Phaser® 3010/3040
WorkCentre® 3045
Printer



Phaser® 3010/3040
WorkCentre® 3045
Service Manual

Xerox Internal-Use Only

Phaser® 3010/3040 WorkCentre® 3045 Printer Service Manual

Warning

The following servicing instructions are for use by qualified service personnel only. To avoid personal injury, do not perform any servicing other than that contained in the operating instructions, unless you are qualified to do so.

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Xerox Internal Use Only

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About this Service Manual

The Phaser 3010/3040/WorkCentre 3045 Service Manual is the primary document used for repairing, maintaining, and troubleshooting the printer. Use this manual as your primary resource for understanding the operational characteristics of the printer and all available options. This manual describes specifications and the diagnosis and repair of problems occurring in the printer and attached options. Also included are detailed replacement procedures, parts lists, and wiring diagrams.

Manual Terms

Various terms are used throughout this manual to either provide additional information on a specific topic or to warn of possible danger present during a procedure or action. Be aware of all symbols and terms when they are used, and always read Note, Caution, and Warning statements.

Warning

A warning indicates an operating or maintenance procedure, practice or condition that, if not strictly observed, results in injury or loss of life.

Caution

A caution indicates an operating or maintenance procedure, practice or condition that, if not strictly observed, results in damage to, or destruction of, equipment.

Replacement Note

A replacement note provides important information related to parts replacement. When needed, replacement notes appear at the end of the disassembly procedure.

Note

A note indicates an operating or maintenance procedure, practice or condition that is necessary to efficiently accomplish a task. A note can provide additional information related to a specific subject or add a comment on the results achieved through a previous action.

Manual Organization

The Phaser 3010/3040/WorkCentre 3045 Service Manual contains these sections:

Introductory, Safety, and Regulatory Information: This section contains important safety information and regulatory requirements.

Chapter 1 - General Information: This section contains an overview of the printer's operation, configuration, specifications, and consumables.

Chapter 2 - Error Codes and Troubleshooting: This section provides detailed troubleshooting procedures for error messages and codes generated by resident diagnostics. Troubleshooting covers the operation of Power On Self Test (POST) and Service Diagnostics. In addition, this section includes troubleshooting methods for situations where error indicator is not available.

Chapter 3 - Image Quality Troubleshooting: This section focuses on techniques to correct image quality problems associated with the printer output.

Chapter 4 - Service Parts Disassembly: This section contains removal procedures for spare parts listed in the Parts List. A replacement procedure is included when necessary.

Chapter 5 - Parts List: This section contains exploded views of the print engine and optional Field Replaceable Units (FRUs), as well as part numbers for orderable parts.

Chapter 6 - Maintenance: This section provides periodic cleaning procedures for the printer. This section also provides procedures for the adjustment of print engine components

Chapter 7 - Wiring: This section contains the plug/jack locations and wiring diagrams for the printer.

Appendix - Reference: This section describes the operation of the CE Diagnostic software used to test Phaser 3010/3040 operation.

Symbols Marked on the Product



Hot surface on or in the printer. Use caution to avoid personal injury.



Use caution (or draws attention to a particular component). Refer to the manual(s) for information.



It may take 30 minutes for the Fuser to cool down.



Do not touch the item.



Do not expose the item to sunlight.



Do not expose the item to light.

Product Terms

Caution: A personal injury hazard exists that may not be apparent. For example, a panel may cover the hazardous area.

Danger: A personal injury hazard exists in the area where you see the sign.

Power Safety Precautions

Power Source

For 115 VAC printers, do not apply more than 127 volts RMS between the supply conductors or between either supply conductor and ground. For 230 VAC printers, do not apply more than 254 volts RMS between the supply conductors or between either supply conductor and ground. Use only the specified power cord and connector. This manual assumes that the reader is a qualified service technician.

Plug the three-wire power cord (with grounding prong) into a grounded AC outlet only. If necessary, contact a licensed electrician to install a properly grounded outlet. If the product loses its ground connection, contact with conductive parts may cause an electrical shock. A protective ground connection by way of the grounding conductor in the power cord is essential for safe operation.

Disconnecting Power

Warning

Turning the power Off using the power switch does not completely de-energize the printer. You must also disconnect the Power Cord from the printer's Alternating Current (AC) inlet. Disconnect the Power Cord by pulling the plug, not the cord.

Disconnect the Power Cord in the following cases:

- if the power cord or plug is frayed or otherwise damaged,
- if any liquid or foreign material is spilled into the product,
- if the printer is exposed to any excess moisture,
- if the printer is dropped or damaged,
- if you suspect that the product needs servicing or repair,
- whenever you clean the product.

Electrostatic Discharge (ESD) Precautions

Some semiconductor components, and the respective sub-assemblies that contain them, are vulnerable to damage by Electrostatic Discharge (ESD). These components include Integrated Circuits (ICs), Large-Scale Integrated circuits (LSIs), field-effect transistors, and other semiconductor chip components. The following techniques will reduce the occurrence of component damage caused by static electricity.

Be sure the power is Off and observe these other safety precautions.

- Immediately before handling any semiconductor component assemblies, 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 electro-statically sensitive device.
- Handle ICs and Erasable Programmable Read-Only Memories (EPROM's) carefully to avoid bending pins.
- Pay attention to the direction of parts when mounting or inserting them on Circuit Boards.

Service Safety Summary

General Guidelines

For qualified service personnel only: Refer also to the preceding “Power Safety Precautions” on page xvi.

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.

Use care when servicing with power: 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.

Warning Labels

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

Safety Interlocks

Make sure all covers are in place and all Interlock Switches are functioning correctly after you have completed a printer service call. If you bypass an Interlock Switch during a service call, use extreme caution when working on or around the printer.

Servicing Electrical Components

Before starting any service procedure, switch the printer power Off and unplug the power cord from the wall outlet. If you must service the printer with power applied, be aware of the potential for electrical shock.

Warning

Do not touch any electrical component unless you are instructed to do so by a service procedure.

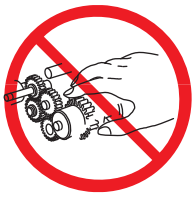


Servicing Mechanical Components

When servicing mechanical components within the printer, manually rotate the Drive Assemblies, Rollers, and Gears.

Warning

Do not try to manually rotate or manually stop the drive assemblies while any motor is running.



Servicing Fuser Components

Warning

This printer uses heat to fuse the image to the media. During operating, the Fuser is very hot. Allow the Fuser to cool before you attempt to service the Fuser or adjacent components.

Regulatory

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)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) Rules. These limits are designed to provide reasonable protection against harmful interference in a residential 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. However, 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 (device being interfered with).
- Increase the separation between the printer and the receiver.
- Connect the equipment into an outlet on a circuit different from that which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or 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

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

CE

December 12, 2006: Low Voltage Directive 2006/95/EC

December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC

March 9, 1999: Electromagnetic Compatibility Directive 99/5/EC

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

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.

General Information

In this chapter...

- Introduction and Overview
- Configurationss
- Parts of the Printer
- Consumables
- Consumables
- Specifications

Chapter 1

Introduction and Overview

The Phaser 3010, 3040 and WorkCentre 3045B/N incorporate a single-pass LED architecture, offering mono print speeds of up to 24/24-ppm, and resolutions up to 1200 x 1200 dots-per-inch (dpi).

The Phaser 3010/3040 provides a 150-sheet Main Tray supporting specialty media, card stock, and envelopes. The Output Tray holds 100 sheets facedown.

The WorkCentre 3045B/N combines a 1200 dpi scanner with LED printer to provide copy, scan and print functions. The 3045NI model adds an Automatic Document Feeder (ADF), G3 Fax modem, Ethernet interface and wireless capability to provide networked copy, scan, and Fax functions.

Technical Support Information

The Xerox Service Manual is the primary document used for repairing, maintaining, and troubleshooting the printer. To ensure complete understanding of this product, participation in Xerox Service Training is strongly recommended. To service this product, certification for this product 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.p

For further technical support, contact your assigned Xerox Technical Support for this product.

Configurations

The tables list Phaser 3010/3040/WorkCentre 3045B/N configuration

Single-Function Printer (SFP) Configuration

Features	Phaser 3010/3040
Processor Speed	150 MHz
Memory Configuration	64 MB
Print Speed (A-size)	20/20, / 24/24
Print Resolutions (dpi)	
Standard	600 x 600
High[a]	1200 x 1200
USB 2.0 Support	Standard
Main Tray (150 Sheets)	Standard
Duplex	Manual

a. When printing in high resolution mode, printing speed may be reduced due to image quality adjustment. Printing speed may also be reduced depending on documents

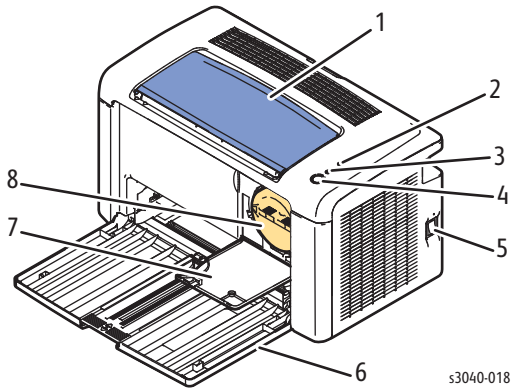
Multi-Function Printer (MFP) Configurations

Features	WorkCentre 3045B	WorkCentre 3045N
Processor Speed	300 MHz	300 MHz
Memory Configuration	128 MB	128 MB
Print Speed (A-size)	24/24	24/24
Print Resolutions (dpi)		
Standard	600 x 600	600 x 600
High[a]	1200 x 1200	1200 x 1200
USB 2.0 Support	Standard	Standard
Ethernet Interface 10/100 Base-TX	None	Standard
Wireless Interface IEEE802.11b/g	None	Standard
Bypass Tray[b] (10-sheets)	Standard	Standard
Main Tray (150 Sheets)	Standard	Standard
ADF (15 sheets)	N/A	Standard
Duplex	Manual	Manual

a. When printing in high resolution mode, printing speed may be reduced due to image quality adjustment. Printing speed may also be reduced depending on documents
b. BypassTray has priority for feeding paper. Paper is fed from Bypass Tray if there is paper in both MainTray and Bypass tray. The printer cannot detect which tray has paper.

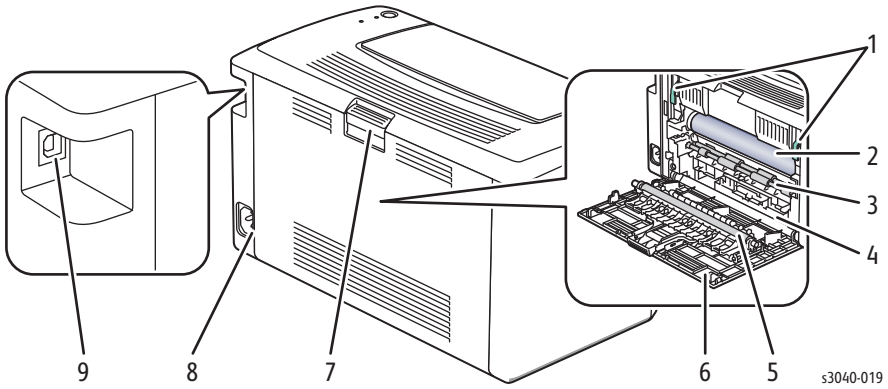
Parts of the Printer

3010/3040 Front View



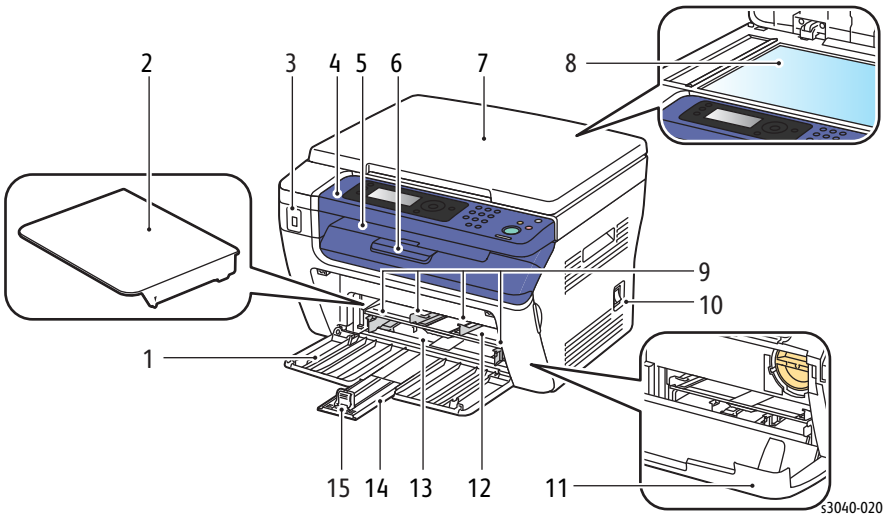
1.	Output Tray	5.	Power Switch
2.	Error LED	6.	Main Tray
3.	Status LED	7.	Toner Door
4.	Start/Pause	8.	Toner Cartridge

3010/3040 Rear and Side Views



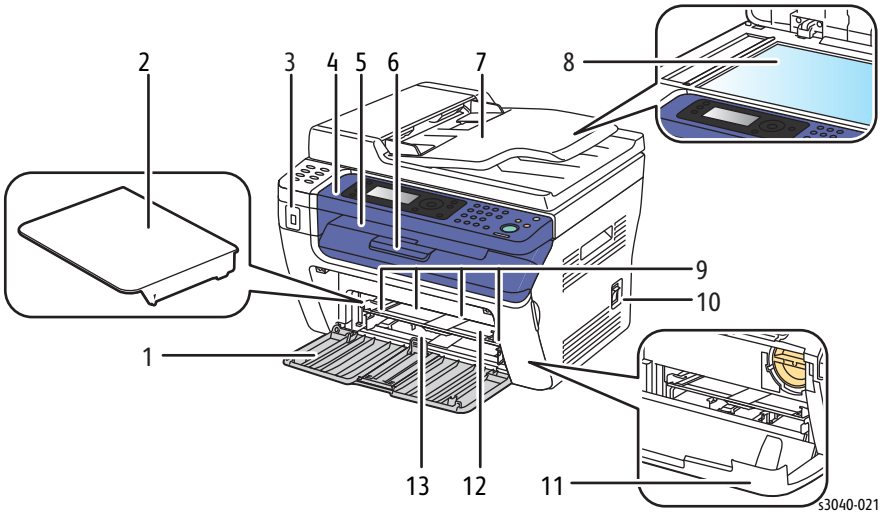
1.	Fuser Jam Levers	6.	Rear Door
2.	Drum	7.	Rear Door Latch
3.	Feed Roller	8.	Power connection
4.	Paper Chute	9.	USB connector
5.	Transfer Roller		

3045B Front Views



1. Main Tray
2. Media Dust Cover/Support
3. USB Thumbdrive Connector
4. Control Panel
5. Center Output Tray
6. Output Tray Extension
7. Document Cover
8. Platen
9. Media Guides
10. Power Switch
11. Toner Door
12. Bypass Tray
13. Feed Roller
14. Length Guide
15. Main Tray Extension

3045N Front View

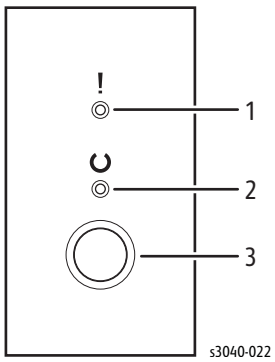


1.	Main Tray	9.	Media Guides
2.	Media Dust Cover/Support	10.	Power Switch
3.	USB Thumbdrive Connector	11.	Toner Door
4.	Control Panel	12.	Bypass Tray
5.	Center Output Tray	13.	Feed Roller
6.	Output Tray Extension	14.	Length Guide
7.	Automatic Document Feeder (ADF)	15.	Main Tray Extension
8.	Platen		

Control Panel

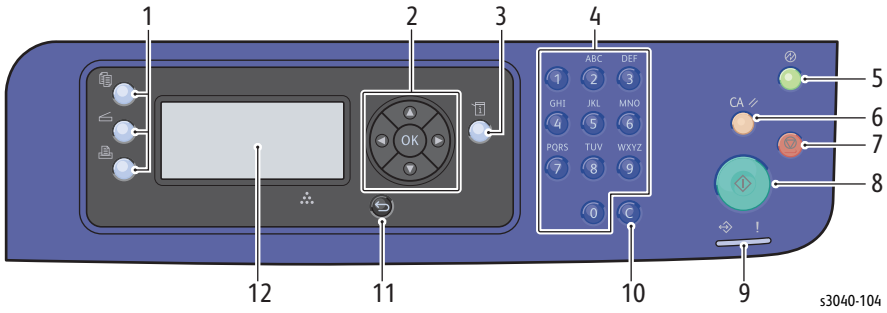
The Control Panel consists of multiple LEDs, a display, and several function buttons. These buttons are used to navigate the menu system, perform functions, and select modes of operation.

3010/3040 Control Panel Button Descriptions



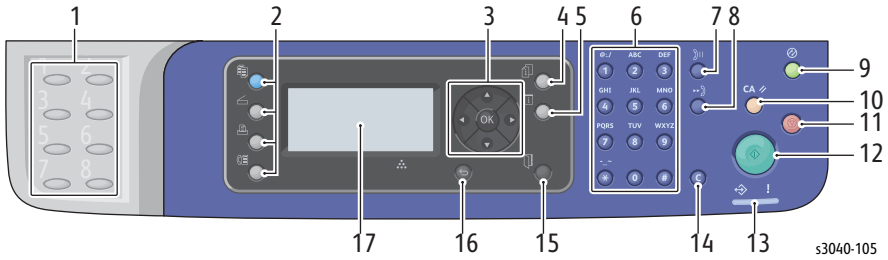
1.	Error LED	Displays errors or warnings.
2.	**Ready or Processing LED**	Status.
3.	**Start/Pause**	Start/Stop current job

3045B Control Panel Button Descriptions



1.	■ Copy ■ Scan ■ Print	Use these buttons to move to the top of each menu.
2.	Navigation/Menu select buttons (5)	Scroll up, down, forward, and back through the menus. Use the OK button to select a current setting/confirm current selection.
3.	System	Switches the display to the System menus.
4.	Alpha Numeric Keypad (12)	Input and delete letters and numbers.
5.	Wake Up / Energy Saver button	When illuminated, indicates Low Power Mode. Press to move to Ready from Energy Saver mode.
6.	Clear All AC button	Press to the top menu of each service (Copy, Scan…). Then, each setting becomes default for each service.
7.	Stop button	Stops the current job.
8.	Start button	Starts the current job.
9.	Data LED Error LED	Indicates status – power and ready-to-print. When illuminated, indicates an error.
10	Clear button	Clears all text, numbers or instructions.
11.	Back button	Move back to previous screen.
12	Display	Four-line LCD

3045N Control Panel Button Descriptions

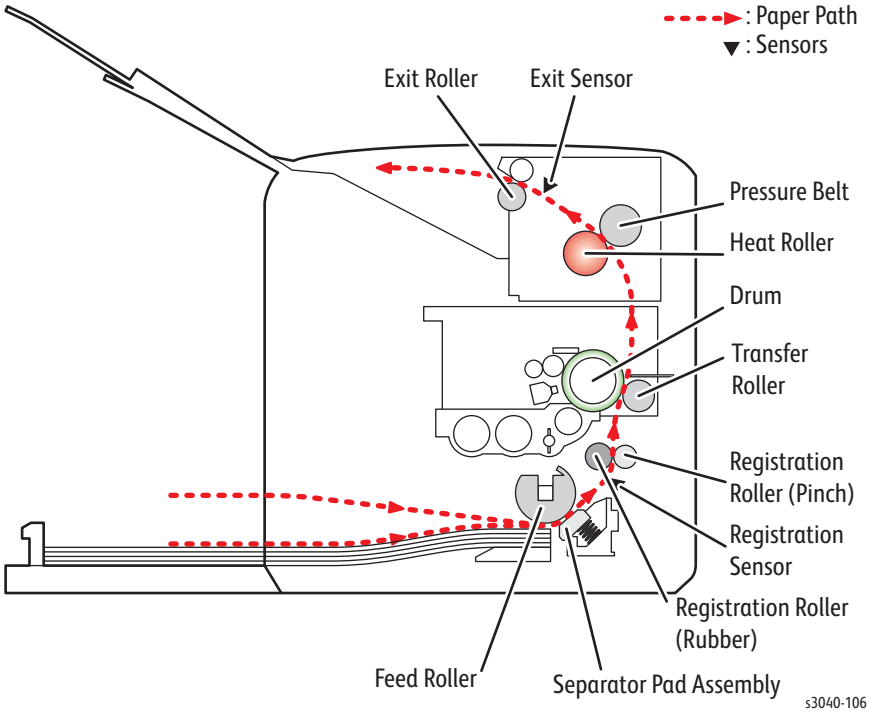


1.	Direct Address Keys(8)	Press to quickly dial Fax number s that are registered in the Phone Book. The first four entries are assigned to the keys.
2.	■ Copy ■ Fax ■ Scan ■ Print	Use these buttons to move to the top of each menu.
3.	Navigation/ Menu select buttons (5)	Scroll up, down, forward, and back through the menus. Use the OK button to select a current setting/confirm current selection.
4.	Job Status button	Press to check active job status.
5.	System	Switches the display to the System menus.
6.	Alpha Numeric Keypad (12)	Input and delete letters and numbers.
7.	Redial/Pause button	Press the button to recall the last Fax number used or to insert pauses in Fax numbers.
8.	Speed Dial button	Press to access directories of group or individual Fax telephone numbers.
9.	Wake Up / Energy Saver button	When illuminated, indicates Low Power Mode. Press to move to Ready to Print from Energy Saver mode.
10.	Clear All AC button	Press to go back to the top menu of each service (Copy, Fax…). Then, each setting becomes default for each service.
11.	Stop button	Stops the current job.
12.	Start button	Starts the current job.
13.	Data LED	Indicates the status of the printer – power and ready-to-print.
	Error LED	When illuminated, indicates an error.
14.	Clear button	Deletes entries made on the Control Panel
15.	Address Book button	Move to Address Book menu for Fax and Email.
16.	Back button	Move back to previous screen.
17.	LCD	Indicates printer status, warnings, and error messages.

Media Path

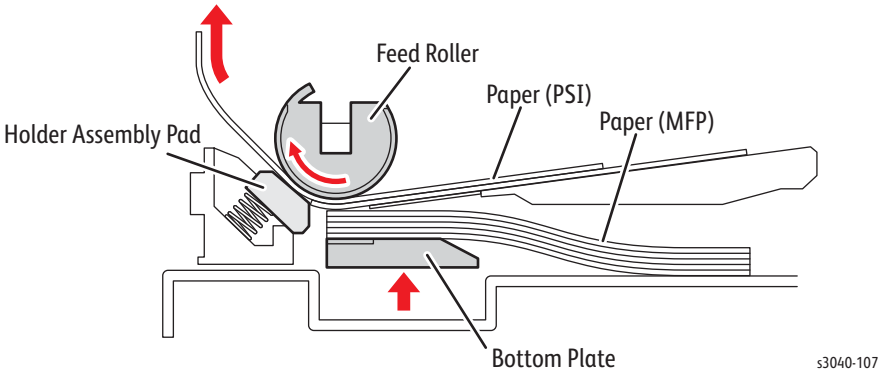
Main Tray

When feeding from the Main Tray, the Feed Roller rotates, driven by the Main Motor driving the Main Drive Assembly and controlled by the Feed Solenoid, to feed the sheet to the position where it is nipped between the Feed Roller and the Separator Pad. As the Feed Roller rotates, the feed roller cams rotate to lift the Bottom Plate via the follower arms to the position for sheet feeding.



Bypass Tray

The media path from the Main Tray and Bypass Tray are the same. The sheets loaded in the Bypass Tray are positioned nearer the Feed Roller, and have higher priority in feeding if both the Main Tray and Bypass Tray contain media.



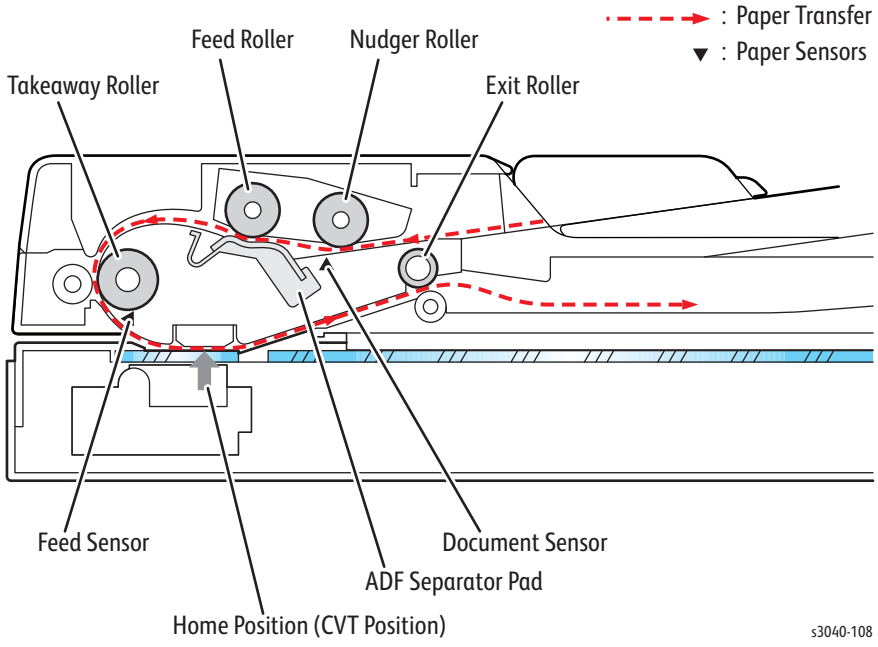
ADF

Media in the document tray is conveyed through the feed roller and takeaway roller. The sheet is nipped between the feed roller and the ADF Separator Pad while feeding into the ADF.

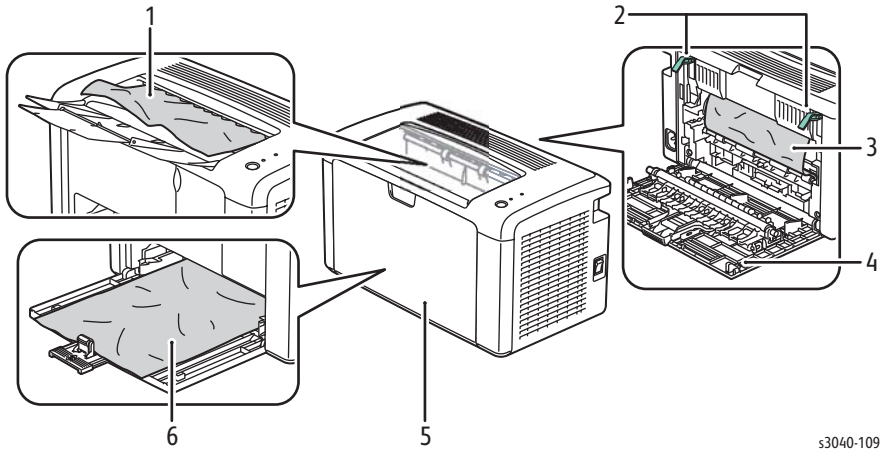
Inside the ADF, the sheet is fed by the takeaway roller, rotating by torque from the ADF motor. When the sheet reaches the Scanner Home Position in the carriage assembly, it is scanned.

When the scan completes, the sheet is ejected to the output tray of the ADF by the exit roller. The exit roller is driven by torque from the ADF Motor.

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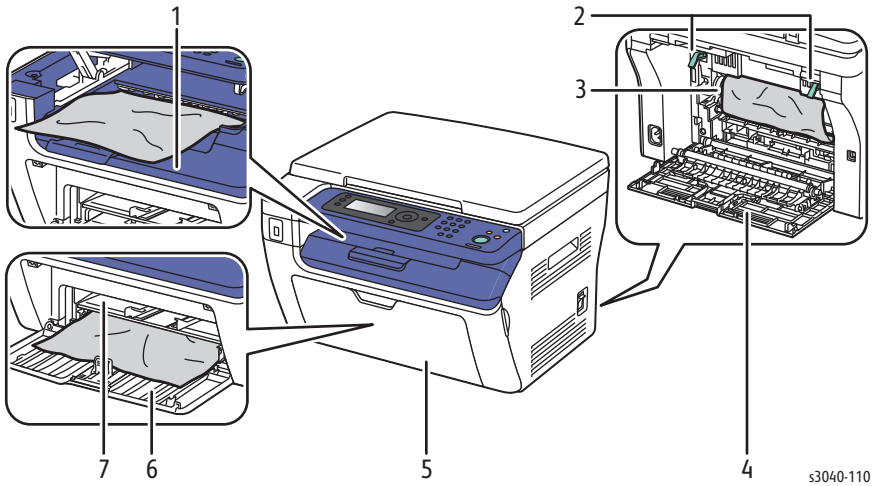


3010/3045 Jam Locations



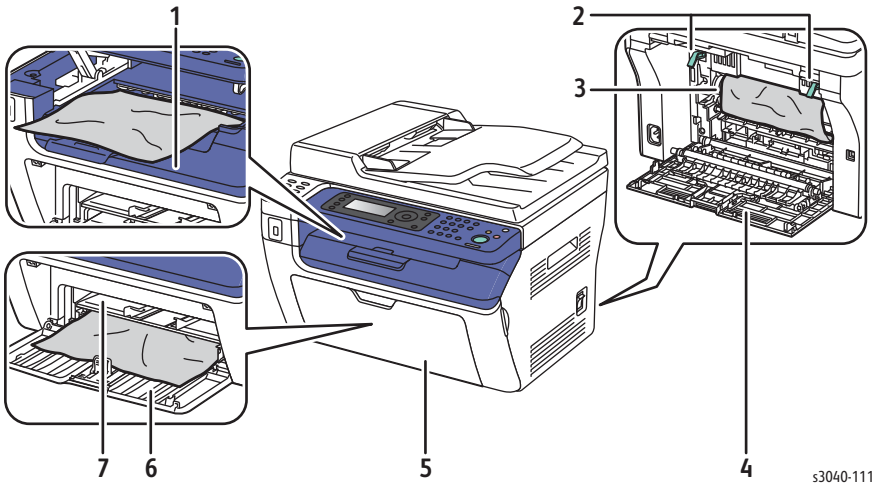
1. Output Tray
2. Fuser Levers
3. Drum
4. Rear Door
5. Front Door
6. Main Tray

3045B Jam Locations



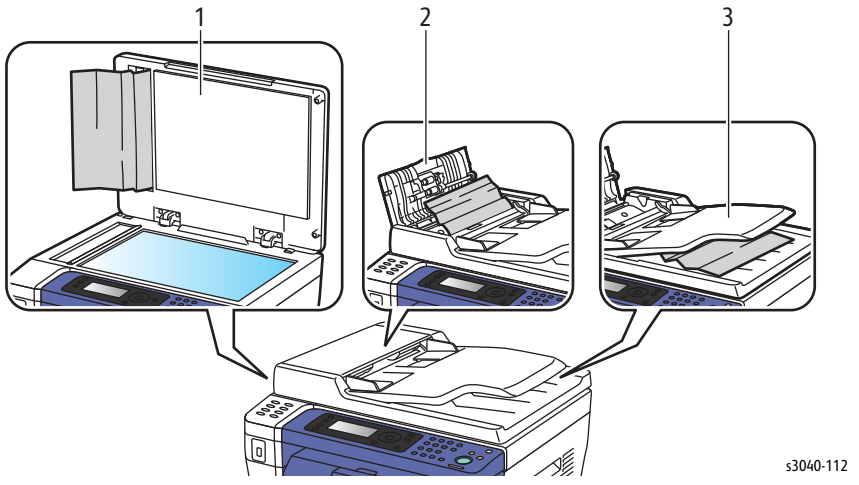
1. Output Tray
2. Fuser Levers
3. Drum
4. Rear Door
5. Front Door
6. Main Tray
7. Bypass Tray

3045N Jam Locations



1. Output Tray
2. Drum
3. Fuser Levers
4. Rear Door
5. Front Door
6. Main Tray
7. Bypass Tray

ADF Jam Locations



1. ADF feed
2. ADF pick
3. ADF exit

Major Components

Sensors

The printer contains sensors of various types that perform a variety of functions. Some sensors track media along the media path to detect jams. Other sensors detect the Toner Cartridge, monitor toner density, stop printer activity if the Rear Door is open (interlock) and monitor fusing temperature.

- Registration Sensor

  The Registration Sensor detects the leading edge of the print medium has reached the registration section.

- Exit Sensor

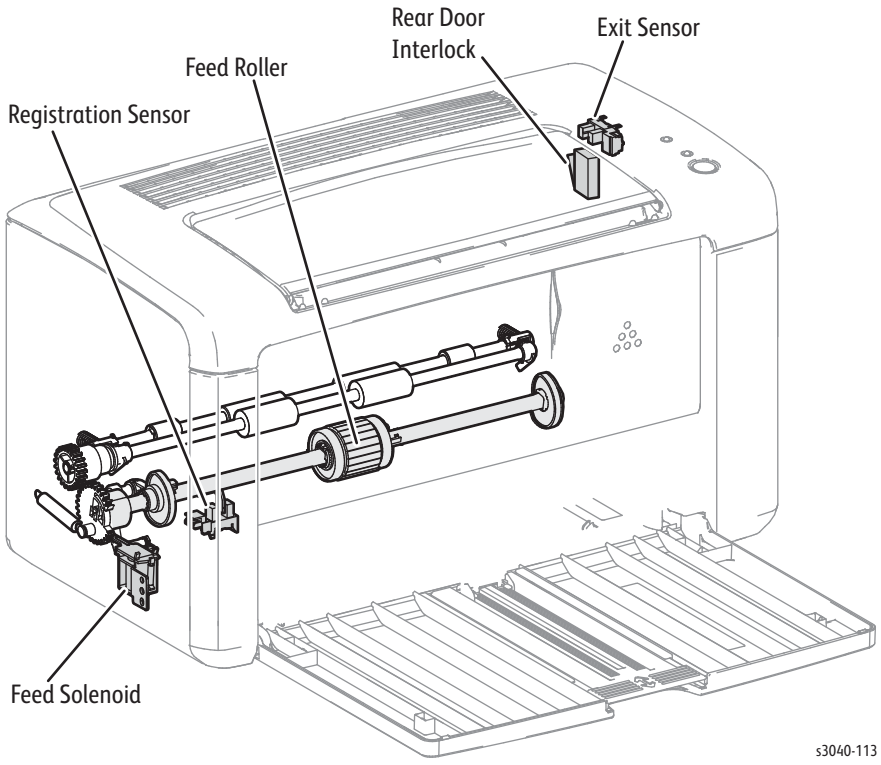
  Located in the Fuser, the exit sensor detects media passing through the Fuser.

- Rear Door Interlock Switch

  Detects Rear Door position. Interrupts DC power to the printer (+24VDC) when the Rear Door is opened.

- Toner Cartridge CRUM

  Monitors print quanity to alert the user when Toner Cartridge level is low.



Drive

- Main Drive Assembly

  A gear set used to transfer drive from the Main Drive Motor to feed media through the media path.

- Main Drive Motor

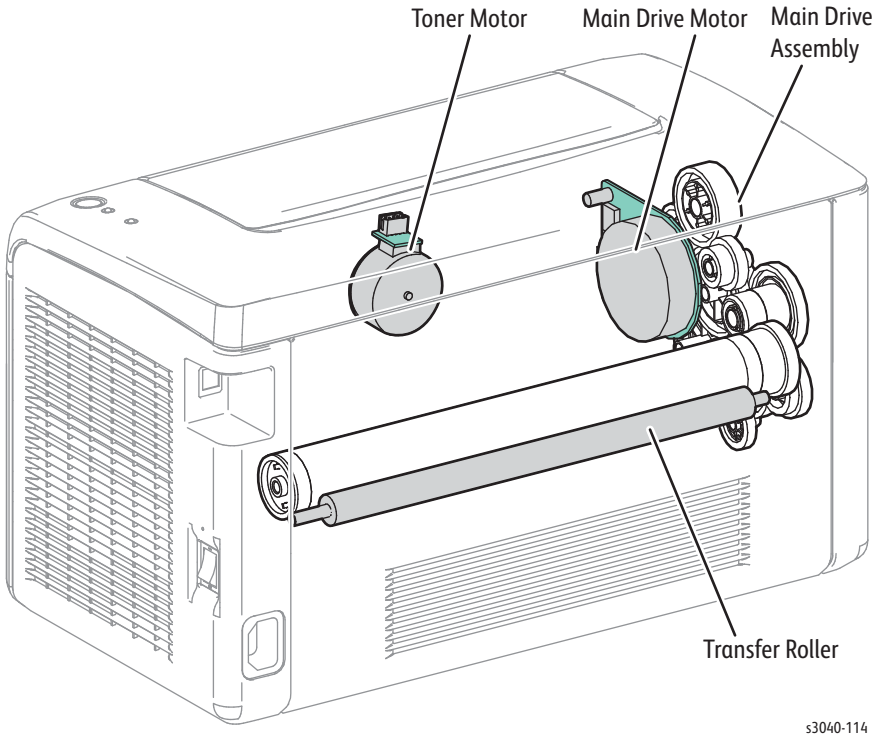
  Provides drive to move media trough the media path and Fuser.

- Toner Motor

  Provides drive to supply toner to the xerographics assembly.

- Feed Solenoid

  Transmits the torque from the Main Drive Assembly to the Feed Roller.



Electrical

- IP Board

  The Image Processor Board is the print controller. The IP Board converts print data to image data.

- MCU Board

  Controls the print operation based on communication with the print controller and on the information from the sensors or switches.

- HVPS

  Supplies high voltage to the xerographic assembly and Transfer Roller.

- LVPS

  Supplies the AC power from the power supply to the heater section of the Fuser and generates stable low DC voltage to be used by the logic circuits and other components.

- Power Switch Assembly

  Power switch and AC inlet harness providing AC to the LVPS and Fuser.

- USB Board

  Porvides a USB interface for thumbdrives.

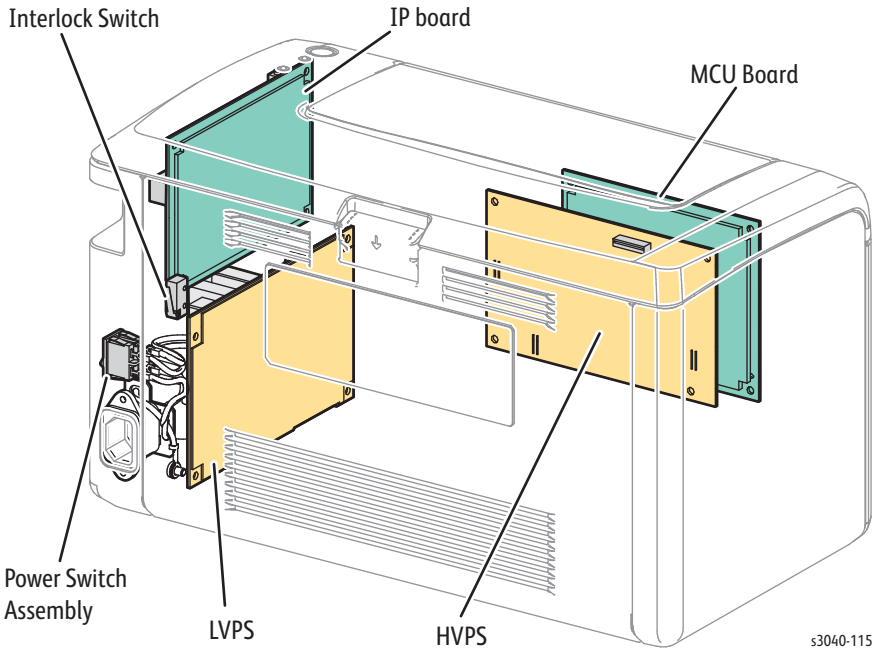
- Wireless Interface Board

  IEEE wireless ethernet interface board.

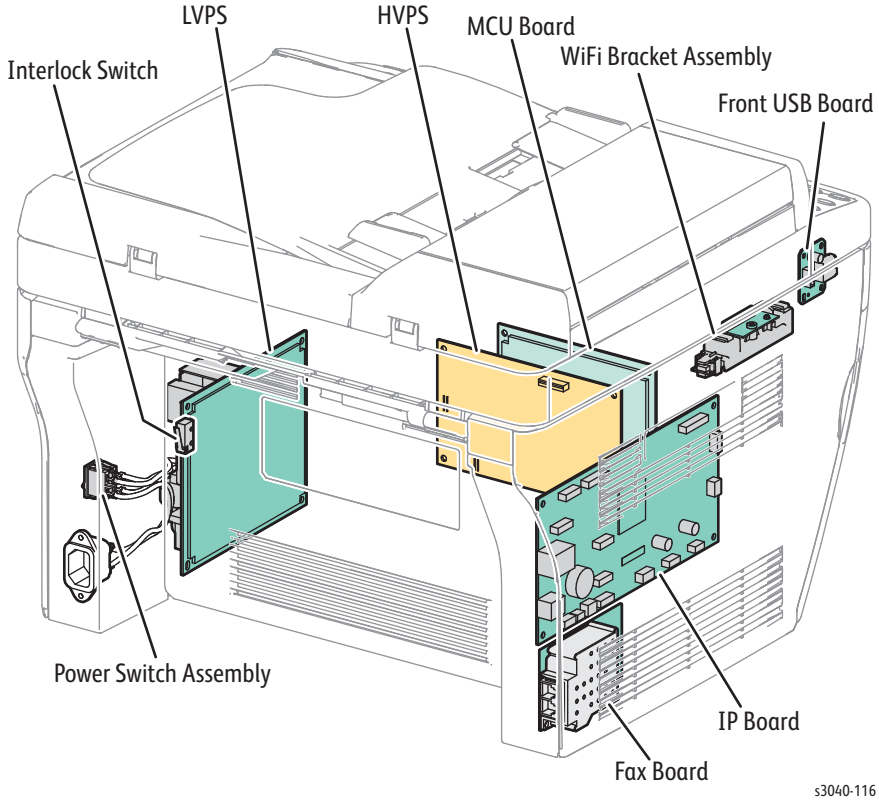
- FAX Board

  FAX MODEM board for FAX transmissions.

3010/3040 Electrical Locations



3045NI Electrical Locations



Consumables

Consumables consist of a single Toner Cartridge. The 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.

Life ratings are based on A-size sheets at 5 % coverage.

Toner Cartridge	Capacity
Starter Capacity	700 pages
Standard Capacity	1,000 pages
High Capacity	2,300 pages

Note

Starter capacity cartridges are packaged with the printer when shipped from the factory. These starter cartridges are not available for order.

