old and worn, unusual noises may arise that are not covered in this RAP.

Procedure

WARNING

Switch off the electricity to the machine GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Request the customer to demonstrate the function that generates the unusual noise.
2. Cycle system power. Wait while the printer performs a normal initialization and warm-up.
3. Run the machine in all modes, GP 15, Special Boot Modes.

Noise when Switching on the Machine

CAUTION

Do not run the dispenser motor, PL 5.1 Item 1 for more than 3 seconds at any speed as damage may occur.

Perform the steps that follow:

1. Check the operation of the dispenser motor. Enter dC330 code 093-004 (Y), 093-005 (M), 093-006 (C), 093-007 (K) and run the dispenser motor. If the noise persists, install a new toner cartridge, PL 8.1 Item 1 (Y), PL 8.1 Item 2 (M), PL 8.1 Item 3 (C), PL 8.1 Item 4 (K).
2. Check the operation of the main drive assembly. Enter dC330 code 071-061 and run the main drive assembly. If the noise persists, install a new main drive assembly, PL 3.1 Item 1 (High), PL 3.1 Item 2 (Low).
3. If the noise persists, contact Support for further instruction.

During Standby

Perform the steps that follow:

1. Check the operation of the main fan, PL 4.1 Item 1. Enter dC330 code 042-001 and run the main fan. If the noise persists, install a new main fan, PL 4.1 Item 1.

During Printing

Perform the steps that follow:

1. Install a new MSI feed solenoid, PL 13.1 Item 7.
2. If the noise persists, install a new registration clutch, PL 15.1 Item 8.
3. If the noise persists, refer to the procedure above, Noise when Switching on the Machine.

During DADF Feeding

Perform the steps that follow:

1. Clean the separation pad, PL 50.1 Item 7. If the noise persists, install a new separation pad, PL 50.1 Item 7.
2. If the noise persists, install a new DADF assembly, PL 50.1 Item 1.

OF 2 UI has no Display

Use this procedure when the machine will not switch on or the UI has no display.

Procedure

Perform the steps that follow:

1. Check that the power cord is pugged into the proper power source and there is no damage to the power cord. If the power cord is damaged or no power to the machine, install a new power cord. If the UI console has no display proceed to step 2.
2. Install a new LVPS PWB, PL 18.1 Item 16 (C505/C605/C605_Tall), PL 18.5 Item 16 (C505/C605/C605_Tall Tall), PL 18.9 Item 16 (SFP). If the UI console has no display proceed to step 3.
3. Install a new UI console assembly, PL 1.1 Item 1 (C505/C605/C605_Tall and C505/C605/C605_Tall Tall), PL 1.2 Item 1 (SFP). If the UI console has no display proceed to step 4.
4. Install a new MCU PWB, PL 18.1 Item 1 (C505/C605/C605_Tall), PL 18.5 Item 1 (C505/C605/C605_Tall Tall), PL 18.9 Item 1 (SFP). If the UI console has no display proceed to step 5.
5. Install a new ESS PWB, PL 18.1 Item 3 (C505/C605/C605_Tall), PL 18.5 Item 3 (C505/C605/C605_Tall Tall), PL 18.9 Item 3 (SFP). If the UI console has no display proceed to step 6.
6. Contact Support for further instruction.

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OF 1, OF 2

OF 3 Special Boot Modes RAP

Use this RAP to solve boot up errors. If directed here from another procedure, always return to that procedure.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 4. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Perform the steps that follow:

1. Enter special boot mode, GP 15.
2. Perform the special boot modes in the order that follows:
   a. LONGDIAG MODE.
   b. 01. JOB LOG CLEAR MODE.
   c. 06. HDD INITIALIZE MODE.
   d. 04. HDD FORMAT MODE.
   e. 03. NVRAM INIT MODE.

OF 4 POST Error RAP

Use this RAP when the UI has stalled and shows the splash-logo screen, or the system appears to have power, but the UI is blank.

- Power on Self Test (POST) occurs each time the machine is powered on. POST verifies the functionality of key subsystems.
- POST begins when power is switched on before higher-level machine functions, such as the user interface are operational.
- The ESS PWB runs the POST.
- The fault is communicated using an LED display on the ESS PWB. This is to help diagnose common faults that prevent the machine from powering on correctly to the point where faults are displayed and service mode begins.

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Use the following table to determine POST LED status, Table 1:

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Table 1 ESS Status LEDs

Number	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0	Fault Condition	Normal Diagnosis	LongBoot Diagnosis	Related Fail Code
1	Off	Off	Off	Off	Off	Off	Off	Off	Initial status at power-on	Yes	Yes	-
2	Off	Off	Off	Off	Off	Off	Off	On	After CA7 L1 Boot has completed, SPI initialization	Yes	Yes	-
3	Off	Off	Off	Off	Off	Off	On	Off	Before jumping to CA7 L2 Boot Stage 2	Yes	Yes	-
4	Off	Off	Off	Off	Off	Off	On	On	After jumping to CA7 L2 Boot Stage 2, after initialization during SPI	Yes	Yes	-
5	Off	Off	Off	Off	Off	On	Off	Off	After DDR initialization has completed	Yes	Yes	-
6	Off	Off	Off	Off	Off	On	Off	On	obs	Yes	Yes	-
7	Off	Off	Off	Off	Off	On	On	Off	obs	Yes	Yes	-
8	Off	Off	Off	Off	Off	On	On	On	obs	Yes	Yes	-
9	Off	Off	Off	Off	On	Off	Off	Off	Before loading CA7 Boot Loader	Yes	Yes	-
10	Off	Off	Off	Off	On	Off	Off	On	Failed to load/jump to CA7 Boot Loader	Yes	Yes	-
11	Off	Off	Off	Off	On	Off	On	Off	Reserved (OFF)	-	-	-
12	Off	Off	Off	On	Off	Off	Off	Off	Reserved (OFF)	-	-	-
13	Off	Off	Off	On	Off	Off	Off	On	SPI module initialization has completed	Yes	Yes	-
14	Off	Off	Off	On	Off	Off	On	Off	I2C module initialization has completed	Yes	Yes	-
15	Off	Off	Off	On	Off	Off	On	On	Interrupt controller initialization has completed	Yes	Yes	-
16	Off	Off	Off	On	Off	On	Off	Off	Debug serial initialization has completed	Yes	Yes	-
17	Off	Off	Off	On	Off	On	Off	On	RTC Device initialization has completed	Yes	Yes	-
18	Off	Off	Off	On	Off	On	On	Off	FCSPI module initialization has completed	Yes	Yes	-
19	Off	Off	Off	On	Off	On	On	On	SD Card Power ON has completed	Yes	Yes	-
20	Off	Off	Off	On	On	Off	Off	Off	Hard Disk Power ON has completed	-	-	-
21	Off	Off	Off	On	On	Off	Off	On	CIP UI module initialization has completed	Yes	Yes	-
22	Off	Off	Off	On	On	Off	On	Off	Reserved (OFF)	-	-	-
23	Off	Off	Off	On	On	Off	On	On	Reserved (OFF)	-	-	-
24	Off	Off	Off	On	On	On	Off	Off	Reserved (OFF)	-	-	-
25	Off	Off	Off	On	On	On	Off	On	Reserved (OFF)	-	-	-
26	Off	Off	Off	On	On	On	On	Off	Reserved (OFF)	-	-	-
27	Off	Off	Off	On	On	On	On	On	Reserved (OFF)	-	-	-
28	Off	Off	On	Off	Off	Off	Off	Off	Software initialization process has started	Yes	Yes	-
29	Off	Off	On	Off	Off	Off	Off	On	Interrupt registration table initialization has completed	Yes	Yes	-
30	Off	Off	On	Off	Off	Off	On	Off	Interrupt vector copying and enabling has completed	Yes	Yes	-
31	Off	Off	On	Off	Off	Off	On	On	Mac Address has been obtained and stored	Yes	Yes	-
32	Off	Off	On	Off	Off	On	Off	Off	Diag table initialization has completed	Yes	Yes	-
33	Off	Off	On	Off	Off	On	Off	On	Memory area variable setting has completed	Yes	Yes	-
34	Off	Off	On	Off	Off	On	On	Off	Memory area variable notification process has completed	Yes	Yes	-
35	Off	Off	On	Off	Off	On	On	On	Command table initialization has completed	Yes	Yes	-
36	Off	Off	On	Off	On	Off	Off	Off	Global variable initialization has completed	Yes	Yes	-
37	Off	Off	On	Off	On	Off	Off	On	Connection Error: Check PWBA-AIRI (eMMC daughter board)	Yes	Yes	-
38	Off	Off	On	Off	On	Off	On	Off	Reserved (OFF)	-	-	-

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Table 1 ESS Status LEDs

Number	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0	Fault Condition	Normal Diagnosis	LongBoot Diagnosis	Related Fail Code
39	Off	Off	On	Off	On	Off	On	On	Reserved (OFF)	-	-	-
40	Off	Off	On	Off	On	On	Off	Off	Reserved (OFF)	-	-	-
41	Off	Off	On	Off	On	On	Off	On	Reserved (OFF)	-	-	-
42	Off	Off	On	Off	On	On	On	Off	Reserved (OFF)	-	-	-
43	Off	Off	On	Off	On	On	On	On	Reserved (OFF)	-	-	-
44	Off	Off	On	On	Off	Off	Off	Off	JUMP to Mini OS section	Yes	Yes	-
45	Off	Off	On	On	Off	Off	Off	On	JUMP to Panbug Main section	-	-	-
46	On Off	On Off	On Off	On Off	On Off	On Off	On Off	On Off	Flashes 0xFF ->0x00 repeatedly and alternately. DDR initialization process has failed	Yes	Yes	-
47	On Off	On Off	On Off	On Off	Off On	Off On	Off On	Off On	Flashes 0xF0 and 0x0F repeatedly and alternately. Error: Checksum Error of the bootloader image loaded to the memory from FCSPI ROM.	Yes	Yes	-
48	On Off	Off Off	On Off	Off Off	Off Off	Off On	Off Off	Off On	CA15-0: (0xA0 -> 0x05) is repeating alternately. CPLD is showing an invalid boot mode.	Yes	Yes	-
49	Flashing								Flashes right to left, left to right repeatedly. Indicates PWBA Hardware Configuration is incorrect or not set.	Yes	Yes	-
50	Off	Off	On	On	Off	On	Off	Off	CA15-0:After the recovery from Switch OFF mode is detected by CPLD flag, before proceeding to read the NVM recovery data.	-	-	-
51	Off	Off	On	On	Off	On	Off	On	CA15-0: After reading the NVM recovery data, before calculating the checksum on the DDR.	-	-	-
52	Off	Off	On	On	Off	On	On	On	CA15-0: Immediately before jumping to the Switch OFF recovery point.	-	-	-
53	On Off	On Off	Off Off	Off Off	Off Off	Off Off	Off On	Off On	CA15-0: (0xC0 -> 0x03) is repeating alternately. Checksum Error during recovery from Switch OFF mode.	Yes	Yes	-
54	Off	Off	On	On	Off	Off	On	On	CA15-0: After the recovery from CPU OFF mode is detected by CPLD flag, before proceeding to read the NVM recovery data.	-	-	-
55	Off	Off	On	On	Off	On	On	On	CA15-0: After reading the NVM recovery data, before calculating the checksum on the DDR.	-	-	-
56	Off	Off	On	On	On	Off	Off	Off	obs	-	-	-
57	Off	Off	On	On	On	Off	Off	On	obs	-	-	-
58	Off	Off	On	On	On	Off	On	Off	obs	-	-	-
59	Off	Off	On	On	On	Off	On	On	CA15-0: Immediately before jumping to the CPU OFF recovery point.	-	-	-
60	On Off	Off Off	Off Off	Off Off	Off Off	Off Off	Off Off	Off On	0x80 -> 0x01 is repeating alternately. Stored data checksum Error during recovery from CPU OFF mode.	-	-	-
61	On Off	On Off	On Off	Off Off	Off Off	Off On	Off On	Off On	0xE0 -> 0x07 is repeating alternately. Other Error has occurred at CA15, L2 Boot.	-	-	-
62	On	On	Off	On	Off	Off	Off	Off	SD module initialization has started	Yes	Yes	117-319
63	On	On	Off	On	Off	Off	Off	On	SD Card Power ON has completed	Yes	Yes	117-319
64	On	On	Off	On	Off	Off	On	Off	SD module initialization has completed	Yes	Yes	117-319
65	On	On	Off	On	Off	Off	On	On	SD Card driver error	Yes	Yes	117-319
66	On	On	Off	On	Off	On	Off	Off	An unsupported SD Card is inserted	Yes	Yes	117-321

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Table 1 ESS Status LEDs

Number	LED Pattern								Fault Condition	Normal Diagnosis	LongBoot Diagnosis	Related Fail Code
	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0				
67	On	On	Off	On	Off	On	Off	On	SD Card is not inserted (not detected)	Yes	Yes	117-329
68	On	On	Off	On	Off	On	On	Off	Reserved (OFF)	-	-	-
69	On	On	Off	On	Off	On	On	On	Reserved (OFF)	-	-	-
70	On	On	Off	On	On	Off	Off	Off	Reserved (OFF)	-	-	-
71	On	On	Off	On	On	Off	Off	On	Reserved (OFF)	-	-	-
72	On	On	Off	On	On	Off	On	Off	SD module initialization has completed	Yes	Yes	117-319
73	On	On	Off	On	On	Off	On	On	Read process from SD Card has started	Yes	Yes	117-319
74	On	On	Off	On	On	On	Off	Off	SD module initialization check has completed	Yes	Yes	117-319
75	On	On	Off	On	On	On	Off	On	A15 Program memory expansion has completed	Yes	Yes	117-319
76	On	On	Off	On	On	On	On	Off	A7 Program memory expansion has completed	Yes	Yes	-
77	On	On	Off	On	On	On	On	On	Reserved (OFF)	-	-	-
78	On	On	Off	Off	Off	Off	Off	On	BackPlane Disconnect Detection	Yes	Yes	16-327
79	On	On	Off	Off	Off	Off	On	Off	UI cable Disconnect Detection	Yes	Yes	16-326
80	On	On	Off	Off	Off	Off	On	On	MCU Harness Disconnect Detection	Yes	Yes	16-328
81	On	On	Off	Off	Off	On	Off	Off	Detects the connection of a unknown PCI Option device.	Yes	Yes	117-336
82	On	On	Off	Off	Off	On	Off	On	Detects the connection of a unknown PCI EX Option device.	Yes	Yes	117-337
83	On	On	Off	Off	Off	On	On	Off	SD Card Insertion Detection	Yes	Yes	117-338
84	Off	On	Off	Off	Off	Off	Off	Off	IO ASIC diagnostic has started	Yes	Yes	016-355
85	Off	On	Off	Off	Off	Off	Off	On	IO ASIC diagnostic has completed	-	-	-
86	Off	On	Off	Off	Off	Off	On	Off	Codec ASIC diagnostic has started	Yes	Yes	016-356
87	Off	On	Off	Off	Off	Off	On	On	Codec ASIC diagnostic has completed	-	-	-
88	Off	On	Off	Off	Off	On	Off	Off	Standard FontROM diagnostic has started	-	-	116-380
89	Off	On	Off	Off	Off	On	Off	On	Standard FontROM diagnostic has completed	-	-	-
90	Off	On	Off	Off	Off	On	On	Off	Extension FontROM diagnostic has started	-	-	116-380 116-310 116-317
91	Off	On	Off	Off	Off	On	On	On	Extension FontROM diagnostic has completed	-	-	-
92	Off	On	Off	Off	On	Off	Off	Off	SEEP diagnostic has started	Yes	Yes	16-351 16-350
93	Off	On	Off	Off	On	Off	Off	On	SEEP diagnostic has completed	-	-	-
94	Off	On	Off	Off	On	Off	On	Off	Timer diagnostic has started	Yes	Yes	16-343
95	Off	On	Off	Off	On	Off	On	On	Timer diagnostic has completed	-	-	-
96	Off	On	Off	Off	On	On	Off	Off	PageMemory diagnostic has started	-	Yes	16-317
97	Off	On	Off	Off	On	On	Off	On	PageMemory diagnostic has completed	-	-	-
98	Off	On	Off	Off	On	On	On	Off	IITIF diagnostic has started	-	-	16-319 16-329 16-333 16-334 16-348
99	Off	On	Off	Off	On	On	On	On	IITIF diagnostic has completed	-	-	-

Status Indicator RAPs

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Table 1 ESS Status LEDs

Number	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0	Fault Condition	Normal Diagnosis	LongBoot Diagnosis	Related Fail Code
100	Off	On	Off	On	Off	Off	Off	Off	OS communication diagnostic has started	-	Yes	16-383
101	Off	On	Off	Off	Off	Off	Off	On	OS communication diagnostic has completed	-	-	-
102	Off	On	Off	On	Off	Off	On	Off	RTC diagnostic has started	-	Yes	16-342
103	Off	On	Off	On	Off	Off	On	On	RTC diagnostic has completed	-	-	-
104	Off	On	Off	On	Off	On	Off	Off	UI Check diagnostic has started	-	Yes	16-362
105	Off	On	Off	On	Off	On	Off	On	UI Check diagnostic has completed	-	-	-
106	Off	On	Off	On	Off	On	On	Off	Lyra diagnostic has started	-	-	-
107	Off	On	Off	On	Off	On	On	On	Lyra diagnostic has completed	-	-	-
108	Off	On	Off	On	On	Off	Off	Off	USB 1.0 Host diagnostic has started	-	-	16-371
109	Off	On	Off	On	On	Off	Off	On	USB 1.0 Host diagnostic has completed	-	-	-
110	Off	On	Off	On	On	Off	On	Off	USB 2.0 Host diagnostic has started	-	Yes	16-364
111	Off	On	Off	On	On	Off	On	On	USB 2.0 Host diagnostic has completed	-	-	-
112	Off	On	Off	On	On	On	Off	Off	USB 2.0 Device diagnostic has started	-	Yes	16-365
113	Off	On	Off	On	On	On	Off	On	USB 2.0 Device diagnostic has completed	-	-	-
114	Off	On	Off	On	On	On	On	Off	HDD diagnostic has started	-	Yes	16-366 16-367
115	Off	On	Off	On	On	On	On	On	HDD diagnostic has completed	-	-	-
116	Off	On	On	Off	Off	Off	Off	Off	HDD (UFS) diagnostic has started	-	Yes	16-372
117	Off	On	On	Off	Off	Off	Off	On	HDD (UFS) diagnostic has completed	-	-	-
118	Off	On	On	Off	Off	Off	On	Off	Torino diagnostic has started	-	-	16-368
119	Off	On	On	Off	Off	Off	On	On	Torino diagnostic has completed	-	-	-
120	Off	On	On	Off	Off	On	Off	Off	Selene diagnostic has started	-	Yes	16-369
121	Off	On	On	Off	Off	On	Off	On	Selene diagnostic has completed	-	-	-
122	Off	On	On	Off	Off	On	On	Off	Ethernet diagnostic has started	-	Yes	16-349
123	Off	On	On	Off	Off	On	On	On	Ethernet diagnostic has completed	-	-	-
124	Off	On	On	Off	On	Off	Off	Off	SdCard diagnostic has started	-	Yes	117-324 117-320 117-321 117-323
125	Off	On	On	Off	On	Off	Off	On	SdCard diagnostic has completed	-	-	-
126	Off	On	On	Off	On	Off	On	Off	IOT communication diagnostic has started	-	Yes	016-353
127	Off	On	On	Off	On	Off	On	On	IOT communication diagnostic has completed	-	-	-
128	Off	On	On	Off	On	On	Off	Off	IIT communication diagnostic has started	-	Yes	016-354
129	Off	On	On	Off	On	On	Off	On	IIT communication diagnostic has completed	-	-	-
130	Off	On	On	Off	On	On	On	Off	Standard ROM diagnostic has started	-	Yes	116-317 16-336
131	Off	On	On	Off	On	On	On	On	Standard ROM diagnostic has completed	-	-	-
132	Off	On	On	On	Off	Off	Off	Off	EP accessory diagnostic has started	-	Yes	016-357
133	Off	On	On	On	Off	Off	Off	On	EP accessory diagnostic has completed	-	-	-

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Status Indicator RAPs

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Table 1 ESS Status LEDs

Number	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0	Fault Condition	Normal Diagnosis	LongBoot Diagnosis	Related Fail Code
134	Off	On	On	On	Off	Off	On	Off	Parallel diagnostic has started	-	Yes	016-358
135	Off	On	On	On	Off	Off	On	On	Parallel diagnostic has completed	-	-	-
136	Off	On	On	On	Off	On	Off	Off	USBHUB diagnostic has started	-	Yes	016-359
137	Off	On	On	On	Off	On	Off	On	USBHUB diagnostic has completed	-	-	-
138	Off	On	On	On	Off	On	On	Off	USB 3.0 Drv diagnostic has started	-	Yes	016-361
139	Off	On	On	On	Off	On	On	On	USB 3.0 Drv diagnostic has completed	-	-	-
140	Off	On	On	On	On	Off	Off	Off	WIFI diagnostic has started	-	Yes	016-384
141	Off	On	On	On	On	Off	Off	On	WIFI diagnostic has completed	-	-	-
142	Off	On	On	On	On	Off	On	Off	A4Fax diagnostic has started	-	Yes	016-346
143	Off	On	On	On	On	Off	On	On	A4Fax diagnostic has completed	-	-	-
144	On	Off	Off	Off	Off	Off	Off	Off	Power Savor transition (Standby -> LowPower)	Yes	-	-
145	On	Off	Off	Off	Off	Off	Off	On	Power Saving (LowPower)	Yes	-	-
146	On	Off	Off	Off	Off	Off	On	Off	Power Saving (Sleep)	Yes	-	-
147	On	Off	Off	Off	Off	Off	On	On	Power Savor transition (LowPower->Sleep)	Yes	-	-
148	Off	Off	Off	Off	Off	Off	Off	Off	Power Saving (CpuOFF)	Yes	-	-
149	On	Off	Off	Off	Off	On	Off	Off	Reserved (OFF)	-	-	-
150	On	Off	Off	Off	Off	On	On	On	Reserved (OFF)	-	-	-
151	On	Off	Off	Off	On	Off	Off	On	Power Savor transition (LowPower -> Standby)	Yes	-	-
152	On	Off	Off	Off	On	Off	On	Off	Power Savor transition (Sleep -> Standby)	Yes	-	-
153	On	Off	Off	On	Off	Off	Off	Off	Reserved (OFF)	-	-	-
154	On	Off	Off	On	Off	Off	Off	On	Reserved (OFF)	-	-	-
155	On	Off	Off	On	Off	Off	On	Off	Reserved (OFF)	-	-	-
156	On	Off	Off	On	Off	Off	On	On	Reserved (OFF)	-	-	-
157	On	Off	Off	On	Off	On	Off	Off	Reserved (OFF)	-	-	-
158	On	Off	Off	On	Off	On	Off	On	Power Savor transition (CpuOff -> Sleep)	Yes	-	-
159	On	On	On	On	On	On	On	On	VxWORKS boot complete Recovering from Power Savor	Yes	Yes	-

Status Indicator RAPs

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3 Image Quality

IQ1 Image Quality Entry

The purpose of this procedure is to establish the source and type of imaging defect. Print-quality defects can be attributed to printer components, consumables, media, internal software, external software applications, and environmental conditions. To successfully troubleshoot print-quality problems, eliminate as many variables as possible. First, recreate the perceived defect using the customer's job or use diagnostic function DC612, which prints Test Patterns stored in the printer for checking image quality and isolating problems. Use approved media from a fresh ream acclimated to room temperature and humidity.

If the print-quality defect is still present after printing on approved media from an unopened ream of paper, investigate software applications being used and environmental conditions. Check the temperature and humidity under which the printer is operating. Compare this to the "Environmental Specifications." Extreme temperature and humidity can adversely affect the printer's xerographic and fusing characteristics.

When analyzing an imaging defect, determine if the defect is repeating or random. Continuous defects in the process direction, such as voids and lines, are the most difficult to diagnose. Check the CRU life counters for end of life conditions. Inspect the visible surfaces of all rollers for obvious defects. If a cursory inspection does not reveal any obvious defects, continue troubleshooting the defect, starting with the list of initial actions.

Initial Actions

Use the following steps to determine which part of the system is at fault.

1. If possible, discuss the defect with the customer to determine if the perceived defect is outside the printer's image specifications.
2. Ensure all connections to the printer are secure.
3. Check the CRU life counts. Replace components at end of life.
4. Cycle system power.
5. Make sure the printer is positioned to allow adequate airflow at all vents. Refer to GP 22, Installation Space Requirements.
6. Make sure the printer's interior is clean.
7. Check the tray guides.
8. Use the customer's print job to check defect reoccurrence. If the defect persists, begin to isolate the defect by attempting to identify the component responsible using the Repeating Patterns test print.
9. Check stored tray settings for media size and type.
10. Check image adjustment and print mode settings being used.
11. Check if defect occurs when printing or copying. Printing refers to using an electronic file as input; copying refers to using a hardcopy original as input. If defect occurs when copying, check if defect occurs from the platen or the DADF.

Defects Associated with Specific Components

To aid with defect diagnosis, listed below are defects associated with specific components.

drum cartridge image defects:
- Uneven density
- Background contamination

Spots, smudges, or smears
- Ghosting
- Vertical white lines
- Vertical single-color line or band
- Stains on the page front
- Blank prints or prints missing one color
- Horizontal single-color lines or bands

Fuser image defects:
- Poor image adhesion
- Ghosting
- Stains on the page back or front
- Vertical line or spots
- Blurred image horizontally
- Wrinkled media
- Skewed image

Transfer belt image defects:
- Uneven density
- Background contamination
- Vertical multi-color line or band

Transfer roller image defects:
- Uneven Density
- Background contamination
- Ghosting
- Vertical white lines
- Vertical multi-color line or band
- Stains on the page back

LED Print Head (LPH) unit image defects:
- Vertical white lines

Scanner image defects:
- Skewed image
- Vertical line

After determining the defect type and possible source, match the defect with those listed in Table 1.

Go to the RAP listed to correct the defect.

Image Defect Definitions

Table 1 lists image defect definitions and the RAP(s) used to correct the defect.

Table 1 Image defect definitions

Defect	Definition	Go To
Light Prints	The overall image density is too light.	IQ2
Blank Prints	Prints with no visible image, or missing one color entirely.	IQ3

Table 1 Image defect definitions

Defect	Definition	Go To
Unfused Image	Part or all of the image is unfused or smeared. Refer to the specification.	IQ4
Random Spots	There are random spots of toner on the page.	IQ5
Bead Carry-Out	Media has gritty texture.	IQ6
Horizontal Banding	Low density or blurred image in horizontal direction.	IQ7
Vertical Lines/ Streaks	Extraneous dark lines/bands in the process direction.	IQ8
Cyclic Dots/Lines	Recurring color dots, spots, or lines in vertical direction.	IQ9
Vertical Deletions	Areas of image appear as vertical blanks or deletions.	IQ10
Diagonal Banding	Auger marks appear across output.	IQ11
Uneven Density	Uneven density, mottled image or text.	IQ12
Ghosting	The image from a previous print appears on the current print.	IQ13
High Background	Toner contamination on all or part of the page appears as a very light gray dusting or fog.	IQ14
Fuzzy/Blurry Text/ Image	Text in image is fuzzy or blurry along the edges.	IQ15
Wrinkled/ Creased Paper	The paper comes out either wrinkled, creased, stained, or torn.	IQ16
Leading Paper Edge Damage	The page exits with the leading edge damaged.	IQ17
Incorrect Image Position or Margins	Image prints in wrong position or outside the page margins.	IQ18
Images are Skewed	Images in the output are not parallel to the edge of the printed sheet.	IQ19
Color Registration is out of Alignment	Image colors are not aligned with each other.	IQ20

IQ2 Light or Undertoned Print

The overall image density is too light. Refer to Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check toner adhesion on the media output. If toner smears, see IQ4, Unfused Image.
- Check the life counter of the imaging unit. Install a new Imaging units that are at end of life.
- Check that the imaging units' electrical contact points are clean.
- Clean the LED print heads (LPH) using the LPH cleaning wand.
- Ensure that draft mode is turned Off.
- Ensure the printer is located in a humidity-controlled environment.
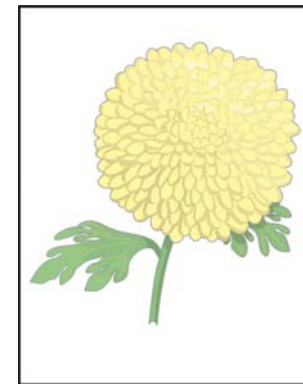
Light or Undertone Print

Figure 1 Light or undertoned print example

Procedure

Check media condition. Load new, dry recommended paper, and print a test print. (For a listing of test prints and how to print them, refer to dC612.) **The image is too light.**

Y   N
⎪   Perform SCP 6 Final Actions.

Verify that the printer's media type is set appropriately for the media being used, and print a test print. **The image is too light.**

Y   N
⎪   Perform SCP 6 Final Actions.

A

Remove and examine the transfer belt unit for surface contamination or excessive wear. **The transfer belt unit is good.**

Y   N
> Install a new transfer belt unit, REP 6.1

Print a test print. While the print is printing, turn off system power. Open the rear door and check the image formed on the transfer belt. **The image is poorly formed, faint and difficult to read.**

Y   N
> Install a new 2nd bias transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP). **The defect persists.**
>
> **Y   N**
> > Perform SCP 6 Final Actions.

Install a new transfer belt unit, REP 6.1.

IQ3 Blank Print or Missing One Color

No visible image anywhere on the output, or missing one color entirely. See Figure 1.

<div align="center">

WARNING

</div>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Ensure that all four drum cartridges are properly installed.
- Check CRU life counters. Replace components at end of life.
- Clean the LED Print Heads (LPH) using the LPH cleaning wand.
- Check for multi-sheet feeds.
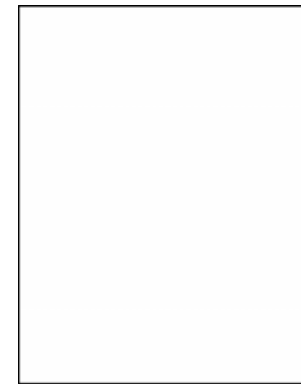
Blank Print

Figure 1 Blank print example

Procedure

Print customer demonstration print (GP 18.) **The print is blank or has a color missing.**

Y   N
> Check the customer's print job settings and the printer's Ethernet or USB connections. **Print job settings and network connections are good.**
>
> **Y   N**
> > Correct the settings or connections.
>
> Perform SCP 6 Final Actions.

Check the test print. **The print is totally blank (missing all colors).**

Remove the drum cartridge of the affected color and clean the electrical contacts; then, reinstall the drum cartridge and rerun the test print. **The print is still missing the color.**

Y   N

　　Perform SCP 6 Final Actions.

Remove the drum cartridge again and check the connection with the LED array (flat ribbon cable). **The connection is secure.**

Y   N

　　Reseat the connector and perform SCP 6 Final Actions.

Swap the LED array from the affected color with an LED array from a different (unaffected color). Repeat the test print. **The defect persists with the original color.**

Y   N

　　Install a new defective LED array.

Install a new drum cartridge of the affected color. Repeat the test print. **The defect persists.**

Y   N

　　Perform SCP 6 Final Actions.

Continue with the procedure.

Remove and inspect the transfer roller for contamination or excessive wear, and check the electrical contacts. **The transfer roller is good.**

Y   N

　Install a new transfer roller, REP 19.9.

Check for obstructions between the LED arrays and drum cartridges. **The LED paths are clear.**

Y   N

　Clear the LED paths of obstructions.

Contact Xerox Technical Support.

IQ4 Unfused Image

The printed image is not fully fused to the paper. See Figure 1. The image rubs off easily. A cold environment affects the warm-up time, while high humidity has an adverse effect on fusing. Also, media weight and composition affect fusing performance.

<div align="center">

WARNING

</div>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

*   Check the environment. A location that's too cold or humid reduces fusing performance.
*   Verify that the media type is set correctly.
*   Verify that the toner cartridge(s) of the affected color(s) is genuine Xerox Toner.
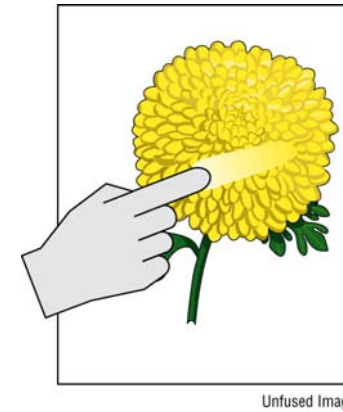
Unfused Image

Figure 1 Unfused image example

Procedure

Rub the image with a soft cloth or tissue. **The image smears.**

Y   N

　Perform SCP 6 Final Actions.

Install a new media with new, dry media from an unopened ream. Run a test print. **The image smears.**

Y   N

　Increase fuser temperature (refer to Section 8 Fuser Assembly Control) and re-run test print on good media. **The image smears.**

　Y   N

　　Perform SCP 6 Final Actions.

A   B

Discuss machine limitations with the customer, and perform SCP 6 Final Actions.

Remove and inspect the fuser rollers. **The fuser rollers are good.**
Y   N
    Install a new fuser, PL 7.1.

Check the fuser electrical connections. **The connections are good.**
Y   N
    Install a new fuser harness.

Install a new fuser,PL 7.1.

IQ5 Random Spots

There are spots of toner randomly scattered on the page. See Figure 1.

<div align="center">

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.
</div>

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- If using recycled paper, it may have spots.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check if the defects repeat at regular intervals. If so, see IQ9 Cyclic Dots/Lines.
- Check the drum cartridges surfaces for spots or contamination.
- Check that the drum cartridge contacts are clean.
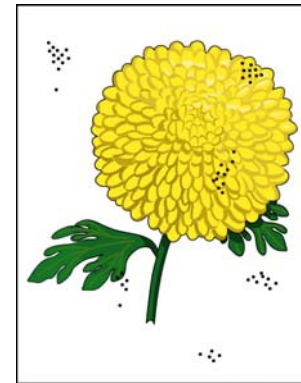
Random Spots

Figure 1 Random spots example

Procedure

Check the media path for dirt debris or toner residue. **The media path is clean.**
Y   N
    Clean the LPH ADJ 1 .

Print 50% YMCKRGB test print. **The image contains spots in all colors.**
Y   N
    Install a new drum cartridge for the affected color, REP 8.1, and re-run the test print. **The defect persists.**
    Y   N
        Perform SCP 6 Final Actions.

A   B

A   B
| | Continue with the procedure.
|
Remove transfer belt unit, REP 6.1, and check for surface contamination and wear. **The transfer belt is good.**
Y   N
| Install a new transfer belt unit, REP 6.1.

Check if the spots are only on the back side of a single sided print. **The back side is clear of spots.**
Y   N
| Remove the transfer roller and check for surface contamination and wear. **The   roller   is good.**
| Y   N
| | Install a new transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP).
|
| Continue with the procedure.

Check the fuser rollers for damage or debris. **The fuser rollers are good.**
Y   N
| Install a new fuser, PL 7.1.

Install a new transfer roller REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP); transfer belt unit, REP 6.1; and/or fuser PL 7.1 until the defect goes away.

IQ6 Bead Carry-Out

Media has gritty texture. See Figure 1.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check if the printer contains genuine Xerox toner cartridges and parts.
- Check that the paper is clean, dry, and meets specifications.
- Check CRU life counts. Replace components at end of life (dC135).
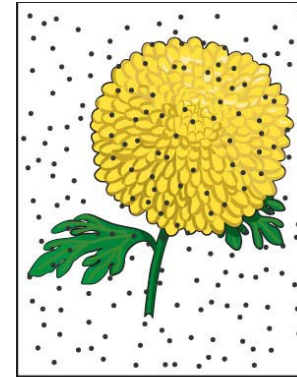
Bead Carryout

Figure 1 Bead carry-out example

Procedure

Check the altitude of the printer installation (GP 27.) **Printer is located within specified altitude limits.**
Y   N
| Relocate the printer to within the specified altitude limits. Perform SCP 6 Final Actions.

Replace all four drum cartridges, REP 8.1. **The defect persists.**
Y   N
| Perform SCP 6 Final Actions.

Reseat HVPS bias connections then replace HVPS. **The defect persists.**
Y   N
| Perform SCP 6 Final Actions.

Call Xerox Technical Support.

IQ7 Cross Process Banding

Low density or blurred image horizontally, voids, or streaks. See Figure 1 and Figure 2.

WARNING

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WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check that the paper is clean, dry, and meets specifications.
- Check CRU life counts. Replace components at end of life.
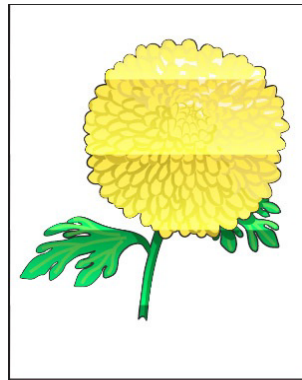
Light Induced Fatigue

Figure 1 Light-induced fatigue example
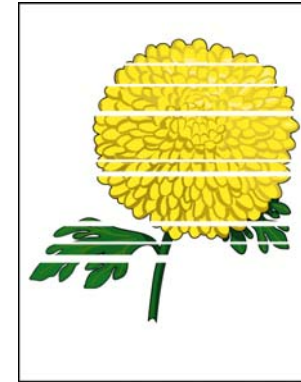
Horizontal Band, Void, or Streaks

Figure 2 Horizontal bands, voids, or streaks example

Procedure

Print the Repeating Defects test print (dC612). **The customer banding defect does not match a component on the repeating pattern print.**
Y   N
| Install a new component(s) matching the test print defect, then re-run the test print. **The defect persists.**
| Y   N
| | Perform SCP 6 Final Actions.
|
| Continue the procedure.

Review the C,M,Y,K prints from the repeating defects page. **The banding affects all colors.**
Y   N
| Install a new drum cartridge (REP 8.1) of the affected color and re-run the test print. **The defect persists.**
| Y   N
| | Perform SCP 6 Final Actions.
|
| Continue with procedure.

Remove the transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP); check for surface contamination and wear. **The transfer roller is good.**
Y   N
| Install a new transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP).

Check the fuser rollers for damage or debris. **The fuser rollers are good.**
Y   N
| Install a new fuser, PL 7.1.

Remove the transfer belt unit, REP 6.1 and check for surface contamination and wear. **The transfer belt unit is good.**

Y   N
   Install a new transfer belt unit, REP 6.1.

Install a new transfer roller REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP); transfer belt unit, REP 6.1; and/or fuser, PL 7.1 until the defect goes away.

IQ8 In-process Lines/ Streaks

Extraneous dark lines/bands in the process direction. See Figure 1.

<div align="center">

WARNING

</div>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

*   Check that the paper supply is dry and meets specifications.
*   Inspect the paper path for items, such as staples, paper clips, paper scraps, and contamination.
*   Clean the LED print heads (LPH) using the LPH cleaning wand.
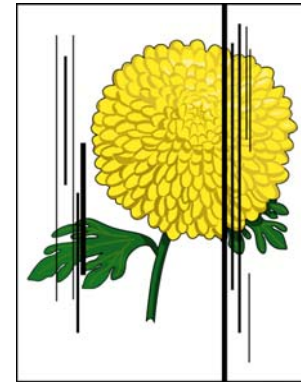
Vertical Stripes

Figure 1 Vertical steaks example

Procedure

Test the error mode by making a print and a copy from both the platen and DADF. **The defect occurs only on a copy.**
Y   N
   Install a new drum cartridge of the color that most closely resembles the streak. Perform this sequentially until all 4 drum cartridges have been replaced (if necessary). **The defect persists.**
   Y   N
      Perform SCP 6 Final Actions.

   Inspect the transfer belt unit for damage or matching streaks on the belt. **The transfer belt unit is good.**

Image Quality
IQ7, IQ8

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 Y   N
       Install a new transfer belt unit, REP 6.1, and perform SCP 6 Final Actions.

  Call Xerox Technical Support.

Clean the scanner platen and scan bars using the procedure described in ADJ 2. Perform SCP 6 Final Actions.

IQ9 Cyclic Dots / Line

Color or black dots or line in the vertical direction. See Figure 1.

<p style="text-align:center"><strong style="color:red">WARNING</p>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

<p style="text-align:center"><strong style="color:red">WARNING</p>

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

• Check that the paper is clean, dry, and meets specifications.
• Check CRU life counts. Replace components at end of life.
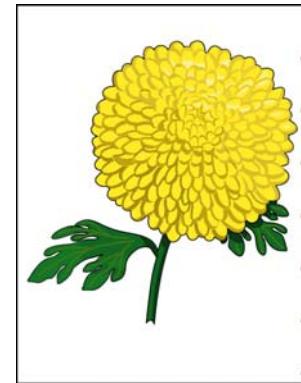
Repeating Defect, Developer Roller

Figure 1 Cyclic dot/ line example

Procedure

Print the Repeating Defects test print dC612. **The customer defect does not match a component on the Repeating Pattern print.**
Y   N
       Install a new component(s) matching the test print defect, then re-run the test print. **The defect persists.**
       Y   N
             Perform SCP 6 Final Actions.

       Continue the procedure.

Review the C,M,G,K prints from the repeating defects page. **The defect affects all colors.**
Y   N
       Install a new drum cartridge (REP 8.1) of the affected color and re-run the test print. **The defect persists.**

Y   N
> Perform SCP 6 Final Actions.

Continue with the procedure.

Remove the transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP); check for surface contamination and wear. **The transfer roller is good.**
Y   N
> Install a new transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP).

Check the fuser rollers for damage or debris. **The fuser rollers are good.**
Y   N
> Install a new fuser, PL 7.1.

Remove the transfer belt unit (REP 6.1) and check for surface contamination and wear. **The transfer belt unit is good.**
Y   N
> Install a new transfer belt unit, REP 6.1.

Install a new transfer roller REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP); transfer belt unit, REP 6.1; and/or fuser, PL 7.1.

IQ10 Vertical Deletions

Areas of image (lines or bands) appear as vertical blanks or deletion. See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check that the paper supply is dry and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check that rollers and other media path components are clean and unobstructed.
- Clean the LED Print Heads (LPH) using the LPH Cleaning wand.
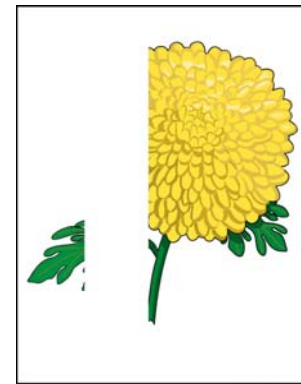
Vertical White Band

Figure 1 Vertical blank deletions (line or streak) example

Procedure

Print the repeating defects test print. Look only at the solid areas, not at the map area. **The defect affects all colors.**
Y   N
> Install a new drum Cartridge, REP 8.1of the affected color and re-run the test print. **The defect persists.**
> Y   N
> > Perform SCP 6 Final Actions.
>
> Remove the affected drum Cartridge and inspect the LED array on the related LPH for debris and contamination. **The LED array is clean.**
> Y   N
> > Clean or install a new affected LPH, REP 2.1.

A   B

Image Quality

IQ9, IQ10

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A B

Continue with the procedure.

Remove the transfer roller (REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP)) and check for surface contamination and wear. **The transfer roller is clean and operates correctly.**
Y N
    Install a new transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP).

Remove the transfer belt unit and check for surface contamination and wear. **The transfer belt unit is clean and undamaged, and works correctly.**
Y N
    Install a new transfer belt unit, REP 6.1.

Call Xerox Technical Support.

IQ11 Diagonal Banding (Auger Marks)

Auger marks appear across output. See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check that the paper is clean, dry, and meets specifications.
- Check CRU life counts. Replace components at end of life.
- Check if the printer contains Genuine Xerox Toner cartridges and parts.

TS Augermark

Figure 1 Diagonal banding (auger marks) example

Procedure

Discuss printing behavior with the customer. **The customer is printing a lot of continuous high-area coverage prints.**
Y N
    Install a new drum Cartridge, REP 8.1 of the color that most closely matches the defect. Continue replacing each of the drum cartridges sequentially for the other colors as needed until the defect is fixed.

Discuss printer limitations with the customer. (Run Pro-con and print the number of low-coverage pages necessary to recover the print job).

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Image Quality
IQ10, IQ11

IQ12 Uneven Density

Uneven density, mottled image or text. See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check if the toner cartridges are genuine Xerox. If they are not, install new Xerox cartridges.
- Check the paper is the correct type and that it's not damaged or damp.
- Verify the paper is within specifications.
- Confirm that the printer is set to the correct media type (plain, heavyweight, etc.) GP 26.
- Clean the LED Print Head (LPH).
- Clean the Color Toner Density (CTD) sensor.
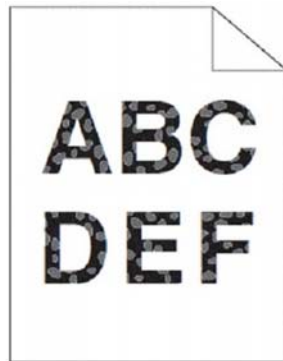
Figure 1 Uneven density example

Procedure

Repeat customer job with fresh ream of media. **The defect persists.**

Y   N

    Perform SCP 6 Final Actions.

Refer to the appropriate repair procedure to adjust the bias transfer voltage up or down. **The defect persists.**

Y   N

    Perform SCP 6 Final Actions.

Call Xerox Technical Support.

IQ13 Ghosting

The image from a previous print appears on the current print. See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Confirm that the printer is set to the correct media type (plain, heavyweight, etc.).
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check that the fuser is seated properly.
- Verify the paper is within specifications.
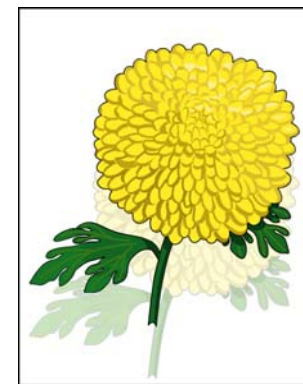
Figure 1 Ghosting example

Procedure

Print the Repeating Defects test print. **The customer's repeating defect matches a component on the Repeating Defects test print.**

Y   N

    Review the solid fill prints from the Repeating Defects Test Print. **The defect affects all colors.**

    Y   N

        Install a new drum cartridge of the affected color. **The defect persists.**

        Y   N

            Perform SCP 6 Final Actions.

    Continue with the procedure.

A   B

Image Quality

IQ12, IQ13

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Remove the transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP), and check for surface contamination and wear. **The transfer roller is good.**

    Y   **N**

        Install a new transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP). **The defect persists.**

        Y   **N**

            Perform SCP 6 Final Actions.

        Continue with the procedure.

Remove the fuser, PL 7.1, and check for damage, debris, and good rollers. **The fuser is good.**

    Y   **N**

        Install a new fuser, PL 7.1. **The defect persists.**

        Y   **N**

            Perform SCP 6 Final Actions.

        Continue with the procedure.

Remove the transfer belt unit, REP 6.1 and check for surface contamination and wear. **The transfer belt unit is good.**

    Y   **N**

        Install a new transfer belt unit, REP 6.1. **The defect persists.**

        Y   **N**

            Perform SCP 6 Final Actions.

        Install a new transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP); transfer belt unit, REP 6.1; or fuser, PL 7.1 until the defect is fixed.

Continue with the procedure.

Select the test print component that matches the customer defect. **The defect matches the fuser Component on the test print.**

Y   **N**

    Select the test print component that matches the customer defect. **The customer defect matches the transfer roller Component.**

    Y   **N**

        Install a new drum cartridge of the affected color.

    The defect persists.

    Y   **N**

        Perform SCP 6 Final Actions.

    Install a new transfer roller, REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP).

The defect persists.

Y   **N**

    Perform SCP 6 Final Actions.

Install a new fuser, PL 7.1.

IQ14 High Background on Prints

There is toner contamination on all or part of the page; see Figure 1. The contamination appears as a very light single or multi-color dusting or fog on prints and copies.

NOTE: If the defect occurs when making copies or scanning documents, and not when printing files, refer to the white reference calibration in dC945.

<div align="center">

WARNING

</div>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check that the media type settings are correct.
- Some glossy media or photo paper will exhibit high background. If the issue only occurs on a particular media, try a different brand.
- Check that the paper is clean, dry, and meets specifications.
- Verify the Toner Cartridge is a Xerox manufactured part with adequate life remaining. If a non-Xerox Toner Cartridge is being used, this could be the problem.
- Ensure covers are in place and no outside light enters the printer.
- Clean the CTD sensors.
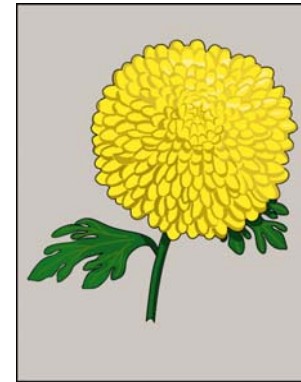
Background Contamination

Figure 1 High background contamination example

Procedure

Check the paper condition. Load new, dry recommended paper, and print a test print. **The image includes background defects.**

Y   **N**

    Perform SCP 6 Final Actions.

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Image Quality

IQ13, IQ14

A

If the background is in only one color, remove the drum Cartridge, REP 8.1, clean the electrical contacts, then print a test print. **The image includes background defects.**

Y   N

    Perform SCP 6 Final Actions.

Install a new drum Cartridge, REP 8.1 of the affected color and reprint the test print. **The image includes background defects.**

Y   N

    Perform SCP 6 Final Actions.

Remove and examine the transfer belt unit, REP 6.1 for surface contamination or excessive wear. **The transfer belt unit is good.**

Y   N

    Install a new transfer belt unit, REP 6.1.

Replace all four drum cartridges, REP 8.1.

IQ15 Fuzzy/Blurry Text and Image

Text in image is fuzzy or blurry along the edges. See Figure 1.

<div align="center">

WARNING

</div>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check that the paper is clean, dry, and meets specifications.
- Check that the media type settings are correct.
- Check CRU life counts. Replace components at end of life.
- Clean the LED Print Head (LPH).
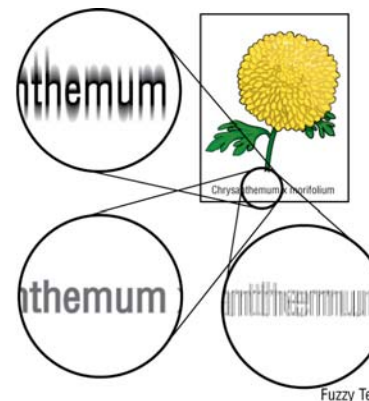
Figure 1 Fuzzy/ blurry text and image example

Procedure

On the Printer Options tab, set Print Quality to Enhanced. **The problem persists.**

Y   N

    Perform SCP 6 Final Actions.

If the customer is using a downloaded font, ensure that the font is recommended for the printer, operating system, and the application being used. **The problem persists.**

Y   N

    Perform SCP 6 Final Actions.

Check if the defect is only on black output (not color). **The problem is only on black output.**

Y   N

    See Image Quality section IQ20.

A

Image Quality

IQ14, IQ15

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A

Inform customer that the defect is a printer limitation. Perform SCP 6 Final Actions.

IQ16 Wrinkled or Creased

The prints are wrinkled, creased, stained, or torn. (Refer to Figure 1.)

<div align="center">

WARNING

</div>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check that the paper is clean, dry, and meets specifications.
- Check that the media type settings are correct.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.
- Check the paper tray guides so they are positioned against the paper correctly.
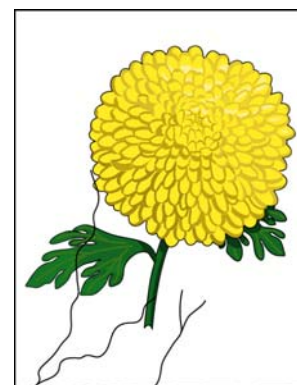
Wrinkling

Figure 1 Wrinkled or creased example

Procedure

Using fresh media, check if the problem occurs on printed sheets or on envelopes. **Problem occurs on printer sheets.**

Y   N

    Check the location of wrinkles on the envelope. **Wrinkles are about 30mm or more from the four edges of the envelope.**

    Y   N

        This type of wrinkle is considered normal. The printer is not at fault.

    Reload the envelopes in the bypass tray properly. **The problem persists.**

    Y   N

        Perform SCP 6 Final Actions.

A   B

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Image Quality

IQ15, IQ16

Continue with the procedure.

Print the Repeating Defects test print on the problem media. Referring to the solid fill pages, determine if toner is inside the creases or not. **The toner is inside the creases.**
Y   N

    Replace transfer roller; REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP). Repeat the Repeating Defects Test Print. **The problem persists.**
    Y   N

        Perform SCP 6 Final Actions.

    Install a new transfer belt unit, REP 6.1. Repeat the Repeating Defects test pbypassrint. **The defect persists.**
    Y   N

        Perform SCP 6 Final Actions.

    Continue with the procedure.

Install a new fuser, PL 7.1.

IQ17 Leading Edge Paper Damage

The page exits with the leading edge damaged. See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

Initial Actions

After each action, print a test page to check if image quality improves.
- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.
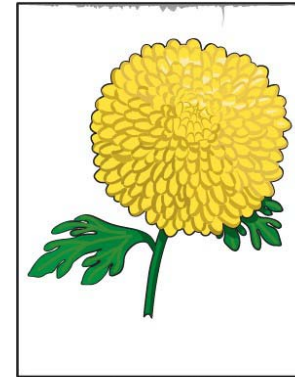
Leading Edge Damage

Figure 1 Leading edge paper damage example

Procedure

Check if damage occurs when using the bypass tray or with other tray. **The problem does not occur when using the bypass tray.**
Y   N

    Reverse the paper in the bypass tray and try again. **The problem persists.**
    Y   N

        Perform SCP 6 Final Actions.

    Insert a different sheet of paper in the bypass tray and try again.
    Y   N

        Perform SCP 6 Final Actions.

    Use another tray in place of the bypass tray.
    Y   N

        Perform SCP 6 Final Actions.

A   B

Image Quality

IQ16, IQ17

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Continue with the procedure.

Reload the paper loaded in the paper cassette by removing the cassette, adjusting the paper guides, and reloading the paper properly. Reinstall the cassette and perform a test print. **The problem persists.**
Y   N

Perform SCP 6 Final Actions.

Check the paper humidity conditioning effect by loading recommended paper from unopened package or that has been sealed and stored under humidity control. Perform a test print. **The problem persists.**
Y   N

Perform SCP 6 Final Actions.

Check the paper type setting. **Does the paper type setting correspond with the paper printed?**
Y   N

Set the correct paper type.

Check the paper transfer path. **The path is clear of any dirt or foreign substances on the paper transfer path.**
Y   N

Remove the foreign substances.

Check the paper feed path roller. **The roller on the paper feed path is not dirty, damaged, or worn; it works correctly; and it is installed correctly.**
Y   N

Clean or install a new corresponding roller, and reinstall it.

Check the installation status of the transfer roller. **The transfer roller is installed correctly.**
Y   N

Reinstall transfer roller; REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP). Repeat.

WARNING

Do not touch the fuser while it is hot.

Check the fuser Assembly installation. **The fuser assembly is installed correctly.**
Y   N

Reinstall the fuser, PL 7.1.

Check the fuser assembly.
Remove the fuser assembly, turn the gear by hand, and examine the heat roll section **The Heat roll section is good.**
Y   N

Install a new fuser, PL 7.1.

Contact Xerox Technical Support.

IQ18 Incorrect Image Position or Margins

Image prints in wrong position or outside the page margins See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

Initial Actions

After each action, print a test page to check if image quality improves.
- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.
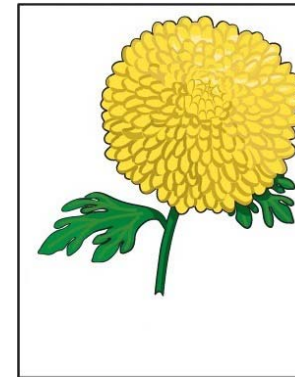
Image Not Centered

Figure 1 Incorrect position or margins example

Procedure

Compare the customer image size to the media size used for printing. **The image size fits the media size.**
Y   N

Adjust image size or use larger media.

Check paper tray guides are set to the correct paper size. **Paper guides are in good position.**
Y   N

Adjust paper guides. **The defect persists.**
Y   N

Perform SCP 6 Final Actions.

Continue the procedure.

Perform dC126 System Registration Adjustment. Note that this procedure has separate adjustments for side 1 and side 2.

IQ19 Images are Skewed

Images in the output are not parallel to the edge of the printed sheet. See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.
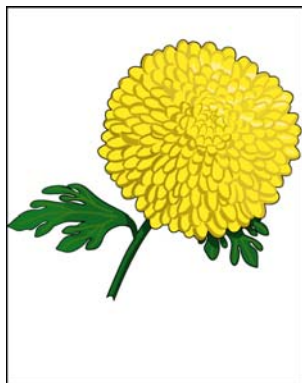
Skew 2

Figure 1 Skewed image example

Procedure

Adjust the paper guides to the proper position. **The problem persists.**
Y   N
| Perform SCP 6 Final Actions

Check the paper feed path roller. **The roller on the paper feed path is not dirty, damaged, or worn; it works correctly; and it is installed correctly.**
Y   N
| Clean or install a new corresponding roller, and reinstall it

Install a new transfer belt unit, REP 6.1. **The problem persists.**
Y   N
| Perform SCP 6 Final Actions.

A

A
Check the paper humidity conditioning effect by loading recommended paper from unopened package or that has been sealed and stored within specifications for humidity. Perform a test print. **The problem persists.**
Y   N
| Perform SCP 6 Final Actions.

Check the paper type setting. **The paper type setting corresponds with the paper printed.**
Y   N
| Set the correct paper type.

Check the paper transfer path. **There is no dirt or foreign substances on the paper transfer path between the paper entrance and the paper exit.**
Y   N
| Remove the foreign substance.

Check the installation status of the transfer roller. **The transfer roller is installed correctly.**
Y   N
| Reinstall the transfer roller; REP 19.9 (C505/C605/C605_Tall), REP 19.22 (SFP).

Check the installation status of the fuser Assembly. **The fuser assembly is installed correctly.**
Y   N
| Reinstall the fuser, PL 7.1.

Contact Xerox Technical Support.

Image Quality

IQ19

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IQ20 Color Registration is out of Alignment

Image colors are not aligned with each other. See Figure 1.

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the fuser while it is hot.

Initial Actions

After each action, print a test page to check if image quality improves.

- Clean the Color Toner Density (CTD) sensor.
- Clean the LED Print Head (LPH).
- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.
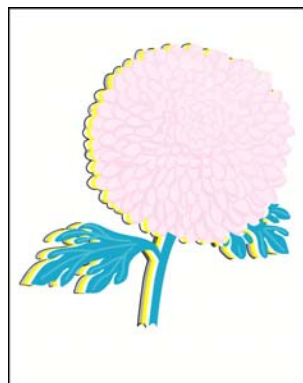
Color Registration

Figure 1 Color registration misalignment example

Procedure

Perform the Automatic Color Registration Adjustment. (This adjustment is performed from the front panel by selecting: Device>Support>Color Registration.) **The problem persists.**
Y   N
    Perform SCP 6 Final Actions.

Refer to the machine's service log. New LED print head arrays or FCC cables have recently been installed. **The problem persists.**
Y   N
    Perform SCP 6 Final Actions.

Check that the LPH Arrays are installed correctly. **The problem persists**

Y   N
    Perform SCP 6 Final Actions.

Check that the FFC cables connecting the LPH arrays to the ESS PWB are installed correctly. **The problem persists.**
Y   N
    Perform SCP 6 Final Actions.

Contact Xerox Technical Support.

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Image Quality
IQ20

IQ21 Skew Check

Use this RAP to check the skew for prints and copies.

Procedure

IOT Print Skew

1. Print the test page, Figure 1, from the Reference Library.
2. Measure from the edge of the paper to the 10mm line at points 1 and 2, then 5 and 6.
3. The skew is the difference between the two measurements for that side.
4. Verify that the difference is within the tolerance value as given in Table 1 for IOT (Internal Print).

Copy Skew

1. Print one test page, Figure 1, Reference Library.
2. Mark the page **side 1**.
3. Measure from the edge of the paper to the 10mm line at points 1 and 2, then 5 and 6.
4. Copy the page, then mark the copy **side 2**.
5. Measure from the edge of the paper to the 10mm line at points 1 and 2, then 5 and 6.
6. Compare the side 1 and side 2 skew difference. Verify the difference is within the tolerance in Table 1.

Table 1 Copy Skew Tolerance Value

	Tray	Flatbed Copy (From Platen)	DADF Copy	IIT Scan from platen to file	IIT + DADF (Scan) Scan to file	IOT (Internal Print)
Side Edge (280mm edge)	Paper Tray	±1.3mm	±2.3mm	±0.6mm	±2.0mm	±1.1mm
	Bypass Tray	±1.3mm	±2.3mm	±0.6mm	±2.0mm	±1.1mm
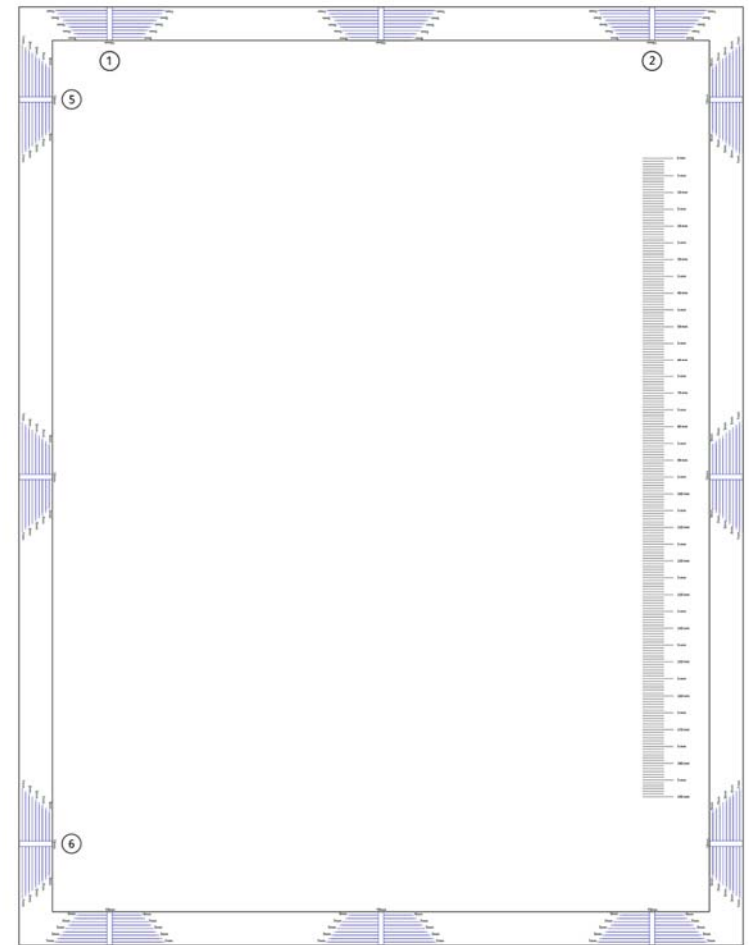
B-1-0360-A

Figure 1 Skew Check

Image Quality
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IQ22 Registration Check

Use this RAP to check the registration for prints and copies.

Procedure

IOT Print Registration

1. Print one test page, Figure 1, from the Reference Library.
2. Measure the print from the edge of the paper to the 10mm line at points 3 and 4.
3. The registration is the difference between the points 3 and 4.
4. Make sure that the difference is within the tolerance value as given in Table 1 for IOT (Internal Print).

Copy Registration

1. Print one test page, Figure 1, from the Reference Library.
2. Mark the page **side 1**.
3. Measure the print from the edge of the paper to the 10mm line at points 3 and 4.
4. Copy the page, then mark the copy **side 2**.
5. Measure the print from the edge of the paper to the 10mm line at points 3 and 4.
6. Compare the side 1 and side 2 registration difference. Verify that the difference is within the tolerance in Table 1.

Table 1 Copy Registration Tolerance Value

	Tray	Flatbed Copy (From Platen)	DADF Copy	IIT Scan from platen to file	IIT + DADF (Scan) Scan to file	IOT (Internal Print)
Lead Edge (180mm edge) Registration	Paper Tray	±2.3mm	±2.9mm	±1.0mm	±2.0mm	±2.0mm
	Bypass Tray	±2.3mm	±2.9mm	±1.0mm	±2.0mm	±2.0mm
Side Edge (280mm edge) Registration	Paper Tray	±2.7mm	±3.0mm	±1.0mm	±1.5mm	±2.5mm
	Bypass Tray	±2.7mm	±3.0mm	±1.0mm	±1.5mm	±2.5mm
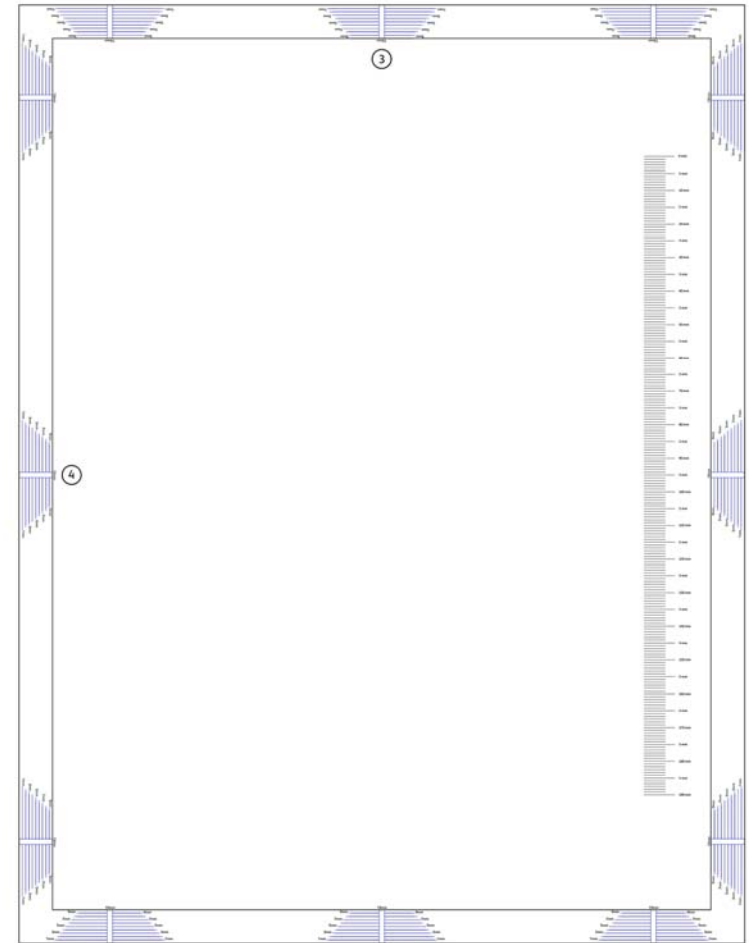
B-1-0361-A

Figure 1 Registration Check

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Image Quality
IQ22

Image Quality

IQ22

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REP 20 Mailbox

REP 21 Finisher

REP 50 DADF and IIT

Adjustments

REP 1.1 UI Console Assembly (C600/C605)

Parts List on PL 1.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Before starting removal of the UI console assembly, print a configuration report. Use the Web UI if necessary.
2. Remove the UI access door from the console, REP 1.2.
3. Remove the UI console assembly from the UI frame assembly, Figure 1.

Replacement

CAUTION

Avoid damaging harnesses during replacement. When attaching the UI console assembly to the UI frame assembly, be sure to feed the harnesses completely back through the frame before attaching the console to the frame.

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

The replacement is the reverse of the removal procedure.

1. After replacing the UI console assembly, upgrade the software, GP 9.

1
Disconnect UI harness and speaker harness.

2
Remove four screws.

3
Remove the UI console assembly.

FRONT

Speaker harness.

UI harness.

D-8-0018-A

Figure 1 UI console assembly

REP 1.2 UI Inner Cover (C600/C605)

Parts List on PL 1.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the left side IIT cover, REP 50.5.
2. Release two hooks, then remove the UI inner cover, Figure 1.
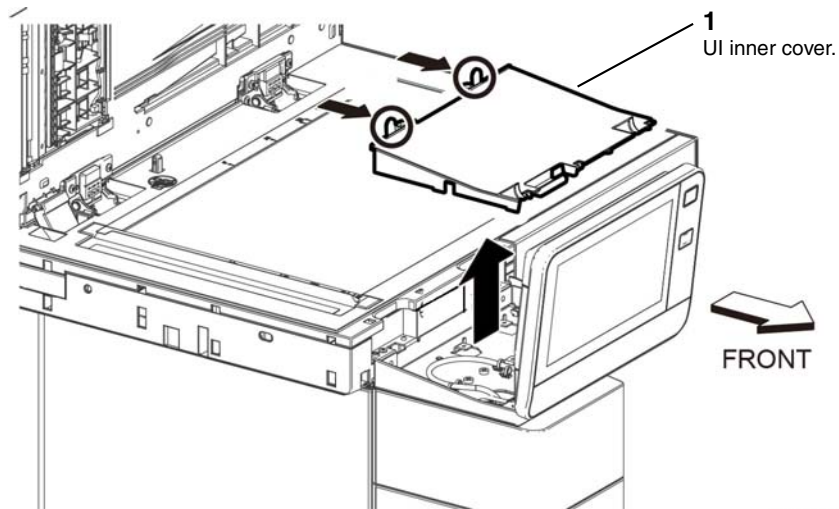
Figure 1 UI inner cover

Replacement

The replacement is the reverse of the removal procedure.

REP 1.3 UI Frame Cover (C600/C605)

Parts List on PL 1.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IU inner cover, REP 1.2.
2. Remove the UI console assembly, REP 1.1.
3. Release four push ties, then release the harnesses, Figure 1.
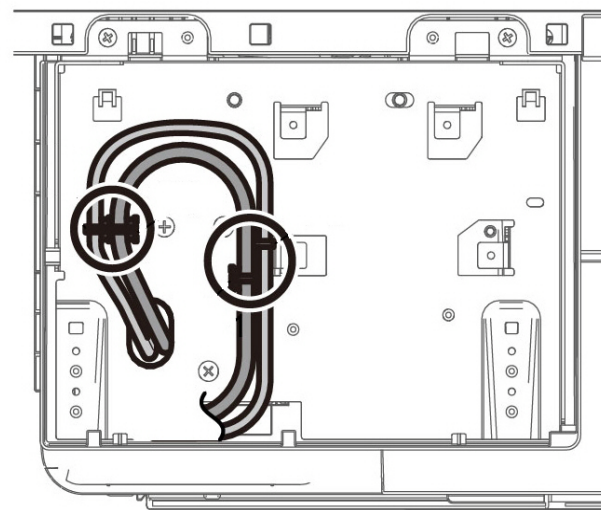
Figure 1 Release push ties

4. Remove three screws, then remove the UI frame inner cover, PL 1.1 Item 3, Figure 2.

Top View

D-8-0014-C
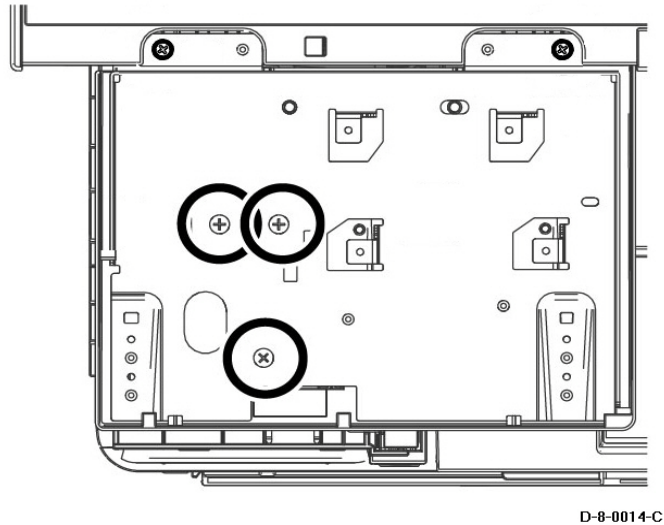
Figure 2 UI frame inner cover screws

Replacement

CAUTION

Avoid damaging harnesses during replacement. When attaching the UI console assembly to the UI frame assembly, be sure to feed the harnesses completely back through the frame before attaching the console to the frame.

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

The replacement is the reverse of the removal procedure.

REP 1.4 UI Harness

Parts List on PL 1.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the UI frame cover, REP 1.3.
2. Disconnect the UI harness from the ESS PWB, P/J1352, Figure 1.
3. Release four push ties (1) attaching the harnesses to the top cover, Figure 1.

4. Release three push ties (2) holding the speaker harness, then release the harness, Figure 1.

1
Release four push ties.

2
Release three push ties.

(P/J1352)

FRONT

D-8-0013-A
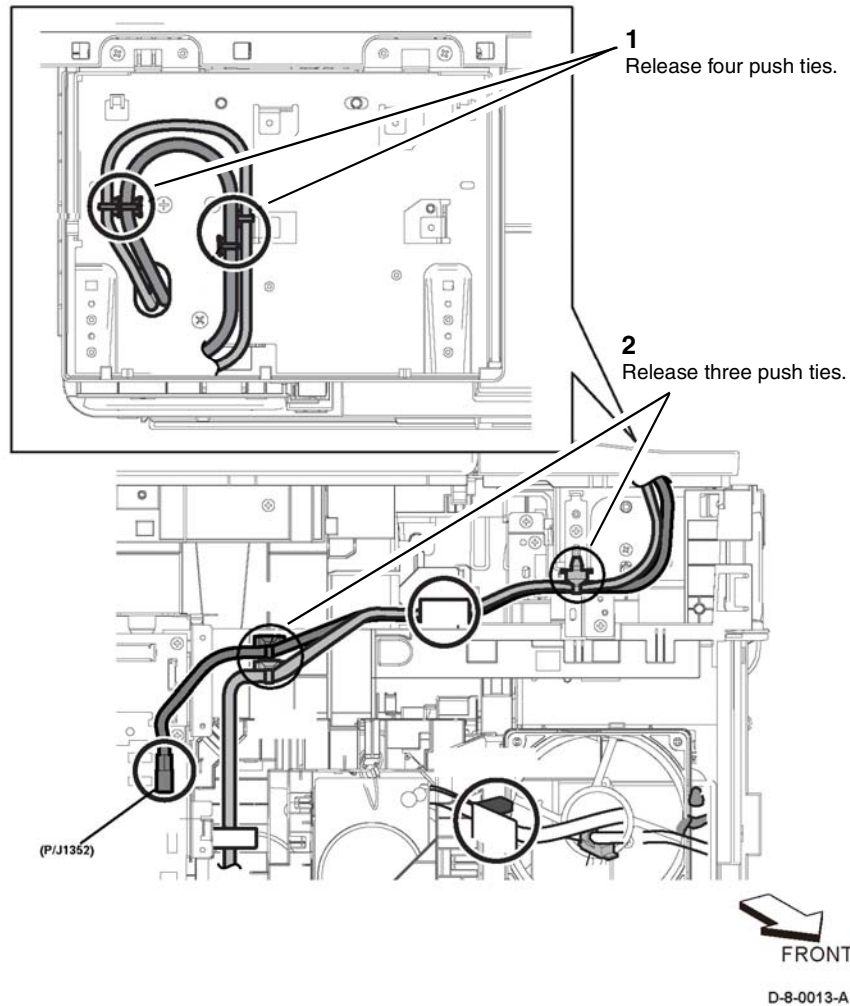
Figure 1 UI harness

Replacement

CAUTION

Avoid damaging harnesses during replacement. When attaching the UI console assembly to the UI frame assembly, be sure to feed the harnesses completely back through the frame before attaching the console to the frame.

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 1.4

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REP 1.5 UI Access Door (C600/C605)

Parts List on PL 1.1
Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Insert a flat blade screwdriver at the side of the UI access door (1), then remove the UI access door, Figure 1.

1
UI access door.

FRONT
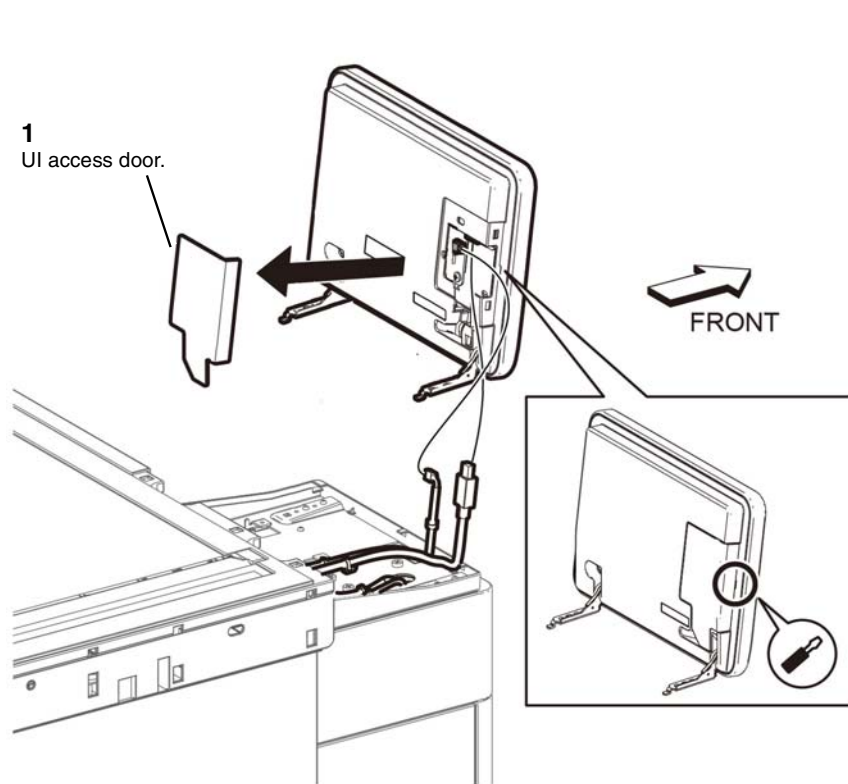
D-8-0018-B

Figure 1 UI Access Door

Replacement

The replacement is the reverse of the removal procedure.

REP 1.6 UI Console Assembly (C500/C505)

Parts List on PL 1.2
Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the UI inner cover, REP 1.2.
2. Remove the UI access door, REP 1.5.
3. Remove the UI console assembly, Figure 1.

1
Remove two screws.

3
Remove the UI console.

FRONT

A

2
Disconnect the speaker and UI harnesses.
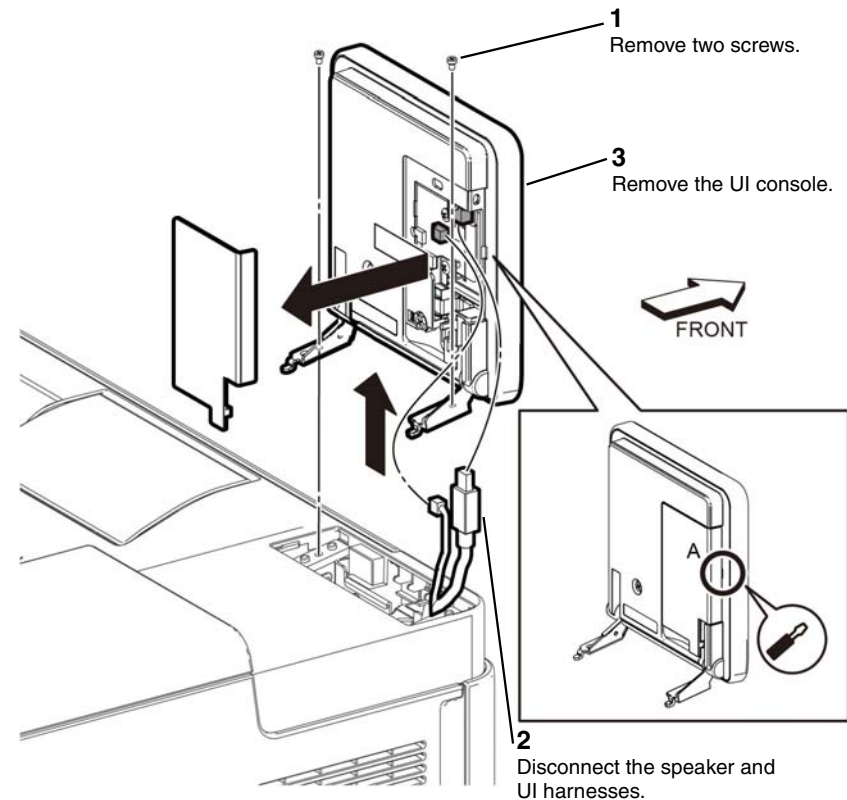
D-8-0022-B

Figure 1 Remove the UI Console Assembly (C500/C505)

4. Unplug the UI console harness connector (P/J220) and the speaker harness connector while lifting the UI console assembly up from the printer.

Replacement

CAUTION

Avoid damaging harnesses during replacement. When attaching the UI console assembly to the UI frame assembly, be sure to feed the harnesses completely back through the frame before attaching the console to the frame.

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

The replacement is the reverse of the removal procedure.

REP 1.7 UI Inner Cover (C500/C505)
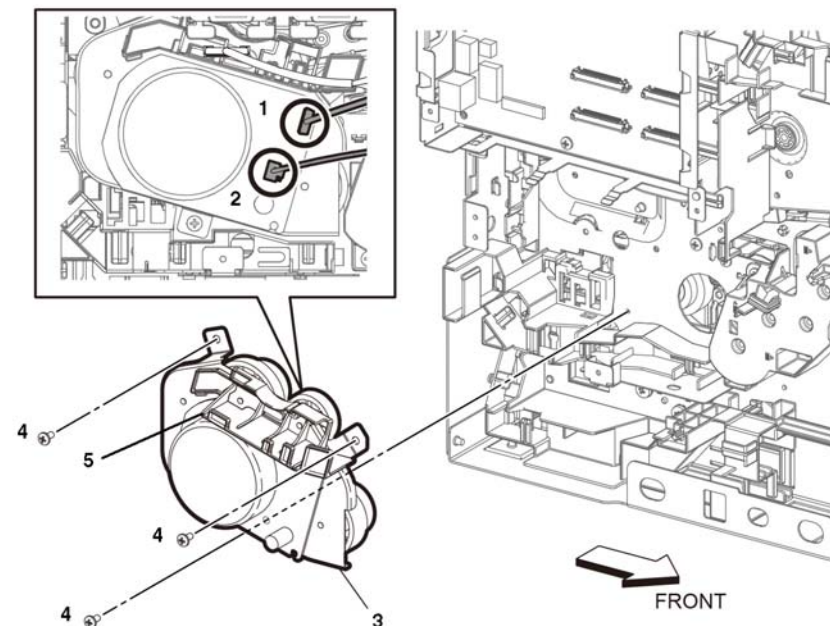
Parts List on PL 1.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Left IIT Cover, REP 50.6.
2. Remove the UI inner cover, Figure 1.
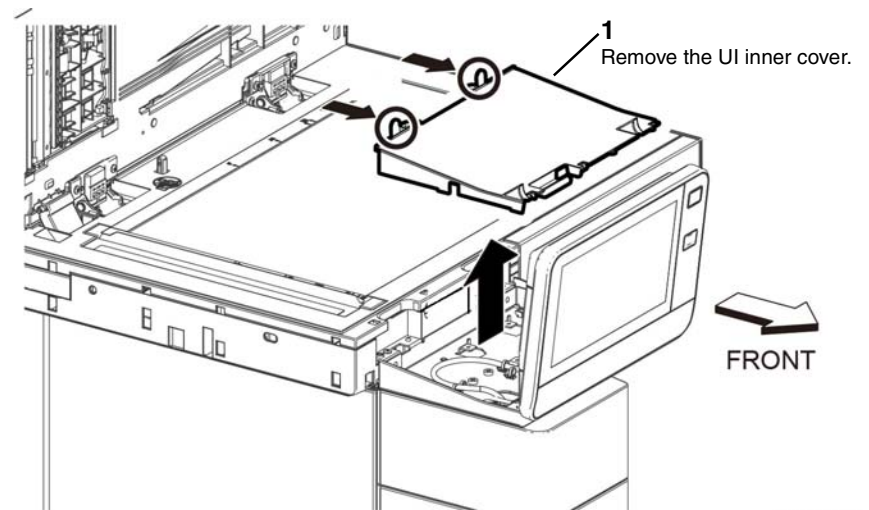
Remove the UI inner cover.

FRONT

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Figure 1 Remove the UI Inner Cover

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments
REP 1.6, REP 1.7

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REP 1.8 UI Harness (C500/C505)

Parts List on PL 1.2

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the ESS top plate, PL 18.1 Item 18.
2. Release one push tie (1) holding the harness to the front USB harness guide, PL 18.11 Item 21.
3. Disconnect the UI harness from the ESS PWB at P/J1352, then remove the UI harness, Figure 1.

1
Release one push tie.

P/J1352

FRONT

D-8-0023-B

<div align="center">
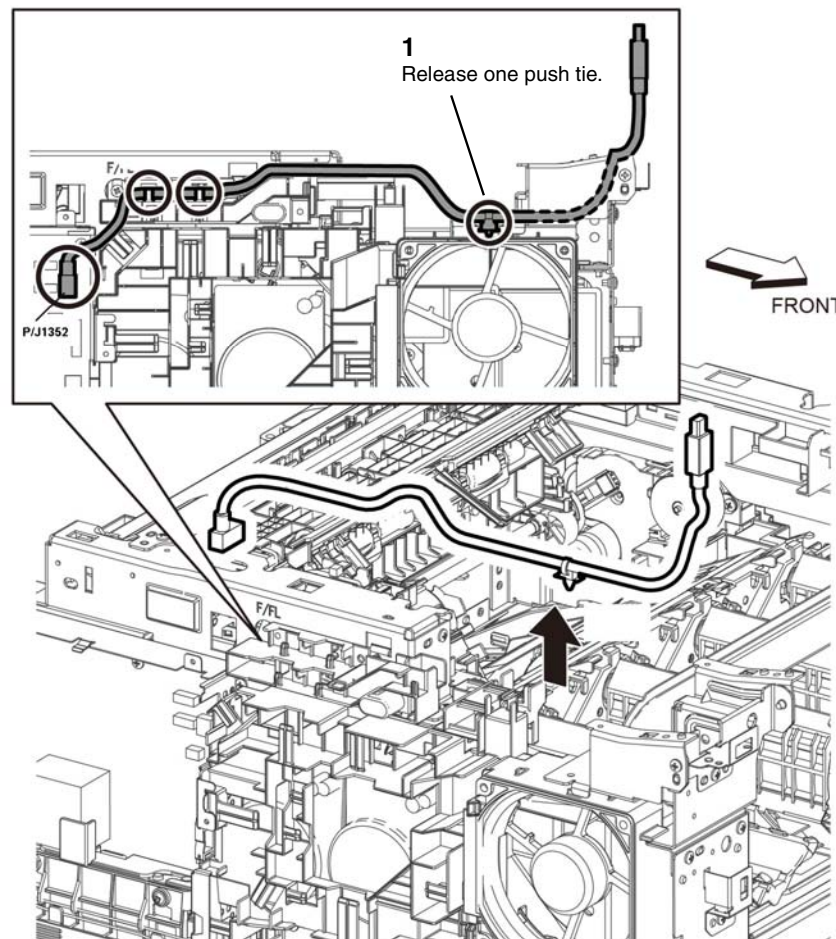
Figure 1 Remove the UI Harness Assembly (C500/C505)
</div>

Replacement

<div align="center">

CAUTION
</div>

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments

REP 1.8

Repairs-Adjustments

REP 1.8

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REP 2.1 LPH Color Head Assembly

Parts List on PL 2.1

Removal

<p style="text-align:center"><strong style="color:red">WARNING</p>

<strong style="color:red">Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<p style="text-align:center"><strong style="color:red">CAUTION</p>

Protect the drums from deterioration. When performing the following step, cover the drums with paper or similar material to prevent exposure to direct sunlight or room light.

Avoid damaging the LED strip on the LPH color head assembly. Handle the LPH color head assembly carefully.

1. Remove the guide assembly cover, REP 2.2.
2. Open the rear cover, PL 19.2 Item 99.
3. Remove the IBT unit, REP 6.1.

<p style="text-align:center"><strong style="color:red">CAUTION</p>

In the following steps, avoid breaking the FFC lock lever when releasing the FFC. Open the lever just far enough to release the FFC.

NOTE: *In the following steps, when releasing the lock lever on the connector, slightly open the lock lever to 15 degrees until the lock lever contacts the FFC connector as shown in Figure 1. After releasing the lock lever, hold the lever while gently pulling the FFC from the connector.*

NOTE: *You can remove a single LPH color head assembly if necessary.*

4. Remove the LPG color head assembly, Figure 1:
   a. Remove four screws (1) from the LPH color head assembly (2).
   b. Pull the LPH color head assembly (2) out of the guide ZERO CRU (3), then disconnect the four FFC LPH color assembly cables (4).
   c. Remove the LPH color head assembly (2).
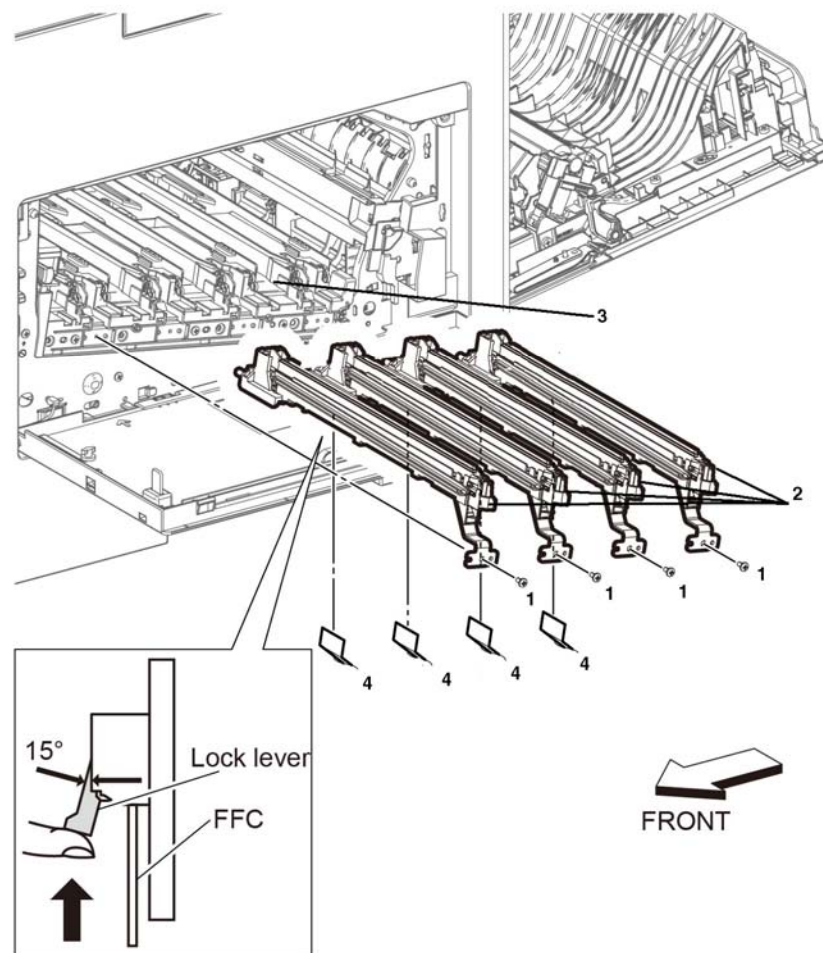
D-8-0024-A

Figure 1 Remove the LPH color head assembly

Replacement

When reconnecting the FFC, there is no need to release the lock lever. Insert the FFC vertically into the correct slit until seated with a click as shown in Figure 2.

After installing the Drum Cartridge, clean the LPH color head assembly by removing the LPH cleaner assembly, PL 18.1 Item 6, and cleaning the LPH color heads.

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Repairs-Adjustments

REP 2.1

Figure 2 Reconnect the LPH color head FFC

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REP 2.2 Guide Cover Assembly

Parts List on PL 2.1

Removal

WARNING

Switch off the electricity to the machine, **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Right Side Cover, REP 19.2.
2. Remove the guide cover assembly (1) by gently prying the top of the cover down to release the hooks along the bottom, Figure 1.

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Figure 1 Guide cover assembly removal

Repairs-Adjustments
REP 2.1, REP 2.2

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REP 2.3 LPH Xerographic CRUM FFC Kit

Parts List on PL 2.1 and PL 6.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the LPH color head assembly, REP 2.1.
2. Remove the HDD, PL 18.1 Item 27.
3. Remove the ESS lower plate and HDD bracket, Figure 1:
   a. Remove two screws (1), then the ESS lower plate (2).
   b. Remove the two screws (3), then the HDD bracket (4).
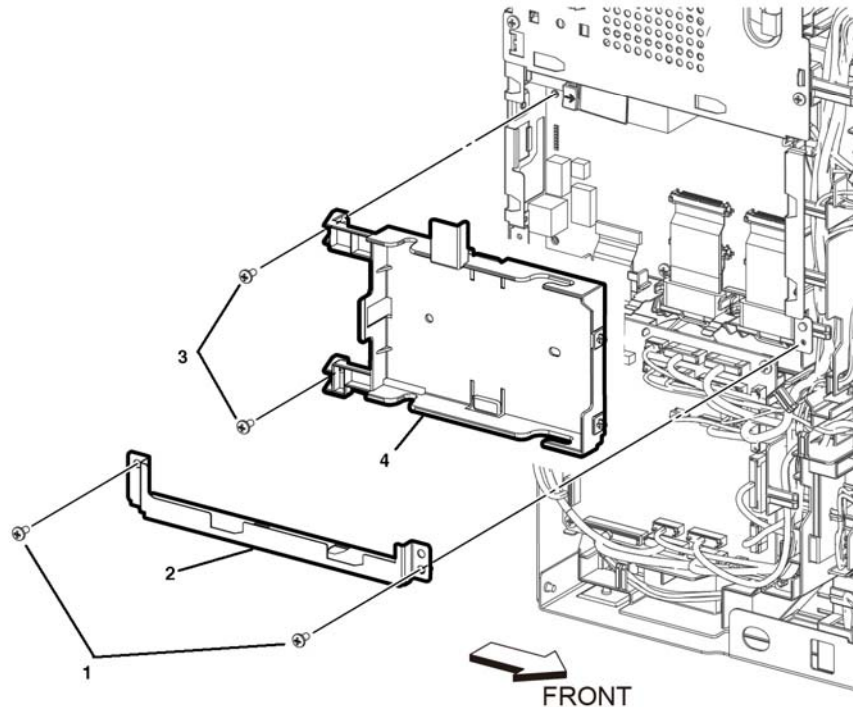
Figure 1 ESS lower plate and HDD bracket removal

4. Remove the MCU PWB, REP 18.1.
5. Remove the MCU plate; PL 18.1 Item 21 (C505/C605), PL 18.5 Item 21 (C605_Tall), PL 18.9 Item 21 (C500/C600).

CAUTION

In the following step, avoid breaking the FFC lock lever when releasing the FFC. Open the lever just far enough to release the FFC.

NOTE: In the following step, when releasing the FFC lock lever on the connector, slightly open the lock lever to 15 degrees until the lock lever contacts the FFC connector as shown in Figure 2. After releasing the lock lever, hold the lever while gently pulling the FFC from the connector.

6. Remove the FFC color LPH guide.
   a. Release the four FFC cables (1) at (P/J1360, P/J1361, P/J1362, P/J1363) from the ESS PWB.
   b. Release the FFC color LPH cables (1) from FFC color LPH guide, then remove the FFC color LPH guide (2).
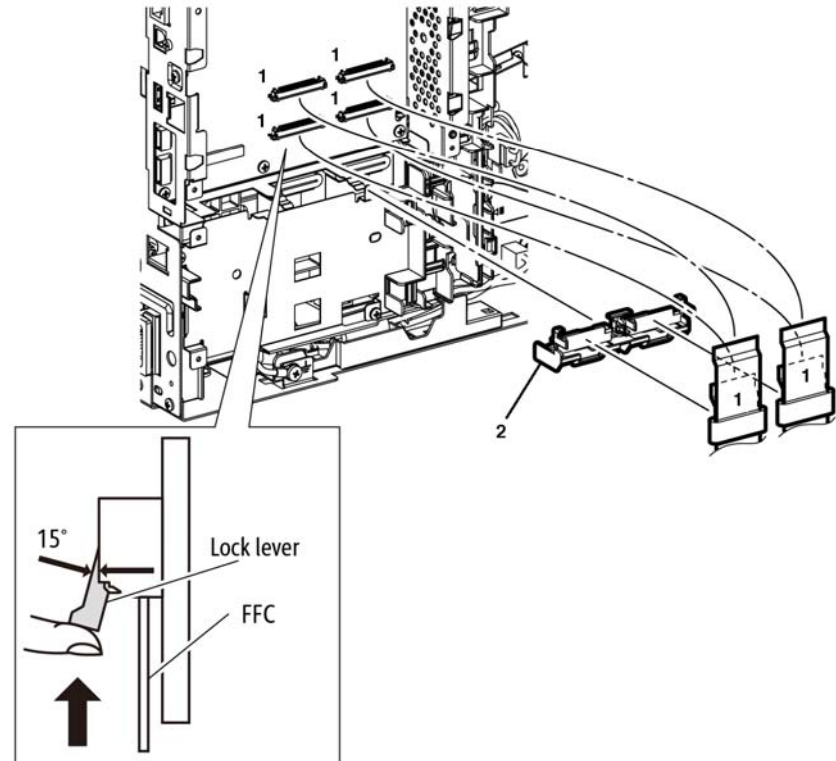
Figure 2 LPH color FFC guide removal

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Repairs-Adjustments
REP 2.3

7. Remove four LPH ferrite cores (1) by pressing the reinforcing tabs (2) flat against the FFC, Figure 3.
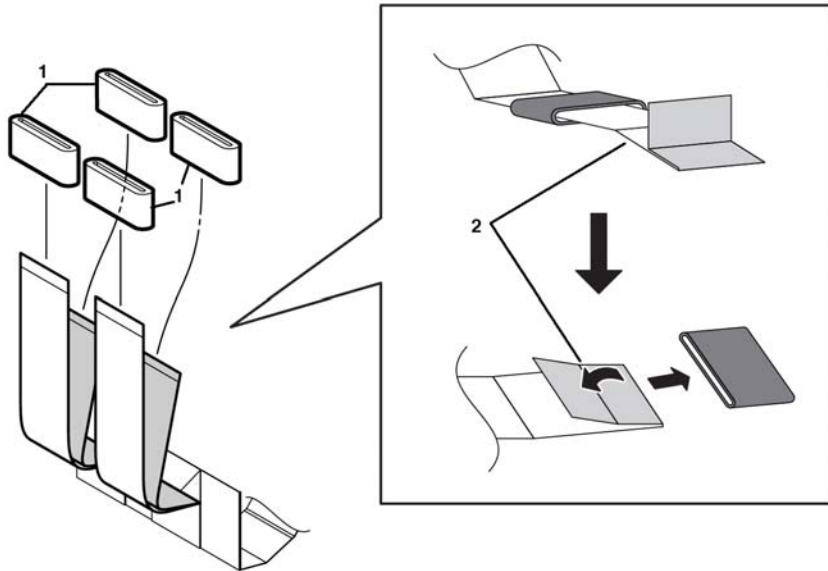
Figure 3 LPH ferrite core removal

8. Remove the CTD sensor assembly and the xerographic CRU guide, Figure 4:
   a. Remove the screw (1) attaching the CTD sensor cover (2), PL 6.1 Item 4, then remove the CTD sensor cover.
   b. Remove three screws (3) attaching the xerographic CRU guide (4).
   c. Remove the screw (5) attaching the CDT sensor assembly (6).
   d. Remove the xerographic CRU guide (4) and the CTD sensor assembly (6).
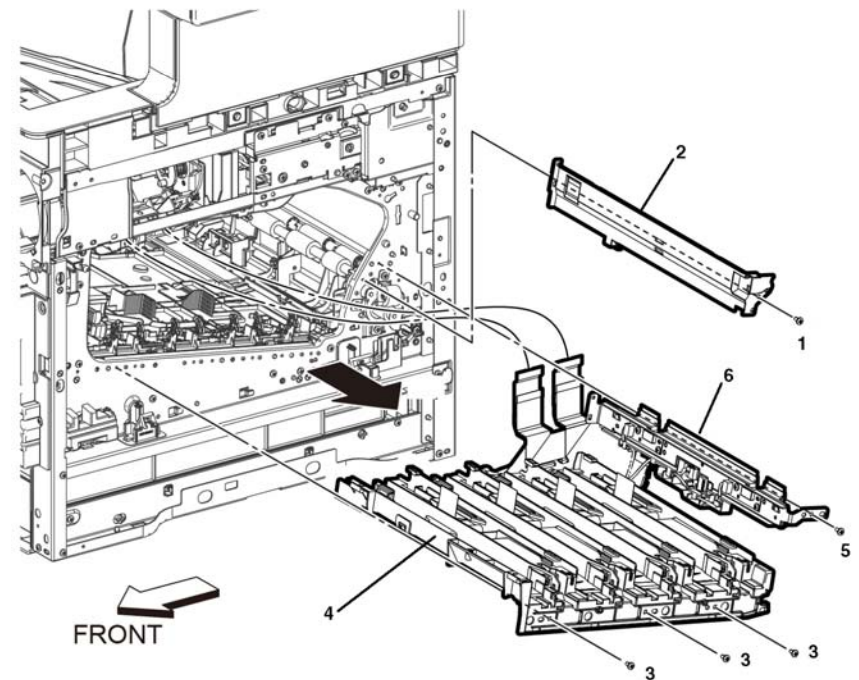
Figure 4 Remove the LPH FFC xerographic CRUM

Repairs-Adjustments

REP 2.3

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9. Remove the CDT sensor, Figure 1:
   a. Disconnect three connectors (1) (P/J142, P/J143, P/J145) from the CDT sensor assembly (2).
   b. Release the cables from five hooks (3) and remove the CTD sensor from the CDT sensor assembly.
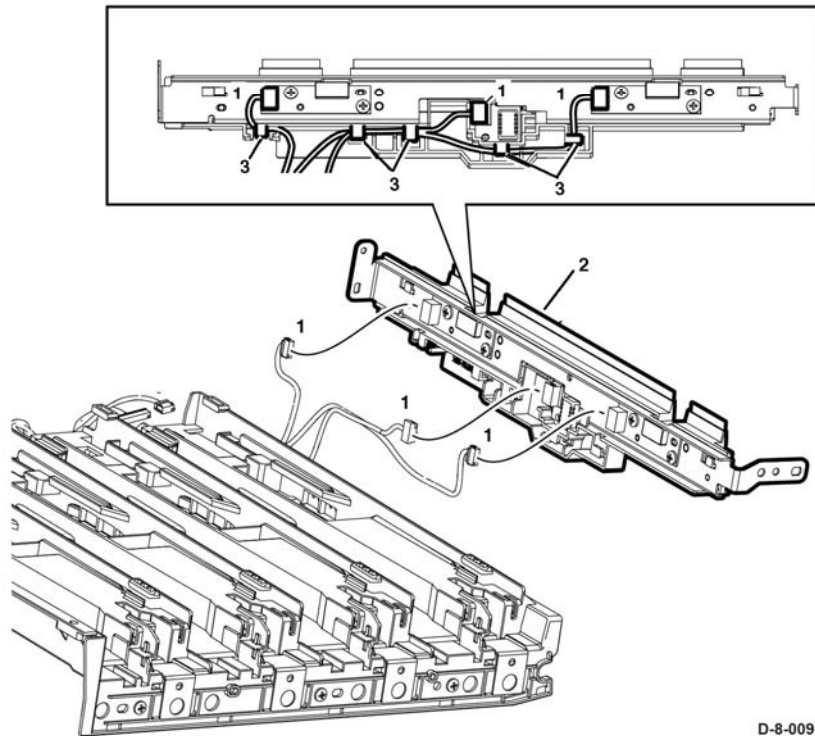
D-8-0090-A

Figure 5 Disconnect the CTD sensor connectors

Replacement

The replacement is the reverse of the removal procedure.

Follow these guidelines for installing the FFC cable:

1. Fold the FFCs as shown in Figure 6.
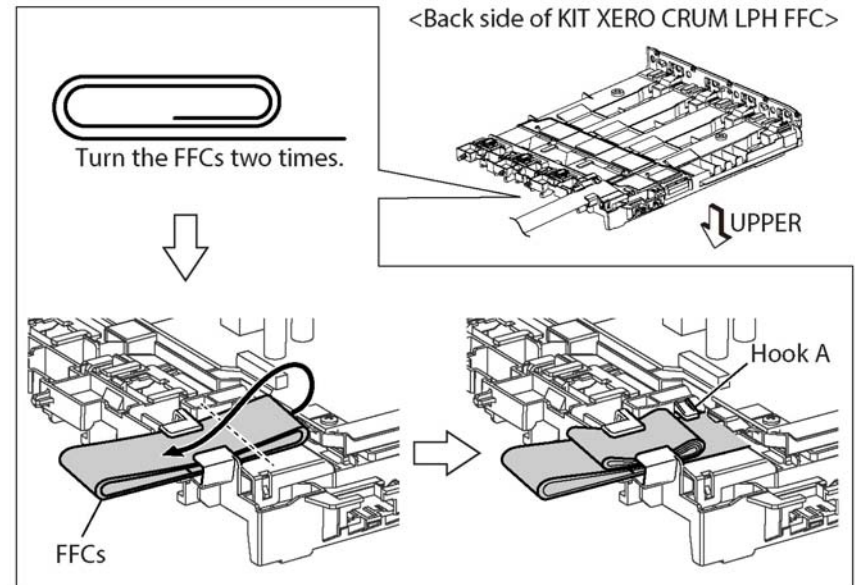
Figure 6 Install the LPH xerographic CRUM

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Repairs-Adjustments
REP 2.3

2. Before inserting the FFC into the connector, bend the reinforcing tab to 90 degrees, then hold the tab to insert the FFC into the slit until hearing a click, Figure 7.

3. Check the bend of the cable at location (A) in the inset and at the hook, Figure 8.
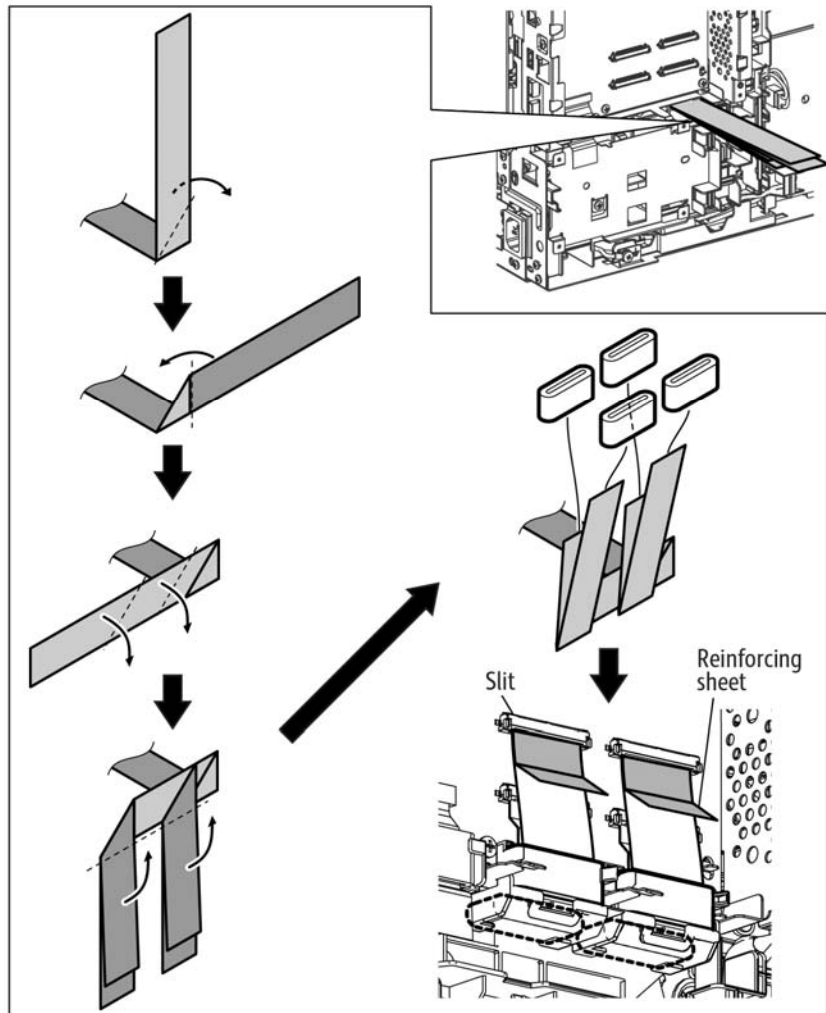
D-8-1107-A

Figure 7 Fold and connect the FFCs
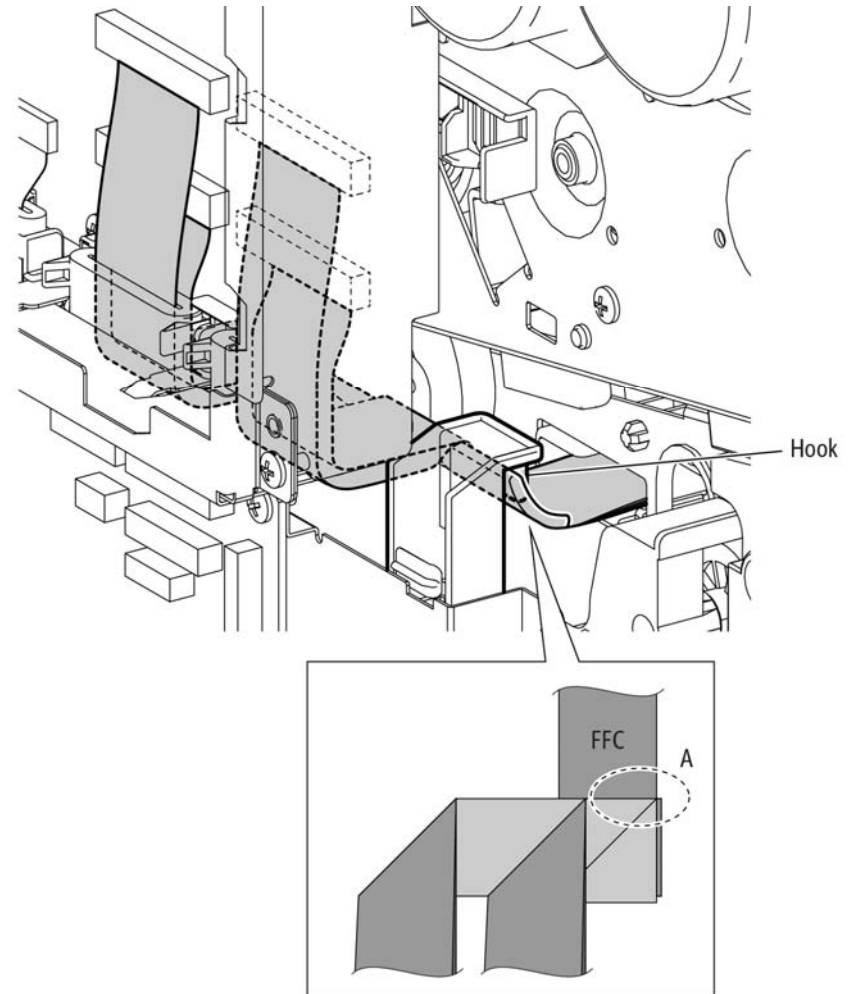
D-8-1108-A

Figure 8 Position FFC to avoid damage

Repairs-Adjustments
REP 2.3

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REP 3.1 Main Drive Assembly (C505/C605/C605_Tall)

Parts List on PL 3.1

Removal

<div style="text-align:center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<div style="text-align:center">

WARNING

</div>

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the UI console assembly, REP 1.1.
4. Remove the HDD assembly, PL 18.9 Item 27 / PL 18.1 Item 27 / PL 18.5 Item 27.
5. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
6. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
7. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
8. Remove the right front cover, REP 19.45 / REP 19.2 / REP 19.21.
9. Remove the right side cover assembly, REP 19.49 / REP 19.11 / REP 19.23.
10. Remove the ICCR cover, REP 19.6.
11. Remove the left side IIT cover, REP 19.8.
12. Remove the ESS top plate, PL 18.9 Item 18 / PL 18.1 Item 18 / PL 18.5 Item 18.
13. Remove the rear left inner IIT cover, REP 19.3.
14. Remove the rear right inner IIT cover, REP 19.4.
15. Remove the FAX PWB, REP 18.4.
16. Remove the ESS lower plate and HDD bracket, REP 18.2.1.
17. Remove the ESS MCU FFC, REP 18.32 / REP 18.2.
18. Remove the FFC color LPH guide, REP 2.3.
19. Remove the MCU PWB, REP 18.31 / REP 18.1 / REP 18.16.
20. Remove the ESS PWB, REP 18.33 / REP 18.5.
21. Remove the ESS box, REP 18.33.1 / REP 18.3.1.
22. Remove the MCU plate, PL 18.9 Item 21 / PL 18.1 Item 21 / PL 18.5 Item 21.
23. Remove the LVPS PWB, REP 18.35 / REP 18.7.
24. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20 / PL 18.5 Item 20.
25. Remove the main fan, REP 4.1.
26. Remove the main fan duct, PL 4.1 Item 2.
27. Remove the fuser, PL 7.1 Item 1.
28. Release the harnesses from the DC harness guide (1), Figure 1:
    - Disconnect the DC-CF fusing harness assembly (2), (PL 18.3 Item 2 / PL 18.7 Item 2 / PL 18.11 Item 2).
    - Disconnect the SIDE-CF I/L harness assembly (3), (PL 18.3 Item 5 / PL 18.7 Item 5 / PL 18.11 Item 5).
    - Disconnect the XPRO-CF harness assembly (4), (PL 18.4 Item 4 / PL 18.8 Item 4 / PL 18.12 Item 4).

- Disconnect the SUB FAN-CF harness assembly (5), (PL 18.4 Item 8 / PL 18.8 Item 8 / PL 18.12 Item 8).
- Disconnect the REAR FAN2-CF harness assembly (6), (PL 18.4 Item 9 / PL 18.8 Item 9 / PL 18.12 Item 9).
- Release the MCU-HVPS-CGF harness assembly (7), (PL 18.2 Item 9 / PL 18.6 Item 9).
- Release the DC-CF fusing harness assembly (1) from the rear I/L harness guide (2-1), (PL 18.3 Item 11 / PL 18.7 Item 11 / PL 18.11 Item 11) , then release the push tie (2-2) from the main H drive assembly (3) (PL 3.1 Item 1).

Figure 1 DC harness guide harnesses

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Repairs-Adjustments
REP 3.1
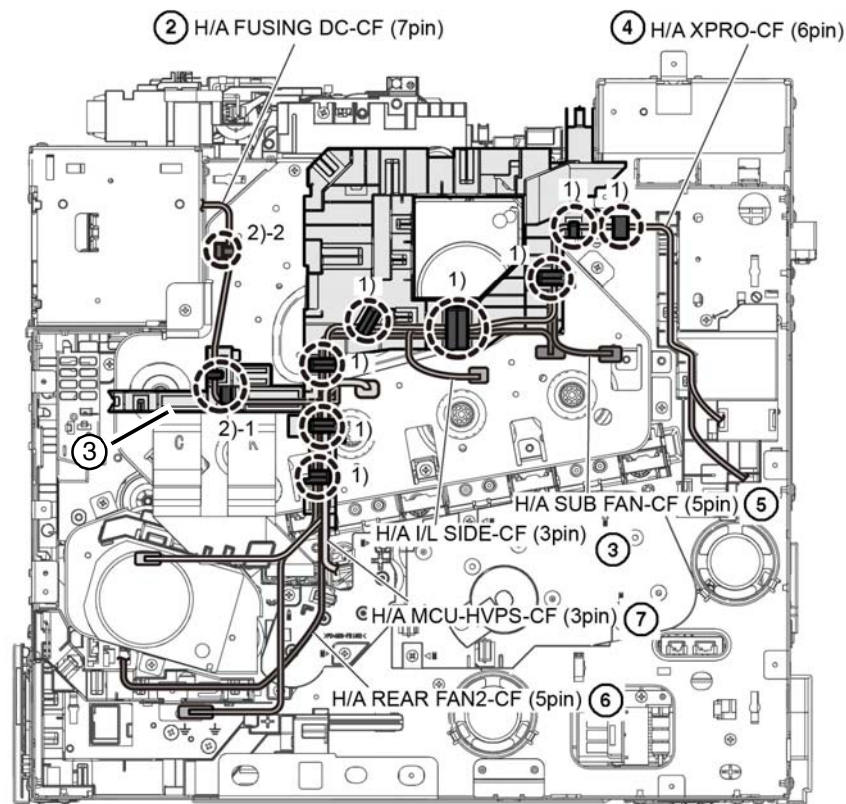
29. Release the harnesses from the AC harness guide (1), Figure 2:
   - Disconnect the MCU-MOT4-CF harness assembly (2), (PL 3.1 Item 11).
   - Disconnect the toner CRUM harness assembly (3), (PL 5.1 Item 10).
   - Disconnect the FIN-MCU-CF harness assembly (4), (PL 18.8 Item 10 / PL 18.12 Item 10).
   - Disconnect the MOT PWR-CF harness assembly (5), (PL 3.1 Item 8 / PL 3.2 Item 8).
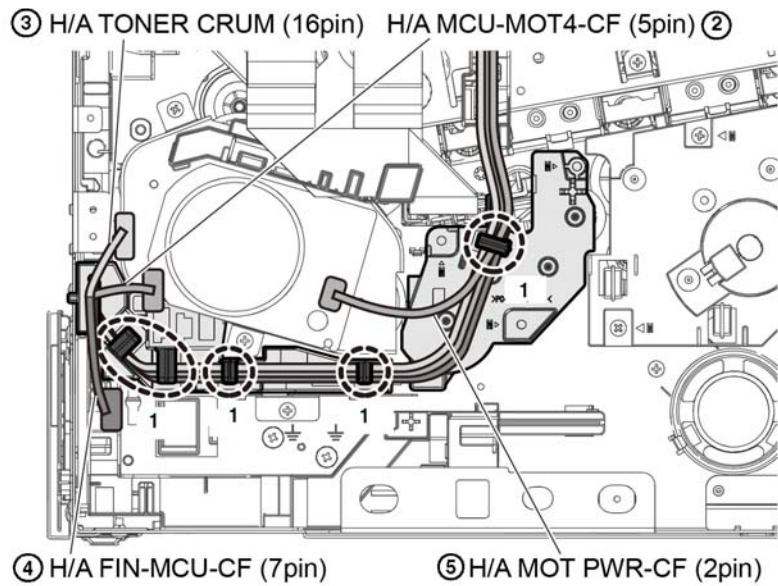
30. Remove the DC harness guide, Figure 3:
   a. Disengage the connector P/J468 (1).
   b. Release three hooks (2) of the DC harness guide, then remove the DC harness guide.
   c. Avoid the DC harness guide with cables in the direction of the arrow.
   d. Disengage the connectors (P/J571, P/J572, P/J573, P/J574).

③ H/A TONER CRUM (16pin)   H/A MCU-MOT4-CF (5pin) ②

④ H/A FIN-MCU-CF (7pin)   ⑤ H/A MOT PWR-CF (2pin)

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Figure 2 AC harness guide harnesses

FRONT
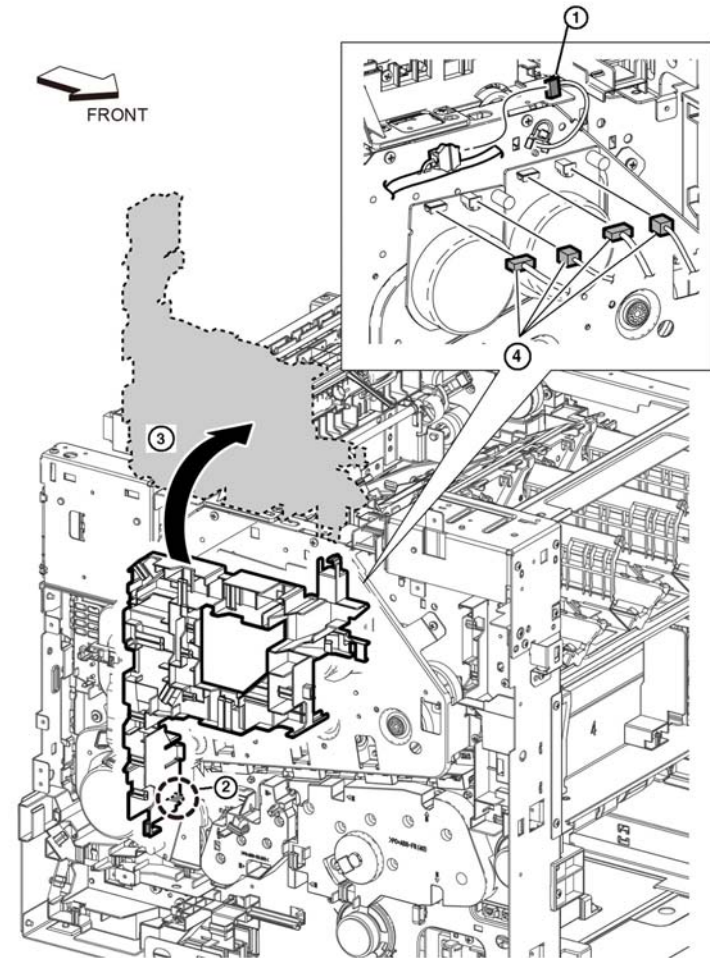
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Figure 3 DC harness guide removal

Repairs-Adjustments

REP 3.1

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31. Remove the main H drive assembly, Figure 4:

    a. Remove seven screws (1), the remove the main H drive assembly (2) with the rear interlock harness guide attached (3).

    b. Release the hook (4) to remove the rear interlock harness guide (3) from the main H drive assembly (2).
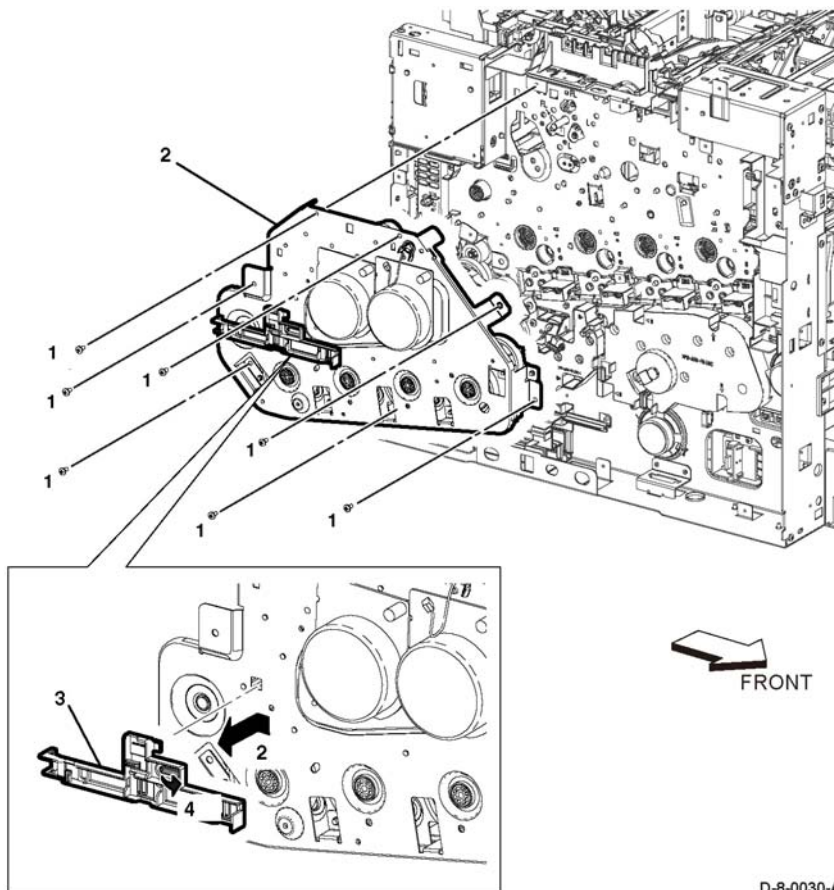
Figure 4 Main H drive assembly removal

Replacement

Replacement is the reverse of the removal procedure.

REP 3.2 Main 2 Drive Assembly (C505/C605/C605_Tall)

Parts List on PL 3.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the HDD assembly, PL 18.9 Item 27 / PL 18.1 Item 27 / PL 18.5 Item 27.
4. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
5. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
6. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
7. Remove the ESS lower plate and HDD bracket, REP 18.2.1.
8. Remove the ESS MCU FFC, REP 18.32 / REP 18.2.
9. Remove the FFC color LPH guide, REP 2.3.
10. Remove the MCU PWB, REP 18.31 / REP 18.1 / REP 18.16.
11. Remove the ESS PWB, REP 18.33 / REP 18.5.
12. Remove the MCU plate, PL 18.9 Item 21 / PL 18.1 Item 21 / PL 18.5 Item 21.
13. Remove the LVPS PWB, REP 18.35 / REP 18.7.
14. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20 / PL 18.5 Item 20.
15. Remove the main 2 drive assembly, Figure 1:

    a. Disconnect P/J560 (1) and P/J561 (2) from the drive 2 motor assembly (3).

    b. Remove three screws (4), then remove the drive 2 motor assembly (3) with the lower LPH color FFC guide (5) attached.

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Repairs-Adjustments
REP 3.1, REP 3.2

Figure 1 Drive 2 motor assembly removal

16. Release the hook (1), then remove the lower LPH color FFC guide (2), Figure 2.

Figure 2 Lower LPH color FFC guide removal

Replacement

Replacement is the reverse of the removal procedure.

REP 3.3 Main 3 Drive Assembly (C505/C605/C605_Tall)

Parts List on PL 3.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the HDD assembly, PL 18.9 Item 27 / PL 18.1 Item 27 / PL 18.5 Item 27.
4. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
5. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
6. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
7. Remove the ESS lower plate and HDD bracket, REP 18.2.1.
8. Remove the ESS MCU FFC, REP 18.32 / REP 18.2.
9. Remove the FFC color LPH guide, REP 2.3.
10. Remove the MCU PWB, REP 18.31 / REP 18.1 / REP 18.16.
11. Remove the ESS PWB, REP 18.33 / REP 18.5.
12. Remove the MCU plate, PL 18.9 Item 21 / PL 18.1 Item 21 / PL 18.5 Item 21.
13. Remove the LVPS PWB, REP 18.35 / REP 18.7.
14. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20 / PL 18.5 Item 20.
15. Remove the main 3 drive assembly, Figure 1:
    a. Release the harnesses from the harness guide (1).
    b. Remove three screws (2), then remove the drive 2 motor assembly (3).

Repairs-Adjustments

REP 3.2, REP 3.3

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Figure 1 Main 3 drive assembly removal

Replacement

Replacement is the reverse of the removal procedure.

REP 3.4 Waste Drive Assembly (C505/C605/C605_Tall)

Parts List on PL 3.1

Removal

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the right front cover, REP 19.45 / REP 19.2 / REP 19.21.
5. Remove the right side cover assembly, REP 19.49 / REP 19.11 / REP 19.23.
6. Remove three screws (1), then remove the waste drive assembly (2), Figure 1.

Figure 1 Waste drive assembly removal

Replacement

Replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 3.3, REP 3.4

REP 3.5 Bypass (MSI) Drive Assembly (C505/C605/C605_Tall)

Parts List on PL 3.1

Removal

WARNING

Switch off the electricity to the machine, **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
5. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
6. Remove the LVPS PWB, REP 18.35 / REP 18.7.
7. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20 / PL 18.5 Item 20.
8. Remove the bypass (MSI) drive assembly, Figure 1:
   a. Release the harnesses from the harness guide (1).
   b. Disconnect the connector P/J481 (2).
   c. Remove four screws (3), then remove the bypass (MSI) drive assembly (4).
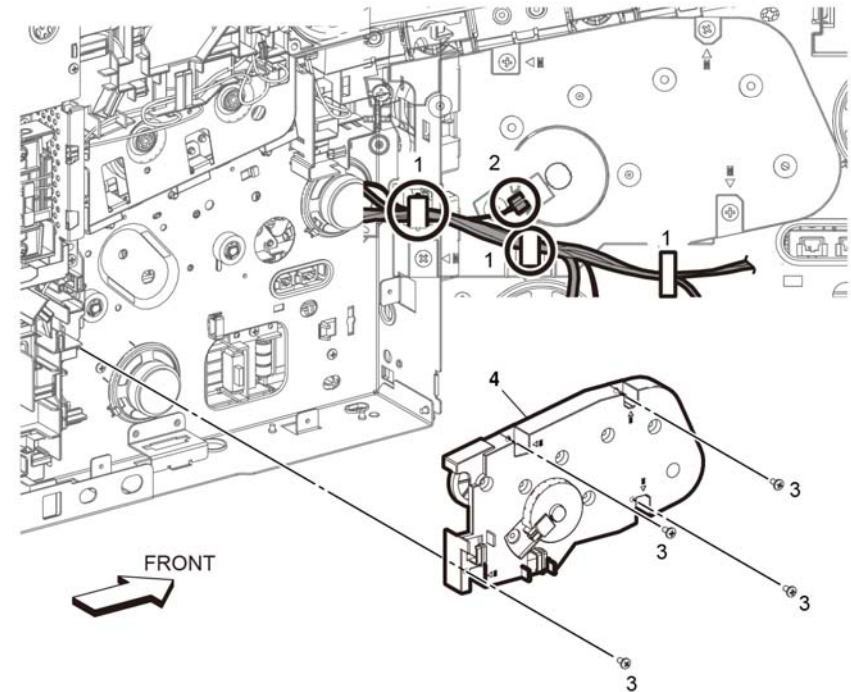
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Figure 1 Bypass (MSI) drive assembly removal

Replacement

Replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 3.5

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REP 3.6 Link Coupling Assembly (C505/C605/C605_Tall)

Parts List on PL 3.1

Removal

<center>**WARNING**</center>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<center>**WARNING**</center>

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the drive motor assembly, REP 3.7.
2. Remove two screws then remove the link coupling assembly, PL 3.1 Item 6.

    NOTE: The link coupling assembly sits behind the drive motor assembly. Once the drive motor assembly is removed, the link coupling assembly is visable. Refer to PL 3.1 for an exploded view.

Replacement

Replacement is the reverse of the removal procedure.

REP 3.7 Drive Motor Assembly (C505/C605/C605_Tall)

Parts List on PL 3.1

Removal

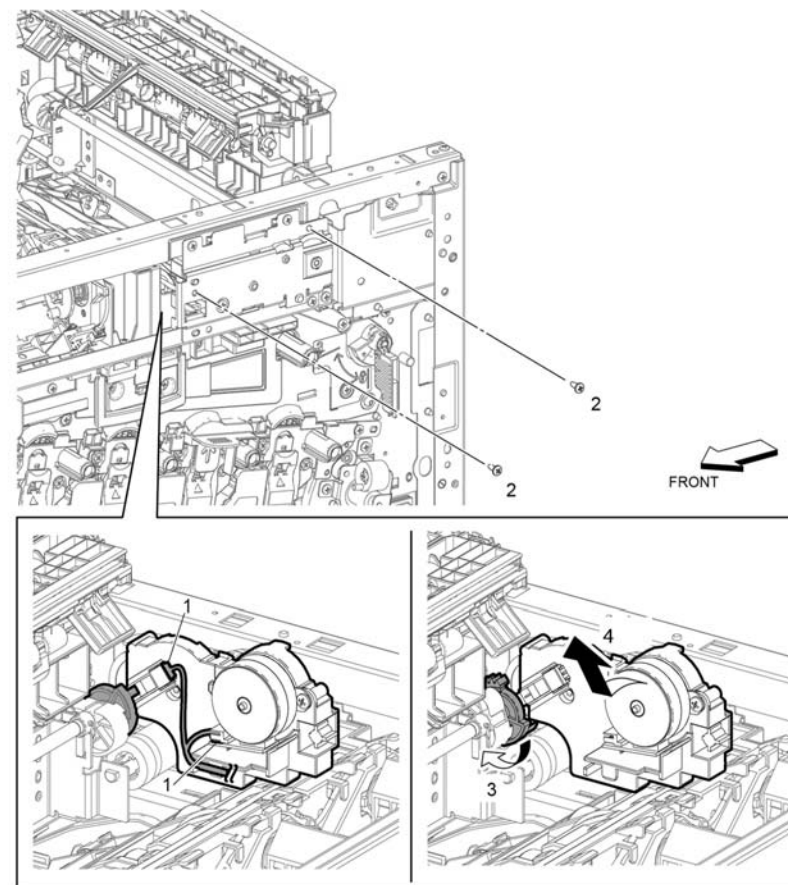<center>**WARNING**</center>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<center>**WARNING**</center>

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
5. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
6. Remove the right front cover, REP 19.45 / REP 19.2 / REP 19.21.
7. Remove the right side cover assembly, REP 19.49 / REP 19.11 / REP 19.23.
8. Remove the ICCR cover, REP 19.6.
9. Remove the ESS top plate, PL 18.9 Item 18 / PL 18.1 Item 18 / PL 18.5 Item 18.
10. Remove the left side IIT cover, REP 19.8.
11. Remove the rear left inner IIT cover, REP 19.3.
12. Remove the rear right inner IIT cover, REP 19.4.
13. Remove the main exit drive assembly, REP 17.2.
14. Remove the dispense drive assembly, REP 5.4.
15. Remove the main fan, REP 4.1.
16. Remove the main fan duct, PL 4.1 Item 2.
17. Remove the XERO DEVE CRU assembly, REP 8.3.
18. Remove the transfer belt unit, REP 6.1.
19. Remove the dispense assembly Y/M/C/K, REP 5.1.
20. Remove the drive motor assembly, Figure 1:
    *   Disconnect two connectors (1) (P/J551 and P/J552).
    *   Remove three screws (2), then remove the drive motor assembly (3).

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Repairs-Adjustments
REP 3.6, REP 3.7
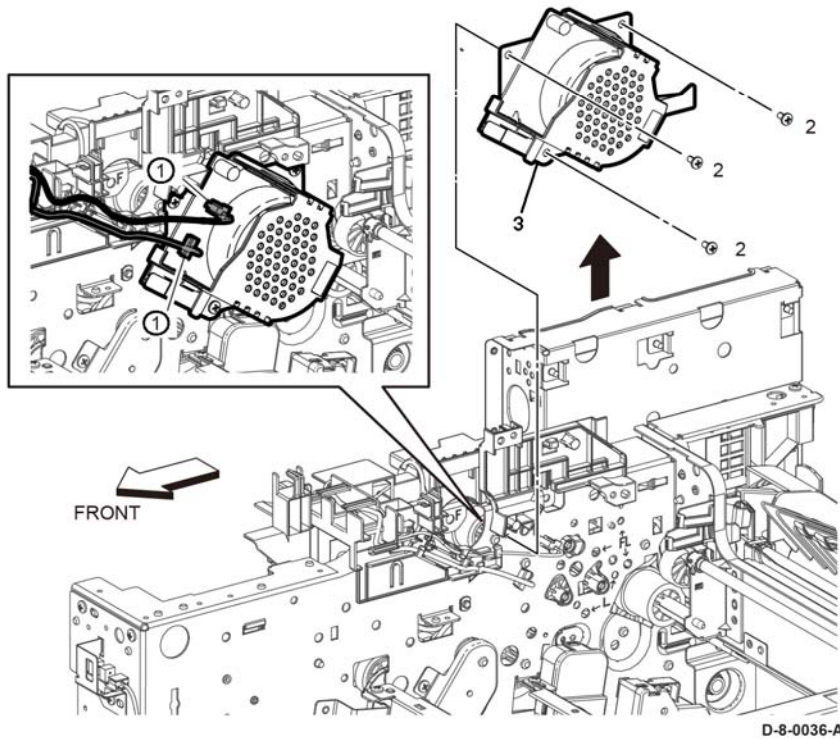
Figure 1 Drive motor assembly removal

Replacement

Replacement is the reverse of the removal procedure.

REP 3.8 Main Drive Assembly (C500/C600)

Parts List on PL 3.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the HDD assembly, PL 18.9 Item 27 / PL 18.1 Item 27.
4. Remove the toner cover assembly, REP 19.48 / REP 19.11.
5. Remove the front left cover assembly, REP 19.47 / REP 19.10.
6. Remove the left side cover, REP 19.51 / REP 19.7.
7. Remove the right front cover, REP 19.45 / REP 19.2.
8. Remove the right side cover assembly, REP 19.49 / REP 19.11.
9. Remove the front inner cover, REP 19.43 / REP 19.1.
10. Remove the ICCR cover, REP 19.6.
11. Remove the left side IIT cover, REP 19.8.
12. Remove the ESS top plate, PL 18.9 Item 18 / PL 18.1 Item 18.
13. Remove the UI console assembly, REP 1.6 / REP 1.1.
14. Remove the rear left inner IIT cover, REP 19.3.
15. Remove the rear right inner IIT cover, REP 19.4.
16. Remove the FAX PWB, REP 18.4.
17. Remove the ESS lower plate and HDD bracket, REP 18.2.1.
18. Remove the ESS MCU FFC, REP 18.32 / REP 18.2.
19. Remove the FFC color LPH guide, REP 2.3.
20. Remove the MCU PWB, REP 18.31 / REP 18.1.
21. Remove the ESS PWB, REP 18.33 / REP 18.5.
22. Remove the ESS box, REP 18.33.1 / REP 18.3.1.
23. Remove the MCU plate, PL 18.9 Item 21 / PL 18.1 Item 21.
24. Remove the LVPS PWB, REP 18.35.
25. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20.
26. Remove the main fan, REP 4.1.
27. Remove the main fan duct, PL 4.1 Item 2.
28. Remove the fuser, PL 7.1 Item 1.
29. Release the following harnesses from the DC harness guide (1), (PL 18.3 Item 9 / PL 18.11 Item 9), Figure 1:

    - Release the MCU-HVPS-CF harness assembly (7), (PL 18.2 Item 9 / PL 18.10 Item 9).
    - Release the DC-CF fusing harness assembly (2), (PL 18.3 Item 2 / PL 18.11 Item 2).

Repairs-Adjustments
REP 3.7, REP 3.8

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- Disconnect the SIDE-CF I/L harness assembly (3), (PL 18.3 Item 5 / PL 18.11 Item 5).
- Disconnect the SUB FAN-CF harness assembly (5), (PL 18.4 Item 8 / PL 18.12 Item 8).
- Disconnect the R-FAN T-LED REGI-CF harness assembly (6), (PL 18.4 Item 9 / PL 18.12 Item 9).

30. Release the following harnesses from the AC harness guide (1), (PL 18.3 Item 16 / PL 18.11 Item 16) , and MAIN 3 drive assembly, (PL 3.2 Item 3), Figure 2:
    - Disconnect the toner CRUM harness assembly (1), (PL 5.2 Item 10).
    - Disconnect the MOT PWR-CF harness assembly (2), (PL 3.2 Item 8).
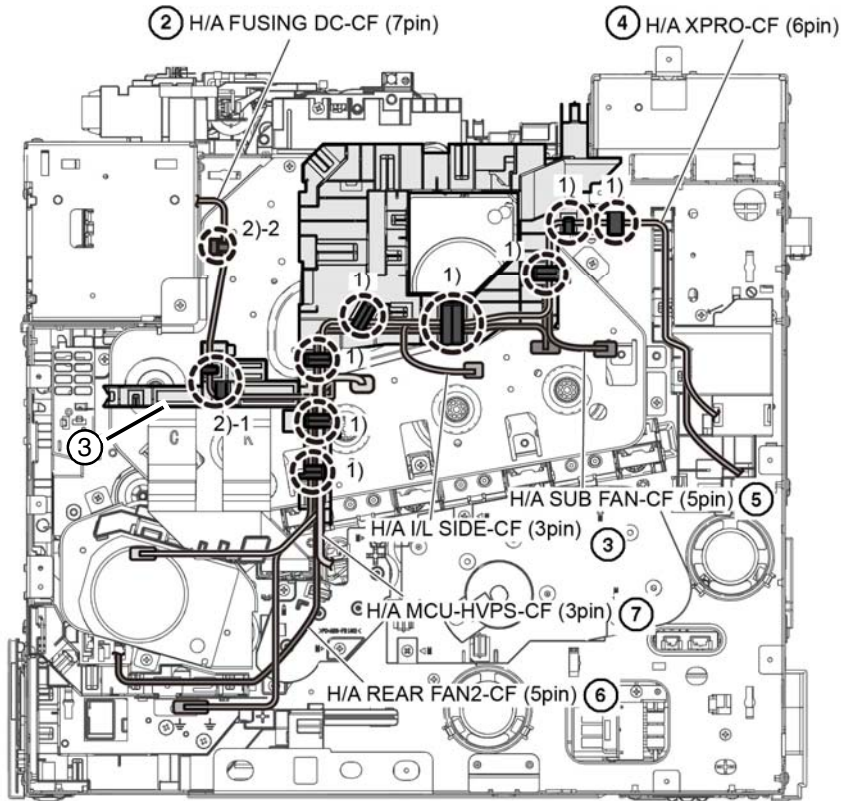
Figure 1 DC harness guide harnesses

Figure 2 AC harness guide harnesses

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Repairs-Adjustments
REP 3.8
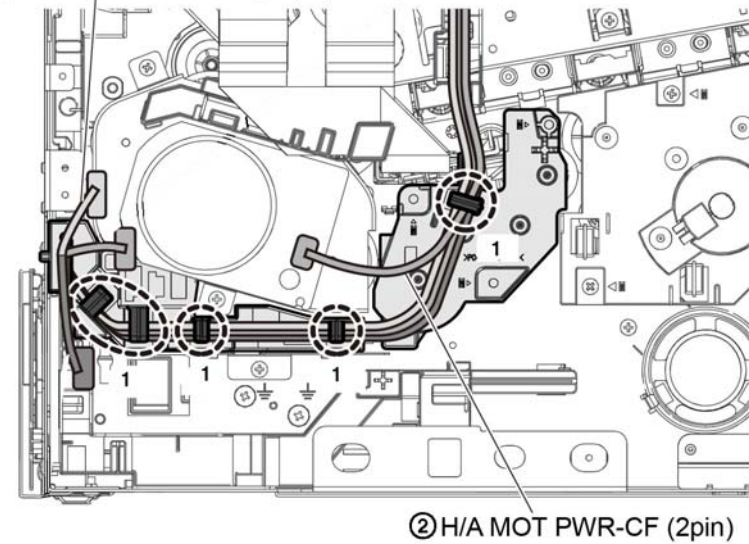
31. Release the main speaker harness, Figure 3:

    a.   Release two hooks (1) of the duct harness guide (2), then slightly lift up the duct harness guide and the main speaker (3).

    b.   Release the harness of the main speaker (3) from the duct harness guide (2).

    c.   Install the duct harness guide (2) to the installed position.

32. Disconnect the connectors (P/J463, P/J464).
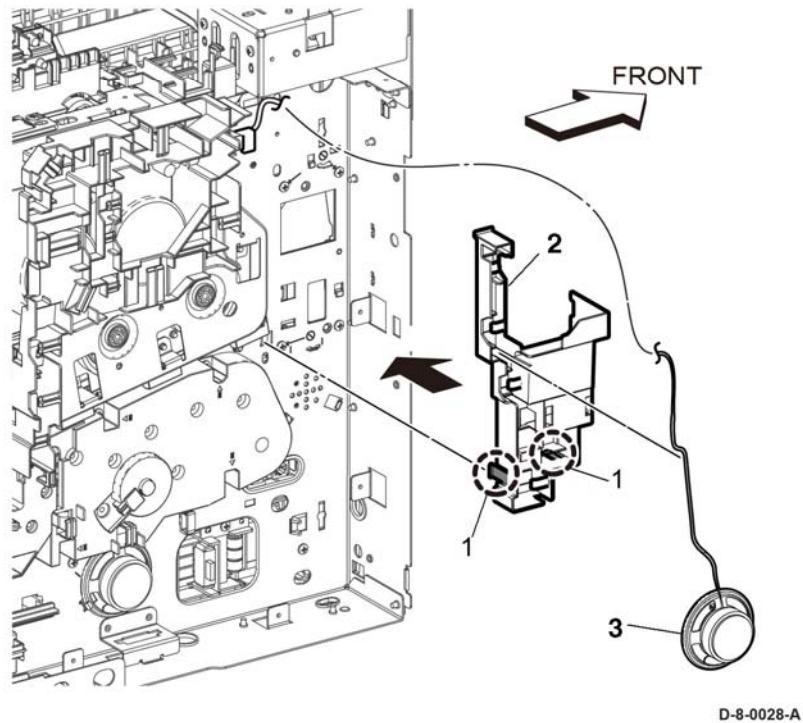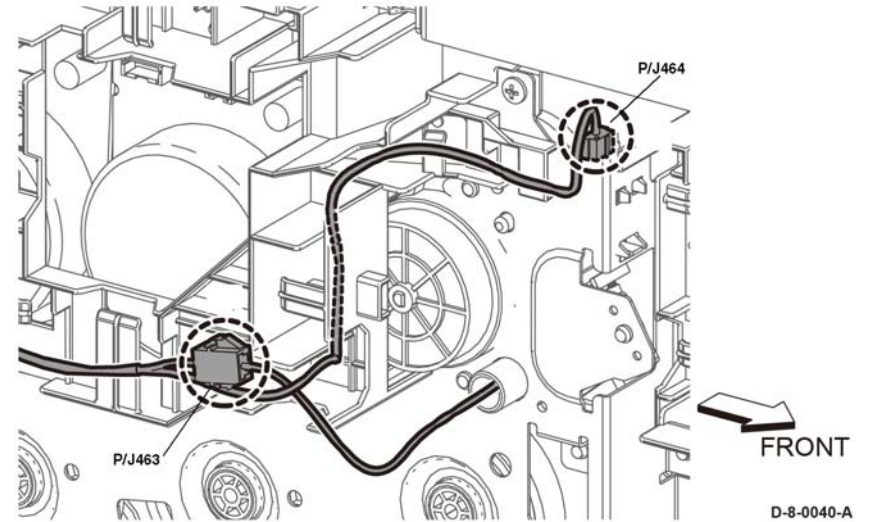
Figure 3 Release the main speaker harness

Figure 4 Disconnect two connectors

Repairs-Adjustments

REP 3.8

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33. Remove the DC harness guide, Figure 3:
    a. Disengage the connector P/J468 (1).
    b. Release three hooks (2) of the DC harness guide, then remove the DC harness guide.
    c. Avoid the DC harness guide with cables in the direction of the arrow.
    d. Disengage the connectors (P/J571, P/J572, P/J573, P/J574).

34. Remove the main L drive assembly, Figure 4:
    a. Remove seven screws (1), the remove the main L drive assembly (2) with the rear interlock harness guide attached (3).
    b. Release the hook (4) to remove the rear interlock harness guide (3) from the main L drive assembly (2).
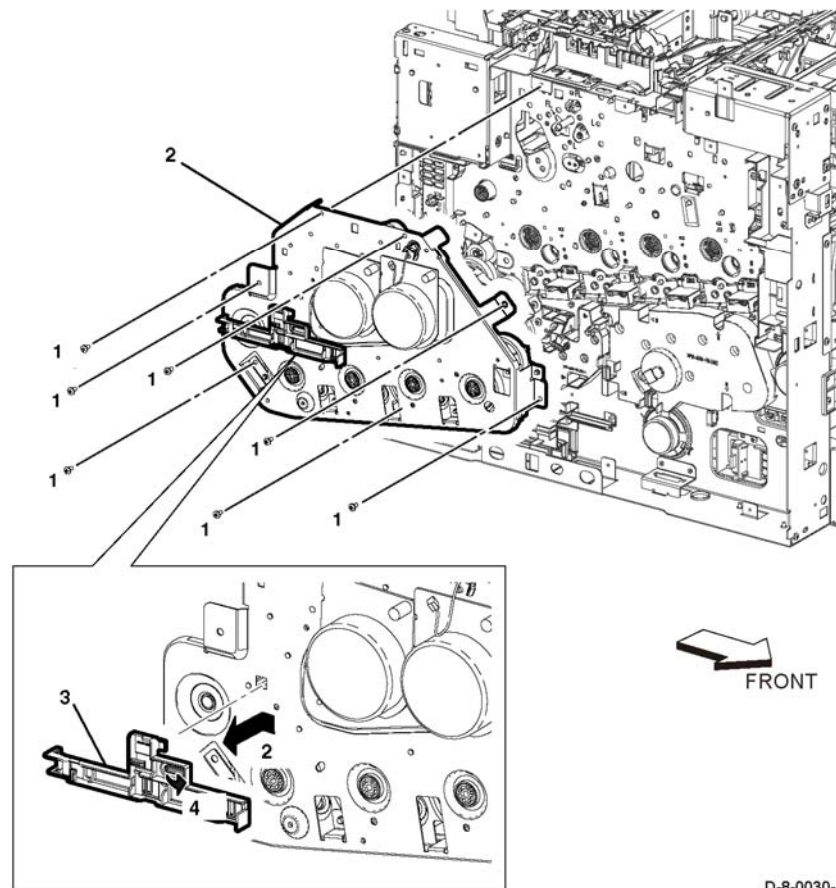
Figure 6 Main L drive assembly removal

Replacement

Replacement is the reverse of the removal procedure.

Figure 5 DC harness guide removal

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Repairs-Adjustments
REP 3.8

REP 3.9 Main 2 Drive Assembly (C500/C600)

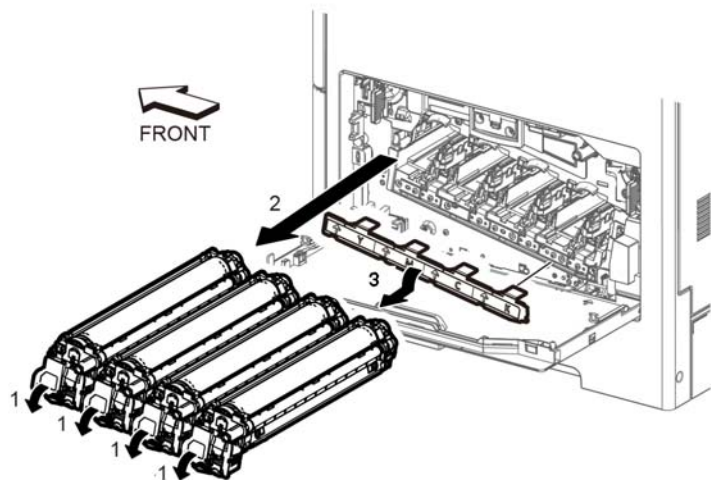**Parts List on PL 3.2**

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11.
4. Remove the front left cover assembly, REP 19.10.
5. Remove the left side cover, REP 19.47 / REP 19.7.
6. Remove the MCU PWB, REP 18.31 / REP 18.1.
7. Remove the MCU plate, PL 18.9 Item 21 / PL 18.1 Item 21.
8. Remove the LVPS PWB, REP 18.35.
9. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20.
10. Remove the main 2 drive assembly, Figure 1:

    a. Disconnect P/J560 (1) and P/J561 (2) from the drive 2 motor assembly (3).

    b. Remove three screws (4), then remove the drive 2 motor assembly (3) with the lower LPH color FFC guide (5) attached.

Figure 1 Drive 2 motor assembly removal

11. Release the hook (1), then remove the lower LPH color FFC guide (2), Figure 2.

Figure 2 Lower LPH color FFC guide removal

Replacement

Replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 3.9

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REP 3.10 Main 3 Drive Assembly (C500/C600)
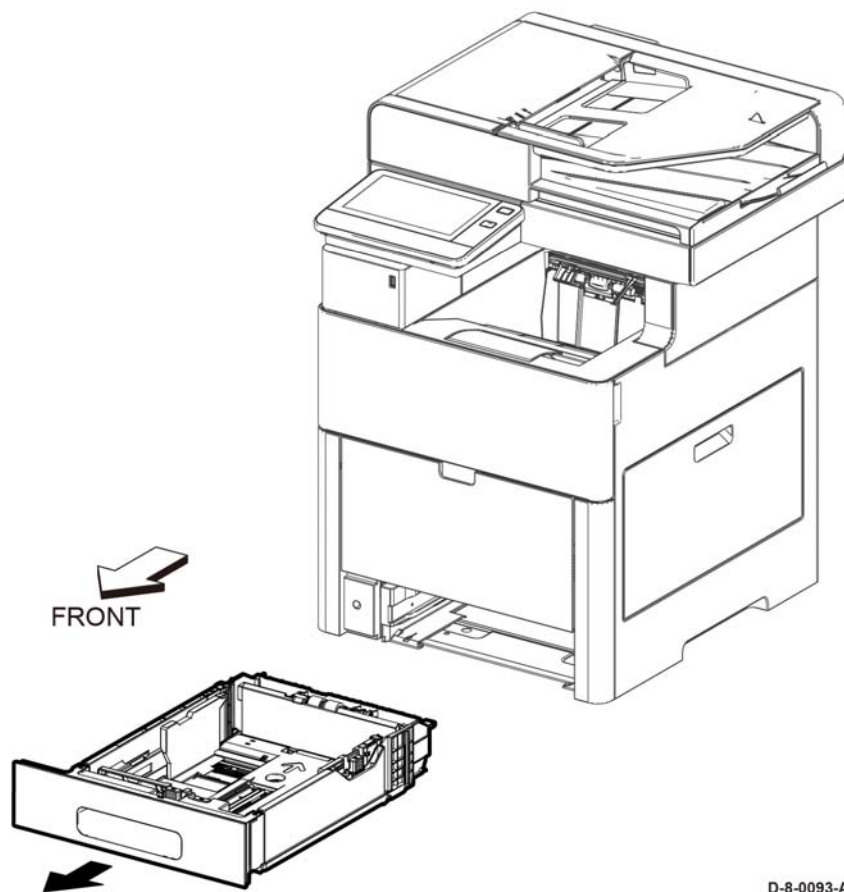
Parts List on PL 3.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11.
4. Remove the front left cover assembly, REP 19.10.
5. Remove the left side cover, REP 19.47 / REP 19.7.
6. Remove the MCU PWB, REP 18.31 / REP 18.1.
7. Remove the MCU plate, PL 18.9 Item 21 / PL 18.1 Item 21.
8. Remove the LVPS PWB, REP 18.35.
9. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20.
10. Remove the main 3 drive assembly, Figure 1:
    a. Release the harnesses from the harness guide (1).
    b. Remove three screws (2), then remove the drive 2 motor assembly (3).

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Figure 1 Main 3 drive assembly removal

Replacement

Replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 3.10

REP 3.11 Waste Drive Assembly (C500/C600)

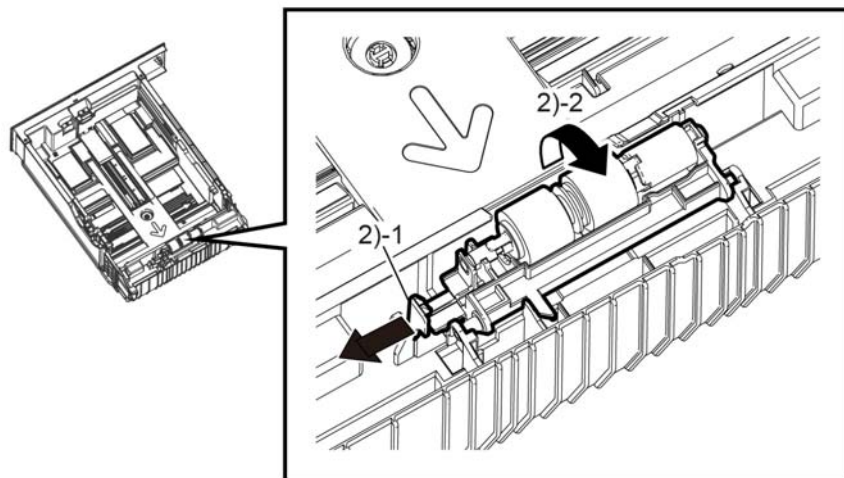**Parts List on PL 3.2**

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.
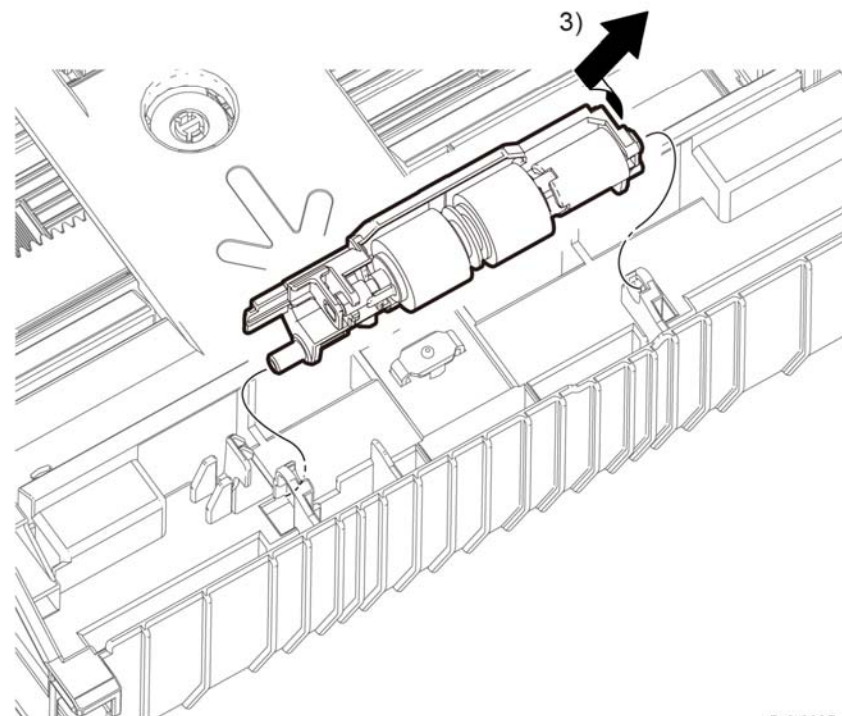
WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11.
4. Remove the right front cover, REP 19.45 / REP 19.2.
5. Remove the right side cover assembly, REP 19.49 / REP 19.11.
6. Remove three screws (1), then remove the waste drive assembly (2), Figure 1>

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Figure 1 Waste drive assembly removal

REP 3.12 Bypass (MSI) Drive Assembly (C500/C600)

Parts List on PL 3.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10.
5. Remove the left side cover, REP 19.51 / REP 19.7.
6. Remove the LVPS PWB, REP 18.35.
7. Remove the LVPS plate, PL 18.9 Item 20 / PL 18.1 Item 20.
8. Remove the bypass (MSI) drive assembly, Figure 1:
    a. Release the harnesses from the harness guide (1).
    b. Disconnect the connector P/J481 (2).
    c. Remove four screws (3), then remove the bypass (MSI) drive assembly (4).

Repairs-Adjustments
REP 3.11, REP 3.12

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Figure 1 Bypass (MSI) drive assembly removal

Replacement

Replacement is the reverse of the removal procedure.

REP 3.13 Link Coupling Assembly (C500/C600)

Parts List on PL 3.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1.   Remove the main L drive assembly, REP 3.8.

2.   Remove two screws then remove the link coupling assembly, PL 3.1 Item 6.

   NOTE: The link coupling assembly sits behind the main L drive assembly. Once the drive motor assembly is removed, the link coupling assembly is visable. Refer to PL 3.2 for an exploded view.

Replacement

Replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 3.12, REP 3.13

Repairs-Adjustments
REP 3.12, REP 3.13

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REP 4.1 Main Fan (All Models)

Parts List on PL 4.1

Removal

<p style="text-align:center"><strong style="color:red">WARNING</p>

<strong style="color:red">Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<p style="text-align:center"><strong style="color:red">CAUTION</p>

To avoid potentially serious problems, follow the procedure shown below and use caution when removing and handling this part. Do not disassemble this part. If replacing, use genuine Xerox parts.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
5. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
6. Remove the main fan, Figure 1:
   a. Disconnect connector P/J289 (1).
   b. Release three hooks (2) attaching the main fan (3) to the main fan duct (4), then remove the fan (3).
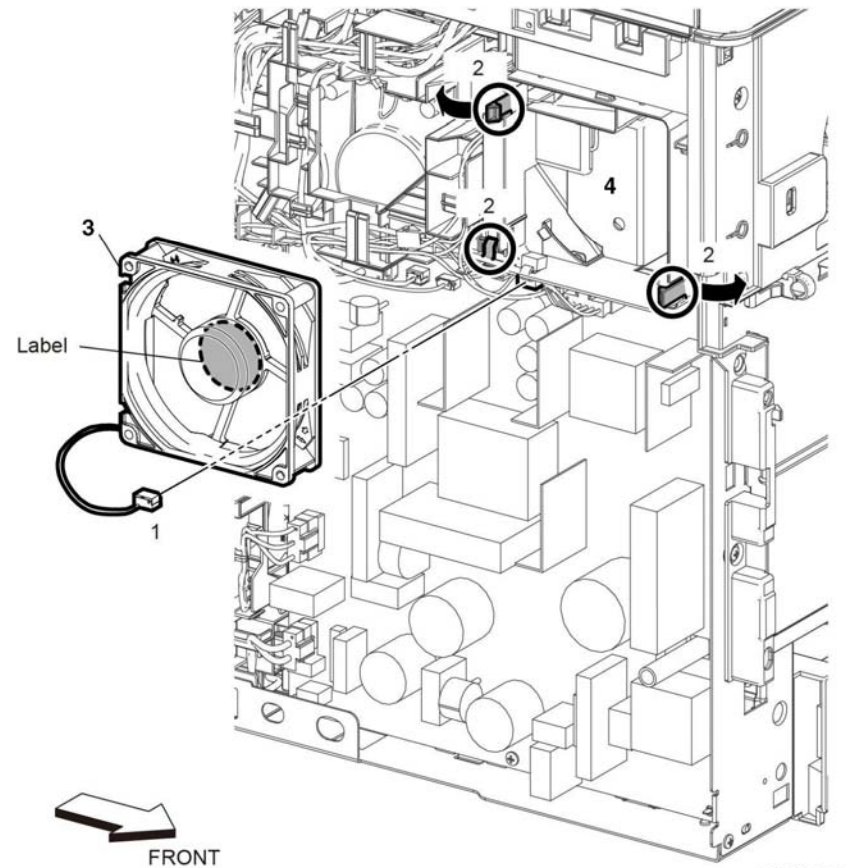
Figure 1 Main fan removal

Replacement

The replacement is the reverse of the removal procedure.

NOTE: Note the orientation of the main fan, install it so that the label side faces inward.

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Repairs-Adjustments
REP 4.1

REP 4.2 Sub Fan (All Models)

Parts List on PL 4.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
5. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
6. Remove the right front cover, REP 19.45 / REP 19.2 / REP 19.21.
7. Remove the right side cover assembly, REP 19.49 / REP 19.11 / REP 19.23.
8. Remove the main fan, REP 4.1.
9. Remove the sub fan, Figure 1:
   a. Disconnect P/J249 (1), then release the harness from the harness guide.
   b. Release three hooks (2), then remove the sub fan (3).
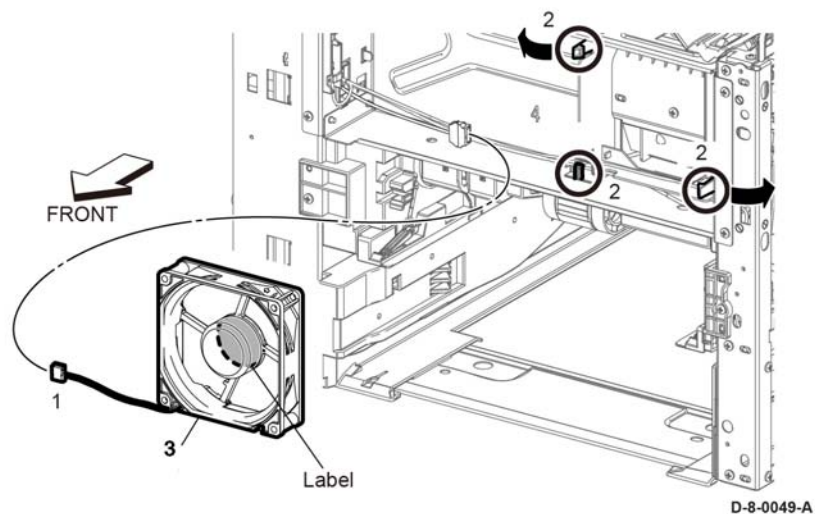
Figure 1 Sub fan removal

Replacement

The replacement is the reverse of the removal procedure.

REP 4.3 Rear Fan (All Models)
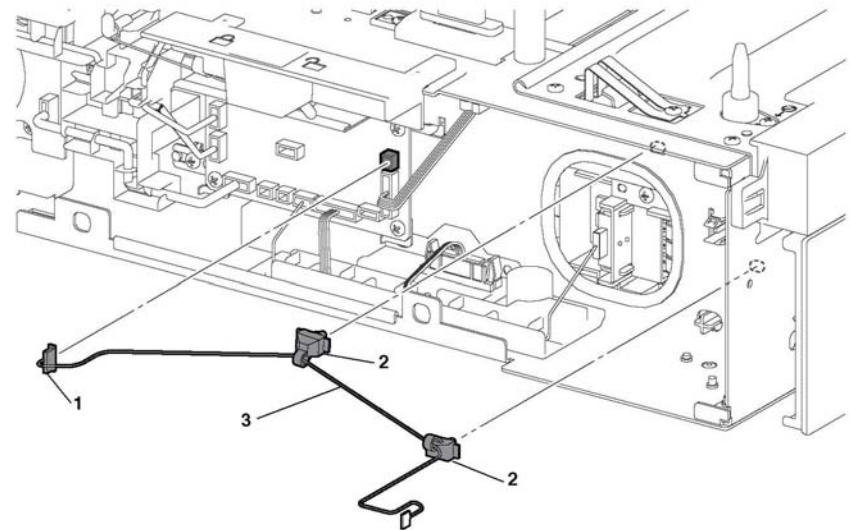
Parts List on PL 4.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the duplex assembly, Figure 1:
   a. Open the rear door, PL 19.2 Item 99.
   b. Release three hooks (1), then remove the rear fan harness cover (2).
   c. Remove six screws (3), then remove the duplex assembly (4).

Figure 1 Duplex removal

Repairs-Adjustments

REP 4.2, REP 4.3

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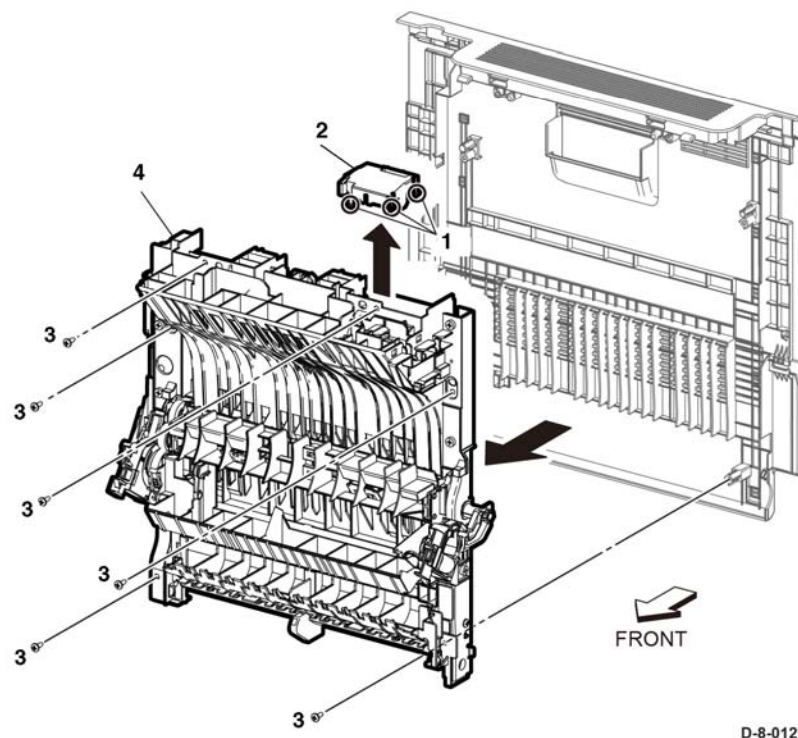
2. Remove the rear fan, Figure 2:
    a. Disconnect P/J298 (1), then release the rear fan harness from the harness guide (2).
    b. Remove one screw (3), push part A to remove the rear fan bracket (4) and rear fan (5), together.
    c. Release two hooks (6), then remove the rear fan (5) from the rear fan bracket (4).
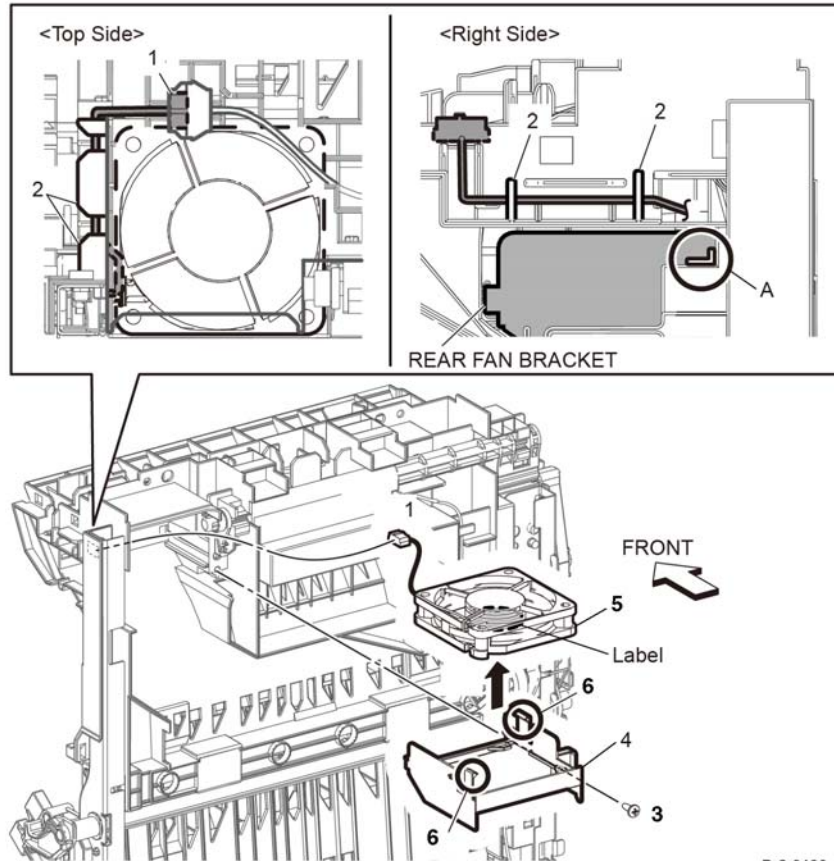
Figure 2 Rear fan removal

Replacement

The replacement is the reverse of the removal procedure.

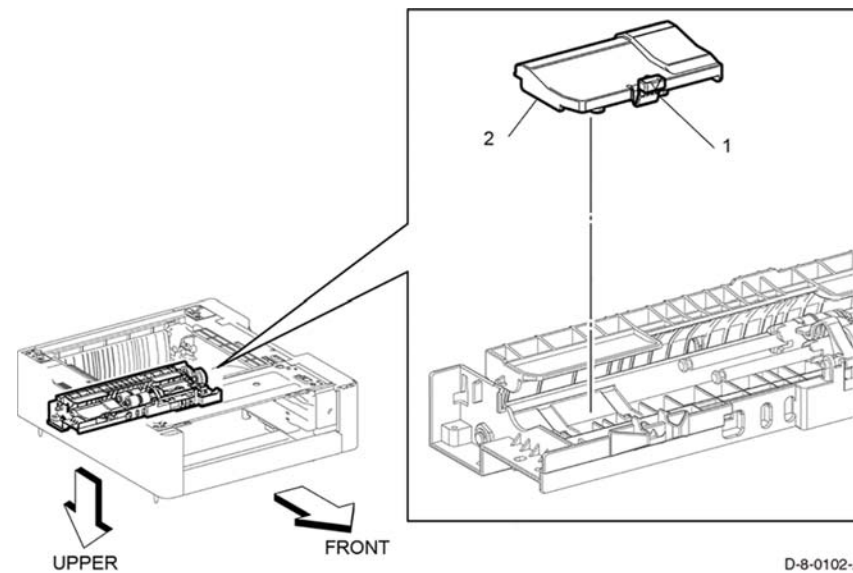# REP 4.4 Foot and Foot Assembly Kit (All Models)

Parts List on PL 4.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

CAUTION

To prevent the printer from falling off the workbench in the following steps, position the printer to overhang the edge of the workbench as little as possible.

1. Position the front of the printer to overhang the edge of the workbench.
2. Refer to Figure 1 to install the new front two feet.
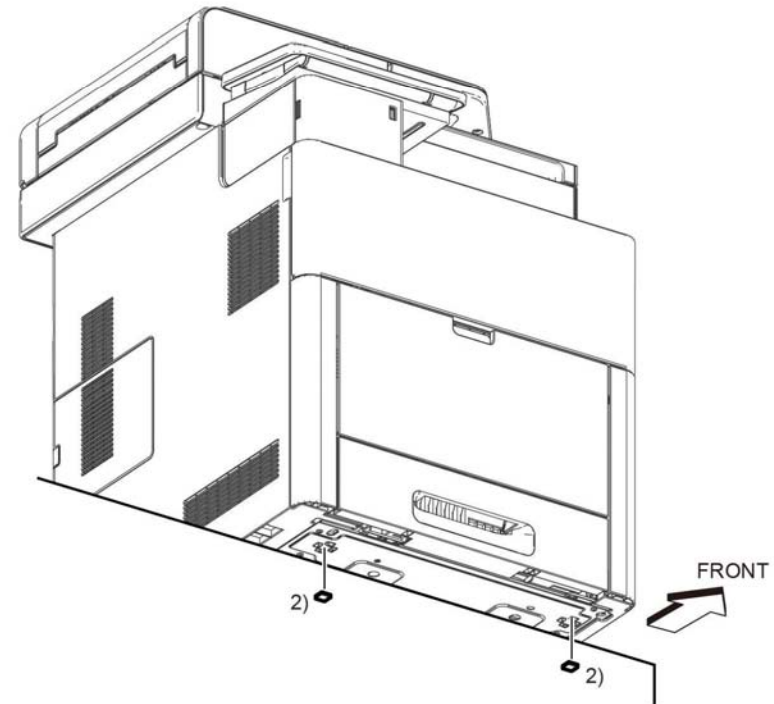
Figure 1 Install new Front Bottom Feet

3. Position the back of the printer to overhang the edge of the workbench.
4. Refer to Figure 2 to install a new back foot.

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REP 4.3, REP 4.4

REAR

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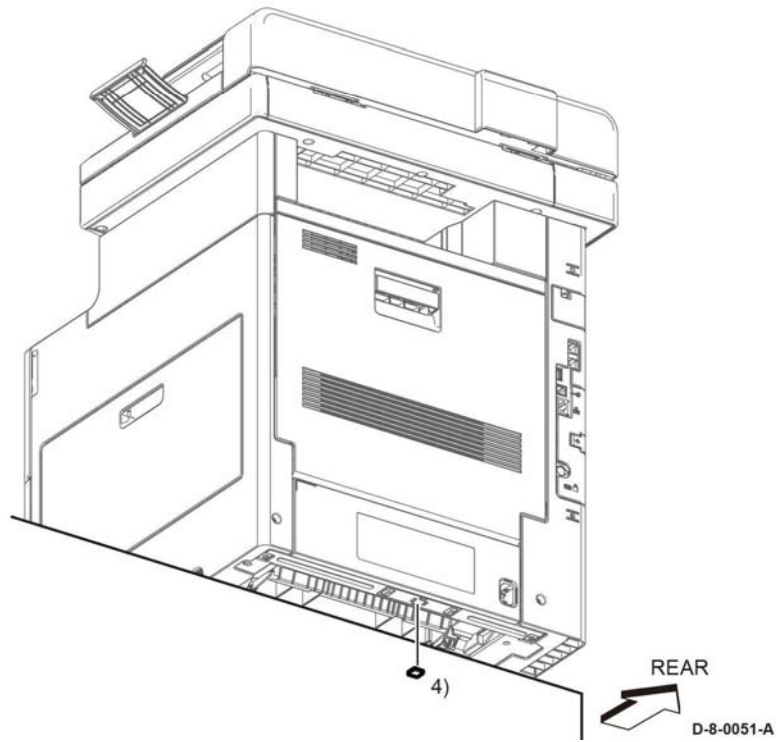
Figure 2 Install New Rear Bottom Foot

Repairs-Adjustments

REP 4.4

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REP 5.1 Dispenser Assemblies Y, M, C, K

Parts List on PL 5.1 (C600/C605/C605_Tall)

Parts List on PL 5.2 (C500/C505)

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.
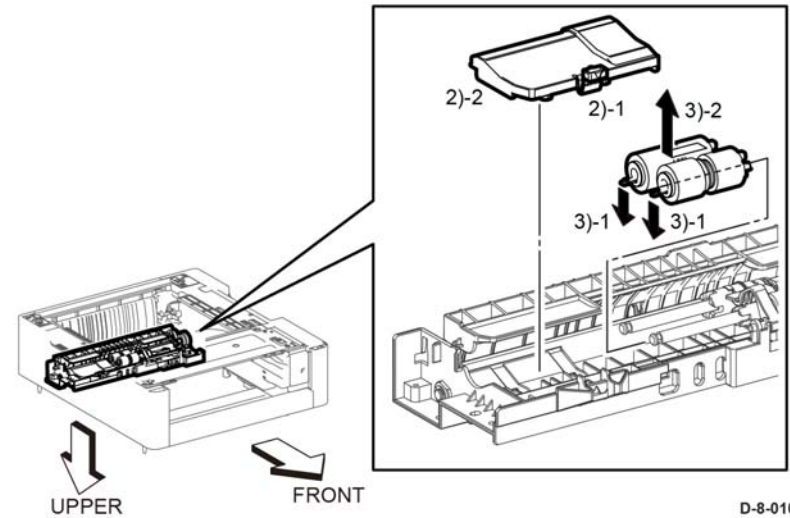
NOTE: This removal procedure is common among the four Dispenser Assemblies and describes the removal procedure for a single dispenser.

1. Remove the main exit drive assembly; REP 17.2

2. Remove the dispenser drive assembly, PL 5.1 Item 1, except skip step 4 by leaving P/J121, P/J122 connected.

3. Refer to Figure 1 to remove one screw (silver, M3x6mm) from the dispenser assembly (one screw for each Dispenser).

4. Refer to Figure 1 to release the hook holding the dispenser assembly tube to the left-side printer chassis and remove the dispenser (one hook for each dispenser).
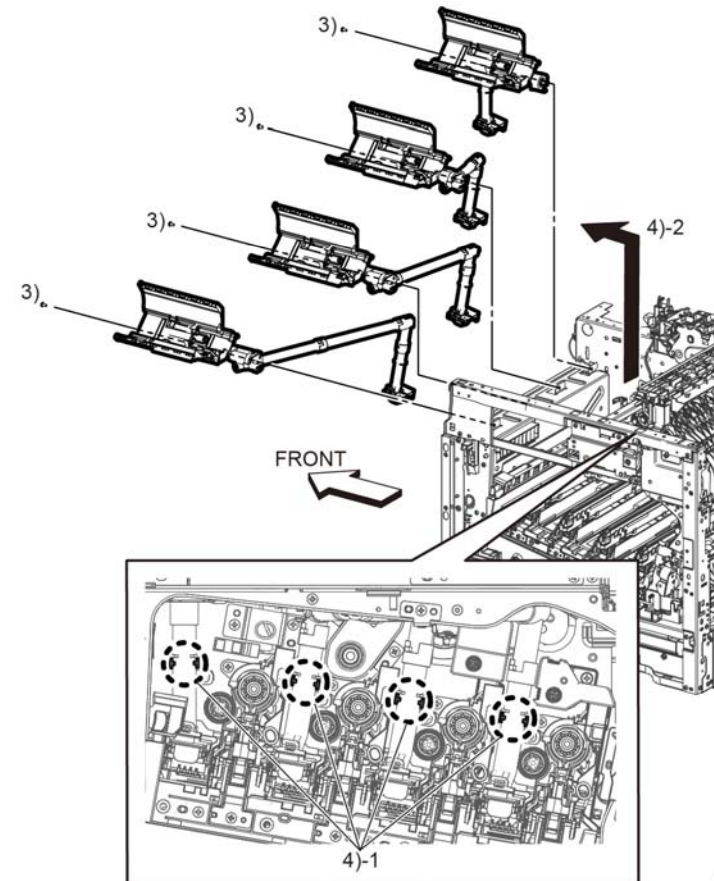
Figure 1 Remove the Dispenser Assemblies

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Repairs-Adjustments

REP 5.1

REP 5.2 Toner CRUM Connector Assembly

Parts List on PL 5.1 (C600/C605/C605_Tall)

Parts List on PL 5.2 (C500/C505)

**Removal**

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
5. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
6. Remove the right front cover, REP 19.45 / REP 19.2 / REP 19.21.
7. Remove the right side cover assembly, REP 19.49 / REP 19.11 / REP 19.23.
8. Remove the ICCR cover, REP 19.6.
9. Remove the left side IIT cover, REP 19.8.
10. Remove the ESS top plate, PL 18.9 Item 18 / PL 18.1 Item 18 / PL 18.5 Item 18.
11. Remove the rear left inner IIT cover, REP 19.3.
12. Remove the MCU PWB, REP 18.31 / REP 18.1 / REP 18.16.
13. Remove the MCU plate, PL 18.9 Item 21 / PL 18.1 Item 21 / PL 18.5 Item 21.
14. Remove the main exit drive assembly, REP 17.2 / REP 17.7.
15. Remove the dispenser drive assembly, REP 5.4.
16. Remove the dispenser assembly (Y/M/C.K), REP 5.1.
17. Remove the toner CRUM connector assembly, Figure 1:
    a. Remove the CRUM cover (1).
    b. Release two hooks (2), then remove the toner CRUM connector assembly (3).
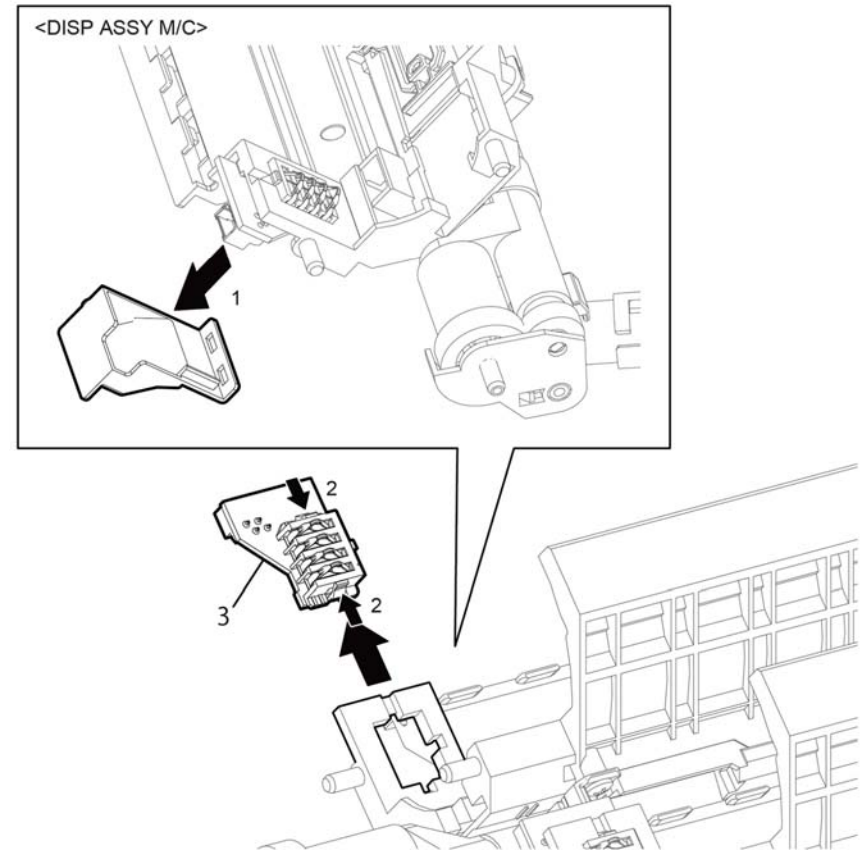
Figure 1 Toner CRUM connector assembly removal

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Repairs-Adjustments

REP 5.2

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REP 5.3 Toner Full Sensor

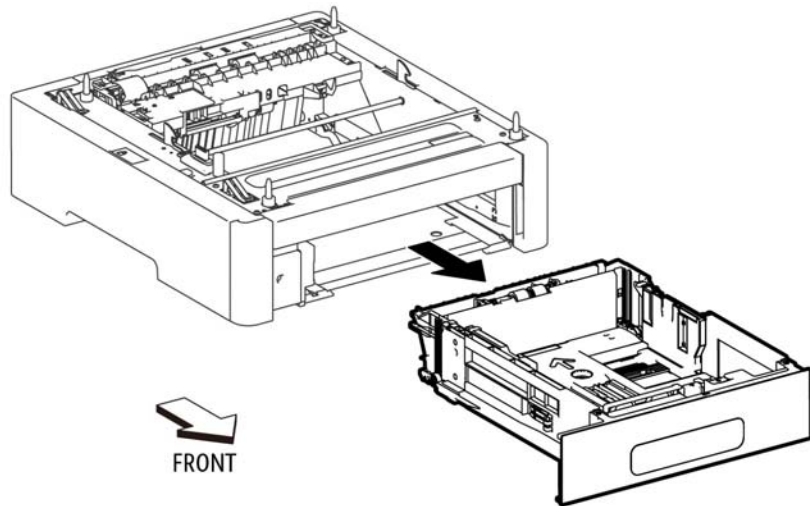**Parts List on PL 5.1** (C600/C605/C605_Tall)

Parts List on PL 5.2 (C500/C505)
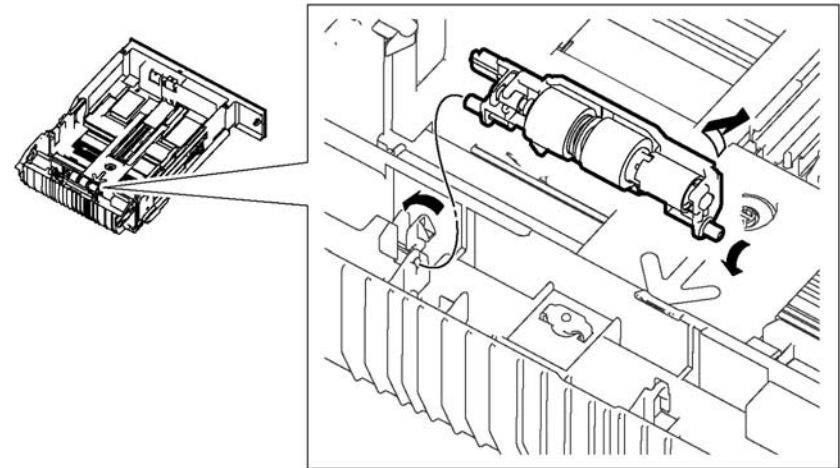
Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the right side cover assembly; REP 19.12.

2. Refer to Figure 1 to release the three hooks on the Clear Cover starting with the bottom hook and remove the cover.
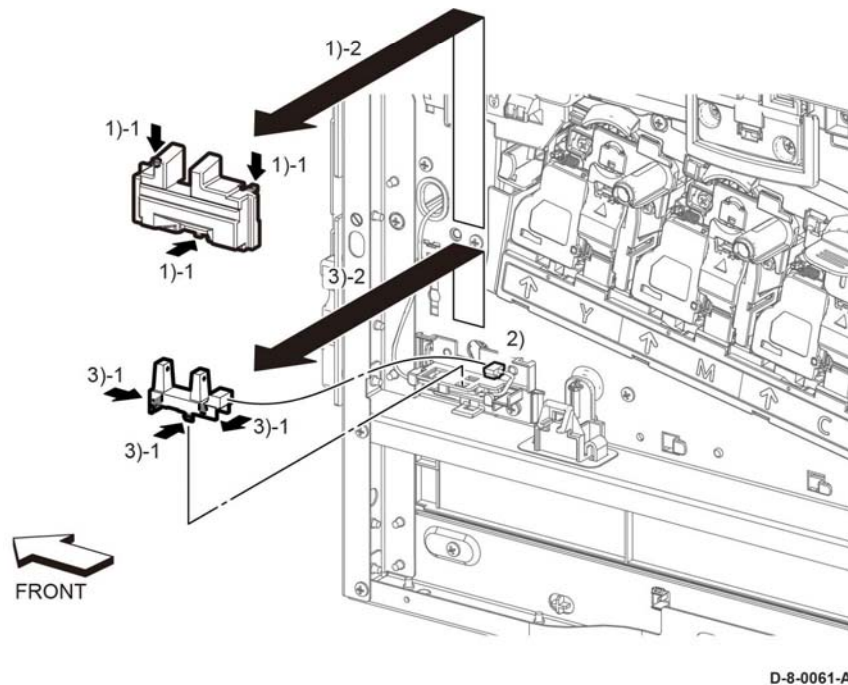
Figure 1 Remove the Toner Full Sensor

3. Refer to Figure 1 to release the three hooks attaching the Toner Full Sensor to the sensor holder and remove the sensor.

4. Refer to Figure 1 to unplug the connector (P/J485) from the sensor.

REP 5.4 Dispenser Drive Assembly Kit

Parts List on PL 5.1 (C600/C605/C605_Tall)

Parts List on PL 5.2 (C500/C505)

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Main Exit Drive Assembly, REP 17.2.

2. Refer to Figure 1 to unplug the four connectors (P/J111, P/J112, P/J113, P/J114) and release the Toner CRUM Harness Assembly.
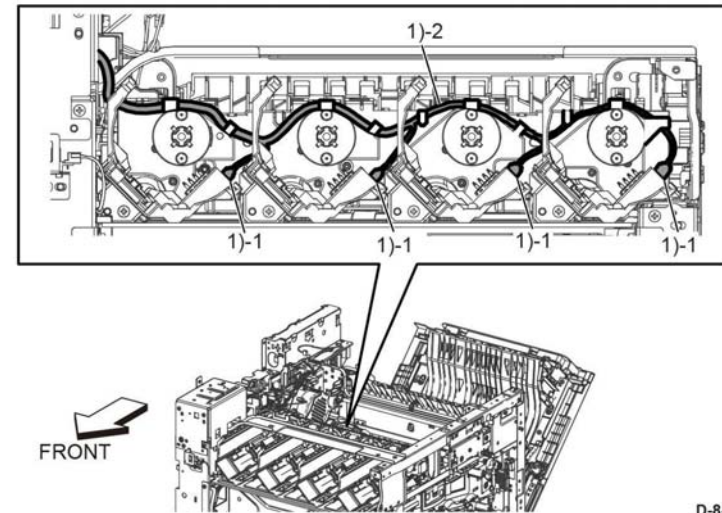
Figure 1 Release the Toner CRUM Harness Assembly

3. Refer to Figure 2 to unplug the two connectors (P/J110, P/J120) from the Dispenser Drive Harness Assembly and release the harnesses from the harness guide.

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Repairs-Adjustments

REP 5.3, REP 5.4
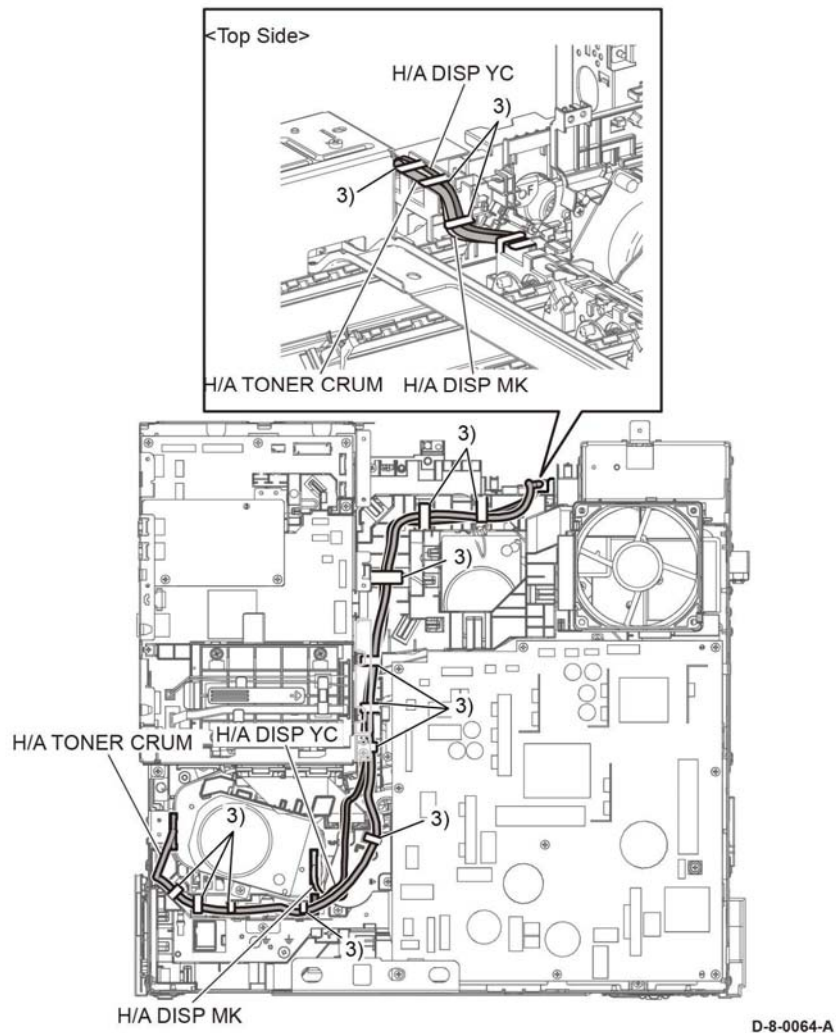
Figure 2 Release the Dispenser Drive Harnesses
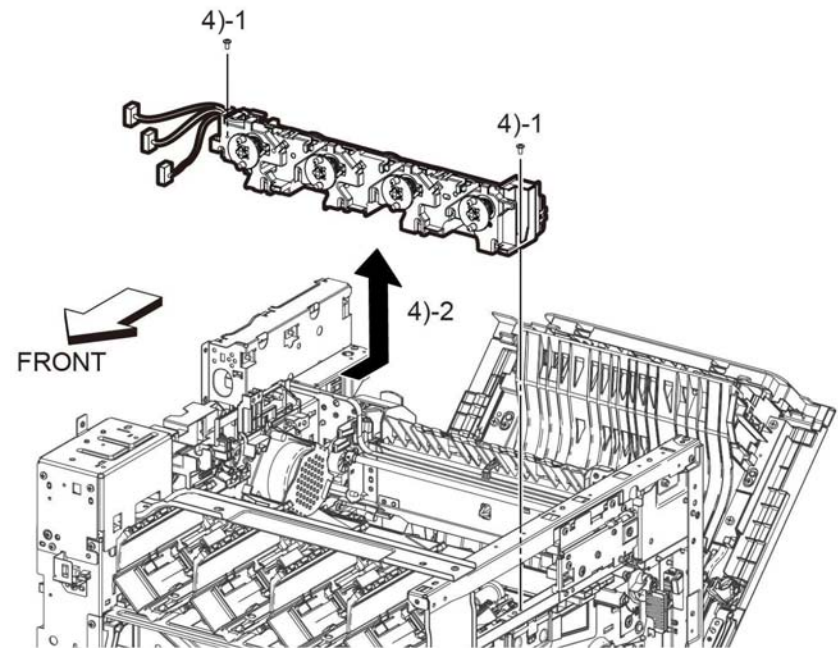
Figure 3 Remove the Dispenser Drive Assembly

4.   Refer to Figure 3 to remove the two screws (silver, M3x6mm) attaching the Dispenser Drive Assembly and remove the drive.

Repairs-Adjustments

REP 5.4

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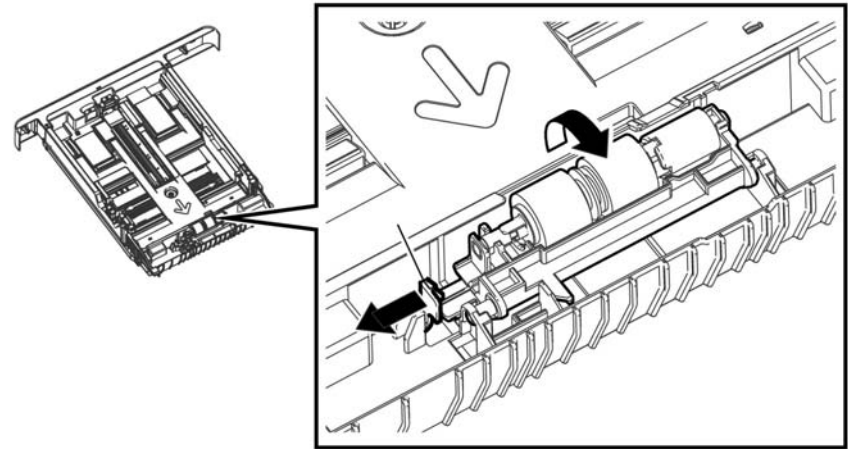# REP 6.1 Transfer Belt Unit

Parts List on PL 6.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.
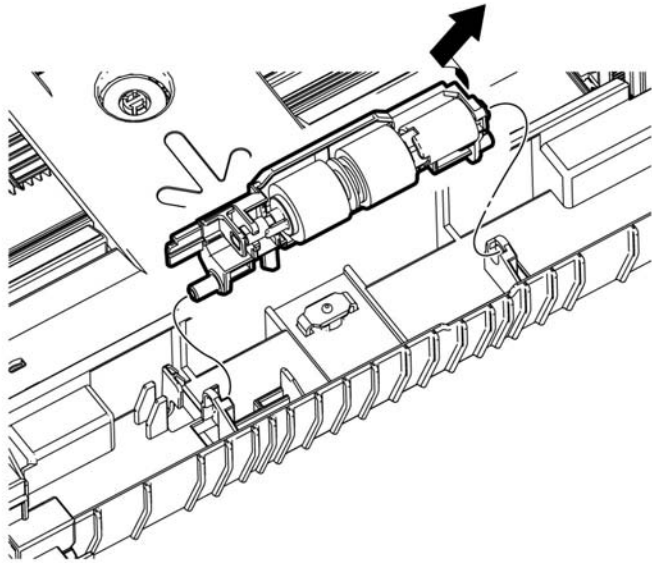
1. Open the Waste Cover.
2. Remove the Waste Cartridge, PL 8.1 Item 5.
3. Open the Rear Cover.
4. Release the lever on each of the CRU Drum Cartridges (Y,M,C,K).
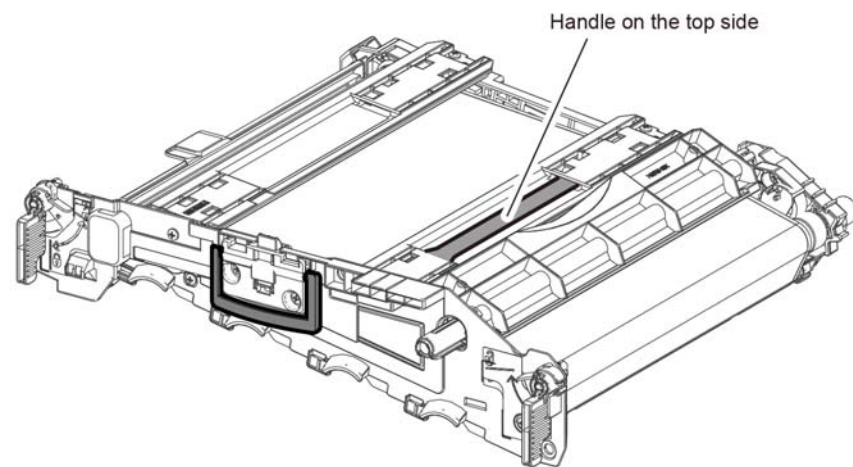
Figure 1 Handle Locations on the Transfer Belt Unit

NOTE: In the following step, do not grasp the foam on Transfer Belt Unit Cover when replacing the Transfer Unit. Grasp the Transfer Belt Unit Handles (see Figure 1).

5. Refer to Figure 1 to remove the four screws attaching the Transfer Belt Unit, PL 6.1 Item 1 and remove the Transfer Belt Unit from the rails. Remove only the screws seated against the metal frame as shown in the figure.
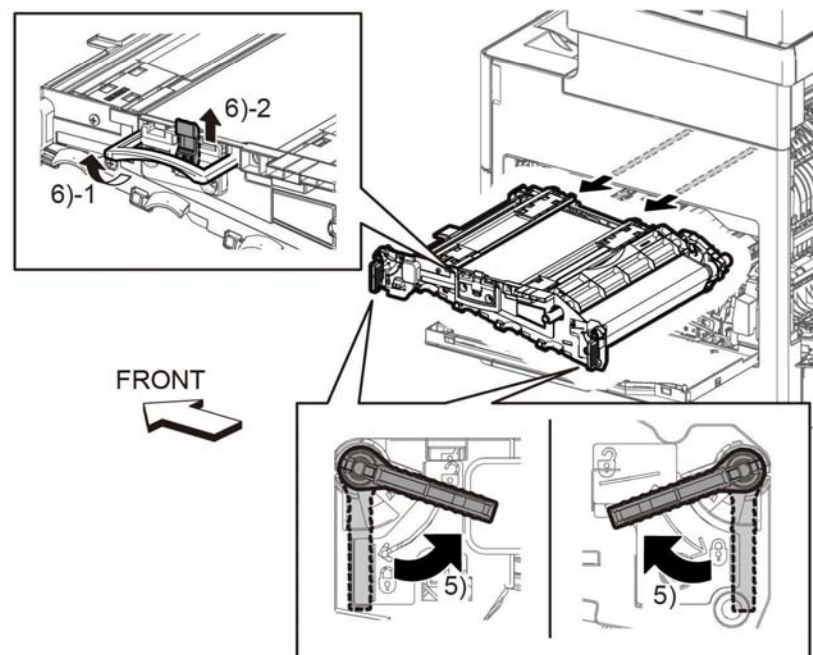
Figure 2 Remove the Transfer Belt Unit

Replacement

Do not grasp the foam on Transfer Belt Unit Cover when replacing the Transfer Belt Unit. Grasp the Transfer Belt Unit Cover Handles (see Figure 2).

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Repairs-Adjustments
REP 6.1

REP 6.2 Color Toner Density (CTD) Sensor Assembly

Parts List on PL 6.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Registration Chute Feeder Assembly, REP 15.3.

2. Refer to Figure 1 to remove the one screw (silver, M3x6mm) attaching the Sensor Cover and remove the cover.

Figure 1 Remove the CTD Sensor Assembly

3. Refer to Figure 2 to unplug the three sensor connectors (P/J142, P/J143, P/J145) and release the cable.

4. Refer to Figure 2 to remove the one screw (silver, M3x6mm) attaching the CTD Sensor Assembly, and remove the sensor.

Repairs-Adjustments

REP 6.2

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REP 6.3 Photo Sensor (K-Mode)

Parts List on PL 6.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Transfer Belt Unit, REP 6.1.
2. Remove the Drum Cartridge, PL 8.1 Item 1.
3. Refer to Figure 1 to remove the Photo Sensor.
4. Unplug the connector (P/J466) from the Photo Sensor.

Replacement

1. Attach the connector (P/J466) to the Photo Sensor.
2. Engage hook towards the front of the printer first, then press in the remaining hooks.
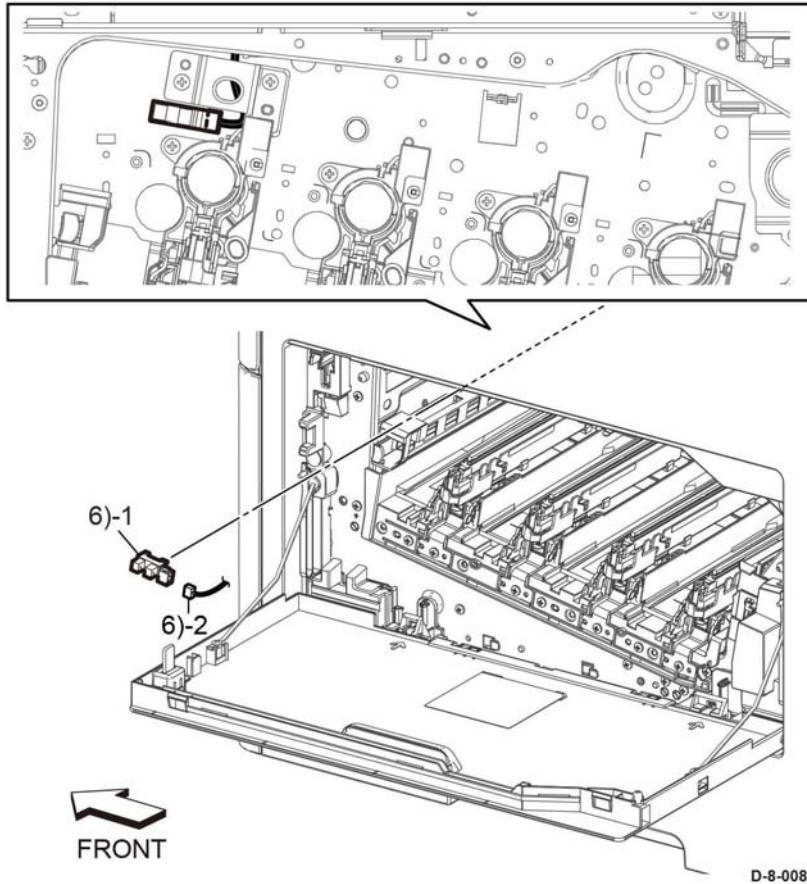
Figure 1 Remove the Photo Sensor

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Repairs-Adjustments
REP 6.3

Repairs-Adjustments

REP 6.3

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REP 7.1 Nip Retract Drive Assembly

Parts List on PL 7.1

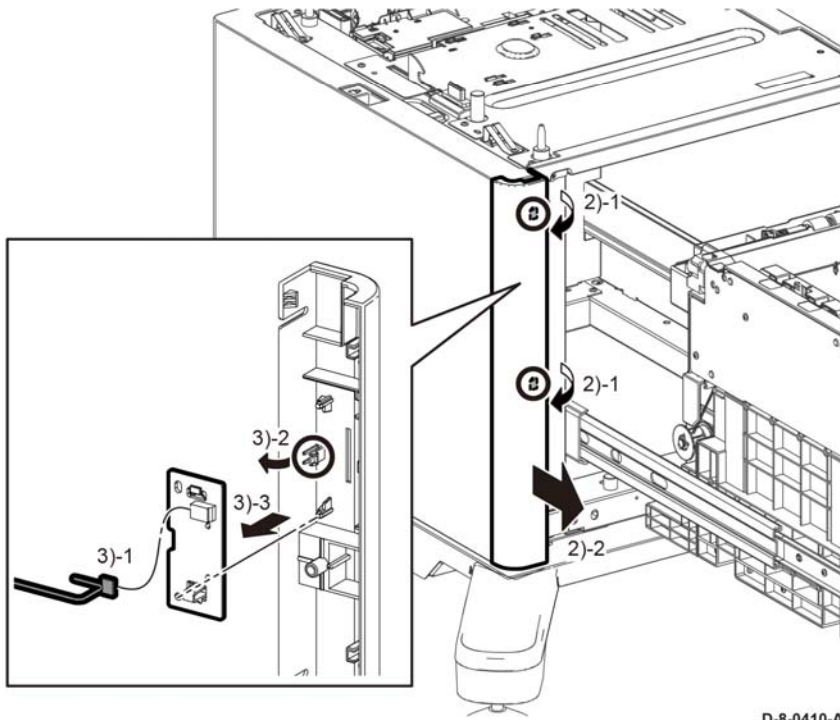**Removal**

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
5. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
6. Remove the right front cover, REP 19.45 / REP 19.2 / REP 19.21.
7. Remove the right side cover assembly, REP 19.49 / REP 19.11 / REP 19.23.
8. Remove the rear left inner IIT cover, REP 19.3.
9. Remove the front inner cover, REP 19.19.
10. Remove the ICCR cover, REP 19.6.
11. Remove the left side IIT cover, REP 19.8.
12. Remove the ESS top plate, PL 18.9 Item 18 / PL 18.1 Item 18 / PL 18.5 Item 18.
13. Remove the UI console assembly, REP 1.1 / REP 1.6.
14. Remove the left rear inner IIT cover, REP 19.8.
15. Remove the right side IIT cover, REP 19.5.
16. Remove the right inner IIT cover, REP 19.3.
17. Remove the IIT assembly, REP 50.2.
18. Remove the top cover assembly, REP 19.13.
19. Remove the nip retract drive assembly, Figure 1:
    a. Disengage two connectors (1), (P/J171, P/J172).
    b. Remove two screws (2).
    c. Rotate the retract shaft (3), PL 7.1 Item 6, to release the projection of the cam from the envelope mode sensor, PL 7.1 Item 5, then remove the nip retract drive assembly (4).

Figure 1 Nip retract drive assembly removal

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 7.1

REP 7.2 Nip Retract Shaft Assembly

Parts List on PL 7.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot

1. Remove the 550 IOT cassette assembly, PL 10.1 Item 1.
2. Remove the main MSI tray assembly, REP 13.5.
3. Remove the toner cover assembly, REP 19.48 / REP 19.11 / REP 19.33.
4. Remove the front left cover assembly, REP 19.47 / REP 19.10 / REP 19.32.
5. Remove the left side cover, REP 19.51 / REP 19.7 / REP 19.36.
6. Remove the right front cover, REP 19.45 / REP 19.2 / REP 19.21.
7. Remove the right side cover assembly, REP 19.49 / REP 19.11 / REP 19.23.
8. Remove the rear left inner IIT cover, REP 19.3.
9. Remove the front inner cover, REP 19.19.
10. Remove the ICCR cover, REP 19.6.
11. Remove the left side IIT cover, REP 19.8.
12. Remove the ESS top plate, PL 18.9 Item 18 / PL 18.1 Item 18 / PL 18.5 Item 18.
13. Remove the UI console assembly, REP 1.1 / REP 1.6.
14. Remove the left rear inner IIT cover, REP 19.8.
15. Remove the right side IIT cover, REP 19.5.
16. Remove the right inner IIT cover, REP 19.3.
17. Remove the IIT assembly, REP 50.2.
18. Remove the top cover assembly, REP 19.13.
19. Remove the nip retract drive assembly, REP 7.1.
20. Remove the main exit drive assembly, REP 7.2 / REP 17.7.
21. Remove the fuser, REP 7.3.
22. Remove the exit chute assembly, REP 17.1 / REP 17.6.

23. Remove the nip retract shaft assembly, Figure 1:
    a. Remove three screws (1), the nip retract bracket (2) and bearing (3).
    b. Pull out the retraction shaft gear (4) from the retract shaft (5).
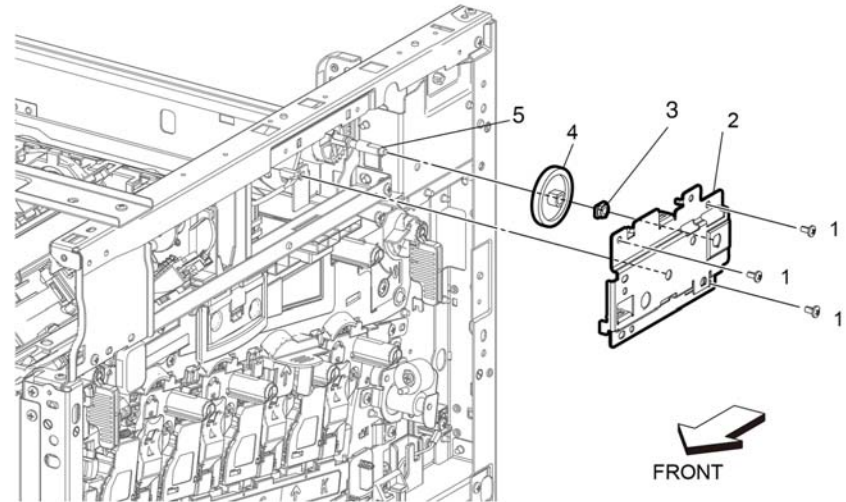
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Figure 1 Nip retract shaft assembly removal

Repairs-Adjustments

REP 7.2

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24. Release the levers (1) to remove the shaft (2), Figure 2.
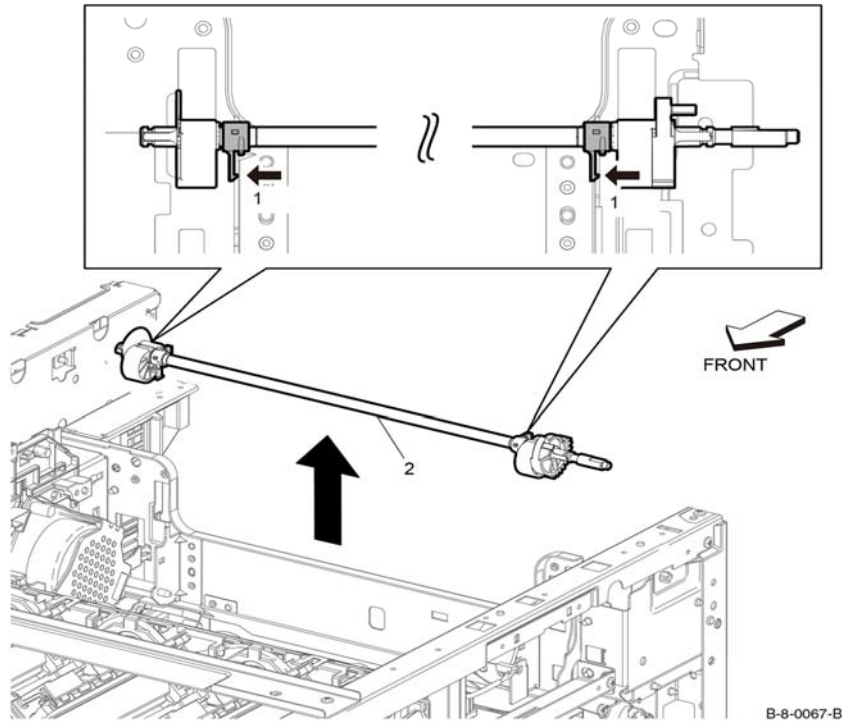
Figure 2 Nip retract shaft removal

Replacement

The replacement is the reverse of the removal procedure.

REP 7.3 Fuser

Parts List on PL 7.1

Removal

<p style="text-align:center">WARNING</p>

Switch off the electricity to the machine. Refer to **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<p style="text-align:center">WARNING</p>

Do not touch the Fuser while it is hot

1. Open the rear door (1).
2. Release the two latches (2), then remove the fuser (3), Figure 1.

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Repairs-Adjustments

REP 7.2, REP 7.3
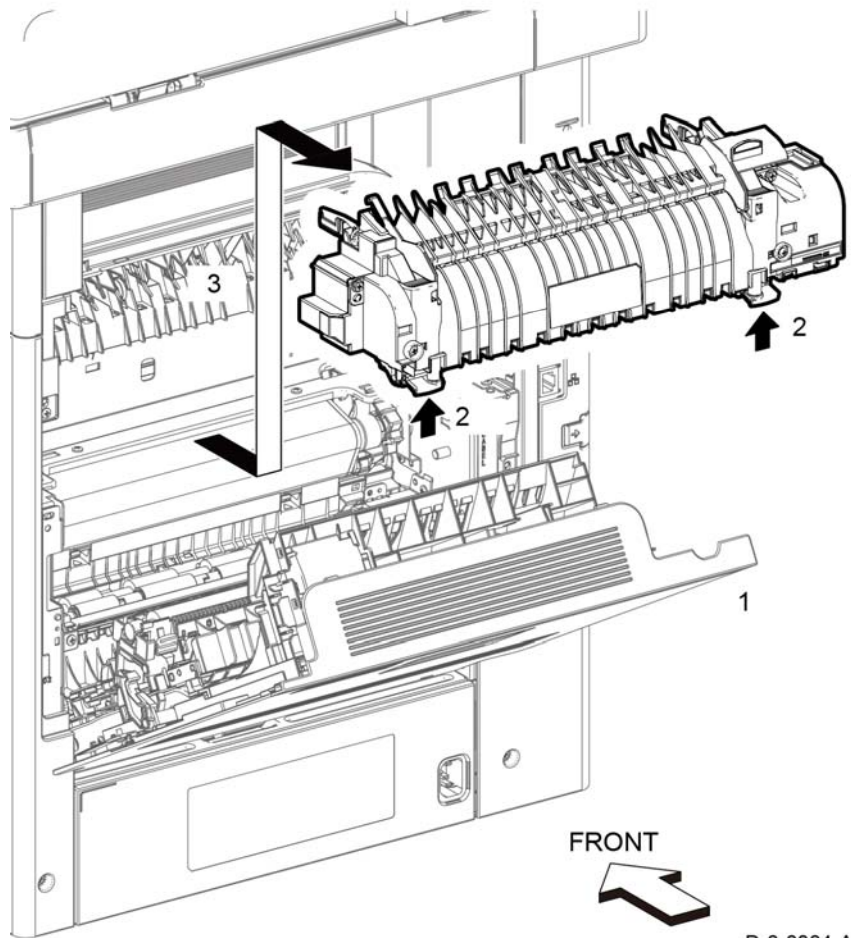
Figure 1 Fuser removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 7.3

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REP 8.1 LPH Cleaner Assembly

Parts List on PL 8.1

Removal

1. Refer to ADJ 1 for the LPH cleaner assembly.

Replacement

The replacement is the revers of the removal procedure.

REP 8.2 Erase Lamp Assembly

Parts List on PL 8.1
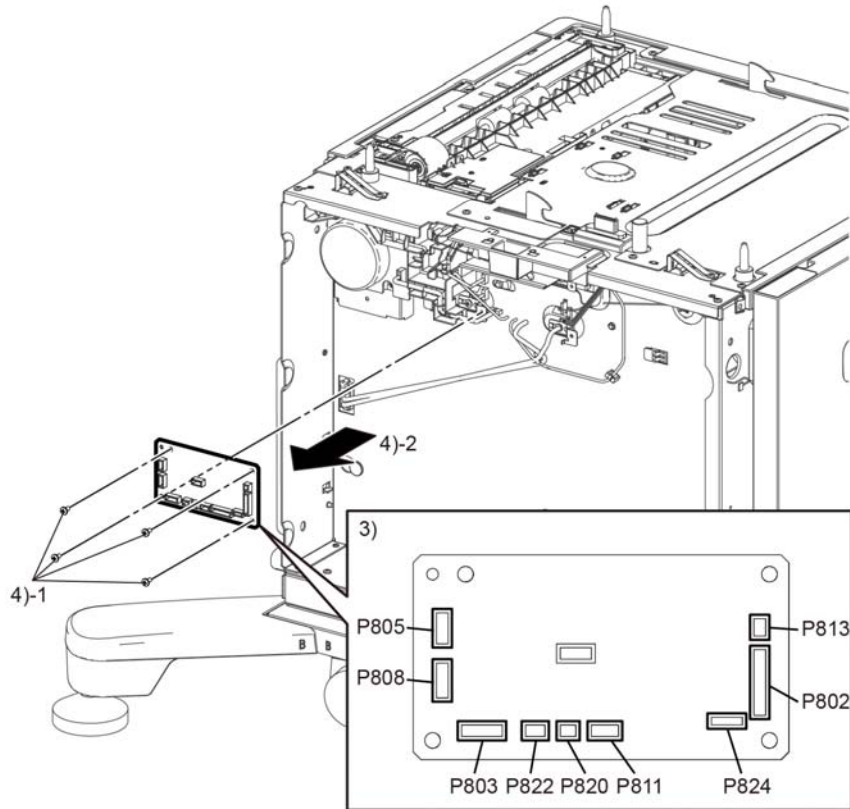
Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the XERO DEVE CRU assembly and Y/M/C/K guide cover assembly, REP 8.3.
2. Remove the IBT unit, REP 6.1.
3. Remove the LPH color head assembly, REP 2.1.
4. Remove the LPH CRUM FFC, REP 2.3.
5. Remove the erase lamp assembly, Figure 1:
   a. Remove two screws (1) of each XERO holder assembly (2).
   b. Disconnect the connectors (P/J201, P/J202, P/J203, P/J204).
   c. Remove the XERO holder assembly (2) while releasing the erase-CF harness assembly (3) from the XERO holder assembly (2).
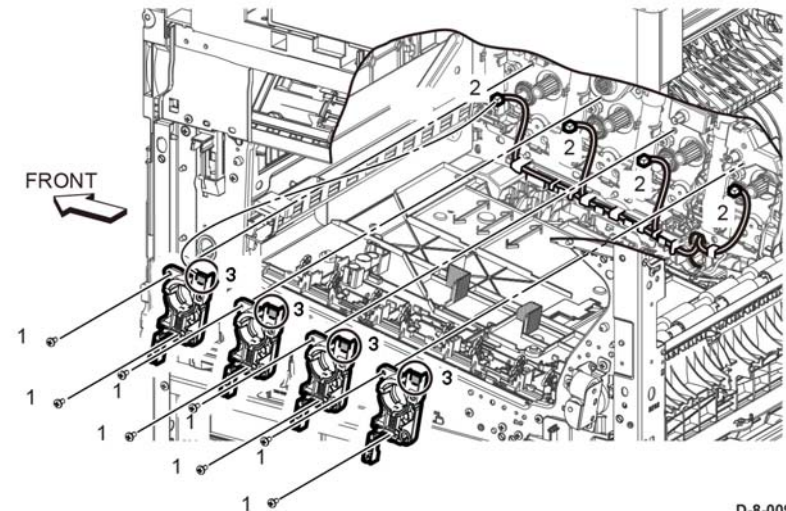
Figure 1 Erase lamp assembly removal

Replacement

The replacement is the revers of the removal procedure.

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Repairs-Adjustments
REP 8.1, REP 8.2

REP 8.3 XERO DEVE CRU Assembly and Y/M/C/K Guide Cover Assembly

Parts List on PL 8.1

Removal

<p style="color:red; text-align:center;">WARNING</p>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Xero DEVE CRU assembly, Figure 1:

    a. Open the right door.

    b. Remove the waste box assembly, PL 8.1 Item 5.

    c. Release the lever (1) then remove the XERO DEVE CRU ASSY-Y/M/C/K (2).

    d. Remove the guide cover assembly (3)

Figure 1 XERO DEVE CRU assembly removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 8.3

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REP 9.1 IOT 550 Feed Tray Assembly

Parts List on PL 9.1

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

CAUTION
</div>

To avoid potentially serious problems, follow the procedure shown below and use caution when removing and handling this part. Do not disassemble this part. If replacing, use genuine Xerox parts.

1. Remove the feed tray assembly from the printer, Figure 1.

Figure 1 Feed tray assembly removal

Replacement

NOTE: If this is a new feed tray, be sure the energy star label is installed on the tray.

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 9.1

REP 9.2 CST Separator Holder Assembly

Parts List on PL 9.1

Removal

WARNING

Switch off the electricity to the machine.GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 feed tray assembly, REP 9.1.
2. Perform the items that follow, Figure 1:

    2-1 Release the hook.

    2-2 Turn up and remove the CST separator holder assembly.

D-8-0094-A

Figure 1 Remove the CST separator holder.

3. Remove the CST separator holder assembly, Figure 2.

D-8-0095-A

Figure 2 Remove the CST separator holder

Replacement

The replacement is the reverse of the removal procedure.

NOTE: Order feed and separator roll kit, PL 9.1 Item 98.

Repairs-Adjustments

REP 9.2

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REP 9.3 Tray Dust Cover

Parts List on PL 9.1

Removal

WARNING

Switch off the electricity to the machine GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 cassette assembly, REP 9.1.
2. Release the latches that hold the legal paper tray dust cover to the cassette, and remove the cover, Figure 1.
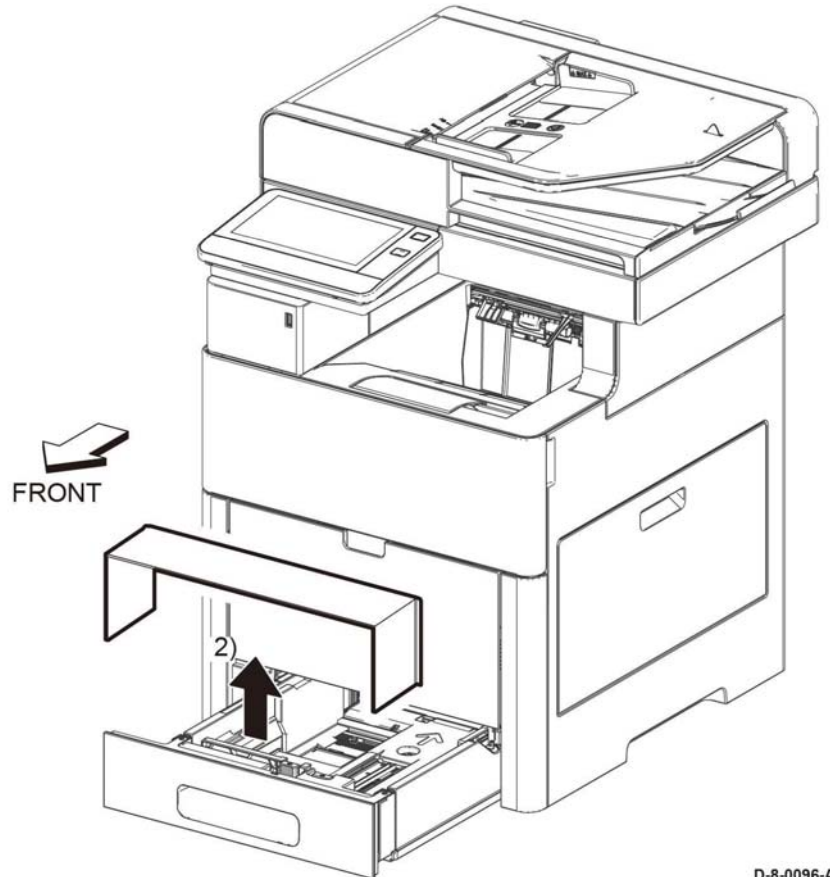
Figure 1 Remove the legal paper tray dust cover

REP 9.4 Feed and Separator Roll Kit

Parts List on PL 9.1

Removal

Refer to REP 9.2, CST Separator Holder Assembly.

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Repairs-Adjustments
REP 9.3, REP 9.4

Repairs-Adjustments

REP 9.3, REP 9.4

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REP 10.1 Optional 550-Sheet Feeder

Parts List on PL 10.1

Removal

<p style="text-align:center"><strong style="color:red">WARNING</p>

<strong style="color:red">Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Slide the lever and release the two hooks attaching the OPF 550 feed tray assembly, Figure 1.

<p style="text-align:center"><strong style="color:red">WARNING</p>

<strong style="color:red">Do not attempt to remove or lift the following component with less than 2 people. The component is very heavy and requires at least 2 people to lift or remove it. Any attempt to remove or lift the component with less than 2 people could result in serious personal injury.

2. Hold the recessed areas on both sides and raise the printer to separate it from the OPF 550 feed tray assembly, Figure 1.
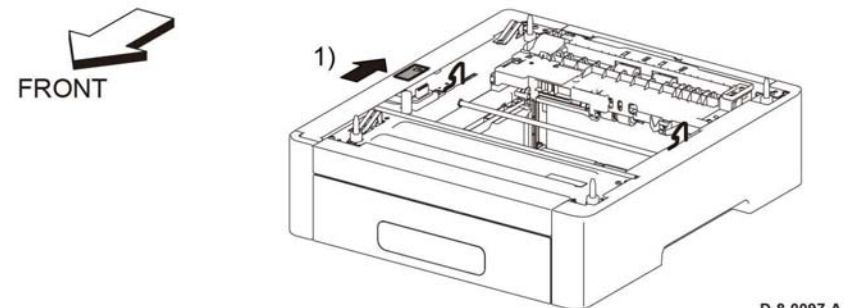
D-8-0097-A

Figure 1 Remove the OPF 550 feed tray assembly

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 10.1

REP 10.2 550 OPF Foot

Parts List on PL 10.1

Removal

<p style="color:red">WARNING</p>

<p style="color:red">Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.</p>

1. Remove the 550 Option Feeder Assembly from the printer, REP 10.1.

2. Remove the 550 Option Cassette from the 550 Option Feeder, REP 10.8.

3. Refer to Figure 1 for locations to hold the 550 Option Feeder Assembly, then turn over the feeder.
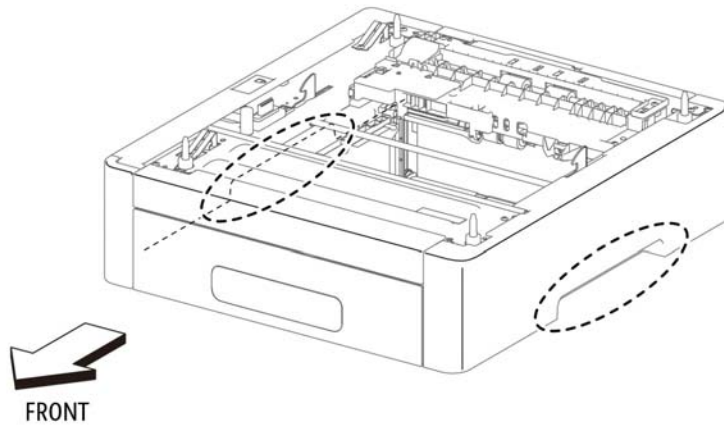
s6510_6515-045

Figure 1 Locations to Hold the 550 Option Feeder

s6510_6515-046

Figure 2 Remove the 550 Option Feeder Feet

4. Refer to Figure 2 to remove the screw (silver, M3x6mm) attaching each foot to the 550 Option Feeder Assembly.

Repairs-Adjustments

REP 10.2

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REP 10.3 Optional 550-Sheet Feeder Size Switch Assembly

Parts List on PL 10.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the optional 550-sheet feeder assembly from the printer, REP 10.1.

CAUTION

In the following step, avoid tearing off the LED harness assembly by gently removing the optional 550-sheet feeder left front cover.

2. Remove the optional 550-sheet feeder left front cover, Figure 1:

   a. Release the hook on the bottom cover, and release the cover

   b. Disconnect P/J814, then remove the optional 550-sheet feeder left front cover.

3. Remove the optional 550-sheet size switch, Figure 2:

   a. Remove the screw (1).

   b. Release two bosses at the rear side, two hooks at the bottom, then two bosses at the front side (2).

   c. Remove the left side cover (3) from the feeder.

   d. Disconnect P/J812 (4).

   e. Remove the screw (5).

   f. Remove the size switch (6).
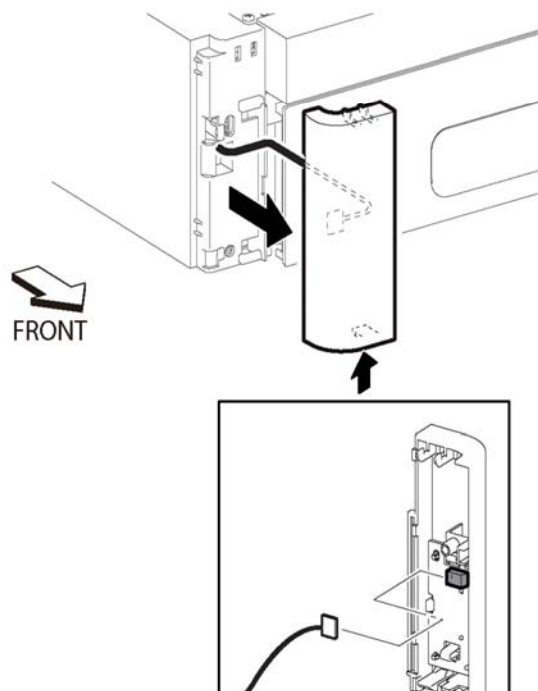
Figure 1 Optional 550-sheet feeder left front cover removal
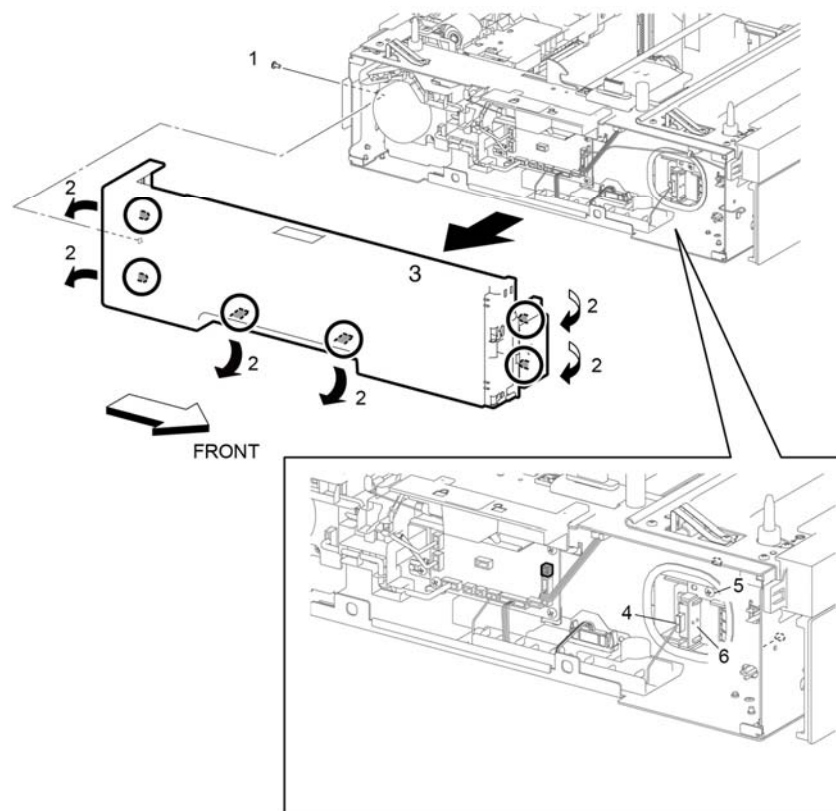
Figure 2 Optional 550-sheet feeder size switch removal

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Repairs-Adjustments
REP 10.3

Replacement

The replacement is the reverse of the removal procedure.

NOTE: Before installing the Option Feeder Left Side Cover, set the Option Feeder Lock Assembly to the lock position as shown in Figure 3.
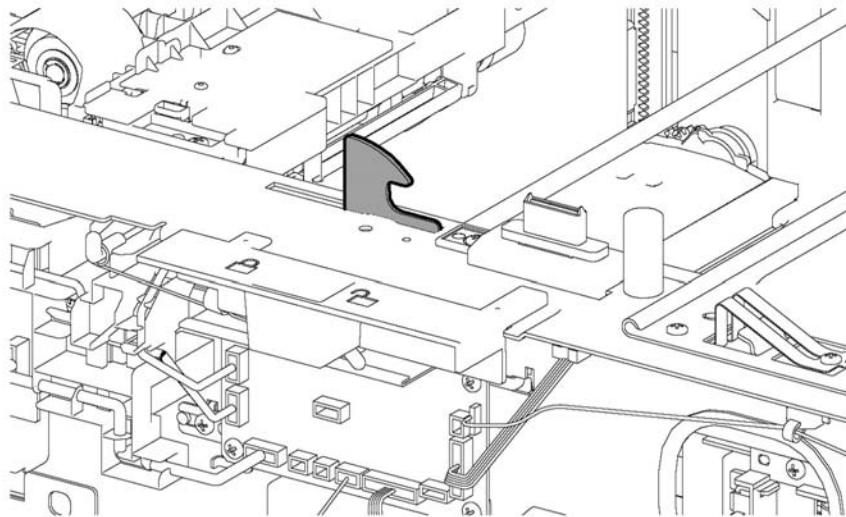
s6510_6515-114

Figure 3 Place the option feeder lock into locked position

REP 10.4 LED Harness Assembly Kit

Parts List on PL 10.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 Option Feeder Assembly from the printer, REP 10.1.

<div align="center">

CAUTION

</div>

In the following step, avoid tearing off the LED harness Assembly by gently pulling off the Option Feeder Left Front Cover.

2. Remove the optional 550-sheet feeder left side cover. Refer to, REP 10.3.

3. Disconnect P/J813 (1), remove two clamps (2), then remove the LED harness assembly (3).

s6510_6515-116

Figure 1 LED harness assembly removal

Repairs-Adjustments
REP 10.3, REP 10.4

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Replacement

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

NOTE: *Before installing the Option Feeder Left Side Cover, set the Option Feeder Lock Assembly to the lock position as shown in* Figure 2.
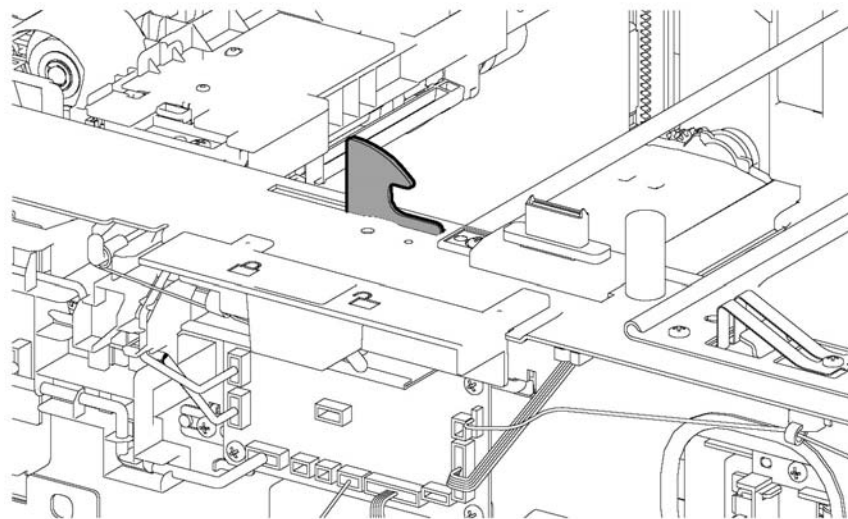
s6510_6515-117

Figure 2 Place the Option Feeder Lock into Locked Position

REP 10.5 Upper Feed Chute

Parts List on PL 10.2

Removal

WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the optional 550-sheet feeder, REP 10.1.
2. Release the hook (1), then remove the upper feed chute (2), Figure 1.

Figure 1 Upper feed chute removal

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Repairs-Adjustments
REP 10.4, REP 10.5

REP 10.6 Feed Roll Assembly Kit (Optional Feeder)

Parts List on PL 10.1

Initial Actions

If necessary, remove the OPF 550 feed tray assembly from the printer, REP 10.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 feed tray, Figure 1

UPPER   FRONT

D-8-0101-A

Figure 2 Locations to Hold the 550 Option Feeder

Replacement

The replacement is the reverse of the removal procedure.

FRONT

D-8-0105-A

Figure 1 Remove the IOT 550 feed tray

2. Perform the items that follow, Figure 2:

   2-1 Release the hook.

   2-2 Remove the upper feed chute.

3. Perform the items that follow, Figure 2:

   3-1 Release the hook.

   3-2 Remove the feed roll assembly.

Repairs-Adjustments

REP 10.6

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REP 10.7 No Paper Actuator (Optional Feeder)

Parts List on PL 10.2

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: Depending on printer installation circumstances, consider removing the No Paper Actuator without separating the Option Feeder from the printer. Refer to REP 15.2 for a figure showing removal in the right-side up orientation.

1. Remove the 550 Option Feeder Assembly, REP 10.1.
2. Remove the 550 Option Cassette from the 550 Option Feeder, REP 10.8.
3. Referring to Figure 1 for locations to hold the 550 Option Feeder Assembly, turn over the feeder.
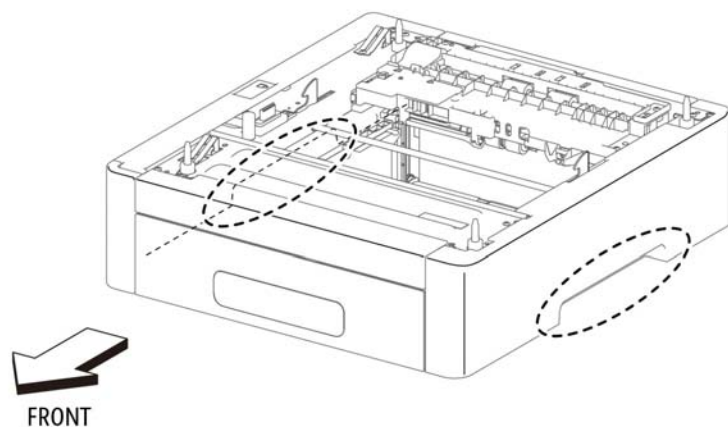
Figure 1 Locations to Hold the 550 Option Feeder

4. Refer to Figure 2 to release the portion A of the No Paper Actuator in the direction of the arrow and fully rotate the actuator.
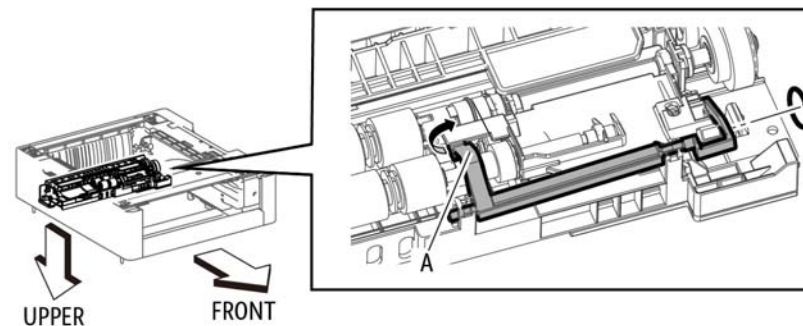
Figure 2 Release the No Paper Actuator

5. Referring to Figure 3, with the No Paper Actuator fully rotated out of its home position, remove the No Paper Actuator.
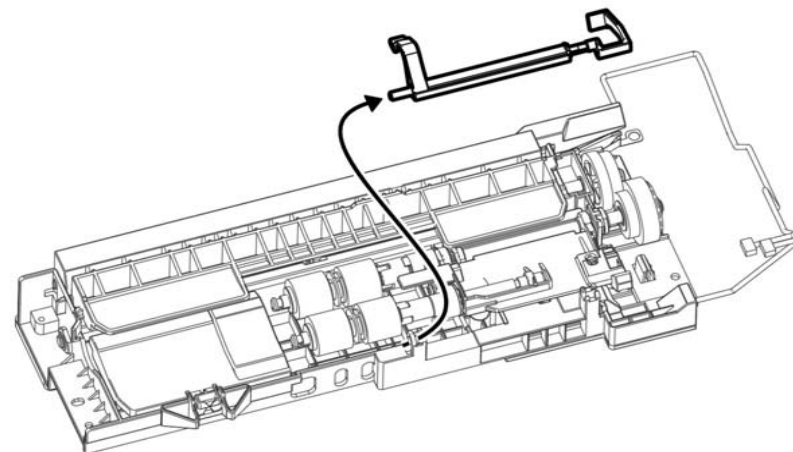
Figure 3 Remove the No Paper Actuator

Replacement

When replacing the No Paper Actuator, make sure to snap portion A shown in Figure 3 back into its original position.

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Repairs-Adjustments

REP 10.7

REP 10.8 Optional 550-Sheet Cassette Assembly

Parts List on PL 10.3

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Refer to Figure 1 to remove the 550 Option Cassette Assembly from the 550 Option Feeder Assembly.

s6510_6515-050

Figure 1 Remove the 550 Option Cassette Assembly

REP 10.9 Cassette Separator Holder Assembly (Option Feeder)

Parts List on PL 10.3

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 Option Cassette Assembly, REP 10.1.
2. Refer to Figure 1 to release the hook on the holder.

s6510_6515-111

Figure 1 Remove the Cassette Separator Holder Assembly

3. Refer to Figure 1 to remove the Cassette Separator Holder Assembly in the direction of the arrows.

Repairs-Adjustments
REP 10.8, REP 10.9

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REP 10.10 Tray Dust Cover

Parts List on PL 10.3

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 Option Cassette Assembly, REP 10.1.
2. Refer to Figure 1 to remove the Legal Paper Tray Cover.
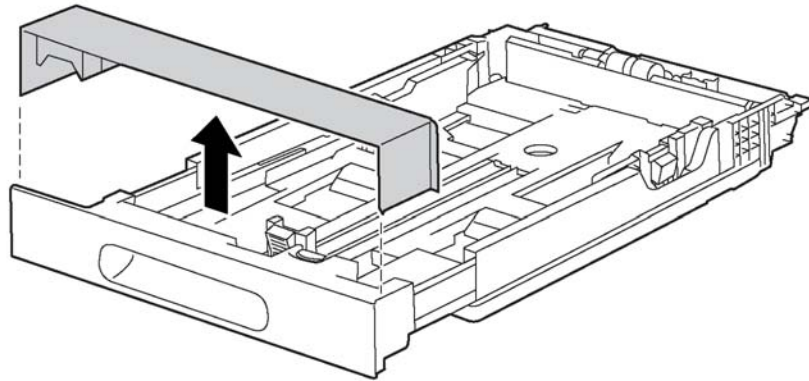
s6510_6515-123

Figure 1 Remove the Legal Paper Tray Cover

REP 10.11 Cassette Separator Roll Kit

Parts List on PL 10.3

Removal

WARNING

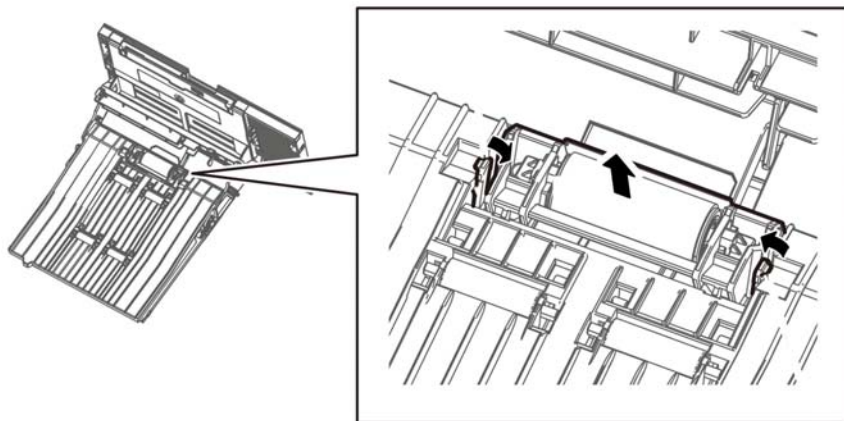**Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.**

1. Remove the 550 Cassette Assembly from the printer; REP 10.1.
2. Refer to Figure 1 to release the hook at the end of the Cassette Separator Holder, then lift the holder in the direction of the arrow.

s6510_6515-042

Figure 1 Release the Cassette Separator Holder Hook

3. Refer to Figure 2 to remove the Cassette Separator Holder in the direction of the arrow.

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Repairs-Adjustments
REP 10.10, REP 10.11

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Figure 2 Remove the Cassette Separator Roller Assembly

Repairs-Adjustments

REP 10.11

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REP 11.1 HCF Right Side Cover

Parts List on PL 11.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1.   Open the HCF tray.
2.   Remove two screws SM18, Figure 1.
3.   Perform the steps that follow, Figure 1:

    3-1. Release two hooks.

    3-2. Remove the right side cover.
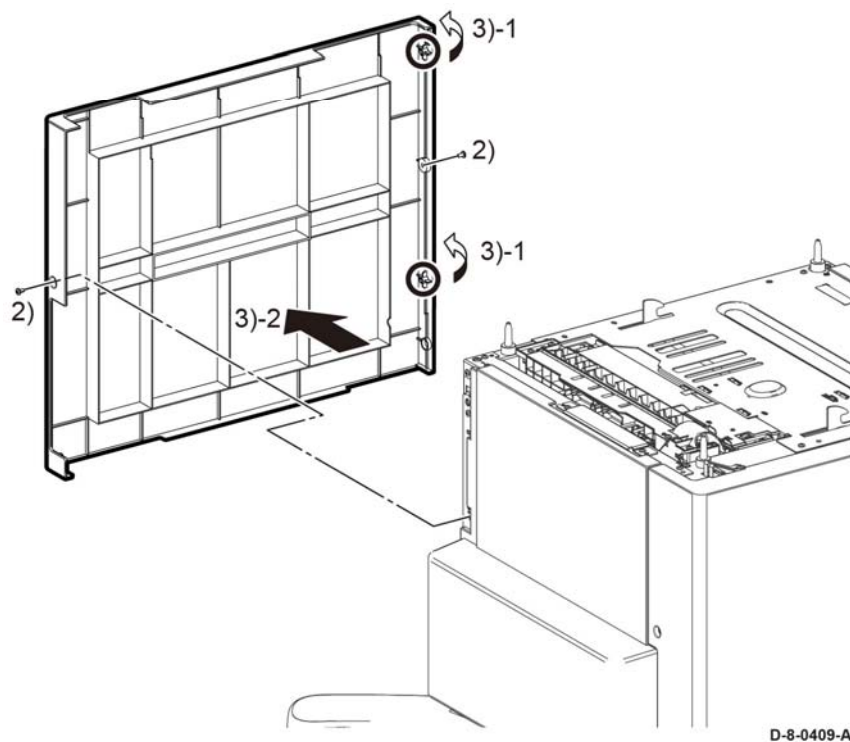
Figure 1 Right side cover

Replacement

The replacement is the reverse of the removal procedure.

REP 11.2 HCF Left Front Corner, Shade Tray LED and PWB LED Cover

Parts List on PL 11.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1.   Open the HCF Tray.

CAUTION

In Step 2, do not damage the Shade Tray Cover LED and PWB as they are still attached to the left front corner.

2.   Perform the steps that follow:

    2-1. Release two hooks, Figure 1.

    2-2. Remove the cover front L.

3.   Perform the steps that follow, Figure 1:

    3-1. Disconnect connector P/J814.

    3-2. Release the hook.

    3-3. Remove the shade tray LED and PWB.

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Repairs-Adjustments
REP 11.1, REP 11.2

Figure 1 left Front cover, shade tray LED and PWB

REP 11.3 HCF Left Side Cover

Parts List on PL 11.2

Prerequisites:

Remove the left front cover REP 11.2.

Removal

<div align="center">WARNING</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove two screw SM18. Figure 1:
2. Perform the steps that follow:
   2-1. Release two hooks.
   2-2. Remove the left side cover.

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments
REP 11.2, REP 11.3

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REP 11.4 HCF Rear Cover

Parts List on PL 11.3

Removal

Figure 1 Left side cover

Replacement

The replacement is the reverse of the removal procedure.

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the left front corner, shade tray LED, PWB LED cover, REP 11.2.
2. Remove left side cover, REP 11.3.
3. Remove the right side cover, REP 11.1.
4. Remove the rear cover, Figure 1.

Figure 1 Rear cover

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 11.3, REP 11.4

REP 11.5 HCF Feeder Assembly

Parts List on PL 11.1

Removal

Figure 1 Feeder removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the left front corner, shade tray LED, PWB LED cover, REP 11.2.
2. Remove left side cover, REP 11.3.
3. Remove the right side cover, REP 11.1.
4. Remove the rear cover, REP 11.4.
5. Remove the spring from the guide harness, Figure 1.

    NOTE: Be careful not to loose the spring.

6. Disconnect the following Connectors, Figure 1:

    P/J805

    P/J808

    P/J822

7. Release the harness from the guide harness, Figure 1.

CAUTION

If the screw and ground plate in the next step is not removed, the ground plate could be damaged when the feeder is removed.

8. Remove one screw and the ground plate on the feeder, Figure 1.

9. Perform the steps that follow, Figure 1:

    9-1. Remove five screws, ST20.

    9-2. Remove the feeder and harness assembly.

Repairs-Adjustments

REP 11.5

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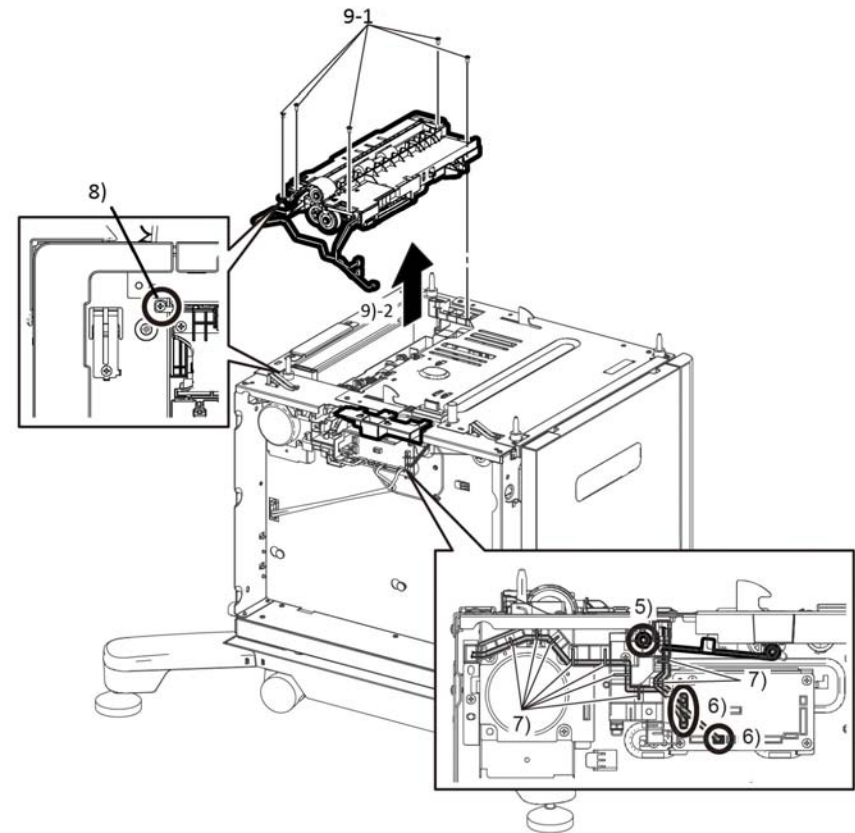
Replacement

1. The replacement is the reverse of the removal procedure.
2. Be sure to insert the harness assembly through the holes in the frame, REP 11.5.

FrA04000XA
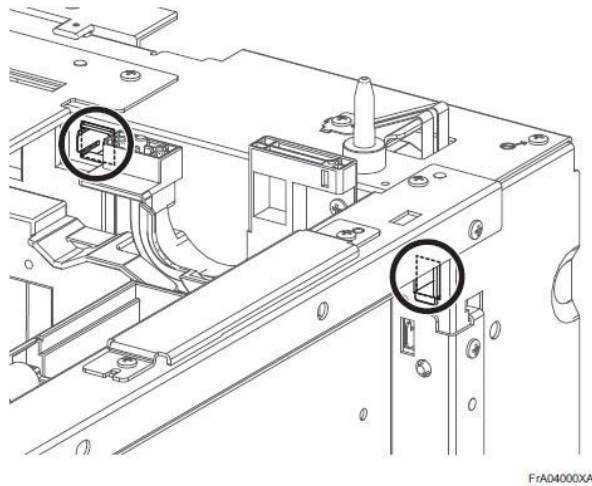
Figure 2 Holes in frame

REP 11.6 HCF LED Harness Assembly

Parts List on PL 11.1

Removal

<div align="center">WARNING</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the left front corner, shade tray LED, PWB LED cover, REP 11.2.
2. Remove left side cover, REP 11.3.
3. Disconnect connector P/J813, Figure 1.
4. Perform the steps that follow, Figure 1:

    4-1. Release the harness from the two push-tie connectors.

    4-2. Remove the harness assembly.

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Repairs-Adjustments
REP 11.5, REP 11.6

REP 11.7 HCF PWB

Parts List on PL 11.2

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the left front corner, shade tray LED cover, PWB LED, REP 11.2.
2. Remove left side cover, REP 11.3.
3. Disconnect all the connectors from the OPF PWB, Figure 1.
4. Perform the steps that follow, Figure 1:

    4-1. Remove four screws, SM 18.

    4-2. Remove the OPF PWB.
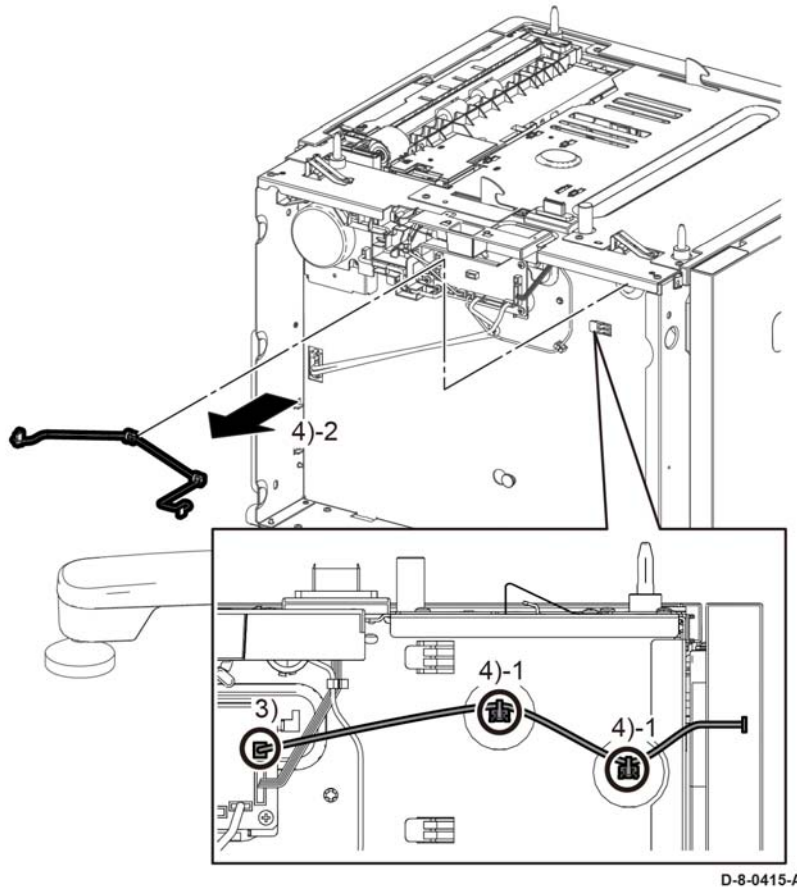
Figure 1 harness assembly

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 11.6, REP 11.7

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Figure 1 OPF PWB

Replacement

The replacement is the reverse of the removal procedure.

REP 11.8 HCF Main Motor Assembly

Parts List on PL 11.2

Removal

<div align="center">WARNING</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the left front corner, shade tray LED, PWB LED cover, REP 11.2.
2. Remove left side cover, REP 11.3.
3. Remove the spring from the guide harness, Figure 1.
4. Disconnect the following connectors, Figure 1:

    P/J803

    P/J804

    P/J805

    P/J808

    P/J822

5. Release the harness, Figure 1:
6. Perform the steps that follow, Figure 1:

    6-1. Remove one screw, SM18.

    6-2. Release two hooks to release the guide harness.

7. Perform the steps that follow, Figure 1:

    7-1. Remove three screws.

    7-2. Remove the main motor assembly.

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Repairs-Adjustments
REP 11.7, REP 11.8

Figure 1 Main motor assembly

D-8-0417-A

Replacement

The replacement is the reverse of the removal procedure.

REP 11.9 HCF Main Motor Assembly P1

Parts List on PL 11.3

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the left front corner, shade tray LED, PWB LED cover, REP 11.2.
2. Remove left side cover, REP 11.3.
3. Remove the right side cover, REP 11.1.
4. Remove the rear cover, REP 11.4.
5. Disconnect P/J821, Figure 1.
6. Perform the steps that follow, Figure 1:

> 6-1. Remove three screws, SM18.
>
> 6-2. Remove the main motor assembly P1.
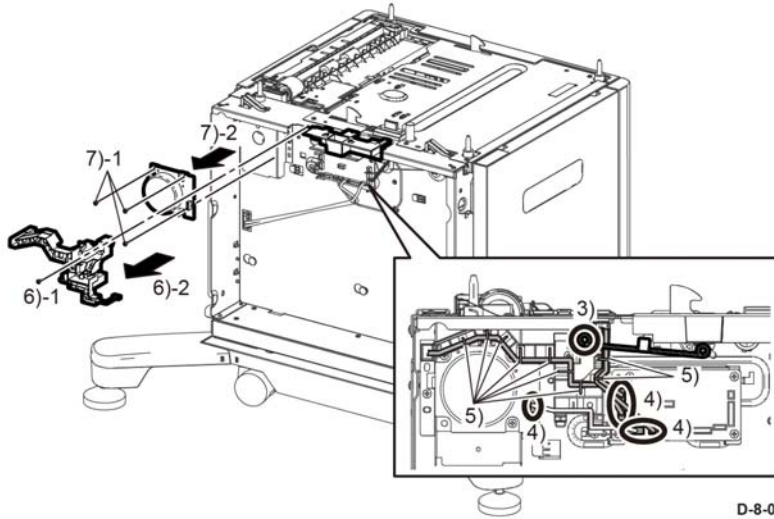
Repairs-Adjustments

REP 11.8, REP 11.9

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Figure 1 Main motor assembly P1

REP 11.10 HCF Rear Interlock Switch

Parts List on PL 11.3

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the left front corner, shade tray LED, PWB LED cover, REP 11.2.
2. Remove left side cover, REP 11.3.
3. Remove the right side cover, REP 11.1.
4. Remove the rear cover, REP 11.4.
5. Disconnect P/J824, Figure 1.
6. Perform the steps that follow, Figure 1:

    6-1. Release one clamp.

    6-2. Release four clamps.

    6-3. Remove the harness.
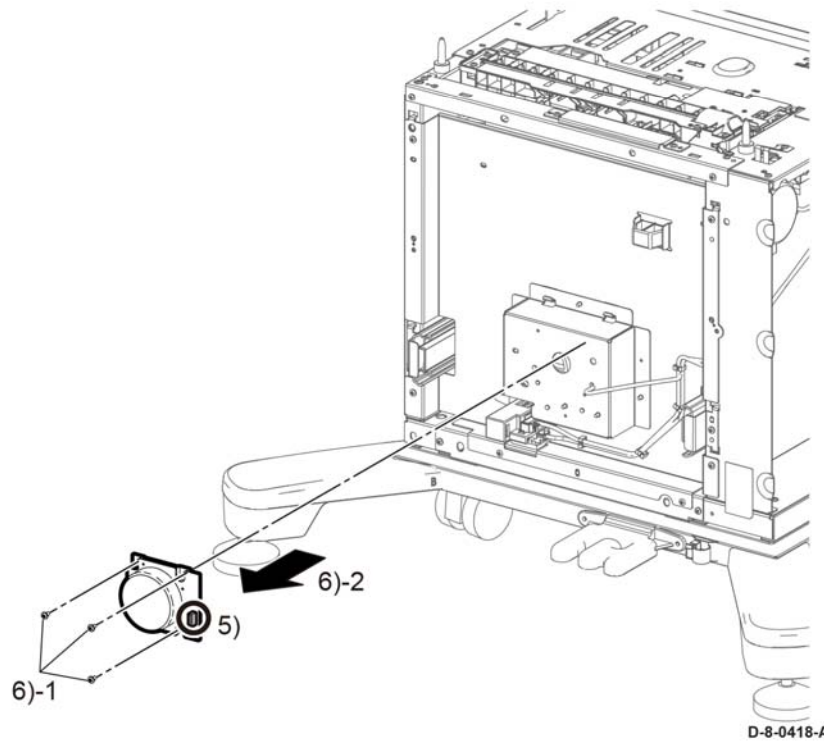
Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 11.9, REP 11.10

Figure 1 Rear interlock harness

D-8-0419-A

D-8-0420-B

Figure 2 Rear interlock switch removal

Replacement

The replacement is the reverse of the removal procedure.
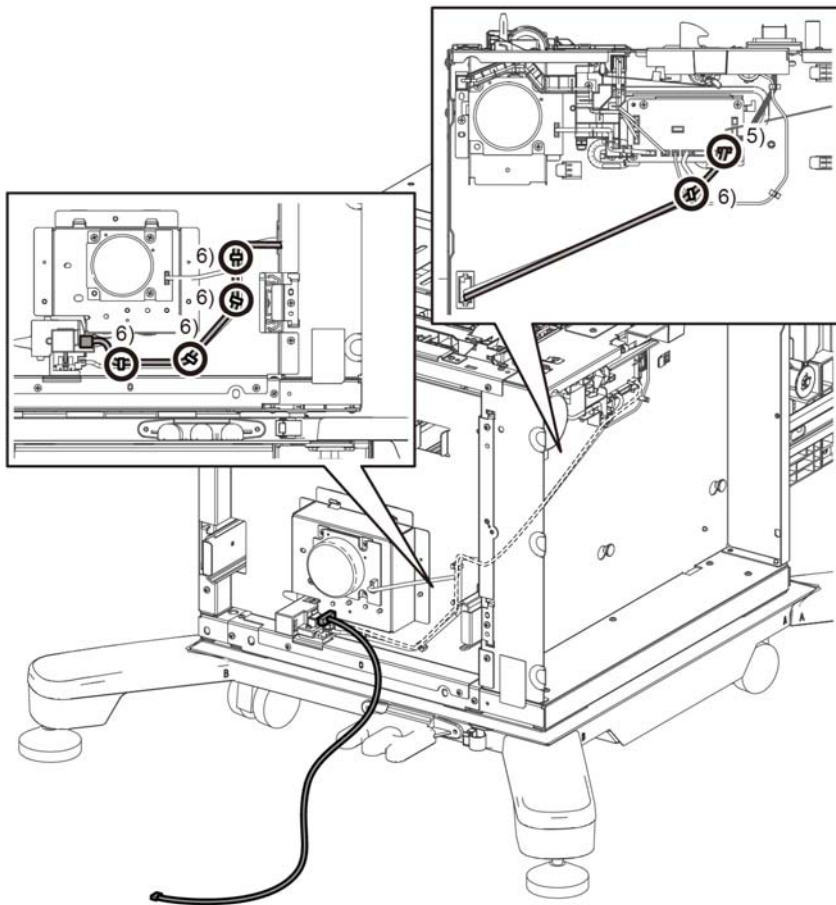
7.   Remove one screw, ST20, Figure 2.

8.   Perform the steps that follow, Figure 2:

   8-1. Move the rear interlock switch in the direction shown to release three hooks.

   8-2. Remove the rear interlock switch.

   8-3. Disconnect the harness from the rear interlock switch.

Repairs-Adjustments

REP 11.10

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REP 11.11 HCF Feed and Separator Roll

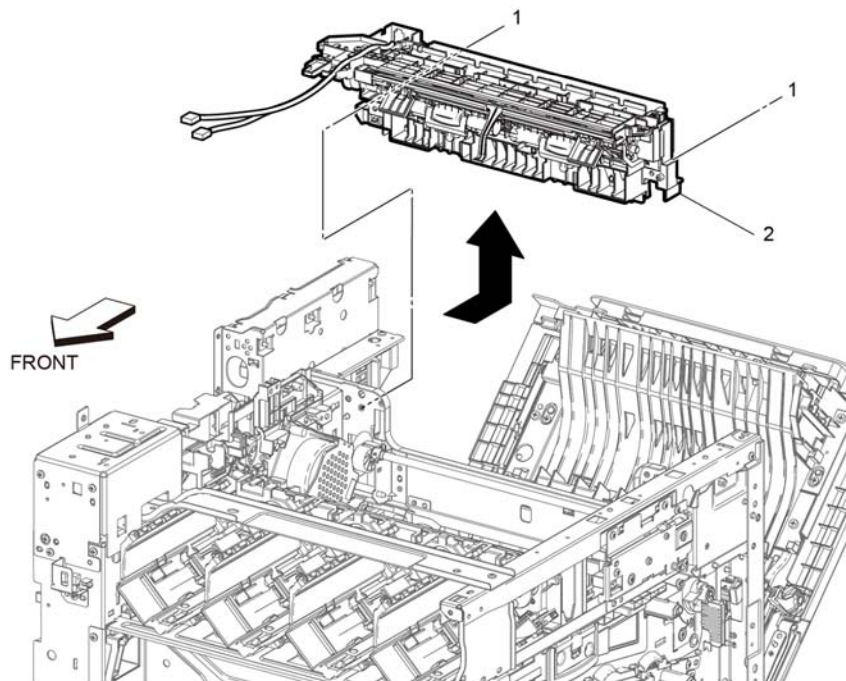**Parts List on PL 11.4**

Removal

<center>WARNING</center>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Pull the HCF feeder drawer out until it stops.
2. Push in the spring-loaded hatch one on each side, to remove the HCF feeder drawer, Figure 1.
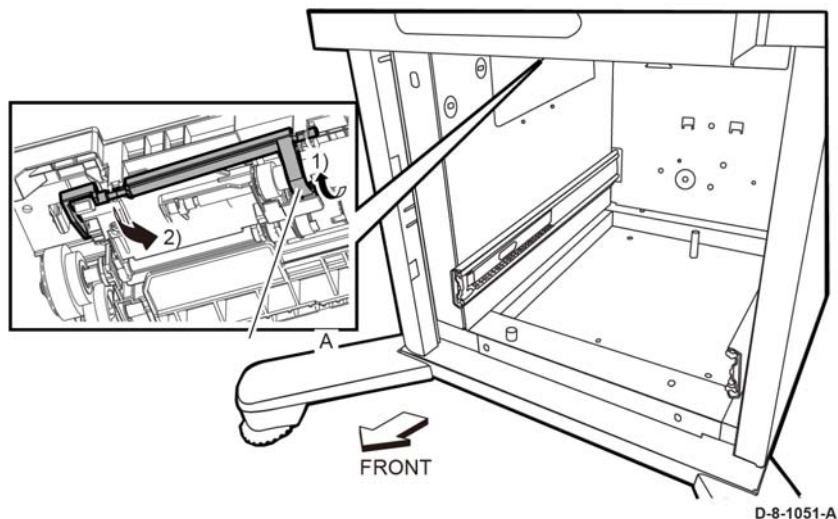
Figure 1 Releasing the feeder drawer

Figure 2 Installing the HCF feeder drawer

3. Pull and lift the HCF feeder drawer off the slide-rails to remove the HCF feeder drawer.
4. Install the Feed and Separator Roller Kit, PL 11.4 Item 98 per instruction provided in the kit.

Replacement

1. Push both slide rails all the way into the cabinet, Figure 2.
2. Align the side rails, on the rear of the HCF feeder drawer, with the slide rails in the cabinet.
3. Push the HCF feeder drawer into place.

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Repairs-Adjustments
REP 11.11

REP 11.12 HCF No Paper Actuator

Parts List on PL 11.3

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Pull the HCF feeder drawer out until it stops.
2. Push in the spring-loaded hatch, one on each side, to remove the HCF feeder drawer, Figure 1.

D-8-1056-A
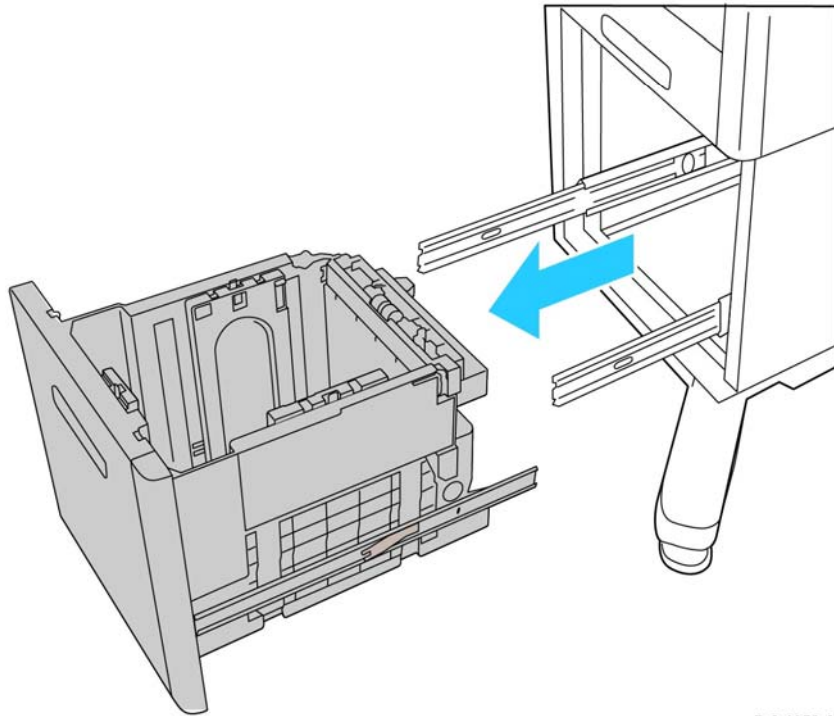
Figure 1 Releasing the HCF feeder drawer

3. Pull and lift the HCF feeder drawer off the side-rails to remove the HCF feeder drawer.
4. Release tab A of the no paper sensor in the direction of the arrow, then fully rotate the actuator, Figure 2.

D-8-1051-A
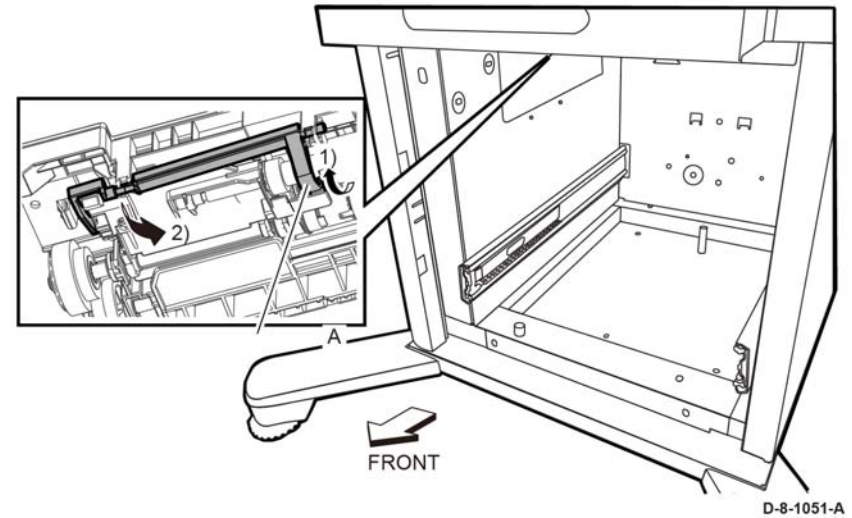
Figure 2 Removing the no paper actuator

5. While fully rotated out of its home position, remove the no paper actuator by pulling the actuator out of the post.

Replacement

1. Rotate the no paper actuator tab, labelled A in Figure 2.
2. Snap the actuator assembly into its home position.
3. Align the side rails, on the rear of the HCF drawer, with the rails in the cabinet.
4. Push the HCF feeder drawer into place.

Repairs-Adjustments

REP 11.12

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REP 13.1 Bypass Tray Frame Assembly

Parts List on PL 13.1

Initial Actions

Remove the inner front cover, REP 19.1.

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Disconnect two connectors, P/J482, P/J483.
2. Remove the items that follow:
    2-1 Two screws, SM 18.
    2-2 Bypass tray frame assembly.
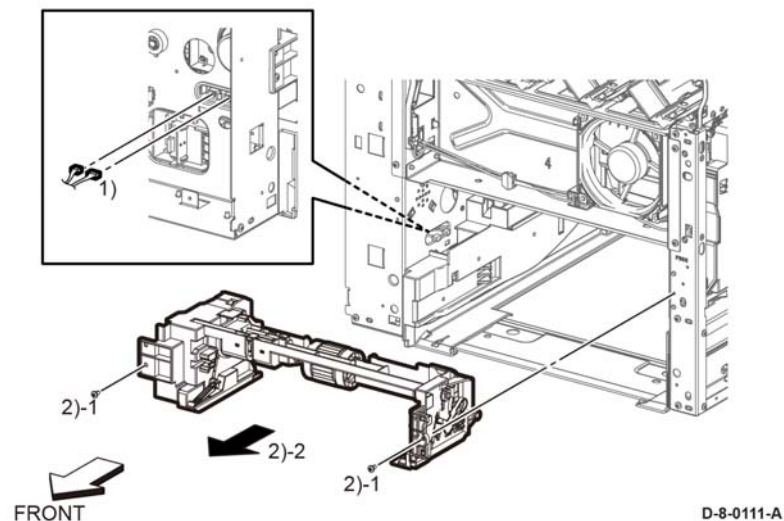
Figure 1 Frame assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 13.2 Bypass Tray Feed Roll

Parts List on PL 13.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the bypass tray assembly, REP 13.5.
2. Release the hook on the bypass core roll, Figure 1.
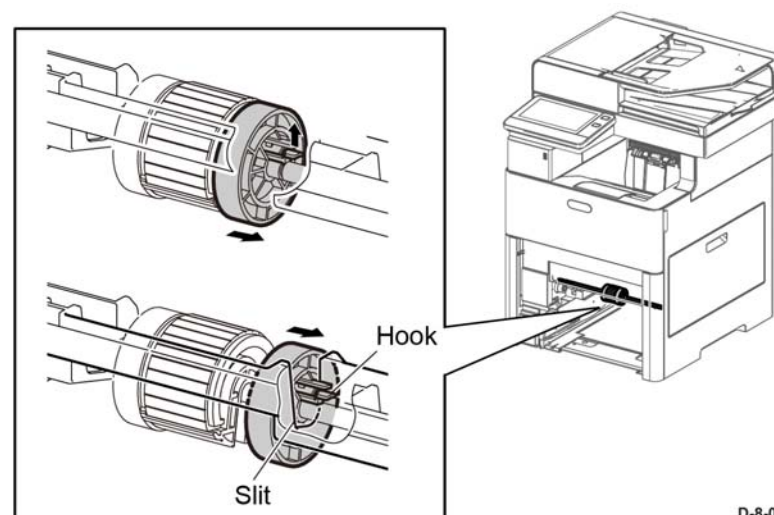
Figure 1 Release the bypass tray feed roller hook

3. Rotate the bypass core roll and move it in the direction of the arrow until the core roll slides completely against the bypass frame housing, Figure 2.
4. Slide and rotate the feed roller in the direction of the arrows until it releases from the shaft, Figure 2.
5. Remove the bypass tray feed roller, Figure 2.

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Repairs-Adjustments
REP 13.1, REP 13.2

Figure 2 Remove the bypass tray feed roller

Replacement

The replacement procedure is the reverse of the removal procedure.

REP 13.3 Bypass Tray No Paper Sensor
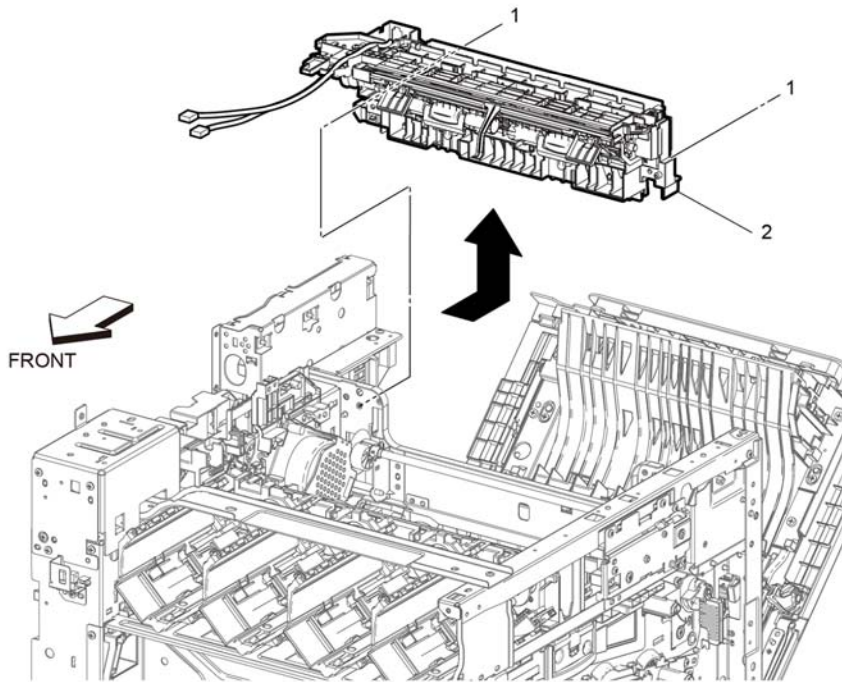
Parts List on PL 13.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the bypass tray frame assembly, REP 13.1.
2. Release the two hooks and the boss, and lift up the bypass no paper bracket (with the no paper sensor) from the bypass tray frame assembly, Figure 1.
3. Unplug the connector and release the harness, Figure 1.
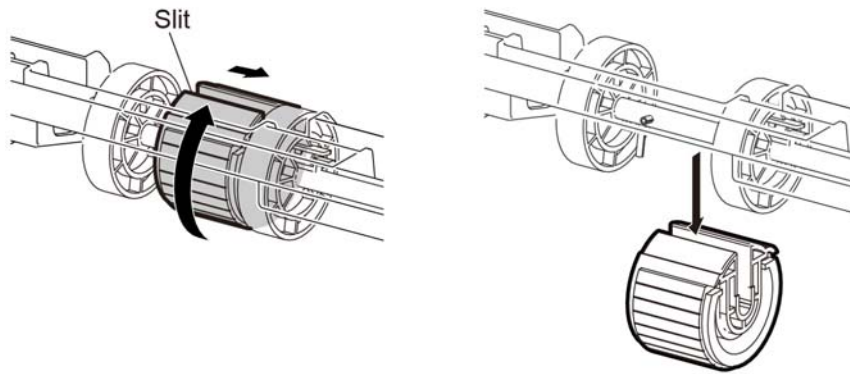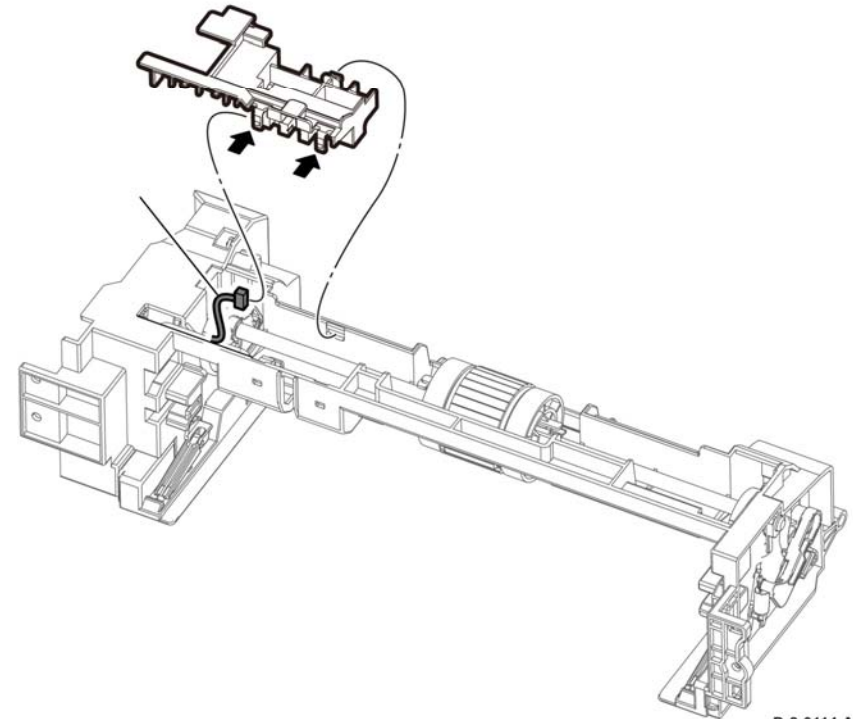
Figure 1 Remove the Bypass Tray No Paper Bracket

4. Release the three hooks attaching the no paper sensor to the bracket, and remove the sensor, Figure 2.

Repairs-Adjustments
REP 13.2, REP 13.3

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Figure 2 Remove the bypass tray no paper sensor

Replacement

The replacement is the reverse of the removal procedure.

REP 13.4 Bypass Tray TA1/TA2 Roller Assembly Kit

Parts List on PL 13.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the bypass tray frame assembly, REP 13.1.
2. Release the hook holding the turn gear, and remove the turn gear, Figure 1.

CAUTION

In the following step, avoid breaking the bearing tab by lifting the tab gently during bearing removal.

3. Unlock the left TA bearing by lifting the tab, then rotate and remove it, Figure 1.

Figure 1 Remove the turn gear and left TA bearing

4. Slide the TA1 roller assembly in the direction of the arrow, Figure 2.
5. Remove the TA1 roller assembly in the direction of the arrow, Figure 2.

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Repairs-Adjustments
REP 13.3, REP 13.4
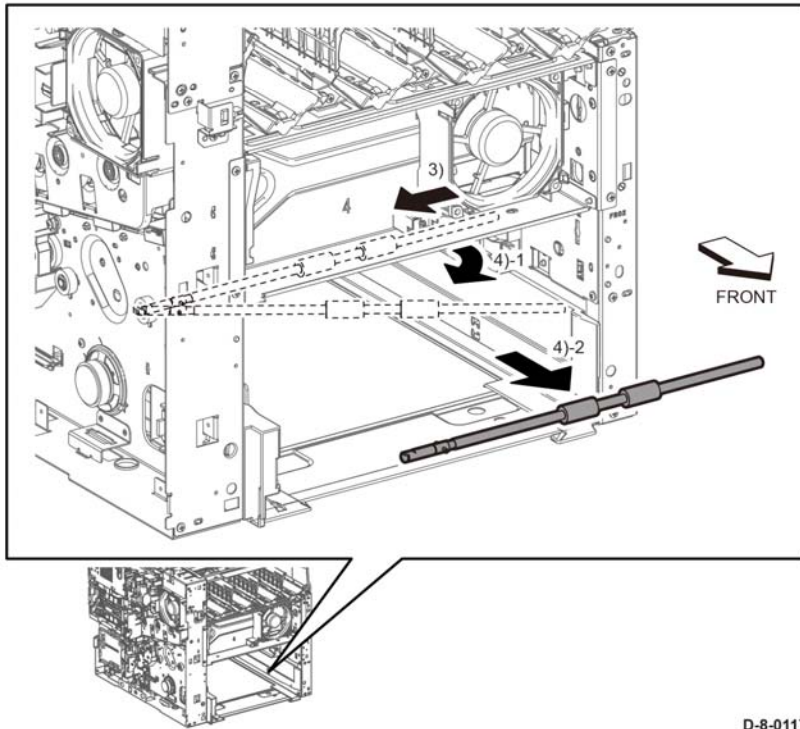
Figure 2 Remove the bypass tray TA1 roller assembly

Replacement

When replacing the roller, use only the parts in the spares kit that are required for this part.

Bypass Tray TA2 Roller Assembly Kit

Removal

WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the main drive assembly, REP 3.8.
2. Release the erase-CF harness assembly from the harness guide and slide the harness in the direction of the arrow to remove the harness, Figure 3.
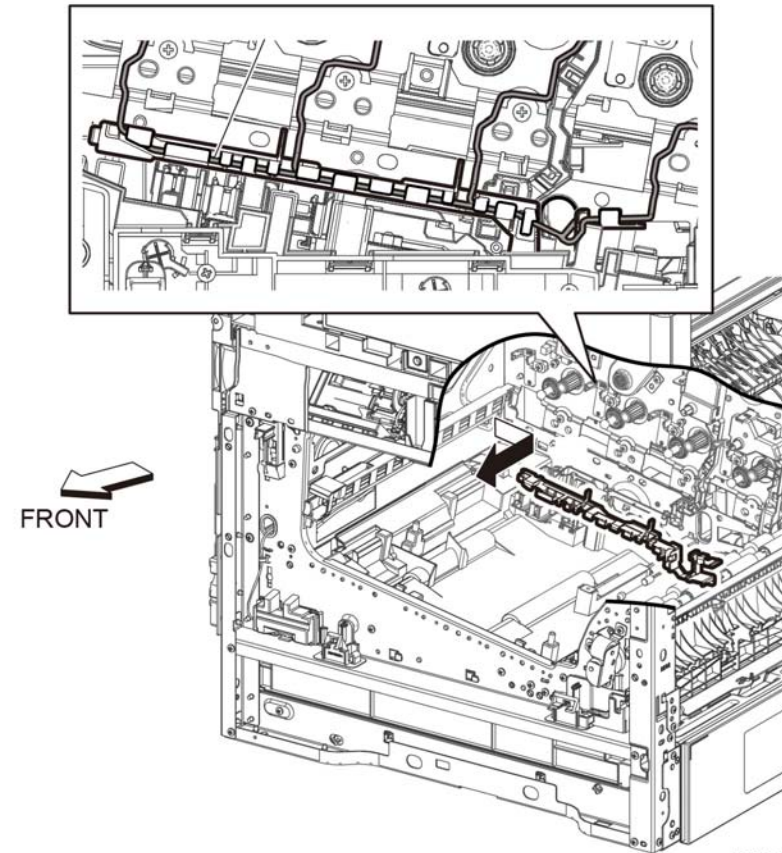
Figure 3 Remove the erace-CF harness

3. Release the three harnesses from the harness guide and remove the holder assembly, Figure 4.

Repairs-Adjustments

REP 13.4

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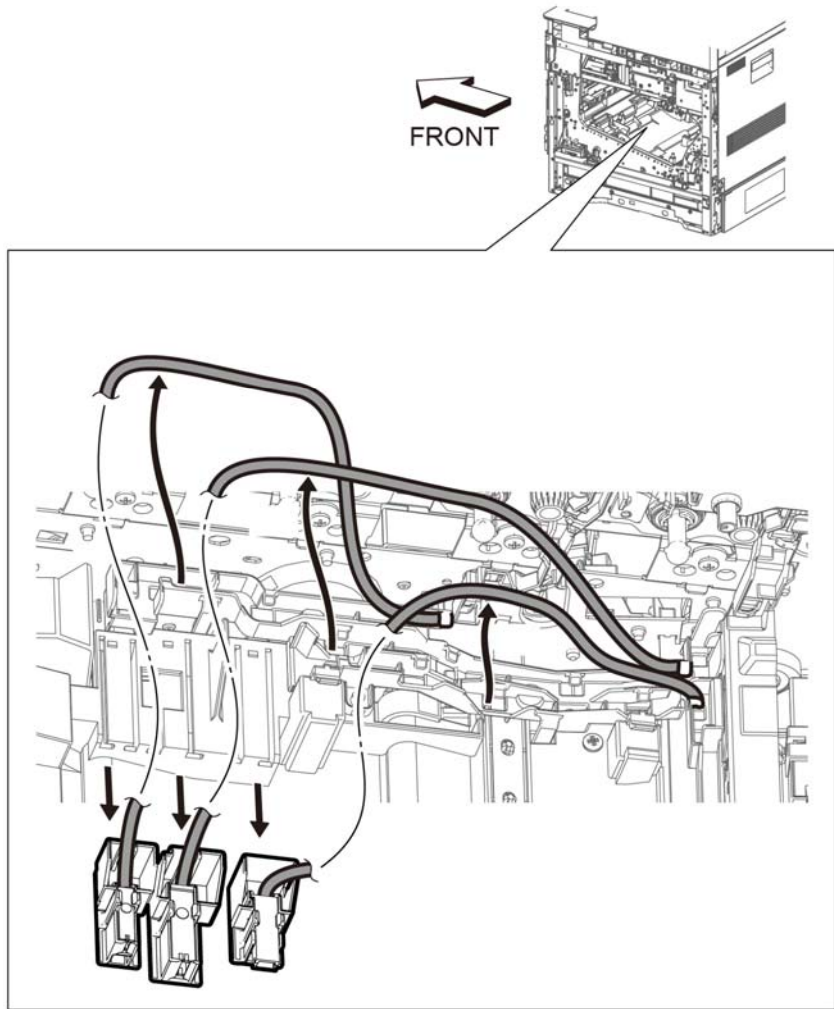
Figure 4 Release the harnesses

4.   Release the two hooks and the three bosses, then remove the harness guide, Figure 5.
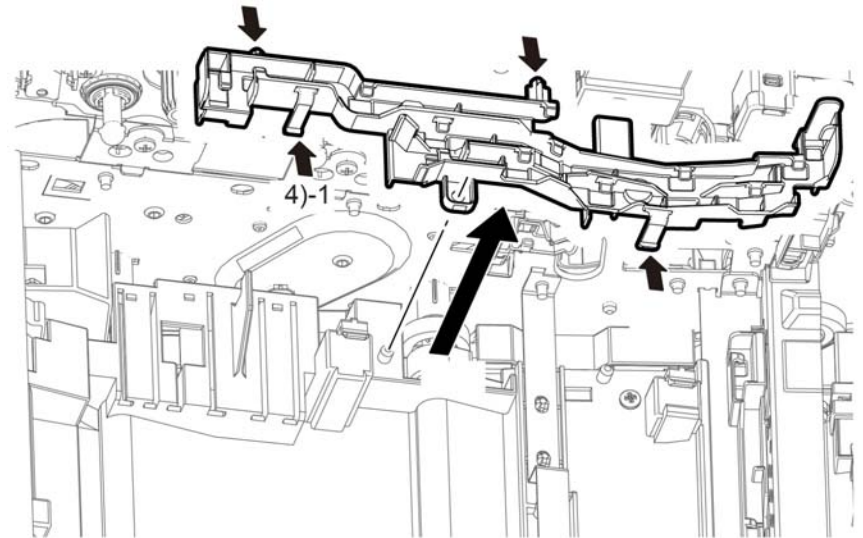
Figure 5 Remove the harness guide

5.   Remove the one screw (SM18) attaching the plate and remove the plate, Figure 6.

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Repairs-Adjustments
REP 13.4
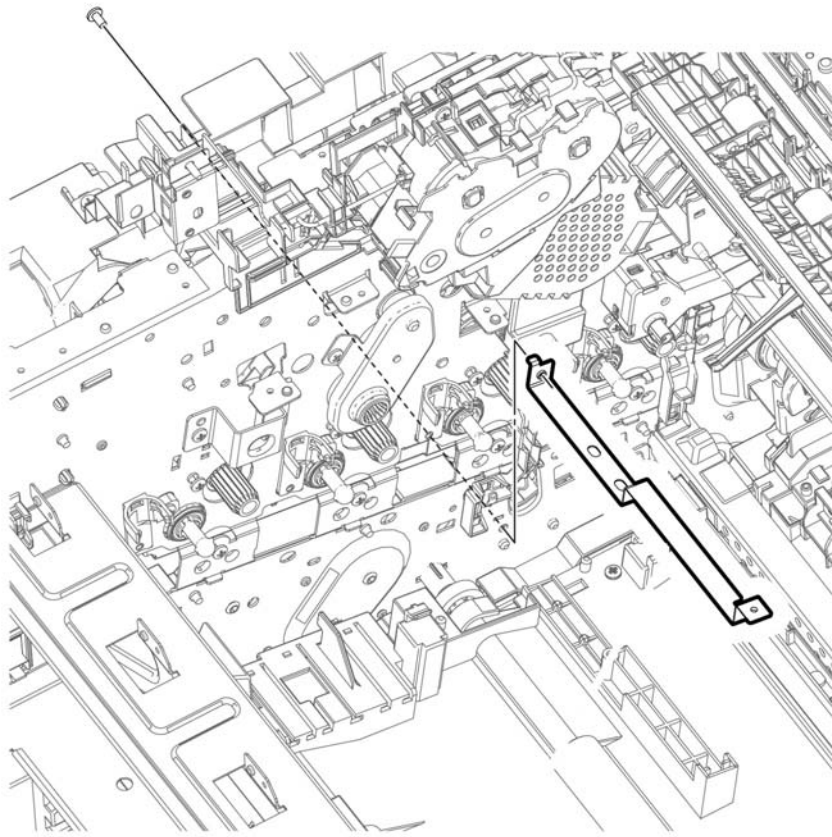
D-8-0121-A

Figure 6 Remove the plate

6. Remove the two screws (ST20) attaching the MSI upper chute and lift up the MSI upper chute, Figure 7.

FRONT
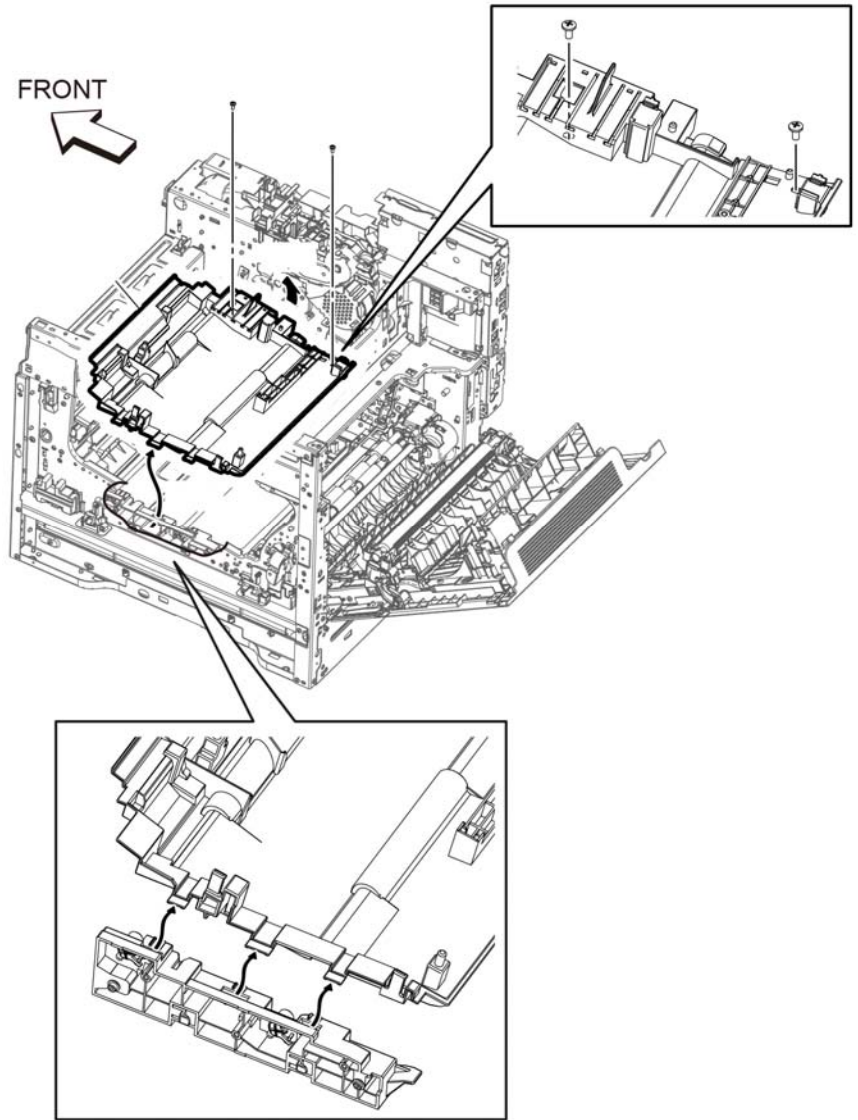
D-8-0122-A

Figure 7 Remove the MSI upper chute

7. Refer to Figure 8, to release the hook and remove the turn gear.

Repairs-Adjustments

REP 13.4

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In the following step, avoid breaking the bearing tab by lifting the tab gently during bearing removal.

8. Unlock the left TA bearing by lifting the tab, then rotate and remove it, Figure 9.

Figure 9 Remove the bypass tray TA2 roller assembly

Replacement

When replacing the roller, use only the parts in the spares kit that are required for this part.

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.
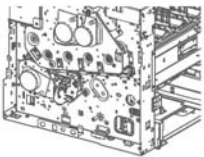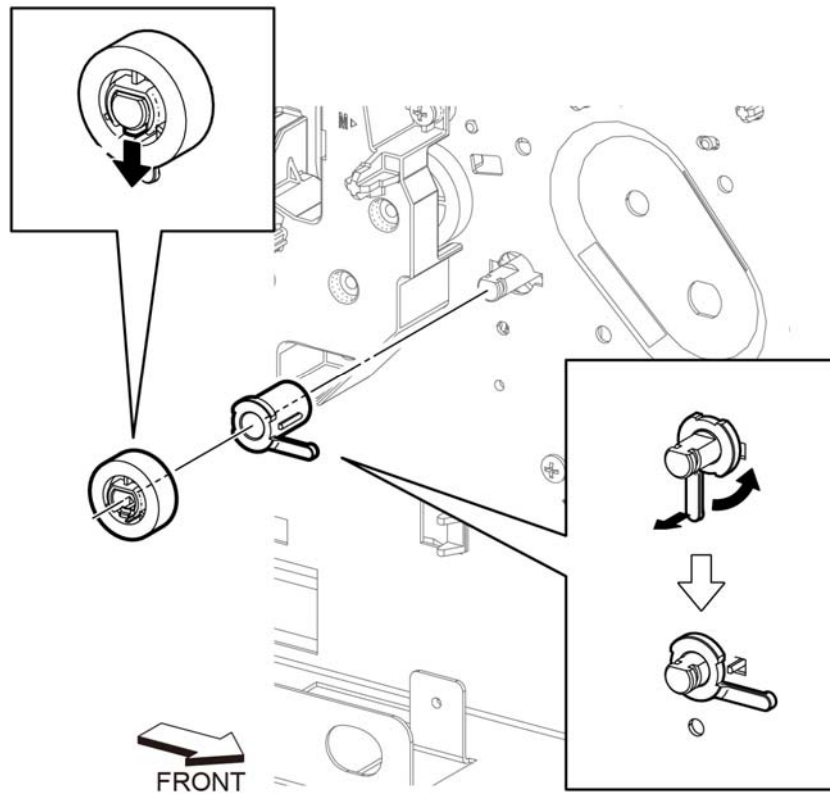
Figure 8 Remove the turn gear and left TA bearing

9. Slide the bypass tray TA2 roller assembly, then remove the TA2 roller in the direction of the arrows, Figure 9.

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Repairs-Adjustments
REP 13.4

REP 13.5 MSI Bypass Tray Assembly

Parts List on PL 13.2

Prerequisites:

Perform the 550 feed tray assembly, REP 9.1.

Removal

<p style="text-align:center"><strong style="color:red">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the MSI bypass tray assembly, Figure 1.
2. Remove the MSI bypass tray assembly, Figure 1.

Replacement

The replacement is the reverse of the removal procedure.

FRONT

D-8-0126-A
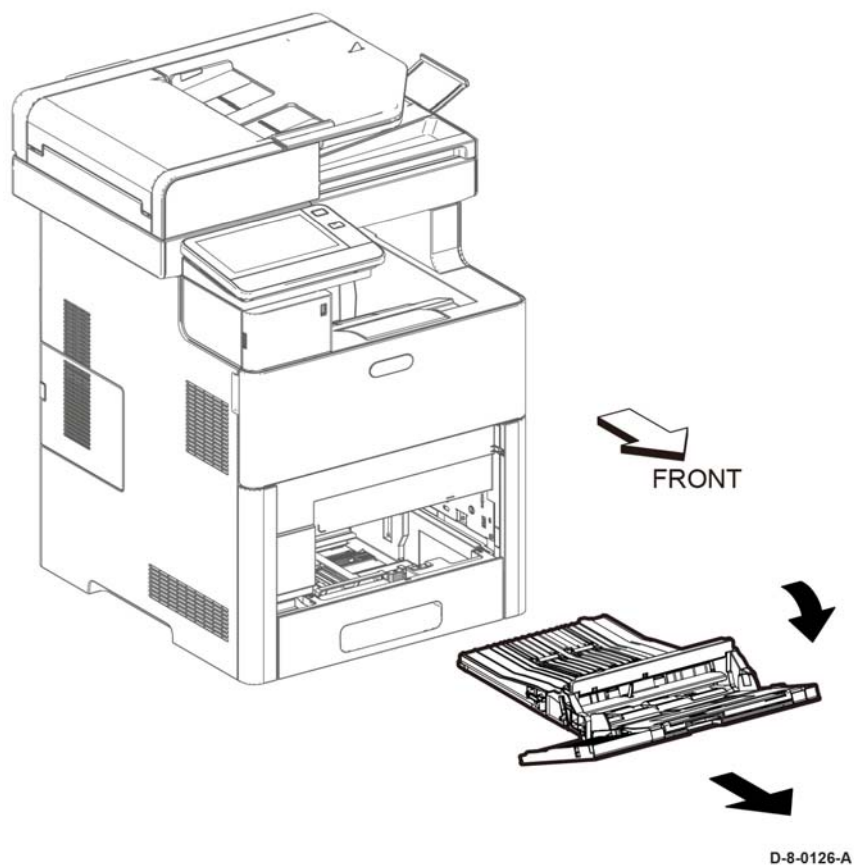
Figure 1 MSI main tray removal

Repairs-Adjustments

REP 13.5

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REP 13.6 Bypass Tray Separator Holder Assembly

Parts List on PL 13.2 Item 5

Removal

WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the MSI main bypass tray assembly, REP 13.5.
2. Release the hook of the bypass tray separator holder assembly and remove the bypass tray separator holder from the main bypass tray, Figure 1.

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Figure 1 Remove the Bypass Tray Separator Holder Assembly

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Repairs-Adjustments
REP 13.6

Repairs-Adjustments

REP 13.6

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REP 14.1 Rear Fan

Parts List on PL 14.1

Removal

Refer to REP 4.3 Rear Fan Removal for procedure.

REP 14.2 Duplex Relay Cover

Parts List on PL 14.1

Removal

1. Open the rear door.
2. Gently pry the arm of the duplex relay cover over the pin (1) to release.
3. Remove the duplex relay cover (2).
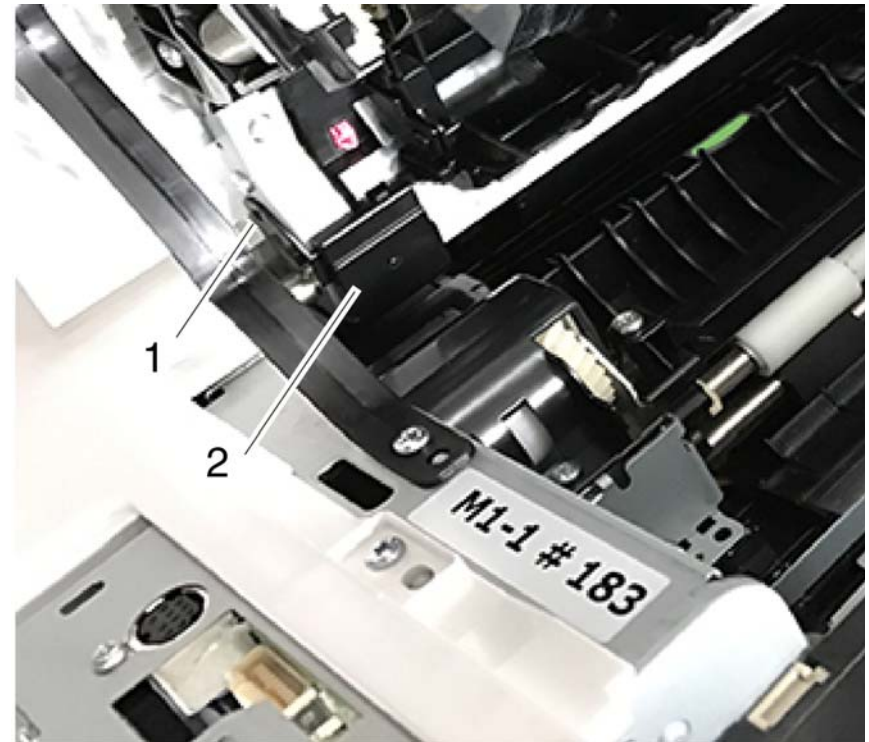
Figure 1 Duplex relay cover removal

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Repairs-Adjustments
REP 14.1, REP 14.2

Repairs-Adjustments
REP 14.1, REP 14.2

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REP 15.1 Optional 550-Sheet Registration Chute

Parts List on PL 15.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the rear cover assembly; REP 19.12.
2. Refer to Figure 1 to remove the Lower Duplex Chute.

Figure 2 Remove the Option Registration Chute
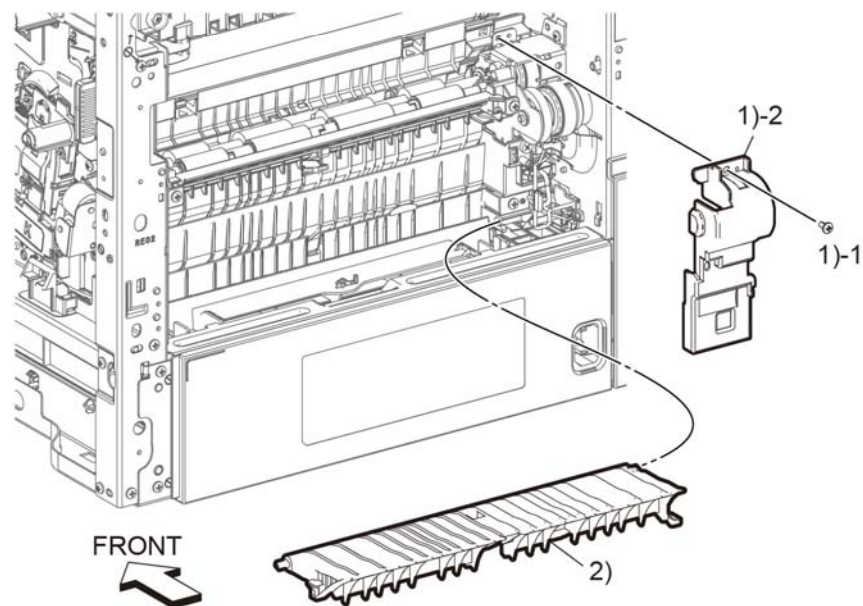
Figure 1 Remove the Lower Duplex Chute

D-8-0131-A

3. Refer to Figure 1 to release two hooks and remove the Option Registration Chute.
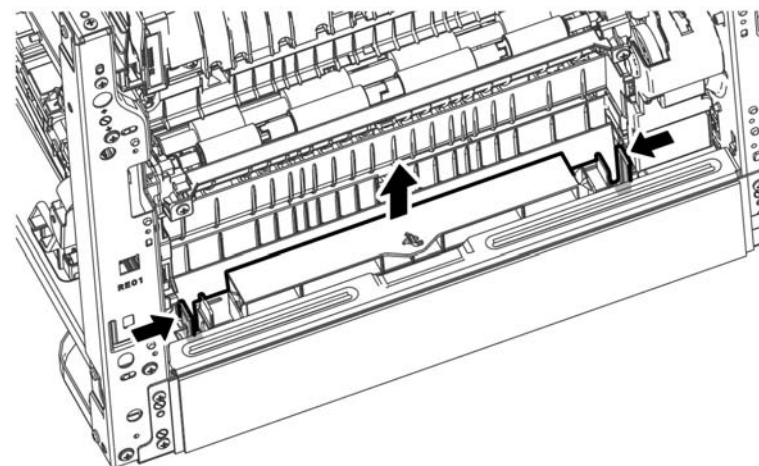
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Repairs-Adjustments
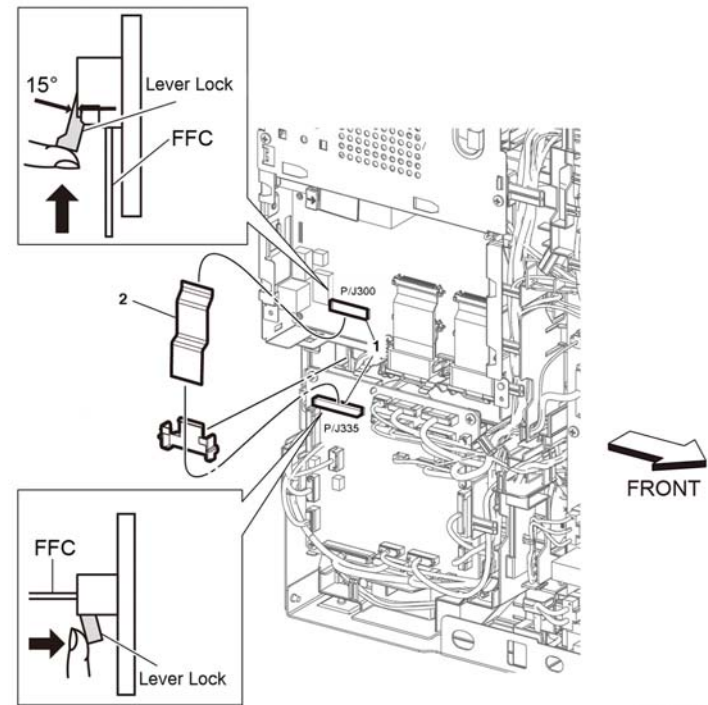
REP 15.1

REP 15.2 Duplex Registration Roller Assembly Kit

Parts List on PL 15.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Registration Chute Feeder Assembly, REP 15.2.
2. Refer to Figure 1 to unplug the connector P/J541.

FRONT
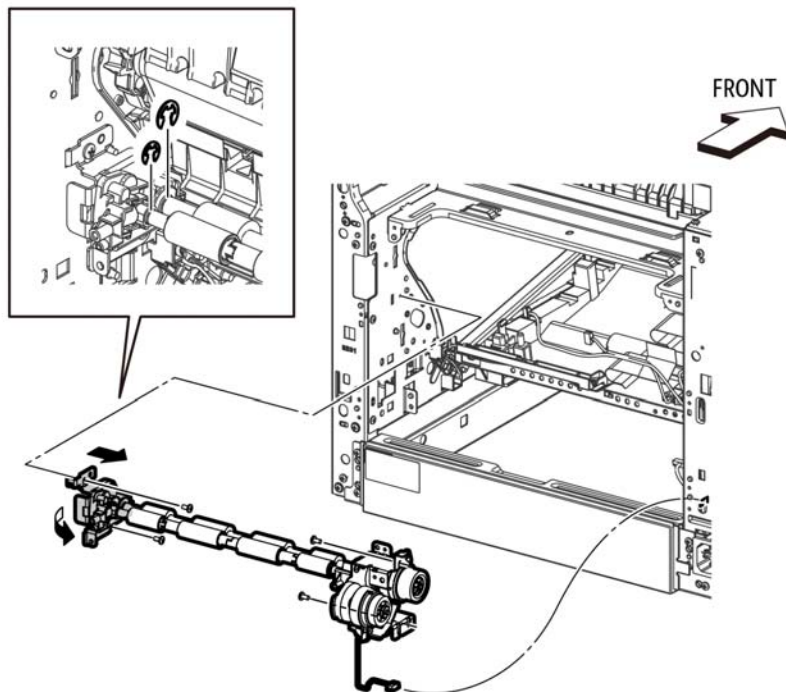
Figure 1 Remove the Duplex Registration Roller Assembly

NOTE: When removing the Duplex Roller Registration Assembly, bearings and gears will move out of their seated positions. For easier replacement later, carefully observe the placement and orientation of bearings and gears at both ends of the roller assembly before removing it.

3. Refer to Figure 1 to remove the two E-rings of the Duplex Registration Roller Assembly.
4. Refer to Figure 1 to remove the four screws (silver, M3x6mm).
5. Refer to Figure 1 to slide the Duplex Registration Roller Assembly in the direction of the arrow, and remove the roller assembly.

Replacement

NOTE: Be sure to align bearings and gears at each end of the Duplex Registration Roller Assembly so they are fully seated in their positions.

For easier replacement, use the following order:

1. Align rollers, bearings, and gears into their final positions.
2. Snap the two E-rings into their positions.
3. Install the four screws (silver, M3x6mm).
4. Reattach the connector (P/J541).

Repairs-Adjustments

REP 15.2

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REP 15.3 Registration Chute Feeder Assembly

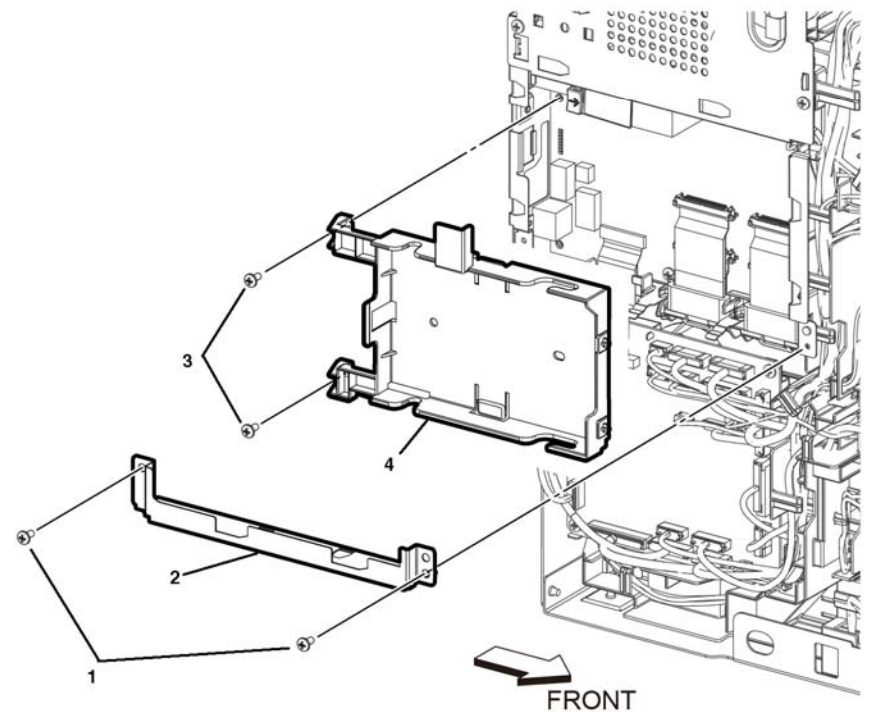**Parts List on PL 15.1**

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the rear cover assembly; REP 19.18.

2. Refer to Figure 1 to remove the one screw (silver, M3x6mm) attaching the Rear Duplex Cover and remove the cover.

s6510_6515-070
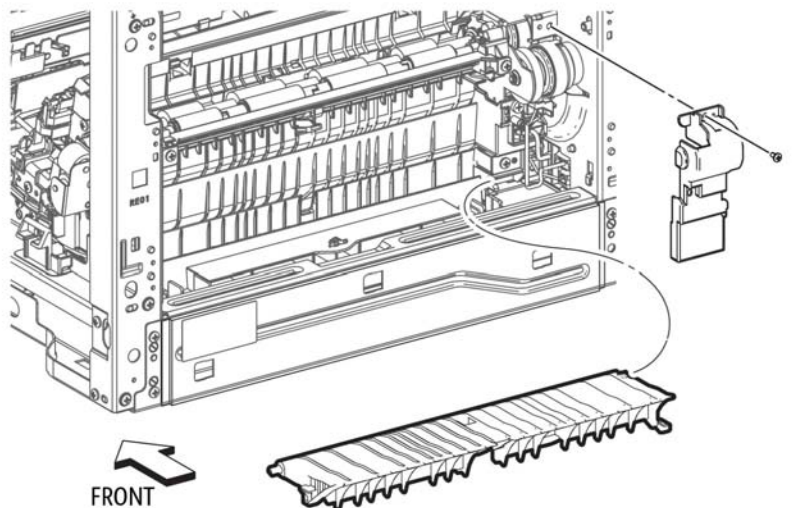
Figure 1 Remove the Rear Duplex Cover and Lower Duplex Chute

3. Refer to Figure 1 to rotate the Lower Duplex Chute 90 degrees toward the rear, and remove the Lower Duplex Chute.

4. Remove the 550Option Registration Chute, REP 15.1.

5. Refer to Figure 2 to remove the two screws (silver, tapping, M3x8mm) attaching the Upper Duplex Chute and remove the chute.

s6510_6515-071
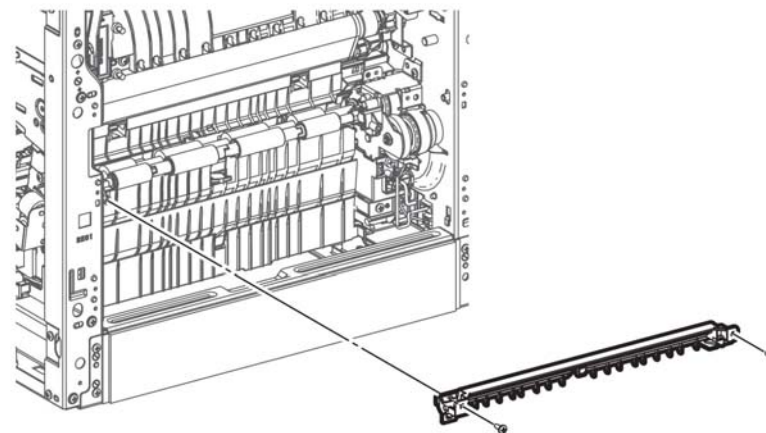
Figure 2 Remove the Upper Duplex Chute

6. Remove the Second Bias Transfer Housing Kit; REP 18.10.

7. Refer to Figure 3 to remove the screw (silver, tapping, M3x8mm) attaching the Feeder Chute and pull out the chute in the direction of the arrow.
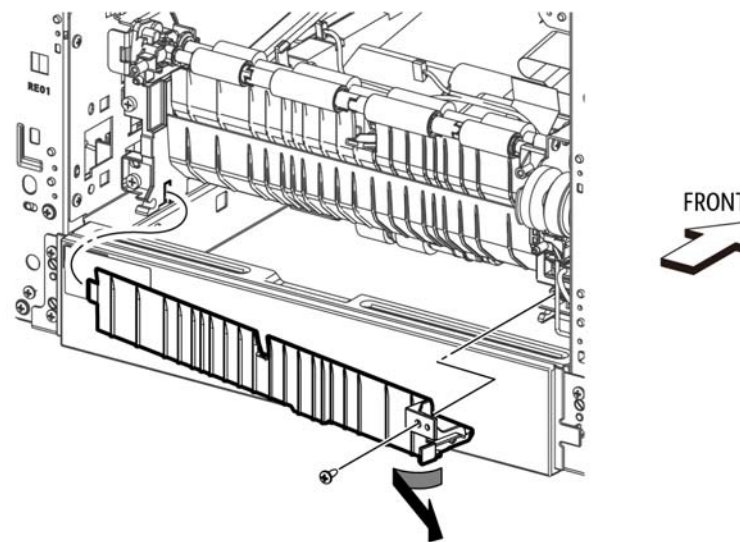
Figure 3 Remove the Feeder Chute

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Repairs-Adjustments
REP 15.3

8. Refer to Figure 4 to unplug the two connectors (P/J544, P/J545).
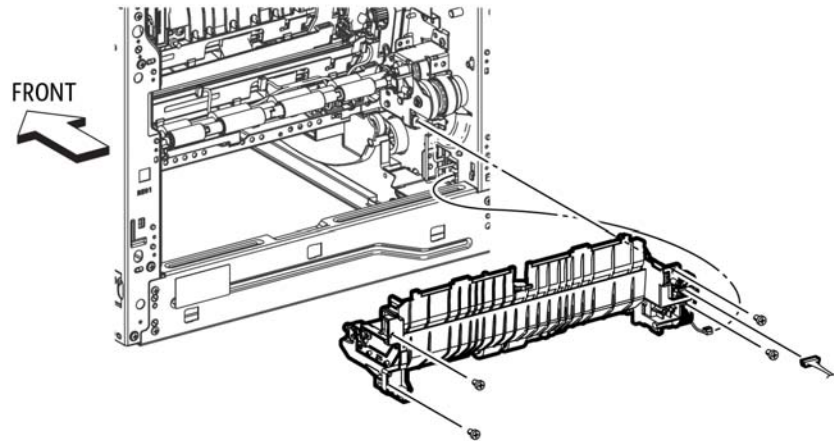
Figure 4 Remove the Registration Chute Feeder

9. Refer to Figure 5 to remove the four screws (silver, M4x6mm) attaching the Registration Chute Feeder Assembly and remove the feeder.

Replacement

When installing the Registration Chute Feeder, install it at the angle shown in Figure 4.
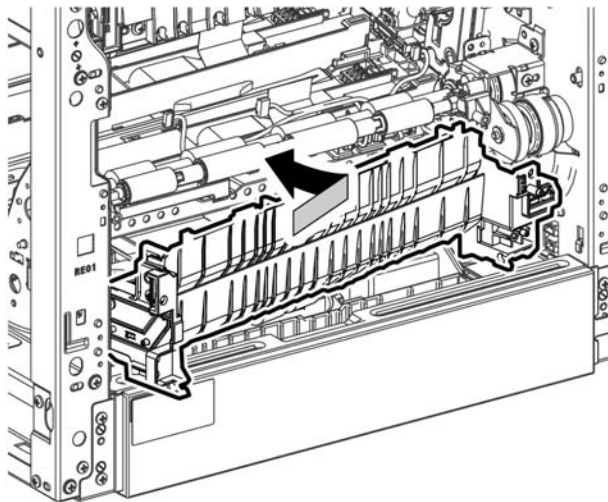
Figure 5 Observe Angle When Installing Feeder

REP 15.4 No Paper Actuator (Registration)

Parts List on PL 15.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 Cassette Assembly; REP 9.1.
2. Remove the Main Bypass Tray Assembly; REP 13.5.
3. Refer to Figure 1 to release tab A of the No Paper Actuator in the direction of the arrow and fully rotate the actuator.
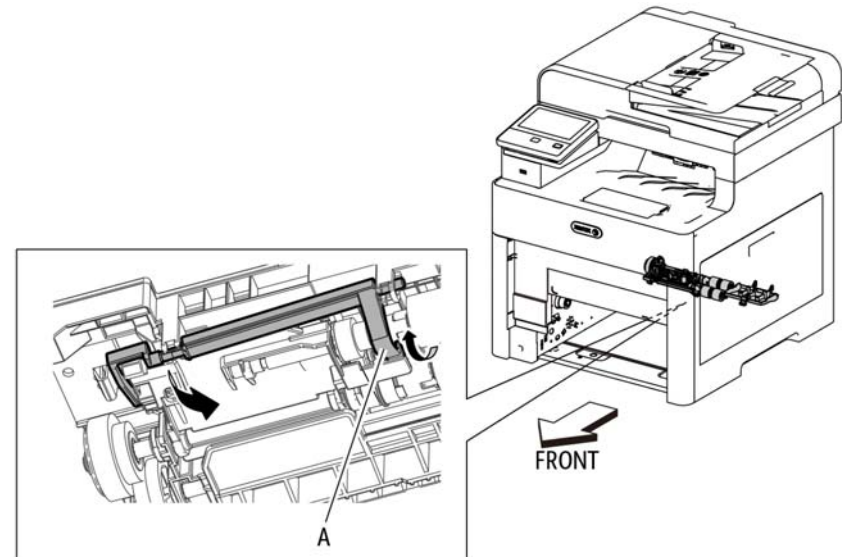
Figure 1 Remove the No Paper Actuator

4. While fully rotated out of its home position, remove the No Paper Actuator by pulling the actuator out of the retaining post.

Replacement

When replacing the No Paper Actuator, rotate the actuator tab (labeled A in Figure 1) so it snaps into its home position as shown in the figure.

Repairs-Adjustments
REP 15.3, REP 15.4

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REP 15.5 Registration Actuator

Parts List on PL 15.2

Removal

<p style="text-align: center; color: red; font-weight: bold;">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Registration Chute Feeder Assembly, REP 15.3.

<p style="text-align: center; color: red; font-weight: bold;">CAUTION</p>

In the following step, avoid losing the spring from the end of the Registration Actuator when removing the actuator.

2. Refer to Figure 1, use a flat-blade tool to release the left end of the Registration Actuator, then release the right end and remove the Registration Actuator from the Registration Chute Feeder Assembly.
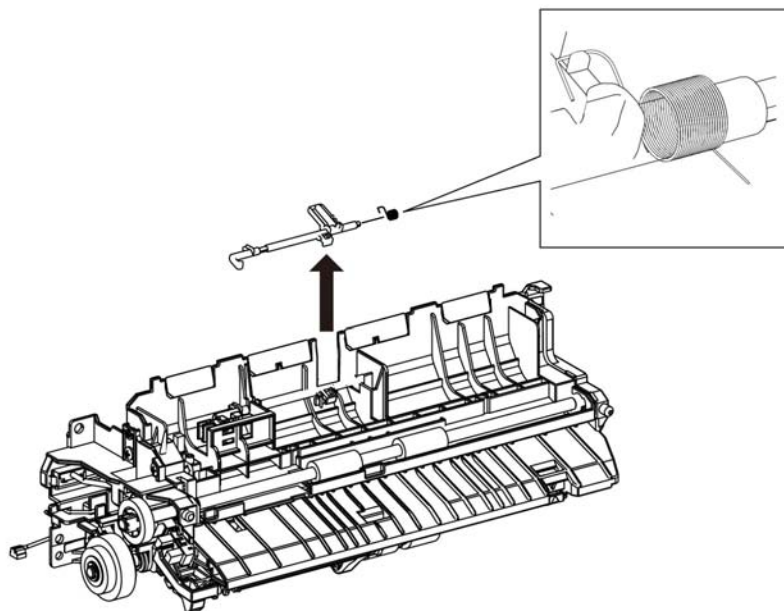
Figure 1 Remove the Registration Actuator

Replacement

When replacing the Registration Actuator, install the spring as shown in the detail in Figure 1.

REP 15.6 Registration Photo Sensor

Parts List on PL 15.2

Removal

<p style="text-align: center; color: red; font-weight: bold;">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the Registration Chute Feeder Assembly; REP 15.3.

2. Refer to Figure 1 to release the double hooks, then remove the Registration Photo Sensor from the Registration Chute Feeder Assembly.
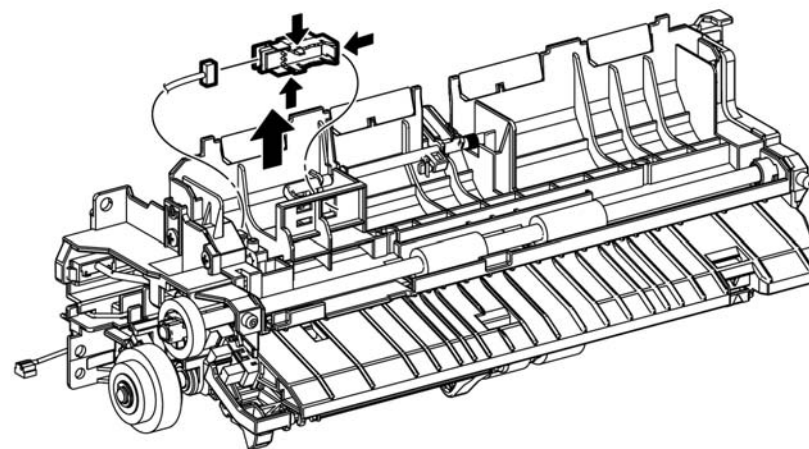
Figure 1 Remove the Registration Photo Sensor

3. Refer to Figure 1 to unplug the Photo Sensor Harness connector (P/J272) from the Registration Photo Sensor.

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Repairs-Adjustments
REP 15.5, REP 15.6

REP 15.7 Feed Roll Assembly

Parts List on PL 15.2

Removal

1. Remove the paper tray.
2. Remove the bypass tray.
3. Releast the tab (1) on the upper feed chute (2), then remove the upper feed chute.
4. Release two hooks (3), then remove the feed rolls (4).
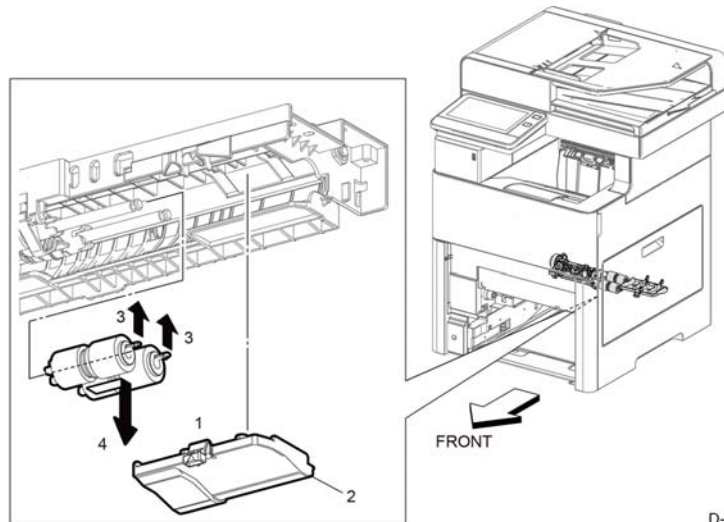
Figure 1 Feed roll removal

NOTE: When ordering, use PL 15.2 Item 98 Feed and Separator Roll Kit.

REP 15.8 Upper Feed Chute

Parts List on PL 15.2

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 Cassette Assembly; REP 9.1.
2. Remove the Main Bypass Tray Assembly; REP 13.5.
3. Refer to Figure 1 to remove the Upper Feed Chute.
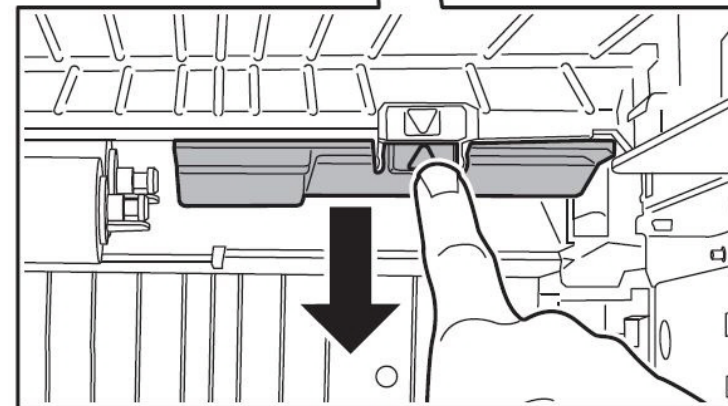
Figure 1 Remove the Upper Feed Chute

Repairs-Adjustments

REP 15.7, REP 15.8

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REP 15.9 Feed and Separator Roll Kit

Parts List on PL 15.2

Removal

Refer to, REP 15.7 Feed Roll Assembly for removal.

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Repairs-Adjustments

REP 15.9

Repairs-Adjustments

REP 15.9

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REP 17.1 Exit Chute Assembly (C505/C605/C605_Tall)

Parts List on PL 17.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

The Fuser is very hot. Take added care when handling the Fuser to avoid being burned.

1. Remove the main H exit drive assembly, REP 17.3.
2. Remove the two screws (1), then remove the exit chute assembly (2), Figure 1.

Figure 1 Remove the Exit Chute Assembly

REP 17.2 Main H Exit Drive Assembly (C505/C605/C605_Tall)

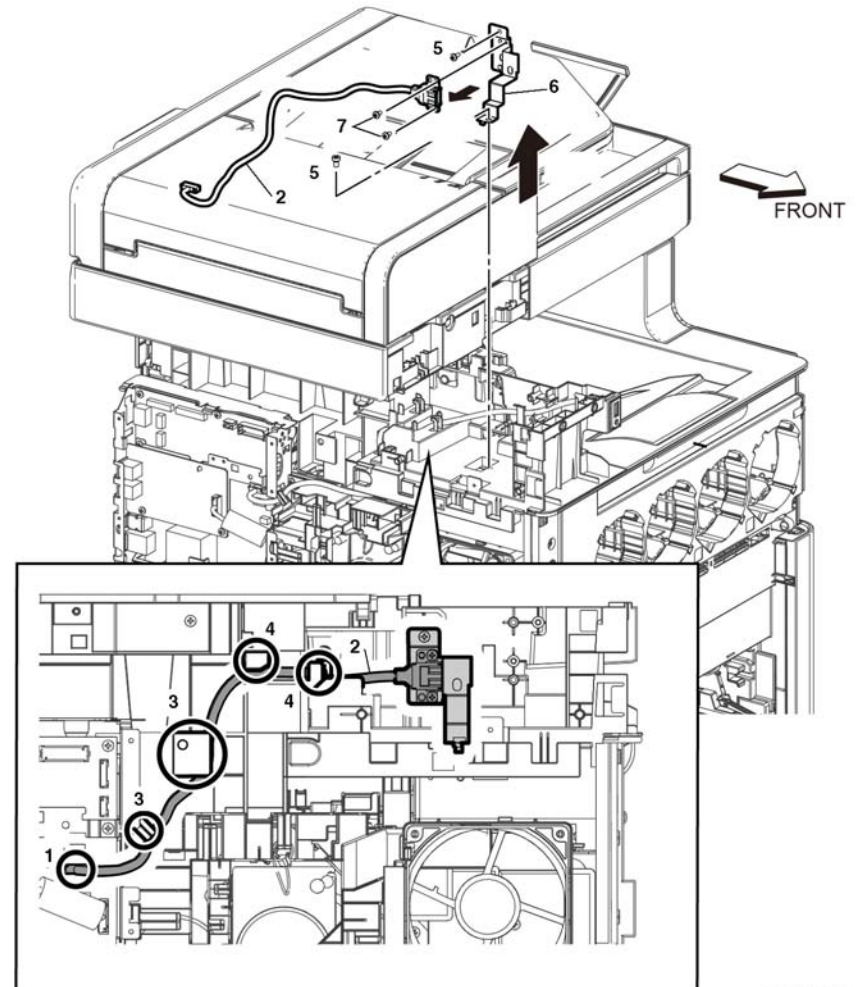**Parts List on PL 17.1**

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

WARNING

</div>

The Fuser is very hot. Take added care when handling the Fuser to avoid being burned.

1. Remove the top cover assembly, REP 19.50 / REP 19.13 / REP 19.35.
2. Open the rear door, PL 19.2 Item 99.
3. Remove the main H exit drive assembly, Figure 1:

    a. Disconnect connectors P/J461, P/J462 (1), then release the harness (2).

    b. Remove two screws (3) attaching the main H exit drive assembly (4), then remove the main H exit drive assembly.

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Repairs-Adjustments
REP 17.1, REP 17.2

FRONT
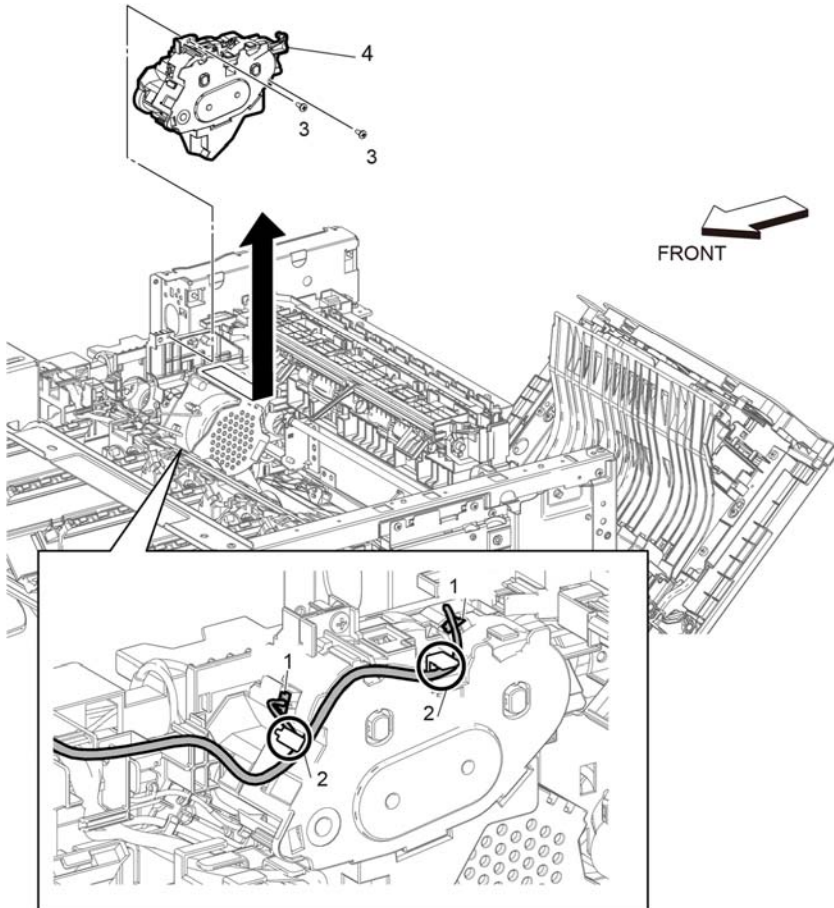
Figure 1 Main H exit drive assembly removal

D-8-0238-A

Replacement

The replacement is the reverse of the removal procedure.

NOTE: When re-connecting the connectors P/J461, P/J462 onto the main H exit drive, refer to Figure 1 to ensure each harness is connected to the correct terminal.

REP 17.3 Full Stack Sensor (C505/C605/C605_Tall)

Parts List on PL 17.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the exit chute assembly, REP 17.1.
2. Remove the full stack sensor, Figure 1:
    a. Disconnect P/J467 (1).
    b. Rotate the full stack actuator (2), then remove the full stack sensor (3).

FRONT

D-8-0236-A

Figure 1 Full stack sensor removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 17.2, REP 17.3

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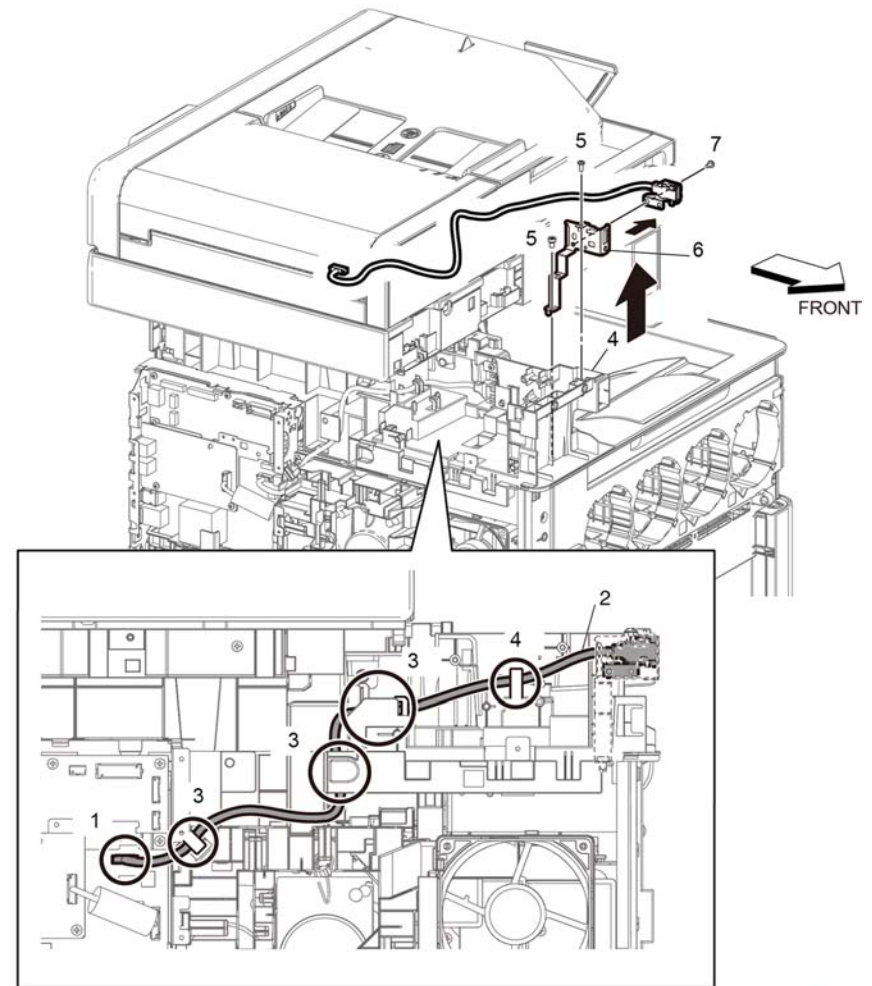
REP 17.4 Full Stack Actuator (C505/C605/C605_Tall)

Parts List on PL 17.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the full stack sensor, REP 17.3.
2. Remove the full stack actuator, Figure 1:
    a. Remove two screws (1), then release the upper side of the exit chute assembly (2).
    b. Release three hooks (3), remove the lower exit top cover (4) with the exit chute flappers (5), then remove the full stack actuator (6).
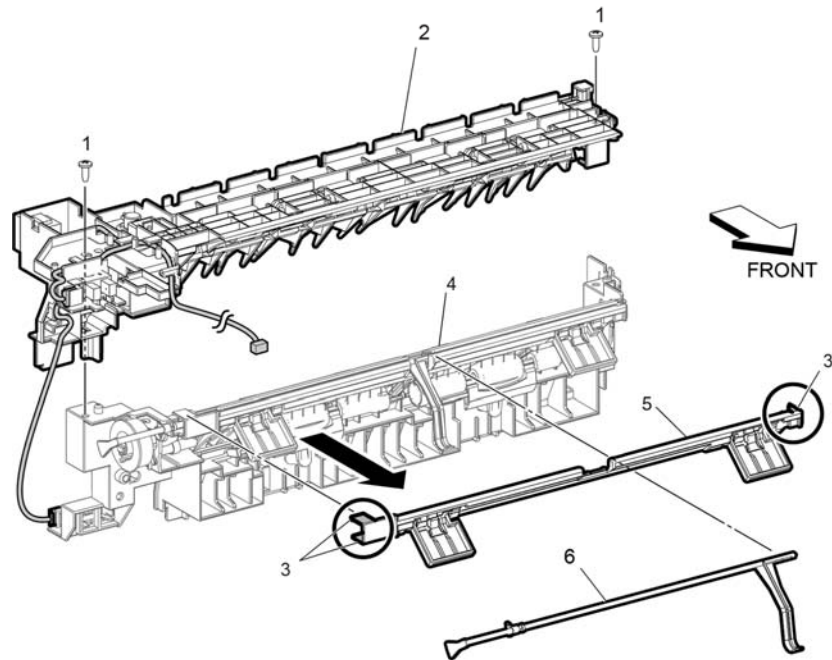
D-8-0240-A

Figure 1 Full stack actuator removal

Replacement

The replacement is the reverse of the removal procedure.

REP 17.5 Exit Sensor (C505/C605/C605_Tall)

Parts List on PL 17.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the exit chute assembly, REP 17.1.
2. Remove the exit sensor, Figure 1:
    a. Disconnect P/J469 (1).
    b. Remove two screws (2), then release the upper side on the exit chute assembly (3).
    c. Remove the exit sensor (4).

B-8-0241-A

Figure 1 Full stack actuator removal

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 17.4, REP 17.5

REP 17.6 Exit Chute Assembly (C500/C600)

Parts List on PL 17.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

The Fuser is very hot. Take added care when handling the Fuser to avoid being burned.

1. Remove the fuser, REP 7.3.
2. Remove the main M exit drive assembly, REP 17.7.
3. Remove two screws (1), then remove the exit chute assembly (2), Figure 1.

D-8-0237-A

Figure 1 Remove the exit chute assembly

REP 17.7 Main M Exit Drive Assembly (C500/C600)

Parts List on PL 17.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

The Fuser is very hot. Take added care when handling the Fuser to avoid being burned.

1. Remove the top cover assembly, REP 19.50 / REP 19.13 / REP 19.35.
2. Open the rear door, PL 19.2 Item 99.
3. Remove the main M exit drive assembly, Figure 1:
    a. Disconnect connectors P/J461, P/J462 (1), then release the harness (2).
    b. Remove two screws (3) attaching the main M exit drive assembly (4), then remove the main M exit drive assembly.

Repairs-Adjustments
REP 17.6, REP 17.7

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Figure 1 Main M exit drive assembly removal

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Replacement

The replacement is the reverse of the removal procedure.

NOTE: When re-connecting the connectors P/J461, P/J462 onto the main M exit drive, refer to Figure 1 to ensure each harness is connected to the correct terminal.

REP 17.8 Full Stack Sensor (C500/C600)

Parts List on PL 17.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the exit chute assembly, REP 17.6.
2. Remove the full stack sensor, Figure 1:
    a. Disconnect P/J467 (1).
    b. Rotate the full stack actuator (2), then remove the full stack sensor (3).

Figure 1 Full stack sensor removal

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Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 17.7, REP 17.8

REP 17.9 Full Stack Actuator (C500/C600)

Parts List on PL 17.1

Removal

WARNING

Switch off the electricity to the machine, **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the full stack sensor, REP 17.8.
2. Remove the full stack actuator, Figure 1:
   a. Remove two screws (1), then release the upper side of the exit chute assembly (2).
   b. Release three hooks (3), remove the lower exit top cover (4) with the exit chute flappers (5), then remove the full stack actuator (6).
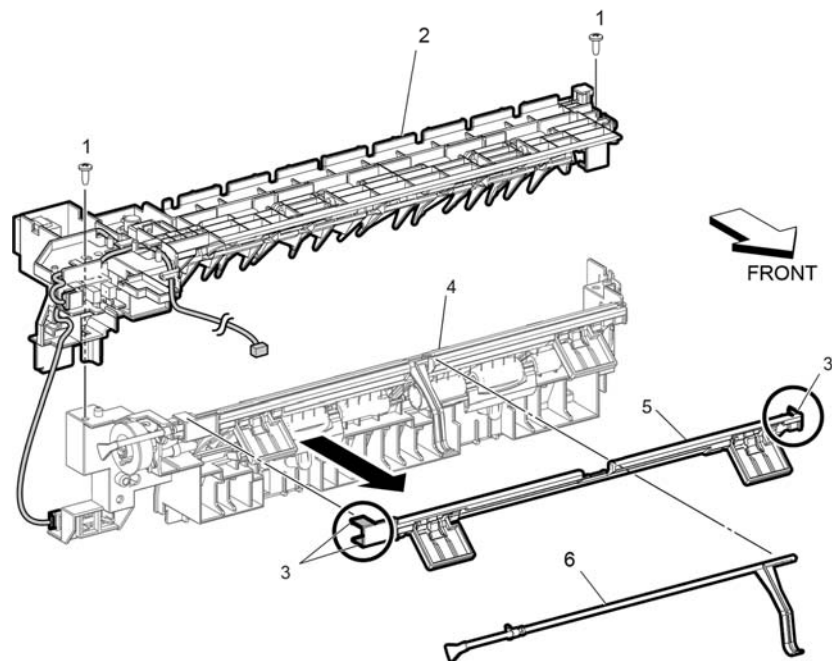
D-8-0240-A

Figure 1 Full stack actuator removal

Replacement

The replacement is the reverse of the removal procedure.

REP 17.10 Exit Sensor (C500/C600)

Parts List on PL 17.1

Removal

WARNING

Switch off the electricity to the machine, **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the exit chute assembly, REP 17.6.
2. Remove the exit sensor, Figure 1:
   a. Disconnect P/J469 (1).
   b. Remove two screws (2), then release the upper side on the exit chute assembly (3).
   c. Remove the exit sensor (4).

B-8-0241-A

Figure 1 Full stack actuator removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 17.9, REP 17.10

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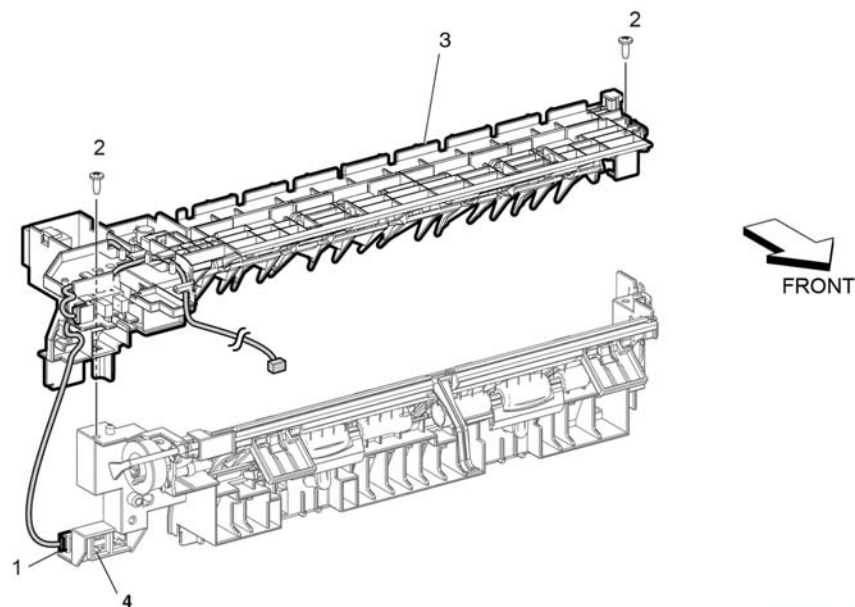
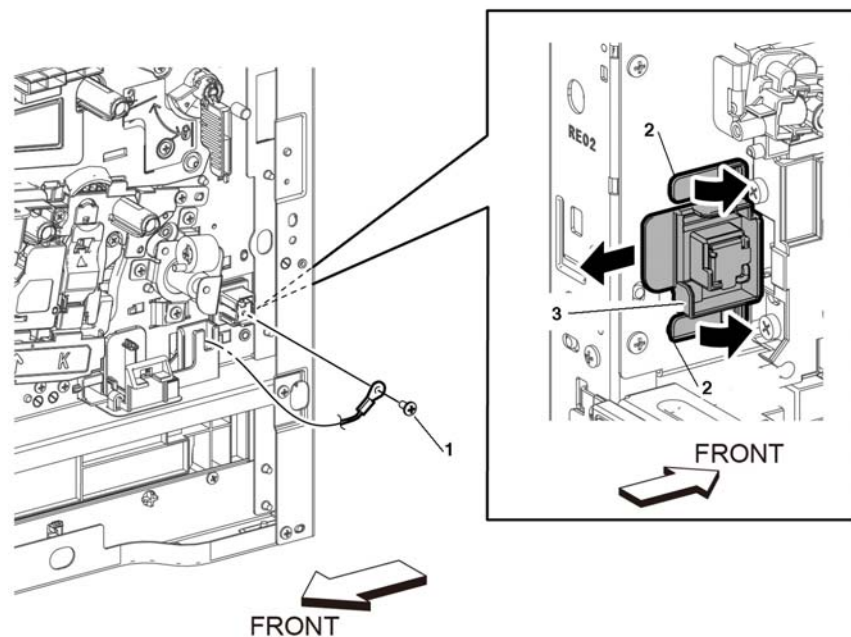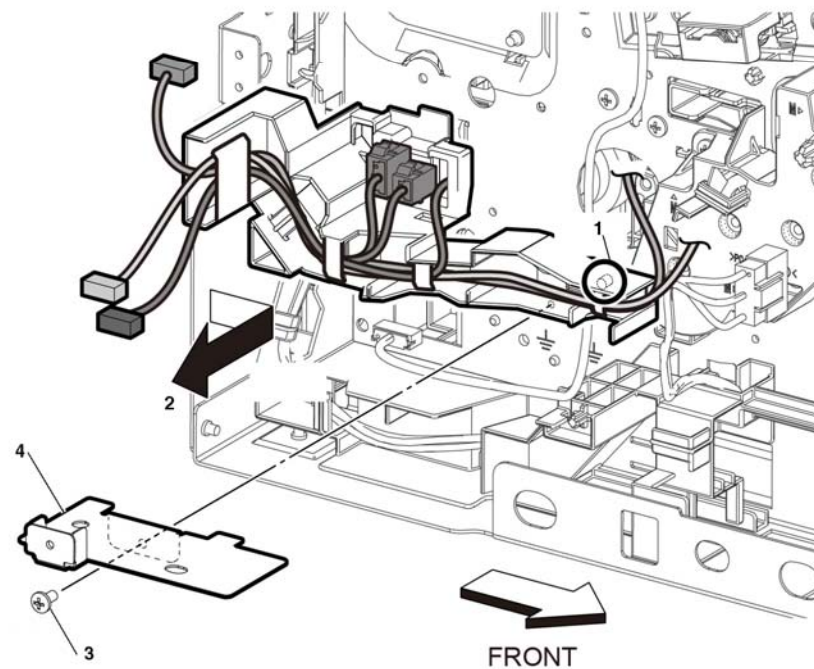# REP 18.1 MCU PWB (C505/C605/C605_Tall)

Parts List on PL 18.1 and PL 18.5

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

<div align="center">

CAUTION
</div>

1. *Before starting removal, print a configuration page and verify the software version.*
2. *Install a new MCU PWB, REP 18.1 or PL 18.5.*
3. *Print a configuration page again.*
4. *Verify the software version, update the software, GP 9, if not the current version.*

<div align="center">

CAUTION
</div>

Never install a new MCU PWB and a new ESS PWB at the same time.

NOTE: *Observe the following when removing or replacing the MCU PWB:*

- *Do not install a new MCU PWB and a new ESS PWB at the same time. The data is saved on the EMMC Card on the ESS PWB. Install a new MCU PWB first, and then install a new ESS PWB. At the time of each replacement, turn on the printer to restore the data into the MCU PWB or ESS PWB.*

  Replace MCU PWB > Cycle pwr ON/OFF > Replace ESS PWB > Cycle pwr ON/OFF

- *It is not necessary to back-up or restore data saved on the ESS PWB by Diagnostic, etc. The data is automatically backed-up when the printer is turned off or in the Deep Sleep mode. When the printer is turned on, mismatched information is detected on the MCU PWB, and then the information is corrected to be matched and restored into the MCU PWB*

1. Remove the MCU PWB, Figure 1:
   a. Remove the left side cover, REP 19.14 or REP 19.36.
   b. Disconnect connectors (P/J100, P/J110, P/J120, P/J130, P/J140, P/J190, P/J200, P/J270, P/J280, P/J290, P/J400, P/J460, P/J480, P/J500, P/J520, P/J540, P/J550, P/J560, P/J570, P/J800) and the FFC (P/J300). Refer to, GP 44 for proper FFC cable removal.
   c. Remove four screws (1) securing MCU PWB (2), then remove the MCU PWB.
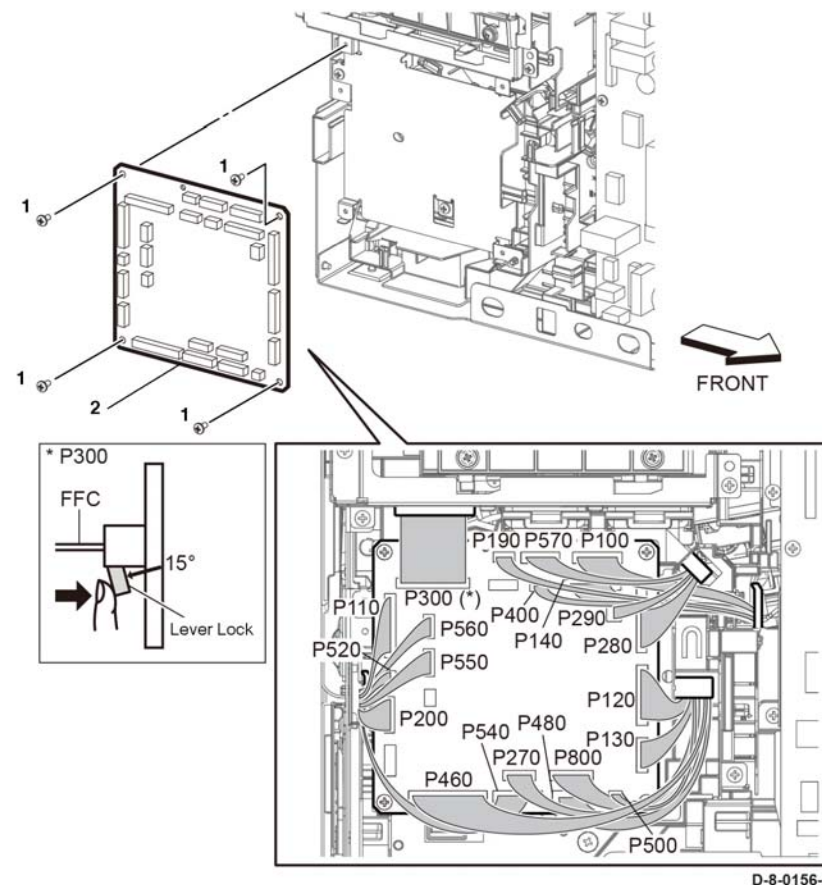
Figure 1 Remove the MCU PWB

Replacement

The replacement is the reverse of the removal procedure.

<div align="center">

CAUTION
</div>

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

NOTE: *To ensure integrity of the FFC connected at the ESS PWB, refer to GP 44. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.*

1. Slip the core down the FFC cable.
2. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.

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Repairs-Adjustments

REP 18.1

3. Refer to, GP 44 for proper installation of the FFC cables.

    a. Grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.

    b. Use the grip tab bent at 90 degrees, then firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

REP 18.2 ESS MCU FFC (C505/C605/C605_Tall)

Parts List on PL 18.1 and PL 18.5

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the MCU ESS FFC, Figure 1:

    a. Remove the left side cover, REP 19.7 or REP 19.36.

    b. Remove the HDD assembly, PL 18.1 Item 27 or PL 18.5 Item 27.

    c. Remove the ESS lower plate and HDD bracket, REP 18.2.1.

    d. Unlock connectors P/J300 and P/J335 (1), then remove the ESS MCU FFC (2), Refer to GP 44.

Figure 1 Remove the ESS MCU FFC.

Repairs-Adjustments
REP 18.1, REP 18.2

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Replacement

NOTE: To ensure integrity of the ESS MCU FFC, PL 18.1 Item 2, cable, refer to GP 44. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.

1. Slip the core down the ESS FFC MCU cable.
2. To ease installation and ensure proper alignment of the ESS MCU FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the ESS MCU FFC.
3. Refer to, GP 44 for proper installation of the FFC cables.
   a. Grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.
   b. Use the grip tab bent at 90 degrees, then firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

REP 18.2.1 ESS Lower Plate and HDD Bracket (C505/C605/C605_Tall)

Parts List on PL 18.1 and PL 18.5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the left side cover, REP 19.7 and REP 19.36.
2. Remove the HDD assembly, PL 18.1 Item 27 and PL 18.5 Item 27.
3. Remove the ESS lower plate and HDD bracket, Figure 1:
   a. Remove two screws (1), then remove the ESS lower plate (2).
   b. Remove two screws (3, then remove HDD bracket (4).

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Figure 1 Remove the HDD bracket (C505/C605/C605_Tall)

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 18.2, REP 18.2.1

REP 18.3 ESS PWB (C505/C605/C605_Tall)

Parts List on PL 18.1 and PL 18.5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

CAUTION

1. *Before starting removal, print a configuration page and verify the software version.*
2. *Install a new ESS PWB, PL 18.1 Item 5 or PL 18.5 Item 5.*
3. *Print a configuration page again.*
4. *Verify the software version, update if not the current version, GP 9.*

CAUTION

Never install a new MCU PWB and a new ESS PWB at the same time.

NOTE: *Observe the following when removing or replacing the ESS PWB:*

- *Do not install a new MCU PWB and a new ESS PWB at the same time. The data is saved on the EMMC Card on the ESS PWB. Install a new MCU PWB first, and then install a new ESS PWB. At the time of each replacement, turn on the printer to restore the data into the MCU PWB or ESS PWB.*

  Replace MCU PWB > Switch the machine off then on GP 4 > Replace ESS PWB > Switch the machin off then on GP 4.

- *It is not necessary to back-up or restore data saved on the ESS PWB by Diagnostic, etc. The data is automatically backed-up when the printer is switched off or in the Deep Sleep mode. When the printer is turned on, mismatched information is detected on the MCU PWB, and then the information is corrected to be matched and restored into the MCU PWB.*

- ***When replacing the ESS PWB, it is necessary to move the EMMC Card from the original ESS PWB to the replacement ESS PWB.***

  Avoid using excessive pressure to remove or install the EMMC Card. Follow proper electrostatic discharge procedures to prevent damage to the ESS Card during replacement.

1. Remove the FAX plate, Figure 1:
   a. Remove the FAX PWB, REP 18.4.
   b. Remove the guide color FFC MCU, PL 18.1 Item 7 or PL 18.5 Item 7.
   c. Remove four screws (1), the remove the FAX plate (2).
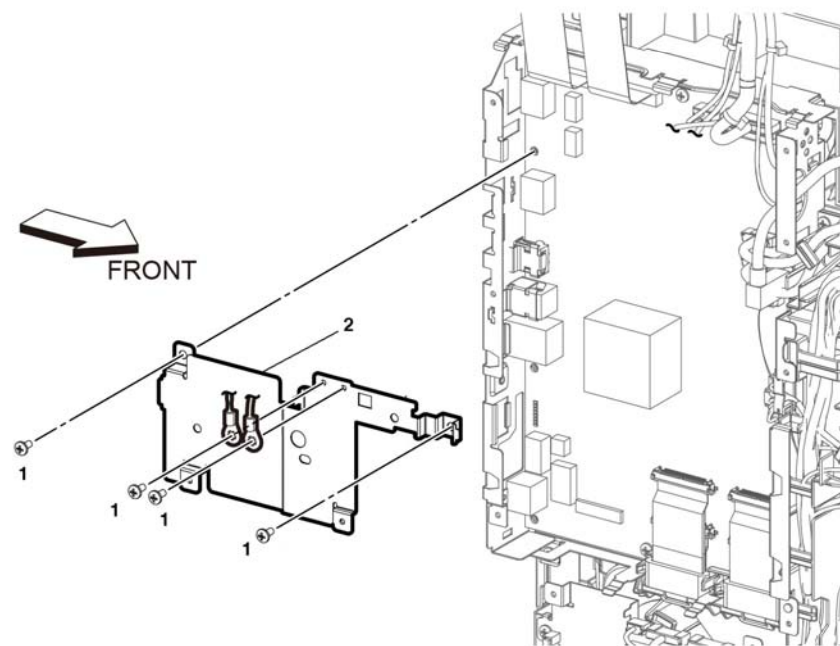
D-8-0159-A

Figure 1 Remove the FAX plate (C505/C605/C605_Tall)

Repairs-Adjustments

REP 18.3

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2. Remove the ESS PWB, Figure 2:

   a. Disconnect connectors (P/J301, P/J345, P/J356, P/J1337, P/J1352, P/J1372, P/J1373, P/J1374, P/J1377) and the FFCs (P/J1360, P/J1361, P/J1362, P/J1363, P/J1370, P/J1371, P/J335). Refer to GP 44 for proper FFC cable removal.

   b. Remove eight screws (1), the remove the ESS PWB (2).
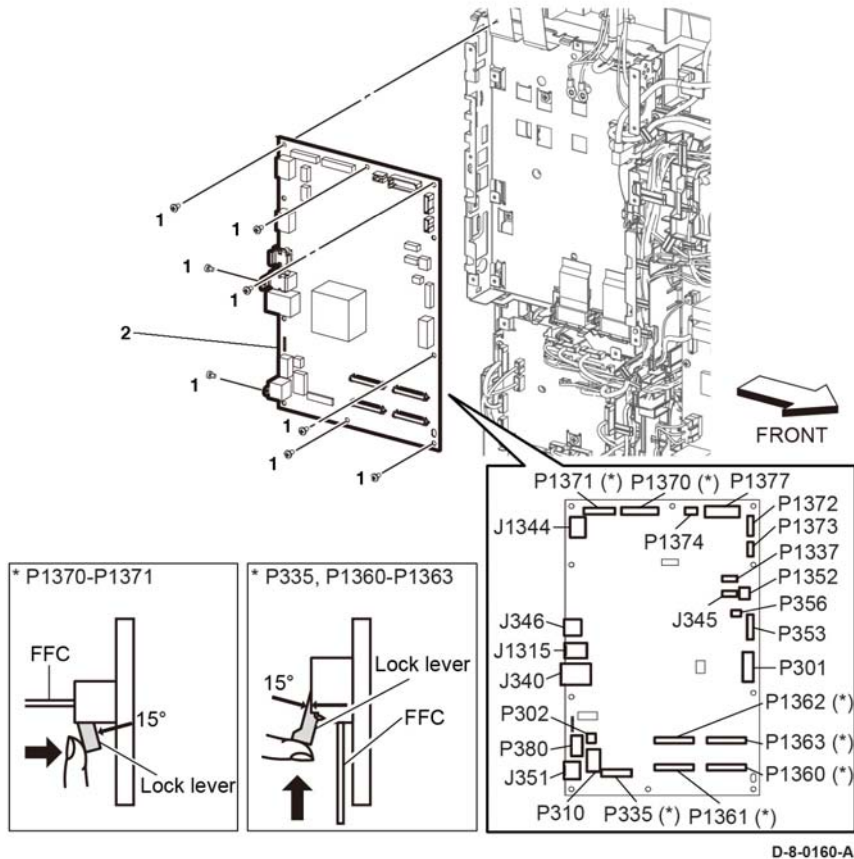
Figure 2 Remove the PWB ESS.

3. ESS PWB removal process:

   a. Disconnect all Cables, carefully move the harnesses out of the way and remove the ESS PWB from the frame leaving all harnesses and guides in-place, Figure 3.

Figure 3 Disconnect all Cables

   b. Lift the bottom right corner of the ESS PWB from the ESS frame, Figure 4.

Figure 4 Lift the Bottom Right Corner

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REP 18.3

c. Carefully ease the ESS PWB out of the ESS frame, Figure 5.

Figure 5 Slide the ESS PWB

d. Remove the ESS PWB from the ESS frame entirely, Figure 6.

Figure 6 Remove the ESS PWB

e. The ESS PWB removal is complete, Figure 7.

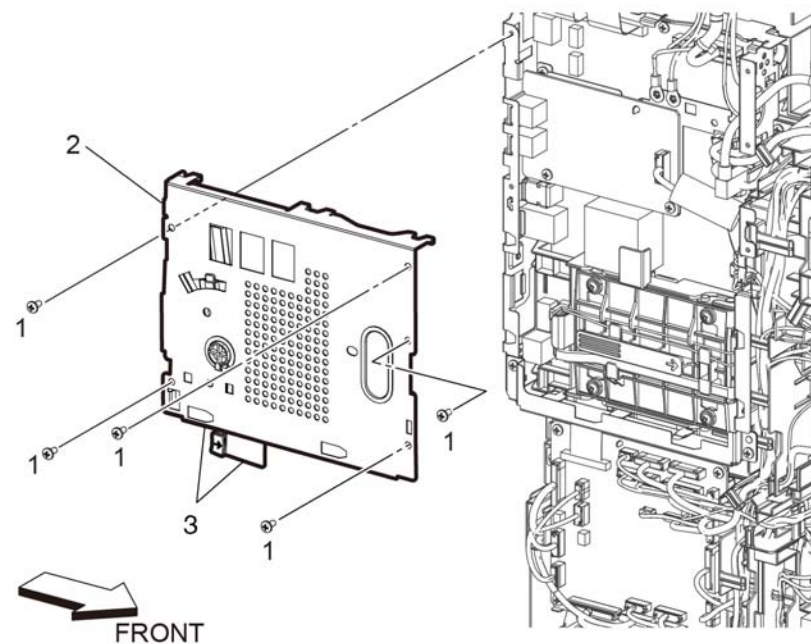**Figure 7 Removal Complete**

Replacement

Replacement is the revers of the removal procedure.

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

1. Be sure to move the EMMC Card from the original ESS PWB to the new one.

    NOTE: To ensure integrity of the five FFC cables connected at the ESS PWB, refer to GP 44. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.

2. Slip the core down the FFC cable.

3. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.

4. Refer to, GP 44 for proper installation of the FFC cables.

    a. Grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.

    b. Use the grip tab bent at 90 degrees, then firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

Repairs-Adjustments
REP 18.3

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REP 18.3.1 AIO ESS Box

Parts List on PL 18.1 and PL 18.5

Removal

1. Remove the MCU PWB, REP 18.1.
2. Remove the ESS PWB, REP 18.3.
3. Remove five screws (1), then remove the AIO ESS box (2), Figure 1.
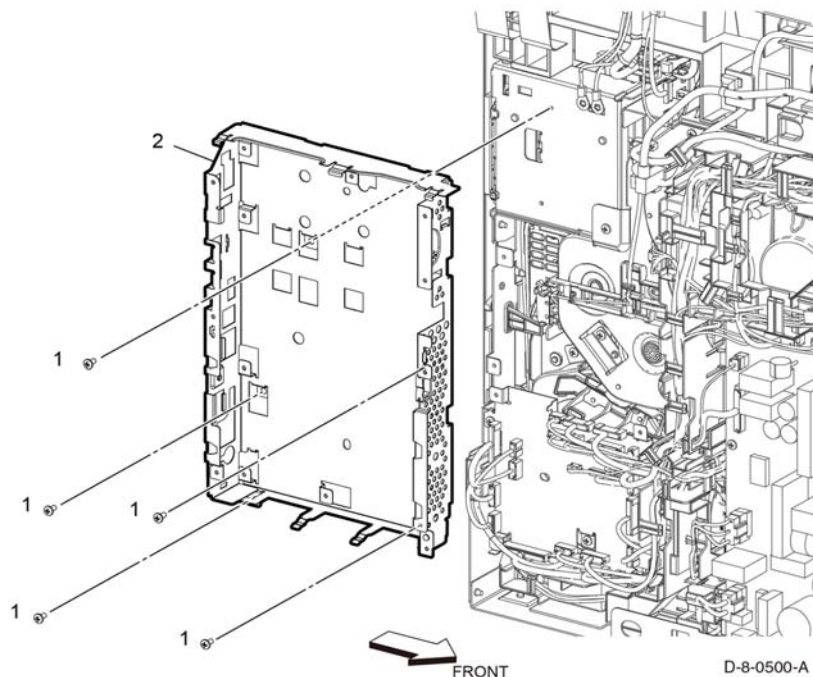
Figure 1 AIO ESS box removal

Replacement

The replacement is the reverse of the removal procedure.

REP 18.4 FAX PWB (C505/C605/C605_Tall)

Parts List on PL 18.1 and PL 18.5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the left side cover, PL 19.2 Item 2.
2. Remove the ESS Top plate, PL 18.1 Item 18.
3. Disconnect P/J1350 (1) from the FAX PWB (2).
4. Refer to Figure 1 remove two screws (3) attaching the FAX PWB.
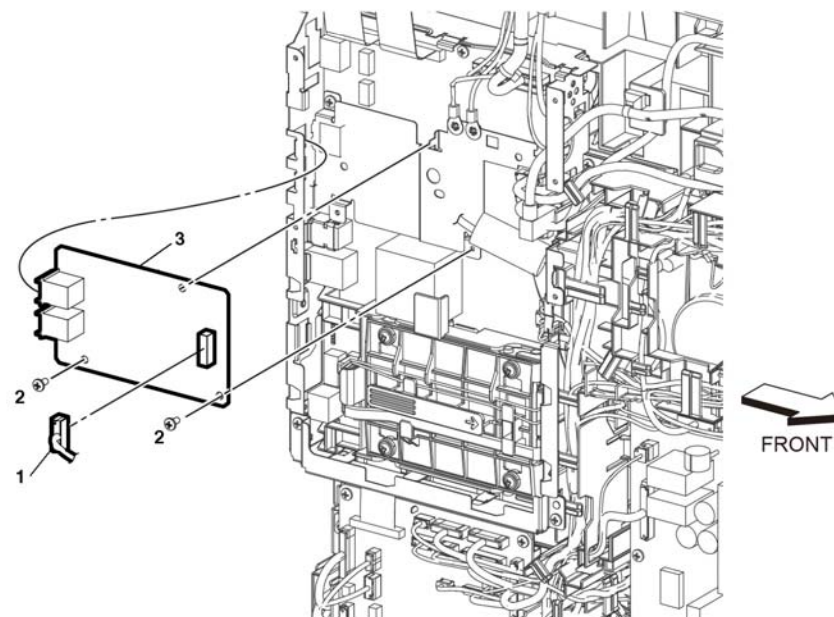
Figure 1 Remove the FAX PWB (C505/C605/C605_Tall)

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 18.3.1, REP 18.4

REP 18.5 ICCR USB Harness Assembly (C505/C605/C605_Tall)

Parts List on PL 18.1 and PL 18.5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 tray, REP 9.1.
2. Remove the toner cover, REP 19.11.
3. Remove the left cover, REP 19.7.
4. Remove the left front cover, REP 19.10.
5. Remove the ESS top plate, REP 18.16.
6. Remove the UI console assembly, REP 1.1.
7. Remove the UI inner cover, REP 1.2.
8. Remove the UI frame cover, REP 1.3.
9. Remove the ICCR USB harness assembly, Figure 1:

   a. Disconnect connector P/J345 (1).

   b. Release the ICCR USB harness assembly (2), from the DC harness guide (3), and the guides on the top cover (4).

   c. Remove two screws (5), then remove the ICCR USB harness assembly (2), and the USB ICCR bracket (6), from the top cover (4).

   d. Remove two screws (7) to remove the ICCR USB harness assembly (2) from the ICCR USB bracket (6).

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Figure 1 Remove the USB ICCR harness assembly

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

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REP 18.6 Front USB Harness Assembly (C505/C605/C605_Tall)

Parts List on PL 18.1 and PL 18.5

Removal

1. Remove the IOT 550 tray, REP 9.1.
2. Remove the toner cover, REP 19.11.
3. Remove the left cover, REP 19.7.
4. Remove the left front cover, REP 19.10.
5. Remove the ESS top plate, PL 18.1 Item 18.
6. Remove the UI console assembly, REP 1.1.
7. Remove the UI inner cover, REP 1.2.
8. Remove the UI frame cover, REP 1.3.
9. Remove the front USB harness assembly, Figure 1:
   a. Disconnect connector P/J1337 (1).
   b. Release the front USB harness assembly (2), from the DC harness guide (3), and the guides on the top cover (4).
   c. Remove two screws (5), then remove the front USB harness assembly (2), and the front USB bracket (6), from the top cover (4).
   d. Remove the screw (7) to remove the front USB harness assembly (2) from the front USB bracket (6).

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Figure 1 Remove the USB ICCR harness assembly (C505/C605/C605_Tall)

Replacement

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Repairs-Adjustments
REP 18.6

REP 18.7 LVPS PWB

Parts List on PL 18.1 and PL 18.5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 tray, REP 9.1.
2. Remove the toner cover, REP 19.11.
3. Remove the left cover, REP 19.7.
4. Remove the LVPS PWB, Figure 1:
   a. Disconnect connectors (P/J281, P/J283, P/J284, P/J285, P/J287, P/J288, P/J289, P/J291, P/J292, P/J293, P/J295) from the LVPS PWB.
   b. Remove eight screws (1) attaching the LVPS PWB (2) to the LVPS plate (3) then remove the LVPS PWB.
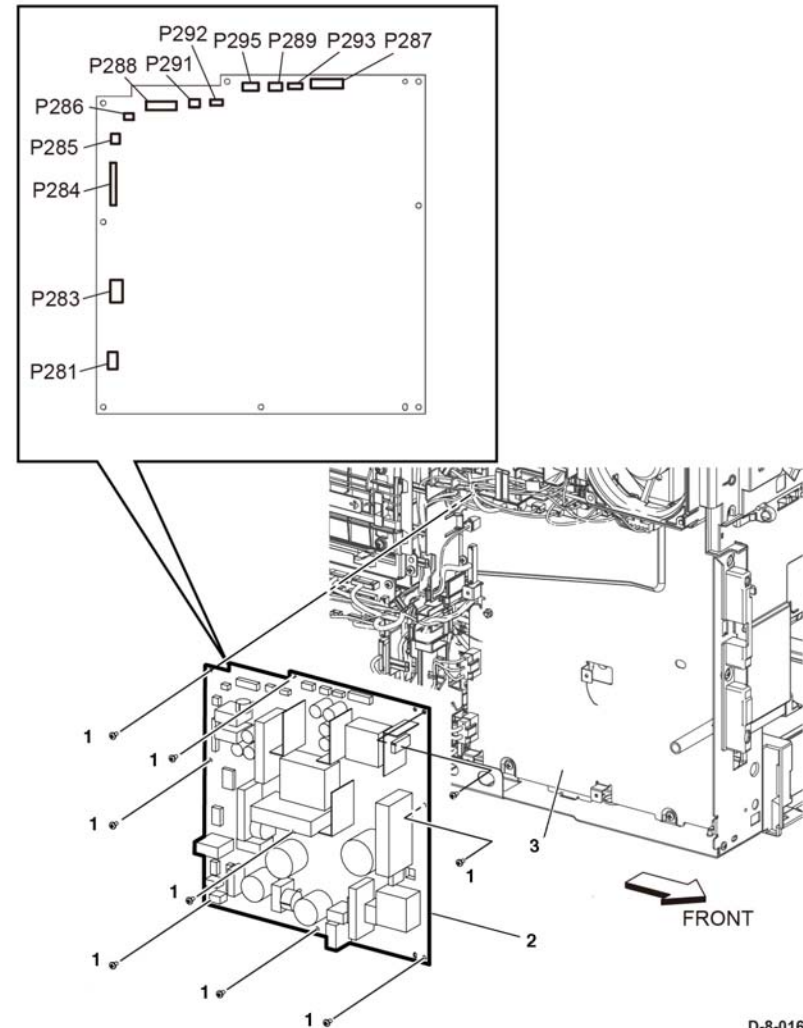
Figure 1 LVPS PWB removal

Replacement

The replacement is the reverse of the removal procedure.

NOTE: When replacing the LVPS PWB, be sure to place the holes in the board's upper and lower right corners onto the alignment tabs before inserting any screws.

Repairs-Adjustments

REP 18.7

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REP 18.8 HVPS Guide Assembly (C505/C605/C605_Tall)

Parts List on PL 18.2 and PL 18.6

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the HVPS guide assembly, Figure 1:

   a. Remove the IOT 550 tray, REP 9.1.

   b. Remove the toner cover, REP 19.11.

   c. Remove the left side cover, REP 19.7.

   d. Remove the left side front cover, REP 19.10.

   e. Remove the HDD assembly, PL 18.1 Item 27 or PL 18.5 Item 27.

   f. Remove the right side cover, REP 19.12.

   g. Remove the right side front cover, REP 19.2.

   h. Remove the LPH color guide assembly, PL 18.1 Item 7 or PL 18.5 Item 7.

   i. Remove the MCU PWB, REP 18.1.

   j. Remove the XERO DEVE CRU assembly, PL 8.1.

   k. Remove the IBT unit, REP 6.1.

   l. Remove the LHP color head assembly, REP 2.1.

   m. Remove the LPH FFC XERO CRUM kit, REP 2.3.

   n. Remove the HVPS guide assembly, Figure 1:

      i. Remove the toner cover HVPS(1).

      ii. Remove the screw (2) fastening the HVPS guide assembly (6).

      iii. Push the faston holders in the direction of the arrows to remove the faston terminals (P/J501, P/J502, P/JT601) (3).

      iv. Disonnect connector, P/J100 (4).

      v. Release two hooks (5), then remove the HVPS guide assembly (6) in the direction of the arrow.

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Figure 1 HVPS guide assembly removal

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Repairs-Adjustments
REP 18.8

Replacement

To install a new HVPS guide assembly:

1. Connect the connector P/J100.
2. Place the HVPS guide assembly into its installed position making sure to insert the alignment tabs at the left edge of the board into their slots.
3. Slide the faston connector holders towards the board to reconnect the plugs.