Specifications

Printing Specifications

Characteristic	Specification	
Printing Technology	**Recording System**: LED electro-photographic system using OPC Drum and direct transfer to the media.	
	Exposure System: LED printhead	
	Transfer System: Finished image is transferred onto the media	
	Fusing System: Thermal fusing system by belt	
Print Volume	Average	250 PV/month
Color Medium	Black Toner Cartridge	
Resolution / Addressability (dpi)	Standard	600 x 600
	Enhanced	1200 x 1200
Print-Quality Mode	600 x 600 (Standard) 1200 x 1200 (Enhanced)	
Average Image Coverage	Mono	5 %
Maximum Image Coverage	240 %	
Printer Life	30,000 pages or 5 years	
Warm-Up Time	Less than 25 seconds from Power On	
Operating System	Windows	2003/2008 Server/ XP/ Vista/ Windows7
	Macintosh	OS 10.5 and greater
	Linux	Redhat and SuSe

Scanning Specifications

Characteristic	Specifications
Scanning Mode	■ Platen Mode: Scan document using the document glass ■ Constant Velocity Transport (CVT) Mode: Scan document via the Automatic Document Feeder (ADF)
Maximum Scan Size	■ Platen Mode: 215.9 mm x 297 mm (8.5 in. x 11.7 in.) ■ ADF; 215.9 mm x 355.6 mm (8.5 in. x 14 in.)
Media Size	
Minimum	■ Fast Scan Direction: 148 mm (5.8 in.) ■ Slow Scan Direction; 210 mm (8.3 in.)
Maximum	■ Fast Scan Direction: 215.9 mm (8.5 in.) ■ Slow Scan Direction: 355.6 mm (14.0 in.)
USB Scanning	
Resolution	1200 x 1200 dpi optical, up to 9600 dpi interpolated
■ Scan Interface ■ File Formats	TWAIN/ WIA 2.0 BMP, JPG, PDF, TIFF
Network Scanning	
Resolution	Up to 600 dpi
Color Mode	Black & White
Original Type	Text, Photo, Mixed
File Format	JPG, PDF, TIFF
Lighter/Darker	7 levels
Sharpness	3 levels
Contrast	3 levels
Auto Exposure	Off, Normal, Higher (1, 2)
Scan to Desktop via SMB	Up to 6 SMB servers
Scan to FTP	Up to 6 FTP servers
Scan to E-mail	Yes (no individual user log in)

Scan Performance

Function	Document	Black & White	Color
USB Scan to Computer (TWAIN/ WIA)	Document Glass, 300 dpi, 24-bit color, letter size	<20 sec.	<20 sec.
USB Scan to Computer (via Express Scan Manager)	Document Glass, 300 dpi, 24-bit color, letter size	<15 sec.	<15 sec.
Network Scan to Computer via SMB	Document Glass, 150 dpi, mixed, letter size	<15 sec.	<15 sec.
Scan to USB Thumb Drive	Document Glass, default	12 sec.	17 sec.

Copy Specifications

Copy Specifications

Characteristic	Specifications
Resolution	600 x 600 dpi
Copy Mode	Black & White
Output Type	Standard, Enhanced (Best)
Original Type	Text, Photo, Text/Photo
Reduce/Enlarge	25 % -400 %
Lighter/Darker	7 levels
Color Saturation	3 levels
Sharpness	3 levels
Auto Exposure	Off, Normal, Higher (1, 2)
Number of Copies	1-99
Multiple Up (N to 1)	Off, Auto, ID Copy, Manual
Duplex Copy	On, Off
Poster	2x2, 3x3, 4x4
Auto Fit	On, Off
Cloning	On, Off
Collate (max pages)	50

Fax Specifications

Fax Specifications

Characteristic	Specifications
Communication Mode	■ Priority 1: ITU-T Super G3 ■ Priority 2: ITU-T G3 ECM ■ Priority 3: ITU-T G3
Resolution Lines: Pixels	B&W (Fast Scan x Slow Scan) ■ 8 pixels x 3.85 line / mm ■ 8 pixels x 7.7 line / mm ■ 8 pixels x 15.4 line / mm ■ 16 pixels x 15.4 line /mm ■ 400 x 400 ppi / 25mm ■ 300 x 300 ppi / 25mm ■ 200 x 200 ppi / 25mm ■ 100 x 100 ppi / 25mm
Supported Protocols	■ V. 34 (Max.33.6 kbps) ■ V. 17 (14.4/12/9.6/7.2 kbps) ■ V. 29 (9.6/7.2 kbps) ■ V. 27ter (4.8/2.4 kbps)
Compression Format	B&W: 1-bit, JBIG, MMR, MR, MH Color: Not supported
Incoming Call Control	Telephone Mode, Fax Mode, Telephone/ Fax Mode, Answering Machine Mode, Distinctive Ring Pattern Detection (DRPD)
Lighter/Darker	7 levels
DM Protection	Reject junk Fax
Forwarding & Local Print	Supported
Color Fax	Not supported.
Fax Address Book	Up to 200 Speed Dial numbers and up to 6 Group Dial numbers stored in device memory. The Group Dial Numbers may have up to 200 Fax numbers associated with each group; however, the total number of allowable Fax numbers for all groups is 200.
Lan Fax	
Resolution	Normal: 200 x 100 dpi Fine: 200 x 200 dpi Super Fine: 400 x 400 dpi
Driver	GDI driver - supported
Color	Not supported
Delayed Start	Up to 24 hours
Broadcast Sending	Up to 30 destinations
Zoom	25 % -400 % (same as printer driver)

Fax Specifications (continued)

Characteristic	Specifications
Auto Reduction/ Enlarge (Auto Fit)	On/Off (same as printer driver)
Rotation	On/Off (same as printer driver)
N-Up	1/ 2/ 4/ 8/ 16/ 32 (same as printer driver)
Watermark	Supported (same as printer driver)
Phone Book	Up to 500 Speed Dial numbers and up to 500 Group Dial. Local phone book stored on PC not linked device.

Memory Specifications

Characteristic	Specifications	
Memory	3010/3040	64 MB on board
	3045B/N	128 MB on board

Electrical Specifications

Characteristic	3010/3040	3045B/N
Power Supply Voltage/Frequency		
Line Voltages	110-127 VAC ± 10 %	110-127 VAC ± 10 %
	220-240 VAC ± 10 %	220-240 VAC ± 10 %
Frequency Range	50/60 Hz ± 3 Hz	50/60 Hz ± 3 Hz
Current Capacity	110 V Engine: < 8 A 220 V Engine: < 4 A	110 V Engine: < 8 A 220 V Engine: < 4 A
Power Consumption (with all options, 110 or 220 V)		
Deep Sleep	2.5 W or less	2.5 W or less
Power Saver Mode	8 W or less	8 W or less
Standby Mode (Fuser On)	37 W or less	37 W or less
Continuous Printing	310W or less	310W or less

Environmental Specifications

Note

Image quality is guaranteed in the optimum ranges for temperature and humidity, which represent a general office environment.

Characteristic	Specification	
Temperature		
Optimum	15 to 28° C (59 to 82° F)	
Operating	10 to 32° C (50 to 90° F)	
Standby	-20 to 40° C (-4 to 104° F)	
Humidity (% RH)		
Optimum	20 to 70 % RH	
Operating	15 to 85 % RH	
Standby	5 to 85 % RH	
Altitude		
Operating	0 to 3,100 meters (10,171 feet)	
Acoustic Noise LWA(B)	**Sound Power Level (B)**	**Sound Pressure (dBA)**
Printing	6.44	
Standby	4.0	

Operating Mode

Mode	Condition	Description
Running Mode		There are three running modes: ■ **Print mode** – the print engine is printing. ■ **Scan mode** – the IIT is operating for copy, local, and network scanning, and for Fax sending. ■ **Fax communication mode** – Fax sending/receiving is in progress.
	Recording	The system is operating.
	Fusing	Maintained at operating temperature.
	IIT	Scanner or ADF is in operation, scanning lamp is on.
	Control Panel	LCD - Backlight: On LED - Ready LED is On.
Ready Mode		The printer is in standby, ready to run.
	Recording	The system is at Pause.
	Fusing	The system maintains standby temperature.

Mode	Condition	Description
	IIT	The Scanner and ADF are in standby, ready to run.
	Control Panel Operation	LCD - Backlight: On LED: If printer is online, Ready LED is On.
Power Saver Mode (Deep Sleep)		The printer enters Power Saver mode when it has not received print data for the specified time.
	Recording	The system is at Pause.
	Fusing	The system is Off.
	IIT	The Scanner and ADF are off.
	Control Panel Operation	LCD: Off, LCD Backlight: Off LED: Wake Up LED is On.

NOTE When the printer receives a print or Fax job or the Wake Up/Power Saver button is pressed, the printer exits the Power Saver mode and enters the Ready mode.

First Print Output Time

First Print Output Time (FPOT) is defined as a time from when the engine receives a Start signal in Ready state, until a single page is delivered to the output tray.

The following conditions are applied:

- The Controller does not keep the print engine waiting
- The printer is at Ready mode
- Paper is A size Short Edge Feed (SEF)
- Process control time is not included

Mode	Tray	FPOT (sec.)
Mono	Main	12.0 sec. or less
	Bypass	12.0 sec. or less

First Copy Output Time

First Copy Output Time (FCOT) is the time required for the printer to deliver the first sheet of paper after the user presses Start. The following conditions are applied:

- The Controller does not keep the print engine waiting
- The printer is at Ready mode
- Paper is A size Short Edge Feed (SEF)
- The original is on the document glass or in the ADF
- Process control time is not included

Mode	FCOT (sec.)
Mono	23.0 sec. or less

Physical Dimensions and Clearances

3010/3040 Dimensions

Characteristic	Measurement
Height	208 mm (8.2 in.)
Width	358 mm (14.1 in.)
Depth	197 mm (7.8 in.)
Weight (base printer with consumables)	4.6 kg (10.0 lb.)

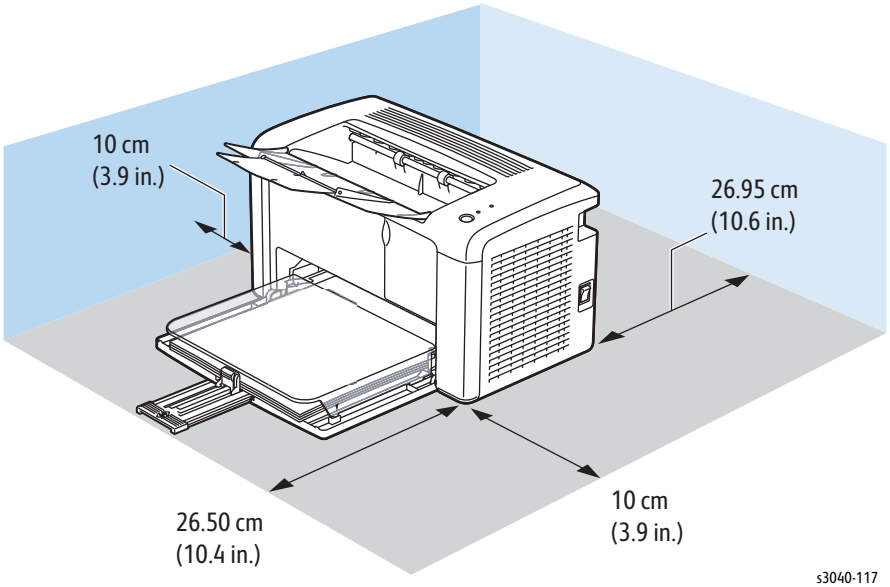
3045B Dimensions

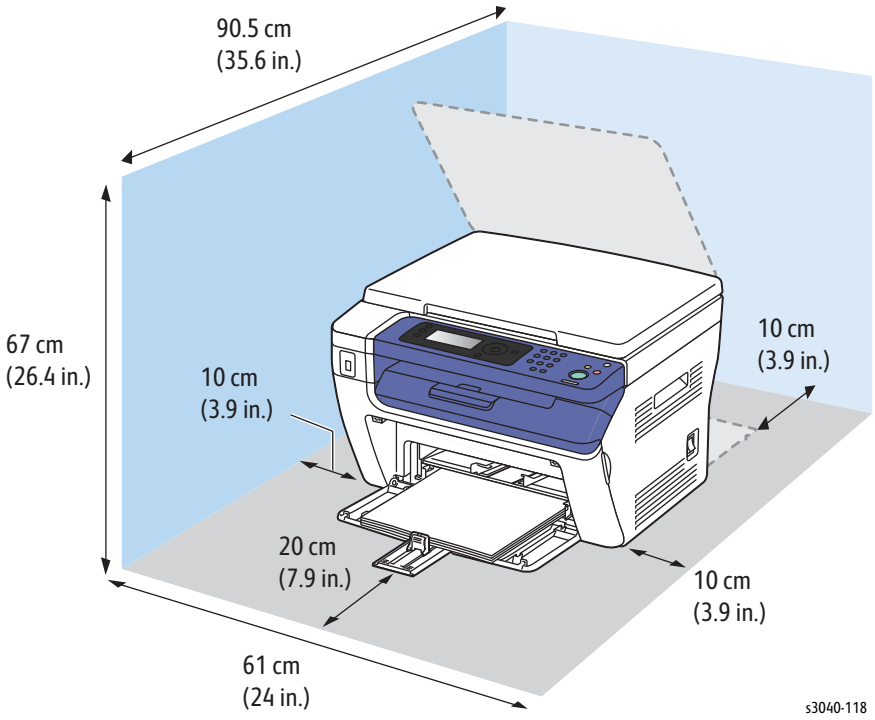
Characteristic	Measurement
Height	584 mm (23 in)
Height with 250-Sheet Feeder	690 mm (27.1 in.)
Width	430 mm (16.9 in.)
Depth	544 mm (21.4 in.)
Weight (base printer with consumables)	28.8 kg (63.5 lb.)

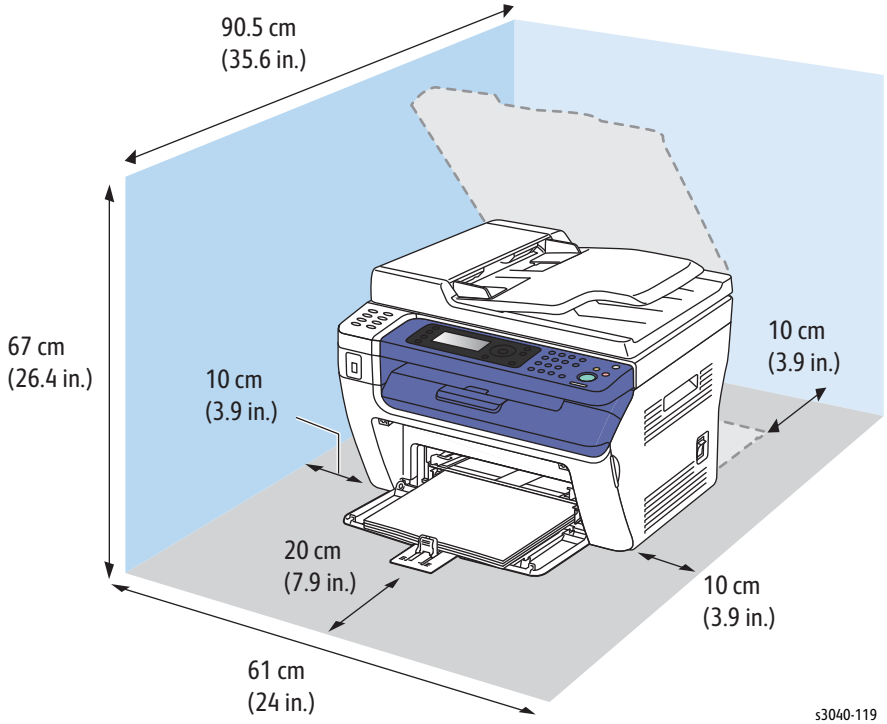
3045N Dimensions

Characteristic	Measurement
Height	584 mm (23 in)
Height with 250-Sheet Feeder	690 mm (27.1 in.)
Width	430 mm (16.9 in.)
Depth	544 mm (21.4 in.)
Weight (base printer with consumables)	28.8 kg (63.5 lb.)

Minimum Clearances

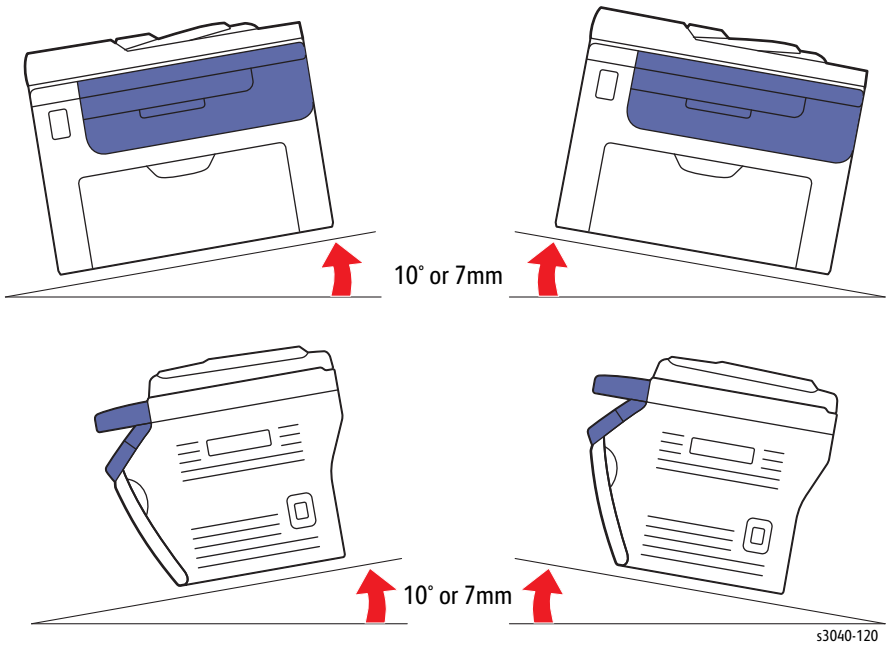






Mounting Surface Specifications

Mounting surface flatness must be within the specified range. The printer must not be tipped or tilted more than 7 mm.



Failure to adhere to the mounting specifications void all guarantees of print-quality and/or performance.

Media and Tray Specifications

Media recommended for use with this printer is known as standard paper. The feed performance, reliability, and print quality satisfy the specifications.

The following table lists supported media for the Phaser 3010/3040/WorkCentre 3045 printers.

Supported Media Sizes

Size	MainTray	Bypass Tray
A4 (210 x 297 mm (8.27 x 11.69 in.))	Y	Y
B5 (182 x 257 mm (7.17 x 10.12 in.))	Y	Y
A5 (148 x 210 mm (5.83 x 8.27 in.))	Y	Y
C5 (162 x 229 mm (6.38 x 9.02 in.))	Y	Y
Monarch (98 x 191 mm (3.875 x 7.5 in.))	Y	Y
Monarch LEF (191 x 98 mm (7.5 x 3.875 in.))	Y	Y
Envelope #10 (105 x 241 mm (4.125 x 9.5 in.))	Y	Y
DL (110 x 220 mm (4.33 x 8.66 in.))	Y	Y
DL LEF (220 x 110 mm (8.66 x 4.33 in.))	Y	Y
Letter (216 x 279 mm (8.5 x 11 in.))	Y	Y
Legal (216 x 356 mm (8.5 x 14 in.))	Y	Y
Folio (216 x 330 mm (8.5 x 13 in.))	Y	Y
Executive (184 x 267 mm (7.25 x 10.5 in.))	Y	Y
Custom Width: 76.2 to 215.9 mm (3 to 8.5 in.) Length: 127 to 355.6 mm (5 to 14 in.) Maximum width of 220 mm for envelope (DL LEF) Minimum length of 98.4 mm for envelope (Monarch LEF)	Y	Y

The following table lists supported media types for the Phaser 3010/3040 printers.

Phaser 3010/3040 Supported Media Types

Media	Weight (g/m^2)	Main Tray	Bypass Tray
Plain	60 to 90	Y	Y
Plain Thick	91 to 105	Y	Y
Recycled	60 to 105	Y	Y
Label[a]	-	Y	Y
Covers Normal (lightweight card stock)	106 to 163	Y	Y
Coated Normal[a] (lightweight glossary card stock)	106 to 163	Y	Y
Envelope	-	Y	Y
Postcard			

a. Inkjet printer paper cannot be used.

Tray Capacities

Tray	Quantity
Main Tray	150 sheets plain paper, or 16.2 mm or less in height
Bypass Tray	10 sheets plain paper, or 1 sheet for other paper
Output Tray	100 sheets plain paper, or 5 sheets for Label, Envelope, thick paper, or other paper
ADF	15 sheets plain paper, or paper stack height of 2.2 mm or less

ADF Specifications

Description	Specification
Capacity	15 sheets plain paper, or paper stack height of 2.2 mm or less
Paper Size	Min: Fast scan direction 105.0 mm (4.13") x Slow scan direction 148.0 mm (5.83") Max: Fast scan direction 215.9 mm (8.5") x Slow scan direction 355.6 mm (14")
Paper Weight	60 g/m^2 to 105 g/m^2
Feeding Order	Top to bottom feed

Job Control

Cancel Print

A print job in process can be cancelled via the Control Panel.

Job Recovery

When a print job fails due to a recoverable error such as media jam, the printer recovers the job automatically after the jammed media is removed. If a print job fails due to a error such as paper size missmatch or paper feed miss, push "start" on the Control Panel.

Job Time Out

When a print job is stopped for a certain period of time, the job is deleted as an error when the time out setting is reached.

Logging

The printer can retain up to 50 job logs. Job log can be printed upon the user's request or automatically when the number of the retained job logs has reached 50. Job log includes the following information:

- Job finish date and time
- Job type
- Input interface (USB)
- Document name (File name)
- User name/Host name
- Number of printed pages
- Number of printed sides
- Paper size
- Result (Successful, Error, etc.)

Error Logging

The printer can retain up to 42 jam errors and up to 42 fatal errors. Jam error log includes the following information:

- PV counter when jam has occurred
- Name of jam

Fatal error log includes the following information:

- PV counter when jam has occurred
- Error code

Job History Report

This report shows Job History.

Manual print: Report is printed from the Control Panel.

Auto print: Report is automatically printed out every 20 print jobs when "Auto Log Print" is set to "On".

Error History Report

This report shows Error History.

Manual print: Report is printed by instructing from the operation panel.

Auto print: Not supported.

Print Volume Report

This report shows Print Volume.

Manual print: Report is printed by instructing from the operation panel.

Auto print: Not supported.

Error Troubleshooting

In this chapter...

- Introduction
- Servicing Instructions
- Error Messages and Troubleshooting Procedures
- Service Diagnostics
- Service Diagnostic Tests
- Service Diagnostic Test Procedures
- Error Troubleshooting
- Abnormal Noises
- Power Supply Troubleshooting

Chapter 2

Introduction

This chapter describes error messages displayed on the Control Panel or listed on the Error History page, Service Diagnostics used to test system operation and troubleshooting procedures to correct problems. Troubleshooting print quality problems is covered in Chapter 3, Image Quality.

Errors are tracked and reported in a number of ways. The two types of error reporting discussed in this section include:

- Error messages and codes displayed on the Control Panel
- Engine (fatal) and Jam Error logs displayed on the Control Panel or listed on the Error History Report

Initial Actions

Some problems are easy to resolve. Use these Steps in an attempt to quickly isolate the problem.

1. Turn Off the printer, wait 10 seconds, then turn On the printer. This often solves problems related to power transients, ESD, and software errors.
2. If a message appears on the Control Panel, see “Messages, Codes, and Procedures” on page 3-5 for specific procedures related to error messages.
3. Check the power cord. Is the power cord plugged into the printer and a properly grounded electrical outlet? Is the power cord damaged?
4. Check the electrical outlet. Is the outlet turned off by a switch or breaker?
5. Does other electrical equipment plugged into the outlet operate?

Display Problems

If the Control Panel is blank:

1. Turn Off the printer, wait 10 seconds, then turn On the printer.
2. When tests complete, **Ready** should appear on the display.

If the problem persists see Control Panel.

Printing Problems

If menu settings entered from the Control Panel have no effect, change or disable print settings from the print driver, the print utilities, or the application.

Note

Settings made in the application, print driver, or print utilities override settings made from the Control Panel.

If a job did not print correctly or incorrect characters were printed, check the following:

1. Check that the printer is in a “Ready” state before sending a print job.
2. Check the loaded media.
3. Check the print driver.

4. Check the printer connections to Ethernet or USB.
5. Verify that the correct print media size is selected.
6. If using a print spooler, verify that the spooler has not stalled.
7. Check the printer's interface configuration. Determine the host interface you are using. Print a System Settings page to verify that the current settings are correct.

Copy/Scan Problems

If the scanner does not work or operates slowly, check the following:

1. Ensure that you place the document to be scanned face down from the document feeder glass, or face up in the ADF.
2. There may not be enough available memory to hold the document you want to scan. Try the Prescan function to see if that works. Try lowering the scan resolution rate.
3. Check that the USB cable is connected properly.
4. Ensure that the USB cable is not defective. Switch the cable with a known good cable. If necessary, replace the cable.
5. Check that the scanner is configured correctly. Check the application you want to use to make certain that the scanner job is being sent to the correct port.
6. Graphics are scanned more slowly than text when using the Scan to E-mail or Scan to Network feature.
7. Communication speed becomes slow in scan mode because of the large amount of memory required to analyze and reproduce the scanned image.
8. Scanning images at a high resolution takes more time than scanning at a low resolution.

ADF Problems

If document misfeeds or multiple feeds occur in the Automatic Document Feeder (ADF), check and try the following actions.

1. Check whether the ADF roller assembly is installed properly.
2. Ensure the document's paper type meets the specifications for the printer.
3. Check whether the document is properly loaded in the ADF.
4. Ensure that the document guides are adjusted properly.
5. Ensure that the number of document sheets do not exceed the maximum capacity of the ADF.
6. Ensure that the document is not curled.

Fax Problems

If printer does not properly send or receive faxes, check the following:

1. Check your scan glass for marks and clean it.
2. The other fax machine may be turned off, out of paper, or cannot answer incoming calls. Speak with the other machine operator and ask her/him to sort out the problem.
3. The FAX mode should be selected.
4. Ensure that there is paper in the paper tray.
5. Check to see if the display shows Memory Full.
6. Ensure that the document is loaded in the ADF or on the document glass.
7. Sending should show up on the display.
8. A noisy phone line can cause line errors.
9. Check your printer by making a copy.
10. The toner cartridge may be empty. Replace the toner cartridge.
11. The fax machine sending you the fax may be faulty.

Media-Based Problems

1. Check that the correct type of media is being used; for the correct media types and weights, refer to“Media and Tray Specifications” on page 1-31. The customer should be using a quality laser printer paper. The printer may have trouble picking glossy or overly smooth paper.
2. Inspect the paper for bent, torn, or folded corners.
3. Check the media path for obstructions or debris.
4. Ensure that the correct media type is set at the Control Panel.
5. Ensure that the media guides are set correctly.
6. Ensure that the media is a supported type for the tray.
7. Load a fresh ream of paper in the tray.

Multiple-Sheet Pick

1. Check the media. Is the media in good condition and listed as supported media? Quality office laser printer paper works best.
2. Check that the printer is printing within its environmental specifications by printing and review the environmental information on the Information page.
3. Remove the paper, fan, and reload the media. Ensure that the guides are securely against the paper and the tray has not been over filled.
4. Try loading paper from a fresh ream, fan the paper, and then insert into the tray or flip existing paper over.
5. Check the tray’s Separator Roller for damage.
6. Clean the Feed Rollers with a clean, dry, lint-free wipe.
7. Replace the Feed Rollers.

Mis-Pick

1. Check that the correct type of media is being used and the media guides are set correctly.
2. Remove, fan, and reload the media. Check that the tray is not over filled.
3. Try loading media from a fresh ream, fan, and then insert the media into the tray or flip existing media over.
4. Clean the Feed and Separator Rollers with a clean, dry, lint-free wipe.

Skewed Image

1. The image area is not parallel, skewed, with the sides of the page but the printer neither jams nor displays an error code.
2. Remove the tray and ensure the paper guides are set correctly.
3. Check that the correct type of media for the tray is being used.
4. Ensure that the tray has not been over filled. (Skewed images are a common defect when the tray is overfilled.)
5. Verify the Feed Rollers are installed correctly.
6. Clean the Feed and Separator Rollers with a clean, dry, lint-free wipe.

Damaged Prints

The printed page exits the printer either wrinkled, creased, or torn. The printer neither jams nor displays an error code.

1. Stop the sheet at various points in the media path to determine where the media is damaged.
2. Try using the next heaviest type of paper.
3. Feed paper through the printer from each of the available trays. Is the paper damaged when fed out of one tray but not when fed out of the others? If so, inspect the tray for damage, ensure that the media guides are set correctly and verify that the proper media is being used.
4. If media shows damage from all trays, check the registration rollers.
5. Inspect the tray and media path for debris or broken components.

Wrinkled Envelopes

Envelope wrinkling of varying severity can sometimes occur. In general, envelope wrinkling is considered a technology limitation due to the fusing process which relies on heat and pressure to bond toner to the media. The #10 Commercial envelopes are particularly susceptible to wrinkling.

1. Check the media path for obstructions or debris.
2. Check that the media guides are set correctly.
3. Test envelopes from other manufacturers to find the best result.

Fuser Jams

1. Check that the Fuser is properly seated, locked, and operates normally.
2. Ensure that the paper is in good condition and is listed as supported media. Try loading new media from a fresh ream.
3. Ensure that only supported transparency film is being used.
4. Check that the printer is operating within its environmental specifications by printing the Information page.
5. Ensure that the loaded media matches the Control Panel settings.
6. Are the margins on the page greater than 4.1 mm?
7. Check the Fuser area for debris.
8. Visually inspect the Fuser for burrs.

Exit Jams

1. Check that the correct type of media is being used; refer to “Media and Tray Specifications” on page 1-31.
2. Ensure the printer is within its operating environmental specifications.
3. If media is showing excessive curl when exiting, try turning the media over, loading new media from a fresh ream, or a different type of media.
4. Ensure that the loaded media matches the Control Panel settings.
5. Is the jam caused by a heavy, stiff paper being used for two-sided printing? In such cases, a lighter grade of paper should be used.
6. If debris is visible, clean the printer with a clean, dry, lint-free wipe.
7. Turn the printer off and then back on. The exit roller in the Fuser should turn for a few seconds.

Servicing Instructions

The service checklist below is an overview of the path a service technician should take when servicing the printer.

Step 1: Identify the Problem

1. Verify the reported problem does exist.
2. Check for any error codes and write them down.
3. Print normal customer prints and service test prints.
4. Make note of any print-quality problems in the test prints.
5. Make note of any mechanical or electrical abnormalities present.
6. Make note of any unusual noise or smell coming from the printer.
7. View the System Error and Paper Jam Error on the Error History Report.
8. Verify the AC input power supply is within proper specifications by measuring the voltage at the electric outlet while the printer is running.

Step 2: Inspect and Clean the Printer

1. Turn the printer power Off.
2. Disconnect the AC power cord from the wall outlet.
3. Verify the power cord is free from damage or short circuit and is connected properly.
4. Remove the Toner Cartridge.
5. Inspect the printer interior and remove any foreign matter such as paper clips, staples, pieces of paper, dust, or loose toner.
6. Do not use solvents or chemical cleaners to clean the printer interior.
7. Do not use any type of oil or lubricant on printer parts.
8. Use only an approved toner vacuum.
9. Clean all rubber rollers with a lint-free cloth, dampened slightly with cold water and mild detergent.
10. Inspect the interior of the printer for damaged wires, loose connections, toner leakage, and damaged or obviously worn parts.
11. If the Toner Cartridge is damaged, replace with new one.

Step 3: Find the Cause of the Problem

1. Use the Error Messages and Codes and troubleshooting procedures to find the cause of the problem.
2. Use Service Diagnostics to check the printer and optional components.
3. Use the Wiring Diagrams and Plug/Jack Locator to locate test points.
4. Take voltage readings as instructed in the appropriate troubleshooting procedure.

Step 4: Correct the Problem

1. Use the Parts List to locate a part number.
2. Use the Disassembly procedures to replace the part.

Step 5: Final Checkout

Test the printer to be sure you have corrected the initial problem and there are no additional problems present.

Error Messages and Troubleshooting Procedures

Error messages generated by the printer's operating system are the lead-in to the troubleshooting procedures that follow in subsequent pages. This section correlates the output of the printer's diagnostic aids and provides the troubleshooting procedures to locate and correct the reported errors.

Error Message Abbreviations

Due to limited display space, some error messages include abbreviations. The most common abbreviations used throughout this chapter are listed here.

Term	Definition
ADC	Automatic Density Control
ASIC	Application-Specific Integrated Circuit
COMM	Communication
CRT	Cartridge
CRUM	Customer Replaceable Unit Monitor
ER/ERR	Error
ENV	Environment
FUNC	Function
IBT	Transfer Belt
K	Black
MACaddress	Media Access Control Address
MCU	Machine Control Unit
NVM	Non-Volatile Memory. Used instead of NVRAM.
NVRAM	Non-Volatile Random Access Memory
PDL	Page Description Language
RAM	Random Access Memory
REGI	Registration
ROM	Read Only Memory

Error History Report

The Error History Report provides a list of error messages and codes relating to jams and system errors.

The Error History page contains two types of history information.

- System Fail History contains: Date, Time, Chain-Link code, and Error Information.
- Paper Jam History contains: Date, Time, Chain-Link code and Paper Jam Type.

Printing the Error History Report with the Printer Settings Utility

1. From the Start Menu, select Programs > Xerox Office Printing >Phaser 3010/3040 > Printer Settings Utility.
2. On the Printer Settings Report tab, select Information Pages.
3. Press the Error History button.

   The Error History Report is printed.

Note

If the Error History Report will not print due to printer failure, see “Phaser 3010/3040 Error Codes” on page 2-10.

Printing the Error History Report at the Phaser 3045 Control Panel

1. At the Control Panel, press the System button.
2. Select Information Pages, press OK.
3. Press the Up or Down arrow button to find Error History. Press OK.

Phaser 3010/3040 Error Codes

The Phaser 3010/3040 Error Message Summary table lists possible errors, along with the corresponding code, and page reference for the corrective procedure.

- The Code column lists the code associated with the error.
- The Error Message column shows the error history message when the error occurs during normal operation.
- The Error Description column describes the error.
- The Go to column links to the troubleshooting procedure related to the error.

Use this table to identify the proper procedure to correct the reported error.

Phaser 3010/3040 Error Message Summary

Code		Error Message	Error Description	Go to page
010	397	010-397 Restart Printer Contact Support If Message Returns	Fusing Failure Fusing temperature anomaly detected.	2-56
016	315	016-315 Restart Printer Contact Support If Message Returns	DRAM check failure DRAM check error occurred	Install new firmware. If the error persists, go to page 2-57.
016	317	016-317 Restart Printer Contact Support If Message Returns	ROM content invalid Invalid ROM content detected.	Install new firmware. If the error persists, go to page 2-57.
016	501	016-501 Write Flash Error Contact Support If Message Returns	Write Flash Error Can not update application code in FLASH	Install new firmware. If the error persists, go to page 2-59.
016	502	016-502 Write Flash Error Contact Support If Message Returns	Write Flash Error Can not update parameters in FLASH	Install new firmware. If the error persists, go to page 2-59
016	718	016-718 Memory Full Job Failure Press Ok	Memory Over flow The current job exceeds memory capacity.	Reduce print job size. If the error persists, go to page 2-61
016	719	016-719 Decode Error Job Failure Press Stop to Cancel	Decode error Decode error is detected.	Try printing again. If the error persists, go to page 2-62
016	720	016-720 PDL Request Data Violation Press Ok	PDL Error The print data cannot be processed by PDL	Check USB or network cable connection. If the error persists, go to page 2-64.

Phaser 3010/3040 Error Message Summary

Code		Error Message	Error Description	Go to page
016	744	016-744 Format Error Invalid Data Press Ok	Download Format Error Invalid code to be downloaded.	Check USB or network cable connection. If the error persists, go to page 2-63.
016	745	Format Error Invalid Data Press Ok	Download Format Error Invalid code to be downloaded.	Check USB or network cable connection. If the error persists, go to page 2-63.
016	749	016-749 PJL Request Data Violation Press Ok	PJL Request Error Print data cannot be processed by PJL	Install the latest print driver. If the error persists, go to page 2-64
024	340	024-340 Restart Printer Contact Support If Message Returns	MCU Firmware Error	Try firmware download again. If the error persists, go to page 2-72.
024	360	024-360 Restart Printer Contact Support If Message Returns	MCU Firmware DownLoad Error	Try firmware download again. If the error persists, go to page 2-73.
024	371	024-371 Restart Printer Contact Support If Message Returns	MCU-ESS Communication Fail Communication fail between MCU and ESS	Install new firmware. If the error persists, go to page 2-74.
024	958	024-958 Paper Size Mismatch Load Paper then Press Ok XXXXX (or YYYYY)	Paper Size Mismatch The size of paper in the Tray does not match the specified print size XXXXXX: Paper Size YYYYYY: Paper Type	Place designated paper in the Tray. If the error persists, go to page 2-75.
024	963	024-963 No Paper Load Paper then Press Ok XXXXX (or YYYYY)	No Paper/Jam Tray has run out of paper, or Regi sensor is not turned ON within the specified time.	Set to match Tray or remove the jam. If the error persists, go to page 2-76.
041	340	041-340 Restart Printer Contact Support If Message Returns	NVM (read/write error detected.	2-92
061	370	061-370 Restart Printer Contact Support If Message Returns	LPH failure detected.	2-93

Phaser 3010/3040 Error Message Summary

Code		Error Message	Error Description	Go to page
075	100	075-100 Paper Jam Jam at Feed Open Rear Cover and Remove Paper	No Paper/Jam Tray is out of paper, or Regi sensor is not turned ON within the specified time.	Set to match Tray or remove the jam. If the error persists, go to page 2-96.
075	921	075-921 Insert Output to Tray Press Ok to Continue Printing	Insert Output to Tray The sheet on which to print an odd-numbered page has not been loaded in the Tray for manual duplex printing.	Load a sheet in the Tray. If the error persists, go to page 2-97.
077	100	077-100 Paper Jam Jam at Feed Open Rear Cover and Remove Paper	No Paper/Jam Tray is out of paper, or Regi sensor is not turned ON within the specified time.	Set to match Tray or remove the jam. If the error persists, go to page 2-98..
077	104	077-104 Paper Jam Jam at Exit Open Rear Cover and Remove Paper	Regi Jam The paper does not pass through the Regi Sensor on time.	2-99
077	106	077-106 Paper Jam Jam at Exit Open Rear Cover and Remove Paper	No Paper/Jam Tray is out of paper, or Regi sensor is not turned ON within the specified time.	Set to match Tray or remove the jam. If the error persists, go to page 2-100.
077	108	077-108 Paper Jam Jam at Exit Open Rear Cover and Remove Paper	Exit Jam The paper does not pass through the Exit Sensor on time.	2-101
077	109	077-109 Paper Jam Jam at Exit Open Rear Cover and Remove Paper	Exit Jam The paper does not pass through the Exit Sensor on time.	2-103
077	304	077-304 Close Rear Cover	Rear Cover Open	2-102
077	900	077-900 Paper Jam at Exit Open Rear Cover and Remove Paper	Paper Remains at Exit Paper remains in Exit Sensor.	2-104
077	901	Paper Jam at Exit Open Rear Cover and Remove Paper	Paper Remain at Regi Sensor.	2-103
091	402	091-402 Restart Printer Contact Support If Message Returns	Xero Near Life	2-105

Phaser 3010/3040 Error Message Summary

Code		Error Message	Error Description	Go to page
092	651	092-651 Restart Printer Contact Support If Message Returns	CTD (ADC) sensor error	2-106
092	661	092-661 Restart Printer Contact Support If Message Returns	Environment Sensor Error The Environment Sensor detected a temperature anomaly	2-107
093	426	093-426 Toner Cartridge is Close to Life	Toner Cartridge Life Warning The Toner Cartridge is approaching the replacement time	Install a new Toner Cartridge page 2-109.
093	926	093-926 CRUM ID Reseat Black Cartridge	K CRUM ID Error An unsupported Toner Cartridge is detected.	Install a supported Toner Cartridge. If the error persists, go to page 2-110.
093	933	093-933 Replace the toner cartridge or check the cartridge is correctly set	Toner Cartridge Life Over (K) The Toner Cartridge has reached the replacement time.	Replace the Toner Cartridge with a new one page 2-108.
093	974	093-974 Insert Print Cart Insert Toner Cartridge	Toner Cartridge Detached The Toner Cartridge is not installed.	2-110
116	314	116-314 Restart Printer Contact Support If Message Returns	ESS Network MAC Checksum Error Checksum error in MAC address.	2-112
116	323	116-323 Restart Printer Contact Support If Message Returns	Checksum error (Fax) Checksum error for Fax parameter is detected.	2-112
116	325	116-325 Restart Printer Contact Support If Message Returns	Checksum error (Other)	2-112
116	326	116-326 Restart Printer Contact Support If Message Returns	Checksum error for Scannr parameter is detected.	2-112
116	335	116-335 Restart Printer Contact Support If Message Return	Checksum error (Network) Checksum error for Network parameter is detected.	2-112

Phaser 3010/3040 Error Message Summary

Code		Error Message	Error Description	Go to page
116	355	116-355 Restart Printer Contact Support If Message Return	ESS Network Fatal Error. Error during the on-board network check.	2-113
117	331	117-331 Restart Printer Contact Support If Message Return	ESS-related error	2-114
117	332	117-332 Restart Printer Contact Support If Message Return	ESS-related error	2-114
117	333	117-333 Restart Printer Contact Support If Message Return	ESS-related error	2-114
117	334	117-334 Restart Printer Contact Support If Message Return	ESS-related error	2-114
117	349	117-349 Restart Printer Contact Support If Message Return	ESS-related error	2-114
117	350	117-350 Restart Printer Contact Support If Message Return	ESS-related error	2-114
117	351	117-351 Restart Printer Contact Support If Message Return	ESS-related error	2-114
117	366	117-366 Restart Printer Contact Support If Message Return	ESS-related error	2-114
124	333	124-333 Restart Printer Contact Support If Message Return	ASIC Failure ASIC failure detected.	2-115
191	310	191-310 Restart Printer Contact Support If Message Return	XERO Life Over The Printer has reached the replacement time.	2-117

WorkCentre 3045 Error Codes

The WorkCentre 3045 Error Message Summary table lists possible errors, along with the corresponding code, and page reference for the corrective procedure.

- The Code column lists the code associated with the error.
- The Error Message LCD column shows the message as it appears on the LCD when the error occurs during normal operation.
- The Error Description column describes the error.
- The Go to column links to the troubleshooting procedure related to the error.

Use this table to identify the proper procedure to correct the reported error.