   NOTE: Make sure to attach the faston connectors (P/J501, P/J502, P/JT601), the 1st K supply harness assembly, PL 18.2 Item 7, the 1st YMC supply harness assembly, PL 18.2 Item 6, and the transfer supply harness assembly, PL 18.2 Item 8, at the initial position as shown in Figure 2.
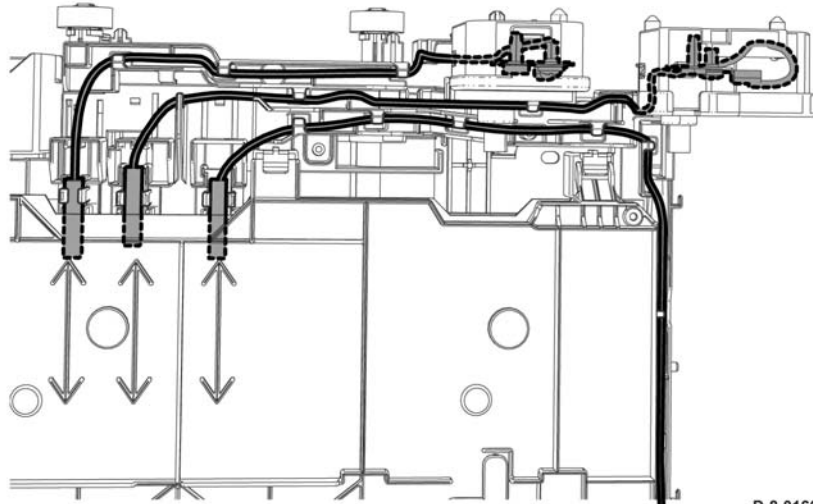
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Figure 2 Re-attaching HVPS guide harnesses

REP 18.9 HVPS Toner Cover (C505/C605/C605_Tall)
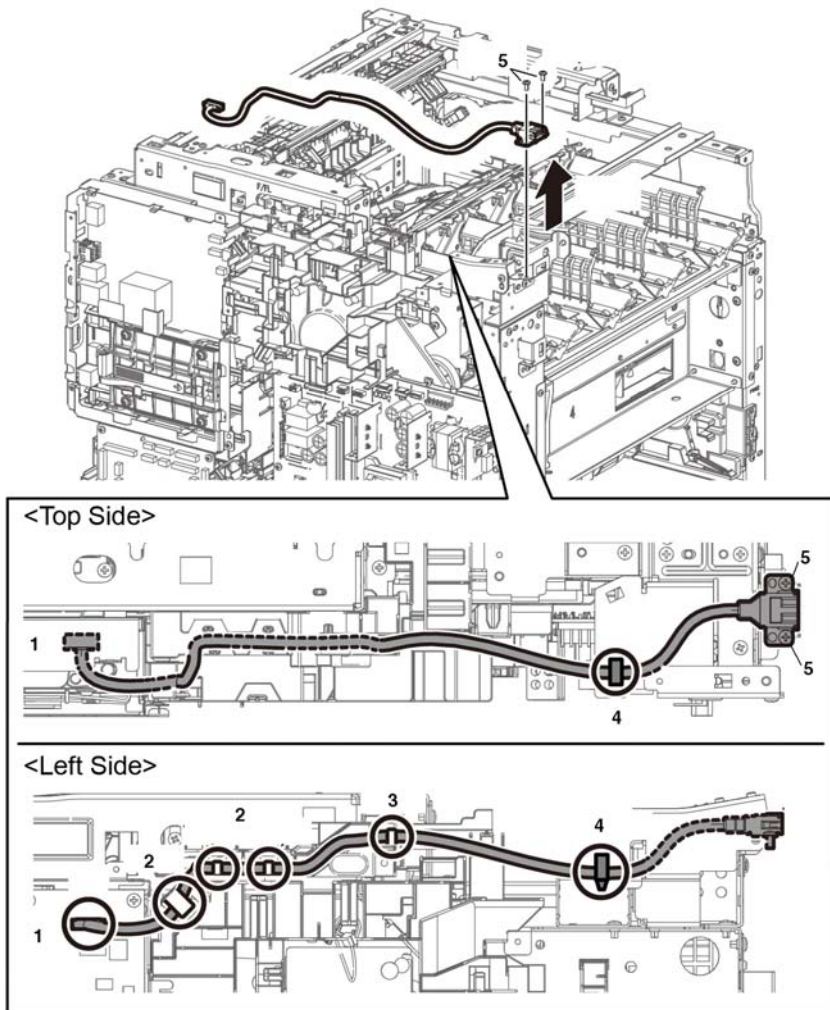
Parts List on PL 18.2 and PL 18.6

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 tray, REP 9.1.
2. Remove the toner cover, REP 19.11.
3. Remove the right side cover, REP 19.12.
4. Remove the right side front cover, REP 19.2.
5. Remove the XERO DEVE CRU assemblies (YMCK), PL 8.1.
6. Remove the HVPS toner cover (1), PL 18.2 Item 3 or PL 18.7 Item 3, from the HVPS guide assembly (2).

FRONT

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Figure 1 HVPS toner cover removal

Repairs-Adjustments
REP 18.8, REP 18.9

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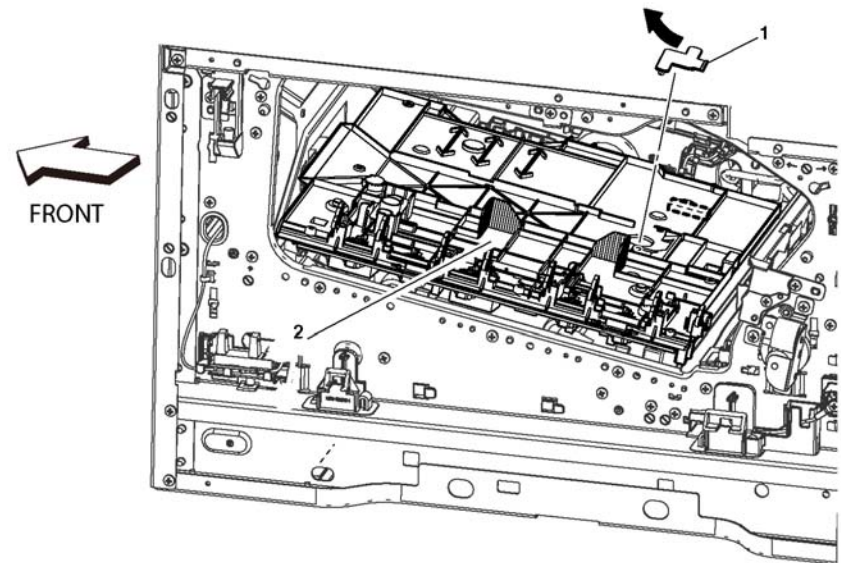
REP 18.10 2nd Bias Transfer Housing Kit (C505/C605/C605_Tall)

Parts List on PL 18.2 and PL 18.6
Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the right side cover, REP 19.12.
2. Remove the right side front cover, REP 19.2.
3. Open the rear door, PL 19.2 Item 99.
4. Remove the 2nd bias transfer housing, Figure 1:
   a. Remove the screw (1) attaching the high voltage harness.
   b. Release the two hooks (2), then remove the 2nd bias transfer housing (3).

Figure 1 2nd bias transfer housing removal

REP 18.11 AC 100V/200V-CF Fusing Harness (C505/C605/C605_Tall)

Parts List on PL 18.3 and PL 18.7
Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the exit chute assembly, REP 17.1.
2. Remove the AC fusing harness guide plate, Figure 1:
   a. Release one boss of the harness guide (1), then release the harness guide (2) with the harnesses in the direction of the arrow.
   b. Remove one screw (3) to remove the plate (4).

Figure 1 AC fusing harness guide plate removal

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Repairs-Adjustments
REP 18.10, REP 18.11

3. Release the AC 100V/200V-CF fusing harness assembly from the harness guides, IOT diagram 12.

4. Remove one screw (1), release three hooks (2), then remove the AC fusing harness assembly (3), the the DC-CF fusing harness assembly (4) and the fusing harness guide (5), Figure 2.

5. Remove the DC-CF fusing harness assembly (1) and AC fusing harness assembly (2) from the fusing harness guide (3), then remove the DC-CF fusing harness assembly from the AC fusing harness assembly, Figure 3.

Figure 2 AC 100V/200V/-CF fusing harness assembly removal

Figure 3 Harness assemblies separation

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments
REP 18.11

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REP 18.12 Rear Interlock Harness Assembly (C505/C605/C605_Tall)

Parts List on REP 18.3

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the AIO ESS Box, REP 18.3.1.
2. Remove the rear I/L harness assembly, Figure 1:
   a. Disconnect connector P/J292 (1) from the LVPS PWB (2), then release the rear I/L harness from the harness guide.
   b. Release the rear I/L harness assembly from the DC harness guide (3) and the rear I/L harness guide (4).
   c. Release the two hooks (5), then remove the rear I/L harness assembly.
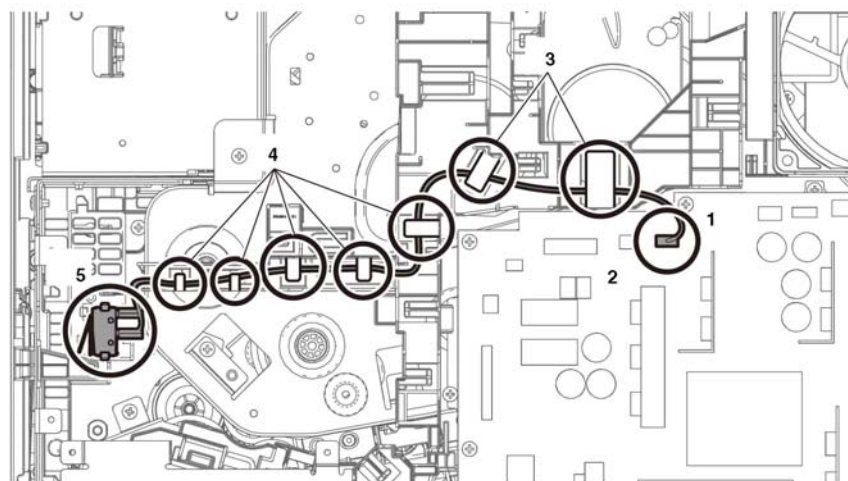
Figure 1 Rear interlock harness

Replacement

The replacement is the reverse of the removal procedure.

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

REP 18.13 Side Interlock Harness Assembly (C505/C605/C605_Tall)

Parts List on PL 18.3 Item 5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the LVPS PWB, REP 18.7.
2. Remove the LVPS plate, PL 18.1 Item 13.
3. Remove the side I/L harness assembly, Figure 1:
   a. Release the side I/L harness assembly from the DC harness guide (1) and the duct harness guide (2).
   b. Pull the side I/L harness assembly through hole (A).
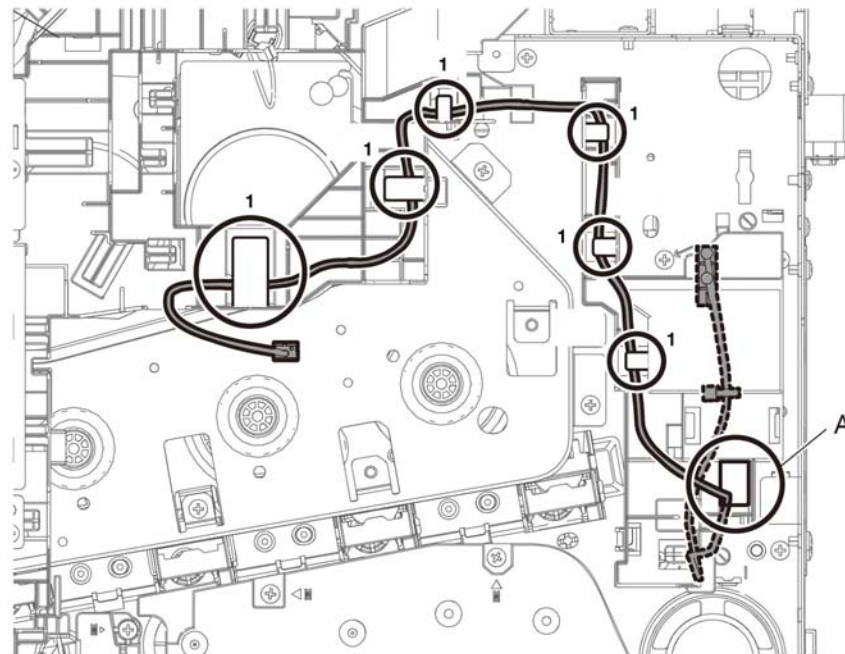
Figure 1 Side interlock harness

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Repairs-Adjustments
REP 18.12, REP 18.13

NOTE: In the following steps, be sure to note the harness routing to avoid damaging wires during replacement.

c. Release the side I/L harness assembly from the sub fan duct (2), then remove the side I/L harness assembly from one push-tie (3) of the sub fan duct, Figure 2.
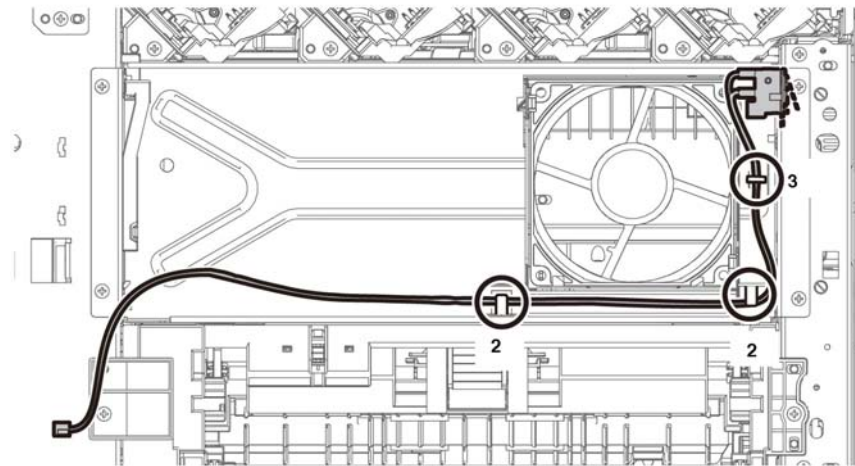
Figure 2 Side interlock harness

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d. Remove the waste link and the waste link spring (4), remove one screw (5), then pull out the side I/L harness assembly through hole (B) to remove.

D-8-0171-A
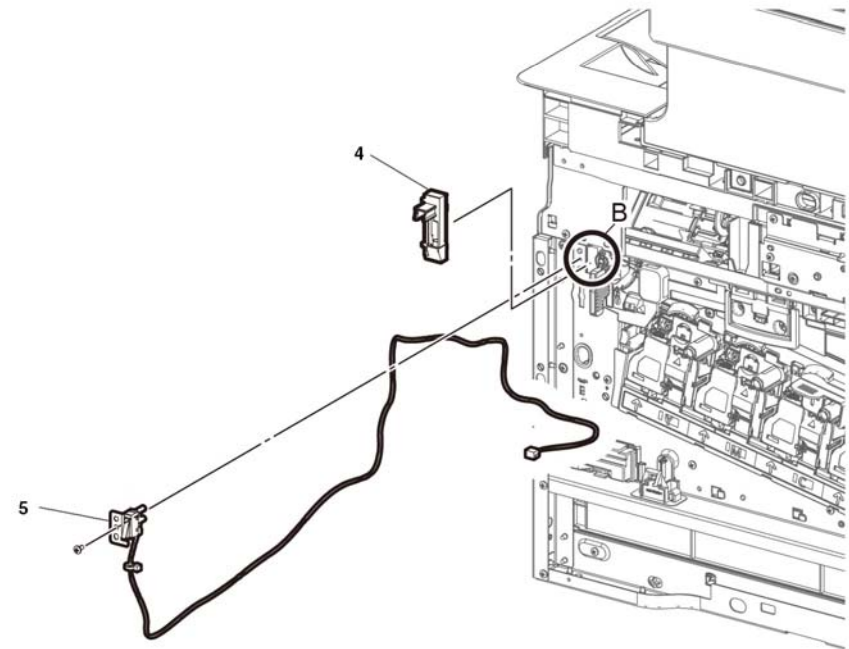
Figure 3 Pull out from the hole B.

Replacement

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

Repairs-Adjustments
REP 18.13

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REP 18.14 OPF-CF Harness Assembly (C505/C605/C605_Tall)

Parts List on PL 18.3 or PL 18.7
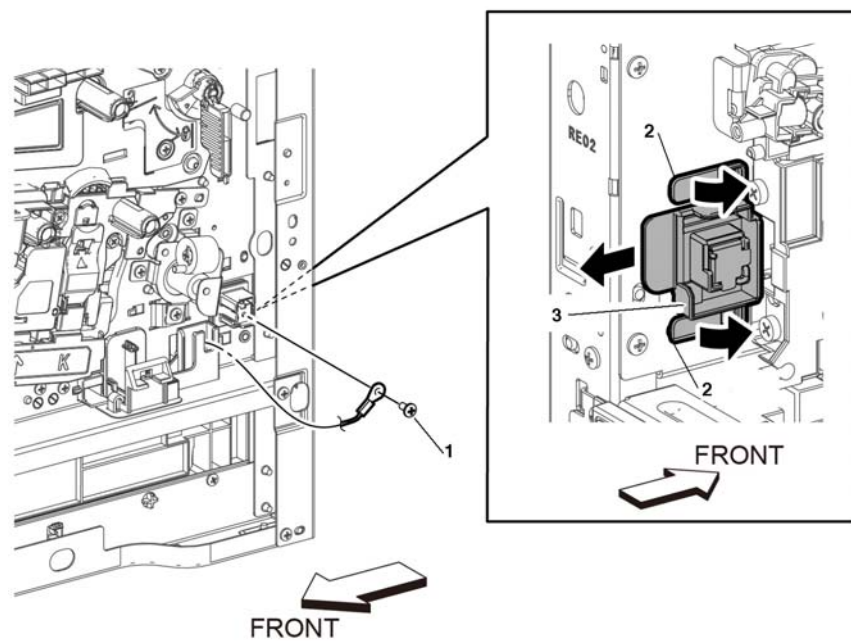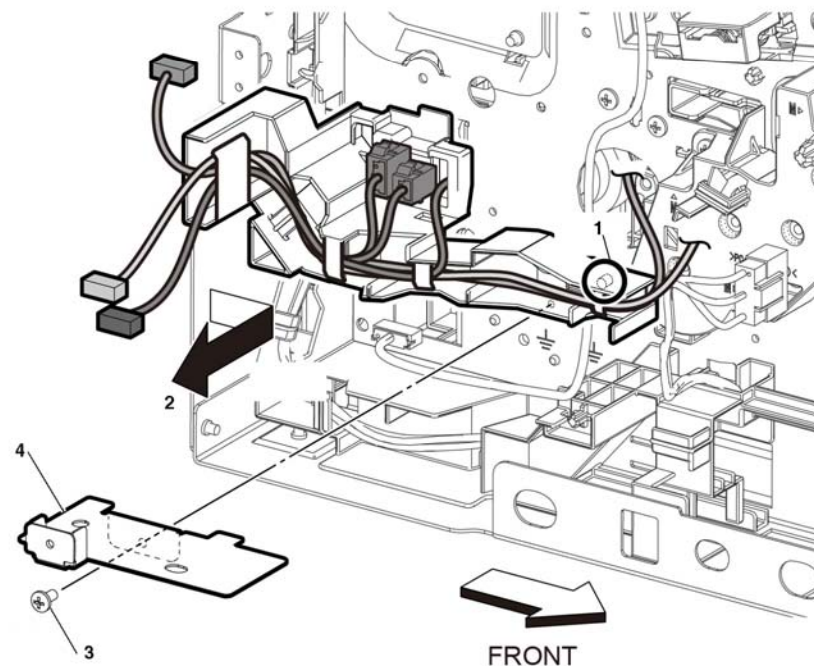
Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the LVPS PWB, REP 18.7.
2. Remove the LVPS plate, PL 18.1 Item 20 or PL 18.5 Item 20.
3. Remove the OPF-CF harness assembly, Figure 1:

NOTE: In the following steps, be sure to note the harness routing to avoid damaging wires during replacement.

   a. Disconnect connector P/J800 (1), then release the OPF-CF harness assembly from five hooks (2) of the harness guide.
   b. Press two hooks and remove P/J801 (3) from the harness bracket, then remove the OPF-CF harness assembly (4).

Figure 1 OPF harness assembly

Replacement

The replacement is the reverse of the removal procedure.

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

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Repairs-Adjustments
REP 18.14

REP 18.15 Size Switch Assembly (C505/C605/C605_Tall)

Parts List on PL 18.3 or PL 18.7

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the LVPS PWB, REP 18.7.
2. Remove the LVPS plate, PL 18.1 Item 20 or PL 18.5 Item 20.
3. Remove the size switch assembly, Figure 1:

NOTE: In the following steps, be sure to note the harness routing to avoid damaging wires during replacement.

    a. Disconnect connector, P/J191 (1).

    b. Remove one screw (2), then remove the size switch assembly (3).

Figure 1 Size switch assembly removal

Replacement

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

REP 18.16 ESS Top Plate

Parts List on PL 18.1 or PL 18.5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the left side cover, REP 19.7 or REP 19.36.
2. Remove five screws (1), then remove the ESS top plate (2) with the WiFi link (3), Figure 1.

Figure 1 ESS top plate removal

Repairs-Adjustments
REP 18.15, REP 18.16

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Replacement

NOTE: *To ensure integrity of the FFC connected at the ESS PWB, the following steps are to be observed. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.*

1. Slip the core down the FFC cable.
2. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.
3. Referring to Figure 2, grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.

Figure 2 Proper FFC Cable Insertion.
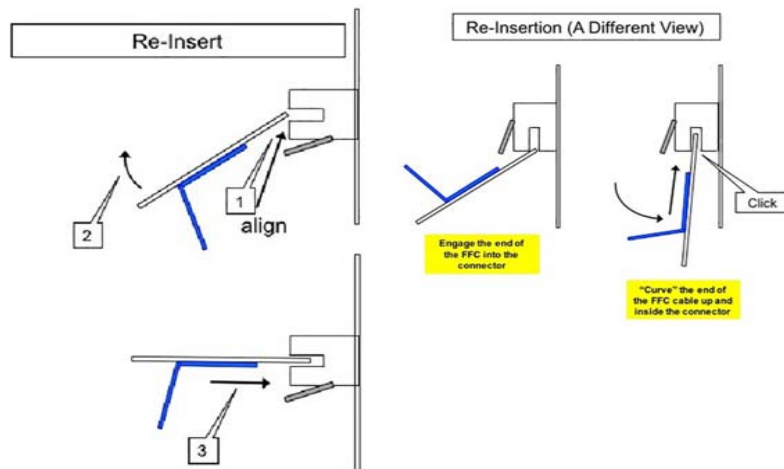
4. Using the grip tab bent at 90 degrees, firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

REP 18.17 Not Used

Removal

This REP not used.

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Repairs-Adjustments
REP 18.16, REP 18.17

REP 18.18 Not Used

Removal

This REP not used.

REP 18.19 Not Used

Removal

This REP not used.

Repairs-Adjustments
REP 18.18, REP 18.19

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REP 18.20 Not Used

Removal

This REP not used.

REP 18.21 Not Used

Removal

This REP not used.

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Repairs-Adjustments
REP 18.20, REP 18.21

REP 18.22 Not Used

Removal

This REP not used.

REP 18.23 Not Used

Removal

This REP not used.

Repairs-Adjustments
REP 18.22, REP 18.23

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REP 18.24 Not Used

Removal

This REP not used.

REP 18.25 Not Used

Removal

This REP not used.

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Repairs-Adjustments
REP 18.24, REP 18.25

REP 18.26 Not Used

Removal

This REP not used.

REP 18.27 Not Used

Removal

This REP not used.

Repairs-Adjustments
REP 18.26, REP 18.27

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REP 18.28 Not Used

Removal

This REP not used.

REP 18.29 Not Used

Removal

This REP not used.

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Repairs-Adjustments

REP 18.28, REP 18.29

REP 18.30 Not Used

Removal

This REP not used.

REP 18.31 MCU PWB (C500/C600)

Parts List on PL 18.9

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

CAUTION

1. *Before starting removal, print a configuration page and verify the software version.*
2. *Install a new MCU PWB, PL 18.9 Item 1.*
3. *Print a configuration page again.*
4. *Verify the software version, update the software, GP 9, if not the current version.*

CAUTION

Never install a new MCU PWB and a new ESS PWB at the same time.

NOTE: *Observe the following when removing or replacing the MCU PWB:*

- *Do not install a new MCU PWB and a new ESS PWB at the same time. The data is saved on the EMMC Card on the ESS PWB. Install a new MCU PWB first, and then install a new ESS PWB. At the time of each replacement, turn on the printer to restore the data into the MCU PWB or ESS PWB.*

  Replace MCU PWB > Cycle pwr ON/OFF > Replace ESS PWB > Cycle pwr ON/OFF

- *It is not necessary to back-up or restore data saved on the ESS PWB by Diagnostic, etc. The data is automatically backed-up when the printer is turned off or in the Deep Sleep mode. When the printer is turned on, mismatched information is detected on the MCU PWB, and then the information is corrected to be matched and restored into the MCU PWB*

1. Remove the MCU PWB, Figure 1:
   a. Remove the left side cover, REP 19.51.
   b. Disconnect connectors (P/J100, P/J110, P/J120, P/J130, P/J140, P/J190, P/J200, P/J270, P/J280, P/J290, P/J400, P/J460, P/J480, P/J500, P/J520, P/J540, P/J550, P/J560, P/J570, P/J800) and the FFC (P/J300). Refer to, GP 44 for proper FFC cable removal.
   c. Remove four screws (1) securing MCU PWB (2), then remove the MCU PWB.

Repairs-Adjustments
REP 18.30, REP 18.31

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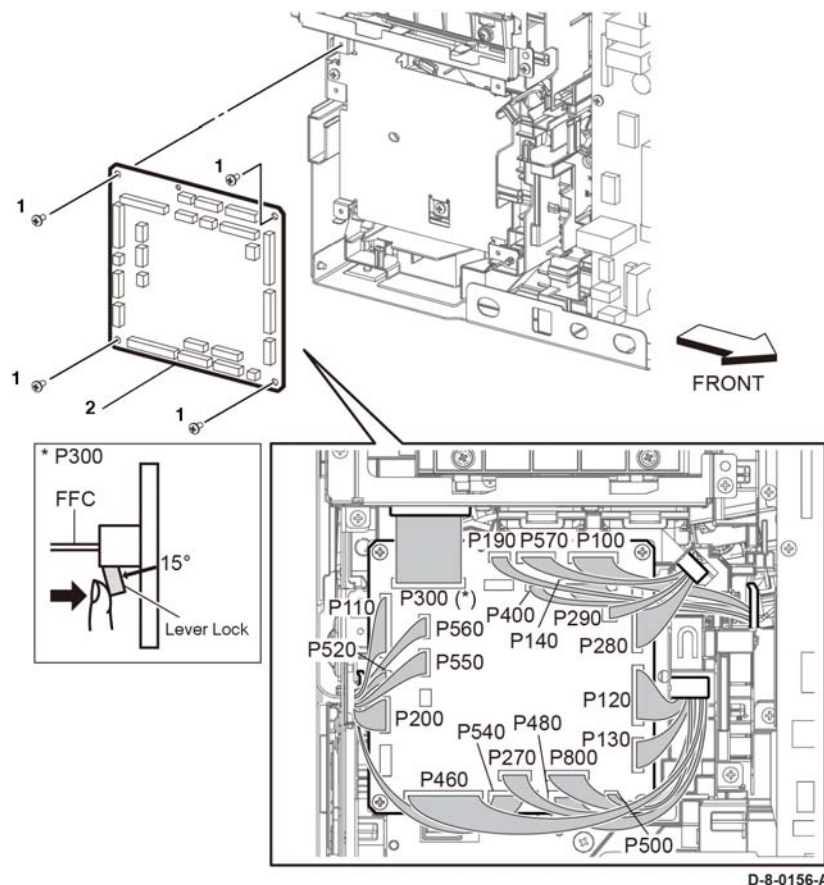
Figure 1 MCU PWB removal

3. Refer to, GP 44 for proper installation of the FFC cables.
   a. Grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.
   b. Use the grip tab bent at 90 degrees, then firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

Replacement

The replacement is the reverse of the removal procedure.

<p style="text-align:center">CAUTION</p>

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

NOTE: *To ensure integrity of the FFC connected at the ESS PWB, refer to GP 44. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.*

1. Slip the core down the FFC cable.
2. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.

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Repairs-Adjustments
REP 18.31

REP 18.32 ESS MCU FFC (C500/C600)

Parts List on PL 18.9

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the MCU ESS FFC, Figure 1:
    a. Remove the left side cover, REP 19.51.
    b. Remove the HDD assembly, PL 18.9 Item 27.
    c. Remove the ESS lower plate and HDD bracket, REP 18.2.1.
    d. Unlock connectors P/J300 and P/J335 (1), then remove the ESS MCU FFC (2), Refer to GP 44.
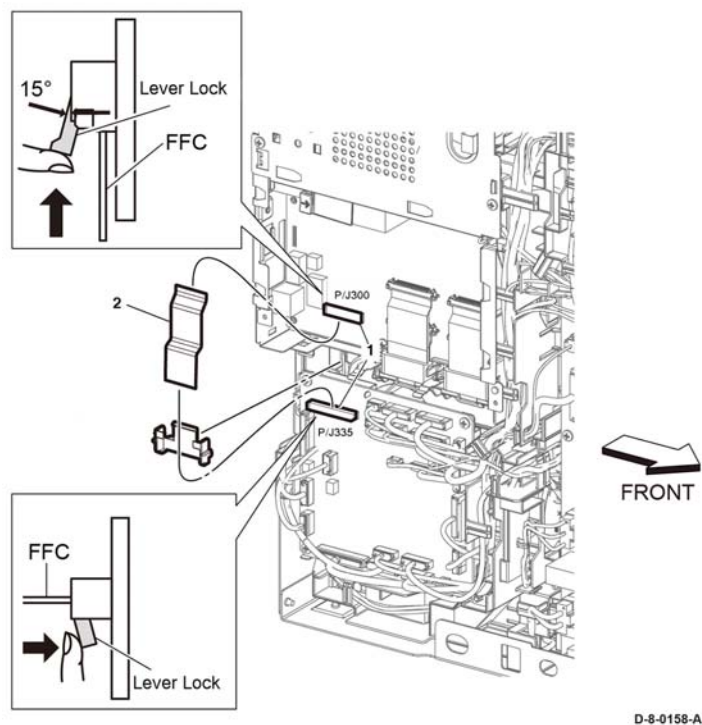
Replacement

NOTE: To ensure integrity of the ESS MCU FFC cable, PL 18.9 Item 2, refer to GP 44. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.

1. Slip the core down the ESS FFC MCU cable.
2. To ease installation and ensure proper alignment of the ESS MCU FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the ESS MCU FFC.
3. Refer to, GP 44 for proper installation of the FFC cables.
    a. Grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.
    b. Use the grip tab bent at 90 degrees, then firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

Figure 1 Remove the ESS MCU FFC.

Repairs-Adjustments
REP 18.32

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REP 18.33 ESS PWB (C500/C600)
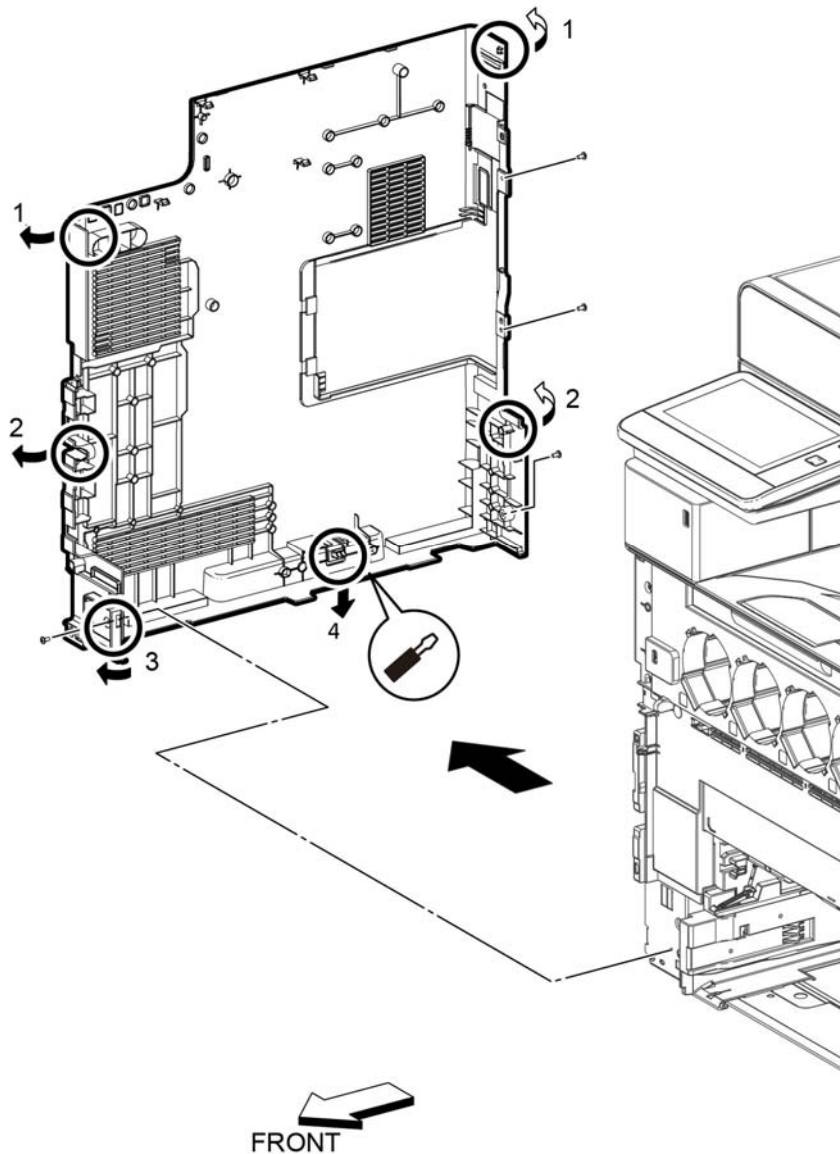
Parts List on PL 18.9 Item 5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the left side cover, REP 19.51.
2. Remove the HDD assembly, PL 18.9 Item 27.
3. Remove the ESS lower plate and HDD bracket, REP 18.2.1.
4. Remove the ESS top plate, REP 18.44.

5. Remove the ESS PWB, Figure 1:
    a. Remove two screws (1), then remove the ESS lower plate (2).
    b. Remove two screws (3, then remove HDD bracket (4).
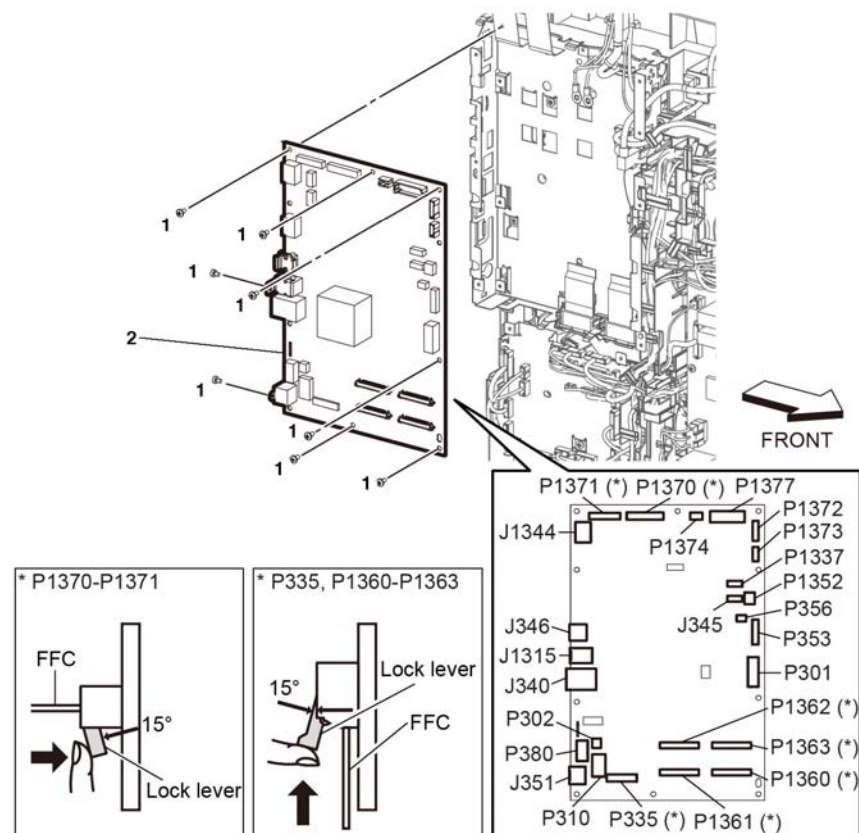
Figure 1 ESS PWB removal

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments

REP 18.33

REP 18.33.1 ESS Box (C500/C600)

Parts List on PL 18.9

Removal

1. Remove the MCU PWB, REP 18.31.
2. Remove the ESS PWB, REP 18.33.
3. Remove five screws (1), then remove the ESS box (2), Figure 1.
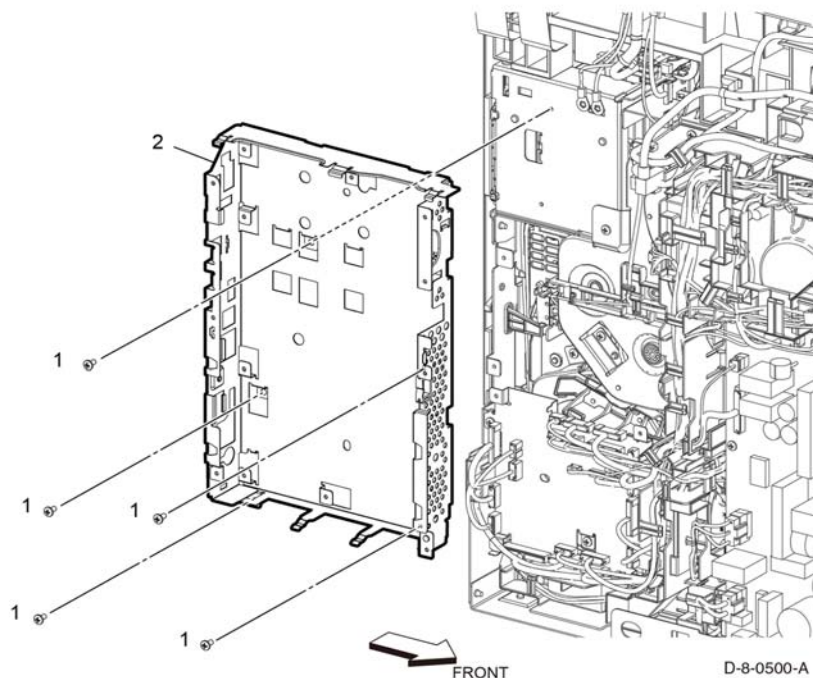
Figure 1 ESS box removal

Replacement

The replacement is the reverse of the removal procedure.

REP 18.34 Front USB Harness Assembly (C500/C600)
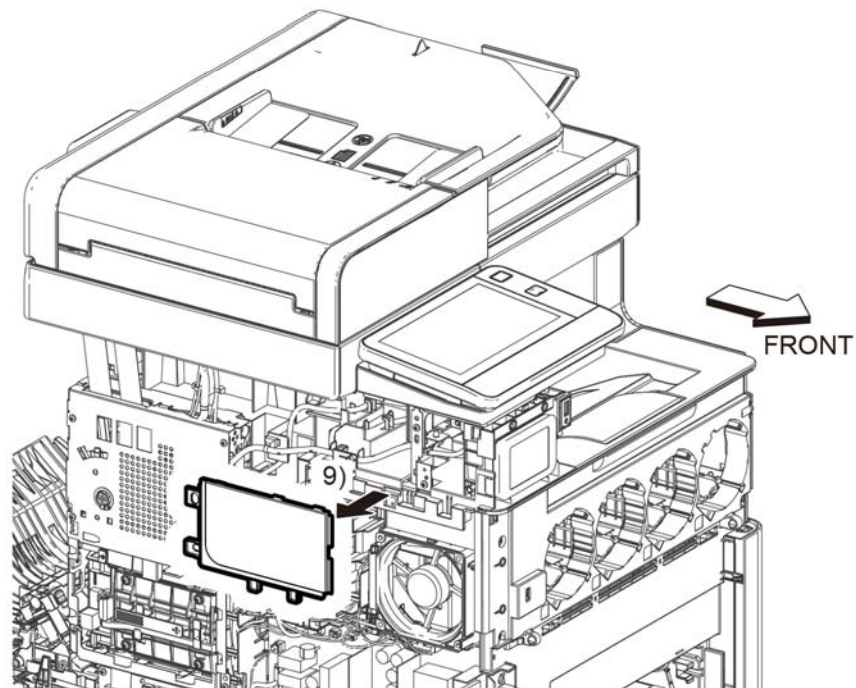
Parts List on PL 18.9

Removal

<p style="text-align:center">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 tray, REP 9.1.
2. Remove the toner cover, REP 19.48.
3. Remove the left cover, REP 19.49.
4. Remove the left front cover, REP 19.49.
5. Remove the ESS top plate, REP 18.44.
6. Remove the UI console assembly, REP 1.6.
7. Remove the UI inner cover, REP 1.7.
8. Remove the UI frame cover, REP 1.8.
9. Remove the front USB harness assembly, Figure 1:
   a. Disconnect connector P/J1337 (1).
   b. Release the front USB harness assembly from the harness guides (2), the DC harness guide (3), and the push tie on the top cover (4).
   c. Remove two screws (5), then remove the front USB harness assembly.

Repairs-Adjustments
REP 18.33.1, REP 18.34

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Figure 1 Front USB harness removal

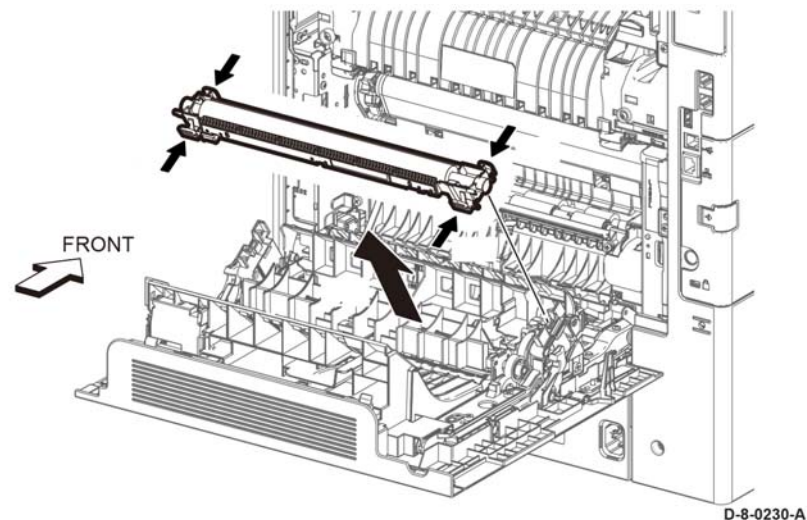# REP 18.35 LVPS PWB (C500/C600)

Parts List on PL 18.9

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the left side cover, REP 19.51.

C600

2. Disconnect connectors (P/J281, P/J283, P/J284, P/J285, P/J286, P/J287, P/J288, P/J289, P/J291, P/J292, P/J293, P/J295) from the LVPS PWB (2), Figure 1.
3. Remove nine screws (1) attaching the LVPS PWB (2) to the LVPS plate (3), then remove the LVPS PWB, Figure 1.

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Repairs-Adjustments
REP 18.34, REP 18.35

Figure 1 LVPS PWB

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C500

1. Disconnect connectors (P/J281, P/J283, P/J284, P/J285, P/J286, P/J287, P/J288, P/J289, P/J291, P/J292, P/J293, P/J295) from the LVPS PWB (2).

2. Remove eight screws (1) attaching the LVPS PWB (2) to the LVPS plate (3), then remove the LVPS PWB.
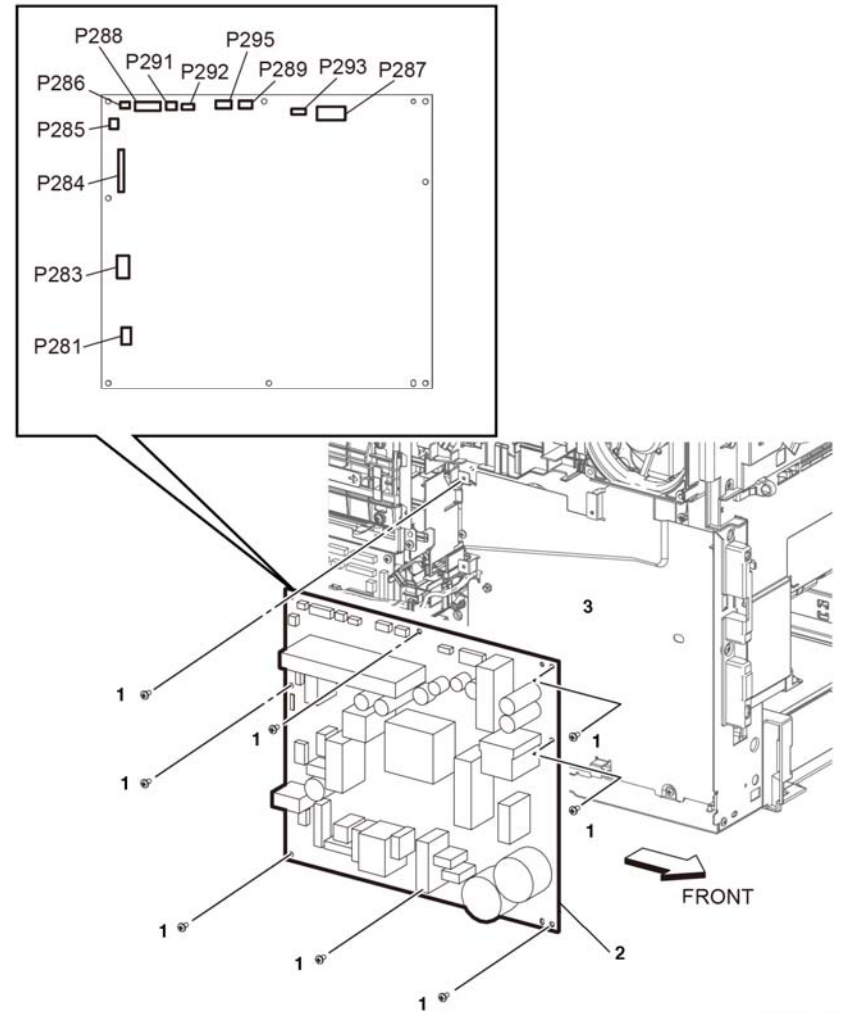
Figure 2 C500 LVPS PWB removal

D-8-0292-A

Repairs-Adjustments
REP 18.35

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REP 18.36 HVPS Guide Assembly (C500/C600)

Parts List on PL 18.10 Item 1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the HVPS guide assembly, Figure 1:
   a. Remove the IOT 550 tray, REP 9.1.
   b. Remove the toner cover, REP 19.48.
   c. Remove the left side cover, REP 19.51.
   d. Remove the left side front cover, REP 19.47.
   e. Remove the HDD assembly, PL 18.9 Item 27.
   f. Remove the right side cover, REP 19.49.
   g. Remove the right side front cover, REP 19.45.
   h. Remove the LPH color guide assembly, PL 18.9 Item 7.
   i. Remove the MCU PWB, REP 18.31.
   j. Remove the XERO DEVE CRU assembly, PL 8.1.
   k. Remove the IBT unit, REP 6.1.
   l. Remove the LHP color head assembly, REP 2.1.
   m. Remove the LPH FFC XERO CRUM kit, REP 2.3.
   n. Remove the HVPS guide assembly, Figure 1:
      i. Remove the toner cover HVPS(1).
      ii. Remove the screw (2) fastening the HVPS guide assembly (6).
      iii. Push the faston holders in the direction of the arrows to remove the faston terminals (P/J501, P/J502, P/JT601) (3).
      iv. Disonnect connector, P/J100 (4).
      v. Release two hooks (5), then remove the HVPS guide assembly (6) in the direction of the arrow.

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Figure 1 HVPS guide assembly removal

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Repairs-Adjustments

REP 18.36

Replacement

To install a new HVPS guide assembly:

1. Connect the connector P/J100.
2. Place the HVPS guide assembly into its installed position making sure to insert the alignment tabs at the left edge of the board into their slots.
3. Slide the faston connector holders towards the board to reconnect the plugs.

   NOTE: *Make sure to attach the faston connectors (P/J501, P/J502, P/JT601), the 1st K supply harness assembly, PL 18.10 Item 7, the 1st YMC supply harness assembly, PL 18.10 Item 6, and the transfer supply harness assembly, PL 18.10 Item 8, at the initial position as shown in Figure 2.*
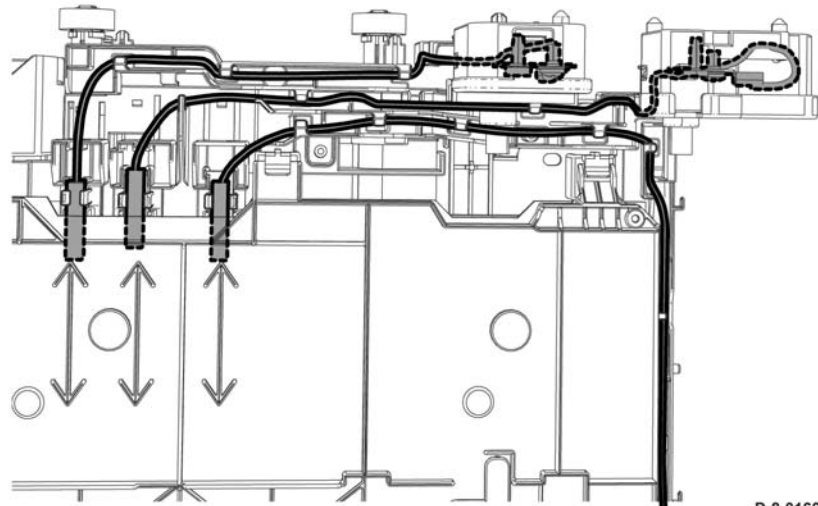
Figure 2 Re-attaching HVPS guide harnesses

REP 18.37 HVPS Toner Cover (C500/C600)

Parts List on PL 18.10

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 tray, REP 9.1.
2. Remove the toner cover, REP 19.48.
3. Remove the right side cover, REP 19.49.
4. Remove the right side front cover, REP 19.45.
5. Remove the XERO DEVE CRU assemblies (YMCK), PL 8.1.
6. Remove the HVPS toner cover (1), from the HVPS guide assembly (2).
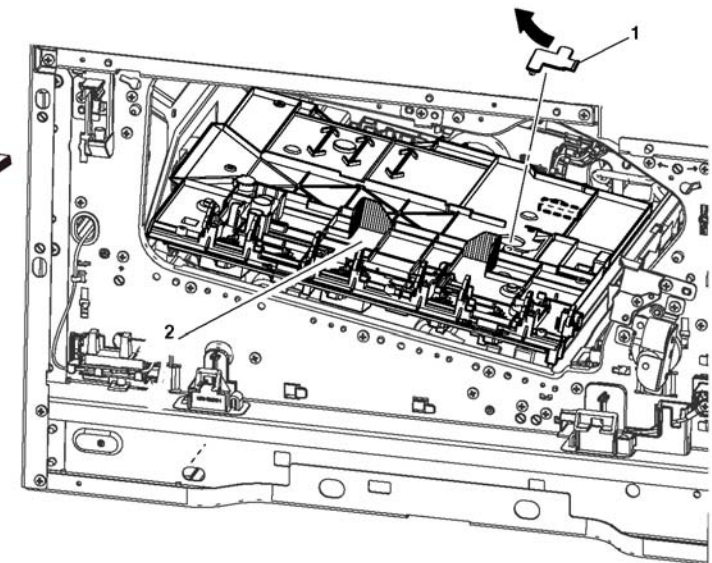
Figure 1 HVPS toner cover removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments
REP 18.36, REP 18.37

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REP 18.38 2nd Bias Transfer Roll Housing Kit (C500/C600)

Parts List on PL 18.10

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the right side cover, REP 19.49.
2. Remove the right side front cover, REP 19.45.
3. Open the rear door, PL 19.2 Item 99.
4. Remove the 2nd bias transfer housing, Figure 1:
   a. Remove the screw (1) attaching the high voltage harness.
   b. Release the two hooks (2), then remove the 2nd bias transfer housing (3).

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Figure 1 2nd bias transfer housing kit removal

REP 18.39 AC Fusing Harness Assembly (C500/C600)

Parts List on PL 18.11

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.
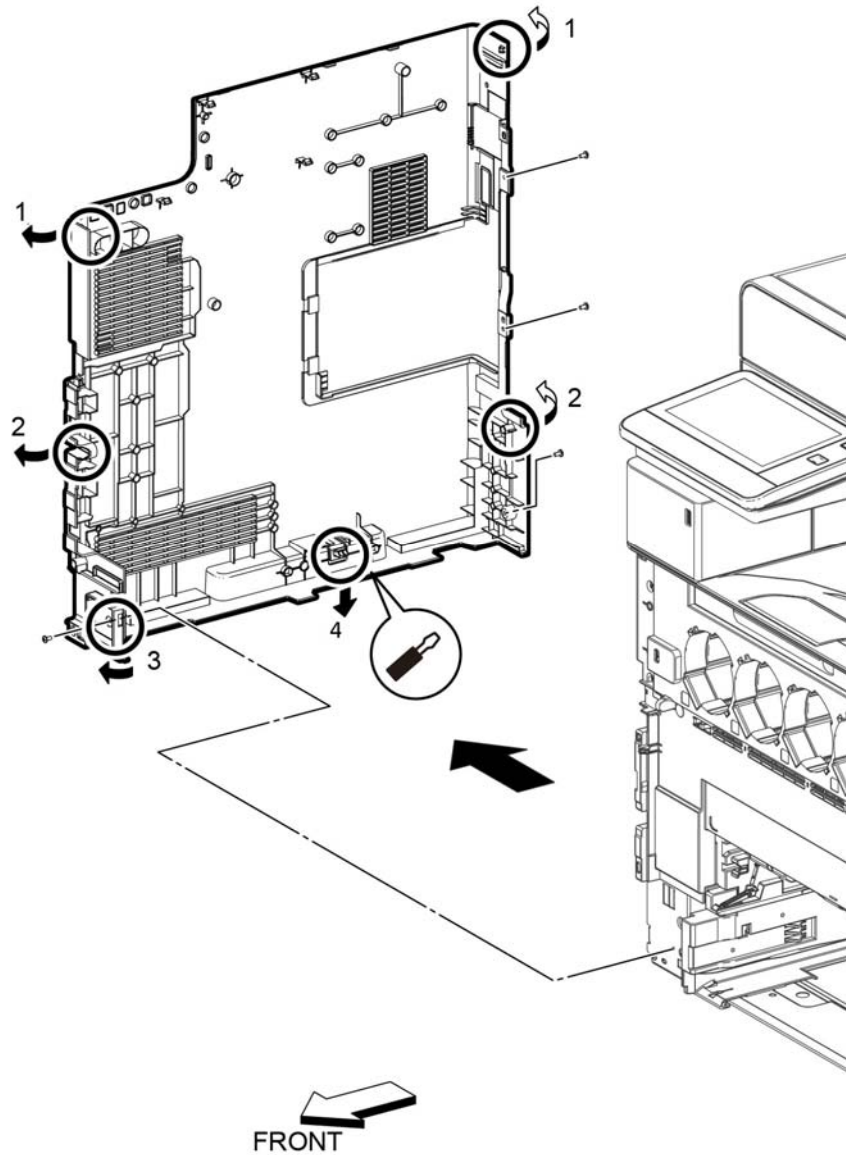
1. Remove the exit chute assembly, REP 17.1.
2. Remove the AC fusing harness guide plate, Figure 1:
   a. Release one boss of the harness guide (1), then release the harness guide (2) with the harnesses in the direction of the arrow.
   b. Remove one screw (3) to remove the plate (4).

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Figure 1 AC fusing harness guide plate removal

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Repairs-Adjustments
REP 18.38, REP 18.39

3. Release the AC 100V/200V-CF fusing harness assembly from the harness guides, IOT diagram 12.

4. Remove one screw (1), release three hooks (2), then remove the AC fusing harness assembly (3), the the DC-CF fusing harness assembly (4) and the fusing harness guide (5), Figure 2.

5. Remove the DC-CF fusing harness assembly (1) and AC fusing harness assembly (2) from the fusing harness guide (3), then remove the DC-CF fusing harness assembly from the AC fusing harness assembly, Figure 3.

Figure 2 AC 100V/200V/-CF fusing harness assembly removal

Figure 3 Harness assemblies separation

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments
REP 18.39

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REP 18.40 Rear-CF Interlock Harness Assembly (C500/C600)

Parts List on PL 18.11

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the ESS Box, REP 18.33.1.
2. Remove the rear I/L harness assembly, Figure 1:
   a. Disconnect connector P/J292 (1) from the LVPS PWB (2), then release the rear I/L harness from the harness guide.
   b. Release the rear I/L harness assembly from the DC harness guide (3) and the rear I/L harness guide (4).
   c. Release the two hooks (5), then remove the rear I/L harness assembly.
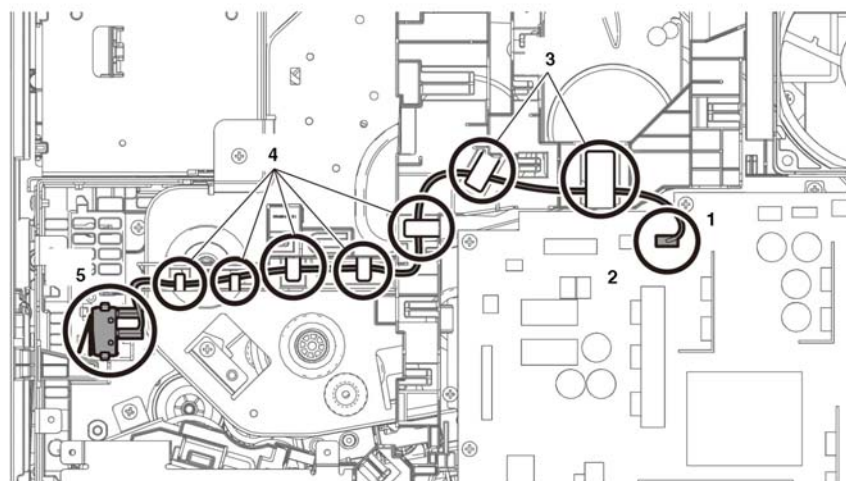
Figure 1 Rear interlock harness

Replacement

The replacement is the reverse of the removal procedure.

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

REP 18.41 Side-CF Interlock Harness Assembly (C500/C600)

Parts List on PL 18.11

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the LVPS PWB, REP 18.35.
2. Remove the LVPS plate, PL 18.9 Item 20.
3. Release the side-CF IL harness assembly from the three hooks (1), then pull the side-CF I/L harness assembly through hole (A).

Figure 1 Side interlock harness release

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Repairs-Adjustments
REP 18.40, REP 18.41
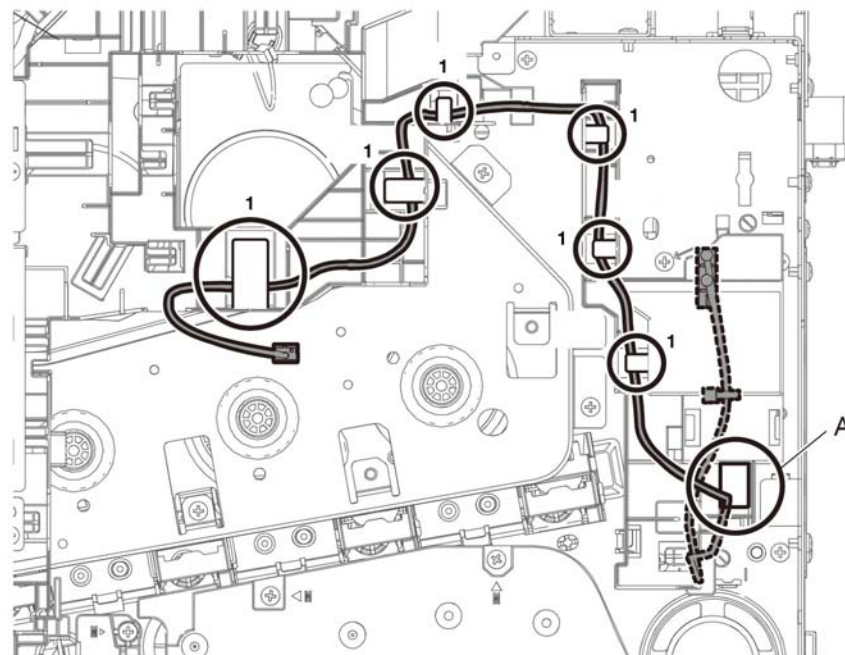
4. Release the side-CF I/L harness assembly from the sub fan duct (2), then disconnect the push tie (3), PL 4.1 Item 4.
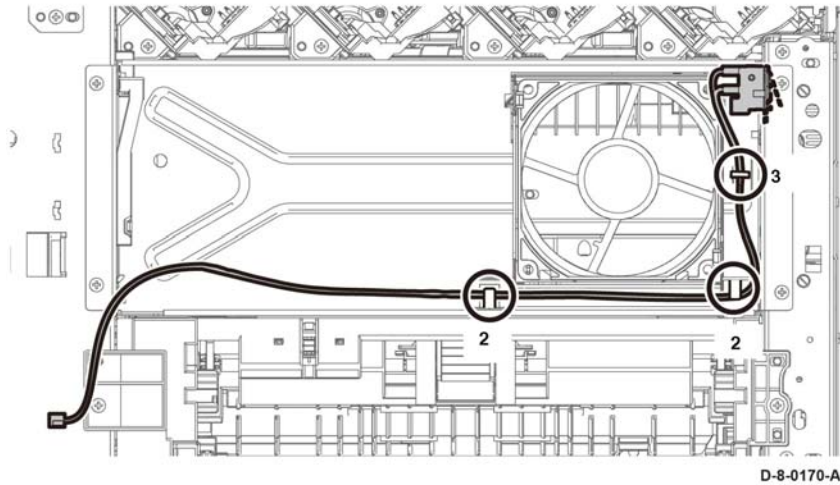
Figure 2 Sub fan duct harness release

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d. Remove the waste link and the waste link spring (4), remove one screw (5), then pull out the side I/L harness assembly through hole (B) to remove.
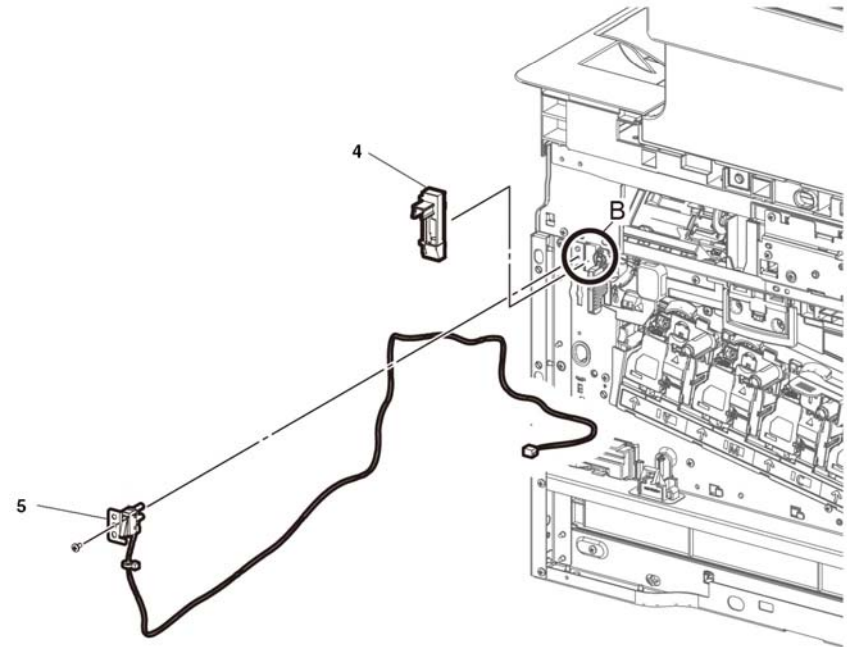
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Figure 3 Pull through hole B.

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments
REP 18.41

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REP 18.42 OPF-CF Harness Assembly (C500/C600)

Parts List on PL 18.11

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the LVPS PWB, REP 18.35.
2. Remove the LVPS plate, PL 18.9 Item 20.
3. Remove the OPF-CF harness assembly, Figure 1:

NOTE: In the following steps, be sure to note the harness routing to avoid damaging wires during replacement.

    a. Disconnect connector P/J800 (1), then release the OPF-CF harness assembly from five hooks (2) of the harness guide.

    b. Press two hooks and remove P/J801 (3) from the harness bracket, then remove the OPF-CF harness assembly (4).

Figure 1 OPF harness assembly

Replacement

The replacement is the reverse of the removal procedure.

CAUTION

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

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Repairs-Adjustments
REP 18.42

REP 18.43 Size Switch Assembly (C500/C600)

Parts List on PL 18.11

Removal

<div align="center"><strong style="color:red">WARNING</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the LVPS PWB, REP 18.35.
2. Remove the LVPS plate, PL 18.9 Item 20.
3. Remove the size switch assembly, Figure 1:

NOTE: In the following steps, be sure to note the harness routing to avoid damaging wires during replacement.

   a. Disconnect connector, P/J191 (1).
   b. Remove one screw (2), then remove the size switch assembly (3).

Figure 1 Size switch assembly removal

Replacement

<div align="center"><strong style="color:red">CAUTION</div>

Avoid damaging wires during replacement. When replacing wire harnesses, use factory-installed routes.

REP 18.44 ESS Top Plate (C500/C600)

Parts List on PL 18.9

Removal

<div align="center"><strong style="color:red">WARNING</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the left side cover, REP 19.47.
2. Remove five screws (1), then remove the ESS top plate (2) with the WiFi link (3), Figure 1.
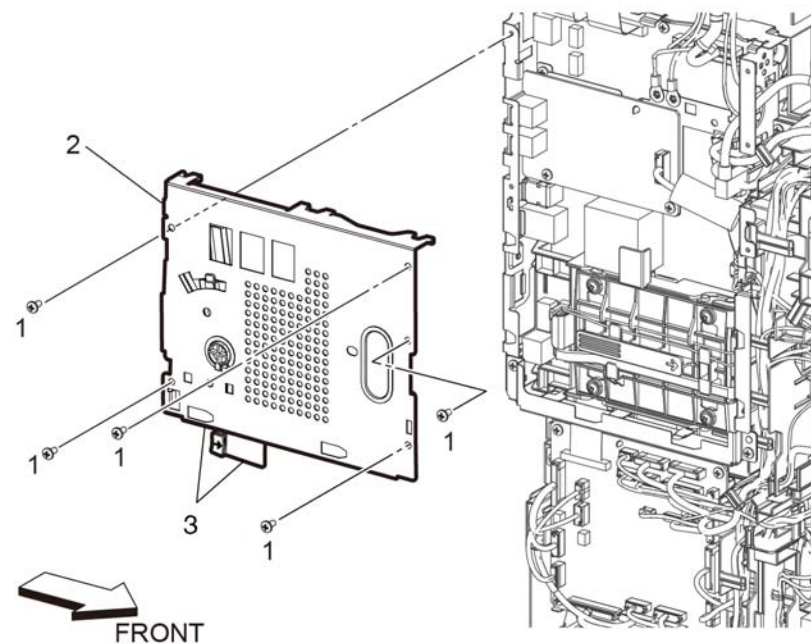
Figure 1 ESS top plate removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments
REP 18.43, REP 18.44

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REP 19.1 Front Inner Cover (C505/C605/C605_Tall)

Parts List on PL 19.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the finisher or mailbox if necessary.
2. Remove the toner cover, REP 19.11.
3. Remove the front inner cover, Figure 1:
    a. Remove five screws (1).
    b. Release the hook (2) on the left side.
    c. Release the hook (3) on the right side.
    d. Remove the front inner cover (4).
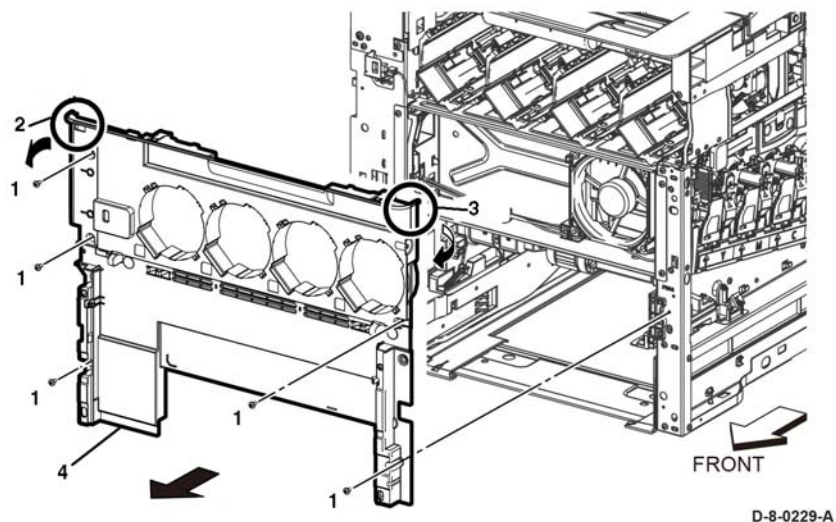
D-8-0229-A

Figure 1 Remove the front inner cover

Replacement

The replacement is the reverse of the removal procedure.

REP 19.2 Right Side Front Cover (C505/C605/C605_Tall)

Parts List on PL 19.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the right side cover, PL 19.1 Item 97
2. Remove the right front cover, Figure 1:
    a. Press the button (1) to release the hook.
    b. Rotate the right front (2) cover as shown.
    c. Remove the right front cover (3
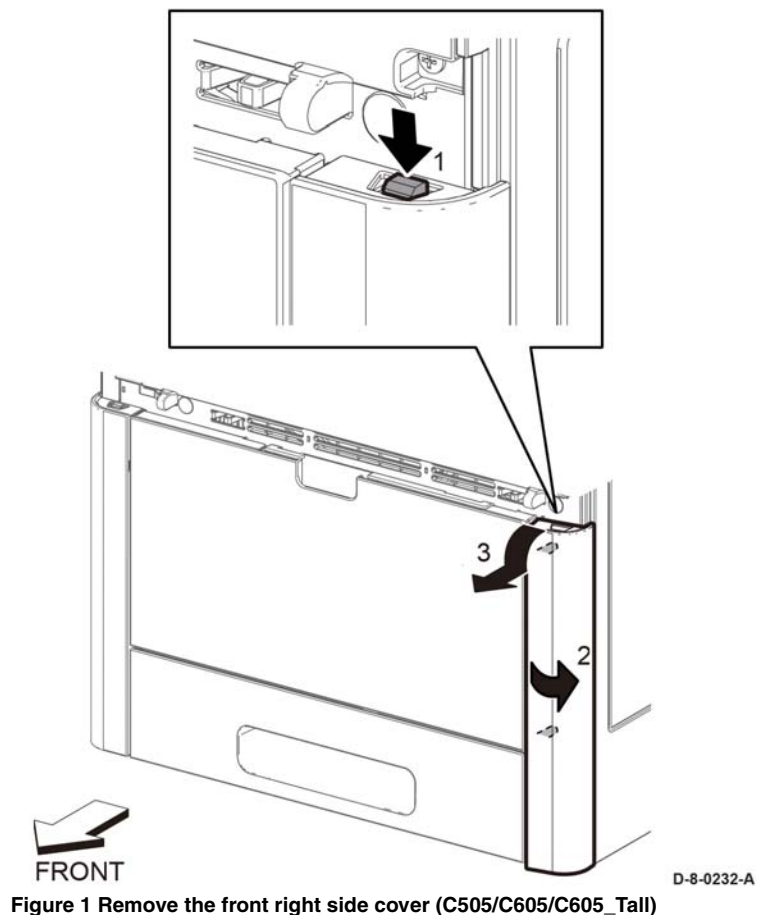
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Figure 1 Remove the front right side cover (C505/C605/C605_Tall)

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Repairs-Adjustments
REP 19.1, REP 19.2

Replacement

The replacement is the reverse of the removal procedure.

REP 19.3 Cover IIT inner R

Parts List on PL 19.1

Removal

Procedure will follow in next update.

Repairs-Adjustments
REP 19.2, REP 19.3

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REP 19.4 Cover IIT Inner R Rear

Parts List on PL 19.1

Removal

Procedure will follow in next update.

REP 19.5 Cover Side R

Parts List on PL 19.1

Removal

Procedure will follow in next update.

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Repairs-Adjustments
REP 19.4, REP 19.5

REP 19.6 Cover ICCR

Parts List on PL 19.1

Removal

Procedure will follow in next update.

REP 19.7 Left Side Cover (C505/C605/C605_Tall)

Parts List on PL 19.2 Item 1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

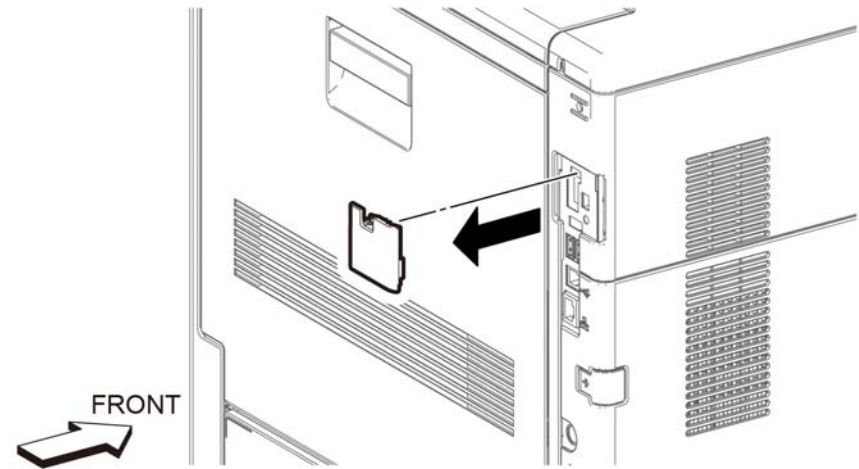1. Remove the 550 IOT cassette assembly, REP 9.1
2. Separate the printer from the option feeder assembly, if installed.
3. Remove the right side cover, REP 19.12.
4. Remove the ESS window assembly kit, REP 19.17.
5. Remove the WiFi cap, REP 19.17.
6. Remove the left side front cover, REP 19.10.
7. Open the rear door.
8. Refer to Figure 1, remove the four screws (silver, M3x6mm) attaching the left side cover.

Repairs-Adjustments
REP 19.6, REP 19.7

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Figure 1 Remove the Left Side Cover (C505/C605/C605_Tall)

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CAUTION

To prevent the printer from falling off the workbench in the following step, position the printer to overhang the edge of the workbench as little as possible.

9.   Position the left side of the printer to overhang the edge of the workbench.

10.   Following the sequence shown in Figure 1, release the hooks and bosses of the left side cover assembly, and remove the cover.

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Repairs-Adjustments
REP 19.7

## REP 19.8 Left Side IIT Cover (C505/C605/C605_Tall)

Parts List on PL 19.2 Item 4

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the ICCR cover, REP 19.6.
2. Refer to Figure 1, remove the left side IIT cover in the direction of the arrow

Figure 1 Remove the Left Side IIT Cover (C505/C605/C605_Tall)

3. Refer to Figure 1, remove the left side IIT cover in the direction of the arrow.

REP 19.9 Second Bias Transfer Roller Assembly (C505/C605/C605_Tall)

Parts List on PL 19.2 Item 11

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the rear door.
2. Refer to Figure 1, push the four latches and remove the 2nd BTR roll assembly.

Figure 1 Remove the Second Bias Transfer Roller Assembly (C505/C605/C605_Tall)

Repairs-Adjustments

REP 19.8, REP 19.9

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REP 19.10 Left Front Cover (C505/C605/C605_Tall)

Parts List on PL 19.1

Initial Actions

Remove the toner cover REP 19.11.

Remove the paper tray, REP 9.1.

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Refer to Figure 1, push down on the hook release button to release the top of the left front cover in the direction of the arrows.
2. Disconnect (P/J521) and remove the left front cover with the tray led PWB, and the tray shade cover, REP 19.10.
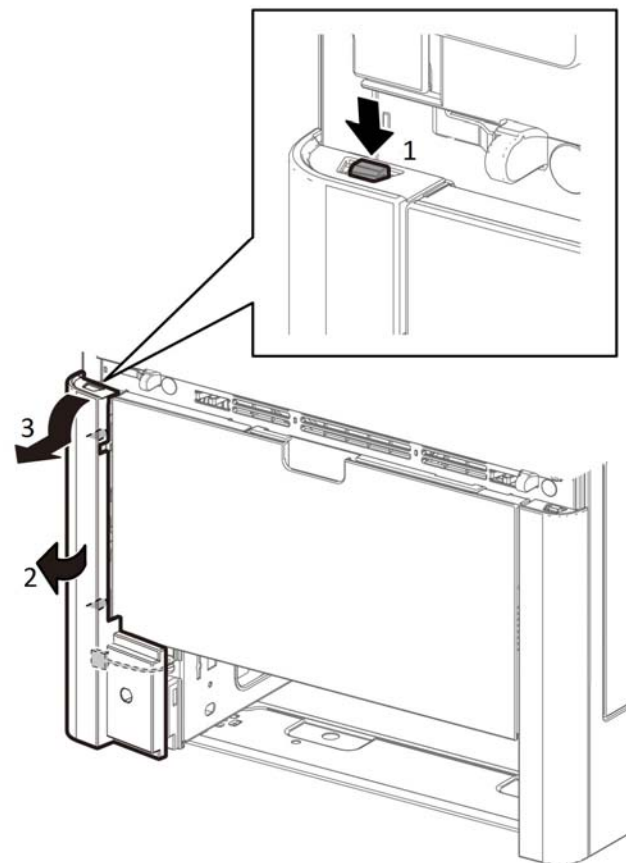
D-8-0231-B

Figure 1 Remove the left front cover

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments

REP 19.10

REP 19.11 Toner Cover Assembly (C505/C605/C605_Tall)

Parts List on PL 19.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the toner cover, Figure 1.
2. Push the hook and remove the toner cover assembly in the direction of the arrow.
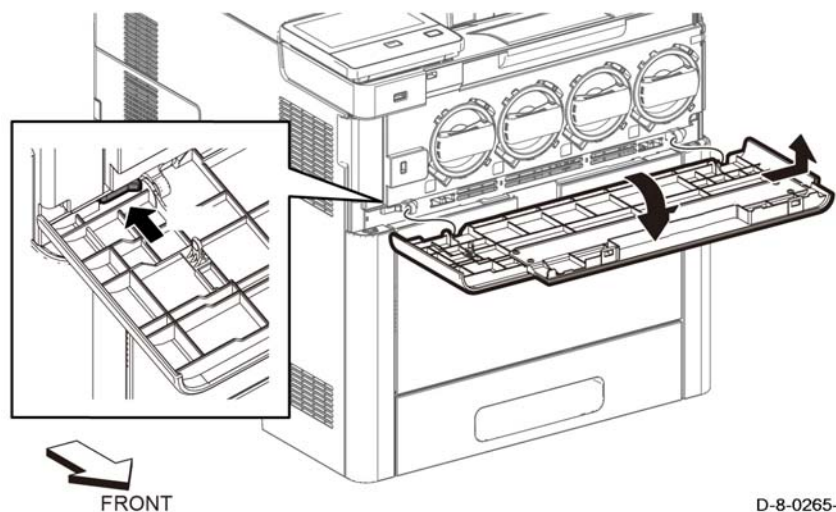
D-8-0265-B

Figure 1 Toner cover assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 19.12 Right Side Cover Assembly (C505/C605/C605_Tall)

Parts List on PL 19.1

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Paper tray assembly, REP 9.1.
2. Main MSI tray assembly, REP 13.5.
3. Toner cover, REP 19.11.
4. Right side front cover, REP 19.2.
5. Open the rear door.
6. Refer to Figure 1, open the waste box cover on the right side, press the tab and remove the waste box assembly.
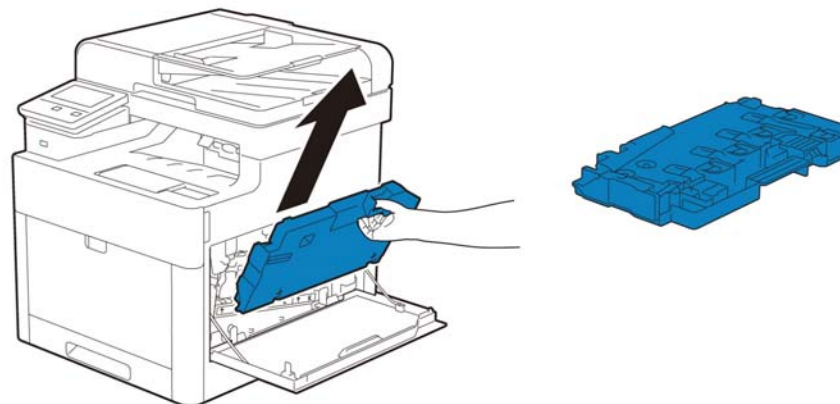
D-8-0462-A

Figure 1 Remove the toner waste box assembly

7. Open the rear door.
8. Refer to Figure 2, remove one screw (ST6, silver, tapping, M4X10mm) and five screws (SM18, silver, M3X6mm).
9. Refer to Figure 2, release one hook and one boss at the front of the R side cover assembly, PL 19.1 Item 97.
10. Refer to Figure 2, release one hook at the bottom of the right side cover assembly.
11. Refer to Figure 2, release two bosses at the rear of the right side cover assembly and remove the right side cover assembly.

Repairs-Adjustments
REP 19.11, REP 19.12

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Figure 2 Remove the right side cover assembly (C505/C605/C605_Tall)

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REP 19.13 Top Cover (C505/C605/C605_Tall)

Parts List on PL 19.1

Initial Actions

Remove the scanner, REP 50.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the rear cover assembly, REP 19.18.
2. Perform the items that follow, Figure 1:

    2-1 Remove eight screws ST18.

    2-2 Lift up and remove the top cover assembly.

    NOTE: This includes the right IIT inner cover and left IIT inner cover.

D-8-0224-A
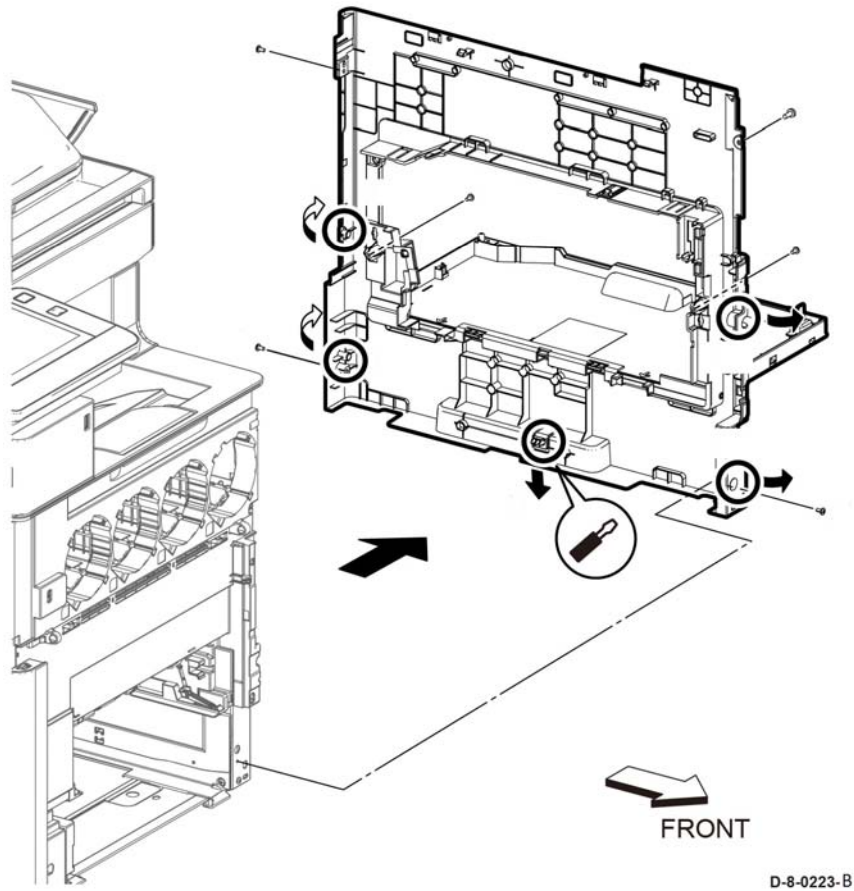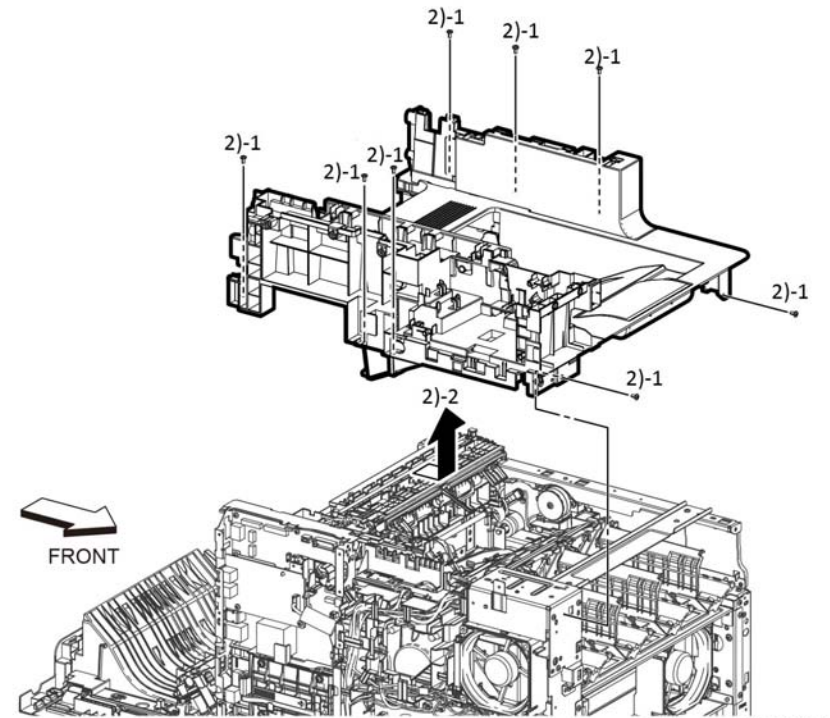
Figure 1 Remove top cover assembly

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Repairs-Adjustments

REP 19.12, REP 19.13

Replacement

When installing the top cover, check that the actuator full stuck and exit flapper L/R come out of the paper exit on the top cover.

REP 19.14 Left Side Cover (C505/C605/C605_Tall)

Parts List on PL 19.2

Initial Actions

Remove the left side front cover REP 19.10.

Removal

<p style="text-align:center;color:red;font-weight:bold;">WARNING</p>

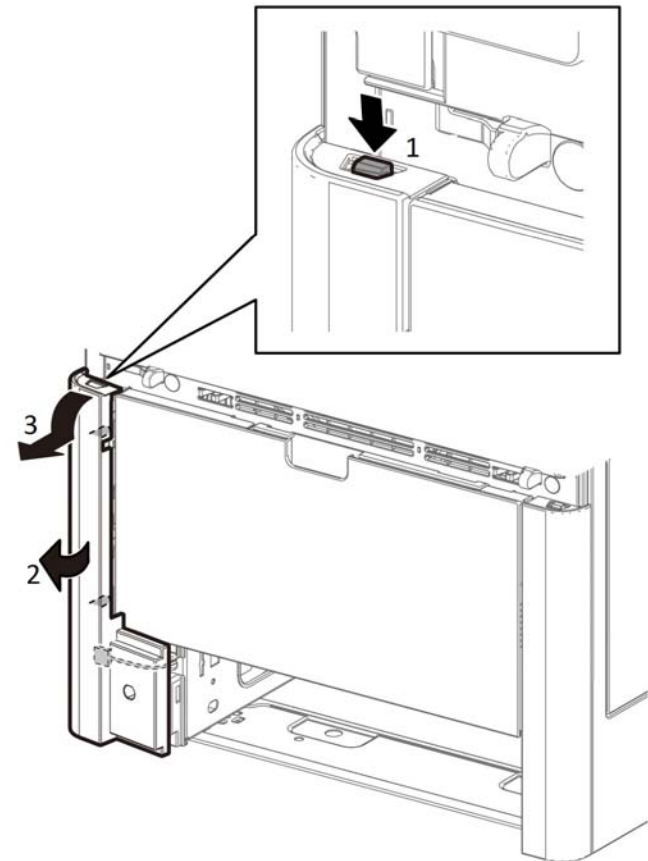**Switch off the electricity to the machine GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.**

<p style="text-align:center;color:red;font-weight:bold;">CAUTION</p>

To prevent the printer from falling off the workbench in the following step, position the printer to overhang the edge of the workbench as little as possible.

1. Open the rear cover assembly, REP 19.18.
2. Remove four screws SM 18
3. Release the items that follow, Figure 1:
   - 3-1 One hook.
   - 3.2 One hook.
   - 3-3 One boss.
4. Release one hook.
5. Perform the items that follow:
   - 5-1 Release one hook.
   - 5.2 Release one boss.
   - 5-3 Remove the left side cover.

Repairs-Adjustments
REP 19.13, REP 19.14

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Replacement

The replacement is the reverse of the removal procedure.

Figure 1 Left side cover (C505/C605/C605_Tall) removal

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Repairs-Adjustments
REP 19.14

REP 19.15 Right Side Front Cover (C500/C600)

Parts List on PL 19.3 Item 23

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the toner cover, REP 19.48.
2. Remove the MSI tray, REP 13.5.
3. Remove the IOT paper tray, REP 9.1.
4. Refer to Figure 1, push and release button to release the hook at the top end of the right side front cover.
5. Press in at the two bosses and remove the right side front cover in the direction of the arrow.
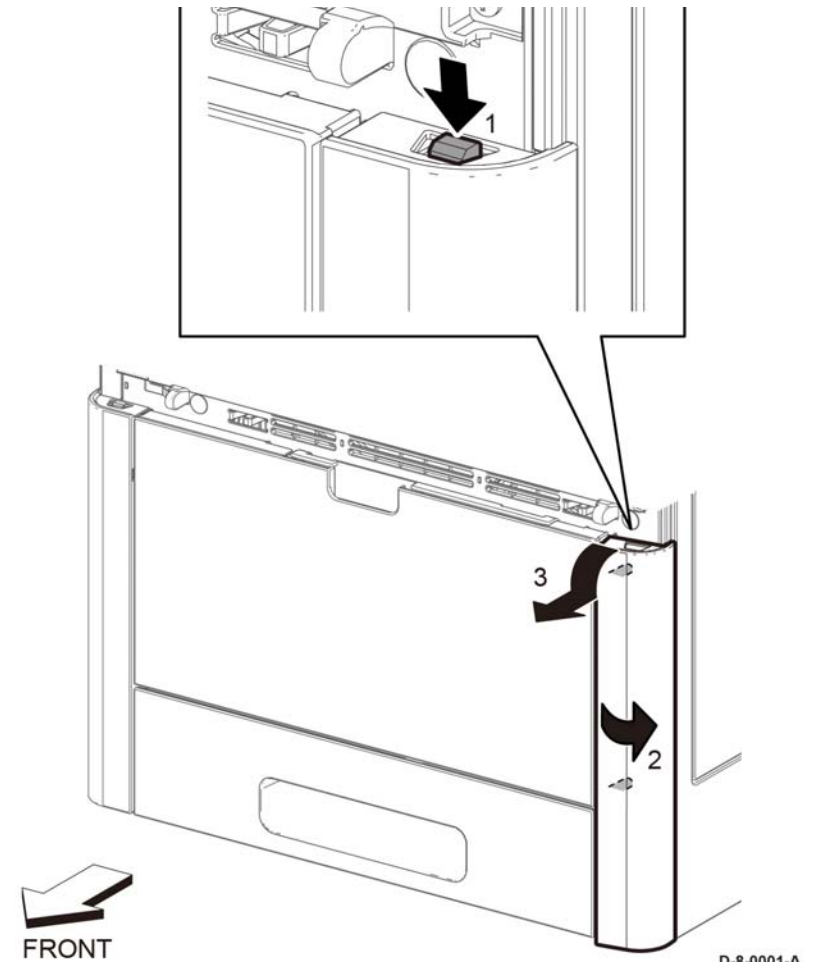
FRONT

D-8-0001-A

Figure 1 Remove the Right Side Front cover (C500/C600)

Repairs-Adjustments

REP 19.15

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REP 19.16 WIFI Cap (C505/C605/C605_Tall)

Parts List on PL 19.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1.   Release the hook and remove the WIFI cap, Figure 1.
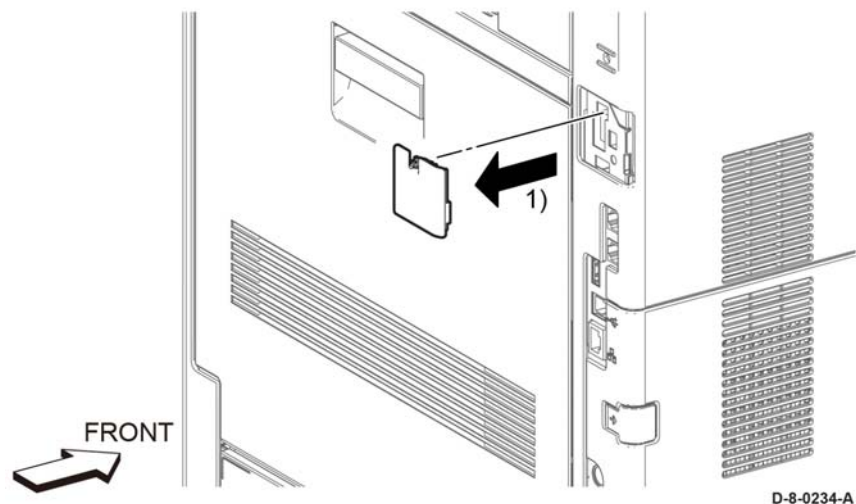
Figure 1 Remove the WIFI cap (C505/C605/C605_Tall)

Replacement

The replacement is the reverse of the removal procedure.

REP 19.17 ESS Window Assembly Kit (C505/C605/C605_Tall)

Parts List on PL 19.2

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1.   Perform the items that follow Figure 1:

   1-1 Slide the lever as shown.

   1-2 rotate the lever as shown.

2.   Remove the ESS window assembly.
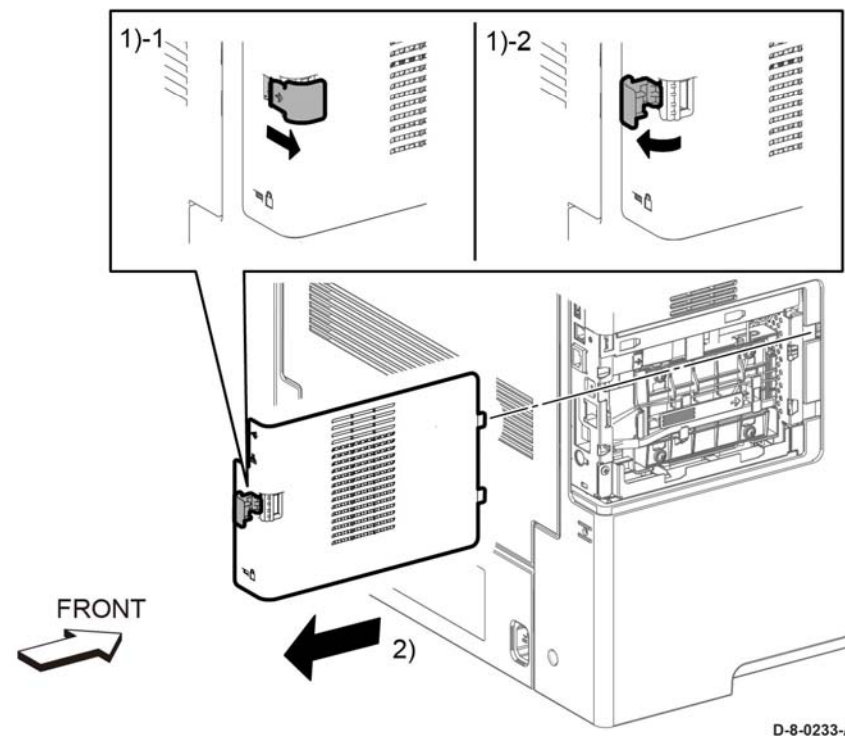
Figure 1 Remove the ESS window assembly (C505/C605/C605_Tall)

Replacement

The replacement procedure is the reverse of the removal procedure.

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Repairs-Adjustments
REP 19.16, REP 19.17

REP 19.18 Rear Cover Assembly (C505/C605/C605_Tall)

Parts List on PL 19.2

Initial Actions

Remove the right side cover assembly, REP 19.12.

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Perform the items that follow, Figure 1:

    1-1 Raise the lever.

    1-2 Remove the relay cover.

    1-3 Disconnect the connector, P/J296.

2. Release two rear cover straps
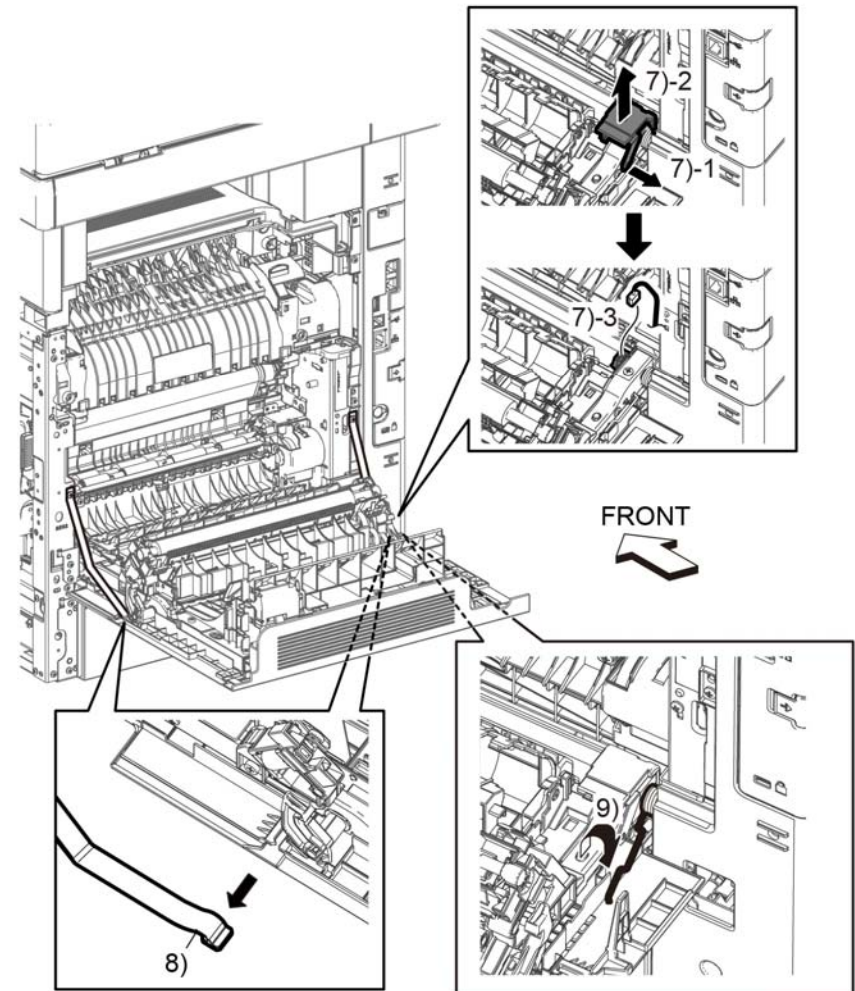
Figure 1 Remove the rear cover assembly (C505/C605/C605_Tall)

3. Close the rear cover assembly.

4. Remove two screws, SM18, holding the right rear hinge assembly, Figure 1.

5. Remove the right rear hinge assembly and the rear cover assembly.

6. Remove the rear cover spring.

Repairs-Adjustments

REP 19.18

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Figure 2 Remove the rear cover assembly

Replacement

The replacement procedure is the reverse of the removal procedure.

REP 19.19 Front Inner Cover (C505/C605/C605_Tall)

Parts List on PL 19.3

Initial Actions

Remove the right side cover, REP 19.23.

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the finisher or mailbox if necessary.
2. Remove five screws, SM18, Figure 1.
3. Perform the items that follow, Figure 1.

    3-1 Release the hook on the left side.

    3-2 Release the hook on the right side.
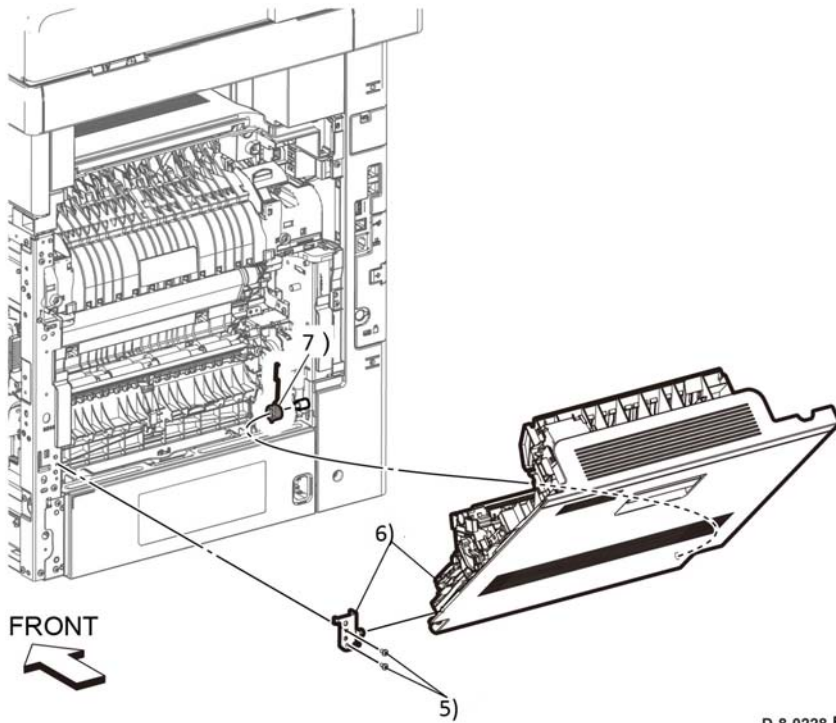
    3-3 Remove the front inner cover.

Figure 1 Remove the front inner cover

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments

REP 19.18, REP 19.19
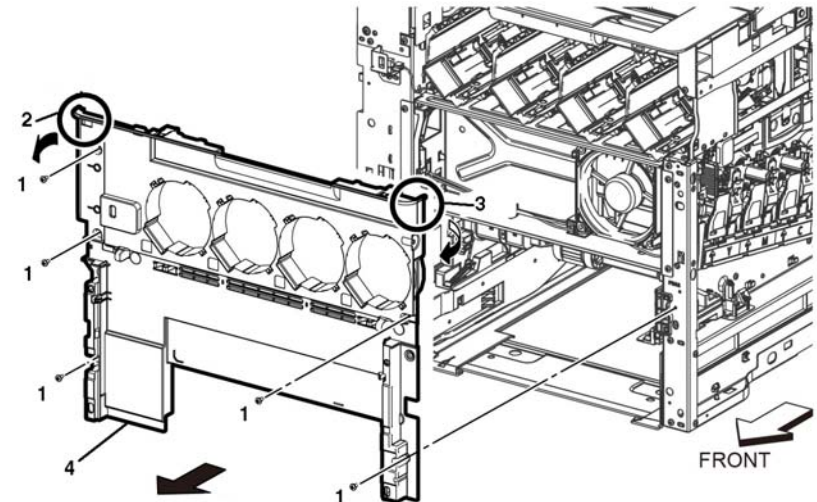
REP 19.20 Top Cover Assembly (C500/C600)

Parts List on PL 19.3 Item 99

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the paper tray.
2. Remove the bypass tray assembly.
3. Remove the right side cover.
4. Remove the left side cover.
5. Remove the front inner cover.
6. Remove the left rear top cover.
7. Remove the right rear top cover.
8. Open the rear cover.
9. Remove the UI console.
10. Refer to Figure 1, to remove the three screws (silver, M3x6mm) attaching the Top Cover Assembly, then lift up the cover.
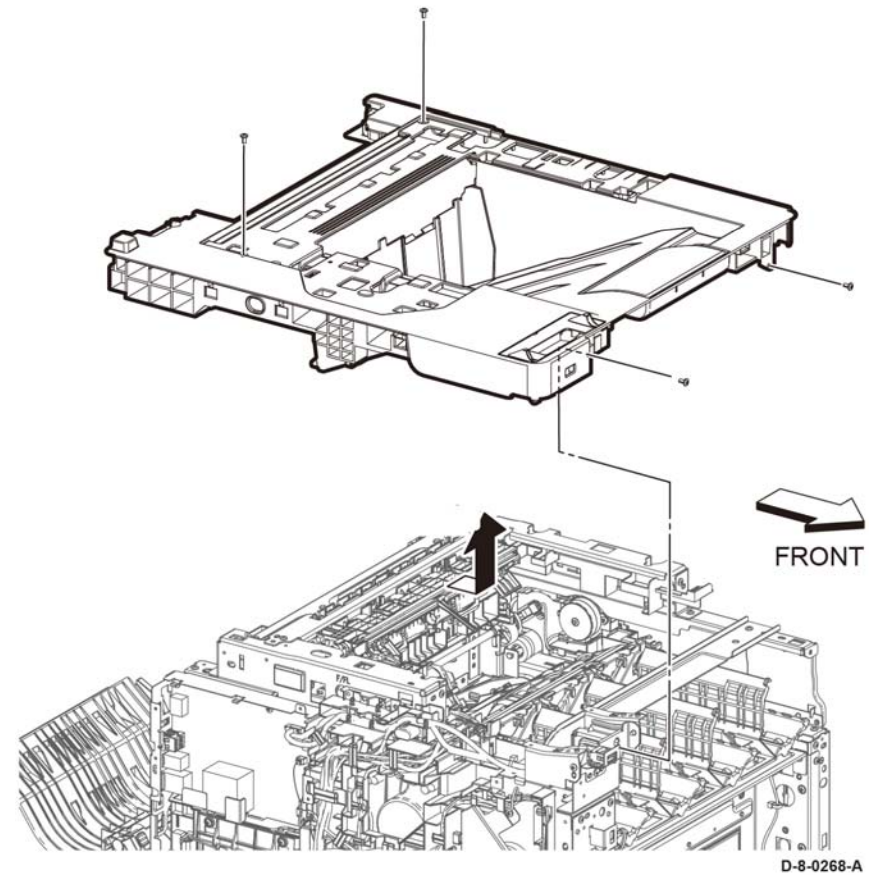
Figure 1 Remove the Top Cover Assembly (C500/C600)

Replacement

CAUTION

Avoid pinching the UI harness between the Top Cover and the printer frame when installing the Top Cover.

NOTE: *When installing the Top Cover Assembly, ensure that the Exit Flapper extends out from the Top Covers' paper exit slots.*

Repairs-Adjustments

REP 19.20

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REP 19.21 Right Side Front Cover (C505/C605/C605_Tall-Tall)

Parts List on PL 19.3

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the toner cover assembly, REP 19.33.

2. Perform the steps that follow, Figure 1:

    2-1 Press the hook.

    2-2 Rotate the right front cover as shown.

    2-3 Remove the right front cover.

Figure 1 Remove the front right side cover (C505/C605/C605_Tall)

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Repairs-Adjustments
REP 19.21
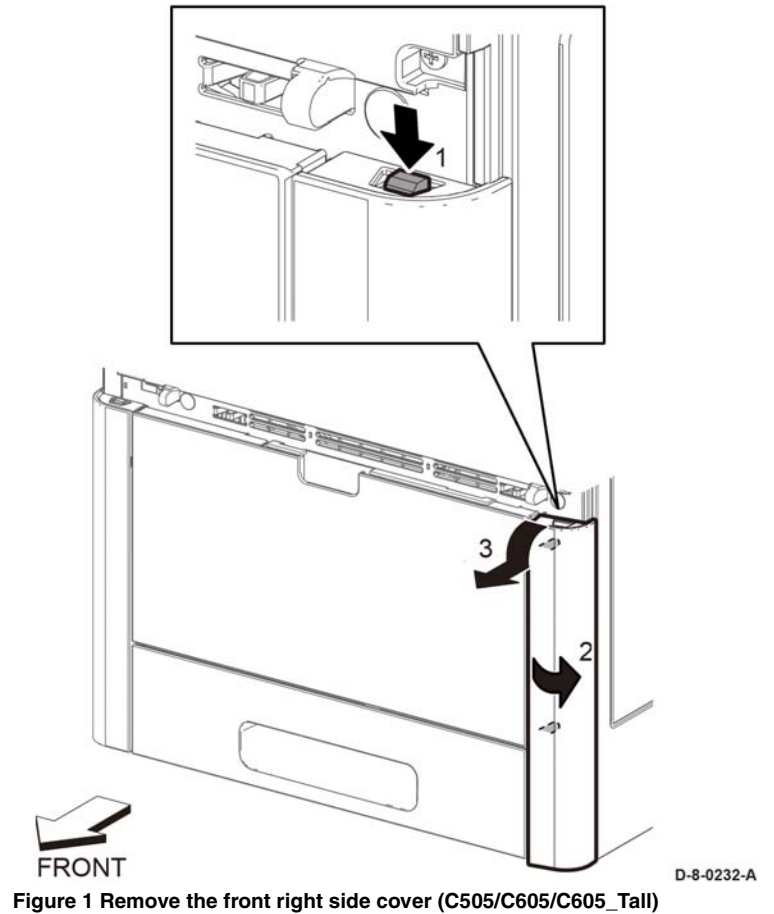
REP 19.22 Second Bias Transfer Roller Assembly (C500/C600)

Parts List on PL 19.4 Item 11

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the Rear Cover, REP 19.56.

2. Refer to Figure 1, to release the four latches attaching the Second Bias Transfer Roller and remove the roller assembly.
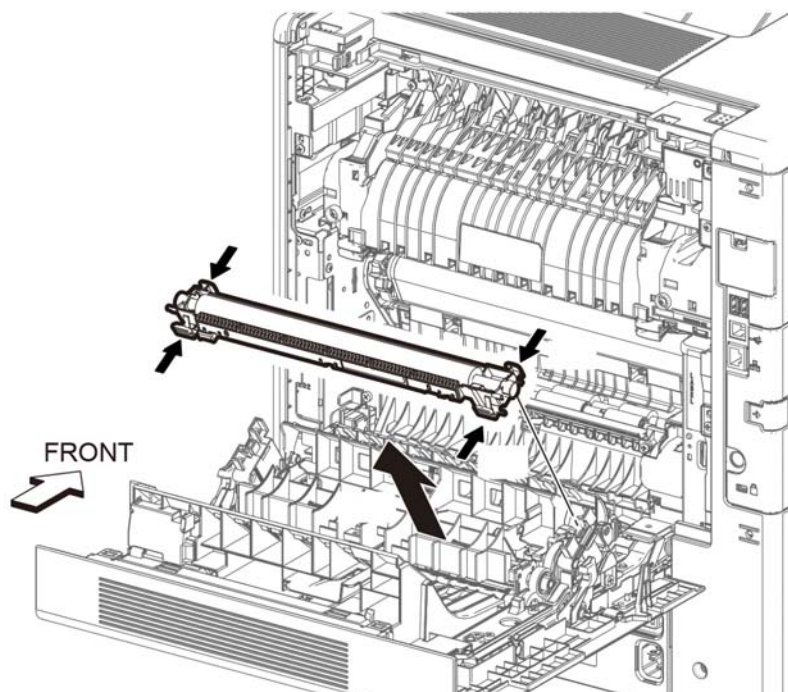
Figure 1 Remove the Second Bias Transfer Roller Assembly (C500/C600)

REP 19.23 Right Side Cover Assembly (C505/C605/C605_Tall-Tall)

Parts List on PL 19.3

Initial Actions

Remove the right side front cover, REP 19.21.

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the waste box cover on the right side, press the tab and remove the waste toner assembly, Figure 1.
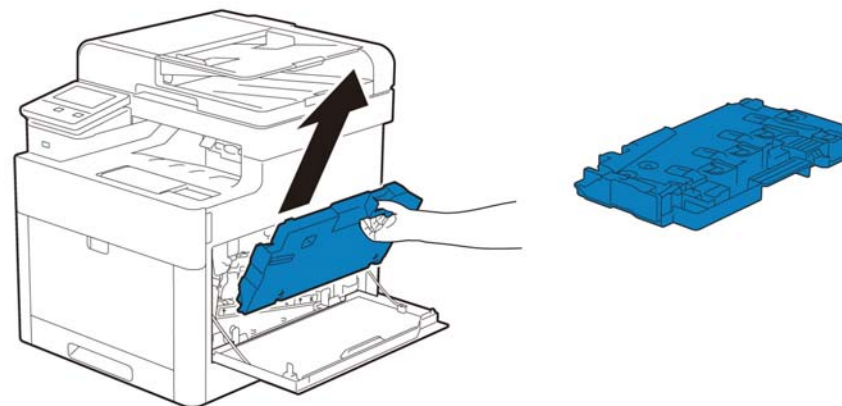
D-8-0462-A

Figure 1 Remove the toner waste box assembly

2. Open the rear door.

CAUTION

In the following step, to prevent the cover from dropping down as you remove the straps, support the cover from underneath.

3. Remove the items that follow, Figure 2:

> One screw ST6.
>
> Five screws ST18.

4. Perform the items that follow, Figure 1:

> 4-1 Release one hook.
>
> 4-2 Release one boss.

5. Release one hook at the bottom of the right side cover assembly, Figure 2.

Repairs-Adjustments

REP 19.22, REP 19.23

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6. Perform the items that follow, Figure 2:

      6-1 Release one boss in the middle edge.

      6-2 Release one boss on the bottom edge.

      6-3 Remove the right side cover assembly.
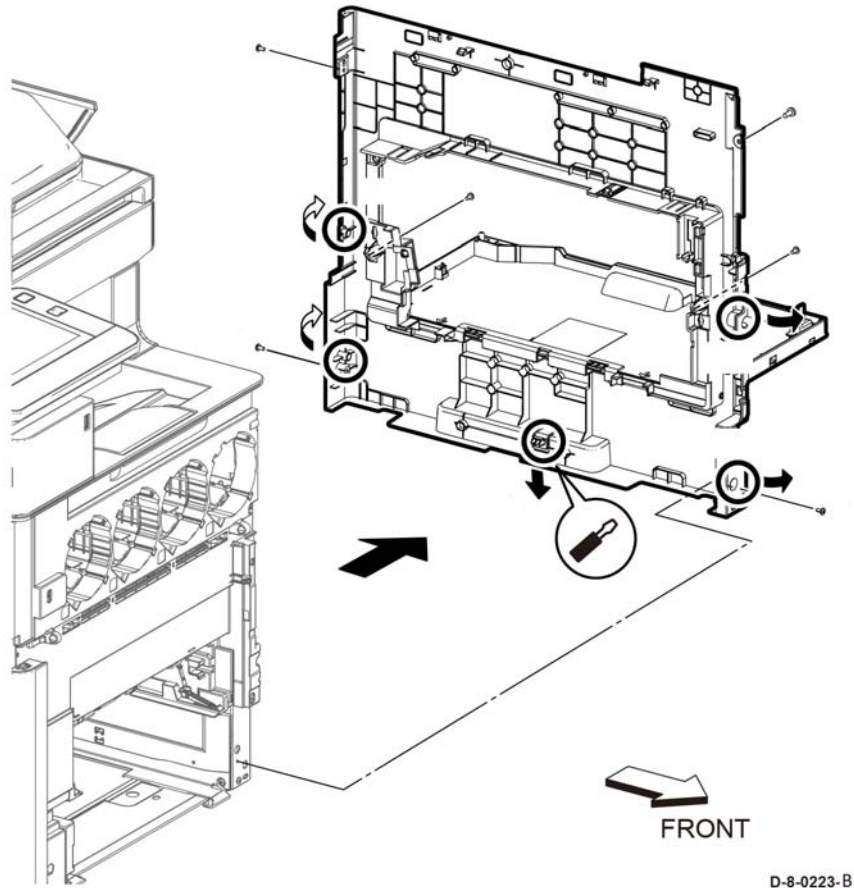
Figure 2 Remove the right side cover assembly (C505/C605/C605_Tall-tall)

REP 19.24 ESS Window Assembly Kit (C500/C600)

Parts List on PL 19.4 Item 98

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Refer to Figure 1, to release the lever in the direction of the arrow.

Figure 1 Remove the ESS Window Assembly (C500/C600)

2. Remove the ESS window assembly.

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Repairs-Adjustments

REP 19.23, REP 19.24

REP 19.25 Rear Cover Assembly Kit (C500/C600)

Parts List on PL 19.4 Item 99

Removal

<p style="text-align:center">**WARNING**</p>

Switch off the electricity to the machine, **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the right side cover.
2. Open the Rear Cover.;
3. Refer to Figure 1, to remove the ends of the two rear cover straps from the rear cover.
4. close the rear cover.
5. Refer to Figure 1, to remove the two screws (silver, M3x6mm) attaching the right rear hinge.
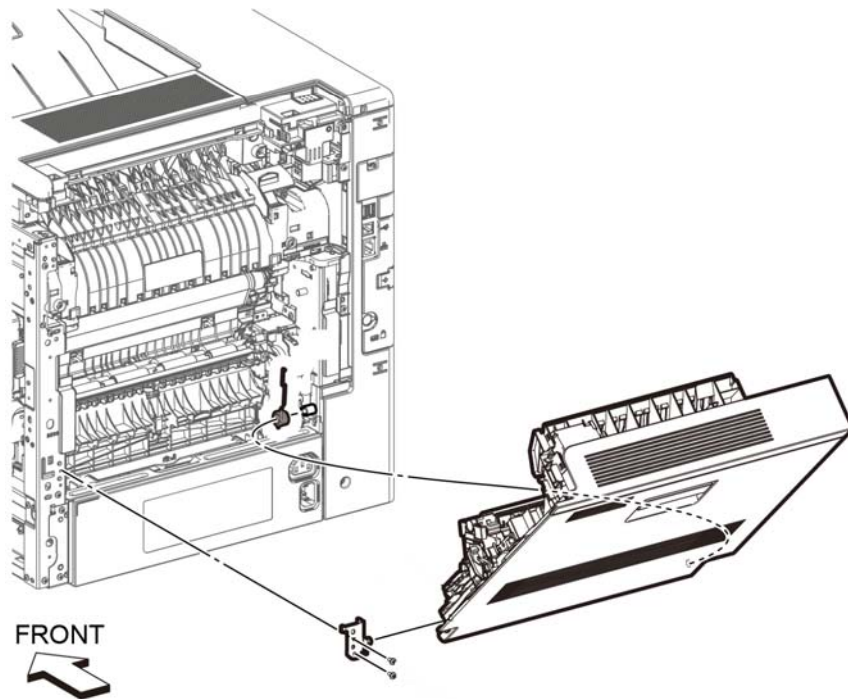
D-8-0272-A

Figure 1 Remove the Rear Cover Assembly (C500/C600)

6. Remove the right rear hinge and the rear cover assembly from the printer while opening the cover.

REP 19.26 Cover Finisher Side inner R

Parts List on PL 19.3

Removal

Procedure will follow in next update.

Repairs-Adjustments
REP 19.25, REP 19.26

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REP 19.27 Cover Finisher Side L Sub

Parts List on PL 19.3

Removal

Procedure will follow in next update.

REP 19.28 Cover Finisher Front

Parts List on PL 19.3

Removal

Procedure will follow in next update.

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Repairs-Adjustments
REP 19.27, REP 19.28

REP 19.29 Cover Finisher Top Exit

Parts List on PL 19.1

Removal

Procedure will follow in next update.

REP 19.30 Cover Finisher Side R Cap

Parts List on PL 19.3

Removal

Procedure will follow in next update.

Repairs-Adjustments
REP 19.29, REP 19.30

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REP 19.31 Frame Finisher

Parts List on PL 19.3

Removal

Procedure will follow in next update.

REP 19.32 Not Used

Removal

Procedure not used.

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Repairs-Adjustments
REP 19.31, REP 19.32

REP 19.33 Not Used

Removal

Procedure not used.

REP 19.34 Cover Assembly Side R

Parts List on PL 19.3

Removal

Procedure will follow in next update.

Repairs-Adjustments
REP 19.33, REP 19.34

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REP 19.35 Top Cover (C605_Tall)

Parts List on PL 19.3

Initial Actions

Remove the USB front harness assembly, IOT diagram 23.

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the rear cover assembly, PL 19.2 Item 99.
2. Remove the OPT blind cover, Figure 1:
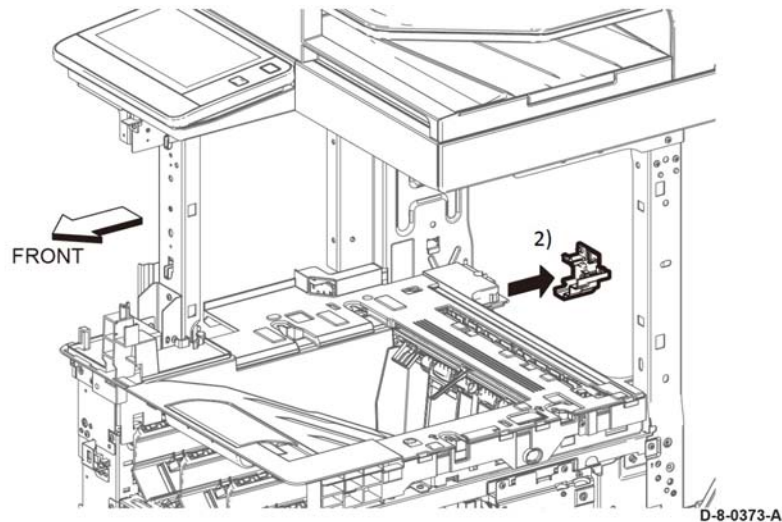
Figure 1 Remove the OPT blind cover

3. Perform the items that follow:

   3-1 Remove three screws SM18.

   3-2 Remove the top cover assembly.
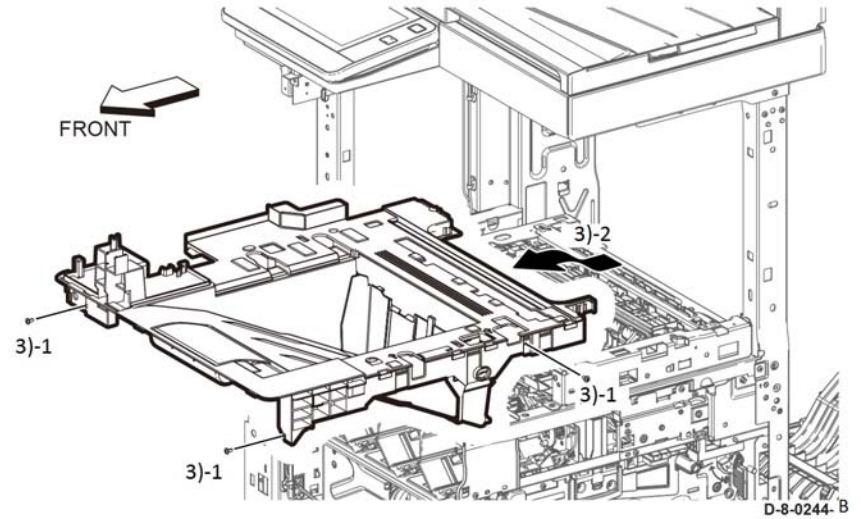
Figure 2 Remove top cover

Replacement

When installing the top cover, check that the actuator full stuck and exit flapper L/R come out of the paper exit on the top cover.

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Repairs-Adjustments

REP 19.35

REP 19.36 Cover Side L

Parts List on PL 19.4

Removal

Procedure will follow in next update.

REP 19.37 Cover Finisher Side L

Parts List on PL 19.4

Removal

Procedure will follow in next update.

Repairs-Adjustments
REP 19.36, REP 19.37

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REP 19.38 Cover Finisher Rear

Parts List on PL 19.4

Removal

Procedure will follow in next update.

REP 19.39 2nd BTR Roll Assembly

Parts List on PL 19.4

Removal

Procedure will follow in next update.

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Repairs-Adjustments
REP 19.38, REP 19.39

REP 19.40 Not Used

Removal

Procedure not used.

REP 19.41 Not Used

Removal

Procedure not used.

Repairs-Adjustments
REP 19.40, REP 19.41

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REP 19.42 Not Used

Removal

Procedure not used.

REP 19.43 Front Inner Cover (C500/C600)

Parts List on PL 19.5

Initial Actions

Remove the right side cover, REP 19.49.

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the finisher or mailbox as necessary.

2. Remove five screws, SM18, Figure 1.

3. Perform the items that follow, Figure 1.

    3-1 Release the hook on the left side.

    3-2 Re lase the hook on the right side.

    3-3 Remove the front inner cover.

Figure 1 Remove the front inner cover

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments

REP 19.42, REP 19.43
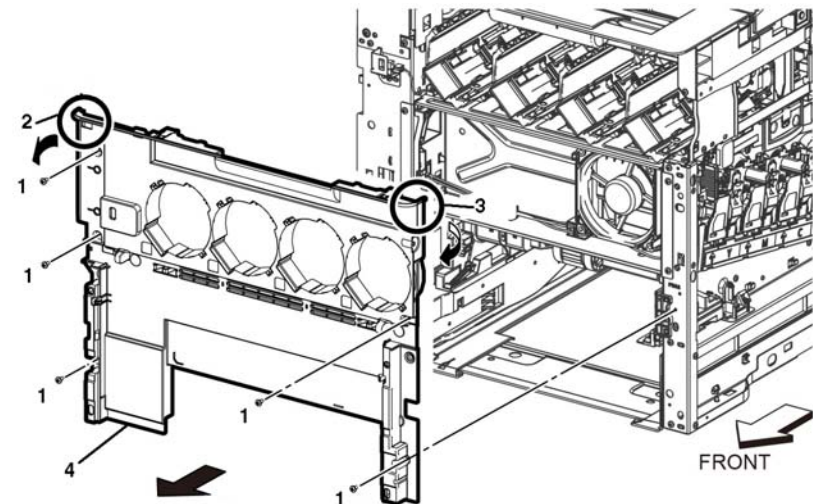
REP 19.44 Cover Top Rear R

Parts List on PL 19.5

Removal

Procedure will follow in next update.

REP 19.45 Right Side Front Cover (C500/C600)

Parts List on PL 19.5

Removal

<p style="text-align:center"><strong style="color:red">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the toner cover assembly.
2. Perform the steps that follow, Figure 1:

    2-1 Press the hook.

    2-2 Rotate the right front cover as shown.

    2-3 Remove the right front cover.

Repairs-Adjustments
REP 19.44, REP 19.45

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REP 19.46 Cover Top Exit

Parts List on PL 19.5
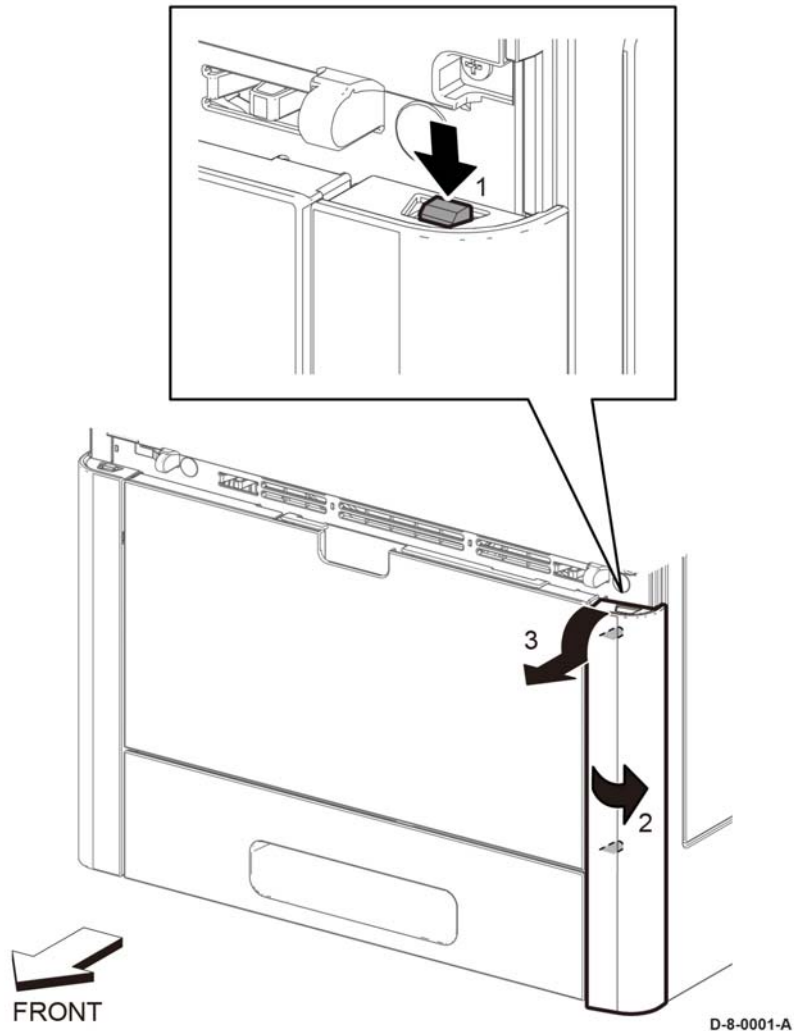
Removal

Procedure will follow in next update.

Figure 1 Remove the front right side cover (C500/C600)

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Repairs-Adjustments
REP 19.45, REP 19.46

REP 19.47 Left Side Front Cover (C500/C600)

Parts List on PL 19.5

Initial Actions

Remove the toner cover assembly, REP 19.48.

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1.   Perform the items that follow, Figure 1:

      1-1 Push down the catch to release the left front cover.

      1-2 Rotate the left front cover as shown.

CAUTION

Do not damage the LED harness assembly when performing the next step.

      1-3 Remove the left front cover.

2.   Refer Disconnect the connector, P/J521.

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Figure 1 Remove the left side front cover

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 19.47

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REP 19.48 Toner Cover Assembly (C500/C600)

Parts List on PL 19.5

Initial Actions

Remove WiFi cap, REP 19.54.

Removal

WARNING

Switch off the electricity to the machine GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the Toner Cover Assembly, Figure 1.
2. Perform the items that follow:

    2-1 Push the hook as shown.

    2-2 Remove the toner cover assembly.
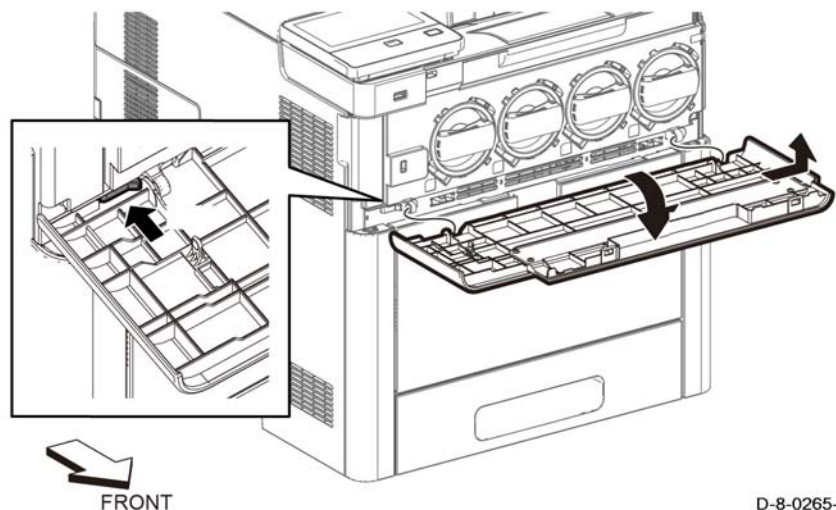
D-8-0265-B

Figure 1 Toner cover assembly removal

Replacement

The replacement is the reverse of the removal procedure.

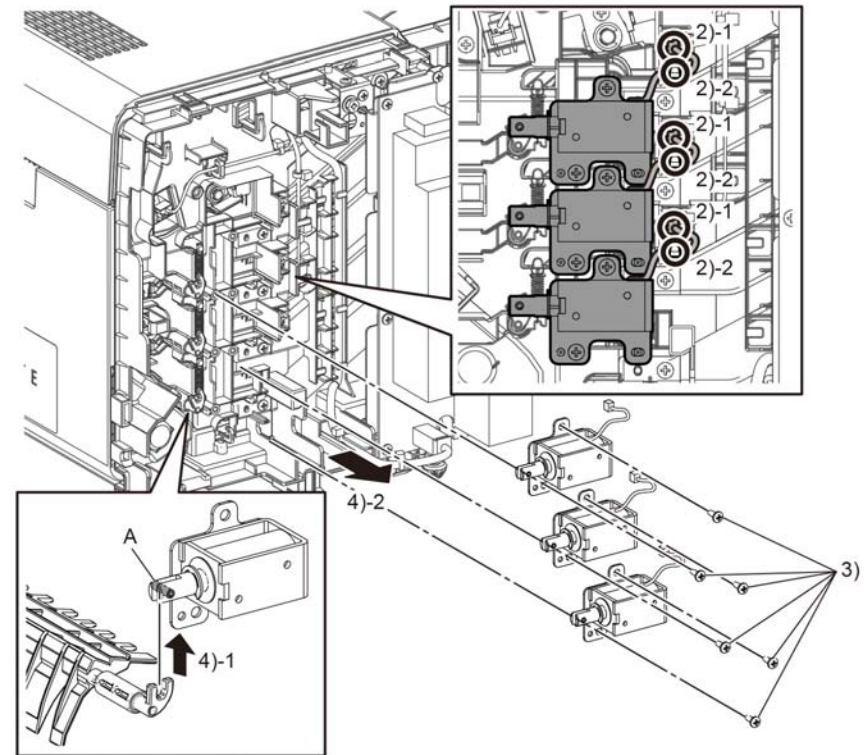## REP 19.49 Right Side Cover Assembly (C500/C600)

Parts List on PL 19.5

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the waste box cover on the right side, press the tab and remove the waste toner assembly, Figure 1.

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Figure 1 Remove the toner waste box assembly

2. Open the rear door.

CAUTION

In the following step, to prevent the cover from dropping down as you remove the straps, support the cover from underneath.

3. Remove the items that follow, Figure 1:

    One screw ST6.

    Five screws ST18.
4. Perform the items that follow, Figure 1:

    4-1 Release one hook.

    4-2 Release one boss.
5. Release one hook at the bottom of the right side cover assembly, Figure 2.
6. Perform the items that follow, Figure 2:

    6-1 Release one boss in the middle edge.

    6-2 Release one boss on the bottom edge.

    6-3 Remove the right side cover assembly.

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Repairs-Adjustments
REP 19.48, REP 19.49

Figure 2 Remove the right side cover assembly (C500/C600)

FRONT

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REP 19.50 Top Cover (C500/C600)

Parts List on PL 19.5

Initial Actions

Remove the items that follow:

- UI console assembly, REP 1.1.
- UI access door, REP 1.4.

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the rear cover assembly, REP 19.56.
2. Remove the OPT blind cover, Figure 1:
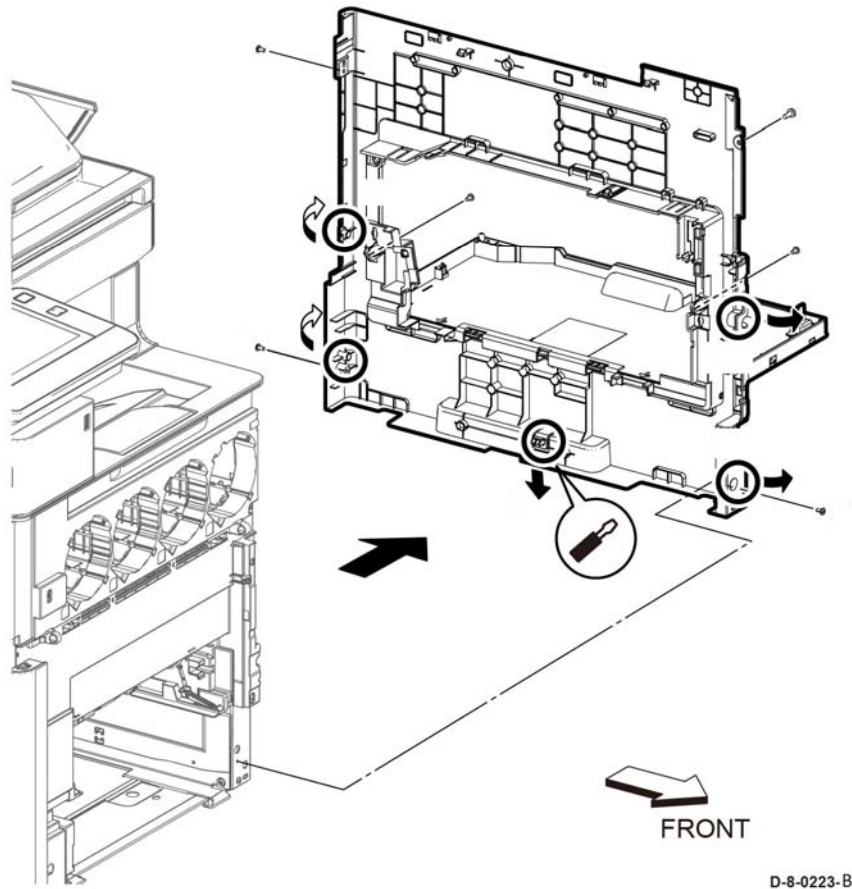
FRONT

D-8-0267-B
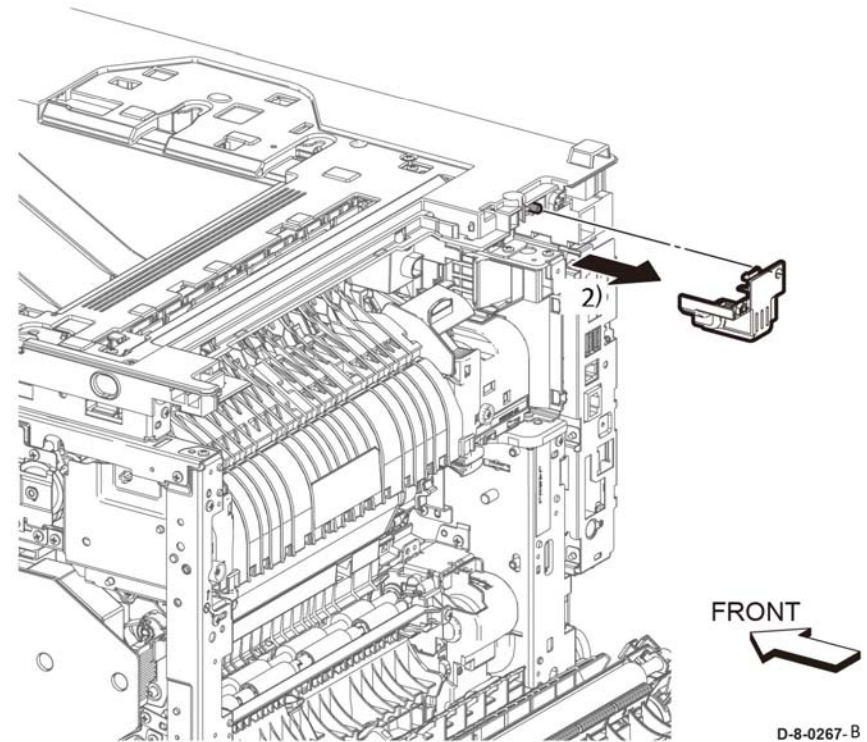
Figure 1 Remove the OPT blind cover

3. Perform the items that follow:

   3-1 Remove four screws SM18.

Repairs-Adjustments
REP 19.49, REP 19.50

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3-2 Remove the top cover assembly.

Figure 2 Remove top cover

Replacement

When installing the top cover, check that the actuator full stuck and exit flapper L/R come out of the paper exit on the top cover.
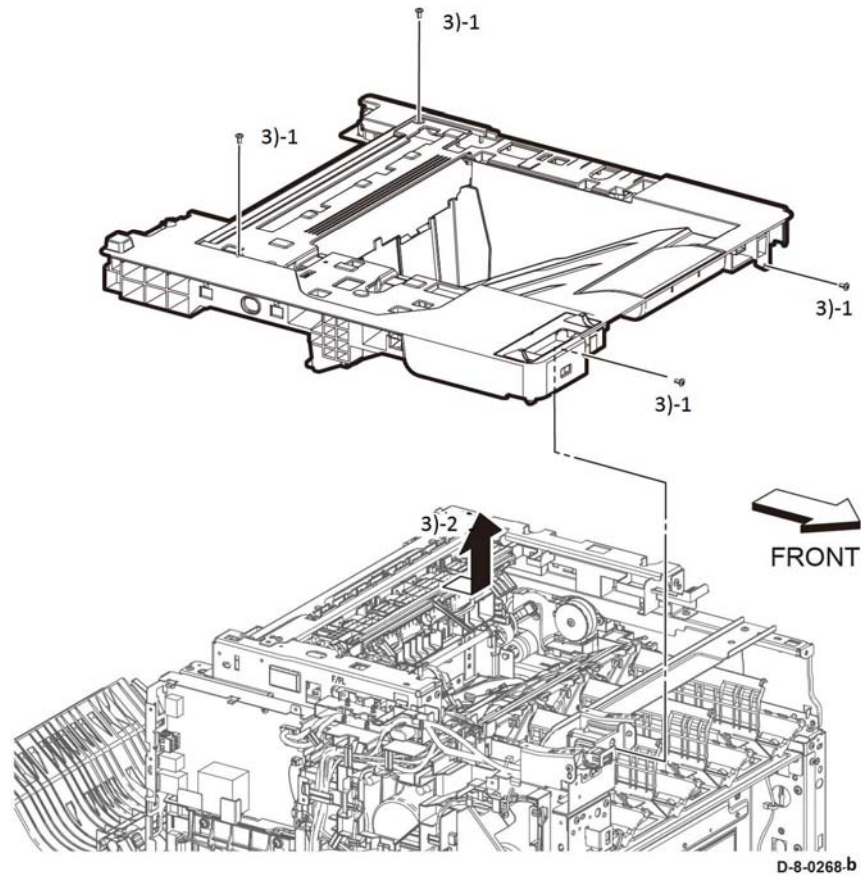
REP 19.51 Left Side Cover (C500/C600)

Parts List on PL 19.6

Initial Actions

Remove the left front cover, REP 19.47.

Removal

WARNING

Switch off the electricity to the machine GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

CAUTION

To prevent the printer from falling off the workbench in the following step, position the printer to overhang the edge of the workbench as little as possible.

1. Open the rear cover assembly, REP 19.56.
2. Remove four screws SM 18
3. Release the items that follow, Figure 1:

    3-1 One hook.

    3.2 One hook.

    3-3 One boss.

4. Release one hook.
5. Perform the items that follow:

    5-1 Release one hook.

    5.2 Release one boss.

    5-3 Remove the left side cover.

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Repairs-Adjustments
REP 19.50, REP 19.51

Replacement

The replacement is the reverse of the removal procedure.
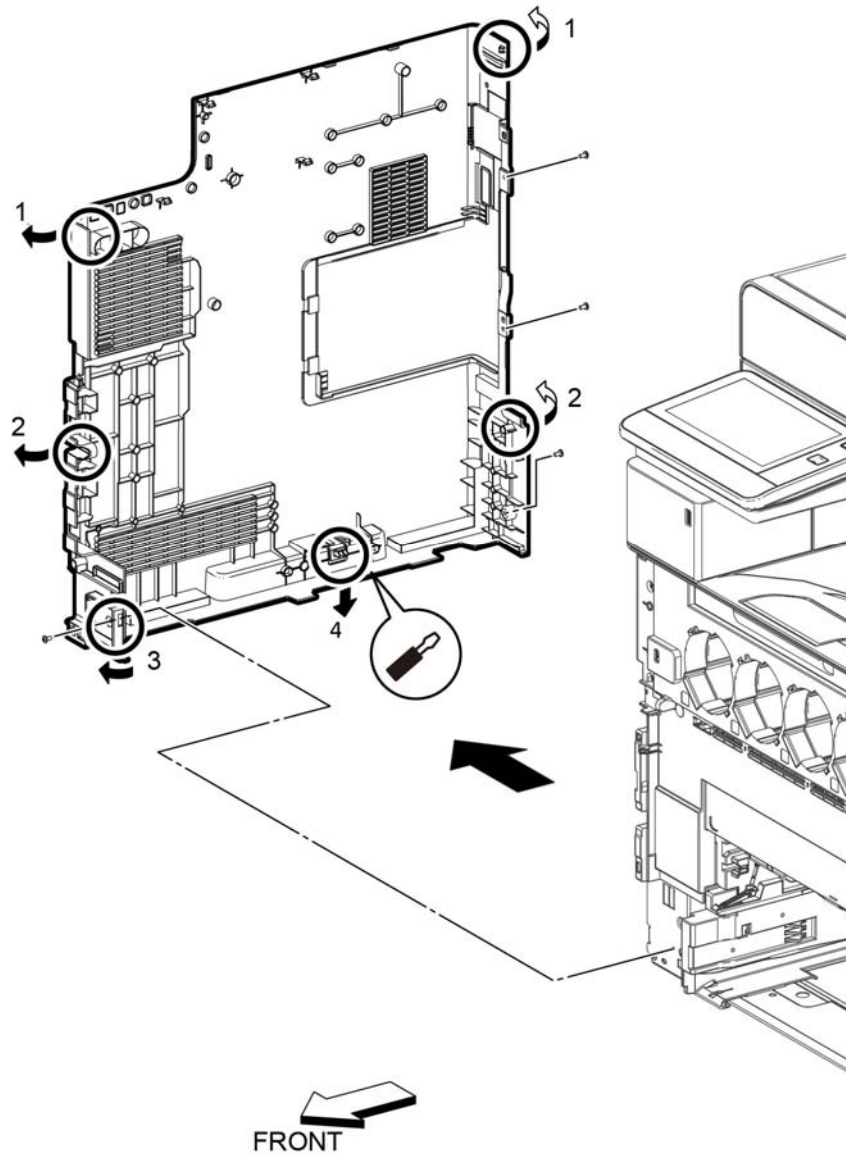
Figure 1 Left side cover (C500/C600) removal

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Repairs-Adjustments
REP 19.51

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REP 19.52 Cover OPT Blind

Parts List on PL 19.6

Removal

Procedure will follow in next update.

REP 19.53 2nd BTR Roll Assembly

Parts List on PL 19.6

Removal

Procedure will follow in next update.

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Repairs-Adjustments
REP 19.52, REP 19.53

REP 19.54 WIFI Cap (C500/C600)

Parts List on PL 19.6

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1.   Release the hook and remove the WIFI cap, Figure 1.
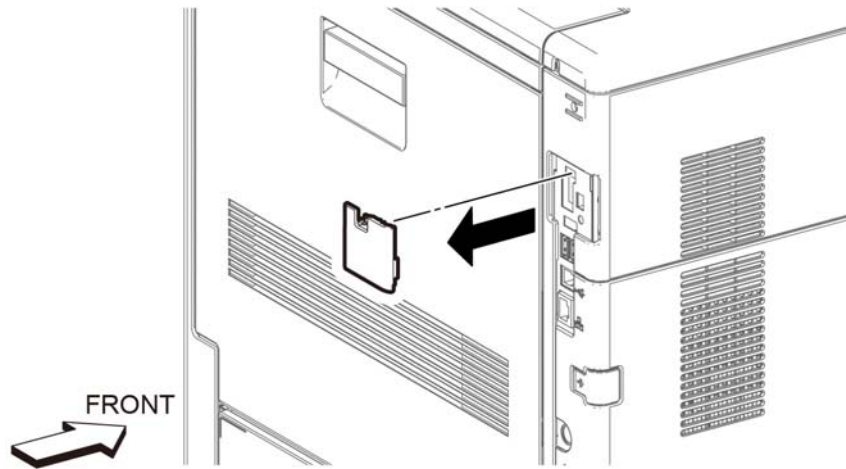
Figure 1 WIFI cap (C500/C600) removal

Replacement

The replacement is the reverse of the removal procedure.

REP 19.55 Not Used

Removal

Procedure not used.

Repairs-Adjustments

REP 19.54, REP 19.55

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REP 19.56 Not Used

Removal

Procedure not used.

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Repairs-Adjustments

REP 19.56

Repairs-Adjustments

REP 19.56

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REP 20.1 Mailbox Left Cover

Parts List on PL 20.1

Removal

WARNING

Switch off the electricity to the machine. Refer to **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to the GP 41.

1. Remove the mailbox from the IOT, then turn the mailbox upside down.
2. Remove two screws SM20, Figure 1.
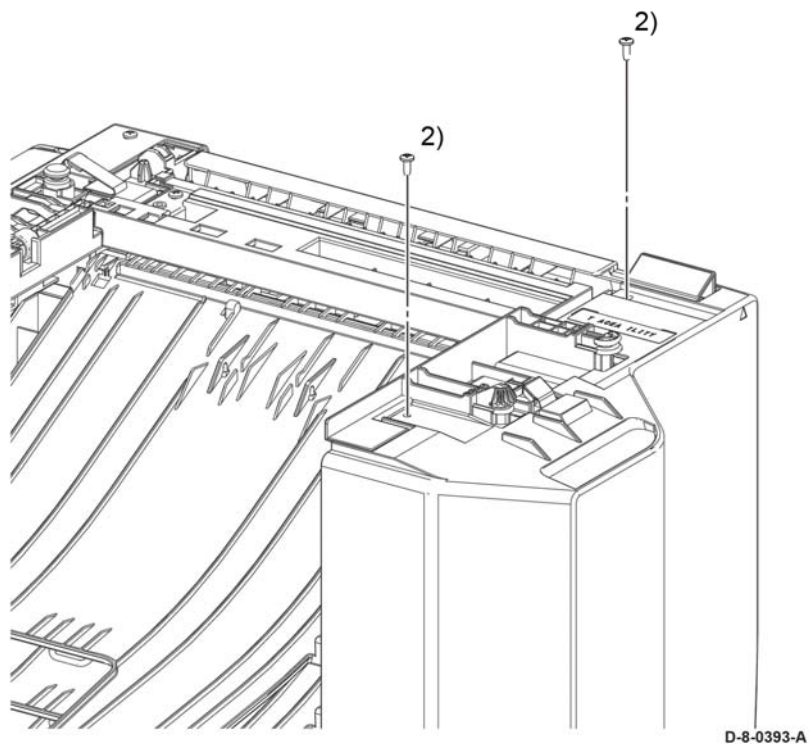
Figure 1 Removing bottom screws
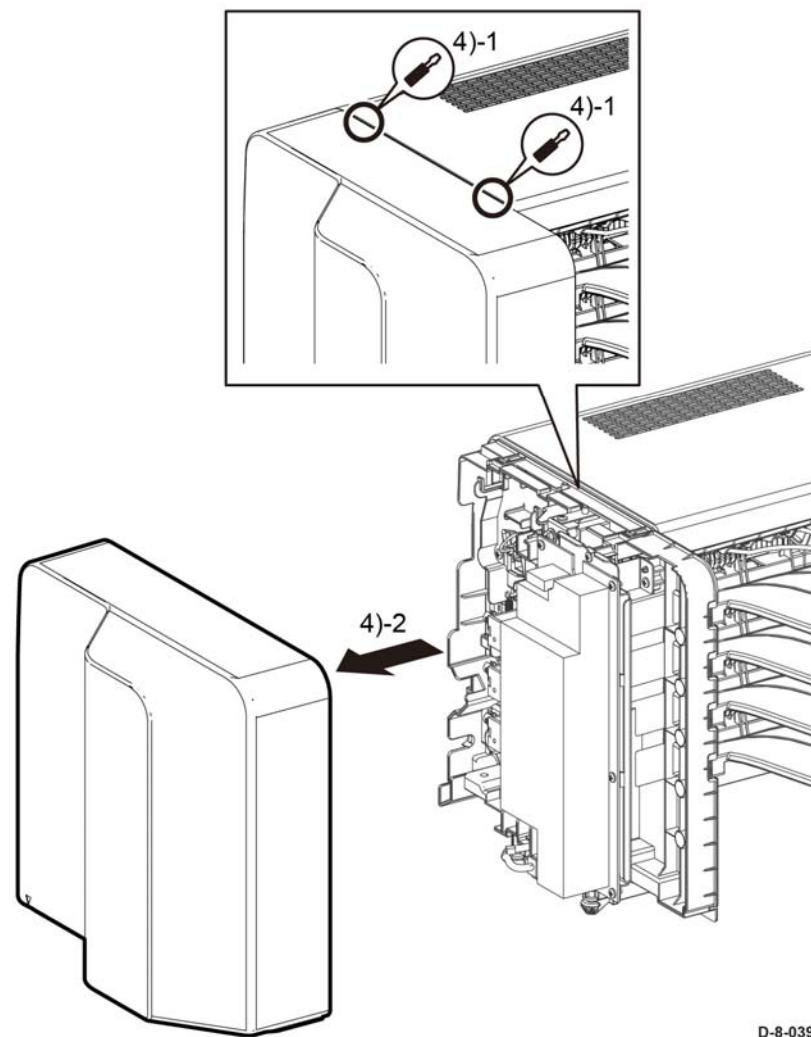
CAUTION

Use care during the next Step as the covers are no longer firmly attached to the frame and may easily fall off and get damaged.

3. Turn the mailbox right side up as shown in Figure 2.
4. Perform the items that follow, Figure 2:

    4-1 Release the two tabs.

4-2 Remove the cover LH C.

Figure 2 Left cover removal

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 20.1

REP 20.2 Mailbox Right Cover and Stapler Assembly

Parts List on PL 20.2

Removal

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the mailbox from the IOT, then turn the mailbox upside down.
2. Remove two screws SM20, Figure 1.

Figure 1 right hand cover bottom screws

3. Turn the mailbox right side up.
4. Perform the items that follow, Figure 2:
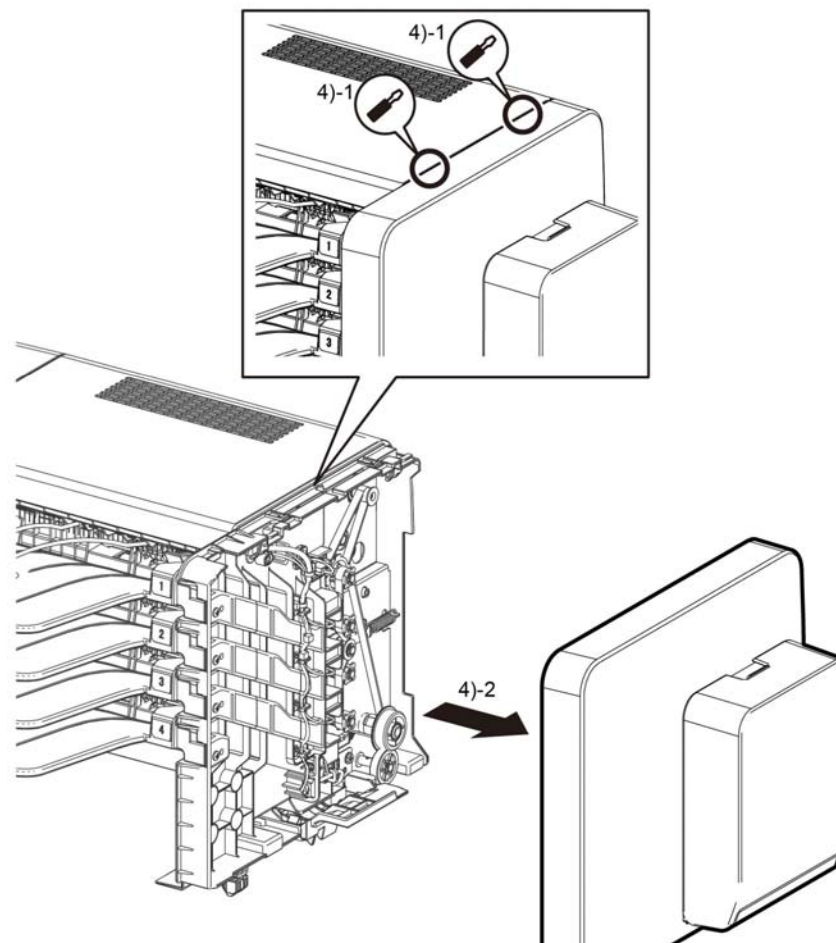
    4-1 Release the two tabs.

4-2 Remove the cover RH C.

Figure 2 Right cover removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 20.2

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REP 20.3 Mailbox Top Cover

Parts List on PL 20.2

Removal

WARNING

Switch off the electricity to the machine. Refer to **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 20.1.
2. Remove the cover RH C/cover assembly staple, REP 20.2.
3. Perform the items that follow, Figure 1:

   3-1 Use a flat blade screwdriver and release the two tabs.

   3-2 Remove the cover top C.
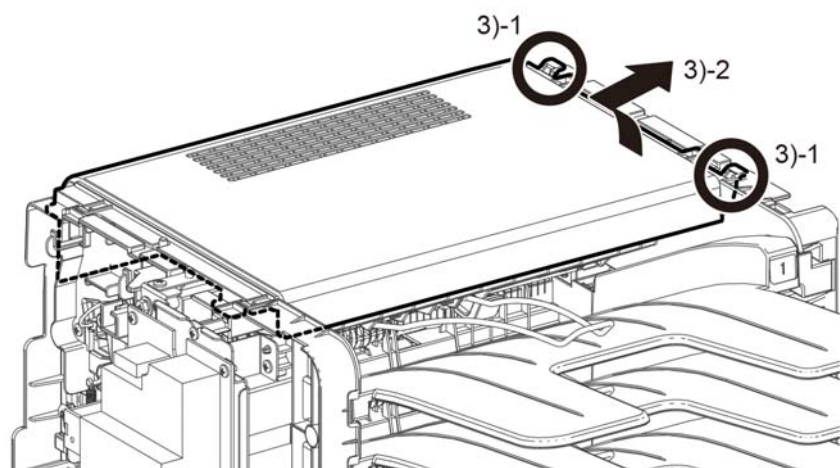
Figure 1 Top cover removal

Replacement

The replacement is the reverse of the removal procedure.

REP 20.4 MBX PWB

Parts List on PL 20.1

Removal

WARNING

Switch off the electricity to the machine. Refer to **GP 4**. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 20.1.
2. Remove the cover RH C/cover assembly staple, REP 20.2.
3. Remove the cover top C, REP 20.3.
4. Release the harness assembly vertical sensor from the clamp.
5. Remove the items that follow, Figure 1:

   5-1 Two screws, one SM18 and one ST20.

   5-2 The bracket RH

6. Remove the items that follow, Figure 1:

   6-1. One screw, SM18.

   6-2. One screw, ST20.

   6-3. The bracket LH

7. Disconnect all connectors from the PWB MBX, Figure 1.
8. Remove the items that follow, Figure 1:

   8-1 Four screws, ST20.

   8-2 MBX PWB.

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Repairs-Adjustments
REP 20.3, REP 20.4

Figure 1 MBX PWB removal

Replacement

The replacement is the reverse of the removal procedure.

REP 20.5 Mailbox LVPS PWB

Parts List on PL 20.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 20.1.
2. Disconnect two connectors, P/J590, P/J591, Figure 1.
3. Remove the components that follow, Figure 1:

    3-1 Two screws, ST20.

    3-2 Remove the LVPS PWB.

Figure 1 LVPS PWB removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 20.4, REP 20.5

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REP 20.6 Mailbox Motor Assembly
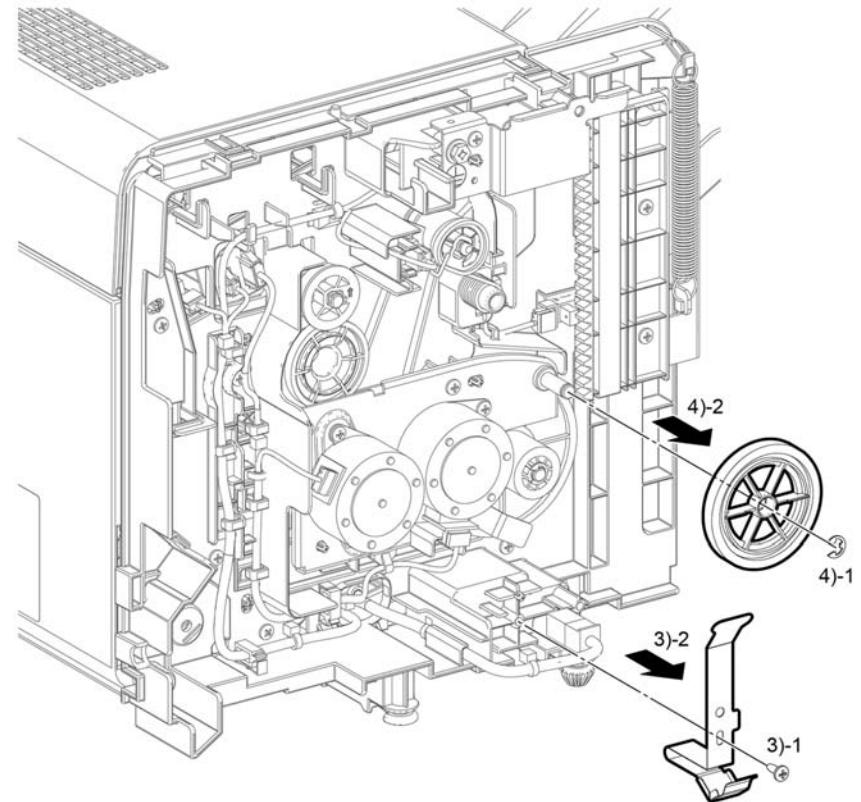
Parts List on PL 20.2

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 20.1.
2. Remove the cover RH C/cover assembly staple, REP 20.2.
3. Remove the cover top C, REP 20.3.
4. Disconnect the connector, P/J8910, Figure 1.
5. Remove two screws, SM25.
6. Remove the items that follow, Figure 1:
    6-1 Belt.
    6-2 Motor
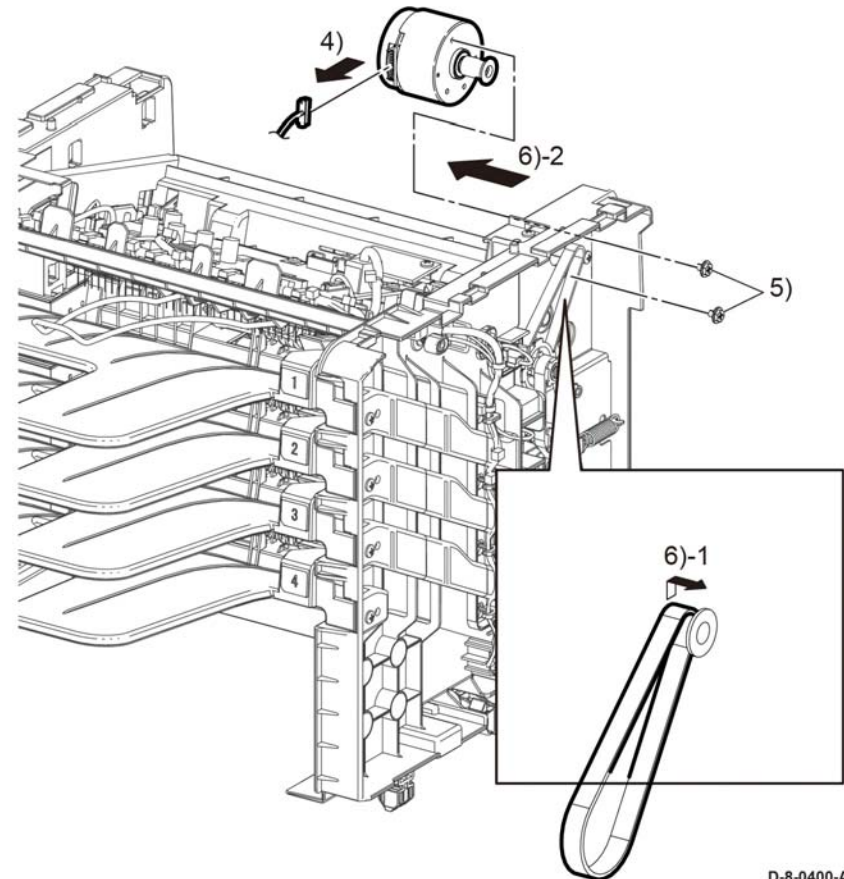
Figure 1 Motor assembly removal

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 20.6

REP 20.7 Mailboc Gate Solenoid Assembly

Parts List on PL 20.2

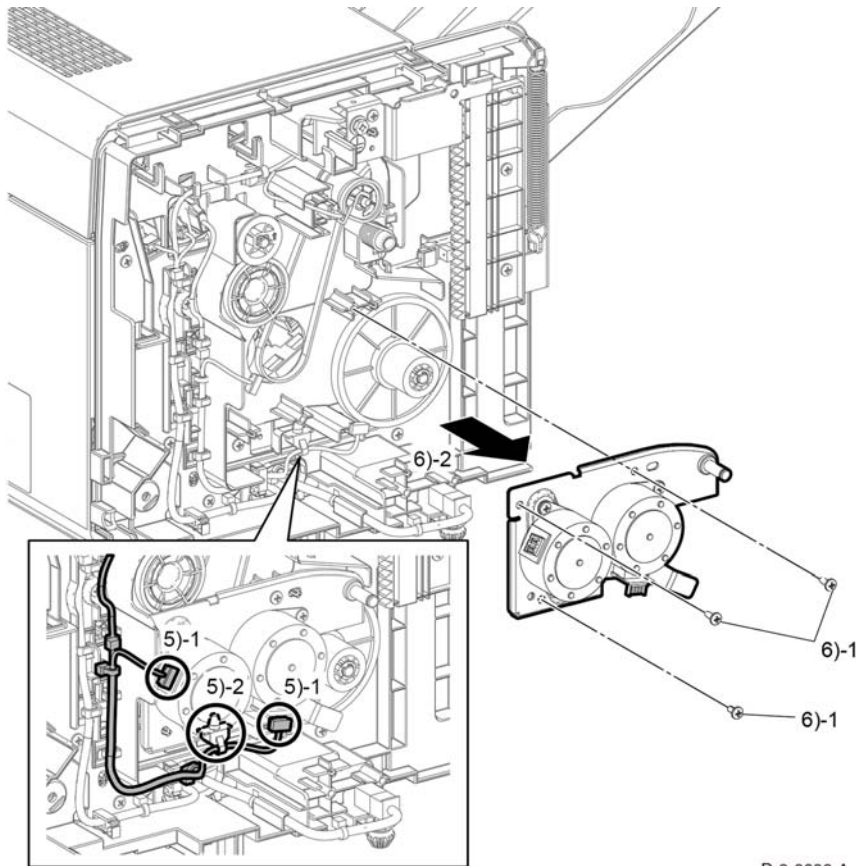**Removal**

<p style="color:red; text-align:center;">WARNING</p>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer GP 41.

1. Remove the cover RH C/cover assembly staple, REP 20.2.
2. Turn the mailbox upside down as shown in Figure 1.
3. Disconnect the connector, P/J8939.
4. Release the solenoid assembly gate harness, PL 20.2 Item 11, from harness guide.

<p style="color:red; text-align:center;">CAUTION</p>

When releasing the chute low MBX in the next step, be careful not to damage the harness assembly vertical LED, PL 20.2.9.

5. Remove the components that follow, Figure 1:

    5-1 Two screws, ST20.

    5-2 Release the chute low mbx.

6. Remove the components that follow, Figure 1:

    6-1 Two screws, SM25.

    6-2 Ground plate RH.

7. Remove the solenoid assembly gate while pulling out the harness through hole A.

Replacement

The replacement is the reverse of the removal procedure.
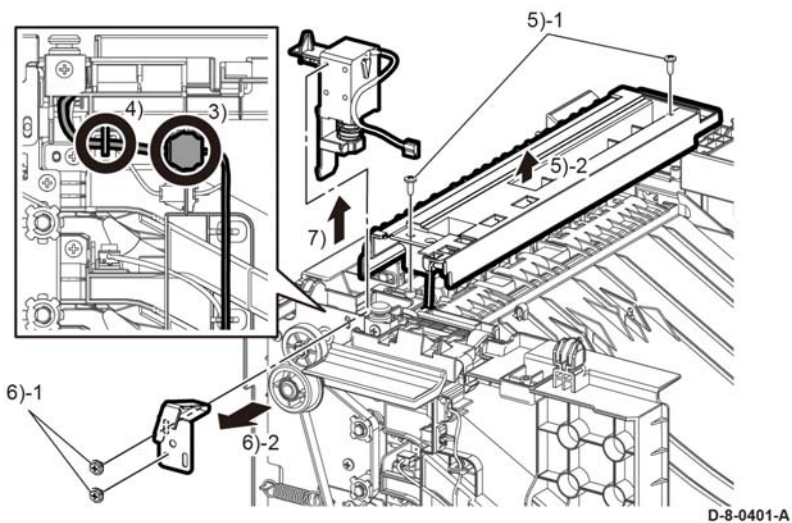
Figure 1 Gate solenoid removal

Repairs-Adjustments

REP 20.7

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REP 20.8 Mailbox Tray Assembly

Parts List on PL 20.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 20.1.
2. Remove the cover RH C/cover assembly staple, REP 20.2.
3. Remove the tray assembly bottom, REP 20.9.
4. Turn the mailbox up side down as shown in Figure 1.
5. Remove the components that follow, Figure 1:
   5-1 One screw, SM18.
   5-2 Spring tension, PL 20.2 Item 16.
   5-3 Bracket assembly tension, PL 20.2 Item 17.
   5-4 Pulley tension spring, PL 20.2 Item 16.
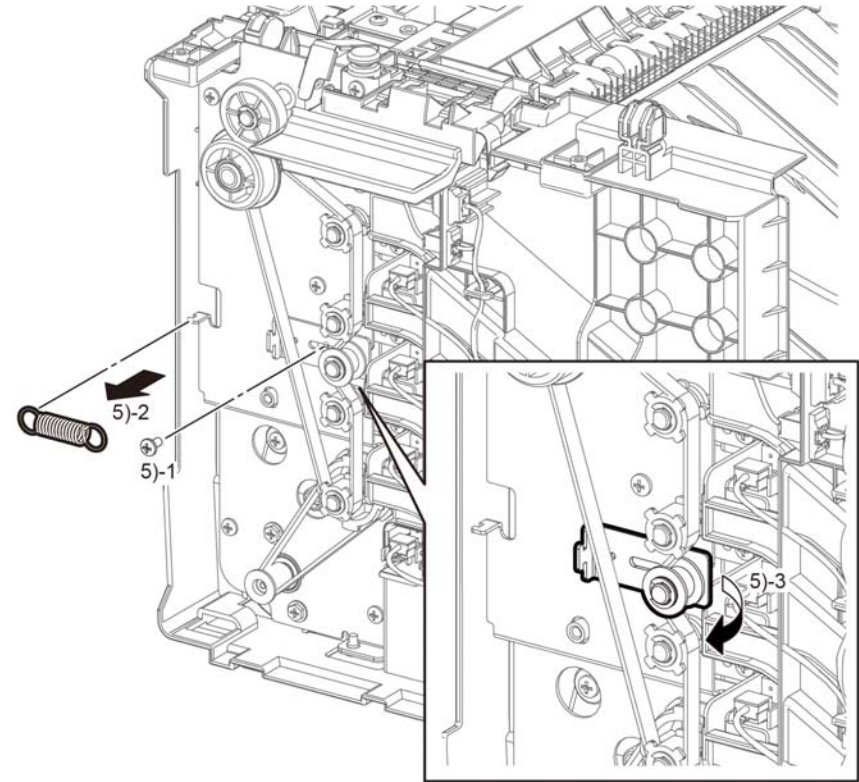
D-8-0402-A

Figure 1 Tension pulley removal

6. Disconnect the connector P/J8934, Figure 2.
7. Remove the items that follow, Figure 2:
   7-1 E-ring.
   7-2 Pulley. T20 MBX and Bushing while releasing the belt.
8. Remove the items that follow, Figure 2:
   8-1 Four screws, ST20.
   8-2 3rd tray assembly, PL 20.1 Item 2.

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Repairs-Adjustments

REP 20.8
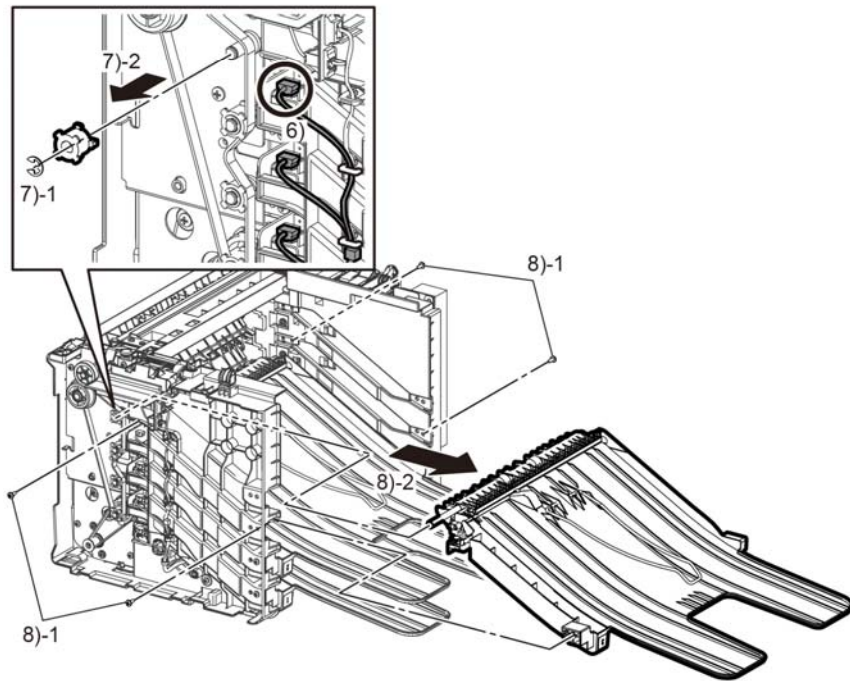
Figure 2 3rd tray assembly
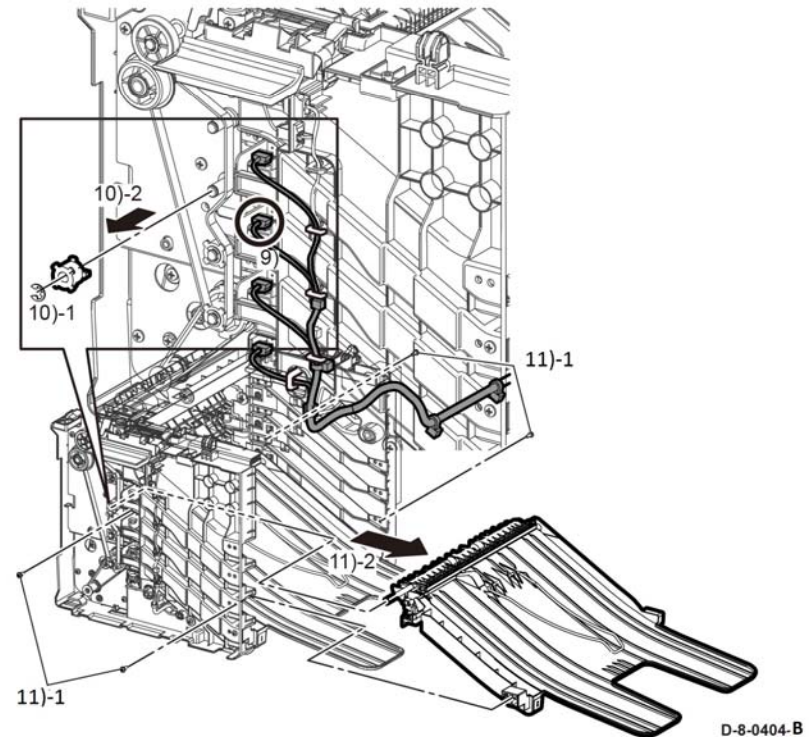
Figure 3 2nd tray assembly

9. Disconnect connector P/J8933, Figure 3.
10. Remove the items that follow, Figure 3:
    10-1 E-ring.
    10-2 Pulley T20 MBX while avoiding the belt.
11. Remove the items that follow, Figure 3:
    11-1 Four screws, ST20.
    11-2 2nd tray assembly, PL 20.1 Item 2.

12. Disconnect connector P/J8932, Figure 4.
13. Remove the components that follow, Figure 4:
    13-1 E-ring.
    13-2 Pulley T20 MBX while releasing the belt.
14. Remove the components that follow, Figure 4:
    14-1 Four screws, ST20.
    14-2 1st tray assembly, PL 20.1 Item 2.

Repairs-Adjustments

REP 20.8

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Figure 4 1st tray assembly removal

Replacement

NOTE: Perform the steps the follow before installing the new spare tray assembly into the mailbox:

1. Compare the new spare tray to the old spare tray. It may be necessary to transfer one or two parts from the old assembly to the new assembly.

2. Check that the new spare tray has a label in it. It may be necessary to affix a label that is provided to the new tray assembly.

3. The replacement is the reverse of the removal procedure.

REP 20.9 Mailbox Bottom Tray Assembly

Parts List on **PL 20.1**

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 20.1.
2. Remove the cover RH c/cover assembly staple, REP 20.2.
3. Turn the mailbox upside down as shown in Figure 1.
4. Remove the items that follow, Figure 1:
   4-1 Four screws, ST20.
   4-2 Tray assembly bottom, PL 20.1 Item 3.
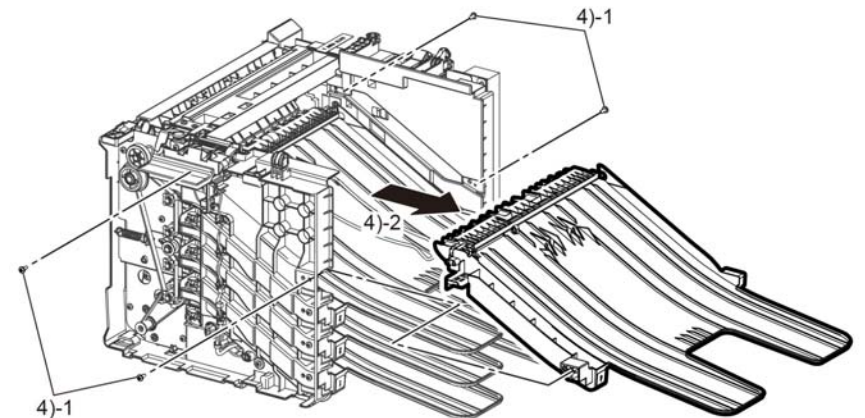
Figure 1 Bottom tray assembly removal

Replacement

NOTE: Perform the steps the follow before installing the new spare tray assembly into the mailbox:

1. Compare the new spare tray to the old spare tray. It may be necessary to transfer one or two parts from the old assembly to the new assembly.

2. Check that the new spare tray has a label in it. It may be necessary to affix a label that is provided to the new tray assembly.

3. The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 20.8, REP 20.9

REP 20.10 Mailbox Bin Gate Solenoid Assembly

Parts List on PL 20.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, GP 41.

1. Remove the cover LH C, REP 20.1.
2. Perform the items that follow, Figure 1:

    2-1 Remove the connector from defective bin gate solenoid P/J8940, or P/J8941, or P/J8942.

    2-2 Release the harness from the harness guides

3. Remove two screws, ST20, from the defective bin gate solenoid.
4. Perform the items that follow, Figure 1:

    4-1 Disengage the link arm from the defective bin gate solenoid.

    4-2 Remove bin assembly gate solenoids.

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Figure 1 Bin gate solenoid removal

Replacement

The replacement is the reverse of the removal procedure.

REP 20.10

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REP 21.1 Finisher Left Cover

Parts List on PL 21.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Perform the steps that follow:
    -   Remove the finisher.
    -   Turn the finisher upside down.

        NOTE: For additional information about screws and fasteners, refer to Hardware Kit

2. Remove two screws, ST20, Figure 1.
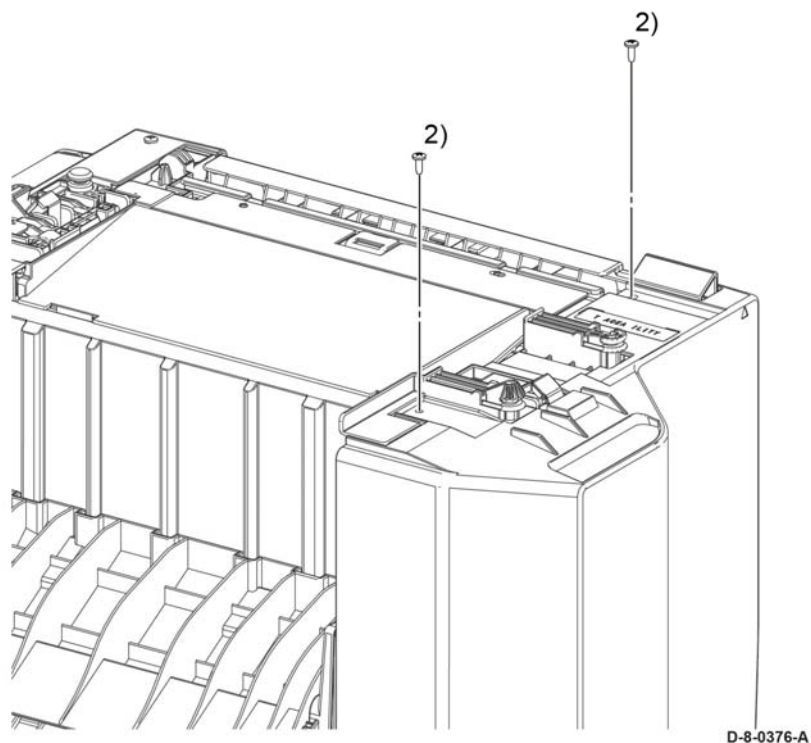
Figure 1 Removing bottom screws

CAUTION

Use care during the next step as the covers are no longer firmly attached to the frame and may easily fall off.

3. Turn the finisher right side up.
4. Perform the steps that follow, Figure 2:

        4-1. Use a flat blade screwdriver to release the two tabs.
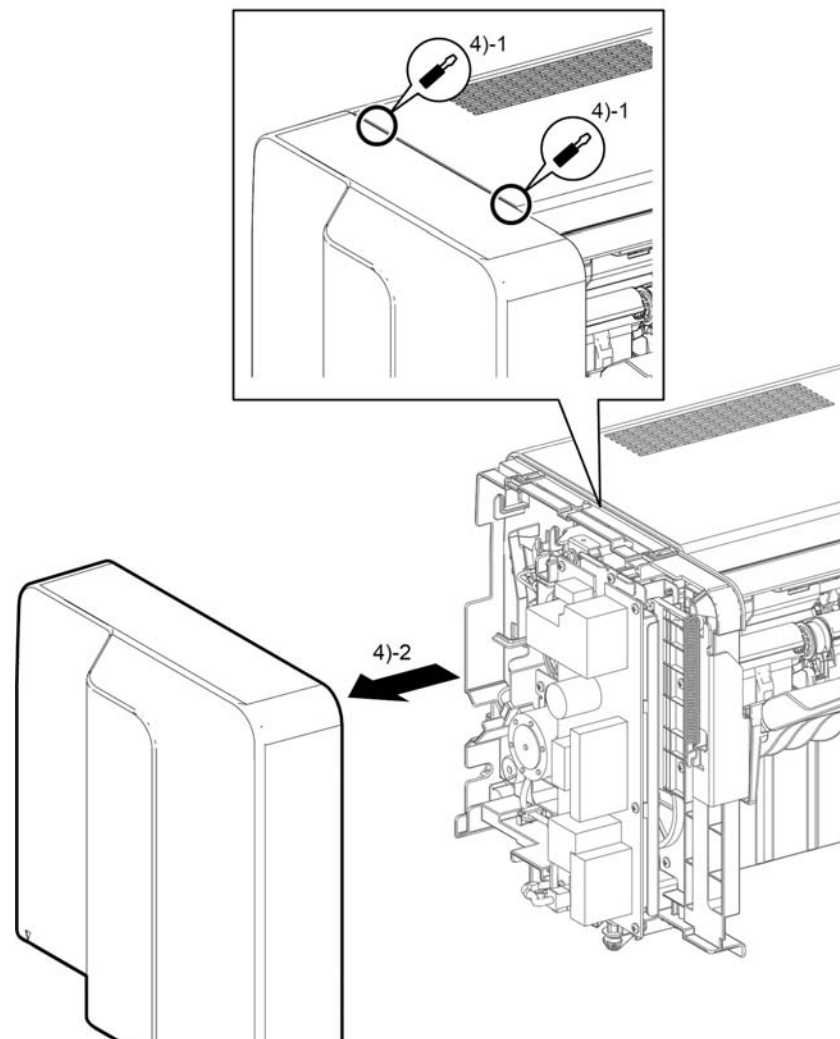
        4-2. Remove the cover LH C.

Figure 2 Left cover removal

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Repairs-Adjustments
REP 21.1

Replacement

The replacement is the reverse of the removal procedure.

REP 21.2 Finisher Right Cover

Parts List on PL 21.2

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Perform the steps that follow:
   - Remove the finisher.
   - Turn the finisher upside down.
2. Remove two screws, ST20, Figure 1.

Figure 1 Right hand cover bottom screws

<div align="center">

CAUTION
</div>

Use care during the next step as the covers are no longer firmly attached to the frame and may easily fall off.

3. Turn the finisher right side up.

Repairs-Adjustments
REP 21.1, REP 21.2

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4. Perform the steps that follow, Figure 2.

      4-1 Insert a flat blade screwdriver to release the two tabs.
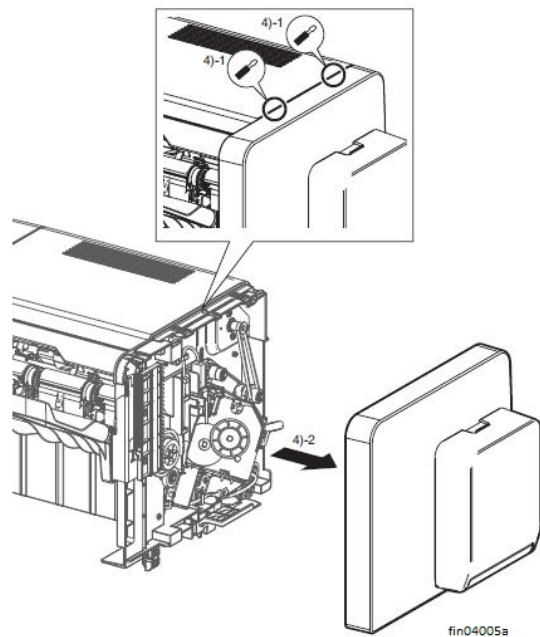
      4.2 Remove the cover RH C.

Figure 2 Right cover removal

Replacement

The replacement is the reverse of the removal procedure.

REP 21.3 Finisher Top Cover

Parts List on PL 21.2

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 21.1.
2. Remove the cover RH C, REP 21.2.
3. Perform the items that follow, Figure 1:

      3-1 Release two tabs.

      3-2 Remove the top cover C.
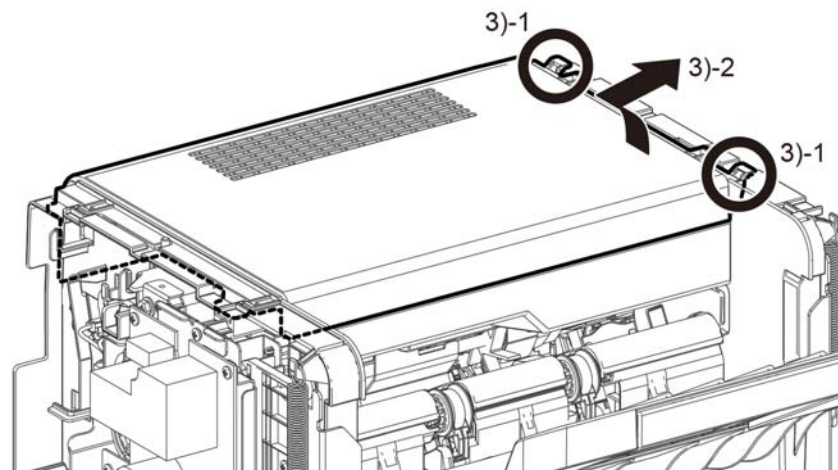
Figure 1 Top cover removal

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 21.2, REP 21.3

REP 21.4 Finisher PWB

Parts List on PL 21.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover lower C, REP 21.8.
2. Turn the finisher upside down.
3. Disconnect all connectors, Figure 1.
4. Remove the components that follow:
   - 4-1 Six screws, SM18.
   - 4-2 Finisher PWB.
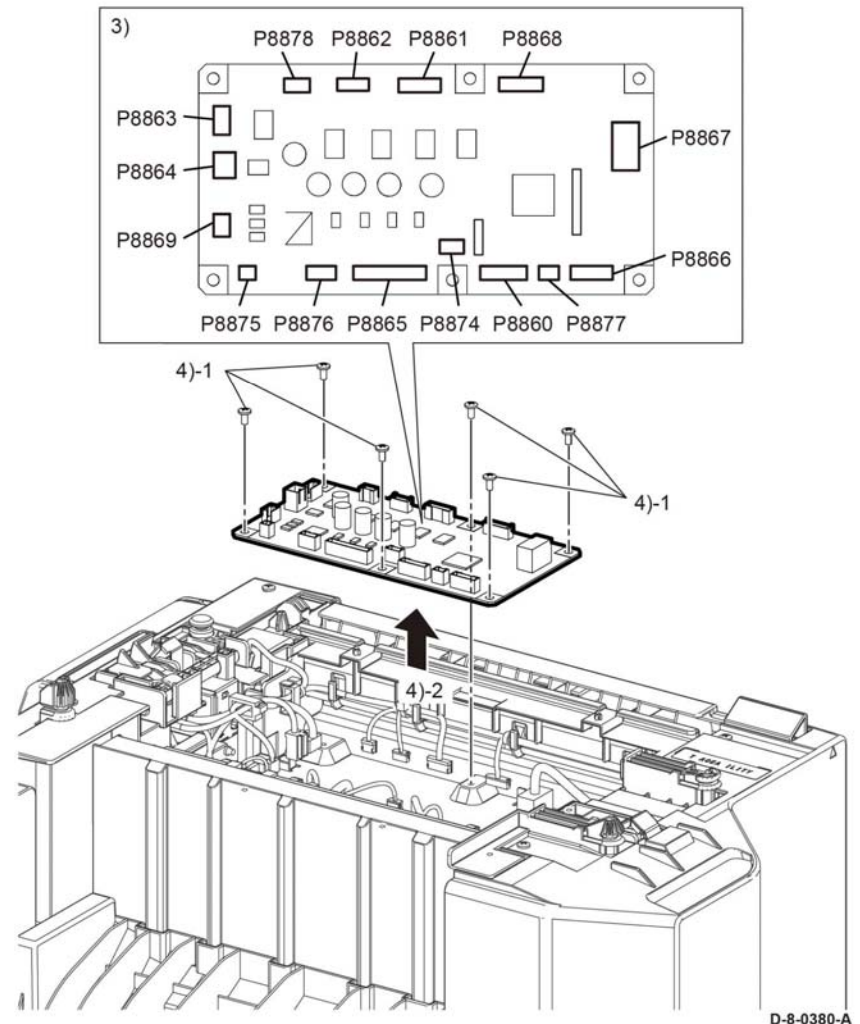
Figure 1 Finisher PWB removal

Replacement

The replacement is the reverse of the removal procedure.

Repairs-Adjustments

REP 21.4

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REP 21.5 Finisher LVPS PWB

Parts List on PL 21.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 21.1.
2. Disconnect two connectors, P/J590, P/J591, Figure 1.
3. Remove the components that follow:

    3-1 Two screws, ST20.

    3-2 LVPS PWB.
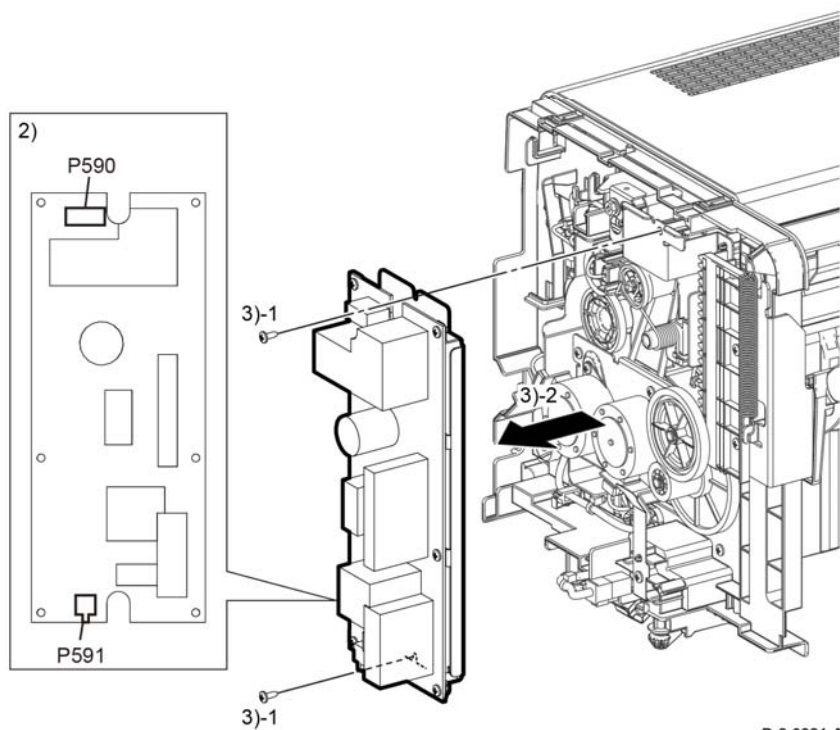
Figure 1 LVPS PWB removal

Replacement

The replacement is the reverse of the removal procedure.