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
005-121	Paper Jam 005-121 Open ADF Cover and Clear Jam	ADF Jam	2-54
005-301	Cover Open 005-301 Remove paper then Close ADF Cover	ADF Cover Open	2-55
010-397	010-397 Code:xxxxxxxx Restart Printer	Fuser Error	2-56
016-315	016-315 System Restart Printer	IP ROM Check (Main) Fail	2-57
016-317	016-317 Restart Printer Contact Support IfMessageReturns	IP ROM Check (Main) Fail	2-57
016-372	016-372 System Restart Printer Contact Support If Message Returns	Fax Memory Allocation Error	2-58
016-501	Write Flash Error 016-501 System Contact Support If Message Returns	Write Flash Error	2-59
016-502	Write Flash Error 016-502 System Contact Support If Message Returns	Verify Flash Error	2-59
016-503 016-504 016-506 016-507	SMTP Error 016-50X Scan Job Failure	E-mail Error	2-60

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
016-718	Memory Full 016-718 Printer Job too Large	Out of Memory	2-61
016-719	Decode Error 016-719 Printer Job Failure	Decode Error	2-62
016-720	PDL Request 016-720 Printer Data Violation	PDL Error	2-64
016-744	Format Error 016-744 System Invalid Data	Checksum Error	2-63
016-745	Format Error 016-745 System Invalid Data	Header Error	2-63
016-749	PJL Request 016-749 Printer Data Violation	PJL Request Error	2-64
016-764	Connect Fail 016-764 Scan Job Failure	Can not connect to mail server for sending mail out.	2-65
016-766	SMTP Error 016-766 Scan Job Failure	Can not transferring completely.	2-65
016-767	Address Error 016-767 Scan Job Failure	Recipient address is invalid.	2-65
016-791	USB Memory was removed. 016-791 System Job Failure	USB Memory Removal Error	2-66
016-795	File Format Error 016-795 Printer Job Failure	File Format Error	2-66
016-797	File Read Error 016-797 Printer Job Failure	File Read Error	2-66
016-920	Wireless Error 016-920 System Setup Fail	Wireless Setting Error Timeout Error	2-67
016-930 016-931	USB Host Error 016-930 System Unsupported Device Remove from USB Port	USB Host Error	2-68
016-981	Collate Full 016-981 Printer Job too Large	Collate Full	2-69
016-985	Mail Size Limits 016-985 Scan Job Failure	Mail Size Limits Error	2-70

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
017-970	Memory Full 017-970 Scan Job Failure	Out of Memory	2-70
017-980	Report error 017-980 System Job Failure	Fax Report job fails to report file.	2-71
017-981	Report error 017-981 System Job Failure	Report File Error	2-71
017-988	PCScan Time Out 017-988 Scan Job Failure	PCScan Time Out	2-70
018-338	018-338 System Restart Printer Contact Support If Message Returns	Wireless Error	2-67
024-340	024-340 Code:xxxxxxxx Restart Printer	MCU Firmware Error	2-72
024-360	024-360 System Restart Printer Contact Support If Message Returns	Download Error	2-73
024-371	024-371 System Restart Printer Contact Support If Message Return	MCU Comm. Error	2-74
024-958	Paper Size Mismatch 024-958 Printer Load Paper then Press P AAAAA (or BBBBB)	Paper Size Mismatch	2-75
024-963	No Suitable Paper 024-963 Printer Load Paper	No Suitable Paper	2-76
026-720	USB Memory Full 026-720 Scan Job Failure	USB Memory Full	2-77
026-721	File Write Error 026-721 Scan Job Failure	USB Memory Write Error	2-77
026-722	Write Protect 026-722 Scan Job Failure	USB Memory Write Protect Error	2-77
026-723	File Path Limit 026-723 Scan Job Failure	File Path Limit Error	2-77
026-750 026-751 026-752	Communication Fail 026-75X Scan Job Failure	Scan Communication Fail	2-78

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
031-521	SMB Error 031-521 Scan Login Error	SMB Login Failed	2-79
031-526	SMB Error 031-536 Scan Name Resolve Error	SMB Name Resolve	2-79
031-529	SMB Error 031-536 Scan Name Resolve Error	SMB Login Failed	2-81
031-530	SMB Error 031-530 Scan SMB Path Error	SMB Error	2-79
031-533	031-533 Scan File Make Error	SMB Error	2-79
031-534	SMB Error 031-534 Scan Folder Make Error	SMB Error	2-79
031-535	SMB Error 031-535 Scan Delete File Error	SMB Error	2-79
031-536	SMB Error 031-536 Scan Delete Folder Error	SMB Error	2-80
031-537	SMB Error 031-537 Scan Disk Full Error	SMB Error	2-80
031-555	SMB Error 031-555 Scan Write Error	SMB Error	2-81
031-556	SMB Error 031-556 Scan Write Error	SMB Error	2-80
031-557	SMB Error 031-557 Scan File Duplication	SMB Error	2-80
031-558	SMB Error 031-558 Scan Connect Error	SMB Error	2-80
031-571 031-578	FTP Error 031-57X Scan Login Failed	FTP Connection Error	2-82
031-574	FTP Error 031-574 Scan Name Resolve Error	FTP Error	2-83
031-575	FTP Error 031-575 Scan Server Address Error	FTP Error	2-83

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
031-576	FTP Error 031-576 Scan Server Not Found	FTP Error	2-83
031-578	FTP Error 031-579 Scan FTP Path Error	FTP Login Error	2-82
031-579	FTP Error 031-579 Scan FTP Path Error	FTP Error	2-83
031-582	FTP Error 031-582 Scan File Make Error	FTP Error	2-83
031-584	FTP Error 031-584 Scan Connect Error	FTP Error	2-84
031-585	FTP Error 031-585 Scan DEL Command Error	FTP Error	2-84
031-587	FTP Error 031-587 Scan RMD Command Error	FTP Error	2-84
031-588	FTP Error 031-588 Scan Write Error	FTP Error	2-84
031-589	FTP Error 031-589 Scan Disk Full Error	FTP Error	2-84
031-594	FTP Error 031-594 Scan TYPE Command Error	FTP Error	2-84
031-598	FTP Error 031-598 Scan APPE Command Error	FTP Error	2-84
033-503	Memory Full 033-503 Fax Job Failure	Out of Memory	2-85
033-513	Memory Full 033-513 Fax Job Failure	Communication Error	2-85
033-787	Memory Full 033-787 Fax Job Failure	Fax Job Failure	2-87
033-788	Memory Full 033-788 Fax Job Failure	Memory Full	2-85
034-700	Busy 034-700 Fax Job Failure	Fax Busy Error	2-88

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
034-701	No Dial Tone 034-701 Fax Job Failure	No Dial Tone	2-88
034-702 to 034-711	Communication Fail 034-7xx Fax Job Failure	Communication Errors	2-89
034-712 to 034-727	Communication Fail 034-7xx Fax Job Failure	Fax transmission errors	2-90
034-750 to 034-768	Communication Fail 034-7xx Fax Job Failure	RX Communication Errors	2-91
041-340	041-340 Code:xxxxxxxx Restart Printer	MCU NVRAM Error	2-92
061-370	061-370 Printer Code:xxxxxxxx Restart Printer	LPH Failure	2-93
062-321	062-321 System Restart Printer	Carriage Motor Error	2-94
062-790	Confirm 062-790 Deleted by Limit	Copy Limit	2-95
075-100	Paper Jam 075-100 Printer Jam at Feed	Misfeed Jam	2-96
075-921	075-921 Printer Insert Output to Tray	Waiting for **OK** to be pressed after setting side 2 for manual duplex print.	2-97
077-100	Paper Jam 077-100 Printer Jam at Feed	Reg On Early Jam	2-98
077-104	Paper Jam 077-104 Printer Jam at Exit	Reg Off Jam	2-99
077-106	Paper Jam 077-106 Printer Jam at Exit	Exit On Jam	2-100
077-108	Paper Jam 077-108 Printer Jam at Exit	Exit Off Early Jam	2-101
077-109	Paper Jam 077-109 Printer Jam at Exit	Exit Off Jam	2-101
077-304	Close Rear Cover 077-304 Printer Rear Cover is Open	Rear Door Open	2-102

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
077-900	Paper Jam Remain at Exit 077-900 Printer Open Rear Cover Remove Paper	Exit Jam	2-104
077-901	Paper Jam Remain at Reg 077-901 Printer Open Rear Cover Remove Paper	Remain Registration Jam	2-104
091-402	091-402 Printer Contact Support If Message Returns	Xero Life Warning	2-105
092-651	092-651 Code:xxxxxxxx Restart Printer	ADC Sensor Error	2-106
092-661	092-661 Code:xxxxxxxx Restart Printer	ENV Sensor Error	2-107
093-426	Ready to Print 093-42X Printer Cartridge is Close to Life	Toner Cartridge Near end of Life	2-108
093-926	CRUM ID 093-926 Reseat Cartridge	Toner Cartridge CRUM ID Error	2-110
093-933	Replace Cart. 093-93X Printer Replace Cartridge	Toner Cartridge Empty	2-108
093-974	Insert Print Cart 093-974 Printer Insert Toner Cartridge	Insert Print Cartridge	2-110
116-210	116-210 System Restart Printer Contact Support If Message Returns	System USB Port Error	2-111
116-314	116-314 System Restart Printer Contact Support If Message Returns	MAC Address Error	2-112
116-325	116-325 System Restart Printer Contact Support If Message Return	Checksum Error	2-112
116-326	116-326 System Restart Printer Contact Support If Message Returns	NVRAM Error	2-59
116-335	116-335 System Restart Printer Contact Support If Message Returns	Checksum Error (Network)	2-112

WorkCentre 3045 Error Message Summary

Code	Error Message LCD	Error Description	Go to
116-355	116-355 System Restart Printer Contact Support If Message Returns	Network Fatal Error	2-113
116-395	116-395 System Restart Printer Contact Support If Message Returns	System USB Port Error	2-111
117-331 117-332 117-333 117-334 117-340 117-342 117-343 117-344 117-346 117-348 117-349 117-350 117-351 117-366	117-xxx System Restart Printer Contact Support If Message Return	System Restart	2-114
124-333	124-333 Printer Restart Printer	ASIC Failure	2-115
134-211	134-211 System Restart Printer Contact Support If Message Returns	Modem Error	2-116
191-310	191-310 Restart Printer Contact Support If Message Returns	Xero Life Over	2-117

Service Diagnostics

The Phaser 3010/3040 and WorkCentre 3045 printers have built-in diagnostics to test electromechanical components, display status, and provide some NVRAM access. Additionally, the WorkCentre 3045 has diagnostic tests for the Fax and Scanner subsystems. Use these tests to diagnose problems and isolate which component or sub assembly part needs replacement.

If you are confronted with an error that requires more than a cursory investigation to clear, or when you are directed by a troubleshooting procedure, use the diagnostic tests to exercise selected sub-assemblies or parts in the vicinity of the reported error. Diagnostic tests are controlled from the Control Panel and are described in detail here.

Using Service Diagnostics

Service Diagnostics for the Phaser 3010/3040 and WorkCentre 3045 printers consist of two separate sets: the Printer diagnostics that test the print engine, and the Fax/Scanner diagnostics that test the copy, scan, and Fax functions of the WorkCentre 3045.

Most diagnostic tests are straightforward and require no additional explanation, but there are some that require specific conditions be met to achieve meaningful results. These instructions cover each of the test groups, listing special instructions, conditions, or other information necessary to successfully interpret the results of the diagnostic tests.

Diagnostic tests are arranged in a menu structure. On the WorkCentre 3045, use the arrow buttons to scroll through the menus and highlight the desired test. The **OK** button runs the test. During the test, the Ready and Error LEDs are turned On. Press **Cancel** to stop the test. To switch between test groups, exit the current diagnostics mode and return to the Service Mode menu.

Note

To switch between Printer Diag mode and Fax/Scanner Diag mode, you must exit Service Mode and restart it to select the other mode.

WorkCentre 3045 Control Panel button functions while in Service Diagnostics:

Button	Function
Up	Moves or selects an item or parameter.
Down	Moves or selects an item or parameter.
Left	Moves the cursor to the left.
Right	Moves the cursor to the right.
OK	Confirms settings or runs the selected test.
Cancel	Resets a diagnostic item, cancel, or exit the menu.

For parameters, pressing **OK** after selecting an item from the menu displays the current value of the item.

On the Phaser 3010/3040, use the CE Diagnostic software to access the diagnostic tests. See “Using CE Diagnostic Software” on page A-2 for instructions on how to use the CE Diagnostic software.

Entering Service Diagnostics

For Phaser 3010/3040:

Use the CE Diagnostic software described in “Using CE Diagnostic Software” on page A-2.

For WorkCentre 3045:

Use the embedded diagnostic or CE diagnostic software. To activate the embedded diagnostics:

1. Turn the printer Off.
2. Press and hold the Up Arrow and Down Arrow buttons simultaneously and turn the printer On.
3. Release the buttons when CE Mode Please Wait... appears on the LCD.
4. The diagnostics are ready when the display reads:
   CE Mode
   Printer
   Fax/Scanner
   MFG Settings

Use the Up and Down Arrow buttons to move through the menus. Press OK to select a menu item. Press the Back button to move up one level in the menu.

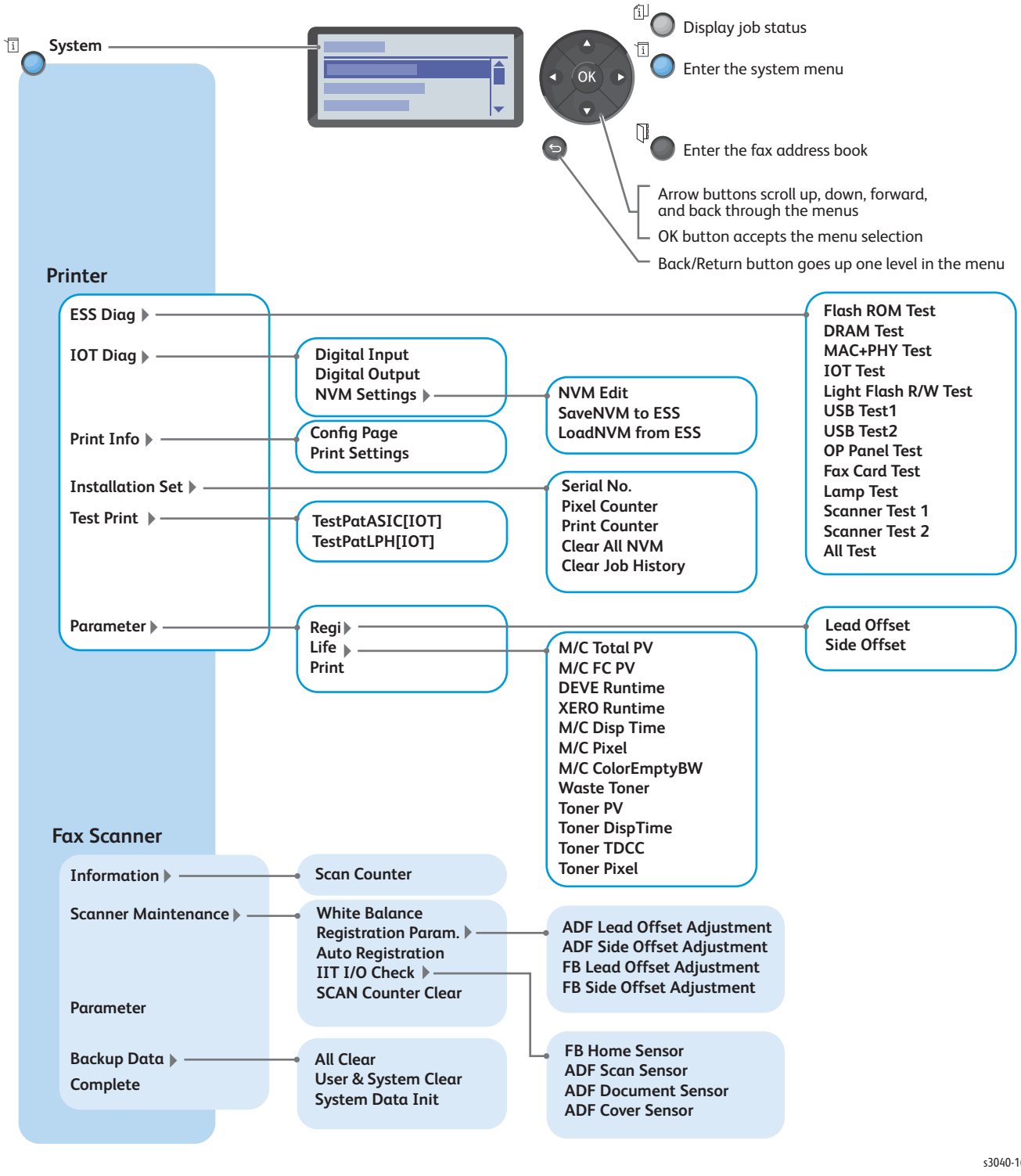
Exiting Service Diagnostics

To exit Diagnostics mode:

1. Scroll to Fax/Scanner > Complete, press OK.
2. Press OK when Complete Exit Fax/Scanner Diag is displayed.
3. Press OK when Exit Fax/Scanner Diag Start is displayed.

Service Diagnostic Tests

WorkCentre 3045 Embedded Diagnostics Menu Map



s3040-168

Diagnostic Test Summary

The following table lists diagnostic tests available, the expected results, and a brief description of each test. If a test fails and displays an error code, use the troubleshooting procedure specific to the error. If the test indicates component failure, replace the failed component using the procedures in Chapter 4. If test results are inconclusive, isolate the problem.

Caution

Do not turn the printer Off during ESS Diag testing.

Test	Control Panel	Test Description
ESS Diag		
FlashROM Test	■ CHECK OK ■ CodeROM ERROR	The ROM checksum is calculated, and compared to the value stored in the corresponding chip beforehand.
DRAM Test	■ CHECK OK ■ DRAM ERROR Addr:0xCCCCCCCC 0xAA -> 0xBB	This test performs read/write/verify of DRAM.
MAC+PHY Test	■ Start ■ Processing ■ Check OK or NG	PHY internal loopback test. To create a loopback plug, cross pin 1 (TX+) and pin 3 (RX+) together, and cross pin 2 (TX-) and pin 6 (RX-) together.
IOT Test	■ CHECK OK ■ IOT ERROR	This test checks communication with the printer.
Light Flash R/W Test	■ CHECK OK ■ FLASH ERROR Addr:0xcccccccc 0xAA > 0xBB	This tests Flash Memory . The memory is backed up before the test, and restored after the test. 0x55 and 0xAA is the test data pattern. Caution: If the power goes out while this test is running, the restore data is lost. Only use this test if the printer is connected to a UPS.
USB Test 1	■ USB HOST 1 CHECK OK ■ USB HOST 1 CHECK ERROR	This test checks communication with a USB device.
USB Test 2	■ USB HOST 2 CHECK OK ■ USB HOST 2 CHECK ERROR	This test checks whether Wi-Fi dongle enumeration passes.
OP Panel Test	H-Bar V-Bar Checker Black White	The Control Panel Test includes LCD, LED, and Key test.
Fax Card Test	■ CHECK OK ■ FAX CARD ERROR	This test checks communication with the FAX Board.
Lamp Test	■ Lamp-On ■ Lamp-Off	This test checks the lamp on the scanner carriage.
Scanner Test 1	■ Carriage Motor-On ■ Carriage Motor-Off	This test checks the motor system for scanner carriage movement.

Test	Control Panel	Test Description
Scanner Test 2	■ ADF Motor -On ■ ADF Motor -Off	This test checks the motor system for the ADF document handling.
All Test	■ Start ■ Processing ■ Check OK or <*Failed Test*> Error	This test runs all ESS Diag tests except OP Panel, USB Host test, Lamp test, and the Scanner test. Test returns Check OK or failed test name.
IOT Diag	Tests for print engine components.	
Sensor Test	At the start, L - 0 is displayed. When a sensor is turned On from Off, L changes to H and back to L while the counter increments.	These tests check whether the sensors operate normally. Press **OK** to run the selected test. Press **Stop** to exit the test. The display returns to the Service Mode menu. **NOTE** During the Sensor Test, no other diagnostic functions can be performed. The printer only accepts DI components and exit commands.

Component Tests

Test	Component
Exit Sensor	Exit Sensor
Regi Sensor	Registration Sensor
Interlock Switch	Interlock Switch
K CRU	Toner Cartridge CRUM

Motor Test	These tests check operation of the electromechanical components. Press **OK** to run the selected test. Press **Stop** to exit the test. The display returns to the Service Mode menu. **NOTE** During the Motor Tests, no other diagnostic functions can be performed. The printer only accepts component and exit commands.	

Component Tests

Test	Component
Main Motor (FULL) Main Motor (SLOW)	Main Drive Motor Caution: When checking the Main Motor, stop the test within 10 seconds. Executing this test for 10 seconds or longer may damage the printer.
Feed Solenoid	Feed Solenoid
Toner Motor	Toner Motor Caution: When checking the toner motors, stop the test within 3 seconds. Executing this test for 3 seconds or longer may cause damage to the printer.
DBAC ON DBDC ON TR1+ ON TR2+ ON TR2- ON CR ON MOB LED ON ADC LED ON 24V ON HV CLK ON	**NOTE** The use of DBAC ON, DBDC ON, TR1+ ON, TR2+ ON, TR2- ON, CR ON, MOB LED ON, ADC LED ON, 24V ON, HV CLK ON is prohibited to avoid shock hazards since they are high-voltage outputs.

NVM Settings	Edits, saves, loads, and prints NVM information.

Test	Control Panel	Test Description
Edit NVM	■ Ad0000=00000000* ■ Please wait	Displays current NVM values. Use this to edit NVM values. Caution: Change NVM values only when directed to do so by a troubleshooting procedure.
Save NVM to ESS	Save NVM ■ Save NVM MCU -> ESS OK? ■ Saved ■ Please wait	Saves the MCU Board NVM to the IP Board temporarily when the MCU needs to be replaced.
Print Info	Provides printer configurations and settings information.	
Config Page	■ Ready ■ Processing	Prints version information. The System Settings page contains: ■ Optional Products Status ■ Engine ROM Revision No. ■ MCU NVM Revision No.
Print Settings	■ Ready ■ Processing	Prints the configured settings. ■ Serial No. ■ Tone Correction On/Off ■ Counter Type ■ B/W Print Count ■ Total Print Count ■ B/W Backup Count ■ Total Backup Count ■ B/W Error Count
Installation Set	Provides printer installation information.	
Serial No.	■ YXLxxxxxx ■ YXMxxxxxx ■ YXNxxxxxx ■ YXRxxxxxx	Displays the 6 digit Serial Number.
Pixel Counter	■ K: nn.n	Pixel count values. (Read only.)
Print Counter	■ B/W Print ■ Total Print ■ B/W Backup ■ Total Backup ■ B/W Error	Displays the respective counter values in the master NVM and backup NVM. (Read only)
Clear All NVM	■ OK? ■ Processing ■ Initialized	Clears all NVM.
Clear Job History	■ OK? ■ Processing ■ Initialized	Deletes job history data from NVM.
Test Print	Test prints for troubleshooting the printer.	
The available test prints are found in the Test Print menu. For a description of these test pages, see “Test Prints” on page 5-38.		
Parameter	Reads/writes the parameter values, errors, and life counter values stored in the printer. **NOTE** Print the parameter list using the Print function of Parameter Menu before changing the value of the registration.	
Regi	Value	
X Margin	■ -137 to 137	Adjusts registration in the feed direction.
Y Margin	■ -3780 to 3780	Adjusts registration in the scan direction.

Test	Control Panel	Test Description
Skew	■ -630 to 630	Adjusts the skew so that the image is parallel with both sides of the paper.
Life		
Counter Name	Value These counter values are reference only. Do not use as the official value.	
M/C Total PV	30000	
M/C FC PV	-	
DEVE Roundtime	-	
XERO Roundtime	-	
M/C DispTime	-	
LM/C Pixel	-	
M/C ColorEmptyBW	-	
M/C Custom Start	-	
M/C Custom End	-	
Waste Toner	-	
Toner PV	Std.: 700/High:14000	
Toner DispTime	-	
Toner TDCC	-	
Toner Pixel	-	
Print	Selecting this menu item prints the parameter values and life counter values stored in the IOT.	

FAX/Scanner Diagnostic Tests

Test	Control Panel	Description
Information	Tests FAX and Scanner components.	
Scan Counter	FB: 0x00000000 ADF: 0x00000000	Displays the scan counter value. ■ FB: Platen scans ■ ADF: ADF scans
Scanner Maintenance		
White Balance	White Balance	Reports the result of white balance which is performed while the printer powers up.
Registration Param.		This function adjusts the registration parameters of the scanner.
Parameter	**Range**	**Description**
Regi ADF Lead	-2.0 mm ~ 2.0 mm, in 0.1 mm Steps	Adjusts Registration of the ADF leading edge.
Regi ADF Side	-1.0 mm ~ 1.0 mm, in 0.1 mm Steps	Adjusts Registration of the ADF side edge.

Test	Control Panel	Description
Regi FB Lead	-2.0 mm ~ 2.0 mm, in 0.1 mm Step	Adjusts Registration of the flatbed leading edge.
Regi FB Side	-1.0 mm ~ 1.0 mm, in 0.1 mm Steps	Adjusting Registration of the flatbed side edge.
Auto Registration		Reports the result of auto registration which is performed while the printer powers up.
IIT I/O Check	■ FB Home Sensor ■ ADF Scan Sensor ■ ADF Document Sensor ■ ADF Cover Sensor	Tests the scanner sensors.
Scan Counter Clear		This function clears the flat bed and ADF counters.
Parameter		**Value Options**
Pulse Dialing	Enable Pulse Dialing **NOTE** You can not select Pulse dialing at the Fax Setting Menu, only Tone dial.	0:Disable 1:Enable
	Pulse dial make/break ratio	0: 30 % / 70 %, 1: 32 % / 68 %, 2: 33 % / 67 %, 3: 36 % / 64 %, 4: 38 % / 62 %, 5: 39 % / 61 %, 6: 40 % / 60 %, 7: 42 % / 58 %
	Enable 20 PPS DP **NOTE** You can not select Pulse 20PPS dialing at the Fax Setting Menu.	0:Disable, 1:Enable
DTMF Tone	DTMF high tone level (-dB)	0: -3 dB, 1: -4 dB, 2: -5 dB, 3: -6 dB, 4: -7 dB, 5: -8 dB, 6: -9 dB, 7: -10 dB
	DTMF high/low level difference (dB)	0: 0 dB, 1: -1 dB, 2: -2 dB, 3: -3 dB, 4:- 4 dB, 5: -5 dB
	DTMF Dialing Speed (ms)	0: 70 ms, 1: 80 ms, 2: 85 ms, 3: 90 ms, 4: 95 ms, 5: 100 ms, 6: 105 ms, 7: 110 ms

Test	Control Panel	Description
Ring Detection	Freq Range @ On Period -- Upper Bound	27~85 Hz
	Freq Range @ On Period -- Lower Bound	13~20 Hz
	Minimum On time	0: 100 ms, 1: 110 ms, 2: 120 ms, 3: 130 ms, 4: 140 ms, 5: 150 ms, 6: 160 ms, 7: 170 ms, 8: 180 ms, 9: 190 ms, 10: 200 ms, 11: 210 ms, 12: 220 ms, 13: 230 ms, 14: 240 ms, 15: 250 ms
	Off time	0: 500 ms, 1: 600 ms, 2: 700 ms, 3: 800 ms, 4: 900 ms, 5: 1000 ms, 6: 1100 ms, 7: 1200 ms, 8: 1300 ms, 9: 1400 ms, 10: 1500 ms, 11: 1600 ms, 12: 1700 ms, 13: 1800 ms, 14: 1900 ms, 15: 2000 ms
Busy Tone Detection	Enable Busy Tone Detection	0:Disable, 1:Enable
	On duration (Max duration)	0~80 (10 ms)
	On duration (Min duration)	0~30 (10 ms)
	Off duration (Max duration)	0~80 (10 ms)
	Off duration (Min duration)	0~30 (10 ms)
	No. of cycle for busy condition	0: 3, 1: 4, 2: 5, 3: 6
	Power Threshold	0: 35 dB, 1: 36 dB, 2: 37 dB, 3: 38 dB, 4: 39 dB, 5: 40 dB, 6: 41 dB, 7: 42 dB, 8: 43 dB, 9: 44 dB, 10: 45 dB, 11: 46 dB, 12: 47 dB, 13: 48 dB, 14: 49 dB, 15: 50 dB
	TEL/FAX Power Threshold	0: -22 dB, 1: -24 dB, 2: -26 dB, 3: -28 dB, 4: -30 dB, 5: -32 dB, 6: -34 dB, 7: -36dB
Dial Tone Detection	Enable Dial Tone Detection	0:Disable, 1:Enable
	Validation time	6~30 (100 ms)
	Power Threshold	0: 35 dB, 1: 36 dB, 2: 37 dB, 3: 38 dB, 4: 39 dB, 5: 40 dB, 6: 41 dB, 7: 42 dB, 8: 43 dB, 9: 44 dB, 10: 45 dB, 11: 46 dB, 12: 47 dB, 13: 48 dB, 14: 49 dB, 15: 50 dB

Test	Control Panel	Description
Call Progress Tone Freq. Filter	Call Progress Tone Freq. Filter	0: 340Hz ~ 560Hz 1: 310Hz ~ 485Hz 2: 363Hz ~ 502Hz 3: 276Hz ~ 504Hz 4: 415Hz ~ 460Hz 5: 310Hz ~ 640Hz 6: 370Hz ~ 525Hz
RX Power	Rx Call Detection Level	0: -36dB, 1: -37dB, 2: -38dB, 3: -39dB, 4: -40dB, 5: -41dB, 6: -42dB, 7: -43dB, 8: -44dB, 9: -45dB, 10: -46dB, 11: -47dB, 12: -48 dB
TX Power	Tx Cable Equalizer	0: 0dB, 1: 2dB, 2: 4dB, 3: 6dB, 4: 8dB, 5: 10dB, 6: 11dB, 7: 12dB
	Tx Signal Level	0: -3 dB, 1: -4 dB, 2: -5 dB, 3: -6 dB, 4: -7 dB, 5: -8 dB, 6: -9 dB, 7: -10 dB, 8: -11 dB, 9: -12 dB, 10: -13dB, 11: -14 dB, 12: -15 dB, 13: -16 dB, 14: -17 dB, 15: -18 dB
External Hook Threshold	High voltage	High (20~40 V)
	Medium voltage	Medium (10~19 V)
	Low voltage	Low (5~9 V)
FAX Capability Setting	Best Coding Capability	0: MH, 1: MR, 2: MMR, 3: JBIG
Backup Data		
All Clear		Clears all of the backup data.
User & System Clear		Clears stored document data, address information, communication management data, the history. Initializes the system data.
System Data Init		Initializes the system data.
Complete		Exits diagnostics and returns to normal operation.

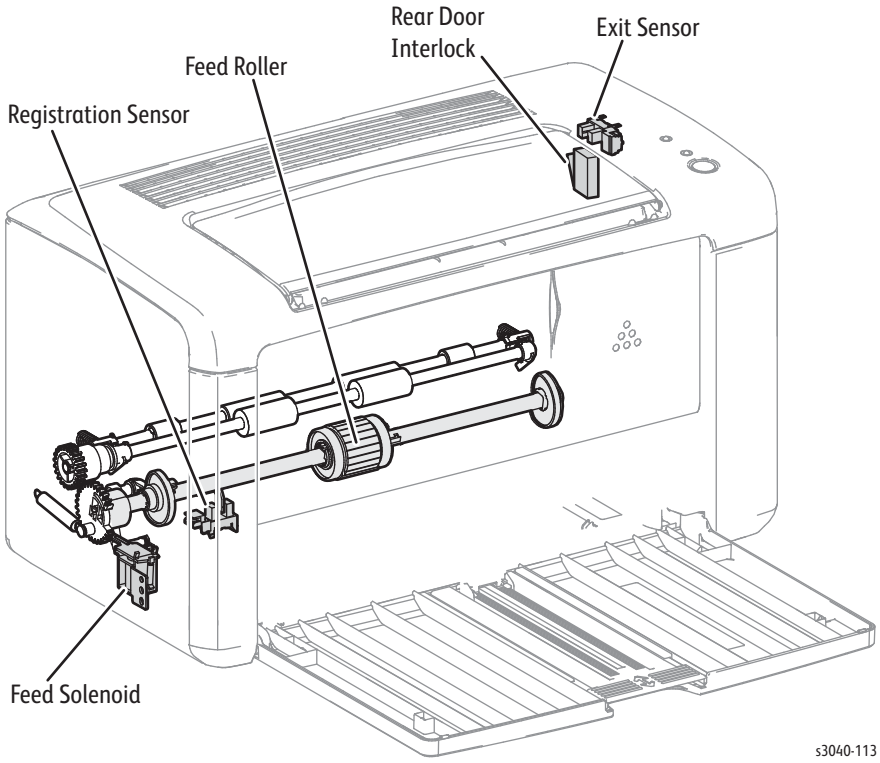
Service Diagnostic Test Procedures

Phaser 3010/3040 Sensor Test Procedures

The CE Diagnostic software extends the functionality of the Printer Settings Utility by adding a Service Diagnostics selection. CE Dagnostics provide a way to test electromechanical components, display printer status, and provide NVRAM access. When a PC is available, use CE Dagnostic software tests to diagnose problems and isolate which component or sub assembly needs replacement.

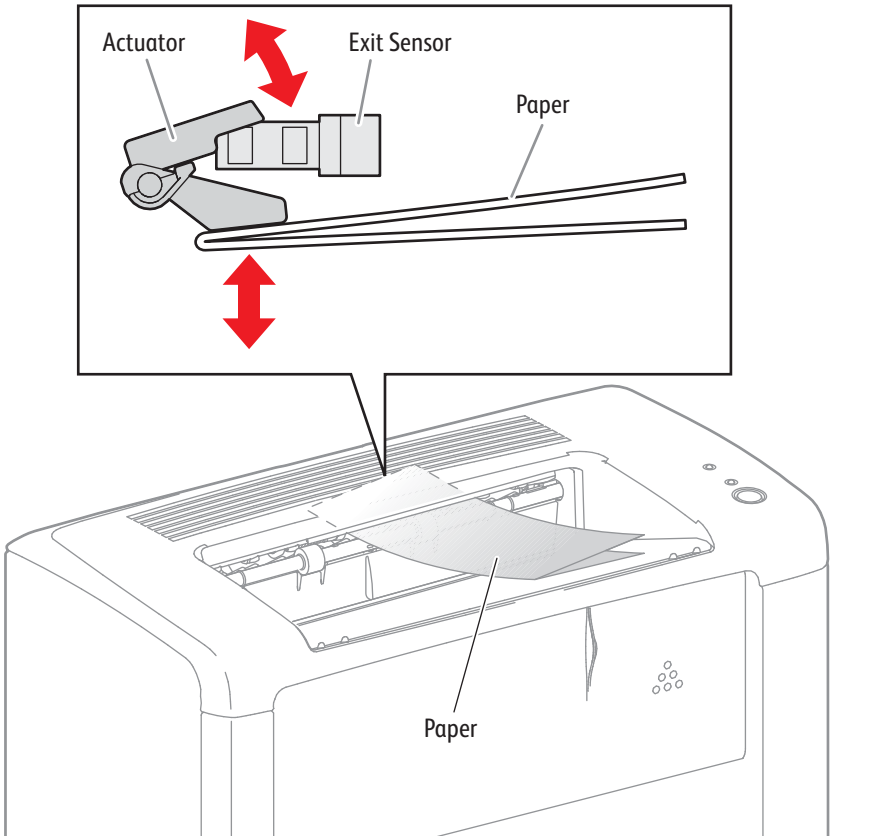
Procedures for testing each sensor in the Phaser 3010/3040 using CE Diagnostics.

- Exit Sensor
- Registration Sensor
- Rear Door Interlock Switch
- Toner Cartridge CRUM



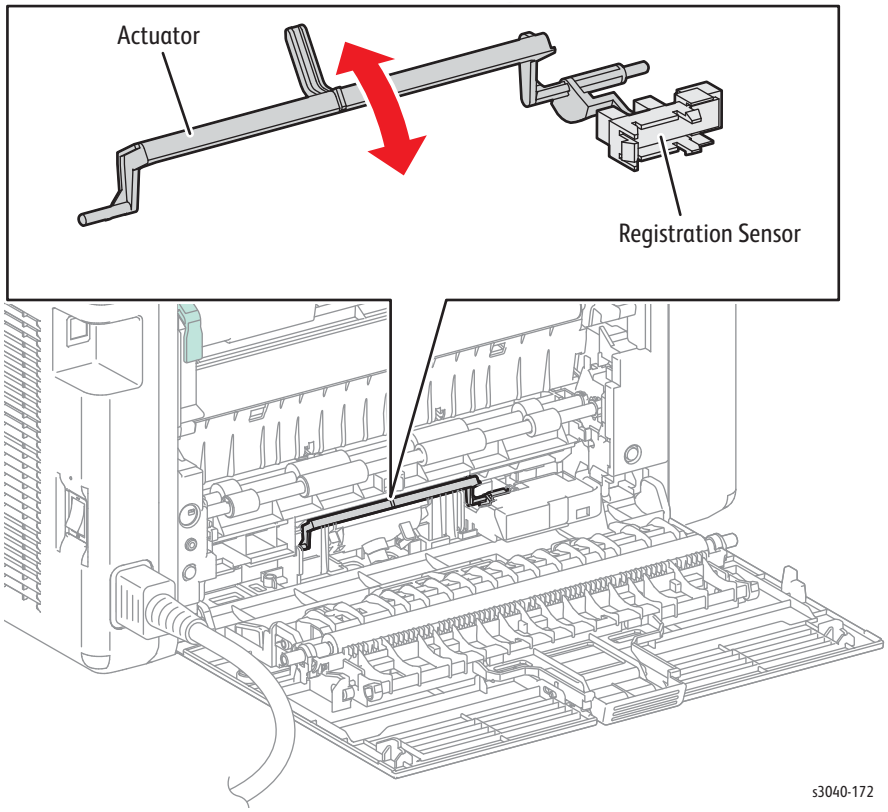
Exit Sensor

1. Enter CE Diagnostics (page A-2).
2. Run the Exit Sensor test in the Digital Input drop down box.
3. Operate the actuator to check sensor function.
4. Confirm the display indicates the sensor functions correctly.
5. Press the Cancel button to stop the test.



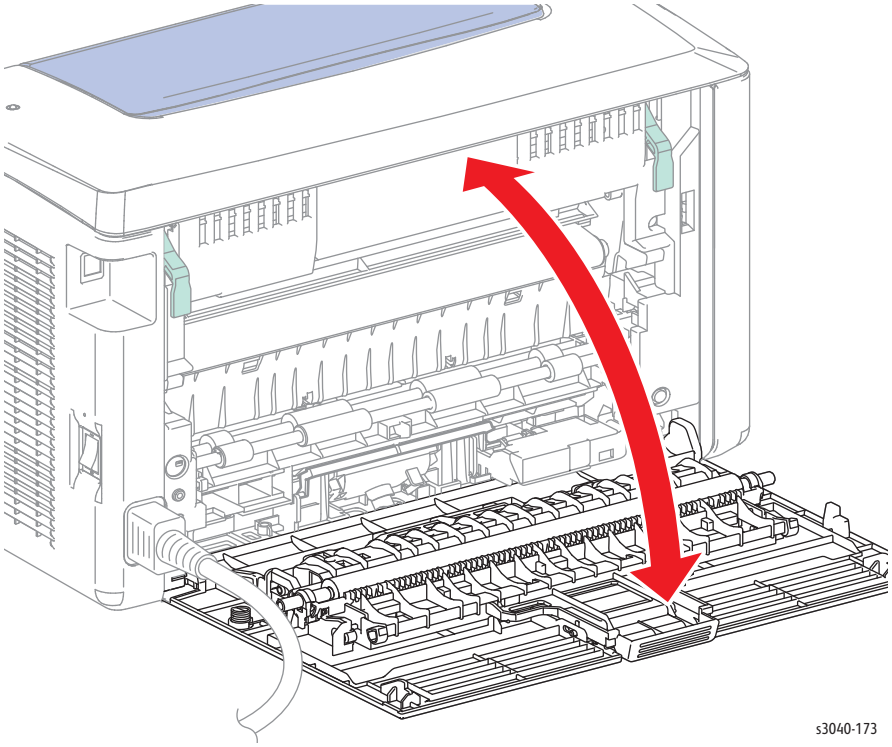
Registration Sensor

1. Enter CE Diagnostics (page A-2).
2. Open the Rear Door.
3. Run the Registration Sensor test.
4. Operate the actuator to check sensor function.
5. Confirm the display indicates the sensor functions correctly.
6. Press the Cancel button to stop the test.
7. Close the Rear Door.



Rear Door Interlock

1. Enter CE Diagnostics (page A-2).
2. Run the Interlock Switch test .
3. Open and close the Rear Door to actuate the switch.
4. Confirm the display indicates the sensor functions correctly.
5. Press the Cancel button to stop the test.
6. Close the Rear Door.

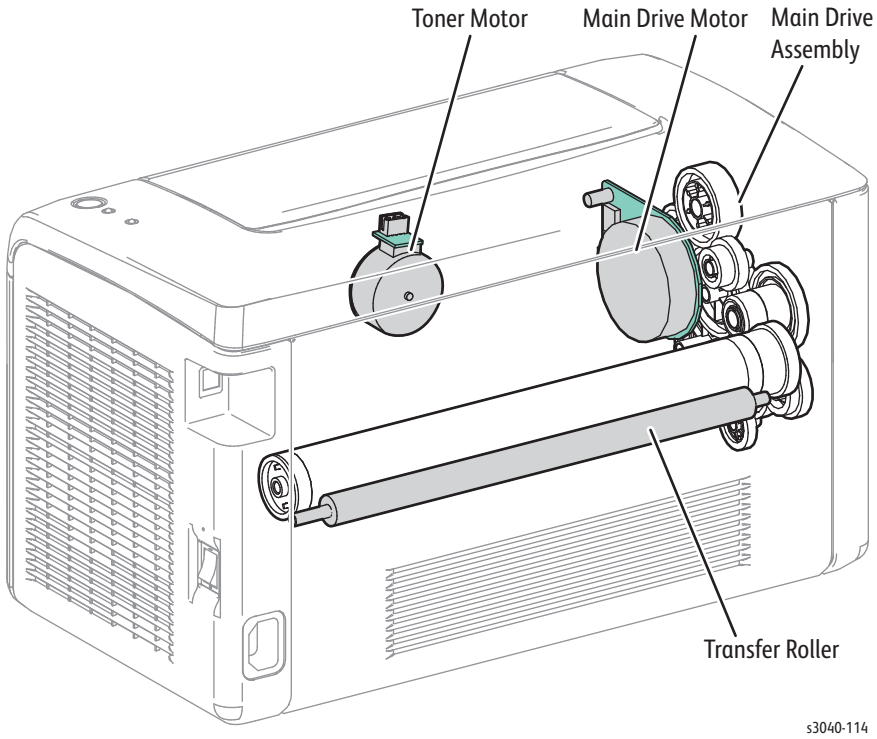


Phaser 3010/3040 Motor Test Procedures

These tests check whether the Digital Output (DO) components (motor s and solenoid) operate. When the interlock is opened during a Motor Test the component stops.

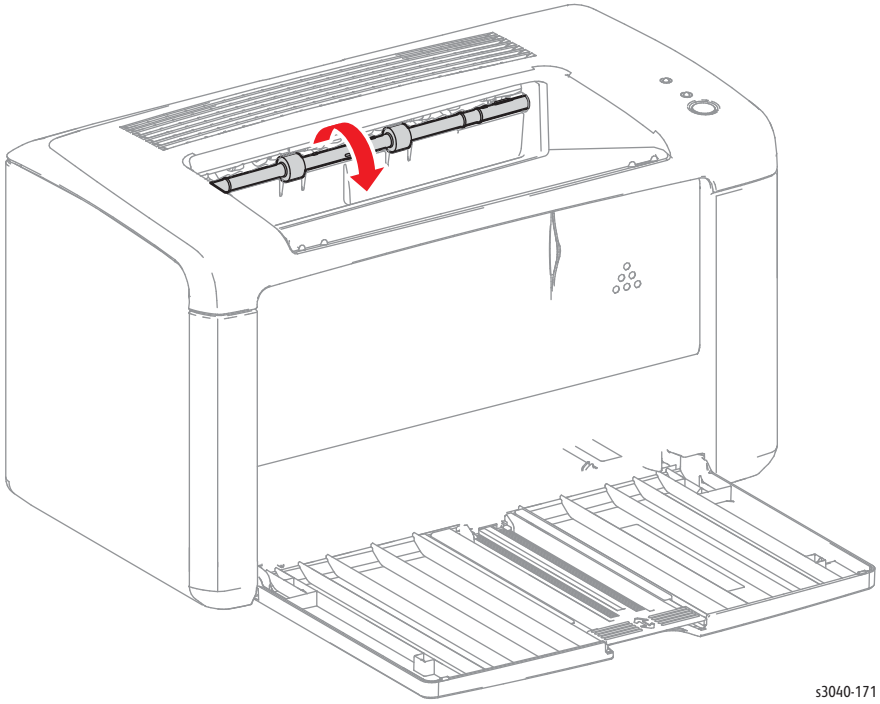
When a paper jam or PQ problem occurs, or an error message or code is displayed, these test help to pinpoint the faulty part. Before executing the test, examine the details of the jam, PQ problem, or error, and isolate the faulty parts. These tests are available:

- Main Motor (Full, Slow)
- Feed Solenoid
- Toner Motor



Main Motor

1. Enter CE Diagnostics (page A-2).
2. Run the Main Motor (Full) test.
3. Check that the Exit Roller rotates.
4. Press the Cancel button to stop the test.

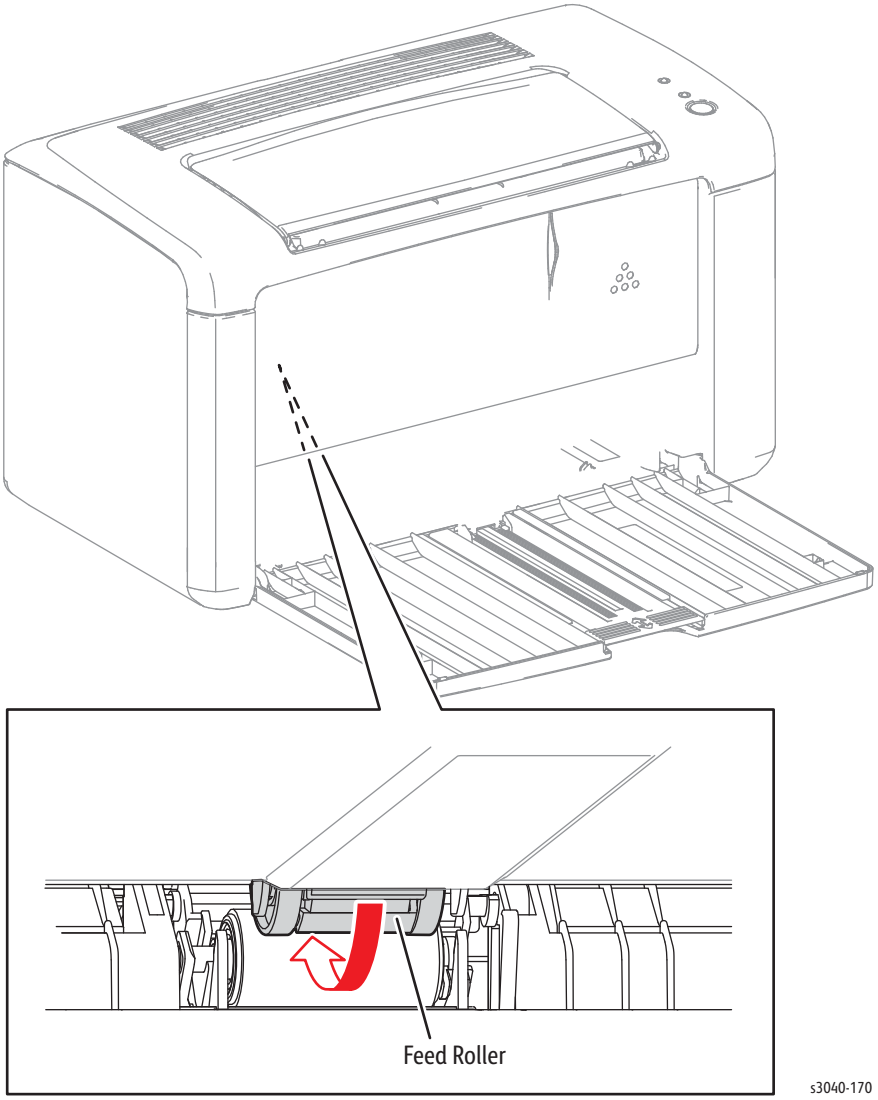


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Feed Solenoid

The Feed Roller rotates when the Main Motor (FULL) and the Feed Solenoid tests are executed simultaneously.

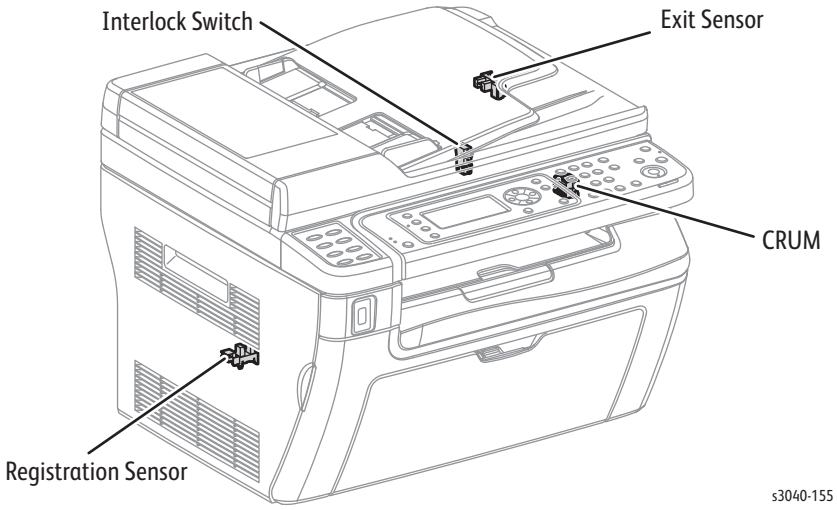
1. Enter CE Diagnostics (page A-2).
2. Remove the Bypass Tray.
3. Run the Main Motor Full and Feed Solenoid tests.
4. Check that the Feed Roller rotates.
5. Press the Cancel button to stop the Feed Solenoid test.
6. Press Cancel to stop the motor test.
7. Replace the Bypass Tray.



WorkCentre 3045 Sensor Test Procedures

The following Digital Input procedures test each print engine sensor using Service Diagnostics. When a paper jam occurs, or an error message or code is displayed, execute these tests to isolate the problem.

- Exit Sensor
- Registration Sensor
- Rear Door Interlock Switch
- K CRUM



Note

Pressing the **Cancel** button stops the sensor tests. Press the **Back** button to go back to the **Engine Diag** menu.

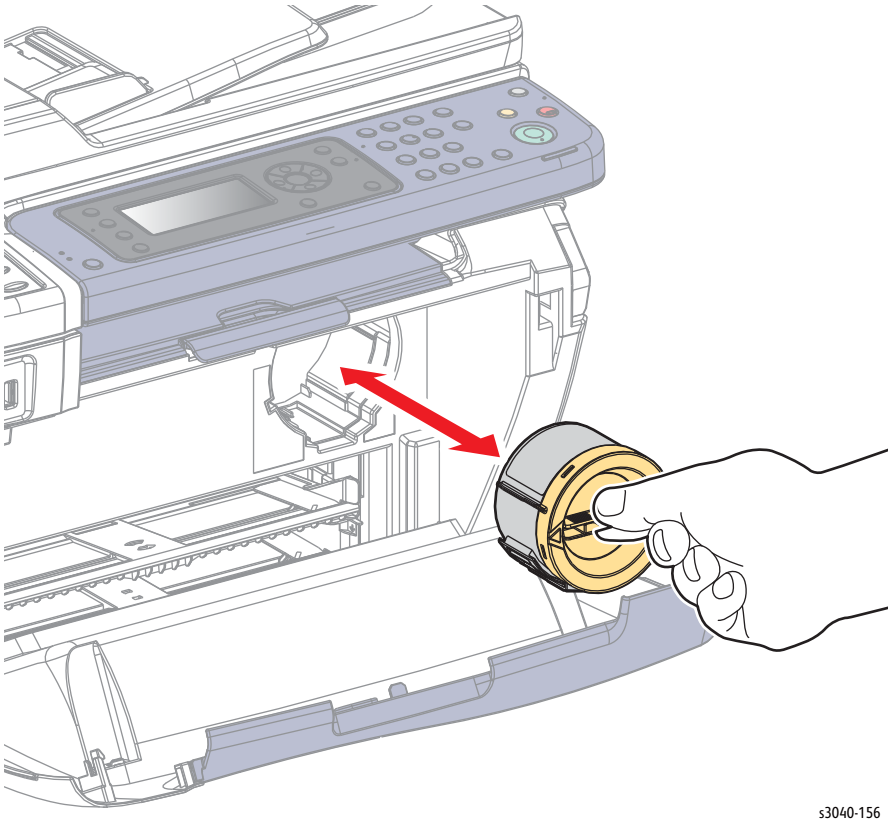
During sensor tests, other diagnostic functions can not be performed simultaneously. The printer only accepts operations for the DI components and exit of the sensor tests.

Parameters for the Digital Input tests are as shown in the following table.

Code	Component
DI-3	K CRUM
DI-4	Exit Sensor
DI-5	Registration Sensor
DI-7	Rear Door Interlock Switch

Toner Cartridge CRUM

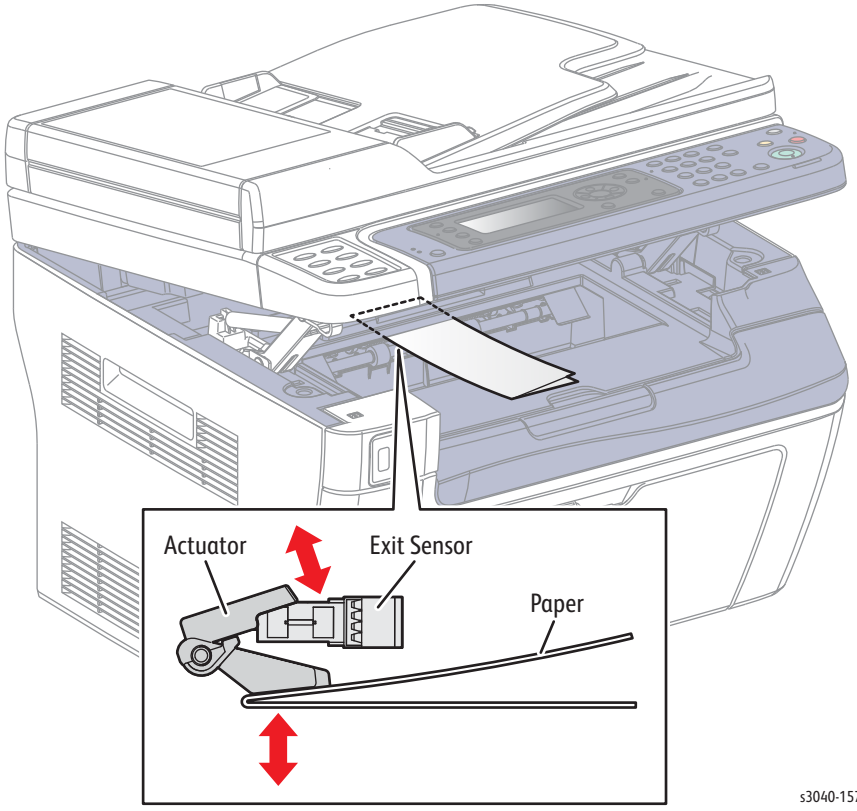
1. Enter Service Diagnostics (page 2-24).
2. Open the Front Door.
3. Use the Up and Down Arrow buttons to select Printer > IOT Diag > DI-3.
4. Check sensor function by removing and replacing the Toner Cartridge.
5. Confirm the number shown on the display increases each time the toner cartridge is removed.
6. Press the Stop button to stop the test.



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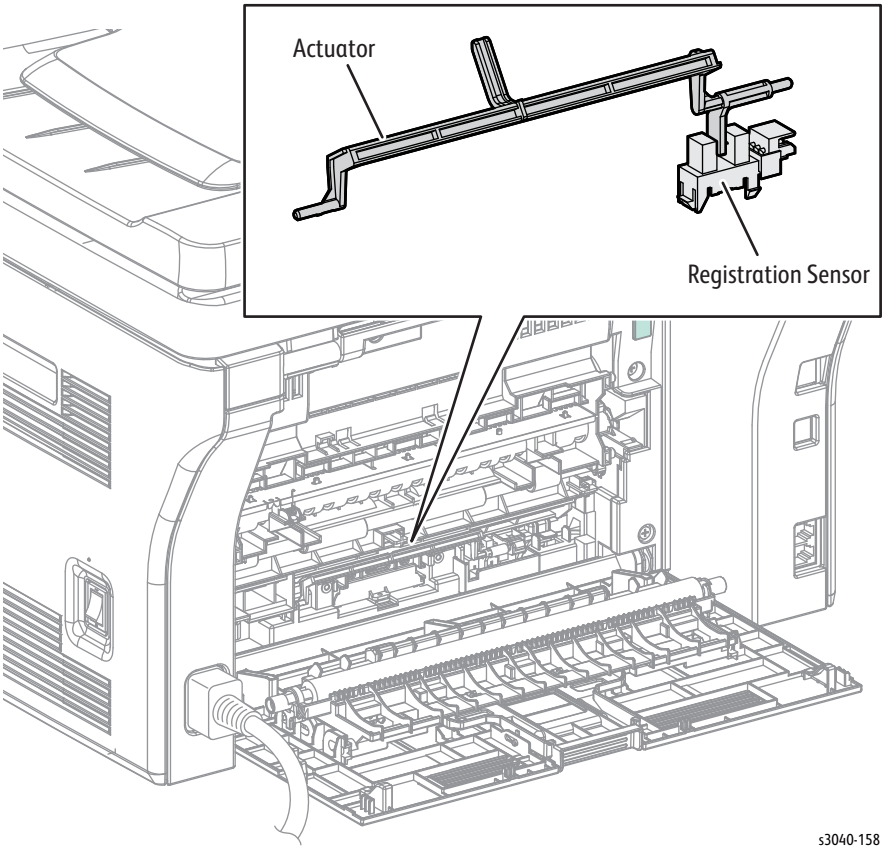
Exit Sensor

1. Enter Service Diagnostics (page 2-24).
2. Use the Up and Down Arrow buttons to select Printer > IOT Diag > DI-4.
3. Operate the actuator to check sensor function.
4. Confirm the number shown on the display increases every time the actuator is operated.
5. Press the Stop button to stop the test.



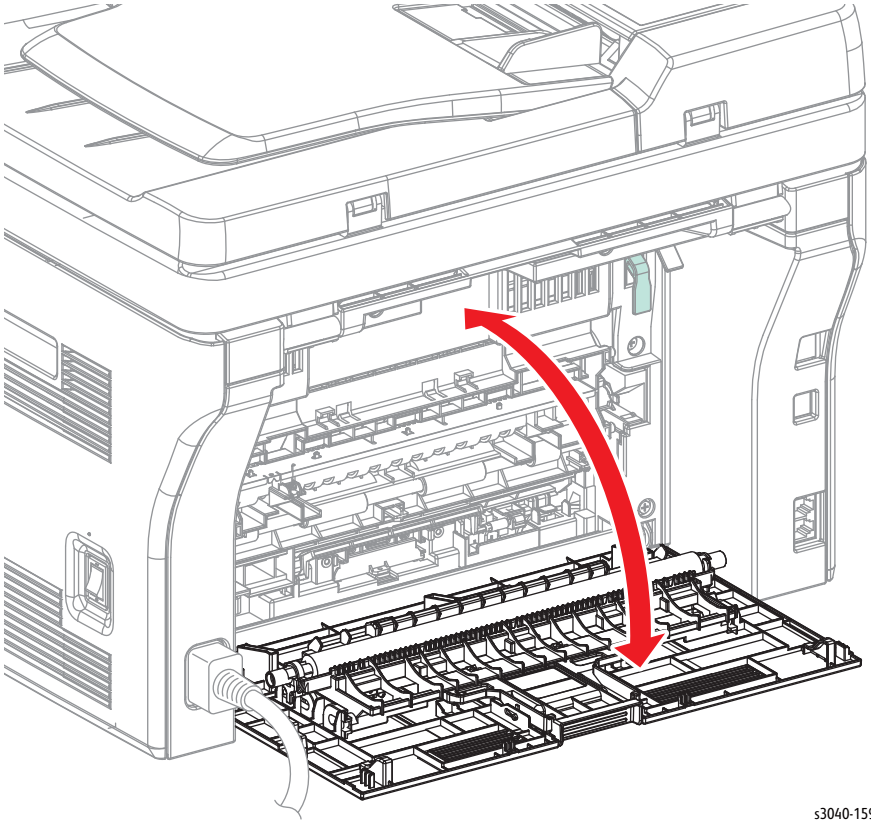
Registration Sensor

1. Enter Service Diagnostics (page 2-24).
2. Open the Rear Door.
3. Use the Up and Down Arrow buttons to select Printer > IOT Diag > DI-5.
4. Operate the actuator to check sensor function.
5. Confirm the number shown on the display increases every time the actuator is operated.
6. Press the Stop button to stop the test.



Rear Door Interlock

1. Enter Service Diagnostics (page 2-24).
2. Use the Up and Down Arrow buttons to select Printer > IOT Diag > Digital Input > DI-7.
3. Open and close the Rear Door to actuate the switch.
4. Confirm the number shown on the display increases every time the actuator is operated.
5. Press the Stop button to stop the test.
6. Close the Rear Door.



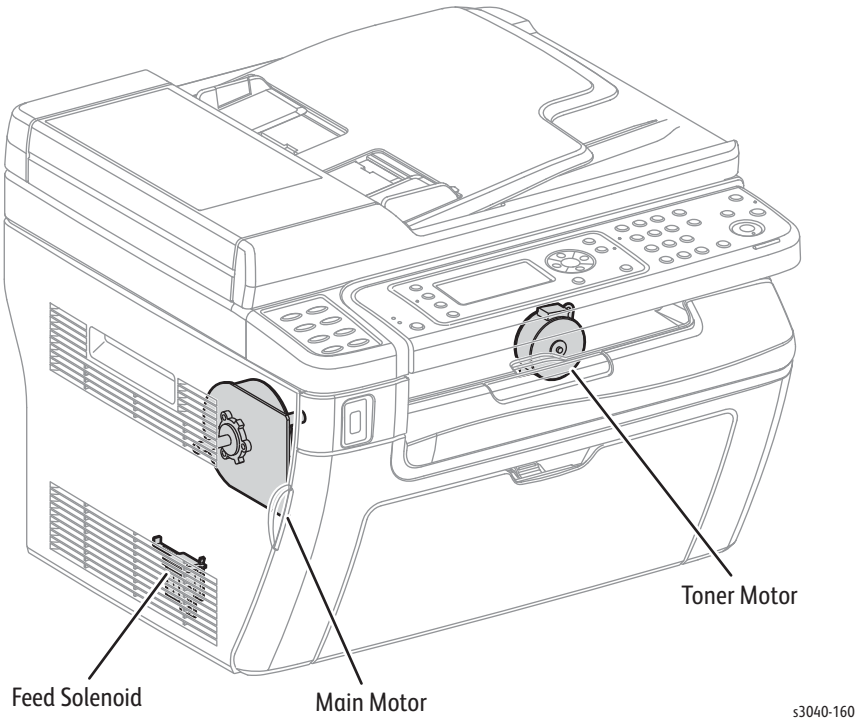
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WorkCentre 3045 Motor Test Procedures

These tests check whether the Digital Output (DO) components (motors, clutch, and solenoids) operate. When the interlock is opened during a Motor Test the component stops.

When a paper jam or PQ problem occurs, or an error message or code is displayed, these tests help to pinpoint the faulty part. Before executing the test, examine the details of the jam, print quality problem, or error, and isolate the faulty parts. These tests are available:

- Main Motor (Full, Slow)
- Feed Solenoid
- Toner Motor



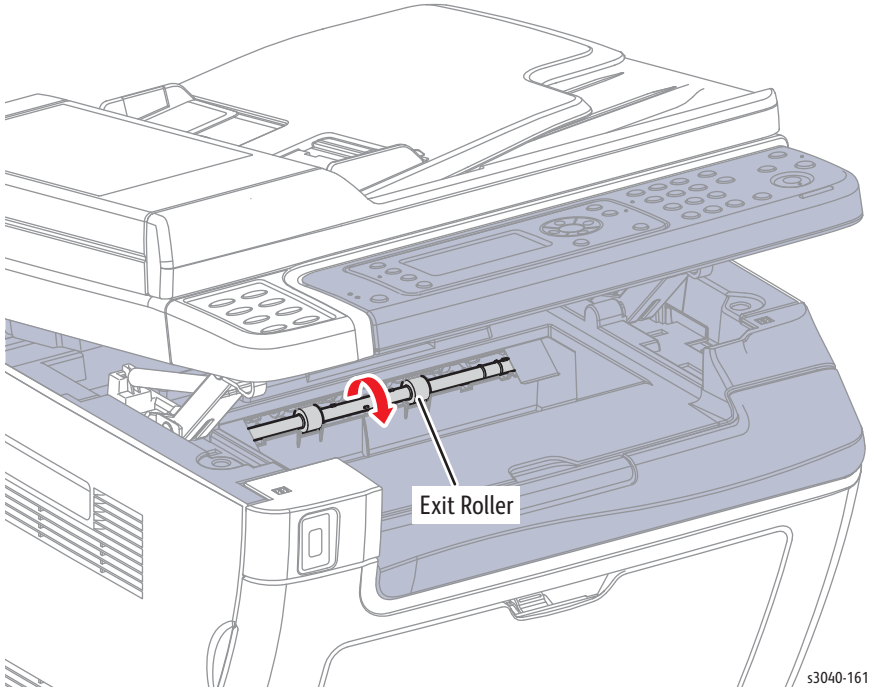
Code	Component
DO-1	Main Motor (Full Rotation)
DO-2	Main Motor (Slow Rotation)
DO-6	Feed Solenoid
DO-9	Toner Motor

Main Motor

Caution

Run the for 10 seconds or longer may cause damage to the printer.

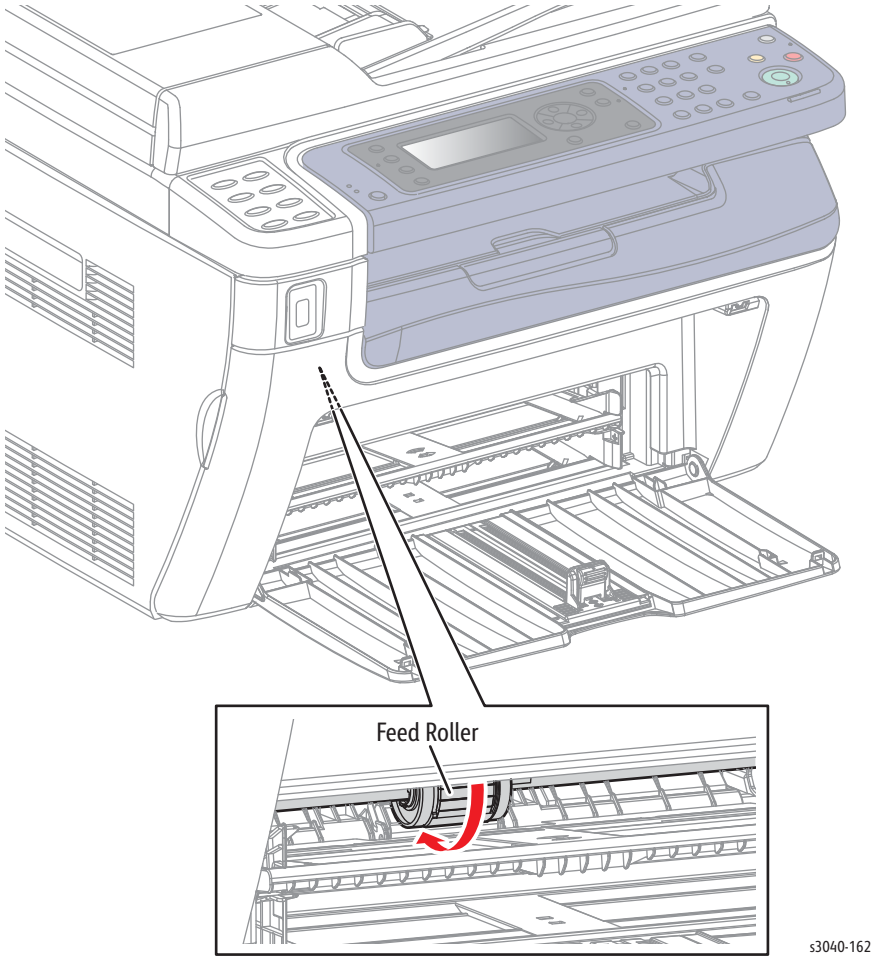
1. Enter Service Diagnostics (page 2-24).
2. Use the Up and Down Arrow buttons to select Printer > IOT Diag > Digital Output > DO-1.
3. Check that the Exit Roller rotates.
4. Press the Stop button to stop the test.



Feed Solenoid

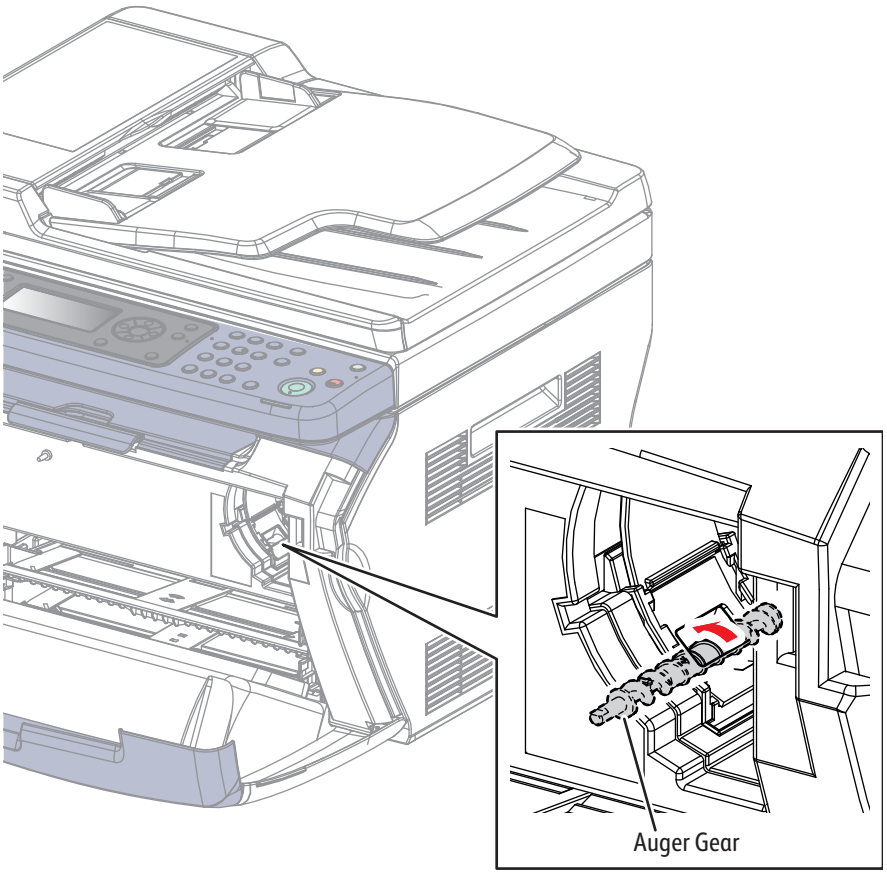
The Feed Roller rotates when the DO-1 (Main Motor) and the DO-6 (Feed Solenoid) tests are executed simultaneously.

1. Enter Service Diagnostics (page 2-24).
2. Remove the Bypass Tray.
3. Run the Main Motor Full and Feed Solenoid tests.
4. Check that the Feed Roller rotates.
5. Press the **Stop** button to stop the Feed Solenoid test.
6. Use the **Down Arrow** to scroll to the motor test and press **Stop** to stop the motor test.



Toner Motor

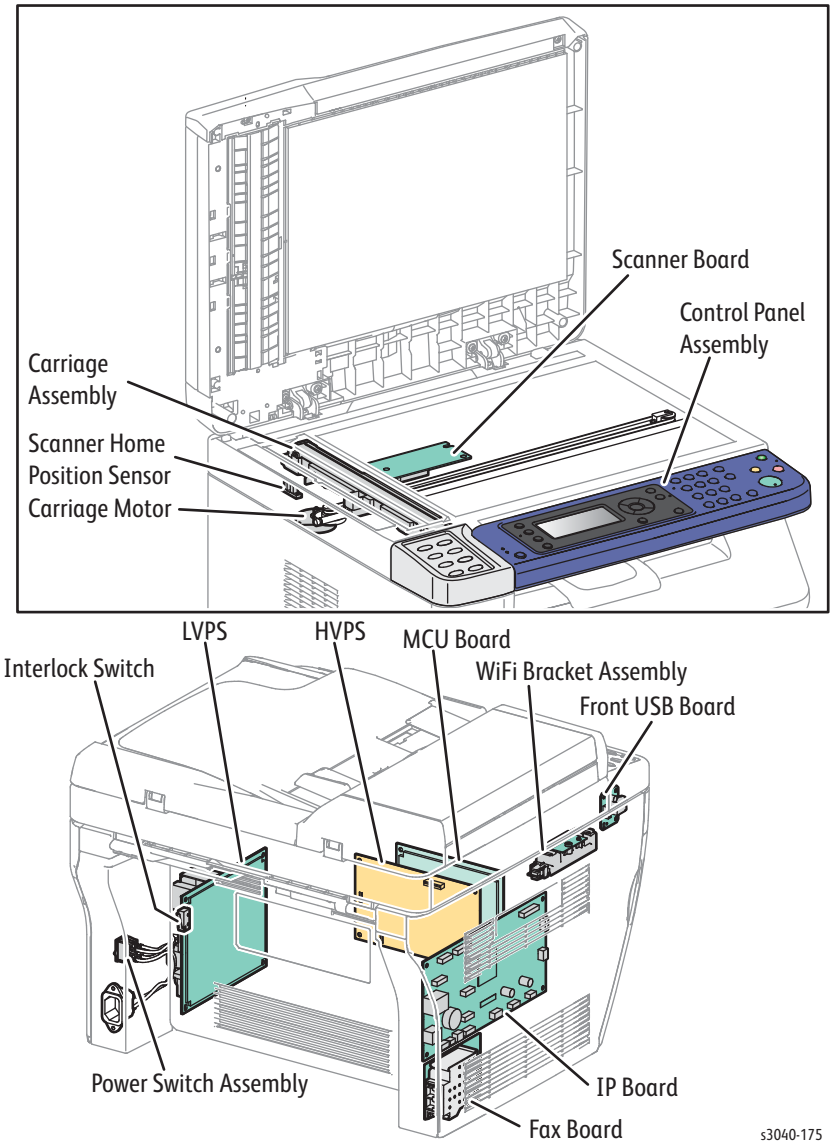
1. Enter Service Diagnostics (page 2-24).
2. Open the Front Door.
3. Remove the Toner Cartridge.
4. Run the Toner Motor test: Printer > IOT Diag > Digital Output > DO-9
5. Check that the toner auger rotates.
6. Press the Stop button to stop the test.



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WorkCentre 3045 Fax/Scanner Diagnostic Test Procedures

Procedures for testing each IIT component using Service Diagnostics.



Enter FAX Scanner Diagnostic

1. Turn the printer Off.
2. Press and hold the Up and Down Arrow simultaneously and turn the printer On.
3. Release the buttons when CE Mode Please wait appears on the display.
4. Press OK at Fax/Scanner.

Information

Select this menu item to display the value of the scan counter.

Scanner Maintenance

White Balance

This menu item reports the result of white balance which is performed when powering up.

Registration Param

This menu item adjusts registration parameters of the scanner.

Parameter	Range	Description
ADF Lead offset adjustment[a]	-2.0 mm to 2.0 mm 0.1 mm Step	Adjust Registration of ADF Lead.
ADF Side offset adjustment[a]	-1.0 mm to 1.0 mm 0.1 mm Step	Adjust Registration of ADF Side.
FB Lead offset adjustment	-2.0 mm to 2.0 mm 0.1 mm Step	Adjust Registration of FB Lead.
FB Side offset adjustment	-1.0 mm to 1.0 mm 0.1 mm Step	Adjust Registration of FB Side.

a.3-in-1 model does not have an ADF.

Auto Registration

This menu item reports the result of auto registration which is performed when powering up.

IIT I/O Check

Tests Scanner sensors and motors.

Test	Description
FB Home Sensor	Tests the flatbed home position sensor.
ADF Scan Sensor[a]	Tests the ADF scan sensor.
ADF Document Sensor[a]	Tests the Feed sensor.
ADF Cover Sensor[a]	Tests the ADF cover sensor

a.3-in-1 model does not have an ADF.

WorkCentre 3045 4-in-1 Parameters

Usse the parameter menu to set values for the parameters listed in the table below.

Parameter Menu		Value Options
Pulse Dialing	Enable Pulse Dialing[a]	0:Disable, 1: Enable
	Pulse dial make/break ratio	0: 30 % / 70 % , 1: 32 % / 68 % 2: 33 % / 67 % , 3: 36 % / 64 % 4: 38 % / 62 % , 5: 39 % / 61 % , 6: 40 % / 60 % , 7: 42 % / 58 %
	Enable 20 PPS DP[b]	0:Disable,1:Enable
DTMF Tone	DTMF high tone level (-dB)	0: -3 dB, 1: -4 dB, 2: -5 dB, 3: -6 dB, 4: -7 dB, 5: -8 dB, 6: -9 dB, 7: -10 dB
	DTMF high/low level difference (dB)	0: 0 dB, 1: -1 dB, 2: -2 dB, 3: -3 dB, 4: -4 dB, 5: -5 dB
	DTMF Dialing Speed (ms)	0: 70 ms, 1: 80 ms, 2: 85 ms, 3: 90 ms, 4: 95 ms, 5: 100 ms, 6: 105 ms, 7: 110 ms
Ring Detection	Freq Range @ On Period -- Upper Bound	27~85Hz
	Freq Range @ On Period -- Lower Bound	13~20 Hz
	Minimum On time	0: 100ms, 1: 110ms, 2: 120ms, 3: 130ms, 4: 140ms, 5: 150ms, 6: 160ms, 7: 170ms, 8: 180ms, 9: 190ms, 10: 200ms, 11: 210ms, 12: 220ms, 13: 230ms, 14: 240ms, 15: 250ms
	Off time	0: 500ms, 1: 600ms, 2: 700ms, 3: 800ms, 4: 900ms, 5: 1000ms, 6: 1100ms, 7: 1200ms, 8: 1300ms, 9: 1400ms, 10: 1500ms, 11: 1600ms, 12: 1700ms, 13: 1800ms, 14: 1900ms, 15: 2000ms

Parameter Menu		Value Options
Busy Tone Detection	Enable Busy Tone Detection	0: Disable, 1: Enable
	On duration (Max duration)	0~80 (10 ms)
	On duration (Min duration)	0~30 (10 ms)
	Off duration (Max duration)	0~80 (10 ms)
	Off duration (Min duration)	0~30 (10 ms)
	No. of cycle for busy condition	0: 3, 1: 4, 2: 5, 3: 6
	Power Threshold	0: 35 dB, 1: 36 dB, 2: 37 dB, 3: 38 dB, 4: 39 dB, 5: 40 dB, 6: 41 dB, 7: 42 dB, 8: 43 dB, 9: 44 dB, 10: 45 dB, 11: 46 dB, 12: 47 dB, 13: 48 dB, 14: 49 dB, 15: 50 dB
	TEL/FAX Power Threshold	0: -22dB, 1: -24dB, 2: -26dB, 3: -28dB, 4: -30dB, 5: -32dB, 6: -34dB, 7: -36dB
Dial Tone Detection	Enable Dial Tone Detection	0: Disable, 1: Enable
	Validation time	6~30 (100ms)
	Power Threshold	0: 35 dB, 1: 36 dB, 2: 37 dB, 3: 38 dB, 4: 39 dB, 5: 40 dB, 6: 41 dB, 7: 42 dB, 8: 43 dB, 9: 44 dB, 10: 45 dB, 11: 46 dB, 12: 47 dB, 13: 48 dB, 14: 49 dB, 15: 50 dB
Call Progress Tone Freq. Filter	Call Progress Tone Freq. Filter	0: 340Hz ~ 560Hz 1: 310Hz ~ 485Hz 2: 363Hz ~ 502Hz 3: 276Hz ~ 504Hz 4: 415Hz ~ 460Hz 5: 310Hz ~ 640Hz 6: 370Hz ~ 525Hz
RX Power	Rx Call Detection level	0: -36dB, 1: -37dB, 2: -38dB, 3: -39dB, 4: -40dB, 5: -41dB, 6: -42dB, 7: -43dB, 8: -44dB, 9: -45dB, 10: -46dB, 11: -47dB, 12: -48 dB
TX Power	Tx Cable Equalizer	0: 0dB, 1: 2dB, 2: 4dB, 3: 6dB, 4: 8dB, 5: 10dB, 6: 11dB, 7: 12dB
	Tx Signal Level	0: -3 dB, 1: -4 dB, 2: -5 dB, 3: -6 dB, 4: -7 dB, 5: -8 dB, 6: -9 dB, 7: -10dB, 8: -11 dB, 9: -12 dB, 10: -13dB, 11: -14 dB, 12: -15 dB, 13: -16 dB, 14: -17 dB, 15: -18 dB
External Hook Threshold	High voltage	High (20 ~ 40 V)
	Medium voltage	Medium (10 ~ 19 V)
	Low voltage	Low (10 ~ 19 V)

Parameter Menu		Value Options
FAX Capability Setting	Best Coding Capability	0: MH, 1: MR, 2: MMR, 3: JBIG

a.User can not select Pulse dialing at Fax Setting Menu, only Tone dial.
b.User can not select Pulse 20PPS dialing at Fax Setting Menu.

BackUp Data

All Clear: Clears all of the backup data.

User & System Clear: Clears the stored document data, the address information, the communication management data, and the history. Initializes the system data.

System Data Init: Initializes the system data.

Complete

Exits the diagnostics and returns to normal operation, taking the changes of the data into effect.

Error Troubleshooting

ADF Jam

There is a jam at the ADF.

Applicable Code

- 005-121: ADF Jam

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ ADF Assembly, PL8.1.2 ■ ADF Cover, PL8.1.3 ■ ADF Separator Pad, PL8.1.4	■ "Map 3 - IP Board" on page 7-8 ■ "Scanner" on page 7-28

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Is the ADF completely closed?	Go to Step 2.	Close ADF and go to Step 2.
2	Does the error persist?	Go to Step 3.	Complete.
3	Reseat P/J1, P/J6, and P/J16 on the IP Board. Does the error persist?	Go to Step 4.	Complete.
4	Does the ADF feed the document?	Go to Step 5.	Go to Step 7.
5	Check the media path. Is there debris in the media path?	Remove the debris. Go to Step 6.	Complete.
6	Does the error persist?	Go to Step 7.	Complete.
7	Clean the ADF feed rollers. Do the feed rollers rotate smoothly?	Go to Step 8.	Replace the ADF (page 4-111).
8	Replace the IP Board (page 4-103). Does the error persist?	Replace the ADF Cover (page 4-113) and ADF Separator Pad (page 4-114).	Complete.

ADF Cover Open

The ADF cover is open.

Applicable Error

- 005-301: ADF Cover Open

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ ADF Assembly, PL8.1.2	■ “Map 3 - IP Board” on page 7-8 ■ “Scanner” on page 7-28

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Is the ADF Cover completely closed?	Go to Step 3.	Close the ADF cover and go to Step 2.
2	Does the error persist?	Go to Step 3.	Complete.
3	Is the ADF Cover damaged?	Replace the ADF Cover (page 4-113). Go to Step 4.	Go to Step 5.
4	Does the error persist?	Go to Step 5.	Complete.
5	Reseat P/J1, P/J6, and P/J16 on the IP Board. Does the error persist?	Go to Step 6.	Complete.
6	Replace the ADF (page 4-111). Does the error persist?	Replace the IP Board (page 4-103).	Complete.

Fuser Error

The Fuser has failed.

Warning

Allow the Fuser to cool before servicing the printer.

Applicable Error

- 010-397: Fuser Error

Initial Actions

- Reseat the Fuser.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Fuser, PL5.1.1 ■ MCU Board, PL7.1.3	■ "Map 2" on page 7-4 ■ "Fuser" on page 7-18

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat the Fuser and cycle system power. Does the error persist?	Go to Step 2.	Complete.
2	Check these connections ■ MCU Board P/J18 and P/J20. ■ LVPS P/J201. Are the connectors secure?	Go to Step 3.	Secure the connectors.
3	Check the Fuser harness. 1. Remove the Fuser. 2. Disconnect P/J18 and P/J20 from the MCU Board and P/J201 from the LVPS. Is the harness damaged?	Repair the harness.	Go to Step 4.
4	Replace the Fuser (page 4-38). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

IP ROM Check Error

Checksum error occurred in the main program ROM.

Applicable Error

- 016-315 IP ROM Check Error‘
- 016-317 IP ROM Check Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP and MCU Boards. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

Fax Memory Allocation Error

DRAM memory allocation error is detected.

Applicable Error

- 016-372: Fax Memory Allocation Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP and MCU Boards. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

Firmware Errors

The firmware download to the printer failed.

Applicable Error

- 016-500: Erase Flash Error
- 016-501: Write Flash Error
- 016-502: Verify Flash Error
- 116-315: RAM Error
- 116-317: Controller Error
- 116-324: Controller Error
- 116-326: NVRAM Error
- 116-343: ASIC Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP and MCU Boards. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

Email Errors

An email error is detected.

Applicable Error

- 016-503: SMTP Error
- 016-504: POP Error
- 016-506: SMTP Login Error
- 016-507: SMTP Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP and MCU Boards. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

Memory Overflow

The print job size exceeded memory.

Applicable Error

- 016-718: Memory Overflow

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check the memory. Print the System Settings page to determine available memory. Is the print job too large?	Divide the print job to fit installed memory.	Go to Step 2.
2	Reseat all IP Board connections. Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Decode Error

A decode error is detected.