REP 21.6 Finisher Motor Assembly

Parts List on PL 21.2

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 21.1.
2. Remove the cover RH C/cover assembly staple, REP 21.2.
3. Remove the cover top C, REP 21.3.
4. Disconnect the connector, P/J8910, Figure 1.
5. Remove two screws, SM25, Figure 1.
6. Remove the components that follow, Figure 1:

    6-1 Belt.

    6-2 Finisher motor.

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Repairs-Adjustments
REP 21.5, REP 21.6

Figure 1 Motor assembly

Replacement

The replacement is the reverse of the removal procedure.

REP 21.7 Finisher Gate Solenoid Assembly

Parts List on **PL 21.2**

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover RH C, REP 21.2.
2. Remove the Cover lower C, REP 21.8.
3. Turn the finisher upside down as shown in Figure 1.
4. Disconnect the connector P/J8869.
5. Release the solenoid assembly gate harness from the two clamps, Figure 1.
6. Remove the components that follow, Figure 1:

> 6-1 Two screws, SM25.
>
> 6-2 Gate solenoid assembly.
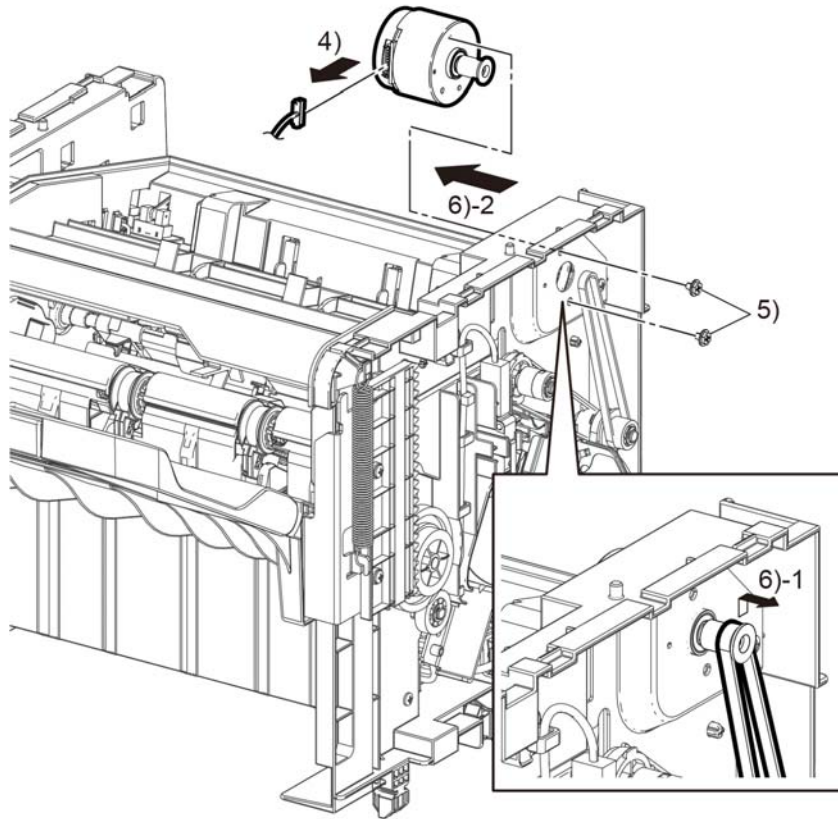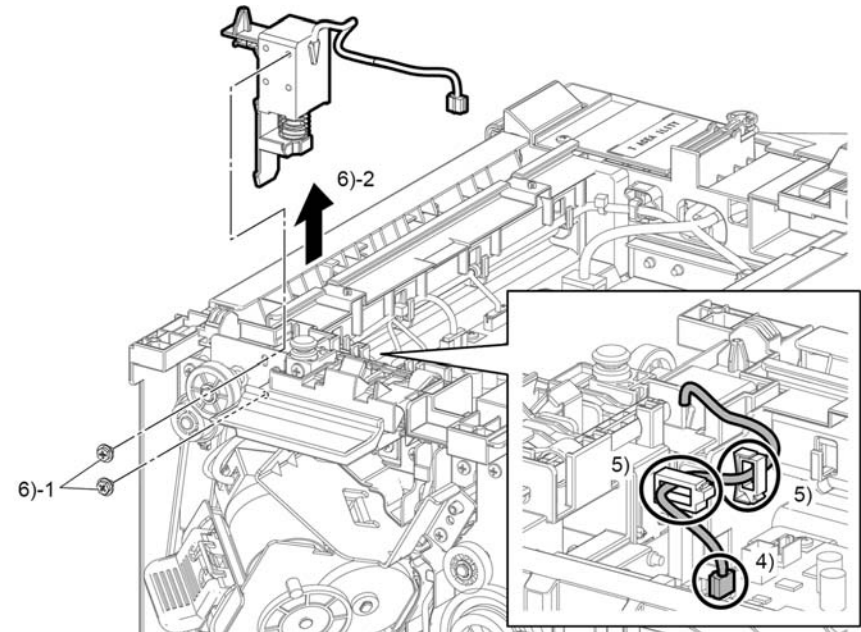
Figure 1 Solenoid gate assembly removal

Repairs-Adjustments
REP 21.6, REP 21.7

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Replacement

The replacement is the reverse of the removal procedure.

REP 21.8 Finisher Lower Cover

Parts List on PL 21.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the finisher, REP TBD. Turn the finisher upside down.
2. Perform the items that follow, Figure 1:

    2-1 Press the release lever.

    2-2 Remove the finisher lower cover.
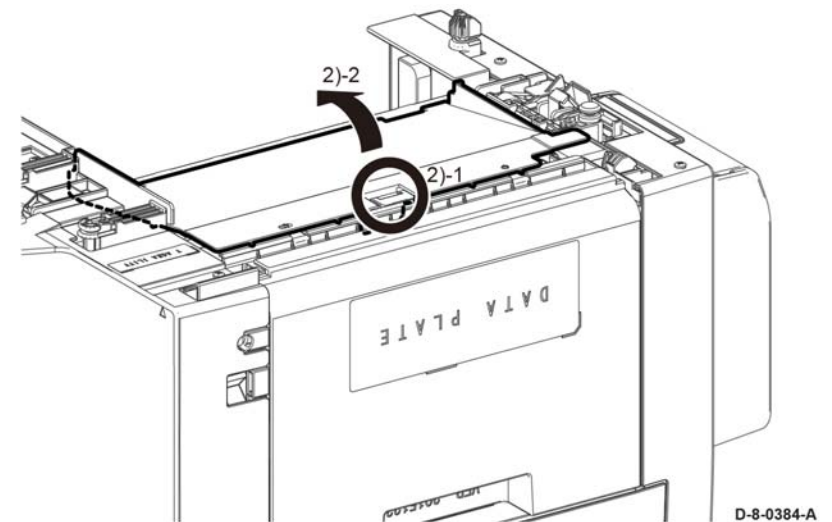
Figure 1 Lower cover removal

Replacement

The replacement is the reverse of the removal procedure.

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Repairs-Adjustments
REP 21.7, REP 21.8

REP 21.9 Finisher Stepping Motor Assembly

Parts List on PL 21.1

Removal

WARNING

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 21.1.
2. Remove the LVPS, REP 21.8.
3. Remove the components that follow, Figure 1:
   3-1 One screw, ST20.
   3-2 Plate ground LH bracket.
4. Remove the components that follow, Figure 1:
   4-1 One E-ring.
   4-2 Gear.

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Figure 1 Motor gear and bracket removal

5. Perform the steps that follow, Figure 2:
   5-1 Disconnect two connectors, P/J8906, P/J8907.
   5-2 Release the wire holder.
6. Remove the components that follow, Figure 2:
   6-1 Two screws, ST20.
   6-2 One screw, SM18.
   6-3 Motor assembly stepping, PL 21.1 Item 5.

Repairs-Adjustments

REP 21.9

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Figure 2 Motor assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 21.10 Finisher Stapler Assembly

Parts List on PL 21.2

Removal

<div align="center"><strong style="color:red">WARNING</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the Cover RH C, REP 21.2.
2. Perform the steps that follow, Figure 1:
    2-1 Disconnect connectors P/J8897, P/J8908.
    2-2 Release the harness from the clamps.
3. Remove the components that follow, Figure 1:
    3-1 Two screws, ST20, harness Kit.
    3-2 Stapler assembly with the bracket assembly.
4. Remove the components that follow, Figure 1:
    4-1 Two screws SM4.
    4-2 Bracket from the stapler assembly.

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Repairs-Adjustments
REP 21.9, REP 21.10

Figure 1 Stapler and bracket removal

Replacement

The replacement is the reverse of the removal procedure.

REP 21.11 Finisher Base Tray Assembly

Parts List on PL 21.1

Removal

<div align="center">

WARNING

</div>

Switch off the electricity to the machine. Refer to GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

NOTE: For additional information about screws and fasteners, refer to GP 41.

1. Remove the cover LH C, REP 21.1.
2. Remove the cover RH C, REP 21.2.
3. Remove two springs, PL 21.1 Item 10.
4. Remove the E-ring, then the gear, PL 21.1 Item 21.
5. Remove two screws, then gear assembly rack right, PL 21.1 Item 8 and gear assembly rack left, PL 21.1 Item 9.
6. Fully lower the tray, then release the wheels from the guides.

Replacement

1. Reinstall gear assembly rack right, PL 21.1 Item 8.
2. Set the tray half-way in gear rack PL 21.1 Item 8.
3. Reinstall gear assembly rack left, PL 21.1 Item 9, then tighten two screws.
4. Reinstall the gear, PL 21.1 Item 21.

    NOTE: Do not install the E-ring at this time

5. Using gear rack, PL 21.1 Item 9, level the tray lifting gear rack while turning gear, PL 21.1 Item 21, until the teeth of the two gears mesh and lock via the motor to stop the gear rack from lowering.
6. Reinstall the E-ring on gear, PL 21.1 Item 21.

Repairs-Adjustments
REP 21.10, REP 21.11

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REP 50.1 DADF Assembly (C600/C605/C605_Tall)

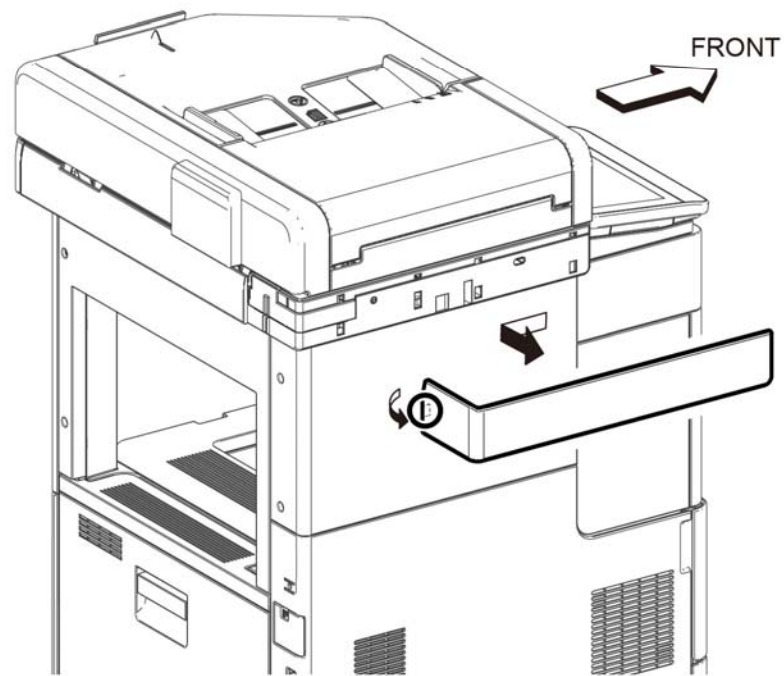**Parts List on PL 50.1**

Removal

C600/C605

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 cassette assembly, PL 19.1 Item 1.
2. Remove the main MSI tray assembly, PL 13.2 Item 1.
3. Remove the ESS window assembly kit, PL 19.2 Item 13.
4. Remove the WiFi cap, PL 19.2 Item 16.
5. Remove the L front cover, PL 19.1 Item 22.
6. Remove the L side cover, PL 19.2 Item 1.
7. Remove the top ESS plate, PL 18.1 Item 18.

CAUTION

In the following step, engage the lever enough to release the FFC only. Over-engagement of the release lever will break the lever destroying the lock mechanism forcing replacement of the PWB.

NOTE: *When engaging the release lever on the FFC connector, slightly press open the release lever no more than 15 degrees. Hold the lever while gently removing the FFC from the connector as shown in the inset of Figure 1, Disconnect the DADF harness and FFC.*

1. Refer to Figure 1, following the caution above, release the FFC (P/J1371) coming from the DADF, disconnect (P/J1377), and the ground wire from the ESS PWB, PL 18.1 Item 3.
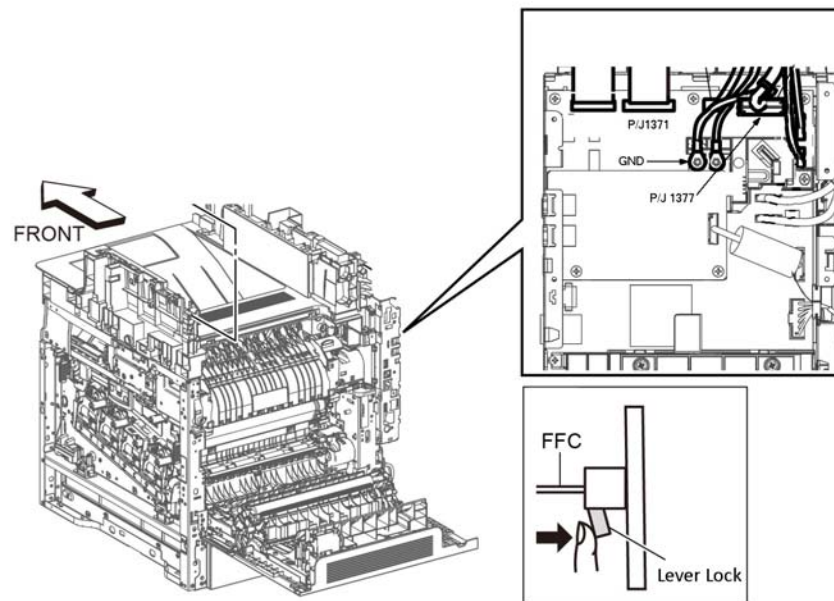
Figure 1 Disconnect the DADF harness and FFC (C600/C605)

2. Refer to Figure 2, release the hook and remove the FFC Cover from the IIT Assembly.
3. Refer to Figure 2, remove the DADF harness out of its harness guide and up through the IIT Assembly.
    a. Fold the DADF harness connector up against the wires.
    b. Orient the harness connector to face the front of the printer.
    c. Pass the harness up through the IIT Assembly.
4. Refer to Figure 2, lift the DADF assembly straight up from the IIT assembly in the direction of the arrow.

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Repairs-Adjustments
REP 50.1
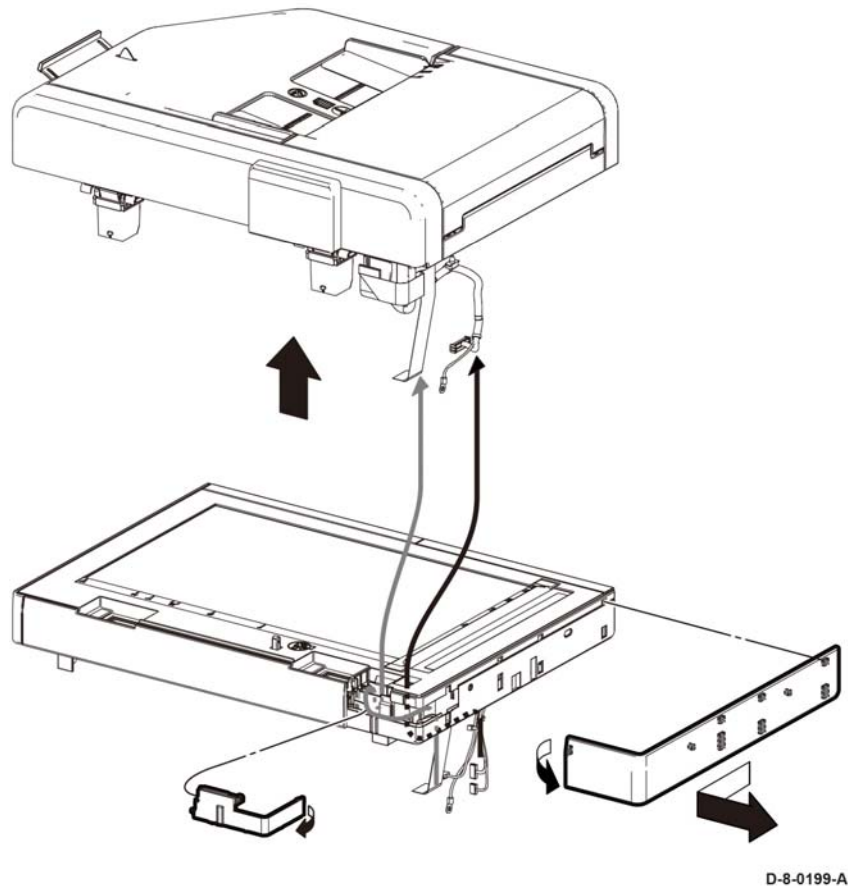
Figure 2 Separate the DADF Assembly from the IIT

Removal

C605_Tall

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the IOT 550 cassette assembly, PL 19.1 Item 1.
2. Remove the main MSI tray assembly, PL 13.2 Item 1.
3. Remove the ESS window assembly kit, PL 19.2 Item 13.
4. Remove the WiFi cap, PL 19.2 Item 16.
5. Remove the L front cover, PL 19.1 Item 22.

6. Remove the L side cover, PL 19.2 Item 1.
7. Remove the top ESS plate, PL 18.1 Item 18.

CAUTION

In the following step, engage the lever enough to release the FFC only. Over-engagement of the release lever will break the lever destroying the lock mechanism forcing replacement of the PWB.

NOTE: *When engaging the release lever on the FFC connector, slightly press open the release lever no more than 15 degrees. Hold the lever while gently removing the FFC from the connector as shown in the inset of Figure 3, Disconnect the DADF harness and FFC.*

1. Refer to Figure 3, following the caution above, release the FFC (P/J1371) coming from the DADF, disconnect (P/J1377), and the ground wire from the ESS PWB, PL 18.1 Item 3.
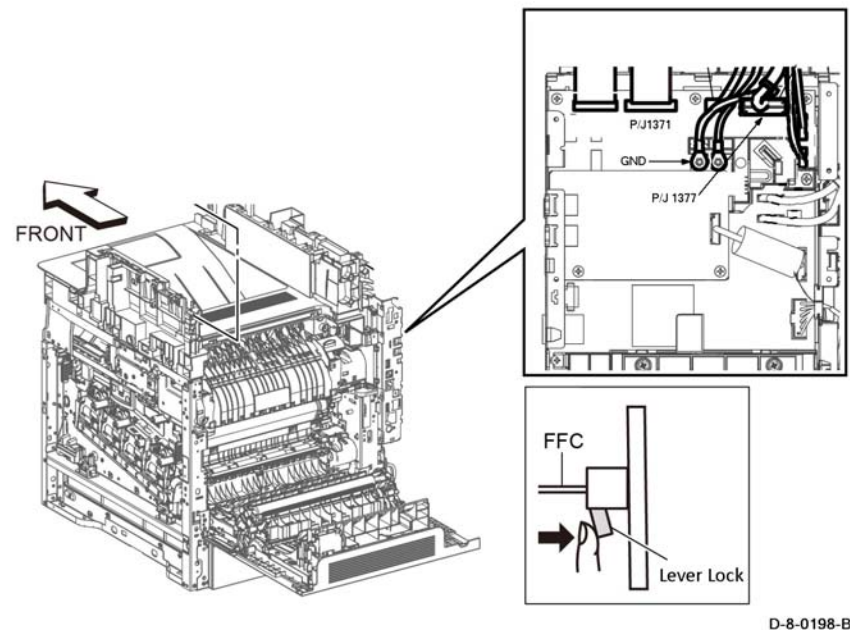
Figure 3 Disconnect the DADF harness and FFC (C605_Tall)

2. Refer to Figure 4, release the hook and remove the FFC Cover from the IIT Assembly.
3. Refer to Figure 4, remove the DADF harness out of its harness guide and up through the IIT Assembly.
   a. Fold the DADF harness connector up against the wires.
   b. Orient the harness connector to face the front of the printer.

Repairs-Adjustments

REP 50.1

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c. Pass the harness up through the IIT Assembly.

4. Refer to Figure 4, lift the DADF assembly straight up from the IIT assembly in the direction of the arrow.

D-8-0199-A
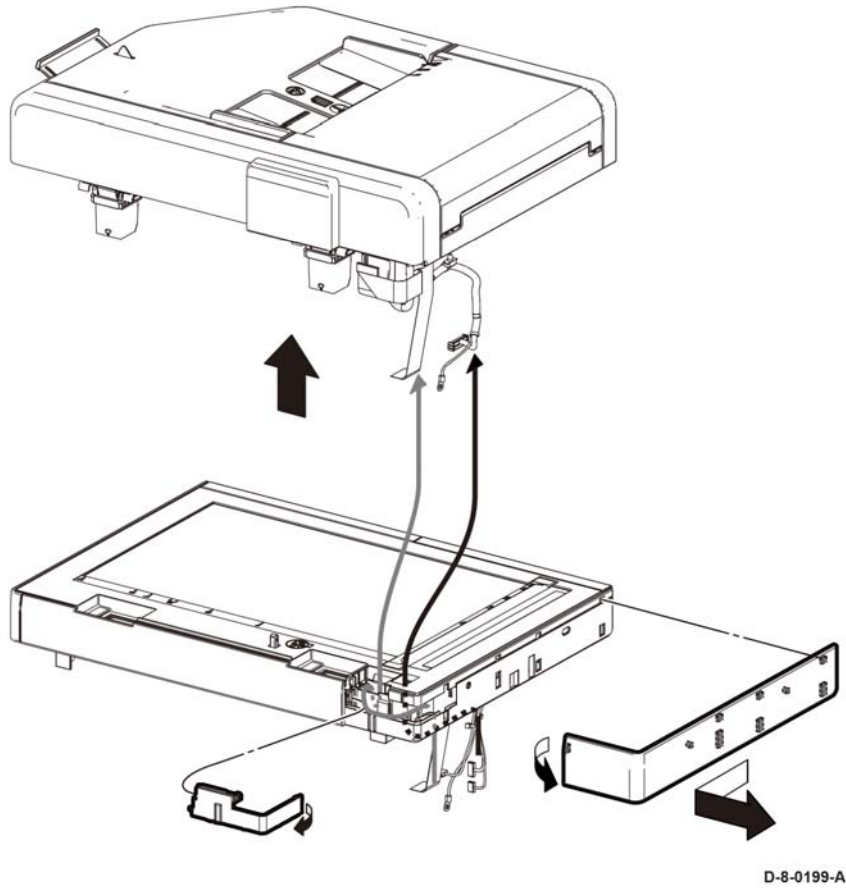
Figure 4 Separate the DADF Assembly from the IIT

Replacement

CAUTION

Avoid pinching wires when installing the DADF harness and FFC. Be sure to follow the harness routes as shown in Figure 5.
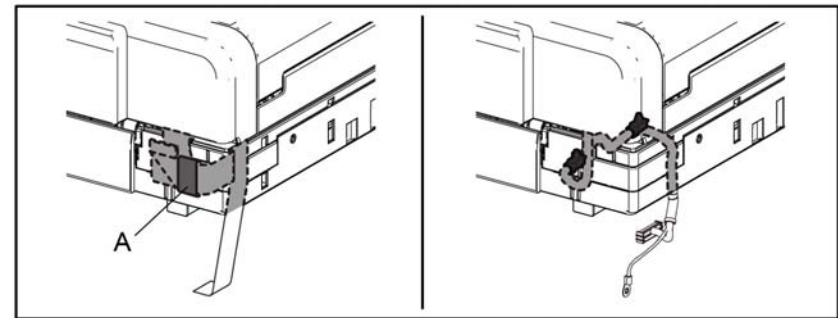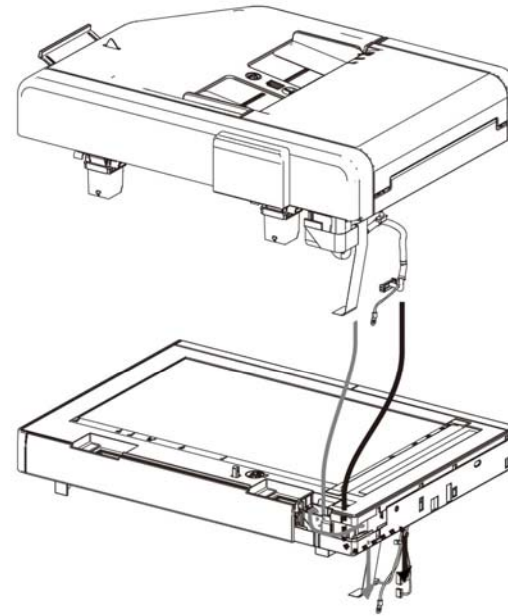
D-8-0201-A

Figure 5 DADF Harness Routes

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Repairs-Adjustments
REP 50.1

NOTE: To ensure integrity of the FFC connected at the ESS PWB, the following steps are to be observed. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.

1. Slip the core down the FFC cable.
2. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.
3. Referring to Figure 6, grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.
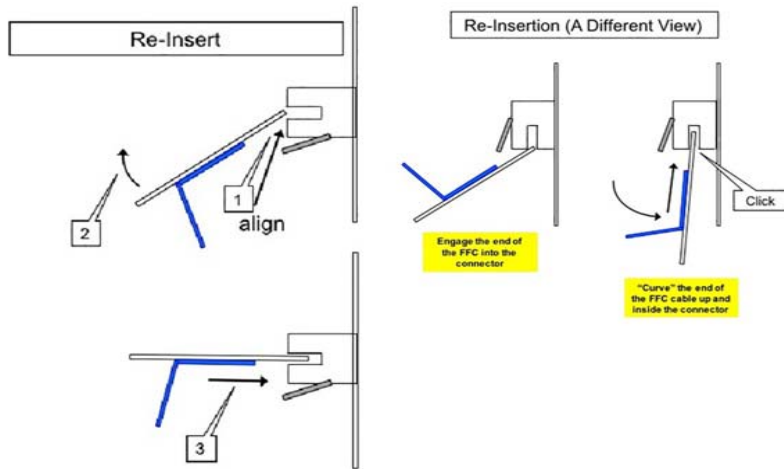
Figure 6 Proper FFC Cable Insertion.

4. Using the grip tab bent at 90 degrees, firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

REP 50.2 IIT Assembly (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 2

Removal

C600/C605

<div align="center">

WARNING

</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the top ESS plate, PL 18.1 Item 18.
2. Refer to Figure 1, remove 2 screws connecting the UI plate to the scanner and three screws in the UI plate.
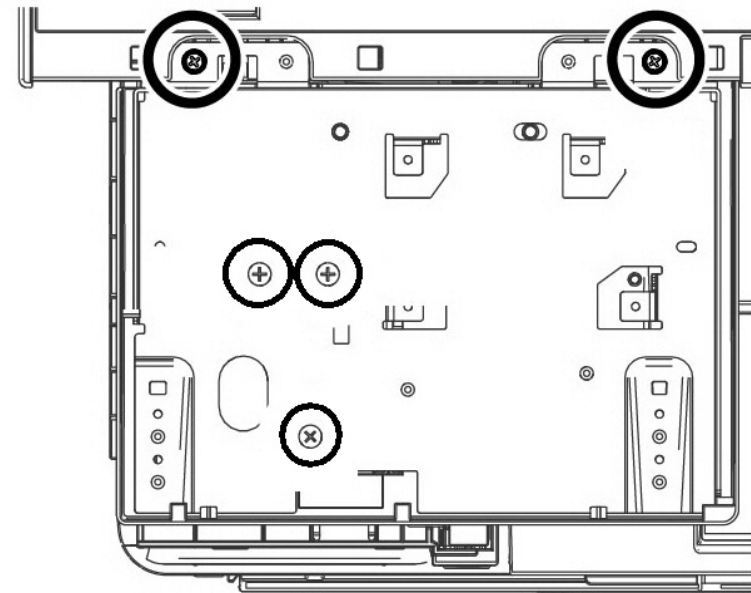
D-8-0014-B

Figure 1 UI plate screw locations

Repairs-Adjustments
REP 50.1, REP 50.2

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CAUTION

In the following step, engage the lever enough to release the FFC only. Over-engagement of the release lever will break the lever destroying the lock mechanism forcing replacement of the PWB.

NOTE: *When engaging the release lever on the FFC connector, slightly press open the release lever no more than 15 degrees. Hold the lever while gently removing the FFC from the connector as shown in the inset of Figure 1, Disconnect the harnesses and two FFCs.*

3. Refer to Figure 5, following the caution above, release the 2 FFC cables (P/J1370 and P/J1371) and disconnect (P/J1372, P/J1373, P/J1374, P/J1377) from the ESS PWB.
4. Refer to Figure 3, remove two screws (SM18, silver, M3X6mm) to release the ground harnesses from the ESS PWB, PL 18.1 Item 3.
5. Release three clamps and five push-ties.
6. Refer to Figure 3, remove three screws (SM18, silver, M3X6mm) to remove the scanner assembly PL 50.1 Item 13 in the direction of the arrow.
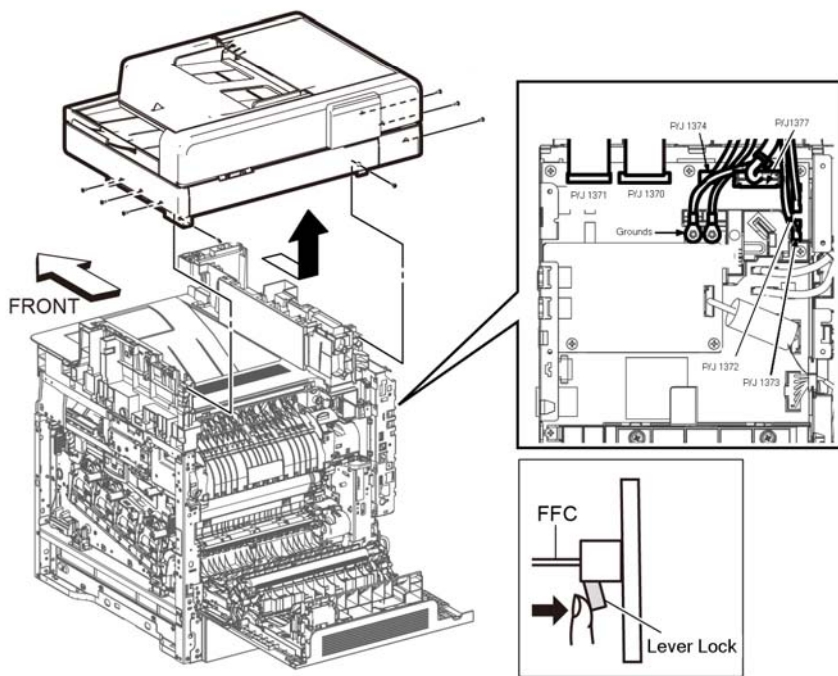
Figure 2 Disconnect the harnesses and two FFCs (C600/C605)

Removal

C605_Tall

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the finisher or mailbox, if installed.
2. Remove the IOT 550 cassette assembly, PL 19.1 Item 1.
3. Remove the main MSI tray assembly, PL 13.2 Item 1.
4. Open the rear door.
5. Remove the ESS window assembly kit, PL 19.2 Item 13.
6. Remove the WiFi cap, PL 19.2 Item 16.
7. Remove the L front cover, PL 19.1 Item 22.
8. Remove the L side cover, PL 19.2 Item 1.
9. Remove the exit top finisher cover, if installed, PL 19.3 Item 50.
10. Remove the R side finisher cover, PL 19.3 Item 32.
11. Remove the L side finisher cover, PL 19.4 Item 2.
12. Remove the SUB L side finisher cover, PL 19.3 Item 43.
13. Remove the rear finisher cover, PL 19.4 Item 3.
14. Remove the inner rear finisher cover, PL 19.3 Item 31.
15. Remove the IIT front cover, PL 50.1 Item 19.
16. Remove the UI inner cover, PL 1.1 Item 2.
17. Remove the top ESS plate, PL 18.1 Item 18.
18. Refer to Figure 3, remove the 2 screws that connect the UI plate to the scanner, and the three screws in the bottom of the UI plate.

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Repairs-Adjustments
REP 50.2

<Top Side>
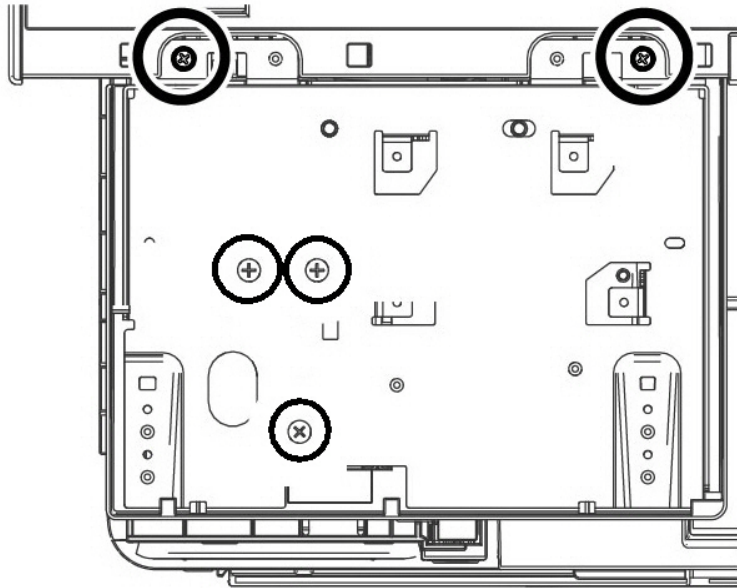
D-8-0014-B

Figure 3 UI plate screw locations

Figure 4 Disconnect the harnesses and two FFCs (C600/C605)

D-8-0198-C

CAUTION

In the following step, engage the lever enough to release the FFC only. Over-engagement of the release lever will break the lever destroying the lock mechanism forcing replacement of the PWB.

NOTE: *When engaging the release lever on the FFC connector, slightly press open the release lever no more than 15 degrees. Hold the lever while gently removing the FFC from the connector as shown in the inset of Figure 5, Disconnect the harnesses and two FFCs.*

19. Refer to Figure 5, following the caution above, release the 2 FFC cables (P/J1370 and P/J1371) and disconnect (P/J1372, P/J1373, P/J1374, P/J1377) from the ESS PWB.

20. Refer to Figure 3, remove two screws (SM18, silver, M3X6mm) to release the ground harnesses from the ESS PWB, PL 18.1 Item 3.

21. Release three clamps and five push-ties.

22. Refer to Figure 3, remove three screws (SM18, silver, M3X6mm) to remove the scanner assembly PL 50.1 Item 13 in the direction of the arrow.

Replacement

CAUTION

Avoid pinching wires when installing the DADF harness and FFC. Be sure to follow the harness routes as shown in Figure 6.

NOTE: *To ensure integrity of the FFC connected at the ESS PWB, the following steps are to be observed. Do not attempt to engage the release lever to insert the FFC cable, the FFC connector will allow insertion and lock on its own.*

1. Slip the core down the FFC cable.

2. To ease installation and ensure proper alignment of the FFC cable, bend the blue "grip tab" 90 degrees perpendicular to the FFC.

3. Referring to Figure 5, grasp the grip tab of the FFC cable placing the back, or non-conductive Side, of the FFC cable against the edge of the connector and centered to the connector.

4. Using the grip tab bent at 90 degrees, firmly push the FFC cable into the connector until fully seated. The latch of the connector will "click" when fully seated, locking the FFC in-place.

Repairs-Adjustments

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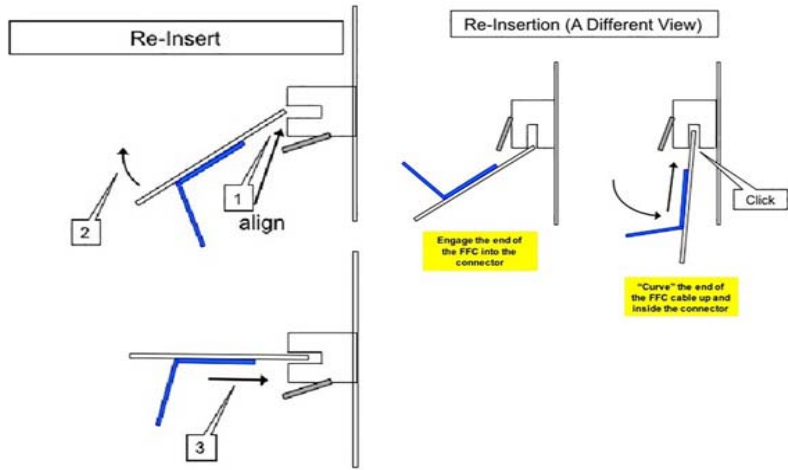
Figure 5 Proper FFC Cable Insertion.
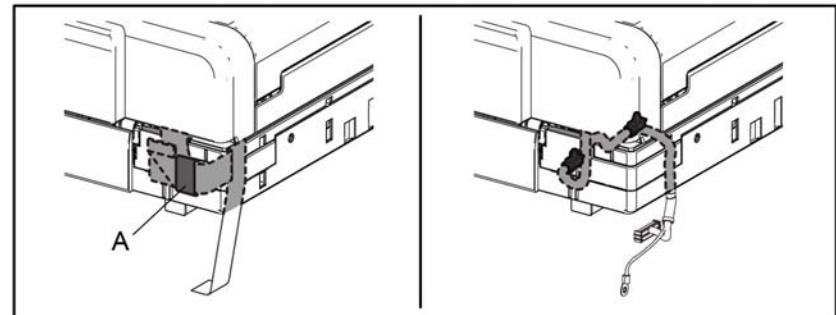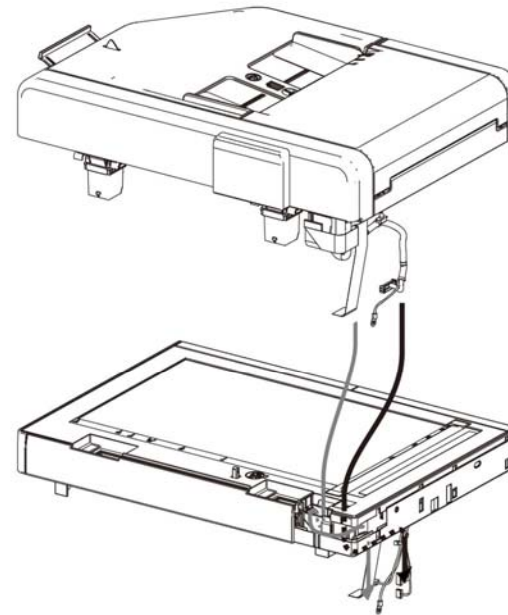
D-8-0201-A

Figure 6 DADF Harness Routes

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Repairs-Adjustments
REP 50.2

REP 50.3 Left and Right Counterbalance Assemblies (Hinges) (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 3, PL 50.1 Item 4

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the DADF, PL 50.1 Item 1, from the scanner.
2. Refer to Figure 1, rest the DADF on the work surface as shown.
3. Refer to Figure 1, remove eight screws (silver, tapping, m3x8), remove the left and right hinges.

D-8-0200-A

<div align="center">
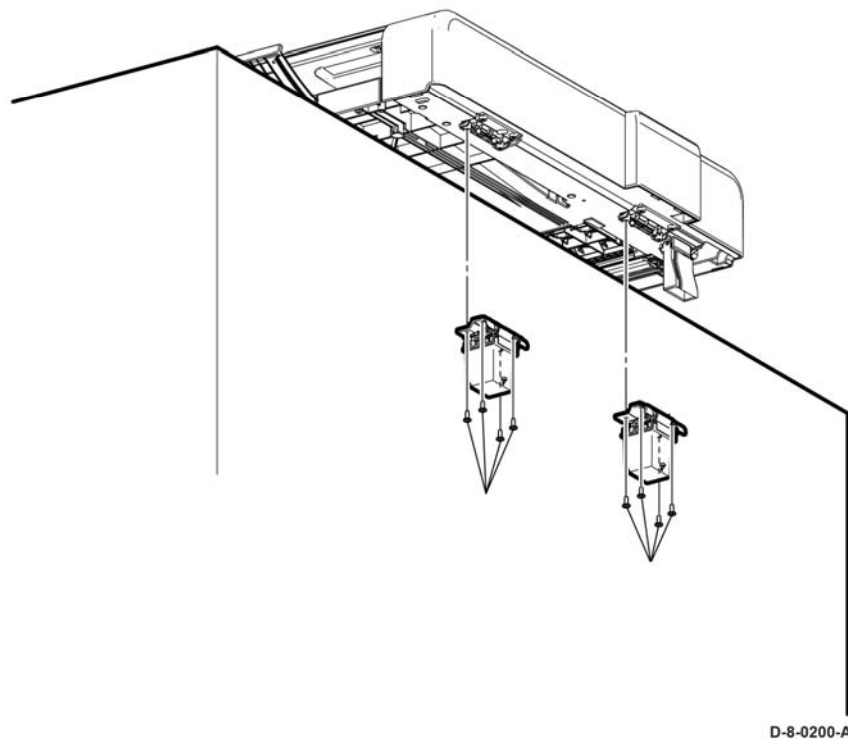
Figure 1 Remove the Hinges
</div>

Replacement

<div align="center">

CAUTION
</div>

The Hinges are keyed and must be installed in their specified locations.

REP 50.4 Platen Cushion Assembly (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 12

Removal

<div align="center">

WARNING
</div>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Open the document cover.
2. Remove the platen cushion assembly, PL 50.1 Item 12.
3. Clean any residue adhesive from the DADF lid left behind.
4. A mild cleaning solution such as soap and water or glass cleaner may assist cleaning by softening up the adhesive residue.

Replacement

NOTE: When installing the platen cushion assembly, arrange the platen cushion assembly as shown in Figure 1.

1. Align the platen cushion assembly to the platen glass so that the DADF chute door is aligned to the DADF chute of the DADF lid, (left side).
2. Carefully lower the DADF lid onto the platen cushion assembly.
3. Gently but firmly, press the DADF lid to the scanner to adhere the platen cushion assembly to the DADF lid.
4. Lift the DADF lid and inspect the platen cushion assembly checking for any gaps between the adhesive and the lid area. Close any gaps between the platen cushion assembly and the DADF lid by pressing the platen cushion assembly to the lid.

D-8-0374-A

<div align="center">
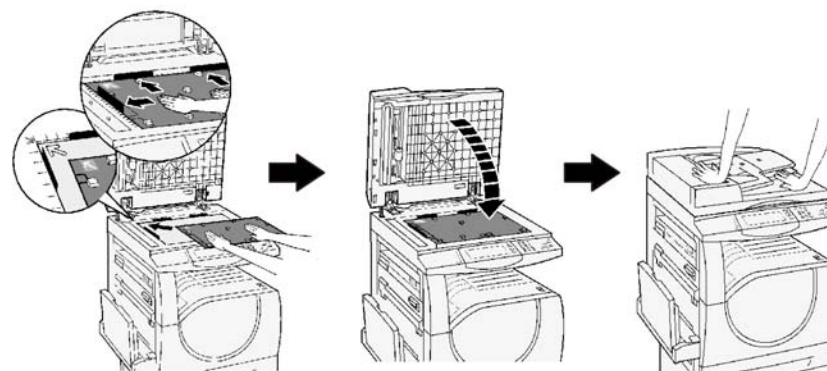
Figure 1 Platen cushion assembly installation method
</div>

Repairs-Adjustments

REP 50.3, REP 50.4

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REP 50.5 Left IIT Cover (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 14

Removal

<p style="text-align:center"><strong style="color:red">WARNING</p>

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Refer to Figure 1 (C600/C605), PL 50.1 Item 2 (C605_Tall), release the hook on the rear side of the left IIT cover, and remove the left IIT cover.

D-8-0015-A

Figure 2 Left IIT cover removal C605_Tall
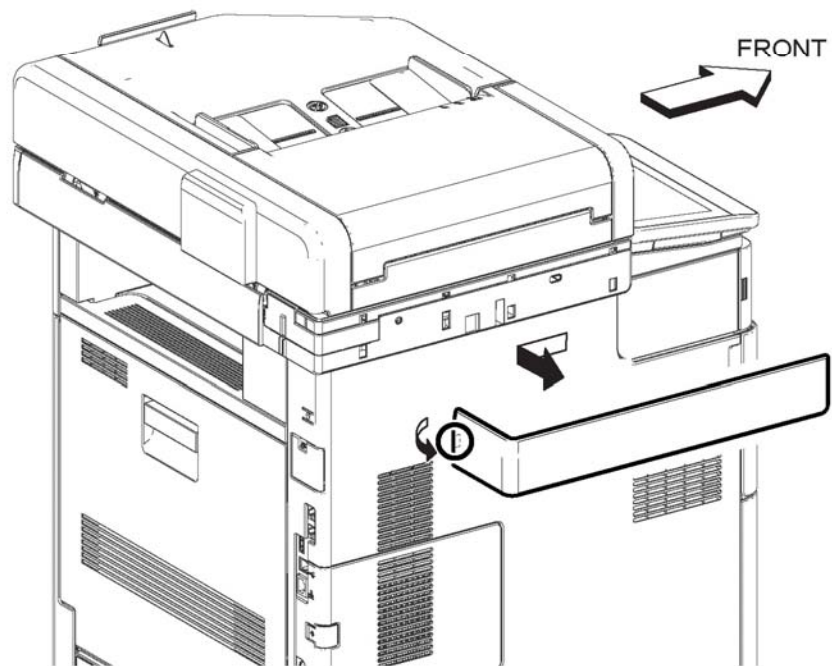
D-8-0009-A

Figure 1 Left IIT cover removal C600/C605

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Repairs-Adjustments
REP 50.5

REP 50.6 Left IIT Cap (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 15

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Refer to Figure 1, release the hook on the rear side of the left IIT cover, and remove the left IIT cover, PL 50.1 Item 14.

2. refer to Figure 1, release the hook on the right of the left IIT cap and remove the left IIT cap.

D-8-0199-B
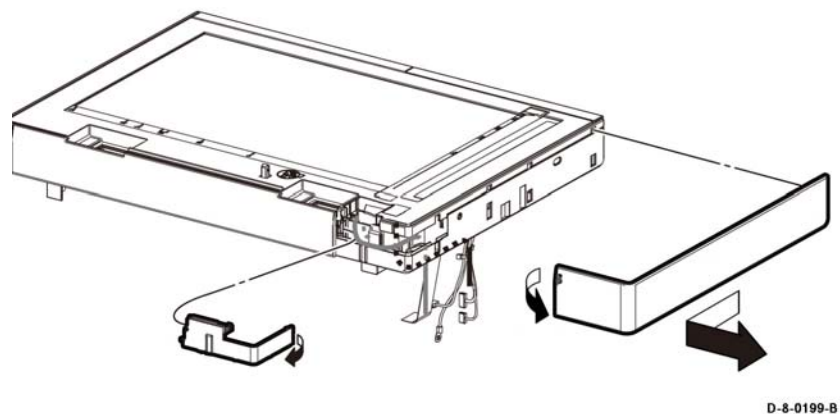
Figure 1 Left IIT cap removal

REP 50.7 DADF Actuator (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 14

Removal

WARNING

Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Refer to Figure 1, open the DADF Upper Feeder Assembly.

2. Release the two bosses at the ends of the DADF Actuator by slightly bending the Actuator, and remove it.

FRONT

D-8-0211-A
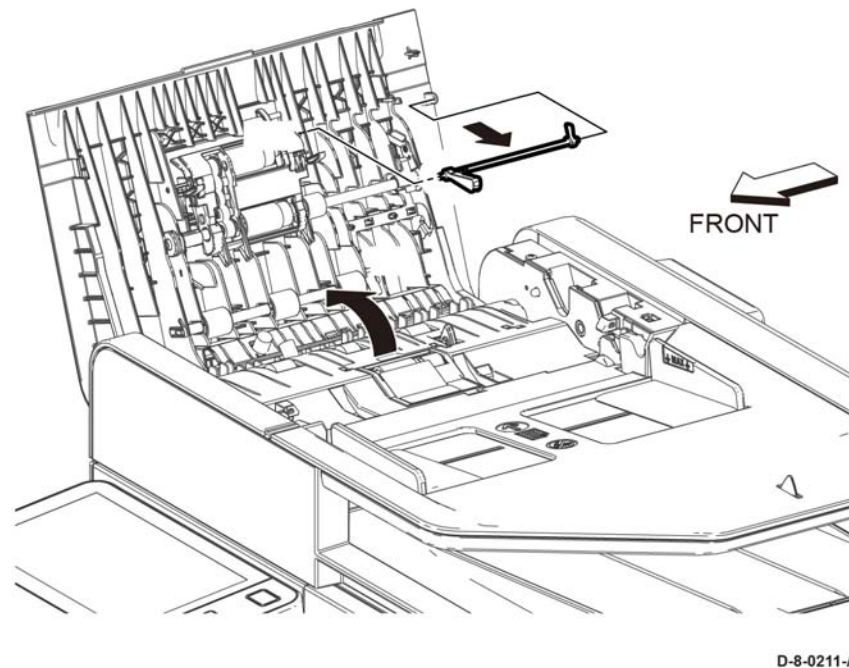
Figure 1 Remove the DADF Actuator

Repairs-Adjustments

REP 50.6, REP 50.7

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REP 50.8 IIT Front Cover (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 19

Removal

<p style="text-align:center"><b style="color:red">WARNING</p>

<b style="color:red">Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1.   Refer to Figure 1, release the hook and remove the front IIT cover.
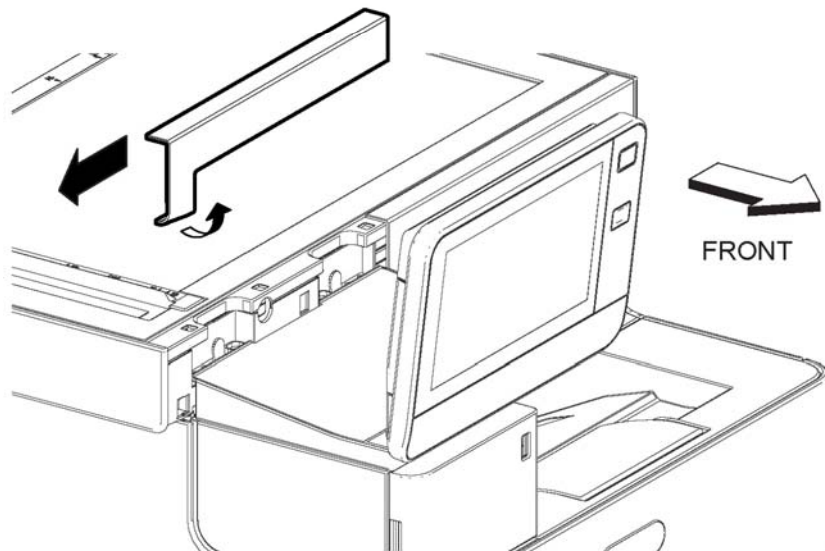
D-8-0010-A

Figure 1 Remove the Front IIT Cover

REP 50.9 DADF Feed Roll Kit (C600/C605/C605_Tall)

Parts List on PL 50.1 Item 99

Removal

<p style="text-align:center"><b style="color:red">WARNING</p>

<b style="color:red">Switch off the electricity to the machine, GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1.   Refer to Figure 1, open the DADF Upper Feeder Assembly.

<p style="text-align:center">CAUTION</p>

In the following steps, avoid breaking the DADF Feed Roller and related hooks. Do not bend the hooks excessively. Carefully align the DADF Feed Roller with its mating features.

2.   Refer to Figure 1, rotate the hook of the DADF Feed Roller and release the boss.

3.   Remove the DADF Feed Roller.
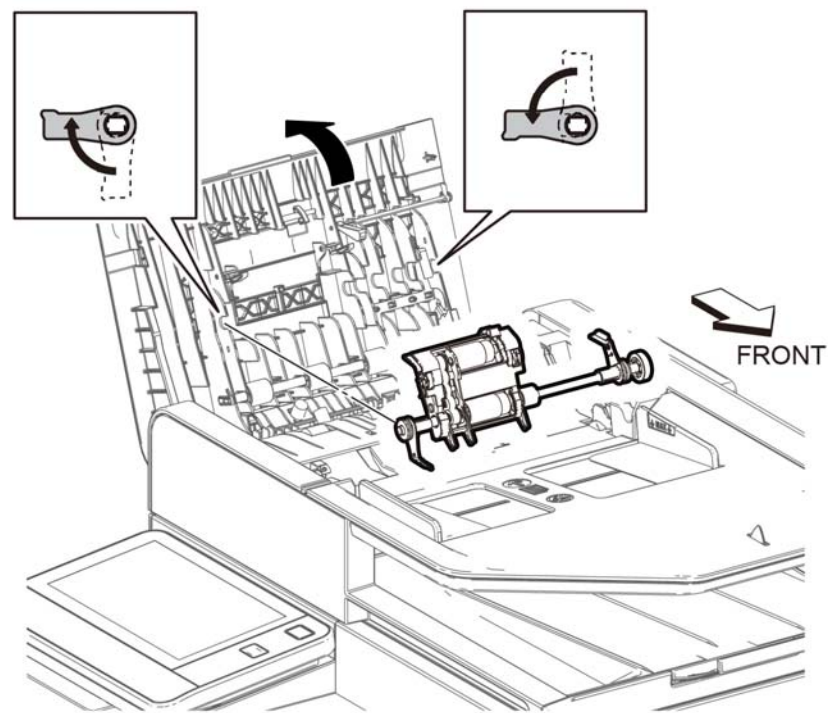
D-8-0202-A

Figure 1 Remove the DADF Feed Roller

4.   Refer to Figure 2, remove the Separator Cover Assembly in the direction of the arrow.

5.   Remove the DADF Separator Spring.

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Repairs-Adjustments

REP 50.8, REP 50.9
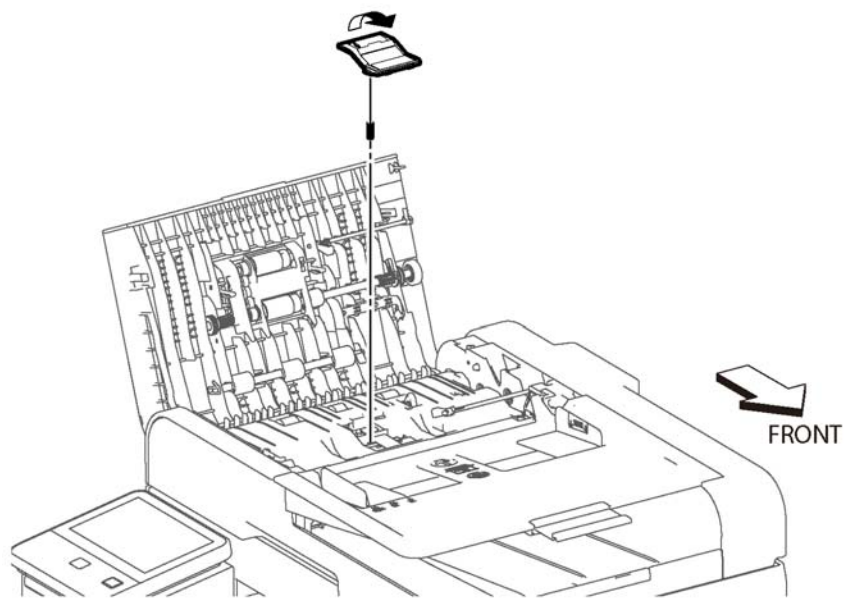
D-8-0211-B

Figure 2 Remove the DADF Separator Cover and Spring

Repairs-Adjustments

REP 50.9

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ADJ 1 Cleaning the LPH

Purpose

Clean the LPH as a standard part of service. Cleaning the LPH provides consistent image quality.

Cleaning the LPH

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off the machine, unplug the cord from the power, GP 4.
2. Open the right side cover.
3. Push down the latch and release the toner waste box.
4. Gently pull the waste box up and remove from the machine, Figure 1.
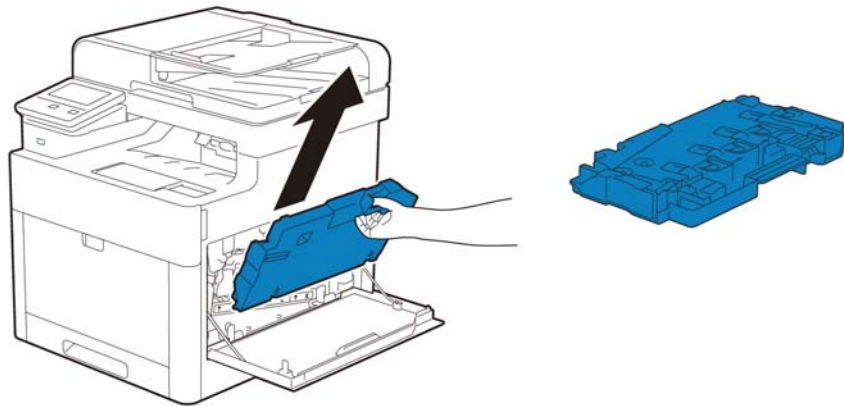
D-8-0462-A

Figure 1 Gently pull the waste box up and remove from the machine.

5. Place the toner waste box on a level surface, Figure 2, always keeping the side attached to the printer facing up, Figure 3.

   NOTE:
   - *Take care not to drop the waste toner box while you are removing it.*
   - *After removing the waste toner box, do not touch the parts shown in the illustration. Toner can dirty or stain your hands.*
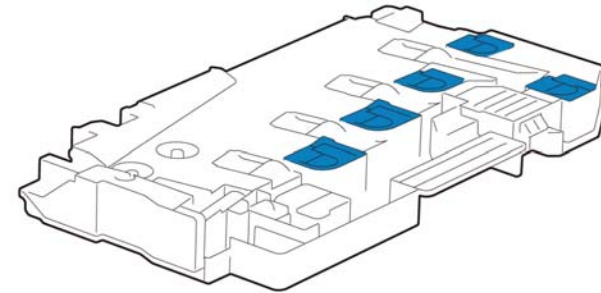
D-8-0463-A

Figure 2 Place the toner waste box on a level surface.
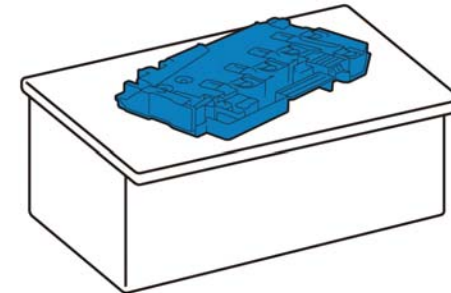
D-8-0464-A

Figure 3 Always keep the side attached to the printer facing up.

NOTE: Never let the side that was attached to the printer, face downward. This may cause the toner to spill out, demonstrated in Figure 4.
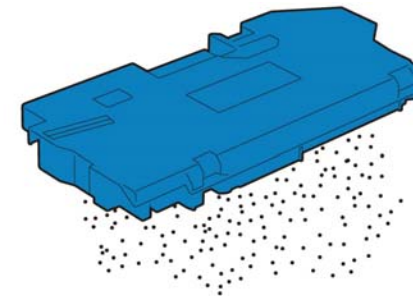
D-8-0465-A

Figure 4 Never let the side that was attached to the printer face down.

6. Pull out the cleaning rod from inside the machine, Figure 5.

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Repairs-Adjustments
ADJ 1
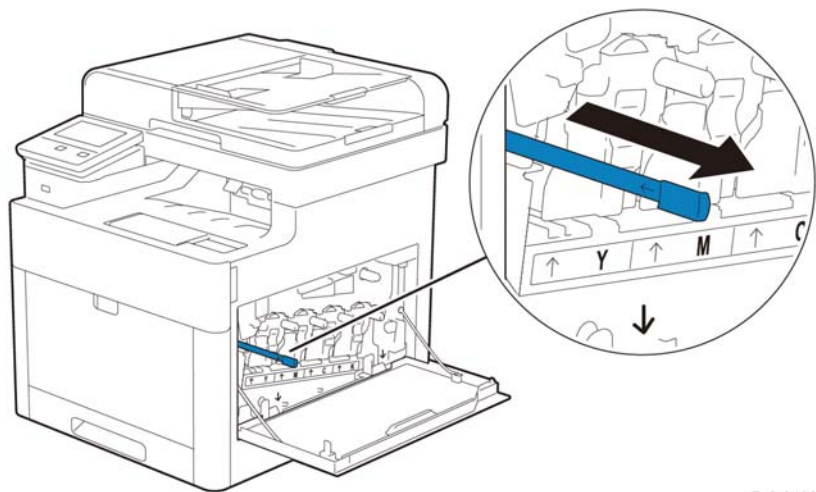
D-8-0466-A

Figure 5 Pull out the cleaning rod.

NOTE: For best results in the following step, use Xerox® Glass Cleaner to remove marks and streaks.

7.   Insert the cleaning rod into one of the four holes of the tabs on the drum cartridges until it stops, and then pull it out, Figure 6.

   NOTE:
   - *Insert the cleaning rod with the pad side up.*
   - *It is not necessary to move the cleaning rod back and forth repeatedly.*
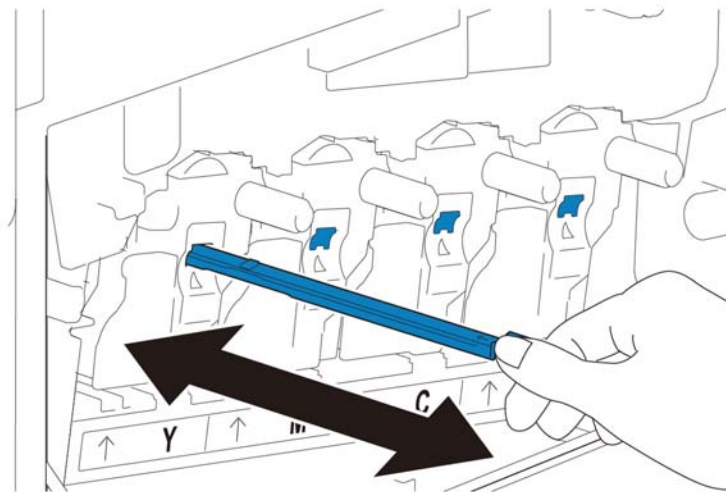
D-8-0467-A

Figure 6 Insert the cleaning rod.

8.   Repeat step 7 for the other three holes.

9.   Return the cleaning rod to its original location, Figure 7.
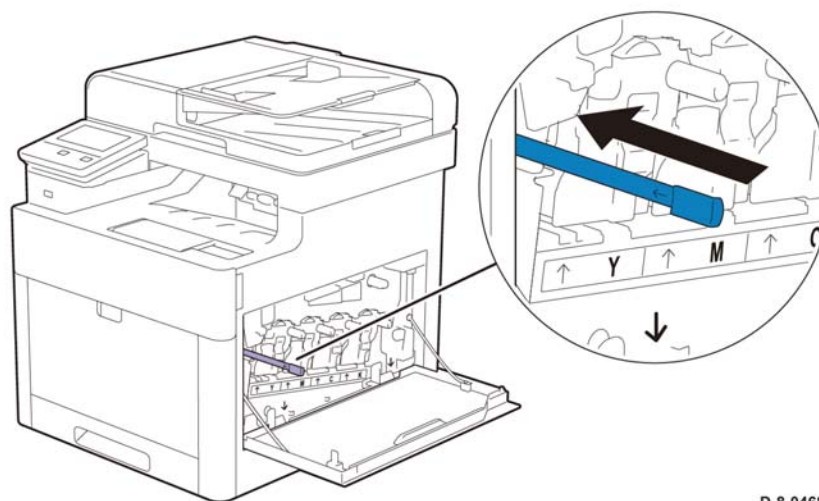
D-8-0468-A

Figure 7 Return the cleaning rod to its original location.

10.   Insert the waste toner box, Figure 8. Make sure that the two indented parts on the bottom go into the brackets on the printer.

Repairs-Adjustments

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Figure 8 Insert the waste toner box.

11. Push on the handle of the waste toner box until it clicks, Figure 9.
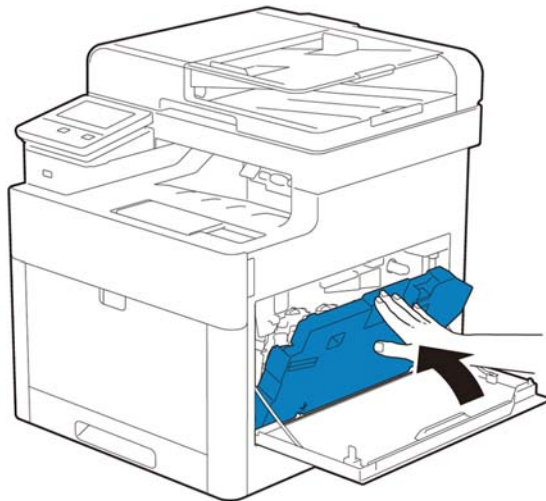
Figure 9 Push on the handle of the waste toner box until it clicks.

12. Close the right side cover.

13. If the error persists, continue with RAP, 089-623 to 089-679 LED Offset Correction Error RAP.

ADJ 2 Cleaning the Scanner

Purpose

Clean the scanner and DADF as a standard part of service when anything is spilled on them, or when debris or dust collect on any of the surfaces. Keep the feed rollers clean to ensure the best possible copies and scans.

Cleaning the Scanner

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove any paper from the document feeder tray, and the document output tray.

2. Open the document cover.

3. Slightly dampen a soft, lint-free cloth with water.

NOTE: For best results in the following step, use Xerox® Glass Cleaner to remove marks and streaks.

4. Clean the document glass, the side-1 scanning area (to the left of the of the document glass) and the white strip, Figure 1.

Figure 1 Clean the document glass

5. Wipe the white underside of the document cover until it is clean and dry.

6. To access the second-side scanning lens assembly, lower the second-side scanning access cover, Figure 2.

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Repairs-Adjustments
ADJ 1, ADJ 2
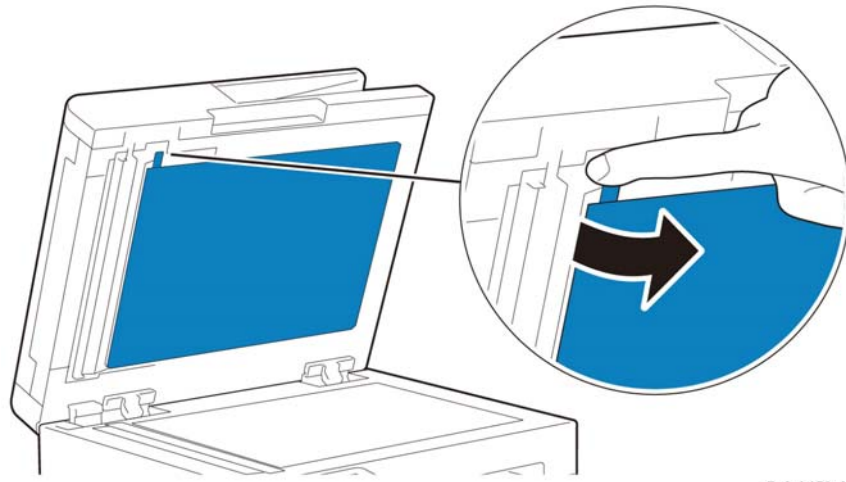
Figure 2 Opening the second-side scanning access cover

D-8-0458-A

7. Using a soft cloth moistened with water, wipe the mirrored glass Figure 3, the white-plastic strip, and the rollers. If dirt is difficult to remove, moisten a soft cloth with a small amount of neutral detergent. Then wipe the printer parts dry with a soft cloth.

White Strip
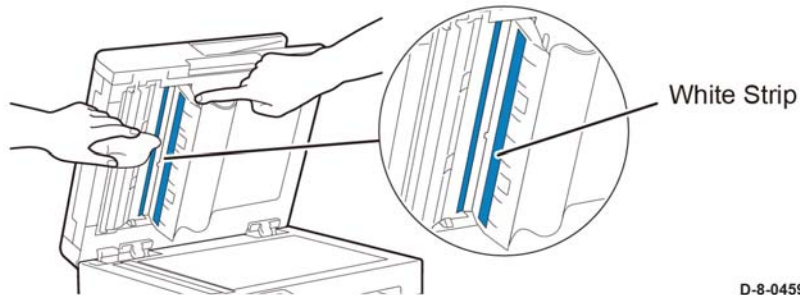
D-8-0459-A

Figure 3 Clean the second-side scanning lens assembly

8. Close the second-side scanning access cover.
9. Close the document cover.

Cleaning the feed rollers on the DADF

1. Open the DADF Top Cover.

NOTE: *If the feed rollers get stained with toner or debris, they can cause stains on the documents. To remove the stains, use a soft lint-free cloth dampened with a neutral detergent or water.*

2. Wipe the feed rollers with a dry, soft, lint-free cloth or paper towel until the rollers are clean, Figure 4.
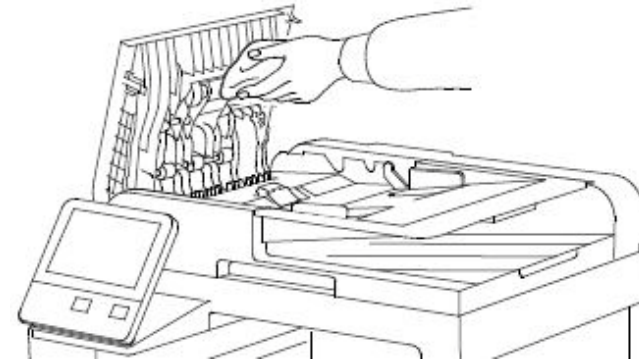
Figure 4 Cleaning the DADF feed rollers

3. Close the top cover.

Repairs-Adjustments

ADJ 2

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5 Parts Lists

PL 1.1 UI C505/C605/C605_Tall

Item	Part	Description
1	948K02982	Console assembly UI AIO (REP 1.1)
2	822E18611	UI inner cover (REP 1.2)
3	822E18601	UI frame cover (REP 1.3)
4	–	UI frame plate (Not spared)
5	952K35720	UI harness (Tall) (REP 1.4)
–	952K35710	UI harness (REP 1.4)
6	–	Speaker main (Not spared)
7	822E30280	UI access door (hatch) (REP 1.5)
8	–	UI frame bracket (Not spared)
9	–	Not used
10	–	ICCR card (Not spared)
99	–	Kit UI frame assembly (with 2-4) (Not spared)
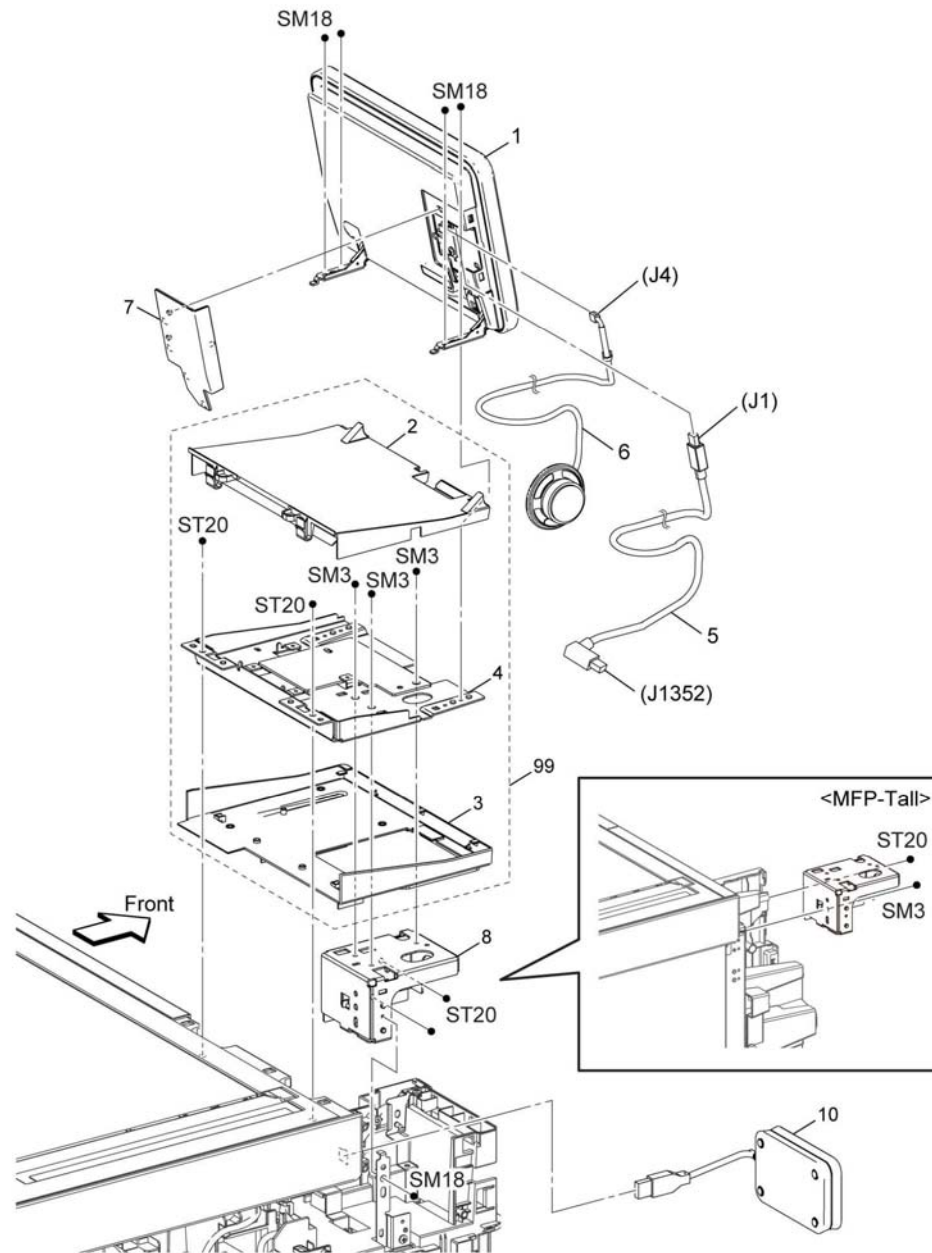
D-8-2003-A

PL 1.2 UI (C500/C600)

Item	Part	Description
1	848K95746	Console assembly UI C500/C600 (REP 1.6)
2	822E32330	UI inner cover (REP 1.7)
3	–	Not used
4	–	UI frame (Not spared) (REP 1.3)
5	952K37020	UI harness (REP 1.8)
6	–	Speaker main (Not spared)
7	822E32001	UI access door (hatch) (REP 1.5)
8	–	Not used
9	–	Not spared
10	–	ICCR card (Not spared)
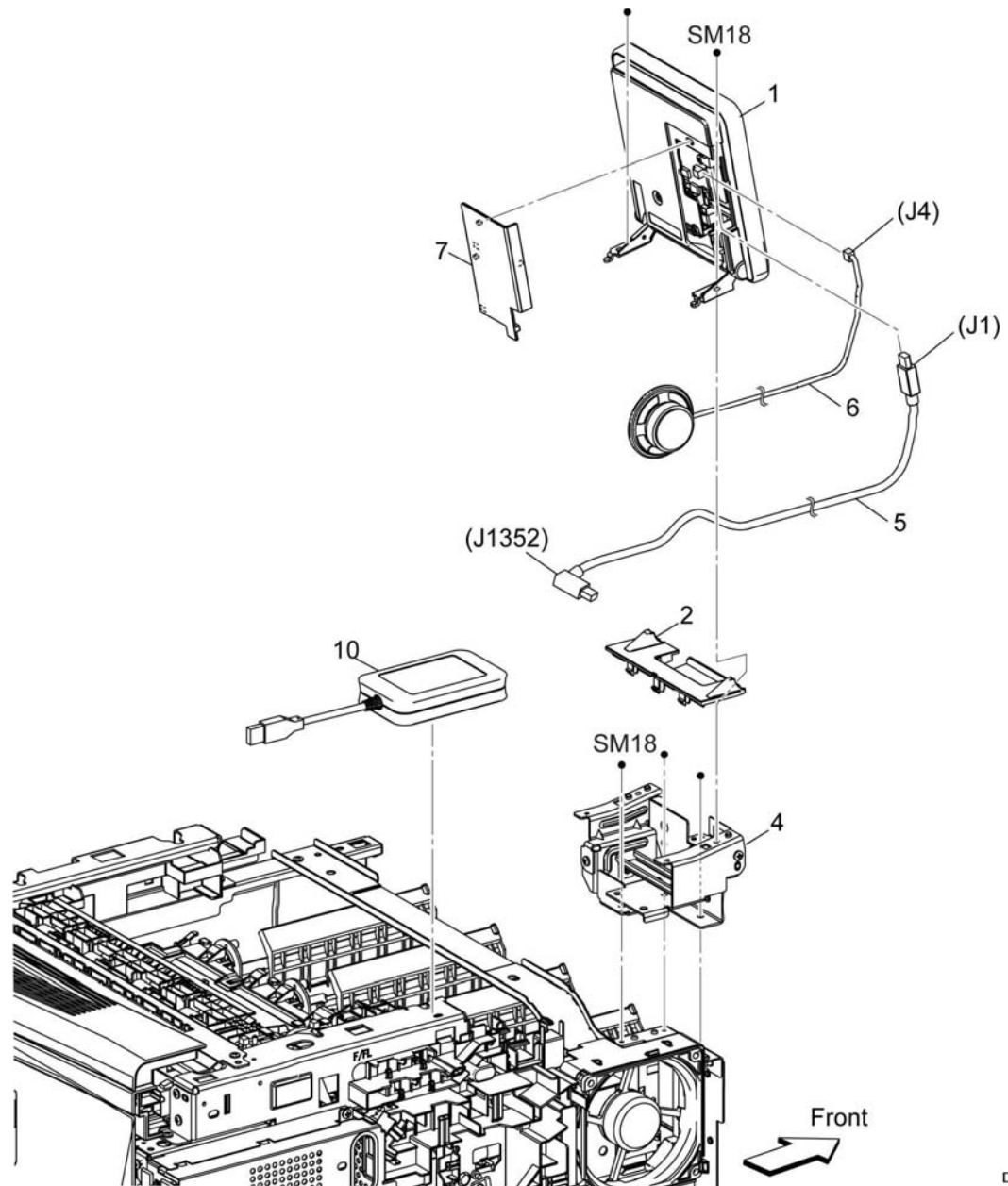
D-8-2004-A

PL 2.1 LPH

Item	Part	Description
1	930K03100	Head assembly LPH color (REP 2.1)
2	–	FFC assembly color LPH Y (Not spared)
3	–	FFC assembly color LPH M (Not spared)
4	–	FFC assembly color LPH C (Not spared)
5	–	FFC assembly color LPH K (Not spared)
6	–	Core ferrite LPH (Not spared)
7	–	Guide xero CRU (Not spared)
8	–	Cover core (Not spared)
9	–	Harness assembly deve/xero C (Not spared)
10	–	Holder CRUM xero (Not spared)
11	604K98080	Cover assembly guide (REP 2.2)
12	–	Harness assembly RAD HUM (Not spared)
13	–	Core ferrite LPH (Not spared)
99	607K04960	Kit xero CRUM LPH FFC (REP 2.3)

D-8-2005-A
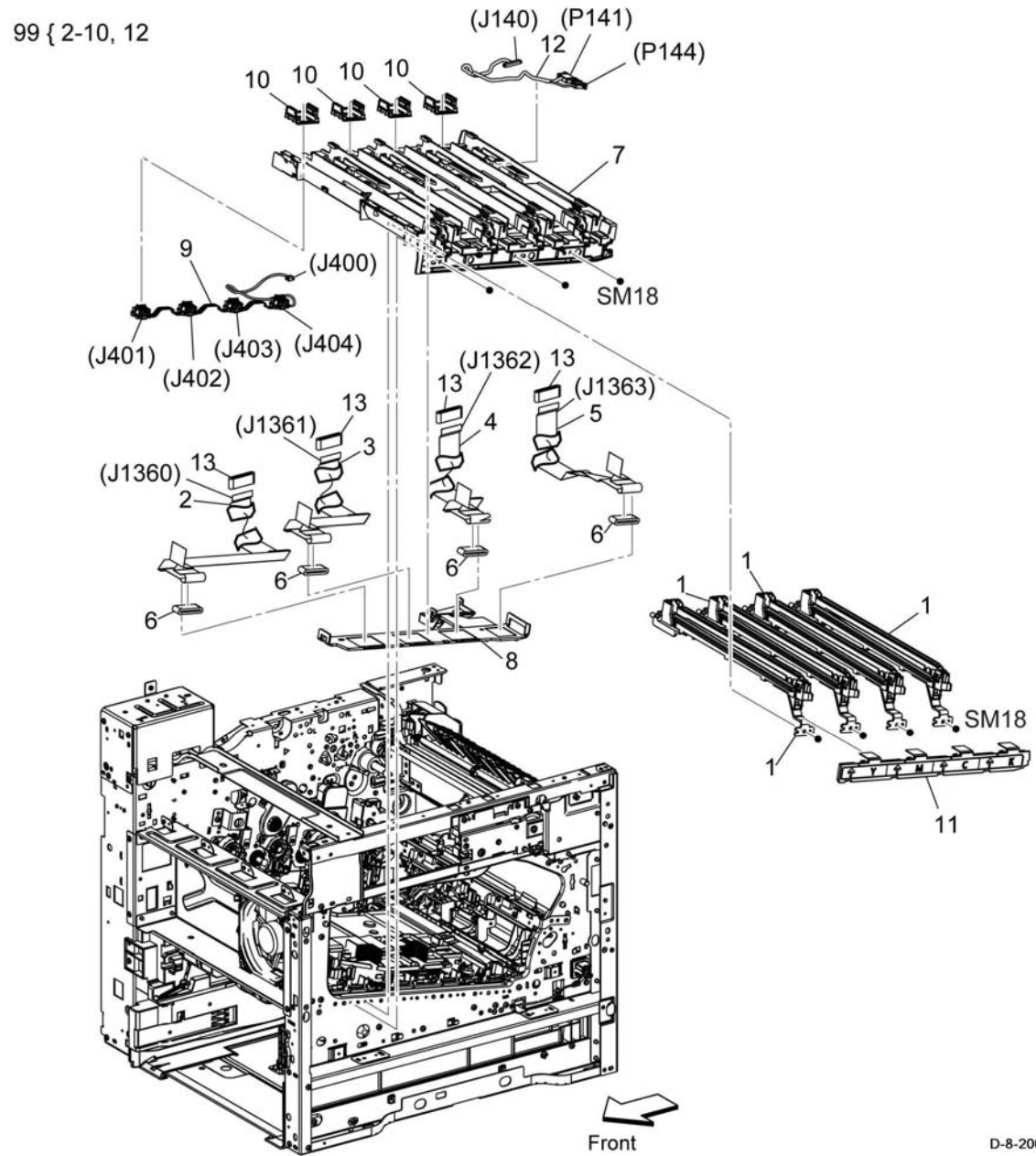
PL 3.1 Drive (C505/C605/C605_Tall)

Item	Part	Description
1	007K23040	Drive assembly main H (REP 3.1)
2	007K23050	Drive assembly main 2 (REP 3.2)
3	007K23060	Drive assembly main 3 (REP 3.3)
4	005K84490	Drive assembly waste (REP 3.4)
5	007K21981	Drive assembly MSI (REP 3.5)
6	007K21990	Coupling assembly link (REP 3.6)
7	607K04730	Drive assembly motor (REP 3.7)
8	–	Harness assembly MOT PWR-CF (Not spared)
9	–	Harness assembly MCU-MOT1/2-CF (Not spared)
10	–	Harness assembly MCU-MOT3-CF (Not spared)
11	–	Harness assembly MCU-MOT4-CF (Not spared)
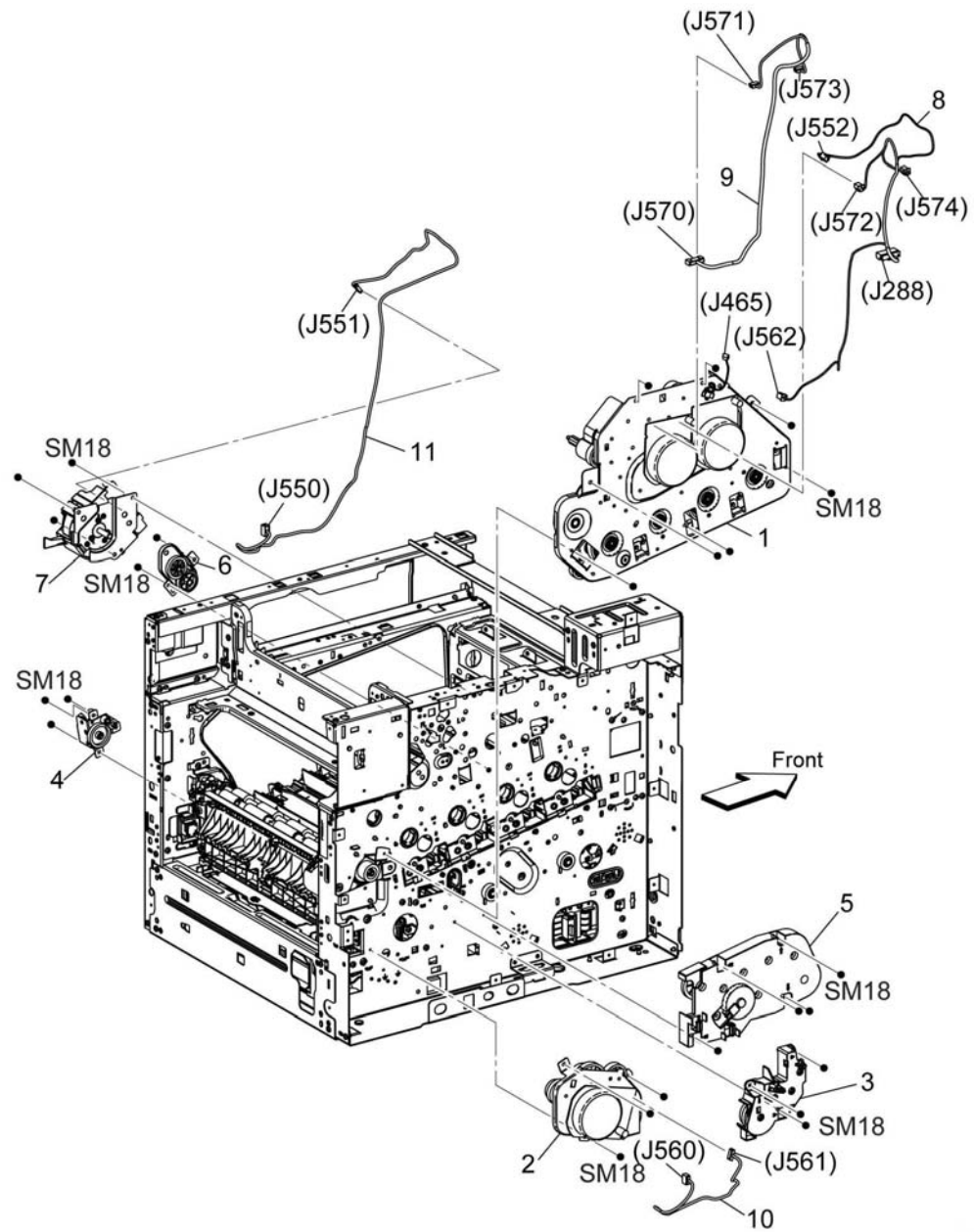
D-8-2006-A

PL 3.2 Drive (C500/C600)

Item	Part	Description
1	007K22843	Drive assembly main L (REP 3.8)
2	007K23050	Drive assembly main 2 (REP 3.9)
3	007K23060	Drive assembly main 3 (REP 3.10)
4	005K84490	Drive assembly waste (REP 3.11)
5	007K21981	Drive assembly MSI (REP 3.12)
6	007K21990	Coupling assembly link (REP 3.13)
7	–	Not used
8	–	Harness assembly MOT PWR-CF (Not spared)
9	–	Harness assembly MCU-MOT1/2-CF (Not spared)
10	–	Harness assembly MCU-MOT3-CF (Not spared)
11	–	Not used
12	–	Harness assembly SNR deve/xero-CFL (Not spared)
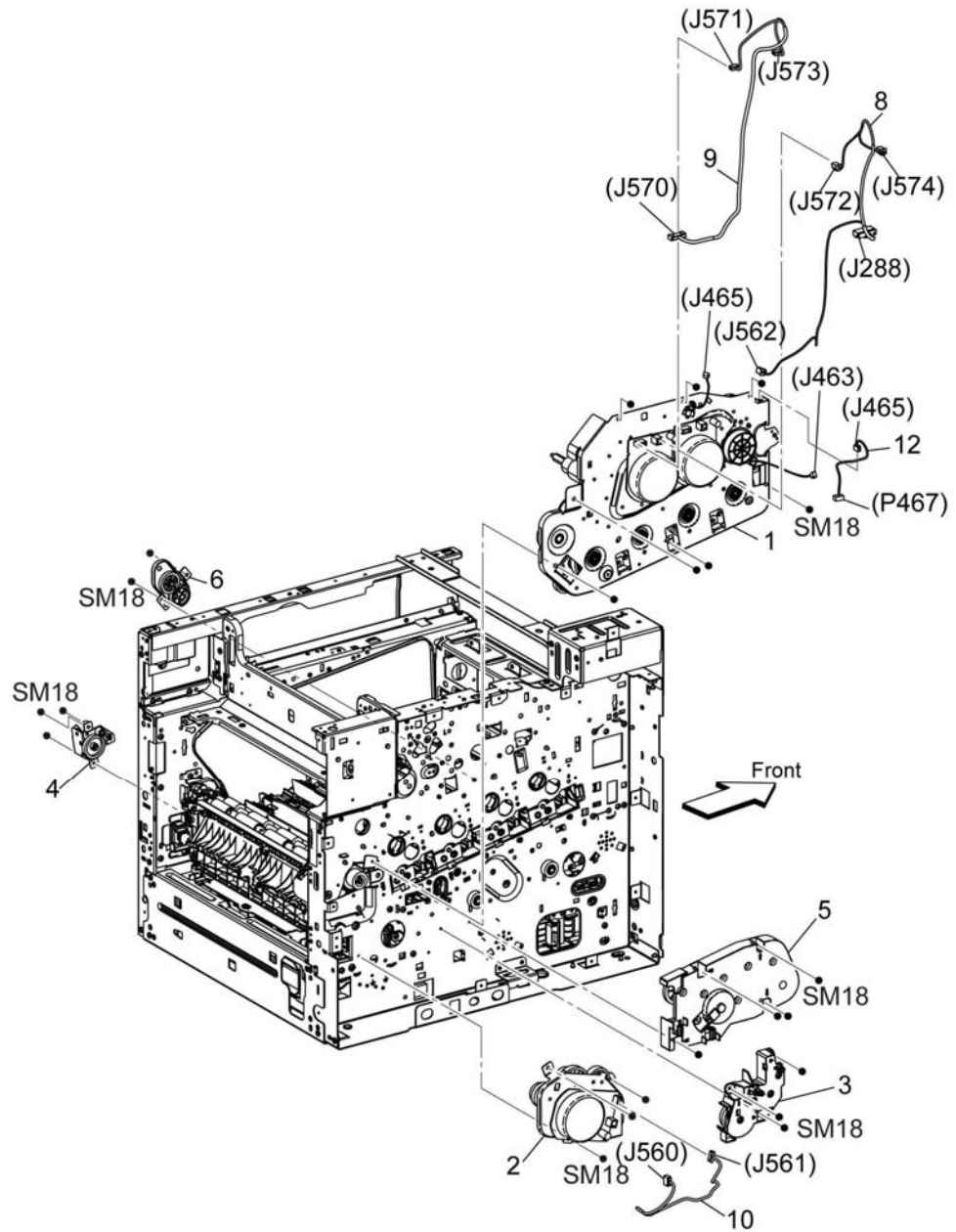
D-8-2007-A

PL 4.1 NOHAD

Item	Part	Description
1	127K74220	Fan main and sub (REP 4.1, REP 4.2)
2	–	Duct fan main (Not spared)
3	–	Not used
4	–	Duct fan sub (Not spared)
5	127K74160	Rear fan (REP 4.3)
6	–	Rear fan bracket (Not spared)
7	017K94350	Rubber foot (REP 4.4)
99	604K77650	Kit foot assembly (with7x3 pcs) (REP 4.4)

99 {Item 7×3 pcs}
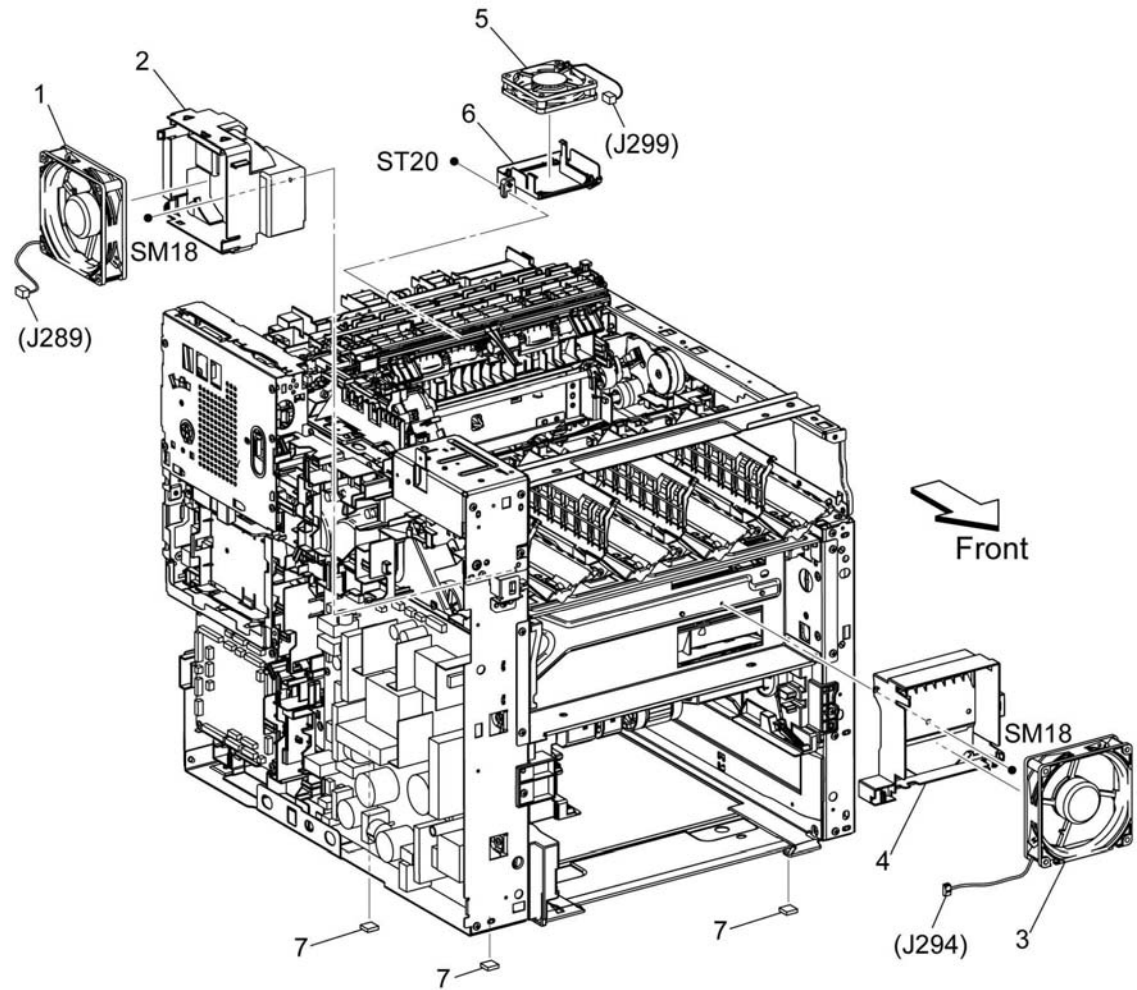
D-8-2008-A

PL 5.1 Dispenser (C505/C605/C605_Tall)

Item	Part	Description
1	–	Drive assembly dispenser H (Not spared)
2	094K94480	Disp assembly Y (with 6-7) (REP 5.1)
3	094K94490	Disp assembly M (with 6-7) (REP 5.1)
4	094K94500	Disp assembly C (with 6-7) (REP 5.1)
5	094K94510	Disp assembly K (with 6-7) (REP 5.1)
6	113K84020	Connector assembly CRUM toner (with 7) (REP 5.2)
7	–	PWBA CRUM toner (Not spared)
8	–	Not used
9	930W00511	Sensor toner full (REP 5.3)
10	–	Harness assembly toner CRUM
11	–	Toner cartridge starter Y (Not spared)
12	–	Toner cartridge starter M (Not spared)
13	–	Toner cartridge starter C (Not spared)
14	–	Toner cartridge starter K (Not spared)
15	–	Clear cover (Not spared)
16	–	Harness assembly disp YC (Not spared)
17	–	Harness assembly disp MK (Not spared)
99	607K04900	Harness assembly disp H (with 1, 10, 16-17) (REP 5.4)

NOTE: *Refer to GP 40: Xerox Consumables and Maintenance Items*
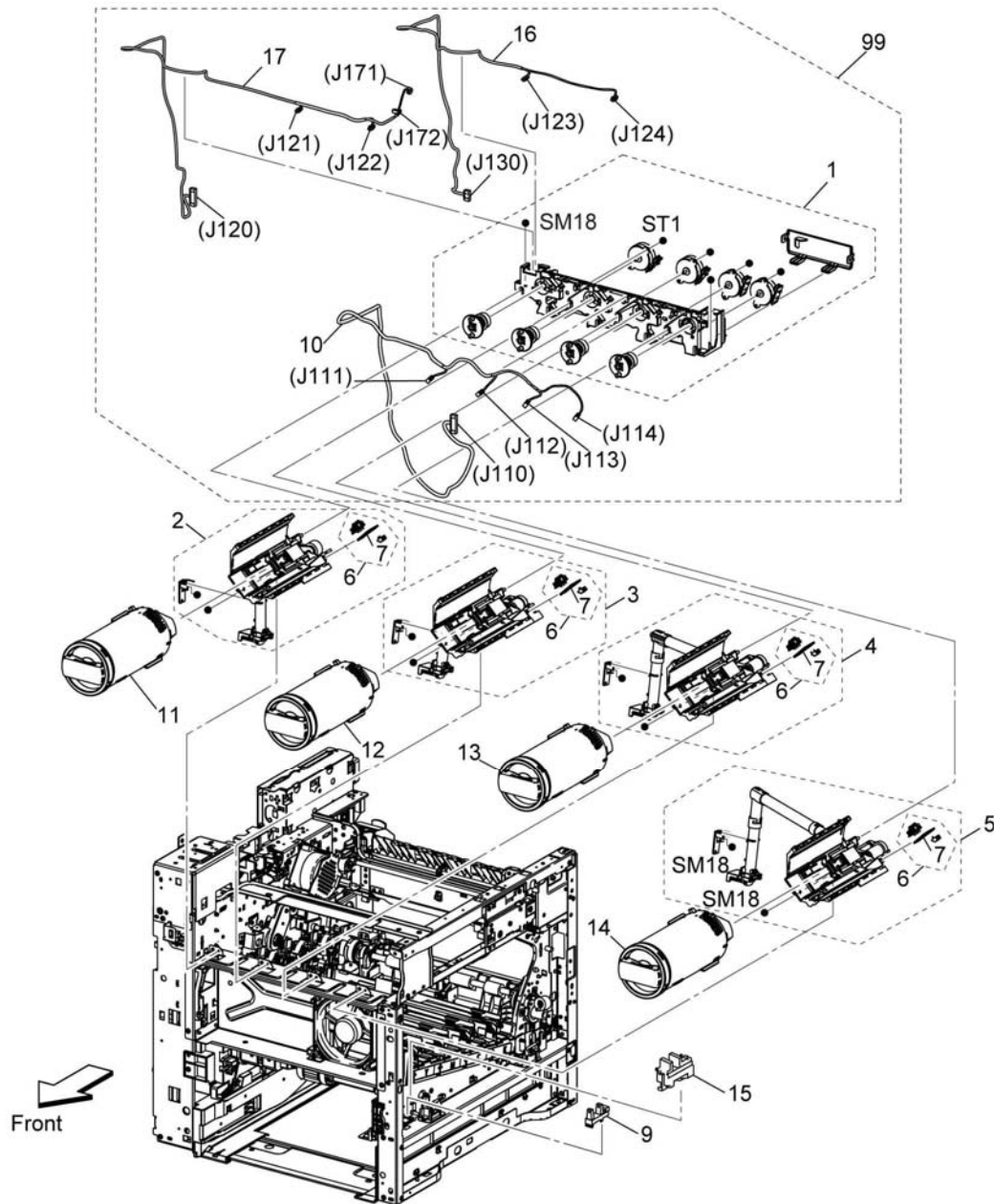
D-8-0009-A

PL 5.2 Dispenser (C500/C600)

Item	Part	Description
1	–	Drive assembly dispenser M (Not spared)
2	094K94480	Dispenser assembly Y (with 6-7) (REP 5.1)
3	094K94490	Dispenser assembly M (with 6-7) (REP 5.1)
4	094K94500	Dispenser assembly C (with 6-7) (REP 5.1)
5	094K94510	Dispenser assembly K (with 6-7) (REP 5.1)
6	113K83840	Connector assembly CRUM toner (with 7) (REP 5.2)
7	–	PWBA CRUM toner (Not spared)
8	–	Not used
9	930W00511	Sensor toner full (REP 5.3)
10	–	Harness assembly toner CRUM (Not spared)
11	–	Toner cartridge starter Y (Not spared)
12	–	Toner cartridge starter M (Not spared)
13	–	Toner cartridge starter C (Not spared)
14	–	Toner cartridge starter K (Not spared)
15	–	Clear cover (Not spared)
16	–	Harness assembly disp M (Not spared)
99	607K04910	Kit drive assembly dispenser M (with 1, 10, 16) (REP 5.4)

NOTE: Refer to GP 40: Xerox Consumables and Maintenance Items

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Front

Parts List
PL 5.2

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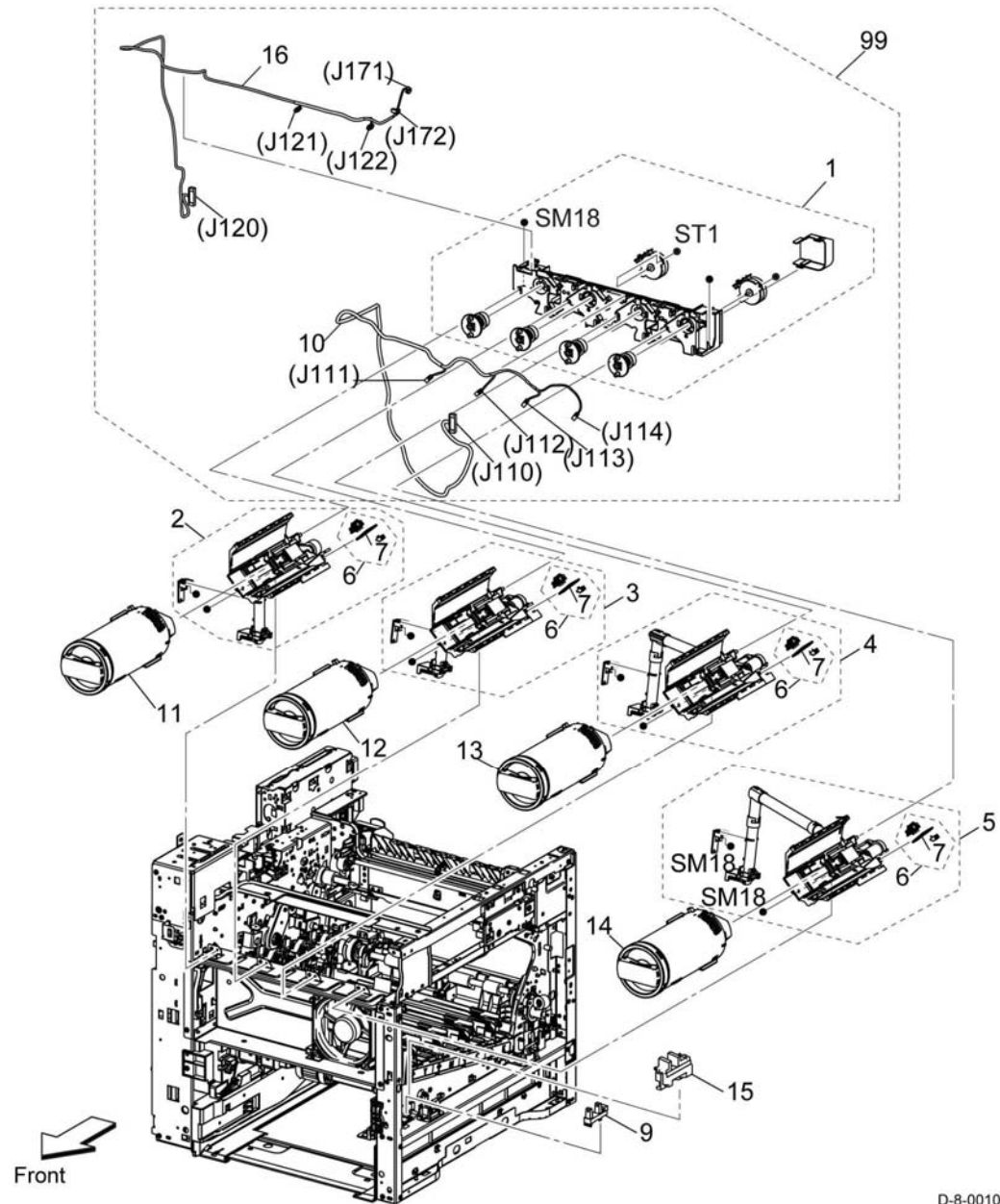
PL 6.1 Transfer

Item	Part	Description
1	607K04921	IBT unit (REP 6.1)
2	–	Chute upper CTD (Not spared)
3	–	Plate CTD (Not spared)
4	–	Cover sensor (Not spared)
5	–	Sensor R-RAD A (Not Spared)
6	–	Sensor R-RAD low A (Not Spared)
7	–	Sensor hum and temp (Not Spared)
8	930K00210	Sensor assembly CTD (with 2-3, 5-7, 9-10) (REP 6.2)
9	–	Harness assembly CTD (Not Spared)
10	–	Harness assembly HUM (Not Spared)
11	930W00123	K mode sensor (REP 6.3)
12	–	Harness assembly K-SNR-CF (Not Spared)

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Parts List
PL 6.1
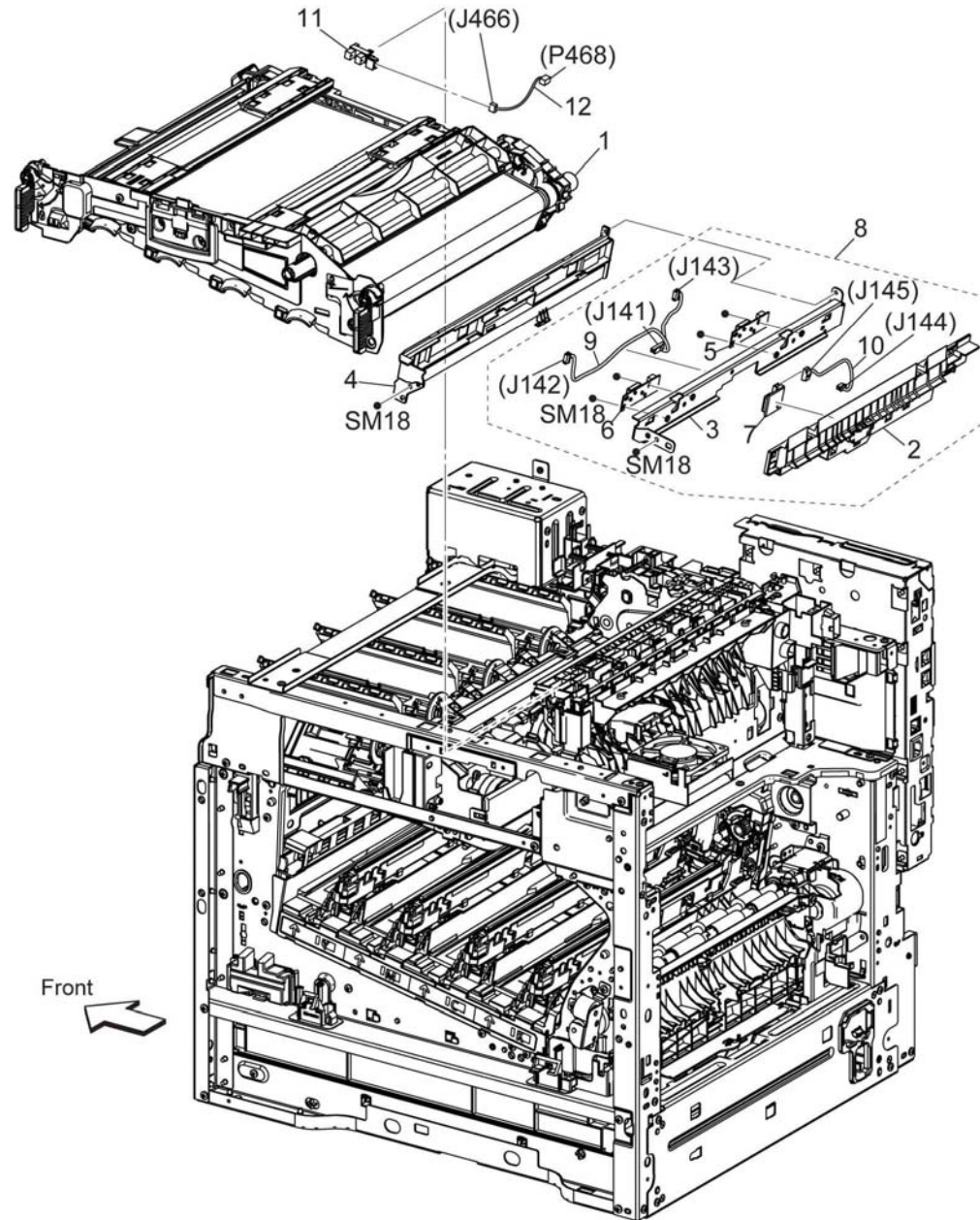
PL 7.1 Fusing

Item	Part	Description
1	115R00134	Fusing assembly 220V (C500/C505)
–	115R00133	Fusing assembly 110V (C500/C505)
–	115R00136	Fusing assembly 220V (C505/C605/C605_Tall)
–	115R00135	Fusing assembly 110V (C505/C605/C605_Tall)
2	–	Bracket (Not Spared)
3	–	Bracket nip retract (Not Spared)
4	–	Motor assembly envelope (Not Spared)
5	–	C sensor photo (envelope mode) (Not Spared)
6	–	Not used
7	–	Gear shaft retraction (Not Spared)
8	–	Block CRU (Not Spared)
9	–	Block CRU D (Not Spared)
98	607K05100	Nip retract drive assembly (with 3-5) (REP 7.1)
99	607K05110	Nip retract shaft assembly (with 6-7) (REP 7.2)

NOTE: *HFSI. To reset the HFSI counter, refer to dC135.*

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Parts List
PL 7.1

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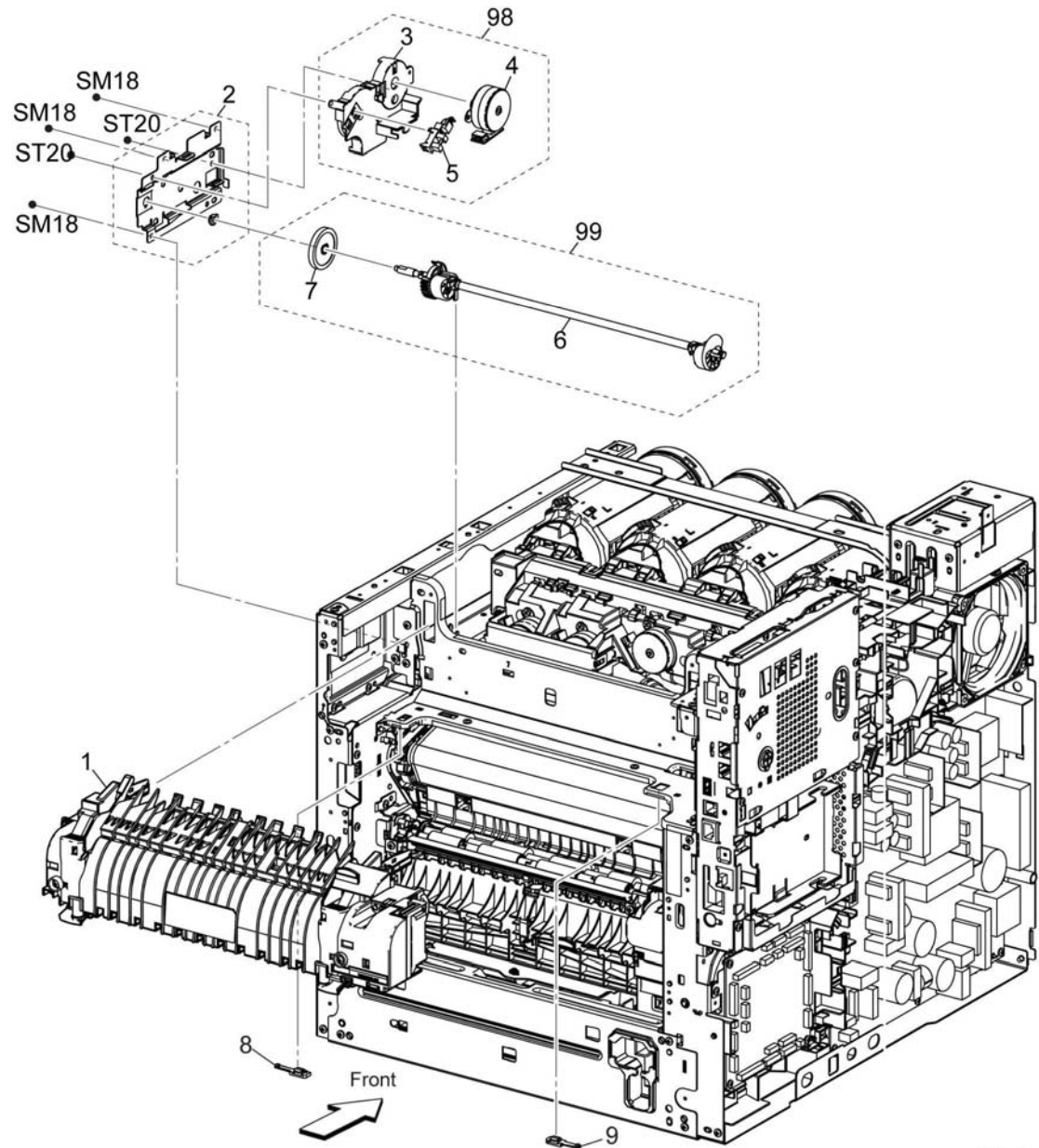
PL 8.1 Xerographic

Item	Part	Description
1	–	Xero deve CRU assembly Y (Not Spared)
2	–	Xero deve CRU assembly M (Not Spared)
3	–	Xero deve CRU assembly C (Not Spared)
4	–	Xero deve CRU assembly K (Not Spared)
5	–	Box assembly waste (Not Spared)
6	042K94970	LPH cleaner assembly (REP 8.1)
7	–	Cover CLN (Not Spared)
8	–	Holder assembly xero (with 9) (Not Spared)
9	–	PWBA erase (Not Spared)
10	–	Harness assembly erase-CF (Not Spared)
99	607K04930	Erase lamp assembly (with 8-9) (REP 8.2)

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Parts List
PL 8.1
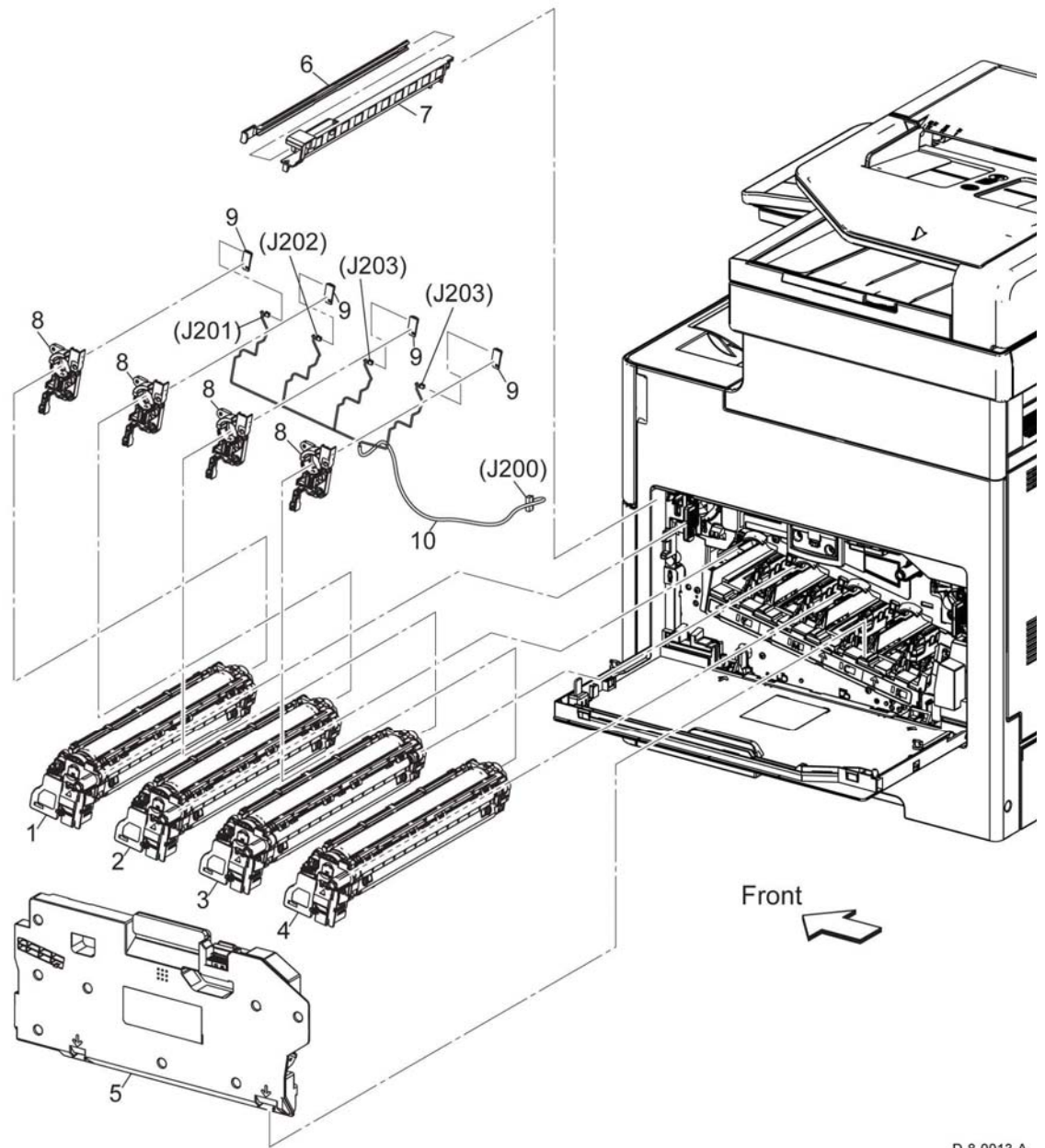
PL 9.1 Tray

Item	Part	Description
1	050K75820	Cassette assembly 550 IOT (with 2-10, label) (REP 9.1)
2	019K17070	Holder assembly separator CST (with 3-6) (REP 9.2)
3	–	Roll assembly (P/O PL 9.1 Item 2)
4	–	Holder separator (P/O PL 9.1 Item 2)
5	–	Shaft separator CST (P/O PL 9.1 Item 2)
6	–	Clutch assembly friction (P/O PL 9.1 Item 2)
7	–	Handle CST 550 (P/O PL 9.1 Item 1)
8	–	Gear assembly (P/O PL 9.1 Item 1)
9	–	Plate assembly bottom (P/O PL 9.1 Item 1)
10	–	Housing assembly end 550 (P/O PL 9.1 Item 1)
11	948K11521	Dust cover 550 (REP 9.3)
98	607K00050	Feed and sparator roll kit (REP 9.4)

98 {2, PL15.2.16 x 2 pcs

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Front

Parts List
PL 9.1

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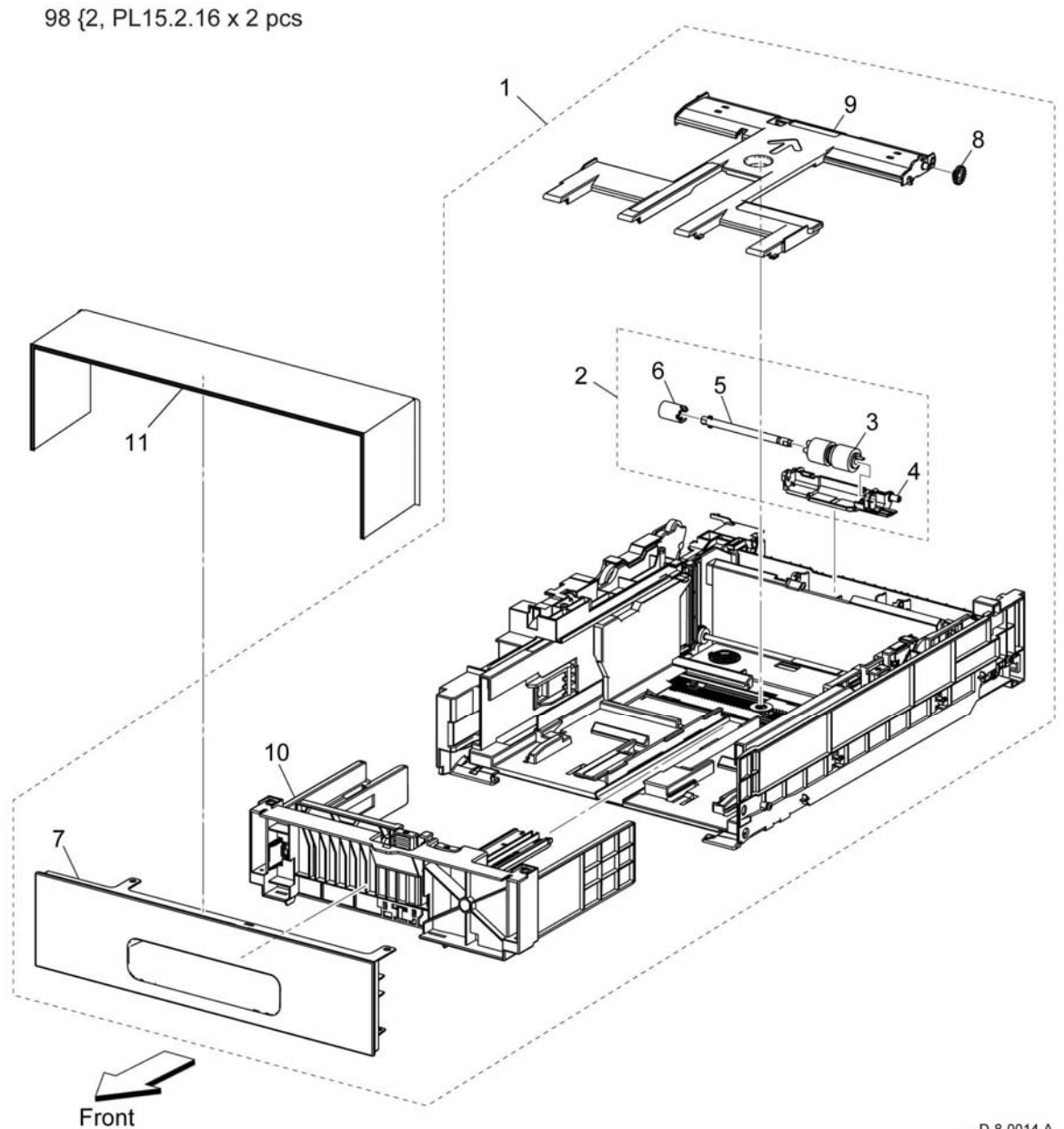
PL 10.1 Option Feeder (1/3)

Item	Part	Description
1.	859K09980	Kit feeder assembly OPF 550 (with2-23, PL10.2) (REP 10.1)
2.	–	Cover side L OPF 550 (P/O PL 10.1 Item 1)
3.	–	Cover side R OPF 550 (P/O PL 10.1 Item 1)
4.	–	Cover lip top OPF 550 (P/O PL 10.1 Item 1)
5.	–	Not used
6.	–	Cover rear OPF 550 (P/O PL 10.1 Item 1)
7.	–	Cover rear under OPF 550 (P/O PL 10.1 Item 1)
8.	–	Cover rear top OPF 550 (P/O PL 10.1 Item 1)
9.	–	Foot base OPF 550 (P/O PL 10.1 Item 1)
10.	017K94350	Foot OPF 550 (REP 10.2)
11.	–	PWB assembly OPF 550 (P/O PL 10.1 Item 1)
12.	110K16610	Switch assembly size OPF 550 (P/O PL 10.1 Item 1) (REP 10.3)
13.	–	Lock assembly OPF 550 (P/O PL 10.1 Item 1)
14.	–	Gear rack lock OPF 550 (P/O PL 10.1 Item 1)
15.	–	Latch tray OPF 550 (P/O PL 10.1 Item 1)
16.	–	Harness assembly FDR drawer (P/O PL 10.1 Item 1)
17.	–	Harness assembly OPF 2C (P/O PL 10.1 Item 1)
18.	–	Motor assembly drive OPF 550 (P/O PL 10.1 Item 1)
19.	–	Chute rear OPF 550 (P/O PL 10.1 Item 1)
20.	–	Guide harness OPF 550 (P/O PL 10.1 Item 1)
21.	–	CVR front L OPF (P/O PL 10.1 Item 98)
22.	–	Tray LED assembly (P/O PL 10.1 Item 98)
23.	–	Harness assembly LED (P/O PL 10.1 Item 98)
24.	–	Cover shade tray (P/O PL 10.1 Item 98)
98.	607K00450	Kit OPF FDR LED (with 21, 22, 23) (REP 10.4)
99.	–	Kit foot OPF 550

99 { 9x4, 10x4

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Parts List
PL 10.1
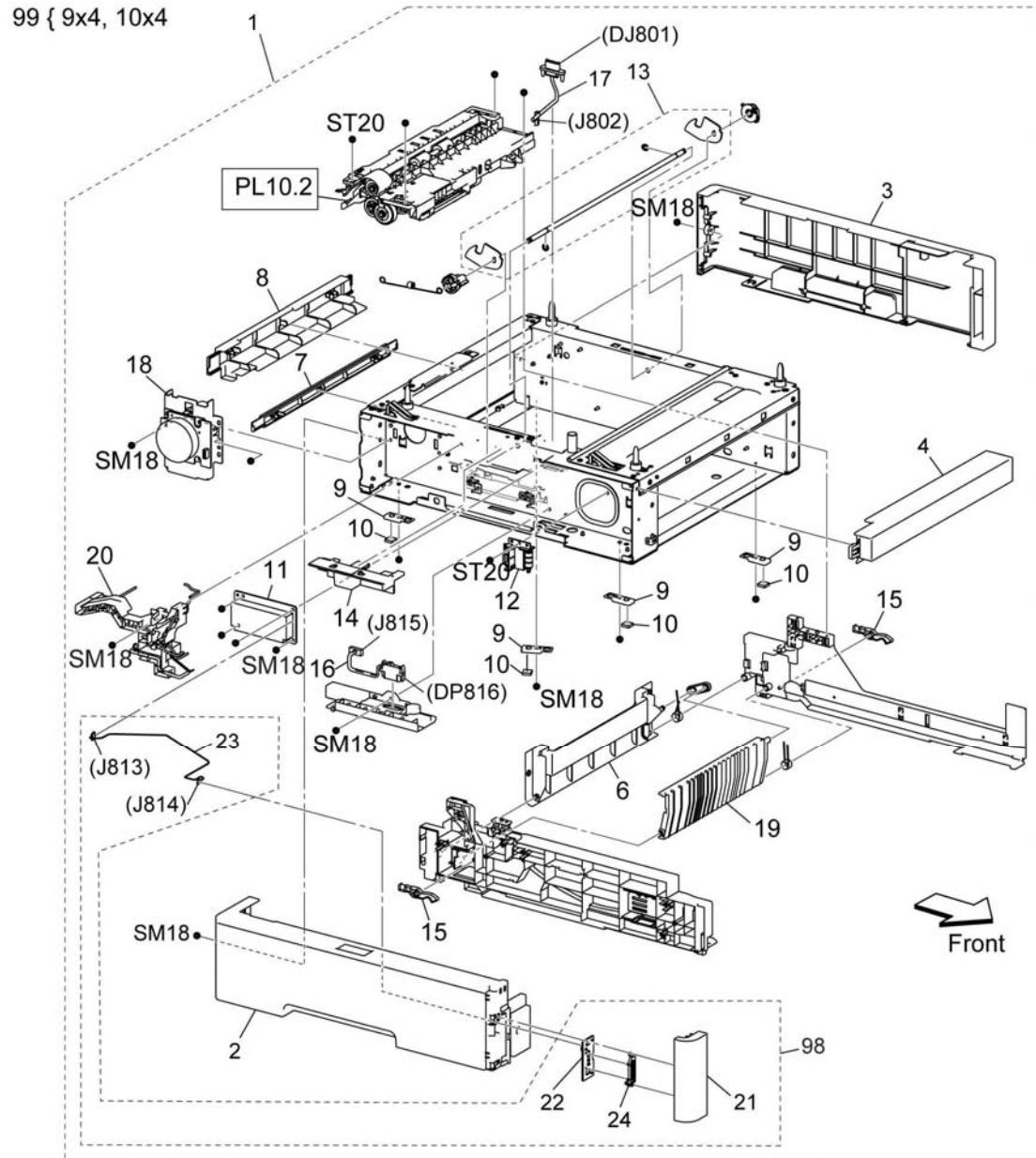
PL 10.2 Option Feeder (2/3)

Item	Part	Description
1	–	Feeder assembly OPF 550 (with 2-15)
2	–	Frame feeder top (P/O PL 10.2 Item 1)
3	–	Gear P24-P27 (P/O PL 10.2 Item 1)
4	–	Clutch assembly PH OPF 550 (P/O PL 10.2 Item 1)
5	–	Support nudger (P/O PL 10.2 Item 1)
6	054E60150	Chute upper feed (REP 10.5)
7	859K00100	Roll assembly (REP 10.6)
8	120E35551	Actuator no paper (REP 10.7)
9	–	Opt. feeder no paper sensor (P/O PL 10.2 Item 1)
10	–	Shaft feed OPF 550 (P/O PL 10.2 Item 1)
11	–	Shaft nudger OPF 550 (P/O PL 10.2 Item 1)
12	–	Cover harness OPF 550 (P/O PL 10.2 Item 1)
13	–	Chute feeder (P/O PL 10.2 Item 1)
14	–	Roll assembly TA pinch OPF 550 (P/O PL 10.2 Item 1)
15	–	Roller assembly TA OPF 550 (P/O PL 10.2 Item 1)
16	–	Clutch assembly PH OPF 550 (OPT feed clutch) (P/O PL 10.2 Item 1)
17	–	OPT path paper sensor (P/O PL 10.2 Item 1)

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Parts List
PL 10.2

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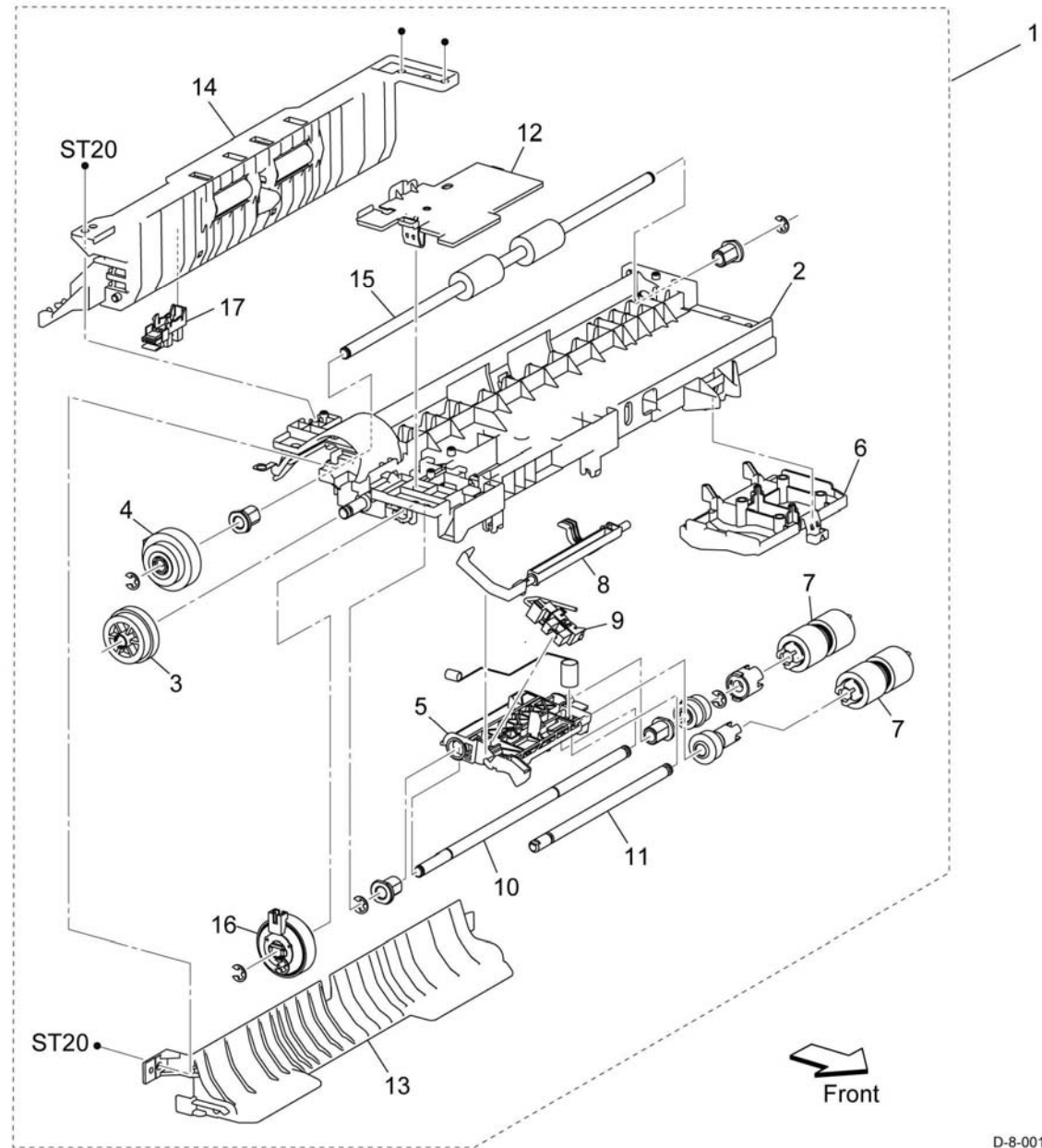
PL 10.3 Option Feeder (3/3)

Item	Part	Description
1	050K75820	Cassette assembly OPF 550 (with 2-6) (REP 10.8)
2	019K17070	Holder assembly separator CST (with 3-6) (REP 10.9)
3	–	Roll assembly (P/O PL 10.3 Item 2)
4	–	Holder separator (P/O PL 10.3 Item 2)
5	–	Shaft separator (P/O PL 10.3 Item 2)
6	–	Clutch assembly friction (P/O PL 10.3 Item 2)
7	948K11521	Dust cover 550 (REP 10.10)
98	607K00050	Feed and sparater roll kit (REP 10.11)

98 { Item 2, PL10.2.7 x2 pcs

Front

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Parts List
PL 10.3
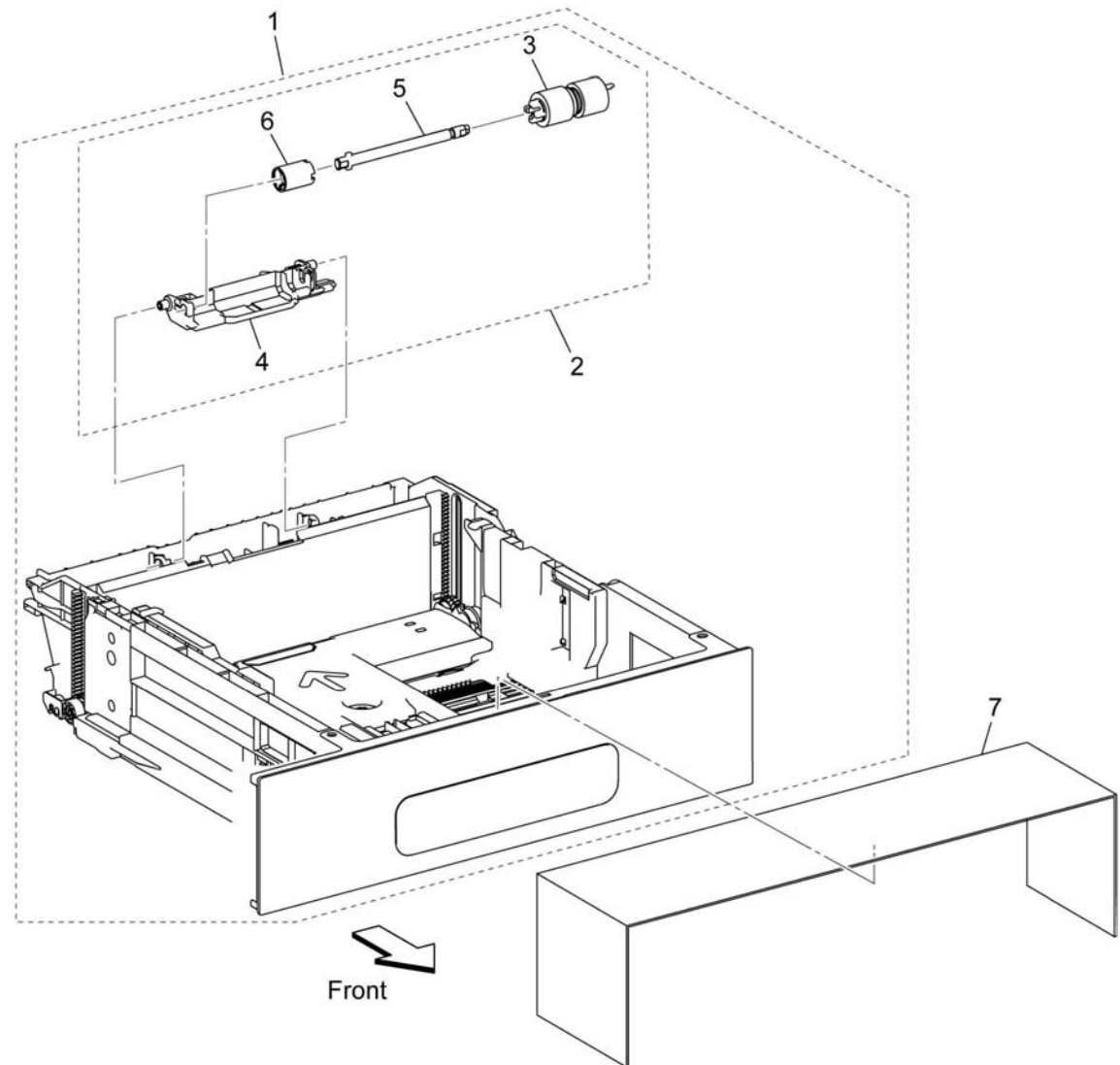
PL 11.1 HCF Front-Right

Item	Part	Description
1	–	Cover right (Not Spared) (REP 11.1)
2	–	Cover front L (Not Spared) (REP 11.2)
3	–	Cover shade tray LED (P/O PL 11.1 Item 7)
4	–	PWBA LED (P/O PL 11.1 Item 7)
5	859K09990	Feeder assembly (HCF) (REP 11.5)
6	–	Harness assembly LED (P/O PL 11.1 Item 7) (REP 11.6)
7	607K05000	LED assembly W/l wire (with 3, 4, 6).

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Parts List
PL 11.1

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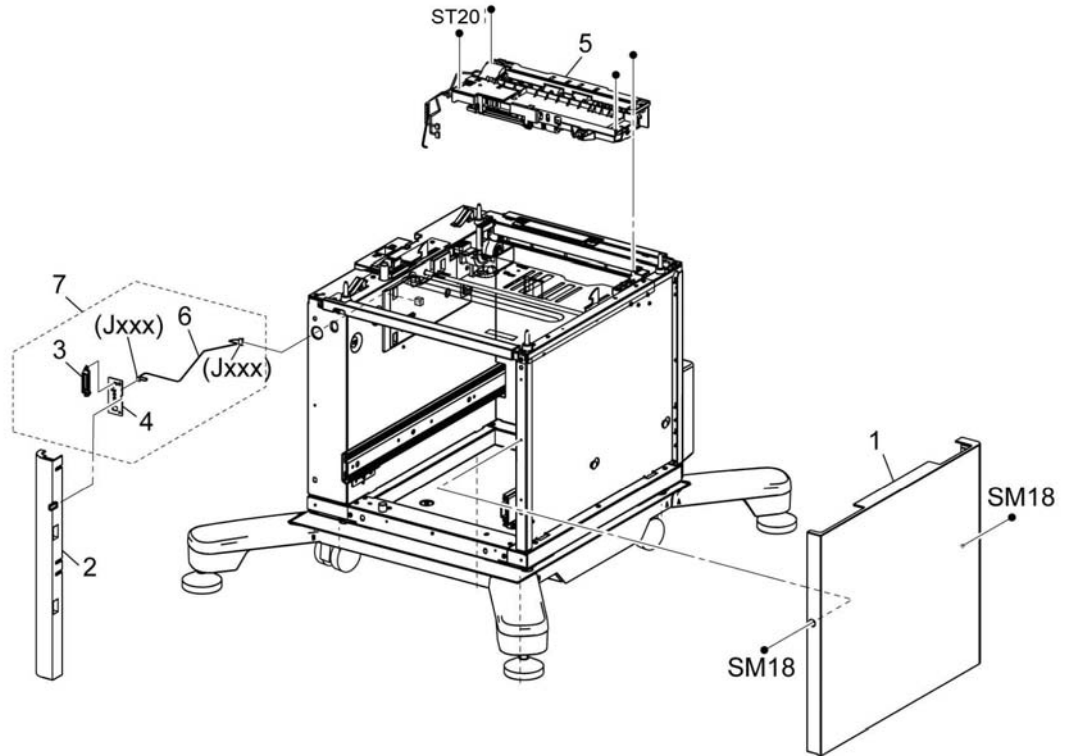
PL 11.2 HCF Left

Item	Part	Description
1.	–	Cover left (Not Spared) (REP 11.3)
2.	–	Guide harness (Not Spared)
3.	960K89871	PWBA OPF (REP 11.7)
4.	127K73200	Motor assembly main (REP 11.8)

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Parts List

PL 11.2
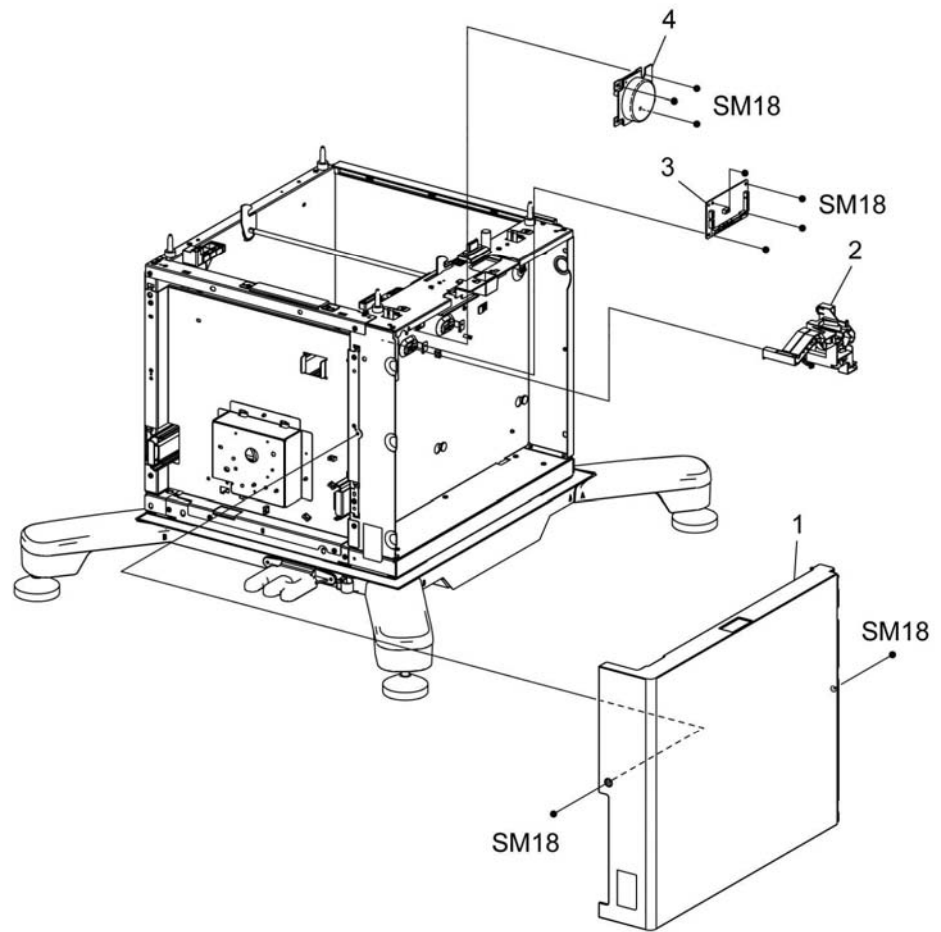
PL 11.3 HCF (3/4 Tray)

Item	Part	Description
1	–	Cover rear (REP 11.4)
2	127K73200	Motor assembly main P1 (REP 11.9)
3	–	Braket actuator sensor
4	952K24820	SW interlck (REP 11.10)
5	–	Guide SW SUB
6	–	Open tray sensor
7	012E18960	Actuator link sensor end (REP 11.12)

ST20

SM18

2

7

(Jxxx)

3

5

6

4

1

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Parts List
PL 11.3

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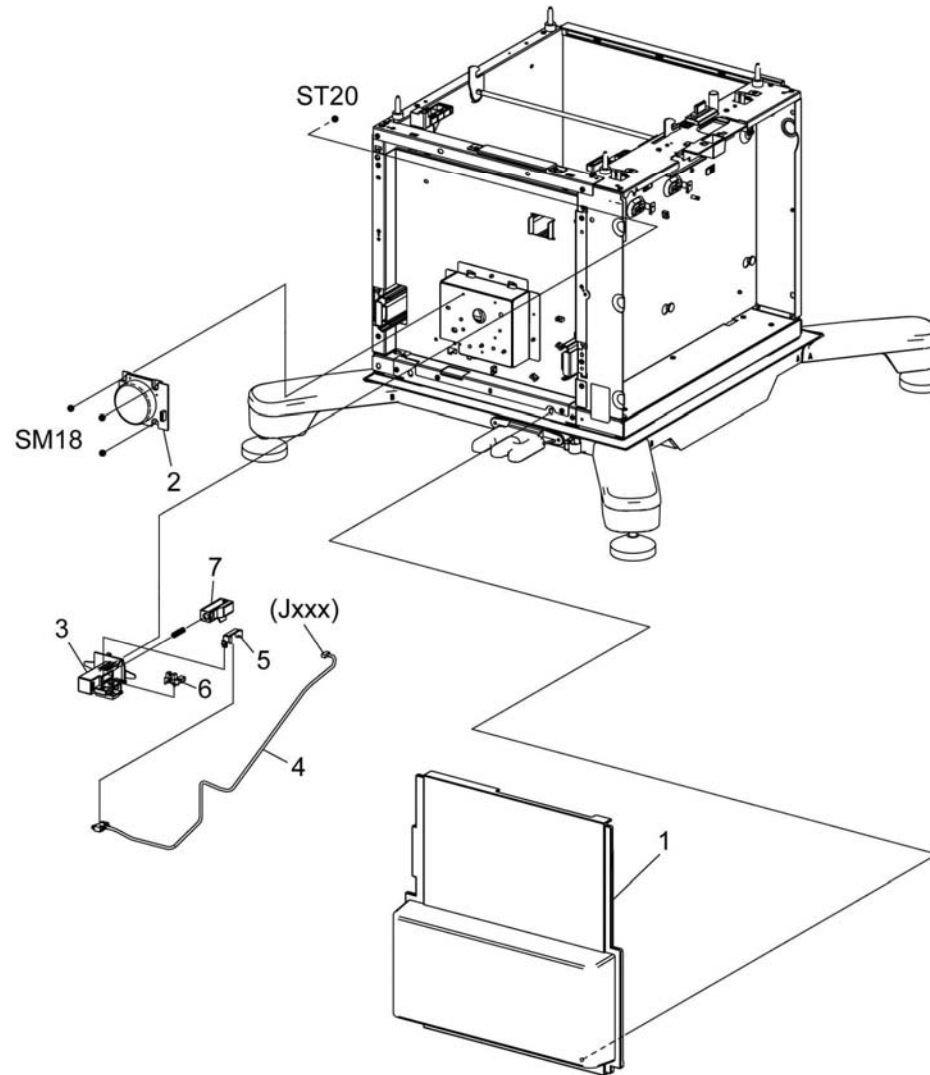
PL 11.4 HCF (4/4 Tray)

Item	Part	Description
1	859K00100	Shaft assembly feed
2	019K17070	Holder separator
98	607K00050	Feed and sparater roll kit (with 1, 2) (REP 11.11)

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Parts List
PL 11.4
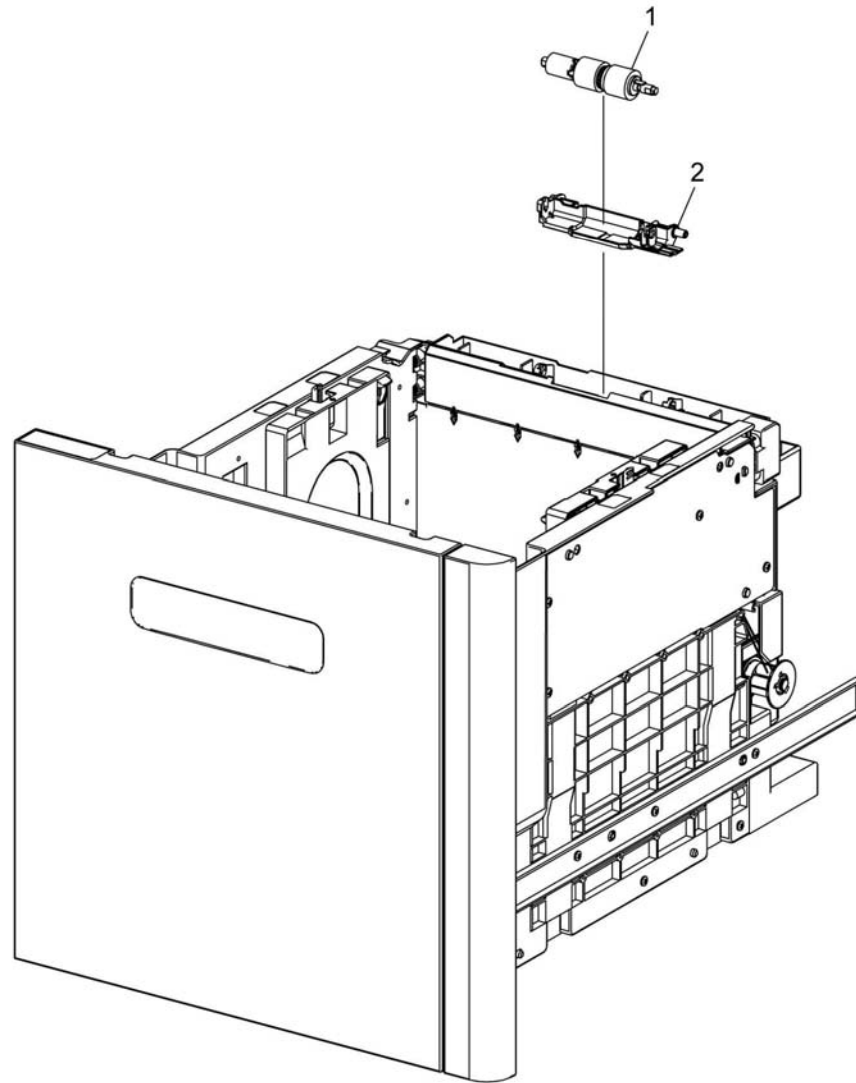
PL 13.1 MSI

Item	Part	Description
1.	801K71230	Frame assembly MSI (with2-8, 16-18) (REP 13.1)
2.	–	Frame MSI (P/O PL 13.1 Item 1)
3.	–	Roll core MSI (P/O PL 13.1 Item 1)
4.	–	Shaft assembly feed MSI (P/O PL 13.1 Item 1)
5.	059K89701	Feed roll MSI (REP 13.2)
6.	–	Bearing dup MSI (P/O PL 13.1 Item 1)
7.	–	Solenoid feed MSI (P482) (P/O PL 13.1 Item 1)
8.	930W00123	MSI no paper sensor (REP 13.3)
9.	–	Roll assembly TA 1 (Not Spared)
10.	–	Bearing TA L (Not Spared)
11.	–	Gear turn (Not Spared)
12.	–	Bearing TA3 AD (Not Spared)
13.	–	Gear TA 2 (Not Spared)
14.	–	Guide MSI R (Not Spared)
15.	–	Upper chute MSI (Not Spared)
16.	–	Guide harness MSI (P/O PL 13.1 Item 1)
17.	–	Bracket no paper MSI (P/O PL 13.1 Item 1)
18.	–	Harness assembly no paper MSI (P/O PL 13.1 Item 1)
98.	–	Kit MSI roll assembly TA 1
99.	604K97990	Kit MSI roll assembly TA 1 / 2 (REP 13.4)

98 { 9-11
99 { 9-11, 13

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Parts List
PL 13.1

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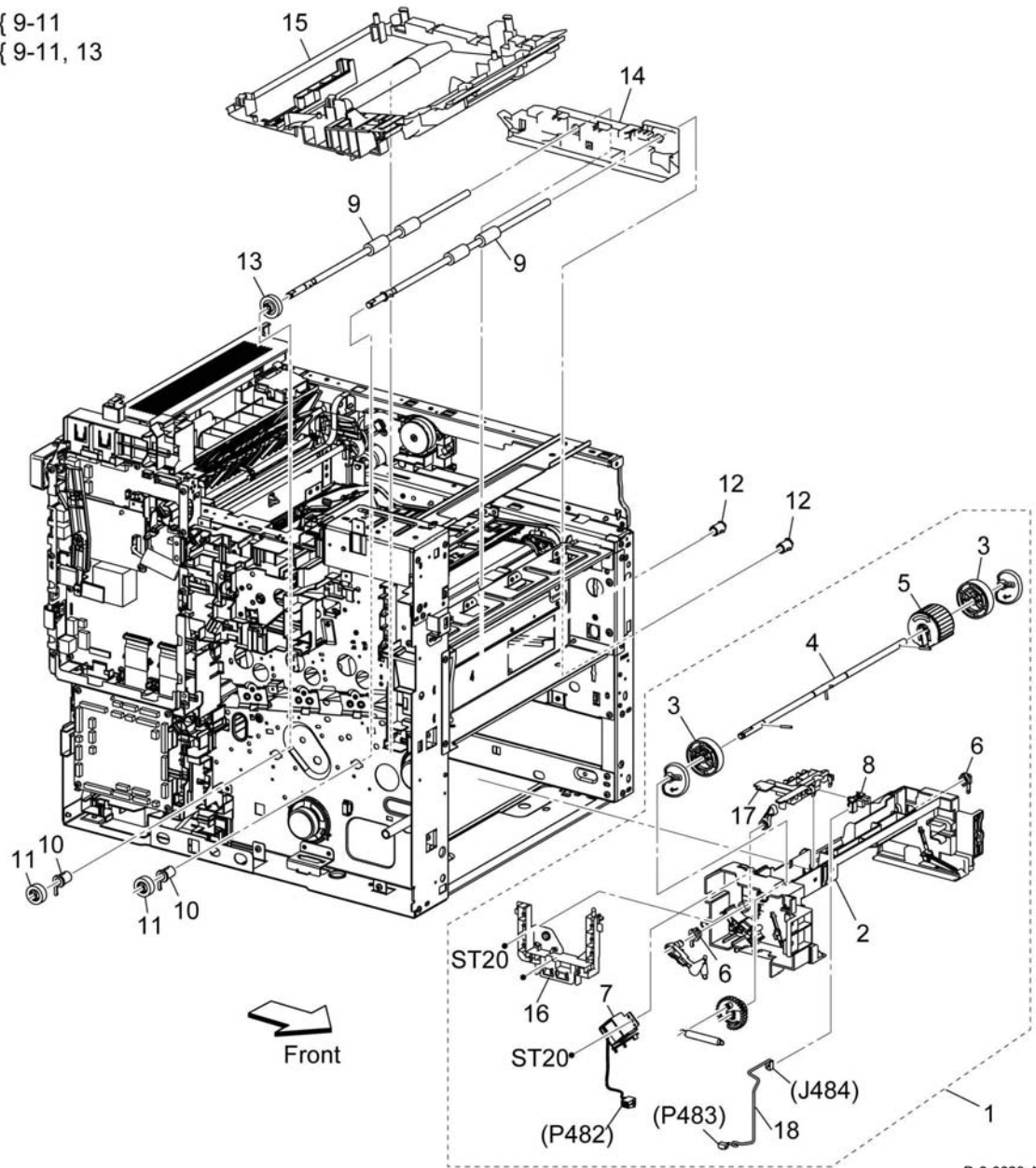
PL 13.2 MSI (2/2)

Item	Part	Description
1	050K73491	Tray assembly MSI main (with 2-3) (REP 13.5)
2	–	Cover assembly MSI (P/O PL 13.2 Item 1)
3	–	Chute assembly MSI (with 4-15) (P/O PL 13.2 Item 1)
4	–	Chute MSI (P/O PL 13.2 Item 3)
5	019K17360	Holder assembly separator MSI (REP 13.6)
6	–	Bar MSI front (P/O PL 13.2 Item 3)
7	–	Actuator no paper MSI (P/O PL 13.2 Item 3)
8	–	Spring no paper MSI (P/O PL 13.2 Item 3)
9	–	Shaft pinch TA (P/O PL 13.2 Item 3)
10	–	Roll pinch MSI (P/O PL 13.2 Item 3)
11	–	Spring Pinch MSI (P/O PL 13.2 Item 3)
12	–	Latch MSI L (P/O PL 13.2 Item 3)
13	–	Latch MSI R (P/O PL 13.2 Item 3)
14	–	Spring latch MSI (P/O PL 13.2 Item 3)
15	–	Plate assembly bottom MSI (P/O PL 13.2 Item 3)

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Parts List
PL 13.2
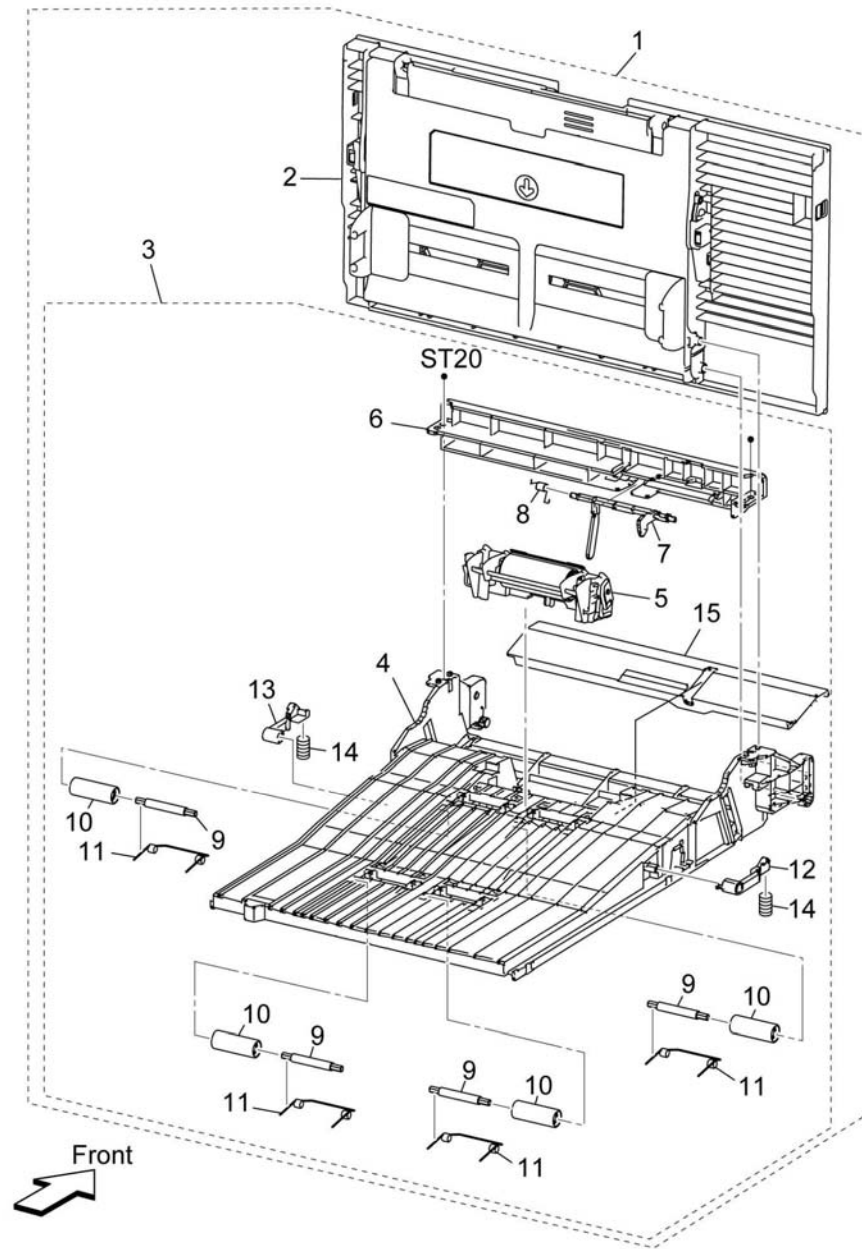
PL 14.1 Duplex

Item	Part	Description
1	–	Duplex assembly
2	127K74160	Rear fan
3	–	Rear fan bracket (Not Spared)
4	–	Cover rear fan harness (Not Spared)
5	822E37420	Cover relay (REP 14.1, REP 14.2)
6	–	Harness assembly rear fan 1-MV (Not Spared)

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Parts List

PL 14.1

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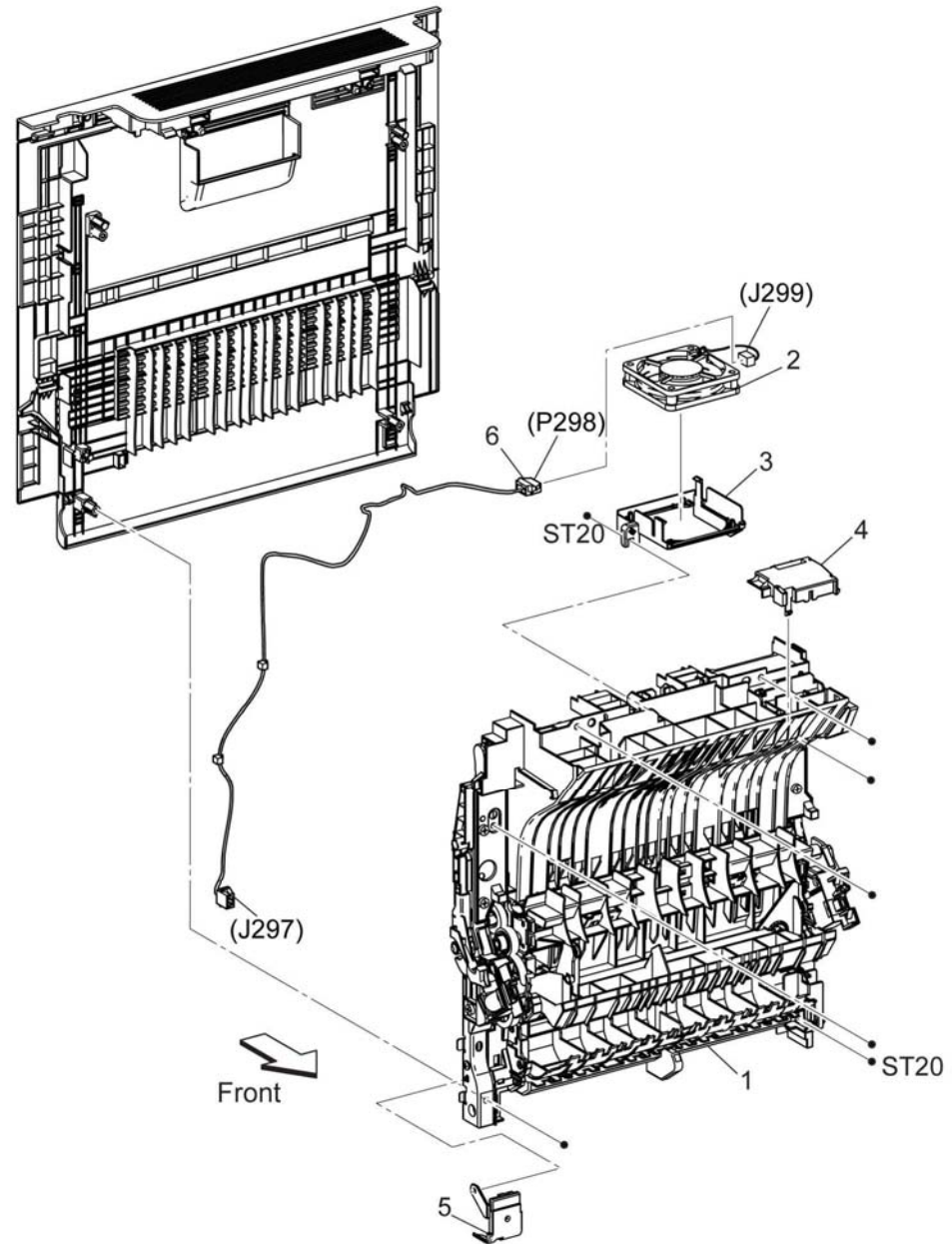
PL 15.1 Registration (1/2)

Item	Part	Description
1	054E56471	Chute opt 550 (REP 15.1)
2	–	Label jam chute (Not Spared)
3	–	Chute dup lower (Not Spared)
4	–	Chute feeder (Not Spared)
5	–	Cover dup gear (Not Spared)
6	–	Harness assembly CLT regi/dup-C (P/O PL 15.1 Item 99)
7	–	Gear CLT registration (P/O PL 15.1 Item 99)
8	–	Clutch assembly registration (P/O PL 15.1 Item 99)
9	–	Gear assembly one way (P/O PL 15.1 Item 99)
10	–	Chute duplex upper (Not Spared)
11	–	Bracket assembly registration D (P/O PL 15.1 Item 99)
12	–	Bearing registration pinch AD (P/O PL 15.1 Item 99)
13	–	Bearing registration AD (P/O PL 15.1 Item 99)
14	–	Roll assembly registration (P/O PL 15.1 Item 99)
15	–	Bearing registration D (P/O PL 15.1 Item 99)
16	–	Spring registration (P/O PL 15.1 Item 99)
17	–	Bracket assembly registration AD (P/O PL 15.1 Item 99)
18	–	Bearing registration pinch D (P/O PL 15.1 Item 99)
19	–	Roll registration pinch out (P/O PL 15.1 Item 99)
20	–	Spacer registration pinch (P/O PL 15.1 Item 99)
21	–	Roll registration pinch in (P/O PL 15.1 Item 99)
22	–	Shaft registration pinch (P/O PL 15.1 Item 99)
99	607K04980	Kit roll aassembly duplex registration (REP 15.2)

99 { 6-9, 11-22 + 2 E-rings

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Front

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Parts List
PL 15.1
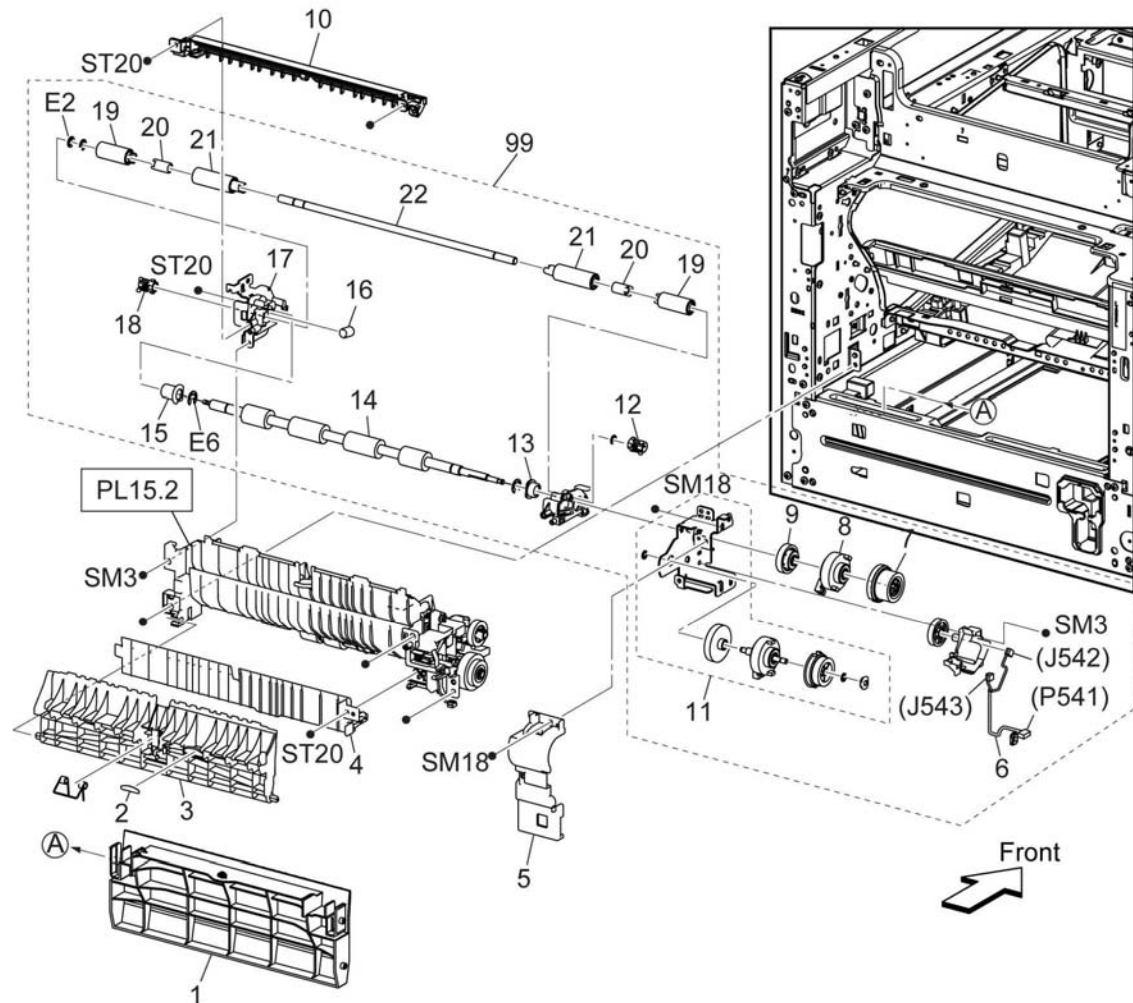
PL 15.2 Registration (2/2)

Item	Part	Description
1	054K58700	Chute assembly registration feeder (with 2-21) (REP 15.3)
2	120E35551	Actuator no paper (REP 15.4)
3	–	Chute registration (P/O PL 15.2 Item 1)
4	–	Roll Pinch TA (P/O PL 15.2 Item 1)
5	–	Spring Pinch TA (P/O PL 15.2 Item 1)
6	–	Shaft Pinch TA (P/O PL 15.2 Item 1)
7	–	Roll Assy TA3 (P/O PL 15.2 Item 1)
8	–	Bearing TA3 D (P/O PL 15.2 Item 1)
9	–	Bearing TA3 AD (P/O PL 15.2 Item 9)
10	–	Gear TA3 (P/O PL 15.2 Item 1)
11	120E35530	Actuator registration (with 12) (REP 15.5)
12	–	Spring actuator registration (P/O PL 15.2 Item 1)
13	930W00123	Sensor registration (P/O PL 15.2 Item 1) (REP 15.6)
14	–	Chute registration upper (P/O PL 15.2 Item 1)
15	–	Clutch assembly PH (P/O PL 15.2 Item 1)
16	859K00100	Roll assembly (REP 15.7)
17	054E60150	Chute upper feed (REP 15.8)
18	–	Harness assembly SNR registration/NO (P/O PL 15.2 Item 1)
19	–	Harness assembly clutch feed (P/O PL 15.2 Item 1)
20	–	Plate earth feed (P/O PL 15.2 Item 1)
21	–	Plate earth TA3 (P/O PL 15.2 Item 1)
22	–	Sensor no paper (P/O PL 15.2 Item 1)
98	607K00050	Feed and sparator roll kit (REP 15.9)

98 { 16 x 2 pcs, PL 9.1.2

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Parts List
PL 15.2

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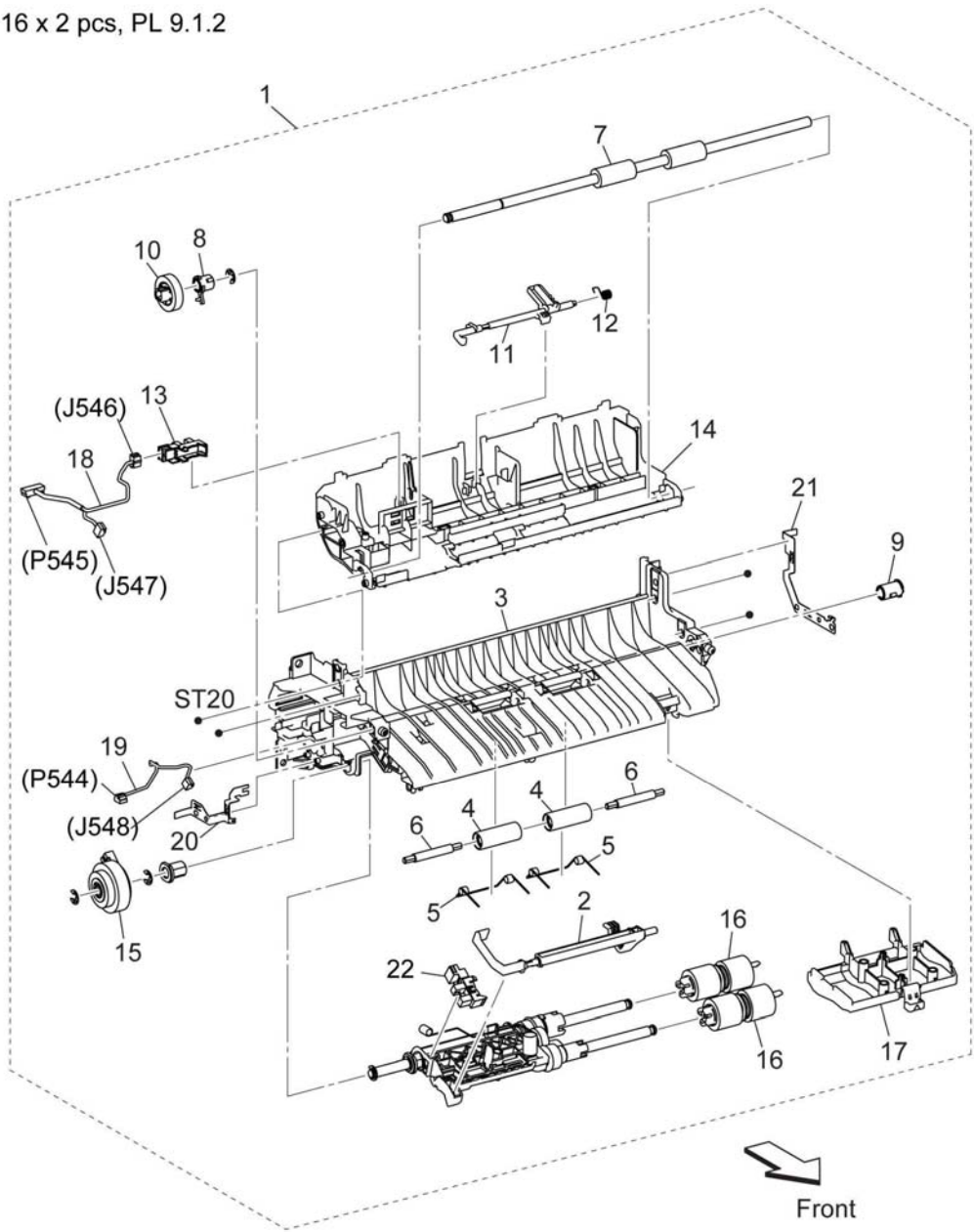
PL 17.1 Exit (C505/C605/C605_Tall)

Item	Part	Description
1	054K58741	Chute assembly exit C505/C605 (with 2-3, 6-7, 10-11) (REP 17.1)
–	054K58711	Chute assembly exit (with 2-3, 6-7, 10-11) C605_Tall (REP 17.1)
2	–	Roll pinch (P/O PL 17.1 Item 1)
3	–	Cover pinch (P/O PL 17.1 Item 1)
4	007K22120	Drive assembly exit main H (REP 17.2)
5	–	Not used
6	930W00123	Full stack sensor and exit sensor (REP 17.3, REP 17.5)
7	120E35590	Actuator full stack C605 (REP 17.4)
–	120E38230	Actuator full stack C600/C605_Tall (REP 17.4)
8	–	Harness assembly exit (Not Spared)
9	–	Harness assembly deve-CF (Not Spared)
10	–	Harness assembly finisher-CF (P/O PL 17.1 Item 1)

NOTE: *Models to which the Finisher can be installed are equipped with the item 10.*

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Parts List

PL 17.1
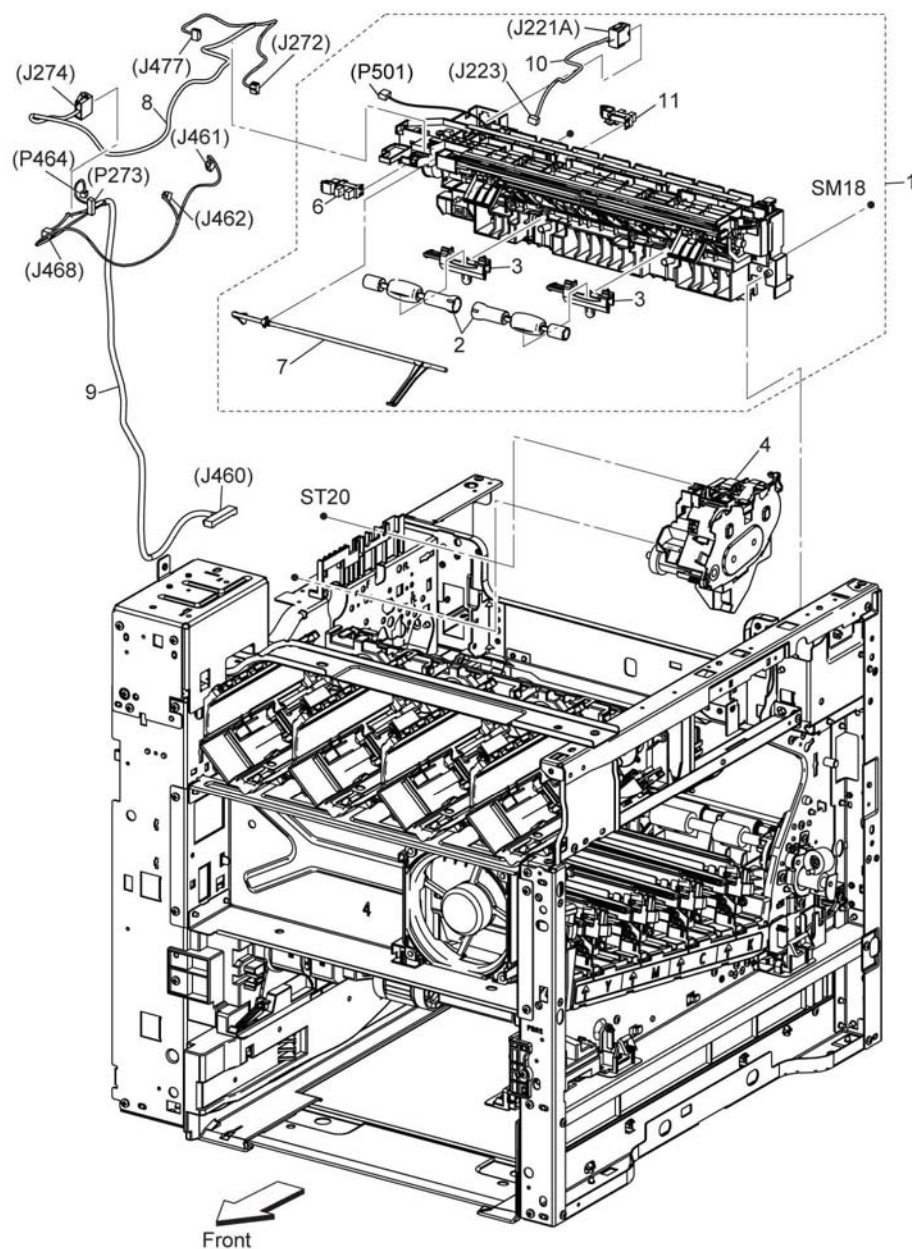
PL 17.2 Exit (C500/C505)

Item	Part	Description
1	054K58841	Chute assembly exit (with 2-3, 6-7, 10-11) C500 (REP 17.6)
–	054K58741	Chute assembly exit (with 2-3, 6-7, 10-11) C505/C605 (REP 17.6)
2	–	Roll pinch (P/O PL 17.2 Item 1)
3	–	Cover pinch (P/O PL 17.2 Item 1)
4	007K22150	Drive assembly exit main M (REP 17.7)
5	–	Gear assembly idle exit (Not Spared)
6	930W00123	Full stack sensor and exit sensor (REP 17.8)
7	120E35590	Actuator full stack C600 (REP 17.9)
–	120E38230	Actuator full stack C505(REP 17.9)
8	–	Harness assembly exit T (Not Spared)
9	–	Harness assembly deve-CF (Not Spared)
10	–	Harness assembly finisher-CF (Not Spared)

NOTE: *Models to which the Finisher can be installed are equipped with the item 10.*

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Parts List
PL 17.2

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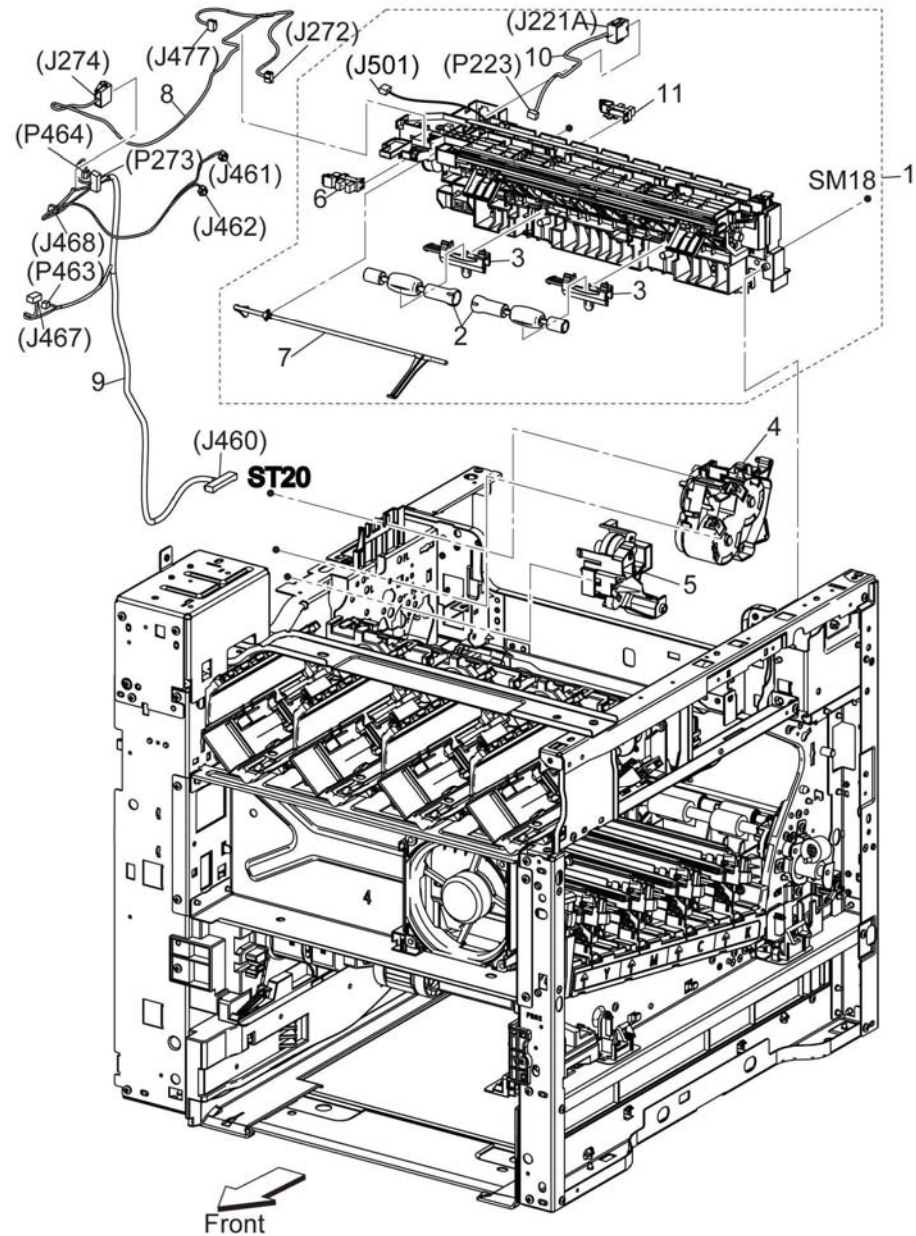
PL 18.1 Electrical (C505/C605) (1/4)

Item	Part	Description
1	960K79934	PWBA MCU C600/C605 (REP 18.1)
–	960K79924	PWBA MCU C500/C505 (REP 18.1)
2	952K22010	FFC MCU ESS (REP 18.2)
3	–	Guide FFC color MCU (Not Spared)
4	–	Core MCU (Not Spared)
5	960K89970	PWBA ESS C505/C605/C605_Tall (REP 18.3)
6	–	Plate FAX (Not Spared)
7	–	Guide FFC color LPH (Not Spared)
8	–	Plate ESS lower (Not Spared)
9	960K80761	PWBA FAX (REP 18.4)
10	–	Harness assembly FAX (Not Spared)
11	–	Wireless module (Not Spared)
12	–	Not used
13	952K39990	Harness assembly ICCR USB (REP 18.5)
14	952K40000	Harness assembly front USB (REP 18.6)
15	–	Speaker assembly A4 fax
16	105K32760	PWBA LVPS C505 (REP 18.7)
–	105K32780	PWBA LVPS C600/C605/C605 tall (REP 18.7)
18	–	Plate ESS top (Not Spared) (REP 18.16)
19	–	Box ESS AIO (Not Spared)
20	–	Plate LVPS (Not Spared)
21	–	Plate MCU (Not Spared)
22	–	Not used
23	–	Guide harness ESS (Not Spared)
24	–	Not used
25	–	Core FAX (Not Spared)
26	–	Link WIFI (Not Spared)
27	101K73410	HDD assembly
28	–	Bracket HDD (Not Spared)
29	–	Speaker main (Not Spared)
30	–	EMMC card (Not Spared)
31	–	Bracket USB ICCR (Not Spared)
32	–	Bracket USB (Not Spared)
33	–	Guide harness MCU (Not Spared)
34	–	Shaft support LVPS (Not Spared)
35	–	Guide harness IIT (Not Spared)

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PL 18.1
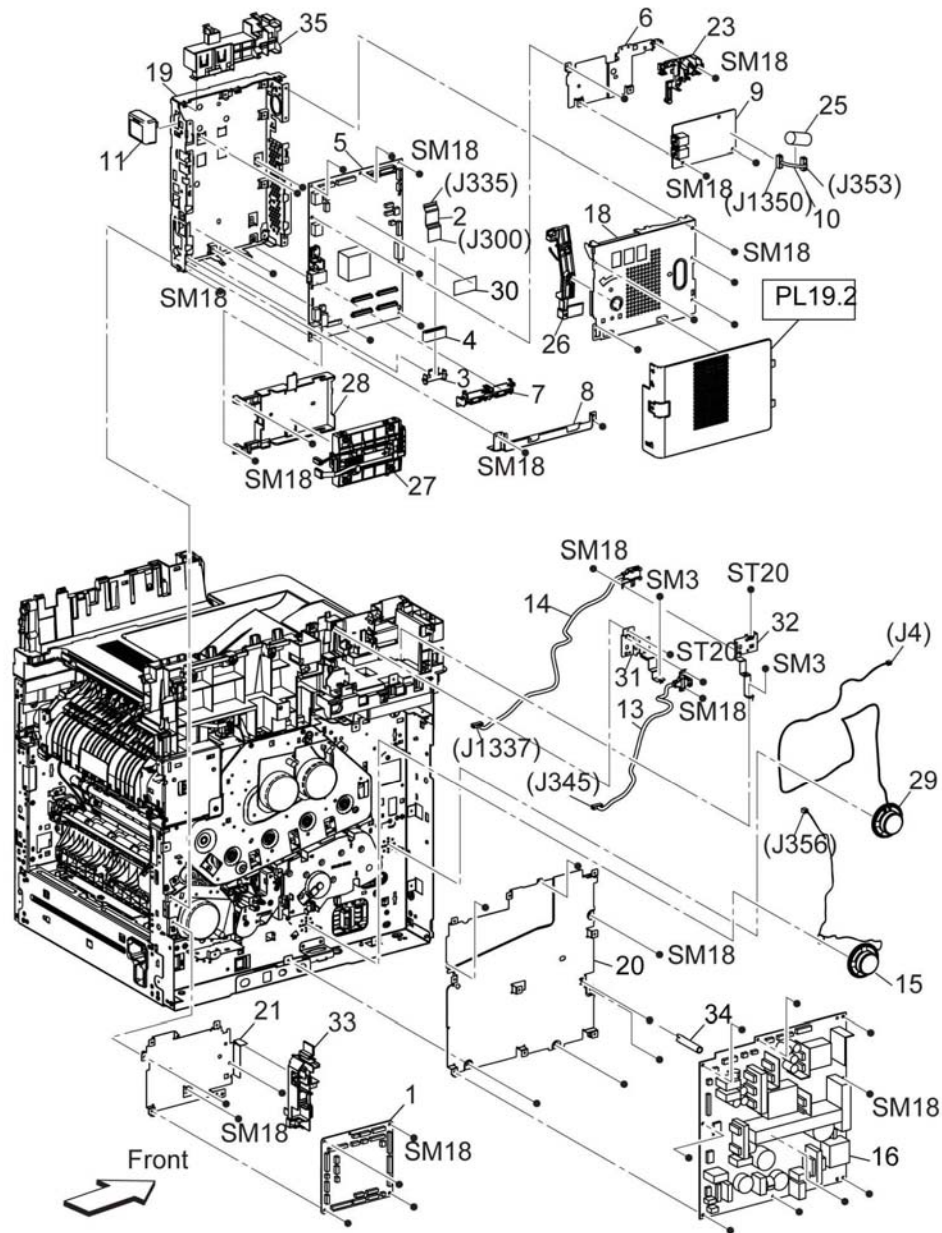
PL 18.2 Electrical (C505/C605) (2/4)