Applicable Error

- 016-719: Decode Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Download Errors

The system firmware file is corrupt or communications to the printer failed.

Applicable Error

- 016-737: Download ID Error
- 016-741: Download Range Error
- 016-742: Download header Error
- 016-743: Download Checksum Error
- 016-744: Download Format Error
- 016-745: Download Protect Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP and MCU Boards. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance	Complete.

PDL/PJL Error

There is something in the job that cannot be resolved by the driver.

Applicable Error

- 016-720: PDL Request
- 016-749: PJL request

Initial Actions

- Cycle printer power.
- Install the latest print driver.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check the print driver version. Is the driver current and correct?	Go to Step 2.	Install the latest print driver.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Email Errors

An email error is detected.

Applicable Error

- 016-720: PDL Error
- 016-764: Connect Error
- 016-766: SMTP Error
- 016-767: Email Address Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

USB Memory Removal Error

USB memory is removed while memory reading job is being executed.

Applicable Error

- 016-791: USB Memory Removal Error
- 016-795: File Format Error
- 016-797: File Read Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Front USB Board, PL1.1.29 ■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat the Front USB Board connection. Does the error persist?	Go to Step 2.	Complete.
2	Replace the Front USB Board (page 4-65). Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Wireless Error

Applicable Error

- 016-920: Wireless Error
- 018-338: Wireless Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ WiFi Bracket Assy, PL1.1.31 ■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat the WiFi Bracket connection. Does the error persist?	Go to Step 2.	Complete.
2	Replace the WiFI Bracket Assy (page 4-66). Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

USB Host Error

The printer is attached to an unsupported USB device.

Applicable Error

- 016-930: USB Host Full
- 016-931: USB Host Error

Initial Actions

- Connect the printer to a supported host.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Collate Full

The print job is too large.

Applicable Errors

- 016-981: Collate Full

Initial Actions

- Break the print job into 2 or more jobs.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Mail Size Limits Error, PCScan Time Out, Memory Full

Applicable Errors

- 016-985: Mail Size Limits Error
- 017-970: PCScan Time Out
- 017-988: Memory Full

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Report File Open/Close Error

Applicable Errors

- 017-980: Report File Open/Close Error
- 017-981: Report File Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Firmware Error 024-340

An MCU Board firmware error has occurred.

Applicable Error

- 024-340: Firmware Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ MCU Board, PL7.1.3	■ “Phaser 3010/3040 System Wiring” on page 7-12 ■ “WorkCentre 3045 System Wiring” on page 7-20

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connections on the IP and MCU Boards. Does the error persist?	Go to Step 2.	Complete.
2	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Download Error

MCU firmware download failure.

Applicable Error

- 024-360: Download Mode

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ MCU Board, PL7.1.3	■ “Phaser 3010/3040 System Wiring” on page 7-12 ■ “WorkCentre 3045 System Wiring” on page 7-20

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connections on the IP and MCU Boards. Does the error persist?	Go to Step 2.	Complete.
2	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

MCU Comm Error

Communication has failed between the MCU and IP Boards.

Applicable Error

- 024-371: MCU Comm Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Paper Size Mismatch

The size of paper in the Main Paper Tray, or Bypass Tray, does not match the specified print size.

Applicable Error

- 024-958: Paper Size Match

Initial Actions

- Check that the correct paper is in the paper tray. Change the paper if necessary.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Registration Sensor, PL2.3.10 ■ Regi Sensor Harness, PL2.3.22 ■ MCU Board, PL7.1.3	■ “Map 1” on page 7-3 ■ “Drive” on page 7-14

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check connectors P/J23 and P/J230 between the MCU Board and the Registration Sensor. Are the connections secure?	Go to Step 2.	Secure the connectors.
2	Does the error persist?	Go to Step 3.	Complete.
3	Disconnect P/J23 and P/J230. Check harness continuity. Is the harness damaged?	Repair the harness.	Go to Step 4.
4	Disconnect the MCU Board P/J23. Is the voltage across ground and J23-1 +3.3 VDC?	Replace the Registration Sensor (page 4-30).	Replace the MCU Board (page 4-43).

No Suitable Paper

The Main Paper Tray, or Bypass Tray, has run out of paper, or the size (or type) of paper does not match the specified print size (or type).

Applicable Error

- 024-963: No Suitable Paper

Initial Actions

- Check that the correct paper is in the paper tray. Change, or load, the paper if necessary.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Registration Sensor, PL2.3.10 ■ Regi Sensor Harness, PL2.3.22 ■ MCU Board, PL7.1.3	■ “Map 1” on page 7-3 ■ “Drive” on page 7-14

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check connectors P/J23 and P/J230 between the MCU Board and the Registration Sensor. Are the connections secure?	Go to Step 2.	Secure the connectors.
2	Does the error persist?	Go to Step 3.	Complete.
3	Disconnect P/J23 and P/J230. Check harness continuity. Is the harness damaged?	Repair the harness.	Go to Step 4.
4	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 5.	Complete.
5	Disconnect the MCU Board P/J23. Is the voltage across ground and J23-1 +3.3 VDC?	Replace the Registration Sensor (page 4-30).	Replace the MCU Board (page 4-43).

USB Memory Write Error

A memory error or USB memory write error occurred during a scan job.

Applicable Error

- 026-720: USB Memory Full
- 026-721: USB Memory Write Error
- 026-722: USB Memory Write Protect Error
- 026-723: File Path Limit Error

Initial Actions

- Check that the USB Cable connected to the printer and the PC is securely connected.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Scan Communication Fail

A communication error occurred during a scan job.

Applicable Error

- 026-750: Scan Communication Fail
- 026-751: Scan Communication Fail
- 026-752: Scan Communication Fail

Initial Actions

- Check that the USB Cable connected to the printer and the PC is securely connected.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

SMB Error

A SMB error is detected.

Applicable Error

- 031-521: SMB Login Error
- 031-526: SMB Name Resolve Error
- 031-530: SMB Path Error
- 031-533: SMB File Make Error
- 031-534: SMB Folder Make Error
- 031-535: SMB Delete File Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

SMB Write Error

A SMB error is detected.

Applicable Error

- 031-536: SMB Delete Folder Error
- 031-537: SMB Disk Full Error
- 031-556: SMB Write Error
- 031-557: SMB File Duplication Error
- 031-558: SMB Connect Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

SMB Connection Error

A SMB connection error occurred.

Applicable Error

- 031-529: SMB Login Failed
- 031-555: SMB Connect Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

FTP Connection Error

A FTP connection error occurred.

Applicable Error

- 031-571: FTP Connect Error
- 031-578: FTP Login Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

FTP Error

A FTP link error is detected.

Applicable Error

- 031-574: FTP Name Resolve Error
- 031-575: Scan Server Address Error
- 031-576: FTP Server Not Found
- 031-578: Scan Login Failed
- 031-579: Scan FTP Path Error
- 031-582: Scan File Make Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

FTP Error

A FTP error is detected.

Applicable Codes

- 031-584 Scan Connect Error
- 031-585 Scan DEL Command Error
- 031-587 Scan RMD Command Error
- 031-588 Scan Write Error
- 031-589 Scan Disk Full Error
- 031-594 Scan Type Command Error
- 031-598 Scan APPE Command Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Memory Error

Applicable Codes

- 033-503 Out of Memory
- 033-513 Memory Full
- 033-788 Communication Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Fax Errors

Applicable Error

- 033-517: Password Error
- 033-518: Country is not Set
- 033-519: Fax Function is not set correctly

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Fax Job Failure

The FAX memory is full.

Applicable Error

- 033-787: Fax Job Failure

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3 ■ Fax Board, PL7.3.4	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the fax Board, IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the Fax Board (page 4-105). Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Fax Busy

The number FAX called is busy.

Applicable Error

- 034-700: Fax Busy
- 034-701: No Dial tone.

Initial Actions

- Check Fax connections.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3 ■ Fax Board, PL7.3.4	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the fax Board, IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the Fax Board (page 4-105). Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Communication Error

Applicable Error

- 034-702: Communication Error (No answer error is detected)
- 034-703: Communication Error (Can't make directory)
- 034-704: Communication Error (FTP delete command error is detected)
- 034-705: Communication Error (TX communication error is detected)
- 034-707: Communication Error (FTP RMD command error is detected)
- 034-708: Communication Error (Data can not be written onto FTP)
- 034-709: Communication Error (FTP storage full)
- 034- 710: Communication Error (FTP type command error is detected)
- 034-711: Communication Error (FTP APPEND command error is detected)

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3 ■ Fax Board, PL7.3.4	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the fax Board, IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the Fax Board (page 4-105). Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Fax Transmit Error

Applicable Error

- 034-712: Communication Error (TX communication error is detected)
- 034-713: Communication Error (TX communication error is detected)
- 034-714: Communication Error (TX communication error is detected)
- 034-715: Communication Error (TX communication error is detected)
- 034-716: Communication Error (Image processing too late)
- 034-717: Communication Error (TX communication error is detected)
- 034-718: Communication Error (TX communication error is detected)
- 034-719: Communication Error (TX communication error is detected)
- 034-720: Communication Error (TX communication error is detected)
- 034-721: Communication Error (TX communication error is detected)
- 034-722: Communication Error (TX communication error is detected)
- 034-723: Communication Error (TX communication error is detected)
- 034-724: Communication Error (TX communication error is detected)
- 034-725: Communication Error (TX communication error is detected)
- 034-726: Communication Error (TX communication error is detected)
- 034-727: Communication Error (TX communication error is detected)

Initial Actions

- Lower transmit speed.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3 ■ Fax Board, PL7.3.4	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the fax Board, IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the Fax Board (page 4-105). Does the error persist?	Go to Step 3.	Complete.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

RX Communication Errors

Applicable Error

- 034-750 to 034-768: Communication Error (RX communication error is detected)

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3 ■ Fax Board, PL7.3.4	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the fax Board, IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the Fax Board (page 4-105). Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

NVRAM Error

Applicable Error

- 041-340: NVRAM Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ MCU Board, PL7.1.3	■ "Phaser 3010/3040 System Wiring" on page 7-12 ■ "WorkCentre 3045 System Wiring" on page 7-20

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

LPH Failure

The LED printhead in the xerographics assembly has failed.

Applicable Error

- 061-370: LPH Failure

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Cable FFC, PL3.2.9 ■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ Harness Assy MC LP, PL7.1.10 ■ MCU Board, PL7.1.3	■ "Map 1" on page 7-3 ■ "Xerographics" on page 7-15

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check connections between the IP Board and xerographics assembly. Are the connectors secure?	Go to Step 2.	Secure the connectors.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Carriage Motor Error

An error was detected in the Scanner carriage motor.

Applicable Error

- 062-321: Carriage Motor Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Scanner Assy, PL8.2.1 ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "Scanner" on page 7-28

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat the Scanner connectors on the IP Board and cycle system power. Does the error persist?	Replace the Scanner (page 4-109).	Complete.

Copy Limit

Unable to continue due to copy limitation.

Applicable Error

- 062-790: Copy Limit

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Scanner Assy, PL8.2.1 ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "Scanner" on page 7-28

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Cycle system power. Does the error persist?	Go to Step 2.	Complete.
2	Reseat the Scanner connectors on the IP Board and cycle system power. Does the error persist?	Replace the Scanner (page 4-109).	Complete.

Misfeed Jam

Paper jam was detected at the Main or Bypass Tray.

Applicable Error

- 075-100: Misfeed Jam

Initial Actions

- Check the media path for obstructions or debris.
- Check condition of the Feed Roller and Separator Pad.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Feed Solenoid, PL2.3.21 ■ Registration Sensor, PL2.3.10 ■ Main Drive Motor, PL6.1.1 ■ MCU Board, PL7.1.3	■ “Map 2” on page 7-4 ■ “Drive” on page 7-14

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Test the **Registration Sensor**. Does the Registration Sensor function correctly?	Go to Step 2.	Replace the Registration Sensor (page 4-30).
2	Test the Main Drive Motor. Does the motor function correctly?	Go to Step 3.	Replace the Main Drive Motor (page 4-41)..
3	Test the Feed Solenoid. Does the Feed Solenoid function correctly?	Go to Step 4.	Replace the Feed Solenoid (page 4-32).
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Waiting for Continue Key to be Pressed After Reloading Paper

The printer is in manual duplex mode waiting for user interaction.

Applicable Error

- 075-921: Waiting for **Continue** key to be pressed after reloading paper.

Initial Actions

- Remove the paper from the Output Tray, put it back in to the paper tray, and press **OK**.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ “Map 3 - IP Board” on page 7-8 ■ “IP Board” on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Reg On Early Jam

Paper stuck in the Registration section, Main or Bypass Tray.

Applicable Error

- 077-100: Reg On Early Jam

Initial Actions

- Check the media path for obstructions or debris.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Registration Sensor, PL2.3.10 ■ MCU Board, PL7.1.3	■ "Map 1" on page 7-3 ■ "Drive" on page 7-14

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Test the **Registration Sensor**. Does the Registration Sensor function correctly?	Go to Step 2.	Replace the Registration Sensor (page 4-30).
2	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Reg Off Jam

The paper does not pass through the Registration Sensor within the specified time.

Applicable Error

- 077-104: Reg Off Jam

Initial Actions

- Check the media path for obstructions or debris.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Registration Sensor, PL2.3.10 ■ Main Drive Motor, PL6.1.1 ■ MCU Board, PL7.1.3	■ “Map 2” on page 7-4 ■ “Drive” on page 7-14

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Test the **Registration Sensor**. Does the Registration Sensor function correctly?	Go to Step 2.	Replace the Registration Sensor (page 4-30).
2	Test the Main Drive Motor. Does the motor function correctly?	Go to Step 3.	Replace the Main Drive Motor (page 4-41)..
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Exit On Jam

The paper does not reach the Exit Sensor within the specified time.

Applicable Error

- 077-106: Exit On Jam

Initial Actions

- Check the media path for obstructions or debris.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Registration Sensor, PL2.3.10 ■ Main Drive Motor, PL6.1.1 ■ MCU Board, PL7.1.3	■ “Map 2” on page 7-4 ■ “Drive” on page 7-14

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Test the **Registration Sensor**. Does the Registration Sensor function correctly?	Go to Step 2.	Replace the Registration Sensor (page 4-30).
2	Test the Main Drive Motor. Does the motor function correctly?	Go to Step 3.	Replace the Main Drive Motor (page 4-41)..
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Exit Off Early Jam

The paper passed through the Exit Sensor earlier than the specified time, or did not pass through the Exit Sensor within the specified time.

Warning

Allow the Fuser to cool before servicing the printer.

Applicable Errors

- 077-108: Exit Off Early Jam
- 077-109: Exit Off Jam

Initial Actions

- Check the media path for obstructions or debris.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Fuser, PL5.1.1 ■ MCU Board, PL7.1.3	■ “Map 2” on page 7-4 ■ “Fuser” on page 7-18

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check P/J18 on the MCU Board. Is P/J18 connected securely.	Go to Step 2.	Secure P/J18.
2	Replace the Fuser (page 4-38). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

Rear Door Open

A Rear Cover Open error was detected.

Applicable Error

- 077-304: Rear Cover Open

Initial Actions

- Open and close the Rear Door.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Rear Door, PL1.0.8 ■ Interlock Switch, PL7.2.1 ■ LVPS, PL7.2.11 ■ MCU Board, PL7.1.3	■ "Map 2" on page 7-4 ■ "LVPS" on page 7-13

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Visually inspect the Rear Door for actuator damage. Is the Rear Door damaged?	Replace the Rear Door (page 4-8).	Go Step 2.
2	Test the Rear Door Interlock Switch. Does the switch function correctly?	Go to Step 3.	Replace the switch (page 4-44).
3	Replace the LVPS (page 4-48). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

Exit Jam

Paper remaining at the Exit section of the Printer was detected.

Warning

Allow the Fuser to cool before servicing the printer.

Applicable Error

- 077-900: Exit Jam

Initial Actions

- Check the media path for obstructions or debris.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Fuser, PL5.1.1 ■ MCU Board, PL7.1.3	■ "Map 2" on page 7-4 ■ "Fuser" on page 7-18

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check P/J18 on the MCU Board. Is P/J18 connected securely.	Go to Step 2.	Secure P/J18.
2	Replace the Fuser (page 4-38). Does the error persist?	Replace the MCU Board (page 4-43).	Complete.

Remain Registration Jam

Paper remaining at the registration section of the printer was detected.

Applicable Error

- 077-901: Remain Registration Jam

Initial Actions

- Check the media path for obstructions or debris.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Registration Sensor, PL2.3.10 ■ MCU Board, PL7.1.3	■ "Map 1" on page 7-3 ■ "Drive" on page 7-14

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Test the **Registration Sensor**. Does the Registration Sensor function correctly?	Go to Step 2.	Replace the Registration Sensor (page 4-30).
2	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

XERO Near Life

The xerographics assembly is approaching end of life.

Applicable Error

- 091-402: XERO Near Life

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ MCU Board, PL7.1.3	■ “Xerographics” on page 7-15

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Turn the printer off and then on. Does the error persist?	Replace the MCU Board (page 4-43).	Complete.
2	Does the error persist?	Contact your designated field support for assistance.	Complete.

ADC Sensor Error

An ADC Sensor error is detected.

Applicable Error

- 092-651: ADC Sensor Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ MCU Board, PL7.1.3	■ “Xerographics” on page 15

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check connections between the MCU Board and xerographics assembly. Are the connnections secure?	Go to Step 2.	Secure the connections.
2	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

ENV Sensor Error

An error occurred while reading the Humidity Sensor.

Applicable Error

- 092-661: Env Sensor Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ MCU Board, PL7.1.3	■

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

K CRU Life Over

The indicated Toner Cartridge has reached end of life.

Applicable Error

- 093-426: Toner Cartridge near end of life
- 093-933: K CRU Life Over

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Toner Cartridge, PL4.1.5 ■ MCU Board, PL7.2.2	■ "Map 2" on page 4 ■ "Toner Dispense" on page 17

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat the Toner Cartridge. Does the error persist?	Go to Step 2.	Complete.
2	Check P/J21 on the MCU Board. Is the connector secure?	Go to Step 4.	Secure P/J21.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

K CRUM ID Error

A Toner Cartridge CRUM read error was detected.

Applicable Error

- 093-926: K CRUM ID Error

Initial Actions

- Replace the Toner Cartridge.
- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Toner Cartridge, PL4.1.5 ■ MCU Board, PL7.2.2	■ "Map 2" on page 4 ■ "Toner Dispense" on page 17

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat the Toner Cartridge. Does the error persist?	Go to Step 2.	Complete.
2	Check P/J21 on the MCU Board. Is the connector secure?	Go to Step 4.	Secure P/J21.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

K CRU Detached

An unsupported Toner Cartridge is detected, or a No Toner Cartridge Installed state was detected.

Applicable Error

- 093-974: X CRU Detached

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ Toner Cartridge, PL4.1.5 ■ MCU Board, PL7.2.2	■ "Map 2" on page 4 ■ "Toner Dispense" on page 17

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat the Toner Cartridge. Does the error persist?	Go to Step 2.	Complete.
2	Check P/J21 on the MCU Board. Is the connector secure?	Go to Step 4.	Secure P/J21.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

System USB Port Error

System USB port error is detected.

Applicable Error

- 116-210: System USB port error
- 116-395: System USB port error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Checksum Error

Fatal on board error.

Applicable Error

- 116-314: MAC address Error
- 116-323: Checksum Error (FAX)
- 116-325: Checksum Error
- 116-326: Checksum error (Scan)
- 116-335: Checksum error (Network)

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

On Board Network Fatal Error

Fatal on board network error.

Applicable Error

- 116-355: On Board Network Fatal Error

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

System Restart

An internal IP Board error occurred.

Applicable Errors

117-331: System Restart	117-344: System Restart
117-332: System Restart	117-346: System Restart
117-333: System Restart	117-348: System Restart
117-334: System Restart	117-349: System Restart
117-340: System Restart	117-350: System Restart
117-342: System Restart	117-351: System Restart
117-343: System Restart	117-366: System Restart

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045)	■ “IP Board” on page 7-19

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check the connectors on the IP Board. Are the connections secure?	Go to Step 2.	Securely reconnect the connectors, then go to Step 2.
2	Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Complete.	

ASIC Failure

ASIC Failure.

Applicable Error

- 124-333: ASIC Failure

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.2.8 (3010/3040) ■ IP Board, PL7.3.3 (3045) ■ MCU Board, PL7.1.3	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 3.	Complete.
3	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

Fax Board Modem Error

A Fax Board error is detected.

Applicable Error

- 134-211

Initial Actions

- Cycle printer power.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ IP Board, PL7.3.3 ■ MCU Board, PL7.1.3 ■ Fax Board, PL7.3.4	■ "Map 3 - IP Board" on page 7-8 ■ "IP Board" on page 7-27

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat all connectors on the fax Board, IP Board and the MCU Board. Does the error persist?	Go to Step 2.	Complete.
2	Replace the Fax Board (page 4-105). Does the error persist?	Go to Step 3.	Complete.
3	Replace the IP Board (page 4-45). Does the error persist?	Go to Step 4.	Complete.
4	Replace the MCU Board (page 4-43). Does the error persist?	Contact your designated field support for assistance.	Complete.

XERO Life Over

The xerographics assembly is approaching end of life.

Applicable Error

- 191-310: XERO Life Over

Initial Actions

- Cycle printer power.
- Check life counter.
- If the problem persists, use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map References
■ MCU Board, PL7.1.3	■ "Xerographics" on page 7-15

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Turn the printer off and then on. Does the error persist?	Replace the MCU Board (page 4-43).	Complete.
2	Does the error persist?	Contact your designated field support for assistance.	Complete.

Abnormal Noises

Electrical Noise

Initial Actions

- Cycle printer power.
- If the problem persists, follow the procedure below.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Are there any other electrical appliances within 3 meters of the printer, such as generators, radio and appliances with motors? Either turn off the other electrical appliances, or relocate the printer at least 6 meters from other appliances. Does the electrical noise error still occur?	Go to step 2.	Complete.
2	Is AC power supply outlet wired and grounded appropriately?	Go to step 3.	Relocate the printer.
3	Reseat the Toner Cartridge. Does the electrical noise error still occur?	Go to step 4.	Complete.
4	Check system ground points. Are the contacts clean and undamaged?	Reseat the connectors on the HVPS.	Clean or repair ground contacts.

Power Supply Troubleshooting

AC Power Troubleshooting

Initial Actions

- Cycle printer power.
- If the problem persists, follow the procedure below.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	When the printer is turned on, can you hear the motor?	Go to "DC Power Troubleshooting" on page 2-120.	Go to step 2.
2	Connect the power cord to a different outlet. Does the printer now work?	Complete.	Go to step 3.
3	Check that the power cord is plugged in to both the printer and the outlet. Does the printer now work?	Complete.	Go to step 4.
4	Disconnect the power cord and wait 1 minute. Reseat all of the connectors on the LVPS, and then turn the printer on. Does the printer now work?	Complete.	Go to step 5.
5	Disconnect the power cord and wait 1 minute. Reseat the AC Inlet Harness, and then turn the printer on. Does the printer now work?	Complete.	Replace the LVPS (page 4-48).

DC Power Troubleshooting

Initial Actions

- Cycle printer power.
- If the problem persists, follow the procedure below.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	When the printer is turned on, can you hear the motor?	Go to step 2.	Go to step 5.
2	Is the Control Panel working?	Go to step 4.	Go to step 3.
3	Reseat both ends of the Control Panel cable. Does the error persist?	Go to step 4.	Complete.
4	Reseat the connectors on the Image Processor Board. Does the error persist?	Complete.	Replace the IP Board (page 4-45) and Control Panel (page 4-116).
5	Reseat the connectors on the MCU Board. Does the error persist?	Replace the LVPS (page 4-48).	Complete.

Image Quality

In this chapter...

- Image Quality Overview
- Checklist Before Troubleshooting Print-Quality
- Print-Quality Troubleshooting
- Test Prints
- Image Specifications

Chapter 3

Image Quality Overview

Image-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. The first step is to generate prints using information pages embedded in the printer on laser paper from the approved media list. Refer to "Media and Tray Specifications" on page 1-29 for supported and specialty media that have been tested and approved for use in the Phaser 3010/3040/WorkCentre 3045s. Use paper from a fresh ream that is acclimated to room temperature and humidity.

If the print-quality defect remains after printing on approved media from an unopened ream of paper, then investigate applications and environmental conditions.

Determine the temperature and humidity under which the printer is operating. Compare this to the "Environmental Specifications" on page 1-24. Extreme temperature and humidity can adversely affect print quality.

When analyzing a print-quality defect, first determine if the defect is repeating or a random occurrence. Continuous defects in the process direction, such as voids and lines, are the most difficult to diagnose. Inspect the visible surfaces of all rollers for obvious defects.

Defects Associated with Specific Printer Components

Some print-quality problems are associated with specific assemblies. Refer to the specific print-quality troubleshooting procedure for detail information.

Fuser

- Vertical Blank Lines
- Horizontal Band, Voids, or Streaks
- Unfused Image
- Random Spots
- Streaks

Transfer Roller

- Light or Undertone Print
- Horizontal Band, Voids, or Streaks
- Vertical Blank Lines
- Horizontal Band, Voids, or Streaks
- Random Spots
- Streaks
- Skew

Repeating Defects

Developer Assembles	Component	Roll Diameter (mm)	Interval (mm)
Transfer Roller	Transfer Roller	14.40	45.24
Fuser	Heat Roller	21.37	67.77
Xerographic Assy	magnet roller	12.50	21.74
	drum	30	94.25
	BCR roll	9	28.27
	BCR clean roll	8	25.13

Checklist Before Troubleshooting Print-Quality

Check Printer Condition

Toner

Low toner can cause print-quality problems, such as fading, streaking, White lines, or dropouts. Print a small document from different software applications to replicate the problem and check the amount of toner available. If the toner is low, replace the cartridge.

Toner that is not genuine Xerox toner can also cause print-quality problems. If the toner is not Xerox toner, replace the Toner Cartridge and recheck the print-quality issue.

Cleaning

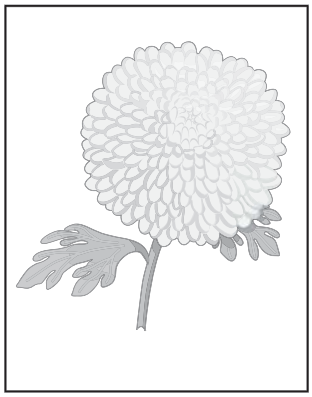
Paper, toner, and dust particles can accumulate inside the printer and cause print-quality problems such as smearing or specks. Clean the inside of the printer to reduce these problems.

Symptom Checklist

Based on the observed defect, check the following items prior to performing troubleshooting. These actions may help resolve the problem without troubleshooting the printer.

Light Print

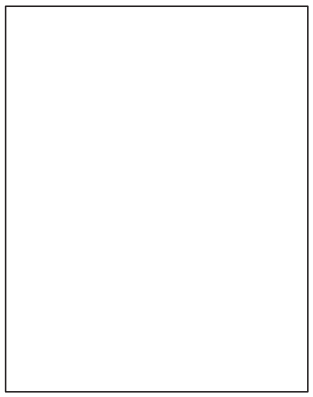
a. The toner may be too low. Check the amount of toner and change the Toner Cartridge if necessary.
b. Check the Toner Cartridge for proper installation.
c. Reset the print driver Image Settings (Brightness and Contrast) to the default settings.
d. Check that the correct media is being used.



Light or Undertone Print

Entire page is white.

a. Ensure the packaging material is removed from the Toner Cartridge.
b. Check the Toner Cartridge to make sure that it is installed correctly.
c. The toner may be low. Change the Toner Cartridge.



Blank Print

Black Output

Check the amount of toner remaining in the cartridge.



Black Print

Toner Smears

a. If you are printing on an uneven print surface, change the Paper Type setting in the printer driver.

b. Verify that the paper is within the printer specifications.

c. Adjust the Fuser temperature.

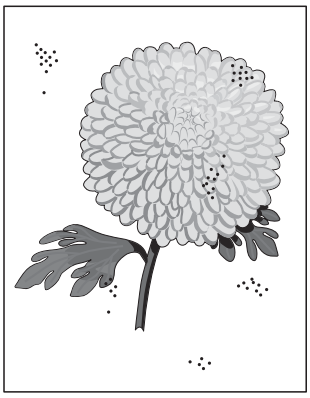


Smudges or Smears

Spots On Page and Printing Blurred

a. Check the Toner Cartridge to ensure correct installation.

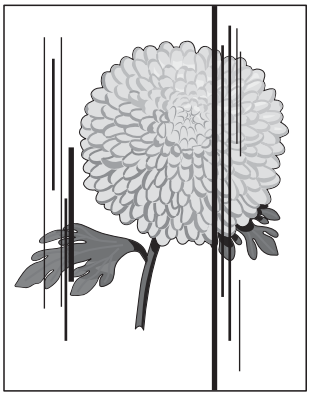
b. Clean the inside of the printer.



Random Spots

Streaks On Page

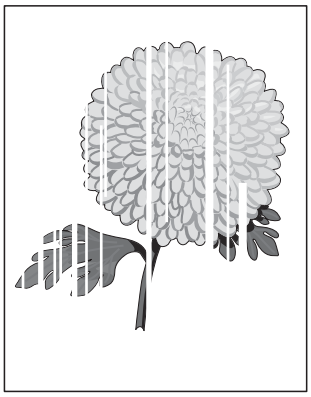
Check the amount of toner remaining in the cartridge.



Vertical Stripes

Vertical Blank Lines

Clean the inside of the printer.



Vertical Blank Lines

Ghosting

a. Verify that the correct print media is being used.
b. The print media surface may be uneven. Try changing the Paper Type setting in the printer driver. For example, change the plain paper to thick.
c. Adjust the transfer bias (see page 6-5).
d. Adjust the Fuser temperature (see page 6-5).



Residual Image/Ghosting

Background Contamination

There is toner contamination on all or most of the page.

Test the Toner Motor.



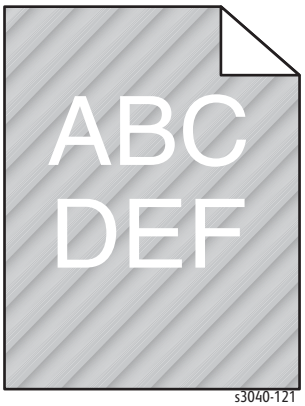
Background Contamination

Auger Mark

Diagonal marks of non-uniform density in halftone areas.

a. The toner may be low. Change the Toner Cartridge.

b. Test the Toner Motor.



s3040-121

Skewed Images

a. Verify that the paper guides are set correctly.

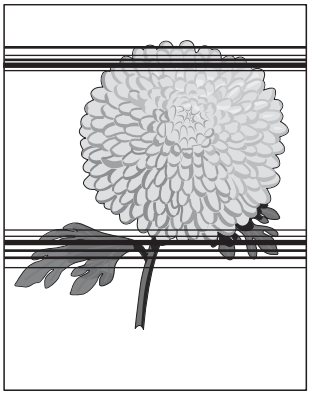
b. Verify that the correct print media is being used.



Skew 2

Horizontal Streaks

The toner may be low. Change the Toner Cartridge.



Horizontal Stripes

Print-Quality Troubleshooting

Print-Quality Defect Definitions

The following table lists the print-quality defect corrective procedure, their definition, and the page where each procedure is provided.

Defect	Description	Go to
Light or Undertone Print	The image density is too light in all colors.	3-9
Blank Print	The entire image area is blank.	3-10
Black Print	The entire image area is black.	3-11
Toner Smears	Toner smears appear on the page.	3-12
Random Spots	Spots of toner are randomly scattered on the page.	3-13
Streaks	Streaks appear on the page.	3-14
Pitched Color Dots	Evenly spaced dots appear vertically in a line.	3-15
Vertical Blank Lines	There are faded or completely non-printed lines along the page.	3-16
Ghosting	There are faint, ghostly images appearing on the page.	3-17
Background Contamination	There is toner contamination on all or most of the page.	3-18
Jagged Characters	Characters have jagged or uneven edges.	3-19
Horizontal Band, Voids, or Streaks	Horizontal density non-uniformity appears in halftone areas.	3-20
Auger Mark	Diagonal density no uniformity appears in halftone areas.	3-21
Damaged Media	The paper is wrinkled, folded, or worn-out.	3-22
Image Not Centered	The image is not centered on the page.	3-24
Skew	The image is not parallel with both sides of the paper.	3-26
Unfused Image	The toner is not completely fused.	3-28
Incorrect Magnification	The image is distorted.	3-29
ADF Lines or Streaks	Vertical lines or Streaks appear on copies.	3-30
Spots from ADF	Spots appear on copies.	3-31

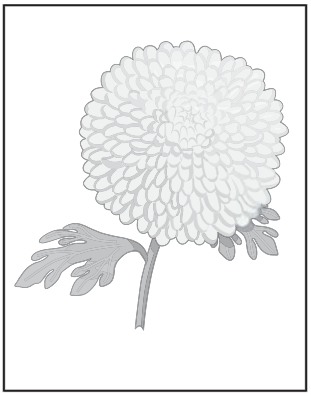
Light or Undertone Print

The overall image density is too light in all colors.

Initial Actions

- Check that the media settings match the media in use.
- Check that the media is dry and in good condition.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Toner Motor, PL4.1.2 ■ HVPS, PL7.1.2 ■ Scanner Assembly (3045NI) PL8.1.1 ■ Scanner Assembly (3045B) PL8.2.1	 Light or Undertone Print

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Print a Test Print. The error persists.	Go to Step 5.	Go to Step 2.
2	Scan the Test print. The error persists.	Go to Step 3.	Complete.
3	Reseat Scanner connections to the IP Board. The error persists.	Replace the Scanner (page 4-109), go to Step 4.	Complete.
4	Does the image print correctly?	Complete.	Go to Step 5.
5	Check the Toner Cartridge. The Toner Cartridge is installed correctly.	Go to Step 5.	Replace the Toner Cartridge.
6	Test the Toner Motor. The Toner Motor rotates.	Go to Step 7.	Replace the Toner Motor (page 4-37).
7	Replace the Transfer Roller (page 4-10). Does the error persist?	Replace the HVPS (page 4-42).	Complete.

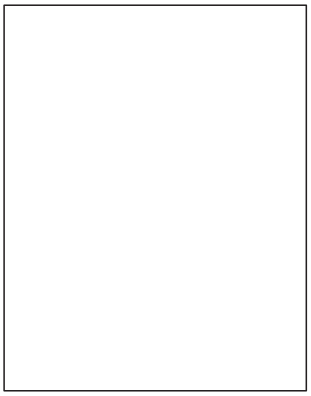
Blank Print

The entire image area is blank.

Initial Actions

- Check Toner Cartridge installation and condition.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ HVPS, PL7.1.2 ■ IP Board (3010/3040), PL7.2.8 ■ IP Board (3045), PL7.3.3 ■ Scanner Assembly (3045NI) PL8.1.1 ■ Scanner Assembly (3045B) PL8.2.1	 Blank Print

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Print a Test Print. The error persists.	Go to Step 5.	Go to Step 2.
2	Scan the Test print. The error persists.	Go to Step 3.	Complete.
3	Reseat Scanner connections to the IP Board. The error persists.	Replace the Scanner (page 4-109), go to Step 4.	Complete.
4	Does the image print correctly?	Complete.	Go to Step 5.
5	Check the Toner Cartridge. The Toner Cartridge is installed correctly.	Go to Step 6.	Replace the Toner Cartridge.
6	Replace the Transfer Roller (page 4-10). The error persists.	Replace the HVPS (page 4-42).	Complete.

Black Print

Part of the image is black or the entire image is black.

Initial Actions

- Check the media path.
- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ HVPS, PL7.1.2 ■ IP Board (3010/3040), PL7.2.8 ■ IP Board (3045), PL7.3.3 ■ Scanner Assembly (3045NI) PL8.1.1 ■ Scanner Assembly (3045B) PL8.2.1	 Black Print

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Print a Test Print. The error persists.	Go to Step 5.	Go to Step 2.
2	Scan the Test print. The error persists.	Go to Step 3.	Complete.
3	Reseat Scanner connections to the IP Board. The error persists.	Replace the Scanner (page 4-109), go to Step 4.	Complete.
4	Does the image print correctly?	Complete.	Go to Step 5.
5	Replace the Transfer Roller (page 4-10). The error persists.	Replace the HVPS (page 4-42).	Complete.

Toner Smears

There are faded or completely non-printed lines along the page in the direction of the paper travel from the leading edge to the trailing edge.

Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Check that the media settings match the media in use.
- Check that the media is dry and in good condition.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Fuser, PL5.1.1	 Smudges or Smears

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Reseat P/J18 on the MCU Board, and P/J201 on the LVPS. Does the image print correctly?	Complete.	Go to Step 2.
2	Replace the Fuser (page 4-38). Does the image print correctly?	Complete.	Replace the Transfer Roller.

Random Spots

There are spots of toner randomly scattered across the page.

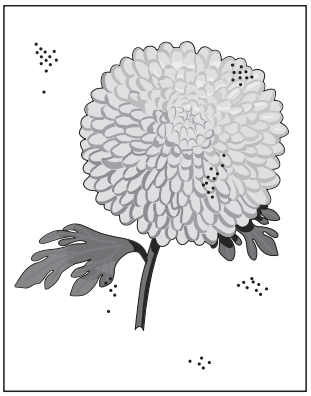
Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Ensure there is no debris on the media path.
- Print several blank pages to clean the media path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Fuser, PL5.1.1	 Random Spots

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check humidity. The humidity is within specification.	Go to Step 2.	Advise customer.
2	Print several blank pages to clean media path components. The spots continue to appear.	Go to Step 3.	Complete.
3	Examine prints for repeating patterns indicating a contaminated component. The spot pattern repeats.	Go to page 3-15.	Go to Step 4.
4	Replace the Transfer Roller (page 4-10). The spots continue to appear.	Replace the Fuser (page 4-38).	Complete.

Streaks

Streaks appear on the output.

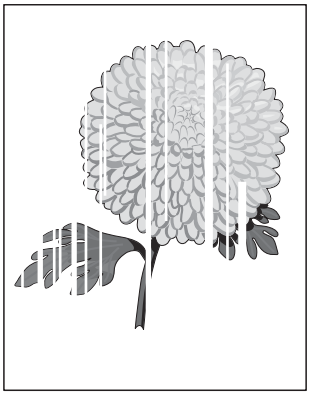
Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Check the paper transfer path.
- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Fuser, PL5.1.1	 Vertical Blank Lines

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Clean the LED window and media path. Does the image print correctly?	Complete.	Go to Step 2.
2	Check the paper being used. Is it approved paper?	Go to Step 4.	Load supported media, then go to Step 3.
3	Does the image print correctly?	Complete.	Go to Step 4.
4	Reseat and lock the Toner Cartridge. Does the image print correctly?	Complete.	Go to Step 5.
5	Replace the Transfer Roller (page 4-10). Does the image print correctly?	Complete.	Replace the Fuser (page 4-38).

Repeating Spots or Voids

There are recurring dots or voids on the page.

Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Check the paper transfer path.
- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Fuser, PL5.1.1	 Repeating Defects

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Measure the pitch. Does the pitch match any shown in the Repeating Defects Table? See page 3-3.	Replace the corresponding parts.	Contact your designated field support for assistance.

Vertical Blank Lines

There are faded or completely non-printed lines along the page in the direction of the paper travel from the leading edge to the trailing edge.

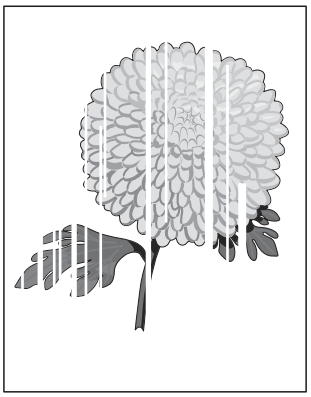
Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Ensure there is no debris on the media path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Fuser, PL5.1.1	 Vertical Blank Lines

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check media condition. Is the media dry and approved for use?	Go to Step 3.	Replace with dry, approved media, then go to Step 3.
2	Does the image print correctly?	Complete.	Go to Step 3.
3	Replace the Transfer Roller (page 4-10). Does the image print correctly?	Complete.	Go to Step 4.
4	Replace the Fuser (page 4-38).	Complete.	Contact your designated field support for assistance.

Residual Image or Ghosting

There are faint, ghostly images appearing on the page. The images may be either from a previous page or from the page currently being printed.

Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Fuser, PL5.1.1	 Residual Image/Ghosting

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Replace the Transfer Roller (page 4-10). Does the image print correctly?	Complete.	Go to Step 2.
2	Replace the Fuser (page 4-38).	Complete.	Contact your designated field support for assistance.

Background Contamination

Small spots are scattered randomly across the page.

Initial Actions

- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11	 Background Contamination

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Replace the Transfer Roller. Does the image print correctly?	Complete.	Contact your designated field support for assistance.

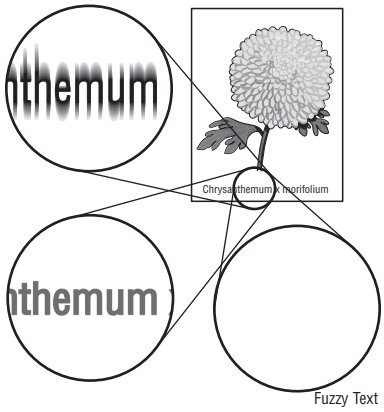
Jagged Characters

Characters have fuzzy edges.

Initial Actions

- Check the paper transfer path.
- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ IP Board (3010/3040), PL7.2.8 ■ IP Board (3045), PL7.3.3	

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Replace the IP Board. Does the error persist?	Contact your designated field support for assistance.	Complete.

Horizontal Band, Voids, or Streaks

There are areas of the image that are extremely light or are missing entirely. These missing areas form wide bands which cover a wide area horizontally, perpendicular to the paper feed direction.

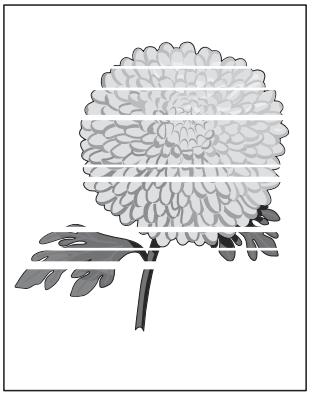
Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11 ■ Toner Cartridge, P4.1.5 ■ Fuser, PL5.1.1	 Horizontal Band, Void, or Streaks

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check the paper condition. Is the paper dry and approved for use?	Go to Step 2.	Replace with dry, approved paper.
2	Compare defect spacing to the Repeating Defects table (page 3-3). Do any of the horizontal bands match?	Replace the corresponding parts.	Contact your designated field support for assistance.

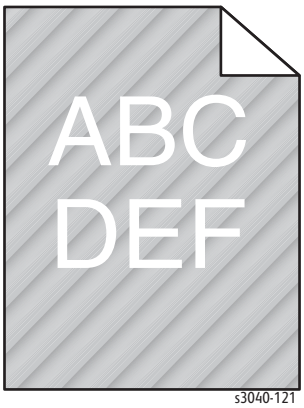
Auger Mark

Diagonal marks of non-uniform density in half tone areas appear on the image.

Initial Actions

- Ensure there is no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Transfer Roller, PL1.1.11	 s3040-121

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Replace the Image Transfer Board. Does the image print correctly?	Complete.	Contact your designated field support for assistance.

Damaged Media

Paper comes out from the printer wrinkled, folded, or worn-out.

Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Check the paper transfer path.
- Ensure there is no debris on the transfer path.
- If feeding through the manual feed slot, try feeding from Tray 1.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Feed Roller, PL2.2.4 Left and Right Feed Roller Cam, PL2.2.2 and PL2.2.7 ■ Registration Roller, PL2.3.1 ■ Registration Pinch Roller, PL2.3.2 ■ Fuser, PL5.1.1 ■ Separator Pad, PL2.2.11 ■ MCU Board, PL7.1.3	 s3040-179

Note

The Main Tray is recommended for media feeding because paper fed from the Bypass Tray is prone to skew depending on how the sheet is fed.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check the paper condition. Is the paper dry and approved for use?	Go to Step 3.	Replace with dry, approved paper, then go to Step 2.
2	Check the media path for contamination or debris. Is there contamination or debris in the paper path?	Clean the media path, and then go to Step 3.	Go to Step 4.
3	Does the image print correctly?	Complete.	Go to Step 4.

Troubleshooting Procedure Table (continued)

Step	Actions and Questions	Yes	No
4	Check the Registration Roller and the Registration Pinch Roller for rotation. Put the printer in diagnostic mode and test the **Main Drive Motor** (see "Using Service Diagnostics" on page 2-23). Do the Registration Roller and the Registration Pinch Roller rotate correctly?	Complete.	Go to Step 5.
5	Replace the Main Drive Motor (page 4-41). Does the image print correctly?	Complete.	Go to Step 6.
6	Replace the Fuser (page 4-38). Does the image print correctly?	Complete.	Go to Step 7.
7	Replace the Separator Pad (page 4-23). Does the image print correctly?	Complete.	Go to Step 8.
8	Replace the Feed Roller and the Left and Right Feed Roller Cams (page 4-17). Does the image print correctly?	Complete.	Go to Step 9.
9	Replace the MCU Board (page 4-43). Does the image print correctly?	Complete.	Contact your designated field support for assistance.

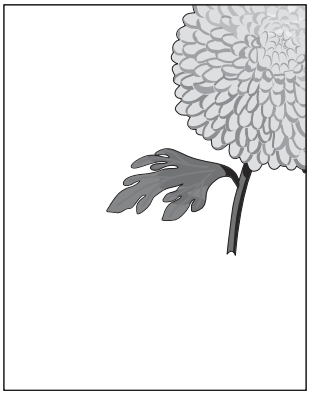
Image Not Centered

The image is not centered on the page.

Initial Actions

- Verify that the paper guides are set correctly.
- If feeding from the Bypass Tray, try feeding from Main Paper Tray.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Feed Drive Assembly, PL6.1.5 ■ Registration Roller, PL2.3.1 ■ Registration Pinch Roller, PL2.3.2 ■ Separator Pad, PL2.2.11 ■ MCU Board, PL7.1.3	 Image Not Centered

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check the Registration Roller and the Registration Pinch Roller for rotation. Put the printer in diagnostic mode and test the **Main Drive Motor** (see "Using Service Diagnostics" on page 2-23). Do the Registration Roller and the Registration Pinch Roller rotate?	Complete.	Go to Step 5.
2	Replace the Main Drive Motor (page 4-41). Does the image print correctly?	Complete.	Go to Step 3.

Troubleshooting Procedure Table (continued)

Step	Actions and Questions	Yes	No
3	Inspect the Registration Roller and the Registration Pinch Roller for wear or damage. Is either part worn or damaged?	Replace the Registration Roller (page 4-27) or Registration Pinch Roller (page 4-26).	Go to Step 4.
4	Replace the Separator Pad (page 4-23). Does the image print correctly?	Complete.	Go to Step 5.
5	Replace the MCU Board (page 4-43). Does the image print correctly?	Complete.	Contact your designated field support for assistance.

Skew

The image is not parallel with both sides of the paper.

Initial Actions

- Verify that the paper guides are set correctly.
- Check the media path.
- Ensure there is no debris on the transfer path.
- If feeding through the manual feed slot, try feeding from Tray 1.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Feed Roller, PL2.2.4 Left and Right Feed Roller Cam, PL2.2.2 and PL2.2.7 ■ Registration Roller, PL2.3.1 ■ Registration Pinch Roller, PL2.3.2 ■ Separator Roller, PL2.1.5 ■ MCU Board, PL7.1.3	 Skew 2

Note

The Main Paper Tray is recommended for paper feeding because paper fed from the Bypass Tray is more prone to skew.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check Registration Roller and Registration Pinch Roller rotation. Put the printer in diagnostic mode andthe **Main Drive Motor** (see "Using Service Diagnostics" on page 2-23). Do the rollers rotate?	Go to Step 6.	Go to Step 2.
2	Replace the Main Drive Motor (page 4-41). Does the image print correctly?	Complete.	Go to Step 3.

Troubleshooting Procedure Table (continued)

Step	Actions and Questions	Yes	No
3	Inspect the Registration Roller and the Registration Pinch Roller for wear or damage. Is either part worn or damaged?	Replace the Registration Roller (page 4-27), then go to Step 6.	Go to Step 4.
4	Does the image print correctly?	Complete.	Go to Step 5.
5	Replace the Feed Roller (page 4-17). Does the image print correctly?	Complete.	Go to Step 6.
6	Replace the Separator Pad (page 4-74). Does the image print correctly?	Complete.	Go to Step 7.
7	Replace the MCU Board (page 4-43). Does the image print correctly?	Complete.	Contact field support for assistance.

Unfused Image

The image is not completely fused to the paper. The image easily rubs off.

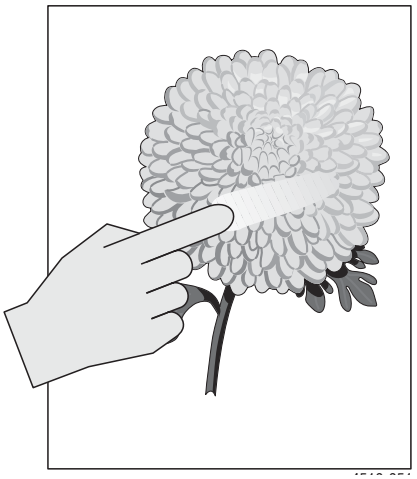
Warning

Allow the Fuser to cool before servicing the printer.

Initial Actions

- Check the media path.
- Check the Fuser connection.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Fuser, PL5.1.1 ■ MCU Board, PL7.1.3	

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1	Check the media being used. Is the media dry and recommended?	Go to Step 3.	Replace with dry, approved media, then go to Step 2.
2	Does the image print correctly?	Complete.	Go to Step 3.
3	Check the Toner type. Is non-Xerox Toner in use?	Replace toner, then go to Step 4.	Go to Step 5.
4	Does the image print correctly?	Complete.	Go to Step 5.
5	Replace the Fuser (page 4-38). Does the error persist?	Go to Step 6.	Complete.
6	Replace the MCU Board (page 4-43). Does the error persist?	Contact field support for assistance.	Complete.

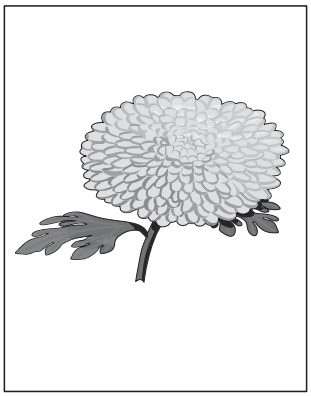
Incorrect Magnification

Incorrect magnification when copying with the ADF feeding.

Initial Actions

- Check the paper transfer path.
- Ensure there are no debris on the transfer path.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Scanner Assembly (3045NI) PL8.1.1 ■ Scanner Assembly (3045B) PL8.2.1	 Magnification Incorrect

Troubleshooting Procedure

Step	Actions and Questions	Yes	No
1	Check media condition. Is the paper dry, recommended, loaded in the correct position, and meet specifications?	Go to Step 2.	Replace the media or use the platen.
2	Is the ADF closed against the document glass completely?	Go to Step 3.	Close the ADF.
3	Perform Scanner Calibration procedure (“Scanner Adjustment” on page 6-7). Does the error still occur?	Replace the Scanner (page 4-109).	Complete.

ADF Lines or Streaks

There are lines or streaks on copies from the ADF.

Initial Actions

- Check the document glass.
- Ensure there are no debris on the document glass.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Scanner Assembly (3045NI) PL8.1.1 ■ Scanner Assembly (3045B) PL8.2.1	 Smudges or Smears

Troubleshooting Procedure

Step	Actions and Questions	Yes	No
1	Check the output document. Are there lines or streaks on the document?	Replace the original document.	Go to Step 2.
2	Is there debris on the document glass?	Clean the document glass using a lint-free cloth.	Go to Step 3.
3	Does the image quality improve?	Complete.	Go to Step 4.
4	Are there scratches on the document glass?	Replace the Scanner (page 4-109).	Complete.

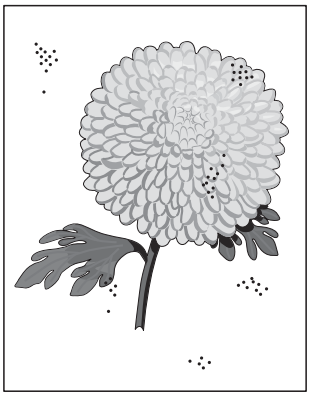
Spots from ADF

There are spots on copies from the ADF.

Initial Actions

- Check the document glass.
- Ensure there are no debris on the document glass.

Troubleshooting Reference Table

Applicable Parts	Example Print
■ Scanner Assembly (3045NI) PL8.1.1 ■ Scanner Assembly (3045B) PL8.2.1	 Random Spots

Troubleshooting Procedure

Step	Actions and Questions	Yes	No
1	Check the original document. Are there spots on the original?	Replace the original document.	Go to Step 2.
2	Check for debris on the document glass and the CVT window. Is there any debris?	Clean the document glass using a lint-free cloth.	Go to Step 3.
3	Does the image quality improve?	Complete.	Replace the Scanner (page 4-109).

Test Prints

A variety of test prints are available for troubleshooting print quality defects and to confirm proper printer operation. Test Prints can isolate printing problems to the MCU or Image Processor Board by using on board image data to isolate the two boards. Test prints are also useful for stimulating asynchronous (dynamic) events related to the print process, or as a test for media path and media related problems. Some other key features of test prints:

- Is the only diagnostic utility to exercise the entire print cycle.
- They are isolated from the operating system, and are run from firmware.
- Isolates the Image Processor Board from the MCU Board.
- Captures static or dynamic events.
- Helps to isolate events that cause print artifacts or prevents printing.

Test prints are selected from the list of available test prints in the **Test Print** menu of diagnostics.

Printing Test Prints From CE Diagnostics

1. Start the CE Diagnostic software, and select the CE Diags tab.
2. Select Test Print.
3. Select the desired test print button.

Printing Test Prints From Service Diagnostics

1. Power off the printer.
2. Power on the printer while pressing the Down Arrow and Up Arrow buttons.
3. Release the fingers from the buttons when “CE Mode” and “Password” is displayed.
4. Press the Down Arrow button twice and press OK button.

   The printer is now in Service Diagnostic mode.
5. Press the Down Arrow button until “Test Print” is displayed.
6. Press OK.
7. Use the Down Arrow and Up Arrow buttons to select the desired test print.

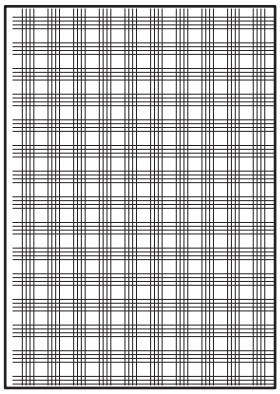
Paper Size

Sets the paper size in which the test print is printed.

TestPatASIC[IOT] Test Print

Prints theprint engine test pattern.

If the pattern does not print correctly, check the MCU Board. If the pattern prints OK, check the Image Processor Board.

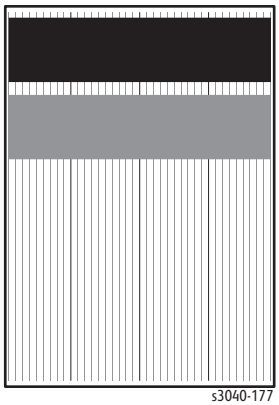


s3040-176

TestPatLPH[IOT] Test Print

Prints the IP Board grid pattern.

Compare the print with the sample. If the test print does not match the test print shown here, check the MCU Board. If the test print is OK, check that the printer is connected correctly.



s3040-177

Image Specifications

The following table lists specifications for the printer.

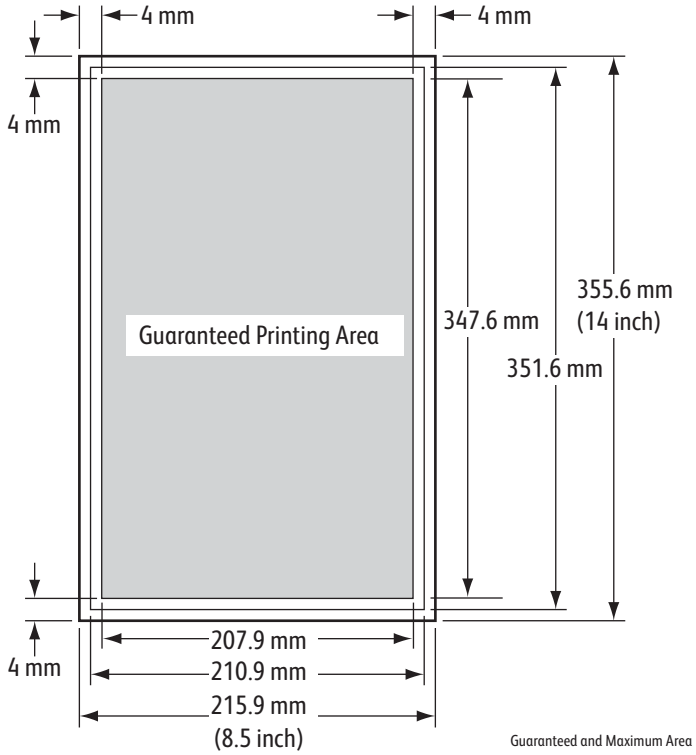
Note

The printed image has 4.1 mm margins on all sides.

Characteristic	Specification
Maximum Print Area	215.9 mm x 355.6 mm (8.5 inches x 14 inches)
Guaranteed Print Area	215.9 mm x 355.6 mm (8.5 inches x 14 inches)
Skew	
Main Paper Tray (A4)	180 mm ± 1.4 mm
Main Paper Tray (LTR)	200 mm ± 1.5 mm
Bypass Tray (A4)	180 mm ± 2.0 mm
Bypass Tray (LTR)	200 mm ± 2.2 mm
Perpendicularity	140 mm ± 1.0 mm
Parallelism	
A4	280 mm ± 1.3 mm
LTR	260 mm ± 1.3 mm
Linearity (Main Paper Tray)	
Horizontal	
A4	180 mm ± 0.5 mm
LTR	200 mm ± 0.5 mm
Vertical	
A4	280 mm ± 0.6 mm
LTR	260 mm ± 0.6 mm
Slant	
A4	254.5 mm ± 1.1 mm
LTR	282.8 mm ± 1.2 mm
Magnification Error	
Horizontal	
A4	180 mm ± 0.5 mm
LTR	200 mm ± 0.5 mm
Vertical	
A4	280 mm ± 0.5 mm
LTR	260 mm ± 0.5 mm
Registration	
Leading Edge	≤ ± 2.0 mm
Side Edge	≤ ± 2.5 mm

Guaranteed Print Areas

- Maximum Print Area: 215.9 mm x 355.6 mm



Service Parts Disassembly

In this chapter...

- Overview
- Consumable
- Phaser 3010/3040 Covers
- Phaser 3010/3040 Feeder
- Phaser 3010/3040 Xerographics
- Phaser 3010/3040 Drive
- Phaser 3010/3040 Electrical
- WorkCentre 3045 Covers
- WorkCentre 3045 Feeder
- WorkCentre 3045 Xerographics
- WorkCentre 3045 Drive
- WorkCentre 3045 Electrical
- WorkCentre 3045 Scanner and ADF

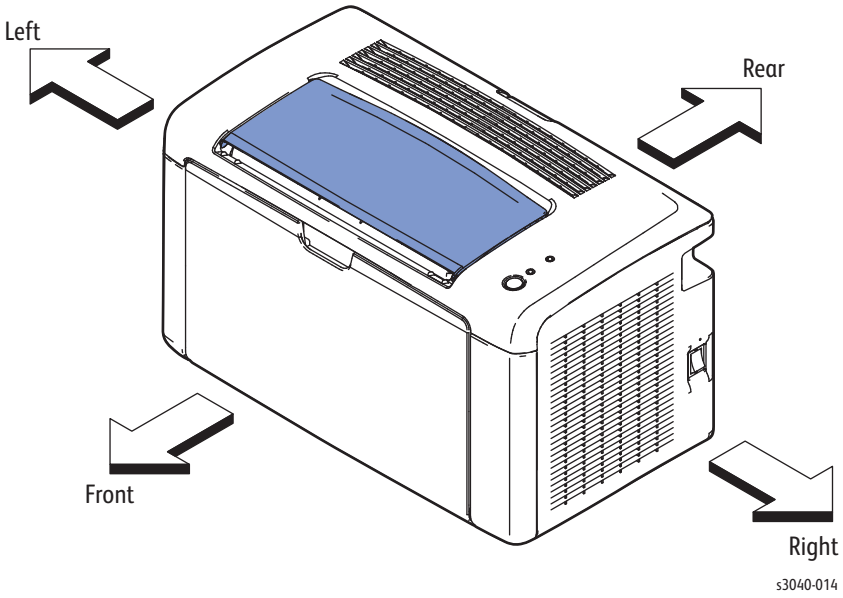
Chapter 4

Overview

This section contains the removal procedures for field-replaceable parts listed in the Parts List. In most cases, the replacement procedure is simply the reverse of the removal procedure. In some instances, additional steps are necessary and are provided for replacement of the parts. For specific assemblies and parts, refer to Chapter 9.

Standard Orientation of the Printer

When needed, the orientation of the printer is called out in the procedure as an aid for locating the printer parts. The following figure identifies the Front, Rear, Left, and Right sides of the printer.



Preparation

Before you begin any procedure:

Warning

Unplug the power cord from the wall outlet.

Warning

Allow the Fuser to cool before using the procedure.

Caution

Many parts are secured by plastic tabs. Do not over flex or force these parts. Do not over torque screws threaded into plastic.

Note

Names of parts that appear in the removal procedures may not match the names that appear in the Parts List. For example, a part called Paper Tray in a removal procedure may appear on the Parts List as Cassette, Assy. While using removal procedure, ignore any prerequisite procedures for parts already removed.

1. Wear an Electrostatic Discharge wrist strap.
2. Turn Off power and disconnect the power cord from the wall outlet.
3. Disconnect all cables from the printer.
4. Remove the Toner Cartridges (page 4-5).

Notations in the Disassembly Text

- The notation “(item X)” points to a numbered callout in the illustration corresponding to the disassembly procedure being performed.
- The notation “PL*X.X.X*” indicates the component is listed in the Parts List.
- Arrows in an illustration show direction of movement when removing or replacing a component.
- The notation “(tap, plastic, 10 mm)” or “(metal, 6 mm)” refer to the type of screw being removed.

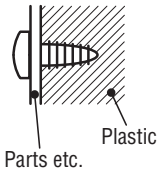
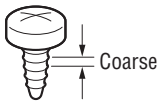
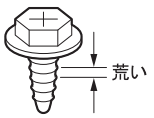
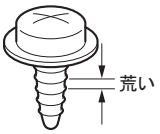
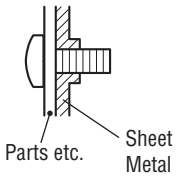
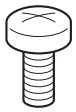
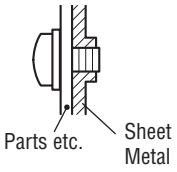
Replacement Note

Provides information specific to the replacement of parts or assemblies.

Fastener Types

The following table lists the types of screws used to assemble the printer. The procedures provide dimensions for screws being removed.

Screw Types Used in this Product

Type	Application	Shape	Characteristics
Self-tapping, plastic			1. Silver colored. 2. Screw thread is coarse compared to metal screw. 3. Screw tip is thin.
Self-tapping, hex-head, plastic, with flange			1. Silver colored. 2. Screw thread is coarse compared to metal screw. 3. Screw tip is thin. 4. Used in Fuser
Self-tapping, plastic, with flange			1. Silver colored. 2. Screw thread is coarse compared to metal screw. 3. Screw tip is thin. 4. Used in Fuser
Sheet Metal, silver			1. Silver colored. 2. Diameter is uniform.
Sheet Metal, silver with lock washer			1. Silver colored. 2. Includes a toothed washer. 3. Diameter is uniform. 4. Used for grounding terminals.

Caution

Use care when installing self-tapping screws in plastic. To properly start the screw in plastic, turn the screw counter-clockwise in the hole until you feel the screw engage the threads, then tighten as usual. Improperly aligning or over tightening the screw can result in damage to previously tapped threads.

Always use the correct type and size screw. Using the wrong screw can damage tapped holes. Do not use excessive force to remove or install either a screw or a printer part.

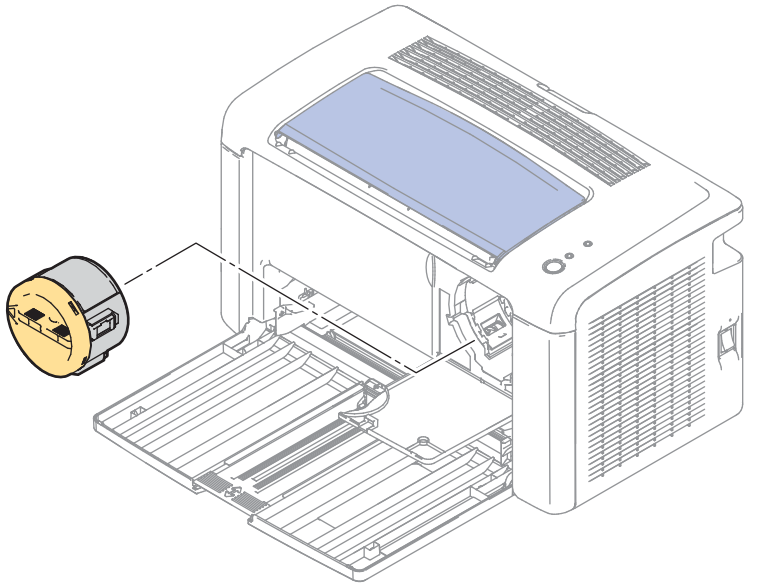
Consumable

The Toner Cartridge is the only consumable.

Toner Cartridge

PL4.1.13

1. Open the Main Tray Door
2. Open the Toner Door.
3. Turn the Toner Cartridge handle CCW to release the lock and remove the cartridge.



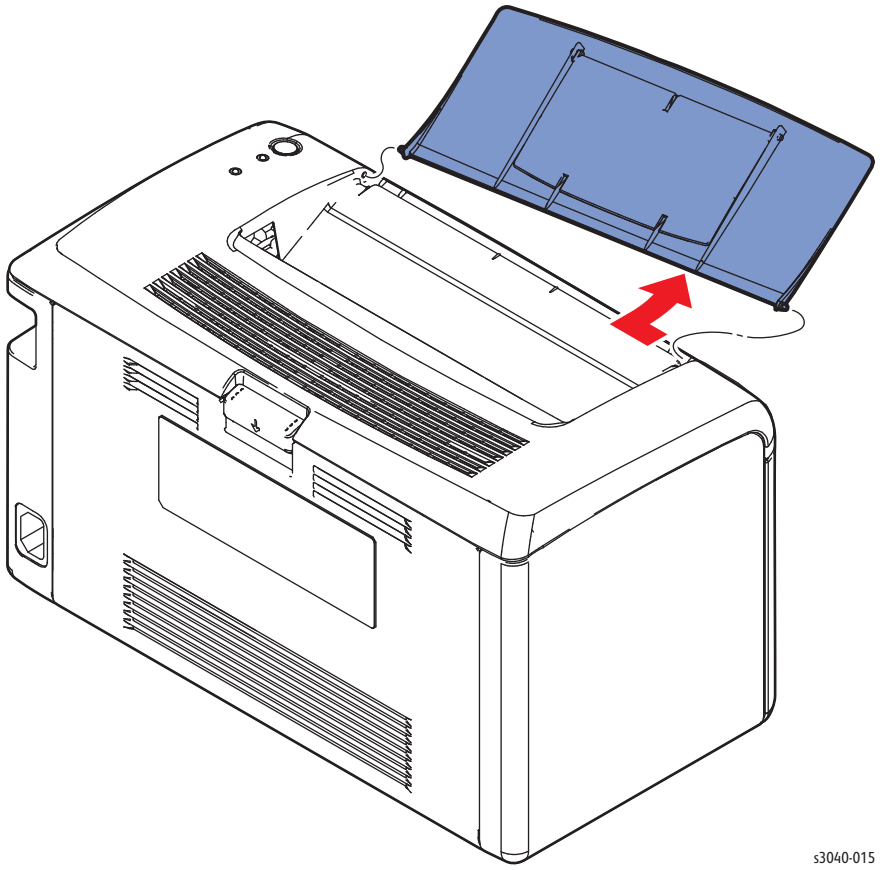
s3040-013

Phaser 3010/3040 Covers

Output Tray Extension

PL1.1.1

1. Open the Output Tray Extension.
2. Release the boss of the Output Tray Extension from the hole on the Top Cover.

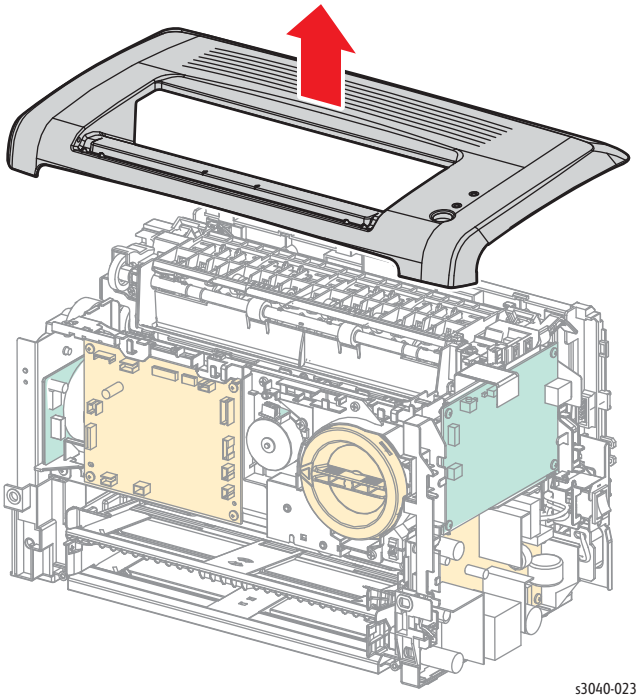


s3040-015

Top Cover

PL1.1.4

1. Open the Rear Door.
2. Remove the Main Tray (page 4-13).
3. Remove the Front Cover (page 4-15).
4. Remove the Right Cover (page 4-12).
5. Remove the Left Cover (page 4-16)
6. Remove the Output Tray Extension (page 4-6).
7. Release the front tabs, and carefully lift the Top Cover from the right and disconnect P/J220 on the Control Panel to remove the Top Cover.

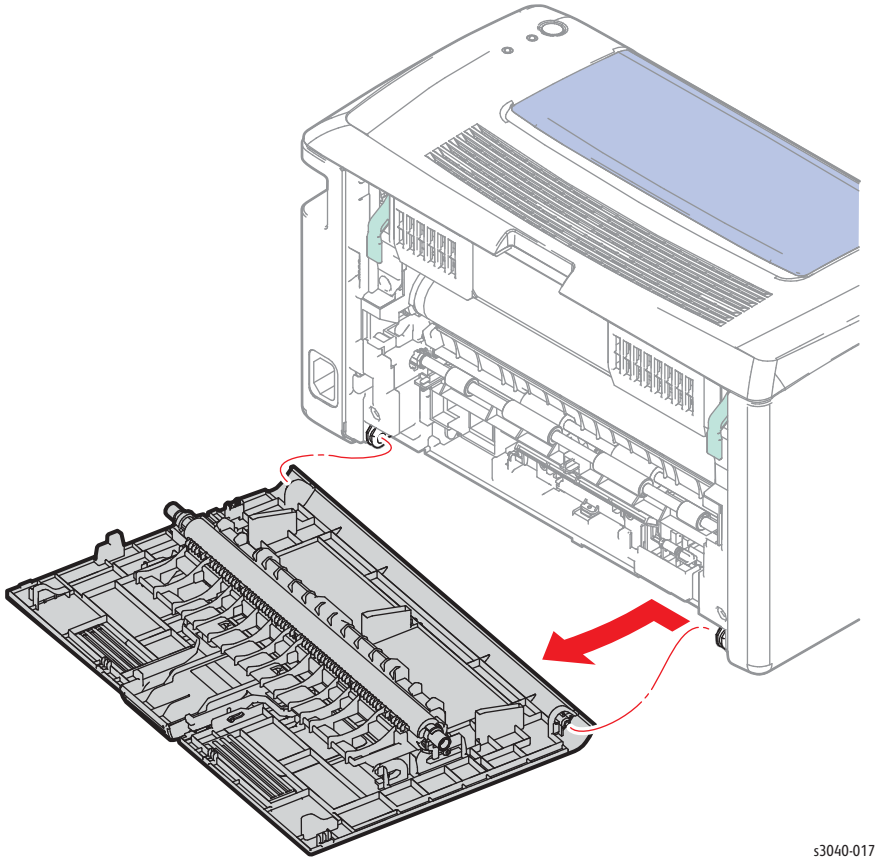


s3040-023

Rear Door

PL1.1.8

1. Open the Rear Door.
2. Release the boss from the right hinge and remove the Rear Door.

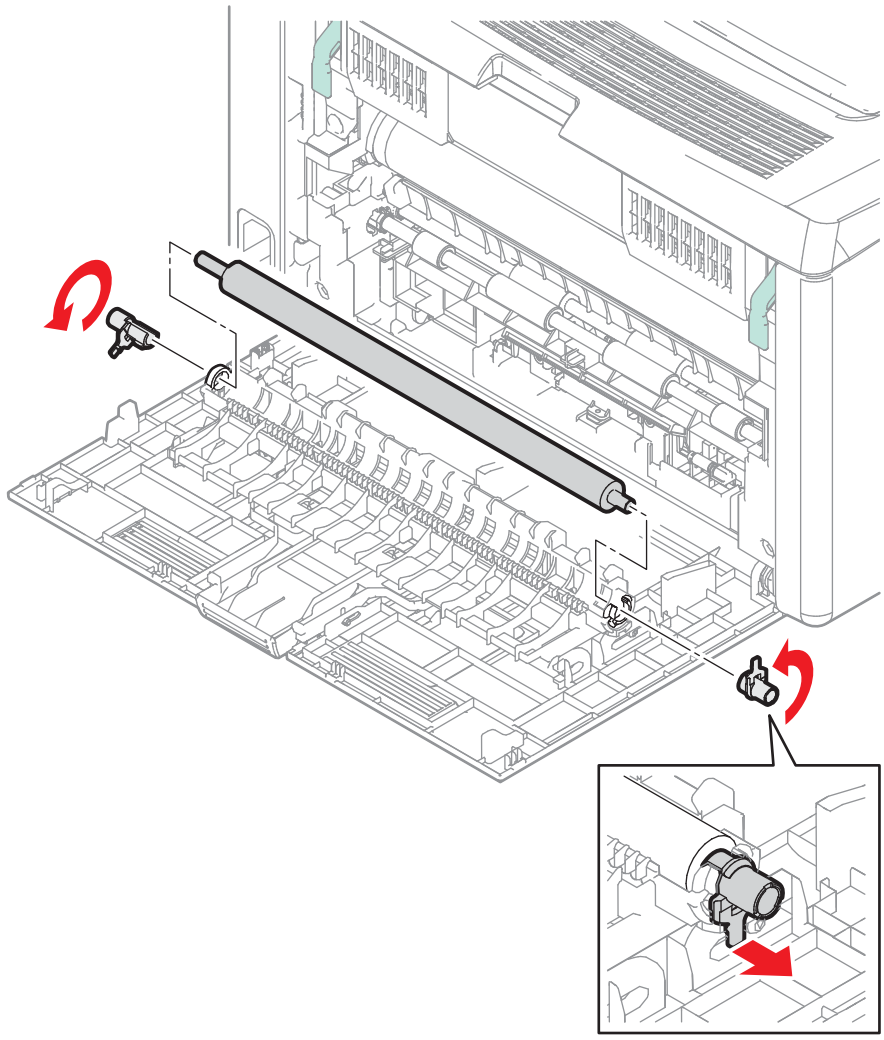


s3040-017

Transfer Roller Bearings

PL1.1.9, 1.1.10

1. Open the Rear Door.
2. Release the bearing locks and rotate the bearings to align the key with the notch and remove the bearings from the Transfer Roller shaft.

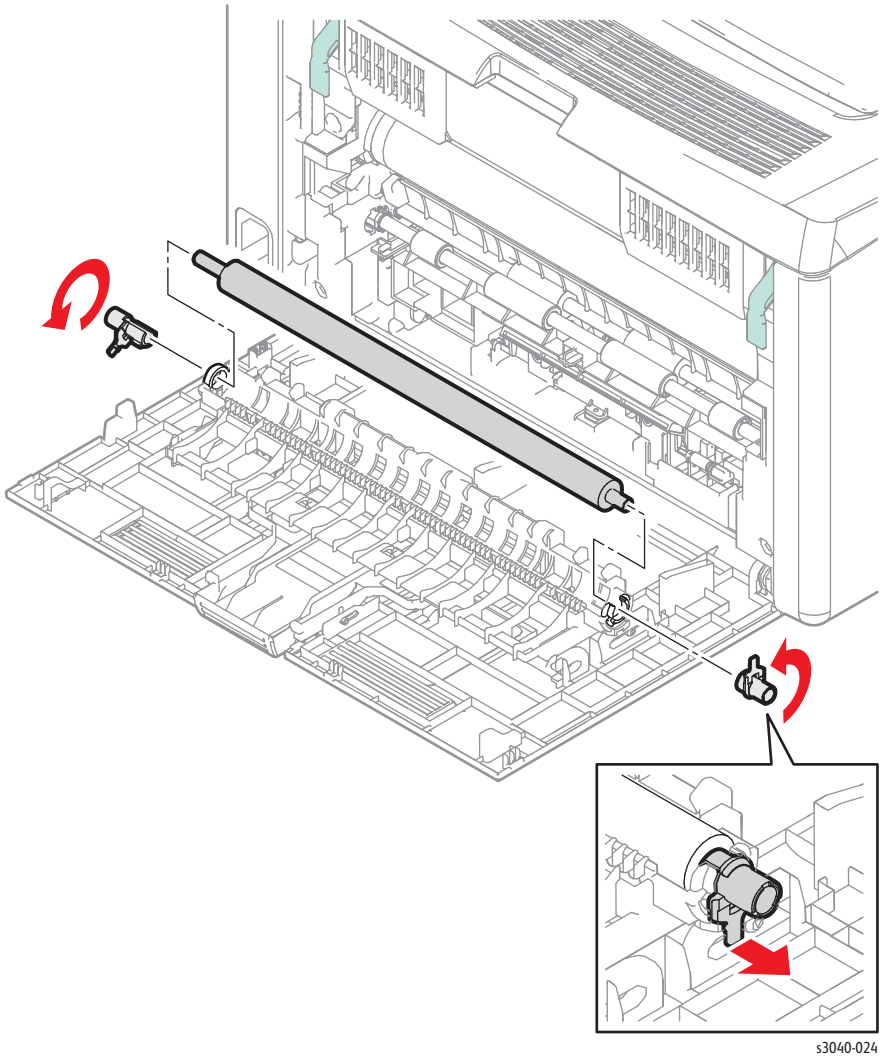


s3040-024

Transfer Roller

PL1.1.11

1. Open the Rear Door.
2. Remove the right side Transfer Roller bearing (page 4-9) and remove the Transfer Roller from the Rear Door.

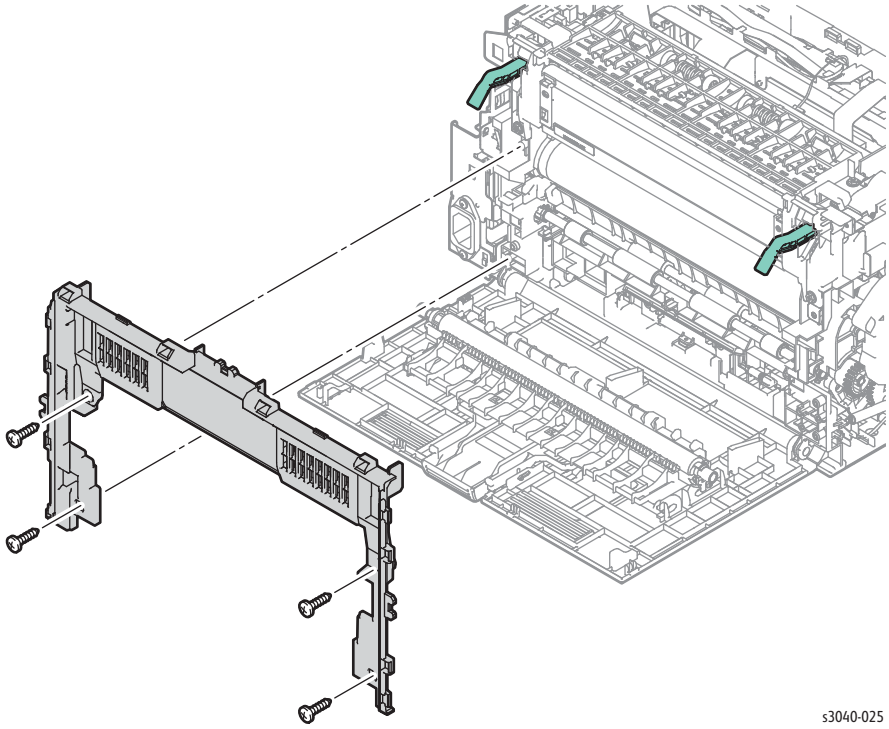


s3040-024

Rear Cover

PL1.1.12

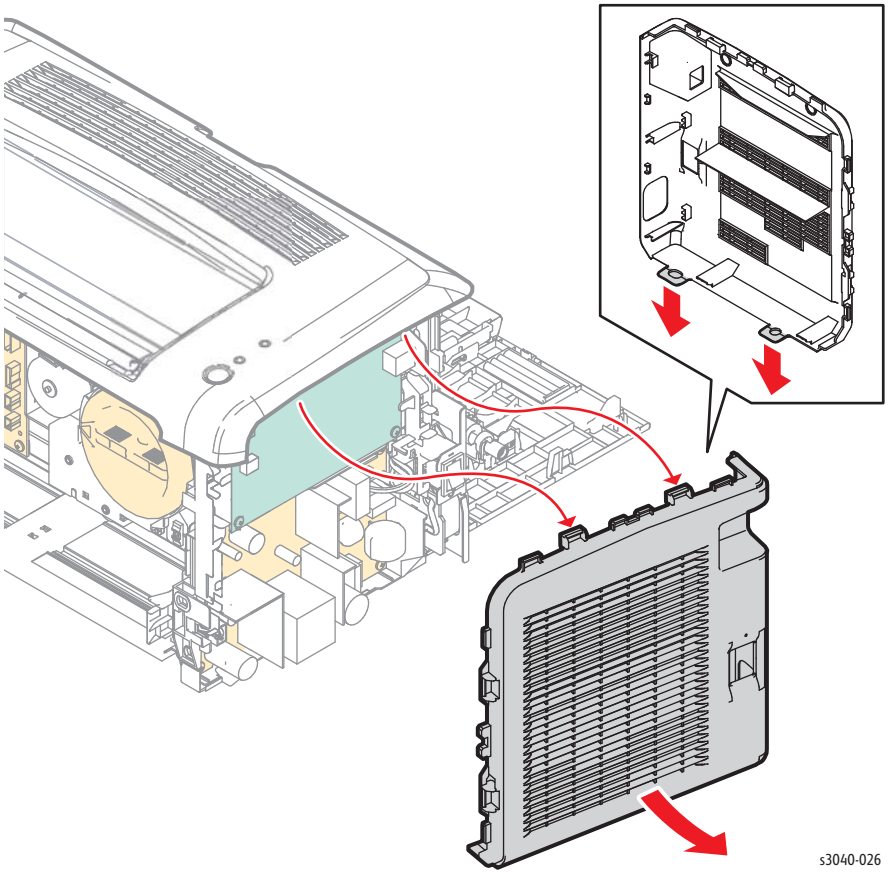
1. Open the Rear Door.
2. Remove the Main Tray (page 4-13).
3. Remove the Front Cover (page 4-15).
4. Remove the Right Cover (page 4-12).
5. Remove the Left Cover (page 4-16)
6. Lift the Fuser levers.
7. Remove the 4 screws (silver, tap, 8 mm) that secure the Rear Cover.
8. Release several hooks that secure the cover to the Top Cover and chassis.



Right Cover

PL1.1.13

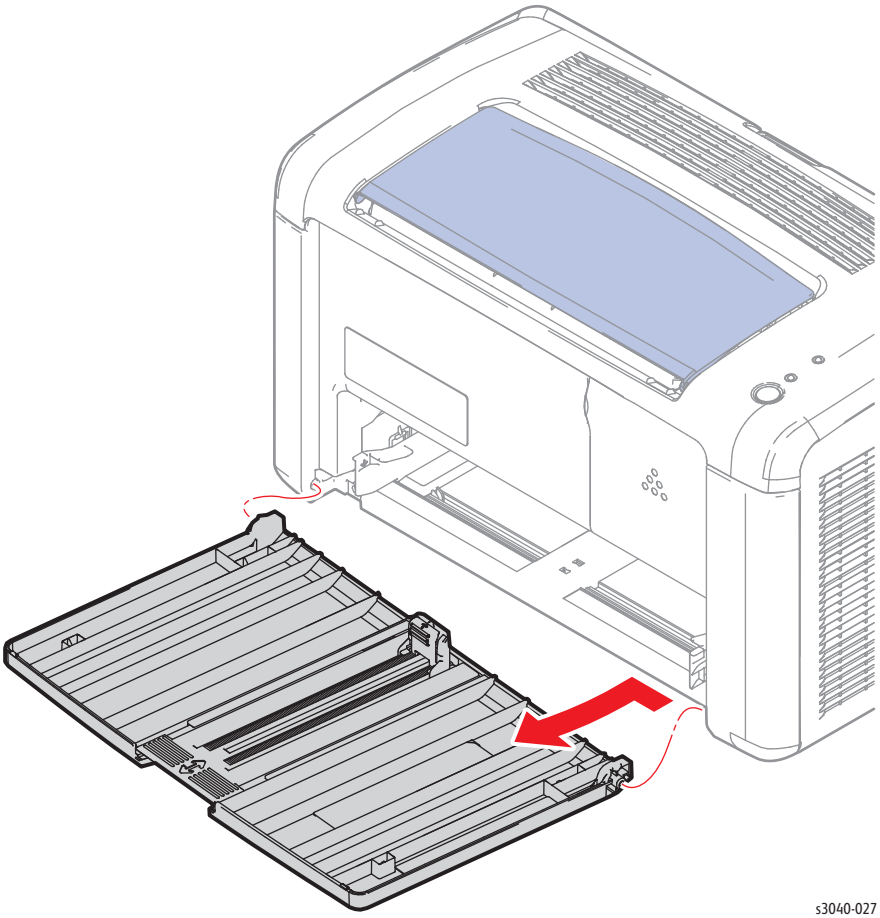
1. Remove the Front Cover (page 4-15).
2. Open the Rear Door.
3. Release the 2 bosses on the bottom of the Right Cover.
4. Release several hooks that secure the cover to the Top Cover and chassis.