Item	Part	Description
1	032K09641	Guide assembly HVPS (with 2) (REP 18.8)
2	–	PWBA HVPS (P/O PL 18.2 Item 1)
3	822E21972	Cover toner HVPS (REP 18.9)
4	–	Housing 2nd BTR (P/O PL 18.2 Item 99)
5	–	Plate bias 2nd BTR (P/O PL 18.2 Item 99)
6	–	Harness assembly supply 1st YMC (Not Spared)
7	–	Harness assembly supply 1st K (Not Spared)
8	–	Harness assembly supply trans (T601) (Not Spared)
9	–	Harness assembly MCU-HVPS-CF (Not Spared)
99	604K97511	Kit housing 2nd BTR (with 4-5) (REP 18.10)

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Parts List
PL 18.2

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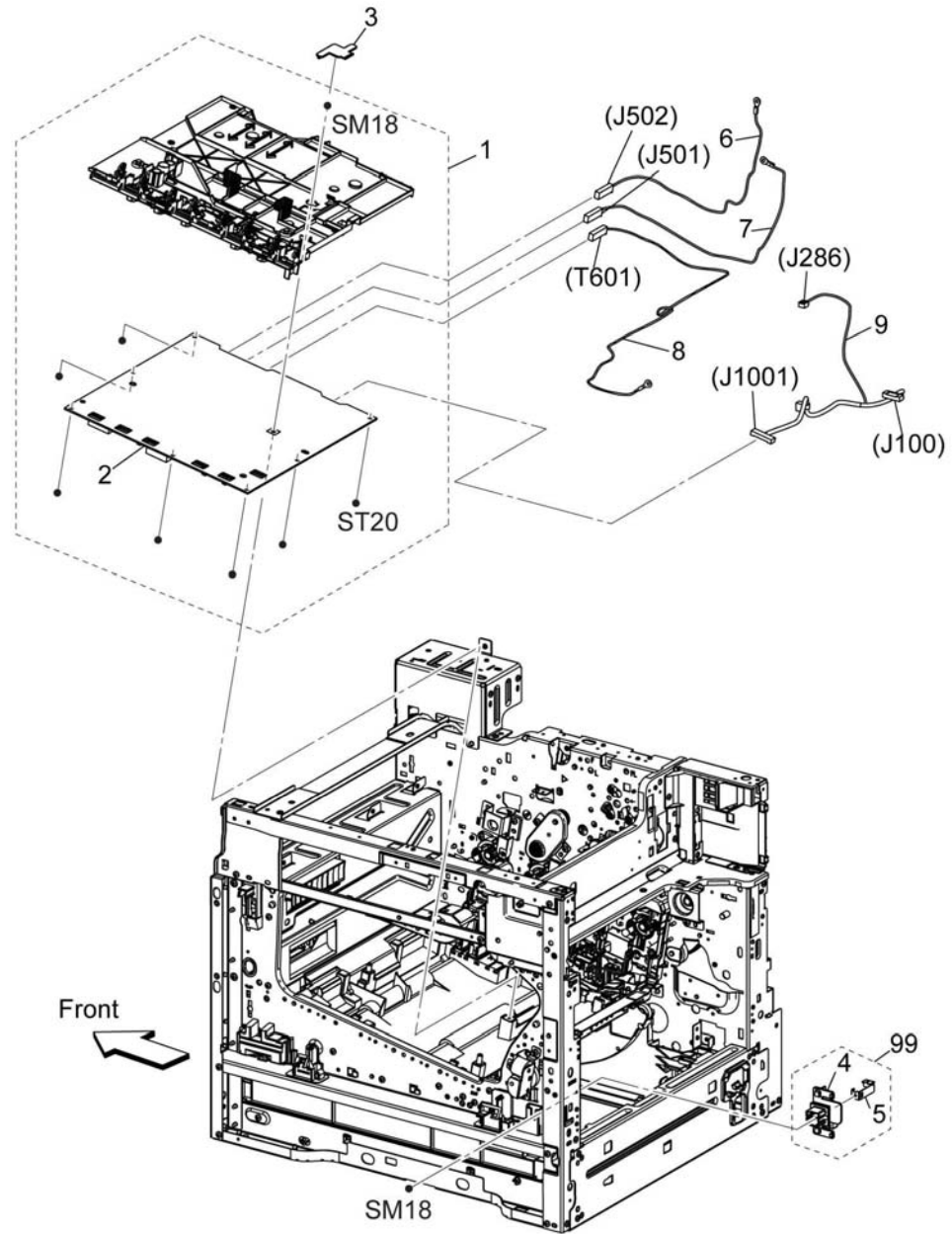
PL 18.3 Electrical (C505/C605) (3/4)

Item	Part	Description
1	–	Kit harness assembly inlet (Not Spared)
2	–	Harness assembly fusing DC-CF (Not Spared)
3	952K24420	Harness fusing AC 200V-CF (REP 18.11)
–	952K24410	Harness fusing AC 100V-CF (REP 18.11)
4	952K24490	Harness assembly I/L rear-CF (REP 18.12)
5	952K24480	Harness assembly I/L side-CF (REP 18.13)
6	952K24690	Harness assembly OPF-CF (REP 18.14)
7	–	Power cord 100V (Not Spared)
8	–	Not used
9	–	Guide harness DC (Not Spared)
10	–	Guide harness duct (Not Spared)
11	–	Guide harness rear IL (Not Spared)
12	–	Guide fusing AC (Not Spared)
13	–	Guide harness top (Not Spared)
14	–	Guide harness sensor 2 (Not Spared)
15	–	Guide harness MCU2 (Not Spared)
16	–	Guide harness AC (Not Spared)
17	–	Guide FFC color LPH lower (Not Spared)
18	–	Not used
19	–	Not used
20	–	Not used
21	110K16610	Switch assembly size (REP 18.15)
22	–	Harness assembly sw size (Not Spared)

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Parts List
PL 18.3
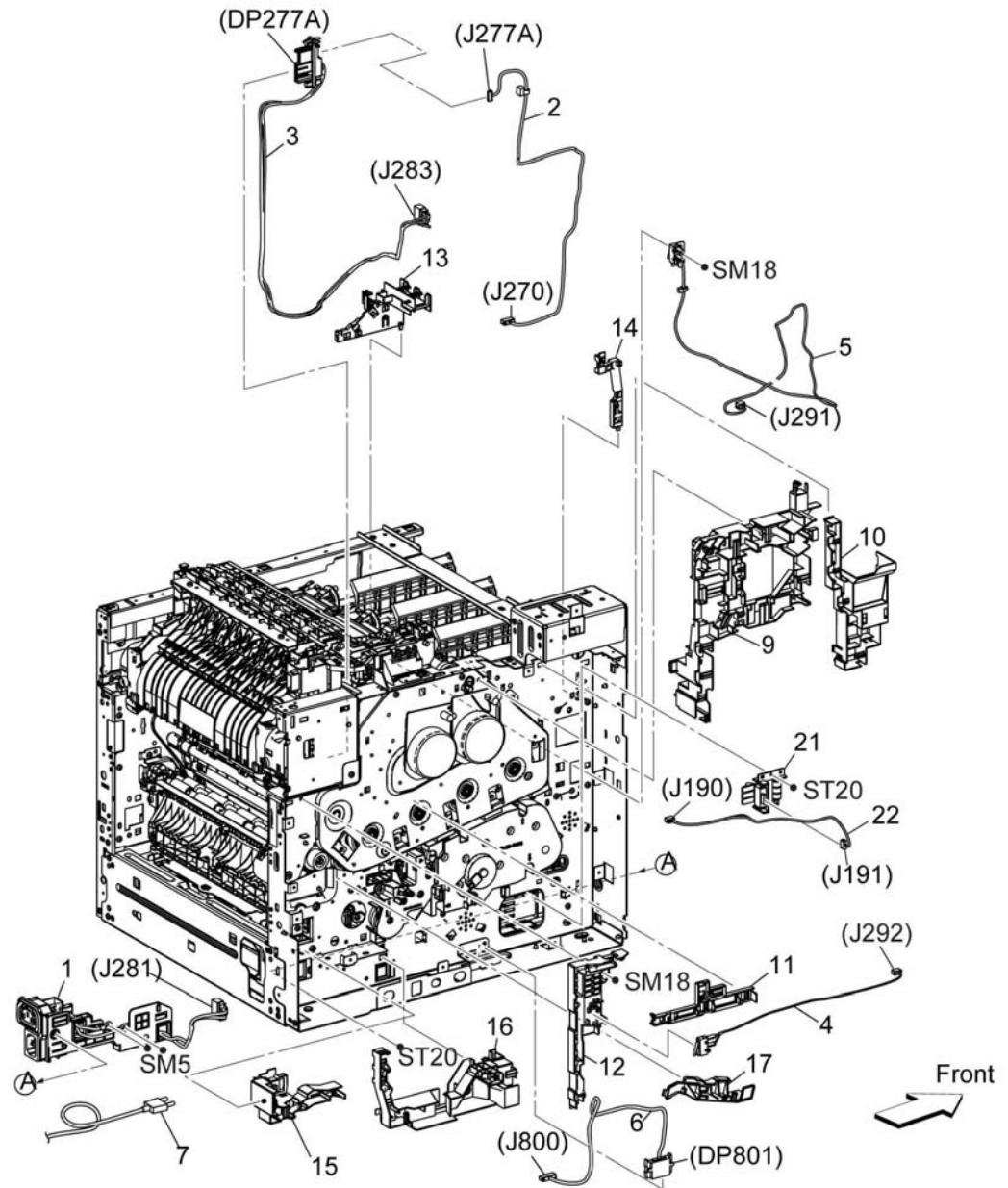
PL 18.4 Electrical (C505/C605) (4/4)

Item	Part	Description
1	–	Harness assembly ESS-PWR-CF (Not Spared)
2	–	Harness assembly 24V-MCU-CF (Not Spared)
3	–	Harness assembly LV-MCU-CF (Not Spared)
4	–	Harness assembly XPRO-CF (Not Spared)
5	–	Harness assembly MSI CL (Not Spared)
6	–	Harness assembly Gate SOL-CF (Not Spared)
7	–	Harness assembly REGI-CF (Not Spared)
8	–	Harness assembly SUB fan-CF (Not Spared)
9	–	Harness assembly rear Fan2-CF (Not Spared)

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Parts List

PL 18.4

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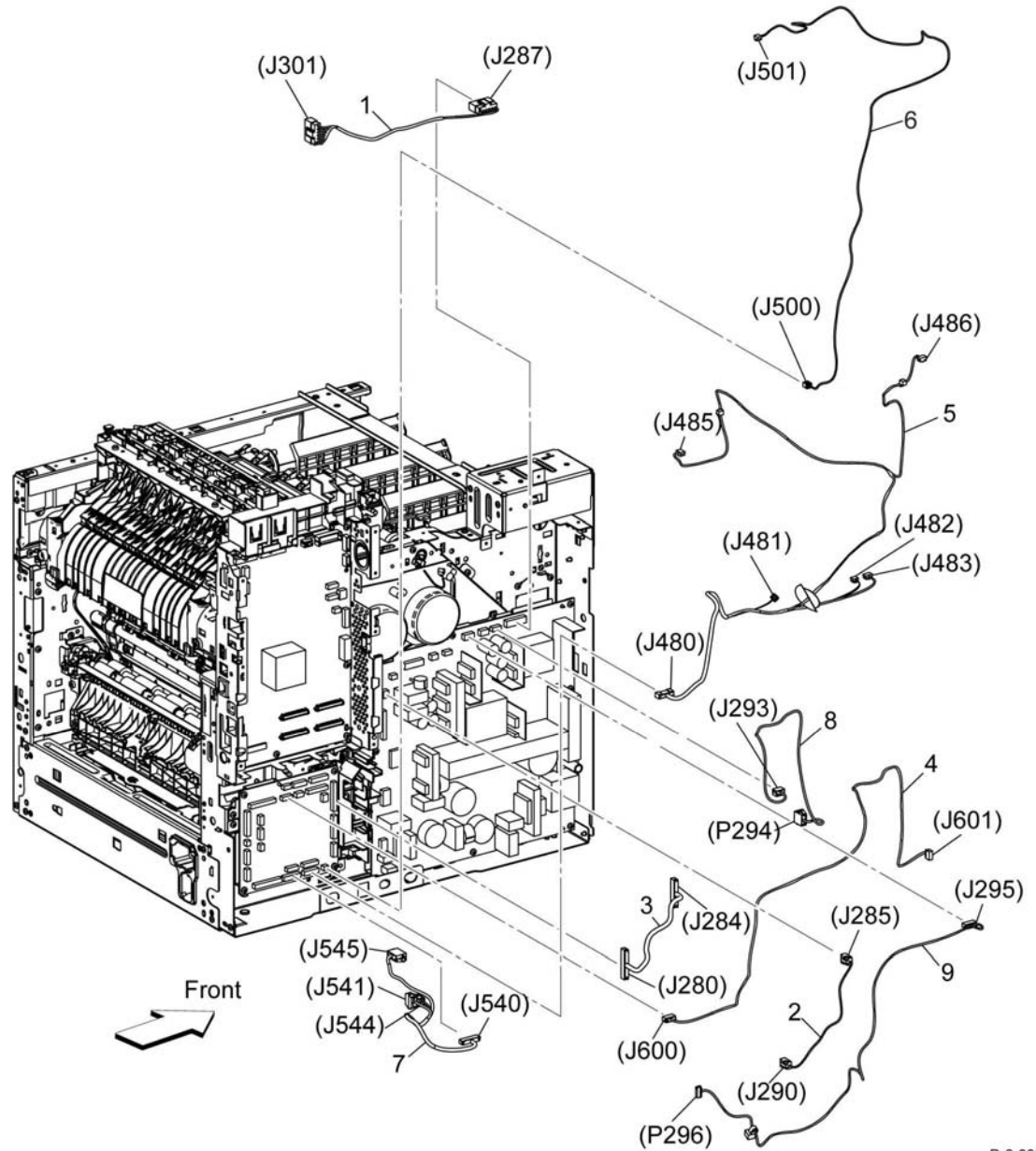
PL 18.5 Electrical (C605_Tall) (1/4)

Item	Part	Description
1	960K79930	PWBA MCU (REP 18.1)
2	952K22010	FFC MCU ESS (REP 18.2)
3	–	Guide FFC color MCU (Not Spared)
4	–	Core MCU (Not Spared)
5	960K89970	PWBA ESS tall (REP 18.3)
6	–	Plate FAX (Not Spared)
7	–	Guide FFC color R LPH (Not Spared)
8	–	Plate ESS lower (Not Spared) (REP 18.2.1)
9	960K80761	PWBA FAX (REP 18.4)
10	–	Harness assembly FAX (Not Spared)
11	–	Wireless module (Not Spared)
12	–	Not used
13	952K40010	Harness assembly ICCR USB (REP 18.5)
14	952K40000	Harness assembly Front USB (REP 18.6)
15	–	Speaker assembly A4 FAX
16	105K32780	PWBA LVPS 110V (REP 18.7)
17	–	PWBA LVPS 220V (Not Spared)
18	–	Plate ESS top (Not Spared) (REP 18.16)
19	–	Box ESS AIO (Not Spared) (REP 18.3.1)
20	–	Plate LVPS (Not Spared)
21	–	Plate MCU (Not Spared)
22	–	Not used
23	–	Guide harness ESS (Not Spared)
24	–	Not used
25	–	Core FAX (Not Spared)
26	–	Link WIFI (Not Spared)
27	101K73410	HDD assembly (REP 18.16)
28	–	Bracket HDD (Not Spared) (REP 18.2.1)
29	–	Speaker main (Not Spared)
30	–	EMMC card (Not Spared)
31	–	Not used
32	–	Bracket USB (Not Spared)
33	–	Guide harness MCU (Not Spared)
34	–	Shaft support LVPS (Not Spared)

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Parts List
PL 18.5
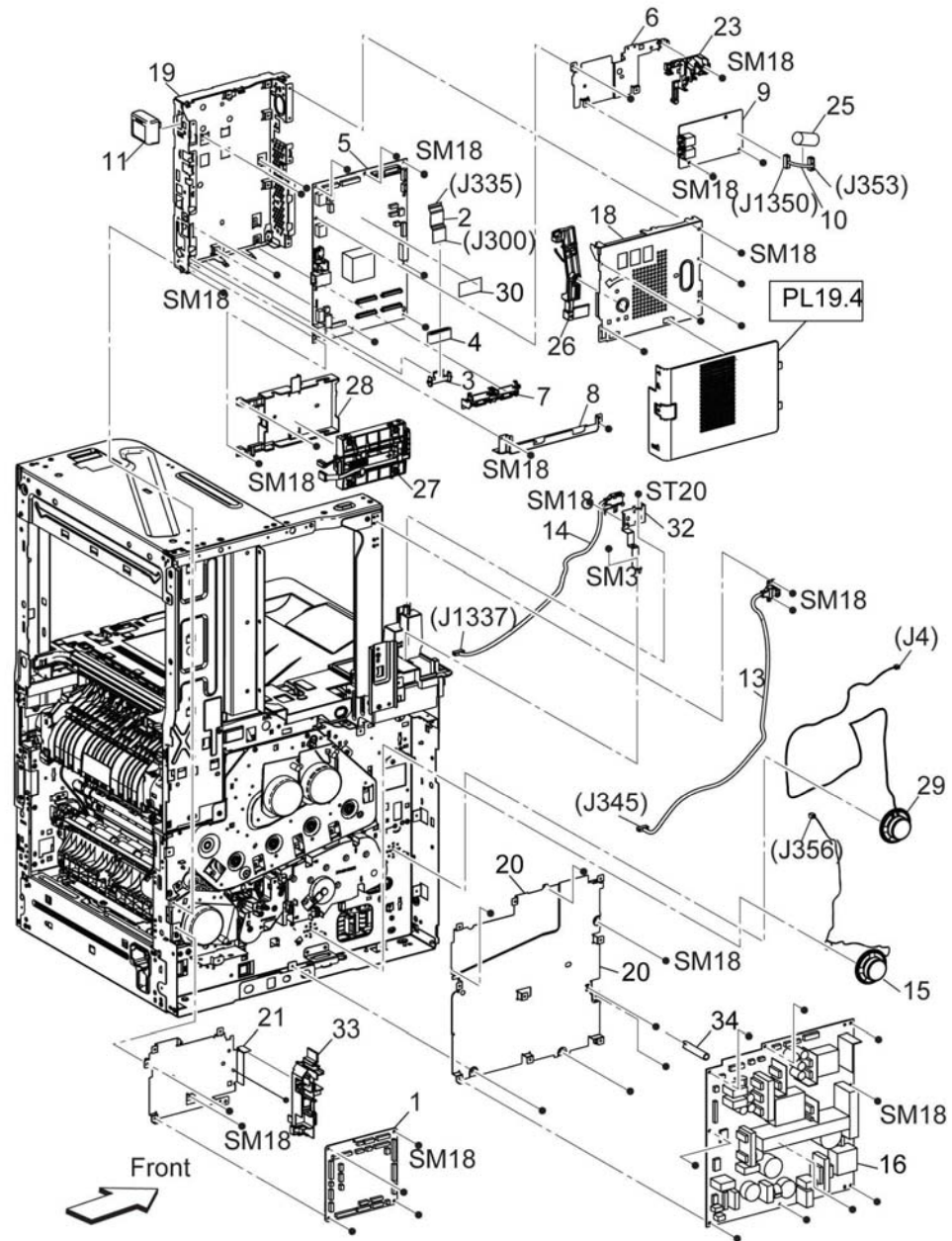
PL 18.6 Electrical (C605_Tall) (2/4)

Item	Part	Description
1	032K09640	Guide assembly HVPS (with 2) (REP 18.8)
2	–	PWBA HVPS (P/O PL 18.6 Item 1)
3	822E21972	Cover toner HVPS (REP 18.9)
4	–	Housing 2nd BTR (P/O PL 18.6 Item 99)
5	–	Plate BIAS 2nd BTR (P/O PL 18.6 Item 99)
6	–	Harness assembly supply 1ST YMC
7	–	Harness assembly supply 1ST K
8	–	Harness assembly supply trans (Not Spared)
9	–	Harness assembly MCU-HVPS-CF (Not Spared)
99	604K97510	Kit housing 2nd BTR (with 4-5) (REP 18.10)

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Parts List
PL 18.6

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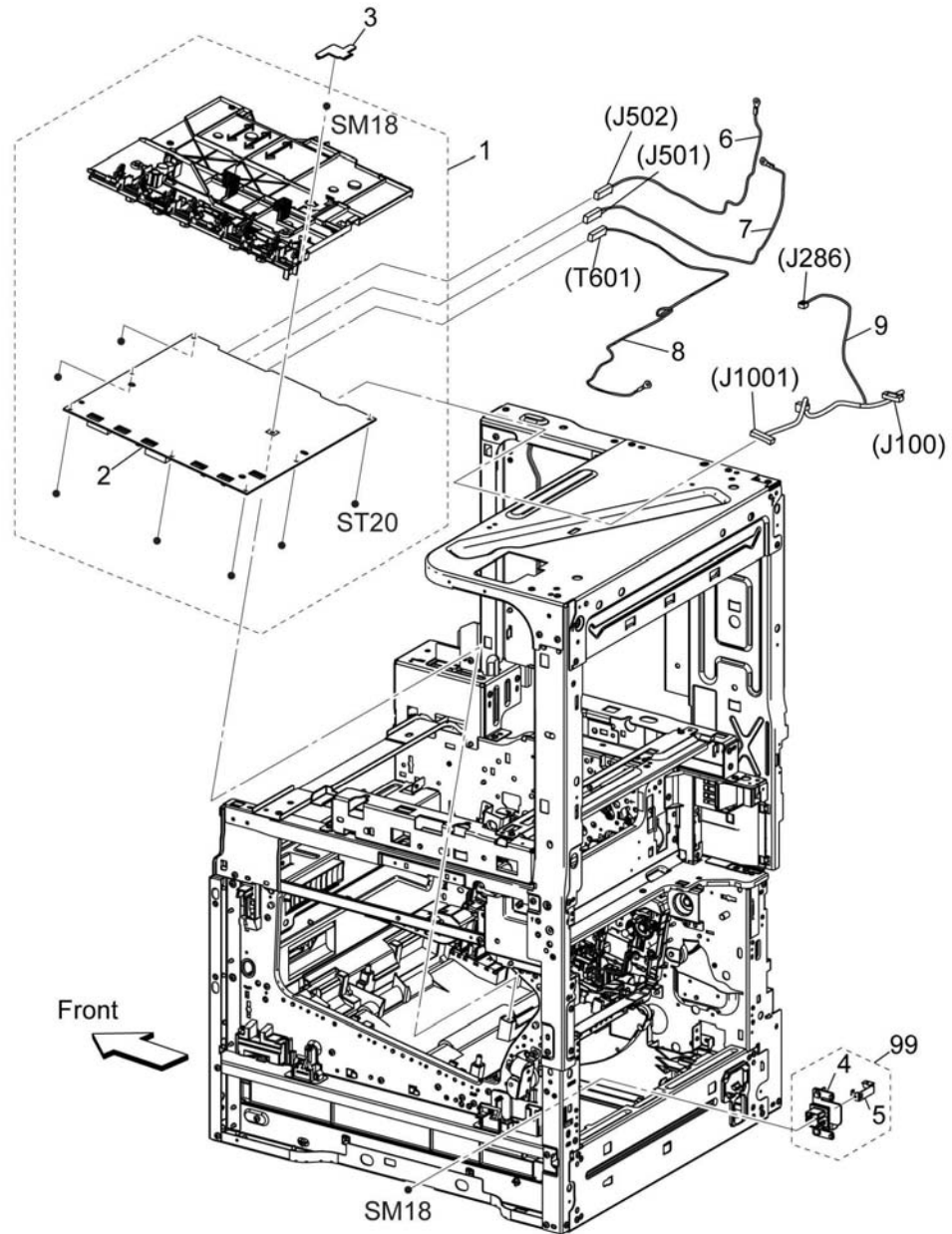
PL 18.7 Electrical (C605_Tall) (3/4)

Item	Part	Description
1	–	Kit harness assembly inlet (Not Spared)
2	–	Harness assembly fusing DC-CF (Not Spared)
3	952K24420	Harness assembly fusing AC 200V-CF (REP 18.11)
–	952K24410	Harness assembly fusing AC 100V-CF (REP 18.11)
4	952K24490	Harness assembly I/L rear-CF (REP 18.12)
5	952K24480	Harness assembly I/L side-CF (REP 18.13)
6	952K24690	Harness assembly OPF-CF (REP 18.14)
7	–	Power cord 100V (Not Spared)
8	–	Power cord 200V (Not Spared)
9	–	Guide harness DC (Not Spared)
10	–	Guide harness duct (Not Spared)
11	–	Guide harness rear IL (Not Spared)
12	–	Guide fusing AC (Not Spared)
13	–	Guide harness top (Not Spared)
14	–	Guide harness sensor 2 (Not Spared)
15	–	Guide harness MCU2 (Not Spared)
16	–	Guide harness AC (Not Spared)
17	–	Guide FFC color LPH lower (Not Spared)
18	–	Guide harness IIT (Not Spared)
19	–	Guide harness UI FIN (Not Spared)
20	–	Not used
21	110K16610	Switch assembly size (REP 18.15)
22	–	Harness assembly SW size (Not Spared)

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PL 18.7
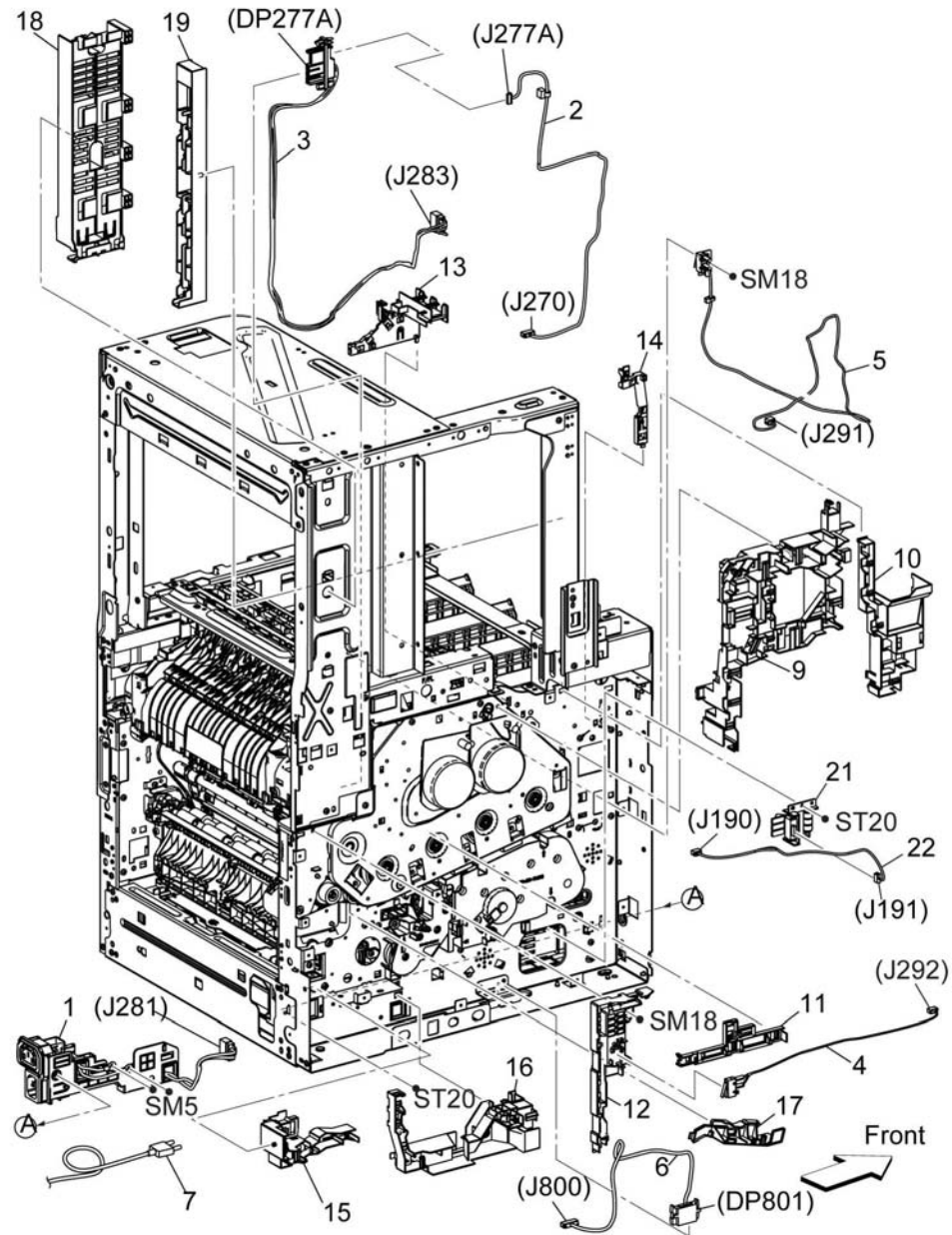
PL 18.8 Electrical (C605_Tall) (4/4)

Item	Part	Description
1	–	Harness assembly ESS-PWR-CF (Not Spared)
2	–	Harness assembly 24V-MCU-CF (Not Spared)
3	–	Harness assembly LV-MCU-CF (Not Spared)
4	–	Harness assembly XPRO-CF (Not Spared)
5	–	Harness assembly MSI CL (Not Spared)
6	–	Harness assembly gate SOL-CF (Not Spared)
7	–	Harness assembly REGI-CF (Not Spared)
8	–	Harness assembly sub fan-CF (Not Spared)
9	–	Harness assembly rear Fan2-CF (Not Spared)
10	–	Harness assembly FIN-MCU-CF (Not Spared)

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PL 18.9 Electrical (C500/C600) (1/4)

Item	Part	Description
1	960K79920	PWBA MCU C500 (REP 18.31)
–	960K79930	PWBA MCU C600 (REP 18.31)
2	952K22010	FFC MCU ESS (REP 18.32)
3	–	Guide FFC color MCU (Not Spared)
4	–	Core MCU (Not Spared)
5	960K89980	PWBA ESS SFP (REP 18.33)
6	–	Not used
7	–	Guide FFC color LPH (Not Spared)
8	–	Plate ESS lower (Not Spared) (REP 18.2.1)
9	–	Not used
10	–	Not used
11	–	Wireless module (Not Spared)
12	–	Not used
13	–	Not used
14	952K39980	Harness assembly front USB (REP 18.33)
15	–	Not used
16	105K32780	PWBA LVPS C600/C605/C605_Tall (REP 18.34)
–	105K33352	PWBA LVPS 220V C500 (220V) (REP 18.34)
–	105K33341	PWBA LVPS 110V C500 (110V) (REP 18.34)
18	–	Plate ESS top (Not Spared) (REP 18.44)
19	–	Box ESS SFP (Not Spared) (REP 18.33.1)
20	–	Plate LVPS (Not Spared)
21	–	Plate MCU (Not Spared)
22	–	Not used
23	–	Not used
24	–	Not used
25	–	Not used
26	–	Link WIFI (Not Spared)
27	101K73410	HDD assembly
28	–	Bracket HDD (Not Spared) (REP 18.2.1)
29	–	Speaker main (Not Spared)
30	–	EMMC card (Not Spared)
31	–	Not used
32	–	Not used
33	–	Guide harness MCU (Not Spared)
34	–	Shaft support LVPS (Not Spared)

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Parts List
PL 18.9
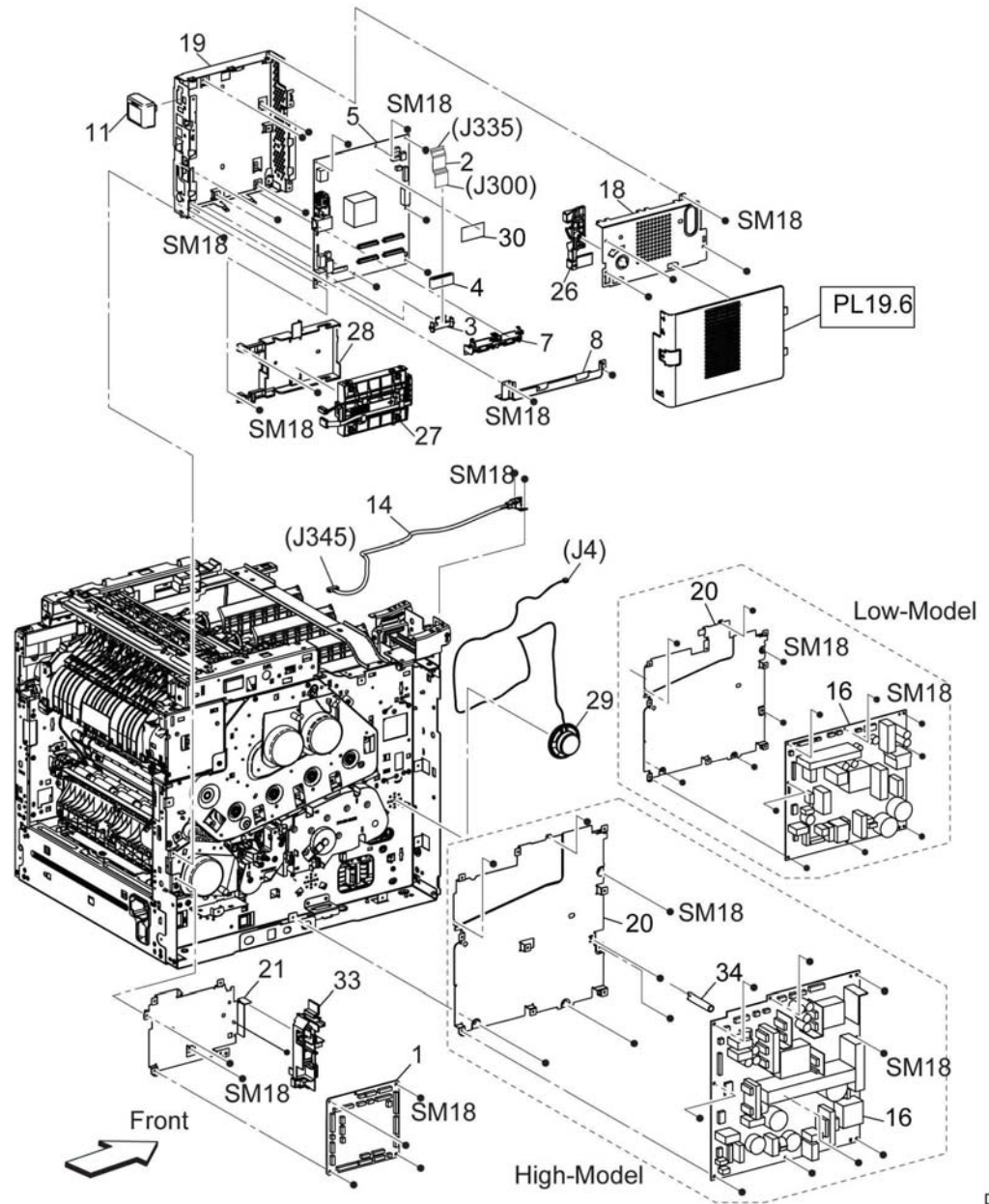
PL 18.10 Electrical (C500/C600) (2/4)

Item	Part	Description
1	032K09641	Guide assembly HVPS (with 2) (REP 18.36)
2	–	PWBA HVPS (P/O PL 18.10 Item 1)
3	822E21972	Cover toner HVPS (REP 18.37)
4	–	Housing 2nd BTR (P/O PL 18.10 Item 99)
5	–	Plate BIAS 2nd BTR (P/O PL 18.10 Item 99)
6	–	Harness assembly supply 1ST YMC (Not Spared)
7	–	Harness assembly supply 1ST K (Not Spared)
8	–	Harness assembly supply trans (Not Spared)
9	–	Harness assembly MCU-HVPS-CF (Not Spared)
99	604K97510	Kit housing 2nd BTR (with 4-5) (REP 18.38)

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Parts List

PL 18.10

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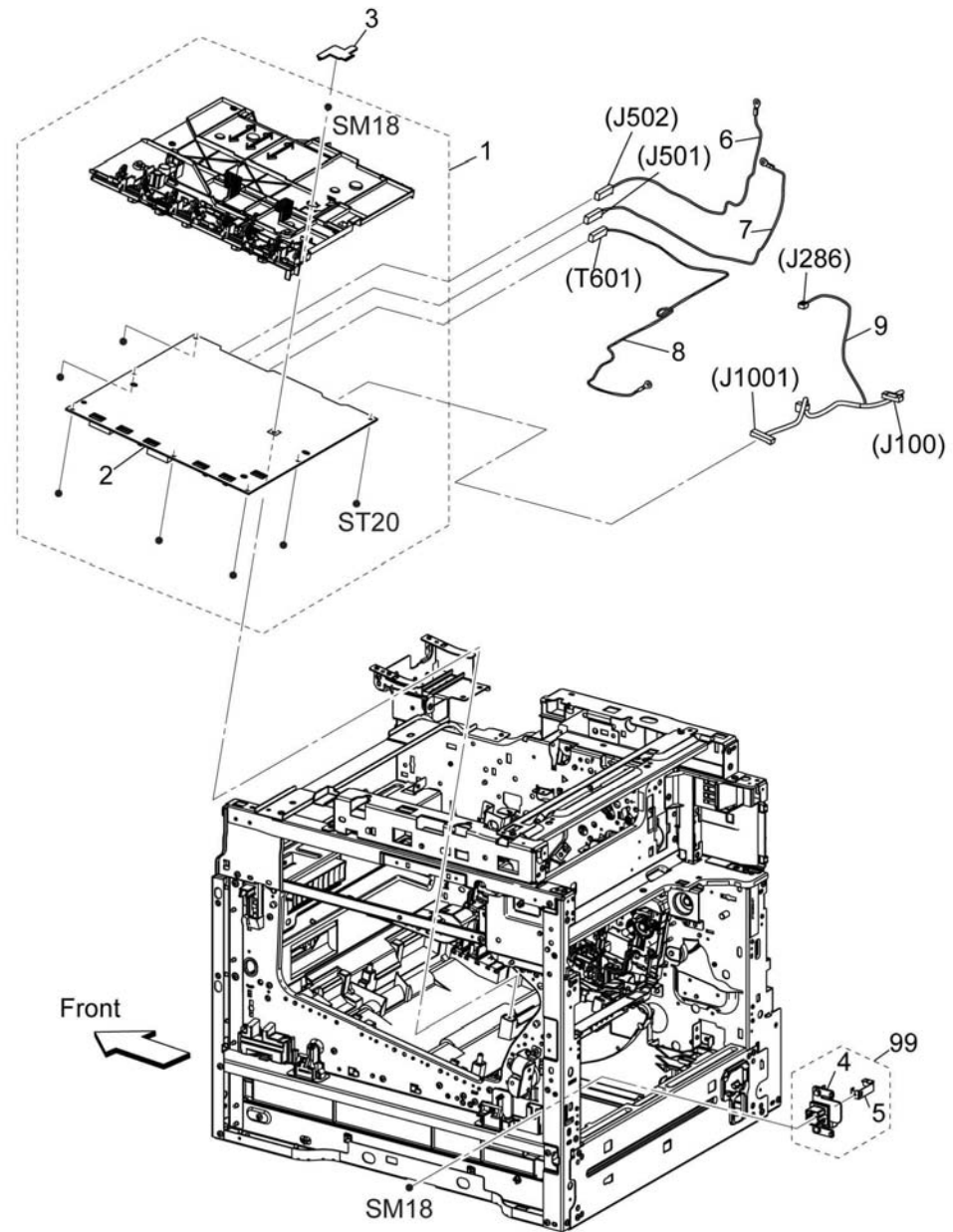
PL 18.11 Electrical (C500/C600) (3/4)

Item	Part	Description
1	–	Kit harness assembly inlet (Not Spared)
2	–	Harness assembly fusing DC-CF (Not Spared)
3	952K23920	Harness assembly fusing AC 200V-CF (C500) (REP 18.39)
–	–	Harness assembly fusing AC 100V-CF (Not Spared) (REP 18.39)
4	–	Harness assembly I/L rear-CF (C600) (Not Spared) (REP 18.39)
–	952K23990	Harness assembly I/L rear-CF (C500) (REP 18.40)
5	952K23980	Harness assembly I/L side-CF (C500) (REP 18.41)
–	–	Harness assembly I/L side-CF (C600) (Not Spared) (REP 18.41)
6	952K24690	Harness assembly OPF-CF (REP 18.42)
7	–	Power cord 100V (Not Spared)
8	–	Power cord 200V (Not Spared)
9	–	Guide harness DC (Not Spared)
10	–	Guide harness duct (Not Spared)
11	–	Guide harness rear IL (Not Spared)
12	–	Guide fusing AC (Not Spared)
13	–	Guide harness top (Not Spared)
14	–	Guide harness sensor 2 (Not Spared)
15	–	Guide harness MCU2 (Not Spared)
16	–	Guide harness AC (Not Spared)
17	–	Guide FFC color LPH lower (Not Spared)
18	–	Not used
19	–	Not used
20	–	Guide harness front USB (Not Spared)
21	110K16610	Switch assembly size (REP 18.43)
22	–	Harness assembly Sw size (Not Spared)

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Parts List
PL 18.11
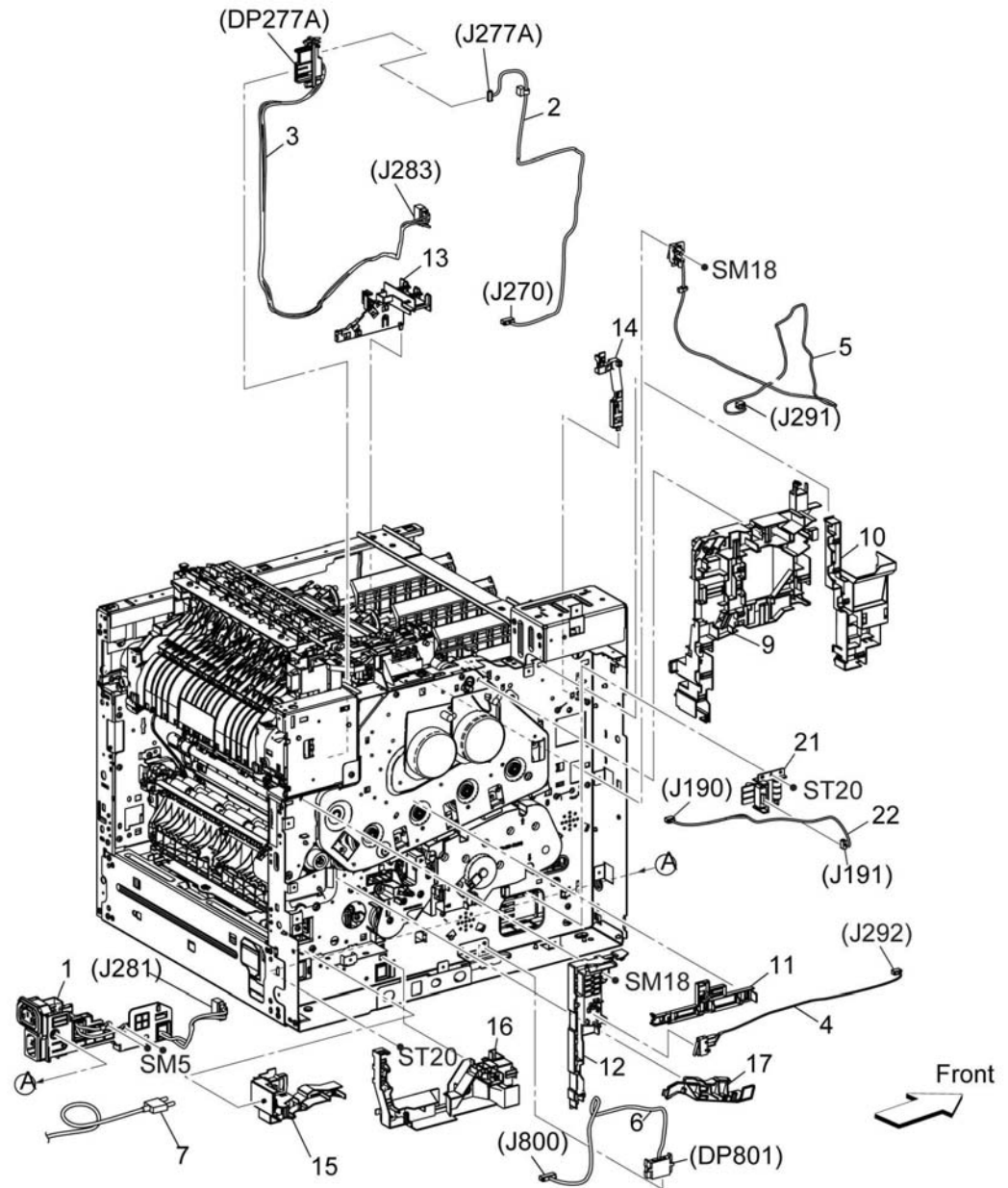
PL 18.12 Electrical (C500/C600) (4/4)

Item	Part	Description
1	–	Harness assembly ESS-PWR-CF (Not Spared)
2	–	Harness assembly 24V-MCU-CF (Not Spared)
3	–	Harness assembly LV-MCU-CF (Not Spared)
4	–	Harness assembly XPRO-CF (Not Spared)
5	–	Harness assembly MSI CL (Not Spared)
6	–	Harness assembly gate SOL-CF (Not Spared)
7	–	Harness assembly REGI-CF (Not Spared)
8	–	Harness assembly SUB fan-CF (Not Spared)
9	–	Harness assembly rear fan 2-CF (Not Spared)
10	–	Harness assembly FIN-MCU-CF (Not Spared)

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PL 18.12

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PL 19.1 Cover (C505/C605) (1/2)

Item	Part	Description
1	–	Cover toner (P/O PL 19.1 Item 96)
4	–	Logo (P/O PL 19.1 Item 96)
5.	948K16332	Cover front inner (C505) (REP 19.1)
–	948K16122	Cover front inner (C605) (REP 19.1)
6.	–	Sensor photo int (toner cover sensor) (Not Spared)
8.	–	Cover side R (P/O PL 19.1 Item 97)
9.	–	Not used
10.	–	Not used
11.	–	Cover waste (P/O PL 19.1 Item 98)
12.	–	Strap cover waste (P/O PL 19.1 Item 98)
13	–	Link waste (P/O PL 19.1 Item 97)
14	–	Spring link waste (P/O PL 19.1 Item 97)
15	–	Cover top (P/O PL 19.1 Item 99)
16	–	Cover exit (P/O PL 19.1 Item 99)
17	–	Tray extension (P/O PL 19.1 Item 99)
18	–	Not used
19	–	Holder IL (P/O PL 19.1 Item 98)
20	–	Actuator IL (P/O PL 19.1 Item 98)
21	–	Spring IL (P/O PL 19.1 Item 98)
22	–	Cover front L (P/O PL 19.1 Item 95)
23	822E33132	Cover front R (REP 19.2)
24	–	Tray LED PWBA (P/O PL 19.1 Item 95)
25	–	Cover shade tray (P/O PL 19.1 Item 95)
26	–	Harness assembly LED (P/O PL 19.1 Item 95)
30	822E32660	Cover IIT inner R (REP 19.3)
31	822E32700	Cover IIT inner R REAR (REP 19.4)
32	822E32741	Cover IIT side R (REP 19.5)
40	822E32623	Cover ICCR (REP 19.6)
41	822E32640	Cover IIT Inner L (REP 19.7)
42	822E32681	Cover IIT inner L rear (REP 19.8)
43	822E32783	Cover IIT side L (REP 19.9)
95	948K16080	Cover assembly front L (with 22, 24-26) (REP 19.10)
96	948K16131	Cover assembly toner (with 1, 4) (REP 19.11)
97	948K16141	Cover assembly side R (with 8, 13-14,98) (REP 19.12)
98	–	Cover assembly waste (with 11, 12x2, 19-21, label) (Not Spared)
99	948K16111	Cover assembly top (with 15-17) (REP 19.13)

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PL 19.1
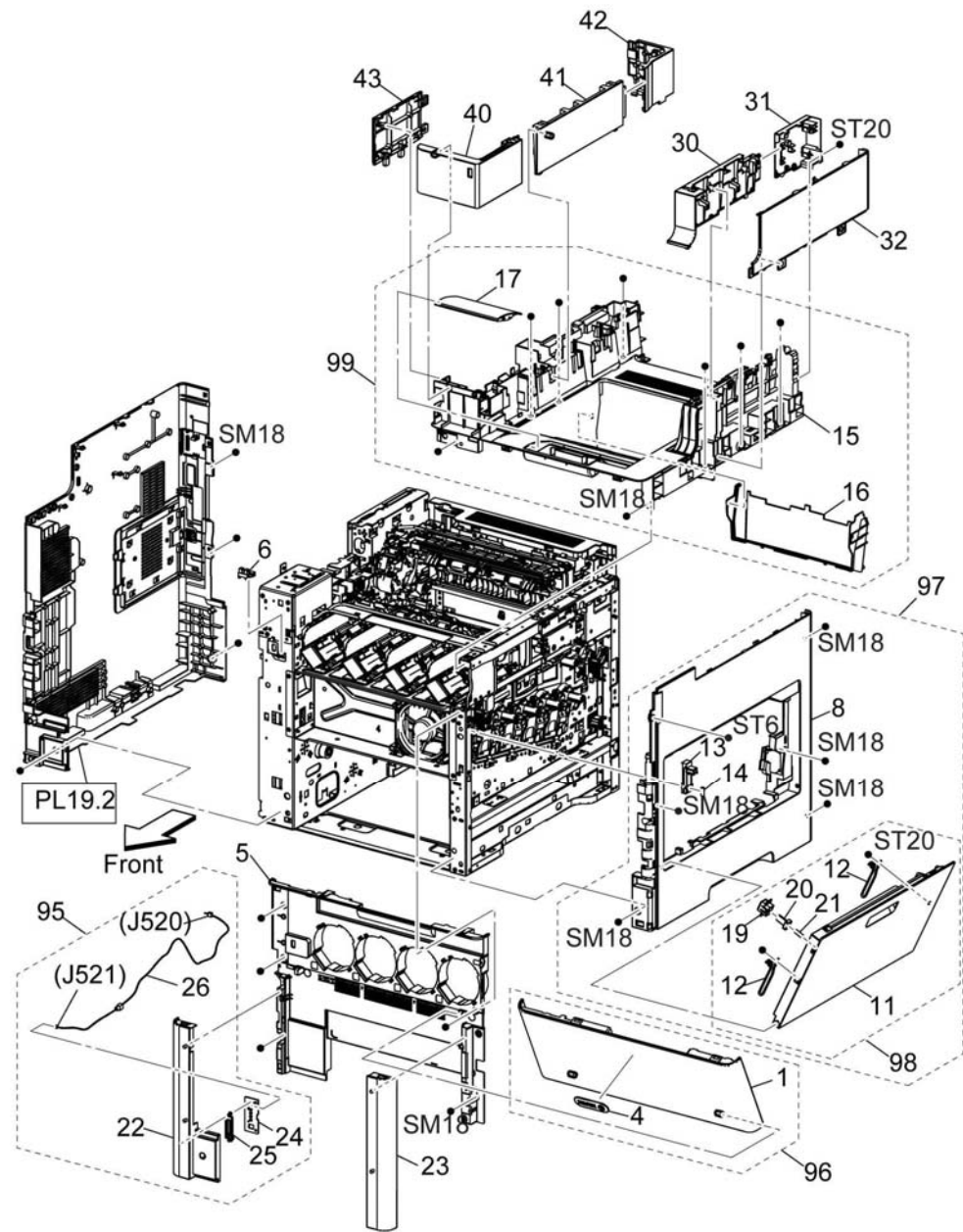
PL 19.2 Cover (C505/C605) (2/2)

Item	Part	Description
1.	822E46581	Cover side L (3in1) (REP 19.14)
–	822E33674	Cover side L (4in1) (REP 19.14)
2.	–	Not used
3.	–	Not used
4.	–	Not used
5.	–	Not used
6.	–	Not used
7.	–	Strap cover rear (P/O PL 19.2 Item 99)
8.	–	Hinge assembly rear L (Not Spared)
9.	–	Hinge assembly rear R (Not Spared)
10.	–	Cover rear bottom (Not Spared)
11.	859K00611	2nd BTR roll assembly (REP 19.15)
12.	–	Cover assembly rear AIO (P/O PL 19.2 Item 99)
13.	–	ESS window (P/O PL 19.2 Item 98)
14.	–	Plate ESS window (P/O PL 19.2 Item 98)
15.	–	Lever ESS window (P/O PL 19.2 Item 98)
16.	822E27572	WIFI cap (REP 19.16)
98.	815K21540	Kit ESS window assembly (with 13-15) (REP 19.17)
99.	607K04940	Kit cover assembly rear AIO (with 7x2, 12, PL14.1) (REP 19.18)

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Parts List

PL 19.2

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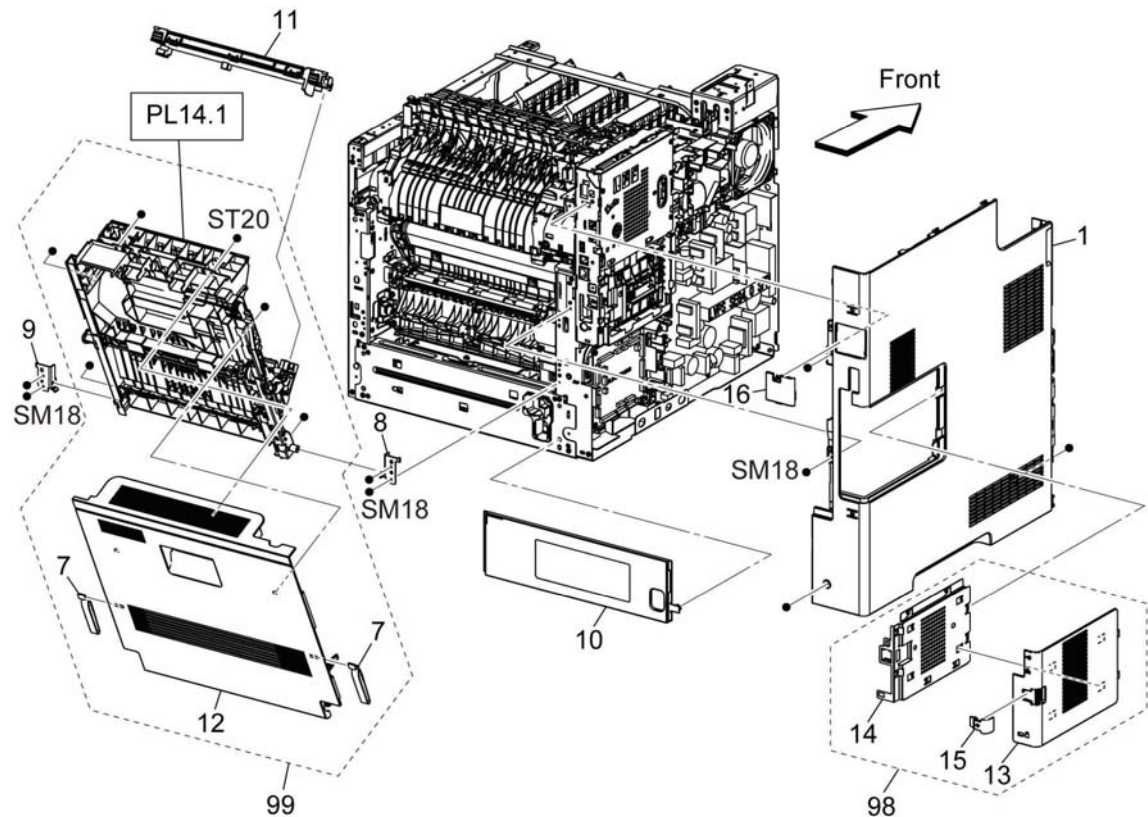
PL 19.3 Cover (C605_Tall) (1/2)

Item	Part	Description
1	–	Cover toner (P/O PL 19.3 Item 96)
4	–	Logo (P/O PL 19.3 Item 96)
5	822E33610	Cover front inner (REP 19.19)
6	–	Toner cover sensor (Not Spared)
8	–	Cover side R (P/O PL 19.3 Item 97)
11	–	Cover waste (P/O PL 19.3 Item 98)
12	–	Strap cover waste (P/O PL 19.3 Item 98)
13	–	Link waste (P/O PL 19.3 Item 97)
14	–	Spring link waste (P/O PL 19.3 Item 97)
15	–	Cover top (P/O PL 19.3 Item 99)
16	–	Cover exit (P/O PL 19.3 Item 99)
17	–	Tray extension (P/O PL 19.3 Item 99)
18	822E32391	OPT blind cover (REP 19.20)
19	–	Holder IL (P/O PL 19.3 Item 98)
20	–	Actuator IL (P/O PL 19.3 Item 98)
21	–	Spring IL (P/O PL 19.3 Item 98)
22	–	Cover front L (P/O PL 19.3 Item 95)
23	822E33131	Cover front R (REP 19.21)
24	–	Tray LED PWBA (P/O PL 19.3 Item 95)
25	–	Cover shade tray (P/O PL 19.3 Item 95)
26	–	Harness assembly LED (P/O PL 19.3 Item 95)
30	–	Cover fin inner R (Not Spared)
31	822E34823	Cover fin inner rear (REP 19.22)
32	822E32940	Cover fin side R (REP 19.23)
40	822E32843	Cover ICCR fin (REP 19.24)
41	822E32922	Cover fin inner L (REP 19.25)
42	822E34800	Cover fin inner side L (REP 19.26)
43	822E32901	Cover fin side L sub (REP 19.27)
44	822E32861	Cover fin front (REP 19.28)
50	822E34782	Cover fin top exit (REP 19.29)
51	822E37762	Cover fin side R cap (REP 19.30)
52	801E35940	Frame fin (REP 19.31)
95	948K16080	Cover assembly front L (with 22, 24-26) (REP 19.32)
96	948K16131	Cover assembly toner (with 1, 4) (REP 19.33)
97	948K16140	Cover assembly side R (with 8, 13-14, 98) (REP 19.34)
98	–	Cover assembly waste (with 11, 12x2, 19-21, label)
99	948K04220	Cover assembly top (with 15-17) (REP 19.35)

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PL 19.3
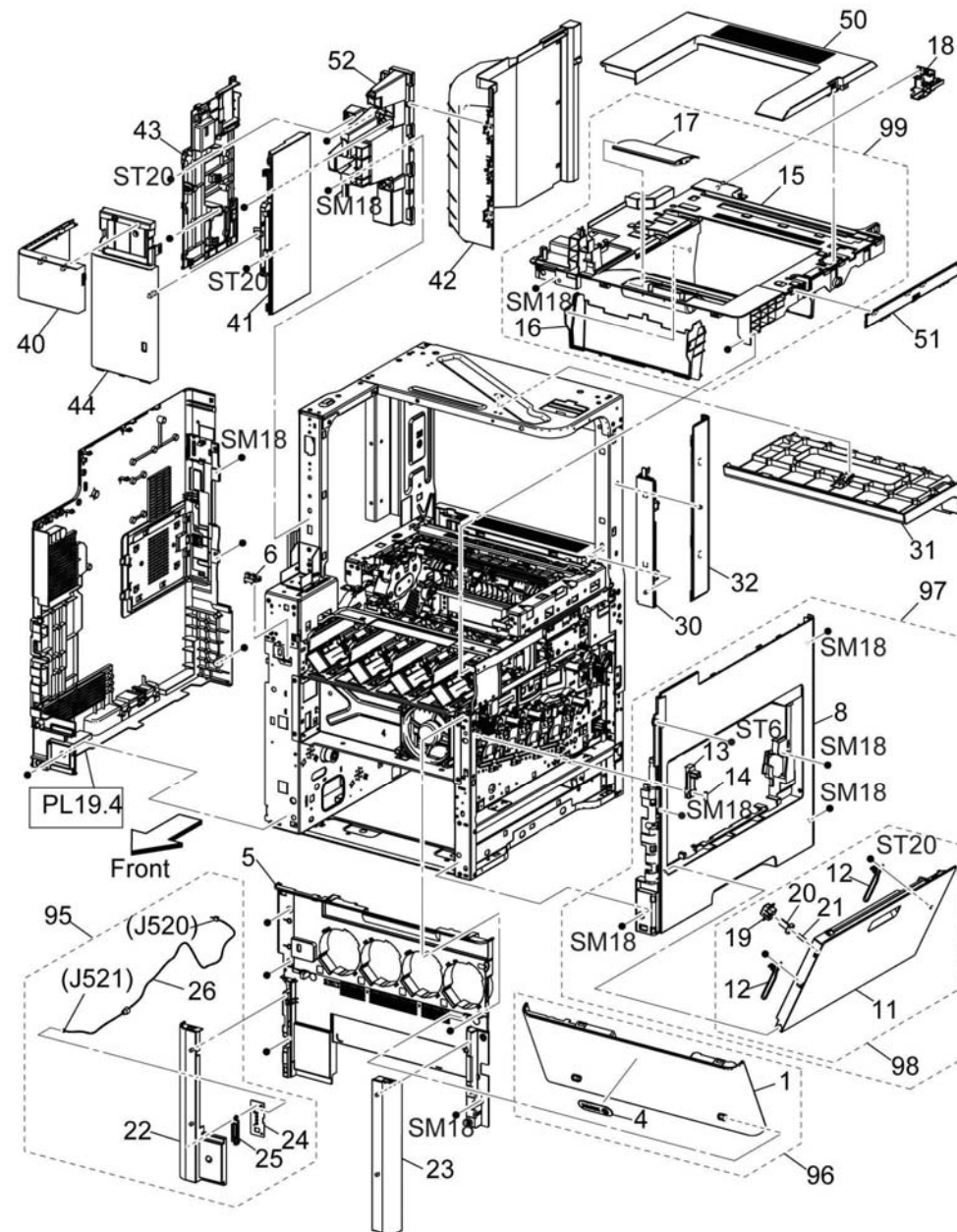
PL 19.4 Cover (C605_Tall) (2/2)

Item	Part	Description
1	822E33673	Cover side L (REP 19.36)
2	822E32882	Cover fin side L (REP 19.37)
3	822E33001	Cover fin rear (REP 19.38)
4	–	Not used
5	–	Not used
6	–	Not used
7	–	Strap cover rear (P/O PL 19.4 Item 99)
8	–	Hinge assembly rear L (Not Spared)
9	–	Hinge assembly rear R (Not Spared)
10	–	Cover rear bottom (Not Spared)
11	859K00610	2nd BTR roll assembly (REP 19.39)
12	–	Cover assembly rear AIO (P/O PL 19.4 Item 99)
13	–	ESS window (P/O PL 19.4 Item 98)
14	–	Plate ESS window (P/O PL 19.4 Item 98)
15	–	Lever ESS window (P/O PL 19.4 Item 98)
16	822E27572	WIFI cap (REP 19.40)
98	815K21540	Kit ESS window assembly (with 13-15) (REP 19.41)
99	607K04940	Kit cover assembly rear AIO (with 7x2, 12, PL14.1) (REP 19.42)

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Parts List
PL 19.4

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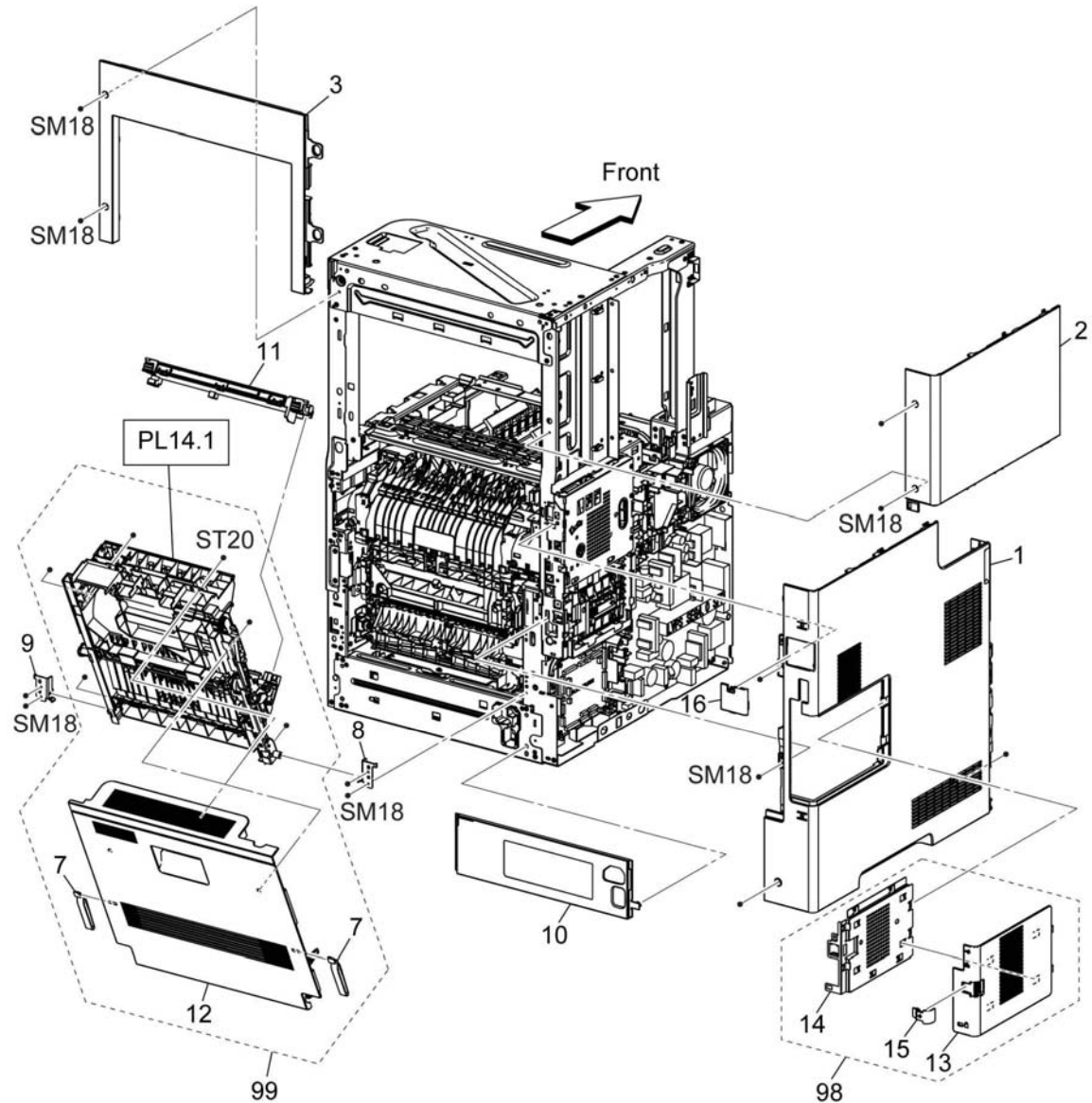
PL 19.5 Cover (C500/C600) (1/2)

Item	Part	Description
1.	–	Cover toner (P/O PL 19.5 Item 96)
2.	–	Cover toner top (P/O PL 19.5 Item 96)
3	–	Not used
4	–	Logo (P/O PL 19.5 Item 96)
5	948K16042	Cover front inner C600 (REP 19.43)
–	948K16322	Cover front inner C500 (REP 19.43)
6	–	Toner cover sensor (Not Spared)
7	–	Not used
8	–	Cover side R (P/O PL 19.5 Item 97)
9	–	Cover top rear L (Not Spared)
10	822E32383	Cover top rear R (REP 19.44)
11	–	Cover waste (P/O PL 19.5 Item 98)
12	–	Strap cover waste (P/O PL 19.5 Item 98)
13	–	Link waste (P/O PL 19.5 Item 97)
14	–	Spring link waste (P/O PL 19.5 Item 97)
15	–	Cover top (P/O PL 19.5 Item 99)
16	–	Cover exit (P/O PL 19.5 Item 99)
17	–	Tray extension (P/O PL 19.5 Item 99)
18	–	OPT blind cover (Not Spared)
19	–	Holder IL (P/O PL 19.5 Item 98)
20	–	Actuator IL (P/O PL 19.5 Item 98)
21	–	Spring IL (P/O PL 19.5 Item 98)
22	–	Cover front L (P/O PL 19.5 Item 95)
23	822E33131	Cover front R (REP 19.45)
24	–	Tray LED PWBA (P/O PL 19.5 Item 95)
25	–	Cover shade tray (P/O PL 19.5 Item 95)
26	–	Harness assembly (P/O PL 19.5 Item 95)
27	–	Not used
28	822E32353	Cover top exit (REP 19.46)
95	948K16080	Cover assembly front L (with 22, 24-26) (REP 19.47)
96	948K16051	Cover assembly toner (with 1, 2, 4) (REP 19.48)
97	948K16061	Cover assembly side R (with 8, 13-14, 98) (REP 19.49)
98	–	Cover assembly waste (with 11, 12x2, 19-21, label) (P/O PL 19.5 Item 97)
99	948K04203	Cover assembly top C500/C600 (with 15-17) (REP 19.50)

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Parts List
PL 19.5
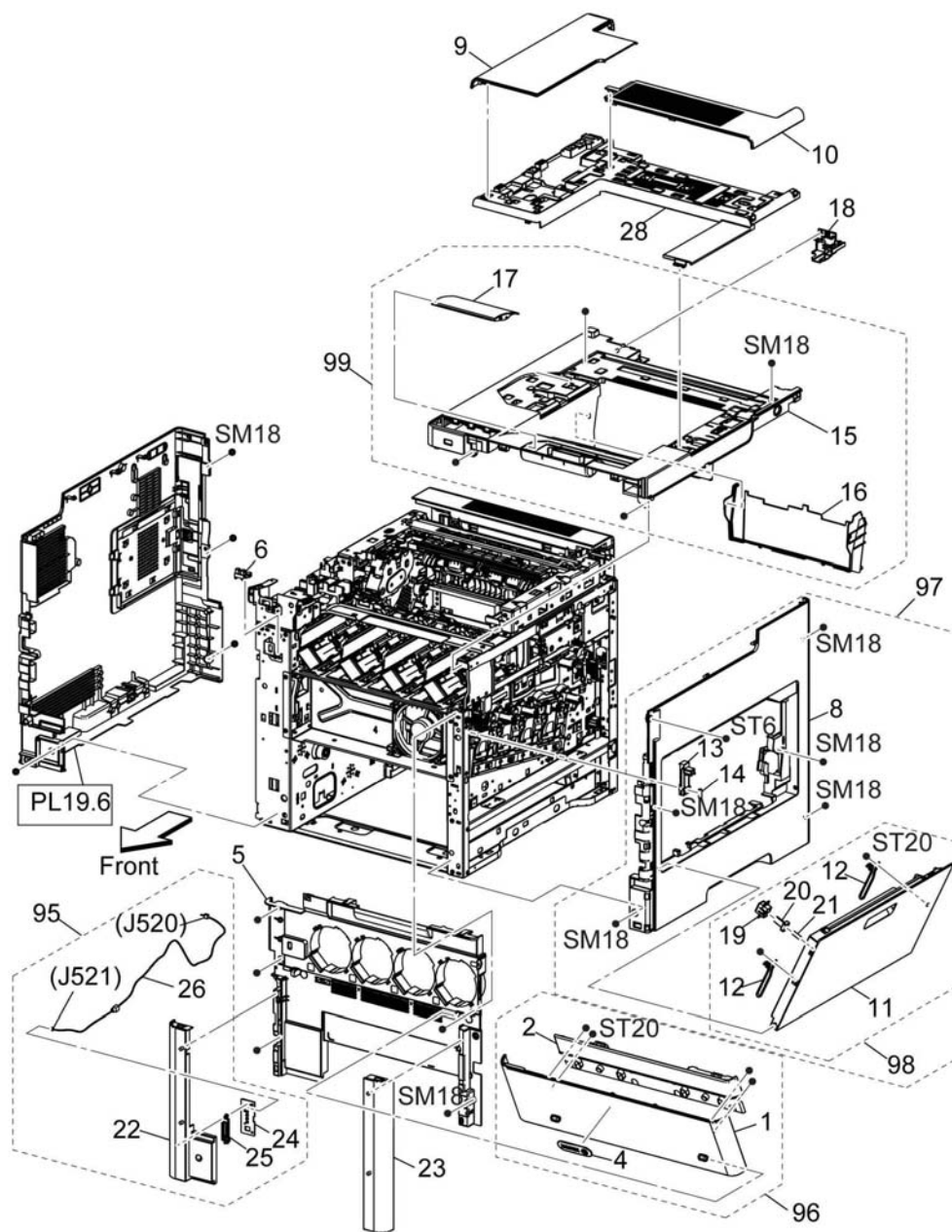
PL 19.6 Cover (C500/C600) (2/2)

Item	Part	Description
1	822E33545	Cover side L (REP 19.51)
2	–	Not used
3	–	Not used
4	–	Not used
5	822E32391	OPT blind cover (REP 19.52)
6	–	Not used
7	–	Strap cover rear (P/O PL 19.6 Item 99)
8	–	Hinge assembly rear L (Not Spared)
9	–	Hinge assembly rear R (Not Spared)
10	–	Cover rear bottom (Not Spared)
11	859K00610	2nd BTR roll assembly (REP 19.53)
12	–	Cover assembly rear C500/C600 (P/O PL 19.6 Item 99)
13	–	ESS window (P/O PL 19.6 Item 98)
14	–	Plate ESS window (P/O PL 19.6 Item 98)
15	–	Lever ESS window (P/O PL 19.6 Item 98)
16	822E27572	WIFI cap (REP 19.54)
98	815K21540	Kit ESS window assembly (with 13-15) (REP 19.55)
99	607K04950	Kit cover assembly rear C500/C600 (with 7x2, 12, PL14.1) (REP 19.56)

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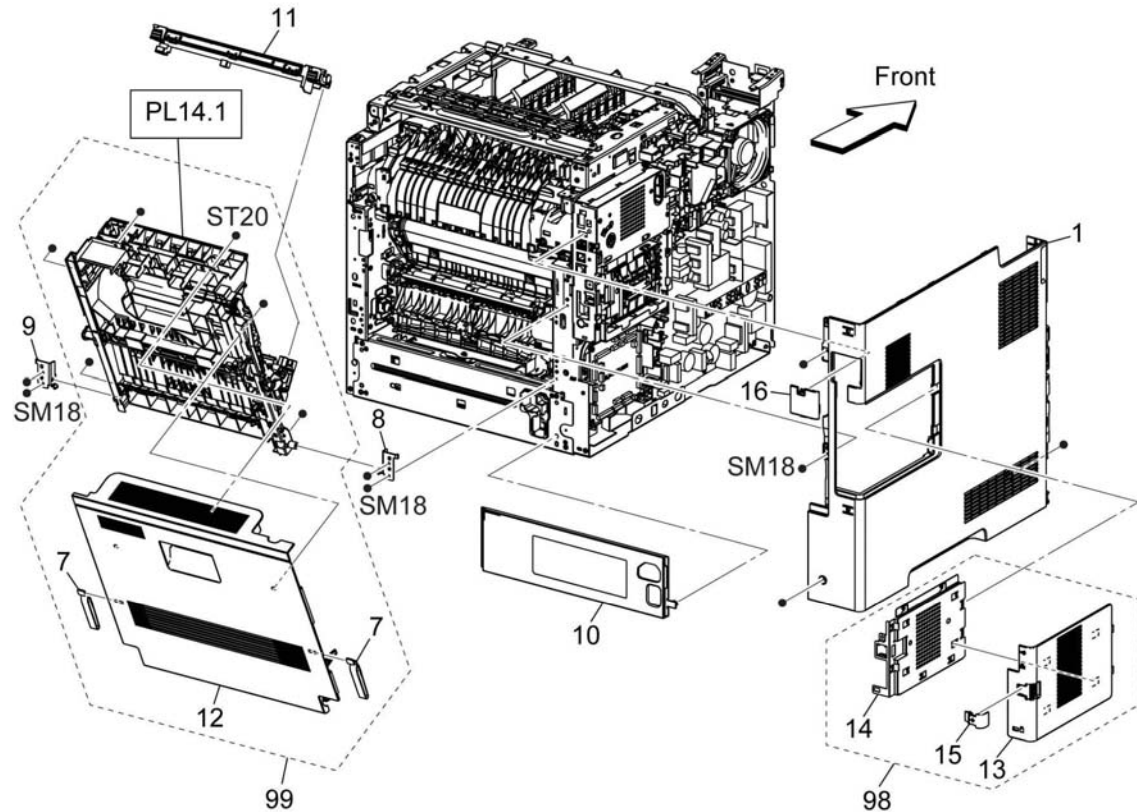
PL 20.1 Mailbox

Item	Part	Description
1.		–Cover LH C (Not Spared) (REP 20.1)
2.	607K05020	Tray assembly (with label) (with 4, 5) (REP 20.8)
3.	607K05030	Tray assembly bottom (with label) (REP 20.9)
4.		–Actuator tray full (P/O PL 20.1 Item 2)
5.		–1/2/3/4-Bin full paper sensor (P/O PL 20.1 Item 2)
6.	049K34930	Bracket assembly gate sol (REP 20.10)
7.	–	Not used
8.	–	Not used
9.	–	Not used
10.	–	Not used
11.	960K90041	PWBA GPF A4MBX (REP 20.4)
12.	–	Bracket earth RH (Not Spared)
13.		–LVPS W/I bracket (Not Spared) (REP 20.5)
14.	–	Not used
15.	–	Harness assembly MBX AC (Not Spared)
16.	–	Harness assembly MBX DC (Not Spared)
17.	–	Harness assembly MBX IF (Not Spared)
18.	–	Harness assembly trans S (Not Spared)

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Parts List
PL 20.1
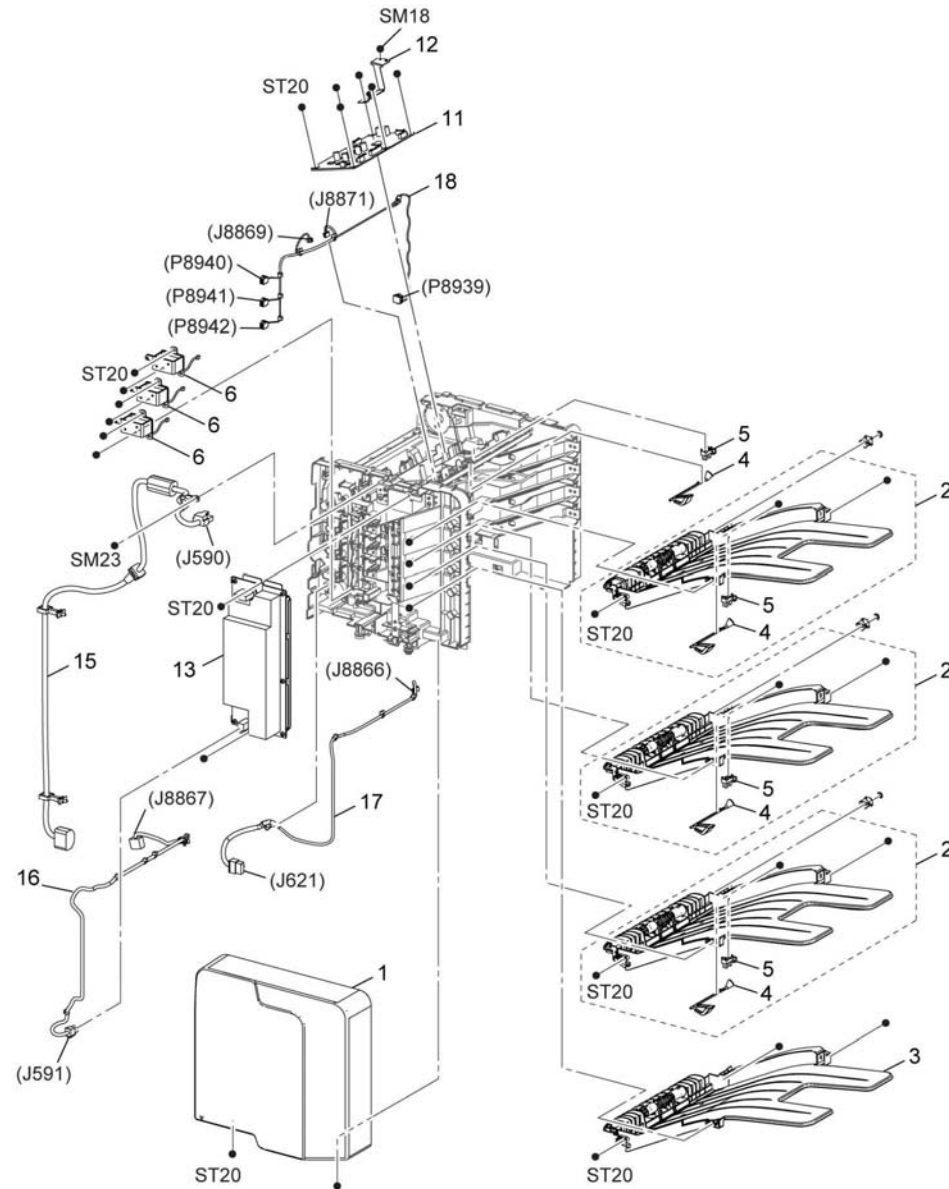
PL 20.2 Mailbox

Item	Part	Description
1.	–	Cover Top C (Not Spared) (REP 20.3)
2.	–	Cover RH C (Not Spared) (REP 20.2)
3.	–	Cover assembly staple (Not Spared)
4.	–	Cover assembly rear (Not Spared)
5.	–	Bracket vertical sensor MBX (Not Spared)
6.	–	PWBA vertical sensor rev (Not Spared)
7.	–	PWBA vertical sensor LED (Not Spared)
8.	127K72241	Motor assembly (REP 20.6)
9.	–	Chute low MBX (Not Spared)
10.	–	Rear cover interlock sensor (Not Spared)
11.	121K58300	Solenoid assembly gate (REP 20.7)
12.	–	Harness assembly MBX trans M (Not Spared)
13.	–	Harness assembly Mbx sensor (Not Spared)
14.	–	Harness assembly vertical sensor (Not Spared)
15.	–	Harness assembly vertical LED (Not Spared)
16.	–	Spring tension (Not Spared)
17.	–	Bracket tension (Not Spared)
18.	–	Plate ground RH (Not Spared)

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Parts List
PL 20.2

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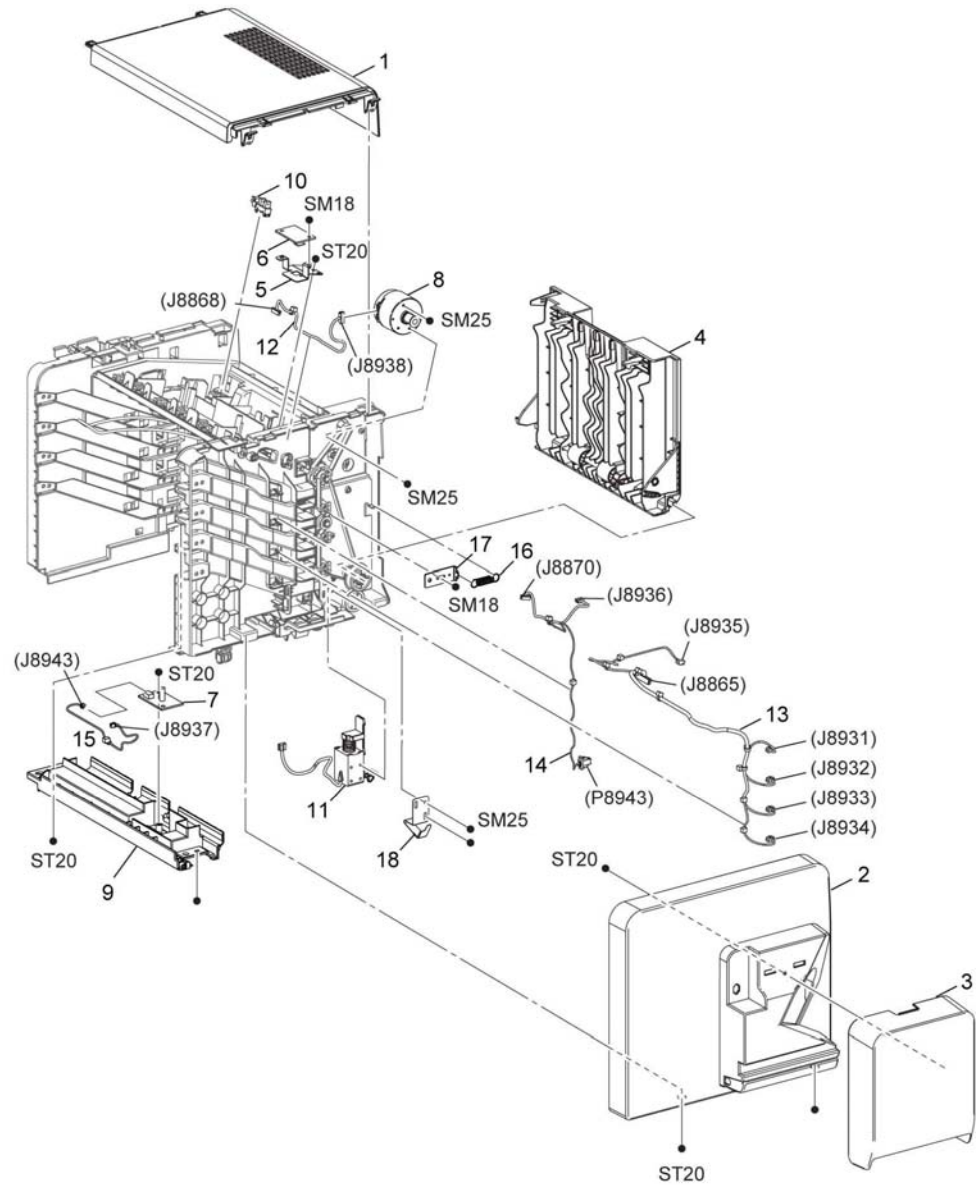
PL 21.1 Finisher

Item	Part	Description
1.	–	Cover LH C (Not Spared) (REP 21.1)
2.	–	Cover lower C (Not Spared) (REP 21.8)
3	–	Tray assembly compile (Not Spared)
4	–	Sub paddle home sensor (Not Spared)
5	049K34570	Motor assembly stepping (REP 21.9)
6	050K75450	Tray assembly base (REP 21.11)
7	–	Tray guide C (Not Spared)
8	–	Gear assembly rack R (Not Spared)
9	–	Gear assembly rack L (Not Spared)
10	–	Spring - lift (Not Spared)
11	–	Stacker tray no-paper & full sensor (Not Spared)
12	960K90036	PWBA GPF A4Fin (REP 21.4)
13	105E22590	LVPS (REP 21.5)
14	–	Not used
15	–	Harn assembly AC (Not Spared)
16	–	Harness assembly fin DC (Not Spared)
17	–	Harness assembly fin IF (Not Spared)
18	–	Harness assembly fin SNR1 (Not Spared)
19	–	Harness assembly fin mot (Not Spared)
20	–	Plate ground LH (Not Spared)
21	–	Gear-Z50 Z20 (Not Spared)

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Parts List

PL 21.1
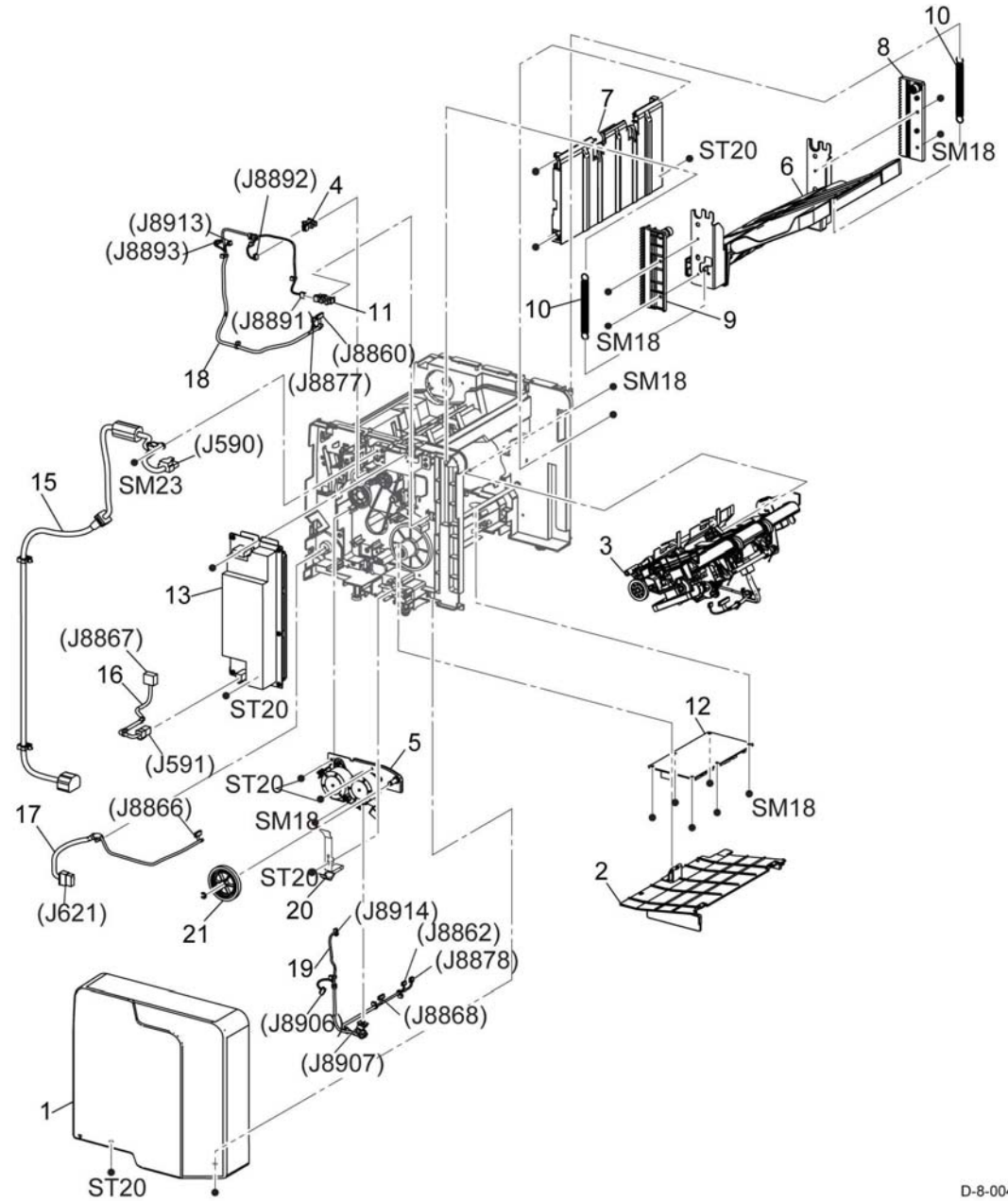
PL 21.2 Finisher

Item	Part	Description
1.	–	Cover Top C (Not Spared) (REP 21.3)
2.	–	Cover RH C (Not Spared)
3.	948K04650	Cover assembly staple
4.	–	Cover assembly rear (Not Spared)
5.	–	Switch safety L (Not Spared)
6.	–	Bracket stapler (Not Spared)
7.	029K93260	Stapler assembly (REP 21.10)
8.	127K72241	Motor assembly (REP 21.6)
9.	–	Compile exit sensor (Not Spared)
10.	–	Rear cover interlock sensor (Not Spared)
11.	121K58300	Solenoid assembly gate (REP 21.7)
12.	–	Harness assembly staple unit (Not Spared)
13.	–	Harness assembly stapler M (Not Spared)
14.	–	Harness assembly fin IL (Not Spared)
15.	–	Harness assembly fin trans M1 (Not Spared)
16.	–	Harness assembly fin compile sensor (Not Spared)

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Parts List
PL 21.2

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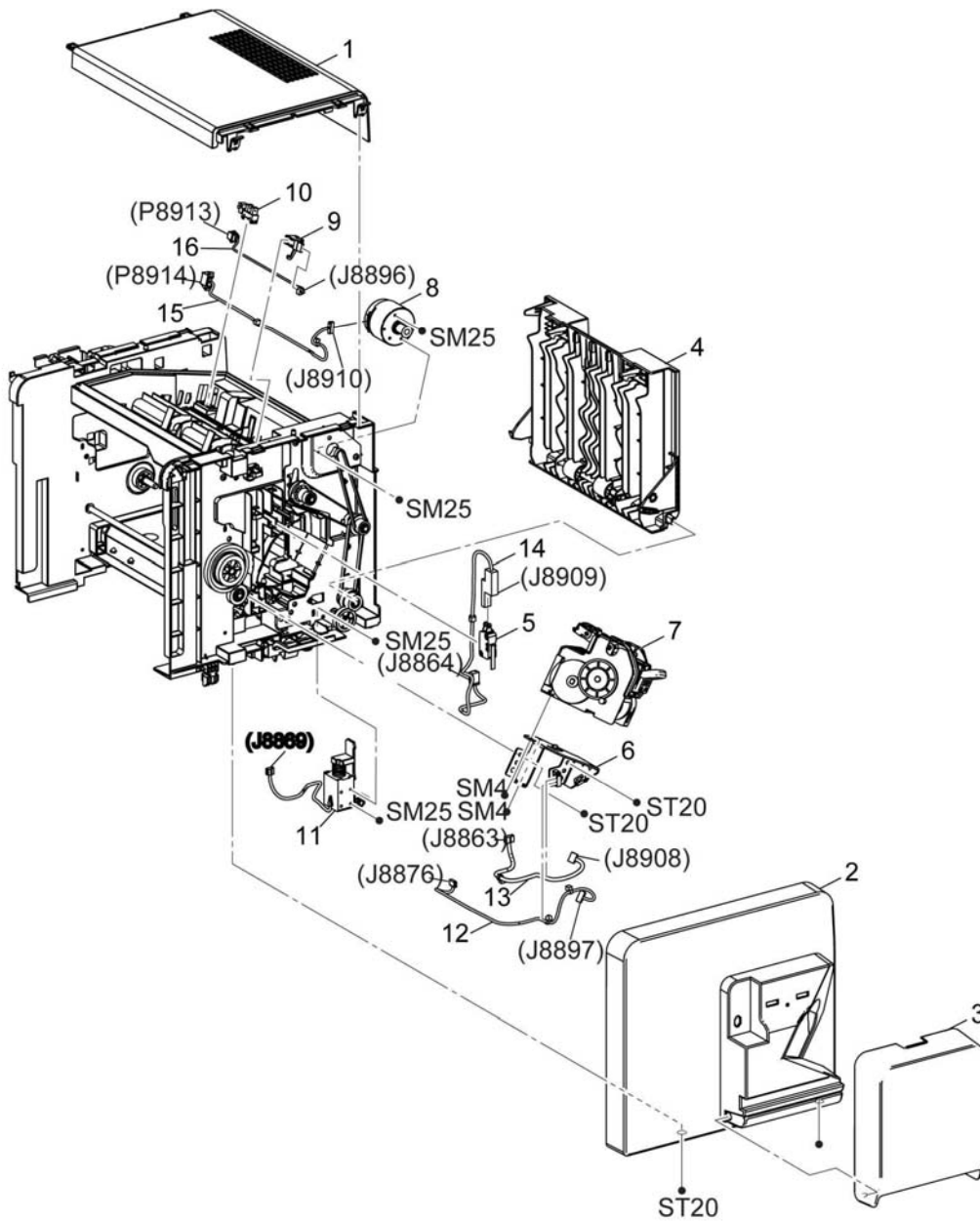
PL 30.1 Cabinet

Item	Part	Description
1	–	Caster (with lock) (Not Spared)
2	–	Caster (without lock) (Not Spared)

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Parts List

PL 30.1
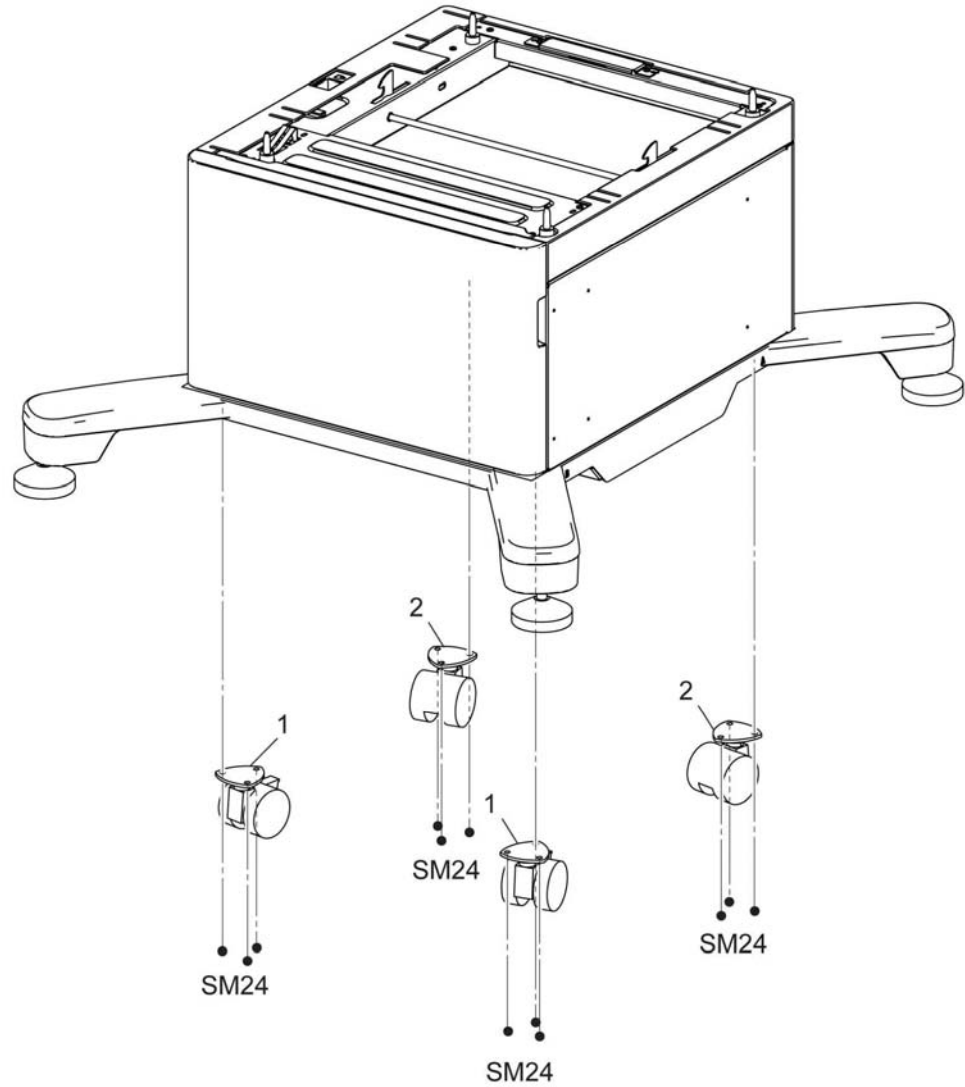
PL 30.2 Caster

Item	Part	Description
1	–	Caster (with lock) (Not Spared)
2	–	Caster (without lock) (Not Spared)

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Parts List

PL 30.2

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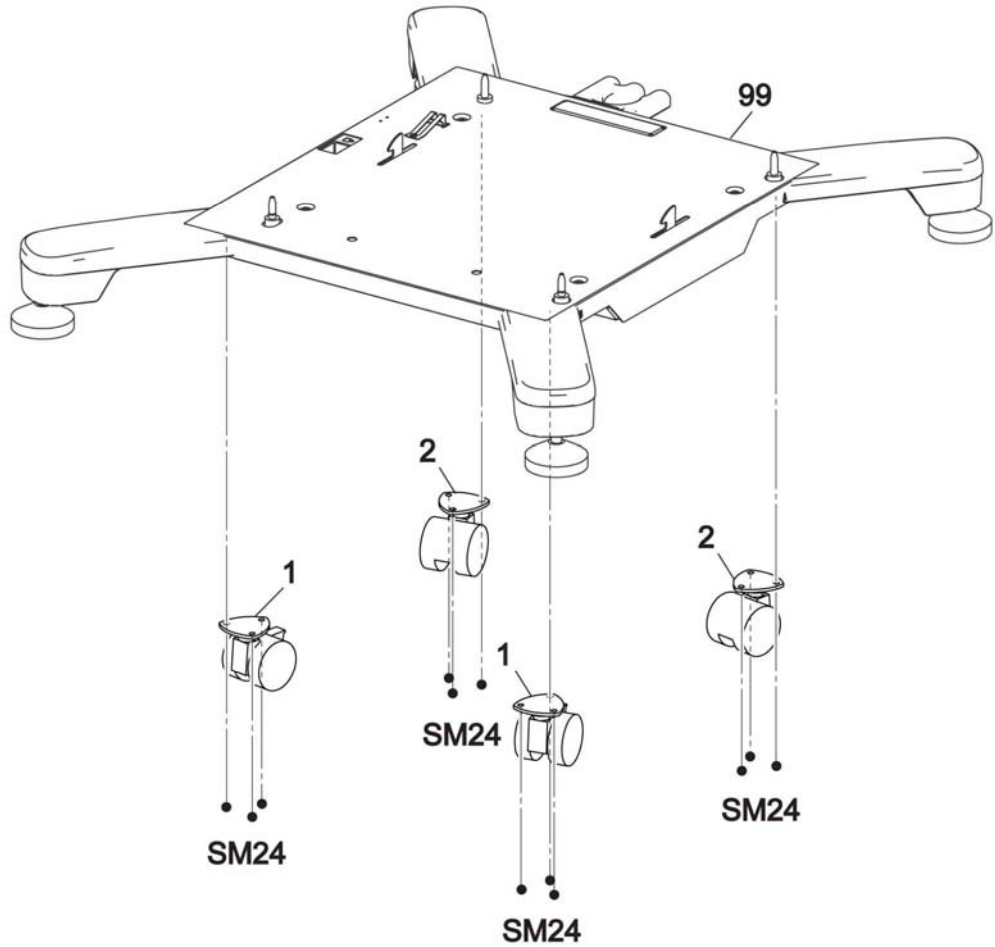
PL 50.1 Scanner (C505/C605/ C605_Tall only)

Item	Part	Description
1	607K04880	DADF assembly C505/C605 (with 3-12, 16, 17) (REP 50.1)
–	607K04890	DADF assembly C605_Tall (with 3-12, 16, 17) (REP 50.1)
2	607K05161	IIT assembly C505 (with 14-15, 19) (REP 50.2)
–	607K04861	IIT assembly C605/C605_Tall (with 14-15, 19) (REP 50.2)
–	607K04871	IIT assembly C605_Tall (with 14-15, 19) (REP 50.2)
3	036K92351	Counterbalance assembly L (REP 50.3)
4	036K92331	Counterbalance assembly R (REP 50.3)
5	–	Feeder roll DADF (P/O PL 50.1 Item 99)
6	–	Cover assembly separator (P/O PL 50.1 Item 99)
7	–	Roll assembly separator DADF (P/O PL 50.1 Item 99)
8	–	Feeder assembly upper (P/O PL 50.1 Item 1)
9	–	Cover DADF front (P/O PL 50.1 Item 1)
10	–	Cover DADF rear (P/O PL 50.1 Item 1)
11	–	Tray assembly DADF (P/O PL 50.1 Item 1)
12	004K03660	Cushon assembly platen (REP 50.4)
13	–	Scanner assembly (with 1-2)
14	822E35271	Cover IIT left (REP 50.5)
15	822E35341	Cover IIT left cap (REP 50.6)
16	120E35681	DADF actuator (REP 50.7)
17	–	Holder separator DADF (P/O PL 50.1 Item 1)
18	–	Spring separator DADF (Not Spared)
19	822E35311	Cover front IIT (REP 50.8)
99	–	Kit DADF feed roll (with 5-7) (P/O PL 50.1 Item 1)

NOTE: *#99 - Kit DADF feed roll is available as Scanner Maintenance Kit (DADF), p/n 108R01490 in GP 40 Supplies and Accessories.*

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Parts List
PL 50.1
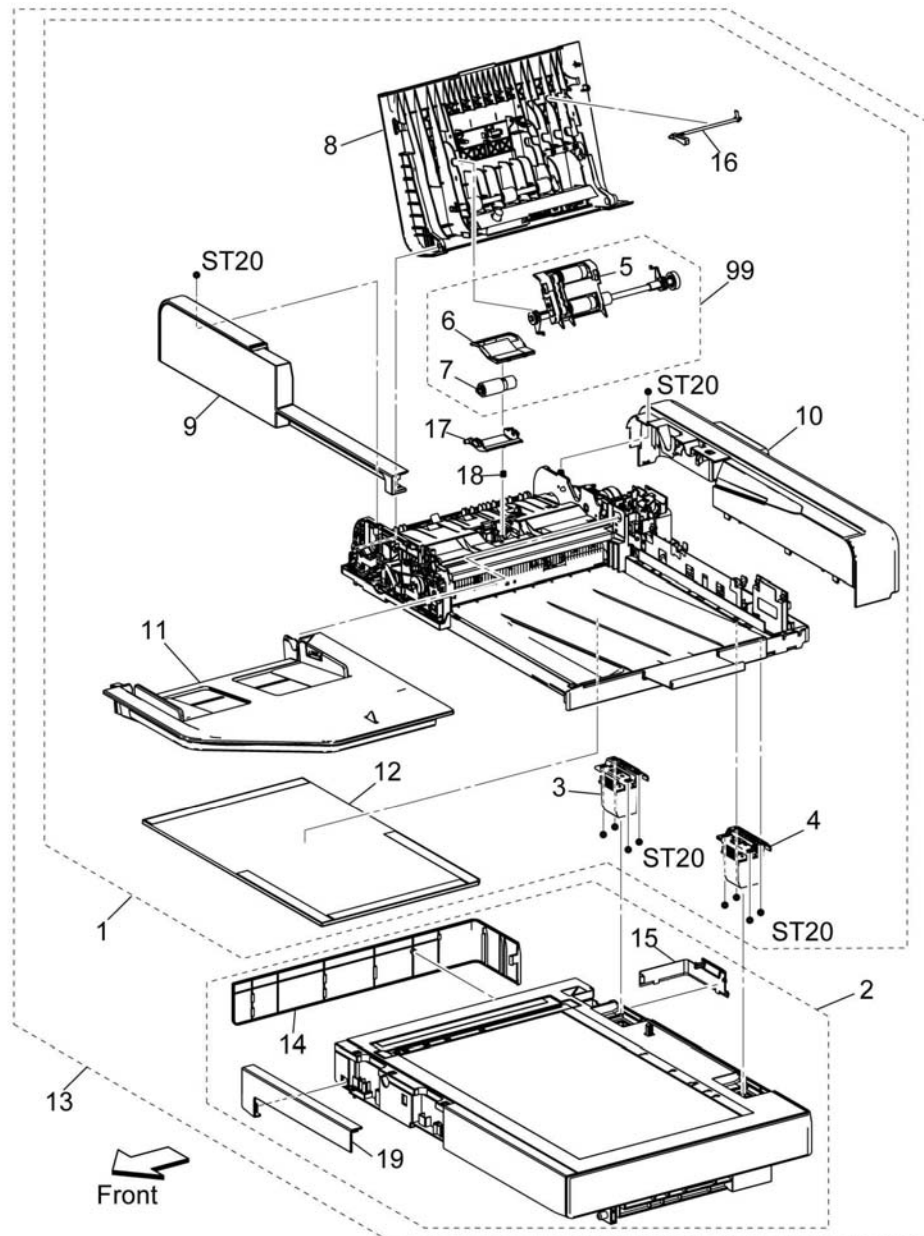
Hardware Kit

The Hardware Kit is listed in GP 41, Hardware Information.

General Procedures

Diagnostics

Change Tags

GP 1 Using the Service Diagnostics

This section describes which diagnostic functions are available and explains how to enter and exit the service diagnostics modes.

Diagnostics Functions Overview

Table 1 **Diagnostic routines** lists the diagnostic routines available to test or execute.

Table 1 Diagnostic routines

dC118	Jam Counter	Displays the count for jams that have occurred up to now.
dC120	Failure Counter	Displays the count for failures that have occurred up to now.
dC122	Fault History	Displays the history in four categories: document feeder jam, paper jam, failure, and last 40 Faults.
dC125	Active Faults	Displays the current faults.
dC126	System Registration Adjustment	Measures and adjusts registration to set correct positions.
dC131	NVM Read / Write	To refer to the NVM data and set/modify it.
dC132	Device ID / Billing Data	In cases where a serial number mismatch occurs, this function allows these errors to be corrected.
dC135	HFSI Counter	Displays the spec life (threshold value) and the current value (usage status) of the periodic replacement parts. You can change the spec life and reset the current value. Job history can be used to record/ check the previous 3 replacements.
dC140	Analog Component Monitoring	Monitors the analog value of the A/D converter sensor, by operating the various components.
dC301	Initialize NVM	To perform initialization for any NVM area. When initializing IOT area, back up/ restore is necessary in dC363.
dC305	Panel Diagnostics	To perform diagnosis of the LED / Audio which is implemented in the UI panel.
dC330	Component Control	Displays the logic state of input component input signals and operates the output components.
dC362	Restore NVM Values	Do not use. This function does not operate.
dC363	NVM Backup / Restore	To backup / restore the NVM values (IOT areas). Use this command when exchanging the MCU. Do not use when exchanging the ESS. Also, use when initializing the IOT in dC301.

Table 1 Diagnostic routines

dC500	Blank Page Threshold Value (C505/ C605/C605_Tall only)	To set the value that is used to determine what is a blank document when performing blank page detection for fax machines.
dC612	Print Test Pattern	To print the test pattern that is stored in the printer for checking image quality and isolating problems.
dC671	Registration Measuring Cycle	Measures the color registration for four colors and displays the status with OK or NG. (If NG, refer to the corresponding repair procedure to correct.)
dC673	Registration Control Sensor Check Cycle	To check if the mis-registration detection system from the regi control (MOB sensor) is operating normally.
dC675	Registration Control Setup Cycle	To set the most appropriate regi control correction value for skew etc. at the first execution when replacing the LPH etc.
dC919	Color Balance Adjustment (C505/C605/ C605_Tall only)	To perform fine adjustment of the center value of the shadows/midtones/highlights output balance for each color Y, M, C and K (black) for copy images.
dC924	TRC Adjustment	Manual density adjustment manually sets the offset amount of the ADC-LUT created by the ADC patch and finely adjusts the gradation.
dC939	Procon On/Off Print	Procon On/Off Print consists of the following two print modes: - Procon On: uses the current Procon data with the Procon (process control) soft-enabled and the TRC adjustment enabled. - Procon Off: uses only the features possessed by the IOT and with the Procon, etc. all turned Off.
dC945	IIT Calibration	For information only. Do not use this routine.
dC1010	Signals Sending Test	For information only. Do not use this routine.
dC1011	Relay On/ Off Test	For information only. Do not use this routine.

Using the Diagnostics

This section explains how to enter and exit the diagnostics on the device.

Entering the Diagnostics

NOTE: *You must not be logged in as Administrator. Before entering diagnostics, ensure you are logged out as Administrator. Also, ensure all print jobs have been deleted from the queue. (as this is a prerequisite to enter diags.)*

1. Press and hold the **Home** button more than five seconds, then release.
2. Enter the passcode (6789), and touch **OK**.
3. Touch **Diagnostics**.
4. Select the required diagnostics routine.

Exiting the Diagnostics

1. Touch **Exit** and select **Clear Error Log History** or **Keep Error Log History**.
2. Touch **Service**.
3. Select **Log Out** and exit the diagnostics.

Entering Diagnostics Using an Administrator Password.

NOTE: *Admin users have the ability to create an extra layer of password protection before entering diagnostics. Security sensitive customer may have this feature invoked. In this case, you need to obtain the additional password from the customer. The process for entering diagnostics will be as follows:*

1. Press and hold the **Home** button for more than five seconds, then release.
2. Enter the diagnostics password (6789) and press **Next** (do not press OK).
3. Enter the maintenance password (set by the customer) and press **OK** (either location).
4. Touch **Diagnostics**.
5. Select the required diagnostics routine.

Administrator password not available:

If the person who set the CE Mode passcode is not available or has forgotten the passcode, perform the following steps:

1. In Web-UI, log in as Admin. If the default password of 1111 does not work, contact the machine key operator for the password. If they are unavailable, the admin password can be reset by following GP 39, **Reset Administrator Password**.
2. Click on **System** and then click on **Security**.
3. Click on **Customer Service Engineer Access Restriction**.

    NOTE: *if this option is not displayed, click on SSL/TSL Settings and enable HTTP – SSL/ TLS Communication, then click OK (then, Restart Now). After the restart, log in again as admin and return to System>Security,>Customer Service Engineer Access Restriction.*

4. Disable the feature, then click **OK**, then **Restart Now**.
5. You should now be able to log into diagnostics from the front panel UI using just the normal password (6789).

Exiting the Diagnostics

1. Touch **Exit** and select **Clear Error Log History** or **Keep Error Log History**.
2. Touch **Service**.
3. Select **Log Out** and exit diagnostics.

GP 2 Fault Codes and History Files

Purpose

To describe access to fault history information and explain the fault code structure.

Fault Data Available from Diagnostics

- For information on paper jam codes, refer to dC118 Jam Counter.
- For information on failures, refer to dC120 Fault Counter.
- To display fault history by category, refer to dC122 Fault History.
- For information on current machine faults, refer to dC125 Active Faults.

Function, Fault, Component Codes

Refer to Table 1 for a description of some of the function and fault code prefixes.

Table 1 Fault code prefix and functional area

Fault Code Prefix	Functional Area
001	Standby power
002	User interface
003	Machine run control
005	Document transportation
010	Fusing and copy/print transportation
012	Finishing
016	Network controller
04X	Main drives
06X	LED print head, scanner
07X (X = tray No.)	Paper supply (paper trays and bypass)
08X	Paper feed and transport
09X	Xerographics

GP 3 Device Information

Purpose

To provide machine hardware and software information.

Service Information Available

From the Home screen, touch the device button. The following options display:

- Language
- About:
  - Device Name
  - Model
  - Serial Number
  - Xerox Asset Tag
  - Customer Asset Tag
  - Software Version
  - Contact information
  - Network information
  - Wi-Fi information
  - Information Pages
- Notifications
- Paper Trays
- Supplies
- Billing Usage
- General:
  - Measurements
  - Reading Order
  - Date & Time
  - System Timeout
  - Display Brightness
  - Sounds
  - Power Save
  - Feature Installation
- Apps:
  - Address Book
  - Email
  - Fax
  - Scan To
- Connectivity
- Support
- Resets:
  - Reset 802.1X and IPSec
  - Reset fonts, forms and macros
  - Reset to factory defaults

GP 4 How to Switch Off or Switch On the Printer

Purpose

The printer has a single multifunction button on the control panel. The Power/Wake button restarts, powers up, or powers down the printer. This button also enters and exits low-power mode, and flashes when the printer is in power-saver mode.

To power on the printer, or to exit Low-Power mode or Sleep mode, press the Power/Wake button.

NOTE:

- *The Power/Wake button is the only power switch on the printer.*
- *The printer exits Low-Power mode or Sleep mode automatically when it receives data from a connected device.*
- *When in Low-Power mode, or Sleep mode, the touch screen is turned off and unresponsive. To wake the printer manually, press the Power/Wake button.*

To restart, place the printer in Sleep Mode, or power off the printer:

1. At the printer control panel, press the Power/Wake button.
2. Select an option.
   - To restart the printer, touch **Restart**. At the prompt, touch **Restart**.
   - To place the printer in Sleep Mode, touch **Sleep**.

     NOTE: In Sleep mode, the touch screen is powered off and the Power/Wake button flashes.

   - To power off the printer, touch **Power Off**.
3. If the printer does not respond to a single press of the Power/Wake button, press and hold the button for 5 seconds. A message appears that requests you to wait for the printer to power off.

GP 6 Electrostatic Discharge Prevention

Some semiconductor components, and the sub-assemblies that contain them, are vulnerable to damage by electrostatic discharge (ESD). These techniques reduce the occurrence of component damage caused by static electricity.

Be sure the power is Off and observe all other safety precautions.

- Immediately before handling any semiconductor components, drain the electrostatic charge from your body. This can be accomplished by touching an earth ground source or by wearing a wrist strap device connected to an earth ground source. Wearing a wrist strap will also prevent accumulation of additional bodily static charges. Be sure to remove the wrist strap before applying power to the unit under test to avoid potential shock.
- After removing a static sensitive assembly from its anti-static bag, place it on a grounded conductive surface. If the anti-static bag is conductive, you may ground the bag and use it as a conductive surface.
- Do not use freon-propelled chemicals. These can generate electrical charges sufficient to damage some devices.
- Do not remove a replacement component or electrical sub-assembly from its protective package until you are ready to install it.
- Immediately before removing the protective material from the leads of a replacement device, touch the protective material to the chassis or circuit assembly into which the device will be installed.
- Minimize body motions when handling unpacked replacement devices. Motion such as your clothes brushing together, or lifting a foot from a carpeted floor can generate enough static electricity to damage an electrostatically sensitive device.
- Handle IC's carefully to avoid bending pins.
- Pay attention to the direction of parts when mounting or inserting them on circuit boards.

GP 7 Machine Specifications

Specifications by Product Type

Go to one of the following:

- VersaLink C500/C600 Printer Configurations and Options
- VersaLink 505/C605/C605_Tall Configurations and Options
- Optional Equipment (weights and dimensions)

NOTE: For additional information about device specifications, see the following:
- *Installation Space Requirements; GP 22*
- *Media Specifications; GP 26*
- *Environmental Specifications; GP 27*
- *Electrical Specifications; GP 28*

VersaLink C500/C600 Printer Configurations and Options

The Xerox® VersaLink C500/C600 single-function printer is available in four configurations. Refer to Table 1.

Table 1 C500/C600 configurations

Configuration	Feature
500N	Print Ethernet network connectivity USB2 and USB3 connectivity FDI
500DN	Print Automatic 2-sided printing Ethernet network connectivity USB2 and USB3 connectivity FDI
600N	Print Ethernet network connectivity USB2 and USB3 connectivity FDI Optional 550 Sheet Feeder and optional HCF (can be used with either a Finisher or Mailbox)
600DN	Print Auto 2-sided printing Ethernet network connectivity US2 and USB3 connectivity FDI Optional 550 Sheet Feeder and optional HCF (can be used with either a Fins i her or Mailbox)

Standard Features (C500/C600 C500/C600)

See Table 2 for a list of standard features for C500/C600 configurations.

Table 2 C500/C600 standard features

Feature	Description
Print Speed	C500 up to 45ppm C600 up to 55ppm
Print Resolution	Standard mode: 600x600dpi Enhanced mode: 1200x2400dpi
Paper Capacity: Bypass Tray MainTray	 150 sheets 550 sheets
Maximum Print Size	Legal (216 x 356mm, 8.5 x14 in.)
2-Sided Printing	N configuration: manual DN configuration: up to 176 g/m² from any tray
Control Panel	5-inch LCD touch screen and keypad navigation
Connectivity	USB 2.0 USB 3.0 10/100/1000 Base-T Ethernet ICCR (Support) NFC Gigabit Ethernet FDI
Memory (std.)	2GB
HDD	Serial ATA interface 2.5in. HDD 250GB
Remote Access	Embedded web server

Options and Upgrades

- Wireless connectivity: available with all configurations
- Optional 550 sheet feeder: all configurations, up to 4 allowed
- Optional 2000 sheet high capacity feeder: used with either a finisher or mailbox
- High Capacity Feeder: 2000 sheet capacity
- Finisher or mailbox: available on C600 only
- Stand and caster base: available for all configurations

Weights and Dimensions

Refer to Figure 1 and Table 3 for the weight and dimensions for standard C500 and C600 printers.
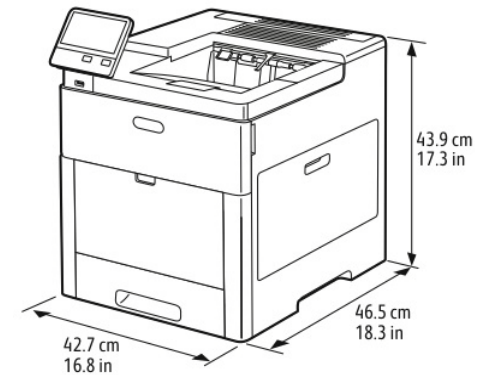
Figure 1 Standard configuration

Table 3 Weights and dimensions: Standard C500/C600

Standard configuration (without the optional 550-Sheet feeder)	
Width	427mm (16.9 in.)
Depth	465mm (18.4 in.)
Height	439mm (17.3 in.)
Weight (C500)	27.6kg (60.8 lb.)
Weight (C600)	29.4kg (64.8 lb.)

VersaLink 505/C605/C605_Tall Configurations and Options

The Xerox® VersaLink® C505/C605 Multi-function Printer is available in the following configu-rations(Table 4):

Table 4 C505/C605/C605_Tall configurations

Configuration	Feature
505s (3 in1)	Copy Print Scan Automatic 2-sided printing Ethernet network connectivity USB2 and USB3 connectivity FDI
505x (4in1)	Copy Print Scan Fax Automatic 2-sided printing Ethernet network connectivity USB2 and USB3 connectivity FDI
605x (4 in1)	Copy Print Scan Fax Automatic 2-sided printing Ethernet network connectivity USB2 and USB3 connectivity FDI HCF
605_Tall xf (4 in1)	Copy Print Scan Fax Automatic 2-sided printing Ethernet network connectivity US2 and USB3 connectivity FDI HCF that can be used with either a Finisher or Mailbox

Standard Features (C505/C605/C605_Tall)

Table 5 C505/C605/C605_Tall Standard features

Feature	Description
Simplex print speed (505)	Standard and enhanced modes - up to 45 ppm
Print speed (605)	Standard and enhanced modes - up to 55 ppm
2-sided print speed (505)	Standard and enhanced modes - up to 43 images per minute
2-sided print speed (605)	Standard and enhanced modes - up to 52 images per minute
Print resolution	Standard mode: 600x600 dpi Enhanced mode: 600x600x8 dpi from the print-driver, which prints at 1200x2400 dpi
Paper Capacities: Bypass tray Main tray Optional 550-Sheet Feeder HCF	 150 sheets 550 sheets 550 sheets 2000 sheets
2-sided printing	All configurations
Copy Speed 1-sided copy 2-sided copy	 13 copies per minute for color, 21 copies for black and white 8 copies per minute for color, 9 copies for black and white
Copy resolution	std.: 600x600 dpi, Enhanced: 1200x2400 dpi
Document Feeder: 505 605 605 Tall	Single-pass Duplex Automatic Document Feeder Optional Feeder and High Capacity Feeder Optional Feeder and High Capacity Feeder Optional Feeder and High Capacity Feeder
Fax Capability Scan Speed (simplex) Scan Speed (single pass duplex) Resolution (standard) Resolution (super fine)	 55dpm 110ipm 200dpi 400dpi
Scan Speed: Default scan input speed (DADH) - mono simplex	 30ipm
Default scan input speed (DADH) - color simplex	15ipm
Default scan input speed (DADH) - mono duplex	30ipm
Default scan input speed (DADH) - color duplex	15ipm
Document feeder capacity	50 sheets
Optical scan resolution	600x600dpi
Maximum Scan Size: Document Glass Single-pass DADF	 215.9x297mm (8.5 x11.7 in.) 215.9x355.6mm (8.5 x14 in.)

Feature	Description
Maximum Print able area	210.9x351mm
File Formats	JPEG JBIG2 LWZ/MH/MMR/MRC Compression TIFF XPS PDF/PDF/A/Searchable PDF/Linearized PDF
Supported Scanning	Xerox Scan to PC Desktop Scan to SMB Scan to Email Scan to FTP Scan to WSD ScanFlowStore
Control Panel	7-inch LCD touch screen and keypad navigation
Connectivity	USB 2.0 USB 3.0 10/100/1000 Base - T Ethernet Gigabit Ethernet ICCR (Support) NFC FDI
Memory (std.)	4GB
Remote Access	Embedded Web Server

Options and Upgrades

- Wireless connectivity: available with all configurations
- 550 sheet feeder: all configurations (up to 4 allowed or 1 allowed with HCF)
- 2000 sheet high capacity feeder (HCF): available on all configs.
- Finisher or mailbox: available on 605_Tall
- Stand and caster base: available with all configurations

Weights and Dimensions

Refer to the following figures and tables for the weight and dimensions for standard C505 and C605 printers.

- C505/C605:
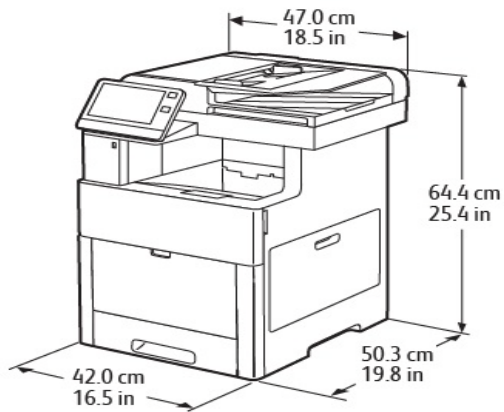
Figure 2 C505/C605

Table 6 Weights and dimensions (C505/C605)

Width	470mm (18.5 in.)
Depth	505mm (19.9 in.)
Height	644mm (25.4 in.)
Weight (C505)	36.1kg (79.6 lb.)
Weight (C605)	36.1kg (79.6 lb.)

- C605_Tall:
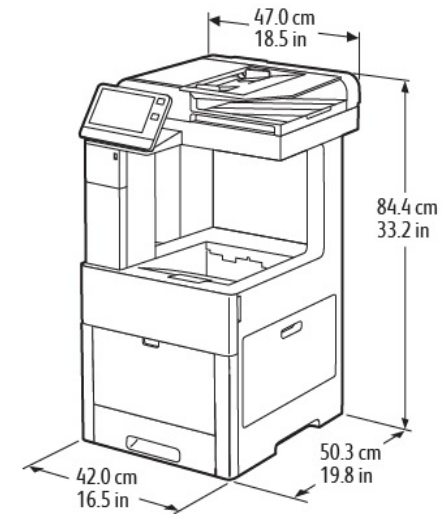
Figure 3 C605_Tall

Table 7 Weights and dimensions (605_Tall)

Width	470mm (18.5 in.)
Depth	503mm (19.8 in.)
Height	844mm (33.2 in.)
Weight (C605_Tall)	38.8 (85.6 lb.)

General Procedures-Information

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Optional Equipment

The following figures and tables display the weight and dimensions of available optional equipment.

- Figure 4, Table 8: Optional 550 sheet feeder
- Figure 5, Table 9: Caster base with cabinet
- Figure 6, Table 10: Caster stand with HCF
- Figure 7, Table 11, Finisher (C600 and C605_Tall)
- Figure 8, Table 12, Mailbox (C600 and C05_Tall)
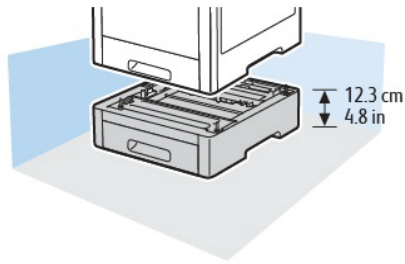
Figure 4 Optional 550 sheet feeder

Table 8 Weight and dimensions: optional 550 sheet feeder

Width	420mm (16.5 in.)
Depth	464.5mm (18.3 in.)
Height	123.5mm (4.8 in.)
Weight	6.6kg (14.6 lb.)
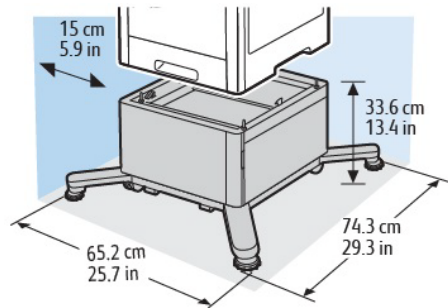
Figure 5 Caster base with cabinet

Table 9 Weight and dimensions: Optional caster with cabinet

Width (min)	652mm (25.7 in.)
Width (max)	802mm (31.6 in.)

Table 9 Weight and dimensions: Optional caster with cabinet

Depth	743mm (29.3 in.)
Height	336mm (13.4 in.)
Weight (cabinet)	16.6kg (36.6 lb.)
Weight caster base	8.5kg (18.8 lb.)
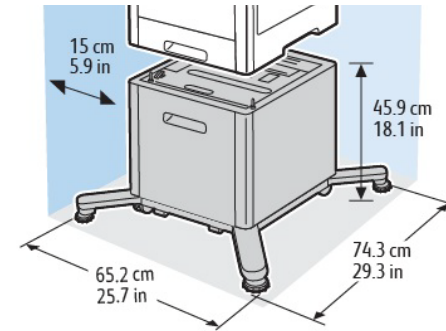
Figure 6 Caster base with HCF

Table 10 Weight and dimensions: caster stand (with HCF)

Width (min.)	652mm (25.7 in.)
Width (max.)	802mm (31.6 in)
Depth	743mm (29.3 in.)
Height	459mm (18.1 in.)
Weight (HCF)	19.7kg (43.4 lb.)
Weight (caster base)	8.5kg (18.8 lb.)

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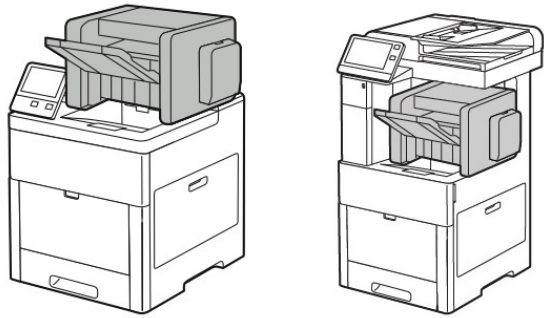
Figure 7 Finisher (C600 C500/C600 and C605_Tall)

Table 11 Weight and dimensions: finisher

Width	477mm (18.8 in.)
Depth	450mm (17.7 in.)
Height	248mm (9.8 in.)
Weight	6.8kg (15 lb.)

Refer to GP 22 for detailed space requirements and dimensions of the finisher.
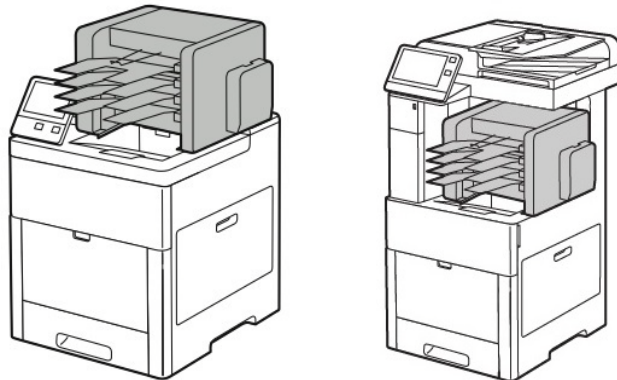
Figure 8 Mailbox (C600 C500/C600 and C605_Tall)

Table 12 Weights and dimensions: mailbox

Width	411mm (16.2 in.)
Depth	450mm (17.7 in.)
Height	248mm (9.8 in.)
Weight	5.2kg (11.5 lb.)

GP 8 General Disassembly Precautions

Purpose

Use these precautions when disassembling and reassembling components.

Procedure

NOTE: The close proximity of cables to moving parts makes proper routing essential. If components are removed, any cables disturbed by the procedure must be restored as close as possible to their original positions. Before removing any component from the machine, note the cable routing that will be affected.

Whenever servicing the machine, perform the following:

1. Check the replacement part number.
2. Check to verify that jobs are not stored in memory.
3. Power Off the printer, GP 4.
4. Use a flat and clean surface.
5. Only install authorized components.
6. Do not forcibly remove plastic components.
7. Ensure all components are in their correct position.
8. When replacing screws into plastic components, turn the screw counterclockwise to engage the original thread, then turn the screw clockwise. Do not overtighten. If a new thread is cut, the plastic component will lose the ability to hold the screw. This also applies to metal components.

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GP 9 Software Version Upgrade

Purpose

Use this procedure to update the printer software, or when a repair requires the software to be reinstalled.

Obtaining the Software

The software download manager tool (FWDLMgr.exe) and the device software file (.bin) can be downloaded from the Xerox.com>Support>Support & Drivers page.

Procedure

*NOTE: Prior to updating software, ensure that **software upgrade** is enabled.*

There are different methods for downloading the machine software:

- Software Download Manager Tool using Port 9100
- Software Download via the USB Port
- Software Loading via the Special Boot Menu
- Software Loading via the Embedded Web Server

Software Download Manager Tool using Port 9100

1. Download the appropriate software download manager tool (FWDLMgr.exe) and software (.bin) to an appropriate file location on the PWS. Refer to Obtaining the Software.
2. Switch off the machine,GP 4.
3. Disconnect the ethernet cable from the machine. Connect an ethernet crossover cable from the PWS network port to the machine network port, GP 35.
4. Switch on the machine, GP 4. When the machine reaches the Ready state, print a configuration report, GP 18.
5. Ensure the IP address (refer to the configuration report) of the machine can be pinged from the PWS:
   a. Open a command window (CMD):
      - Windows 7: select **Start** and in the Search box above the start button, type **CMD**, then press **Enter**.

      *NOTE: If the Windows key is enabled (the key located in the lower left corner with the Microsoft logo), hold the Windows key down, press **R** and release both keys to open the Command window.*

   b. In the command window (where the blinking cursor is) type ping. Press the space bar once, then enter the IP address of the device. Press **Enter**.
   c. If the ping command is successful, the device will reply four times. This should not take more than two or three seconds.
   d. If the ping command times out, or responds with 'host unreachable', check the IP address that was entered. If the IP address is correct, contact 2nd level support.
6. Log in as an administrator via the embedded web server. Ensure that software update is set to **Enable** (Home/System/Software Update/Enable).
7. Double click on FWDLMgr.exe to run the software download manager tool.
8. Touch **Agree** on the software update tool (license).

9. The printer model and file selection window will open. From the pull down menu, select the printer model, then browse to where the software file (.bin) is located. Double-click the (.bin) file then touch **Add** and then touch **Next**.
10. The communication interface selection window will open. Select **Network (Port9100)**, then touch **Next**.
11. The printer specification window will open. Specify the printer to be updated (entering the IP address is the best method). Touch **Next** to start the software download.
12. The software update status appears on the Update in Progress screen.

CAUTION

Do not switch off the machine until the reboot is complete. The machine will reboot after the download is complete.

13. When the update is complete, the result window will open. Touch **complete**. The machine will reboot, and a software upgrade report will be printed.

Software Download via the USB Port

Perform the steps that follow:

1. Download the appropriate software download manager tool (FWDLMgr.exe) and software (.bin) to an appropriate file location on the PWS. Refer to Obtaining the Software.
2. Switch off the machine, GP 4.
3. Connect a Type A to Type B USB cable (male on both ends), from the PWS to the machine.
4. Switch on the machine, GP 4.
5. Enter special boot mode, GP 15. Select download mode on SPECIAL BOOT MENU 1/3.
6. As the UI displays 0% completed, double click on FWDLMgr.exe to run the software download manager tool.
7. Touch **Agree** on the software update tool (license).
8. The printer model and file selection window will open. From the pull down menu, select the printer model, then browse to where the software file (.bin) is located. Double-click the (.bin) file then touch **Add** and then touch **Next**.
9. The Communication Interface Selection window will open. Select **USB Port**, then touch **Next**.
10. The software update status appears on the Update in Progress screen.

CAUTION

Do not switch off the machine until the reboot is complete. The machine will reboot after the download is complete.

11. When the update is complete, the result window opens; touch **Complete**. The machine reboots, and prints a Software upgrade report.

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Software Loading via the Special Boot Menu

NOTE: A USB memory device is needed for this method. The USB device must be formatted using the FAT32 file system.

1. Download the software (.bin) file. Refer to Obtaining the Software.
2. Create a folder named 'DWLD' on the USB memory device.
3. Store the software download file (.bin) in the 'DWLD' folder
4. Switch off the machine, GP 4. Insert the USB memory device.
5. Enter special boot mode, GP 15. Select **Download Mode** on Special Boot Menu 1/3, then touch **YES**. The UI will display SW update progress. The machine reboots.

<div align="center">CAUTION</div>

Do not switch off the printer until the reboot is complete. The printer will reboot after the download is complete.

6. After the reboot, the machine prints a software upgrade report. Remove the USB memory device.

Software Loading via the Embedded Web Server

There are three options available for updating the software via the embedded web page:

- Check Now
- Periodic Updates
- Updates with File Specified

Check Now

Use the Check Now feature to check for software updates.

1. Log in as an administrator via the embedded web server. Ensure that software update is set to **Enable** (Home/System/Software Update/Enable).
2. Touch **Check Now**.
3. If new software is available, continue to follow the on-screen instructions.

    NOTE: If the device software is current, no action is taken.

Periodic Updates

Use this feature setup the device to check periodically (daily, weekly, monthly) for software updates.

1. Log in as an administrator via the embedded web server (refer to the appropriate User Guide for details.) Ensure that Software Update is set to **Enable**; (Home/System/Software Update/Enable).
2. Under the **Check Automatically** banner, use the pull down menu to set when the device should check for updates; never, daily, weekly or monthly.

Updates with File Specified

1. Download the software (.bin) file, refer to Obtaining the Software.
2. Log in as an administrator via the embedded web server. Ensure that software update is set to **Enable** (Home/System/Software Update/Enable).
3. Under the **Update with File Specified** banner, touch **Select**.
4. Browse to where the software file (.bin) is located. Select the (.bin) file, then touch **Install Now**.

GP 10 How to Check a Motor

This procedure describes how to check a motor:

Initial Actions

<div align="center">**WARNING**</div>

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

1. Check that the motor is free to rotate.
2. Check that all the motors mechanisms are clean, free to move and lubricated correctly.
3. Enable 24V with chain-link 041-001 and test motor operability using dC330. Run the motor for 30 seconds, if the motor shows signs of or can be heard to slow down, the motor is defective. Install a new motor.
4. Perform the appropriate procedure:
    - Two Wire DC Motor
    - DC Motor with Integral Encoder
    - Four Wire Stepper Motor

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

NOTE: In cases where the motor may be driven forward or backward, the same two feed wires are used, but the voltages on them are reversed, to reverse the motor direction. Such motors may have two component control codes, for forward and reverse. A typical application is a tray lift motor with a tray-up and a tray-down direction

1. Check the drive voltage when the component control code for the motor is entered. If the drive voltage is present at the motor, but the motor does not turn, install a new motor. If the drive voltage is not present, go to step 2.
2. Check that the drive voltage is correct at the driver output pins of the PWB when the component control code for the motor is entered. If the drive voltage is present, check the wiring and connectors to the motor. If the drive voltage is not present, check the power to the driver PWB. If the power to the PWB is good, install a new driver PWB.

NOTE: This type of motor has the normal drive voltages for a DC motor, plus the +3.3VDC and 0V lines for the encoder. The encoder has two outputs, A and B, producing pulses when the motor is on. When the motor is running in one direction, the encoder A pulses lead the encoder B pulses. In the other direction, encoder B pulses lead encoder A pulses. In this way the controller can detect that the motor is running in the correct direction.

Check the operation of the motor as follows:

1. Check the drive voltage when the component control code for the motor is entered. If the drive voltage is present at the motor, but the motor does not turn, install a new motor. If the drive voltage is not present, go to step 2.
2. Check that the drive voltage is correct at the output pins of the driver PWB when the component control code for the motor is entered. If the drive voltage is present, check the wiring and connectors to the motor. If the drive voltage is not present, check the power to the driver PWB. If the power to the PWB is good, install a new driver PWB.

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NOTE: When checking for pulses, use a standard digital multimeter. Using the DC volts range, or the AC volts range, expect to obtain a reading greater than 1V and less than 4 volts, while the motor is running. The actual value depends on the meter's reaction to square waves and to the particular frequency of the pulses. It is common to obtain a reading of 2 to 3 volts. If the meter has a minimum and maximum recording facility, expect a maximum value of around +4.9 volts DC, and a minimum value of around +0.2 volts DC

Check the operation of the encoder as follows:

Check for pulses when the motor is running. If pulses are present at the motor, but not present at the PWB, check the wiring to the motor and repair or install new wiring. If pulses are present at the PWB, but there is still an error indicating that the motor is failing, install a new driver PWB.

NOTE: A stepper motor with an internal open circuit may appear to be fully functional under dC330 component control. However, under normal operation it will run with intermittent failure. Use the multimeter to check stepper motor coil resistance.

1. Refer to Figure 1 as an example. Disconnect PJ111. Check the +24VDC supply and the phase pulses to GND when the component control code for the motor is entered. If the supply and pulses are present, install a new motor.
2. Check the connectors and wiring to the motor. Repair or install new wiring, as necessary.
3. Disconnect PJ11. Check the +24VDC. If +24VDC is not present, check the power to the PWB. If the power is good, install a new PWB. Check the phase pulses at the PWB. If the phase pulses are not present at the PWB, install a new PWB.
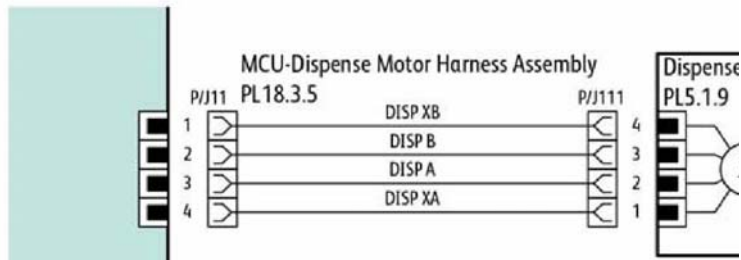
Figure 1 Motor wiring diagram

GP 11 How to Check a Sensor

Use this procedure to check the operation of all types of sensor.

NOTE: Some sensors have a resistor within the sensor and other sensors require a resistor on the PWB. The resistor limits the current through the LED. The voltage to the sensor LED with an external resistor, is typically 1.2V.

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are examples only. Go to the wiring diagram associated with the RAP for the correct information.

NOTE: In some cases, two sensors are used to form an interruptible beam of light. In these cases, the LED of one sensor and the sensing element of the other sensor are used. Treat the two sensors as if they were housed in the same body for diagnostic purposes, ignoring the unused part of each sensor. If the combined sensors do not operate correctly and the beam path is clear of obstruction, it may be necessary to install both new sensors.

Quick Sensor Check

Enter the component control code for the sensor, refer to dC330. Actuate the sensor. If the display changes, the sensor operates correctly. If the display does not change, perform the procedure.

Procedure

For the sensor in the example wiring diagram shown in Figure 1:

1. Actuate the sensor and check for a change in voltage at PJ27, pin 3. If the voltage changes, install a new PWB. If the voltage does not change, continue to the next step.
2. Disconnect PJ271 at the sensor. Check for +3.3VDC and 0V (GND) on the harness (between pins 2 and 3). If the voltage is correct, install a new sensor. If voltage is not present, go to the next step.
3. Disconnect PJ27 and PJ271. Check the harness and the connectors for continuity. Repair or install a new harness if continuity test indicates an open wire. If harness is good, go to the next step.
4. Check for +3.3VDC and 0V (GND) between pins 2 and 3. If voltage is not correct, install a new PWB.
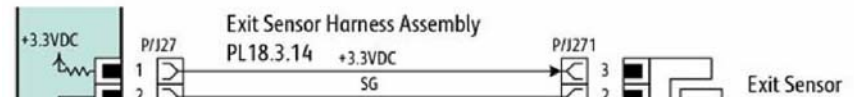
Figure 1 Sensor wiring diagram

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GP 12 How to Check a Solenoid or Clutch

Use this procedure to check a clutch or solenoid.

Initial Actions

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

1. For a clutch, check that the shafts, gears, rolls etc., associated with the clutch are free to rotate, clean and lubricated where applicable.

2. For a solenoid, check that the solenoid is free to actuate and that the mechanisms associated with the solenoid are free to move.

Procedure

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

NOTE: When a solenoid is energized in diagnostics, movement is seen. When a clutch is energized in diagnostics, the sound of the clutch action is heard. If possible, run the motor connected to the clutch to confirm when the clutch is energized

1. Enter the dC330 output code for the clutch or solenoid. If the clutch or solenoid does not energize, continue with step 2.

2. Refer to Figure 1 (as an example). Disconnect PJ17, check for +24VDC at pin 1 on the wiring side of the connector, If the voltage is correct, install a new solenoid or clutch.

3. Reconnect PJ17, enter the dC330 output code for the clutch or solenoid, while measuring the voltage between pin 1 and ground. If the voltage does not change when the code is entered, install a new PWB.

4. If the fault is intermittent, perform the actions that follow:

   a. Check the wiring. Repair or replace as necessary.

   b. Operate the clutch or solenoid under normal running conditions. If the clutch or solenoid operates intermittently or with hesitation, install new parts.

   c. Check that the clutch or solenoid has enough drive to operate the mechanism to which it is attached; if necessary, install a new clutch or solenoid.
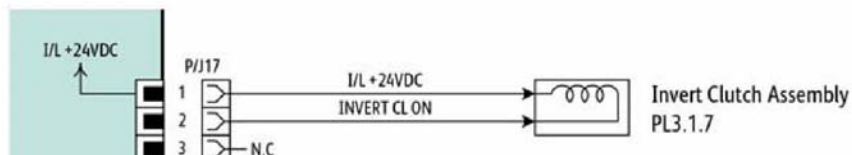
Figure 1 Clutch wiring diagram

GP 13 How to Check a Switch

Use this procedure to check the operation of a switch.

NOTE: Figure 1 shows an interlock switch actuated by the closing of a door.

Initial Actions

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

Manually check that the switch operates. Ensure that the magnet or other actuator has enough mechanical movement to operate the switch.

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

Procedure

1. Enter dc330 diagnostics and enable the component control code for the switch to test. Actuate the switch. If the display changes, the switch operates correctly. If the display does not change, perform the following steps.

2. Inspect the mechanism intended to actuate the switch. Adjust, repair or install a new part as needed if it is not actuating the switch.

3. Disconnect the switch and measure the resistance between the two connector pins. If it does not change from infinite to 0 ohms as the switch is actuated, install a new switch. If the resistance changes correctly, go to the next step.

4. Check the continuity of the wire harness between the switch and its control PWB. If open, repair or install a new harness.

5. If the switch and wire harness have tested good, install a new PWB that the switch is connected to.
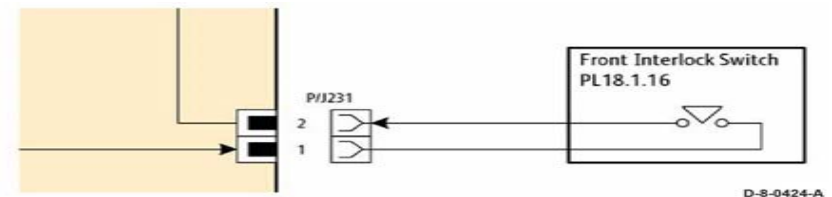
Figure 1 Switch wiring diagram

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GP 14 How to Clone Device Settings

Purpose

Use this procedure to establish a network connection between the PWS and printer, create a copy of network configuration settings and then distribute these settings to multiple devices on the network. This cloning process can also be used to backup and restore network settings lost during a software reload.

NOTE: To establish a direct Ethernet connection between the PWS and printer requires the printer's driver installation CD-ROM, a crossover cable, and the PWS.

Depending on the printer, a Windows 7 (W7) driver might not be available on the printer's driver installation CD-ROM. If not, download the driver from Xerox.com under the Support and Drivers page. W7 has two kernel types, 32 and 64-bit. If installation the wrong driver is attempted, Windows displays an error to indicate the driver is incorrect. To check the kernel type, click on Start, in the right column, right click on Computer and select Properties, the kernel type will be listed as System Type.

Procedure

Refer to the relevant procedure:

- **Establishing a LAN connection**
- **Creating the Clone File**
- **Using the Clone File**
- **Set a Static IP Address on the PWS**
- **PWS Browser Proxy Server Setting**

Establishing a LAN connection

Use these steps to establish a Local Area Network (LAN) connection between the PWS and printer using a crossover cable.

NOTE: Record the original data for every change. It may be necessary to reset the IP address, depending on PWS usage and local network practice.

1. Print a Configuration Report, GP 18. Note the printer's IP address.
2. Connect the crossover cable between the PWS and printer.
3. Open a Command window (CMD) on the PWS.
   - If running XP, click on **Start**, then select **Run**. Type **CMD** in the Run dialog box and press **Enter**.
   - If running W7, select **Start** and in the Search box above the Start button, type **CMD** and press **Enter**.

   NOTE: If the Windows key is enabled (the key located in the lower left corner with the Microsoft logo), hold the Windows key down, press R and release both keys to open the Run dialog box.

4. Type **ipconfig** at the prompt, record the current network settings displayed. Restore these settings when the LAN connection is no longer needed.

   NOTE: Use the IPv4 address for the Local Area Connection, not the address listed under Wireless Ethernet Connection (if enabled in the laptop).

5. Check the IP addresses of the PWS and printer. If the PWS has been connected to the same subnet, the PWS and printer address should share the same values for the first three and have a different value for the forth number. Refer to Table 1 for an example.

Table 1 Example LAN settings

	Printer	PWS / Laptop
IP Address	192.168.0.2	192.168.0.5
Subnet Mask	255.255.255.0	255.255.255.0
Gateway/Router	192.168.0.1	192.168.0.1

If the PWS and printer share similar, but unique IP address, continue. If not, use the Set a Static IP Address on the PWS to set the PWS IP address.

6. After verifying the IP addresses are correctly configured, PING the printer:
   a. In the Command window (where the blinking cursor is) type the word **PING**. Press the space bar once and enter the printer's IP address and press **Enter**. As an example: ping 192.168.0.2.
   b. If the printer responds to the PING command, it replies four times. This should not take more than two or three seconds.
   c. If the PING command times out, or responds with "host unreachable", check the IP addresses that were entered. If the IP address is correct, contact 2nd level support.
7. If the PING command replies, exit the Command window (type "exit" at the prompt and press **Enter**). This test verifies the Ethernet connection is good.
8. Install the printer driver and setup the printer as a local printer. Select connect to the printer using "other" port type. From the dialog drop down select Standard TCP/IP port.
9. For the printer name or IP address, enter the printer's IP address (192.168.0.2 in this example).
10. When the driver installation finishes, Select **Yes** at the Print Test Print dialog box.

    NOTE: If the test page does not print, the customer could have Accounting enabled (if the device supports it) requiring that a special code is submitted with the print job before the printer prints.

11. After the test print is completed, open a web browser on the PWS.
12. In the Address Bar (in place of a web site address or URL), enter the printer's IP address (192.168.0.2 in this example).
13. If the connection is working correctly, the web page of the printer will be displayed.

    NOTE: If the printer's web page cannot be opened, verify that Web Services are enabled on the configuration page. If the web browser is set to use a Proxy address for the internet connection, it will not be possible to open the printer's web page as there will be no connection to that proxy server while directly connected to the printer via the crossover Ethernet cable.

Creating the Clone File

NOTE: This procedure can be performed from any PC connected to the network or the PWS connected to the machine using an Ethernet crossover cable. The only requirement on the PC is an Internet Browser.

1. Open Internet Explorer

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2. Enter the machine's IP address in the **Address** line and select **Go**.

3. When the **Internet Services** window opens, login to **Admin** mode, GP 23. Click on the **Home** tab, then the **Cloning** link.

4. Select individual parameters to clone from the device or Select/Clear All.

5. Click on Create.

6. If prompted, save the clone file to an easily remembered location that for later installation. If not prompted to save the file, look for it in the Downloads folder.

7. Click Close.

8. Log out of **Admin** mode, GP 19.

Using the Clone File

NOTE: This procedure can be performed from any PC connected to the network or the PWS connected to the machine using an Ethernet crossover cable. The only requirement on the PC is an Internet Browser.

1. Open Internet Explorer

2. Enter the machine's IP address in the **Address** line and select **Go**.

3. When the **Internet Services** window opens, login to **Admin**, GP 23. Click on the **Home** tab, then the **Cloning** link.

4. Click on the **Select** button.

5. Use the **Browse** button to navigate to the clone file, or type the full path to the file, then click **Open**.

6. Click **Install**.

7. Verify the cloned settings with a new Configuration Report.

Set a Static IP Address on the PWS

Use this procedure to manually set the PWS IP address. Instructions are given for W7 and XP.

NOTE: If the PWS has a wireless Ethernet card/adapter installed, Windows will not use the wired Ethernet port by default until either the PWS is rebooted or the wireless Ethernet card is temporarily disabled. If unsure how to disable/enable the wireless Ethernet card, restart the PWS after setting the IP address.

For W7:

1. Open the **Control Panel**.

2. Select **Network Sharing Center**.

3. Select **Change Adaptor Settings** in the upper left corner of the Control Panel.

4. Right-click on **Local Area Connection**, then select **Properties**.

5. On the Networking tab (for local area connection), click on **Internet Protocol Version 4** (TCP/IPv4), then select **Properties**.

6. Select **Use the following IP address** and enter an IP address similar to the printer to manually set the PWS IP address and subnet mask to match the printer's IP configuration settings.

7. Click **OK** twice and exit Network Connections.

For XP:

1. Click **Start** and select **Control Panel**.

2. Click **Network and Internet Connections** and then select **Network Connections**.

3. Right-click on **Local Area Connection** and then select **Properties**.

4. On the General tab (for local area connection), click I**nternet Protocol (TCP/IP)**, and then click on **Properties**.

5. Click **Use the following IP address** to manually set the computer's IP address and subnet mask to match the printer's IP configuration.

6. Click **OK** twice to exit Network Connections.

PWS Browser Proxy Server Setting

The following steps ensure the proxy server settings are correct.

1. Open **Windows Internet Explorer.**

2. Select **Tools - Internet Options**.

3. Select the **Advanced** tab.

4. Scroll down to **HTTP 1.1 Settings**.

5. Ensure that the "Use HTTP 1.1 through proxy connections" box is **un-checked**.

6. Select **OK** to close the **Internet Options** window.

7. Close **Windows Internet Explore**r.

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GP 15 Special Boot Modes

Purpose

To start the device in various modes to enable special functions. The special boot modes are accessible by turning On the power while pressing and holding down specific buttons on the control panel.

Procedure

1. Switch Off the machine GP 4.
2. Simultaneously press then hold down the **Home** and **Power** buttons until the device powers On and SPECIAL BOOT MENU appears. Figure 1.
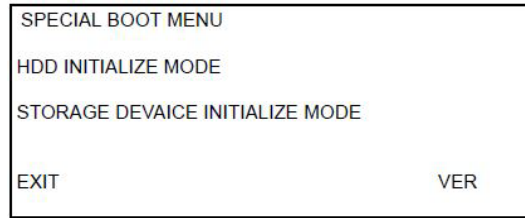
Figure 1 Special boot menu

3. Simultaneously touch the letters **A** in **SPECIAL** and **B** in **BOOT**, and the **Home** button. Do not hold any of the three locations, just touch/press then release simultaneously. See Figure 2.
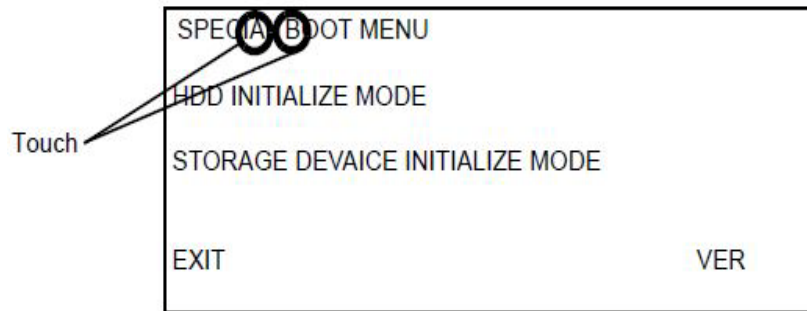
Figure 2 Accessing the next level of menu

4. At the keypad screen, enter code number 6789#. The first special boot menu displays.

5. Scroll through the special boot menu screens to select the appropriate function, refer to Table 1. Follow the on screen instructions. The device may reboot, then print a report.

Table 1 Next level of menu

DOWNLOAD MODE	--BOOT MODE-- DOWNLOAD MODE ARE YOU SURE? YES NO	Device starts in software download mode. See GP 9, Software Version Upgrade.
LONGDIAG MODE	--BOOT MODE-- LONGDIAG MODE ARE YOU SURE? YES NO	Performs a more detailed check than the usual device diagnostic items at the start up of the machine.
01. JOB LOG CLEAR MODE	--BOOT MODE-- 01. JOB LOG CLEAR MODE ARE YOU SURE? YES NO	Used to clear corrupted files.
02. FACTORY INIT MODE	--BOOT MODE-- 02. FACTORY INIT MODE ARE YOU SURE? YES NO	**CAUTION** *Do not perform this mode unless directed.* Machine will be reset and the message "NVMEM is cleared" will be displayed. Switch the machine off, then on, GP 4. Fault code 116-334 will be displayed, again switch the machine off, then on, GP 4. Fault code 124-315 will be displayed, perform dC301. The machine will restart at the install wizard. **CAUTION** *All customer configured settings will be deleted. To restore the customer configured settings, a clone file is required. Refer to GP 14.*
03. NVRAM INIT MODE	-BOOT MODE-- 03. NVRAM INIT MODE ARE YOU SURE? YES NO	Forcibly initializes the controller NVM back to default. This is the same as initializing the Sys-System NVM and Sys-User NVM in

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Table 1 Next level of menu

04. HDD FORMAT MODE	-BOOT MODE-- 04. HDD FORMAT MODE ARE YOU SURE? YES NO	All pending jobs will be deleted. The HDD will be forcibly reformatted. **CAUTION** *All customer data on the HDD (mailboxes, scanned documents, user IDs and account IDs) will be deleted.*
06. HDD INITIAL-IZE MODE	--BOOT MODE-- HDD INITIALIZE MODE ARE YOU SURE? YES NO	All pending jobs will be deleted. The spool area will be forcibly reformatted. **CAUTION** *All customer data on the HDD (mailboxes, scanned documents, user IDs and account IDs) will be deleted.*
SKIP INSTALL WIZARD	--BOOT MODE-- SKIP INSTALL WIZARD ARE YOU SURE? YES NO	Starts the machine without displaying install wizard.

GP 16 Separate System Modules

Use this procedure to remove the optional feeder from the printer.

Description

Many service procedures require separation of the optional feeder from the printer. Refer to GP 20 for information about how to safely move or lift the printer.

WARNING

Switch off the electricity to the machine GP 4. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

CAUTION

Always move the printer separately from the optional tray.

1. Refer to the following figures to clear the media path and output trays.
   - Figure 1 C500/C600
   - Figure 2 C505/C605
   - Figure 3 C505/C605 with optional 550 sheet feeder
   - Figure 4 Remove the optional feeder from the printer
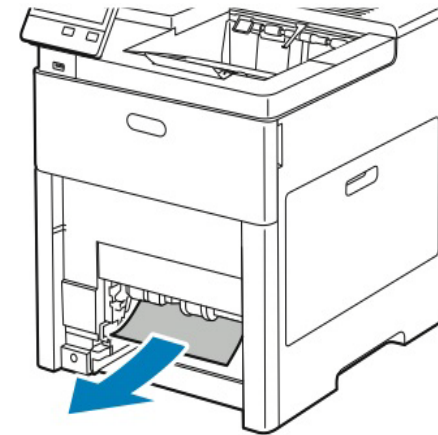
Figure 1 Clear the media path and output tray (C500/C600)

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Figure 2 Clear the media path and output tray (C505/C605)
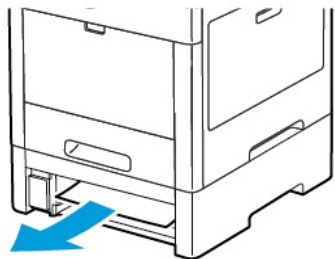
Figure 3 Clear the media path and output tray (printer with optional feeder)

2. Refer to Figure 4 to locate and toggle the slider switch to the unlocked position before separating the printer and optional trays.
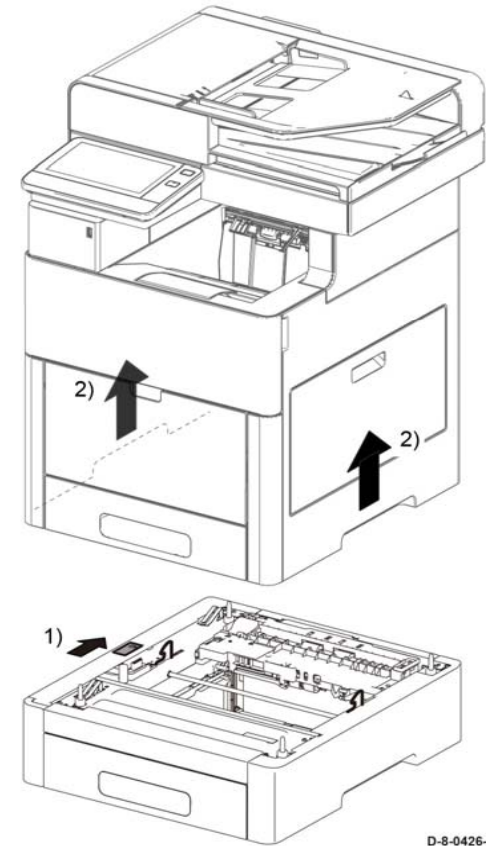
Figure 4 Separate optional feeder assembly from the printer

3. Lift the module to clear the support brackets.
4. Place the module on a suitable work surface to avoid damage.
5. Check the position of the option connector before reassembly.

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GP 17 External Fax Line Test

Purpose

To determine if a fax problem is with the customer's phone line or the Xerox device.

The preferred method of verifying the phone line functionality is to use the modem saver device part number 600T2133 to ensure the fax line is wired correctly and to use the Analog hand set part number 600T1937 or customer's analog phone to place calls on the line. Be sure that both local and long distance calls can be placed and the line quality is clear and without static.

Using the fax handset, determine the following:
- Can it dial externally on the line?
- Can it receive a call on the line?
- Evaluate line quality. Check the line for unwanted beeps, or noise.

Use a breakout box to measure voltages (use the machine chassis as ground). Refer to the Fax 101 training kit 701P50355 (GSN Library #77387) for instructions. Check the following conditions:
- Ground continuity
- Line voltage: -20 to -50VDC
- Loop current: 15 to 95 mA DC
- Ring signal: 50 to 90VAC
- Ring-ground and tip-ground: <1VAC

NOTE: If a line quality or incorrect voltage is found, it is the customers responsibility to resolve the problem.

GP 18 Printing Reports

Purpose

To list reports available from the UI:

NOTE: To print the fax protocol report or fax activity report, refer to GP 30.

Procedure

Perform the steps that follow:
1. From the Home Screen, touch Device.
2. Touch About.
3. Scroll to the bottom of the list, then touch Information Pages.
4. Select the desired report, then touch Print.

Configuration Report

The Configuration Report lists the current state of system configuration parameters including installed options and network settings.

Billing Summary Report

The Billing Summary Report lists Device Information, Billing Meter impression counters (for customers on billing meter supplies plans only) and Sheet Count by Paper Type.

Supplies Usage

The Supplies Usage report includes the current status of printer consumables and routine maintenance items. Installation dates and replacement part numbers are listed.

PostScript Font List

This report provides a list of the installed PostScript fonts.

PCL Font List

This report provides a list of the installed PCL fonts.

Demonstration Print

This report shows a brief synopsis of the device.

Startup Page

This report lists device type, software versions, enabled protocols and mobile connectivity.

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GP 19 Intermittent or Noise Problem

Purpose

To provide guidance for resolving intermittent or noise problems, and recommend actions to locate the cause of the problem.

Procedure

1. Check the service log. Recent service actions may provide information about the problem. For example, a component that was recently replaced to correct another problem may be the cause of the new intermittent problem.

2. Noise problems may be due to improper installation. Check for packing materials that have not been removed and for loose or missing hardware.

3. Run the printer in a mode that vigorously exercises the function that is suspected. The printer may fail more frequently or fail completely under these conditions. Look for signs of failure or abnormal operation.

    An intermittent problem is usually associated with a RAP, resulting in a fault code, jam code, or other symptom.

4. Using the RAP associated with the problem, examine all of the referenced components. Look for:
    *   contamination, such as a feed roller that has a build up of dirt or toner
    *   wear, such as gear teeth that are rounded or have excessive backlash
    *   wires chafing against components of the machine, especially against moving components
    *   misaligned, mis-adjusted, or incorrectly installed components
    *   slow or slipping clutches; slow or binding solenoids
    *   damaged components
    *   excessive heat, or symptoms of excessive heat, such as the discoloration of a component
    *   loose cables or wires

5. Using the RAP, perform all adjustments for the components or functions. Check that the adjustment can be made, there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an indication of the cause of the problem. For example, a component can be adjusted to the nominal value, but it is at the limit of the adjustment range. This is not normal and may indicate of the cause of the problem.

6. Operate the components using component control; dC330. Observe for symptoms of abnormal operation, such as a hesitation, or unusual sounds.

7. Check that the AC and DC power are within specification.

8. Examine any components that are not in the RAP, but associated with the function that is failing. Refer to the BSDs. Look for:
    *   contamination, such as a feed roller that has a build up of dirt or toner
    *   wear, such as gear teeth that are rounded or have excessive backlash
    *   wires chafing against components of the machine, especially against moving components
    *   misaligned, mis-adjusted, or incorrectly installed components
    *   slow or slipping clutches; slow or binding solenoids
    *   damaged components
    *   excessive heat, or symptoms of excessive heat, such as the discoloration of a component
    *   loose cables or wires

9. Perform adjustments for any other failing components. Refer to the BSDs. Check to ensure that the adjustment can be made, there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an indication of the cause of the problem.

10. Replace any components or consumables that are known to be a frequent cause of the problem, taking into consideration, repair cost and time required. If the suspected item is inexpensive, can be installed quickly, and has a high probability of resolving the problem, then it is reasonable to replace it.

11. Leave a detailed record of actions taken in the service log, and recommended next steps.

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GP 20 How to Safely Lift or Move the Printer

Use this procedure when lifting or moving heavy modules.

Description

Most service procedures for the optional feeder module requires separation of the printer and feeder. Feeder removal requires two people.

<p align="center">WARNING</p>

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

<p align="center">CAUTION</p>

Always move the printer separately from the optional tray unless the optional stand is installed.

Lift the printer firmly by gripping the recessed areas on both sides of the printer. Never lift the printer by gripping any other areas.

<p align="center">CAUTION</p>

Failure to properly repackage the printer for shipment can result in damage to the printer. Printer damage caused by improper packaging is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.

When moving the printer or removing heavy modules, observe the following:

1. Locate a suitable stable surface to support the module after removal.
2. The support surface height is between 750mm and 1000mm (30" and 39").
3. Check there are no hazards or obstacles between the printer and support surface.

<p align="center">CAUTION</p>

If the optional Productivity Kit (HD) is not installed, ensure that the Ready LED is off before you turn off the printer. The data in the memory is cleared when the printer is turned off.

4. Turn off the printer and disconnect the power cord and other cables from the back of the printer.
5. Remove any paper or other media from the output tray. If the output tray extension is extended, close it, Figure 1.
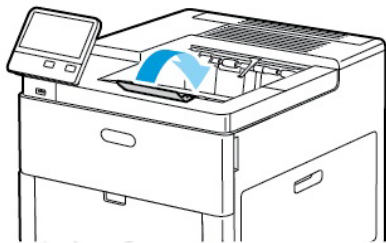
Figure 1 Close the Output Tray Extension

6. Remove the paper from the paper tray, Figure 2. Keep the paper wrapped and away from humidity and dirt.
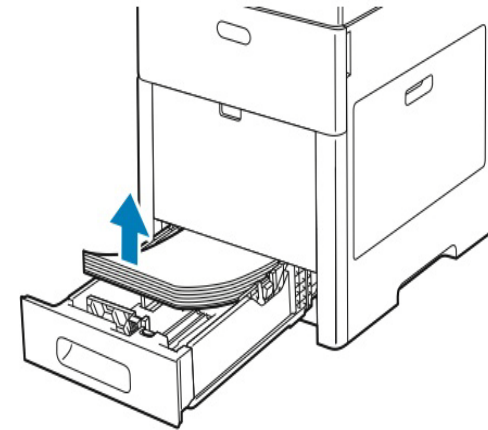
Figure 2 Remove Paper from the Paper Tray

7. Lift and carry the printer as shown in Figure 3 and Figure 4.

Figure 3 Printer Lifting Technique (C500/C600)

Figure 4 Printer Lifting Technique (C505/C605/C605_Tall)

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NOTE:

- *When moving the printer, do not tilt it more than 10 degrees to the front, back, left, or right. Tilting the printer more than 10 degrees can cause toner spillage.*

8. After moving the printer:
   a. Reinstall any parts that were removed
   b. Reconnect the printer to the cables and power cord
   c. Plug in and turn on the printer

GP 21 Machine Lubrication

Purpose

To provide information on the use of lubricants.

Procedure

<p style="text-align:center"><strong style="color:red">CAUTION</p>

Only use lubricants as directed. Incorrect use of lubricants could seriously affect the performance of the device.

Take the following precautions when performing machine lubrication:

- Wear disposable gloves.
- Only use lubricants that are specified in the procedure.
- Lubricate parts only as directed.
- Apply the smallest amount of lubricant, sufficient to lubricate the parts. To prevent contamination, remove any excess lubricant.
- Take great care not to contaminate other parts with the lubricant.

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GP 22 Installation Space Requirements

See the following illustrations and tables for the installation space requirements for the VersaLink printers.

- C500/C600 Installation Space Requirements
- C505/C605/C605_Tall Installation Space Requirements

C500/C600 Installation Space Requirements

See Table 1 for total clearance space requirements for the C500 and C600 C500/C600s. See Table 2 for space requirements for the optional 550 sheet feeder and Table 3 for the optional finisher.

Table 1 Total installation space requirements (C500/C600)

	C500/C600 Standard
Width	870mm (34.3 in.)
Depth	1322mm (52 in.)
Height	553mm (21.8 in.)

C500/C600
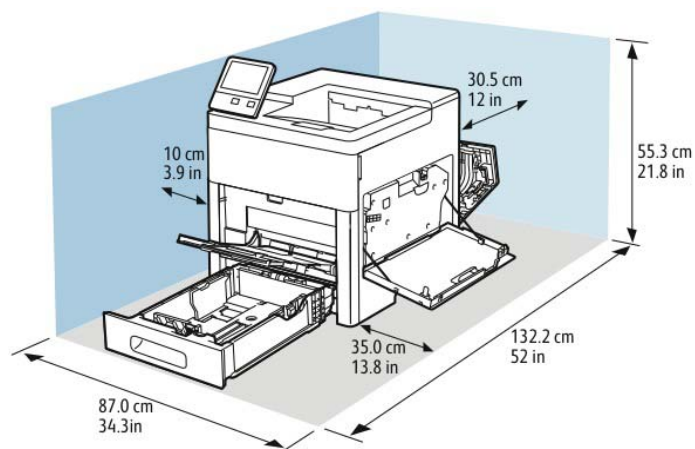
Figure 1 C500/C600 standard
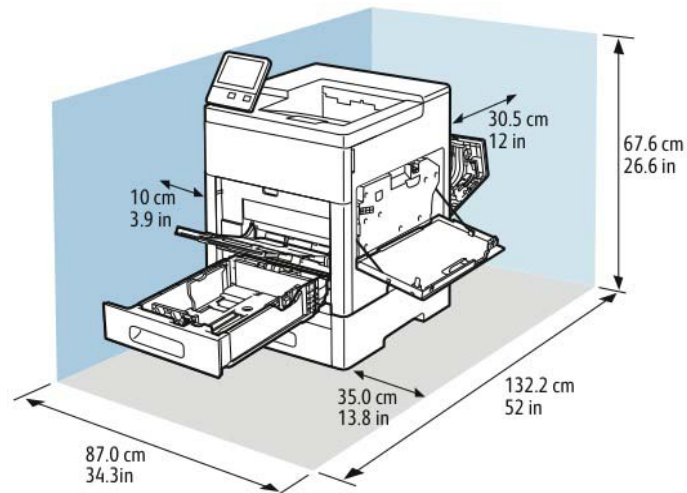
Figure 2 C500/C600 with optional 550 sheet feeder

Table 2 Total installation space requirements (C500/C600)

Width	870mm (34.3 in.)
Depth	1322mm (49.8 in.)
Height	676mm (26.6 in.)

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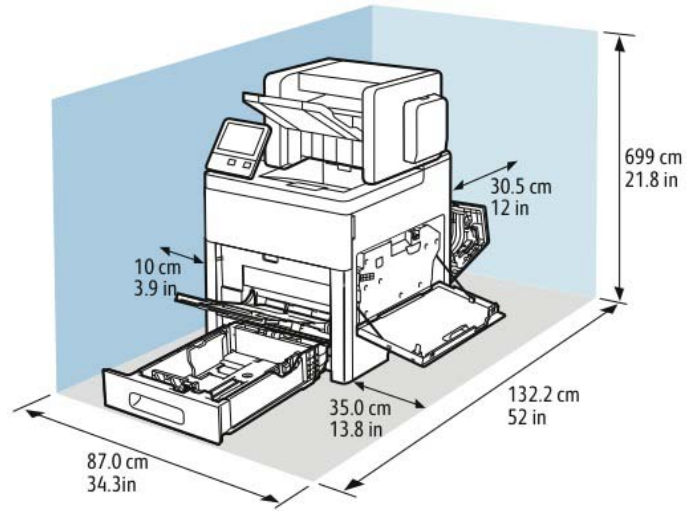
Figure 3 C600 C500/C600 with optional finisher

Table 3 C500/C600 with optional finisher

Width	870mm (34.3 in.)
Depth	1322mm (52 in.)
Height	699mm (21.8 in.)

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C505/C605/C605_Tall Installation Space Requirements

See the following illustrations and tables for the space requirements for the VersaLink multi-function printers. Refer to Figure 4 and Table 4 for C505. Figure 4 and Table 5 for C605 and Figure 5 and Table 6 for C605_Tall total space requirements. Refer to Figure 6 and Table 7 for the 550-sheet feeder and to Figure 7 and Table 8 for the caster stand with HCF,
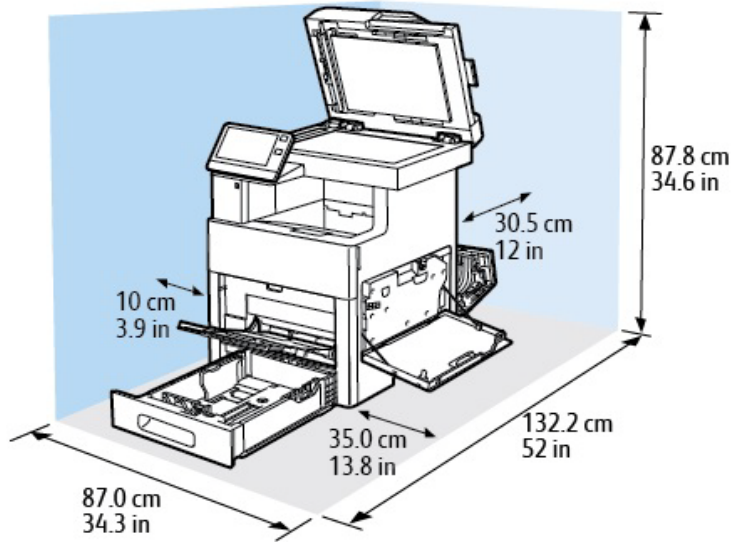
Figure 4 C505/C605

Table 4 Weights and dimensions (C505)

	C505	Optional 550-Sheet Feeder Dimensions	Optional HCF Dimensions
Width	470mm (18.5 in.)	420mm (16.5 in.)	742mm (28.5 in.)
Depth	506mm (19.9 in.)	465mm (18.3 in.)	772mm (30.4 in.)
Height	643mm (25.3 in.)	148mm (5.8 in.)	459mm (18.1 in.)
Weight	35mm (77.2 lb.)	6.6kg (14.6 lb.)	19.7kg (43.4 lb.)

Table 5 Weights and dimensions (C605)

	C605	C605	Optional 550-Sheet Feeder Dimensions	Optional HCF Dimensions
Width	470mm (18.5 in.)	470mm (18.5 in)	420mm (16.5 in.)	742mm (28.5 in.)
Depth	506mm (19.9 in.)	506mm (19.9 in)	465mm (18.3 in.)	772mm (30.4 in.)
Height	643mm (25.3 in.)	844mm (33.3 in)	148mm (5.8 in.)	459mm (18.1 in.)
Weight	36.1kg (79.6 lb.)	38.8kg (85.6lb.)	6.6kg (14.6 lb.)	19.7kg (43.4 lb.)
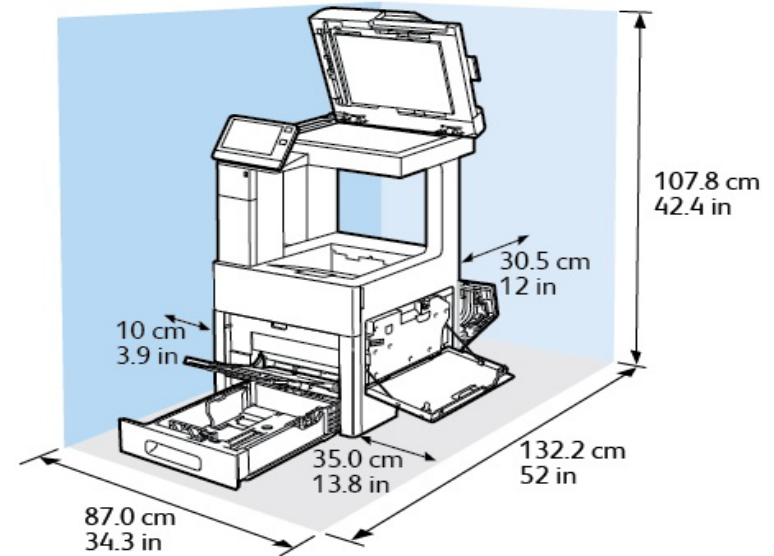
Figure 5 C605_Tall

Refer to Table 6 for total space required for clearance.

Table 6 Space requirements (605_Tall)

C605_Tall	Configurations without the Optional 550-Sheet Feeder	Optional 550-Sheet Feeder Dimensions
Width	870mm (34.3 in.)	420mm (16.5 in.)
Depth	1322mm (52 in.)	465mm (18.3 in.)
Height	1078mm (34.3 in.)	148mm (5.8 in.)

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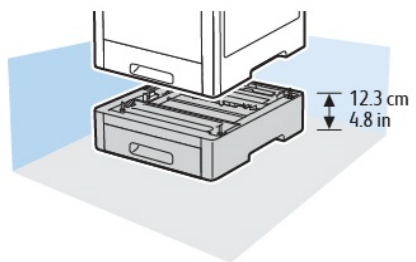
Figure 6 Optional 550 sheet feeder

Table 7 Weights and dimensions: Optional 550 sheet feeder

Width	420mm (16.5 in.)
Depth	464.5mm (18.3 in.)
Height	123mm (4.8 in.)
Weight	6.6kg (14.6 lb.)
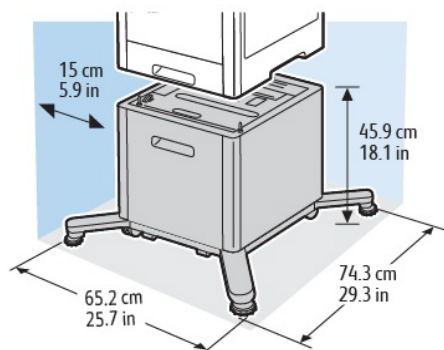
Figure 7 Optional caster stand with HCF

Table 8 Weights and dimensions: Caster stand

Width (min.)	652mm (25.7 in.)
Width (max.)	802mm (31.6 in)
Depth	743mm (29.3 in.)
Height	459mm (18.1 in.)
Weight (HCF)	19.7kg (43.4 lb.)
Weight (caster base)	8.5kg (18.8 lb.)

Elevation

For optimum performance, use the printer at elevations below 3100 m (10,170 ft.).

GP 23 First Copy Output Time/ First Print Out Time

Description

Printer Warm-Up Time

Warm-up time assumes an ambient temperature of 23ºC (73°F) at 65% relative humidity, after 3 or more hours of the power turned off. Printer warm-up times (time from standby to first sheet output) are listed in Table 1.

FCOT

First copy time out measures the amount of time required for the trail edge of the first copy to be output to the specified destination from standby mode.

FPOT From Ready State

First Print Output Time (FPOT) is defined as the time from when the engine receives a start signal in ready state, until a single (simplex) page is printed and delivered to the output tray.

FPOT From Sleep State

First Print Out Time includes the time required to print any maintenance pages (such as the configuration page) and a single customer page on A size media from Tray 2.

Warm Up Time

Table 1 Printer warm-up time

Configuration	after Power ON	from Power ON to UI Ready
C500	7.9 seconds or less	52.1 seconds
C505	7.9 seconds or less	64.5 seconds
C600	7.9 seconds or less	54.1 seconds
C605/C605_Tall	7.9 seconds or less	64.9 seconds

FCOT (First Copy Output Time)

Table 2 and Table 3 display the time required for a printed copy to reach the exit tray after pressing Start for copy from standby mode.

Table 2 First copy out time (C505/C605/C605_Tall)

Config	Priority Mode	B/W	Color
Platen	B/W	5.2 sec.	7.2 sec.
Platen	Color	5.2 sec.	7.2 sec.
DADF	B/W	6.3 sec.	7.4 sec.
DADF	Color	6.5 sec.	7.2 sec.

Table 3 First copy out time (C500/C600)

Config	Priority Mode	B/W	Color
Platen	B/W	5.4 sec.	7.2 sec.
Platen	Color	6.3 sec.	7.3 sec.
DADF	B/W	6.9 sec.	9.1 sec.

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Table 3 First copy out time (C500/C600)

Config	Priority Mode	B/W	Color
DADF	Color	<8.2 sec.	7.9 sec.

FPOT (First Print Output Time)

FPOT is the time required for the first (simplex) sheet of paper to exit the printer after clicking OK in the driver. See the following tables:

- Table 4 FPOT C605 with HDD
- Table 5 FPOT C605 without HDD
- Table 6 FPOT C505 with HDD
- Table 7 FPOT C505 without HDD

Table 4 First print output time

PCL6		
Priority Mode	**Color**	**B/W**
B/W	8.6 sec.	8.2 sec.
Color	8.6 sec.	8.2 sec.

Table 5 First print output time

PCL6		
Priority Mode	**Color**	**B/W**
B/W	8.6 sec.	8.2 sec.
Color	8.6 sec.	8.2 sec.

Table 6 First print output time

PCL6		
Priority Mode	**Color**	**B/W**
B/W	9.0 sec.	8.9 sec.
Color	9.0 sec.	8.9 sec.

Table 7 First print output time

PCL6		
Priority Mode	**Color**	**B/W**
B/W	9.0 sec.	8.9 sec.
Color	.0 sec.	8.9 sec.

GP 24 Restriction of Hazardous Substances (RoHS)

Purpose

To give information on the RoHS Directive.

The RoHS Directive restricts the use of certain hazardous substances in electrical and electronic equipment. It applies to equipment placed in the European Union (EU) market. The directive takes effect from 1st July 2006.

NOTE: Currently these restrictions are only for the European Union (EU) market and some associated countries. For more information go to www.Xerox.com.

The hazardous substances are:

- Lead (Pb)
- Mercury (Hg)
- Cadmium (Cd)
- Hexavalent Chromium (Cr 6+, Cr (VI))
- Polybrominated Diphenyl Ethers (PBDE's)
- Polybrominated Biphenyls (PBB's)

Identification of a RoHS Compliant Machine

Xerox maintains a central list of RoHS compliant printers. This general procedure is for information only. All current-model VersaLink printers are RoHS compliant.

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GP 26 Media Specifications

The media trays accommodate most sizes and types of paper or other specialty media.

Media that May Damage the Printer

The printer can use a variety of media for print jobs. However, some media can cause poor output quality, increased jams, or damage. Unacceptable media includes:

- Rough, plastic, or porous media
- Transparency
- Paper that has been stapled, folded, photocopied, or wrinkled
- Envelopes with windows, metal clasps, padding, or adhesives with release strips
- CD labels
- Media that is less than 60 g/m2 or more than 220 g/m2

Media Storage Guidelines

If media handling problems are common, review these storage guidelines with the customer.

- Store media in dark, cool, relatively dry locations. Most media is susceptible to damage from ultraviolet (UV) and visible light. UV radiation, emitted by the sun and fluorescent bulbs, is particularly damaging to media. The intensity and length of exposure to visible light should be reduced as much as possible.
- Maintain constant temperatures and relative humidity
- Avoid attics, kitchens, garages, and basements. Inside walls are drier than outside walls where moisture can collect.
- Store flat. Media should be stored on pallets, cartons, shelves, or in cabinets.
- Do not open sealed packages until needed. Leave media in the original packaging. For most commercial grades, the wrapper's inner lining protects the media.

Tray Capacity

Table 1 lists tray capacities.

Table 1 Tray capacity

Media/Weight	Bypass Tray	Main Tray	Optional Tray - up to 4 allowed	HCF- 1 allowed
Standard Paper	150 Sheets	550 Sheets	550 Sheets	2000 sheets
Weight	60-220 g/m2	60-220 g/m2	60-220 g/m2	60-176 g/m2

Print Image Quality

Image Quality Guarantee Conditions

The image quality is specified and guaranteed under the conditions shown in Table 2.

Table 2 Print image quality specifications

Item	Specification
Environmental conditions	Environment condition for evaluating image quality Temperature: 15-28 degC Humidity: 20-70% RH

Table 2 Print image quality specifications

Item	Specification
Guaranteed paper	The print quality defined in this chapter is guaranteed when standard paper is used in the tray.
Paper condition	The paper used is fresh paper immediately after unpacked, which has been left in the operating environment for 12 hours before unpacking.
Printer condition	The print image quality specified in this section is guaranteed with the printer in normal condition.
Image quality guaranteed area	The print image quality specified in this section is guaranteed in the guaranteed image quality area specified in this manual.
Criterion	The print image quality is guaranteed with the spec. in rate = 90% (g = 90%).

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Paper

See the following tables for supported paper types, weights, and sizes:

- Supported paper types and weights - Table 3.
- Supported standard paper sizes - Table 4.
- Supported types and weights for automatic 2-sided printing (C505/C605/C605_Tall) - Table 5.
- Supported custom paper sizes - Table 6.

Table 3 Supported paper types and weights

Tray	Paper Types	Weights
All trays (trays 1-4)	Recycled Custom	60-80gsm (16-20 lb) 60-105gsm (16-28 lb)
	Plain Hole punched Pre-printed Bond Letterhead	60-105gsm (16-28 lb) 60-105gsm (16-28 lb) 60-105gsm (16-28 lb) 91-105gsm (24-28 lb) 60-105gsm (16-28 lb)
	Lightweight cardstock Lightweight glossy cardstock Cardstock Glossy cardstock	106-176 gsm (28-65 lb) 106-220 gsm (28-100 lb) 177-220 gsm (65-80 lb) 177-220 gsm (65-80 lb)
	Envelopes Labels	
Bypass	Same as "All trays" above	
HCF, Mailbox and Finisher	Same as "All trays" above except: Glossy cardstock - not supported Cardstock - not supported Envelopes - not supported Labels - not supported	

Table 4 Supported standard paper sizes

Tray	European Standard Sizes	North American Standard Sizes
All Trays	A4 (210 x 297mm, 8.3 x 11.7") B5 (176 x 250mm, 6.9 x 9.8") A5 (148 x 210mm, 5.8 x 8.3") JIS B5 (182 x 257mm, 7.2 x 10.1") 215 x 315mm, (8.5 x 12.4")	Letter (216 x 279mm, 8.5 x 11") Legal (216 x 356mm, 8.5 x 14") Folio (216 x 330mm, 8.5 x 13") Executive (184 x 267mm, 7.25 x 10.5") 203 x 254mm, (8 x 10")

Table 4 Supported standard paper sizes

Tray	European Standard Sizes	North American Standard Sizes
Bypass Tray	A6 (105 x 148mm, 4.1 x 5.8") B6 (125 x 176mm, 4.9 x 6.9") C5 envelope (162 x 229mm, 6.4 x 9") C6 envelope (114 x 162mm, 4.5 x 6.38") DL envelope (110 x 220mm, 4.33 x 8.66") JIS B6 (128 x 182mm, 5.0 x 7.2") 127 x 178mm, 5 x 7" Postcard (100 x 148mm, 3.9 x 5.8") Postcard (148 x 200mm, 5.8 x 7.9")	Legal (216 x 356mm, 8.5 x 14") Statement (140 x 216mm, 5.5 x 8.5") Monarch envelope (98 x 190mm, 3.9 x 7.5") No. 9 envelope (99 x 226mm, 3.9 x 8.9") No. 10 envelope (241 x 105mm, 4.1 x 9.5") Envelope 6 x 9 (152 x 228mm, 6 x 9 in) 76 x 127mm, 3 x 5" Postcard (89 x 140mm, 3.5 x 5.5") Postcard (102 x 152mm, 4 x 6")
HCF	A4 (210 x 297mm, 8.3 x 11.7")	Letter (216 x 279mm, 8.5 x 11")
Finisher and Mailbox	A4 (210 x 297mm, 8.3 x 11.7") B5 (176 x 250mm, 6.9 x 9.8")	Letter (216 x 279mm, 8.5 x 11" Legal (216 x 356mm, 8.5 x 14") Executive (184 x 267mm, 7.25 x10.5") Folio (216 x 330mm, 8.5 x 13")

Table 5 Supported paper types and weights for automatic 2-sided printing (C505/C605/C605_Tall)

Paper Types	Weights
Recycled Custom	60-80gsm (16-20 lb) 60-90gsm (16-24 lb)
Plain Hole punched Pre-printed Letterhead Bond	75-105gsm (20-28 lb)
Lightweight cardstock Lightweight glossy cardstock	106-176gsm (28-65 lb) 106-176gsm (28-65 lb)

Table 6 Supported custom paper sizes

Tray	Size Range
All trays	Width: 76.2-215.9mm (3.0-8.5") Length: 190-355.6mm (7.5-14")
Duplex Automatic Document Feeder	Width: 139.7-215.9mm (5.5-8.5") Length: 203.2-355.6mm (8.0-8.14")
Bypass tray	Width: 76.2-215.9mm (3-8.5") Length: 127-355.6mm (5-14")
Finisher and Mailbox	Width: 176.0-250.0mm (6.9-9.8") Length: 126.9-355.6 (8.5-14.0")

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GP 27 Environmental Data

Operating Environment Specifications

The printer should be stored and operated under the environmental conditions shown in Table 1:

Table 1 Operating environment

Characteristic	Specification
Installation Temperature / Humidity	Installation temperature and humidity on the condition without condensation is as follows. Operating: 10-32degC (50-90degF), 15-85%RH (no condensation) Storage: Minus 20-40degC (minus 4-104degF), 5-85%RH (no condensation)
Installation Altitude	0 to 3,100m (0 - 10,170 ft)
Installation Horizontally	Longitudinal levelness of table surface on which the printer is installed Longitudinal: 1 degree or under Lateral: 1 degree or under
Storage Temperature of a Toner Cartridge	The guaranteed period of the toner cartridge before unpacked is as follows: Normal conditions: 24 months under 5 to 32degC, 15 to 85%RH. Harsh conditions: 1 month under -20 to 0degC and 35 to 40degC, 5 to 15%RH and 80 to 90%RH. The storage altitude shall be 0 to 3,100m. Can be extended to 0 to 15,000m when shipped by air. (Provided that the cargo bay is pressurized to 70.9275Kpa or higher.
Acoustic Noise Sound Pressure (Decibels)	Operation: 56.9-58.5 dB Standby or Ready: 36.3-40.2 dB

Environmental Specifications

Temperature

Standard Configuration

- Operating temperature: 5–32°C (41–90°F)
- Optimum temperature: 15–28°C (59–82°F)

Relative Humidity

- Minimum/ maximum humidity range: 15–85%
- Optimal humidity range: 20–70% relative humidity at 15–28ºC (59–82ºF)

  NOTE:

  – *Under extreme environmental conditions, such as 10°C and 85% relative humidity, printing defects can occur due to condensation in the printer.*

  – *Print quality can be affected when operating near the limits for both temperature and humidity.*

Safety / Environment Conditions

The printer meets the safety and environmental standards shown in Table 2:

Table 2 Safety / Environment conditions

	100-127V M/C	220-240V M/C
Safety Standard	UL60950-1, CSA 22.2 60950	IEC60950-1 / EN60950-1
Laser Safety Standard	FDA21CFR Chapter 1, Subchapter J, Section 1010, 1040	IEC60825-1 Amendment 1 + Amendment 2 / EN60825-1 Amendment 1 + Amendment 2 Class 1 Laser Product
EMI	FFC Part15 Subpart B, Class A	EN55022:2006, Class A

Noise Levels

The printer's audible noise levels during operation and standby are shown in Table 3 (C500/C505)and Table 4 (C600/C05/C605_Tall)

Table 3 Noise levels (C500 and C505)

Operating Mode	Sound Power (B)	Sound Pressure (dB)
Running	7.41B	56.9dB
Standby	5.30B	36.3dB

Table 4 Noise levels (C600/C605/C605_Tall)

Operating Mode	Sound Power (B)	Sound Pressure (dB)
Running	7.50B	58.5dB
Standby	5.80B	40.2dB

Elevation

For optimum performance, use the printer at elevations below 3100 m (10,170 ft.).