Main Tray

PL1.1.14

1. Open the Main Tray.
2. Release the boss on the Main Tray from the hole in the Front Cover, and then remove the Tray.

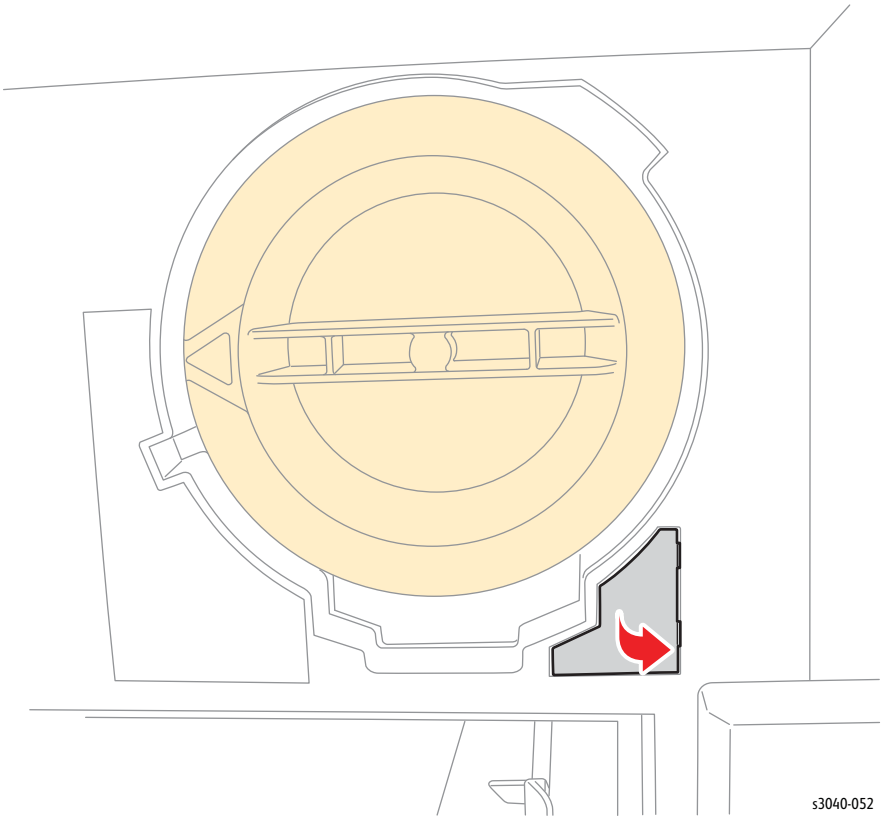


s3040-027

HiPot Cover

PL1.1.19

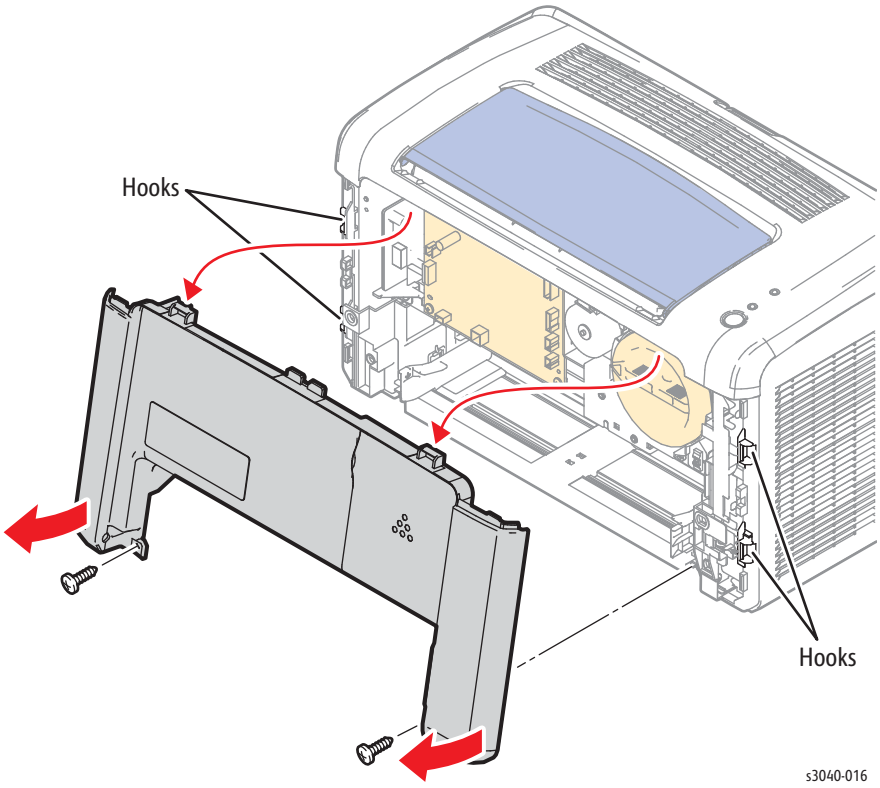
1. Open the Main Tray.
2. Open the Toner Door.
3. Starting on the left edge, release the hooks on both sides of the cover. There is 1 hook on the left, 2 hooks on the right.



Front Cover

PL1.1.20

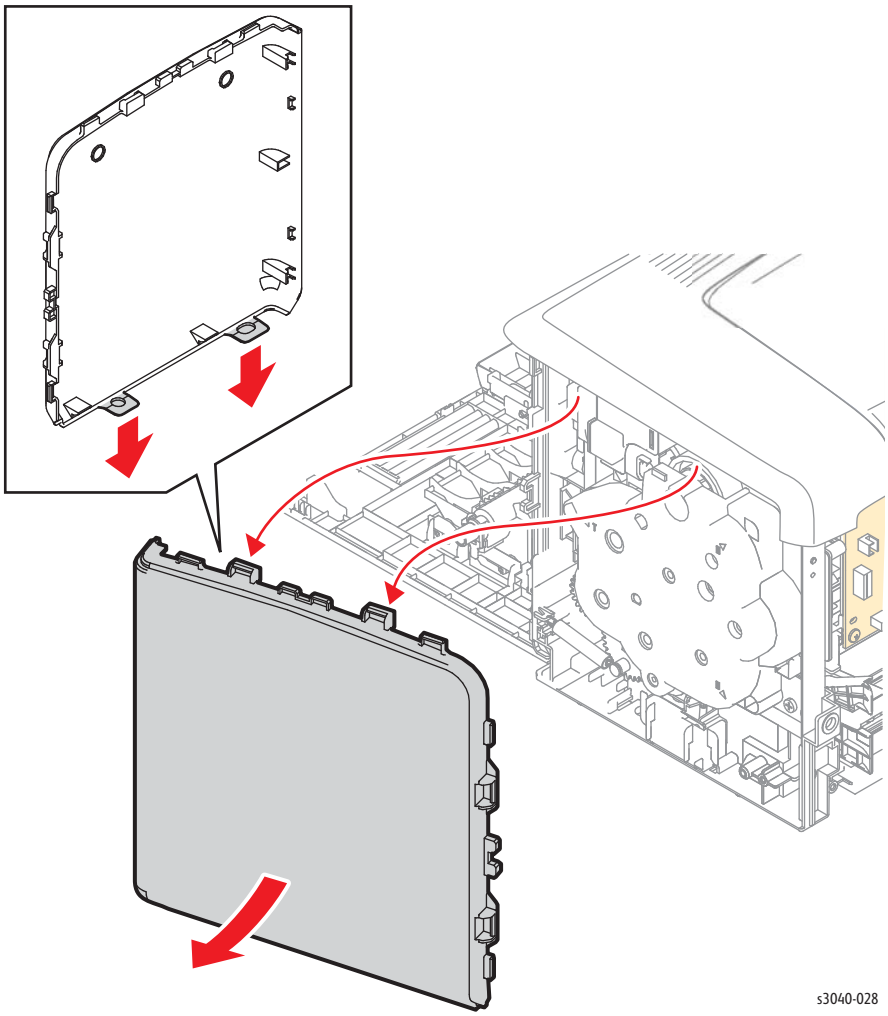
1. Remove the Main Tray (page 4-13).
2. Remove the 2 screws (silver, tap, 8 mm) that secure the Front Cover to the printer.
3. Starting on the bottom side, release the hooks on both sides of the printer, and remove the Front Cover. There are 2 hooks per side, and 2 on the top.



Left Cover

PL1.1.23

1. Remove the Front Cover (page 4-15).
2. Open the Rear Door.
3. Release the 2 bosses on the bottom of the Left Cover.
4. Release several hooks that secure the cover to the Top Cover and chassis.



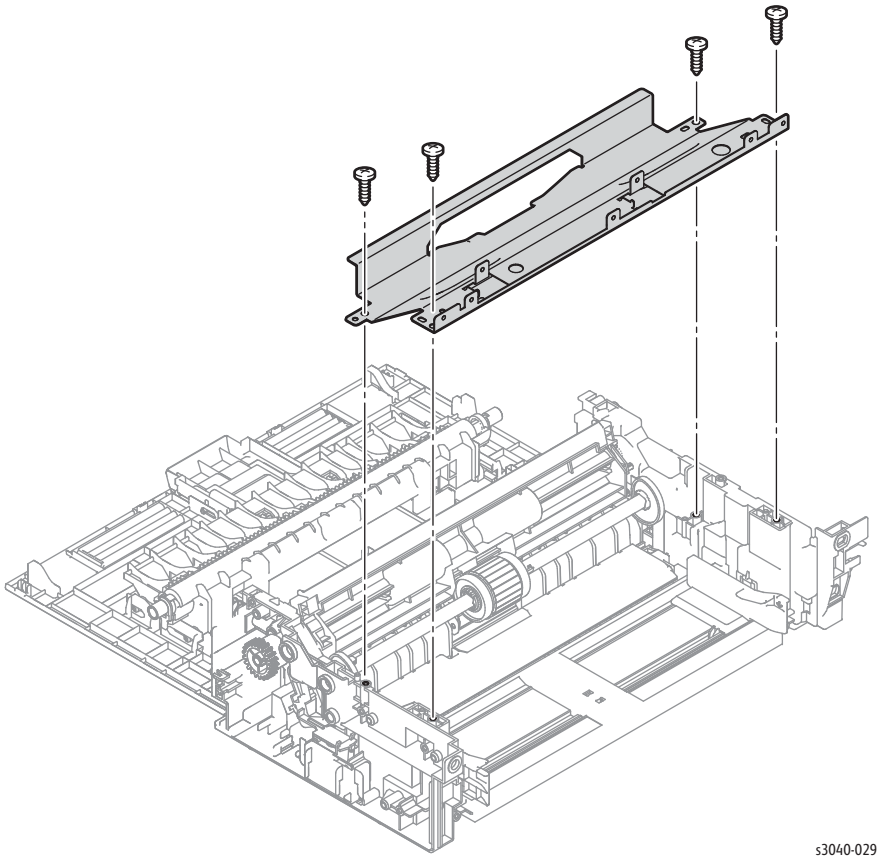
Phaser 3010/3040 Feeder

Feed Roll Assembly

PL2.2.1

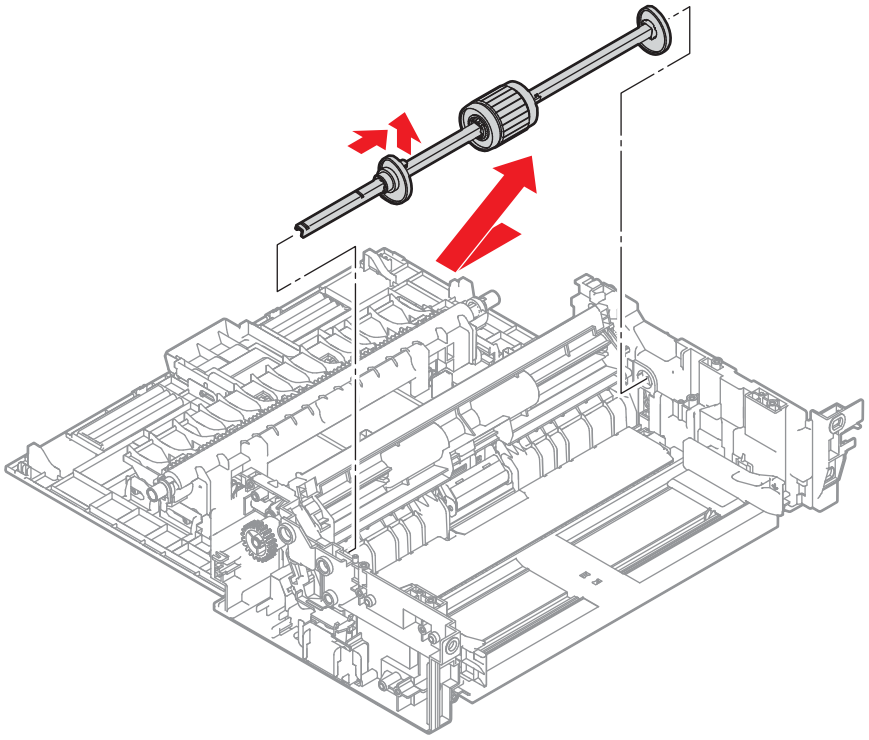
1. Remove the Main Paper Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Rear Door (page 4-8).
4. Remove the Left Cover (page 4-16).
5. Remove the Right Cover (page 4-12).
6. Remove the Top Cover (page 4-7).
7. Remove the Rear Cover (page 4-11).
8. Remove the Toner Motor (page 4-37).
9. Remove the Toner Dispense Assembly (page 4-36).
10. Remove the Fuser (page 4-38).
11. Remove the Main Drive Assembly (page 4-40).
12. Remove the Main Drive Motor (page 4-41).
13. Remove the Power Switch Assembly (page 4-46).
14. Remove the MCU Board (page 4-43).
15. Remove the HVPS (page 4-42).
16. Remove the MCU Board bracket ().
17. Remove the IP Board (page 4-45).
18. Remove the LVPS (page 4-48).
19. Remove the IP Board and LVPS brackets (page 4-49).
20. Remove the Rear Door Interlock Switch (page 4-44).
21. Remove the xerographics assembly (page 4-33).
22. Remove the Feed Gear and Spring (page 4-25).

23. Remove 4 screws (silver, tap, 8 mm), that secure the lower plate to the chassis.



24. Release the left Feed Roller Cam latch and slide the cam towards the center of the shaft.
25. Move the Feed Roll Assembly left to release the shaft from the chassis.

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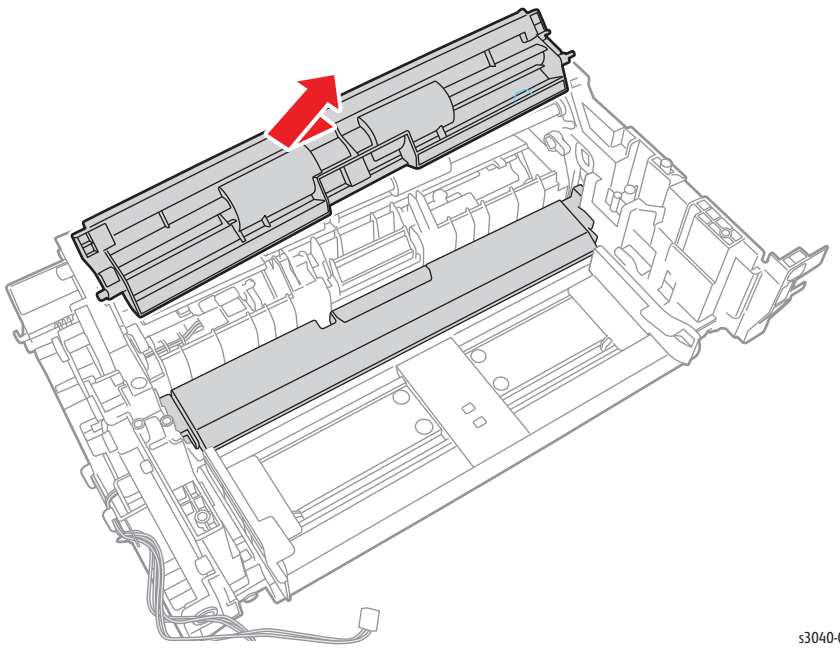


s3040-030

Bottom Plate

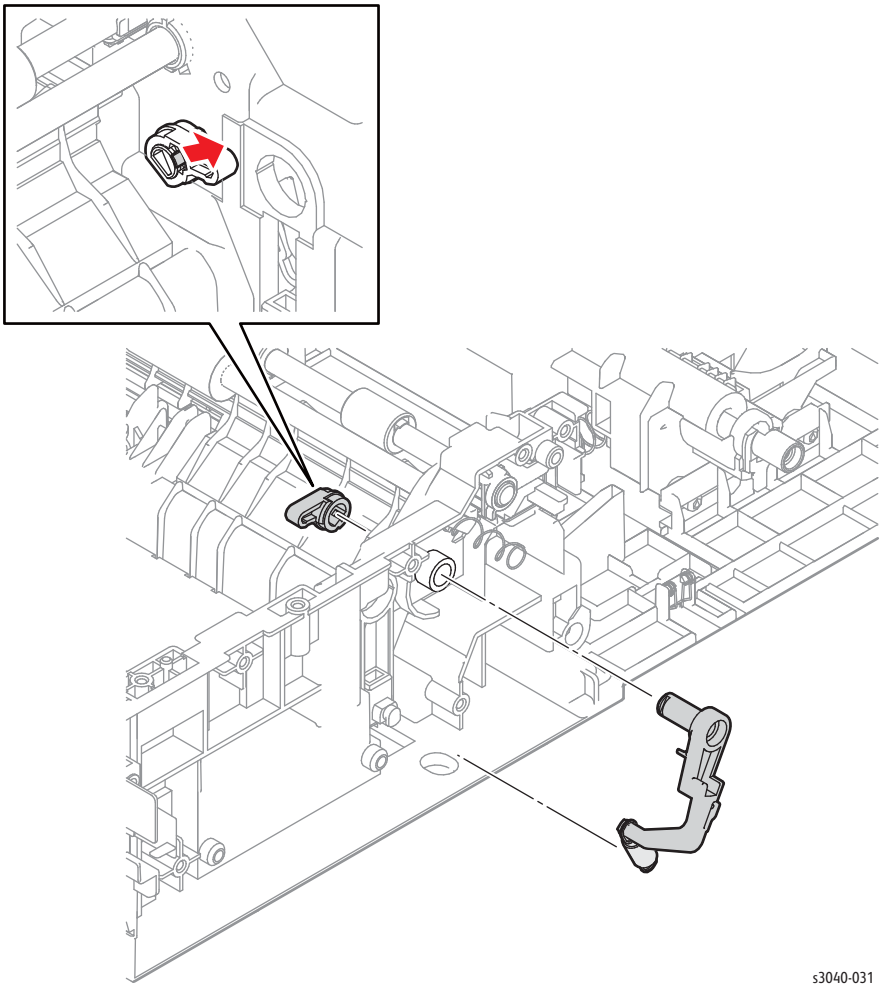
PL2.2.8

1. Remove the Main Paper Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Rear Door (page 4-8).
4. Remove the Left Cover (page 4-16).
5. Remove the Right Cover (page 4-12).
6. Remove the Top Cover (page 4-7).
7. Remove the Rear Cover (page 4-11).
8. Remove the Toner Motor (page 4-37).
9. Remove the Toner Dispense Assembly (page 4-36).
10. Remove the Fuser (page 4-38).
11. Remove the Main Drive Assembly (page 4-40).
12. Remove the Main Drive Motor (page 4-41).
13. Remove the Power Switch Assembly (page 4-46).
14. Remove the MCU Board (page 4-43).
15. Remove the MCU Board bracket ().
16. Remove the IP Board (page 4-45).
17. Remove the LVPS (page 4-48).
18. Remove the IP Board and LVPS brackets (page 4-49).
19. Remove the Rear Door Interlock Switch (page 4-44).
20. Remove the xerographics assembly (page 4-33).
21. Remove the Feed Gear and Spring (page 4-25).
22. Remove the Feed Roller (page 4-17).
23. Remove the bottom chute

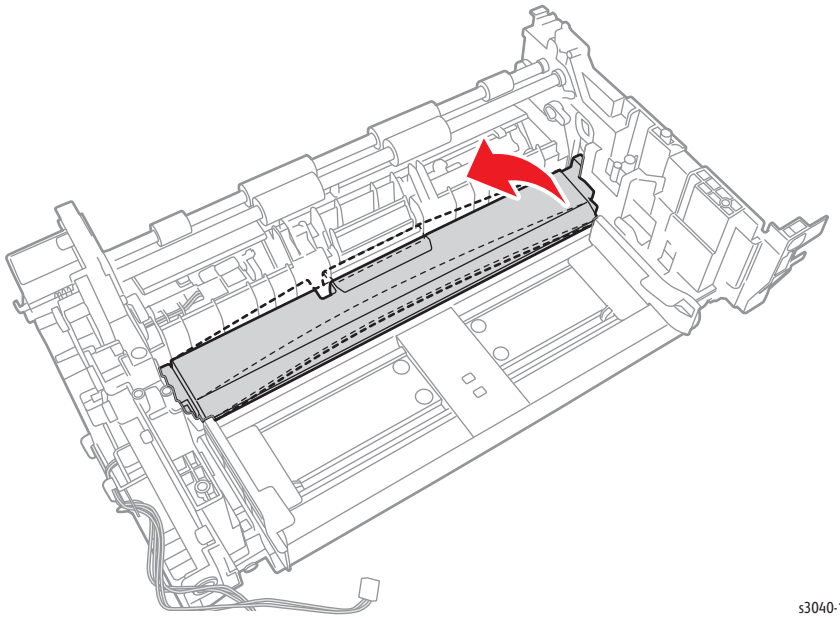


s3040-053

24. Release the hook that secures the cam follwer bearings and remove the bearings and followers from the chassis.



25. Flex the Bottom Plate to release one end from the chassis and remove.



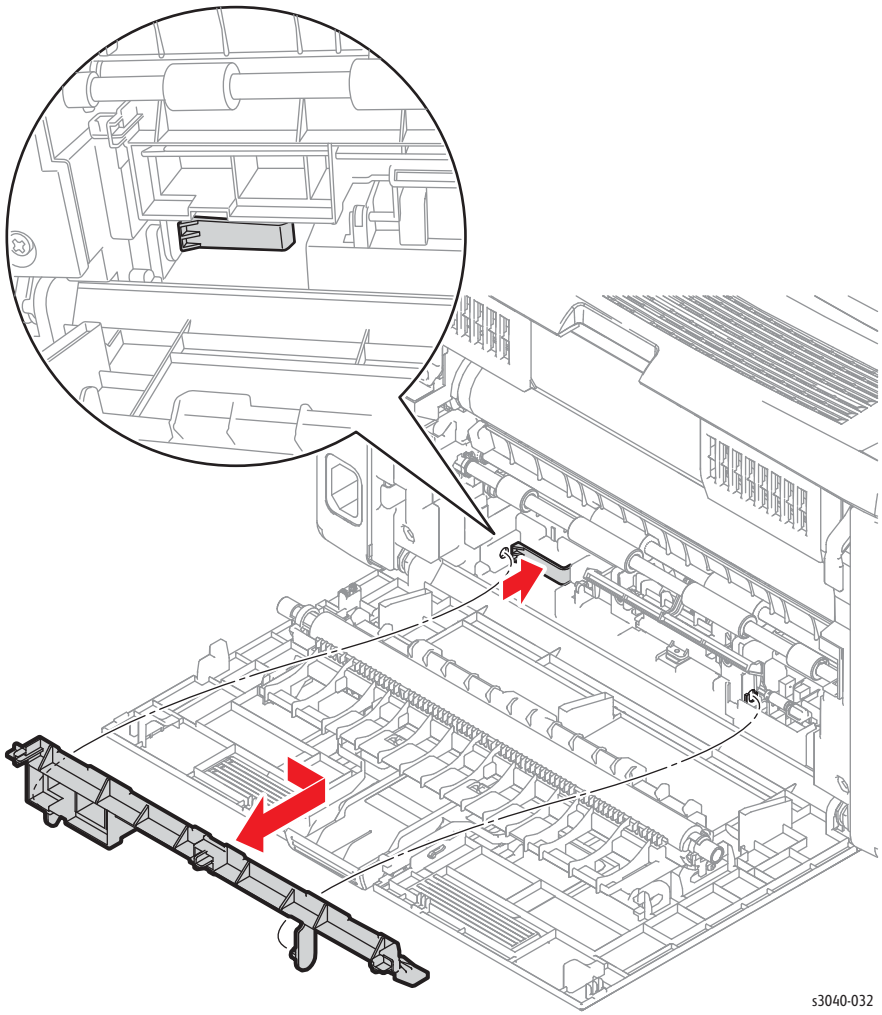
Replacement Note

Attach the spring to the Bottom Plate before installing the followers.

Separator Pad Assembly

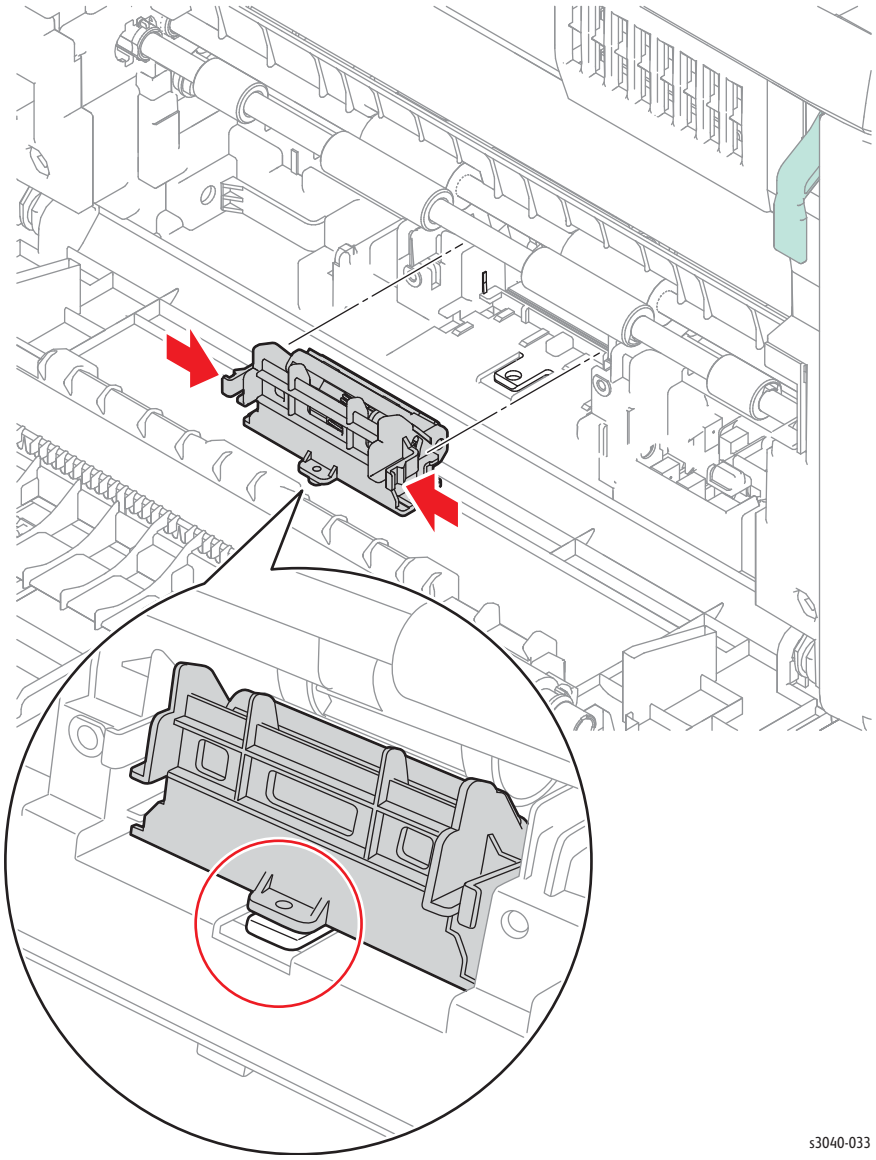
PL2.2.15

1. Remove the Rear Door (page 4-8).
2. Press inward on the left side retainer to release the left side boss and remove the lower chute.



3. Remove the Registration Sensor Actuator (page 4-28).

4. Release the boss hook at each side of the housing to release the assembly from the chassis.



s3040-033

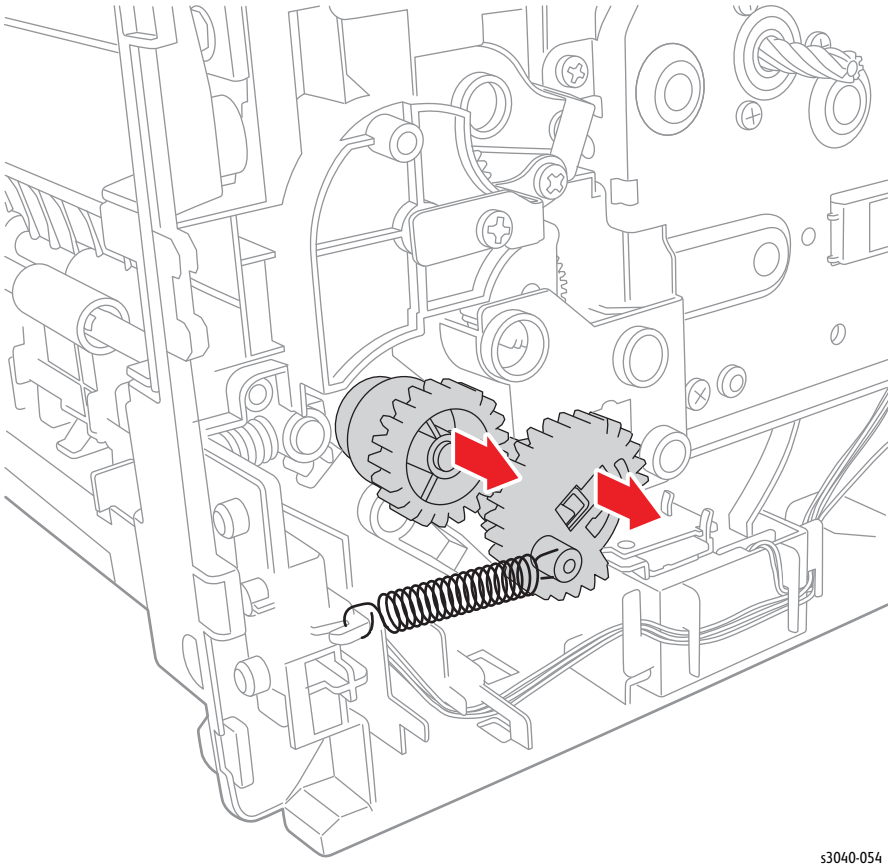
Feed Gear and Spring

PL2.2.19

Caution

The gears of the Main Drive Assembly are not captive to the cover. Use care when removing the cover to maintain the correct gear orientation.

1. Remove the Left Cover (page 4-16).
2. Remove the Main Drive Assembly (page 4-40).
3. Release the spring from the hook on the chassis.
4. Release the hook that secures the Feed Gear to the shaft.

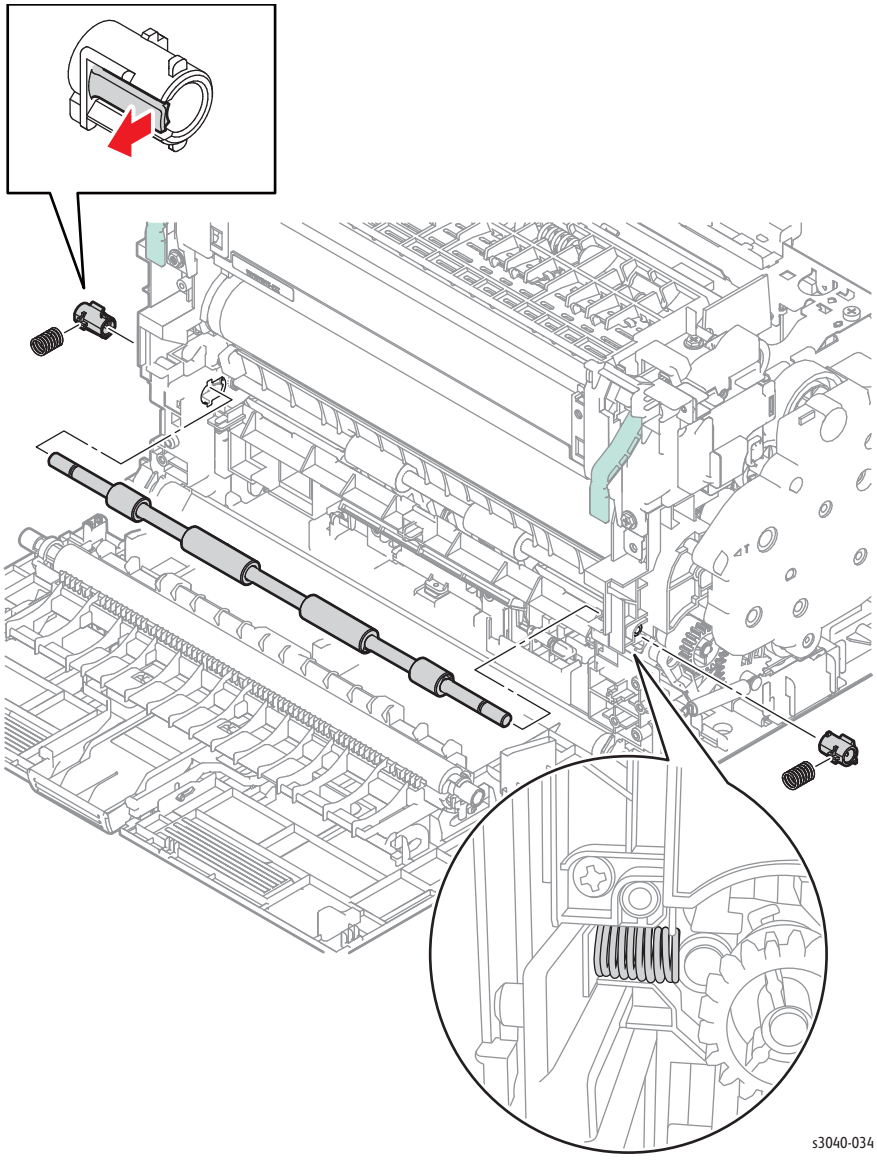


s3040-054

Registration Pinch Roller

PL2.3.2

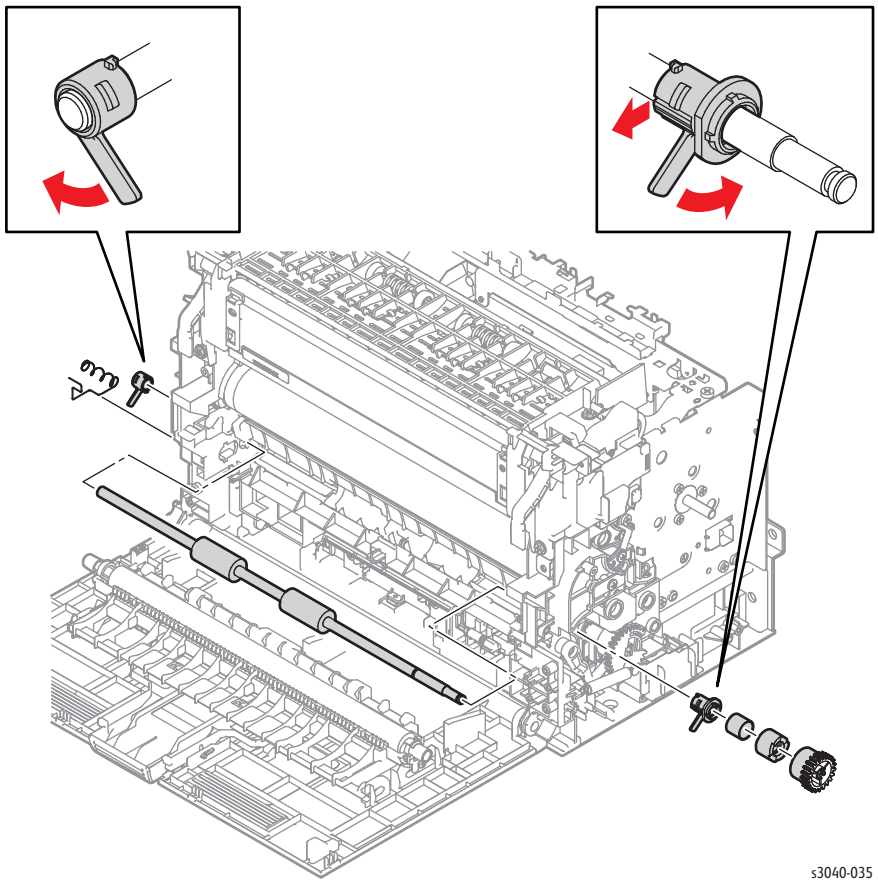
1. Open the Rear Door (page 4-8).
2. Remove the Left Cover (page 4-16).
3. Remove the Right Cover (page 4-12).
4. Remove the Top Cover (page 4-7).
5. Remove the Rear Cover (page 4-11).
6. Remove the Power Switch Assembly (page 4-46).
7. Remove the IP Board (page 4-45).
8. Remove the LVPS (page 4-48).
9. Remove the IP Board and LVPS brackets (page 4-49).
10. Remove the registration springs and bearings from the ends of the pinch roller shaft and remove the shaft from the chassis.



Registration Roller

PL2.3.1

1. Open the Rear Door (page 4-8).
2. Remove the Left Cover (page 4-16).
3. Remove the Right Cover (page 4-12).
4. Remove the Top Cover (page 4-7).
5. Remove the Rear Cover (page 4-11).
6. Remove the Power Switch Assembly (page 4-46).
7. Remove the IP Board (page 4-45).
8. Remove the LVPS (page 4-48).
9. Remove the IP Board and LVPS brackets (page 4-49).
10. Remove the Main Drive Assembly (page 4-40).
11. Remove the registration pinch roller (page 4-26).
12. Remove the registration gear, clutch and spring from the Registration Roller shaft.
13. Remove the bearing from each end of the roller shaft, then remove the roller from the chassis.

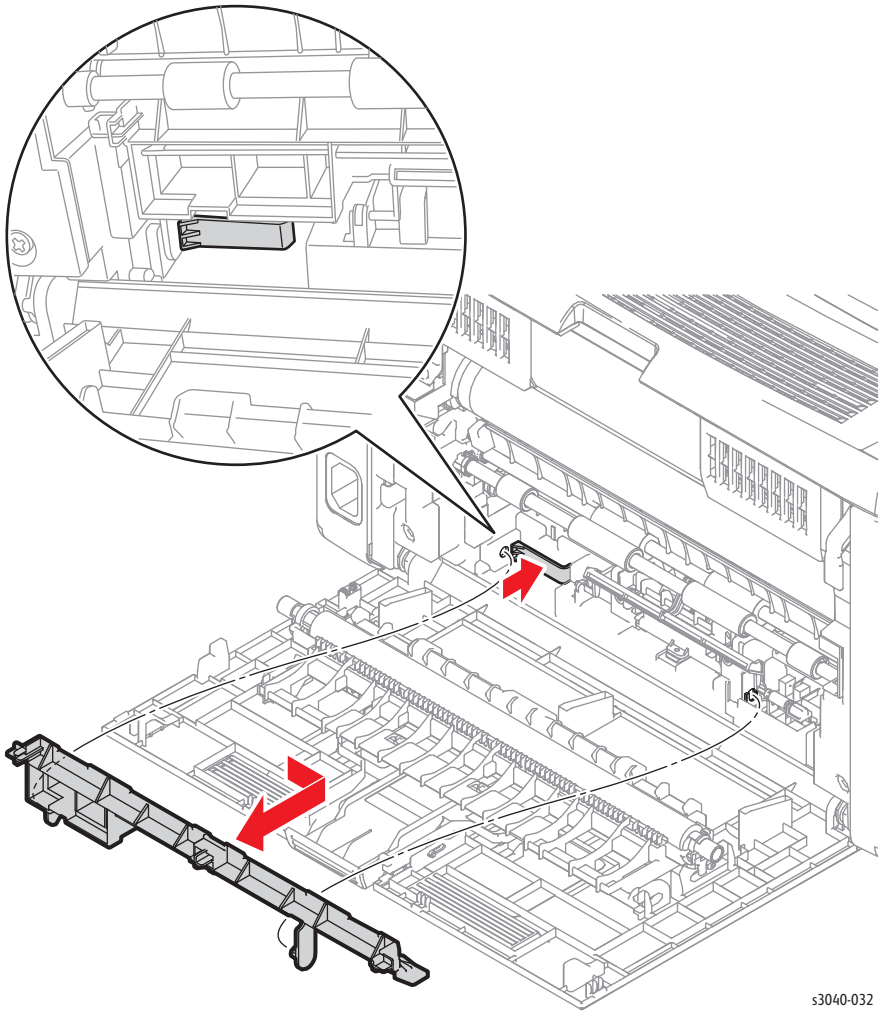


s3040-035

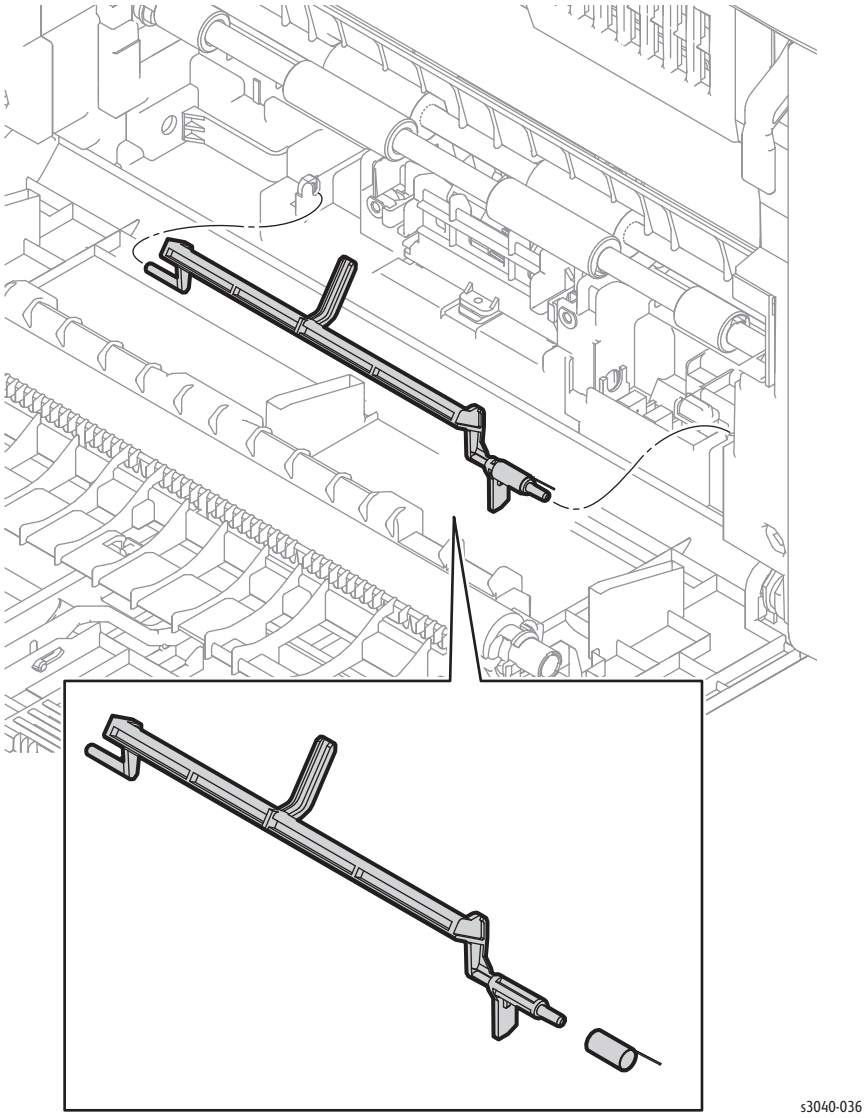
Registration Sensor Actuator

PL2.3.9

1. Remove the Rear Door (page 4-8).
2. Press inward on the left side retainer to release the left side boss and remove the lower chute.