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GP 28 Supplies Plan Conversion

Purpose

This procedure explains how to set the supplies plan and region if necessary.

Procedure

1. Connect to the device's embedded web server.

    NOTE: In order to complete the next few steps, it may be necessary to log in as Admin.

2. From the Home page, click on **Details** to the right of the supplies heading.

    On the left side of the screen are several buttons for the categories of features.

    Within each category are of features. Each contains one or more.

3. Scroll to the bottom and select **Supplies Plan**.

NOTE: Enter the passcode within 500 page counts of when it was issued, or it will not be valid.

4. Call Field Engineering or your NTS and provide the device serial number and total impressions that are displayed on the supplies plan screen. You will receive a 6 character plan conversion code.

5. Enter the passcode string provided in step 4 and click on **Apply.**

GP 29 How to Check a Dispenser Motor

Purpose

This procedure explains how to check the operation of the dispenser motors and related gears. This is typically done when an error is caused from an amount of toner in the Imaging Unit's developer assembly that is insufficient to maintain density. The two likely causes are, the print cartridge is not fully seated, or the replenisher assembly is not functioning correctly.

Procedure

WARNING

Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 4. Electricity can cause death or injury. Moving parts can cause injury.

1. Select dC330 Component Control.
2. Remove the affected toner cartridge (e.g., cyan)
3. Close all covers or defeat the interlock switches.
4. Select code 041-001 for the 24VDC low voltage power supply.
5. Select the code for an unaffected toner dispenser motor (e.g., Yellow: 93-004) and listen to the gear movement. It should be smooth and relatively quiet. You can also look at the toner gear movement on the left side of the machine where the toner is dispensed.
6. Turn off the unaffected toner dispenser motor (e.g., cyan: 93-008).
7. Turn on the affected toner dispenser motor and listen to, or watch, the gear movement. If there is clicking or chattering, the problem is related to the toner dispenser assembly.
8. Turn off the affected toner dispenser motor and the low voltage power supply.
9. Select **Close** to exit the routine.

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GP 30 IP (ESS) Specifications

Supported Client Operating Systems (OS)

The machine supports the following operating systems with the latest service pack:

- Microsoft Windows 3.1
- Microsoft Windows 95
- Microsoft Windows 98/Me/NT4.0
- Microsoft Windows 7, 8, 8.1, 10 (32bit/ 64 bit)
- Microsoft Windows 2000, 2003
- Microsoft Windows Server 2008 (32bit/ 64bit)
- Microsoft Windows Server 2008 R2 (64bit)
- Microsoft Windows Server 2012 (64bit)
- Microsoft Windows Server 2012 R2 (64bit)
- Microsoft Windows VISTA (32bit / 64bit)
- Mac OS x10.5 and higher
- Novell NetWare 5.11J/5.12J (FTP only)
- Citrix
- Linux
- AIX
- Solaris
- HP-UX
- AirPrint
- Google Cloud

Interface Characteristics

Local interface and ethernet are supported as communication means for input print data, output scanned data, and use utility with a PC. A public switched telephone network (PSTN) provides an interface for facsimile (C505/C605/C605_Tall only). See the following tables for interface port specifications:

- Table 1 Foreign device interface (FDI)
- Table 2 Wireless interface port specifications
- Table 3 USB3.0 Type-B connector
- Table 4 USB2.0 Type-A connector for USB memory
- Table 5 USB2.0 Type-A for IC card reader
- Table 6 Ethernet interface port
- Table 8 Fax connection terminal
- Table 7 WiFi connection

Ethernet

Table 1 FDI (Foreign device interface)

Item	Specification
Connector	Used for functions that access via 3rd party accessories such as IC card reader and coin kit (authentication/Auditron)

Table 1 FDI (Foreign device interface)

Item	Specification
Protocol	One 10-pin connector is provided as standard. Device provides 5v/120mA to connected devices.

Wireless Interface Port

Table 2 Wireless interface port specifications*

Item	Specification
Connectivity Technology	Wireless (Standard on DNi, option for D and DN models)
Compliant Standards	IEEE802.11 n/g/b
Band width	2.4-GHz and 5-Ghz
Data Transfer Rate	IEEE802.11n mode: 65 Mbps IEEE802.11g mode: 54, 48, 36, 24, 18, 12, 9, 6 Mbps IEEE802.11b mode: 11, 5.5, 2, 1 M bps
Protocol	See "Network Protocol" for details
Device Type	Wireless Adapter
Security Protocol	64(40-bit key)/128(104-bit key) WEP,WPA-PSK (TKIP,AES), WPA2-PSK(AES), WPA-Enterprise (TKIP,AES), WPA2-Enterprise (AES) (EAP method supports PEAPv0 only)
WiFi Protected Setup (WPS)	Push button configuration (PBC), Personal identification number (PIN)

*Connection to the Linux machine is not guaranteed. Only for infrastructure connection and when Linux terminal is connected with wired LAN connection.

USB

Table 3 USB3.0 Type-B connector

Item	Specification
Connector	Used for functions that access via local interface; Printer and local scan function (C505/C605/C605_Tall only), DirectFax (C505/C605/C605_Tall only), Status monitor, address book tool (C505/C605/C605_Tall only)
Protocol	Super-speed USB 3.0 compatible

Table 4 USB2.0 Type A connector for USB memory

Item	Specification
Connector	Used for functions that access via local interface: USB DirectPrint and scan to USB memory (C505/C605/C605_Tall front side/C500/C600 rear)
Protocol	Hi-speed USB 2.0

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Table 5 USB2.0 Type A connector for IC card reader

Item	Specification
Connector	Used for functions that access via local interface: IC card reader

Table 6 Ethernet interface port

Item	Specification
Connector	Used for functions that access via the network: printer function, network scan function (C505/C605/C605_Tall only), Direct Fax (C505/C605/C605_Tall only), CWIS, Status monitor. (One RJ45 modular jack is provided as standard).
Protocol	10Base-T/100Base-TX/1000Base-T

Wireless

Table 7 WiFi connection (wireless adapter required)

Item	Specification
Connector	Used for functions that access the machine via the WiFi network: network scan (C505/C605/C605_Tall), DirectFax (C505/C605/C605_Tall), CWIS, status monitor.
Protocol	One SDIO connection provided as standard

Fax

Table 8 Fax connection terminal (C505/C605/C605_Tall)

Item	Specification
Connection to public line	RJ11 modular jack (2-wire)
Terminal for external telephone	RJ11 modular jack (2-wire)

Network Protocol

Printing Protocol

Printing protocol is shown in Table 9:

Table 9 Printing network protocol

Protocol	Transport	Maximum Sessions	Remarks
Port9100	TCP/IP	1	Server2003/Vista/ Server2008/ 7/Server2008 R2 Mac OS X
LPD	TCP/IP	10	Server2003/Vista/ Server2008/ 7/Server2008 R2 Mac OS X Linux

Table 9 Printing network protocol

Protocol	Transport	Maximum Sessions	Remarks
IPP/IPPS	TCP/IP	5	Server2003/Vista/ Server2008/ 7/Server2008 R2 Mac OS X
SMB	TCP/IP	5	Server2003/Vista/ Server2008/ 7/Server2008 R2
Web Services on Devices	TCP/IP	2	(Print): Windows Vista/ Server2008/ 7 / Server2008 R2 (Scan): Windows Vista / 7

Control and Management Protocol

Supported protocols are shown in Table 10:

Table 10 Supported protocols

Protocol	Scan to PC	Scan to Email
FTP	Y	N
SMB	Y	N
SMTP	N	Y

NOTE: Searchable PDF is supported with the C505/C605/C605_Tall only.

Management Information Base (MIB)

Xerox Common Management Interface (XCMI) Version 3.0 is supported.

Controller Font Configuration

See Table 11 for controller fonts.

Table 11 Controller fonts

Type		No. of Fonts	ROM Capacity	Supported PDL	Area
European Font	Std	82	within program ROM	PCL5/6	NA/EU/DMO
	Opt	136		PostScript	

Image area

The image area specifications are shown in Table 12.

Table 12 Image area specifications

Area Definition	Specification
Maximum scan size (platen and DADF)	215.9mm x 355.6mm
Maximum document image area (platen)	220mm x 360mm (8.66" x 14.17")

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GP 31 IIT Specifications

Scanner

Scanner specifications for the multifunction printers are shown in Table 1:

Table 1 Scanner specifications

Item	Specification
Scanning method	Platen: Document-fixed flatbed scanning method
	DADF: Carriage-fixed, document-feeding scanning method (2- side scanning)
Optical resolution	600 x 600 dpi/ 25.4mm (max)
Light source	LED
Maximum scanning guarantee area	Platen: 215.9mm x 355.6mm (8.5" x 14")
	DADF: 215.9mm x 355.6mm (8.5" x 14")
Scanning halftone level	256

Platen

Platen specifications are shown in Table 2:

Table 2 Platen specifications

Item	Description
Platen	Size: 220mm x 360mm (8.66" x 14.17") (Flat glass area)
Document image area (platen)	Max: 220mm x 360mm (8.66" x 14.17")

DADF

DADF specifications are shown in Table 3:

Table 3 DADF specifications

Item	Description
Document Condition	Sheets without tears, wrinkles, or folds
Document Thickness	$60g/m^2$ - $128g/m^2$
Auto Document Size Detection	220V region (A4): A5 SEF, A4 SEF, 8.5X10" SEF, 8.5X11" SEF, 8.5X14" SEF
	110V region (letter): (A4): 5.5X8.5" SEF, A4 SEF, 8.5X10" SEF, 8.5X11" SEF, 8.5X14" SEF
Retention Angle / Open Angle of Platen Cover with DADF	Maximum open angle: $\leq$ 70 deg Platen cover can be retained at any angle: 15 $\pm$ 5 through 65 $\pm$ 5 deg Platen cover self-weight drop angle: 15 $\pm$ 5 deg or less
Document Setting	Center registration
Document Tray Capacity	100 sheets of standard documents (document stack height is $\leq$ 13mm) Document shall not be creased/folded/swollen, etc.

GP 32 Fax Specifications

Fax capability is available with the 4-in-1 multifunction printers. (Refer to GP 7 for machine configurations.) Fax specifications are detailed in Table 1. See Table 2 for information on transmission time.

Features

The fax feature offers:

- Delayed send
- Fax forward to email
- Memory receive
- Phone book search (LDAP)
- Junk fax protection
- Polling
- Secure fax
- Speed dials (up to 200 individual, 100 group)

Fax Send/Receive Buffer

The device supports G3 communication.

Connectable Network

The optional fax feature can be connected to the following communication networks:

- PSTN
- PBX

Communication Ability

Fax communication specifications are show in Table 1:

Table 1 Fax specifications

Characteristic	Specification
Communication Mode	1. Unique SG3 2. Unique ECM 3. Unique G3 4. ITU-T SG3 5. ITU-T ECM (Error Correction Mode) 6. ITU-T G3 **NOTE:** *Select comm. priority in order as listed above.*
Modem Signal Processing	The following communication standards are supported: • V.34 (33.6 /31.2 /28.8 /26.4 /24 /21.6 /19.2 /16.8 /14.4 /2 /9.6 /7.2 /4.8 /2.4 kbps) • V.17 (14.4 /12 /9.6 /7.2 kbps) • V.29 (9.6 /7.2 kbps) • V.27 ter (4.8 /2.4 kbps)
Data transmission time (normal density/ JBIG/ platen scan)	33.6kbps/ <3 seconds (max.)
Resolution	400x400 max.
Memory	4MB

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Table 1 Fax specifications

Characteristic	Specification
Communication Image Size	Fast scan direction size on communication: 215 mm ± 1%
Halftone/Compression	MH, MR. MMR, JBIG
Communication Control Procedure	Complies with ITU-T recommendation T.30

Table 2 Fax transmission time

Chart		14.4 Kbps (MMR)	28.8 Kbps (MMR)	33.6 Kbps (JBIG)[a]
IIEEJ No.4	Super Fine	56 sec. or less	29 sec. or less	22 sec. or less
	Fine	26 sec. or less	13 sec. or less	1 sec. or less
	Standard	19 sec. or less	10 sec. or less	7 sec. or less
ITU-T No.1	Super Fine	30 sec. or less	15 sec. or less	12 sec. or less
	Fine	15 sec. or less	8 sec. or less	6 sec. or less
	Standard	11 sec. or less	6 sec. or less	4 sec. or less
FX English Sales Text	Standard	7 sec. or less	4 sec. or less	2 sec. or less
FX Japanese Sales Text	Standard	9 sec. or less	5 sec. or less	4 sec. or less
IIEEJ No.1	Standard	75 sec. or less	38 sec. or less	20 sec. or less
a. Reference value				

Transmission Time

Transmission time (Tp) of image data in G3 mode is as follows (Table 2).

Resolution conversion is not performed during transmission, and density is normal.

Specified value condition: ECM (No data error)

Incoming Call Level

Under ideal conditions (flat line, no noise, and no other line stress), normal signal strength shall be guaranteed in the range from -3 through -43 dBm.

GP 35 Setting Up an Ethernet Connection

Establishing an Ethernet connection

Use these steps to establish a Ethernet Local Area Network (LAN) connection between the PWS and printer using a crossover cable.

NOTE: Record the original data for every change you make. You may or may not need to reset the IP address, depending on PWS usage and local network practice.

1. Print a configuration report, GP 18. Note the printer's IP address to restore after the procedure is complete.
2. Connect the crossover cable between the PWS and printer.
3. Open a Command window (CMD) on the PWS.
   - If running W7, select the start button and in the search box above, type **cmd**
   - If running W10, in the task bar search box, type **cmd** and press **Enter**.

   *NOTE: If the Windows key is enabled (the key located in the lower left corner with the Microsoft logo), hold the Windows key down, press **R** and release both keys to open the Run dialog box.*

4. Type **ipconfig** at the prompt, then write down the current network settings displayed.

   NOTE: Use the IPv4 address for the Local Area Connection, not the address listed under Wireless Ethernet Connection (if enabled in your laptop).

5. Perform GP 36 to manually setup the IP address.
6. *After verifying the IP addresses are correctly configured, 'ping' the printer.*
   a. *In the command window (where the blinking cursor is) type the word **PING**. Press the space bar once and enter the printer's IP address and press **Enter**. As an example: ping 192.168.0.2.*
   b. *If the printer responds to the PING command, it replies four times. This should not take more than two or three seconds.*
   c. *If the PING command times out, or responds with "host unreachable", check the IP addresses that were entered. If the IP address is correct, troubleshoot the connection using the status indicator repair adjustment procedures in Section 2 of this manual.*
7. *If the PING command replies, exit the command window (type **exit** at the prompt and press **enter**). This test verifies the ethernet connection is good.*
8. *Install the printer driver and setup the printer as a local printer. Select **connect to the printer using other port type**. From the dialog drop down select **Standard TCP/IP port**.*
9. *For the printer name or IP address, enter the printer's IP address (192.168.0.2 in this example).*
10. *When the driver installation finishes, Select **Yes** at the Print Test Print dialog box.*

    NOTE: If the test page does not print, the customer could have Accounting enabled (if the device supports it) requiring that a special code is submitted with the print job before the printer prints. Test the printer using CentreWare Internet Services

11. After the test print is completed, open a web browser on the PWS.

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12. In the address bar (in place of a web site address or URL), enter the printer's IP address (192.168.0.2 in this example).

13. If the connection is working correctly, the embedded web server web page of the printer will be displayed.

NOTE: If you are unable to open the printer's web page, verify that embedded web server is enabled on the configuration page. If your web browser is set to use a proxy address for the internet connection, you will not be able to bring up the printer's web page as you will have no connection to that proxy server while directly connected to the printer via cross-over ethernet cable. Refer to PWS Browser Proxy Server Setting for instructions on Internet explorer proxy configuration

GP 36 How to Manually Configure an IP Address

Purpose

Manual configuration of the IP address of the printer.

Manual IP setup

To assign a static IP address to the printer:

1. At the printer control panel, press the **Home** button.
2. Touch D**evice >Connectivity>Ethernet>IPv4**.
3. Touch **STATIC**.
4. At the restart system prompt, touch **Continue**.
5. Touch the **IPv4 Address** field.
6. Using the keypad, enter the address as x.x.x.x, where x is a number from 0–255, then touch **Enter**.
7. Touch the **subnet mask** field.
8. Using the keypad, enter the address as x.x.x.x, where x is a number from 0–255, then touch **Enter**.
9. Touch the **gateway address** field.
10. Using the keypad, enter the address as x.x.x.x, where x is a number from 0–255, then touch **Enter.**
11. Touch **Restart**.

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GP 37 How to Obtain Log Files

Purpose

To obtain then download device data for analysis by 2nd level support.

NOTE: It may not be possible to obtain a device log if the device executed a reboot after an error occurred. To enable the device log collection enter dC131 then set the NVM chain-link code 700-530 value to 0. Repeat the device log procedure then reset the NVM chain-link code 700-530 value back to 1.

Procedure

Audit Log

To obtain the Audit Log:

1. Obtain the machine's IP address by printing a configuration report. Refer to GP 14 Printing Reports.
2. Access the web UI by entering the IP address into a web browser on a PC on the same network as the machine.
3. Log in to the web UI as an administrator. Refer to GP 43 Customer Administration Tools.
4. **Ensure HTTP - SSL/TLS is enabled:**
   a. Click **Connectivity**.
   b. Click **HTTP**.
   c. Enable HTTP (SSL).
   d. Click **OK**. You will be prompted to restart the machine, click **Restart Now**.
5. When the machine restarts, log back in as an administrator, then click **System**.
6. Click **Logs**.
7. Click **Audit Log**.
8. Click **Enable**.
9. Click **Export**. The auditlog.txt file is downloaded via the web browser.

Device Log

To obtain the Device Log:

1. Obtain the machine's IP address by printing a configuration report. Refer to GP 18 Printing Reports.
2. Access the web UI by entering the IP address into a web browser on a PC on the same network as the machine.
3. Log in to the web UI as an administrator. Refer to GP 43 Customer Administration Tools.
4. Click **System**.
5. Click **Logs**.
6. Click **Device Log**.
7. Click **Accept**. The devicelog.dat file is downloaded via the web browser.

GP 38 Electrical Specifications

Purpose

The electrical specifications for the C500/C600 and C505/C605/C605_Tall configurations are provided in the following tables:

Electrical Specifications (C500/C600)

Power supply voltage and frequency

Table 1 Power supply voltage and frequency

Power Supply Voltage	Frequency	Current Required
120VAC +/-10% (108–132VAC)	60Hz +/-3 Hz	11A
220–240VAC +/-10% (198–264VAC)	50Hz +/-3 Hz	6A

Power consumption:

- Power saver mode (Sleep): 1W
- Ready: 44W
- Continuous printing: 380W

Electrical Specifications (C505/C605/C605_Tall)

Power supply voltage and frequency

Table 2 Power supply voltage and frequency

Power Supply Voltage	Frequency	Current Required
120VAC +/-10% (108–132VAC)	60Hz +/-3 Hz	12A
220–240VAC +/-10% (198–264VAC)	50Hz +/-3 Hz	6A

Power Consumption:

- Power saver mode (Sleep): 1.2W
- Ready: 52W
- Continuous printing: 370W

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GP 39 Reset Administrator Password

Purpose

To reset the system administrator password.

Procedure

Perform the steps that follow:

1. Create a PIN code using the administrator password reset tool.
   a. Run the administrator password reset tool.
   b. Enter the serial number of the device with no punctuation or spaces.
   c. Enter the total page count from the device.
   d. Press **Calculate.**
   e. Note the 12 digit reset code.
2. Create a reset file using Windows Notepad.
   a. **Windows 7**
      • Go to: 'Start' >'All Programs' >'Accessories' >'Notepad'.
   b. **Windows 8 or 10**
      • In Search window (next to the Start button or Windows icon) type 'Notepad' then select 'Notepad' from the list.
   c. Copy the line below paste into the new Notepad text area, Figure 1. **@PJL SET JOBATTR="@RSAP=<Pin code>"**
      • Replace <Pin code> with the actual 12 digit PIN code that you generated from the SA Password tool.
      • Example of PIN code: **@PJL SET JOBATTR="@RSAP=123456789123"**.
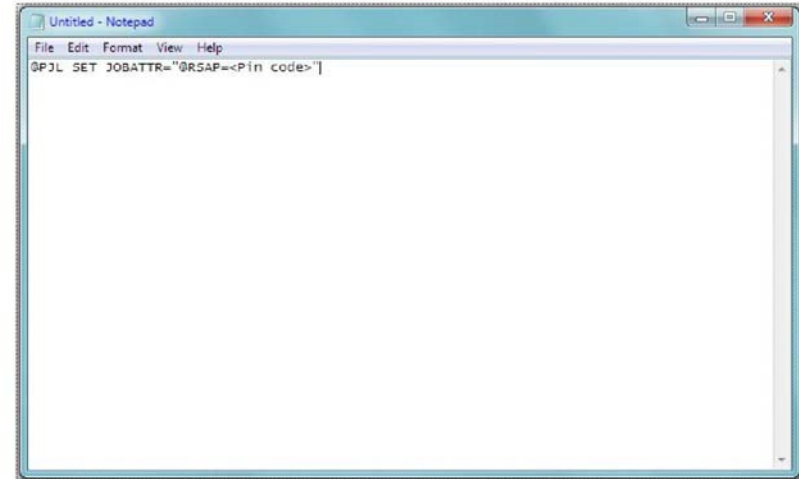
F-1-0405-A

Figure 1 Notepad example

   d. Save the Notepad file as Reset.PJL to your PC.
3. Submitting the Reset.PJL file using DirectPrint utility.
   a. Run the DirectPrint utility.

   NOTE: *The following files can be found in an attachment to Eureka Tip ETI 1393759.*

      • Admin Password Reset Tool.exe
      • DirectPrint.exe
      • Reset.PJL
      • SA Password Reset process.docx
   b. Select the Reset.PJL file where you saved it to on your computer by clicking the "....." box next to filename.
   c. Enter the IP address of the Machine in the field box under printer/IP.
   d. Select Print.
   e. You will hear a job completed tone at the machine and observe changes are being made on the UI.

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NOTE: The process only takes a few seconds. If the UI screen is hung on changes being made, switch off, then switch on the machine, GP 4.

f.   The administrator password should now be defaulted to '1111'. use the web UI to access the device to confirm.

4.   Troubleshooting reset file not accepted error, Table 1.

Table 1 File not accepted procedure

Status Code	Procedure
016-749	• Verify the license string @PJL SET JOBATTR="QRSAP=<Pin code>" was copied to Notepad correctly. • Verify the PIN code is correct. • When generating the code, make sure the current total meter read was used.

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GP 40 Xerox Supplies and Accessories

Consumables and Maintenance Items

The parts listed in the following tables can be replaced by the customer (CRUs) or by the CSE.

- Table 1: Consumables and maintenance items for C500/C505.
- Table 2: Consumables and maintenance items for C600/C605.

Refer to Section 5 Parts List for details:

- PL 7.1: Fusing.
- PL 8.1: Xerographics.

Table 1 Consumables and maintenance items (C500/C505)

Name	Life/Yield (pgs.)	Part Number
NA/XE, Cyan Std Cap	2.5K	106R03859
NA/XE, Magenta Std Cap	2.5K	106R03860
NA/XE, Yellow Std Cap	2.5K	106R03861
NA/XE, Black Std Cap	5K	106R03862
NA, Cyan Hi Cap	5K	106R03863
N/A, Magenta Hi Cap	5K	106R03864
NA, Yellow Hi Cap	5K	106R03865
NA, Black Hi Cap	12K	106R03869
NA, Cyan EX Hi Cap	9K	106R03866
NA, Magenta EX Hi Cap	9K	106R03867
NA, Yellow EX Hi Cap	9K	106R03868
XE, Cyan Hi Cap	5K	106R03870
XE, Magenta Hi Cap	5K	106R03871
XE, Yellow Hi Cap	5K	106R03872
XE, Black Hi Cap	12K	106R03876
XE, Cyan EX Hi Cap	9K	106R03873
XE, Magenta EX Hi Cap	9K	106R03874
XE, Yellow EX Hi Cap	9K	106R03875
DMO, Cyan Std Cap	2.5K	106R03877
DMO, Magenta Std Cap	2.5K	106R03878
DMO, Yellow Std Cap	2.5K	106R03879
DMO, Black Std Cap	5K	106R03880
DMO, Cyan Hi Cap	5K	106R03881
DMO, Magenta Hi Cap	5K	106R03882
DMO, Yellow Hi Cap	5K	106R03883
DMO, Black Hi Cap	12K	106R03887
DMO, Cyan EX Hi Cap	9K	106R03884
DMO, Magenta EX Hi Cap	9K	106R03885
DMO, Yellow EX Hi Cap	9K	106R03886

Table 1 Consumables and maintenance items (C500/C505)

Name	Life/Yield (pgs.)	Part Number
Cyan Metered	9K	106R03855
Magenta Metered	9K	106R03856
Yellow Metered	9K	106R03857
Black Metered	12K	106R03858
Waste Cartridge	30K	108R01416
Cyan Drum Cartridge	55K	108R01481
Magenta Drum Cartridge	55K	108R01482
Yellow Drum Cartridge	55K	108R01483
Black Drum Cartridge	55K	108R01484
Fuser Assembly C500/C505 - 110V	200K	115R00133
Fuser Assembly C500/C505 - 220V	200K	115R00134
Scanner Maintenance Kit	200K	108R01490
Feed Roller Kit	100K	116R00010
Maintenance Kit	100K	108R01492

Table 2 Consumables and maintenance items (600/C605)

Name	Life/Yield (pgs.)	Part Number
NA/XE, Cyan Std Cap	6K	106R03896
NA/XE, Magenta Std Cap	6K	106R03897
NA/XE, Yellow Std Cap	6K	106R03898
NA/XE, Black Std Cap	6K	106R03899
NA, Cyan Hi Cap	10K	106R03900
N/A, Magenta Hi Cap	10K	106R03901
NA, Yellow Hi Cap	10K	106R03902
NA, Black Hi Cap	12K	106R03903
NA, Cyan EX Hi Cap (C600)	16.5K	106R03916
NA, Magenta EX Hi Cap (C600)	16.5K	106R03917
NA, Yellow EX Hi Cap (C600)	16.5K	106R03918
NA, Black EX Hi Cap (C600)	18K	106R03919
NA, Cyan EX Hi Cap (C605)	16.5K	106R03928
NA, Magenta EX Hi Cap (C605)	16.5K	106R03929
NA, Yellow EX Hi Cap (C605)	16.5K	106R03930
NA, Black EX Hi Cap (C605)	18K	106R03931
XE, Cyan Hi Cap	10K	106R03904
XE, Magenta Hi Cap	10K	106R03905
XE, Yellow Hi Cap	10K	106R03906
XE, Black Hi Cap	12K	106R03907
XE, Cyan EX Hi Cap (C600)	16.5K	106R03920
XE, Magenta EX Hi Cap (C600)	16.5K	106R03921

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Table 2 Consumables and maintenance items (600/C605)

Name	Life/Yield (pgs.)	Part Number
XE, Yellow EX Hi Cap (C600)	16.5K	106R03922
XE, Black EX Hi Cap (C600)	18K	106R03923
XE, Cyan EX Hi Cap (C605)	16.5K	106R03932
XE, Magenta EX Hi Cap (C605)	16.5K	106R03933
XE, Yellow EX Hi Cap (C605)	16.5K	106R03934
XE, Black EX Hi Cap (C605)	18K	106R03935
DMO, Cyan Std Cap	6K	106R03908
DMO, Magenta Std Cap	6K	106R03908
DMO, Yellow Std Cap	6K	106R03910
DMO, Black Std Cap	6K	106R03911
DMO, Cyan Hi Cap	10K	106R03912
DMO, Magenta Hi Cap	10K	106R03913
DMO, Yellow Hi Cap	10K	106R03914
DMO, Black Hi Cap	12K	106R03915
DMO, Cyan EX Hi Cap (600)	16.5K	106R03924
DMO, Magenta EX Hi Cap (600)	16.5K	106R03925
DMO, Yellow EX Hi Cap (C600)	16.5K	106R03926
DMO, Black EX Hi Cap (C600)	18K	106R03927
DMO, Cyan EX Hi Cap (605)	16.5K	106R03936
DMO, Magenta EX Hi Cap (605)	16.5K	106R03937
DMO, Yellow EX Hi Cap (C605)	16.5K	106R03938
DMO, Black EX Hi Cap (C605)	18K	106R03939
Cyan Metered (C600/C605)	16.5K	106R03892
Magenta Metered (C600/C605)	16.5K	106R03893
Yellow Metered (C600/C605)	16.5K	106R03894
Black Metered (C600/C605)	18K	106R03895
Waste Cartridge	30K	108R01416
Cyan Drum Cartridge	50K	108R01485
Magenta Drum Cartridge	50K	108R01486
Yellow Drum Cartridge	50K	108R01486
Black Drum Cartridge	50K	108R01488
Fuser Assembly C600/C605 - 110V	200K	115R00135
Fuser Assembly C600/C605 - 220V	200K	115R00136
Scanner Maintenance Kit	200K	108R01490
Feed Roller Kit	100K	116R00010
Maintenance Kit	100K	108R01492
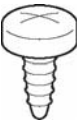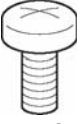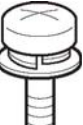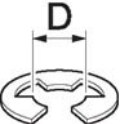
(Toner yield based on ISO/IEC 19752 Test Standard. Toner consumption will vary depending on image, area coverage and media that is used. Drum cartridge yield is based on an average 3 page job length.) Life/yield information may vary slightly. Go to Xerox.com for current information.

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GP 41 Hardware Information

Spared hardware available for repairs and maintenance is listed in Table 1. This includes miscellaneous screws and e-clips that can be used to replace hardware that is lost or damaged.

Since the VersaLink printers use various types of hardware (screws, e-clips), ensure that the correct hardware is used when installing parts. Use special caution not to confuse the screws used for plastic with those used for sheet metal. Using the wrong type of screw may result in damage to the screw threads or other problems.

Table 1 Hardware

Type	Shape	PL Number	Size
Screw for plastic Silver, tapping	**Figure 1 Screw for plastic**	ST20	M3x8mm
		ST21	M3x6mm
Screw for sheet metal Silver	**Figure 2 Screw for sheet metal**	SM3	M4x6mm
		SM18	M3x6mm
Screw for sheet metal Silver, with washer and plane washer	**Figure 3 Screw for sheet metal**	SM20	M3x8mm
E-ring	**Figure 4 E-ring**	E2	D4
		E6	D6

GP 42 How to Print the Fax Reports

Purpose

To print the machine's fax protocol report.

Procedure

Perform the steps that follow:

1. Enter Diagnostics, GP 1.
2. Touch **Device**.
3. Touch **Apps**, then **Fax**.
4. Touch **Fax Protocol Report** or **Fax Activity Report**.
5. Touch Close to return to the Diagnostics screen.
6. Exit diagnostics, GP 1.

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GP 43 Customer Administration Tools

Purpose

To gain access to Customer Administration Tools on the UI.

How to Enter Customer Administration Tools

Perform the steps that follow:

1. Switch on the machine, GP 4.
2. When the machine is ready, touch Log In in the top left corner of the UI.
3. Touch Admin.
4. The User Accounts screen displays. Enter user name 'admin' (case sensitive) or touch admin if the account already exists.
5. Enter the password '1111' (default setting). Touch OK.

    NOTE: If the administrator password is unknown, perform GP 39 Reset Administrator Password.

Call Closeout

Perform the steps that follow:

1. Touch Admin in the top left corner of the UI.
2. Touch Logout.

GP 44 FFC Cables

Purpose

To describe how to correctly disconnect or connect FFC cables.

Procedure

Refer to the relevant procedure:

- Disconnect FFC Cable
- Connect FFC Cable

Disconnect FFC Cable

CAUTION

Take care not to break the FFC release lever when disconnecting the FFC cable . Open the lever just far enough (approximately 15 degrees) to release the FFC cable. Opening the lever too far will break the lock mechanism. A new PWB will be required if the lock mechanism breaks.

1. Disconnect the FFC cable, Figure 1.

2
While holding the release open, carefully pull the blue reinforcing tab to disconnect the FFC cable.

1
Open the release lever approximately 15 degrees.
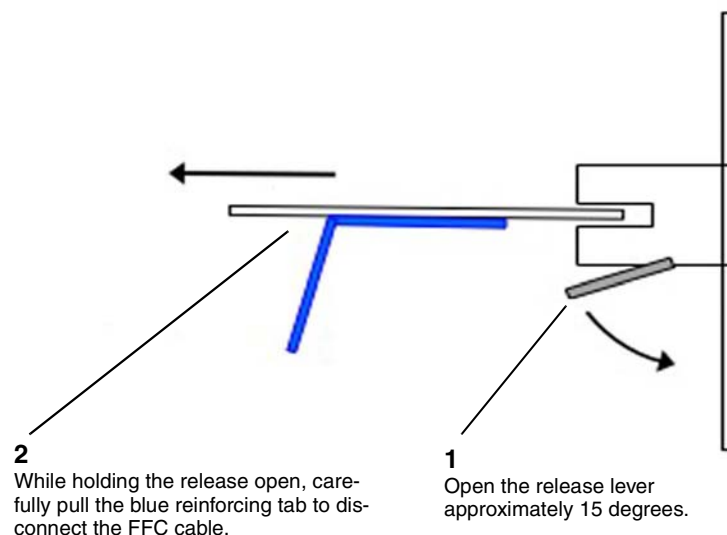
Figure 1 FFC cable disconnect

Connect FFC Cable

CAUTION

Do not attempt to engage the release lever to insert the FFC cable. After correct FFC cable insertion, the release lever will lock.

1. If necessary, position the ferrite core over the FCC cable.
2. Carefully bend the blue reinforcing tab so that it is 90 degrees perpendicular to the FFC cable.

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3. Use the blue reinforcing tab to very carefully connect the FFC cable, Figure 2:

    a. Position the FFC cable at an angle (A), then centrally (B) in the slot of the connector.

    b. While aligning the FFC cable with the slot, firmly push the FFC cable into the connector (B). The release lever will close and a click will be heard when the FFC cable is fully inserted.

    NOTE: Two types of surface mounted connectors are shown in Figure 2.

Figure 2 FCC cable connect

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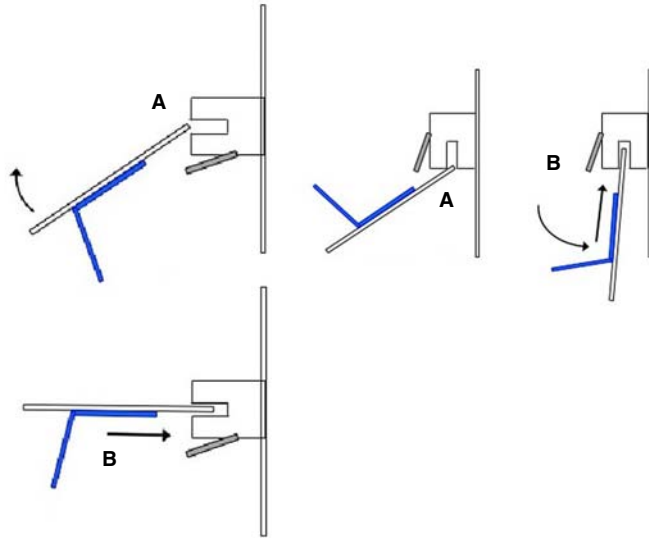
dC118 Jam Counter

Description

Displays the count for jams that have occurred up to the present.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC118 Jam Counter**.

   The following Items are displayed on the **Jam Counter** screen.

   • Chain-Link

   • Count

   NOTE: *Jams that have occurred since the previous exit from the diagnostics with* **Exit (Clear Log)** *until now will be displayed.*

   The count is reset when exiting from the diagnostics by using **Exit (Clear Log)**.

3. Touch **Close** to return to the **Diagnostics** screen.
4. Exit diagnostics, GP 1.

dC120 Failure Counter

Description

Displays the count for failures that have occurred up to the present.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC120 Failure Counter**.

   The following Items are displayed on the **Failure Counter** screen.

   • Chain-Link

   • Count

   NOTE: *Failures that have occurred since the previous exit from the Diagnostics with* **Exit (Clear Log)** *until now will be displayed.*

   The count is reset when exiting from the Diagnostics by using **Exit (Clear Log)**.

3. Touch **Close** to return to the **Diagnostics** screen.
4. Exit diagnostics, GP 1.

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dC122 Fault History

Description

Displays the history in four categories:

- Document Feeder Jams
- Paper Jams
- Failures
- Last 40 Faults

Procedure

1. Enter the Diagnostics, GP 1.
2. Touch **DC122 Fault History**.

   The following categories are displayed on the **Fault History** screen: Chain-Link, Date & Time, and Total Volume (billing print count when fault occurred) of the selected category type. Category types are:

   - **Paper Jam**s
   - **Document Feeder Jam**s
   - **Failure**s
   - **Last 40 Faults**

   NOTE: Various conditions

   - *Failures that have occurred since the previous exit from the Diagnostics with **Exit (Clear Log)** until now will be displayed.*
   - *The count is reset when exiting from the Diagnostics by using **Exit (Clear Log)**.*
   - *The Total Volume is the value of the billing counter of the fault occurrence time.*
   - *When fault occurs in a printer which doesn't have output it is displayed with 0.*

3. Select any of the fault history category types to display the chain-link, date & time, and total volume.
4. Touch **X** to return to the **Diagnostics** screen.
5. Exit the Diagnostics, GP 1.

dC125 Active Faults

Description

Displays the active faults.

Procedure

1. Enter the Diagnostics, GP 1.
2. Touch **DC125 Active Faults**.

   The chain-links are displayed on the **Active Faults** screen.

3. Touch **X** to return to the **Diagnostics** screen.
4. Exit the Diagnostics, GP 1.

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dC126 System Registration Adjustment

Description

To print the built-in adjustment test pattern, perform measurements at the specified positions, and then perform any of the following adjustments to obtain the correct positions.

- Slow scan% (measuring position: Lss-Side1/2)
- Side1/Side2 registration (measuring position: A, B, C, D-Side1/2)
- Lead registration (measuring position: B-Side1/2)
- Side registration (measuring position: A-Side1/2)

Procedure

Printing the Test Pattern

1. Enter Diagnostics, GP 1.
2. Touch **DC126 System Registration Adjustment**.
   The System Registration Adjustment screen is displayed.
3. Select **Paper Supply**, then choose the adjusting tray.
4. Select **Printout Settings**, then touch **Print**. to print the test pattern (Figure 1).
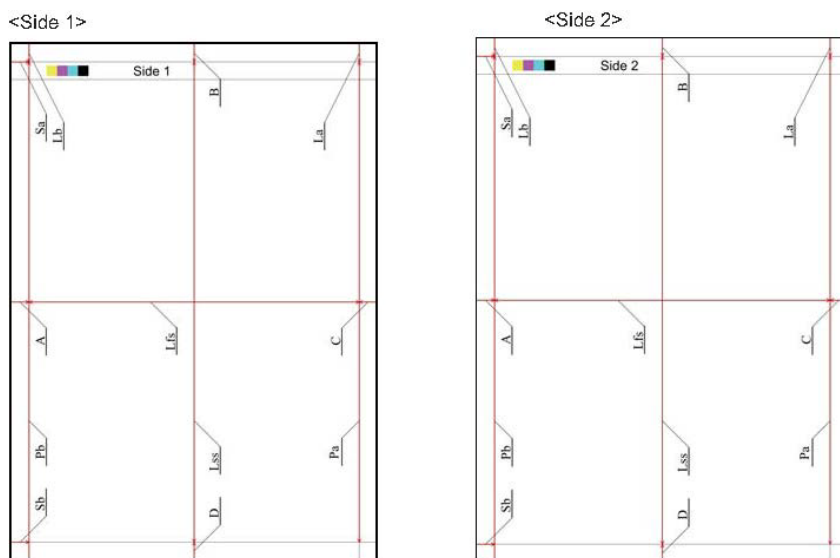
Figure 1 DC126 System registration adjustment test pattern

Adjust the Registration

This procedure uses side regi as an example. When doing other adjustments, use the relevant location on the test pattern.

NOTE: The A, B, C and D locations marked on the test pattern indicate the distance from the test pattern image to the paper's edge.

1. Using the test pattern chart which was output from the tray requiring adjustment, measure the length (in millimeters) of "A" on the printed test pattern Side 1.
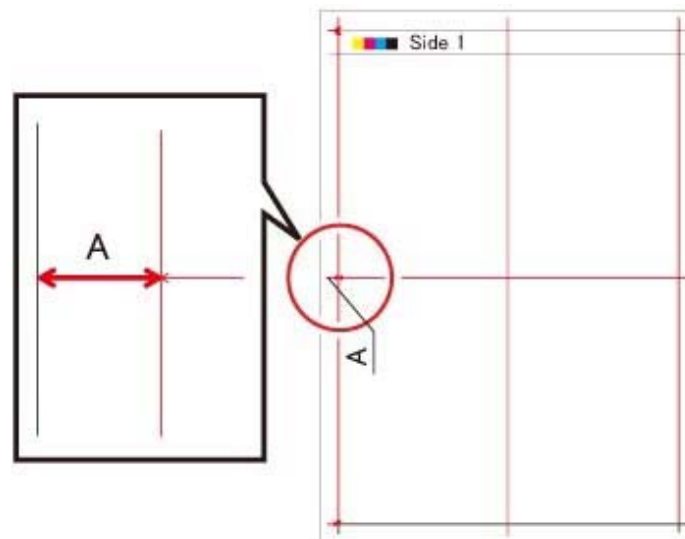
2. Measure the length (in millimeters) of "A" on the printed test pattern Side 2.
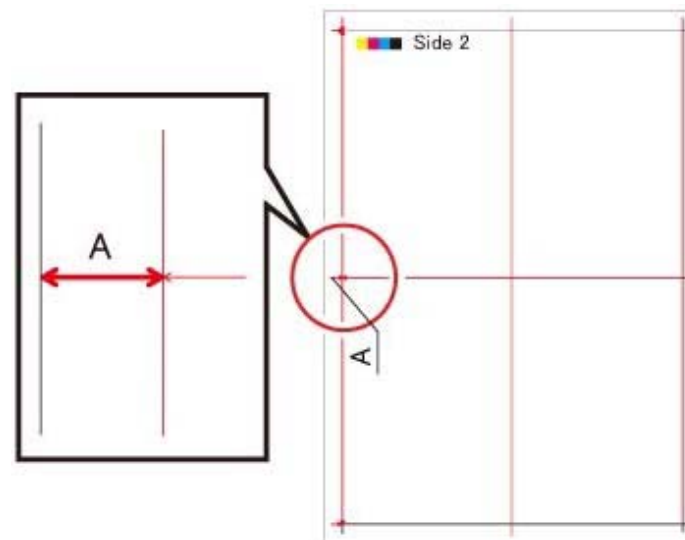
3. Touch **Side Registration**.

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4. Select **Adjusted Side** (ex. Side 1).

5. Touch +/- to enter the value of A for side 1 which was measured earlier, or touch A to open a keypad on which to enter a value.

6. Select **Adjusted Side** (ex. Side 2).

7. Touch +/- to enter the value of A for side 2 which was measured earlier, or touch A to open a keypad on which to enter a value.

8. After setting values for side 1 and side 2, touch **Adjust**.

9. Exit Diagnostics, GP 1.

dC131 NVM Read / Write

Description

To refer to the NVM data and set/modify it.

Procedure

NOTE: The fault will be displayed after the machine reboots.

1. Enter the Diagnostics, GP 1.

2. Touch **DC131 NVM Read / Write**. to display the **NVM Read / Write** screen.

3. Enter the chain-Link number and touch **Change**.

4. The **Current Value** and the **New Value** columns are displayed.

5. Enter the value that you wish to change to into the **New Value** column and touch **OK**.

6. The entered number is displayed in the **Current Value** column.

7. Touch **Close**.

8. Touch **X** to return to the **Diagnostics** screen.

9. Exit Diagnostics, GP 1.

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dC132 Device ID / Billing Data

Description

To repair the mismatch of serial no., product no. and billing counter value between the MSU and ESS PWBs when one of them has been replaced by setting the values in the replaced board to those values in the unreplaced board.

The serial no., product no., and billing counter are held at the following three locations respectively:

- MCU PWB (IOT)
- EMMC Card (SEEP Data. SYS1)
- EMMC Card (NVM Data. SYS2)

NOTE: Be aware of the following:

- *This function can only be used when a failure has occurred.*
- *When the three values (IOT, SYS1, SYS2) are the same, there is no need to continue with this diagnostic function.*
- *When exiting the Diagnostics after matching up the Serial No., the fault will be cleared after the machine reboots.*

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC132 Device ID / Billing Data**. to display the **Device ID and Billing Data** screen.
3. Select the correct data area (IOT, SYS1 and SYS2) (for example, if the MCU (IOT) PWB was replaced, select SYS1 or SYS2 for entering the serial numbering in the next step.)
4. Enter the serial number.
5. Re-enter the serial number, then touch **OK**.
6. Verify that the column data for IOT, SYS1, SYS2 are now all matching.
7. Touch **X** twice to exit out to the **Diagnostics** screen.
8. Exit Diagnostics, GP 1.
9. The machine will reboot.

dC135 HFSI Counter (High Frequency Service Item)

Description

Displays the spec life (threshold value) and the current value (usage status) of the periodic replacement parts. You can change the spec life and reset the current value.

The job history can be used to record/check the previous three replacements.

See Table 1 for a list of HFSI counter Items.

Table 1 HFSI Counter Items

Chain Link	C505/C605/ C605_Tall/C500/ C600	Item
950-801	C505/C605/ C605_Tall/C500/ C600	Feed Roll Print Volume Tray 1
950-802	C505/C605/ C605_Tall/C500/ C600	Feed Roll Print Volume Tray 2
950-803	C505/C605/ C605_Tall/C500/ C600	Feed Roll Print Volume Tray 3
950-804	C505/C605/ C605_Tall/C500/ C600	Feed Roll Print Volume Tray 4
950-805	C505/C605/ C605_Tall/C500/ C600	Feed Roll Print Volume Tray 5
950-806	C505/C605/ C605_Tall/C500/ C600	Fuser Print Volume
950-807	C505/C605/ C605_Tall/C500/ C600	Fuser Heat Time
950-808	C505/C605/ C605_Tall/C500/ C600	Regi Roll Print Volume
950-812	C505/C605/ C605_Tall/C500/ C600	Maintenance Kit Print Volume
950-813	C505/C605/ C605_Tall/C500/ C600	Maintenance Kit Cycle
950-814	C505/C605/ C605_Tall/C500/ C600	Belt Print Volume

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Table 1 HFSI Counter Items

Chain Link	C505/C605/C605_Tall/C500/C600	Item
950-815	C505/C605/C605_Tall/C500/C600	Belt Cycle
950-816	C505/C605/C605_Tall/C500/C600	2nd BTR Print Volume
955-806	C505/C605/C605_Tall	DADF Feed Count
955-807	C505/C605/C605_Tall	DADF Simplex Feed Count
955-810	C505/C605/C605_Tall	DADF I/L Open Count
955-812	C505/C605/C605_Tall	DADF TA Clutch On-Count
955-828	C505/C605/C605_Tall	DADF Feed Clutch On-Count
956-802	C505/C605/C605_Tall	IIT Scan Count
956-803	C505/C605/C605_Tall	IIT Light Lamp Time
956-804	C505/C605/C605_Tall	IIT Lamp Turn On Count

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC135 HFSI Counter** to display the HFSI counter screen.
3. Enter the chain-link no. or select the parts to be replaced and touch **Details**.
4. The **Details** screen displays the chain-link and the part name of the parts to be replaced, as well as the spec life, current value, last replacement, second last replacement and third last replacement counters.
5. To reset the current value, touch **Reset**. The Reset Current Value screen is displayed.
6. Following the message and tapping **Yes** updates the last three replacement records in the HFSI counter as follows.
   a. The second last replacement value is moved to third last replacement.
   b. The last replacement value is moved to **second last replacement**.
   c. The current value is moved to last replacement.
   d. The current value is set to **0**.
7. To change the Spec Life, touch **Spec Life**. This displays the spec life screen.
8. Enter the new spec life (Max. 8 digits) and touch **OK**.

   The soec life value is overwritten with the new spec life value.
9. Touch **X** to return to the HFSI Counter screen.
10. Touch **X** to return to the Diagnostics screen.
11. Exit Diagnostics, GP 1.

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dC140 Analog Component Monitoring

Description

Monitors the Analog value of the A/D converter sensor, by operating the various components. See Table 1 for the components and corresponding chain-links.

Table 1 Input List

Chain-Link No.	Component	Command	Operation
010-200	Fuser STS Sensor (Center)	04:Monitor	01:Start 02:Stop
010-203	Fuser STS Sensor (Side)	04:Monitor	01:Start 02:Stop
046-200	Transfer Roller (2nd Bias Transfer Roll) Current Monitor	04:Monitor	01:Start 02:Stop
046-201	BK 1ST Bias Transfer Roll Current Monitor	04:Monitor	01:Start 02:Stop
091-201	Environment Sensor Humidity	04:Monitor	01:Start 02:Stop
091-202	Environment Sensor Temperature	04:Monitor	01:Start 02:Stop
092-200	RAD VDIF	04:Monitor	01:Start 02:Stop
092-201	RAD VSP	04:Monitor	01:Start 02:Stop
092-202	RAD Low VSP	04:Monitor	01:Start 02:Stop

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC140 analog monitor**.
   The **analog monitor** screen is displayed.
3. Touch **Chain-Link**.
4. Enter the chain-link no. and touch **OK**.
5. Touch **Start**.
6. The resulting screen display the following items:
   - **Input/ Output** column: Component type (Input/ Output component)
   - **Enabled / Disabled** column: Operation states - Enabled (checking in progress) Disabled (checking stopped)
   - **Level** column: Displays the received output level value.
7. Touch **Stop All** to stop the component operation.
8. Touch **X** to return to the **Diagnostics** screen.
9. Exit Diagnostics, GP 1.

dC301 NVM Initialization

Description

To reset the values of specific NVM pa pr a meters and to perform dC363 **NVM Backup/ Restore** prior to initializing the IOT area.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC301 Initialize NVM**.
3. Select the area to be initialized. Refer to Table 1.

Table 1 NVM areas

Area	Comments
IOT1	Drive PWB NVM. Perform dC363 to back up the NVM values. After initializing the IOT 1 NVM, ensure that the tray module type is set correctly. Refer to 024-361, Invalid Paper Type RAP.
IOT2	Do not use
Finisher	Do not use
IFM	Do not use
IISS - IIT/IPS	IIT scanner and DADF
IISS - Extension	Do not use
Input Device	Do not use
Sys-System	Resets CSE-definable data. Change NVM value 790-900 to a 1 to regain EWS communication
Sys-User	Resets user-definable data. NVM value 790-900 remains at 1
Fault Counter	Do not use
HCS 1	Do not use
HCS 2	Do not use
PFIM	Do not use

4. Touch **Start**.
5. Follow the UI messages to initialize the NVM.
6. Enter dC131. Ensure NVM value 790-900 is set to 1. If the NVM value had to be changed, switch off, then switch on the machine, GP 4. Verify that the Embedded Web Server is working.
7. Exit Diagnostics, GP 1.

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dC305 Panel Diagnostics

Description

To perform diagnosis of the LED/ Audio which is implemented in the UI panel.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC305 Panel Diagnostics**.
   The **Panel Diagnostics** screen is displayed.
3. Touch **LED Test** or **Audio Test**.

When the LED Test is selected

1. Touch **LED Test**.
2. Select the LED to be diagnosed.
3. Select the display-pattern of the LED and touch **Off** or **Steady On**.
   The LED is turned on with the specified display-pattern.
4. Touch **All Off** and the LED is turned off.
5. Touch **<** to return to the Panel Diagnostics screen.

When Audio Test is selected

1. Touch **Audio Test**.
2. Specify the audio volume (three steps).
3. Select the audio pattern to be diagnosed and touch the button.
   The audio sounds with the specified volume and pattern.
4. Touch **<** to return to the Panel Diagnostics screen.
5. Touch **X** to return to the Diagnostics screen.
6. The machine will reboot. Select **Reboot now**.

dC330 Component Control

Description

Displays the logic state of input component input signals (Table 1), and operates the output components, Table 2.

Table 1 Input list

Chain-Link	Component	Command	Operation
010-200	Fuser Relay Enable	04:Monitor	01:Start 02:Stop
010-201	Fusing Fuse Sensor	04:Monitor	01:Start 02:Stop
010-202	Envelope Mode Sensor	04:Monitor	01:Start 02:Stop
012-100	IOT Exit Sensor (Hot Line)	04:Monitor	01:Start 02:Stop
012-101	Compile Exit SensorF	04:Monitor	01:Start 02:Stop
012-200	Eject Home Sensor	04:Monitor	01:Start 02:Stop
012-201	Sub Paddle Home Sensor	04:Monitor	01:Start 02:Stop
012-210	Right Tamper Home Sensor	04:Monitor	01:Start 02:Stop
012-211	Left Tamper Home Sensor	04:Monitor	01:Start 02:Stop
012-212	Self Priming Sensor	04:Monitor	01:Start 02:Stop
012-220	Low Staple Sensor	04:Monitor	01:Start 02:Stop
012-222	Staple Home Sensor	04:Monitor	01:Start 02:Stop
012-230	Stacker No Paper Full Sensor	04:Monitor	01:Start 02:Stop
012-231	Stack Height Sensor 1	04:Monitor	01:Start 02:Stop
012-232	Stacker Height Sensor 2	04:Monitor	01:Start 02:Stop
012-241	IOT Exit Sensor	04:Monitor	01:Start 02:Stop
012-242	1Bin Exit Full Paper Sensor	04:Monitor	01:Start 02:Stop
012-243	2Bin Exit Full Paper Sensor	04:Monitor	01:Start
012-244	3Bin Exit Full Paper Sensor	04:Monitor	01:Start
012-245	4Bin Exit Full Paper Sensor	04:Monitor	01:Start
012-246	MBX Vertical Sensor	04:Monitor	01:Start 02:Stop

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Table 1 Input list

Chain-Link	Component	Command	Operation
012-247	MBX Detect	04:Monitor	01:Start 02:Stop
012-300	Finisher Rear Door Sensor	04:Monitor	01:Start 02:Stop
012-301	Finisher Staple Door Switch	04:Monitor	01:Start 02:Stop
012-302	MBX Rear Door Open Sensor	04:Monitor	01:Start 02:Stop
041-300	Inter Lock Side Cover	04:Monitor	01:Start 02:Stop
041-301	Inter Lock Rear Cover	04:Monitor	01:Start 02:Stop
041-302	Front Cover Sensor	04:Monitor	01:Start 02:Stop
042-200	Main Fan Alarm	04:Monitor	01:Start 02:Stop
042-201	Sub Fan Alarm	04:Monitor	01:Start 02:Stop
042-202	Main Rear Fan Alarm	04:Monitor	01:Start 02;Stop
047-201	Finisher Detect	04:Monitor	01:Start 02:Stop
071-100	Bypass (MSI) No Paper Sensor	04:Monitor	01:Start 02:Stop
071-101	Tray1 No Paper Sensor	04:Monitor	01:Start 02:Stop
071-103	Regi Sensor	04:Monitor	01:Start 02:Stop
071-104	Exit Sensor	04:Monitor	01:Start 02:Stop
071-105	Full Stack Sensor	04:Monitor	01:Start 02:Stop
071-106	Paper Size Sensor0	04:Monitor	01:Start 02:Stopv
071-107	Paper Size Sensor1	04:Monitor	01:Start 02:Stop
071-108	Paper Size Sensor2	04:Monitor	01:Start 02:Stop
071-109	Option Feeder1 Size Sensor0	04:Monitor	01:Start 02:Stop
071-110	Option Feeder1 Size Sensor1	04:Monitor	01:Start 02:Stop
071-111	Option Feeder1 Size Sensor2	04:Monitor	01:Start 02:Stop

Chain-Link	Component	Command	Operation
071-112	Option Feeder1 No Paper Sensor	04:Monitor	01:Start 02:Stop
071-113	Option Feeder1 Path Sensor	04:Monitor	01:Start 02:Stop
071-114	Option Feeder2 Size Sensor0	04:Monitor	01:Start 02:Stop
071-115	Option Feeder2 Size Sensor1	04:Monitor	01:Start 02:Stop
071-116	Option Feeder2 Size Sensor2	04:Monitor	01:Start 02:Stop
071-117	Option Feeder2 No Paper Sensor	04:Monitor	01:Start 02:Stop
071-118	Option Feeder2 Path Sensor	04:Monitor	01:Start 02:Stop
071-119	Option Feeder3 Size Sensor0	04:Monitor	01:Start 02:Stop
071-120	Option Feeder3 Size Sensor1	04:Monitor	01:Start 02:Stop
071-121	Option Feeder3 Size Sensor2	04:Monitor	01:Start 02:Stop
071-122	Option Feeder3 No paper Sensor	04:Monitor	01:Start 02:Stop
071-123	Option Feeder3 Path Sensor	04:Monitor	01:Start 02:Stop
071-124	Option Feeder4 Size Sensor0	04:Monitor	01:Start 02:Stop
071-125	Option Feeder4 Size Sensor1	04:Monitor	01:Start 02:Stop
071-126	Option Feeder4 Size Sensor2	04:Monitor	01:Start 02:Stop
071-127	Option Feeder4 No Paper Sensor	04:Monitor	01:Start 02:Stop
071-128	Option Feeder4 Path Sensor	04:Monitor	01:Start 02:Stop
071-129	Option Feeder1 Tray Open Sensor (only for HCF)	04:Monitor	01:Start 02:Stop
071-130	Option Feeder1 Lift Up Sensor (HCF only)	04:Monitor	01:Start 02:Stop
071-131	Option Feeder2 Tray Open Sensor (HCF only)	04:Monitor	01:Start 02:Stop
071-132	Option Feeder2 Lift Up Sensor (HCF only)	04:Monitor	01:Start 02:Stop
071-200	Main Motor Alarm (1)	04:Monitor	01:Start 02:Stop

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Table 1 Input list

Chain-Link	Component	Command	Operation
071-201	Sub Motor Alarm (1)	04:Monitor	01:Start 02:Stop
071-202	Option Feeder1 Motor Alarm (HCF only)	04:Monitor	01:Start 02:Stop
071-203	Option Feeder2 Motor Alarm (HCF only)	04:Monitor	01:Start 02:Stop
071-204	Option Feeder3 Motor Alarm (HCF only)	04:Monitor	01:Start 02:Stop
071-205	Option Feeder4 Motor Alarm (HCF only)	04:Monitor	01:Start 02:Stop
071-206	PH Motor Alarm	04:Monitor	01:Start 02:Stop
071-207	Deve Motor Alarm	04:Monitor	01:Start 02:Stop
094-200	Drum Cartridge Retract Sensor	04:Monitor	01:Start 02:Stop
094-201	K Belt Retract Sensor	04:Monitor	01:Start 02:Stop
094-202	Waste Cartridge Full Sensor	04:Monitor	01:Start 02:Stop
094-203	2nd BTR Waste Toner Full Sensor	04:Monitor	01:Start 02:Stop

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CAUTION

Cyclic motion is not an available option. **Do not** *attempt to run.* **DO NOT** *turn main motor ON under OFF state. Wait at least 15 seconds after the fuser relay is actuated to run the main motor.*

NOTE: *Motors must be run within operational limitations.*

NOTE: *All doors must be closed (or their interlock switches defeated) and the +24 VDC supply must be switched on with chain link 041-001 before testing motors, solenoids or clutches. If a door interlock is opened while testing, the +24VDC needs to be switched on again to continue testing. (For each chain link that contains an 'O' in the Enable +24VDC column, 041-001* **must** *be set to "1" before testing that chain link.)*

Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
010-001	Fusing Relay	X	Do not turn motor On under Off state.
010-002	Fusing Fuse Cut	X	
010-003	Fusing Envelope Motor	X	
010-004	Fusing Common Mode	X	
010-005	Fusing Envelope Mode	X	
010-006	Fusing Retract Mode	X	
012-010	Transport Motor (Forward/Low Speed)	X	After 50ms, release brake
012-011	Transport Motor (Forward/Middle Speed)	X	After 50ms, release brake
012-012	Transport Motor (Forward/High Speed)	X	After 50ms, release brake
012-013	Transport Gate Solenoid (Pull)	X	Keep solenoid. PWM control
012-014	Transport Gate Solenoid (Push)	X	Keep solenoid. PWM control
012-020	Eject Compile Motor (Forward/Eject)	X	
012-021	Eject Compile Motor (Release/Sub Paddle Speed)	X	

Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
012-030	Right Tamper Motor (Front Low Speed)	X	
012-031	Right Tamper Motor (Front Middle Speed)	X	
012-032	Right Tamper Motor (Front High Speed)	X	
012-033	Right Tamper Motor (Rear Low Speed)	X	
012-034	Right Tamper Motor (Rear Middle Speed)	X	
012-035	Right Tamper Motor (Rear High Speed)	X	
012-040	Left Tamper Motor (Front Low Speed)	X	
012-041	Left Tamper Motor (Front Middle Speed)	X	
012-042	Left Tamper Motor (Front High Speed)	X	
012-043	Left Tamper Motor (Rear Low Speed)	X	
012-044	Left Tamper Motor (Rear Middle Speed)	X	
012-045	Left Tamper Motor (Rear HIgh Speed)	X	
012-050	Stapler Motor (Fore ward)	X	
012-051	Stapler Motor (Reverse)	X	Does not operate when staple home sensor is "No home."

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Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
012-060	Stacker Motor (Lift Up/Low Speed)	X	
012-061	Stacker Motor (Lift Down/ Profile2)	X	
012-070	Finisher Main 24V Relay OFF	X	Turn OFF relay during execution period. (Normally relay is ON) No CE disclosure.
012-080	Transport Motor (Forward/Low Speed)	X	After 50ms, release brake.
012-081	Transport Motor (Forward/High Speed)	X	After 50ms, release brake.
012-082	Transport (Pull) Gate Solenoid	X	Keep solenoid. PWM control
012-083	Transport (Push) Gate Solenoid	X	Keep solenoid. PWM control
012-090	MBX Bin Gate Solenoid 2	X	
012-091	MBX Bin Gate Solenoid 3	X	
012-092	MBX Bin Gate Solenoid 4	X	
012-093	MBX Main 24V Relay OFF	X	
012-094	MBX Bin Gate Solenoid 2	X	
012-095	MBX Bin Gate Solenoid 3	X	
012-096	MBX Bin Gate Solenoid 4	X	
041-001	Low Voltage Power Supply ++24VDC	X	From the OFF state, start diagnostics with ++24VDC turned ON. Motor or fan will not rotate if +24VDC is OFF. Use caution when +24VDC is turned ON under machine fault conditions. If an abnormal condition occurs, turn the power off immediately.
042-001	Main Fan (Normal)	X	
042-002	Main Fan (Half)	X	

Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
042-003	Sub Fan (Normal)	X	
042-004	Sub Fan (Half)	X	
046-001	HVPS_Clock	X	
046-002	DBAC_Clock	X	
046-003	TR_Clock	X	
061-001	LPH Forcing Lighting (All solid image)	X	Uninstall the drum unit when LPH is forcibly lit. When LPH is forcibly lit while drum unit is installed and drum operation is halted, light-induced fatigue of the photoreceptor will occur. -061-001: Light the LPH forcibly (Cin100%) -061-002: Light the LPH forcibly (Cin50%) -061-003: Only thyristor transfer is performed
061-002	LPH Forcing Lighting (Cin50%)	X	
061-003	LPH Forcing Lighting (Thyristor transfer)	X	
071-001	Bypass (MSI) Feed Solenoid	O	Auto OFF See table note.
071-002	Tray1 Feed Clutch	O	Auto OFF Enable a motor output command first: - 071-069: Motor (Normal: Main&Sub) - 071-070: Motor (Slow Speed 1: Main&Sub See table note.
071-003	Take Away Clutch	O	Enable a motor output command first: - 071-069: Motor (Normal: Main&Sub) - 071-070: Motor (Slow Speed 1: Main&Sub See table note.
071-004	Regi Clutch	O	Enable a motor output command first: - 071-069: Motor (Normal: main & sub) - 071-070: Motor (Slow Speed 1: main & sub See table note.
071-005	Exit Clutch	O	Enable a Motor output command first: - 071-069: Motor (Normal: Main & sub) - 071-070: Motor (Slow Speed 1: Main & sub See table note.
071-006	Invert Clutch	O	Enable a motor output command first: - 071-069: Motor (Normal: Main&Sub) - 071-070: Motor (Slow Speed 1: Main & Sub See table note (1)

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Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
071-007	Duplex Clutch	O	Enable a motor output command first: - 071-069: Motor (Normal: Main & sub) - 071-070: Motor (Slow Speed 1: Main & sub See table note.
071-008	Tray 1 LED	O	
071-010	Option Feeder1 Motor (Normal)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-011	Option Feeder1 Motor (Slow Speed 1)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-012	Option Feeder1 Motor (Slow Speed 2)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-013	Option Feeder1 Motor (Slow Speed 3)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-014	Option Feeder1 Feed Clutch	O	Auto OFF See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-015	Option Feeder1 Take Away Clutch	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-016	Option Feeder1 LED	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-020	Option Feeder2 Motor (Normal)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-021	Option Feeder2 Motor (Slow Speed 1)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-022	Option Feeder2 Motor Slow Speed 2)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-023	Option Feeder2 Motor Slow Speed 3)	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-024	Option Feeder2 Feed Clutch	O	Auto OFF See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-025	Option Feeder2 Take Away Clutch	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.
071-026	Option Feeder2 LED	O	See table note. Optional 550-sheet feeder or 2000-sheet feeder installed in this position.

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
071-030	Option Feeder3 Motor (Normal)	O	See table note. Optional 550-sheet feeder installed in this position.
071-031	Option Feeder3 Motor (Slow Speed 1)	O	See table note. Optional 550-sheet feeder installed in this position.
071-032	Option Feeder3 Motor (Slow Speed 2)	O	See table note. Optional 550-sheet feeder installed in this position.
071-033	Option Feeder3 Motor (Slow Speed 3)	O	See table note. Optional 550-sheet feeder installed in this position.
071-034	Option Feeder3 Feed Clutch	O	Auto OFF See table note. Optional 550-sheet feeder installed in this position.
071-035	Option Feeder3 Take Away Clutch	O	See table note. Optional 550-sheet feeder installed in this position.
071-036	Option Feeder3 LED	O	See table note. Optional 550-sheet feeder installed in this position.
071-040	Option Feeder4 Motor (Normal)	O	See table note. Optional 550-sheet feeder installed in this position.
071-041	Option Feeder4 Motor (Slow Speed 1)	O	See table note. Optional 550-sheet feeder installed in this position.
071-042	Option Feeder4 Motor (Slow Speed 2)	O	See table note. Optional 550-sheet feeder installed in this position.
071-043	Option Feeder4 Motor (Slow Speed 3)	O	See table note. Optional 550-sheet feeder installed in this position.
071-044	Option Feeder4 Feed Clutch	O	Auto OFF See table note. Optional 550-sheet feeder installed in this position.
071-045	Option Feeder4 Take Away Clutch	O	See table note. Optional 550-sheet feeder installed in this position.
071-046	Option Feeder4 LED	O	See table note. Optional 550-sheet feeder installed in this position.
071-050	Duplex Gate Solenoid	O	Auto OFF
071-051	Finisher Gate	O	

Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
071-061	Main Motor (Normal)	O	If the main motor is rotated independently, friction scratch between YMC drums (driven by sub motor) and transfer belt will occur. If the main motor needs to be rotated, first operate the 1st bias transfer roll YMC Retract, then uninstall the YMC drum units or transfer belt unit. Operating the drum unit or transfer belt units for long periods of time, will create the risk of damaging or displacing the cleaning blade. Maximum rotation time for the drum unit or transfer belt is approximately 60 seconds. See table note.
071-062	Main Motor (Slow Speed 1)	O	
071-063	Main Motor (Slow Speed 2)	O	
071-064	Main Motor (Slow Speed 3)	O	
071-065	Sub Motor (Normal)	O	If the sub motor is rotated independently, friction scratch between YMC drums (driven by main motor) and transfer belt will occur. If the sub motor needs to be rotated, first operate the 1st bias transfer roll YMC Retract, then uninstall the YMC drum units or transfer belt unit. Operating the drum unit or transfer belt units for long periods of time, will create the risk of damaging or displacing the cleaning blade. Maximum rotation time for the drum unit or transfer belt is approximately 60 seconds. See table note (1).
071-066	Sub Motor (Slow Speed 1)	O	
071-067	Sub Motor (Slow Speed 2)	O	
071-068	Sub Motor (Slow Speed 3)	O	
071-069	Motor (Normal: Main & Sub)	O	Operating the drum unit or transfer belt units for long periods of time, will create the risk of damaging or displacing the cleaning blade. Maximum rotation time for the drum unit or transfer belt is approximately 60 seconds. See table note.
071-070	Motor (Slow Speed 1:Main & Sub)	O	See table note.
071-073	PH Motor (Normal)	O	Exercising this motor is necessary for troubleshooting paper jam feeds.
071-074	PH Motor (Slow Speed 1)	O	Exercising this motor is necessary for troubleshooting paper jam feeds.
071-075	PH Motor (Slow Speed 2)	O	Exercising this motor is necessary for troubleshooting paper jam feeds.

Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
071-076	PH Motor (Slow Speed 3)	O	Exercising this motor is necessary for troubleshooting paper jam feeds.
071-084	Main Motor (Slow Speed 3 Counter)	O	
071-085	Option Feeder1 Lift Up	O	Optional 550-sheet feeder or 2000 sheet feeder installed in this position. Auto off, sequence operation.
071-086	Option Feeder2 Lift Up	O	Optional 550-sheet feeder or 2000 sheet feeder installed in this position. Auto off, sequence operation.
091-001	K erase LED	O	
091-002	YMC Release LED	O	
093-004	Yellow Toner Dispense Motor (Normal)	O	If the dispense motor is operated independently, there is a risk that toner can get blocked in the dispenser route. The dispense Motor must be run when main & sub motors are operating. Operating the dispense motor for long periods of time can cause contamination within the printer or image quality defects in the printed output. Check the status frequently.
093-005	Yellow Toner Dispense Motor (Half)	O	
093-006	Magenta Toner Dispense Motor (Normal)	O	
093-007	Magenta Toner Dispense Motor (Half)	O	
093-008	Cyan Toner Dispense Motor (Normal)	O	
093-009	Cyan Toner Dispense Motor (Half)	O	
093-010	Black Toner Dispense Motor (Normal)	O	
093-011	Black Toner Dispense Motor (Half)	O	
094-001	Drum Cartridge Retract Solenoid	O	Auto OFF Enable a motor output command first: - 071-069: Motor (Normal: main & sub) - 071-070: Motor (Slow speed 1: Main & sub See table note (1).

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Table 2 Output list

Chain-Link	Component	Enable +24VDC (041-001) O: Yes X: No	Notes
094-002	K Belt Retract Clutch	O	Auto OFF Enable a motor output command first: - 071-069: Motor (Normal: main & sub) - 071-070: Motor (Slow Speed 1: main & sub See table note (1)
094-003	Belt Color Mode (1st Bias Transfer Roll YMC Contact)	O	Sequence operation. Auto OFF. See table note (1)
094-004	Belt Mono-chrome Mode (1st Bias Transfer Roll YMC Retract)	O	Sequence operation. Auto OFF. See table note (1)

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC330 Component Control** to display the component control screen.

CAUTION

*Do not use the **Cyclic Motion** feature in this function. It is not functional and could cause errors.*

NOTE: Two or more components can be run at the same time. This is useful when it's necessary to enable +24VDC before running other components. To run two or more components using the following steps, start the first component, then start the next component.

3. Touch **Chain-Link**.

CAUTION

Avoid damaging the cleaning blade. If entering chain-link numbers for the Drum or Transfer Belt units, do not rotate the Drum or the Transfer Belt units for more than 60 seconds.

4. Enter the chain-link number of the input/output components (Table 1 and Table 2) using the keypad and touch **OK**.
5. Touch **Start**. The component will start operating.
   - The status of the latest turned ON component is displayed on the screen.
   - A beep will sound according to the status of input components. The volume can be set by selecting **Volume**.
   - **Input/ Output** column (component type), **Status** column (operation status: High/ Low), and **Counter** column (operation count) are displayed on the **Component Control** screen.
6. If running additional components, repeat the steps to enter their chain-link codes and start each component.

7. When finished operating components, touch **Stop All** to stop all component operations, or the **Trash Can** icon to stop an individual component operation.
8. Touch **X** to return to the **Diagnostics** screen.
9. Exit Diagnostics, GP 1.

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dC362 Restore NVM Values

dC363 NVM Backup/Restore

Description

To back up/ restore the NVM Values.

Use this function when exchanging the MCU. Back up NVM values before removing the MCU, then restore NVM values after replacing the MCU. Do not use when exchanging the ESS. Use, also when initializing the IOT area with dC301.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC363 NVM Backup Restore**.
    The NVM Backup Restore screen is displayed.
3. Touch **Back Up Files** or **Restore Files**, then touch **Start**.
4. A message appears on the screen confirming restore NVM values; touch **Yes** or **No**.
5. Touch **X** to return to the **Diagnostics** screen.
6. Exit Diagnostics, GP 1.

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dC500 Blank Page Threshold Value

Description

To set the value that is used to determine what is a blank document when performing blank page detection for fax machines.

(For machines that are frequently used by visually impaired users, the CE performs document background settings using this tool.)

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC500 Blank Page Threshold Value**.
   The **Blank Page Threshold Value** screen is displayed.
3. Follow the message and place a blank sheet of paper (A or A4) on the DADF.
4. Touch **Start**.
5. The DADF does a one-sided scan, the **Threshold Value Coefficient** is displayed and set.
6. Touch **X** to return to the **Diagnostics** screen.
7. Exit Diagnostics, GP 1.

dC612 Print Test Pattern

Description

Prints a test pattern that is stored in the printer for checking image quality and isolating problems.

*NOTE: Perform this operation after verifying that there is enough paper loaded in the Tray to be used. (If the **No Paper** condition occurs during the execution, a printing failure may occur on the paper that is being run. The paper used during this function is not counted.)*

C505/C605/C605_Tall Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC612 Print Test Pattern**. to display the **Print Test Pattern** screen.
3. Set the values for the following parameters (see Table 1 and Table 2).

   NOTE: Test patterns require specific settings for some of these parameters.

   - Pattern number
   - Quantity
   - Paper supply
   - Output color
   - Cin%
   - Screen
   - 2-Sided

4. Touch **Start**.

   NOTE: If the settings for a test pattern are wrong, the message appears: (Invalid parameter. Please re-enter.) and print test pattern cannot be performed. In this case, change the settings and repeat the test print.

5. Touch **X** to return to the **Diagnostics** screen.
6. Exit Diagnostics, GP 1.

Pattern Numbers and Images

Table 1 includes the print test patterns commonly used to check image quality and isolate problems. The table gives the test pattern numbers, names, pattern images, and parameter settings. See Table 2 for a list of additional test patterns available in the printer.

Table 1 Commonly used test patterns
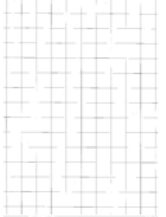
No.	Pattern name / Image	
1	Grid	**Quantity:** 1-999 **Paper Supply:** 8.5x11 Bypass 8.5x11 Tray 1 **Output Color:** Black (Mono) **Cin%:** (use default) **Screen:** (use default) **2-Sided:** (choose preference)

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Table 1 Commonly used test patterns

No.	Pattern name / Image	

14	YMCK half-tone	• **Quantity:** 1-999
		• **Paper Supply:**
		  – 8.5x11 Bypass
		  – 8.5x11 Tray 1
		• **Output Color:** 4C: Full Color
		• **Cin%:** (use default)
		• **Screen:** (use default)
		• **2-Sided:** (choose preference)

15	YMCK 100%	• **Quantity:** 1-999
		• **Paper Supply:**
		  – 8.5x11 Bypass
		  – 8.5x11 Tray 1
		• **Output Color:** 4C: Full Color
		• **Cin%:** (use default)
		• **Screen:** (use default)
		• **2-Sided:** 1-Sided

21	Blank print (no image)	• **Quantity:** 1-999
		• **Paper Supply:**
		  – 8.5x11 Bypass
		  – 8.5x11 Tray 1
		• **Output Color:** 4C: Full Color
		• **Cin%:** (use default)
		• **Screen:** (use default)
		• **2-Sided:** 1-Sided

51	Manufacturing test patterns	• **Quantity:** 1-999
		• **Paper Supply:**
		  – 8.5x11 Tray 1
		• **Output Color:**
		  – Black (Mono)
		  – 4C: Full Color
		• **Cin%:** (use default)
		• **Screen:** Standard/ Gradation/ Fineness
		• **2-Sided:** (choose preference)

No.	Pattern name / Image	
56	YMCKRGB gradation	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard/ Gradation/ Fineness • **2-Sided:** (choose preference)

59	Solid fill (full / half-tone)	• **Quantity:** 1-999
		• **Paper Supply:**
		  – 8.5x11 Tray 1
		• **Output Color:**
		  – R: Red
		  – G: Green
		  – B: Blue
		  – C: Cyan
		  – M: Magenta
		  – Y: Yellow
		  – K: Black (Color)
		  – 3C: 3 Color
		  – 4C: Full Color
		  – BW: Black (Mono)
		• **Cin%:** 0-100%
		• **Screen:** Standard/ Gradation/ Fineness
		• **2-Sided:** (choose preference)

64	Pitch (repeating defects)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard/ Gradation/ Fineness • **2-Sided:** (choose preference)

Table 1 Commonly used test patterns

No.	Pattern name / Image	
66	YMCK (vertical)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard/ Gradation/ Fineness • **2-Sided:** (choose preference)
280	All bundle print out (A4)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Special Usage • **2-Sided:** 1-Sided
281	All bundle print out (Inch)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Special Usage • **2-Sided:** 1-Sided

Additional Test Patterns

Table 2 includes additional print test patterns that may be useful to check image quality and isolate problems. The table gives the test pattern numbers, names. and parameter settings.

Table 2 Additional Test Patterns

No.	Pattern name / Image	Settings
22	LPH Chart LM /Y LPH to analyze the image defect of Y and Video data	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Bypass – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** (use default) • **2-Sided:** 1-Sided
23	LPH Chart LM /M LPH to analyze the image defect of M and Video data	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Bypass – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** (use default) • **2-Sided:** 1-Sided
24	LPH Chart LM /C LPH to analyze the image defect of C and Video data	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Bypass – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** (use default) • **2-Sided:** 1-Sided
25	LPH Chart LM /K LPH to analyze the image defect of BK and Video data	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Bypass – 8.5x11 Tray 1 • **Output Color:** – K: Black (Color) – BW: Black (Mono) • **Cin%:** (use default) • **Screen:** (use default) • **2-Sided:** 1-Sided

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Table 2 Additional Test Patterns

No.	Pattern name / Image	Settings

53	Total Chart (A4) (Multi-value, 600dpi)	• **Quantity:** 1-999
		• **Paper Supply:**
		  – 8.5x11 Tray 1
		• **Output Color:**
		  – BW: Black (Mono)
		  – 4C: Full Color
		• **Cin%:** (use default)
		• **Screen:**
		Standard / Gradation / Fineness / Special Usage
		• **2-Sided:** (choose preference)

54	C-TRACS Confirmation PG (A4/Print)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard / Gradation / Fineness • **2-Sided:** (choose preference)
55	C-TRACS Confirmation PG (A4/Print)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color: 4C: Full Color** • **Cin%:** 0-100% • **Screen:** Standard / Gradation / Fineness • **2-Sided:** (choose preference)
57	ProconPG(A4)to analyze the image defect multi-value image	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard / Gradation / Fineness • **2-Sided:** (choose preference)

58	SDTP124600 (Grid chart of mono) to check alignment	• **Quantity:** 1-999
		• **Paper Supply:**
		  – 8.5x11 Tray 1
		• **Output Color:**
		  – BW: Black (Mono)
		  – 4C: Full Color
		• **Cin%:** (use default)
		• **Screen:** Standard
		• **2-Sided:** (choose preference)

Table 2 Additional Test Patterns

No.	Pattern name / Image	Settings
60	Banding chart (A4)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard / Gradation / Fineness • **2-Sided:** (choose preference)
61	HT Drum pitch (A4)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard / Gradation / Fineness • **2-Sided:** (choose preference)
62	Ghost Chart	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color: 4C: Full Color** • **Cin%:** (use default) • **Screen:** Standard / Gradation / Fineness • **2-Sided:** (choose preference)
63	Color Regi A4 for measurement	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard / Gradation / Fineness / Special Usage • **2-Sided:** (choose preference)
65	4-color confirmation chart to analyze the image defect	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Standard / Gradation / Fineness • **2-Sided:** (choose preference)

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Table 2 Additional Test Patterns

No.	Pattern name / Image	Settings
102	Procon PG/Binary	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
104	Calibration/Binary (For creating originals)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
106	Calibration/Binary (For confirming gradation)	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
108	Highlight PG/Binary	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
113	Pre IPS/FS Increment RGB	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided

No.	Pattern name / Image	Settings
117	Pre IPS/SS Increment RGB	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
122	Pre IPS/Shading Data Color	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
124	Pre IPS/YMCK Vertical Stripes	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
125	Pre IPS/8-Shaded Patch	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
126	Pre IPS/Solid	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided

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Table 2 Additional Test Patterns

No.	Pattern name / Image	Settings
127	Post IPS/Grid/4C	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
128	Post IPS/Grid/BW	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** K: Black (Color) • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
129	Post IPS/FSRE/Grid	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
130	Post IPS/FSRE/Diagonal Grid	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
168	Copy ED 24 Shades Patch FC1600	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided

No.	Pattern name / Image	Settings
169	Copy ED 24 Shades Patch FC2	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** 4C: Full Color • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided
170	Copy ED 24 Shades Patch BW	• **Quantity:** 1-999 • **Paper Supply:** – 8.5x11 Tray 1 • **Output Color:** BW: Black (Mono) • **Cin%:** (use default) • **Screen:** Copy Error Diffusion • **2-Sided:** 1-Sided

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dC671 Registration Measuring Cycle

Description

To measure the color registration for four colors and display the status by indicating **OK/NG** (check or adjustment).

This cycle performs the color registration measurement that includes the detection of AC component to determine the condition of AC control (drum drive, belt drive, and belt steering, etc), which is one of the color registration components.

- Performs registration measurement to determine the condition of the AC control.
- Checks that the belt control, etc. are operating normally.
- Measures/displays the amount of color shift relative to black in the fast scan/slow scan direction.
- Displays the result of comparing **OK/NG** with the target value.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC671 Registration Measuring Cycle**.
   The **Registration Measuring Cycle** screen is displayed.
3. Touch **Start. OK** or **NG** will be displayed in the **Result** field.
   - When **NG** is displayed, refer to the corresponding repair procedure and correct the problem.
   - If the result is **NG** for both AC/DC, fix the AC problem first.
4. Touch **Close** to return to the **Diagnostics** screen.
5. Exit Diagnostics, GP 1.

dC673 Registration Control Sensor Check Cycle

Description

A self-diagnostic cycle to check that the misregistration detection system from the registration control (MOB Sensor) is operating normally.

To verify that the detection result is **Zero Misregistration**, the color shift amount is detected using CUI patch (cyan monochromaticity) and the misregistration detected in the MOB sensor is displayed on the UI screen.

This detection result is compared again with the target value to determine the **OK/NG** result which will be displayed. Correction is not performed.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC673 Registration Control Sensor Check Cycle**.
   The **Registration Control Sensor Check Cycle** screen is displayed.
3. Touch **Start**.The **Value** will be displayed along with **OK** or **NG**.
   When the measure value is larger than the target value by 10, **NG** is displayed.
   When **NG**, check that cyan is being printed and install a new CTD Sensor Assembly.
   When cyan is not being printed, repair the marking accessories including the drum cartridge.

   *NOTE: If cyan is suspected of not printing, Pattern No. 15 - **YMCK 100%** in dC612 can be used to perform checking.*

4. Touch **X** to return to the **Diagnostics** screen.
5. Exit Diagnostics, GP 1.

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dC675 Registration Control Setup Cycle

Description

To set the most appropriate regi control correction value for skew, etc. at the first execution when replacing the LPH, transfer roller, transfer belt or drum cartridge.

The setup cycle is includes the following two functions:

- Function 1: Performed right after assembling or during field installation or when replacing a key part. Also, this is a regi control full cycle that can be performed in the Diag mode right after the NVM is initialized. Executing this function corrects the color registration into the predefined range. The corrected shift amount for each color is saved in the NVM and it is displayed at normal completion.
- Function 2: On entering a setup cycle, the IOT does not start. The regi control shift correction amount is displayed automatically on the UI screen and is used as a tool for determining the cause when a failure occurs.

Perform this diagnostic function for the following operations. Then perform **dC671** **Regi Measuring Cycle**.

- LPH replacement/detachment
- Transfer roller replacement/detachment
- Transfer belt replacement/detachment
- Drum cartridge replacement/detachment

If a fail occurs during this cycle, perform corrective actions, then perform the registration control setup. (The appropriate alignment adjustment cannot be obtained if registration control setup cycle is not completed successfully.)

Procedure

1. Enter the Diagnostics, GP 1.
2. Touch **DC675 Registration Control Setup Cycle**.
   The **Registration Control Setup Cycle** screen is displayed.
3. Touch **Start**.The shift amount for each color is corrected automatically.
4. Touch **Close** to return to the **Diagnostics** screen.
5. Exit Diagnostics, GP 1.

dC919 Color Balance Adjustment

Description

To perform fine adjustment of the center value of the shadows/midtones/highlights output balance for each color Y, M, C and K (black) for copy images.

The center of color adjustment in customer mode will be changed by this setup.

- This adjustment is only applicable to the copy function.
- Perform this adjustment only when requested by the customer.

Operation Content

- To select the color balance adjustment value from -4 to +4 (9 levels) for the respective shadow, midtone, and highlight outputs of each Y, M, C, K (Black) color. **0** is the default value. The image will become lighter from -1 to -4, and darker from +1 to +4.
- Image adjustment is carried out in the TRC section of the IIT/IPS according to the set value.
- Keep the set value as the NVM of the IISS.
- When the output color is **BW**, the adjustment value for **K** becomes effective.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC919 Color Balance Adjustment**. The color balance adjustment screen is displayed.
3. Change the respective shadow, midtone, and highlight values for each color within the range of -4 to +4 then touch **OK**.
4. Touch **X** to return to the **Diagnostics** screen.
5. Exit Diagnostics, GP 1.
6. Make a copy/print and confirm that the image quality meets the customer's request.

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dC924 TRC Adjust

Description

Manual density adjustment sets the offset amount of the ADC-LUT created by the ADC patch and finely adjusts the gradation.

NOTE: When performing this adjustment, ensure that the IOT is functioning properly. After calibration, perform adjustments for density, especially highlight or central gradation only if necessary.

Adjustment Overview

- The gradation adjustment amount can be set from the screen in 1/128 units (-128 to +127) for the L/M/H gradation of each color Y, M, C and K. (0 indicates no adjustment, + numbers increase the density, and - numbers reduce the density.)
- The actual ADC_LUT change takes place during the ADC_LUT calculation after the next ADC patch is created. Therefore, perform checking, e.g. by performing PCON_ON_Print output.
- The switch **Target** on the screen can be used to individually set whether TRC_Adjust applies to Print or Copy.
- Upon entering the adjustment screen, the M LUT **NVM Value** for the L/M/H of each color **Y**, **M**, **C** and **K** and the status of the switch **Target** will be displayed.
- The M LUT **NVM Value** for each color can be changed on the adjustment screen.
- Tapping **Start** updates the NVM according to the M LUT **NVM Value** and **Target** status that are displayed on the screen.
- Only the NVM for M LUT **NVM Value** and **Target** is updated. The ADC_LUT is not updated.

Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC924 TRC Adjust**. The TRC Adjust screen is displayed.
3. Touch **Target** and select an option from the following:
    - **None**
    - **Copy Jobs Only**
    - **Copy & Print Jobs**
4. Select the target color and change each value (-129 to +127), then touch **Adjust** to save the new value(s).
5. Touch **Close** to return to the **Diagnostics** screen.
6. Exit Diagnostics GP 1.
7. Make a copy/ print and confirm that the image quality meets the customer requirements.

dC939 Procon On / Off Print

Description

The Procon On/Off Print consists of the following two modes:

- Procon "On" Print: This is a print mode that uses the current Procon data with the Procon (Process Control) soft enabled and the TRC adjustment enabled.
- Procon "Off" Print: This is a print mode that uses only the features possessed by the IOT and with the Procon, etc. all turned OFF.

Comparing the two modes identifies whether the current print image quality is being affected by an failure at the Procon, etc. or an image quality failure due to the status of the IOT elements.

Perform **Procon "On" Print** when the MOB_ADC (TMA) assembly, LPH assembly, ADC sensor, MCU PWB, or HVPS PWB has been replaced.

Procedure

Procon "On" Print Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC939 Procon On / Off Print**.
    The **Procon On / Off Print** screen is displayed.
3. Touch **Procon-On Print**.
4. Load paper into tray 1 and touch **Start**.
    One sheet of the built-in PG **Pcon PG** is output and the execution result is displayed.
5. Check the image quality of the print in Procon ON status with the data displayed in image quality.
6. Touch **X** to return to the **Procon On / Off Print** screen.
7. Touch **<** to return to the **Diagnostics** screen.
8. Exit Diagnostics, GP 1.

Procon "Off" Print Procedure

1. Enter Diagnostics, GP 1.
2. Touch **DC939 Procon On / Off Print**.
    The **Procon On / Off Print** screen is displayed.
3. Touch **Procon-Off Print**.
4. Load paper into Tray 1 and touch **Start**.
    One sheet of the built-in PG **Pcon PG** is output and the execution result is displayed.
5. Touch **Close** to return to the **Procon On / Off Print** screen.
6. Touch **<** to return to the **Diagnostics** screen.
7. Exit Diagnostics GP 1.

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dC945 IIT calibration

NOTE: For information only. Do not use this routine.

dC1010 Signals Sending Test

NOTE: For information only. Do not use this routine.

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dC1011 Relay On / Off Test

NOTE: For information only. Do not use this routine.

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Tags/MODs

Purpose

To provide a list of all the tag numbers used, together with a description of each of the machine modifications.

Description

Each modification to the system is assigned a unique tag number. This section of the service documentation contains a listing and brief description of all change tags.

Change tags listed in this section are listed by machine module. The module to which the tag relates is identified by the tag prefix letter.

Tag/MOD Information

Information that may be included with each tag item is as follows:

- Tag - identifies the control number for the tag.
- Class - identifies the classification code as listed in Classification Codes.
- Use - indicates the block build or model designation of the machine.
- Manufacturing Serial Number - indicates the serial number of the factory-built machines with the modification installed.
- Name - indicates the name of the retrofit.
- Purpose - provides a brief description of the modification.
- Kit Number - identifies the part number of the kit or part required to install the modification.
- Parts List On - identifies the Part List location of the modification part.
- Reference - Indicates all other Tag/MOD numbers that are related to this product configuration. These may supercede or be superceded by another Tag/MOD.

Mod/Tag Plate Location

Tags are identified by a tag number which is recorded on a tag matrix inside the front door.

Classification Codes

The class or classification codes are described in Table 1.

Table 1 Classification codes

NASG Code	XE Code	Description
-	1	Safety: install this tag immediately.
M	2	Mandatory: install this tag at the next opportunity.
R	3	Repair: install this tag as a repair, at the failure of a component.
O	4	Optional: install as a customer option or a field engineering decision.
S	4	Situational: install as the situation demands.
N	5	Manufacturing: cannot be installed in the field.
-	6	Refurbishing only.

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7 Wiring Data

C505/C605 Plug / Jack Location List

The P/J Locator diagrams show the location of primary connections within the C505/C605. Use these illustrations to locate connections called out in the procedures presented in Sections 2, 4, and 6. Connectors designated "CN" are listed at the end of the P/J connectors.

harness connections appear in sections System Wiring Diagrams and Subsystem Wiring Diagrams.

How to find a P/J location:

NOTE: *For the coordinate numbers, a *1 = C505/C605 or C605_Tall only and a *2 = C500/ C600 only.*

1. Locate the P/J connector designator in the first column of Table 1.
2. With this information, refer to the Map column for the figure number.
3. Use the coordinates to find the P/J connector designator's location on the map.

Table 1 Plug / Jack Locations (C505/C605)

P/J	Map	Coordinates	Connection
P/J1	Figure 2	F-121	UI harness and console assembly UI AIO
P/J4	Figure 2	F-121	Console assembly UI A10 and speaker main
P/J100	Figure 1	J-112	MCU PWB and MCU-HVPS-CF harness
P/J110	Figure 1	H-113	MCU PWB and toner CRUM harness assembly
P/J111	Figure 6	G-151*1	Toner CRUM connector assembly and toner CRUM harness assembly
P/J111	Figure 7	G-151*2	
P/J112	Figure 6	F-152*1	Toner CRUM connector assembly and toner CRUM harness assembly
P/J112	Figure 7	F-152*2	
P/J113	Figure 6	E-152*1	Toner CRUM connector assembly and toner CRUM harness assembly
P/J113	Figure 7	E-152*2	
P/J114	Figure 6	D-152*1	Toner CRUM connector assembly and Toner CRUM harness assembly
P/J114	Figure 7	D-152*2	
P/J120	Figure 1	K-114	MCU PWB and dispenser harness assembly
P/J121	Figure 6	H-152*1	Dispenser drive assembly and dispenser harness assembly (Y/M)
P/J121	Figure 7	H-152*2	
P/J122	Figure 6	G-152*1	Dispenser drive assembly and dispenser harness assembly (C/K)
P/J122	Figure 7	G-152*2	
P/J123	Figure 6	G-153*1	Dispenser drive assembly and dispenser harness assembly (Y)
P/J124	Figure 6	F-153*1	Dispenser drive assembly and dispenser harness assembly (C)
P/J130	Figure 1	J-113*1	MCU PWB and dispenser harness assembly
P/J140	Figure 1	J-113	MCU PWB and humidity RAD harness assembly
P/J141	Figure 3	F-173	CTD harness assembly and humidity RAD harness assembly
P/J142	Figure 3	F-173	R-RAD low sensor and CTD harness assembly
P/J143	Figure 3	D-171	R-RAD sensor and CTD harness assembly

Table 1 Plug / Jack Locations (C505/C605)

P/J	Map	Coordinates	Connection
P/J144	Figure 3	F-173	Humidity harness assembly and humidity RAD harness assembly
P/J145	Figure 3	E-172	Humidity & temperature sensor and humidity harness assembly
P/J171	Figure 3	C-168	Envelope mode sensor and dispenser drive assembly
P/J172	Figure 3	D-168	Connects the dispenser drive assembly and ENV motor assembly
P/J190	Figure 1	I-112	MCU PWB and switch size harness assembly
P/J191	Figure 2	F-128	Size switch assembly and size switch harness assembly
P/J200	Figure 1	H-113	MCU PWB and erase-CF harness assembly
P/J201	Figure 8	G-184	Erase PWB and erase-CF harness assembly (Y)
P/J202	Figure 8	I-184	Erase PWB and erase-CF harness assembly (M)
P/J203	Figure 8	J-185	Erase PWB and erase-CF harness assembly (C)
P/J204	Figure 8	K-185	Erase PWB and erase-CF harness assembly (K)
P/J220	Figure 1	H-114	Not connected
P/J270	Figure 1	I-114	MCU PWB and DC-CF fuser harness
P/J277	Figure 3	F-171	Fuser assembly and DC fuser harness
P/J280	Figure 1	J-113	MCU PWB and MCU LV harness assembly
P/J281	Figure 1	H-104	AC harness assembly and Inlet harness assembly
P/J283	Figure 1	H-103	LVPS PWB and AC fuser harness
P/J284	Figure 1	H-102	LVPS PWB and MCU LV harness assembly
P/J285	Figure 1	I-101	LVPS PWB and 24V-MCU-MV Harness Assembly
P/J286	Figure 1	I-101	LVPS PWB and MCU-HVPS-MV Harness assembly
P/J287	Figure 1	J-102	LVPS PWB and ESS-PWR-C harness assembly
P/J288	Figure 1	H-102	LVPS PWB and MOT harness assembly
P/J289	Figure 1	I-102	LVPS PWB and main fan
P/J290	Figure 1	I-113	None
P/J291	Figure 1	H-102	LVPS PWB and side IL harness assembly
P/J292	Figure 1	I-102	LVPS PWB and rear IL harness assembly
P/J293	Figure 1	H-101	LVPS PWB and sub fan-MV Harness assembly
P/J294	Figure 2	H-124	Sub fan (SCC) and sub fan-MV harness assembly
P/J295	Figure 1	H-101	LVPWB and rear fan2-MV harness assembly
P/J296	Figure 2	A-125	Rear fan1-MV harness assembly and rear fan2-MV harness assembly
P/J300	Figure 1	I-113	MCU PWB and MCU ESS FFC
P/J301	Figure 1	D-104	C505/C605 ESS PWB and ESS-PWR-C harness assembly
P/J302	Figure 1	A-104	C505/C605 ESS PWB and HDD harness assembly
P/J310	Figure 1	B-105	C505/C605 ESS PWB and HDD harness assembly
P/J311	Figure 1	E-104	Not connected
P/J322	Figure 1	A-104	Not connected

Table 1 Plug / Jack Locations (C505/C605)

P/J	Map	Coordinates	Connection
P/J335	Figure 1	B-105	C505/C605 ESS PWB and MCU ESS FFC
P/J340	Figure 1	A-104	C505/C605 ESS PWB and ethernet port
P/J345	Figure 1	E-102	Connects ESS PWB and USB front harness assembly
P/J346	Figure 1	A-103	C505/C605 ESS PWB and USB cable
P/J351	Figure 1	A-105	FDI port
P/J353	Figure 1	D-103	C505/C605 ESS PWB and FAX harness assembly
P/J356	Figure 1	C-103	C505/C605 ESS PWB and A4 FAX speaker assembly
P/J380	Figure 1	A-105	Debug port
P/J384	Figure 1	C-101	Not connected
P/J400	Figure 1	I-113	MCU PWB and Deve/Xero C harness assembly
P/J401	Figure 8	F-185	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J402	Figure 8	G-185	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J403	Figure 8	H-186	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J404	Figure 8	I-186	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J460	Figure 1	I-114	MCU PWB and developer CF harness assembly
P/J461 P/J461	Figure 4 Figure 5	G-137	Inverter clutch and developer CF harness assembly
P/J462 P/J462	Figure 4 Figure 5	H-137	Exit clutch and developer CF harness assembly
P/J463	Figure 5	J-139*2	Solenoid developer and developer CFL harness assembly
P/J464 P/J464	Figure 4 Figure 5	H-182	Switching clutch assembly and Developer CK harness assembly
P/J466 P/J466	Figure 4 Figure 5	I-136	Full Stack harness assembly MV and developer CF harness assembly
P/J467 P/J467	Figure 4 Figure 5	G-137	Full stack sensor and Full Stack MV harness assembly
P/J468 P/J468	Figure 4 Figure 5	I-137	K-SNR-CF harness assembly and developer CF harness assembly
P/J469 P/J469	Figure 4 Figure 5	F-139	Exit Sensor and full stack MV harness assembly
P/J470 P/J470	Figure 4 Figure 5	J-139	K mode sensor and K SNR CF harness assembly
P/J471	Figure 5	K-137*2	Developer Xero Sensor and developer CFL harness assembly
P/J480	Figure 1	I-114	MCU PWB and MSI CL harness assembly
P/J481 P/J481	Figure 4 Figure 5	I-141*1 I-141*2	Take away Clutch and MSI CL harness assembly
P/J482	Figure 2	G-127	MSI feed solenoid and MSI CL harness assembly

P/J	Map	Coordinates	Connection
P/J483	Figure 2	G-127	MSI no paper sensor C harness assembly and MSI CL harness assembly
P/J484	Figure 2	H-126	MSI no paper sensor and MSI No paper sensor C harness assembly
P/J485	Figure 8	C-187	Toner full sensor and MSI CL harness assembly
P/J486	Figure 2	H-124	Toner cover sensor and MSI CL harness assembly
P/J500	Figure 1	J-114	Gate solenoid CF harness assembly and MCU PWB
P/J501 P/J501	Figure 4 Figure 5	F-138*1 F-138*2	Gate solenoid and gate solenoid CF harness assembly
P/J501	Figure 1	C-114	Supply 1st K harness assembly and HVPS PWB
P/J502	Figure 1	D-114	HVPS PWB and YMC 1st supply harness assembly
P/J520	Figure 1	H-113	MCU PWB and LED harness assembly
P/J521	Figure 2	G-129	Regi CF harness assembly and LD harness assembly
P/J540	Figure 1	I-114	MCU PWB and Regi-C harness assembly
P/J541	Figure 2	B-126	Regi/Dup-C CLT harness assembly and Regi-CF harness assembly
P/J542	Figure 2	B-125	Regi clutch assembly and Regi/Dup-C CLT harness assembly
P/J543	Figure 2	B-125	Regi/Dup-C CLT harness assembly and duplex clutch
P/J544	Figure 2	B-126	Feed clutch-C harness assembly and Regi-CF harness assembly
P/J545	Figure 2	B-126	Regi/no P-C sensor harness assembly and Regi-CF harness assembly
P/J546	Figure 2	C-125	Regi sensor and Regi/NO P-C sensor harness assembly
P/J547	Figure 2	C-126	No paper sensor and Regi/NO P-C sensor harness assembly
P/J548	Figure 2	B-126	PH clutch assembly and Feed -C clutch harness assembly
P/J550	Figure 1	H-113*2	No connected
P/J551	Figure 4	H-138*1	Sub motor and MCU Motor4-CF harness assembly
P/J552	Figure 4	H-138*1	Sub motor and motor power-CF harness assembly
P/J560	Figure 1	H-113	MCU PWB and MCU motor3-CF harness assembly
P/J561 P/J561	Figure 4 Figure 5	G-142*1 G-142(2	PH motor and MCU motor3-CF harness assembly
P/J562 P/J562	Figure 4 Figure 5	G-142*1 G-142*2	PH motor and MCU motor Power-CF harness assembly
P/J570	Figure 1	I-113	MCU PWB and MCU-Motor1/2-CF harness assembly
P/J571 P/J571	Figure 4 Figure 5	H-139*1 H-139*2	Main motor and MCU-MOT1/2-CF harness assembly
P/J572 P/J572	Figure 4 Figure 5	I-138*1 I-138*2	Main motor and motor power-CF harness assembly

Table 1 Plug / Jack Locations (C505/C605)

P/J	Map	Coordinates	Connection
P/J573	Figure 4	H-122*1	Developer motor and MCU-motor1/2-CF harness assembly
P/J573	Figure 5	H-122*2	
P/J574	Figure 4	J-138*1	Developer motor and motor power-CF harness assembly
P/J574	Figure 5	J-138*2	
P/J600	Figure 1	I-112	Not connected
P/J700	Figure 1	H-113	Not connected
P/J800	Figure 1	J-114	MCU PWB and OPF-CF harness assembly
P/J801	Figure 9	H-106	IOT and OPF2-C harness assembly
P/J802	Figure 9	J-112	OPF 550 PWB and OPF2-C harness assembly
P/J803	Figure 9	F-112	OPF 550 PWB and motor harness assembly
P/J804	Figure 9	E-108	OPF 550 motor drive and motor harness assembly
P/J805	Figure 9	f-111	OPF 550 PWB and feed harness assembly
P/J806	Figure 9	E-107	OPT feed clutch and feed harness assembly
P/J807	Figure 9	E-106	OPT no paper feed sensor and feed harness assembly
P/J808	Figure 9	F-112	OPF 550 PWB and turn harness assembly
P/J809	Figure 9	D-106	OPT take away clutch and turn harness assembly
P/J810	Figure 9	D-106	OPT paper path sensor and turn harness assembly
P/J811	Figure 9	H-112	OPF 550 PWB and size harness assembly
P/J812	Figure 9	I-107	OPF 550 switch assembly and size harness assembly
P/J813	Figure 9	J-111	OPF 550 PWB and OPF LED harness assembly
P/J814	Figure 9	K-106	OPF LED tray and OPF LED harness assembly
P/J815	Figure 9	I-112	OPF 550 PWB and FDR drawer harness assembly
P/J816	Figure 9	H-107	Succeeding optional feeder and FDR drawer harness assembly
P/J910	Figure 1	I-113	Not connected
P/J1001	Figure 1	C-112	HVPS PWB and MCU-HVPS-CF harness assembly
P/J1315	Figure 1	A-103	USB 3.0 Type B port
P/J1337	Figure 1	E-103	ICCR USB harness assembly and C505/C605 ESS PWB
P/J1344	Figure 1	A-102	C505/C605 ESS PWB and wireless module
P/J1349	Figure 1	B-103	C505/C605 ESS PWB and EMMC card
P/J1350	Figure 1	C-103	FAX PWB and FAX harness assembly
P/J1352	Figure 1	D-103	C505/C605 ESS PWB and UI harness
P/J1360	Figure 1	C-105	C505/C605 ESS PWB and LPH Color (Y) head assembly
P/J1361	Figure 1	C-105	C505/C605 ESS PWB and LPH Color (M) head assembly
P/J1362	Figure 1	C-104	C505/C605 ESS PWB and LPH Color (C) head assembly
P/J1363	Figure 1	C-105	C505/C605 ESS PWB and LPH Color (K) head assembly

Table 1 Plug / Jack Locations (C505/C605)

P/J	Map	Coordinates	Connection
P/J1370	Figure 1	B-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1371	Figure 1	B-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1372	Figure 1	D-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1373	Figure 1	D-102	C505/C605 ESS PWB and DADF/IIT harness assembly
P/J1374	Figure 1	C-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1377	Figure 1	C-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/JMJ1	Figure 1	F-108	Network port (line)
P/JMJ2	Figure 1	F-108	Network port (phone)
P/JT601	Figure 1	D-113	HVPS PWB and Trans supply harness assembly
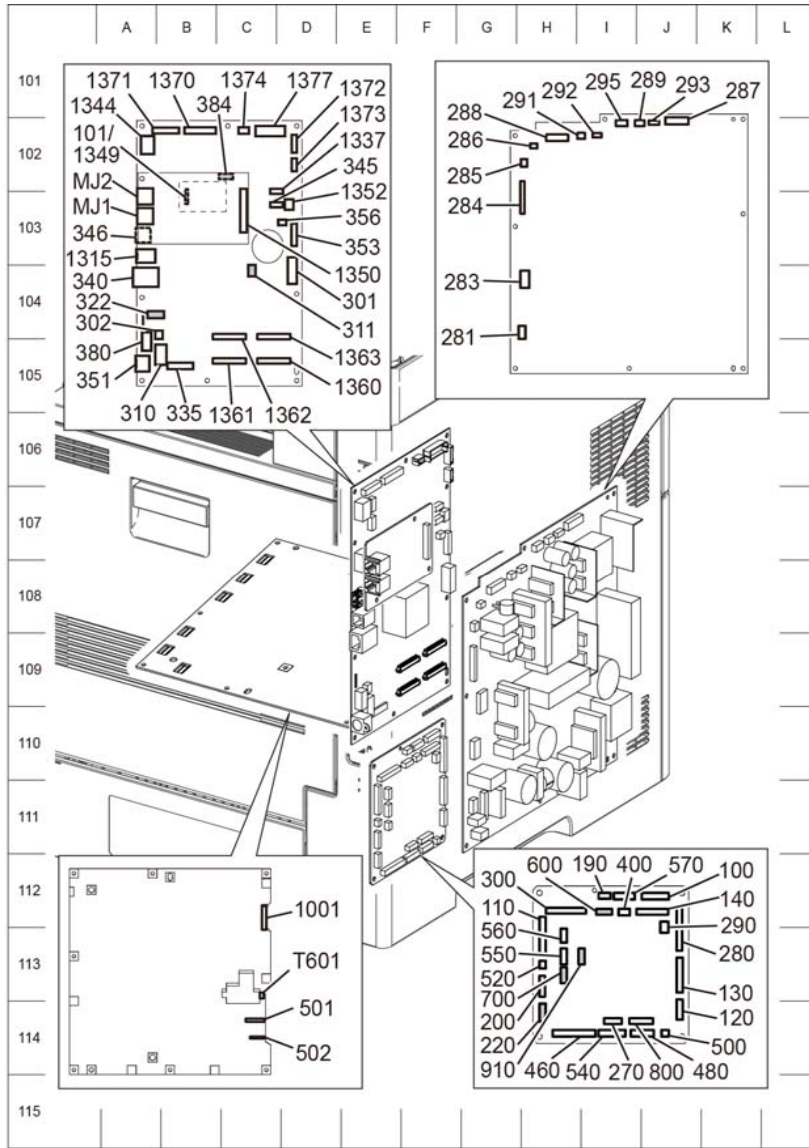
Figure 1 C505/C605 (1 of 8)
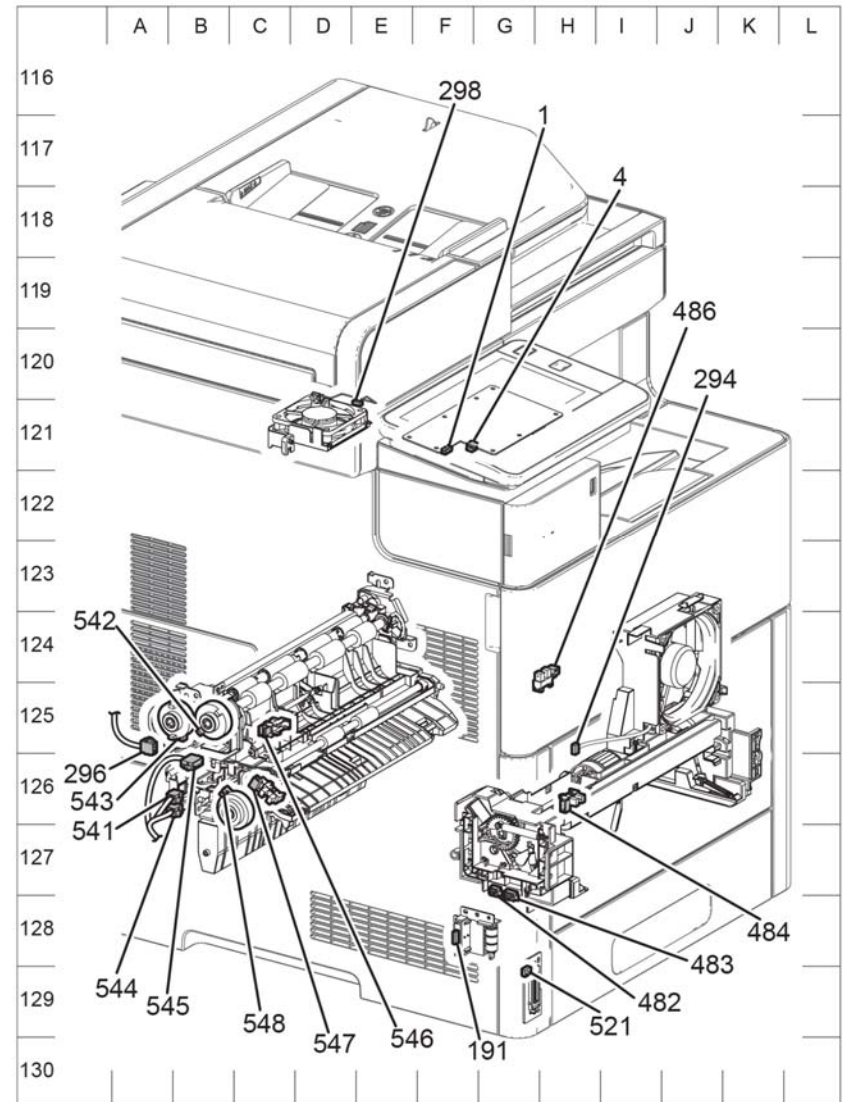
Figure 2 C505/C605 (2 of 8)
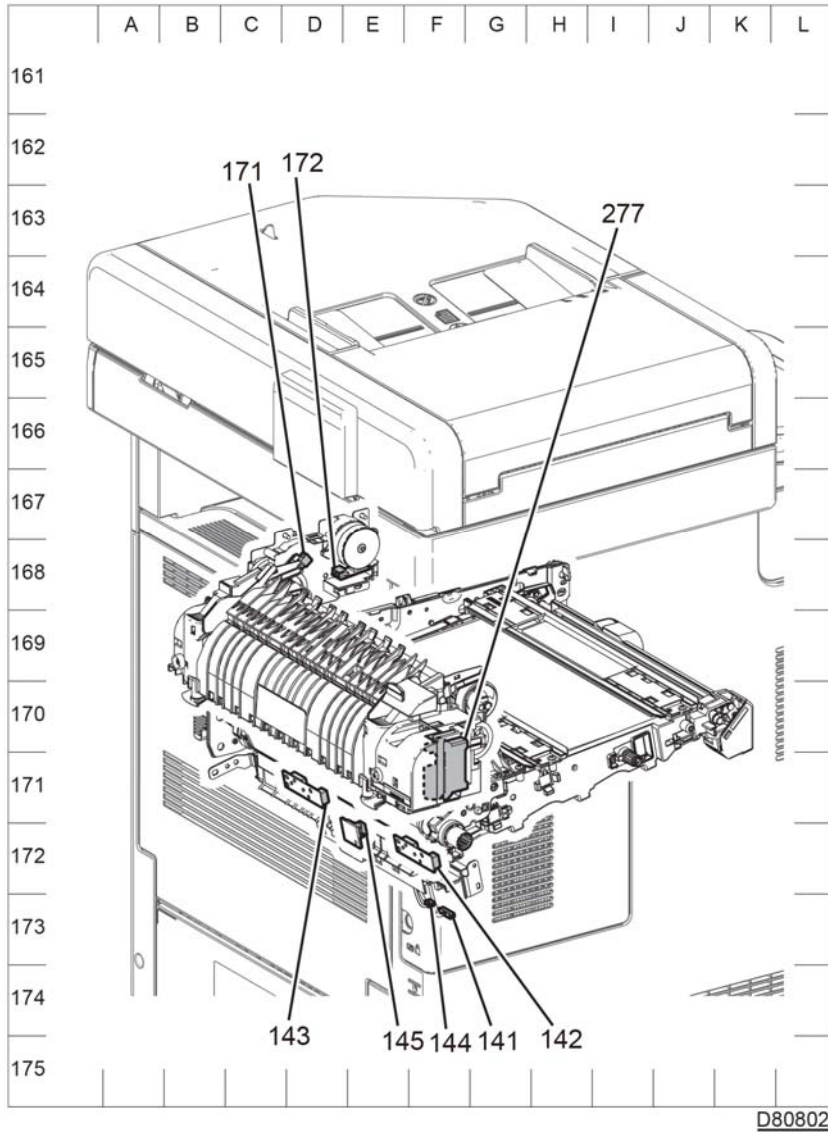
Figure 3 C505/C605 (3 of 8)
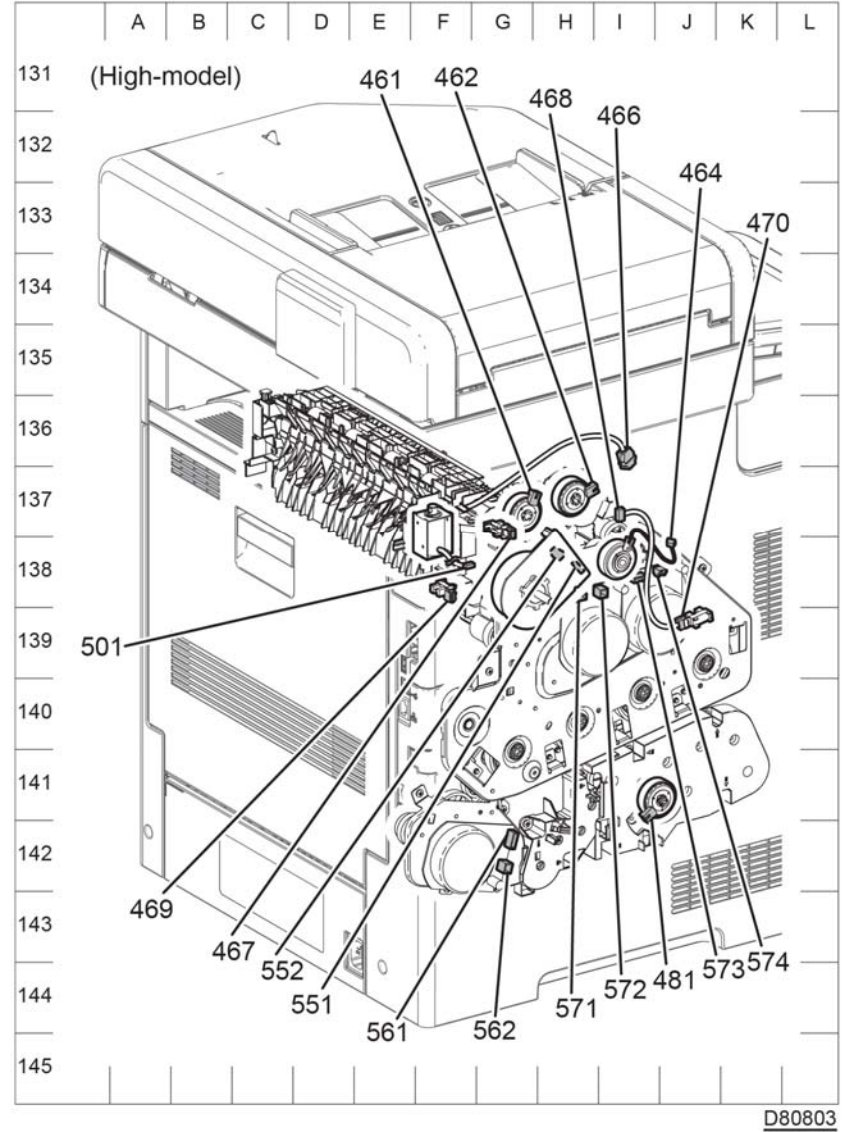
Figure 4 C505/C605 (4 of 8)

Figure 5 C505/C605 (5 of 8)

Figure 6 C505/C605 (6 of 8)
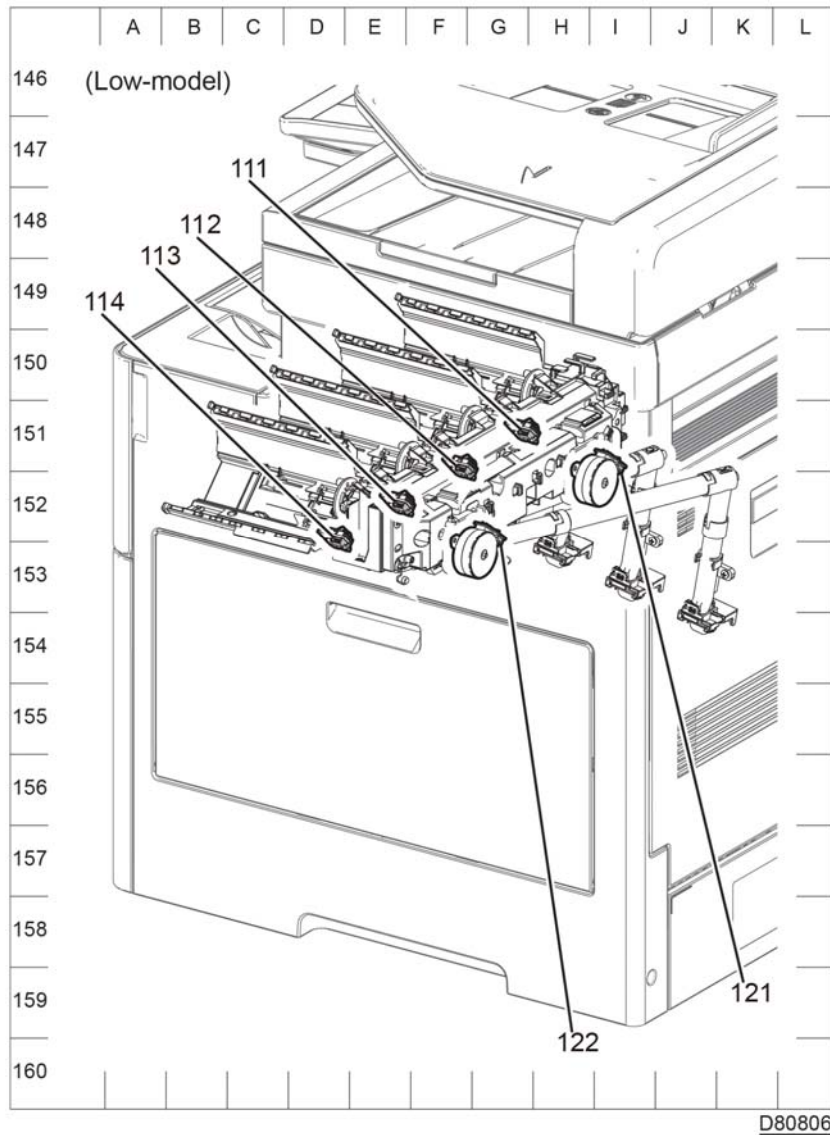
Figure 7 C505/C605 (7 of 8)

Figure 8 C505/C605 (8 of 8)

Figure 9 Optional 550 feeder

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C605_Tall Plug / Jack Location List

The P/J Locator diagrams show the location of primary connections within the C505/C605. Use these illustrations to locate connections called out in the procedures presented in Sections 2, 4, and 6. Connectors designated "CN" are listed at the end of the P/J connectors.

harness connections appear in sections System Wiring Diagrams and Subsystem Wiring Diagrams.

How to find a P/J location:

*NOTE: For the coordinate numbers, a *1 = C505/C605 only and a *2 = C500/C600 only.*

1. Locate the P/J connector designator in the first column of Table 1.
2. With this information, refer to the Map column for the figure number.
3. Use the coordinates to find the P/J connector designator's location on the map.

Table 1 Plug / Jack Locations (C605_Tall)

P/J	Map	Coordinates	Connection
P/J1	Figure 2	F-121	UI harness and console assembly UI A10
P/J4	Figure 2	F-121	Console assembly UI A10 and main speaker
P/J100	Figure 1	J-112	MCU PWB and MCU-HVPS-CF harness
P/J101	Figure 1	B-102	ESS PWB and EMMC Card
P/J110	Figure 1	H-113	MCU PWB and Toner CRUM harness assembly
P/J111	Figure 5	G-151	Toner CRUM Connector assembly and Toner CRUM harness assembly
P/J112	Figure 5	F-152	Toner CRUM Connector assembly and Toner CRUM harness assembly
P/J113	Figure 5	E-152	Toner CRUM Connector assembly and Toner CRUM harness assembly
P/J114	Figure 5	D-152	Toner CRUM Connector assembly and Toner CRUM harness assembly
P/J120	Figure 1	K-114	MCU PWB and Dispenser harness assembly
P/J121	Figure 5	H-152	Dispenser Drive assembly and Dispenser harness assembly (Y/M)
P/J122	Figure 5	G-152	Dispenser Drive assembly and Dispenser harness assembly (C/K)
P/J123	Figure 5	G-153*1	Dispenser Drive assembly and Dispenser harness assembly (Y)
P/J124	Figure 5	F-153*1	Dispenser Drive assembly and Dispenser harness assembly (C)
P/J130	Figure 1	J-113*1	MCU PWB and Dispenser harness assembly
P/J140	Figure 1	J-113	MCU PWB and Humidity RAD harness assembly
P/J141	Figure 3	F-173	CTD harness assembly and Humidity RAD harness assembly
P/J142	Figure 3	F-173	R-RAD Low Sensor and CTD harness assembly
P/J143	Figure 3	D-171	R-RAD Sensor and CTD harness assembly

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Table 1 Plug / Jack Locations (C605_Tall)

P/J	Map	Coordinates	Connection
P/J144	Figure 3	F-173	Humidity harness assembly and Humidity RAD harness assembly
P/J145	Figure 3	E-172	Humidity & Temperature Sensor and Humidity harness assembly
P/J171	Figure 3	C-168	Envelope Mode Sensor and Dispenser Drive assembly
P/J172	Figure 3	D-168	Connects the Dispenser Drive assembly and ENV Motor assembly
P/J190	Figure 1	I-112	MCU PWB and Switch Size harness Assembly
P/J191	Figure 2	F-128	Size Switch assembly and Size Switch harness assembly
P/J200	Figure 1	H-113	MCU PWB and Erase-CF harness assembly
P/J201	Figure 6	G-184	Erase PWB and Erase-CF harness assembly (Y)
P/J202	Figure 6	I-184	Erase PWB and Erase-CF harness assembly (M)
P/J203	Figure 6	J-185	Erase PWB and Erase-CF harness assembly (C)
P/J204	Figure 6	K-185	Erase PWB and Erase-CF harness assembly (K)
P/J220	Figure 1	H-114	Not connected
P/J221	Figure 4	F-138	Finisher or mailbox and finisher-MV harness assembly
P/J222	Figure 4	I-137	Finisher-MV harness assembly and finisher MCU-CF harness assembly
P/J270	Figure 1	I-114	MCU PWB and DC Fuser harness
P/J277	Figure 3	F-171	Fuser assembly and DC Fuser harness
P/J280	Figure 1	J-113	MCU PWB and MCU LV harness assembly
P/J281	Figure 1	F-104	Connects HARNESS ASSY AC INLET-OUTLET-CF and KIT HARNESS ASSY INLET
P/J283	Figure 1	H-104	LVPS PWB and AC Fuser harness
P/J284	Figure 1	H-103	LVPS PWB and MCU LV harness assembly
P/J285	Figure 1	H-102	LVHP PWB and MCU-CF 24V harness assembly
P/J286	Figure 1	H-102	LVPS PWB and MCU-HVPS-CF harness assembly
P/J287	Figure 1	J-102	LVPS PWB and ESS-PWR-CF harness assembly
P/J288	Figure 1	H-102	LVPS PWB and MOT power harness assembly
P/J289	Figure 1	J-102	LVPS PWB and Main Fan
P/J290	Figure 1	J-113	MCU PWB and MCU-CF 24V harness assembly
P/J291	Figure 1	I-102	LVPS PWB and Side IL side-CF harness assembly
P/J292	Figure 1	I-102	LVPS PWB and Rear-CF IL harness assembly
P/J293	Figure 1	J-102	LVPS PWB and SUB FAN-CF harness assembly
P/J294	Figure 2	H-126	SUB FAN and SUB FAN-CF harness assembly
P/J295	Figure 1	I-102	LVPS PWB and Rear FAN2-CF harness assembly

Table 1 Plug / Jack Locations (C605_Tall)

P/J	Map	Coordinates	Connection
P/J296	Figure 2	A-125	Rear FAN1-MV harness assembly and rear FAN2-CF harness assembly
P/J298	Figure 2	E-121	Rear fan and rear FAN1-MV harness assembly
P/J300	Figure 1	H-112	MCU PWB and MCU ESS FFC
P/J301	Figure 1	D-104	C505/C605 ESS PWB and ESS-PWR-CF harness assembly
P/J302	Figure 1	A-104	C505/C605 ESS PWB and HDD harness assembly
P/J310	Figure 1	B-105	C505/C605 ESS PWB and HDD harness assembly
P/J311	Figure 1	E-104	Not connected
P/J322	Figure 1	A-104	Not connected
P/J335	Figure 1	B-105	C505/C605 ESS PWB and MCU ESS FFC
P/J340	Figure 1	A-104	C505/C605 ESS PWB and Ethernet Port
P/J345	Figure 1	E-102	Connects ESS PWB and USB front harness assembly
P/J346	Figure 1	A-103	USB type A port
P/J351	Figure 1	A-105	FDI Port
P/J353	Figure 1	D-103	C505/C605 ESS PWB and FAX harness assembly
P/J356	Figure 1	D-103	C505/C605 ESS PWB and A4 FAX speaker assembly
P/J380	Figure 1	A-105	Debug port
P/J384	Figure 1	C-102	Not connected
P/J400	Figure 1	I-112	MCU PWB and Deve/Xero CF harness assembly
P/J401	Figure 6	F-185	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J402	Figure 6	G-185	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J403	Figure 6	H-186	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J404	Figure 6	I-186	Crum connector assembly DCDL and Deve/Xero CF harness assembly
P/J460	Figure 1	H-114	MCU PWB and developer CF harness assembly
P/J461	Figure 4	G-137	Inverter Clutch and Developer CF harness assembly
P/J462	Figure 4	H-137	Exit clutch and developer CF harness assembly
P/J464	Figure 4	J-136	Switching clutch assembly and developer CF harness assembly
P/J466	Figure 4	I-136	Full stack harness assembly MV and developer CF harness assembly
P/J467	Figure 4	G-137	Full stack sensor and full stack MV harness assembly

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Table 1 Plug / Jack Locations (C605_Tall)

P/J	Map	Coordinates	Connection
P/J468	Figure 4	I-137	K-SNR-CF harness assembly and developer CF harness assembly
P/J469	Figure 4	F-139	Exit sensor and full stack MV harness assembly
P/J470	Figure 4	J-139	K mode sensor and K SNR CF harness assembly
P/J480	Figure 1	I-114	MCU PWB and MSI CL harness assembly
P/J481	Figure 4	I-141	Take away clutch and MSI CL harness assembly
P/J482	Figure 2	G-127	MSI feed solenoid and MSI CL harness assembly
P/J483	Figure 2	G-127	MSI no paper sensor CL harness assembly and MSI CL harness assembly
P/J484	Figure 2	H-126	MSI No Paper Sensor and MSI No Paper Sensor C harness assembly
P/J485	Figure 6	C-187	Toner full sensor and MSI CL harness assembly
P/J486	Figure 2	H-124	toner cover sensor and MSI CL harness assembly
P/J500	Figure 1	J-114	MCU PWB and Gate Solenoid CF harness assembly
P/J501	Figure 4	F-138	Gate solenoid and gate solenoid CF harness assembly
P/J501	Figure 1	C-114	HVPS PWB and supply 1st K harness assembly
P/J502	Figure 1	D-114	HVPS PWB and YMC 1st supply harness assembly
P/J520	Figure 1	H-113	MCU PWB and LED harness assembly
P/J521	Figure 2	G-129	LED PWB tray and LED harness assembly
P/J540	Figure 1	I-114	Connects PWBA MCU and HARNESS ASSY REGI-CF
P/J541	Figure 2	B-126	Regi/Dup-C CLT harness assembly and Regi-CF harness assembly
P/J542	Figure 2	B-125	Regi clutch assembly and Regi/Dup-C CLT harness assembly
P/J543	Figure 2	B-125	Regi/Dup-C CLT harness assembly and duplex clutch
P/J544	Figure 2	B-126	Feed Clutch-C harness assembly and Regi-CF harness assembly
P/J545	Figure 2	B-126	Regi/NO P-C sensor harness assembly and Regi-CF harness assembly
P/J546	Figure 2	C-125	Regi sensor and Regi/NO P-C sensor harness assembly
P/J547	Figure 2	C-126	No paper sensor and Regi/NO P-C Sensor harness assembly
P/J548	Figure 2	B-126	PH clutch assembly and feed-C clutch harness assembly
P/J550	Figure 1	H-113*1	MCU PWB and MCU motor4-CF harness assembly

P/J	Map	Coordinates	Connection
P/J551	Figure 4	H-138*1	Sub motor and MCU motor4-CF harness assembly
P/J552	Figure 4	H-138*1	Sub motor and motor power-CF harness assembly
P/J560	Figure 1	H-113	MCU PWB and MCU motor3-CF harness assembly
P/J561	Figure 4	G-142	PH motor and MCU motor3-CF harness assembly
P/J562	Figure 4	G-142	PH motor and MCU motor power-CF harness assembly
P/J570	Figure 1	I-113	MCU PWB and MCU-Motor1/2-CF harness assembly
P/J571	Figure 4	H-139	Main motor and MCU-motor1/2-CF harness assembly
P/J572	Figure 4	I-138	Main motor and motor power-CF harness assembly
P/J573	Figure 4	H-122	Developer motor and MCU-motor1/2-CF harness assembly
P/J574	Figure 4	J-138	Developer motor and motor power-CF harness assembly
P/J600	Figure 1	I-112	Not connected
P/J700	Figure 1	H-113	Not connected
P/J800	Figure 1	J-114	MCU PWB and OPF-CF harness assembly
P/J801	Figure 7	H-106	IOT and OPF2-C harness assembly
P/J802	Figure 7	J-112	OPF 550 PWB and OPF2-C harness assembly
P/J803	Figure 7	F-112	OPF 550 PWB and motor harness assembly
P/J804	Figure 7	E-108	OPF 550 motor drive and motor harness assembly
P/J805	Figure 7	f-111	OPF 550 PWB and feed harness assembly
P/J806	Figure 7	E-107	OPT feed clutch and feed harness assembly
P/J807	Figure 7	E-106	OPT no paper feed sensor and feed harness assembly
P/J808	Figure 7	F-112	OPF 550 PWB and turn harness assembly
P/J809	Figure 7	D-106	OPT take away clutch and turn harness assembly
P/J810	Figure 7	D-106	OPT paper path sensor and turn harness assembly
P/J811	Figure 7	H-112	OPF 550 PWB and size harness assembly
P/J812	Figure 7	I-107	OPF 550 switch assembly and size harness assembly
P/J813	Figure 7	J-111	OPF 550 PWB and OPF LED harness assembly
P/J814	Figure 7	K-106	OPF LED tray and OPF LED harness assembly
P/J815	Figure 7	I-112	OPF 550 PWB and FDR drawer harness assembly

Wiring Data
C605_Tall Plug / Jack Location List

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Table 1 Plug / Jack Locations (C605_Tall)

P/J	Map	Coordinates	Connection
P/J816	Figure 7	H-107	Succeeding optional feeder and FDR drawer harness assembly
P/J910	Figure 1	I-113	Not connected
P/J1001	Figure 1	C-112	HVPS PWB and MCU-HVPS-CF harness assembly
P/J1315	Figure 1	A-103	USB 3.0 type B port
P/J1337	Figure 1	E-103	ICCR USB harness assembly and C505/C605 ESS PWB
P/J1344	Figure 1	A-102	C505/C605 ESS PWB and Wireless module
P/J1349	Figure 1	B-103	C505/C605 ESS PWB and EMMC card
P/J1350	Figure 1	C-103	FAX PWB and FAX harness assembly
P/J1352	Figure 1	D-103	C505/C605 ESS PWB and UI harness
P/J1360	Figure 1	C-105	C505/C605 ESS PWB and LPH color (Y) head assembly
P/J1361	Figure 1	C-105	C505/C605 ESS PWB and LPH color (M) head assembly
P/J1362	Figure 1	C-105	C505/C605 ESS PWB and LPH color (C) head assembly
P/J1363	Figure 1	C-105	C505/C605 ESS PWB and LPH color (K) head assembly
P/J1370	Figure 1	B-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1371	Figure 1	B-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1372	Figure 1	D-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1373	Figure 1	D-102	C505/C605 ESS PWB and DADF/IIT harness assembly
P/J1374	Figure 1	C-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/J1377	Figure 1	D-102	C505/C605 ESS PWB and DADF/ITT harness assembly
P/JMJ1	Figure 1	A-103	Network port (line)
P/JMJ2	Figure 1	A-103	Network port (phone)
P/JT601	Figure 1	D-113	HVPS PWB and Trans supply harness assembly

Figure 1 C605_Tall (1 of 6)

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Wiring Data
C605_Tall Plug / Jack Location List
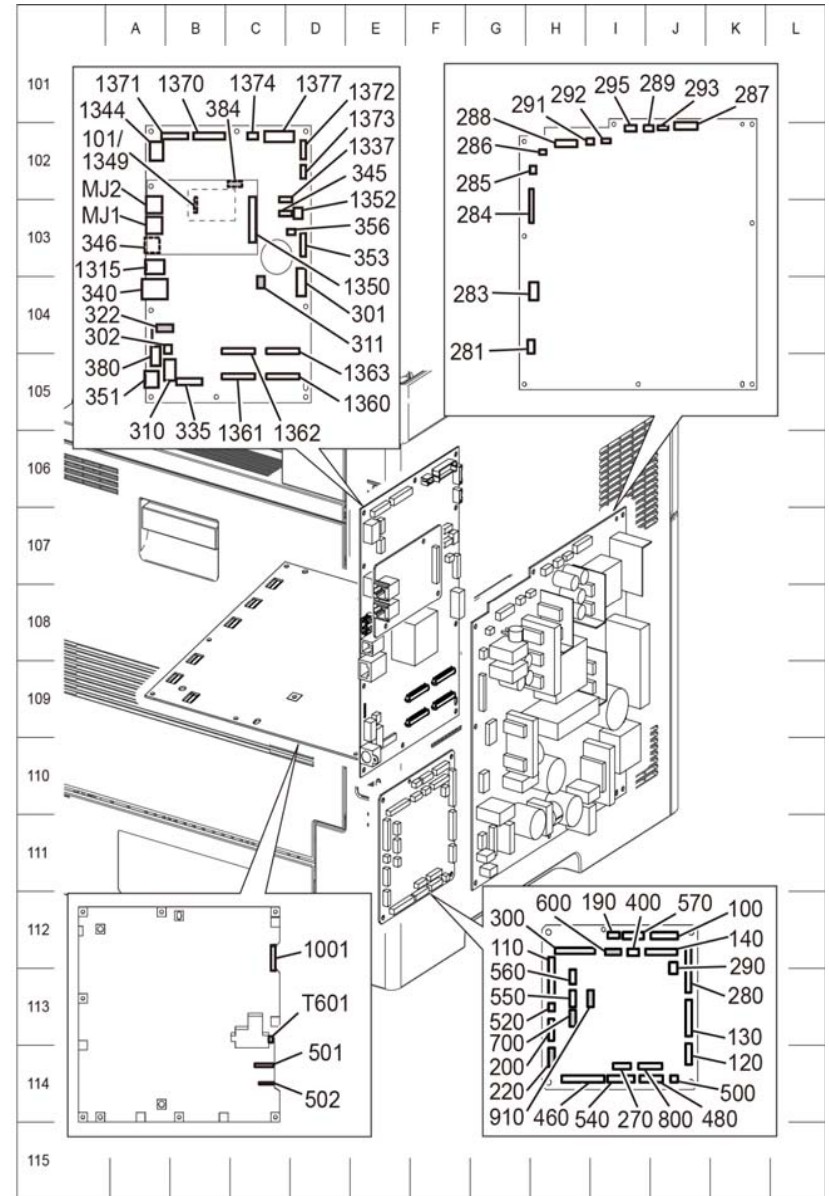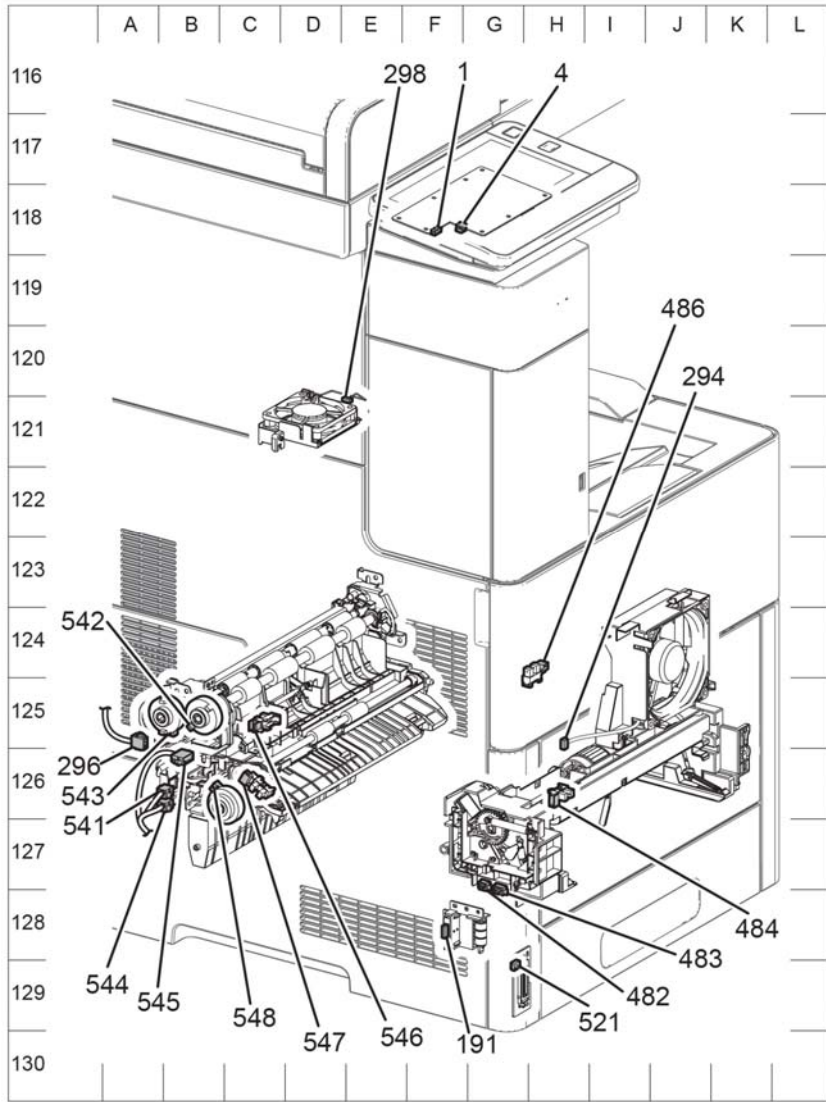
Figure 2 C605_Tall (2 of 6)

Figure 3 C605_Tall (3 of 6)

Wiring Data
C605_Tall Plug / Jack Location List

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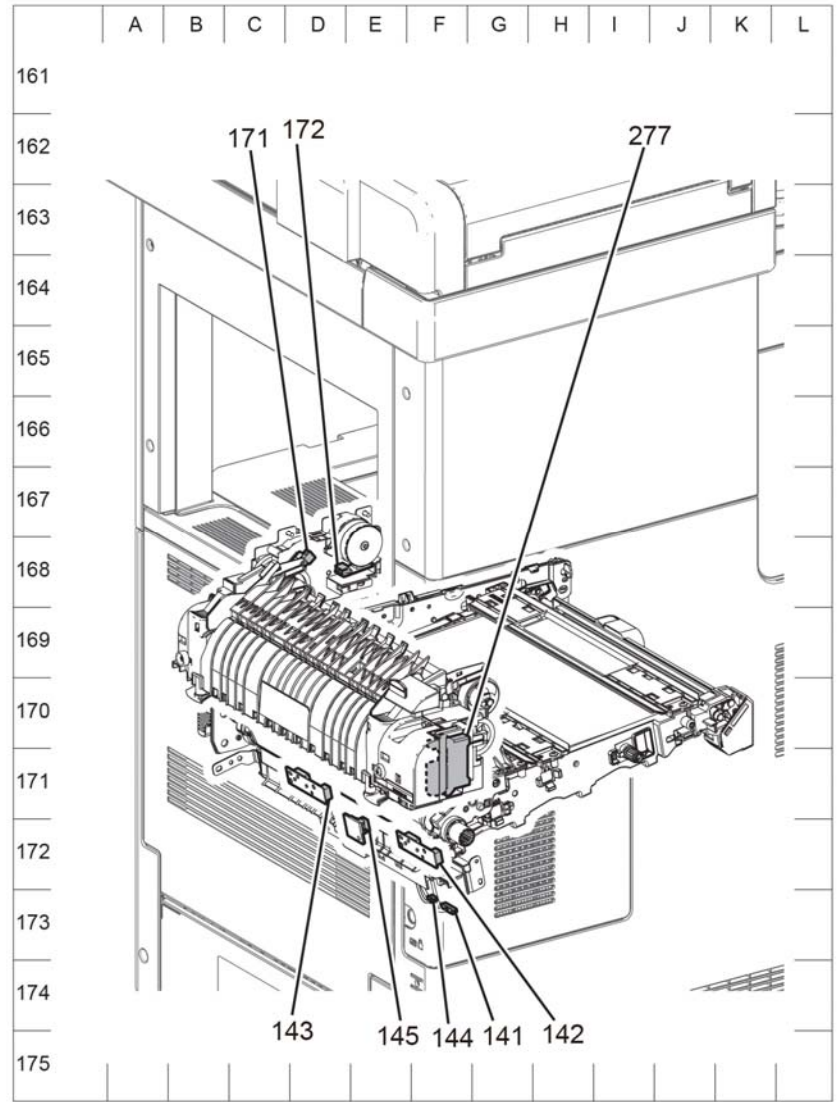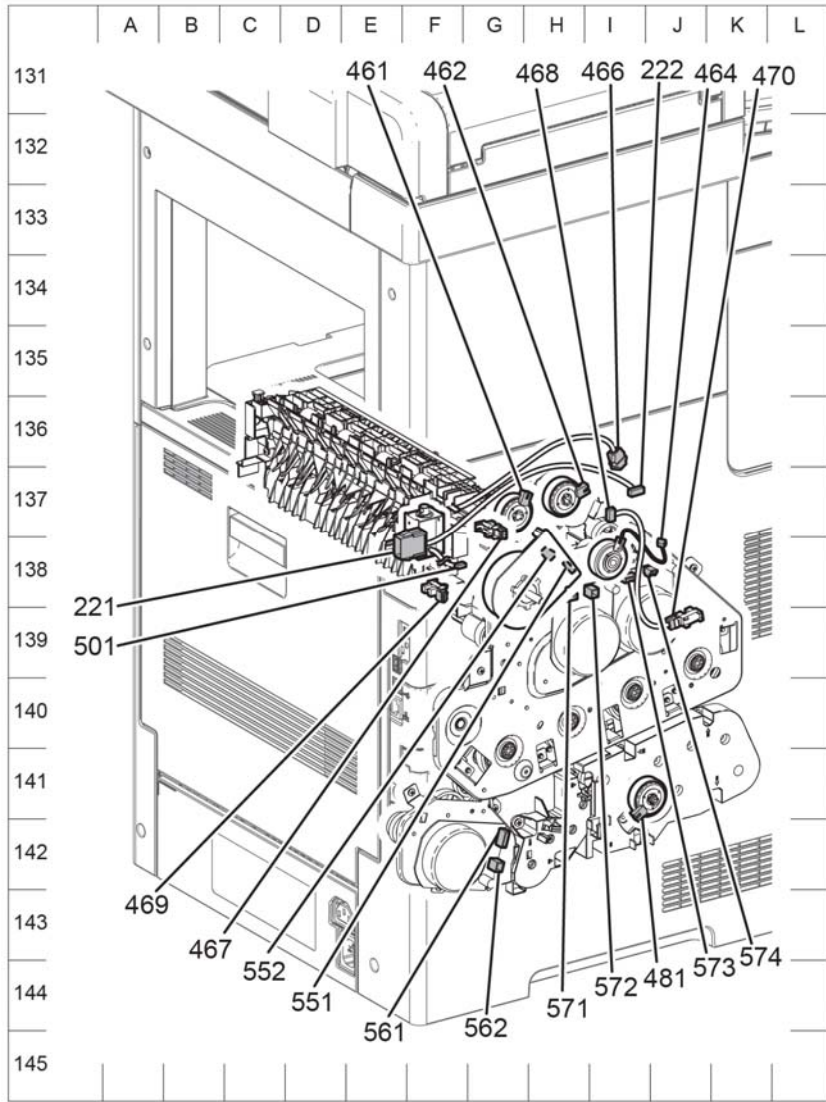
Figure 4 C605_Tall (4 of 6)

Figure 5 C605_Tall (5 of 6)

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Wiring Data
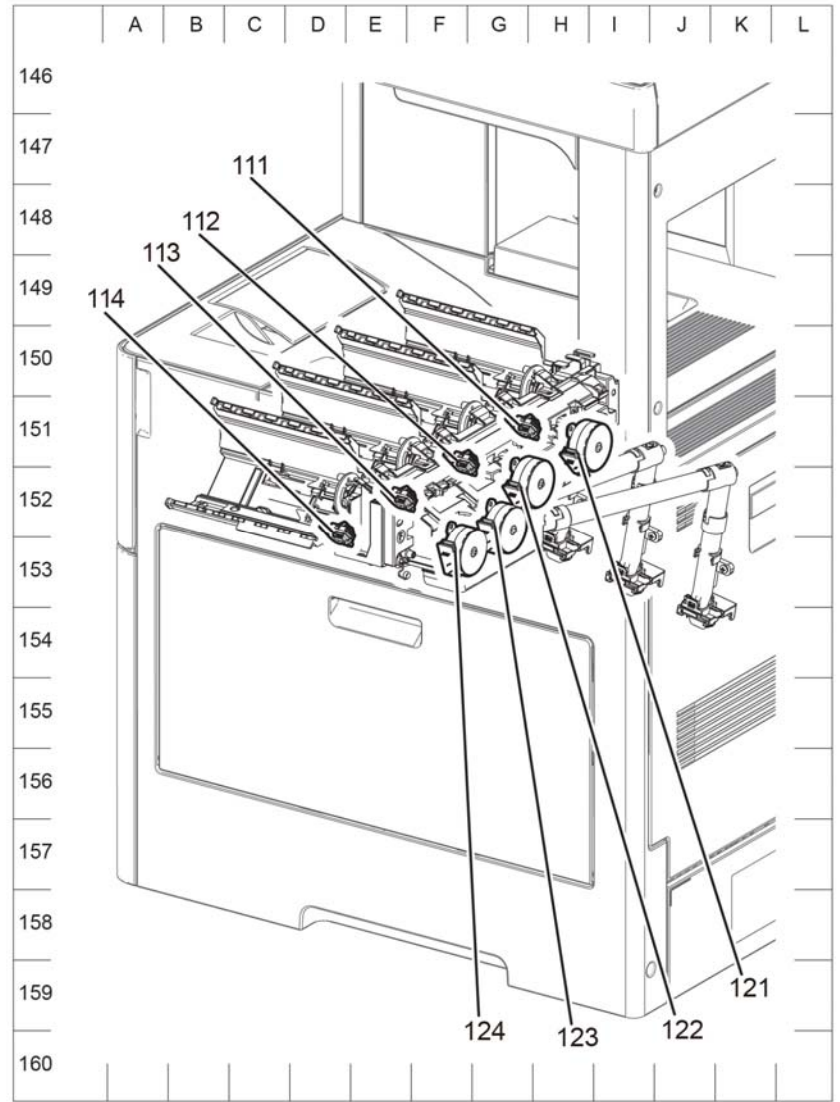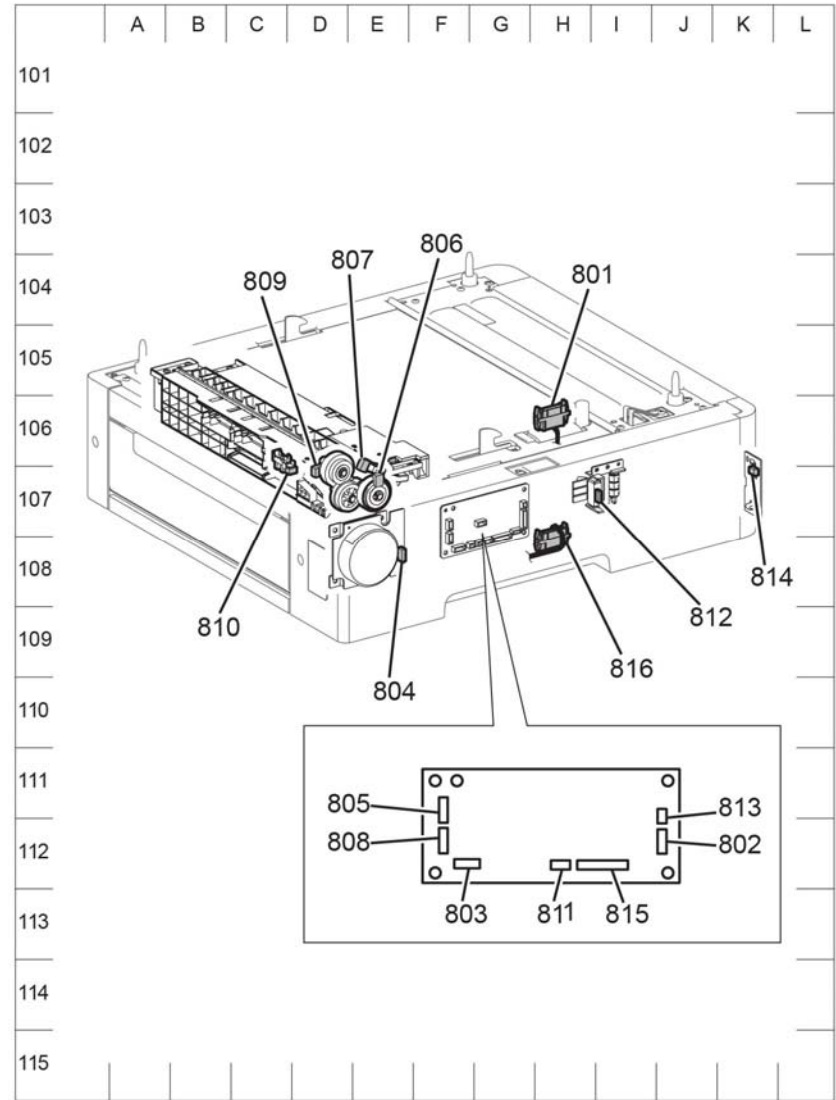
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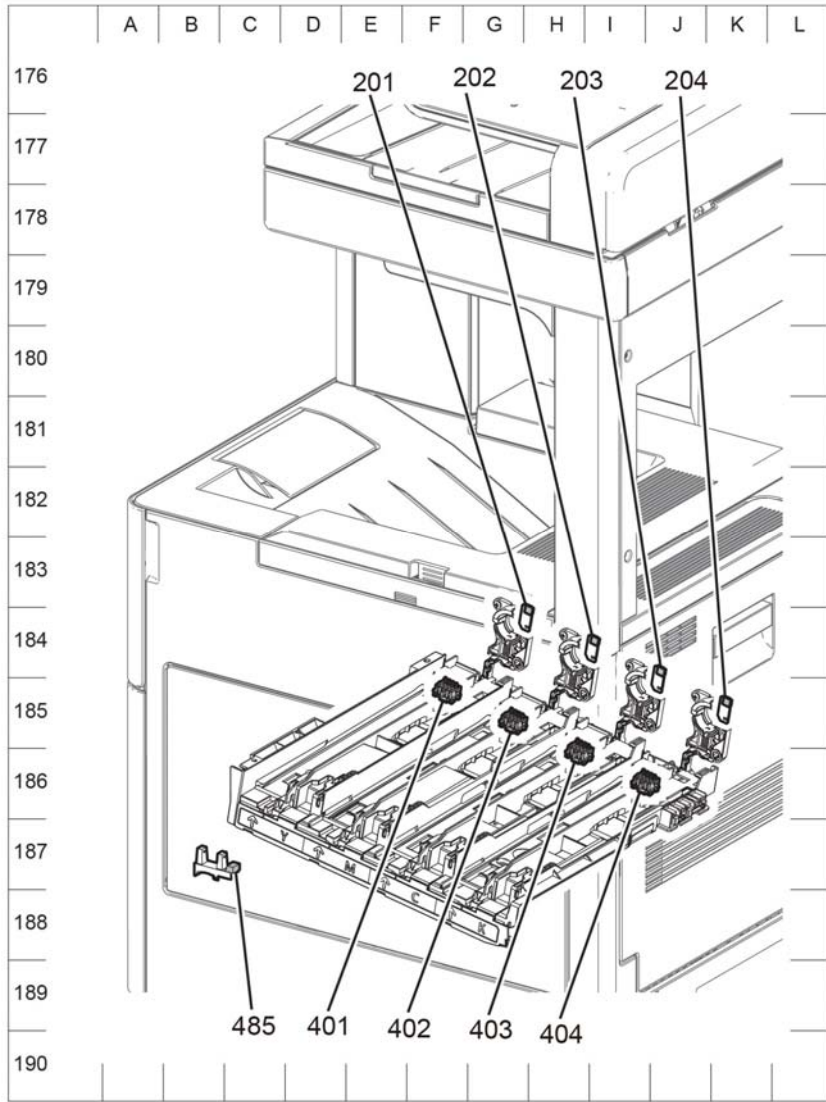
Figure 6 C605_Tall (6 of 6)

Figure 7 Optional 550 feeder

Wiring Data
C605_Tall Plug / Jack Location List

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C500/C600 Plug / Jack Location List

The P/J Locator diagrams show the location of primary connections within the C500/C600. Use these illustrations to locate connections called out in the procedures presented in Sections 2, 4, and 6. Connectors designated "CN" are listed at the end of the P/J connectors.

harness connections appear in sections System Wiring Diagrams and Sub System Wiring Diagrams.

NOTE: *For the coordinate numbers, a *1 = C505/C605 only and a *2 = C500/C600 only.*

How to find a P/J location:

1. Locate the P/J connector designator in the first column of Table 1.
2. With this information, refer to the Map column for the figure number.
3. Use the coordinates to find the P/J connector designator's location on the map.

Table 1 C500/C600 Plug / Jack Locations

P/J	Map	Coordinates	Connection
P/J1	Figure 3	F-123	UI console assembly and UI harness assembly
P/J4	Figure 3	F-123	Main speaker and AIO UI console assembly
P/J100	Figure 1	J-113	MCU PWB and MCU-HVPS-CF harness assembly
P/J101	Figure 1	B-103	C500/C600 ESS PWB and EMMC card
P/J110	Figure 1	H-113	MCU PWB and toner CRUM harness assembly
P/J111	Figure 7	G-151*1	Toner CRUM connector assembly and toner CRUM-CF harness assembly
P/J111	Figure 8	G-151*2	
P/J112	Figure 7	F-151*1	Toner CRUM connector assembly and toner CRUM-CF harness assembly
P/J112	Figure 8	F-151*2	
P/J113	Figure 7	E-152*1	Toner CRUM connector assembly and toner CRUM=CF harness assembly
P/J113	Figure 8	E-152*2	
P/J114	Figure 7	D-152*1	Toner CRUM connector assembly and toner CRUM-CF harness assembly
P/J114	Figure 8	D-152*2	
P/J120	Figure 1	J-114	MCU PWB and DISP/ENV-CF harness assembly
P/J121	Figure 7	H-151*1	DISP/ENF-CF harness assembly and toner dispenser motor (M)
P/J121	Figure 8	H-151*2	
P/J122	Figure 7	G-152*1	DISP/ENV-CF harness assembly and toner dispenser motor (K)
P/J122	Figure 8	G-152*2	
P/J123	Figure 7	G-152*1	DISP/ENV-CF harness assembly and toner dispenser motor (Y)
P/J124	Figure 7	F-153*1	DISP/ENV-CF harness assembly and toner dispenser motor (C)
P/J130	Figure 1	J-113*1	MCU PWB and DISP/ENV-CF harness assembly
P/J140	Figure 1	J-112	MCU PWB and humidity R-RAD/HUM-CF harness assembly
P/J141	Figure 4	F-173	CTD harness assembly and humidity R-RAD/HUM-CF harness assembly
P/J142	Figure 4	F-172	R-RAD low sensor and CTD harness assembly
P/J143	Figure 4	D-171	R-RAD sensor and CTD harness assembly

Table 1 C500/C600 Plug / Jack Locations

P/J	Map	Coordinates	Connection
P/J144	Figure 4	F-173	Humidity harness assembly and Humidity R-RAD-CF harness assembly
P/J145	Figure 4	E-172	Temperature sensor and humidity harness assembly
P/J171	Figure 4	D-168	Envelope mode sensor and DISP/ENV-CF harness assembly
P/J172	Figure 4	D-168	Environmental motor assembly and DISP/ENV-CF harness assembly
P/J190	Figure 1	I-112	MCU PWB and switch size harness assembly
P/J191	Figure 3	F-128	Switch size assembly and switch size harness assembly
P/J200	Figure 1	H-113	MCU PWB and erase-CF harness assembly
P/J201	Figure 9	H-184	Erase PWB and erase-CF harness assembly (Y)
P/J202	Figure 9	I-184	Erase PWB and erase-CF harness assembly (M)
P/J203	Figure 9	J-185	Erase PWB and erase-CF harness assembly (C)
P/J204	Figure 9	K-185	Erase PWB and erase-CF harness assembly (K)
P/J220	Figure 1	H-114	Not connected
P/J221	Figure 5	F-138*1	Finisher/mailbox and finisher-MV harness assembly
P/J221	Figure 6	F-138*2	
P/J222	Figure 6	I-137*1	Finisher-MV harness assembly and finisher-MCU-CF harness assembly
P/J222	Figure 6	I-137*2	
P/J270	Figure 1	I-114	MCU PWB and DC-CH fuser harness assembly
P/J277	Figure 4	F-171	Fuser assembly and DC-CF fusing harness assembly
P/J280	Figure 1	J-113	MCU PWB and MCU-CF LV harness assembly
P/J281	Figure 2	A-105*1	AC inlet-outlet-CF harness assembly and kit harness assembly
P/J281	Figure 2	H-105*2	AC inlet-outlet-CF harness assembly and kit harness assembly
P/J283	Figure 2	B-104*1	LVPS PWB and AC-CF fuser harness assembly
P/J283	Figure 2	H-104*2	LVPS PWB and AC-CF fuser harness assembly
P/J284	Figure 2	A-103*1	LVPS PWB and LV-MCU-CF harness assembly
P/J284	Figure 2	H-103*2	LVPS PWB and LV-MCU-CF harness assembly
P/J285	Figure 2	B-103*1	LVPS PWB and 24V-MCU-CF harness assembly
P/J285	Figure 2	H-103*2	LVPS PWB and 24V-MCU-CF harness assembly
P/J286	Figure 2	B-102*1	LVPS PWN and MCU-HVPS-CF harness assembly
P/J286	Figure 2	H-103*2	LVPS PWN and MCU-HVPS-CF harness assembly
P/J287	Figure 2	D-102*1	LVPS PWN and ESS-PWR-CF harness assembly
P/J287	Figure 2	J-103*2	LVPS PWN and ESS-PWR-CF harness assembly
P/J288	Figure 2	B-102*1	LVPS PWB and MOT PWR-CF harness assembly
P/J288	Figure 2	H-103*2	LVPS PWB and MOT PWR-CF harness assembly
P/J289	Figure 2	I-102*1	LVPS PWB and main fan
P/J289	Figure 2	I-103*2	LVPS PWB and main fan
P/J290	Figure 1	J-113	MCU PWB and 24V-MCU-CF harness assembly

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C500/C600 Plug / Jack Location List

Table 1 C500/C600 Plug / Jack Locations

P/J	Map	Coordinates	Connection
P/J291	Figure 2	B-102*1	LVPS PWB and side-CF IL harness assembly
P/J291	Figure 2	H-103*2	LVPS PWB and side-CF IL harness assembly
P/J292	Figure 2	C-102*1	LVPS PWB and rear-CF IL harness assembly
P/J292	Figure 2	H-103*2	LVPS PWB and rear-CF IL harness assembly
P/J293	Figure 2	D-102*1	LVPS PWB and SUB fan-CF harness assembly
P/J293	Figure 2	J-103*2	LVPS PWB and SUB fan-CF harness assembly
P/J294	Figure 3	H-126	SUB FAN and SUB fan-CF harness assembly
P/J295	Figure 2	C-102*1	LVPS PWB and rear fan2_CF harness assembly
P/J295	Figure 2	I-103*2	LVPS PWB and rear fan2_CF harness assembly
P/J296	Figure 3	A-125	Rear fan2_CF harness assembly and rear fan2-MV harness assembly
P/J298	Figure 3	E-121	Rear fan and rear fan1-MV harness assembly
P/J300	Figure 1	H-112	MCU PWB and MCU ESS FFC
P/J301	Figure 1	D-104	MPF ESS PWB and ESS-PWR-CF harness assembly
P/J302	Figure 1	A-104	HDD assembly and ESS C505/C605 PWB
P/J310	Figure 1	B-105	HDD assembly and ESS C505/C605 PWB
P/J322	Figure 1	A-104	Not connected
P/J335	Figure 1	B-105	MPF ESS PWB and MCU ESS FFC
P/J340	Figure 1	A-103	Ethernet port
P/J345	Figure 1	E-103	Connects PWBA ESS C505/C605 and HARNESS ASSY FRONT USB
P/J346	Figure 1	A-103	USB type A port
P/J351	Figure 1	A-105	FDI port
P/J380	Figure 1	A-105	Debug port
P/J400	Figure 1	I-112	MCU PWB and Deve/Xero CF harness assembly
P/J401	Figure 9	F-185	Crum DC DL connector assembly and DEVE/XERO CF harness assembly
P/J402	Figure 9	G-185	Crum DC DL connector assembly and DEVE/XERO CF harness assembly
P/J403	Figure 9	H-186	Crum DC DL connector assembly and DEVE/XERO CF harness assembly
P/J404	Figure 9	I-186	Crum DC DL connector assembly and DEVE/XERO CF harness assembly
P/J460	Figure 1	H-114	MCU PWB and DEVE CF harness assembly
P/J461	Figure 5	G-137*1	Invert clutch and DEVE CF harness assembly
P/J461	Figure 6	G-137*2	
P/J462	Figure 5	H-137*1	Exit clutch and DEVE CF harness assembly
P/J462	Figure 6	H-137*2	
P/J463	Figure 6	H-138*2	DEVE solenoid and DEVE CFL harness assembly
P/J464	Figure 5	J-138*1	Switching clutch assembly and DEVE-CF harness assembly

P/J	Map	Coordinates	Connection
P/J464	Figure 6	J-138*2	Switching clutch assembly and DEVE-CF harness assembly
P/J466	Figure 5	I-136*1	Full stack-MV harness assembly and DEVE-CF harness assembly
P/J466	Figure 6	I-136*2	Full stack-MV harness assembly and DEVE-CF harness assembly
P/J467	Figure 5	G-137*1	Full stack sensor and full stack-MV harness assembly
P/J467	Figure 6	G-137*2	Full stack sensor and full stack-MV harness assembly
P/J468	Figure 5	I-137*1	K-SNR-CF harness assembly and Deve CF harness assembly
P/J468	Figure 6	I-137*2	K-SNR-CF harness assembly and Deve CF harness assembly
P/J469	Figure 5	F-138*1	Exit sensor and Full stack-MV harness assembly
P/J469	Figure 6	F-138*2	Exit sensor and Full stack-MV harness assembly
P/J470	Figure 5	J-139*1	K mode sensor and K-SNR-CF harness assembly
P/J470	Figure 6	J-139*2	K mode sensor and K-SNR-CF harness assembly
P/J471	Figure 6	K-137*2	DEVE XERO sensor and DEVE-CLF harness assembly
P/J480	Figure 1	I-114	MCU PWB and MSI CL harness assembly
P/J481	Figure 5	I-141*1	Take away clutch and MSI CL harness assembly
P/J481	Figure 6	I-141*2	Take away clutch and MSI CL harness assembly
P/J482	Figure 3	G-127	MSI feed solenoid and MSI CL harness assembly
P/J483	Figure 3	G-127	MSI no paper sensor C harness assembly and MSI CL harness assembly
P/J484	Figure 3	H-126	MSI no paper sensor and MSI no paper sensor C harness assembly
P/J485	Figure 9	C-187	Toner full sensor and MSI CL harness assembly
P/J486	Figure 3	H-124	Toner cover sensor and MSI CL harness assembly
P/J500	Figure 1	J-114	MCU PWB and gate solenoid-CF harness assembly
P/J501	Figure 5	F-138*1	Gate solenoid and gate solenoid-CF harness assembly
P/J501	Figure 6	F-138*2	Gate solenoid and gate solenoid-CF harness assembly
P/J501	Figure 1	C-114	HVPS PWB and 1st (K) supply harness assembly
P/J502	Figure 1	C-114	HVPS PWB and 1st (YMC) supply harness assembly
P/J520	Figure 1	H-113	MCU PWB and LED harness assembly
P/J521	Figure 3	G-129	LED tray PWB and LED harness assembly
P/J540	Figure 1	I-114	MCU PWB and Regi-CF harness assembly
P/J541	Figure 3	B-126	Regi/Dup-C CLT harness assembly and Regi-CF harness assembly
P/J542	Figure 3	B-125	Regi clutch assembly and Regi/Dup-C CLT harness assembly
P/J543	Figure 3	B-125	Duplex clutch and Regi/Dup-C CLT harness assembly

Wiring Data
C500/C600 Plug / Jack Location List
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Table 1 C500/C600 Plug / Jack Locations

P/J	Map	Coordinates	Connection
P/J544	Figure 3	B-126	Feed Clutch C harness assembly and Regi-CF harness assembly
P/J545	Figure 3	B-125	Regi/NO P sensor harness assembly and Regi-CF harness assembly
P/J546	Figure 3	C-125	Regi sensor and Regi/NO P-C sensor harness assembly
P/J547	Figure 3	C-126	No paper sensor and Regi/NO P-C sensor harness assembly
P/J548	Figure 3	B-126	PH clutch assembly and Feed C clutch harness assembly
P/J550	Figure 1	H-113	MCU PWB and MCU motor4-CF harness assembly
P/J551	Figure 5	H-138*1	Sub motor and MCU motor4-CF harness assembly
P/J552	Figure 5	H-138*1	Sub motor and motor power-CF harness assembly
P/J560	Figure 1	H-113	MCU PWB and MCU motor3-CF harness assembly
P/J561	Figure 5	G-142*1	PH motor and MCU motor3-CF harness assembly
P/J561	Figure 6	G-142*2	PH motor and MCU motor3-CF harness assembly
P/J562	Figure 5	G-142*1	PH motor and motor power-CF harness assembly
P/J562	Figure 6	G-142*2	PH motor and motor power-CF harness assembly
P/J570	Figure 1	I-112	MCU PWB and MCU-motor1/2-CF harness assembly
P/J571	Figure 5	H-138*1	Main motor and MCU-motor-CF harness assembly
P/J571	Figure 6	H-138*2	Main motor and MCU-motor-CF harness assembly
P/J572	Figure 5	I-13881	Main motor and motor power-CF harness assembly
P/J572	Figure 6	I-138*2	Main motor and motor power-CF harness assembly
P/J573	Figure 5	I-138*1	Developer motor and MCU motor1/2-CF harness assembly
P/J573	Figure 6	I-138*2	Developer motor and MCU motor1/2-CF harness assembly
P/J574	Figure 5	J-138*1	Developer motor and motor power-CF harness assembly
P/J574	Figure 6	J-138*2	Developer motor and motor power-CF harness assembly
P/J600	Figure 1	I-112	Not connected
P/J700	Figure 1	H-113	Not connected
P/J800	Figure 1	J-114	MCU PWB and OPF-CF harness assembly
P/J801	Figure 10	H-106	IOT and OPF2-C harness assembly
P/J802	Figure 10	J-112	OPF 550 PWB and OPF2-C harness assembly
P/J803	Figure 10	F-112	OPF 550 PWB and motor harness assembly
P/J804	Figure 10	E-108	OPF 550 motor drive and motor harness assembly
P/J805	Figure 10	f-111	OPF 550 PWB and feed harness assembly
P/J806	Figure 10	E-107	OPT feed clutch and feed harness assembly
P/J807	Figure 10	E-106	OPT no paper feed sensor and feed harness assembly

P/J	Map	Coordinates	Connection
P/J808	Figure 10	F-112	OPF 550 PWB and turn harness assembly
P/J809	Figure 10	D-106	OPT take away clutch and turn harness assembly
P/J810	Figure 10	D-106	OPT paper path sensor and turn harness assembly
P/J811	Figure 10	H-112	OPF 550 PWB and size harness assembly
P/J812	Figure 10	I-107	OPF 550 switch assembly and size harness assembly
P/J813	Figure 10	J-111	OPF 550 PWB and OPF LED harness assembly
P/J814	Figure 10	K-106	OPF LED tray and OPF LED harness assembly
P/J815	Figure 10	I-112	OPF 550 PWB and FDR drawer harness assembly
P/J816	Figure 10	H-107	Succeeding optional feeder and FDR drawer harness assembly
P/J910	Figure 1	I-113	Not connected
P/J1001	Figure 1	C-112	HVPS PWB and MCU-HVPS-CF harness assembly
P/J1315	Figure 1	A-103	USB type B port
P/J1337	Figure 1	C-103	ESS C505/C605 PWB and Front USB harness assembly
P/J1344	Figure 1	A-102	ESS C505/C605 PWB and wireless module
P/J1349	Figure 1	B-103	ESS C505/C605 PWB and EMMC Card
P/J1352	Figure 1	D-103	ESS C505/C605 PWB and UI harness assembly
P/J1360	Figure 1	C-105	ESS C505/C605 PWB and LPH color (Y) head assembly
P/J1361	Figure 1	C-105	ESS C505/C605 PWB and LPH Color (M) head assembly
P/J1362	Figure 1	C-104	ESS C505/C605 PWB and LPH Color (C) head assembly
P/J1363	Figure 1	C-105	ESS C505/C605 PWB and LPH Color (K) head assembly
P/JT601	Figure 1	C-113	HVPS PWB and trans supply harness assembly

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Wiring Data

C500/C600 Plug / Jack Location List
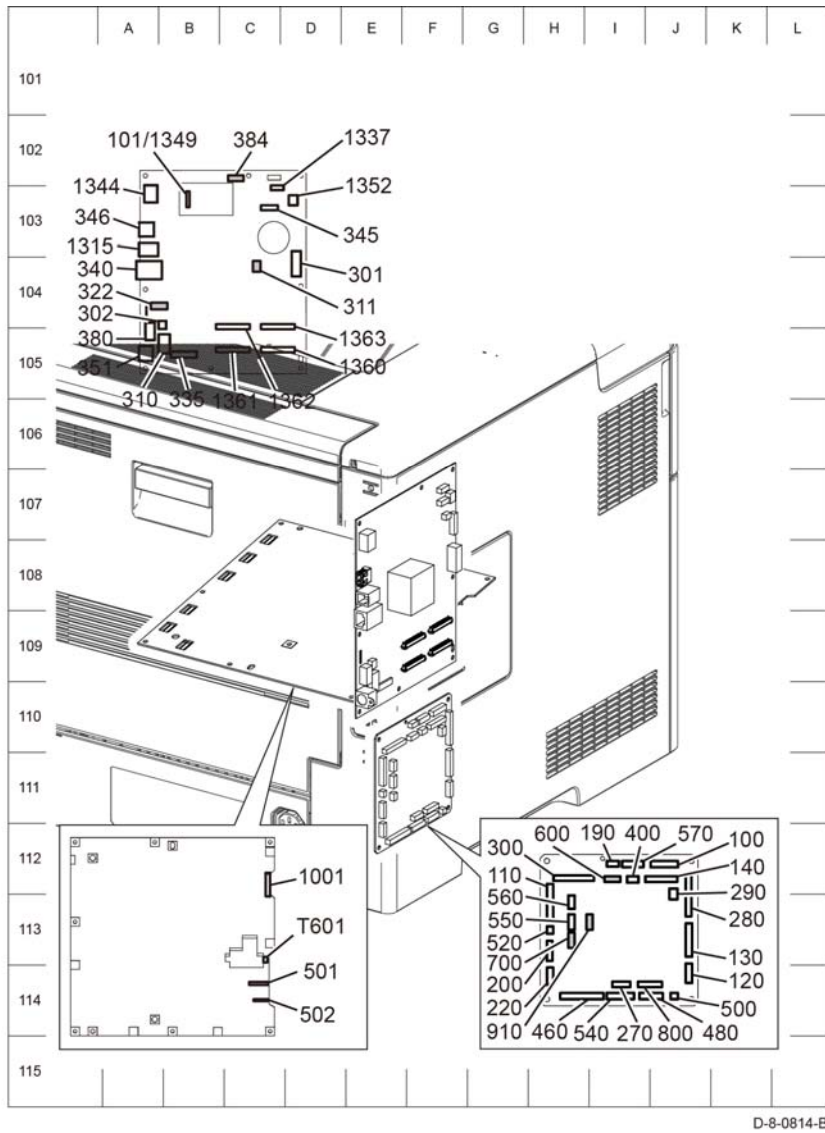
Figure 1 SPF (1 of 9)

Figure 2 C500/C600 (2 of 9)

Wiring Data
C500/C600 Plug / Jack Location List

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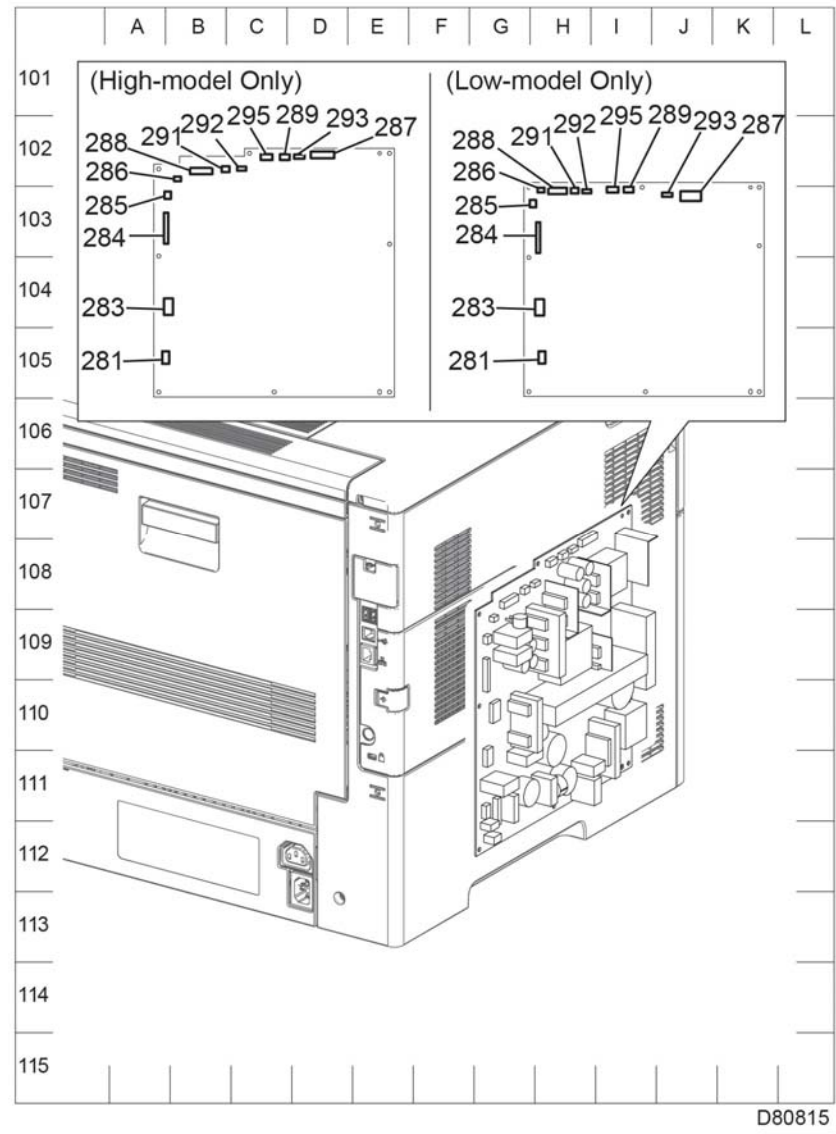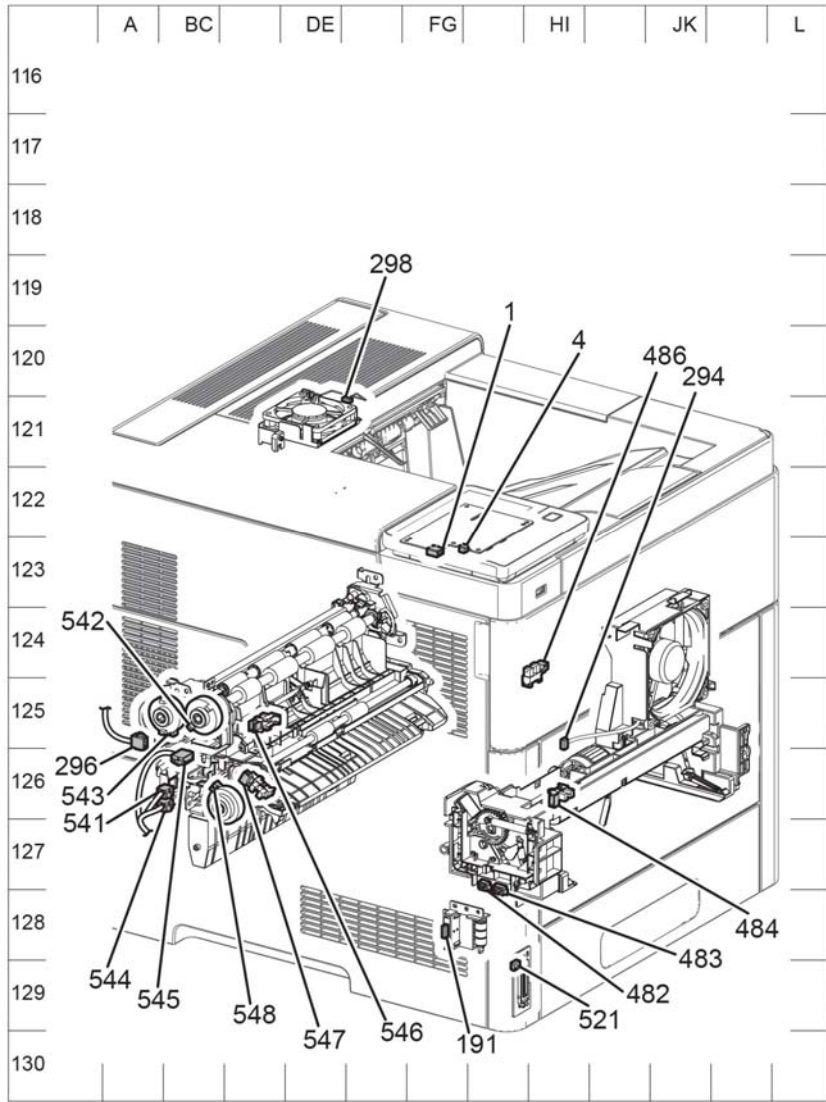
Figure 3 C500/C600 (3 of 9)

Figure 4 C500/C600 (4 of 9)

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Wiring Data
C500/C600 Plug / Jack Location List
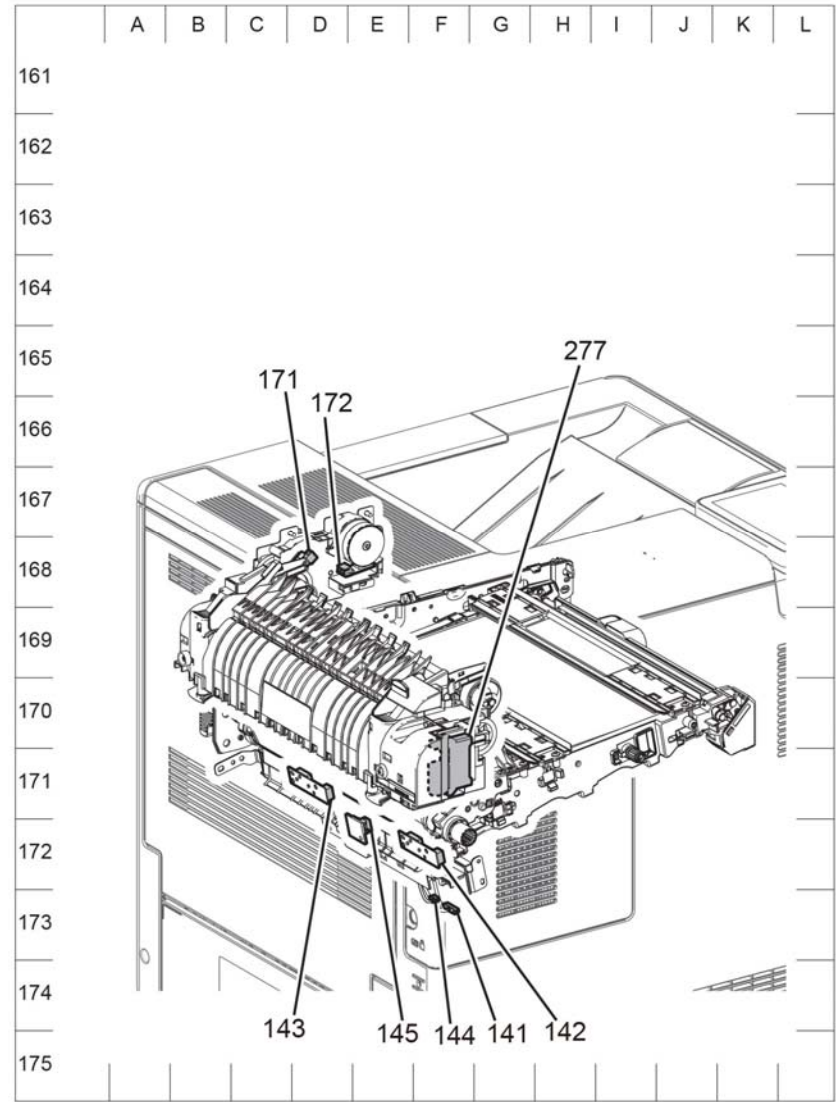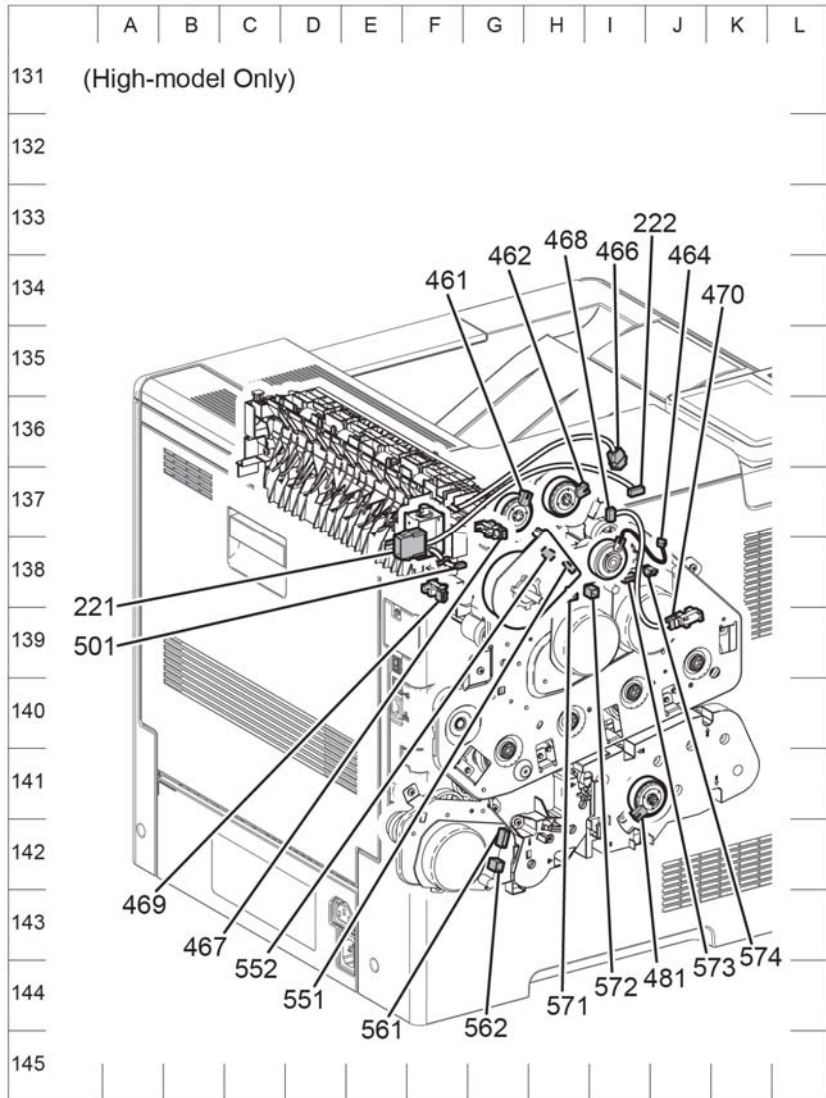
Figure 5 C500/C600 (5 of 9)

Figure 6 C500/C600 (6 of 9)

Wiring Data
C500/C600 Plug / Jack Location List

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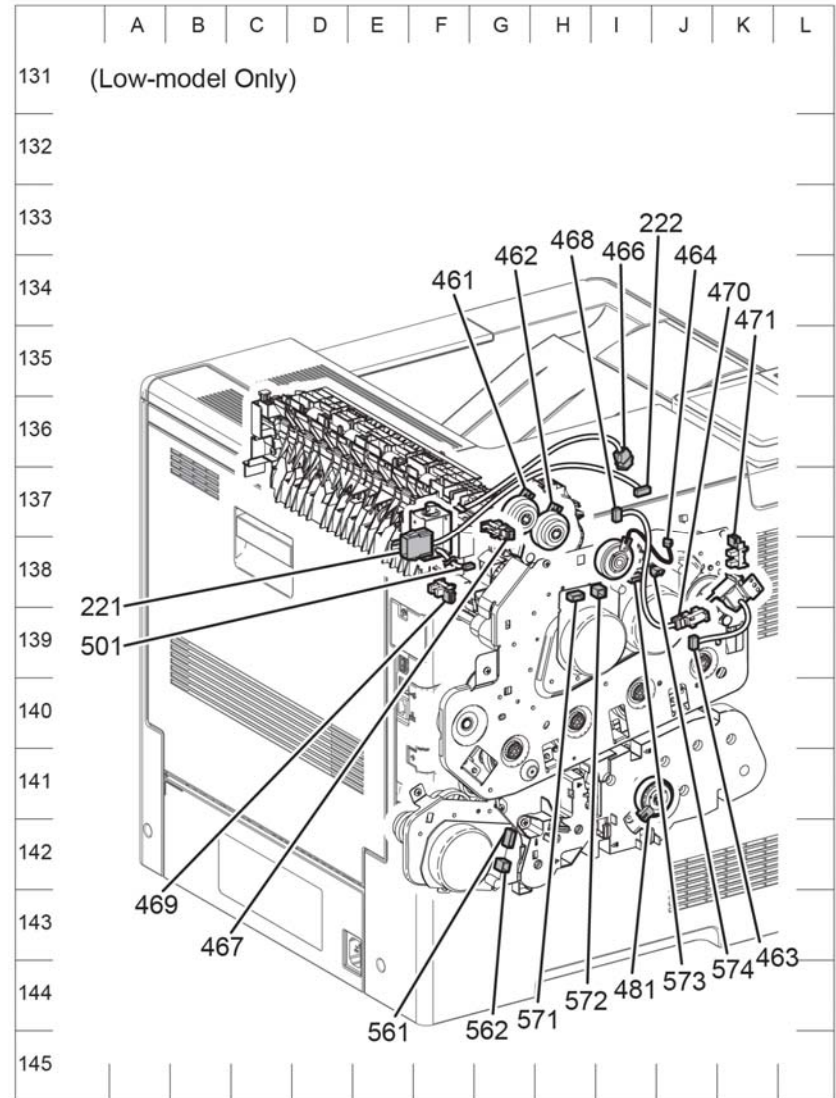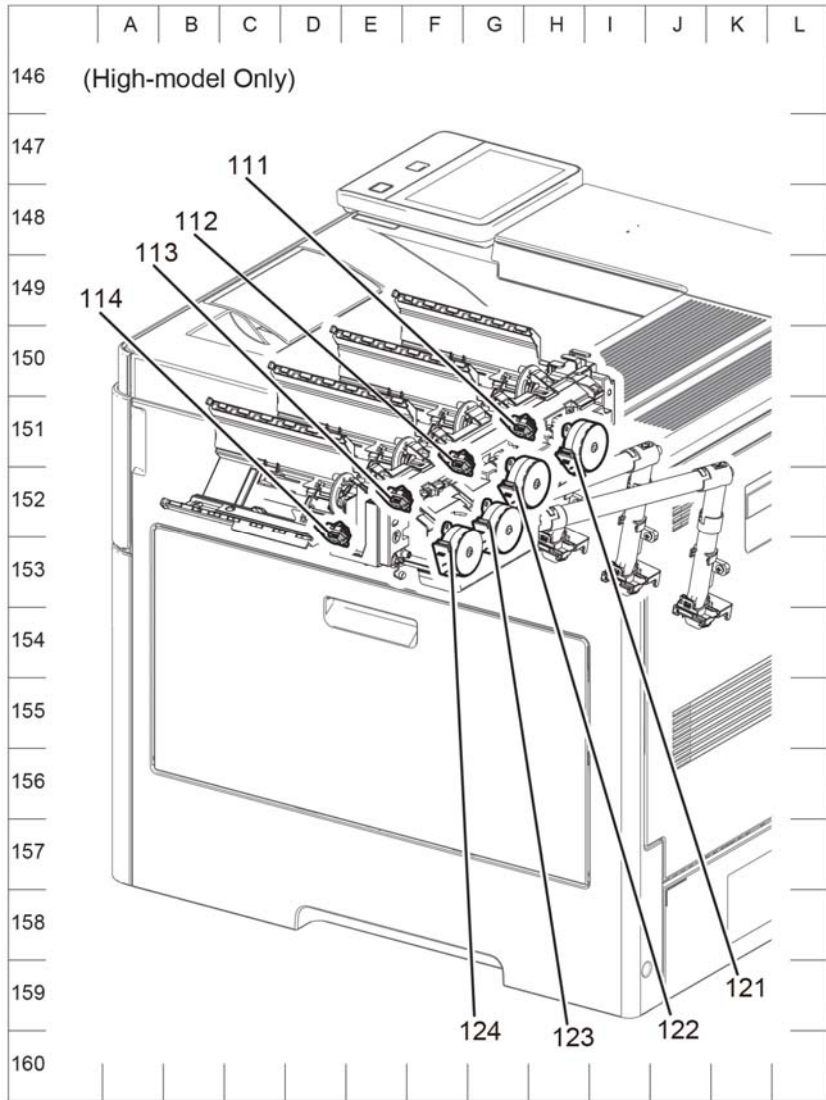
Figure 7 C500/C600 (7 of 9)

Figure 8 C500/C600 (8 of 9)

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Wiring Data
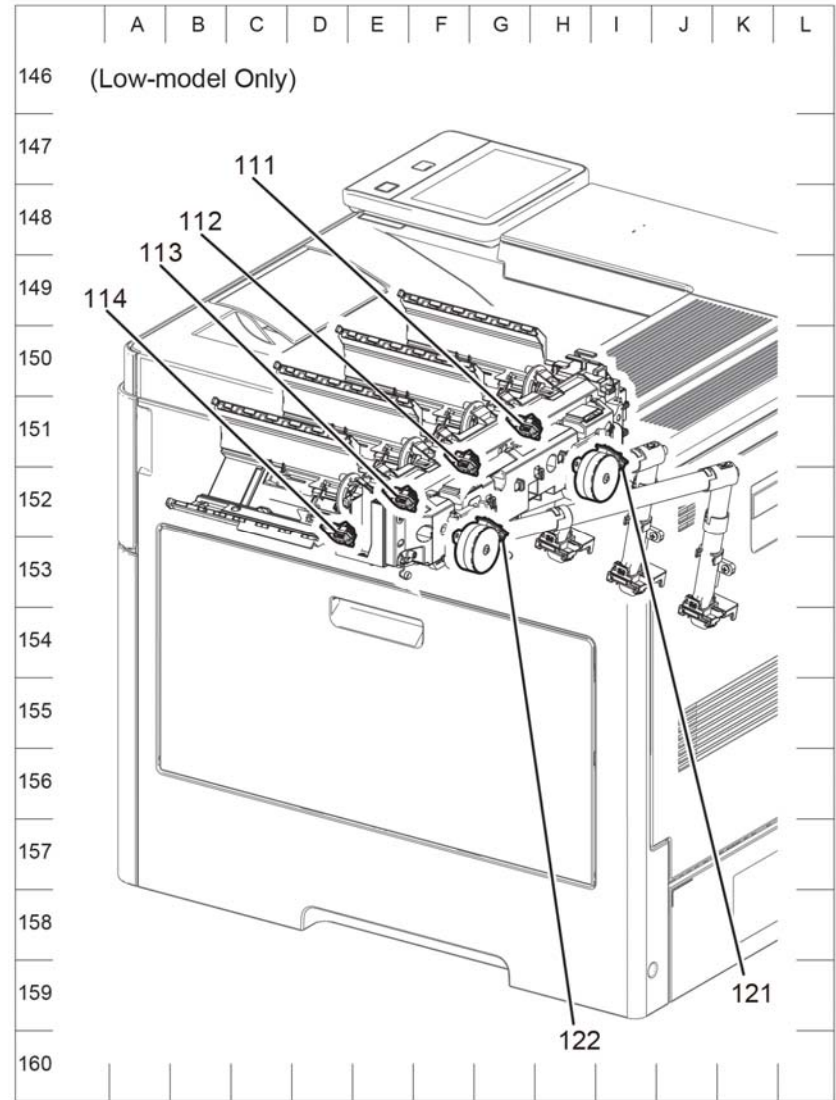
C500/C600 Plug / Jack Location List
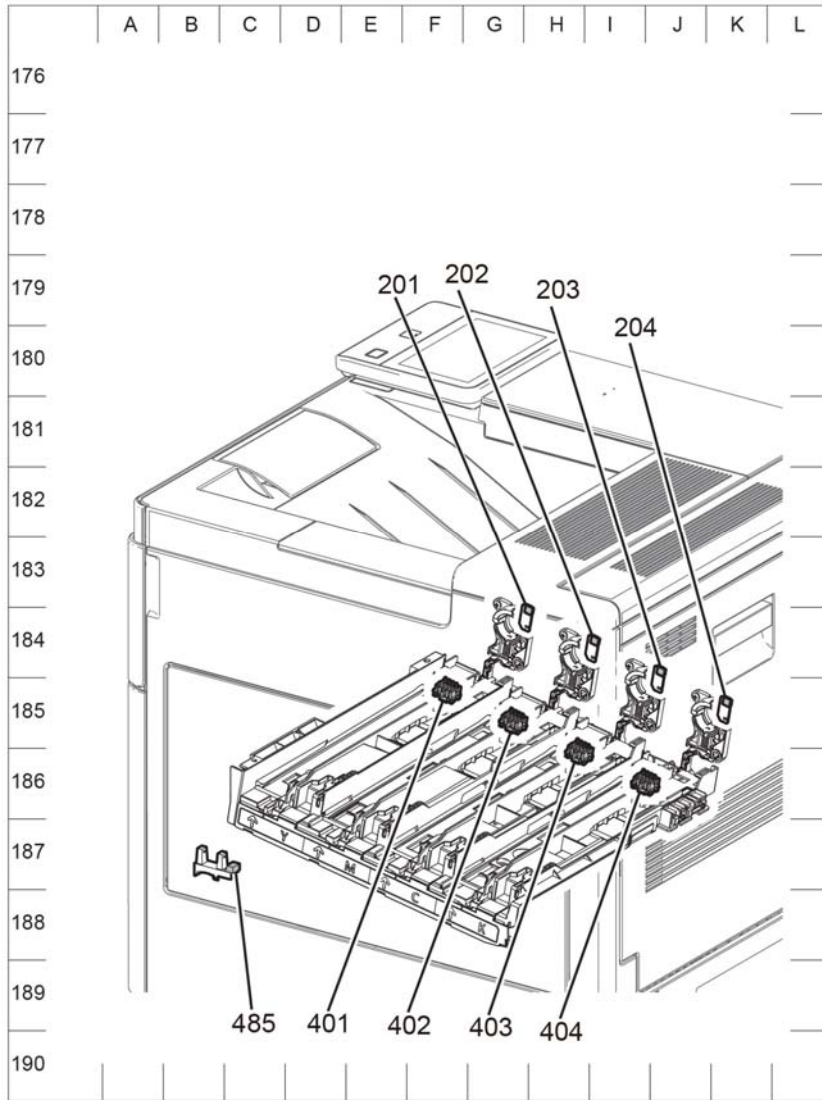
Figure 9 C500/C600 (9 of 9)

Figure 10 Optional 550 feeder

Wiring Data
C500/C600 Plug / Jack Location List

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Finisher Plug / Jack Connectors

The P/J Locator diagrams show the location of primary connections within the C500/C600. Use these illustrations to locate connections called out in the procedures presented in Sections 2, 4, and 6. Connectors designated "CN" are listed at the end of the P/J connectors.

harness connections appear in sections System Wiring Diagrams and Table 1.

How to find a P/J location:

1. Locate the P/J connector designator in the first column of Table 1.
2. With this information, refer to the Map column for the figure number.
3. Use the coordinates to find the P/J connector designator's location on the map.

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Wiring Data
Finisher Plug / Jack Connectors

Finisher P/J Connectors Location List

Table 1 Connectors

P/J	Coordinates	Description
P/J590	Figure 1, I-147	Connects harness assembly AC and LVPS
P/J591	Figure 1, I-153	Connects harness assembly FIN DC and LVPS
P/J621	Figure 2, A-156	Connects harness ass FIN IF and harness assembly FIN-CF
P/J8860	Figure 1, E-153	Connects harness assembly FIN SNR1and PWB GPF A4FIN
P/J8861	Figure 1, D-150	Connects harness assembly tamper MOT, clutch and PWB GPF A4FIN
P/J8862	Figure 1, C-150	Connects harness assembly FIN MOT and PWB GPF A4FIN
P/J8863	Figure 1, A-151	Connects harness assembly stapler M and PWB GPF A4FIN
P/J8864	Figure 1, A-151	Connects harness assembly FIN IL and PWB GPF A4FIN
P/J8865	Figure 1, D-153	Connects harness assembly FIN SNR2 and PWB GPF A4FIN
P/J8866	Figure 1, F-153	Connects harness assembly FIN IF and PWB GPF A4FIN
P/J8867	Figure 1, G-151	Connects harness assembly FIN DC and PWB GPF A4FIN
P/J8868	Figure 1, E-151	Connects harness assembly FIN MOT and PWB GPF A4FIN
P/J8869	Figure 1, A-152 Figure 1, C-156	Connects solenoid assembly gate and PWB GPF A4FIN
P/J8872	Figure 1, F-152	Not connected
P/J8873	Figure 1, E-152	Not connected
P/J8874	Figure 1, D-152	Connects harness assembly FIN SNR2 and PWB GPF A4FIN
P/J8875	Figure 1, B-153	Connects harness assembly compile tamper MOT clutch and PWB GPF A4FIN
P/J8876	Figure 1, C-153	Connects harness assembly staple unit and PWB GPF A4FIN
P/J8877	Figure 1, F-153	Connects harness assembly FIN SNR1 and PWB GPF A4FIN
P/J8878	Figure 1, B-150	Connects harness assembly FIN MOT and PWB GPF A4FIN
P/J8891	Figure 2, E-154	Connects harness assembly FIN SNR1 and stacker tray no-paper and full sensor
P/J8892	Figure 2, C-153	Connects harness assembly FIN SNR1 and sub paddle home sensor
P/J8895	Figure 4, F-154	Connects harness assembly FIN SNR2 and eject home SNR
P/J8896	Figure 3, G-152	Connects harness assembly FIN compile sensor and compile exit sensor

Table 1 Connectors

P/J	Coordinates	Description
P/J8897	Figure 3, D-157	Connects harness assembly staple unit and stapler assembly
P/J8898	Figure 5, C-152	Connects harness assembly FIN SNR2 and right tamper home SNR
P/J8899	Figure 5, I-153	Connects harness assembly FIN SNR2 and left tamper home SNR
P/J8900	Figure 4, G-154	Connects harness assembly FIN SNR2 and set clamp home SNR
P/J8891	Figure 2, I-152	Connects harness assembly FIN SNR2 and stacker height SNR1
P/J8902	Figure 4, I-154	Connects harness assembly FIN SNR2 and stacker height SNR2
P/J8903	Figure 5, G152	Connects harness assembly tamper MOT, clutch and right tamper MOT
P/J8904	Figure 5, E-153	Connects harness assembly tamper MOT, clutch and left tamper MOT
P/J8906	Figure 2, B-149	Connects harness assembly FIN MOT and eject belt MOT
P/J8907	Figure 2, C-156	Connects harness assembly FIN MOT and stacker MOT
P/J8908	Figure 3, C-157	Connects harness assembly stapler M and stapler assembly
P/J8909	Figure 3, B-153	Connects harness assembly FIN IL and switch safety L
P/J8910	Figure 3, D-152	Connects harness assembly FIN TRANS M1 and motor assembly
P/J8912	Figure 4, H-154	Connects harness assembly compile tamper MOT, clutch and set clamp clutch
P/J8913	Figure 3, I-151	Connects harness assembly FIN SNR1 and harness assembly FIN compile sensor
P/J8914	Figure 3, I-150	Connects harness assembly FIN MOT and harness assembly FIN TRANS M1
P/J8935	Figure 3, I-151	Rear Cover Interlock Sensor

Wiring Data
Finisher Plug / Jack Connectors

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Finisher PWB Connector Locations

Sensor and Motor Locations
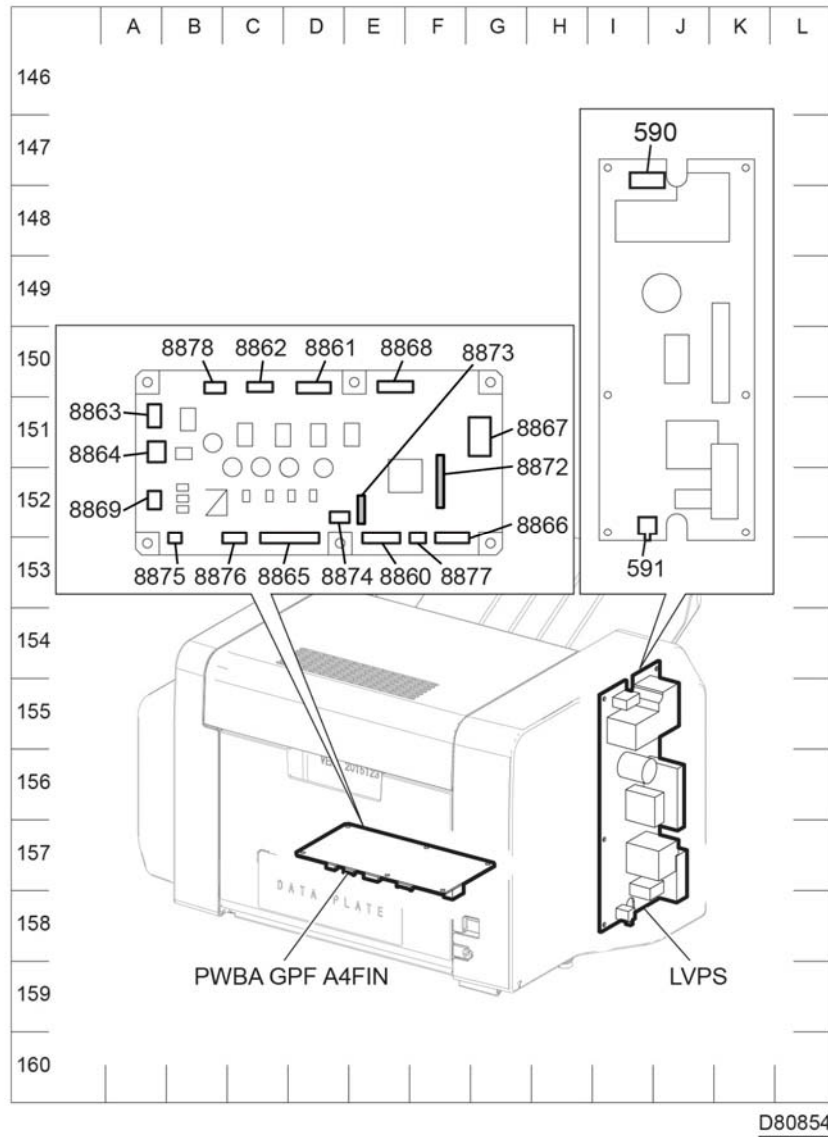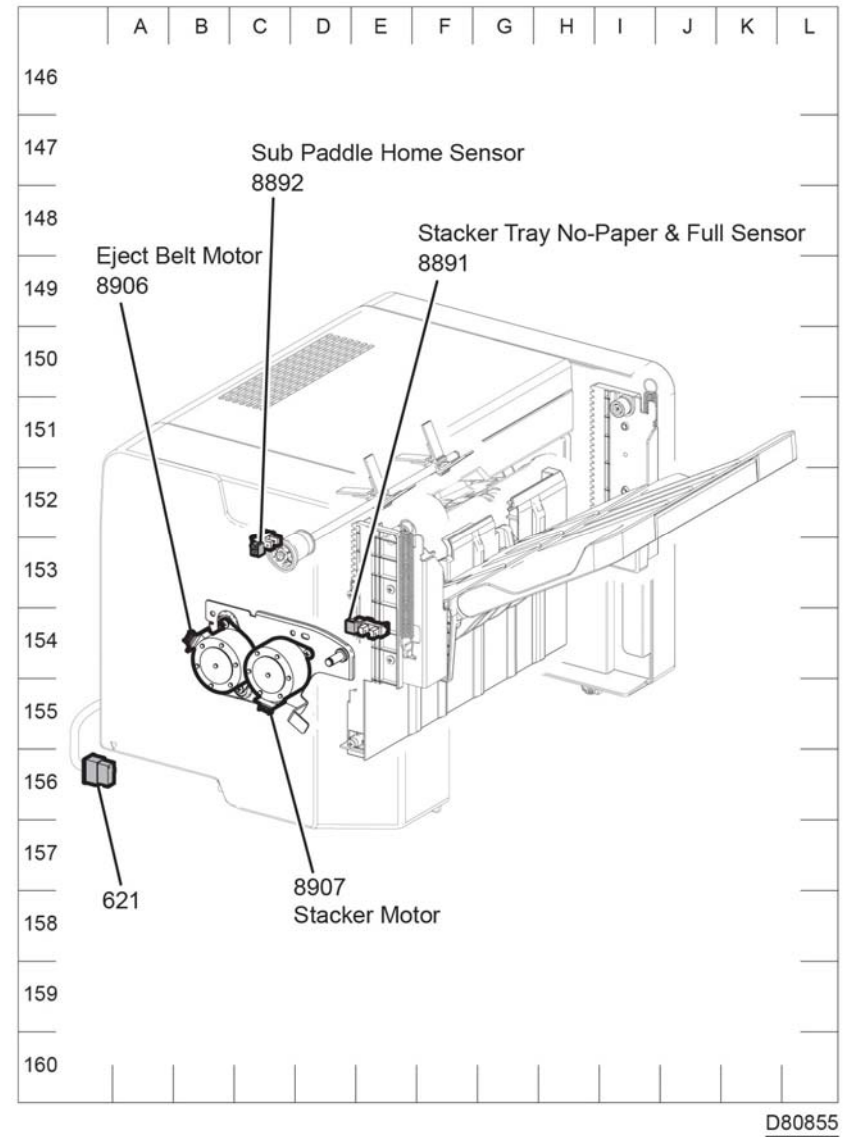
Figure 1 Finisher P/J layout diagram

Figure 2 Connector locations, sensors and motors (1/4)

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Wiring Data
Finisher Plug / Jack Connectors

Figure 3 Connector locations, sensors and motors (2/4)

Labels in Figure 3:
- Fin Staple Door Interlock Switch 8909
- SOLENOID ASSY GATE 8869
- Compile Exit Sensor 8896
- Rear Cover Interlock Sensor 8935
- 8914
- 8913
- 20151231
- 8910 MOTOR ASSY
- STAPLER UNI
- 8908
- 8897
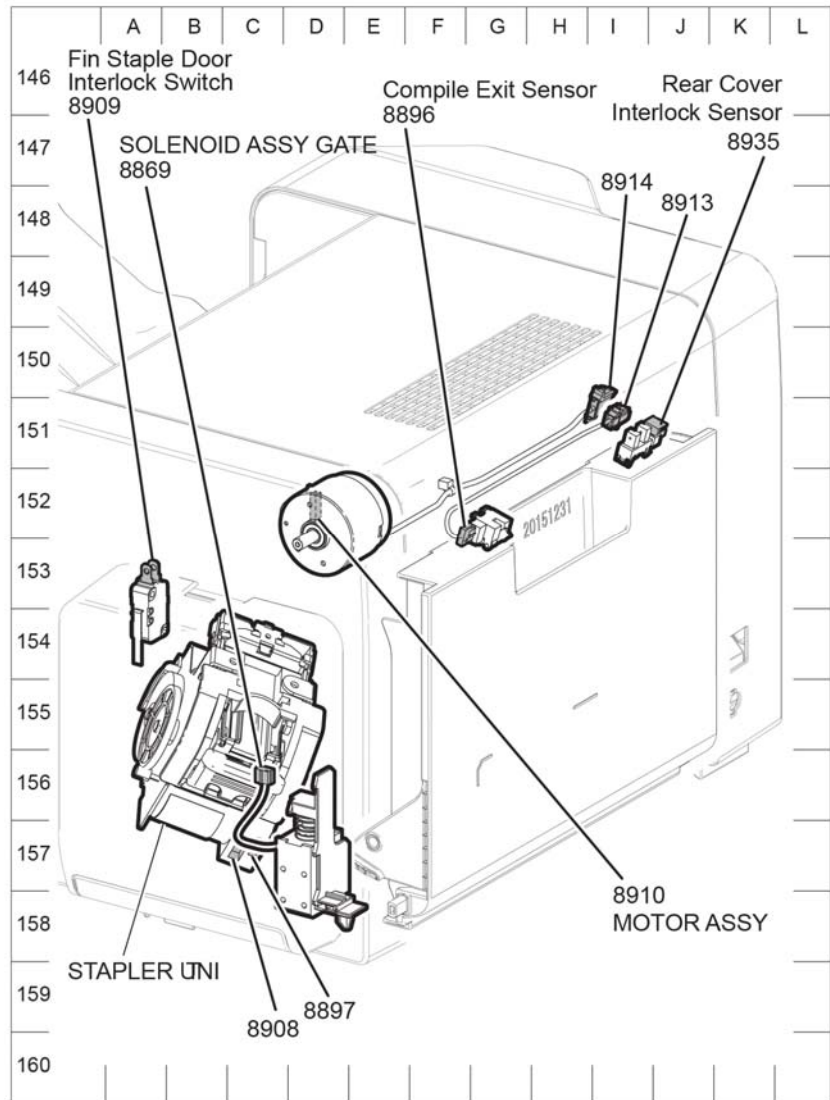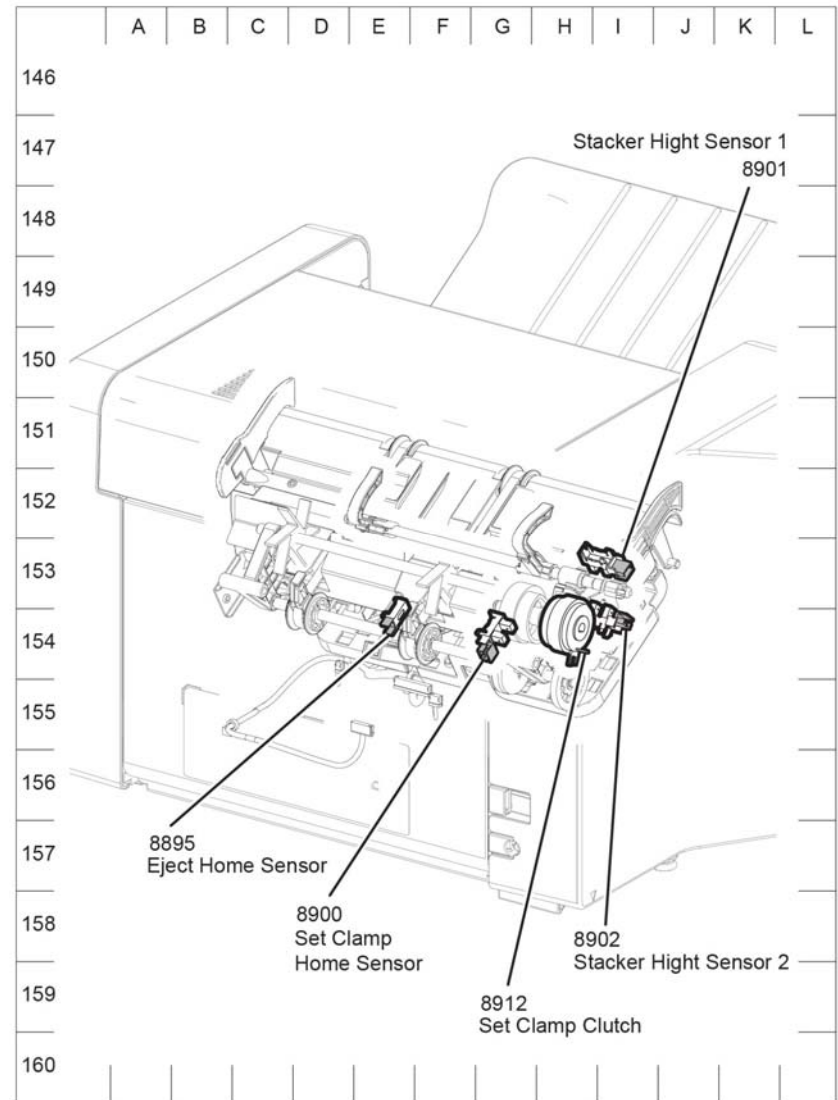
D80856

Figure 4 Connector locations, sensors and motors (3/4)

Labels in Figure 4:
- Stacker Hight Sensor 1 8901
- 8895 Eject Home Sensor
- 8900 Set Clamp Home Sensor
- 8912 Set Clamp Clutch
- 8902 Stacker Hight Sensor 2

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Wiring Data
Finisher Plug / Jack Connectors

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Figure 5 Connector locations sensors and motors (4/4)

HCF Plug Jack Connectors

The P/J Locator diagrams show the location of primary connections within the HCF. Use these illustrations to locate connections called out in the procedures presented in Sections 2, 4, and 6. Connectors designated "CN" are listed at the end of the P/J connectors.

harness connections appear in sections System Wiring Diagrams and Table 1.

How to find a P/J location:

1. Locate the P/J connector designator in the first column of Table 1.
2. With this information, refer to the Map column for the figure number.
3. Use the coordinates to find the P/J connector designator's location on the map.

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Wiring Data
Finisher Plug / Jack Connectors, HCF Plug Jack

HCF list of the P/J Connectors

Table 1 Connectors

P/J	Coordinates	Description
P/J802	Figure 1, J-113	Connects PWBA OPF and harness assembly OPF 2C
P/J803	Figure 1, G-113	Connects PWBA OPF and harness assembly FDR motor
P/J804	Figure 1, E-107	Connects Main Motor assembly and harness assembly FDR motor
P/J805	Figure 1, G-112	Connects PWBA OPF and harness assembly feed
P/J806	Figure 1, E-108	Connects OPT Feed Clutch and harness assembly feed
P/J807	Figure 1, E-107	Connects OPT Feeder No Paper Sensor and harness assembly Feed
P/J808	Figure 1, G-113	Connects PWBA OPF and harness assembly turn
P/J809	Figure 1, E-108	Connects OPT Takeaway Clutch and harness assembly Turn
P/J810	Figure 1, D-106	Connects OPT Paper Path Sensor and harness assembly Turn
P/J811	Figure 1, I-113	Connects PWBA OPF and harness assembly T-Open/Lift Motor
P/J812	Figure 1, C-109	Connects Tray Open Sensor and harness assembly T-Open/Lift Motor
P/J813	Figure 1, J-112	Connects PWBA OPF and harness assembly OPF LED
P/J814	Figure 1, I-107	Connects Tray LED assembly and harness assembly OPF LED
P/J815	Figure 1, G-106	Connects PWBA assembly OPF 550 and harness assembly FDR Drawer 2
P/J818	Figure 1, H-112	Connects harness assembly OPF2-C and harness assembly FDR Drawer 2
P/J820	Figure 1, H-114	Connects PWBA OPF and harness assembly lift motor I/L
P/J821	Figure 1, C-108	Connects harness assembly T-Open/Lift motor and main motor assembly P1
P/J822	Figure 1, H-113	Connects PWBA OPF and harness assembly lift up sensor
P/J823	Figure 1, F-107	Connects harness assembly lift up sensor and lift up sensor
P/J824	Figure 1, J-113	Connects PWBA OPF and rear cover interlock switch

HCF Connector locations

Wiring Data
HCF Plug Jack Connectors

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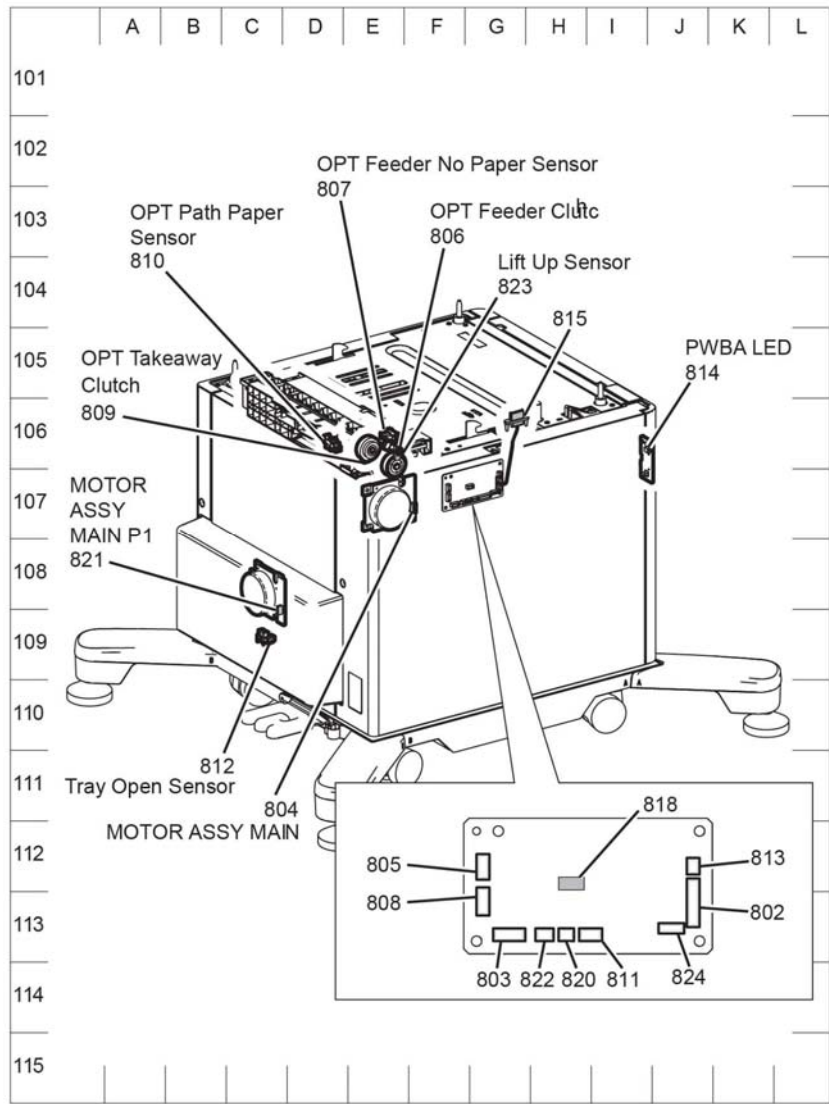
Figure 1 HCF P/J locations

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Wiring Data
HCF Plug Jack Connectors

Mailbox Plug Jack Connectors

The P/J Locator diagrams show the location of primary connections within the C500/C600. Use these illustrations to locate connections called out in the procedures presented in Sections 2, 4, and 6. Connectors designated "CN" are listed at the end of the P/J connectors.

harness connections appear in sections System Wiring Diagrams and Table 1.

How to find a P/J location:

1. Locate the P/J connector designator in the first column of Table 1.
2. With this information, refer to the Map column for the figure number.
3. Use the coordinates to find the P/J connector designator's location on the map.

Wiring Data
Mailbox Plug Jack Connectors

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Mailbox list of the P/J Connectors

Table 1 Connectors

P/J	Coordinates	Description
P/J590	Figure 1 z, I-147	Connects harness assembly MBX AC and LVPS
P/J591	Figure 1, I-153	Connects harness assembly MBX DC and LVPS
P/J621	Figure 2, A-156	Connects harness ass MBX IF and harness assembly finisher-CF
P/J8865	Figure 1, E-153	Connects harness assembly MBX sensor and PWB GPF A4MBX
P/J8866	Figure 1, D-150	Connects harness assembly MBX IF and PWB GPF A4MBX
P/J8867	Figure 1, C-150	Connects harness assembly MBX DC and PWB GPF A4MBX
P/J8868	Figure 1, A-151	Connects harness assembly MBX TRANS M and GPF A4MBX
P/J8869	Figure 1, A-151	Connects harness assembly TRANS S and PWB GPF A4MBX
P/J8870	Figure 1, D-153	Connects harness assembly vertical sensor and PWB GPF A4MBX
P/J8871	Figure 1, F-153	Connects harness assembly TRANS S and PWB GPF A4MBX
P/J8872	Figure 1, G-151	No connections
P/J8873	Figure 1, E-151	No connections
P/J8931	Figure 2, A-152 Figure 2, C-156	Connects harness assembly MBX sensor and bin-1 full paper sensor
P/J8932	Figure 2, F-152	Connects harness assembly MBX sensor and bin-2 full paper sensor
P/J8933	Figure 2, E-152	Connects harness assembly MBX sensor and bin-3 full paper sensor
P/J8934	Figure 2, D-152	Connects harness assembly MBX sensor and bin-4 full paper sensor
P/J8935	Figure 3, B-153	Connects harness assembly MBX sensor and rear cover interlock sensor
P/J8936	Figure 3, C-153	Connects harness assembly vertical sensor and PWB vertical sensor rev
P/J8937	Figure 3, F-153	Connects harness assembly vertical LED and PWB vertical sensor LED
P/J8938	Figure 3, B-150	Connects harness assembly MBX TRANS M and motor assembly
P/J8939	Figure 3, E-154	Connects harness assembly TRANS S and solenoid assembly gate
P/J8940	Figure 2, C-153	Connects harness assembly TRANS S and bin-2 gate solenoid
P/J8941	Figure 2, C-153	Connects harness assembly TRANS S and bin-3 gate solenoid

Table 1 Connectors

P/J	Coordinates	Description
P/J8942	Figure 2, C-154	Connects harness assembly TRANS S and bin-4 gate solenoid
P/J8943	Figure 3, J-155	Connects harness assembly vertical LED and harness assembly vertical sensor

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Wiring Data
Mailbox Plug Jack Connectors

Mailbox locations
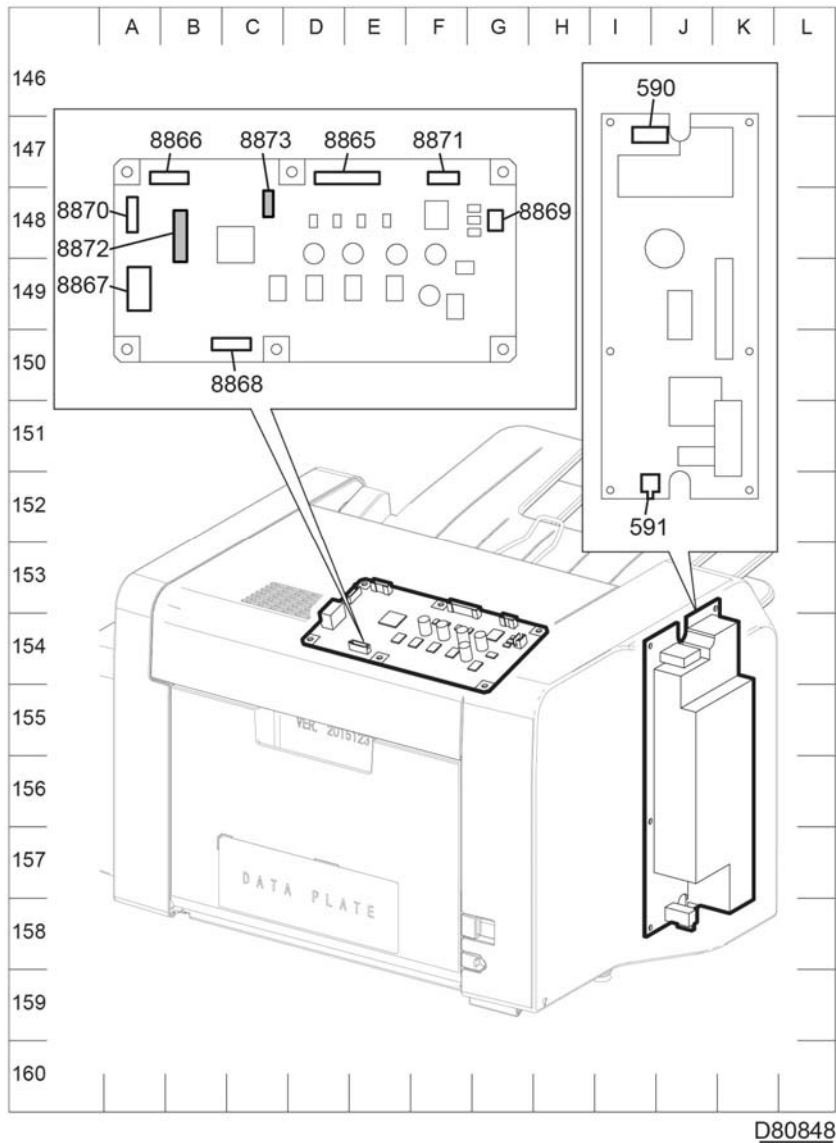
Figure 1 IOT P/J layout diagram

Figure 2 Connector locations (1/2)
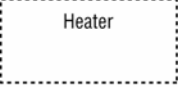
Wiring Data
Mailbox Plug Jack Connectors

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Figure 3 Connector locations (2/2)

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Wiring Data
Mailbox Plug Jack Connectors

Wiring Data

Mailbox Plug Jack Connectors

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System Wiring Diagram Symbols

Table 1 shows the symbols used in the system wiring diagrams.

Table 1 Wiring Diagram Symbols

Fuser PL X.Y.Z Subassembly 1	Represents the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.
Heater Subassembly 2	Represents functional parts attached with functional parts name.
Control Subassembly 3	Represents the control and its outline in the PWB.
Safety Interlock Switch	Indicates a Safety Interlock Switch.
	Indicates a frame ground.

IOT System Wiring Diagrams

Refer to Table 1 for a list of the diagrams for the major printer systems and the connection details shown in each diagram.

Table 1 System wiring diagrams

Figure	System and Connections
Figure 1	Main power
Figure 2	Main drive and sensor control for high and C500/C600s
Figure 3	Xerographics and paper path
Figure 4	MCU PWB high and C500/C600s
Figure 5	Optional 550 feeder
Figure 6	LVPS, ESS, C505/C605, EMMC, fax speaker USB
Figure 7	DADF, finisher and mailbox
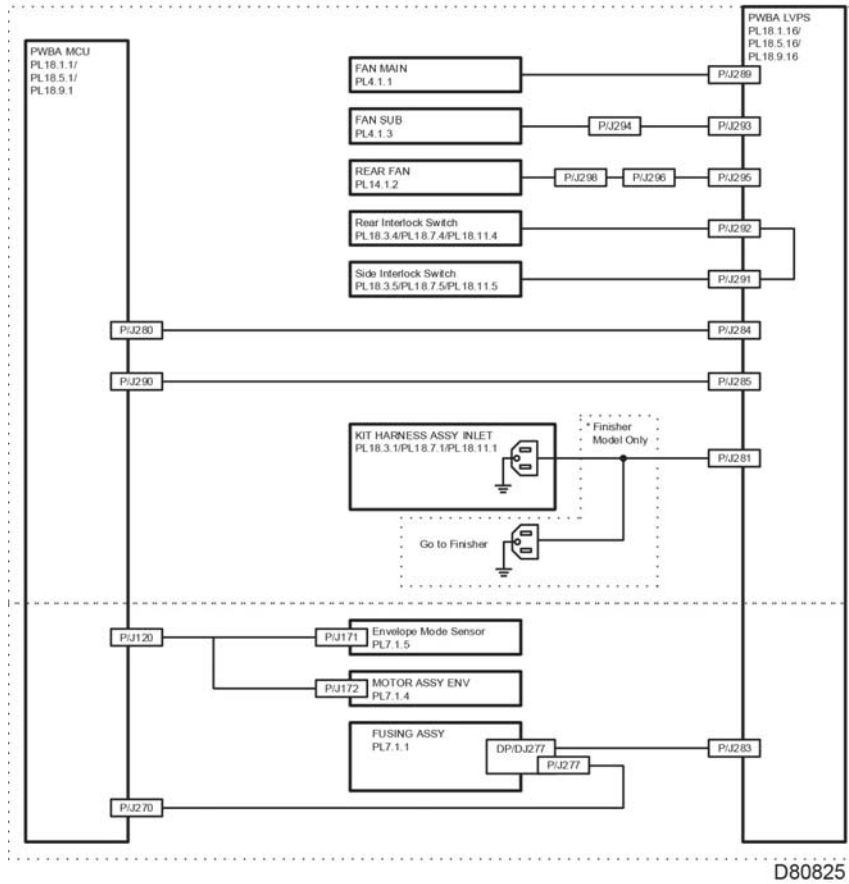
Figure 1 Main power system wiring diagram
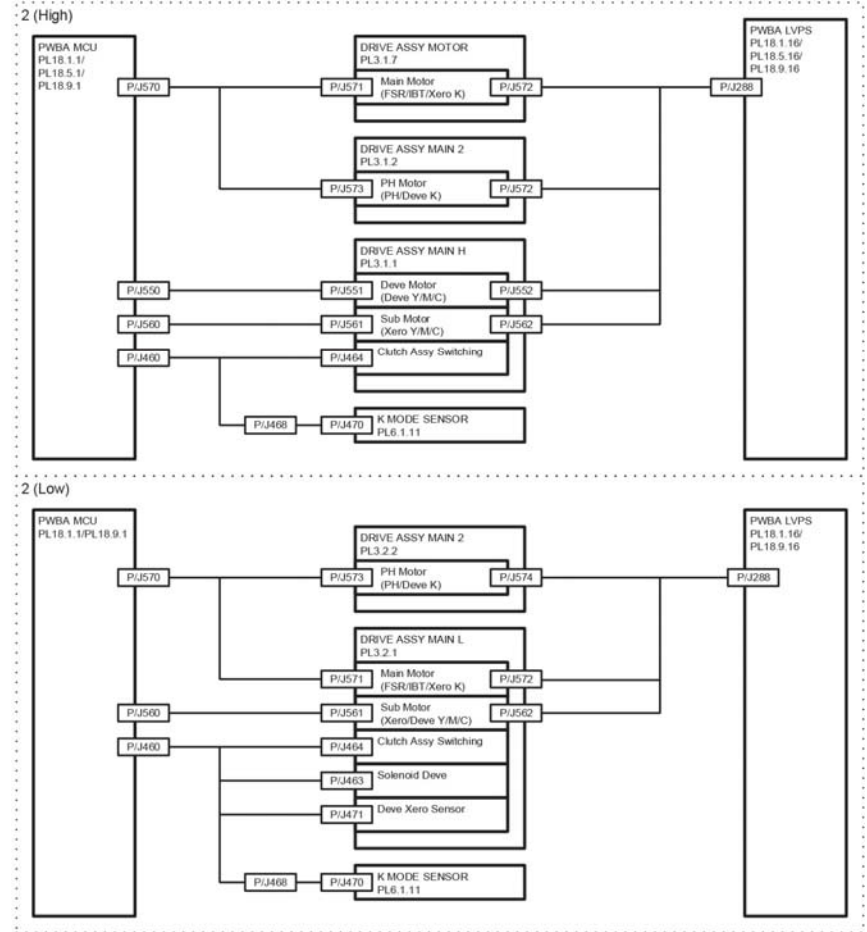
Figure 2 Drive control wiring diagram 2
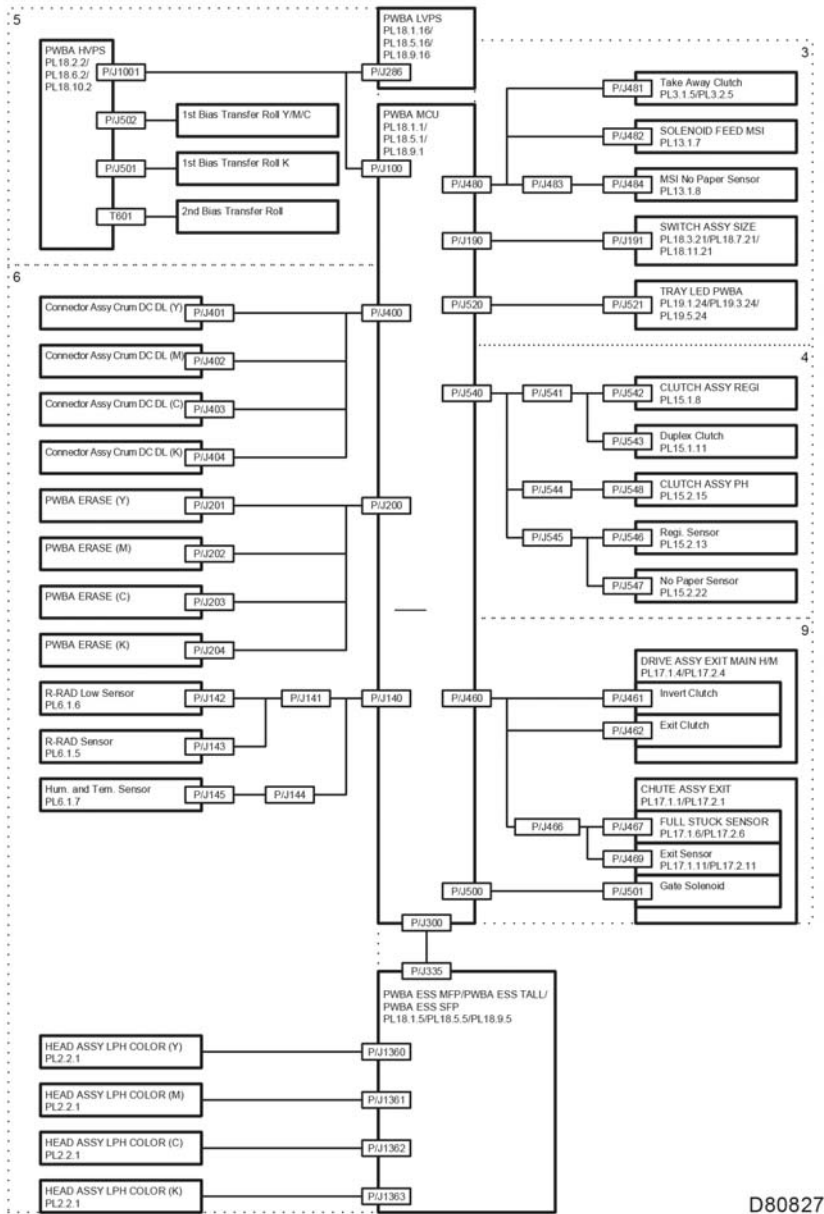
Figure 3 MCU high and C500/C600s diagram 3
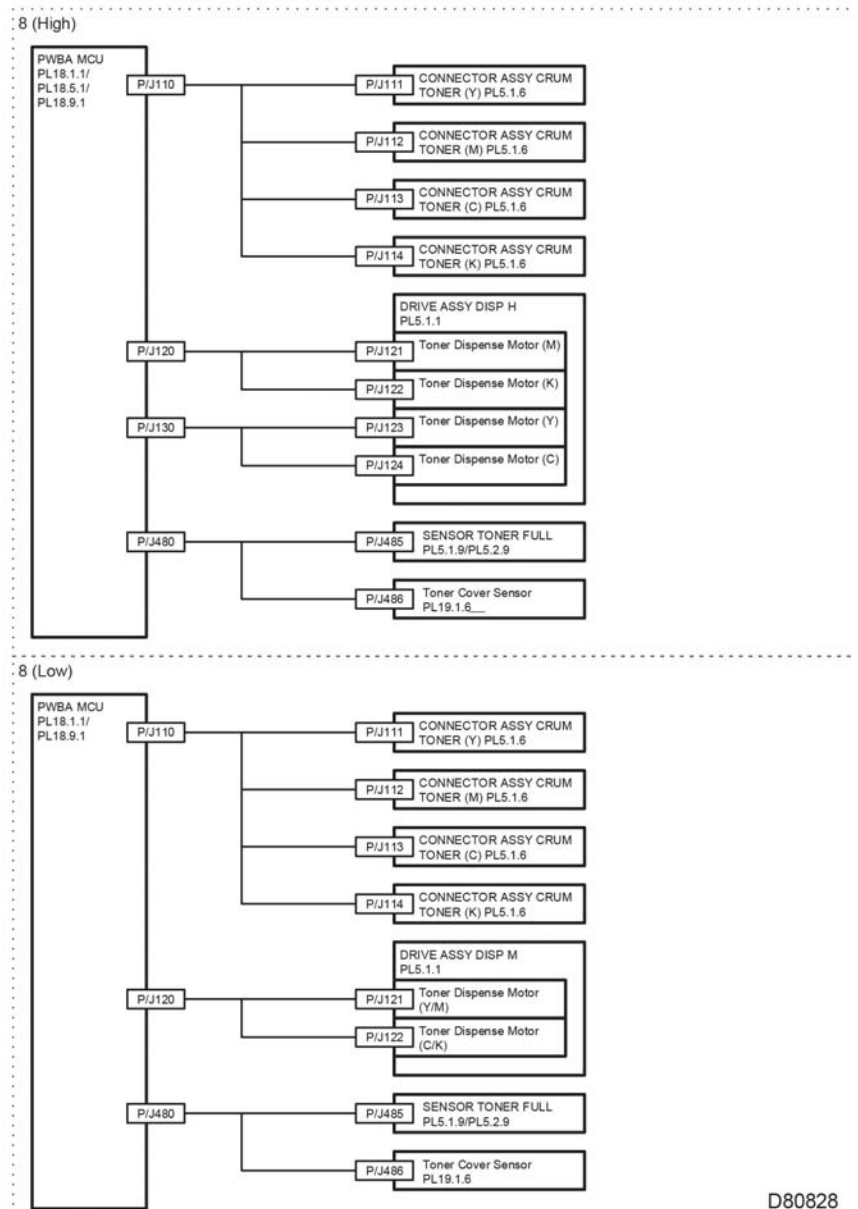
Figure 4 MCU PWB high and C500/C600s wiring diagram 4
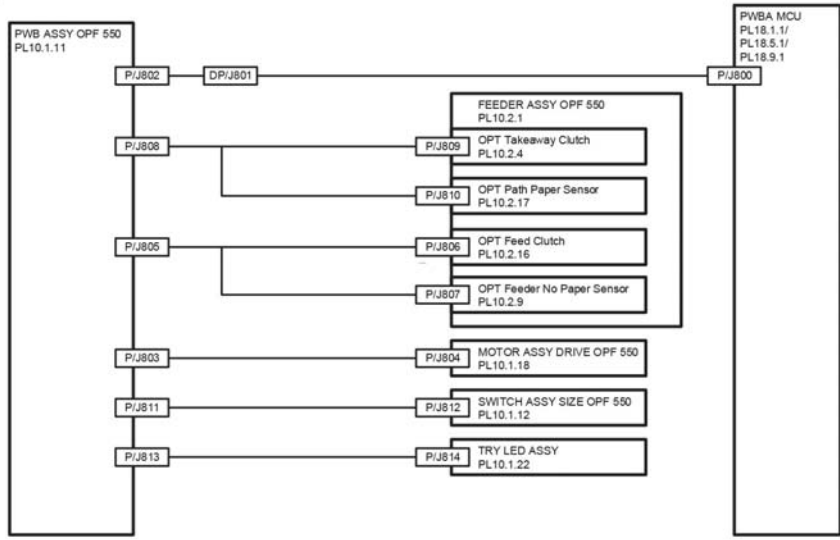
Figure 5 Optional 550 feeder wiring diagram 5
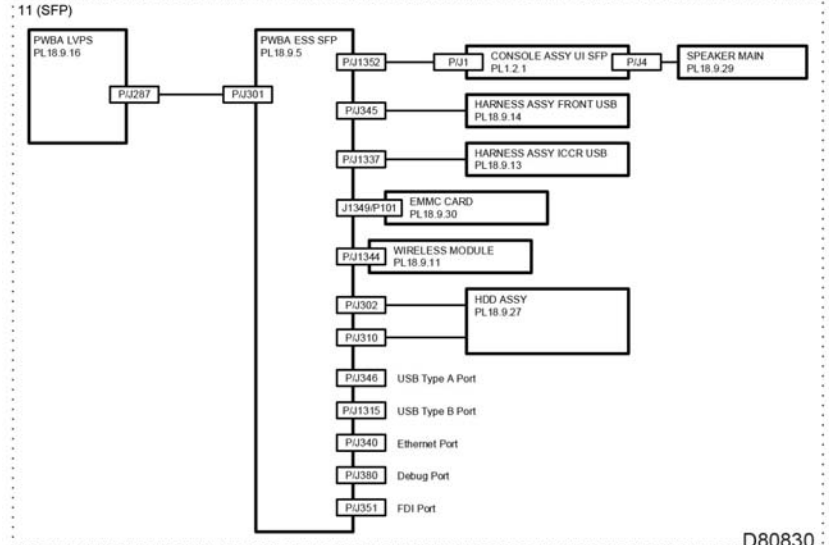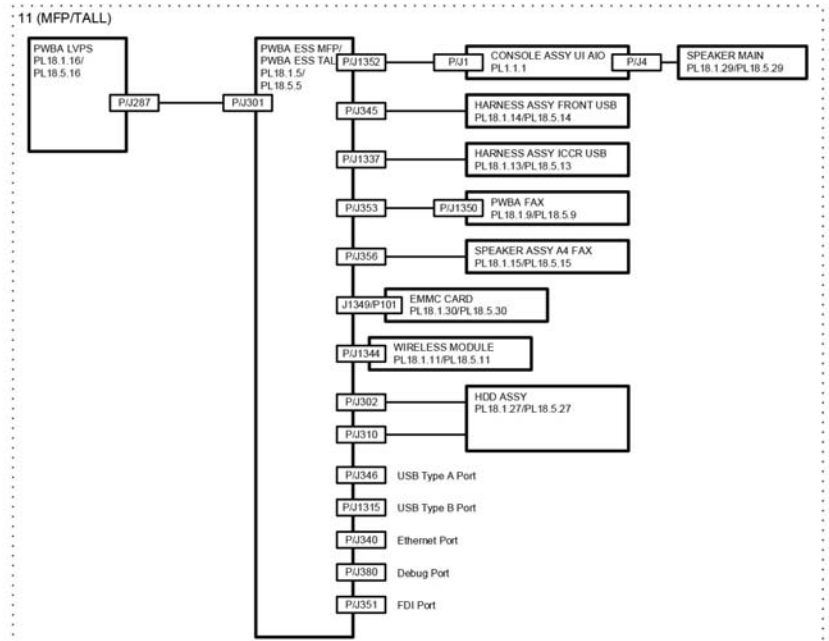
Figure 6 LVPS system diagram

Figure 7 DADF and finisher diagram 7

Finisher System Wiring Diagram

Finisher System Symbols

Table 1 shows the symbols used in the system wiring diagrams.

Table 1 Wiring Diagram Symbols

Fuser PL X.Y.Z Subassembly 1	Represents the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.
Heater Subassembly 2	Represents functional parts attached with functional parts name.
Control Subassembly 3	Represents the control and its outline in the PWB.
Safety Interlock Switch	Indicates a Safety Interlock Switch.
	Indicates a frame ground.

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Wiring Data
Finisher System Wiring Diagram

Finisher Wiring

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Figure 1 System diagram

Wiring Data
Finisher System Wiring Diagram
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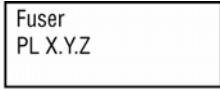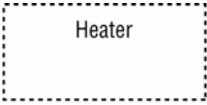
HCF System Wiring Diagram

HCF System Symbols

Table 1 shows the symbols used in the system wiring diagrams.

Table 1 Wiring Diagram Symbols

Fuser PL X.Y.Z *Subassembly 1*	Represents the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.
Heater *Subassembly 2*	Represents functional parts attached with functional parts name.
Control *Subassembly 3*	Represents the control and its outline in the PWB.
Safety Interlock Switch	Indicates a Safety Interlock Switch.
	Indicates a frame ground.

HCF Wiring Diagram
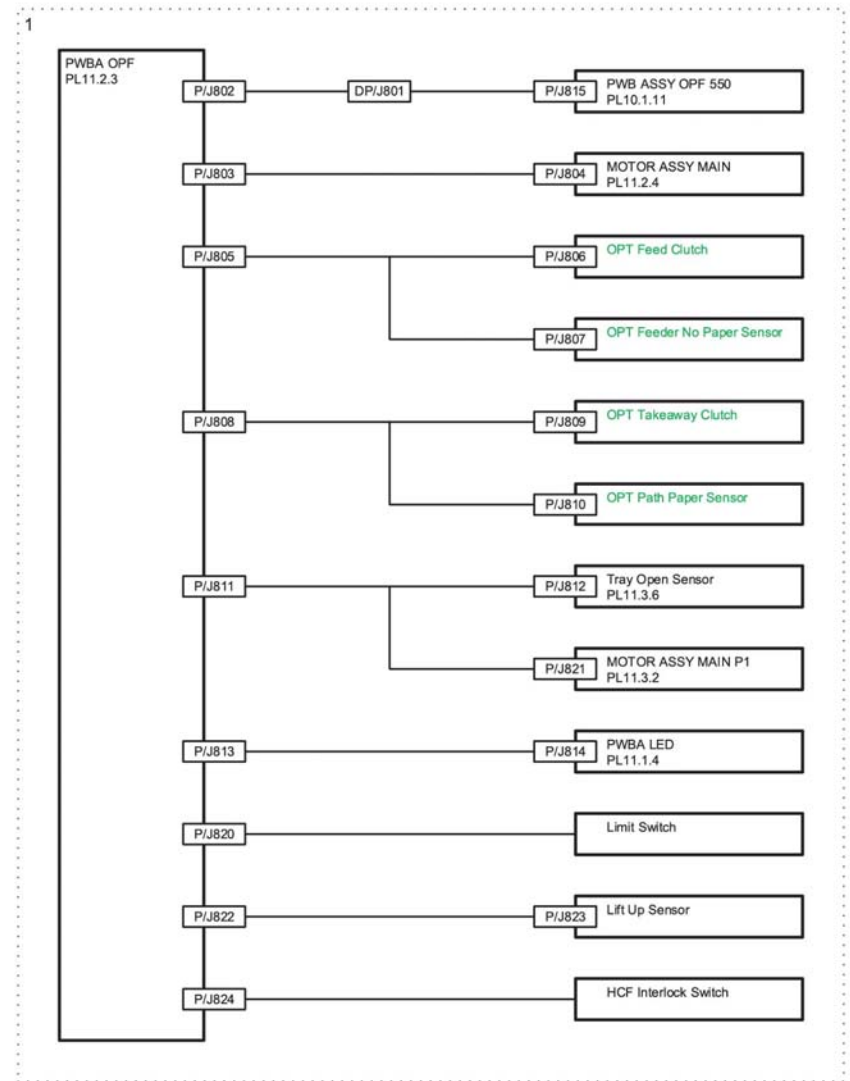
D80866
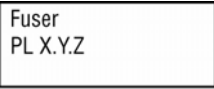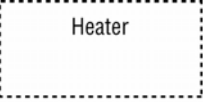
Figure 1 HCF system diagram

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Wiring Data
HCF System Wiring Diagram

Mailbox System Wiring Diagram

Mailbox System Symbols

Table 1 shows the symbols used in the system wiring diagrams.

Table 1 Wiring Diagram Symbols

Fuser PL X.Y.Z — Subassembly 1	Represents the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.
Heater — Subassembly 2	Represents functional parts attached with functional parts name.
Control — Subassembly 3	Represents the control and its outline in the PWB.
Safety Interlock Switch	Indicates a Safety Interlock Switch.
(frame ground symbol)	Indicates a frame ground.

Wiring Data
Mailbox System Wiring Diagram

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Mailbox Wiring Diagram

Figure 1 System diagram

Interconnection Wiring Diagram Symbols

Table 1 shows the symbols used in the wiring diagrams for the printer subsystems.

Table 1 Subsystem Wiring Diagram Symbols

Symbol	Component/Function
	Denotes a Plug.
	Denotes a Jack.

Table 1 Subsystem Wiring Diagram Symbols

Symbol	Component/Function
P/Jxx YY	Denotes Pin yy and Jack yy of the connector Pxx and Jxx.
JPxxx	Denotes a Jumper Point (JPxxx/xxx). Each end of the Jumper connection has a numeric designation.
Fuser PL X.Y.Z	Denotes the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.

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Wiring Data
Mailbox System Wiring Diagram,

Table 1 Subsystem Wiring Diagram Symbols
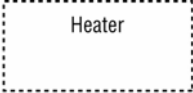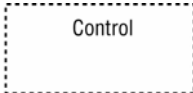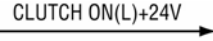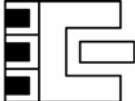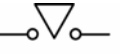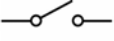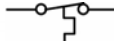
Symbol	Component/Function
Heater	Denotes functional parts attached with functional parts name.
Control	Denotes the control and its outline in the PWB.
DEVE_A	Denotes a connection between parts with harness or wired, attached with signal name/contents.
CLUTCH ON(L)+24V	Denotes function, and logic value of the signal to operate the function (Low: L, High: H). The given voltage is for signal in high status. The arrow indicates the direction of signal.
EXIT SENSED(L)+3.3VDC	Denotes function, and logic value of the signal when the function operated (Low: L, High: H). The given voltage is for signal in high status. The arrow indicates direction of signal.
	Denotes a connection between wires.
	Denotes a Clutch or Solenoid.
M	Denotes a Motor.
	Denotes a Photo Sensor.
	Denotes an LED.
	Denotes a Safety Interlock Switch.

Symbol	Component/Function
	Denotes an On-Off Switch (single-pole, single-throw switch).
	Denotes an On-Off Switch (Temperature - normally closed).
	Denotes an NPN Photo-transistor.
I/L +24VDC	Denotes DC voltage when the Interlock Switch in MCU PWB turns On.
+5VDC +3.3 VDC	Denotes DC voltage.
SG	Denotes signal ground.
AG	Denotes analog ground.
RTN	Denotes return.

IOT Interconnections Diagrams

This section shows the connection diagrams for the printer subsystems including the 550 option feeder tray.

Refer to Table 1 for a list of the connection diagrams for the printer subsystems and the connection details shown in each diagram.

Table 1 Subsystem connection Diagrams and Connection Details

Printer Subsystem	Diagram
Power connection diagram	Figure 1
Drive connection diagram	Figure 2
Drive low module	Figure 3
Bypass tray (MSI) connection diagram	Figure 4
Paper transfer connection diagram	Figure 5
HVPS connection diagram	Figure 6
Xerographic connection diagram	Figure 7
Fuser connection diagram	Figure 8
Developer (high) connection diagram	Figure 9
Developer (low) connection diagram	Figure 10
Exit connection diagram	Figure 11
Optional 550 feeder connection diagram	Figure 12
Controller connection diagram (C505/C605)	Figure 13
Controller connection diagram (C500/C600)	Figure 14
Scanner connection diagram	Figure 15

Power connection diagram
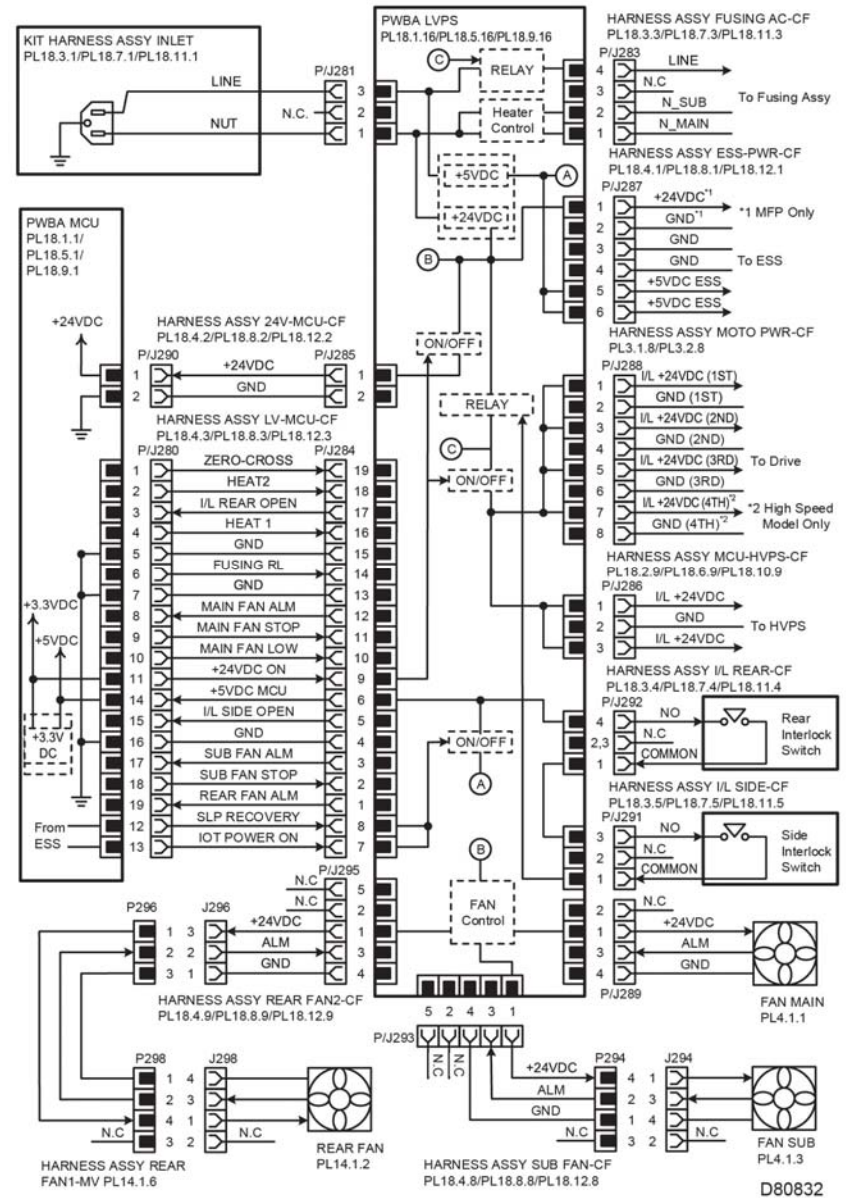
Figure 1 Power connection diagram

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Wiring Data
IOT Interconnections Diagrams

LVPS over current protection circuit

Each output (+24VDC, +5VDC) of LVPS stops all outputs if it is shorted to ground or between ground.

LVPS overvoltage protection circuit

- Each output (+24VDC, +5VDC) of LVPS stops all outputs if there is overvoltage.
- The operating voltage of the overvoltage protection of each output is as following:
  - +24VDC: 27 VDC~36 VDC
  - +5VDC: 7 VDC

Drive connection diagram
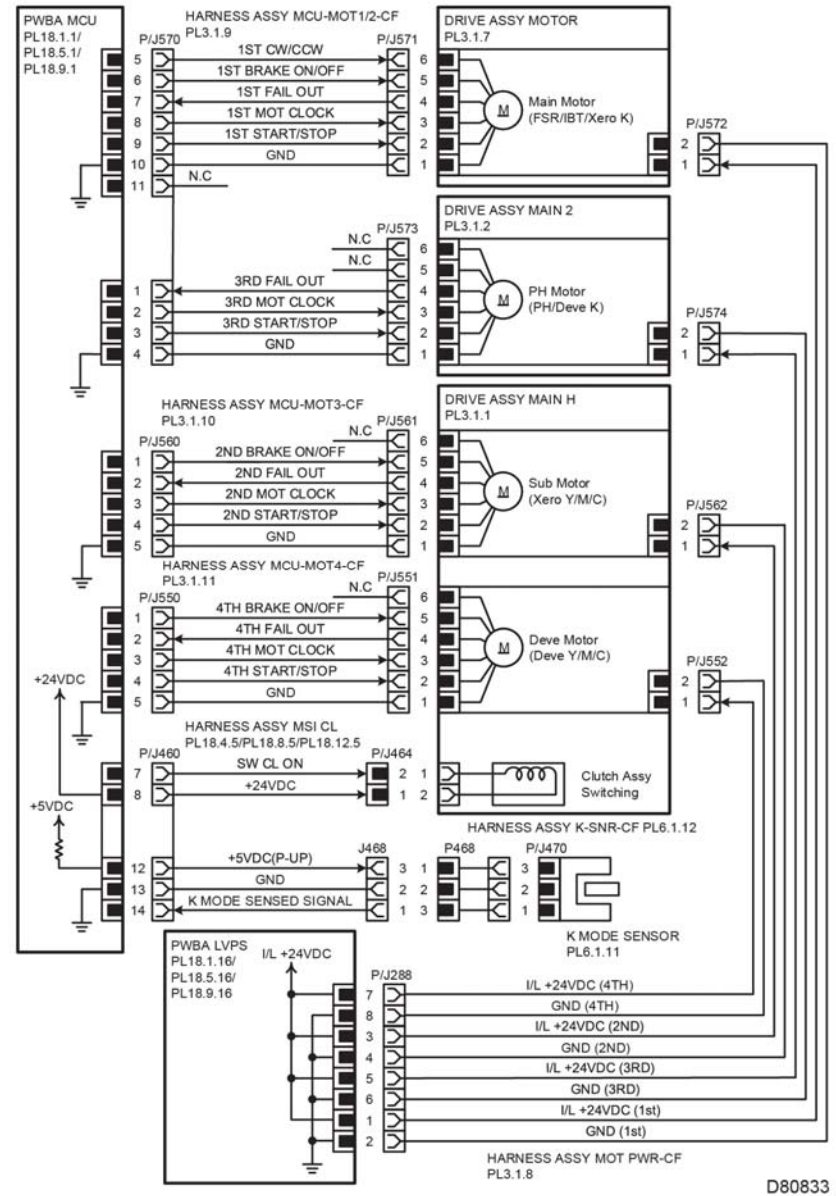
Figure 2 Drive high connection diagram

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IOT Interconnections Diagrams

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Bypass Tray (MSI) connection diagram
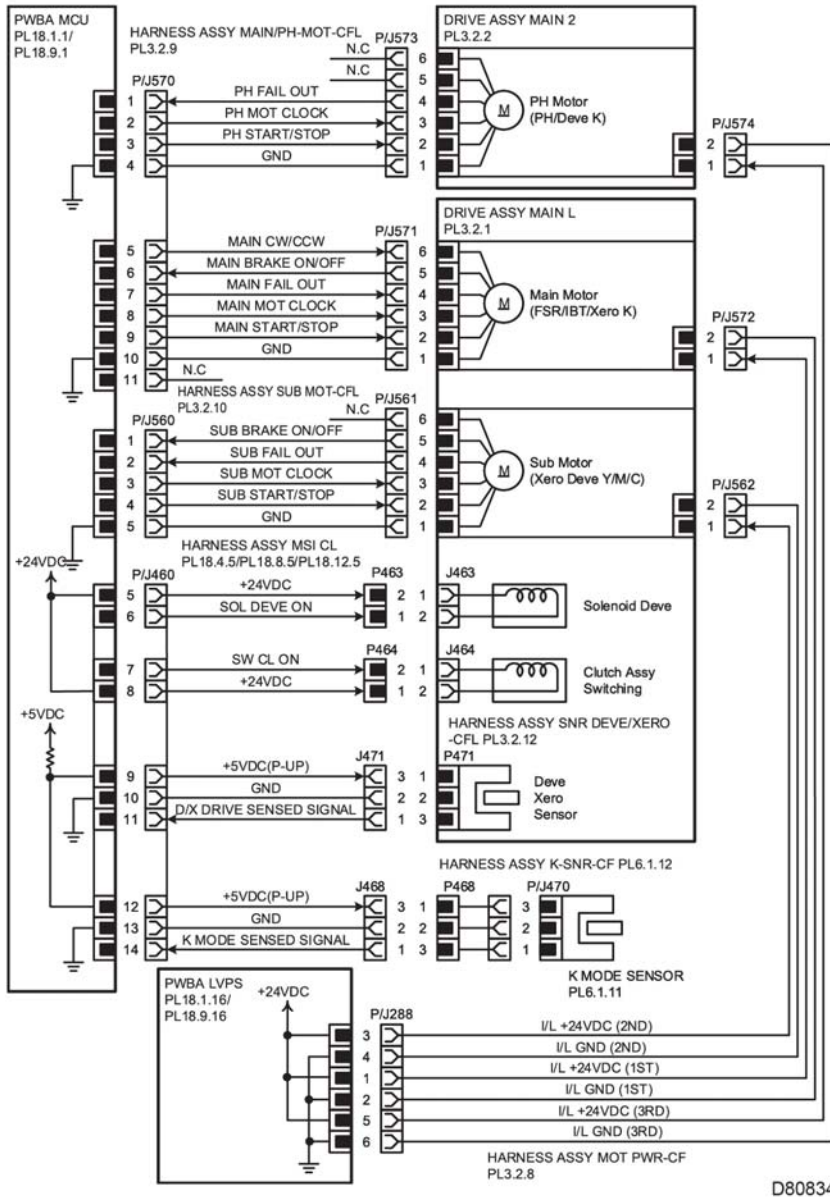
Figure 3 Drive low module
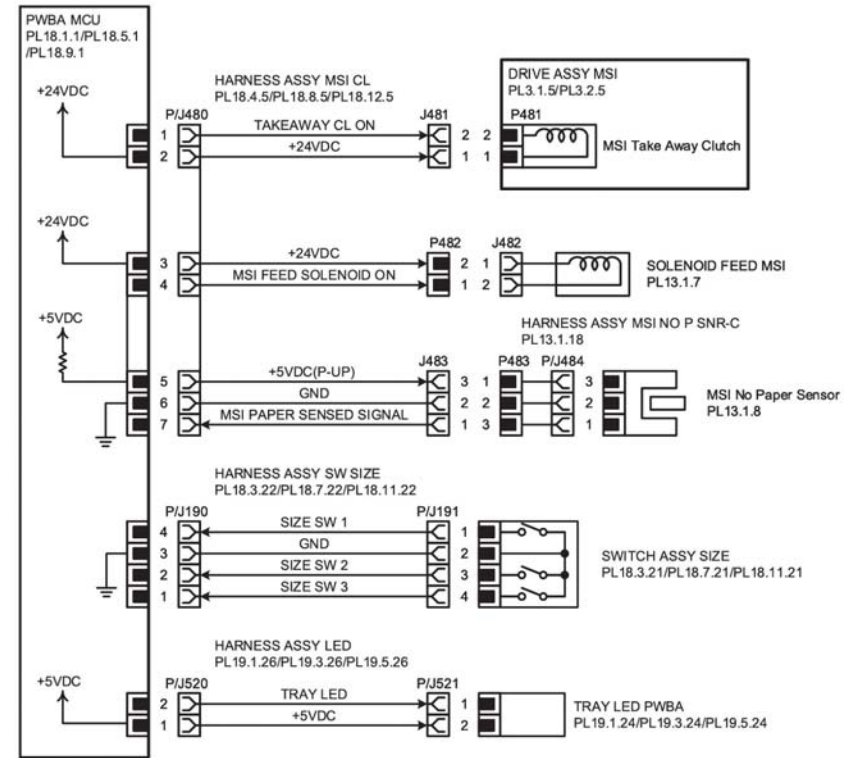
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Figure 4 Bypass Tray (MSI) connection diagram

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Wiring Data
IOT Interconnections Diagrams

Paper Transfer connection diagram

HVPS connection diagram
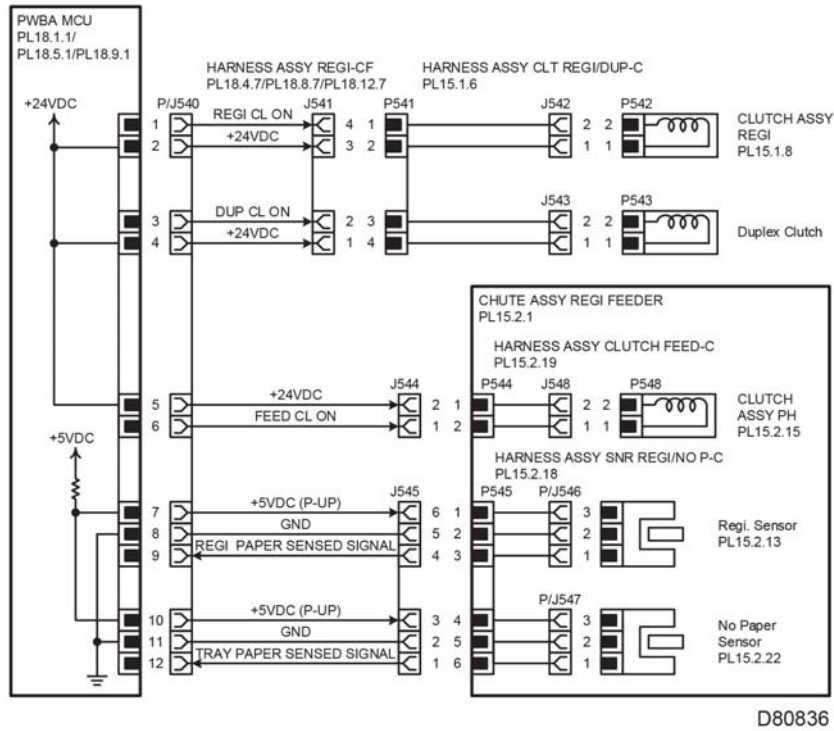
D80836

Figure 5 Paper Transfer connection diagram
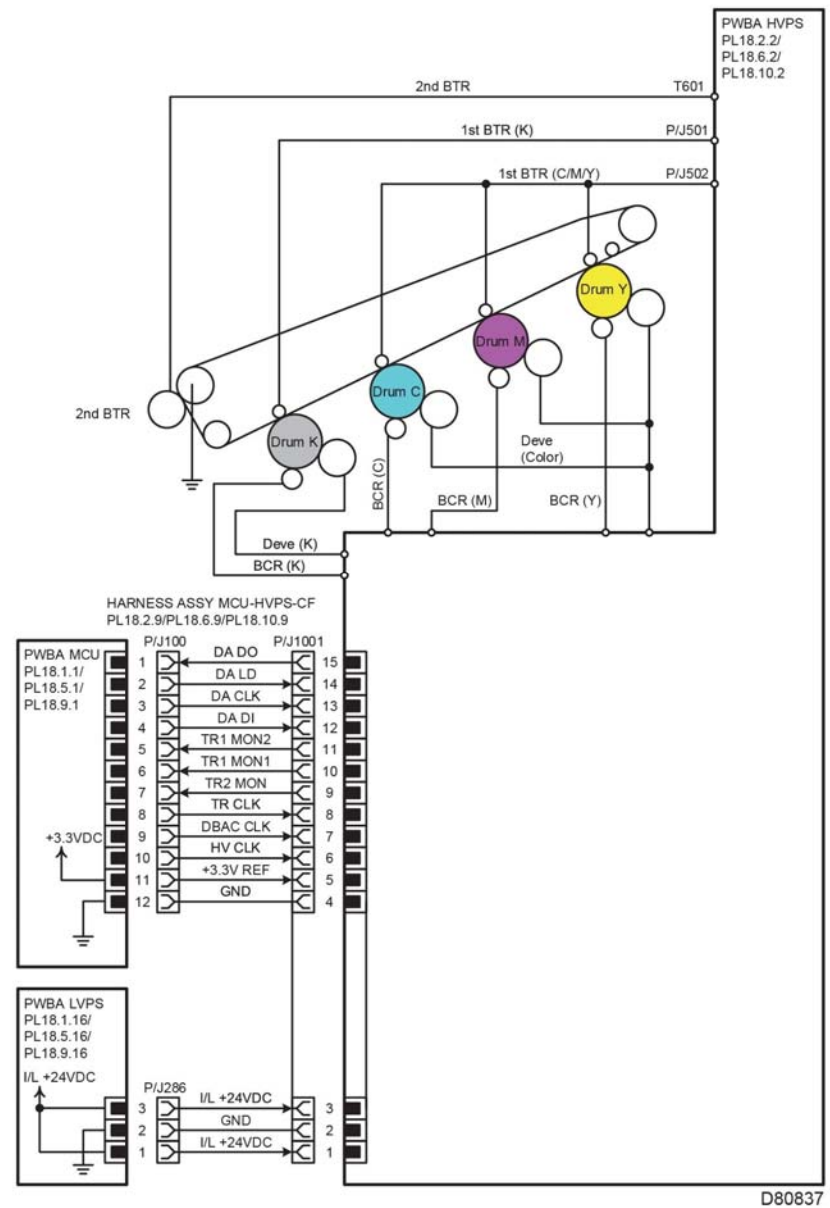
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Figure 6 HVPS connection diagram

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IOT Interconnections Diagrams

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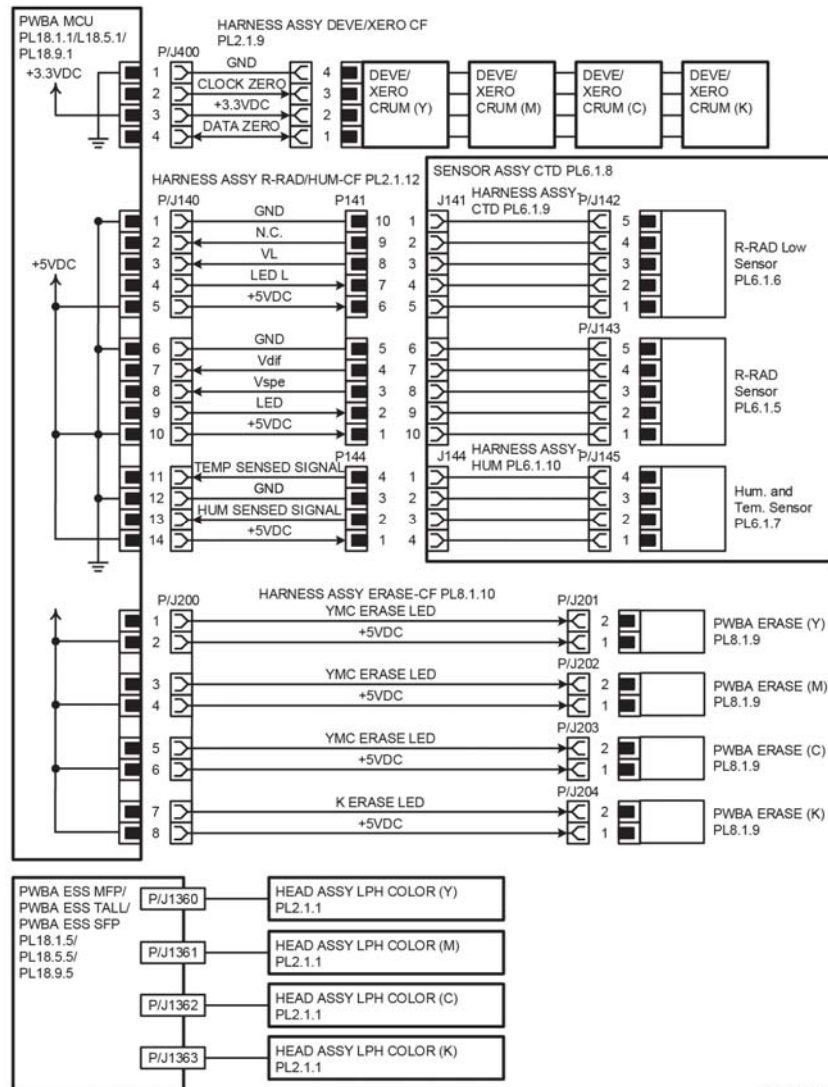
Xerographic connection diagram

Fuser connection diagram

D80838

Figure 7 Xerographic connection diagram
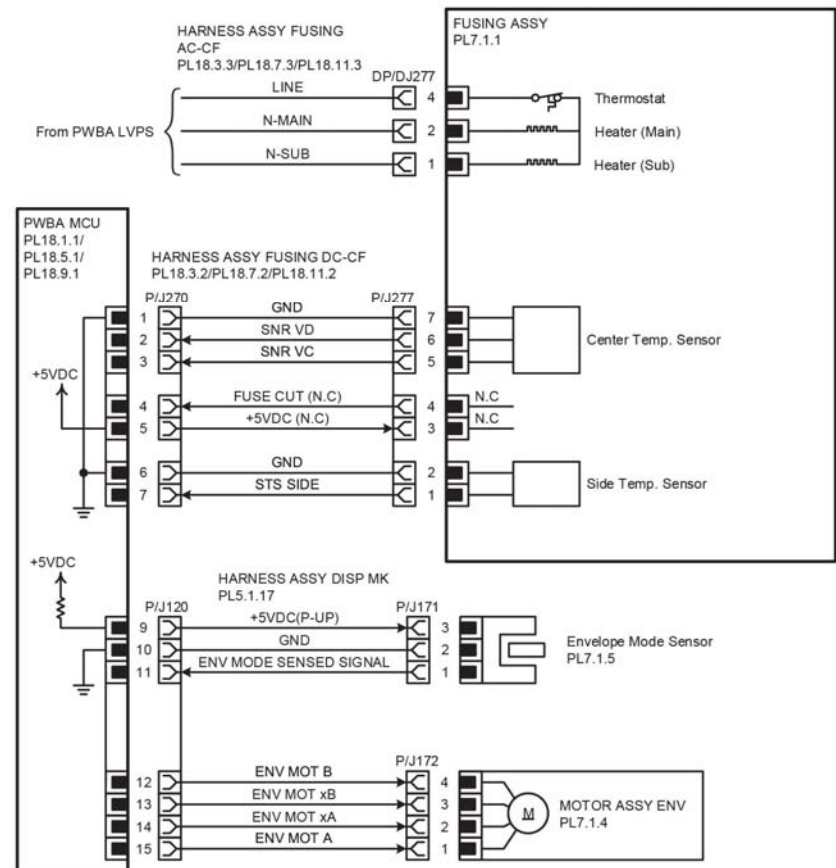
D80839

Figure 8 Fuser connection diagram

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Wiring Data
IOT Interconnections Diagrams

Developer connection diagram (High)
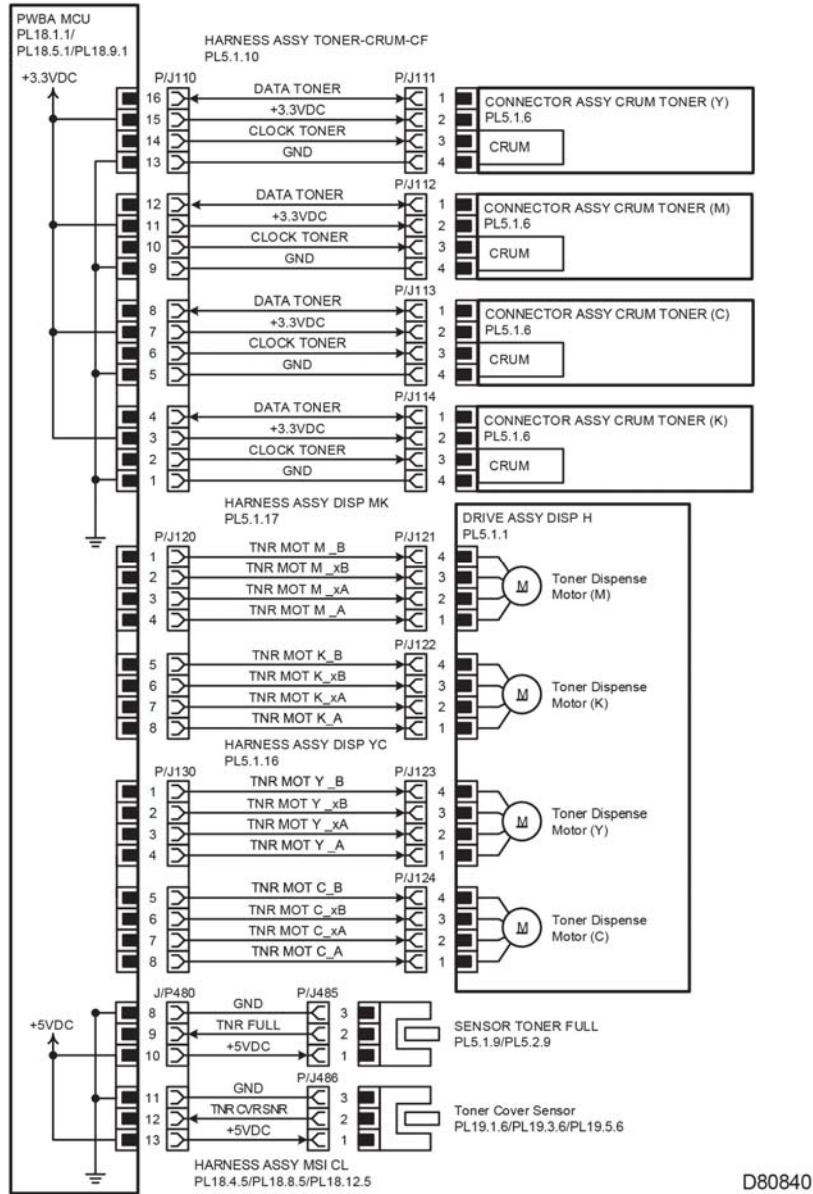
Figure 9 Developer (high) connection diagram

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Developer connection diagram (Low)
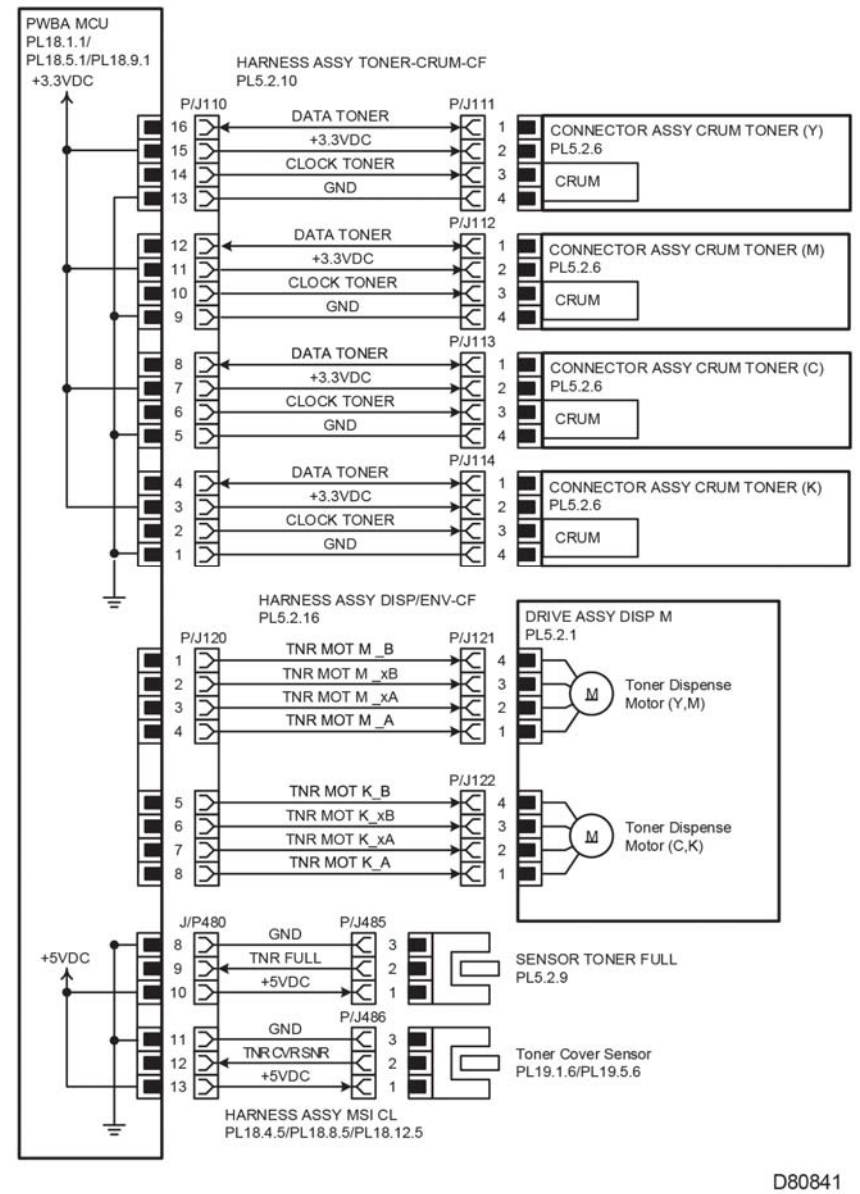
Figure 10 Developer (low) connection diagram

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Wiring Data
IOT Interconnections Diagrams

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Exit connection diagram

PWBA MCU
PL18.1.1/PL18.5.1
/PL18.9.1

+24VDC

HARNESS ASSY DEVE-CF
PL17.1.9

DRIVE ASSY EXIT MAIN H/
DRIVE ASSY EXIT MAIN M
PL17.1.4/PL17.2.4

P/J460 — INV CL ON — J461 — P461
1 | +24VDC | 2 2
2 | | 1 1 — Invert Clutch

+5VDC

EXIT CL ON — J462 — P462
3 | +24VDC | 2 2
4 | | 1 1 — Exit Clutch

CHUTE ASSY EXIT
PL17.1.1/PL17.2.1
HARNESS ASSY FULL STUCK-MV
PL17.1.8/PL17.2.8

P466 — J466 — P/J467
15 | +5VDC (P-UP) | 6 1 | 3
16 | GND | 5 2 | 2
17 | PAPER FULL SENSED SIGNAL | 4 3 | 1 — FULL STUCK SENSOR PL17.1.6/ PL17.2.6

P/J469
18 | +5VDC (P-UP) | 3 4 | 3
19 | GND | 2 5 | 2
20 | EXIT SENSED SIGNAL | 1 6 | 1 — Exit Sensor PL17.1.11/ PL17.2.11

HARNESS ASSY GATE SOL-CF
PL18.4.6/PL18.8.6/PL18.12.6

P/J500 — P501 — J501
1 | +24VDC | 2 1
2 | GATE SOLENOID ON | 1 2 — Gate Solenoid

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Figure 11 Exit connection diagram

550 Option Feeder connection diagram

PWBA MCU
PL18.1.1/
PL18.5.1/PL18.9.1
+24VDC

HARNESS ASSY OPF-CF
PL18.3.6/PL18.7.6/PL18.11.6

HARNESS ASSY OPF2-C
PL10.1.17

PWB ASSY OPF
550
PL10.1.11

P/J800 — DP801 — DJ801 — P/J802
10 | GND | 1 10 | 1
9 | GND | 2 9 | 2
8 | +24VDC | 3 8 | 3
7 | +24VDC | 4 7 | 4
6 | +24VDC | 5 6 | 5
5 | FDR SNS | 6 5 | 6
4 | FDR RXC | 7 4 | 7
3 | FDR TXC | 8 3 | 8
2 | +5VDC | 9 2 | 9
1 | GND | 10 1 | 10

+5VDC

PWB ASSY OPF
550
PL10.1.11
+24VDC

FEEDER ASSY OPF 550
PL10.2.1

HARNESS ASSY TURN
P/J808 — TA CLUTCH ON — P/J809
+5VDC
1 | +24VDC | 2
2 | | 1 — OPT Takeaway Clutch

P/J810
3 | +5VDC (P-UP) | 3
4 | GND | 2
5 | PAPER PATH SENSED SIGNAL | 1 — OPT Path Paper Sensor PL10.2.4

+24VDC
HARNESS ASSY FEED
P/J805 — FEED CLUTCH ON — P/J806
+5VDC
1 | +24VDC | 2
2 | | 1 — OPT Feed Clutch

P/J807
3 | +5VDC (P-UP) | 3
4 | GND | 2
5 | NO PAPER SENSED SIGNAL | 1 — OPT Feeder No Paper Sensor PL10.2.9

HARNESS ASSY SIZE
P/J811 — P/J812
4 | SIZE SW 1 | 1
3 | GND | 2
2 | SIZE SW 2 | 3
1 | SIZE SW 3 | 4 — SWITCH ASSY SIZE OPF 550 PL10.1.12

+5VDC

HARNESS ASSY OPF LED
PL10.1.23
P/J813 — P/J814
1 | +5VDC (P-UP) | 2
2 | LED OPF | 1 — TRAY LED ASSY PL10.1.22

+24VDC
HARNESS ASSY FDR MOT
P/J803 — N.C — P/J804

MOTOR ASSY DRIVE
OPF 550
PL10.1.18
6 | N.C |
5 | +24VDC | 1
4 | GND | 2
3 | MOT CLOCK | 3
2 | MOT ALARM | 4 — OPT Feeder Motor
1 | MOT START | 5

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Figure 12 Optional 550 feeder connection diagram

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Wiring Data
IOT Interconnections Diagrams

Controller connection diagram

Figure 13 Controller connection diagram (C505/C605)

Figure 14 Controller connection diagram (C500/C600)

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IOT Interconnections Diagrams
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Scanner connection diagram

Finisher and Mailbox connection diagram

Figure 16 Finisher and mailbox connection diagram

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Figure 15 Scanner connection diagram

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Wiring Data

IOT Interconnections Diagrams

Finisher Interconnection Diagrams

Symbol Legend

Table 1 describes symbols used on the electrical Diagrams.

Table 1 Electrical Symbols

Symbol	Description
	Denotes a Plug
	This is a Jack.
PJxx	Denotes Pin YY and Jack YY of the connector PXX and JXX.
PWBA HNB DRV (PL X.Y.Z)	Denotes the parts PL X.Y.Z indicates the "Z" part of the PL X.Y in Chapter 5 Parts List.
Heater	Denotes a functional part with the functional part name.
Control	Denotes a control in an outline in the PWB.
DEVE_A	Denotes a connection between parts with a harness or wires attached with signal names and contents.
REGI CLUTCH ON(L)+24VDC	Denotes the function, logic value of the signal to operate the function (L: Low, H: High). The given voltage is for the signal in the high status. The arrow indicates the direction of the signal.
EXIT PAPER SENSED(L)+3.3VDC	Denotes the function, logic value of the signal to operate the function (L: Low, H: High). The given voltage is for the signal in the high status. The arrow indicates the direction of the signal.

Table 1 Electrical Symbols

Symbol	Description
	Denotes a connection between wires.
I/L +24VDC	Denotes a DC Voltage when the Interlock Switch in the HNB MCU WITH CPU turns on.
+5VDC +3.3VDC	Denotes DC Voltages
SG	Denotes signal ground
AG	Denotes analog ground
RTN	Denotes the return

Finisher Configuration of the Interconnections Diagrams

Refer to Table 1for a list of the connection diagrams for the finisher subsystems and the connection details shown in each diagram.

Table 2 Subsystem connection Diagrams

Finisher Subsystem	Diagram
Power connection diagram	Figure 1
Stapler connection diagram	Figure 2
Paper Transport connection diagram	Figure 3
Tamper connection diagram	Figure 4
Ejector/stacker connection diagram	Figure 5

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Finisher Interconnection Diagrams

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Finisher Power
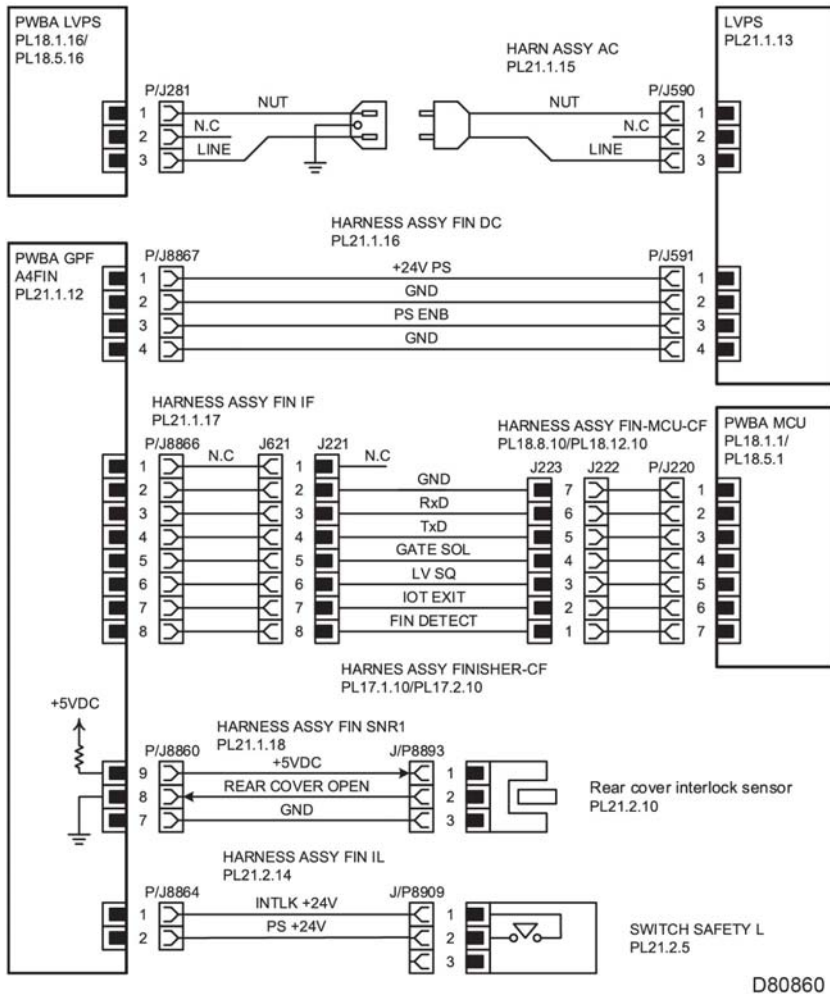
Figure 1 Power connection diagram

LVPS over current protection circuit

Each output (+24VDC, +5VDC) of LVPS stops all outputs if it is shorted to ground or between ground.

LVPS overvoltage protection circuit

Each output (+24VDC, +5VDC) of LVPS stops all outputs if there is an overvoltage.

The operating voltage of the overvoltage protection of each output is as follows:

- 24VDC: 27VDC~36VDC
- 5VDC: 7VDC

Finisher Stapler
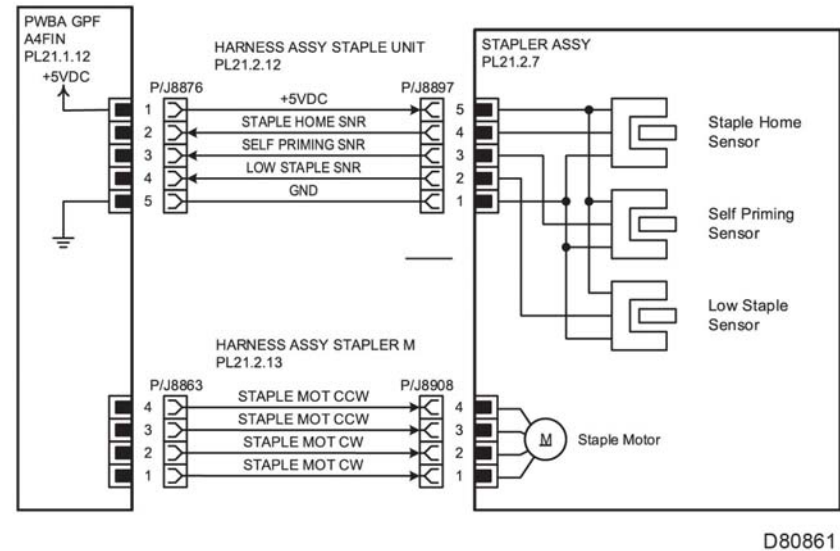
Figure 2 Stapler connection diagram

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Wiring Data
Finisher Interconnection Diagrams

Finisher Paper Transport
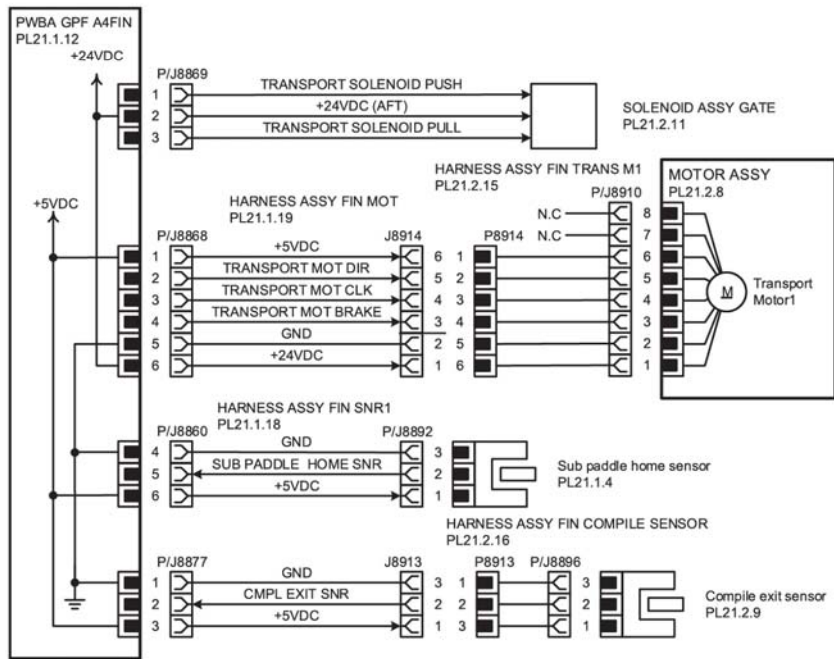
Finisher Tamper

Figure 3 Paper Transport connection diagram
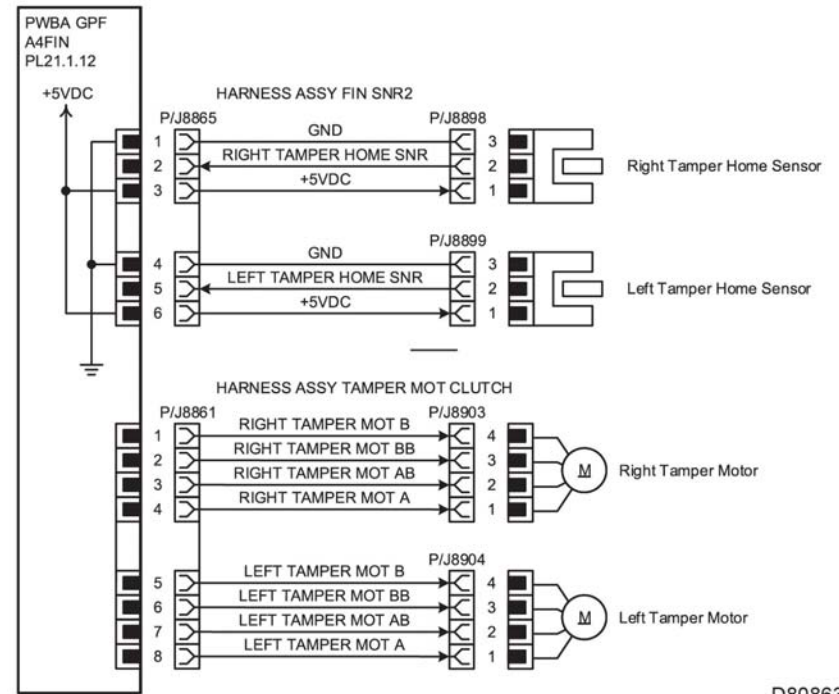
Figure 4 Tamper connection diagram

Wiring Data

Finisher Interconnection Diagrams

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HCF Interconnection Diagrams

Symbol Legend

Table 1 describes symbols used on the diagrams.
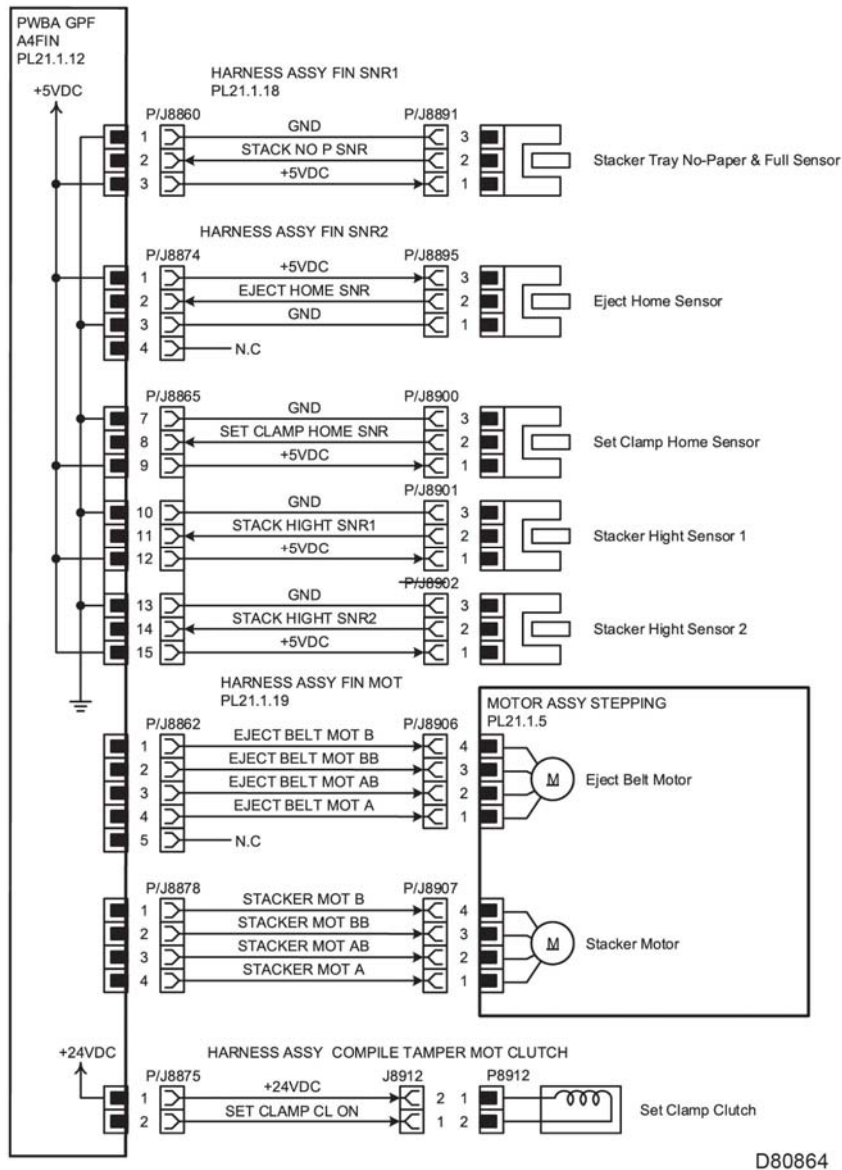
Figure 5 Ejector/stacker connection diagram

Table 1 Electrical Symbols

Symbol	Description
	Denotes a plug
	This is a jack.
P/Jxx ▬ YY	Denotes pin YY and Jack YY of the connector PXX and JXX.
PWBA HNB DRV (PL X.Y.Z)	Denotes the parts PL X.Y.Z indicates the "Z" part of the PL X.Y in Chapter 5 Parts List.
Heater	Denotes a functional part with the functional part name.
Control	Denotes a control in an outline in the PWB.
DEVE_A →	Denotes a connection between parts with a harness or wires attached with signal names and contents.
REGI CLUTCH ON(L)+24VDC	Denotes the function, logic value of the signal to operate the function (L: Low, H: High). The given voltage is for the signal in the high status. The arrow indicates the direction of the signal.
EXIT PAPER SENSED(L)+3.3VDC	Denotes the function, logic value of the signal to operate the function (L: Low, H: High). The given voltage is for the signal in the high status. The arrow indicates the direction of the signal.

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Wiring Data
Finisher Interconnection Diagrams, HCF Intercon-

Table 1 Electrical Symbols

Symbol	Description
	Denotes a connection between wires.
I/L +24VDC	Denotes a DC Voltage when the Interlock Switch in the HNB MCU WITH CPU turns on.
+5VDC +3.3VDC	Denotes DC Voltages
SG	Denotes signal ground
AG	Denotes analog ground
RTN	Denotes the return

HCF Interconnection Diagrams Sections

Refer to Table 1 for a list of the connection diagrams for the HCF subsystems and the connection details shown in each diagram.

Table 2 Subsystem connection Diagrams

HCF Subsystem	Diagram
Paper transport connection diagram	Figure 1
Signal and switches connection diagram	Figure 2

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Figure 1 Paper transport connection diagram

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HCF Interconnection Diagrams

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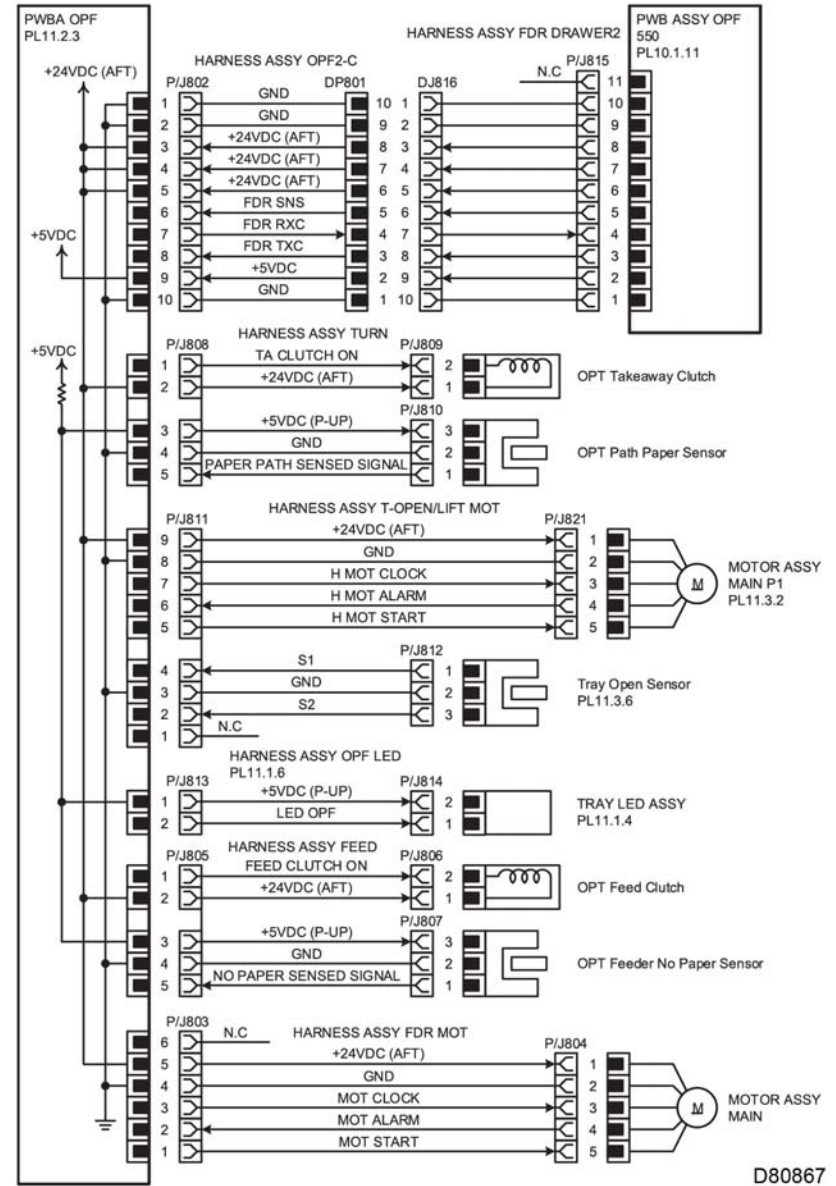
Figure 2 Signal and switches connection diagram

Mailbox Interconnection Diagrams

Symbol Legend

The following describes symbols used on the electrical Diagrams.

Table 1 Electrical Symbols

Symbol	Description
	Denotes a plug
	This is a jack.
P/Jxx	Denotes pin YY and Jack YY of the connector PXX and JXX.
PWBA HNB DRV (PL X.Y.Z)	Denotes the parts PL X.Y.Z indicates the "Z" part of the PL X.Y in Chapter 5 Parts List.
Heater	Denotes a functional part with the functional part name.
Control	Denotes a control in an outline in the PWB.
DEVE_A	Denotes a connection between parts with a harness or wires attached with signal names and contents.
REGI CLUTCH ON(L)+24VDC	Denotes the function, logic value of the signal to operate the function (L: Low, H: High). The given voltage is for the signal in the high status. The arrow indicates the direction of the signal.
EXIT PAPER SENSED(L)+3.3VDC	Denotes the function, logic value of the signal to operate the function (L: Low, H: High). The given voltage is for the signal in the high status. The arrow indicates the direction of the signal.

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Wiring Data
HCF Interconnection Diagrams, Mailbox Intercon-

Table 1 Electrical Symbols

Symbol	Description
	Denotes a connection between wires.
I/L +24VDC	Denotes a DC Voltage when the interlock switch in the HNB MCU WITH CPU turns on.
+5VDC +3.3VDC	Denotes DC Voltages
SG	Denotes signal ground
AG	Denotes analog ground
RTN	Denotes the return

Mailbox Configuration of the Interconnections Wiring Diagrams

Refer to Table 1 for a list of the connection diagrams for the mailbox subsystems and the connection details shown in each diagram.

Table 2 Subsystem connection Diagrams

Mailbox Subsystem	Diagram
Power connection diagram	Figure 1
Paper transport connection diagram	Figure 2
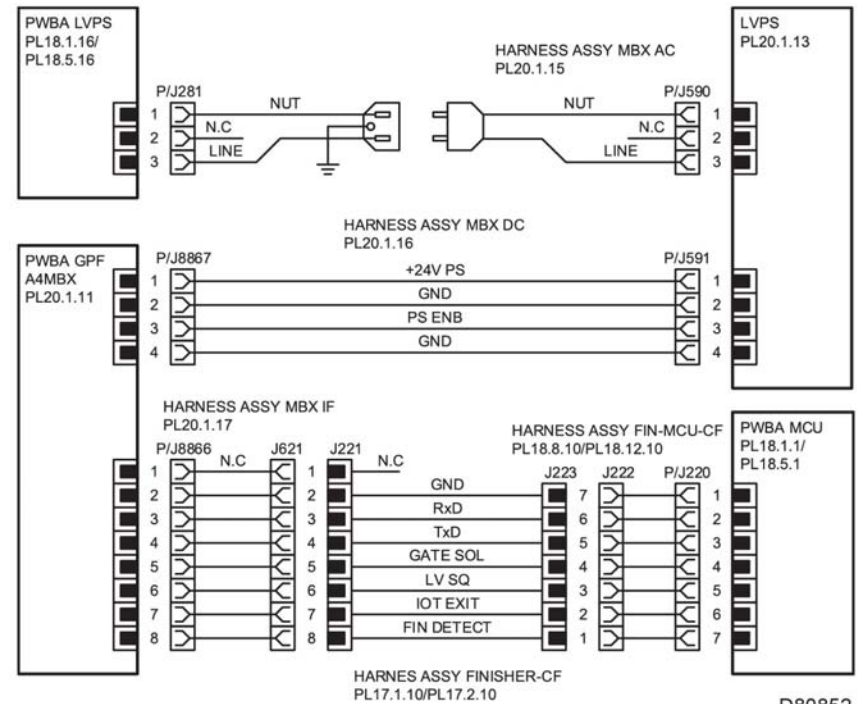
Figure 1 Power connection diagram

Wiring Data

Mailbox Interconnection Diagrams

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Figure 2 Paper transport connection diagram

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Wiring Data
Mailbox Interconnection Diagrams

Wiring Data

Mailbox Interconnection Diagrams

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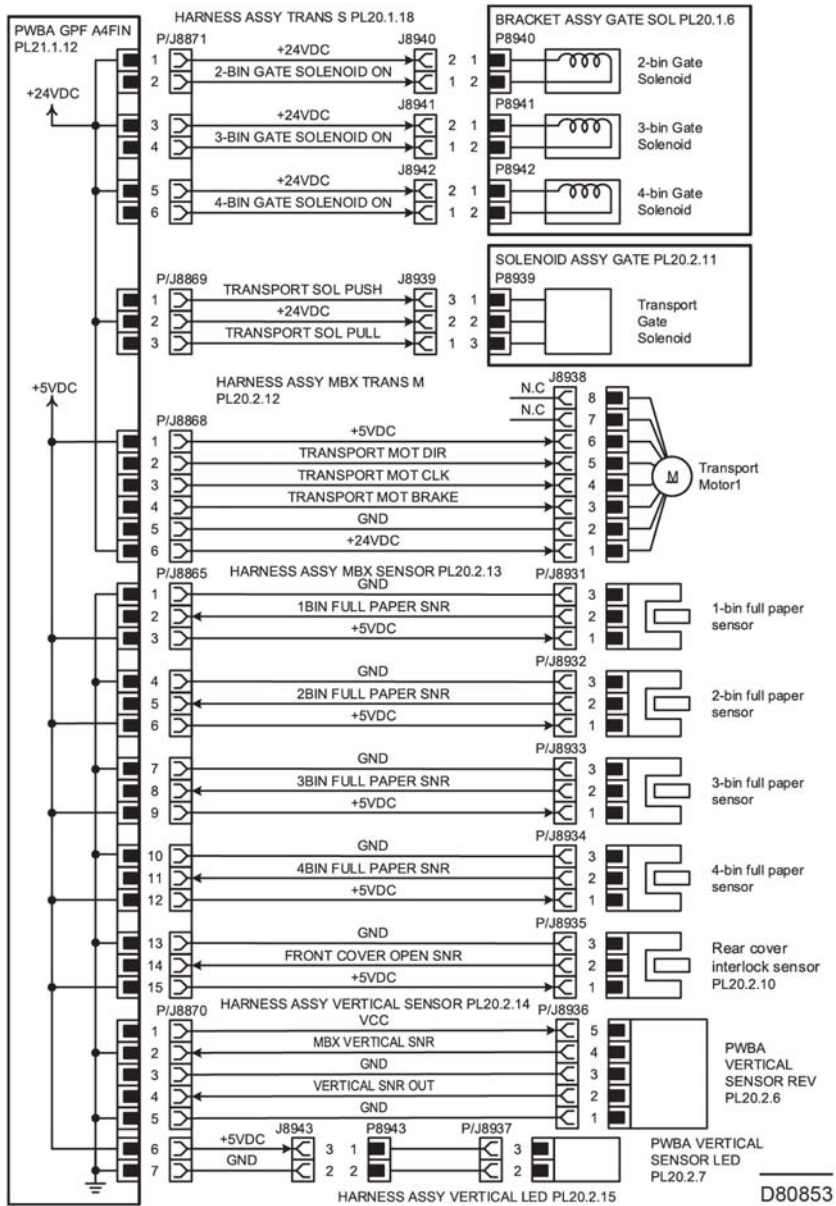
IOT harness Routing

The following illustrations show factory harness routing paths through the IOT chassis. Refer to Table 1 for a list of available routing diagrams.

Table 1 IOT Chassis harness Routing Diagrams

Diagram	Description
Figure 1	Inlet, I/L rear CF, I/L side CF, 24V MCU CF, LV MCU CF
Figure 2	Rear fan1-MV, sub fan-CF
Figure 3	Motor power-CF,MCU MOT1/2-CF (high)
Figure 4	MCU-MOT3-CF, MCU-MOT4-CF (high)
Figure 5	MOT power-CF, MCU-MOT1/2-CF (low)
Figure 6	MCU-MOT3-CF (low)
Figure 7	PSNR-C, MSI-CL, OPF-CF, SW switch
Figure 8	CLT REGI/DUP-C, SNRR REGI/NO P-C, clutch feed-C, REGI-CF, LED
Figure 9	Supply 1st YMC and K, trans supply, MCU HVPS-CF
Figure 10	DEVE/XERO CF, R-RAD/HUM-CF, CTD, HUM
Figure 11	Erase-CF
Figure 12	Fusing
Figure 13	Toner crum-CF, DISP/ENV-CF (high)
Figure 14	Toner crum-CF, DISP/ENV-CF (low)
Figure 15	DEVE-CF, full stack-MV, K-SNR-CF (high)
Figure 16	1st K Supply, 1st YMC Supply, and Transfer Supply harnesses
Figure 17	DEVE-CFL, full stack-MV, K-SNR-CF (Low)
Figure 18	SOL-CF (Low)
Figure 19	FFC MCU ESS, fax, ICCR USB, front USB, ESS power-CF, DADF/IIT (C505/C605 STD)
Figure 20	Speaker assembly A4 fax, Main speaker, FFC assembly COL LPH Y/M/C/K MPFP STD
Figure 21	UI, FFC MCU ESS, fax, ICCR USB, front USB, ESS power-CF, DADF/IIT (C605_Tall)
Figure 22	Speaker assembly A4 fax, main speaker, FFC assembly COL LPH Y/M/C/K (C605_Tall)
Figure 23	UI, FFC MCU ESS, front USB, ESS power-CF (C500/C600)
Figure 24	Main speaker, FFC assembly COL LPH Y/M/C/K (C500/C600)
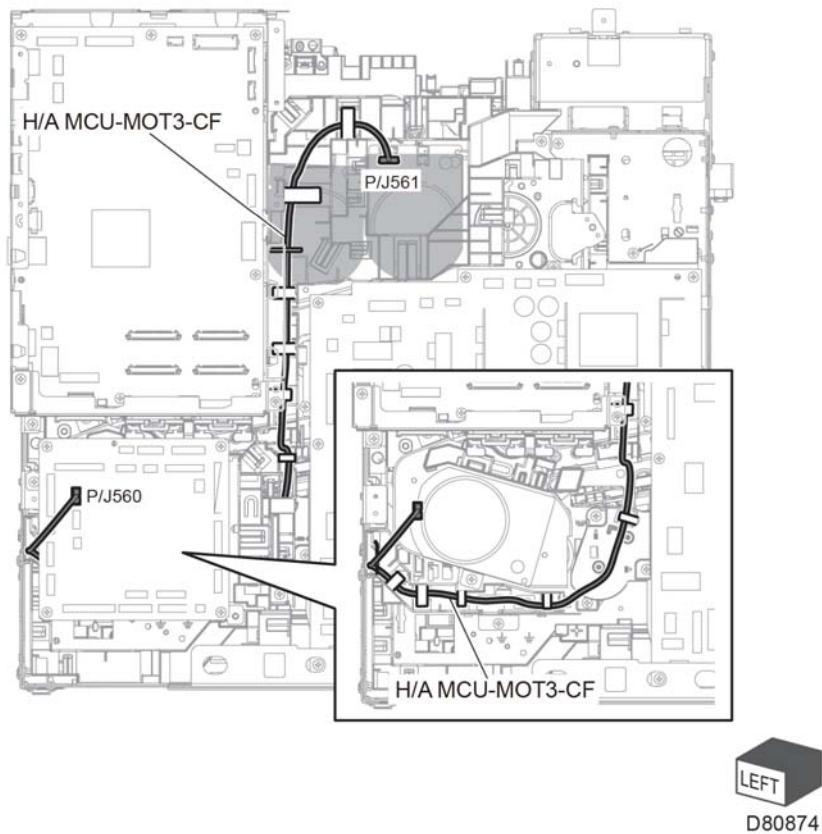
Figure 1 Inlet, I/L rear CF, I/L side CF, 24V MCU CF, LV MCU CF

Figure 2 Rear fan1-MV, sub fan-CF

Figure 3 Motor power-CF,MCU MOT1/2-CF (High)

Figure 4 MCU-MOT3-CF, MCU-MOT4-CF (high)

H/A MCU-MOT3-CF
P/J551
P/J561
MCU-MOT4-CF
P/J560
P/J550
MCU-MOT4-CF
H/A MCU-MOT3-CF
LEFT
D80872

Figure 5 MOT power-CF, MCU-MOT1/2-CF (low)

H/A MCU-MOT1/2-CF
P/J571
P/J562
P/J572
P/J288
H/A MOT PWR-CF
P/J570
H/A MCU-MOT1/2-CF
P/J573
P/J574
H/A MOT PWR-CF
LEFT
D80873

Figure 6 MCU-MOT3-CF (low)

H/A MCU-MOT3-CF

P/J561

P/J560

H/A MCU-MOT3-CF

LEFT

D80874

P/J486

H/A MSI CL

A

P/J485

<FRAME ASSY MSI>

P/J484

P/J483

H/A MSI NO P SNR-C

FRONT

LEFT

P/J486

A

H/A MSI CL

P/J190

P/J481

P/J482

H/A SW SIZE

P/J800

P/J483

P/J480

P/J191

H/A OPF-CF

DP801

LEFT

D80875

Figure 7 No PSNR-C, MSI-CL, OPF-CF, SW switch

Figure 8 CLT REGI/DUP-C, SNRR REGI/NO P-C, clutch feed-C, REGI-CF, LED

Figure 9 Supply 1st YMC and K, trans supply, MCU HVPS-CF

Figure 10 DEVE/XERO CF, R-RAD/HUM-CF, CTD, HUM

Figure 11 Erase-CF

Figure 12 Fusing

Labels in figure:
- H/A FUSING DC-CF
- H/A FUSING AC
- P/J277
- DP277
- H/A FUSING DC-CF
- H/A FUSING AC
- P/J283
- P/J270
- LEFT
- D80880

Figure 13 Toner crum-CF, DISP/ENV-CF (high)

Labels in figure:
- <Top Side>
- FRONT
- H/A DISP/ENV-CF
- P/J171
- P/J124
- P/J122
- P/J172
- P/J123
- P/J121
- P/J111
- P/J112
- P/J113
- P/J114
- H/A TONER-CRUM-CF
- H/A DISP/ENV-CF
- H/A TONER-CRUM-CF
- H/A TONER-CRUM-CF
- P/J110
- P/J120
- P/J130
- LEFT
- D80881

Figure 14 Toner crum-CF, DISP/ENV-CF (low)

Figure 15 DEVE-CF, full stack-MV, K-SNR-CF (high)

Figure 16 1st K Supply, 1st YMC Supply, and Transfer Supply harnesses

Figure 17 DEVE-CFL, full stack-MV, K-SNR-CF (Low)

Figure 18 SOL-CF (Low)

Figure 19 FFC MCU ESS, fax, ICCR USB, front USB, ESS power-CF, DADF/IIT (C505/C605 STD)

Figure 20 Speaker assembly A4 fax, Main speaker, FFC assembly COL LPH Y/M/C/K MPFP STD

Figure 21 UI, FFC MCU ESS, fax, ICCR USB, front USB, ESS power-CF, DADF/IIT (C605_Tall)

Figure 22 Speaker assembly A4 fax, main speaker, FFC assembly COL LPH Y/M/C/K (C605_Tall)

Figure 23 UI, FFC MCU ESS, front USB, ESS power-CF (C500/C600)

Finisher harness Routing

The following illustrations show factory harness routing paths through the finisher chassis. Refer to Table 1 for a list of available routing diagrams.

Table 1 Finisher Chassis Routing harness Diagrams

Diagrams	Description
Figure 1	Finisher motor, compile sensor, sensor 1
Figure 2	Finisher I/L and stapler
Figure 3	Finisher tamper motor
Figure 4	Finisher AC and DC
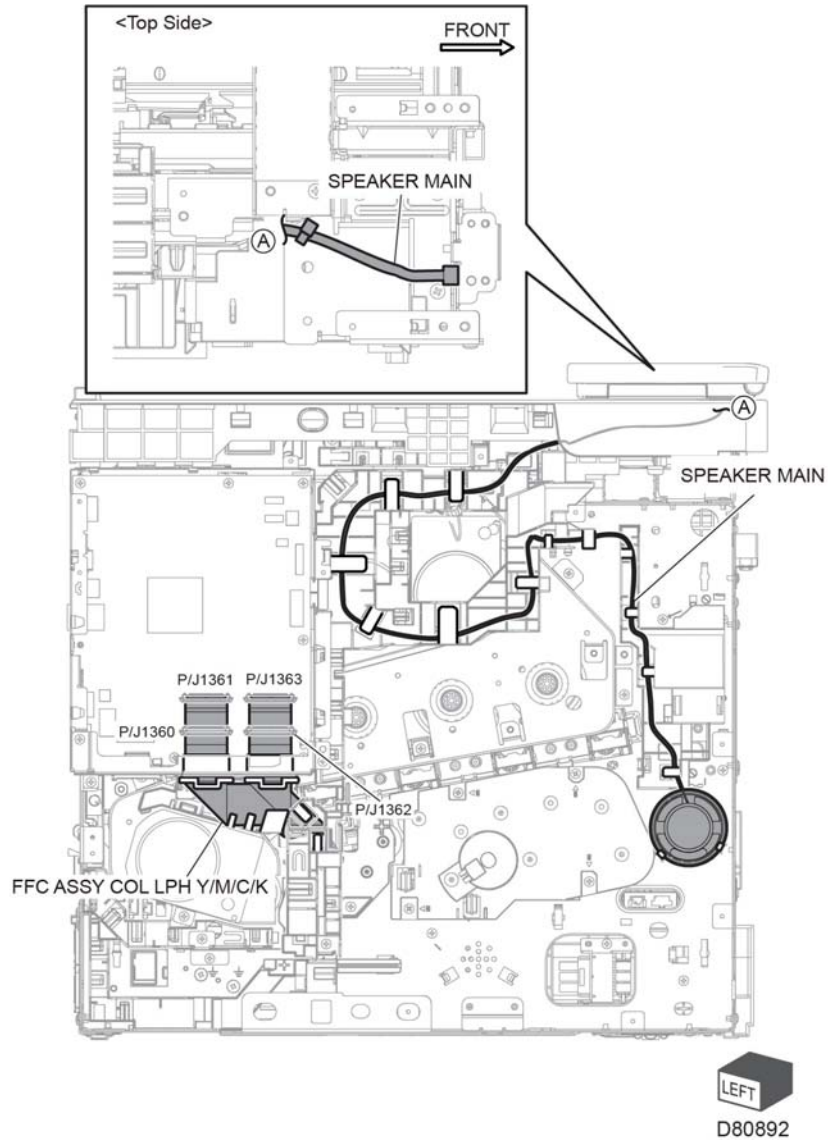
Figure 24 Main speaker, FFC assembly COL LPH Y/M/C/K (C500/C600)
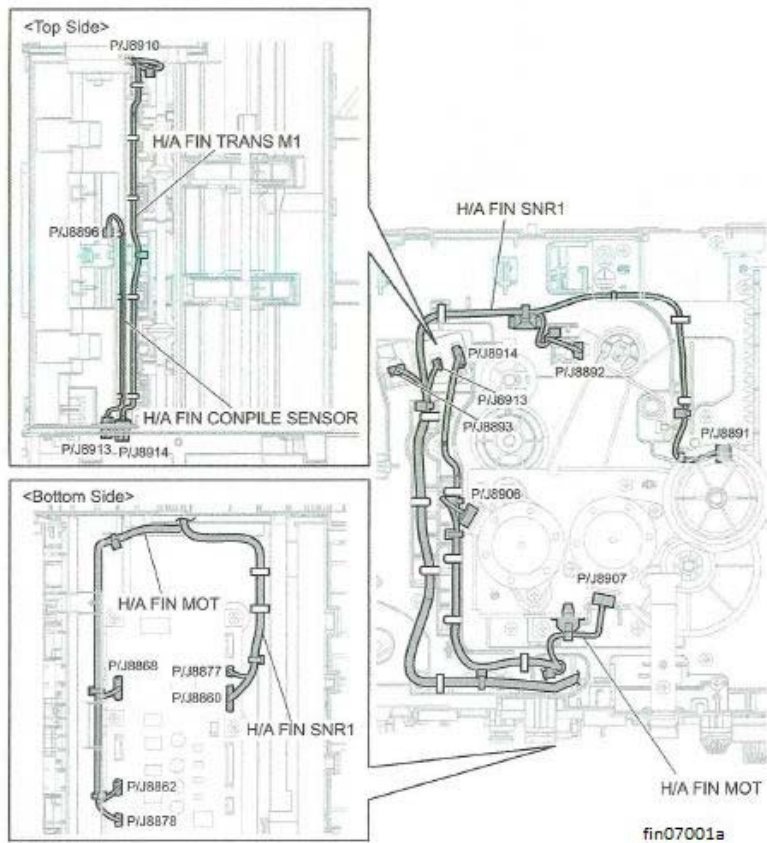
Figure 1 Finisher motor, compile sensor, sensor 1
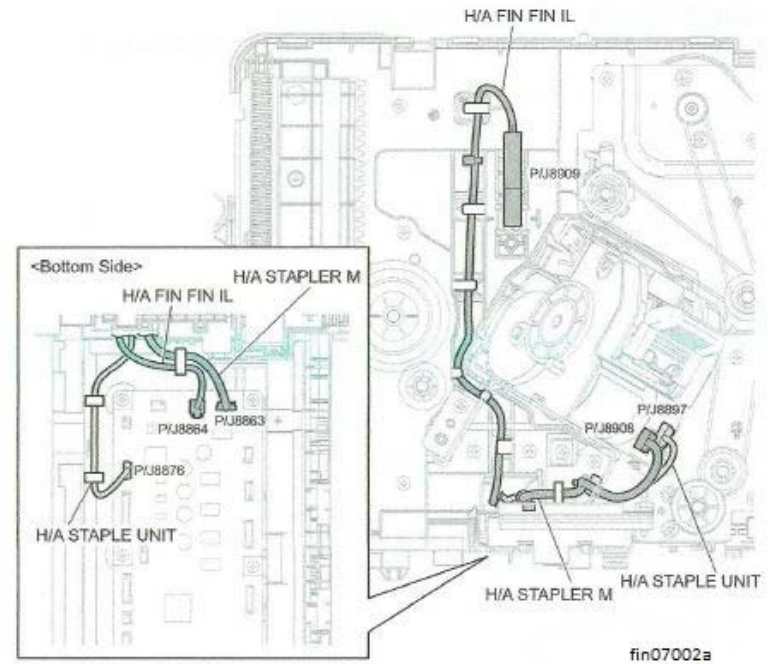
Figure 2 Finisher I/L and stapler
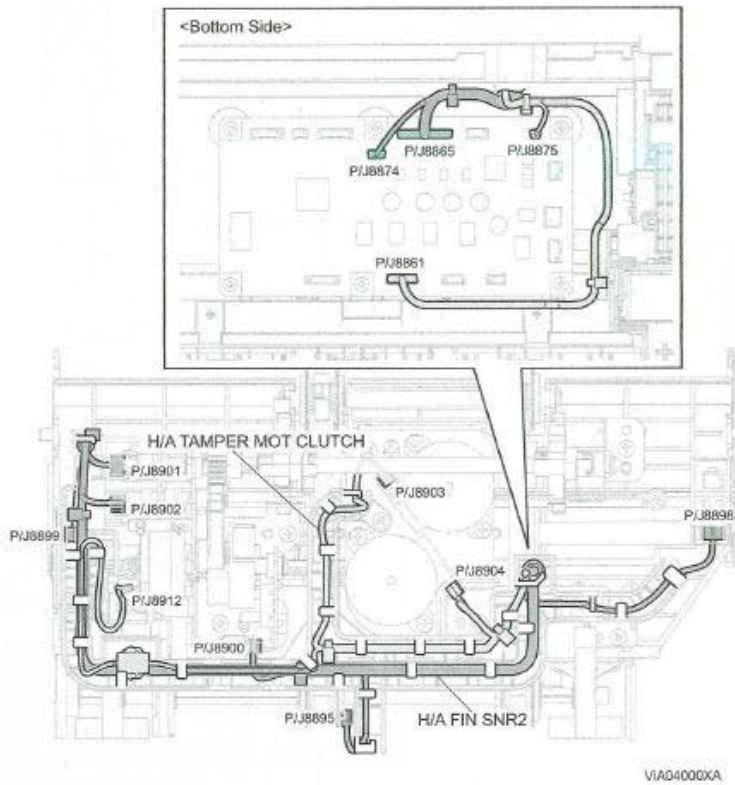
Figure 3 Finisher tamper motor
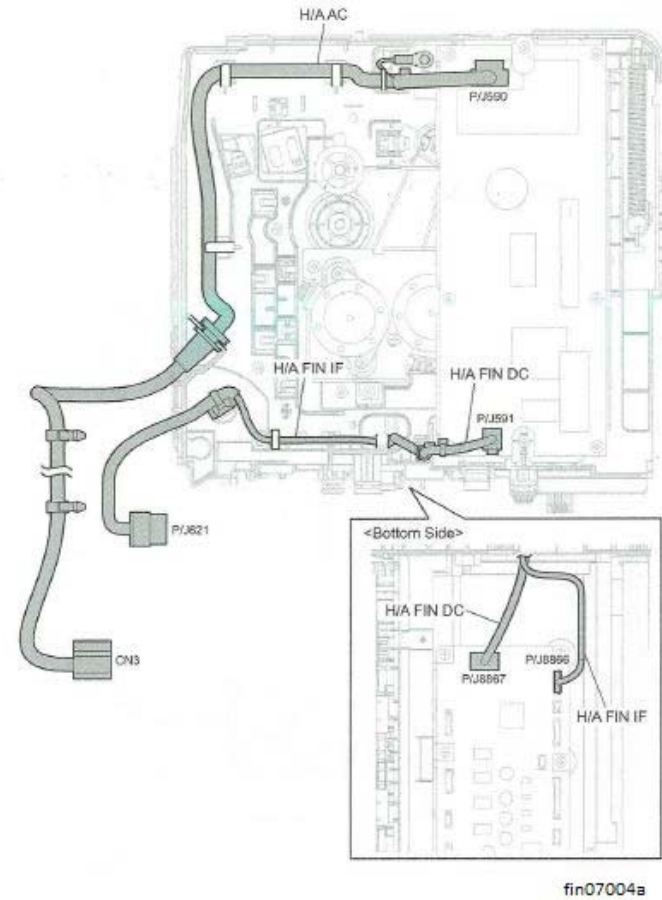
Figure 4 Finisher AC and DC

HCF harness Routing

The following illustrations show factory harness routing paths through the HFC chassis. Refer to Table 1 for a list of available routing diagrams.

Table 1 HFC Chassis Routing harness Diagrams

Diagrams	Description
Figure 1	T-open, lift motor, rear interlock switch, FDR motor, OPF2-C
Figure 2	Feed, lift motor I/L, lift up sensor
Figure 3	Turn
Figure 4	OPF LED
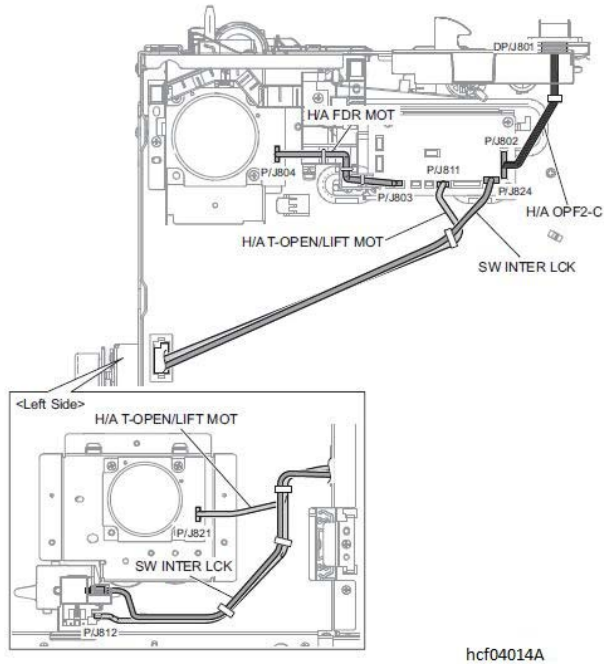
Figure 1 T-open, lift motor, rear interlock switch, FDR motor, OPF2-C

Figure 2 Feed, lift motor I/L, lift up sensor

Wiring Data
HCF harness Routing

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7-80

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Figure 3 harness for turn
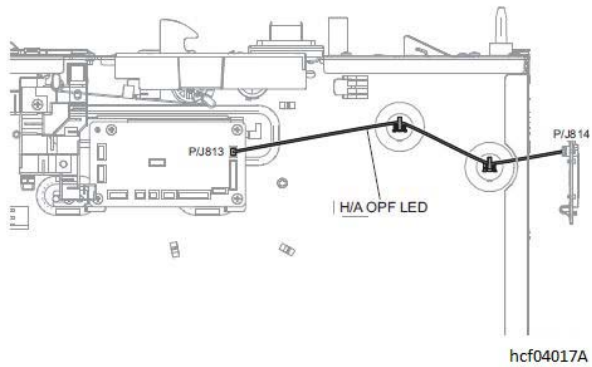
Figure 4 harness for OPF LED

Mailbox harness Routing

The following illustrations show factory harness routing paths through the mailbox chassis. Refer to Table 1 for a list of available routing diagrams.

Table 1 Mailbox Chassis Routing harness Diagrams

Diagrams	Description
Figure 1	MBX sensor/harness assembly MBX trans M
Figure 2	Vertical sensor and LED
Figure 3	Trans S
Figure 4	MBX IF/ harness assembly MBX AC and DC

Figure 1 MBX sensor/harness assembly MBX trans M

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7-81

Wiring Data
HCF harness Routing, Mailbox harness Routing

mb04017a

Figure 2 Vertical sensor and LED
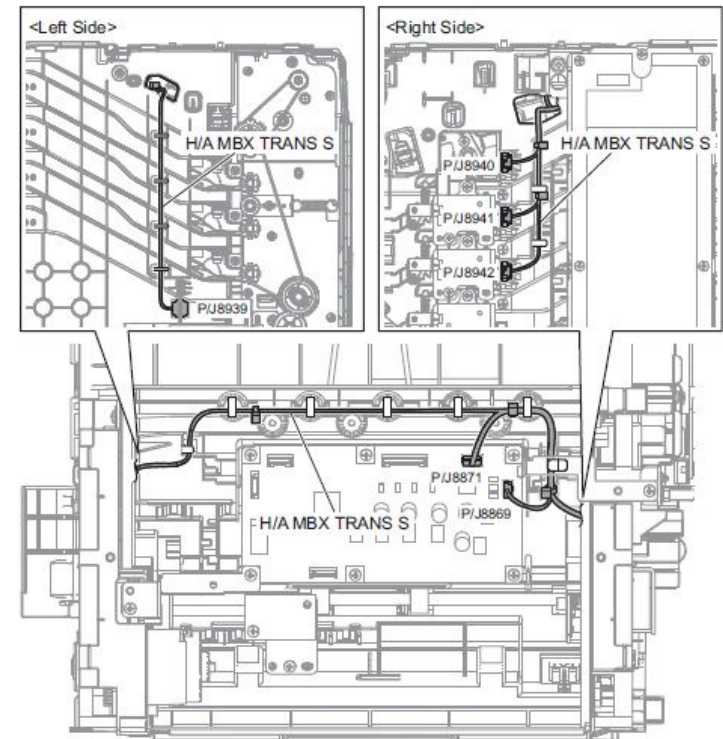
mb04018a

Figure 3 Trans S

Wiring Data
Mailbox harness Routing

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Figure 4 MBX IF/ harness assembly MBX AC and DC

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7-83

Wiring Data
Mailbox harness Routing

Wiring Data
Mailbox harness Routing

May 2017
7-84

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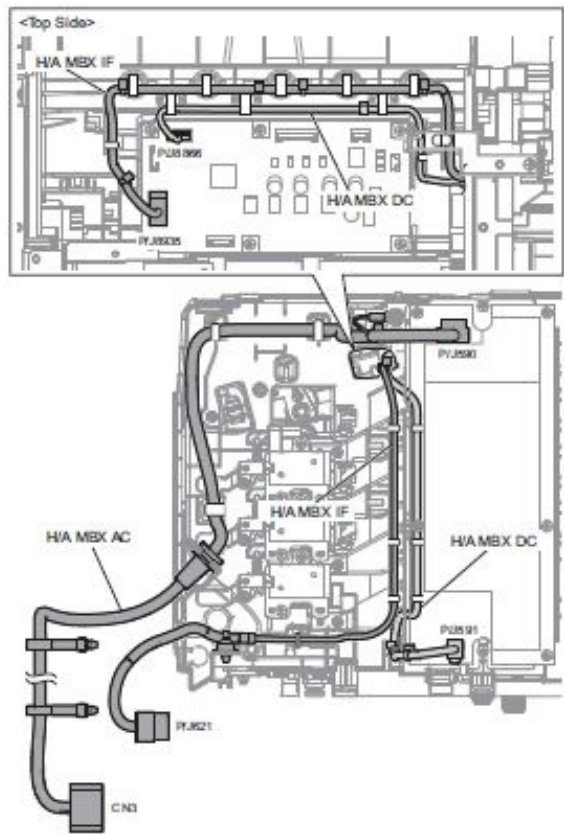
Block Schematic Diagrams

The following illustrations show factory harness routing paths through the C505/C605 chassis. Refer to Table 1 for a list of available routing diagrams.

Figure 1 MCU, LVPS, fan

D-8-0894-A

Figure 2 MCU, OP-FDR 550

D-8-0895-A

Figure 3 R-RAD sensor
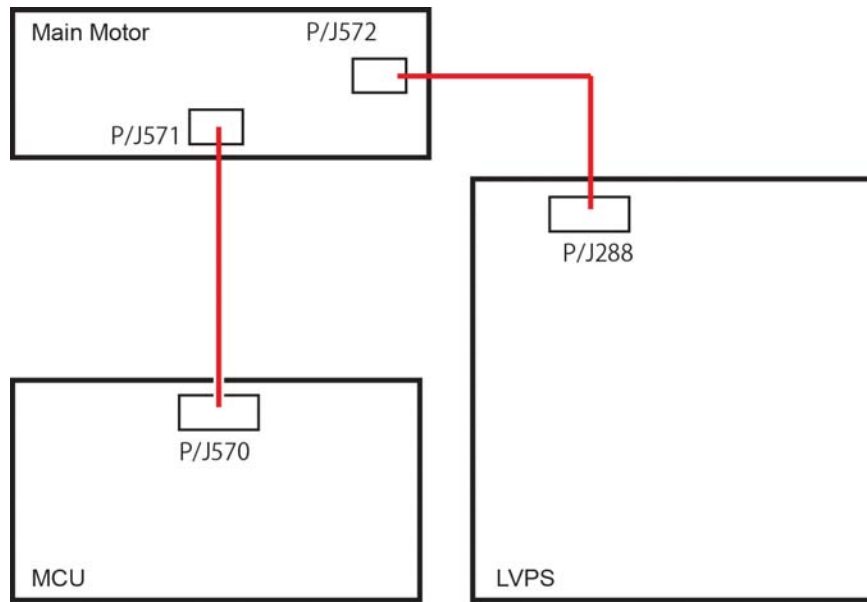
Figure 4 Main motor

Figure 5 Fusing

ESS

P335

P300

MCU

D80898

Figure 6 ESS

REGI SNR

NO PAPER
SNR (TRAY1)

P/J546

P/J547

P/J545

MCU

P/J540

D-8-0899-A

Figure 7 REGI

MSI NO PAPER SNR

P484

J483 B

J483 A

MCU

P480
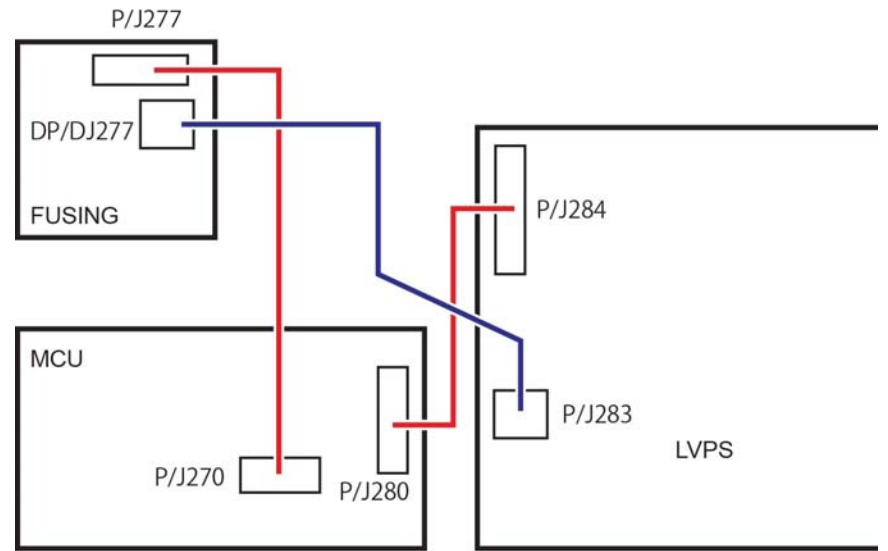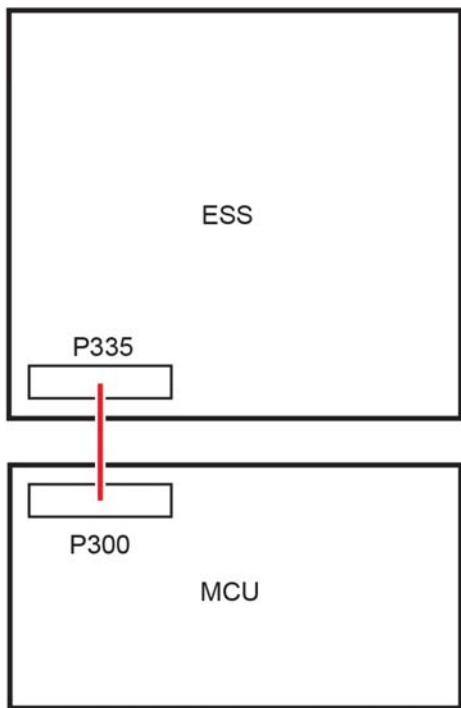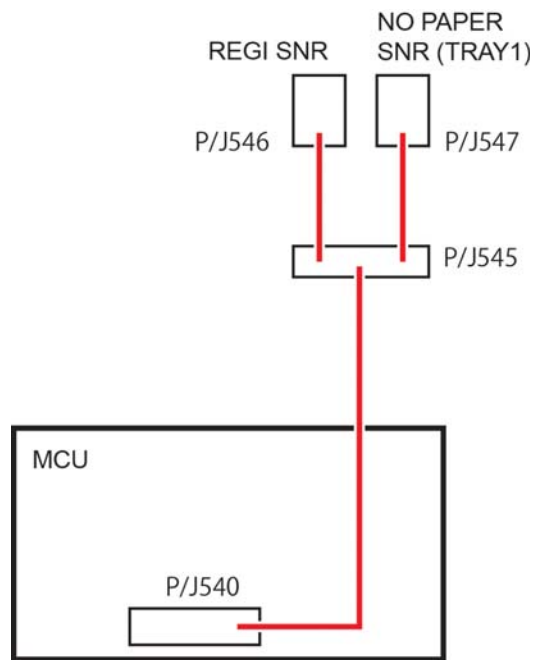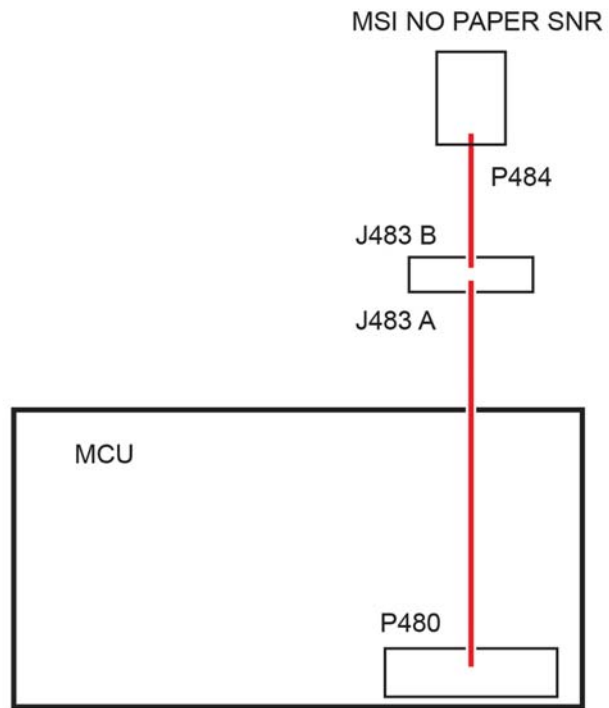
D80900

Figure 8 MSI no paper sensor

REAR   FAN

P/J298   P/J296

P/J295

P/J284

P/J280

MCU

LVPS
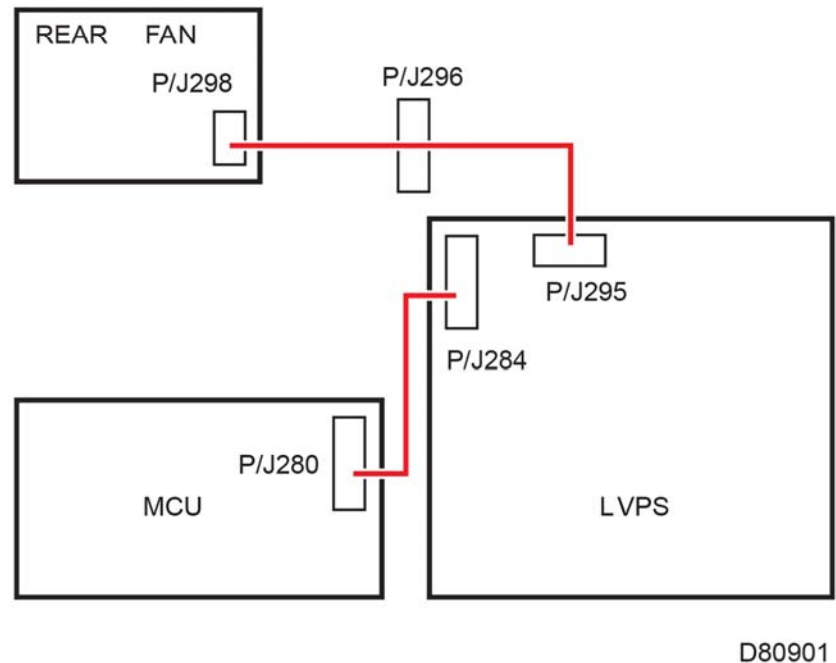
D80901

Figure 9 Supply Rear fan
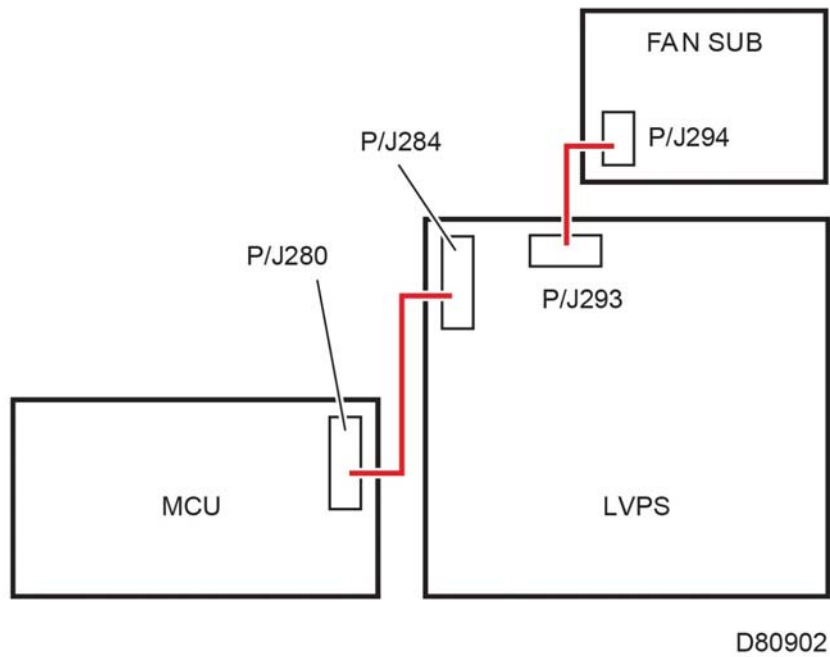
Figure 10 Sub fan
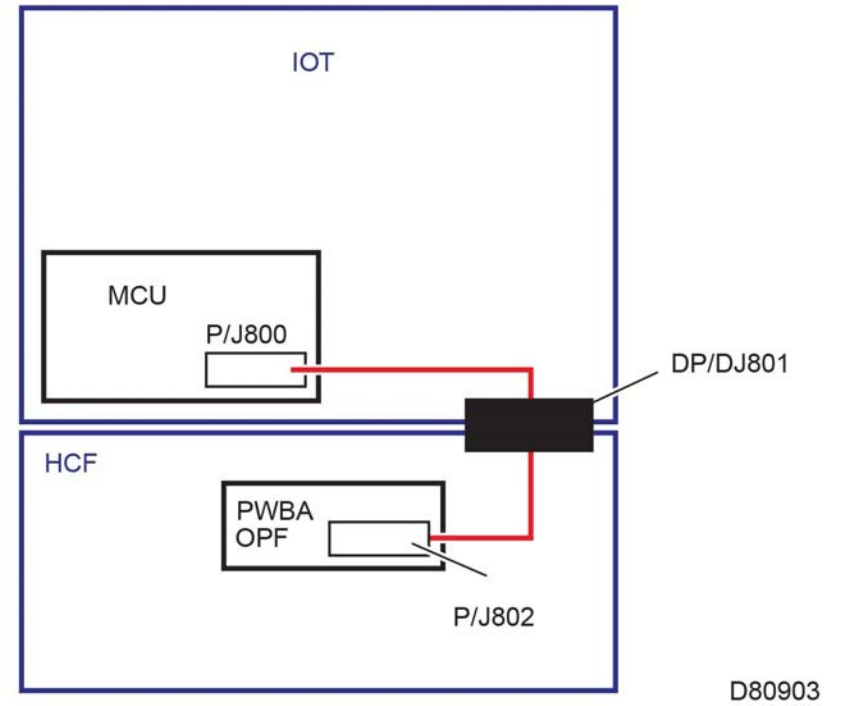
Figure 11 IOT and HCF
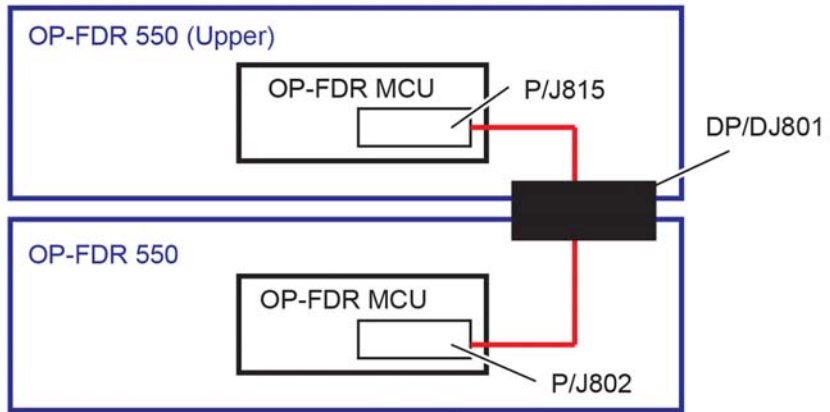
D80904

Figure 12 Optional feeder
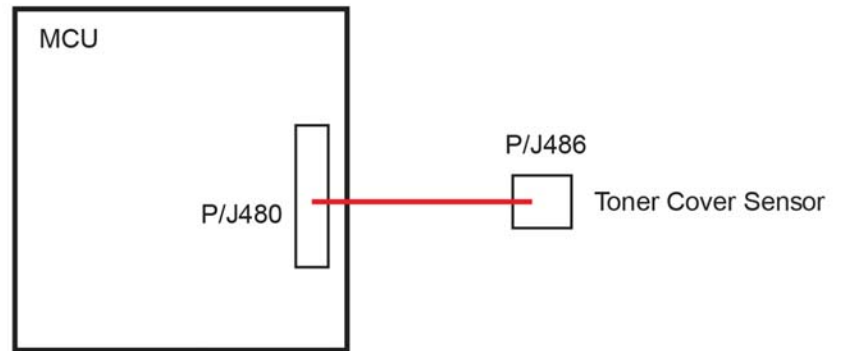
D80906

Figure 13 Toner cover sensor

SOLENOID
DEVE

J463 B

J463 A

MCU

P460
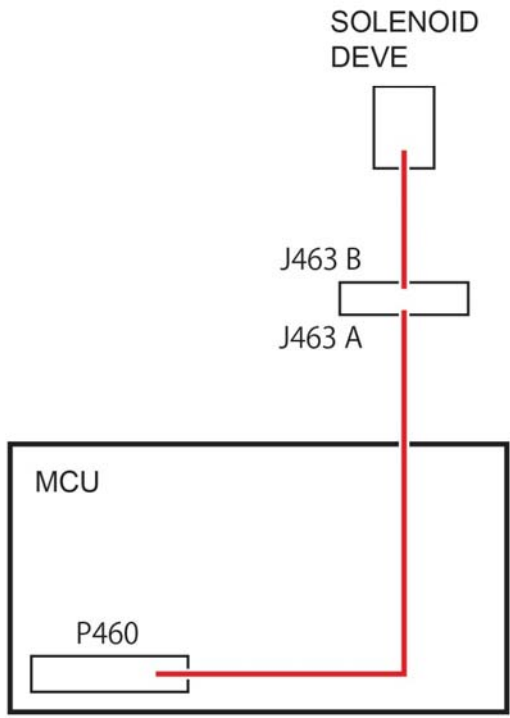
D80907

Figure 14 Solenoid drive

HVPS

P1001

MCU

P100

D80908

Figure 15 MCU and HVPS

Exit Sensor

P/J469

P/J466

MCU

P/J460

Figure 16 Exit sensor

MSI Take Away Clutch   SOLENOID FEED MSI

P/J481

P/J482

MCU

P480
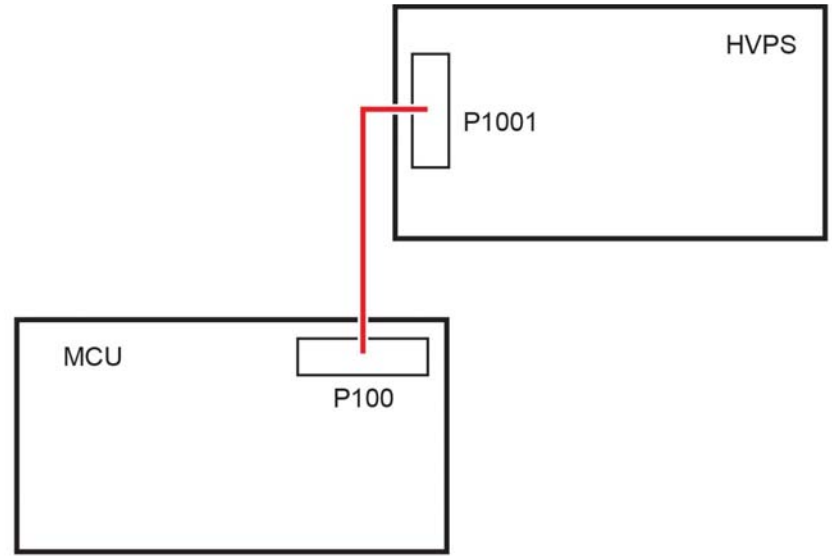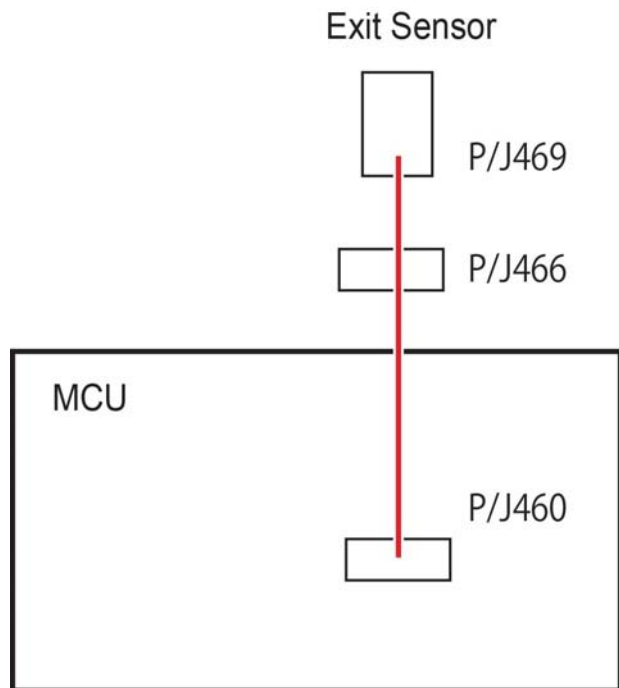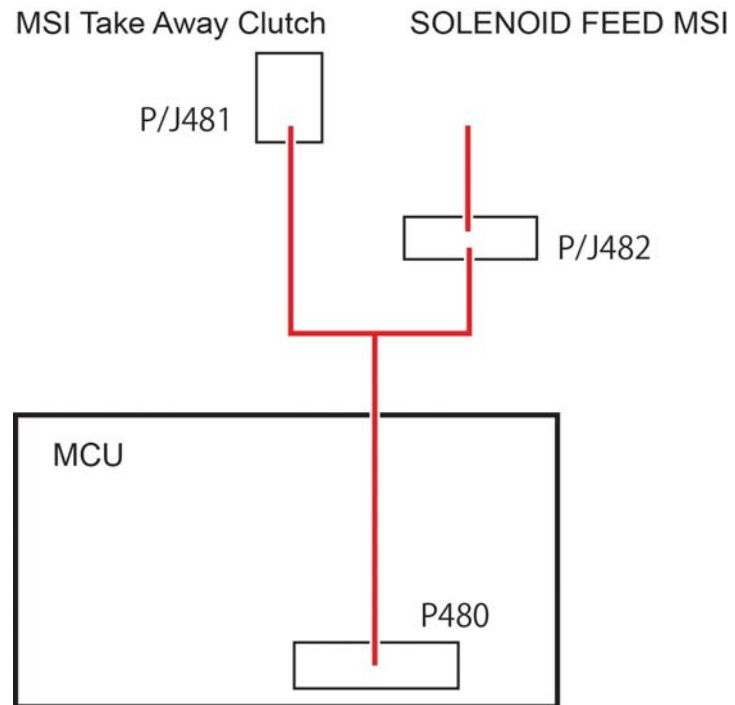
Figure 17 TCLT and MSI solenoid

Feed Clutch   Regi Clutch

P/J548   P/J542

P/J544   P/J541

MCU

P/J540
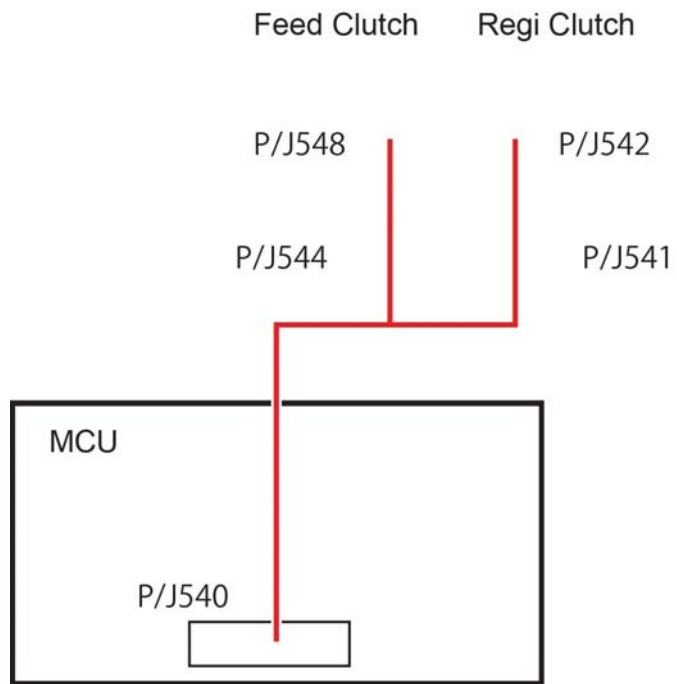
D-8-0911-A

Figure 18 Feed and REGI clutch

REGI
CLT

J542

J541 B

J541 A

MCU

P540
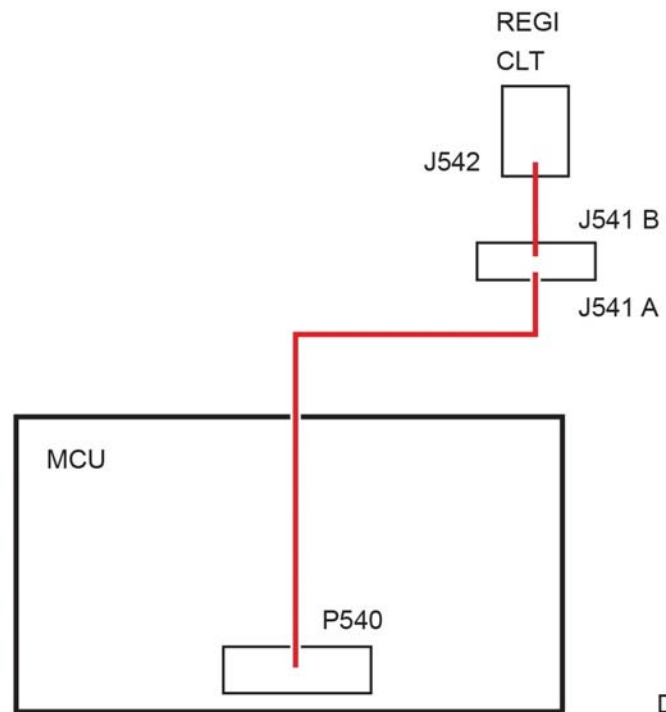
D80912

Figure 19 REGI clutch

Exit Clutch

P/J462

MCU

P/J460
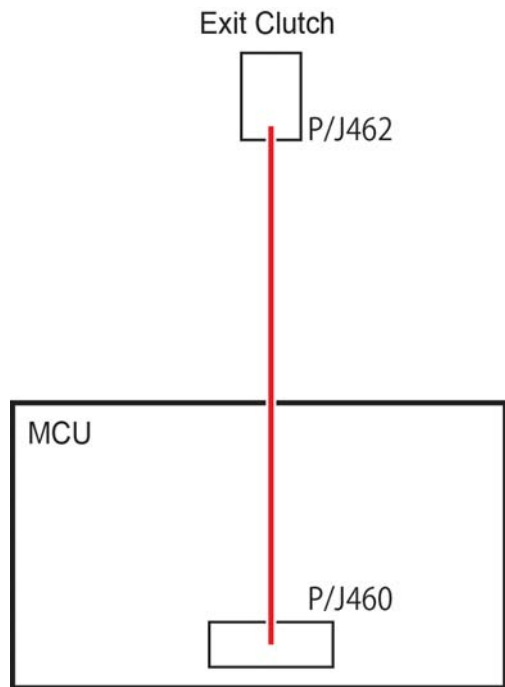
D-8-0913-A

Figure 20 Exit clutch, REGI clutch

I/LSIDE

P291

P284

MCU

P280
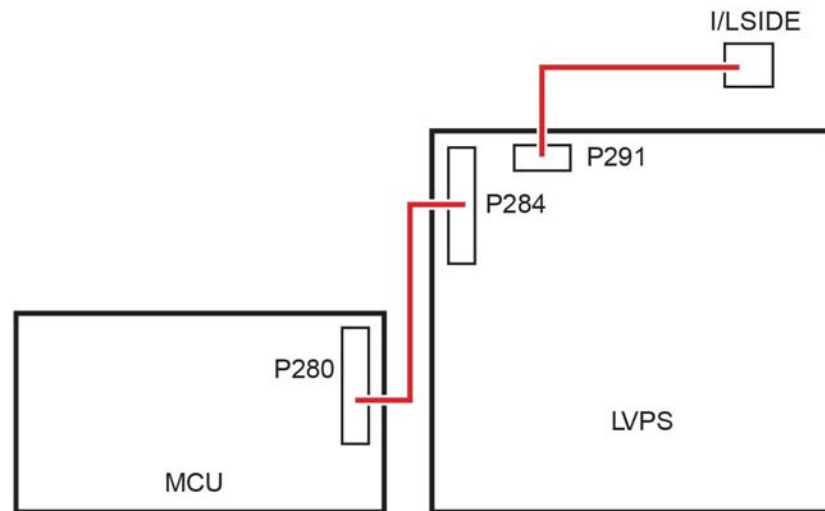
LVPS

D80914

Figure 21 I/L side, MCU, LVPS
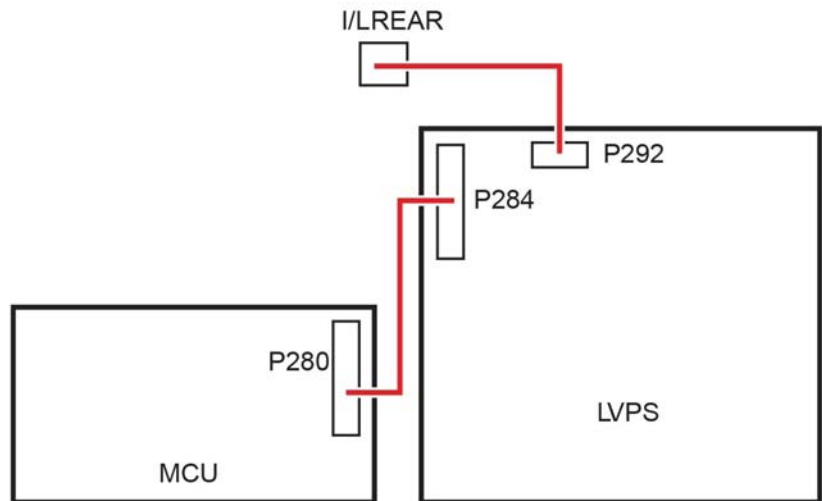
Figure 22 I/L rear, MCU, LVPS
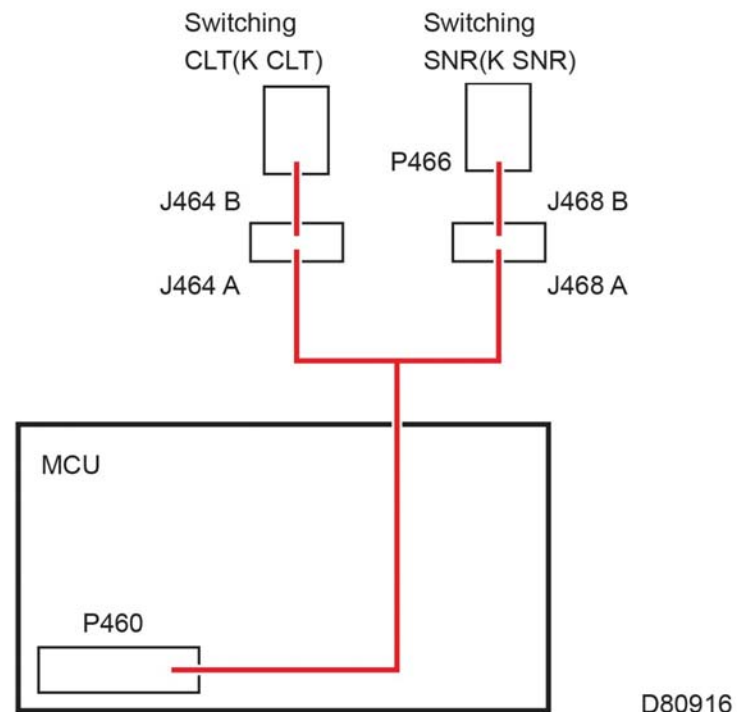
Figure 23 Switching CLT(K CLT), switching SNR(KSNR), MCU
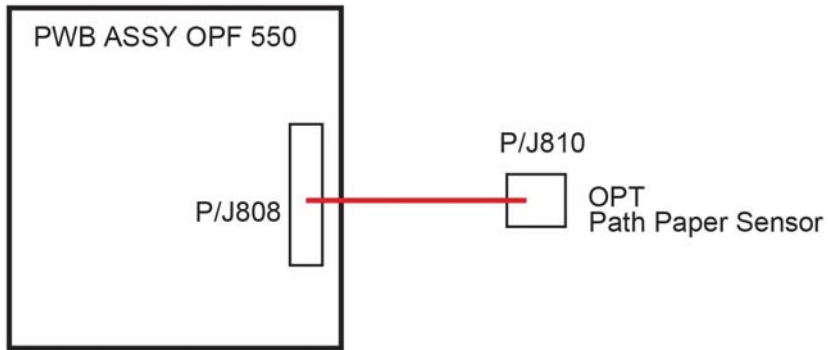
D80917

Figure 24 550 OPF PWB, OPT paper path SNR
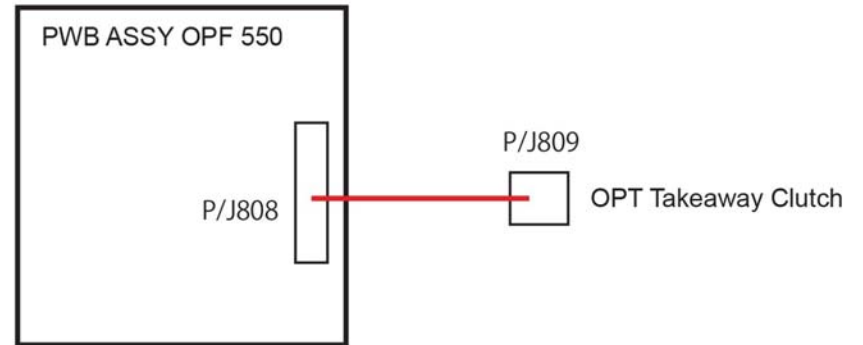
D80919

Figure 26 550 OPF PWB, OPF take away clutch
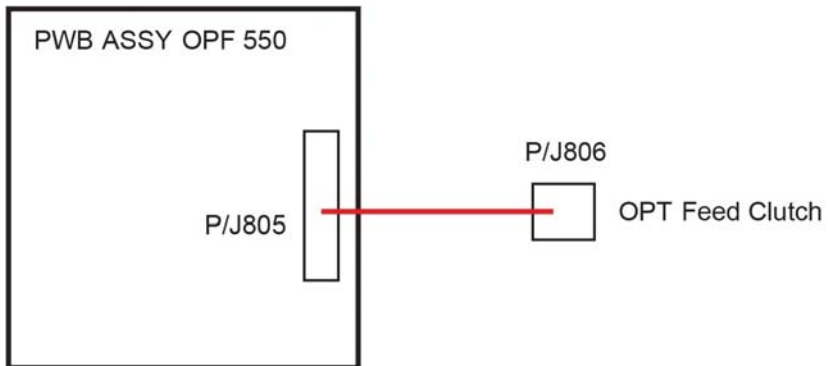
D80918

Figure 25 550 OPF PWB, optional feed clutch
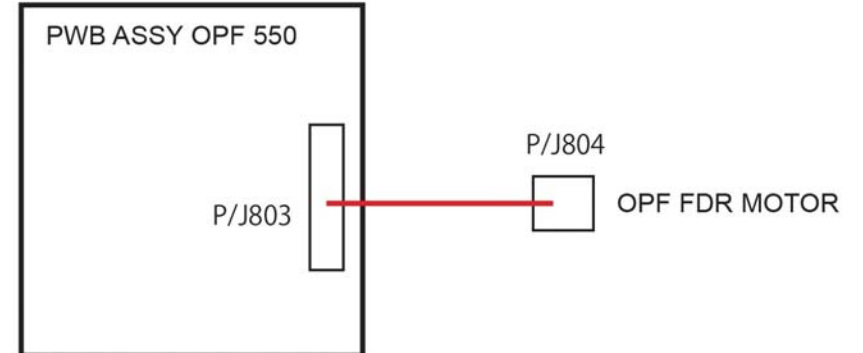
D80920

Figure 27 550 OPF PWB, OPF forward motor

MCU

P/J460 ——— P/J461 Invert Clutch
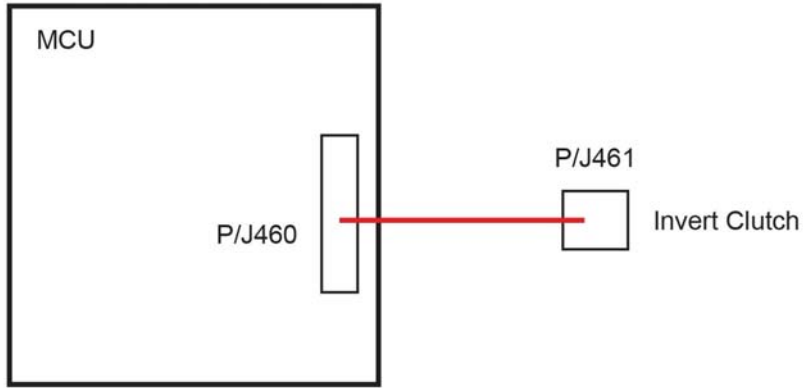
D80921

Figure 28 MCU, inverter clutch

MCU

P/J460 ——— P/J464 Clutch AssySwitching
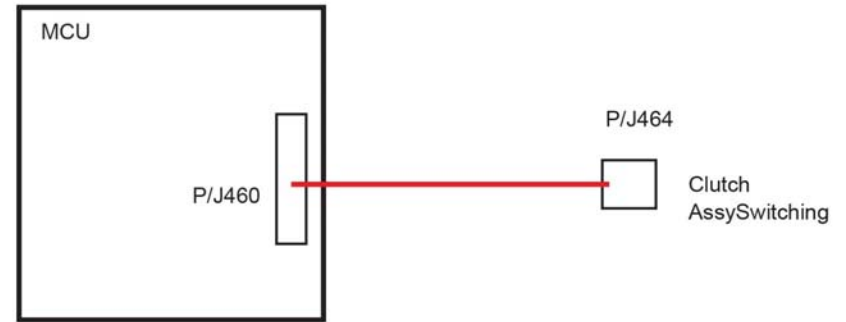
D80923

Figure 30 MCU, switching clutch assembly

MCU

P/J460 ——— P/J468 ——— P/J470 K Mode Sensor
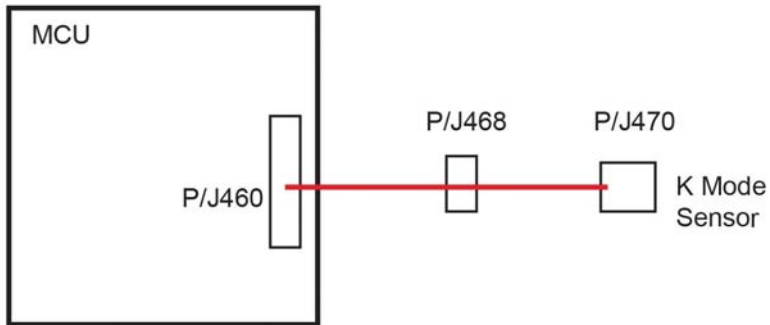
D80922

Figure 29 MCU, K module sensor

PWB ASSY OPF 550

P/J805 ——— P/J807 OPTFeeder No Paper Sensor
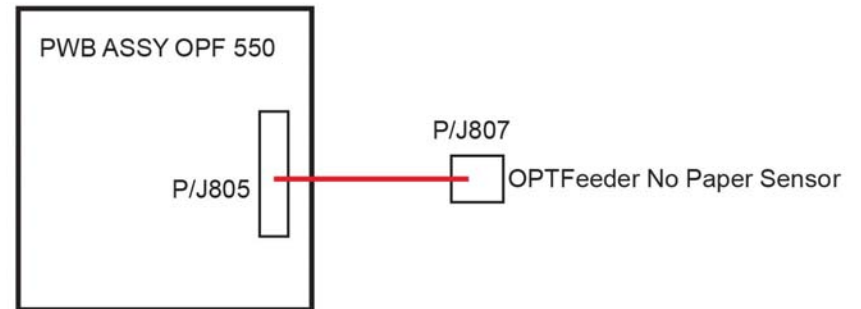
D80924

Figure 31 OPF 550 PWB, OPF feeder no paper sensor
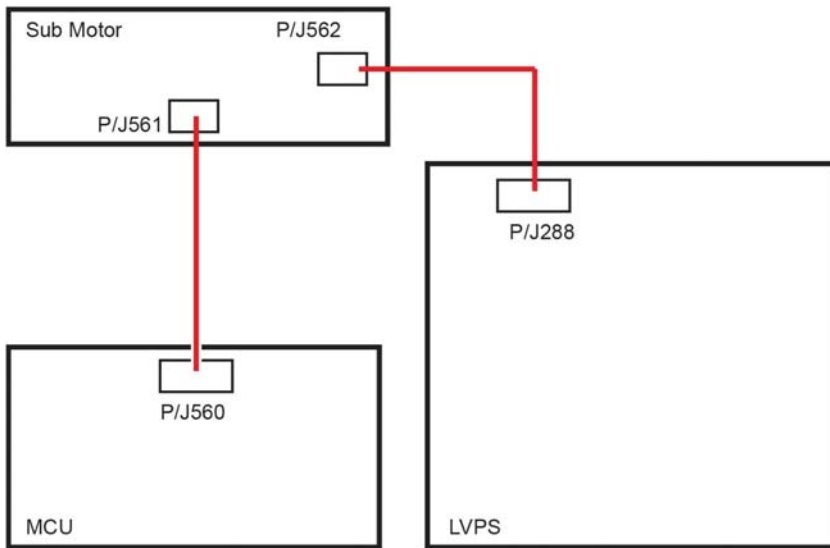
D80925

Figure 32 Sub motor, MCU, LVPS

D80926
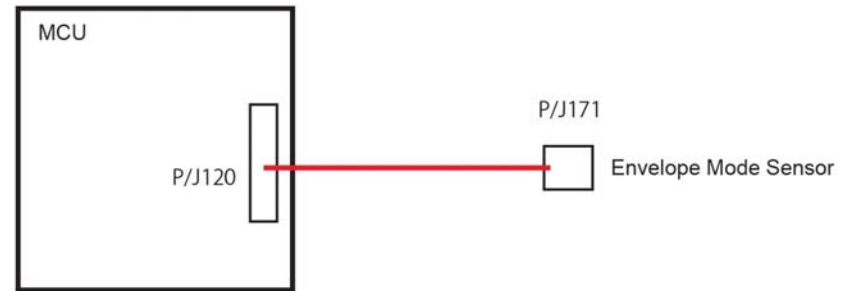
Figure 33 MCU, envelope mode sensor

D80927
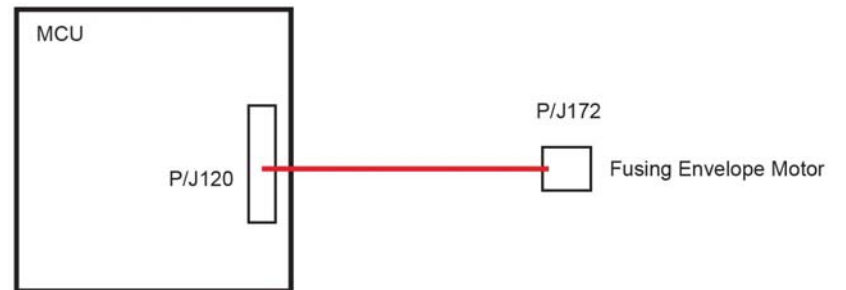
Figure 34 MCU, fusing envelope motor
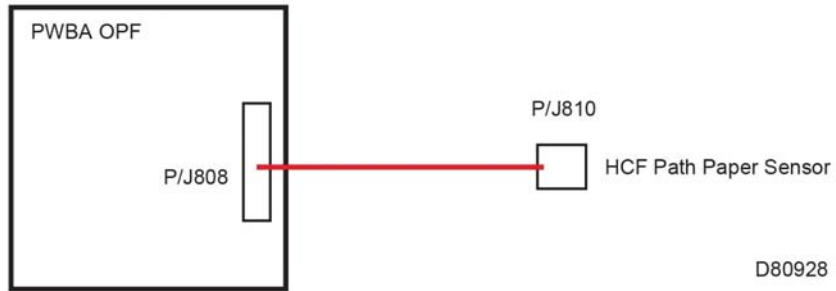
Figure 35 OPF PWB, HCF paper path sensor
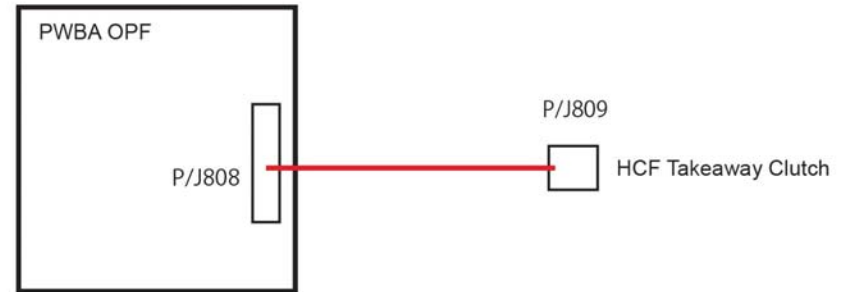
Figure 37 OPF PWB, HCF take away clutch
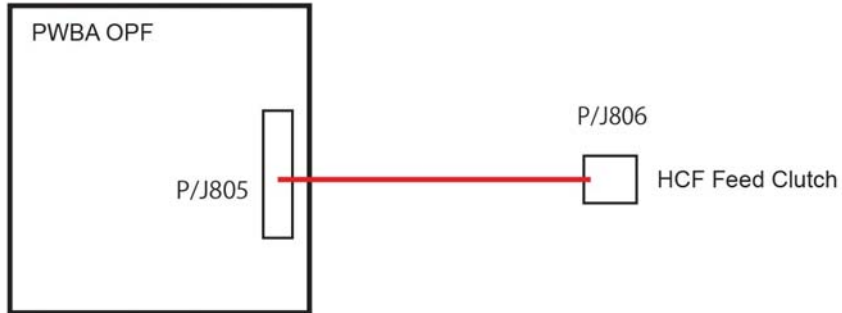
Figure 36 OPF PWB, HVF feed clutch
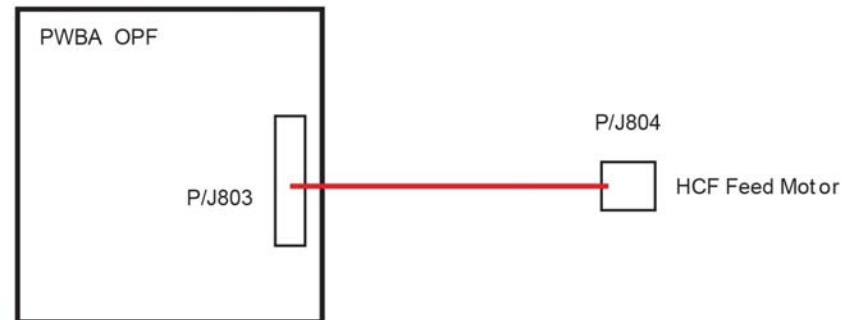
Figure 38 OPF PWB, HCF feed motor

PWBA OPF

P/J823

P/J822 ——— Lift Up Sensor
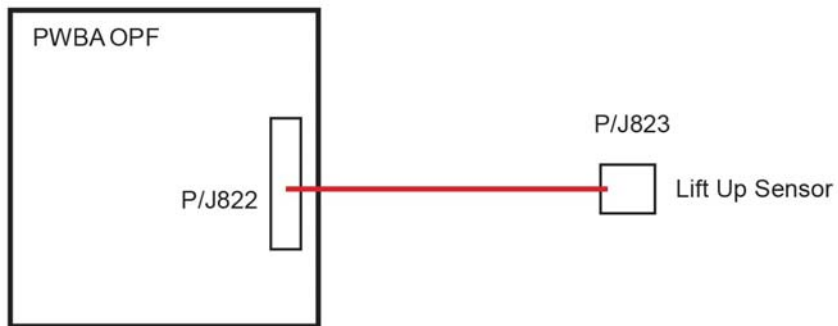
D80932

Figure 39 OPF PWB, lift up sensor

PWBA OPF

P/J807

P/J805 ——— HCF No Paper Sensor
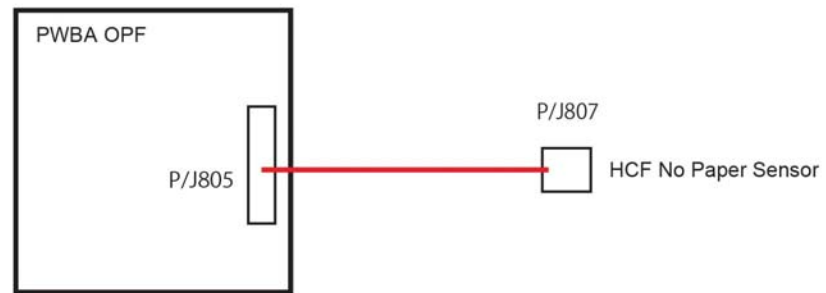
D80934

Figure 41 OPF PWB, HCF no paper sensor

PWBA OPF

P/J821

P/J811 ——— Lift Motor
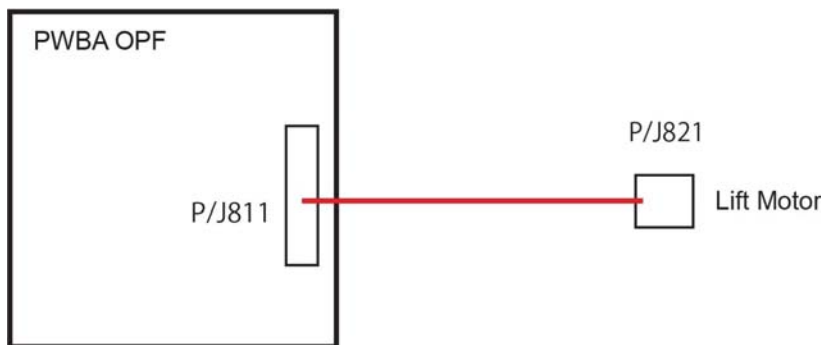
D80933

Figure 40 OPF PWB, lift motor
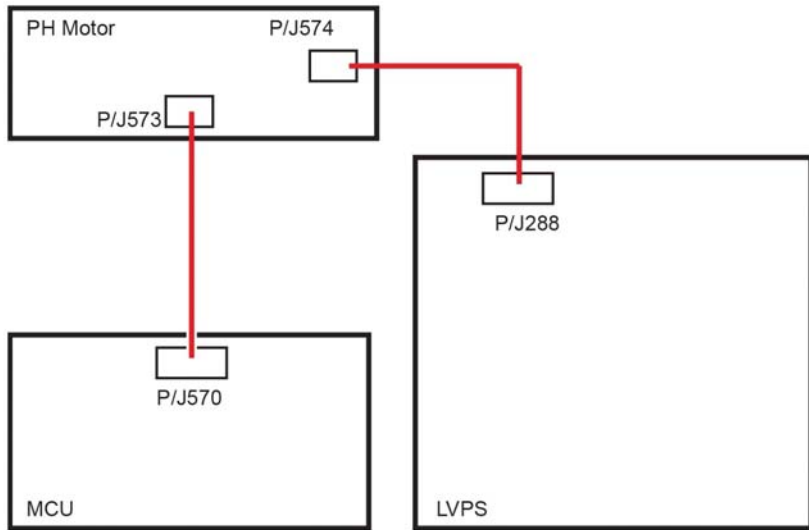
PH Motor P/J574
P/J573
P/J570
MCU
P/J288
LVPS
D80935

Figure 42 PH motor, MCU, LVPS
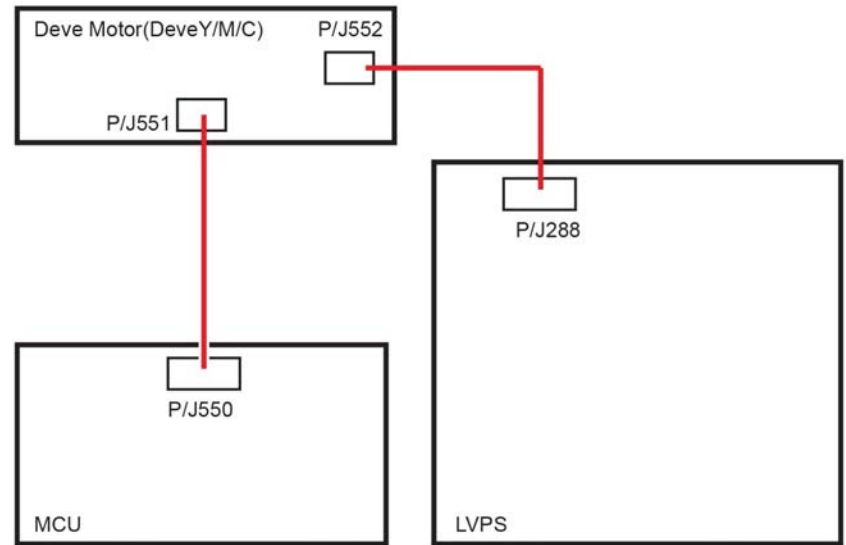
Deve Motor(DeveY/M/C) P/J552
P/J551
P/J550
MCU
P/J288
LVPS
D80936

Figure 43 Developer motor (Y/M/C)
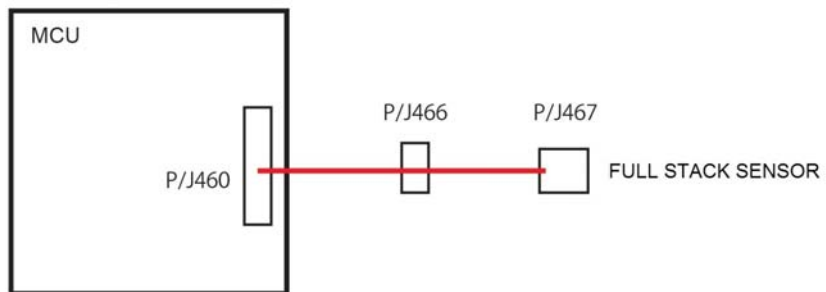
D80937

Figure 44 MCU, full stack sensor

D80938

Figure 45 MCU, size switch assembly (tray 1)
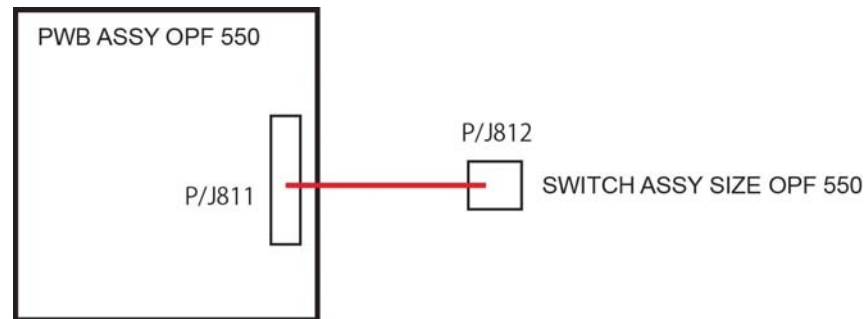
D-8-0939-A

Figure 46 OPF 550 PWB, OPF 550 size switch assembly
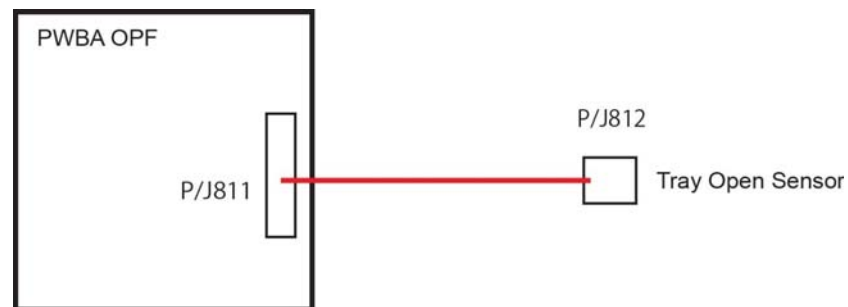
D-8-0940-A

Figure 47 OPF PWB, tray open sensor

MCU

P/J483   P/J484

P/J480   MSI No Paper Sensor
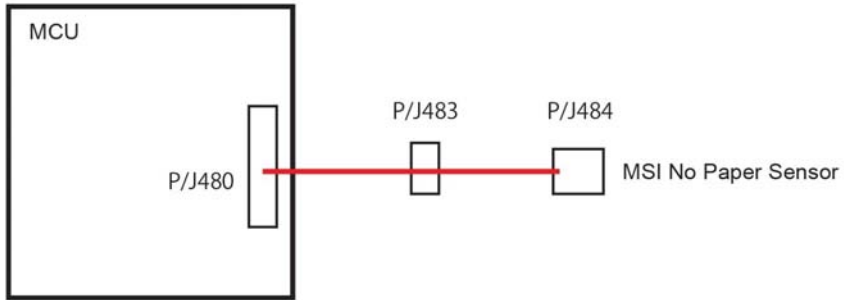
D80941

Figure 48 MCU, MSI no paper sensor

8 Principles of Operation

VersaLink Product Overview

The VersaLink® C500 and C600 are color LED printers. The output tray holds 250 80 gsm (20 lb.) sheets. VersaLink® C500 and C600 options add media capacity and wireless connectivity. A configuration with one additional 550-Sheet feeder is supported.

The VersaLink C505, C605 and C605_Tall versions have a color LED print engine with a duplex automatic document feeder (DADF). The output tray holds 250, 80gsm (20lb.) sheets. Options include up to 4 additional feeders, fax capability, and a high capacity feeder, finisher and/or mailbox. Refer to Sec 6, GP 7 for details.

The following pages detail principles of operation and major component functions:

- Parts of the VersaLink C500 and C600 SFP
- Parts of the VersaLink C505/C605 and C605_Tall Version MFP

Parts of the VersaLink C500 and C600

VersaLink® C500 and C600 front and right side views

Figure 1 VersaLink® C500 and C600 front and right side views shows the printer's front and right side views with parts identified in Table 1.
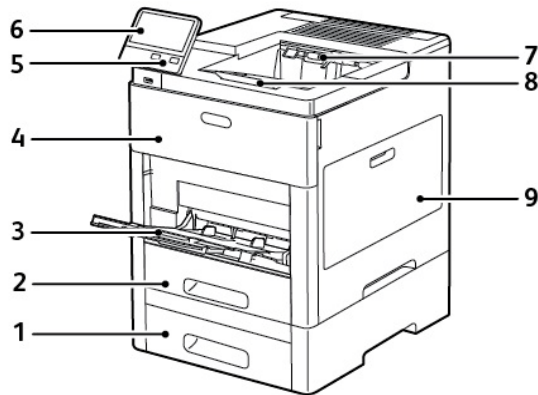
Figure 1 VersaLink® C500 and C600 front and right side views

Table 1 front and right side parts identification

1.	Tray 2, Optional 550-Sheet feeder	6.	Control panel
2.	Tray 1	7.	Output Tray
3.	Bypass Tray	8.	Output Tray Extension
4.	Front Door	9.	Right-side Door
5.	Power/Wake Button		

VersaLink® C500 and C600 rear and left side Views

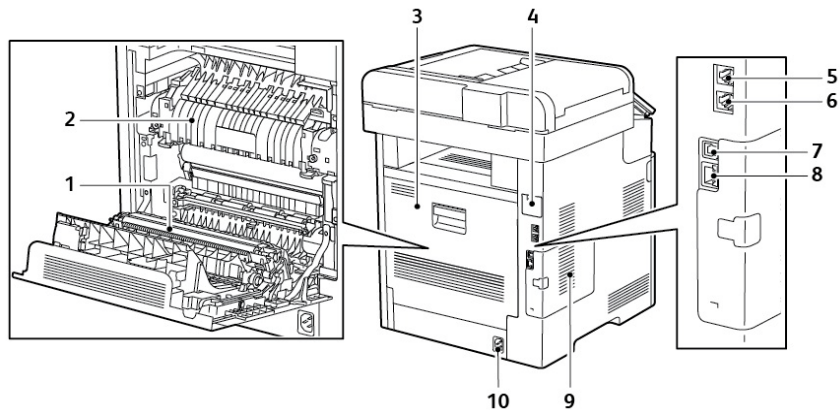Figure 2 VersaLink® C500 and C600 Rear and left side views shows the printer's rear and left side views with parts identified in Table 2 Rear and left side parts identification.
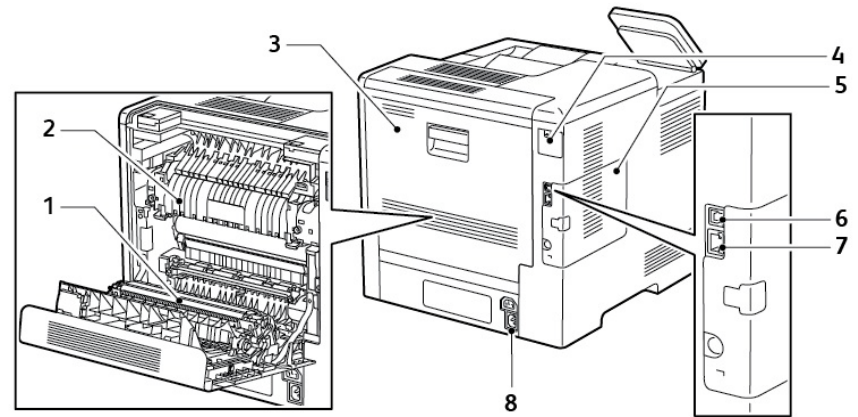
Figure 2 VersaLink® C500 and C600 rear and left side views

Table 2 Rear and left side parts identification

1.	Transfer roller	5.	Left side Cover (access to optional productivity kit)
2.	Fuser	6.	USB Port
3.	Rear Door	7.	Ethernet Connection
4.	Wireless Network Adapter Port Cover	8.	Power Connector

VersaLink® C500 and C600 Internal Parts

Figure 3 VersaLink® C500 and C600 internal parts shows the printer's front and right side internal views with parts identified in Table 3 Internal parts identification.
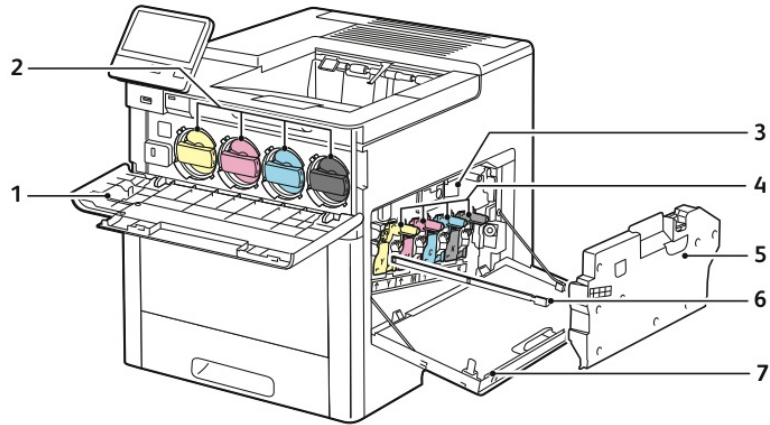
Figure 3 VersaLink® C500 and C600 internal parts

Table 3 Internal parts identification

1.	Front door	5.	Waste cartridge
2.	Toner cartridges (Y, M, C, K)	6.	Cleaning pad
3.	Transfer belt	7.	Right side door
4.	Drum cartridges		

Parts of the VersaLink C505/C605 and C605_Tall Version

VersaLink® C505/C605 and C605_Tall Version Front and Right-side Views

Figure 4 shows the printer's front and right side views with parts identified in Table 4.
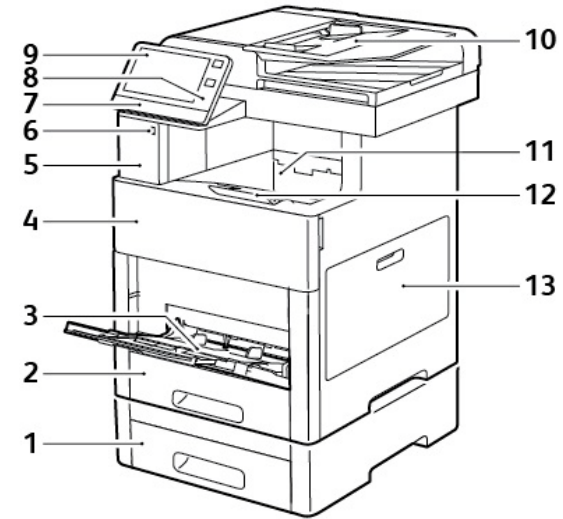
Figure 4 VersaLink® C505/C605 and C605_Tall version front and right side views

Table 4 front and right side parts identification

1.	Tray 2, Optional 550-Sheet feeder	8.	NFC area
2.	Tray 1	9.	Touch screen
3.	Bypass tray	10.	DADF
4.	Front door	11.	Output tray
5.	Card reader bay	12.	Output tray extension
6.	USB memory port	13.	Right-side door
7.	Status LED		

VersaLink® C505/C605 and C605_Tall Version Rear and left side Views

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

Figure 5 VersaLink® C505 and C605 rear and left side views

Table 5 Rear and left side parts Identification

1.	Transfer roller	6.	FAX line connector
2.	Fuser	7.	USB port, type A
3.	Rear door	8.	USB port, type B
4.	Wireless network adapter port cover	9.	Left-side panel (access to optional Productivity Kit)
5.	Phone connector	10.	Power connector

VersaLink® C505/C605 and C605_Tall Version Internal Parts

Figure 6 shows the printer's front and right side views with internal parts identified in Table 6.
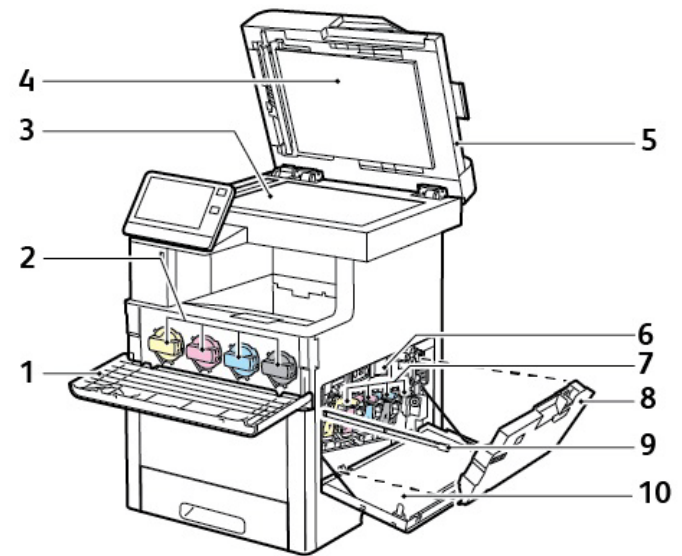
Figure 6 VersaLink® C505/C605 and C605_Tall version internal parts

Table 6 Internal parts identification

1.	Front cover	6.	Transfer belt
2.	Toner cartridges (Y, M, C, K)	7.	Drum cartridges
3.	Document glass	8.	Waste cartridge
4.	Document cover	9.	Cleaning pad
5.	Single-Pass duplex automatic document feeder (DADF)	10.	Right-side door

Control Panel Layout

The VersaLink® C505/C605 and C605_Tall Version Control panel shown in Figure 7, consists of a touchscreen, a keypad, and several buttons. These buttons are used to navigate the menu system, perform functions, and select operational modes. Table 7 lists the function of each control.
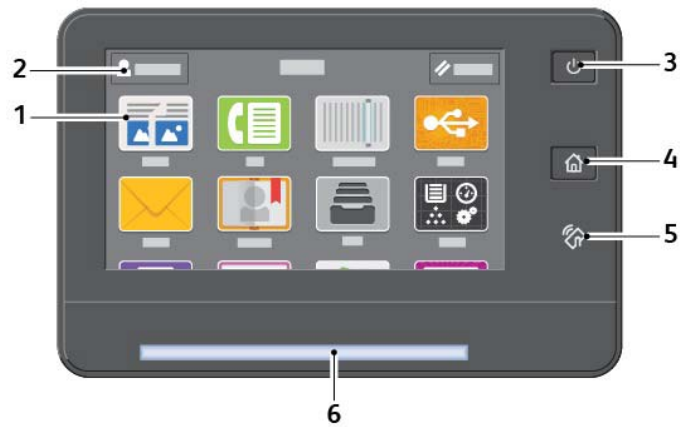
Figure 7 VersaLink® C505/C605 and C605_Tall version control panel

Table 7 Control panel parts identification

1.	Touch screen display	4.	Home button
2.	Administrator logon	5.	NFC area
3.	Power/Wake	6.	Status LED

Control Panel Layout

The VersaLink® C500 and C600 control panel shown in Figure 8, consists of a touch screen, a keypad, and several buttons. These buttons are used to navigate the menu system, perform functions, and select operational modes. Table 8 lists the function of each control.
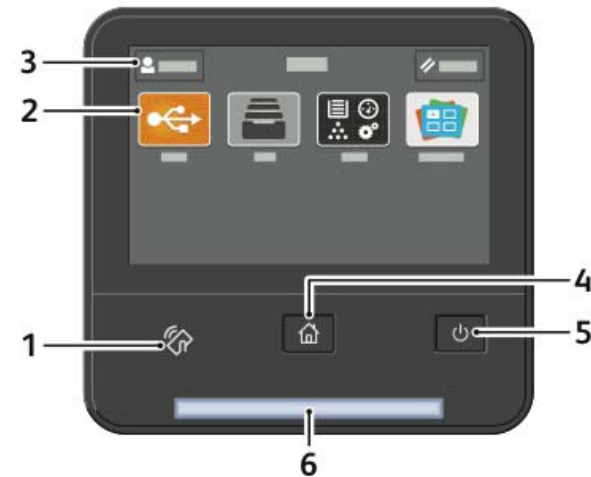
Figure 8 VersaLink® C500 and C600 control panel

Table 8 Control panel parts identification

1.	NFC area	4.	Home button
2.	Touch Screen display	5.	Power/Wake
3.	Administrator login	6.	Status LED

Configurations

The configurations for this printer are described in this section.

Basic Configuration

The printer has the following basic configurations (Figure 9) depending on the destination.

- Print engine main unit (MSI and 250 feeder unit as the standard paper feeding)
- Consumables (CRU)

C505/C605/C605_Tall Functional Configuration

The functional configuration for this printer is shown in Figure 10.

Figure 10 C505/C605/C605_Tall functional configuration

Figure 9 Basic configuration

C500/C600 Functional Configuration

The functional configuration for the C500/C600 printer is shown in Figure 11.
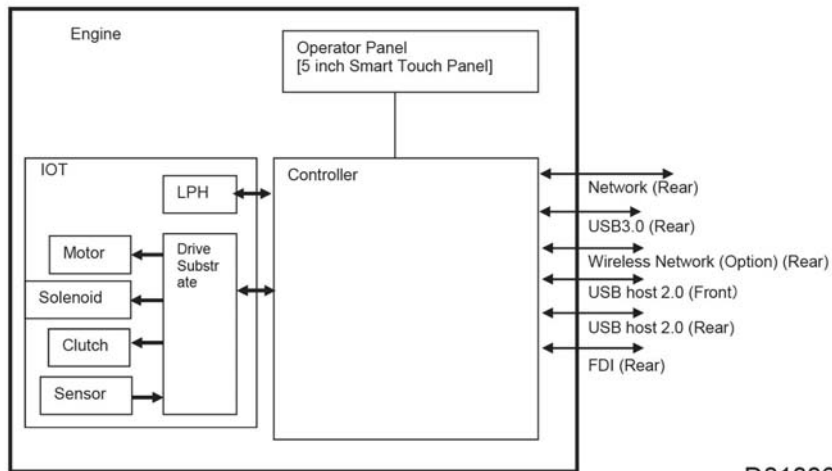
Figure 11 C500/C600 functional configuration

Printing Process

This section describes the operational characteristics of the VersaLink® C500/505 and C600/605. It provides detailed descriptions of the media path, xerographics, and major assemblies for each model.

Summary of Printing Process

This device is an LED-based full-color xerographic printer operating on a tandem printing system that has four color-specific drum/developer sets for yellow, magenta, cyan, and black (YMCK). The four color-separated images of the original document are created with toner on the drums and then transferred in registration onto the Intermediate transfer belt to reproduce a full color image. The completed toner image is transferred and fixed on the print medium, and then output as a print.

The printer's printing process comprises the following basic steps:

1. Charging: The drum surface is electrically charged.
2. Exposure: The image is formed on the drum surface by the light from the LEDs (Light-Emitting Diodes).
3. Development: The image is developed with toner.
4. Primary transfer: The four color separation images on the drums are transferred onto the transfer belt.
5. Cleaning: The drums are electrically neutralized and the toner remaining on the drums and BCRs is removed.
6. Secondary transfer: The toner image on the transfer belt is transferred onto the medium.
7. Neutralization: Electric charge of the paper is eliminated.
8. Cleaning: The toner remaining on the transfer belt and 2nd transfer roller is removed.
9. Fusing: The toner is fixed to the print medium by heat and pressure.

Figure 1 shows the printing process flow.
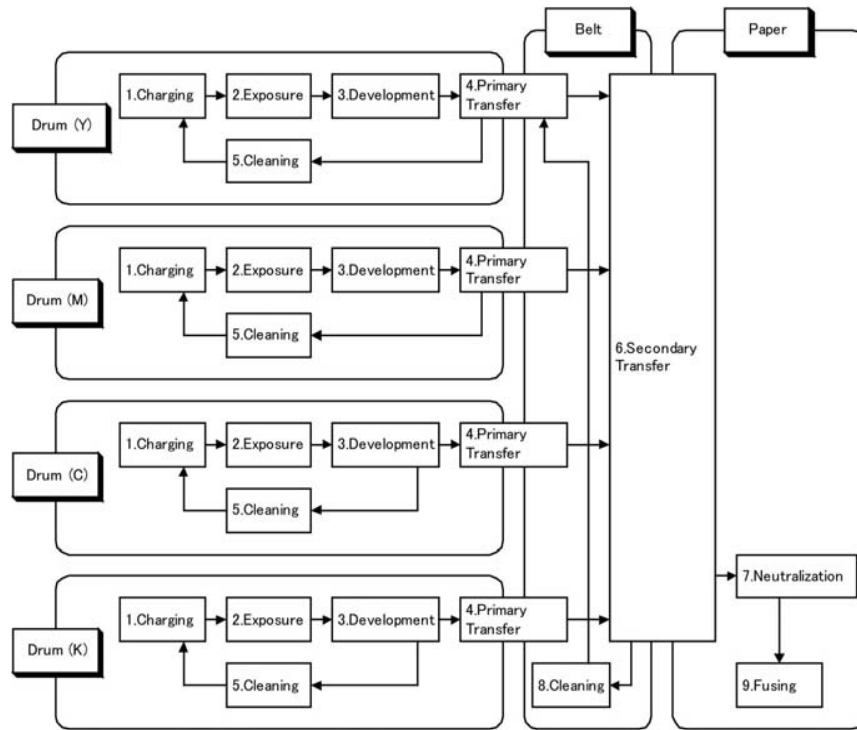
Figure 1 Printing process flow

Figure 2 shows the printing process outline.
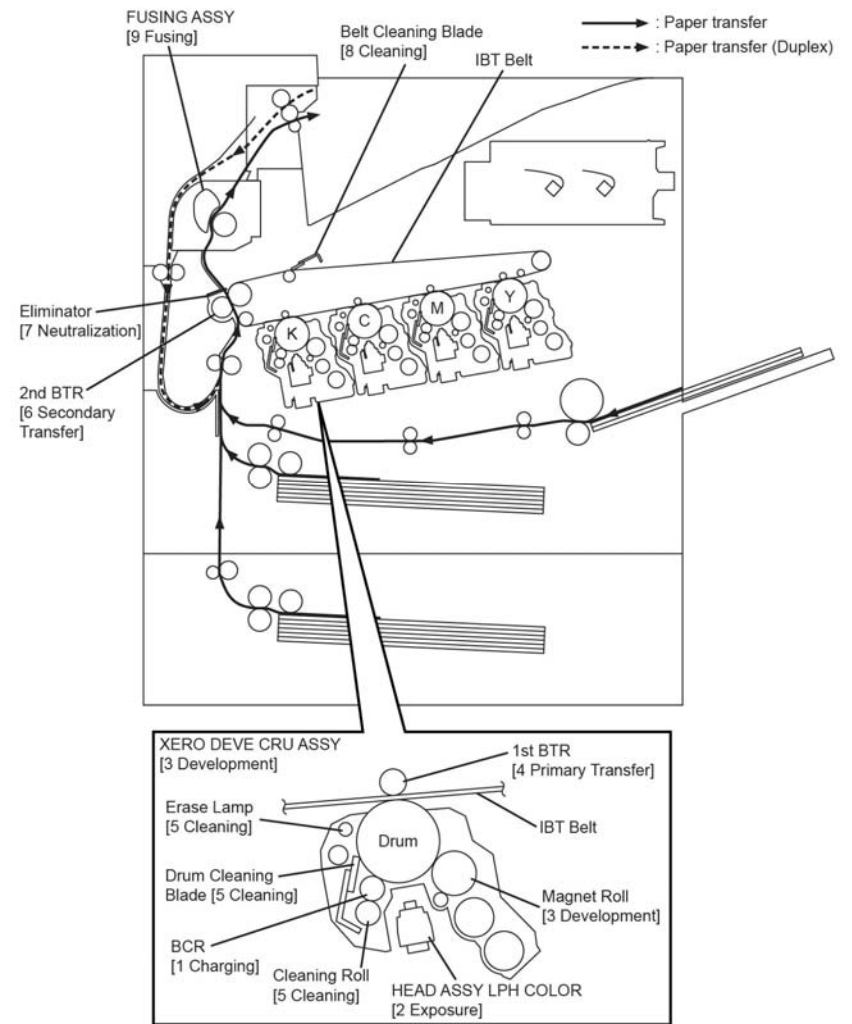
Figure 2 Printing process functions

Charging

In the charging process, the surface of the drum rotating at a constant speed is uniformly charged with negative polarity by the discharge from the Bias Charge roll (BCR). This process is performed in parallel for yellow, magenta, cyan and black colors.

- Bias Charge roll (BCR)

   The BCR is kept in contact with the drum and rotates following the rotations of the drum. The BCR is a conductive roll that uniformly and negatively charges the drum surface with the negative voltage applied by the HVPS.

- drum

   The drum surface is uniformly and negatively charged with DC bias voltage.

   The drum surface consists of a photoreceptor (which is an insulator in the dark and a conductor in the light) backed with a conductor.

- Cleaning roll

   The Cleaning roll physically contacts the BCR to remove the toner from it.

Exposure

The Exposure process forms an invisible electrostatic latent image on the negatively charged drum surface by illuminating it with the Light Emitting Diodes (LEDs).

This process is performed in parallel for yellow, magenta, cyan, and black colors.

This device uses the LED Print Head (LPH) for the exposure process. The LPH consists of numerous illuminating points that are lined in the main scanning direction. The LPH of this device consists of 21 newly developed Self-Scanning* Light Emitting Diodes (SLEDs). With 506 illuminating points per SLED, the total number of illuminating points on 21 SLEDs amounts to 10626, achieving a high resolution of 1200 dpi in the main scanning direction. Utilizing the switching characteristics of the PNPN thyristor, makes the PN junction work as a light emitting diode to provide the scanning function.

The LEDs emit lights according to the printing data (image data) output from the printer controller, and the lights pass through the lenses to be converged onto the drum surface. The LEDs illuminate the points on the drum surface corresponding to the pixels (micro points composing characters or pictures) of the printing data. When the LEDs illuminate the drum surface, the illuminated area becomes conductive. This allows the negative charge on the drum surface to flow to the positive side and cancel the positive charge, lowering the potential on the drum surface. This low-potential area becomes the electrostatic latent image.
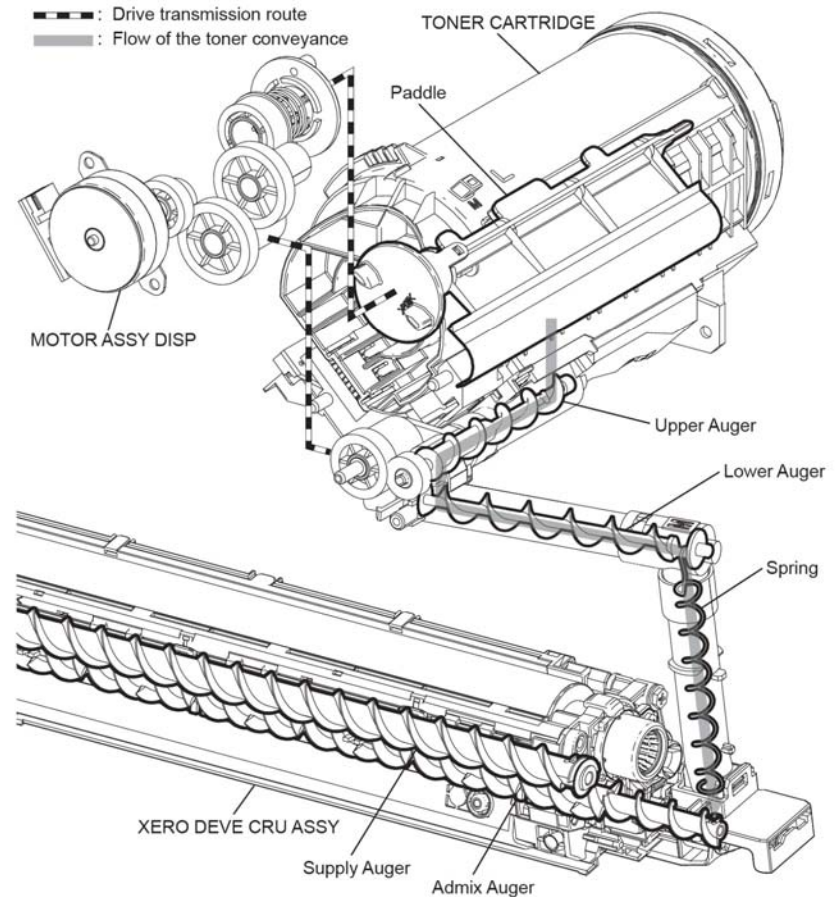
Development

The development process makes a visible image appear on the drum surface by electrically attracting toner particles to the electrostatic latent image.

This process is performed in parallel for yellow, magenta, cyan and black color independently.

Toner Dispensing (Figure 3)

The toner in the toner cartridge is fed into the drum cartridge by the upper auger and the Lower Auger driven by the motor assembly DISP as shown in Figure 3 . The toner supplied from the toner cartridges fed toward the drum cartridge by the upper auger and the lower auger in the DISP assembly and the paddle in the toner cartridge driven by the motor assembly disp.
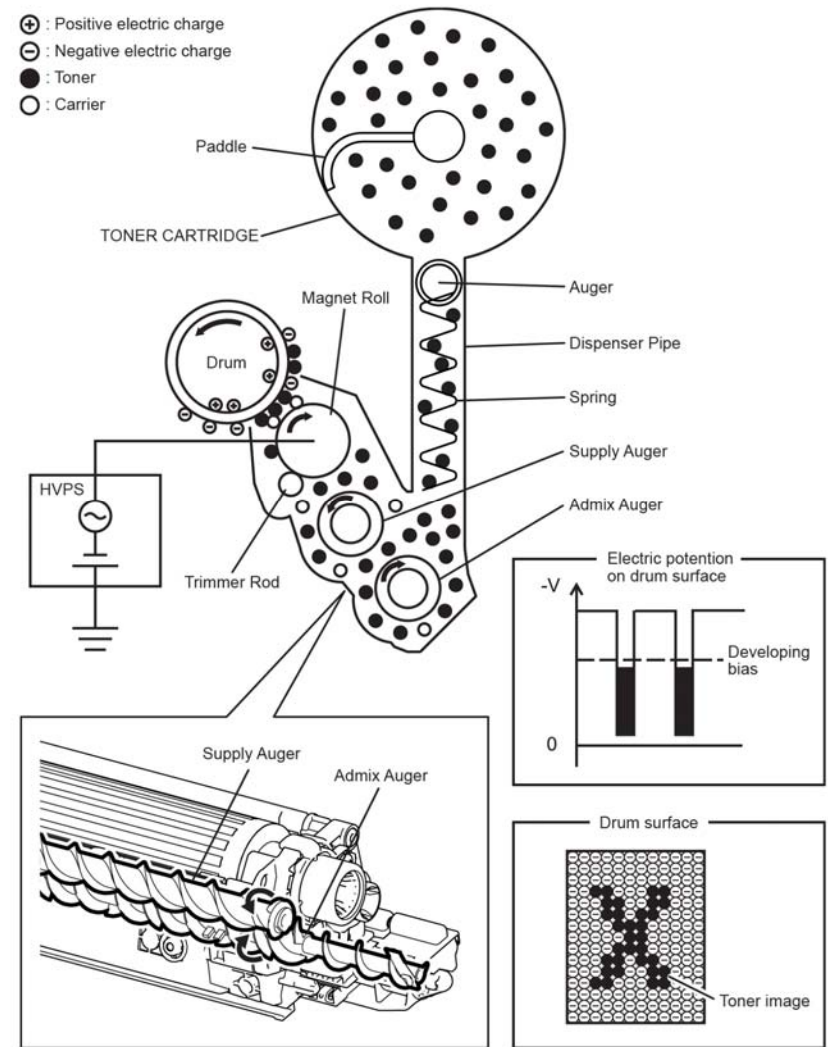

Figure 3 Toner dispensing during development

Development

In the developer section, the incoming toner is mixed with the existing developer (toner/carrier mixture) by the admix auger and the supply auger, and then supplied to the magnet roll located near the drum surface as shown in Figure 4. The toner and carrier are charged by friction due to agitation (toner in negative, carrier in positive), and they attract each other electrically. The carrier, due to its magnetic properties, is attracted to the magnet roll, and then uniformly leveled by the trimmer rod.

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Printing Process

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The magnet roll is covered by a thin semi-conductive sleeve all over the surface. The DB (Developing Bias) voltage is supplied to this semiconductor sleeve from the High Voltage Power Supply (HVPS). The DB voltage is negative DC voltage combined with AC voltage. The DC voltage keeps the Magnet roll at a constant negative voltage against the photoreceptor layer of the drum. Therefore, at the area where the negative electric charge on the drum surface does not decrease, the potential is lower than that of the Magnet roll, while the potential is higher than that of the Magnet roll at the area where the negative charge on the drum surface decreases. The AC voltage shakes the developer on the surface of the Magnet roll so that the toner easily flies to the drum. Thus, only the portions of the drum surface where the negative charge has decreased below that of the Magnet roll (electrostatic latent image) attract the toner to form an image on the drum. Once the toner is deposited on the drum, the potential and the toner-attracting force of the corresponding portion decreases because the increase of negative charge lowers the potential at that portion.

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Figure 4 Development process

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Principles of Operation
Printing Process

Primary transfer

In the Primary transfer process, the toner images formed on the drums are transferred onto the transfer belt via the 1st transfer roller. The four color separation images are transferred from the drums onto the transfer belt in the order of Y, M, C, and K.

The 1st transfer roller is a metal roll, to which the positive voltage from the High Voltage Power Supply (HVPS) is applied. The 1st transfer roller positively charges the backside of the transfer belt with the voltage generated by the contact resistance with the transfer belt. The toner images on the drums are transferred to the transfer belt due to the attracting force generated between the negative polarity of the toner image and the positive polarity on the transfer belt.

Cleaning (Drum)

In the Cleaning process, excess toner and charge is removed from the drum and BCR surfaces.

Drum Cleaning

The excess toner that was not transferred to the transfer belt in the primary transfer process remains on the drum surface. To prevent the excess toner from causing troubles in the subsequent processes, the toner is scraped off by the drum cleaning blade in contact with the drum surface, and then is collected into the waste cartridge.

BCR Cleaning

The remaining toner is roiled by the cleaning roll made of spongy material in contact with the BCR surface, and then collected to the drum. The toner returned to the drum is scraped off by the drum Cleaning Blade with the transfer remaining toner in the drum cleaning process.

Secondary Transfer

In the secondary transfer process, the toner image completed on the surface of the transfer belt is transferred onto the print medium using the 2nd transfer roller. The print medium passes between the 2nd transfer roller and the transfer belt that runs in contact with the conductive roll (Back Up roll). The toner image on the transfer belt moves onto the print medium due to the attracting force generated between the grounded Back Up roll and the positively polarized 2nd transfer roller.

Neutralization

In the neutralization process, the charge on the paper is neutralized or eliminated by the eliminator. The charge is neutralized (removed) to prevent the toner on the paper from spreading over the surrounding metal surfaces. The eliminator is a metal sheet that is held at the ground potential. The Eliminator is installed at several millimeters away from the backside of the transfer belt.

Cleaning (transfer belt, 2nd transfer roller)

In the cleaning process, the toner and charge remaining on the transfer belt and the toner remaining on the 2nd transfer roller are removed after the toner image is transferred onto the print medium.

Belt Cleaning

The excess toner that was not transferred to the sheet in the Secondary transfer process remains on the transfer belt surface. To prevent the excess toner from causing troubles in the subsequent processes, the toner is scraped off by the Cleaning Blade in contact with the transfer belt surface, and then is collected into the Waste Cartridge.

2nd transfer roller Cleaning

The excess toner deposited on the 2nd transfer roller in the Secondary transfer process soils the backsides of the subsequent sheets. To prevent this trouble, the excess toner on the 2nd transfer roller is transferred back onto the transfer belt using the attracting force generated by the Back Up roll which is positioned opposite to the 2nd transfer roller and is positively polarized by the DC voltage from the HVPS. The excess toner remaining on the transfer belt is scraped off by the belt Cleaning Blade that is in contact with the transfer belt, and then is collected into the Waste Cartridge (see Waste Toner Collection).

Fusing

In the Fusing process, toner is fixed onto the print medium by heat and pressure. The toner particles are melted by the Heat roll heated by the Heater Lamp, and fused onto the print medium by the pressure between the Heat roll and the Pressure belt. The Pressure belt friction-driven by the Heat roll nips the print media against the Heat roll using the pressurizing mechanism it contains.
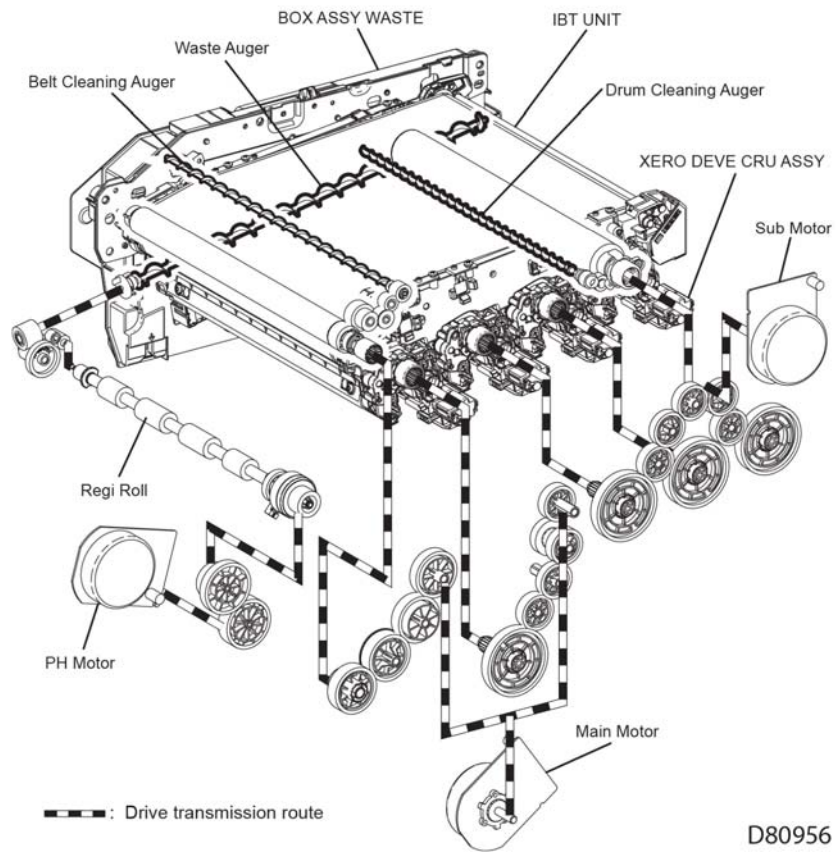
Waste Toner Collection

The excess toner generated by the Y/M/C/K drum cleaning is fed to the waste cartridge by the drum cleaning auger in the drum cartridge of YMCK as shown Figure 5 (C505/C605/C605_Tall) and Figure 6 (C500/C600).

The excess toner generated by the belt cleaning is fed to the waste cartridge by the belt Cleaning auger in the transfer belt Unit.

The drum cleaning auger (K) and the belt cleaning auger are driven by the main motor and the drum cleaning auger (Y/M/C) are driven by the sub motor.
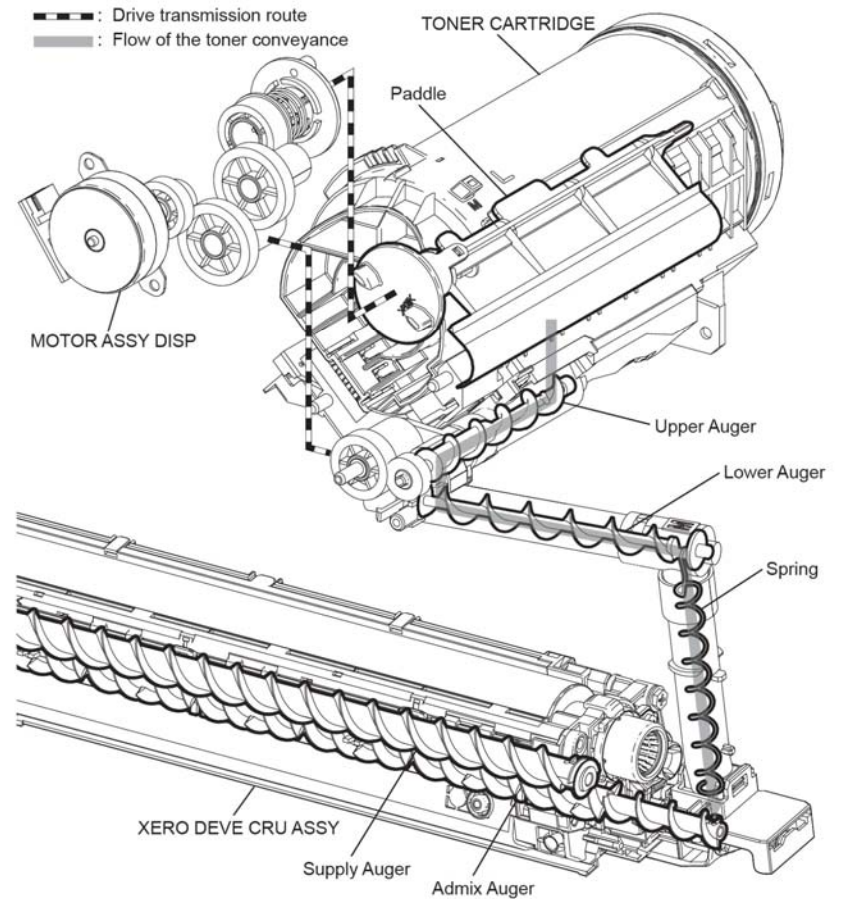
The excess toner fed to the waste cartridges is collected into the cartridge by the waste auger in the waste cartridge.

The waste auger in the waste cartridge is driven by the main motor via the regi roll.

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Printing Process

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Figure 5 C505/C605/C605_Tall waste toner collection

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Figure 6 C500/C600 waste toner collection

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Principles of Operation
Printing Process

Scanning Process

Document Scanning

The Scanner assembly shown in Figure 1 consists of the Image Input Terminal (IIT) and the Duplex Automatic Document feeder (DADF). The CIS assembly in the Image Input Terminal scans the front side of the document and the CIS assembly in the Duplex Automatic Document feeder scans the back side of the document.

The Carriage assembly consists of components such as the CIS Image sensor for converting image to data, the LED Array for illuminating the original, and the Rod Scope for converting the original image to a full-size erect image.

Document Scanning at DADF

This DADF, shown in Figure 2, has a different system from the conventional document feeder, being capable of scanning both the front and back sides of the document during the one-pass conveyance. The CIS Array assembly on the IIT assembly reads the front side of the document, and the CIS Array assembly on the DADF assembly reads the back side of the document. These two scanning parts are arranged so as to interpose the paper path from both sides, and this allows both sides of the document to be scanned without rotation.

When the document being fed by the torque from the DADF motor at the speed corresponding to the set magnification passes the scanner home position (CVT: Constant Velocity Transport) of the Carriage assembly in the IIT assembly, allowing the reflected image to be read by the CCD Image sensor.
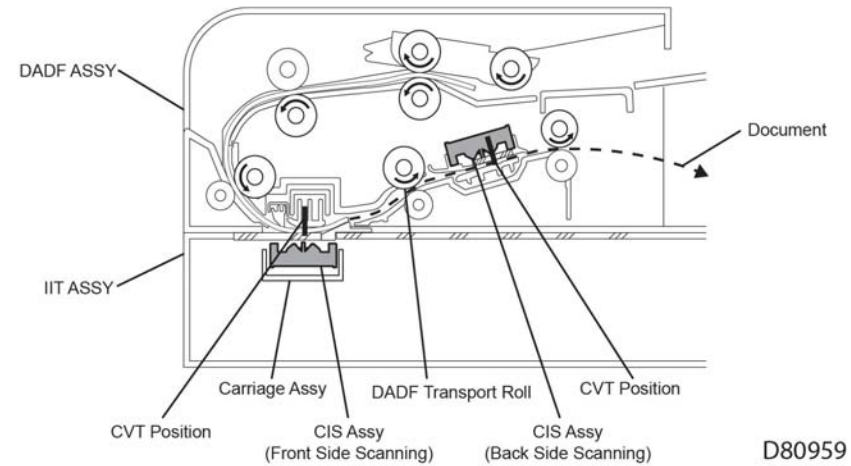
D80959

Figure 2 Scanning at DADF assembly

D80958

Figure 1 Scanning at platen (IIT) assembly

Paper Path

This section describes the paper feed path of the entire device and the paper feed process in each feed section.

Paper Path Layout

Figure 1 shows the paper feed layout when the tray module is installed, and the components relevant to paper feed.
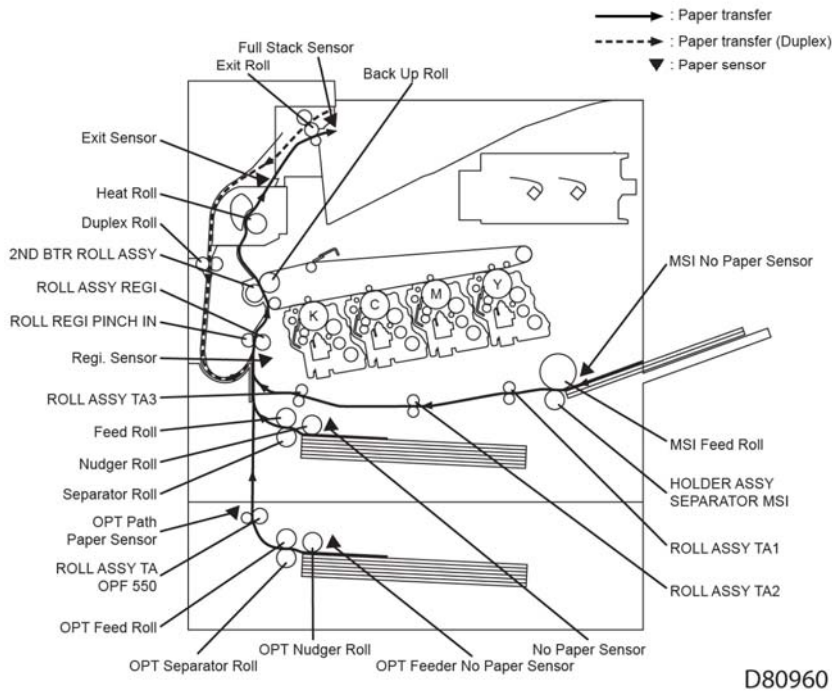

Figure 1 Paper path layout

Feeding from Paper Cassette

Figure 2 shows the paper loaded in the paper cassette is fed between the feed roll and the Separator roll by the Nudger roll, and fed farther to the registration section by the rotation of the feed roll and the Separator roll.

- The nudger roll and the feed roll are rotated by the main motor via the clutch assembly PH.
- The separator roll, pressed from underneath by the spring pressure and forced against the feed roll, fans a sheet by the rotation friction.

- When the sheet is lapped over, the break force of the torque limiter combined with the Separator roll separates and feeds only the top sheet.
- The plate assembly bottom is the mechanism driven with the gear located on the side of the paper cassette.
- Unless the interlock gear is unlocked, the plate assembly bottom keeps the state that it is not lowered or elevated from the arbitrary position. The sheet is fed at this position.
- As paper is fed and the stack of paper decreases by several sheets, the Nudger roll lowers down and the lever unlocks the gear, which elevates the plate assembly bottom.
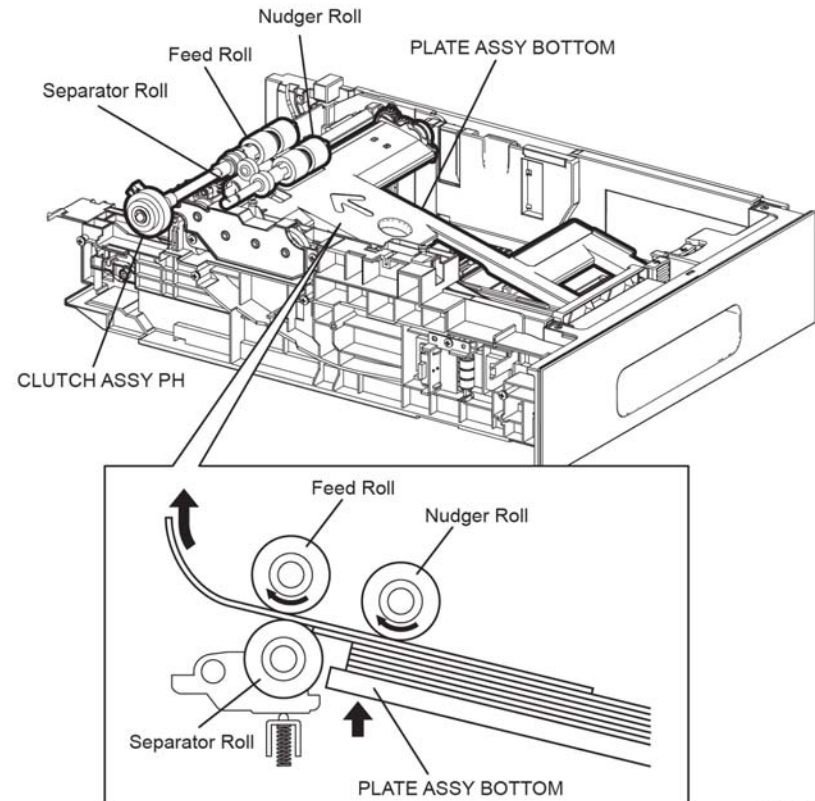

Figure 2 Feeding from paper cassette

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Principles of Operation
Paper Path

Feeding from Bypass Tray

When sheet feeding from the MSI starts, the MSI feed roll rotates, driven by the main motor and controlled by the solenoid feed MSI, to feed the sheet to the position where it is nipped between the MSI feed roll and the MSI separator roll (holder assembly separator MSI). As the MSI feed roll rotates, the MSI left cam and MSI right Cam also rotate to lift the plate assembly bottom MSI via the latch MSI L and latch MSI R to the position for sheet feeding. See Figure 3.

Normally, when only one sheet is fed, both the MSI feed roll and MSI separator roll rotate to allow the sheet to pass. However, when two sheets are fed concurrently, only the MSI feed roll rotates and the MSI separator roll is locked. This allows the upper sheet to pass by being separated from the lower sheet that is stopped by the friction with the MSI Separator roll at rest.

The MSI separator roll is pushed toward the MSI feed roll by spring pressure, and controlled by the torque limiter (clutch assembly friction) with which it is coupled.
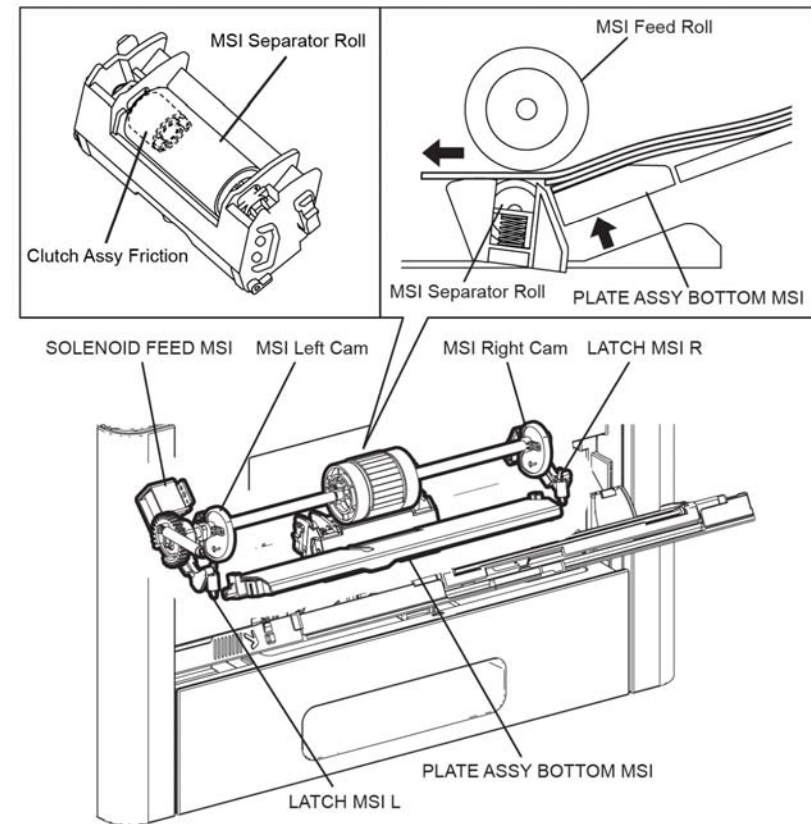
Figure 3 Feeding from the bypass tray

Feeding in the Registration Section
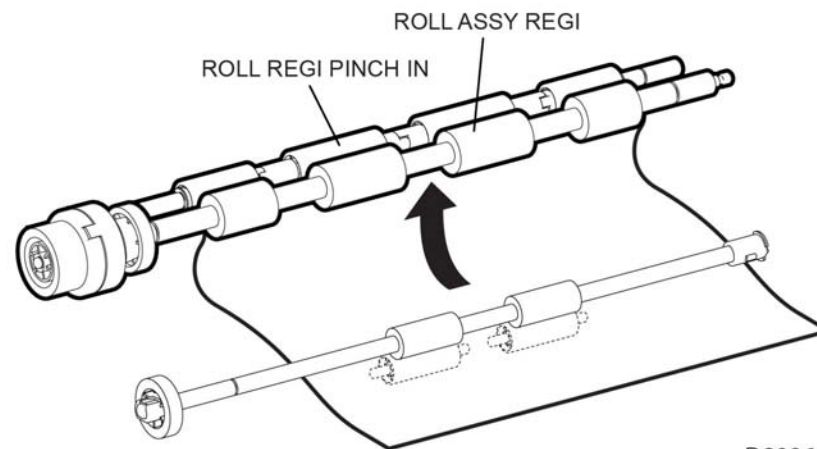
Feeding to the Registration Section

The sheet fed from the MSI is fed to the registration section by the ROLL assembly TA1, roll assembly TA2, and roll assembly TA3 driven by the main motor. See Figure 4.

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ROLL ASSY TA3   ROLL ASSY TA2   ROLL ASSY TA1
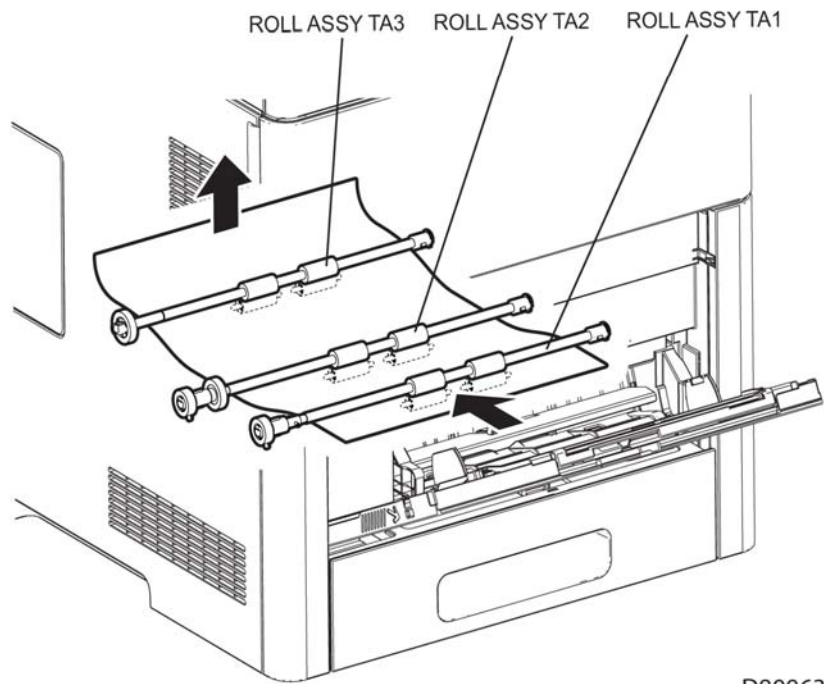
D80963

Figure 4 Feeding through the takeaway rolls

The sheet fed from the paper cassette is passed through the chute directly and fed to the registration section. See Figure 5.

ROLL ASSY REGI

ROLL REGI PINCH IN

D80964

Figure 5 Feeding to the registration section

Lead-Edge Registration (paper skew correction)

When a sheet fed out of the MSI or tray directly reaches the toner transfer section, the toner image may not be transferred at the correct position on the sheet due to misalignment of lead edges in the MSI or tray.

To avoid this problem, the lead edge position of the sheet needs to be corrected at the registration section before the sheet is forwarded to the toner transfer section.

By thrusting the edge of the sheet fed out of the MSI or tray against the locked roll assembly regi, the sheet's lead edge position is corrected. See Figure 6.

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Paper Path
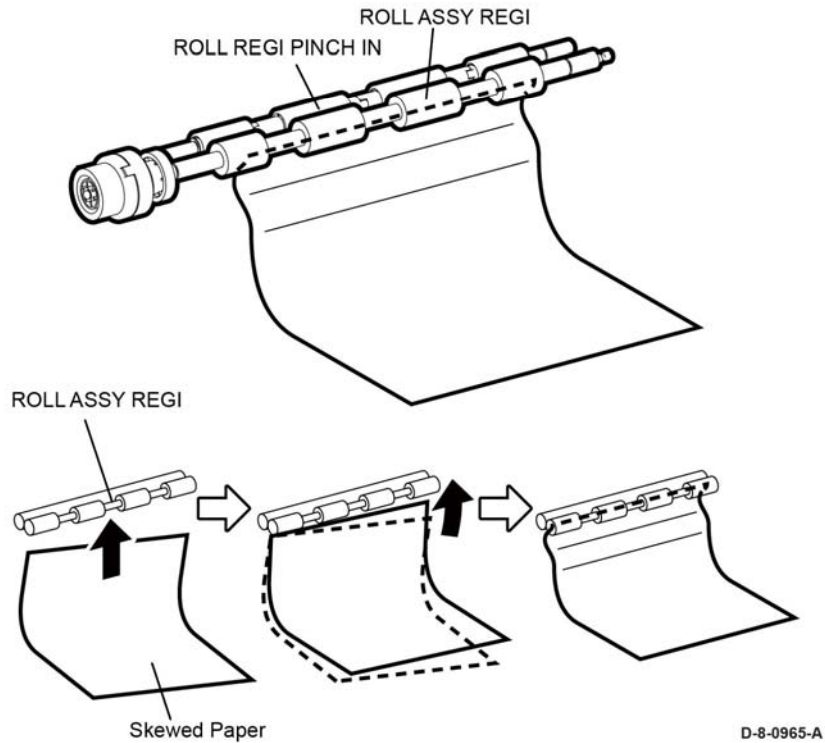
Figure 6 Sheet leading edge position correction

Feeding from the Registration Section

The sheet is fed to the toner transfer section by the rotation of the roll assembly regi at the proper timing, after the lead edge position of the sheet fed is corrected in the registration section. The roll assembly regi is rotated by the main motor drive via the clutch assembly REGI.

Transfer / Fusing / Exit

On the sheet passed through the registration section, the toner image on the transfer belt is transferred by the transfer belt and the 2nd transfer roller rotated by the Main Motor drive. Then, the sheet is fed to the exit section while its toner image is being fused by the Heat roll rotated by the main motor. See Figure 7. Also, the main motor drive is transmitted to the Exit clutch, and the exit roll is rotated in the sheet exit direction. The printed sheet is ejected from the printer. The exit sensor detects when the sheet completely exits the printer. See Figure 8 for feeding through the envelope mode.
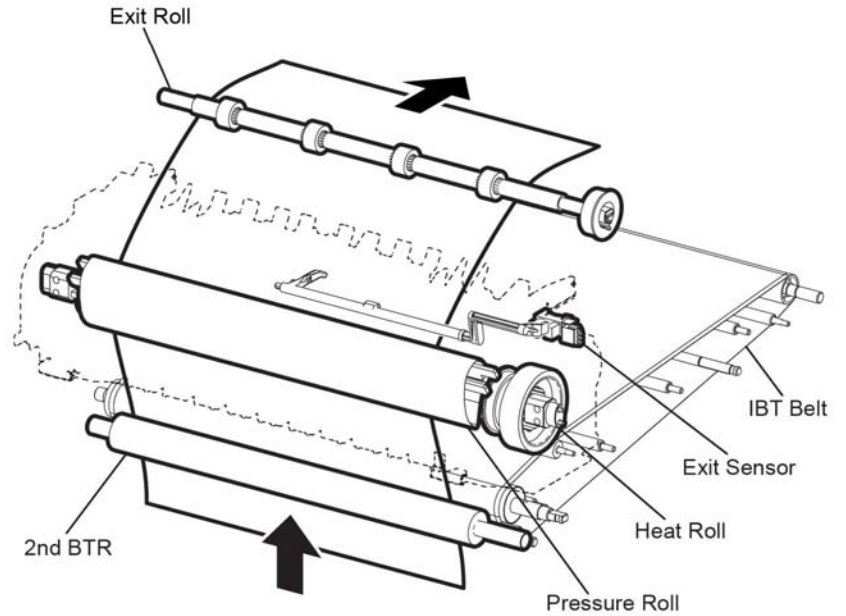
Figure 7 Feeding through the transfer/fusing/exit

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Paper Path

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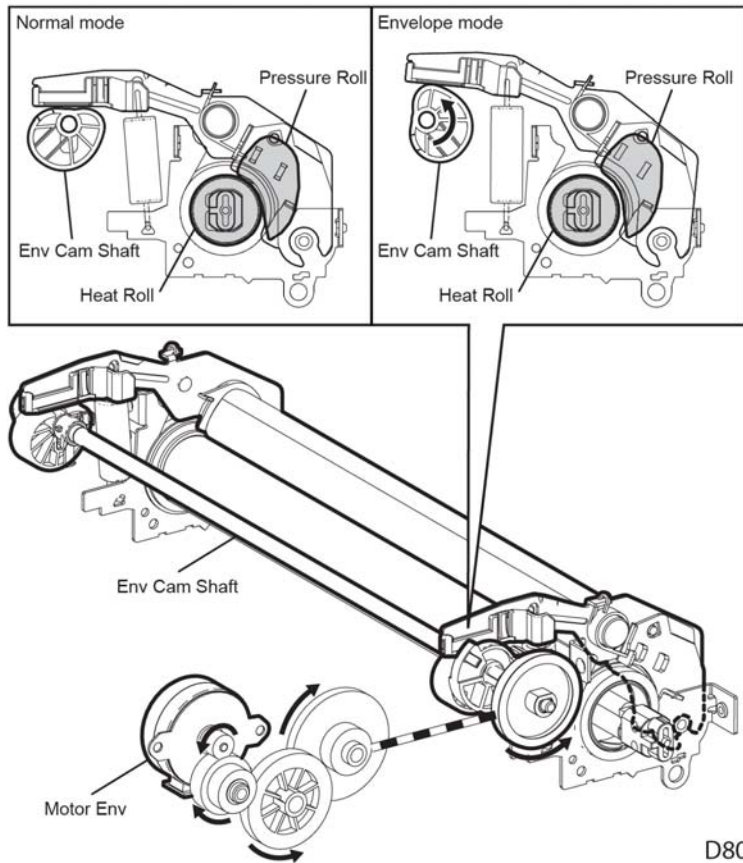**Xerox® VersaLink® C605F Family Printer**

Figure 8 Feeding through envelope mode

Feeding through the Duplexer

After the sheet is passed through the Heat roll and side 1 printing is completed, the rotation direction of the exit roll is changed to the duplex feed direction at the proper timing, and the sheet is nipped in the Duplex assembly. See Figure 9. When the main motor drive is transferred to the exit clutch 2, the exit roll is rotated in the duplex direction. Also, the duplex roll is rotated by the main motor drive, and the sheet is fed to the registration position.
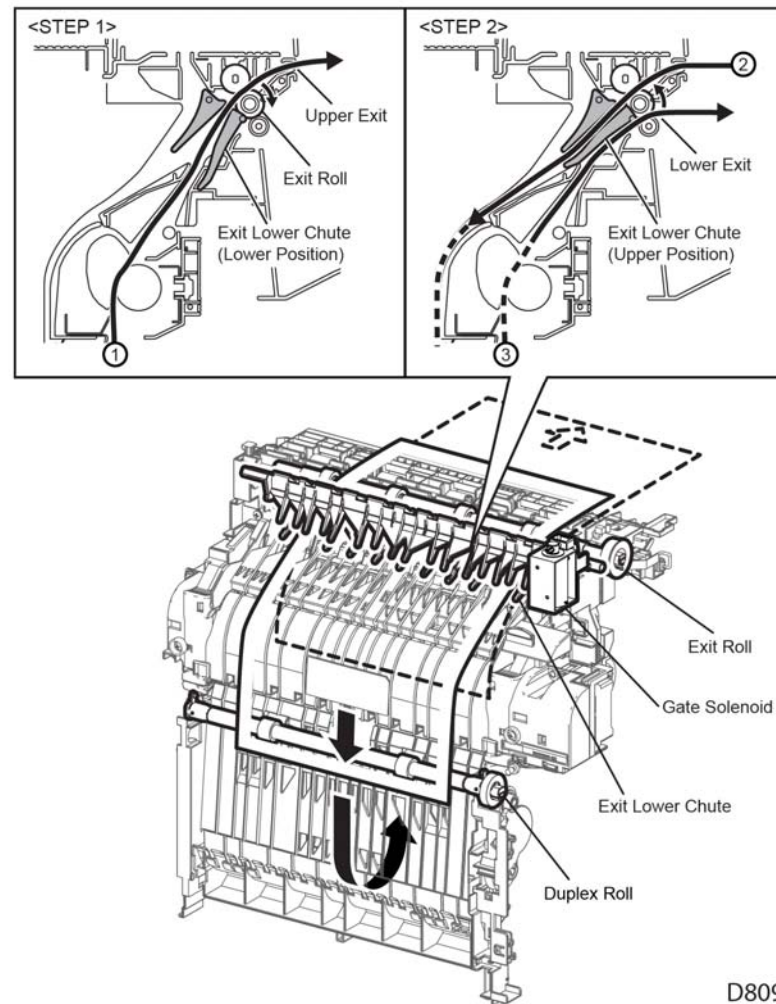
Figure 9 Feeding through the duplexer

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Principles of Operation
Paper Path

DADF Paper Path (C505/C605/C605_Tall)

When the sheet feeding from the document feeder tray of the DADF starts, the DADF nudger roll and the DADF feed roll rotation is driven by the DADF motor. The sheet is nipped between the DADF feed roll and the Retard Pad while being fed into the DADF. See Figure 10.

Inside the DADF, the sheet is fed by the DADF takeaway roll rotated by the DADF motor, aligned by the DADF regi roll rotated by the DADF motor, and fed to the scanner home (CVT: Constant Velocity Transport) Position in the Carriage assembly, and is scanned (simplex). Then, the sheet is fed by the DADF transport roll rotated by the DADF motor to the CVT position, and is scanned (duplex).

After being scanned, the sheet is ejected by the DADF exit roll rotated by the DADF motor to the DADF's document output tray.

Major Components' Functions

This section describes the major functional components of the printer and the scanner with corresponding illustrations. These components are classified into the following blocks based on the printer and scanner configurations.
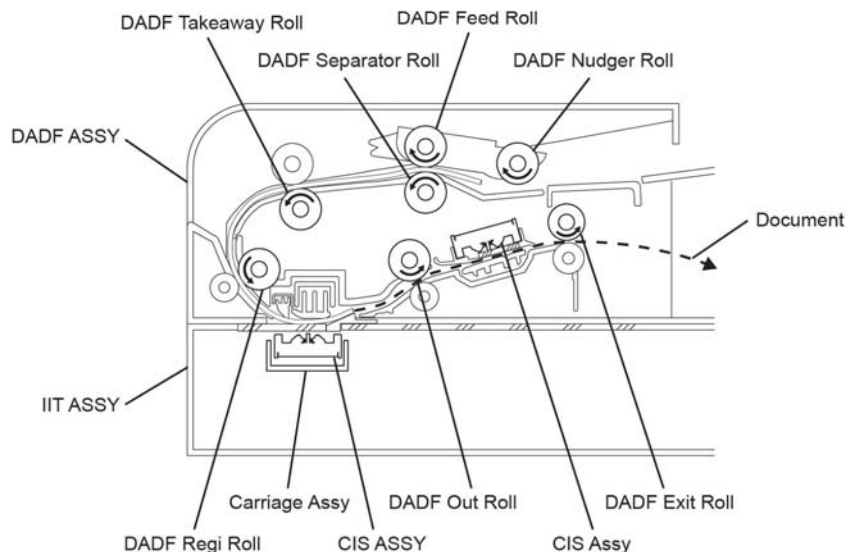
LPH

Figure 1 shows the LPH assemblies.

HEAD assembly LPH COLOR (PL 2.1 Item 1)

An exposure device for creating an electrostatic latent image on the drum surface. One unit is provided for each color: yellow, magenta, cyan, and black.

The head assembly LPH color mainly consists of the following part:

* PWB ASIC

  A board that bridges between the PWBA ESS C505/C605/C605_Tall/PWBA ESS C500/C600 and the head assembly LPH COLOR.
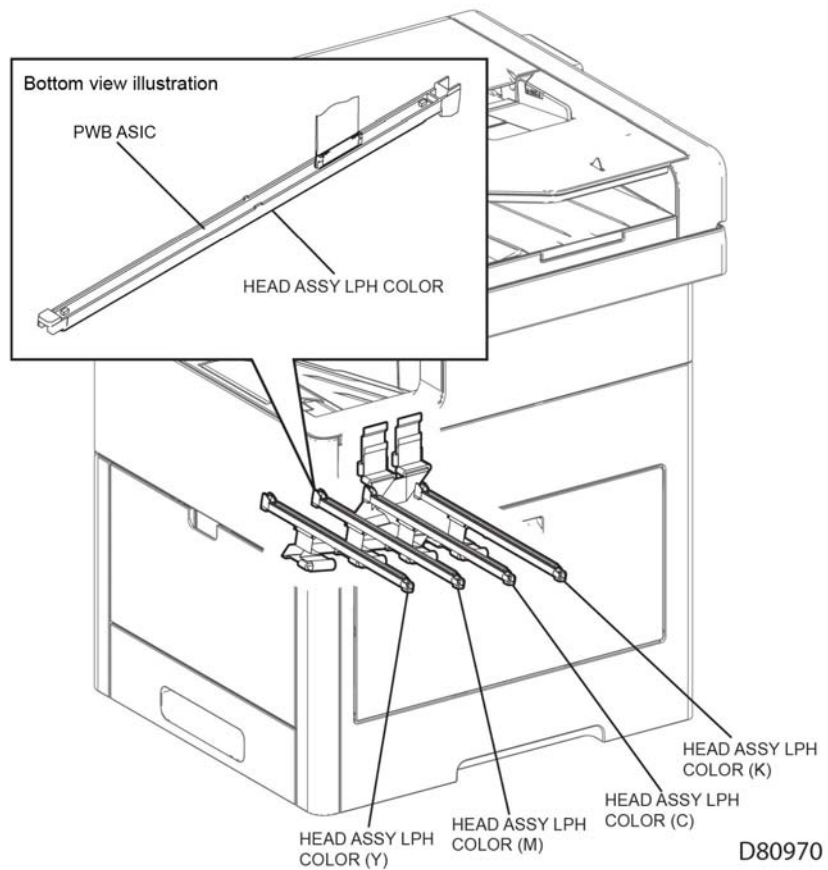

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Figure 10 Feeding Through the DADF

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Paper Path, Major Components' Functions

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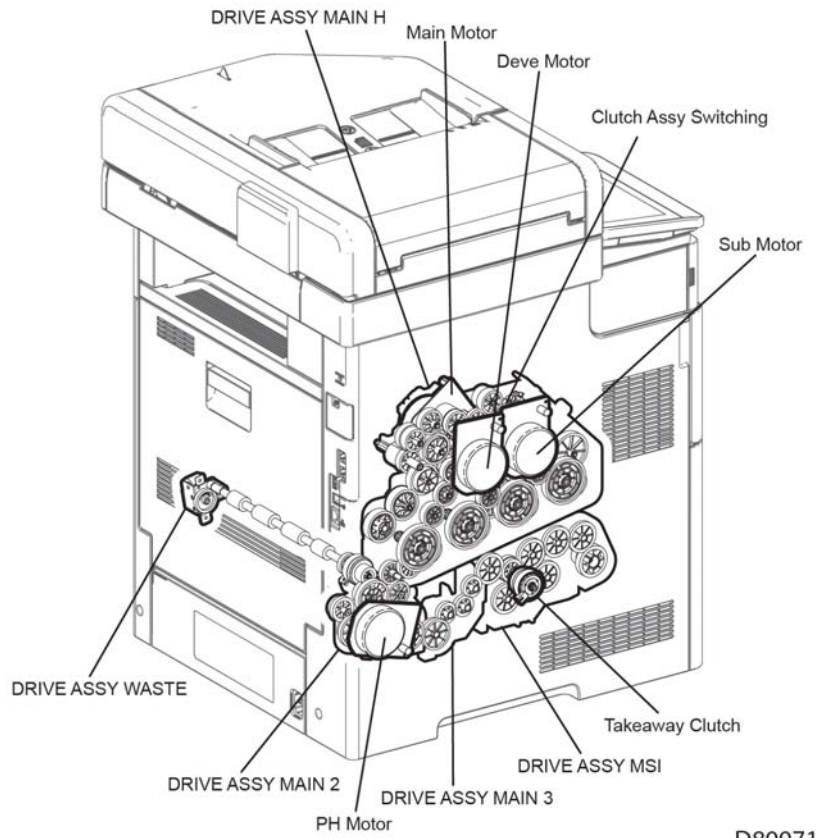
Figure 1 LPH Function

Drive

Figure 2 shows the drive assemblies.

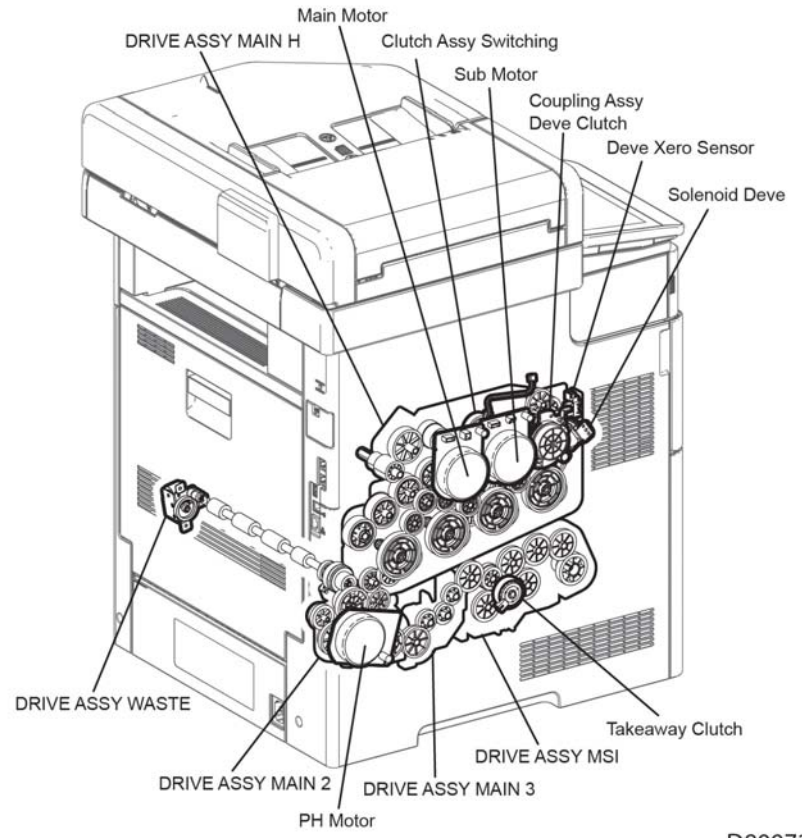**DRIVE assembly MAIN Figure 3 (PL 3.1 Item 1)**

The DRIVE assembly MAIN mainly consists of the following parts:

*   Main motor

    The DC motor that drives the heat roll in the fuser assembly, the exit roll in the exit section, each roller of the paper feed section (feed from the MSI/tray, registration, and duplex feed), the drum and magnet roll in the drum cartridge (K) (black), the transfer belt and belt cleaning auger in the transfer belt unit, and the auger in the waste cartridge.

*   Sub motor

    The DC motor that drives the drum and magnet roll in the drum cartridge (Y/M/C) (Yellow/ Magenta/Cyan).

*   Development coupling clutch assembly

    transfers the drive from the sub motor to the drum and magnet roll in the drum cartridge (Y/M/C) (Yellow/Magenta/Cyan). This clutch is controlled by the solenoid deve and deve xero sensor.

*   switching clutch assembly (K clutch)

    transfers the drive from the main motor to the switching camshaft in the transfer belt unit and switches the contact/retract of the 1st transfer roller.

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Principles of Operation
Major Components' Functions

Figure 2 C505/C605/C605_Tall drive function

Figure 3 C500/C600 drive function

Principles of Operation

Major Components' Functions

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Drive assembly PH (Figure 3)

Transfers the drive to the drive assembly waste via the roll assembly regi.

Drive assembly MSI (Figure 3)

The DRIVE assembly PH mainly consists of the following part:

• MSI takeaway clutch

Transfers the drive from the main motor to the roll assembly TA1, the roll assembly TA2, and the roll assembly TA3.

Air Flow

Figure 4 shows the air flow (C505/C605/C605_Tall and C500/C600).

Main Fan (Figure 4)

Takes air in from outside the machine, and prevents temperature rise inside the machine.

Figure 4 Air flow

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Principles of Operation
Major Components' Functions
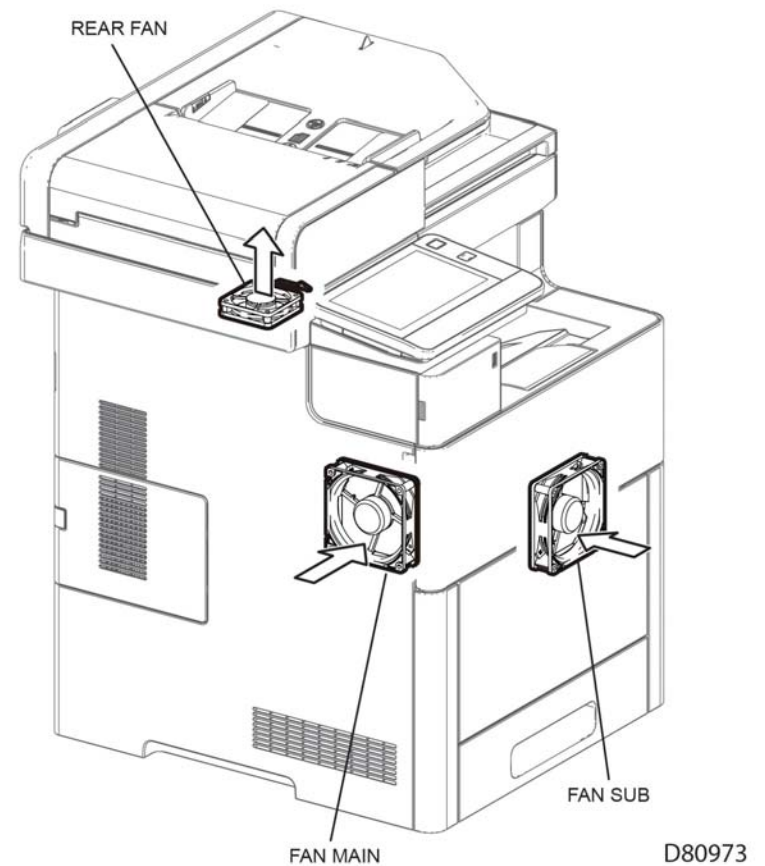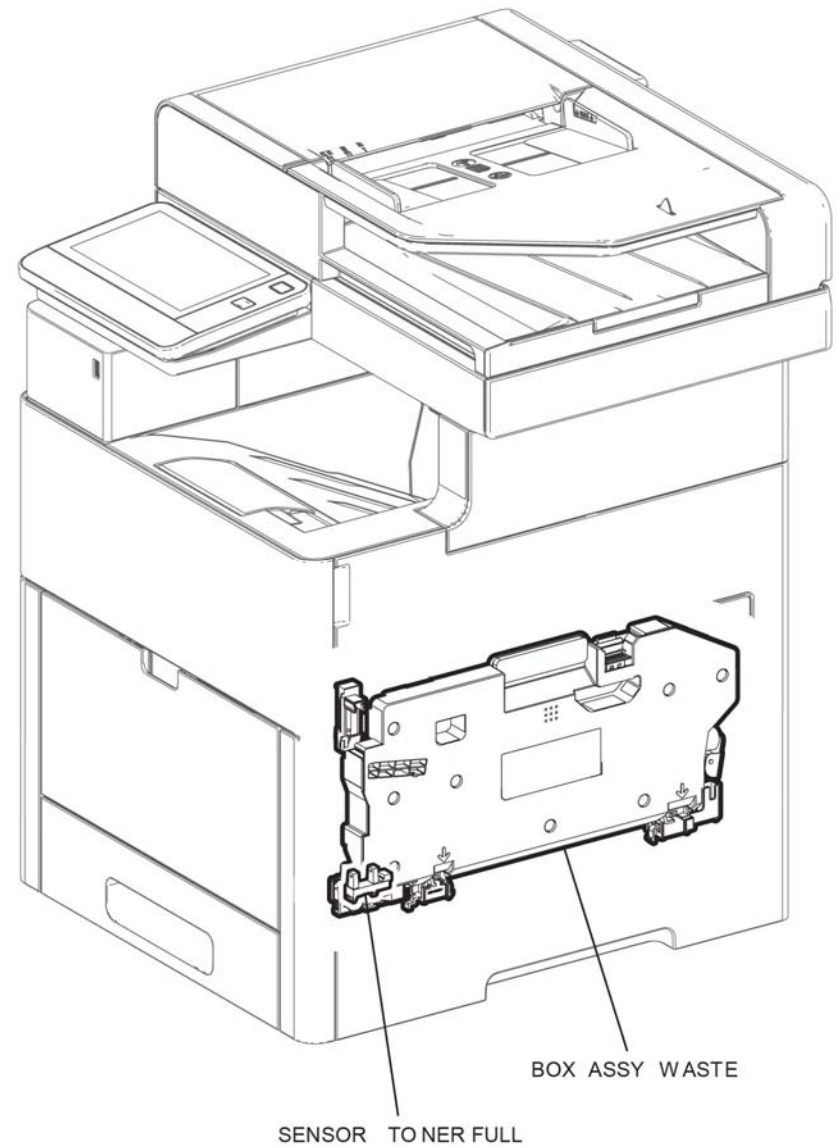
Waste Toner Collection

Figure 5 shows the waste cartridge.

Sensor Toner Full (Figure 5)

Detects when the waste cartridge is full.

Waste Cartridge (Figure 5)

Stores the waste toner conveyed from the transfer belt and the drum cartridge (Y/M/C/K) via the belt cleaning auger and the drum cleaning auger.

BOX ASSY WASTE

SENSOR TONER FULL

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Figure 5 Waste toner function

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Major Components' Functions

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Toner Dispensing

Figure 6 shows the toner dispensing function.

KIT drive assembly disp (Figure 6)

Drives the paddle in the toner cartridge, the upper auger, and the lower auger of the disp assembly, feeding toner to the development section in the drum cartridge.

The dispenser drive assembly mainly consists of the following parts:

- Dispenser motor assembly (Y,M)

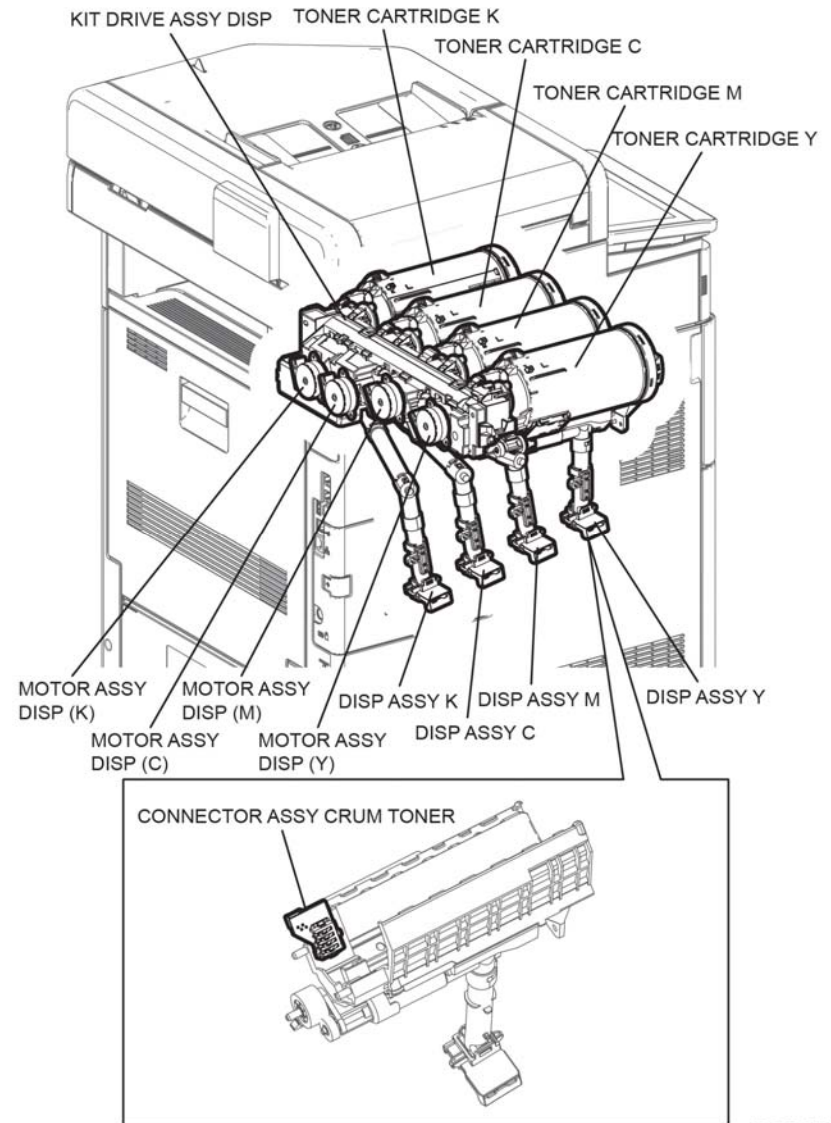 drives the toner cartridge for the Y toner and M toner and the DISP assembly via the gear.
- Dispenser motor assembly (C,K)

  drives the toner cartridge for the C toner and K toner and the DISP assembly via the gear.

Toner Cartridge Y,M,C,K (Figure 6)

Stores toner and a small amount of carriers. Also, includes the CRUM, a non-volatile memory to store the machine information.

DISP assembly Y,M,C,K (Figure 6)

Feeds toner in the toner cartridge to the drum Cartridge and mainly consists of the following parts:

- Connector assembly crum toner: (detects whether the toner cartridge being connected is a regular part.)

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Figure 6 Toner dispensing function

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Xerographics and Transfer
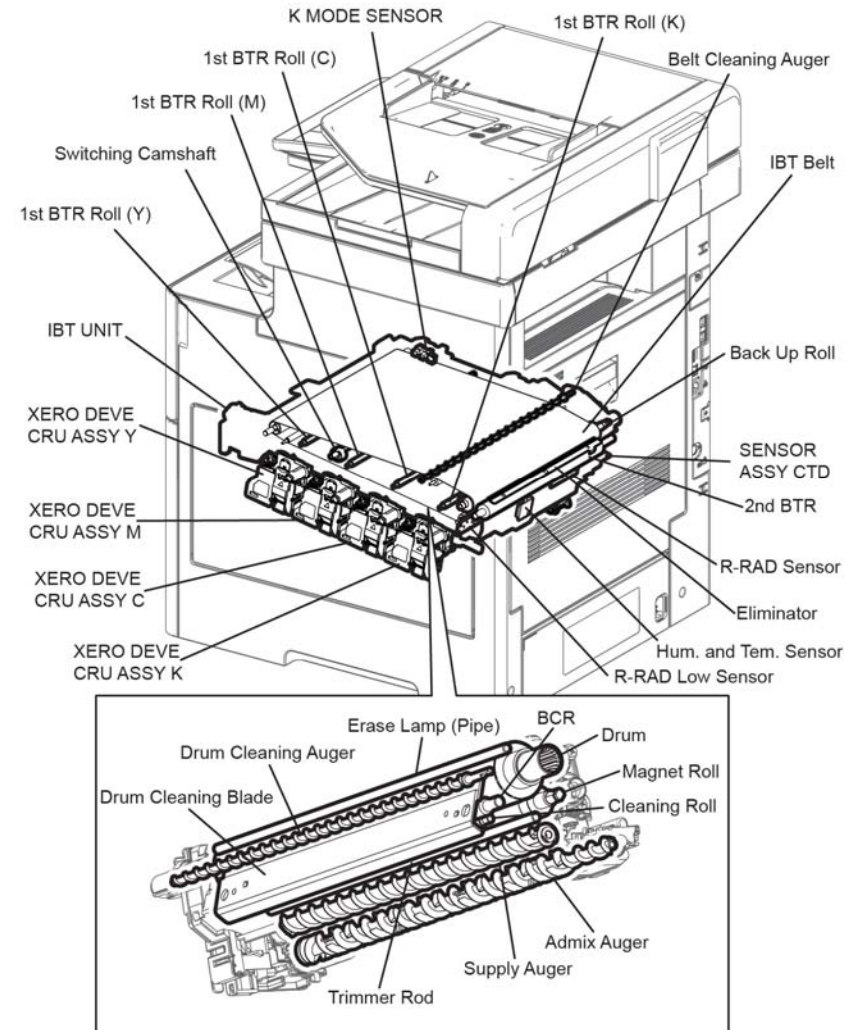
SENSOR assembly CTD (Figure 7)

The CTD sensor assembly consists of the following parts:

- R-RAD Low sensor

    Irradiates light from the LED in the sensor to the transfer belt and the toner patch on the transfer belt, detects the reflected light from the transfer belt with the light receiving element, and outputs the electric signal. The output value is used to control the image position.

- R-RAD sensor

    Irradiates light from the LED in the sensor to the transfer belt and the toner patch on the transfer belt, detects the reflected light from the transfer belt with the light receiving element, and outputs the electric signal. The output value is used to control the toner density, the image density, and the image position.

- Humidity and Temperature sensor

    Detects the humidity and the temperature.

Drum Cartridge (Y,M,C,K) (Figure 7)

A unit that consists of the drum to form the static latent image and toner image, and the developer to develop toner to the drum. Placed in yellow, magenta, cyan, and black color each.

- Drum

    Forms the static latent image and the toner image.

- BCR

    Charges the drum.

- Cleaning roll

    Cleans toner on the BCR surface.

- Drum cleaning blade

    Cleans the remaining toner in the drum after the toner image is transferred on the sheet.

- Magnet roll

    Contacts with the drum and forms the toner image on the drum.

- Admix auger, supply auger -stirs toner.

- Trimmer rod

    Equalizes toner and carriers on the magnet roll.

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Figure 7 Xerographics function

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Transfer belt unit (Figure 8)

The primary transfer unit that transfers the toner image on the drum surface of each color to the transfer belt.
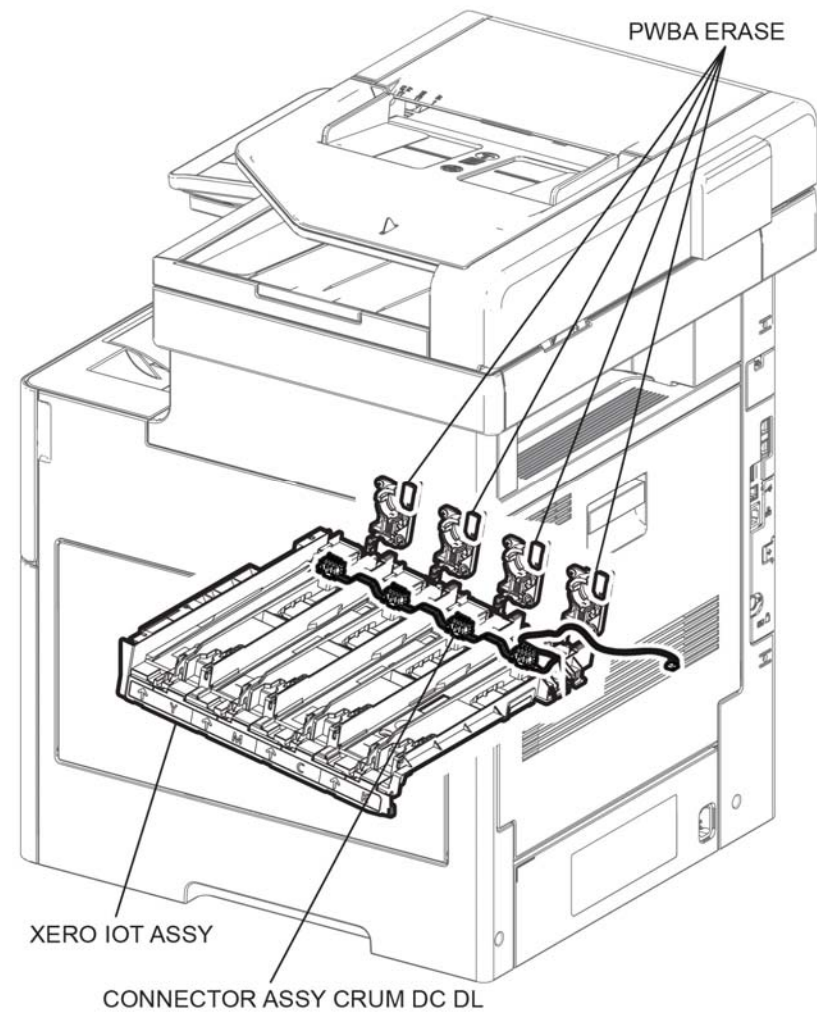
The transfer belt mainly consists of the following components:

- 1st transfer roller (Y)/(M)/(C)/(K)

    Impresses the positive electric charge on the reverse side of the transfer belt in printing, and transfers the toner image formed in the drum to the transfer belt.

- Transfer belt

    Reduplicates and transfers the toner image formed in the drums of each color.

- Back up roll

    Contacts with the 2nd transfer roller via the transfer belt in the secondary transfer, and transfers the toner image on the transfer belt to the sheet.

- Belt cleaning auger

    After the toner image is transferred on the sheet, cleans the remaining toner in the transfer belt.

- switching camshaft

    switches the contact/retract of the 1st transfer roller (Y)/(M)/(C) to the transfer belt.

- K mode sensor

    Detects the contact/retract of the 1st transfer roller (Y)/(M)/(C) to the transfer belt.

2nd Transfer roller assembly (Figure 8)

The 2nd transfer roller assembly mainly consists of the following components:

- 2nd transfer roller

    Contacts with the reverse side of the toner transfer face on the sheet, and transfers the toner image formed in the transfer belt to the sheet.

- Eliminator

    neutralizes the sheet.

Figure 8 Xerographics transfer function

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XERO IOT assembly

The Xero IOT assembly mainly consists of the following parts:

- Connector assembly crum DC PL

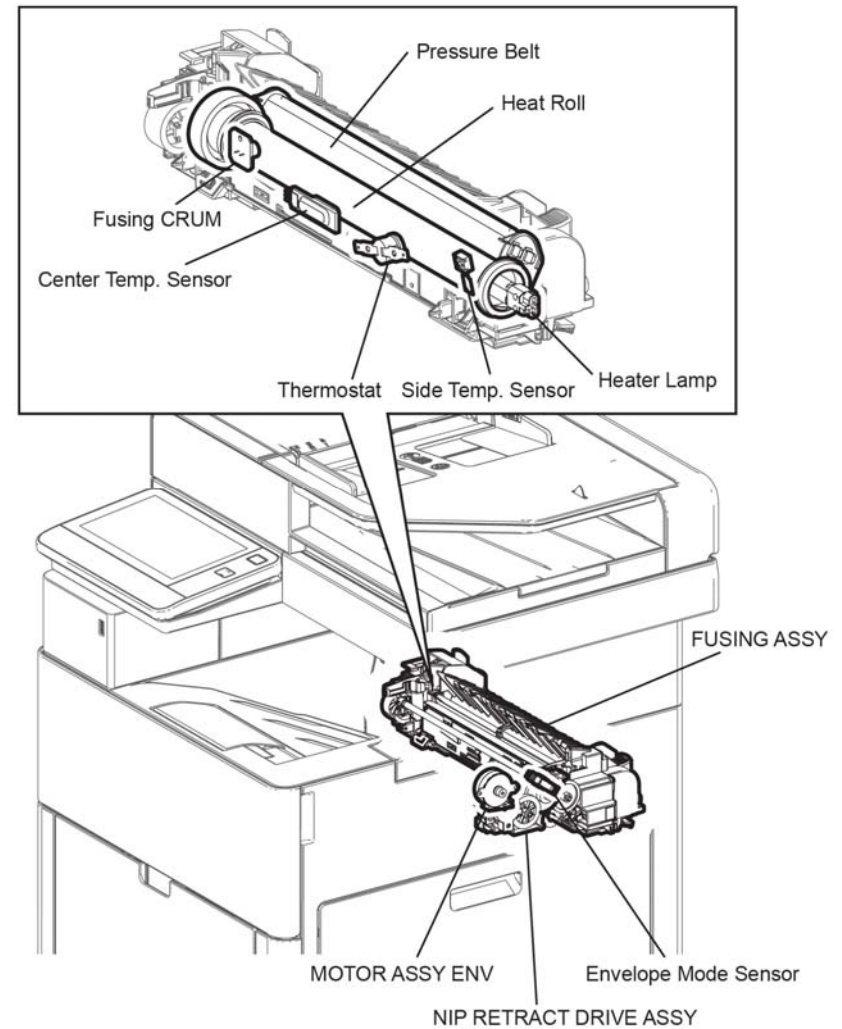 Detects whether the drum cartridge (Y/M/C/K) is set to the xero IOT assembly.

Fuser

Fuser assembly (Figure 9)

The fuser assembly is a unit that fuses the complete toner image transferred on the sheet with the sheet by heat and pressure.

The Fuser assembly mainly consists of the following components:

- Heat roll

  A metal roller, with a surface for transferring heat to fuse toner on a sheet covered by the tube.

- Pressure belt

  A belt contained the pressurization system inside. Combined with the heat roll, impresses toner on the sheet.

- Heater lamp

  A heating element sealed inside the Heat roll.

- Center temp. sensor

  A thermistor that reacts corresponding to temperature changes, located in the heat roll. The sensor detects the heat roll's surface temperature, preventing abnormally high temperature.

- Side temp. sensor

  A thermistor that reacts corresponding to temperature changes, located in the Heat roll. The sensor detects the Heat roll's surface temperature, preventing abnormally high temperature.

- Thermostat

  Located in series with the heater lamp's power source. A secondary device to prevent excessive temperature in the heat roll if the temp. sensors fail.

- Nip retract drive and motor assembly envelope

  Reduces the fuser belt pressure on the heat roller to reduce wrinkle when printing envelopes.

- Envelope mode sensor

  Detects whether or not the envelope nip is retracted.

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Figure 9 Fuser function

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Paper Transport

Clutch Assembly Regi (Figure 10)

Transfers the main motor drive to the roll assembly regi.

Chute assembly Regi Feeder (Figure 10)

The chute assembly regi feeder mainly consists of the following components:

- No paper sensor

  By change of the actuator, detects presence or absence of paper in the paper cassette.

- Registration sensor

  Detects that a lead edge of a sheet reached the registration section.

Clutch assembly PH (Figure 10)

Transfers the main motor drive to the feed roll.

Duplex clutch

transfers the Main Motor drive to the duplex roll inside the duplex assembly.
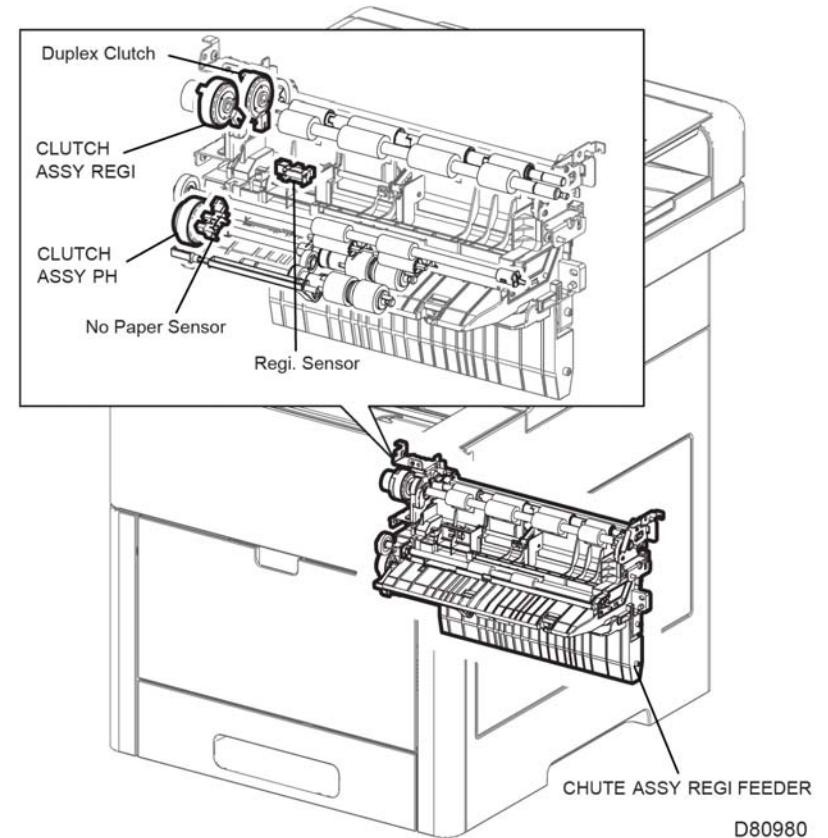
Figure 10 Paper transport function

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Bypass

MSI No Paper sensor

Actuator movement indicates presence or absence of paper in the MSI.

Solenoid Feed MSI (Figure 11)

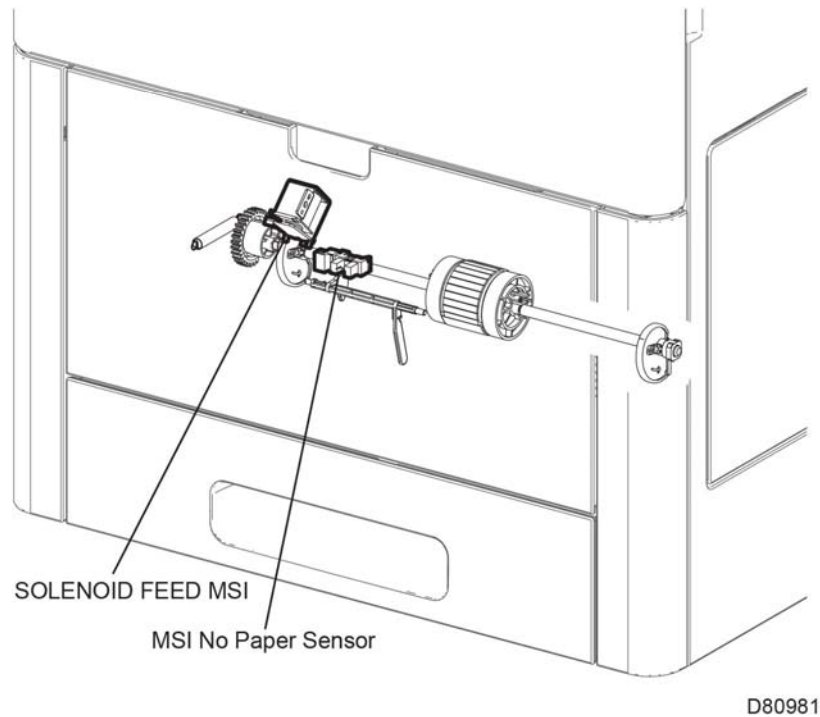Transfers the main motor drive to the MSI feed roll.

Figure 11 Bypass function

Exit

Exit sensor

Detects a sheet as it passes out of the Fuser unit.

DRIVE assembly exit main (Figure 12)

The main exit drive mainly consists of the following components.

*   Exit clutch

    Transfers the main motor drive to the exit roll. The exit roll rotates in the paper exit direction.

*   Invert clutch

    Transfers the main motor drive to the exit roll. The exit roll rotates in the duplex feed direction.

Gear assembly idle exit (Figure 12)

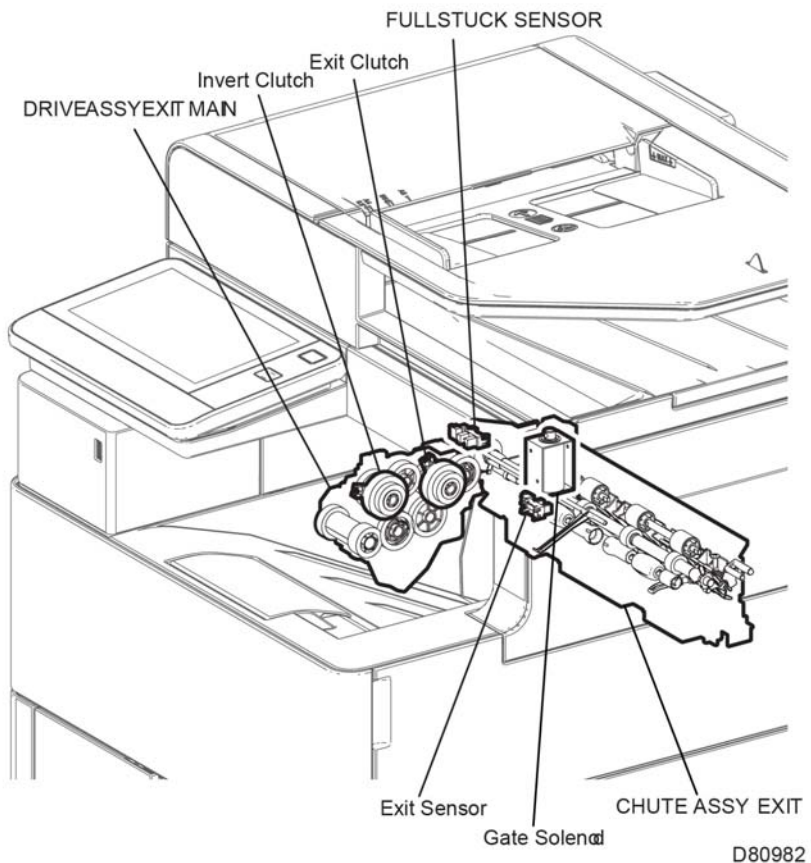Contains the gears that transmit the Main Motor drive to the gears in the drive assembly exit main.

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FULLSTUCK SENSOR
Exit Clutch
Invert Clutch
DRIVEASSYEXIT MAIN
Exit Sensor
Gate Solenoid
CHUTE ASSY EXIT
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Figure 12 Exit Function

Electrical (C505/C605/C605_Tall shown)

Console assembly UI (Figure 13)

Consists of the LCD, LED, and the buttons. Displays the status of the machine on the LCD and LED, and controls the machine using the buttons.

PWBA MCU (Figure 13)

Performs communication with the printer controller and controls each component in printing.

PWBA ESS C505/C605/C605_Tall (Figure 13)

A printer controller. Controls printing by communicating with the PWBA MCU, head assembly LPH color, and console assembly UI AIO.

PWBA LVPS (Figure 13)

Generates the +24VDC and +5VDC from the AC power source to provide power for each component.

PWBA HVPS (Figure 13)

Provides high voltage to the 1st transfer roller contained in the transfer belt unit, and the magnet roll and BCR contained in the drum cartridge for each color.

WIRELESS MODULE (Figure 13)

Controls the wireless network interface.

EMMC BOARD (Figure 13)
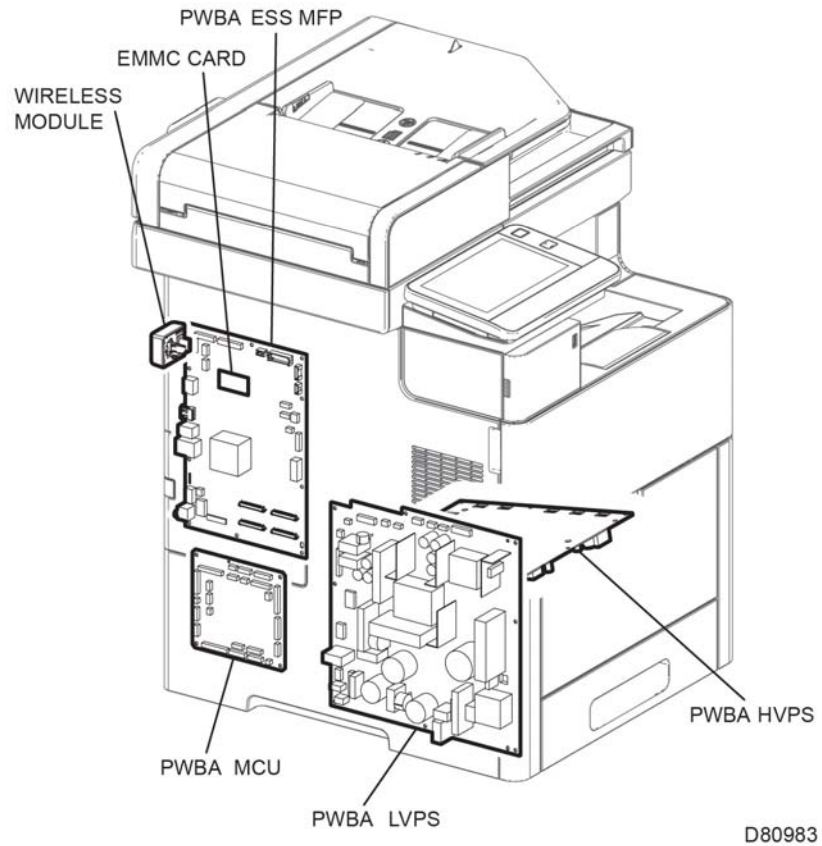
Non-volatile memory that stores the machine information.

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PWBA ESS MFP

EMMC CARD

WIRELESS MODULE

PWBA HVPS

PWBA MCU

PWBA LVPS

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Figure 13 Electrical function

Interlock Function

Rear Interlock switch Figure 14.

Detects the opening/closing of the rear cover.

Side Interlock switch Figure 14.
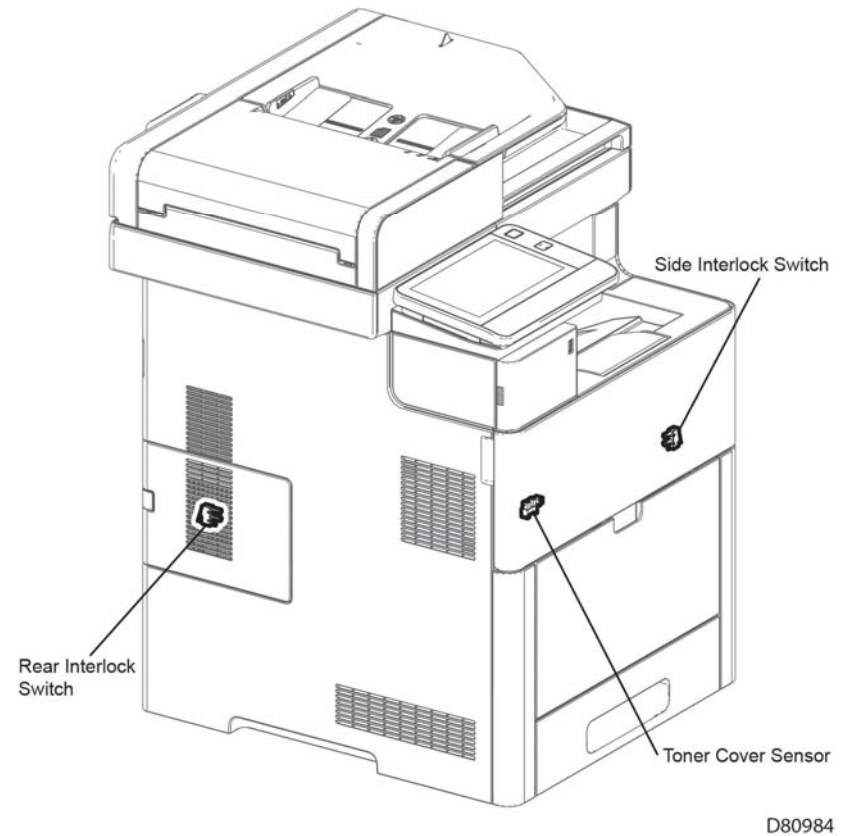
Detects the opening/closing of the side cover.

Side Interlock Switch

Rear Interlock Switch

Toner Cover Sensor

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Figure 14 Interlock function

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UI and FAX

Speaker Main (Figure 15)

Indicates an incoming fax call.

Console Assembly UI AIO (Figure 15)

The console assembly UI AIO displays the state of the printer and FAX using the LCD and LED, and operates the printer and FAX by using the buttons.

PWBA Fax: C505/C605/C605_Tall

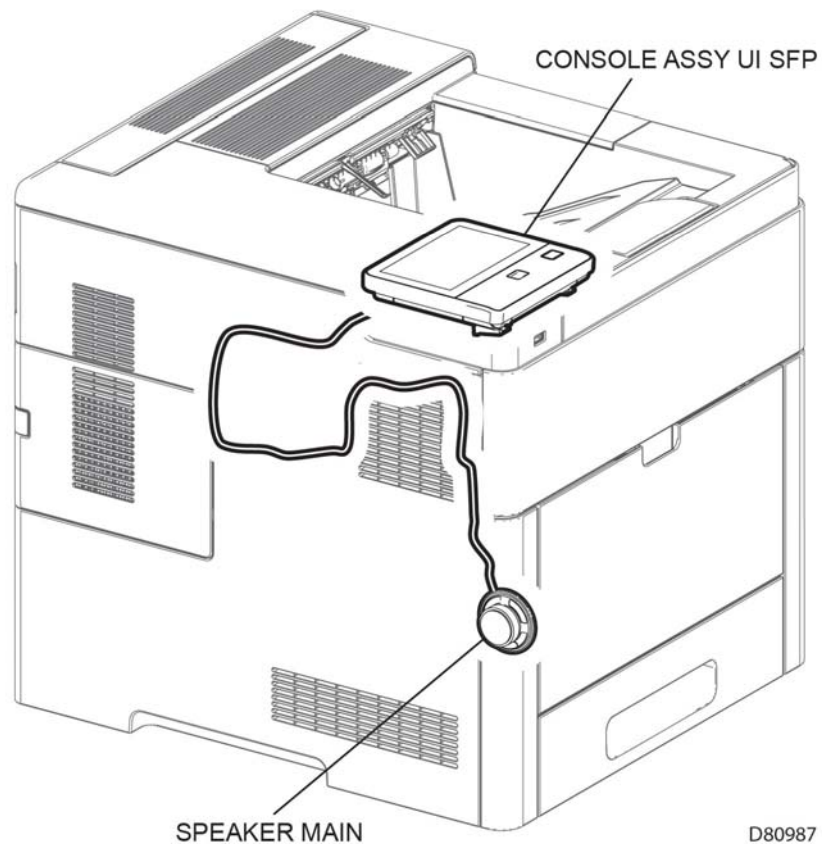The board for controlling the fax signal. (See Figure 13 for the UI board.)
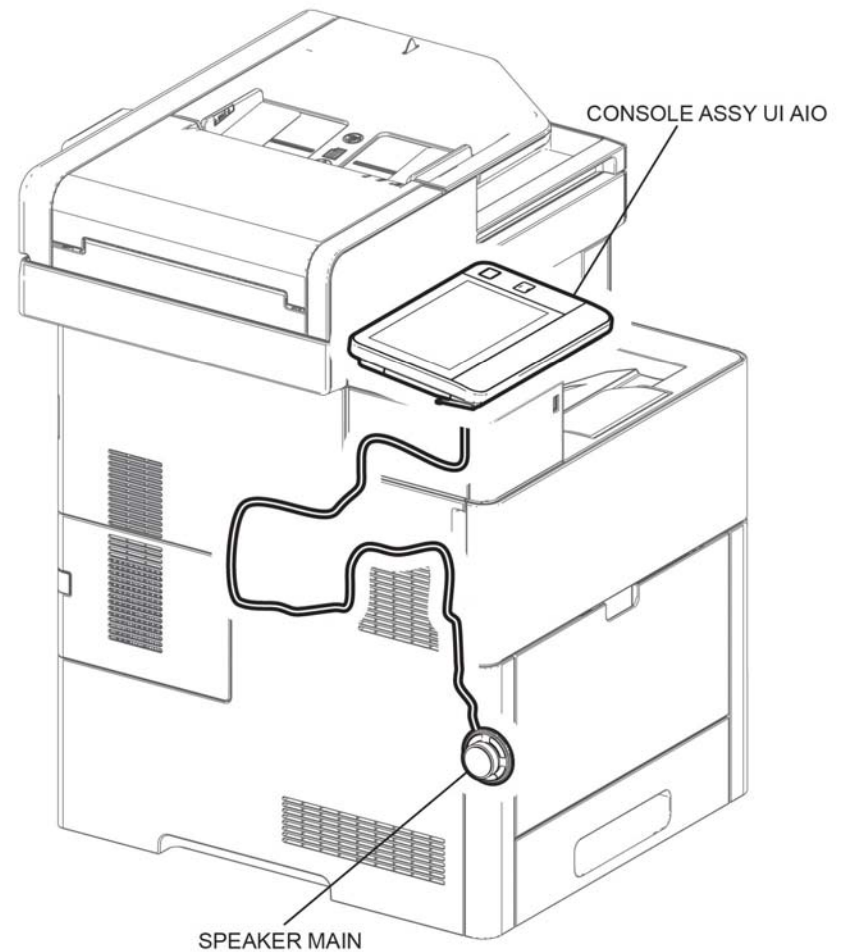
Figure 15 UI and Fax function (C505/C605)

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Speaker Main (Figure 16)

Indicates an incoming fax call.

Console Assembly (Figure 16)

The console assembly UI AIO displays the state of the printer and FAX using the LCD and LED, and operates the printer and FAX by using the buttons

PWBA Fax: C505/C605/C605_Tall

The board for controlling the fax signal. (Refer to, Figure 13 for the UI board.)

Speaker Main Figure 17

Indicates an incoming fax call.

Console assembly UI (C500/C600) Figure 17

The console assembly UI AIO displays the state of the printer and FAX using the LCD and LED, and operates the printer and FAX using the buttons.

PWBA Fax: C500/C600

The board for controlling the fax signal. (Refer to, Figure 13 for the UI board)

CONSOLE ASSY UI SFP

SPEAKER MAIN

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Figure 16 UI function (C500/C600)

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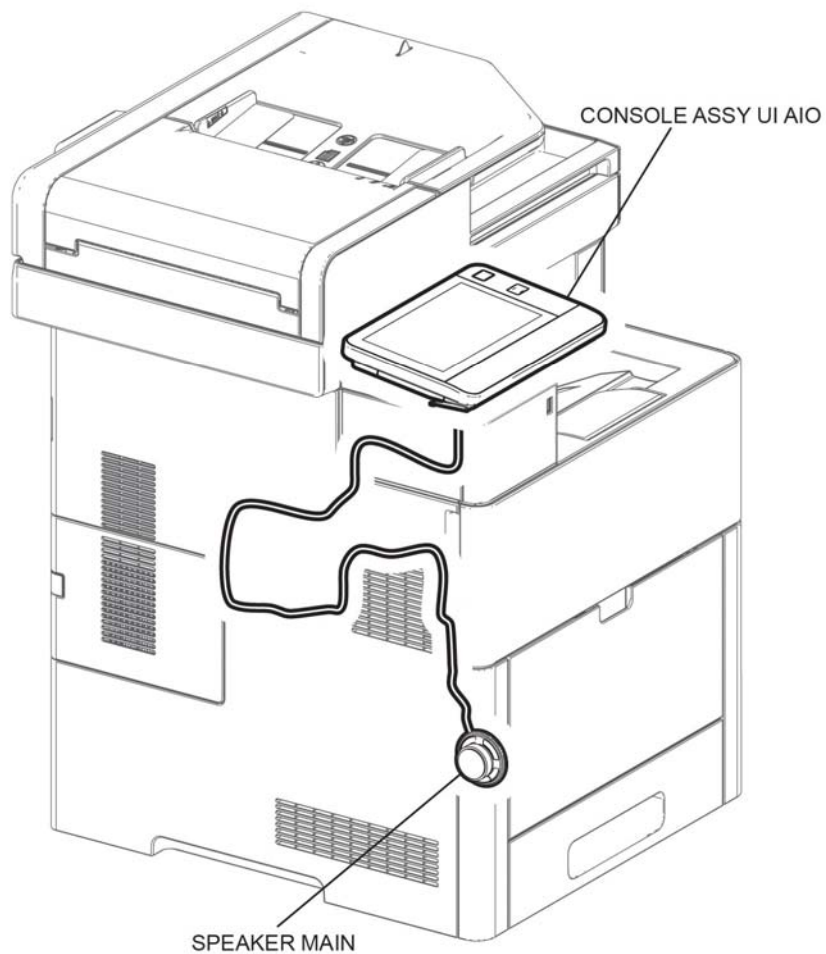
Figure 17 UI and fax function (C505/C605)

CONSOLE ASSY UI AIO

SPEAKER MAIN

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Scanner

IIT assembly Figure 18

- Carriage motor (scanner motor)

  The stepping motor that drives the carriage assembly.

- Scanner home position sensor (CVT position)

  As part of the rear side of the carriage assembly frame, the sensor functions as an actuator and blocks the light on the scanner home position sensor, thus detecting the registration position. This sensor detects the home position of the carriage assembly. When the carriage assembly is in the home position, the light is shielded, and when not in the home position, the light is unshielded.

- Platen angle sensor

  Detects when the platen is open/closed.

Platen Angle Sensor 2
Platen Angle Sensor 1
Carriage Assy
Scanner Home Position Sensor   Shielding Plate
APS Sensor
Carriage Motor   Carriage Assy   Scanner Home Position Sensor

D80989
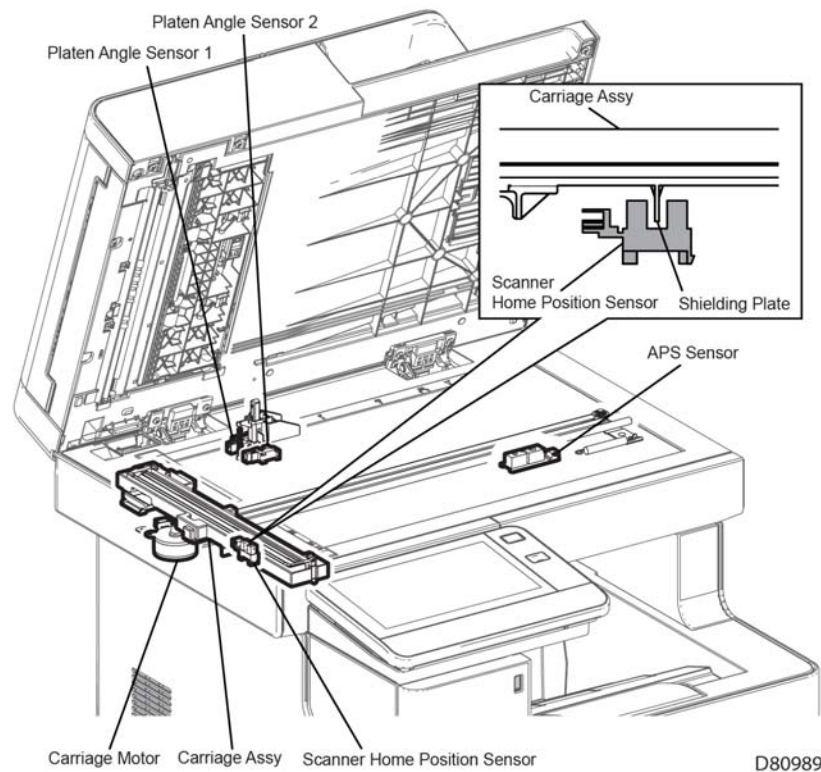
Figure 18 Scanner IIT function (C505/C605/C605_Tall)

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Principles of Operation
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DADF assembly (Figure 19)

- DADF document sensor

  A sensor that detects when a document is present or absent on the DADF feeder tray.

  (Document present: light on sensor) (Document absent: no light on sensor)

- DADF cover sensor

  A sensor that detects whether or not the DADF top cover is open.

  (Open: entrance of light) (Closed: No entrance of light)

- DADF feed sensor

  Located near the side of the DADF feed roll and detects the paper passing.

  (Paper present: entrance of light) (Paper absent: No entrance of light)

- DADF regi sensor

  Located near side of the DADF regi roll and detects the paper passing.

  (Paper present: entrance of light) (Paper absent: No entrance of light)

- DADF Motor

  The DADF motor rotates the DADF nudger roll, DADF feed roll, DADF takeaway roll, DADF regi roll, DADF transport roll, and DADF exit roll.

- CIS array assembly

  Scans the image on the back side of the document in the duplex mode.

- DADF Board

  Controls the whole DADF system.
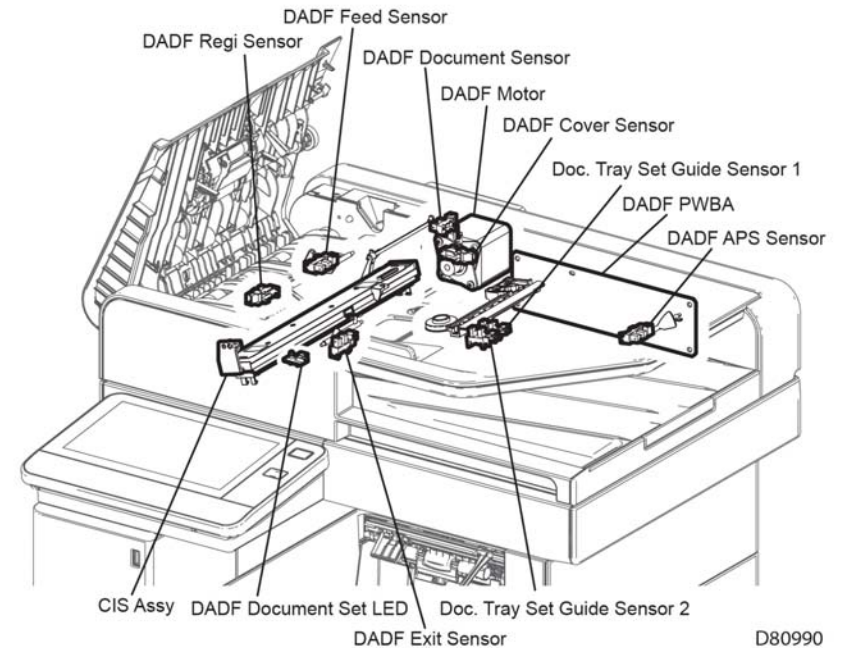
Figure 19 Scanner DADF function

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- Document stopper Figure 20

  When a document is loaded in the DADF, the document stopper is locked to prevent the document from being moved forward.

  When the DADF starts feeding, the front portion of the pickup assembly is lowered. This unlocks the document stopper that blocks the document. When the document stopper is pressed by the lead edge of the document in the feed direction, the document is fed. When the paper feed is completed, the pickup assembly returns to its original position.
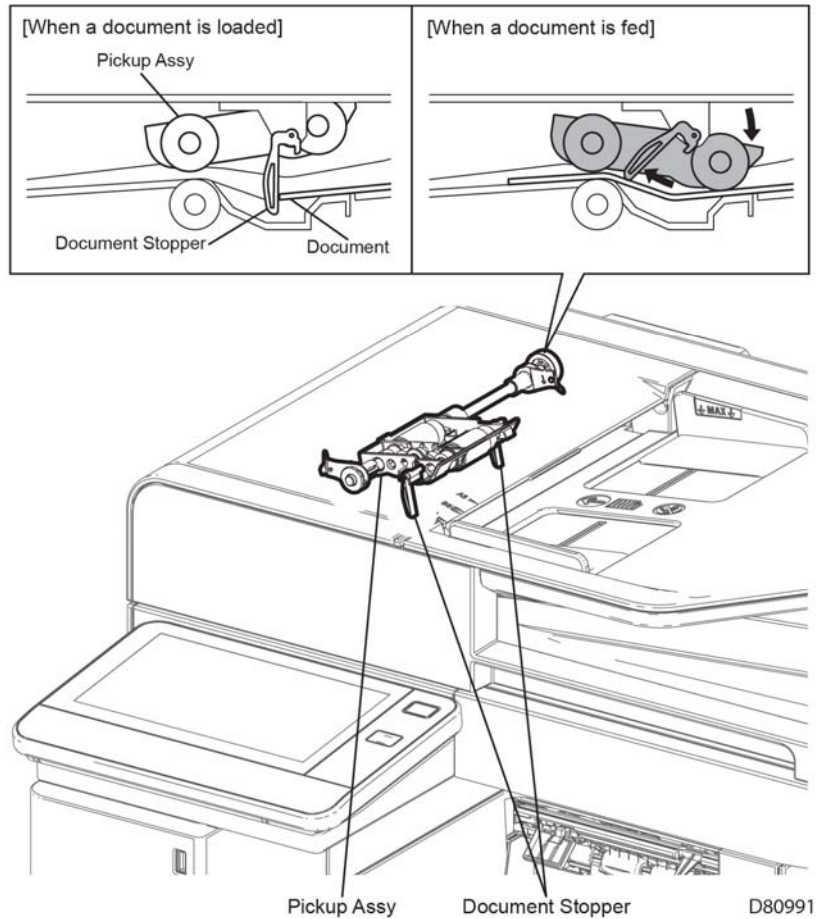
- DADF pinch roll (Figure 21)

  The DADF pinch roll is normally pressed against the direction of the DADF takeaway roll by the spring pressure.

  Documents are fed between the DADF pinch roll and the DADF takeaway roll to the CVT Window by the rotation of the DADF takeaway roll.

  If a jam occurs between the DADF pinch roll and the DADF takeaway roll, it is hard to retrieve documents due to the high spring pressure of DADF pinch roll.

  To retrieve jammed documents, open the DADF top cover to release the spring pressure, and make enough clearance between the DADF pinch roll and the DADF takeaway roll.
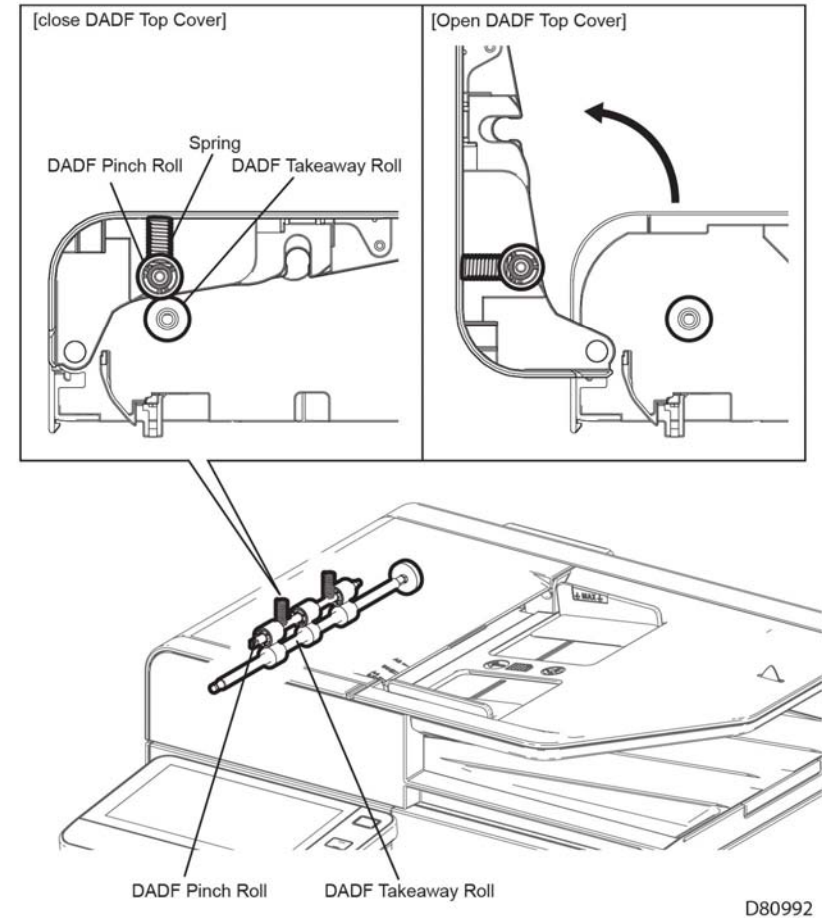

Figure 20 Document stopper function

Figure 21 DADF Pinch roll function

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Principles of Operation
Major Components' Functions

Control

This section describes the components that control the printer processes, color registration, fusing, and scanning.

Process Control

Process Control

The parameters related to image formation must be corrected to stabilize printing. This control involves the entire printing process including the parameter correction control. The process control is performed by the following two methods after every 30 cumulative prints upon termination of a print run or during a continuous run:

- Potential control
- Toner density control

To supplement these two controls, the following controls are provided:

- High area coverage mode
- Admix mode

Potential Control

To stabilize the print image density, the drum charging voltage, the developing DC voltage, and the LED light amount of the LPH are adjusted according to the ever-changing developing capability of each color developer. The adjusted drum charging voltage, the developing DC voltage, and the LED light amount of the LPH are fed back to keep the print image density constant.

The potential control follows this process:

1. Sensor humidity and temperature (Hum. and Tem. sensor) detects the temperature and humidity.
2. The patches of respective colors (yellow, magenta, cyan, and black) for the potential control are generated and transferred onto the belt.
3. The ADC sensor (density sensor) detects the density of the patches on the belt.
4. The drum charging voltage, the developing DC voltage, and the LED light amount of the LPH are adjusted for each color according to the detected patch density.

Toner Density control

The toner density must be kept constant to stabilize the print image quality. The control system for this purpose is called toner density control and includes the following:

- ICDC (Image Count Dispense Control)

  The quantity of the toner to be consumed in the developing process is calculated in terms of toner-dispensing time based on the quantity of the video signals that have been input to the LPH. The amount of the toner to be fed to the developer section is controlled by turning on the Toner Motor for the toner-dispensing time thus calculated.

- ADC (Auto Density Control)

  The patches of respective colors (yellow, magenta, cyan, and black) for the toner density control are generated under the specified potential condition, and then transferred onto the belt. The ADC sensor measures the densities of these patches and compares them with the reference value. If the toner density is lower than the reference value, the toner dispense quantity is increased at the next printing. If the toner density is higher than the reference value, the toner dispense quantity is reduced at the next printing. The toner dispense quantity is calculated in terms of the toner-dispensing time on a color-by-color basis.

High Area Coverage Mode

A continuous printing of data involving high area coverage exceeding the extra toner dispense capability causes the toner density in the developer to be lowered. The high area coverage mode postpones the next page feed and dispenses the toner during this time if the toner dispense time has reached the specified value during a continuous printing.

Admix Mode

This mode executes extra toner dispensation to prevent the toner density from being lowered whenever the value of the toner density control patch measured by the ADC sensor falls far below the reference value. If the toner density level cannot be recovered even after this operation, the control determines that the toner has run out.

ADC Sensor Adjustment

The ADC sensor is a reflection type sensor that irradiates the light from its LED onto the target, detects the reflected light at its photoreceptor, and outputs electric signals responsive to the amount of the detected light. To ensure an accurate patch density measurement, clean the ADC sensor surfaces to remove soil due to toner, or other contaminants. The light quantity adjustment is made so that the reflected light quantity satisfies the predetermined value when the patch for potential control and toner density control are created.

Color Registration Control

The printer uses a tandem system where the drums and developers are arranged respectively for each of yellow, magenta, cyan, and black colors. Since the four color-separated images overlay one another on the print medium, a color shift may occur. The color registration control calculates how much the registration is shifted, and adjusts the LPH write timing. The lateral registration control adjusts all of the four colors in lateral directions.

The color registration control is executed during a process control based on the change in the internal temperature and the print count.

The color registration control follows this process:

1. With no toner except for K toner patch on the belt, the output values of the R-RAD Low sensor and the R-RAD sensor are measured to determine the threshold value and the light intensity value.
2. The patch for color registration control is generated on the belt. This patch comprises four cycles of a color pattern, each containing 2.5mm wide color horizontal lines and diagonal lines followed by K, Y, K, M, K, and C.
3. The density of the patch is measured by the R-RAD Low sensor and the R-RAD sensor.
4. The shift correction amount is calculated from the threshold value determined in step 1 and the patch density measured in step 2.
5. The LPH write timing is changed according to the shift correction amount.

Fuser Assembly Control

Fuser Assembly Temperature Control

To control the fuser assembly temperature, the target temperature is set, and then the heater lamp is turned on/off so that the surface temperature of the heat roll satisfies the target value.

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The surface temperature of the Heat roll is detected by the Temp. sensor (STS = Soft Touch sensor) in the middle of the Heat roll and the Temp. sensors (STS) at the end sections. When the temperature detected is higher than the target value, the Heater Lamp is turned OFF. When the temperature is below the target value, the Heater Lamp is turned ON.

However, the STS may detect a temperature lower than the actual value when an error occurs during the temperature detection. To prevent, in such a case, the Heater Lamp from activating for an excessive duration causing the Fuser assembly to melt or burn, the Heater Lamp is turned off unless Warm-up is completed within the specified time.

The target temperature varies depending on the printer status such as warm-up, printing, or process control, and is calibrated according to the interior temperature detected by the sensor Hum Temp, the temperature difference between the middle and the ends of the Heat roll, the printing mode, and the input power supply voltage.

Cooling Down

As the printing continues, the temperature of the Heat roll becomes nonuniform between the area that contacts the sheet and the area that does not. In such a case, the paper feeding is suspended for a certain duration to compensate for the temperature non uniformity of the heat roll. This is called cooling down. When the temperature of the Heat roll end is high, cooling down is performed to lower the temperature to the target value.

Document Scanning Steps

A CCD Image sensor is used to read image data from the document. To ensure stabilized image reading, the CCD Image sensor output is adjusted. Adjustment includes Automatic Gain Control (AGC) and Automatic Offset Control (AOC).
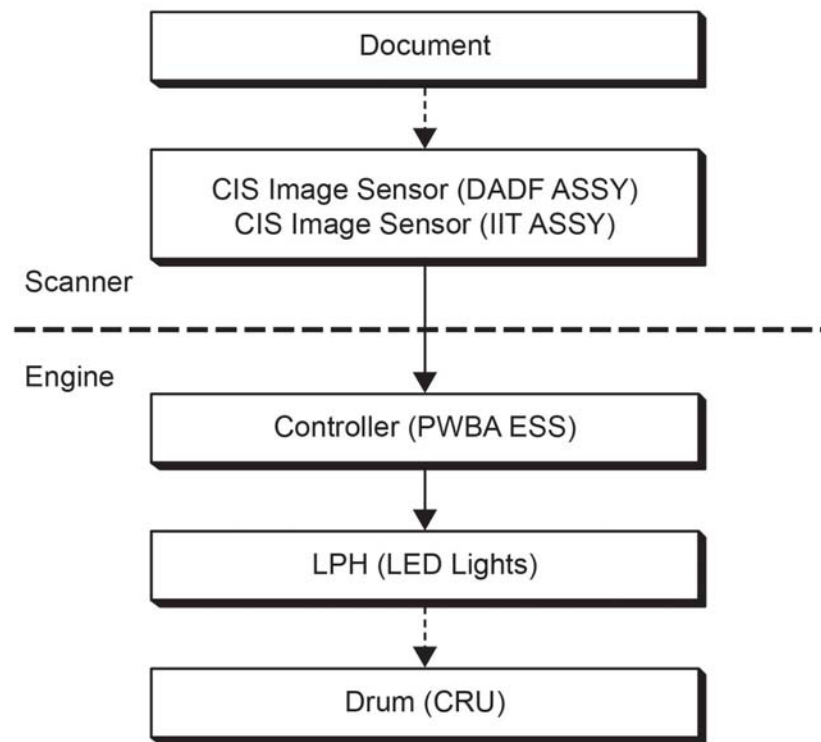
Reference data for adjustment is collected and used to perform compensation on the read image data. Reference data is obtained by reading image data from a white reference plate via the CCD image sensor. Compensation includes shading compensation, white variation compensation, and black variation compensation. These adjustment and compensation steps are described as follows:

- AGC (Auto Gain Control): White level variation adjustment

  During AGC, the scanner assembly is moved to the position of the white reference plate, and the exposure lamp is illuminated. The light reflected from the white reference plate is read by the CMOS Image sensor as the white reference value, which is used to adjust CMOS Image sensor output.

- AOC (Auto Offset Control)

  AOC is performed by turning off the exposure lamp after AGC. This state is read by the CMOS Image sensor as the black reference value, which is used to adjust CMOS Image sensor output. (The order of AGC and AOC adjustment depends on the model.)

- Shading compensation

  Shading compensation compensates for pixel-by-pixel sensitivity variations and the non uniformity of lamp light in the fast scanning direction. The AGC and AOC adjustment values are used to compensate for the image data read by the CCD Image sensor.

System Configuration

The PWBA ESS C505/C605/C605_Tall controls the fax, scanner, and DADF. FAX and copy operations are performed according to data entered at the operation panel.

shows the system configuration:

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Figure 1 System configuration

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Principles of Operation
Control

Drive Transmission Route

This section describes the drive transmission between the motors and gears.

Paper Feed (MSI to registration)

Figure 1 shows the drive transmission from the MSI section to the registration section, where the rolls and gears are driven by the main motor.

Paper Feed (Fuser to Exit)

Figure 2 shows the drive transmission from the fuser section to the exit section where the rolls and gears are driven by the main motor.
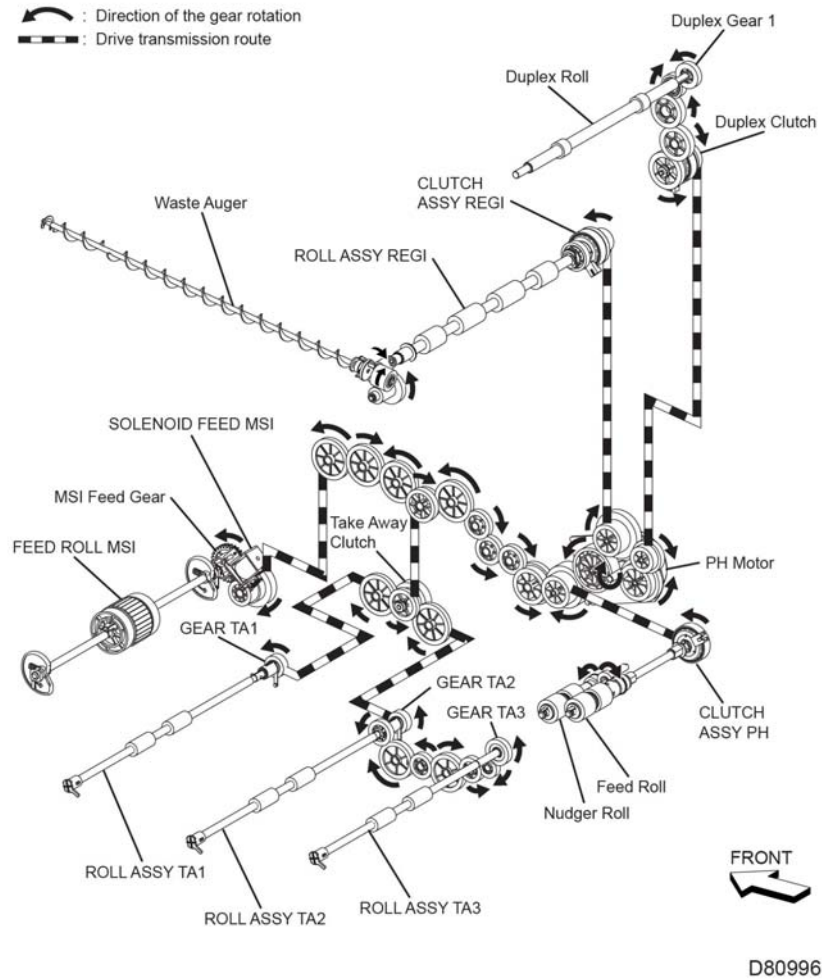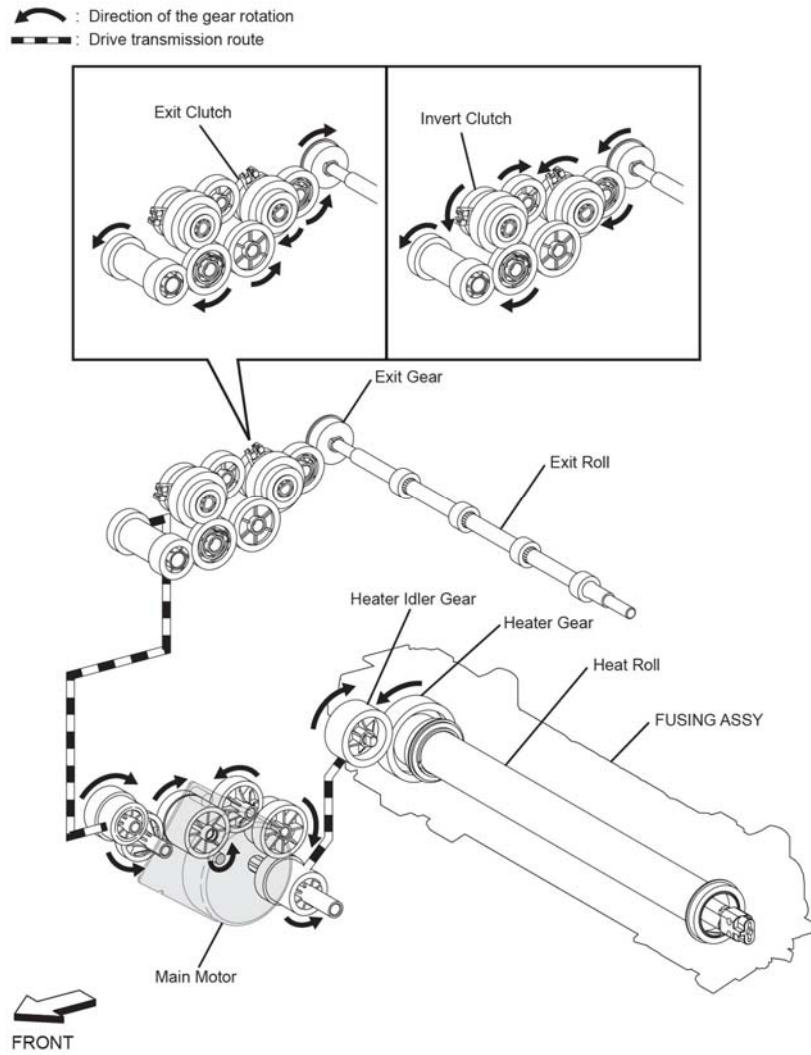

Figure 1 Paper feed (MSI to registration)

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Drive Transmission Route

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Drum and Transfer Belt Feed

Figure 3 shows the drive transmission of the drum and the transfer belt.The main motor drives the rolls and gears of the drum (K) and the transfer belt. The sub motor drives the rolls and gears of the drums (Y/M/C).
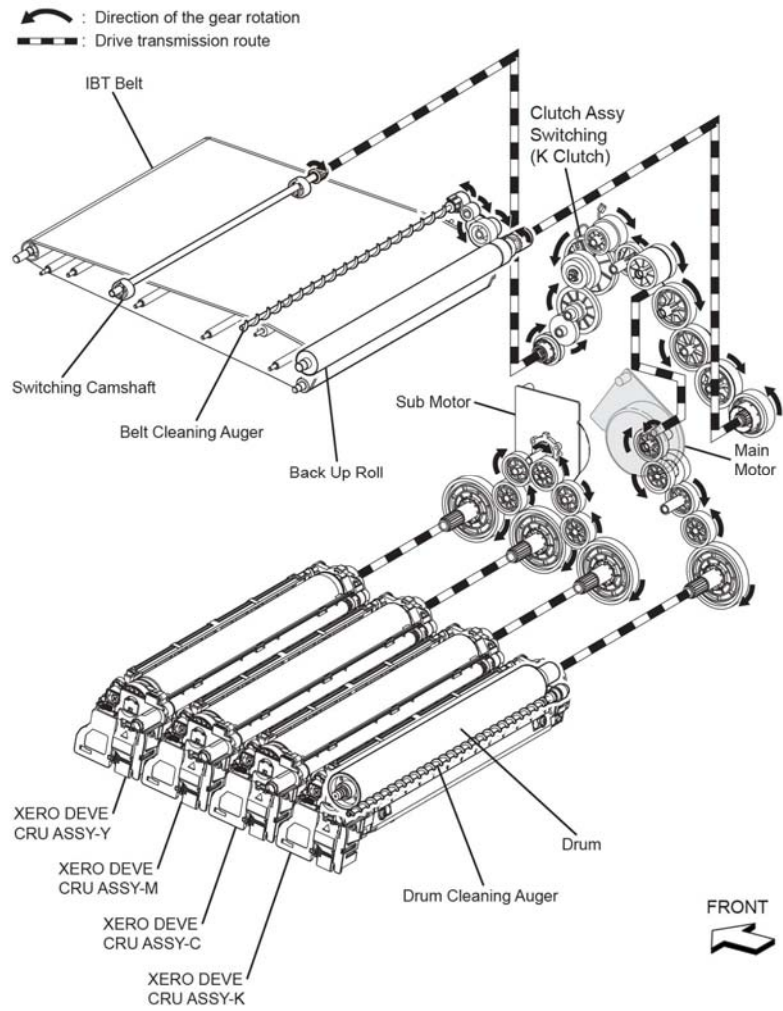

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Figure 2 Paper feed (fuser to exit)

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Drive Transmission Route

Development Feed

Figure 4 and Figure 5 show the development feed components. The main motor drives the rolls and gears of the development components (K). The sub motor drives the rolls and gears of the development components (Y/M/C)
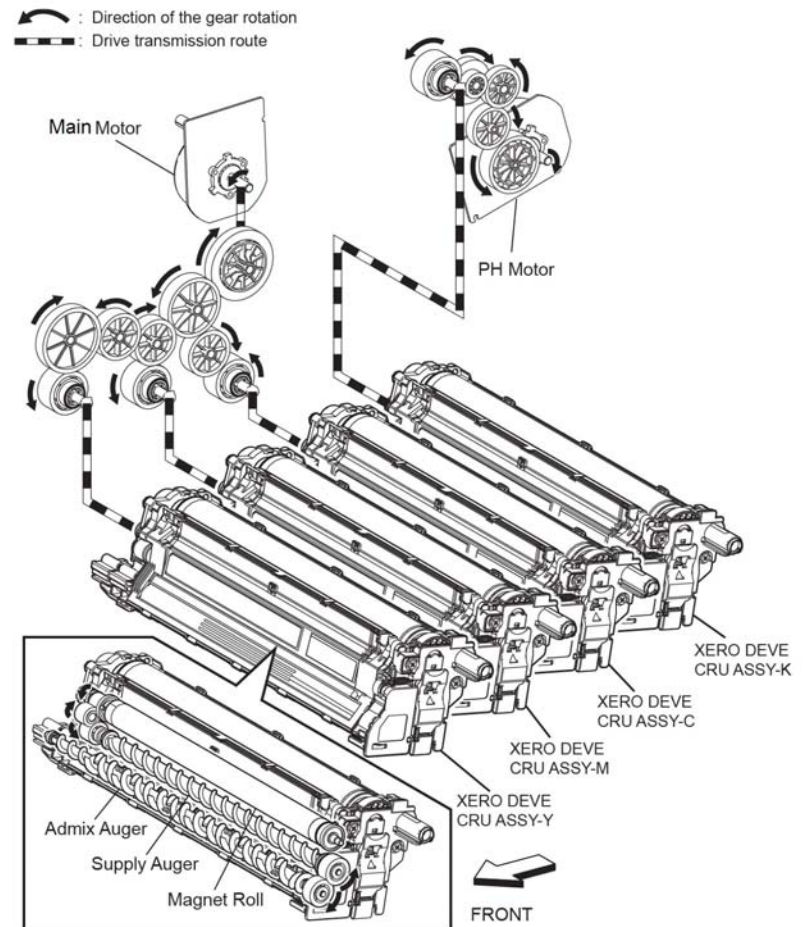

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Figure 3 Drum and transfer belt feed

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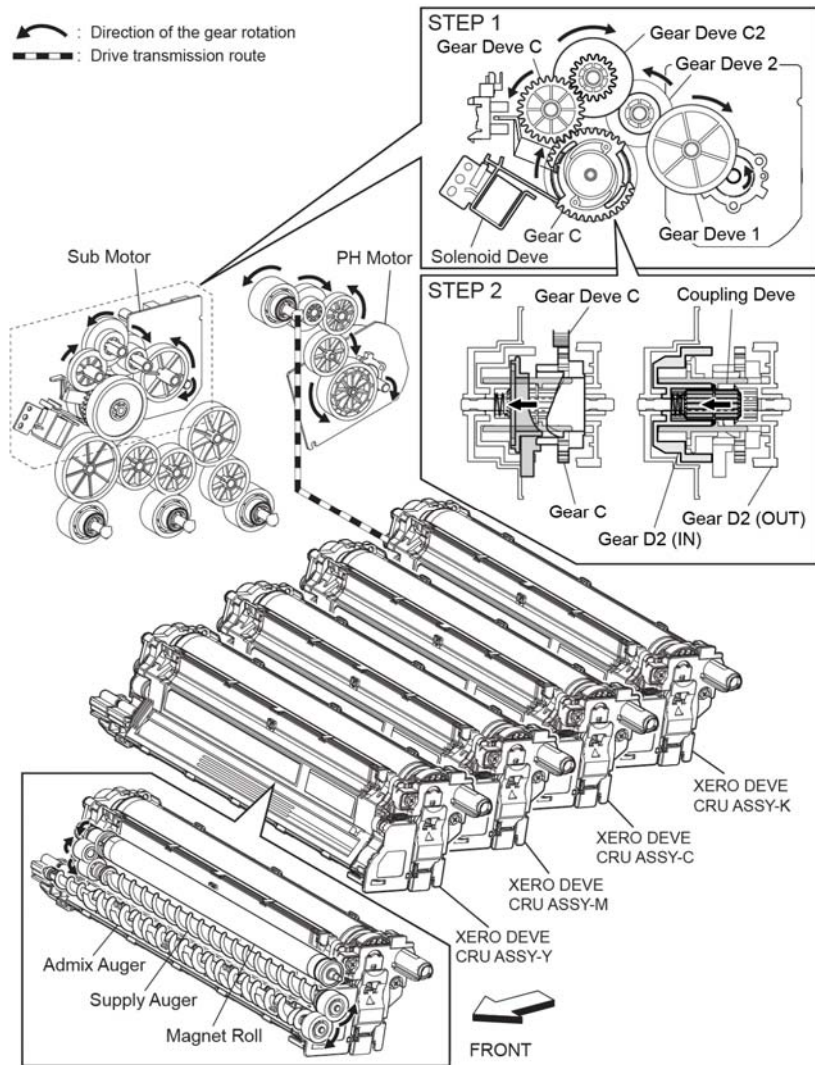
Figure 4 Development feed

D81003

Figure 5 Development feed (Sub Motor)

D81001

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Principles of Operation
Drive Transmission Route

DADF Motor

Figure 6 shows the drive transmission route from the DADF motor to each roller.
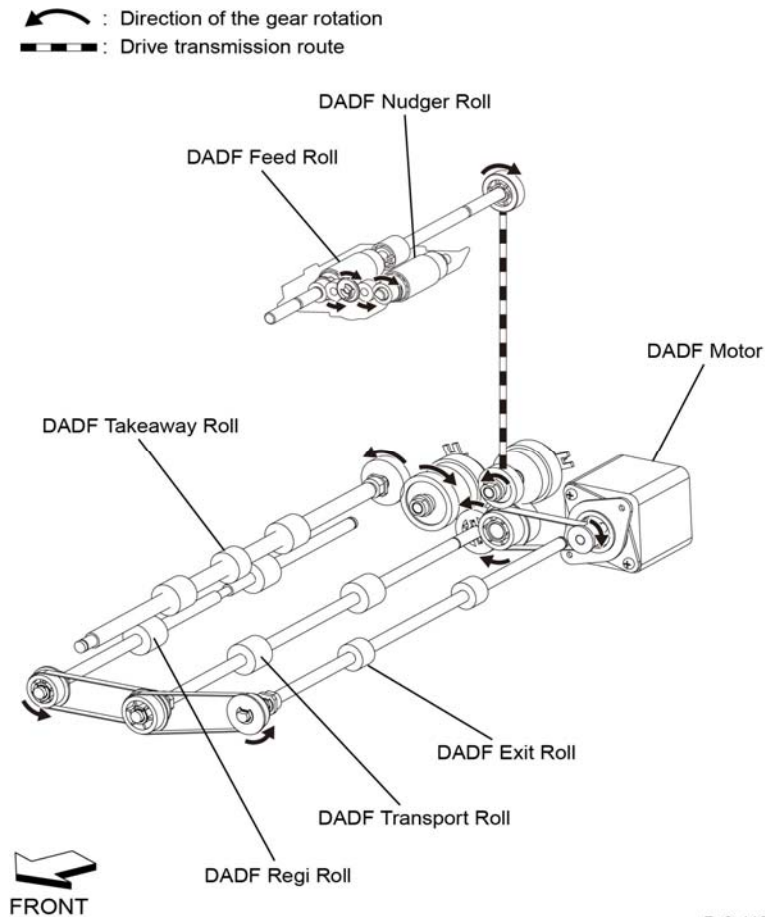
Figure 6 DADF motor

Options for VersaLink® C500/505 and C600/605

VersaLink® C500/505 and C600/605 options add media capacity, and functionality.

This section describes in detail the media path, sensors, major assemblies, and operational characteristics for each of these options.

- 550-Sheet feeder
- Wireless adaptor
- 2000 sheet HCF
- Mailbox
- Finisher

The options are documented in their respective installation instructions. Refer to Figure 1 for the option feeder functions.

Option Feeder and Cassette Functionality
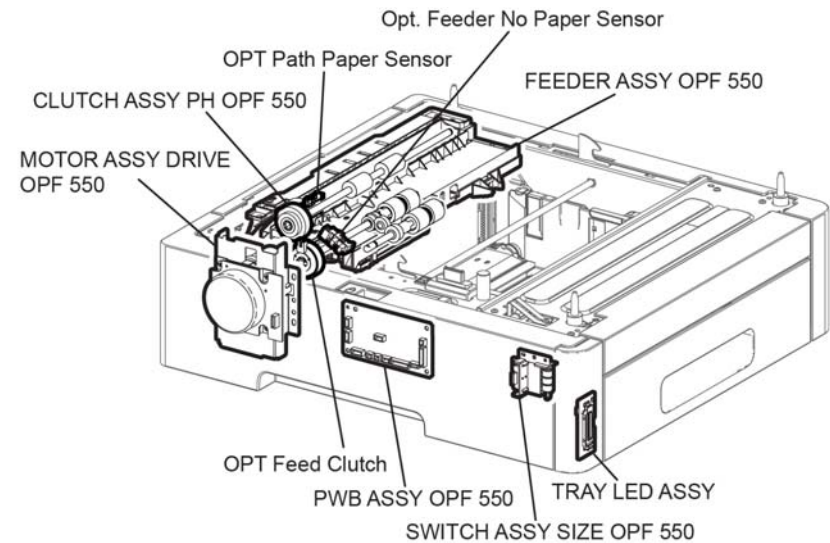
Figure 1 Option feeder functions

Principles of Operation
Drive Transmission Route, Options for VersaLink

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PWB assembly OPF 550

Controls each component in the optional tray.

OPT takeaway clutch

Transfers the 550 OPF motor drive output to the 550 OPT TA roller assembly.

Motor Assembly Drive OPF 550

The DC motor that drives each roll of the paper feed section in the optional tray.

OPT Chute Assembly

The OPT chute assembly mainly consists of the following components:

*   OPT feeder no paper sensor

    Based on actuator position, sensor detects the presence or absence of paper in the paper cassette.
*   OPT Paper Path sensor

    Detects that a lead edge of a sheet reached the registration section.

OPT Feed Clutch

Transfers the 550 OPF motor drive output to the 550 OPT TA roller assembly.
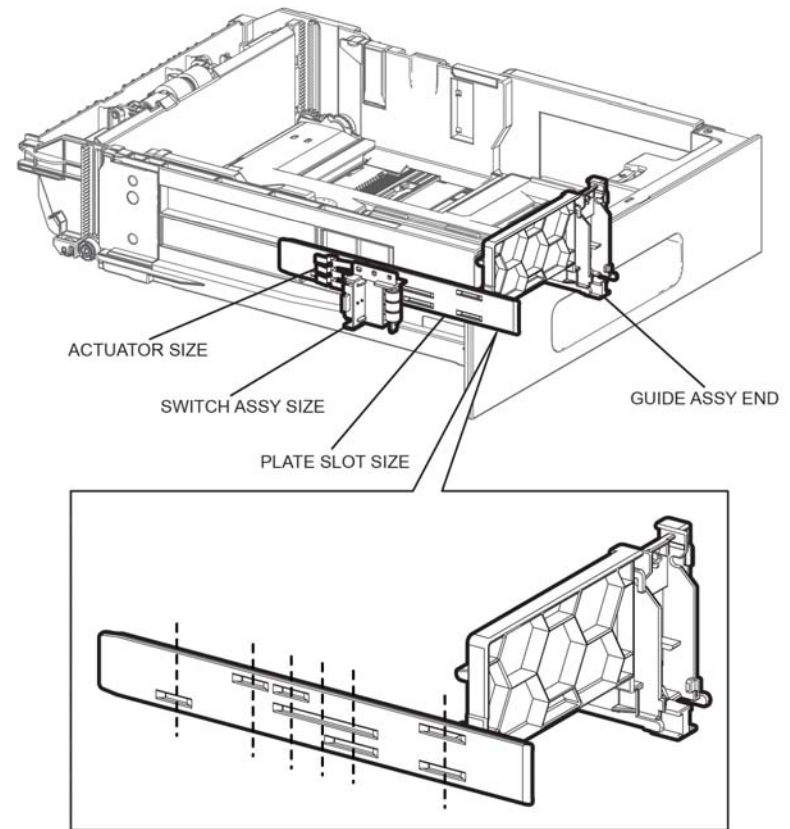
Tray LED Assembly

Not used.

Switch Assembly Size OPF 550

The option feeder size switch (Figure 2) detects paper size, and presence or absence of paper in the 550 paper cassette.
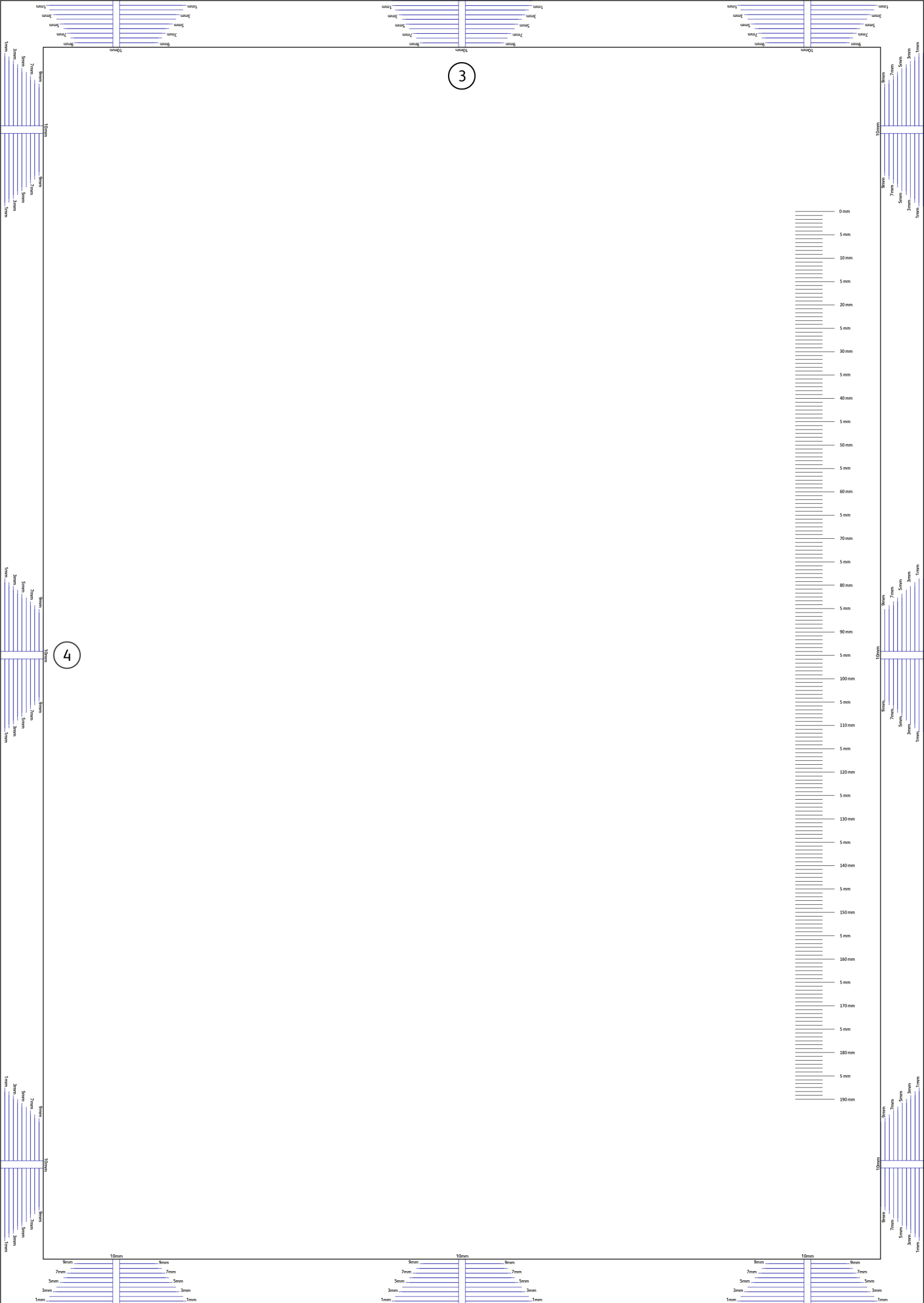
Load paper in the paper cassette, and adjust the left guide assembly, right guide assembly, and End guide assembly to the paper size. Linked with the end guide assembly, the position of the size slot plate is changed, and the three size actuators on the side of the cassette depress the size switch assembly. The detected paper size corresponds to the combination of actuators depressing the size switch.
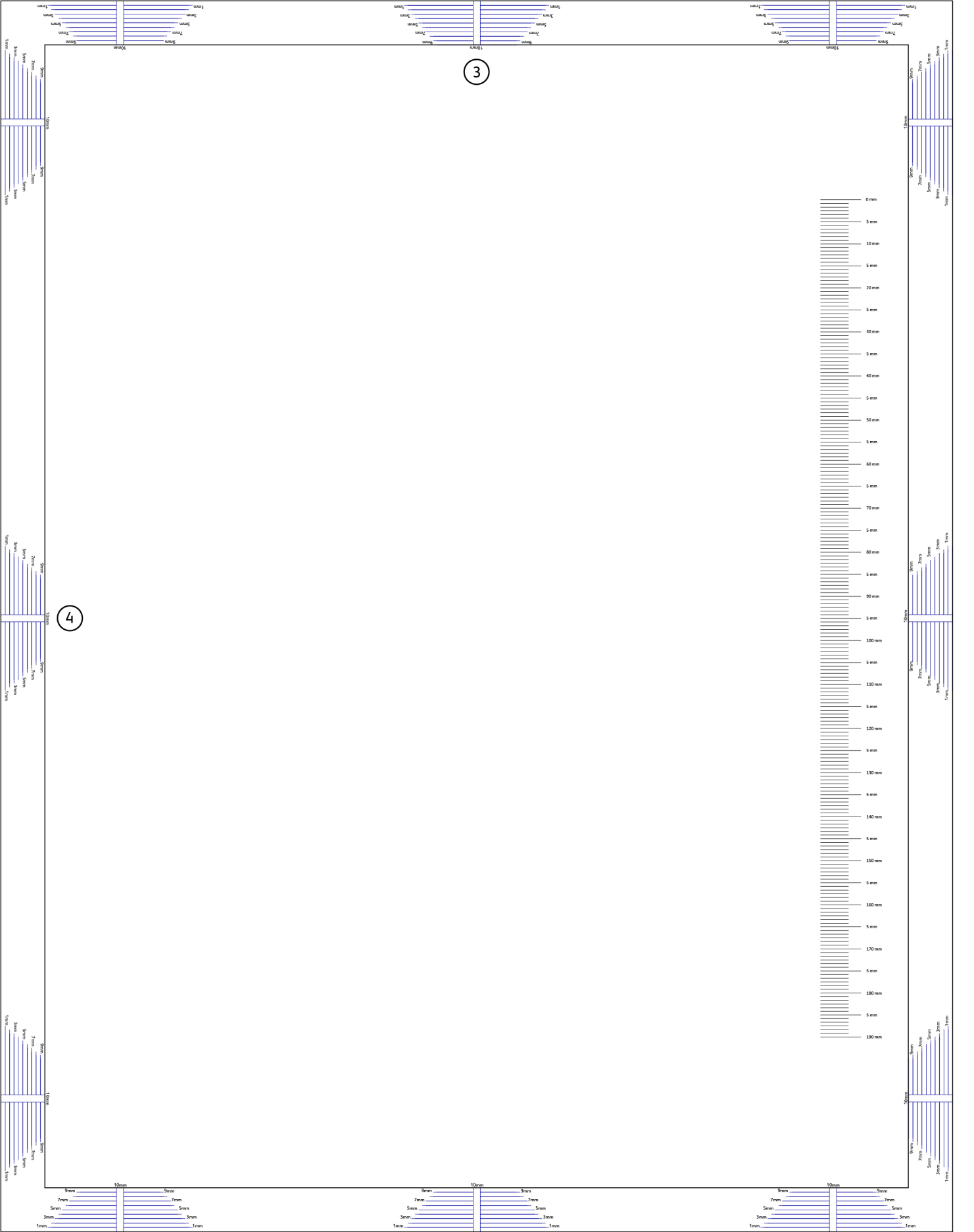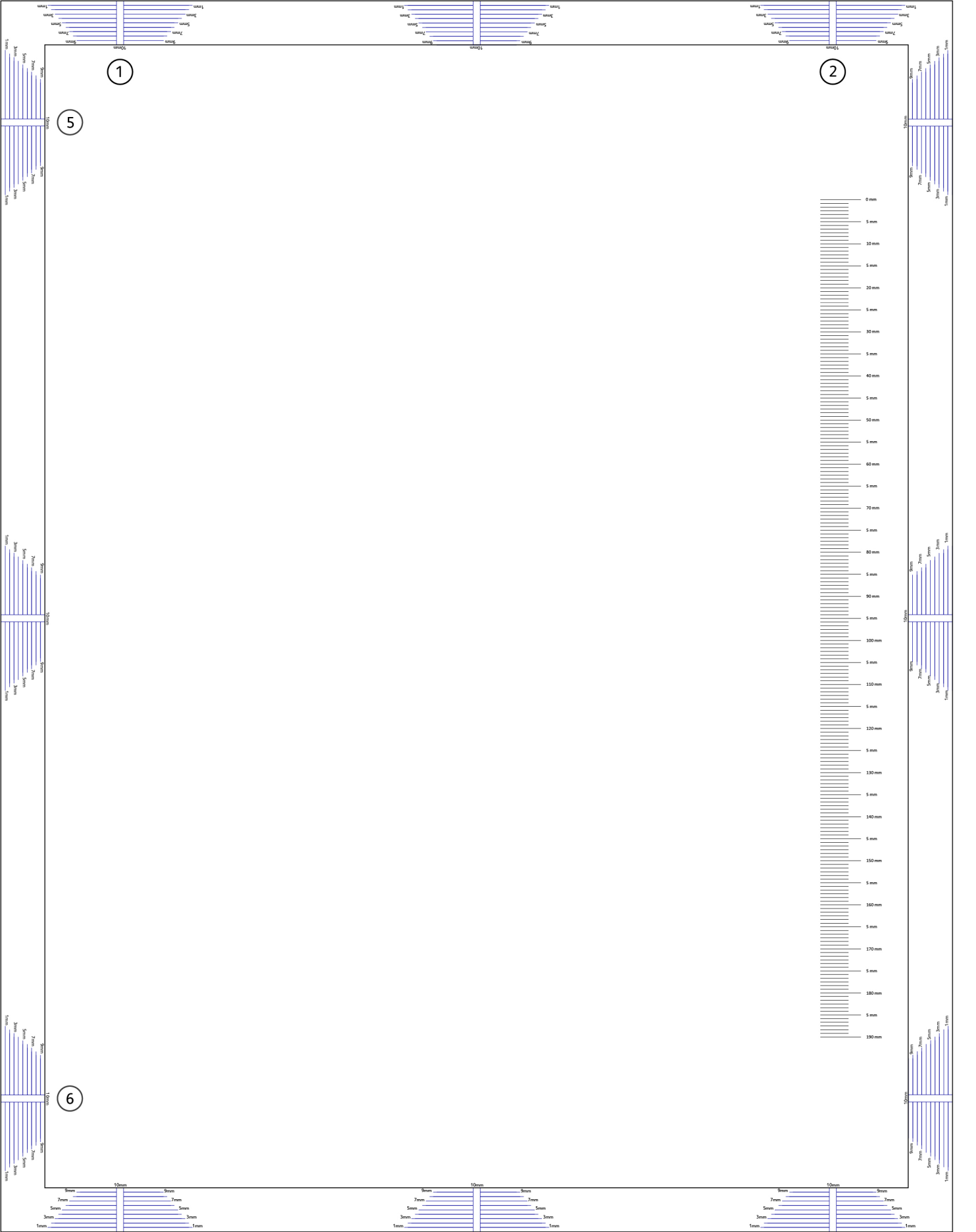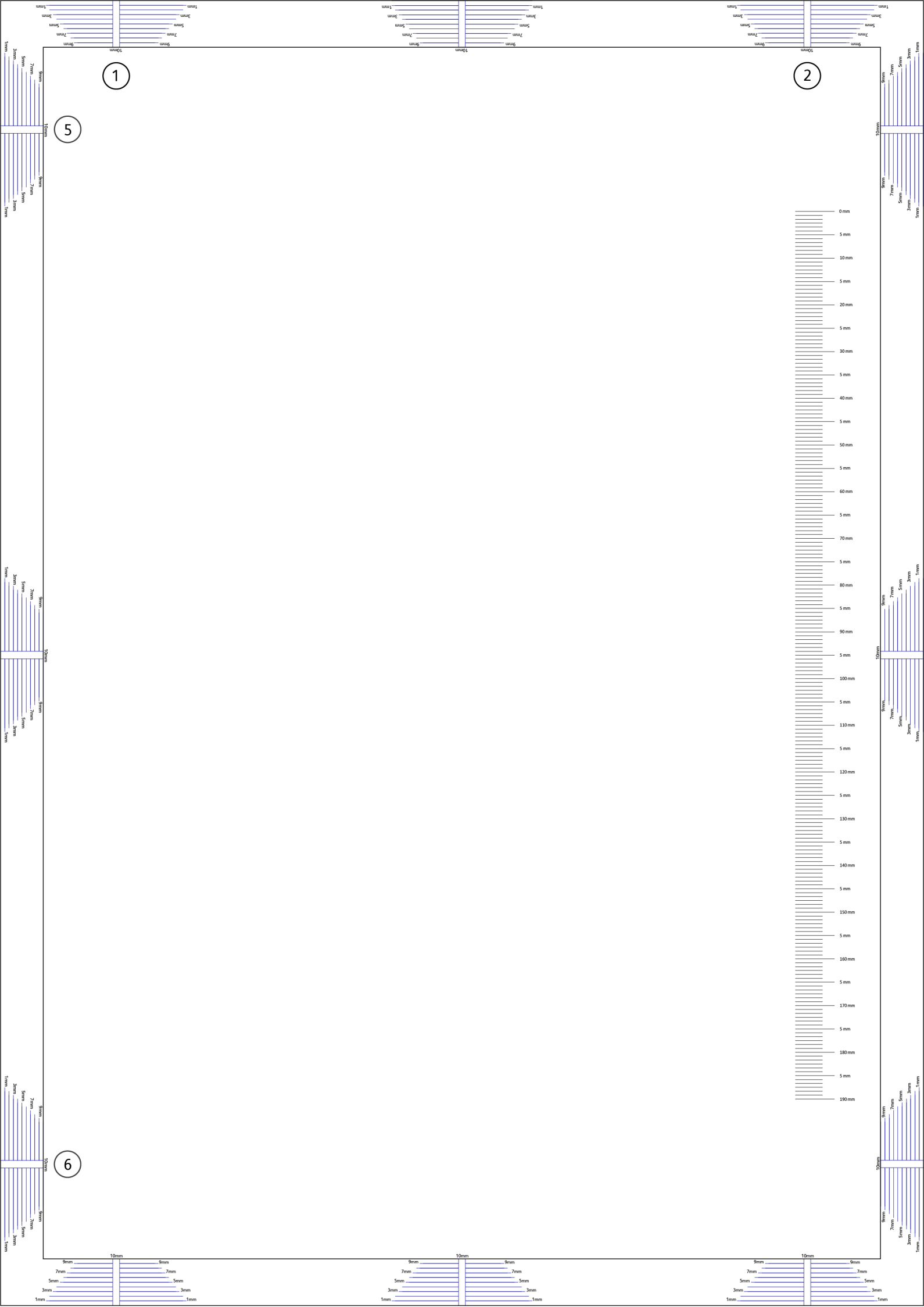

Figure 2 Option feeder size switch

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Principles of Operation
Options for VersaLink

Principles of Operation
Options for VersaLink

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B-1-0363-A

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EHS 700 - Health & Safety Incident Report Form
for Incidents Involving a Xerox Product

For incidents in Canada: PIPEDA consent given	☐ **YES** ☐ **NO**	**EH&S Office Use ONLY** EH&S Incident Reference Number:
PIPEDA is the Canadian "Personal Information Protection and Electronic Documents Act."		
For incidents in the EU: Safe Harbour Complaint	☐ **YES** ☐ **NO**	

*Date Of Incident (mm / dd / yyyy):

Product Description

*Model No. or Product Name:

Product Serial Number:	Serial Number(s) of Accessory (ies):
Installation Date:	Total Copy Meter:

Date of last service maintenance:

List damaged and affected part(s) of the machine by description and part number:

*Description	**Part Number**

*Location of product and affected part(s):

Customer Identification

*Customer Name:	***Name of Customer Contact Person**:

*Address:	E-mail:	***Telephone**:
		Fax:

Customer Service Engineer Identification

*Name (required for Xerox serviced equipment):	Employee:	E-mail:
Location:	***Phone** (required for Xerox serviced equipment):	

Individual Providing Notification

*Name:	***Title**:	***Telephone Number**:
*Organization:		E-Mail:

Mailing Address:	***Date Report Submitted**:

* Required information is preceeded by asterisk, **title shown in red**, with a tan wash background

CONFIDENTIAL
(when filled in)

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Details of Incident

*Description Of Incident: (Check all that apply)

☐ Smoke

Describe quantity and duration of smoke:

☐ Fire with open flames seen
☐ Electric shock to operator or service representative
☐ Physical injury/illness to operator or service representative
Describe:

☐ Other, describe:

MANDATORY DESCRIPTION (above): Provide a detailed description of all valid factors that may have contributed to the incident. Hardware involved in the incident should be preserved and retained for further investigation should investigation be deemed necessary by EH&S.

LIST INCIDENT DESCRIPTIONS AND SUPPORT DIAGRAMS/DATA INCLUDED OR ATTACHED:

*Any damage to customer property? No ☐ Yes ☐ Describe:

*Did external emergency response provider(s) such as a fire department, ambulance, etc. respond?
No ☐ Yes ☐ Identify: (i.e., source, names of individuals)

Apparent cause of incident (identify part that is suspected to be responsible for the incident)

*Preliminary actions taken to mitigate incident:

Instructions: E-mail or fax both pages of this completed form to EH&S:

e-mail: usa.product.incident@xerox.com or fax 585-422-8217 [Intelnet 8*222-8217]

* Required information is preceeded by asterisk, **title shown in red** with a tan wash background

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DO YOU FIND THE FORMAT OF THE MANUAL EASY TO USE?						
WHAT IS YOUR OVERALL SATISFACTION LEVEL WITH THE MANUAL						

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