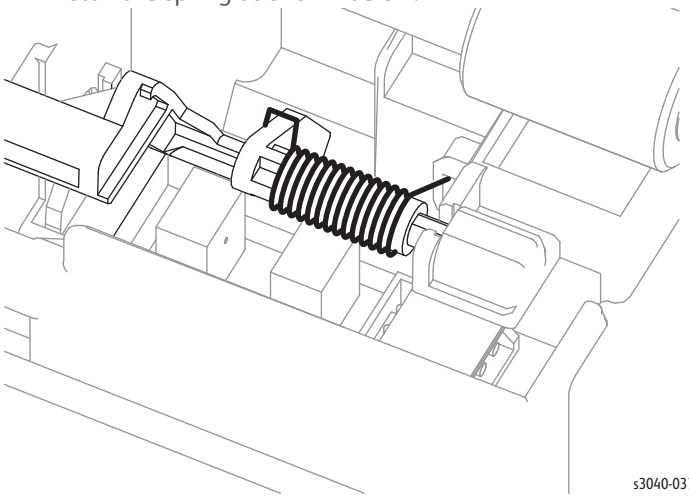
3. Remove the Registration Sensor Actuator by releasing the left end from the chassis and



s3040-036

Replacement Note

Install the spring as shown below.

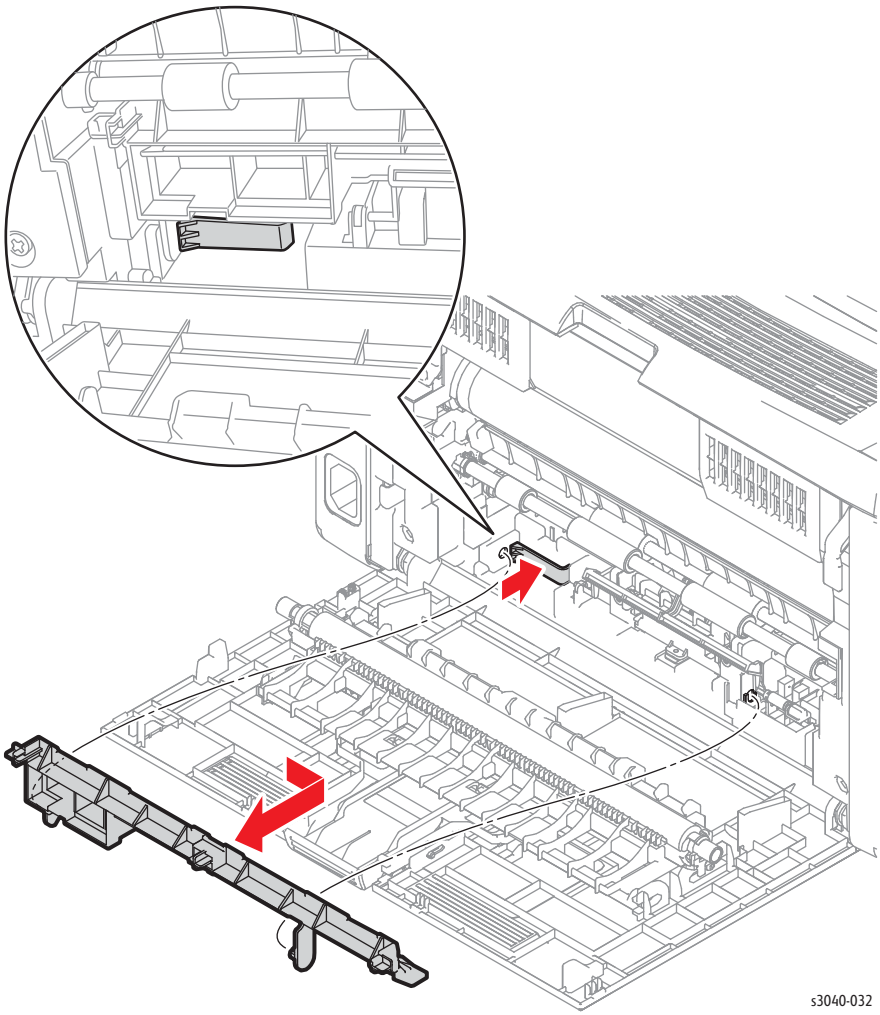


s3040-037

Registration Sensor

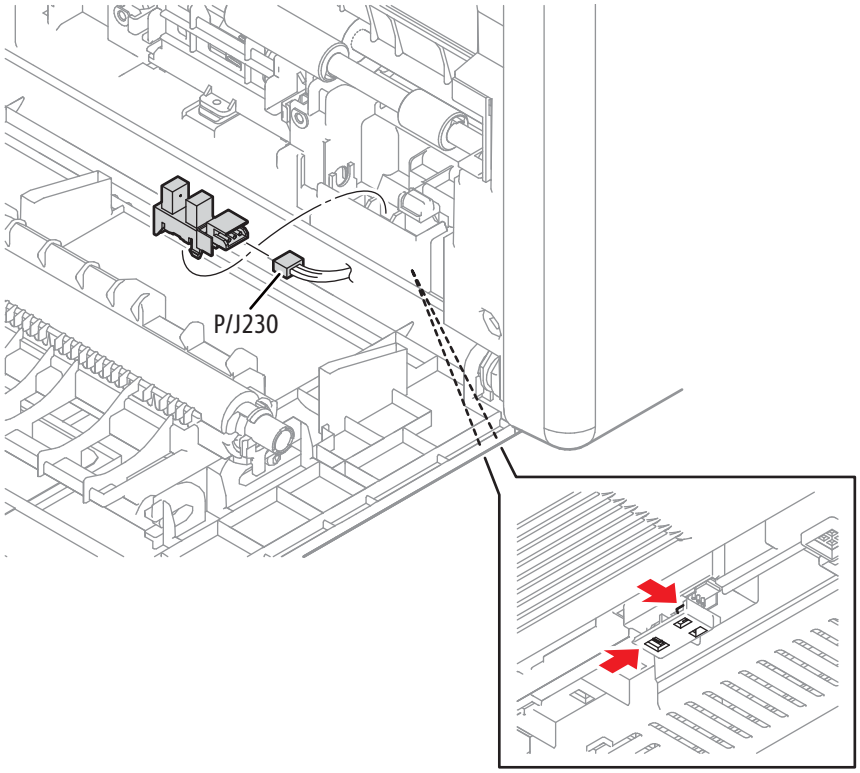
PL2.3.5

1. Open the Rear Door.
2. Press inward on the left side retainer to release the left side boss and remove the lower chute.



3. Remove the Registration Sensor Actuator (page 4-28).

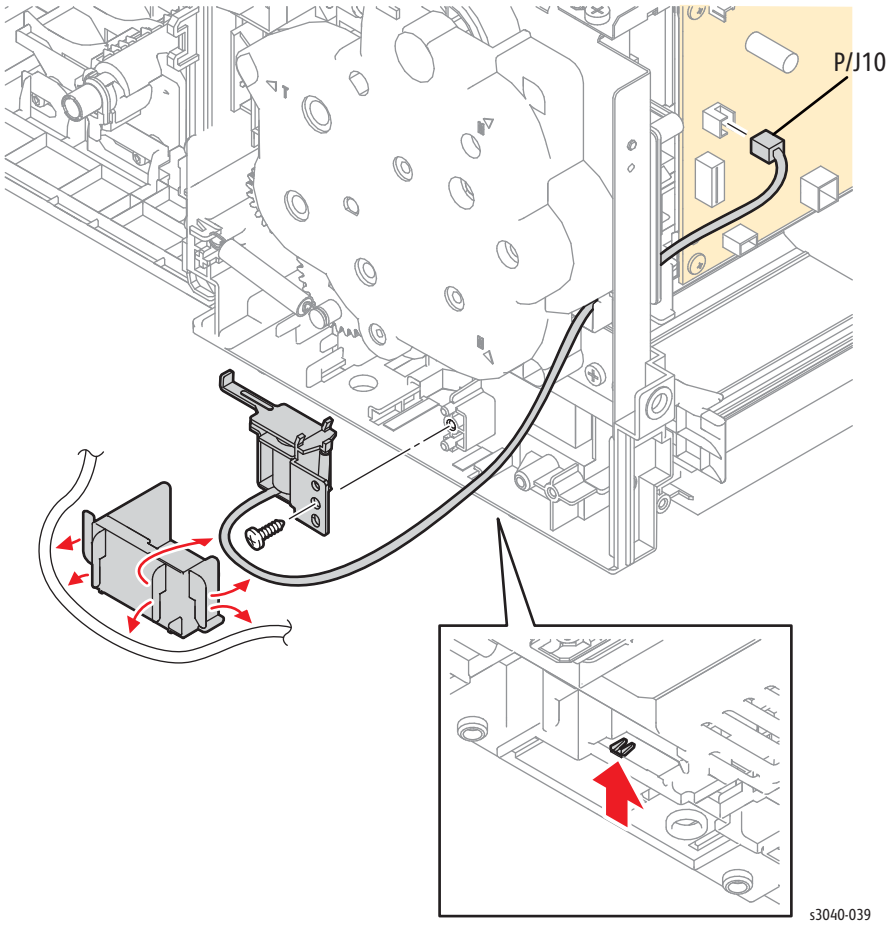
4. Release the 3 hooks that secure the Registration Sensor to the chassis.
5. Disconnect P/J230 to remove the sensor from the chassis.



Feed Solenoid

PL2.3.21

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Left Side Cover (page 4-16).
4. Disconnect P/J10 on the MCU Board.
5. Feed the solenoid harness through the opening near the Main Drive Assembly.
6. Release the solenoid and Registration Sensor harnesses from the feed solenoid cover, then remove the cover.
7. Remove 1 screw (silver, tap, 8 mm), and remove the Feed Solenoid from the printer.



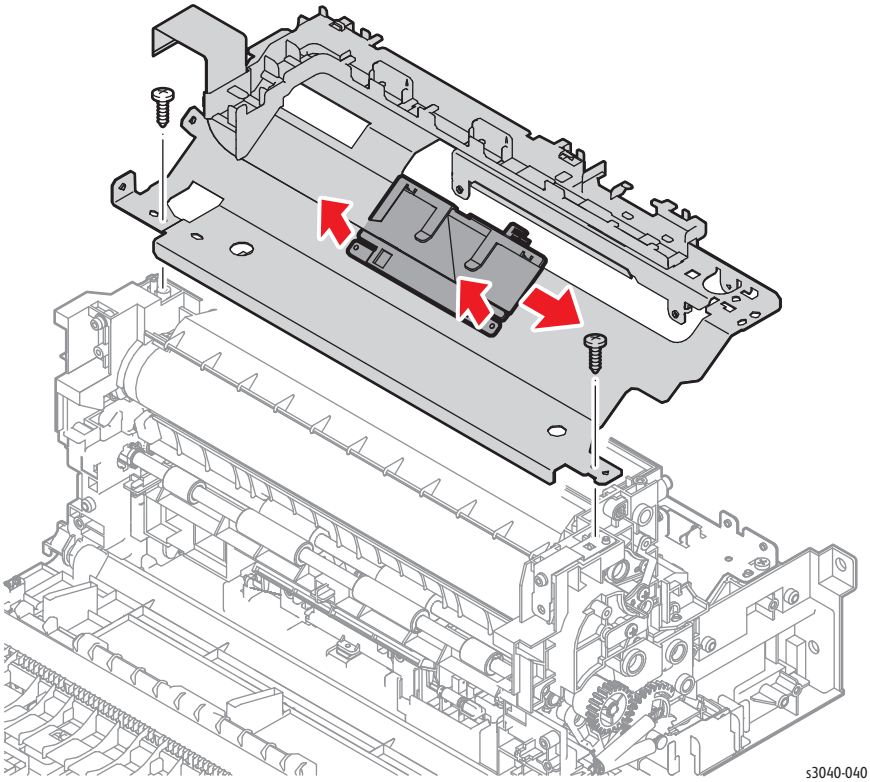
Phaser 3010/3040 Xerographics

Xerographics Assembly

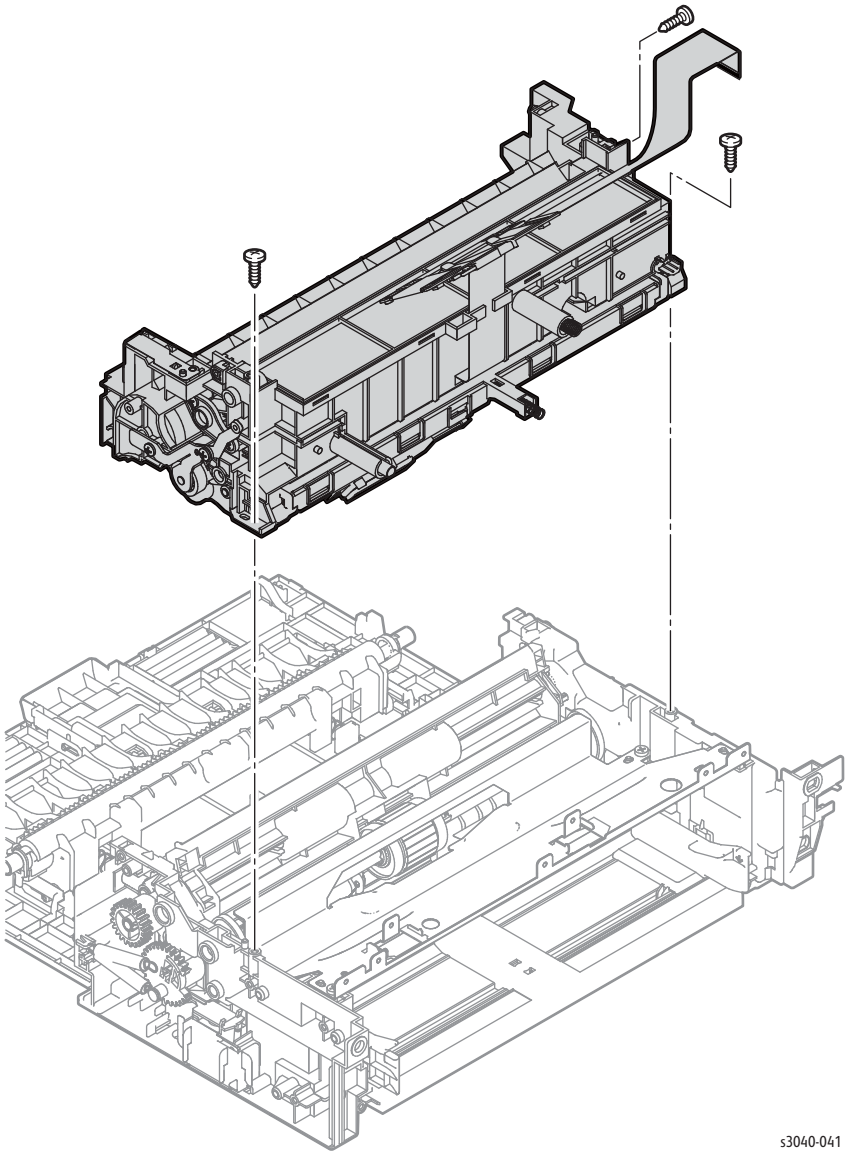
PL3.1.1

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Rear Door (page 4-8).
4. Remove the Left Cover (page 4-16).
5. Remove the Right Cover (page 4-12).
6. Remove the Top Cover (page 4-7).
7. Remove the Rear Cover (page 4-11).
8. Remove the Toner Motor (page 4-37).
9. Remove the Toner Dispense Assembly (page 4-36).
10. Remove the Fuser (page 4-38).
11. Remove the Main Drive Assembly (page 4-40).
12. Remove the Main Drive Motor (page 4-41).
13. Remove the Power Switch Assembly (page 4-46).
14. Remove the MCU Board (page 4-43).
15. Remove the HVPS (page 4-42).
16. Remove the IP Board (page 4-45).
17. Remove the LVPS (page 4-48).
18. Remove the IP Board and LVPS brackets (page 4-49).
19. Remove the Rear Door Interlock Switch (page 4-44).

20. Disconnect the ribbon cable from P/J9 on the IP Board.
21. Release the hook that secures the FFC cover to the Upper Plate.
22. Remove the ribbon cable from the upper plate guide.
23. Remove 2 screws (silver, tapping. 8mm) that secure the upper plate to the xerographics assembly.



24. Remove the 3 screws (silver, tap, 8 mm), to remove the xerographics assembly from the printer.



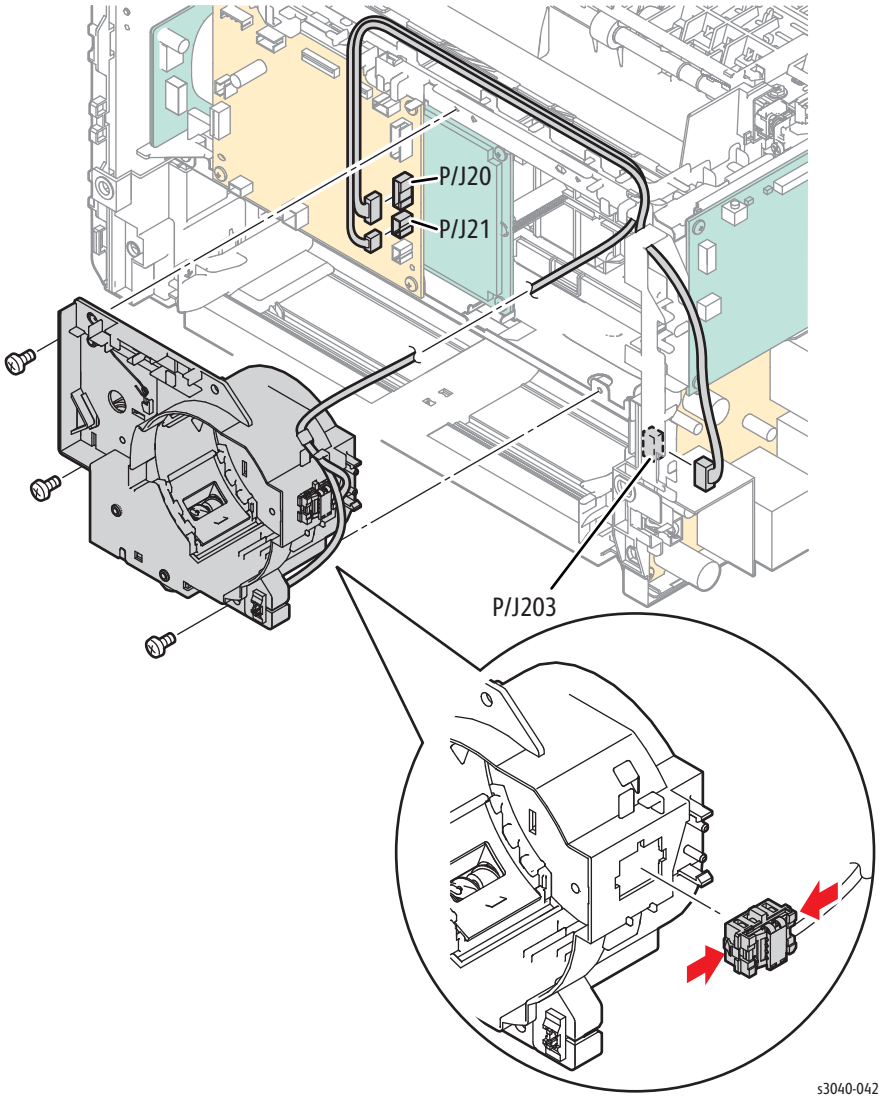
Replacement Note

Inspect the Feed and Separator Roller assemblies. Replace if worn.

Toner Dispense Assembly

PL4.1.1

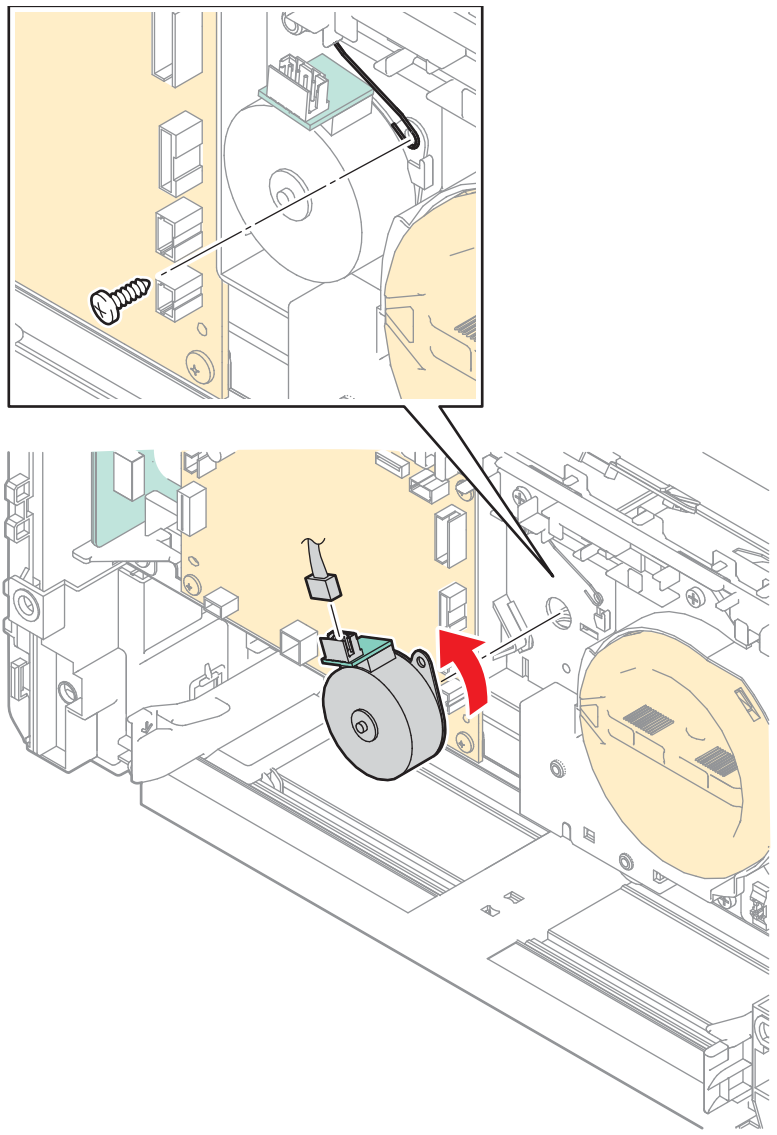
1. Remove the Toner Cartridge (page 4-5).
2. Remove the Main Tray (page 4-13).
3. Remove the Front Cover (page 4-15).
4. Remove the Right Cover (page 4-12).
5. Remove the Top Cover (page 4-7).
6. Remove the Toner Motor (page 4-37).
7. Disconnect P/J203 from the LVPS and release the harness from the guides.
8. Disconnect P/J20 and P/J21 from the MCU Board and release all the harnesses from the Dispense Assembly harness guide.
9. Remove 3 screws (silver, metal, 6mm) that secure the Dispense Assembly to the chassis.
10. Disconnect the CRUM reader from the Dispense Assembly to remove the assembly.



Toner Motor

PL4.1.2

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Disconnect P/J150 from the motor.
4. Remove 1 screw (silver, tap, 8 mm) that secures the motor and ground wire to the chassis.
5. Rotate the motor CCW to release the mounting tab from the retainer.



Replacement Note

Capture the ground wire between the screw and motor mounting tab.

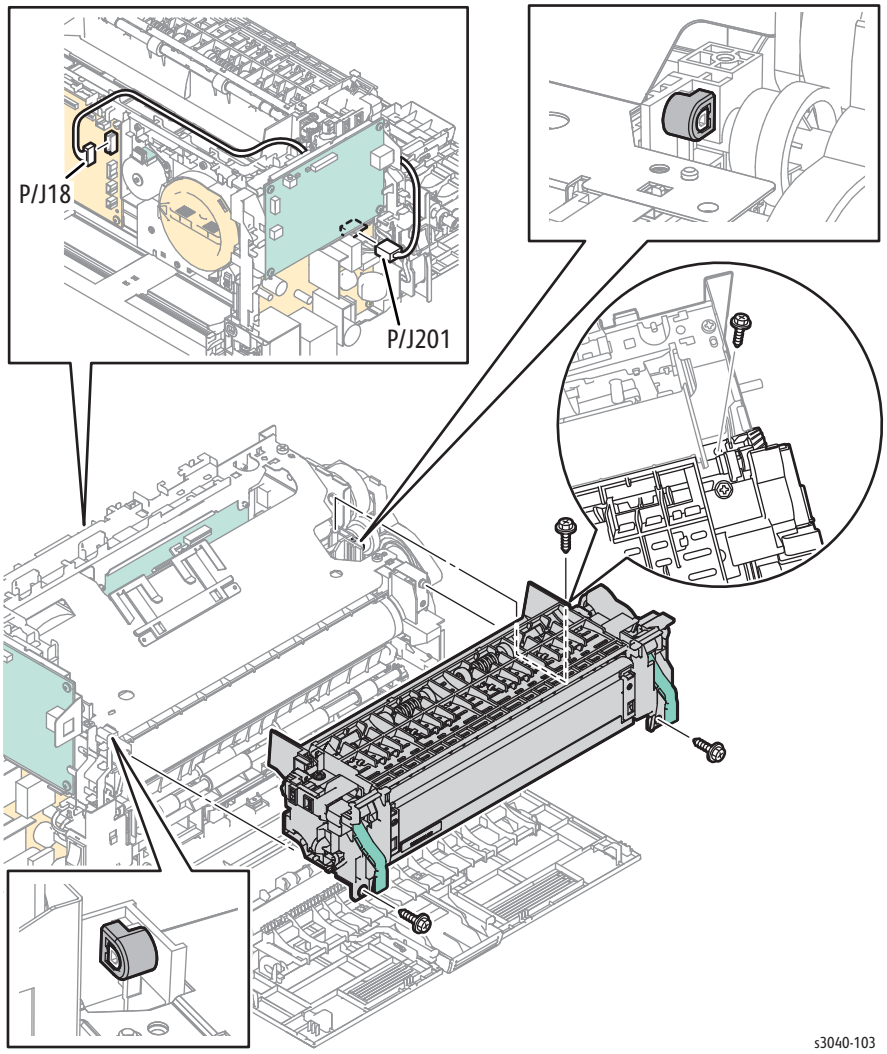
Fuser

PL5.1.1

Warning

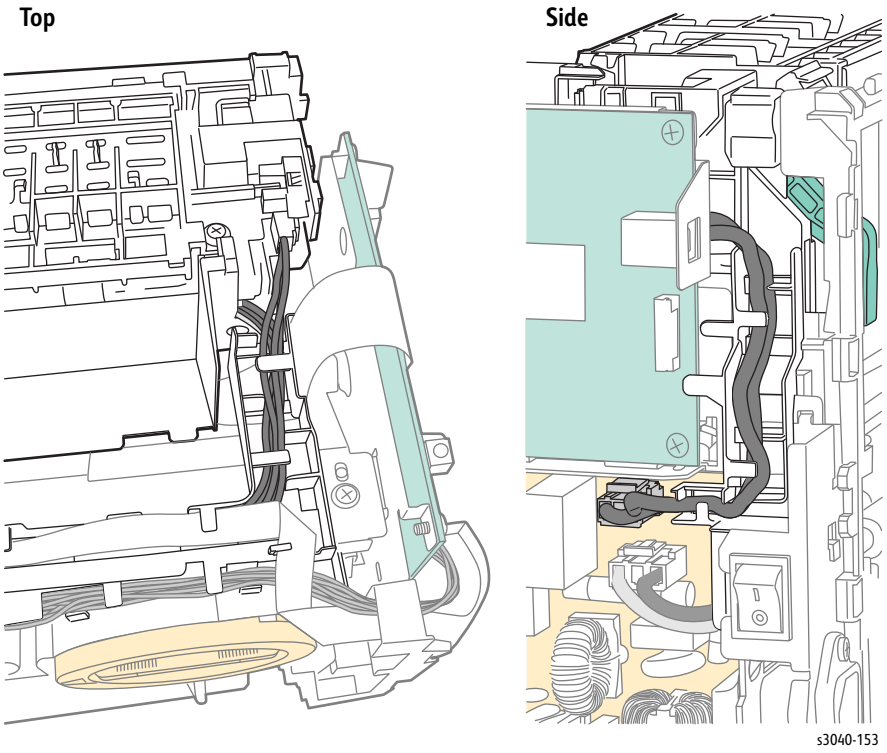
Allow the Fuser to cool before performing this procedure.

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Left Cover (page 4-16).
4. Remove the Right Cover (page 4-12).
5. Remove the Top Cover (page 4-7).
6. Remove the Rear Cover (page 4-11).
7. Disconnect P/J201 on the LVPS, and release the harness from the guide.
8. Disconnect P/J18 from the MCU Board.
9. Remove 3 screws (hex-head, tap, 10mm) that secure the Fuser to the chassis.



Replacement Note

Install the Fuser wiring in the harness guides as shown.



Phaser 3010/3040 Drive

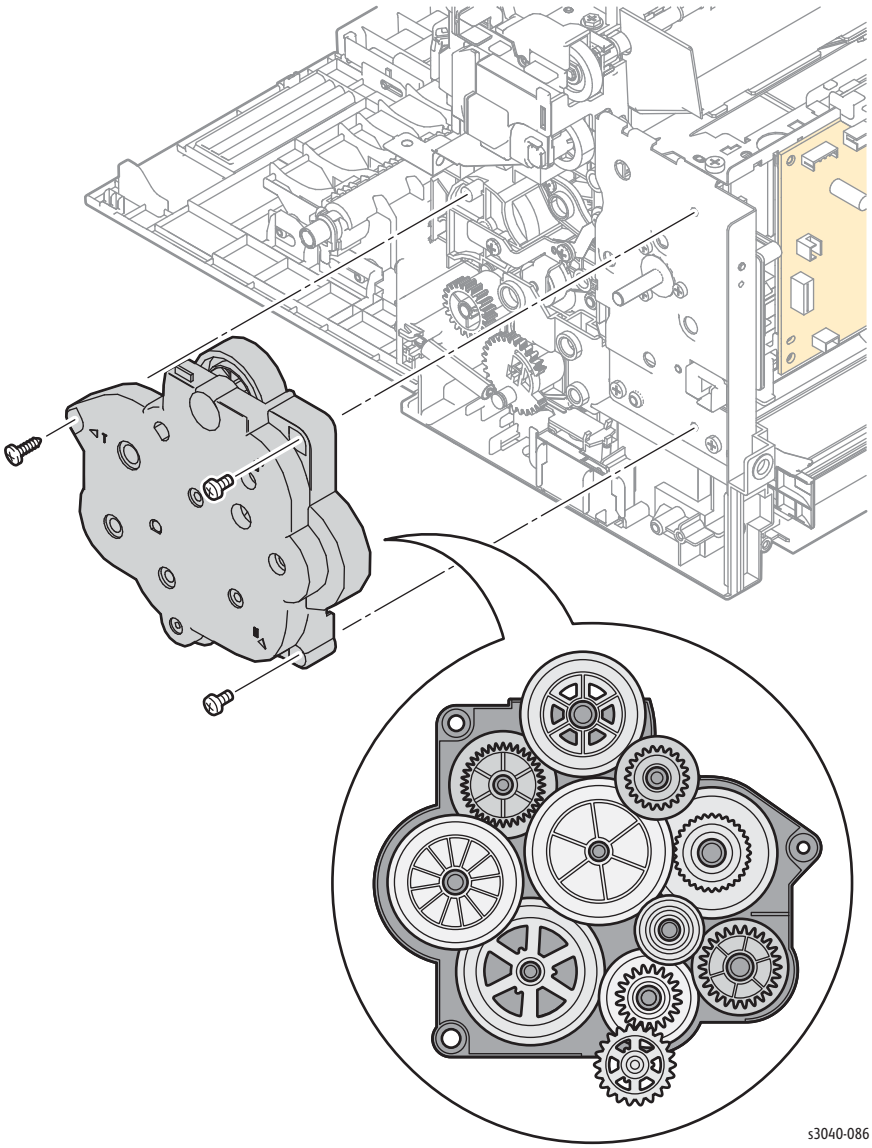
Main Drive Assembly

PL6.1.1

Caution

The gears of the Main Drive Assembly are not captive to the cover. Use care when removing the cover to maintain correct gear orientation.

1. Remove the Main Tray Cover (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Left Side Cover (page 4-16).
4. Remove the 2 screws (silver, metal, 6 mm), and 1 screw (silver, tap, 8mm) that secure the Main Drive Assembly to the chassis.



s3040-086

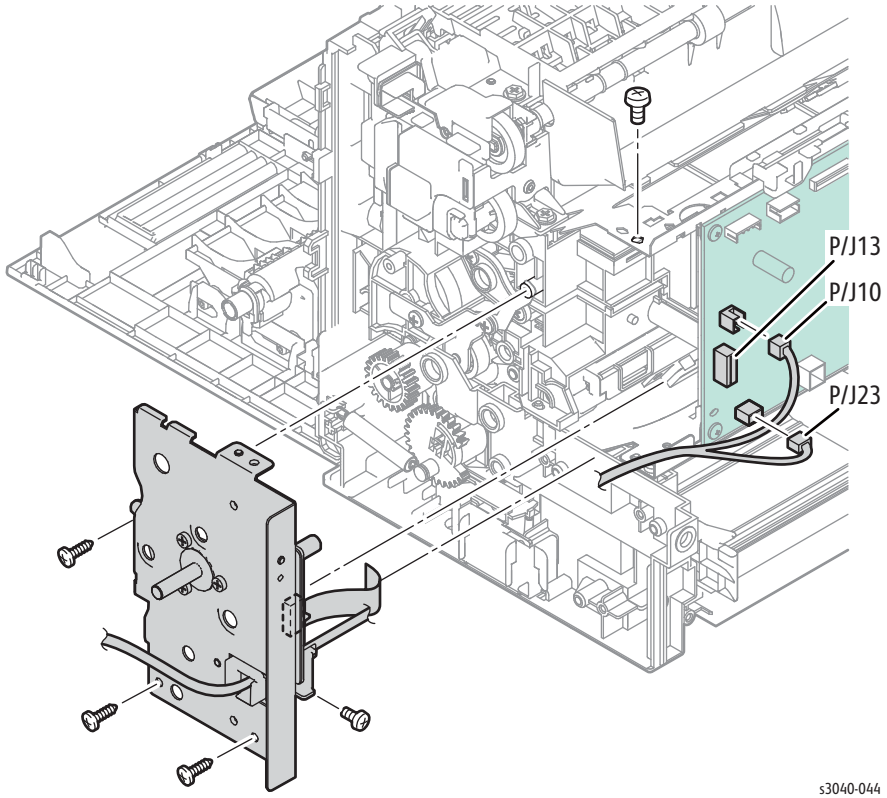
Main Drive Motor

PL6.1.2

Caution

The gears of the Main Drive Assembly are not captive to the cover. Use care when removing the cover to maintain correct gear orientation.

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Left Cover (page 4-16).
4. Remove the Top Cover (page 4-7).
5. Remove the Main Drive Assembly (page 4-40).
6. Disconnect P/J10, P/J13 and P/J23 from the MCU Board
7. Remove the 2 screws (silver, metal, 6 mm), and 3 screws (silver, tap, 8mm) that secure the Main Drive Motor to the chassis.

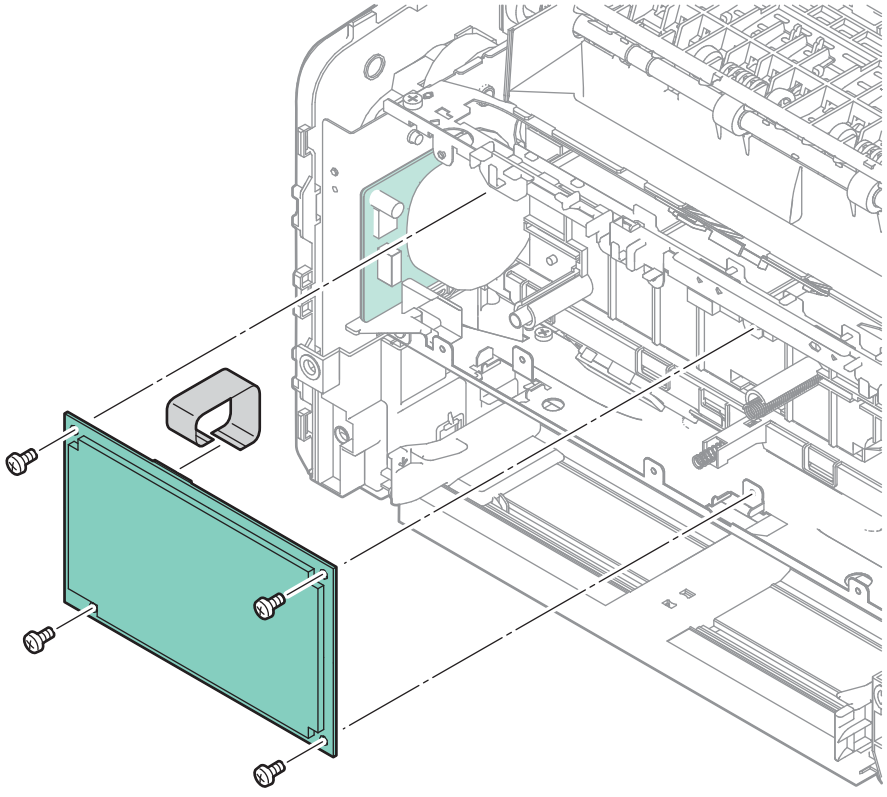


Phaser 3010/3040 Electrical

HVPS

PL7.1.2

1. Remove the Toner Cartridge (page 4-5).
2. Remove the Main Tray (page 4-13).
3. Remove the Front Cover (page 4-15).
4. Remove the Right Cover (page 4-12).
5. Remove the Top Cover (page 4-7).
6. Remove the Toner Motor (page 4-37).
7. Remove the Toner Dispense Assembly (page 4-36).
8. Remove the MCU Board (page 4-43).
9. Remove 4 screws (silver, metal, 6 mm) that secure the HVPS.

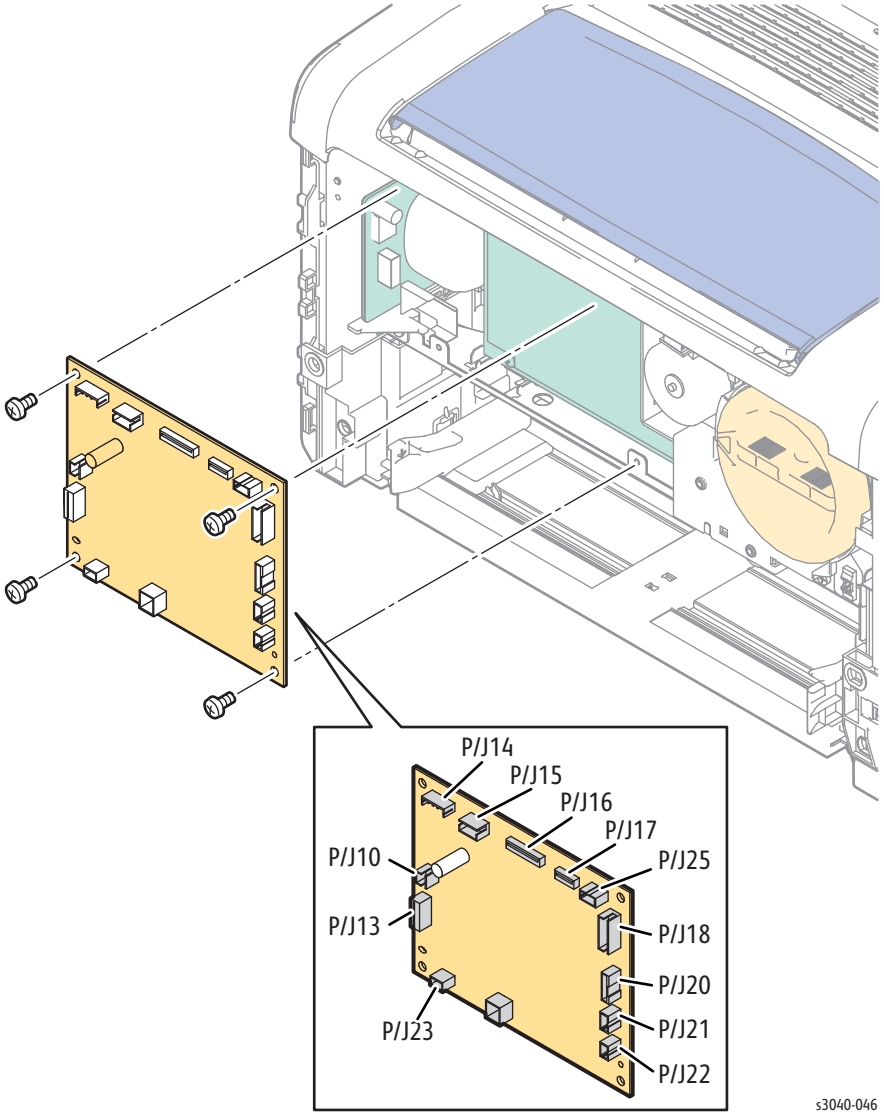


s3040-045

MCU Board

PL7.1.2

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Disconnect all connections on the MCU Board.
4. Remove 4 screws (silver, metal, 6 mm) that secure the MCU Board.



Rear Door Interlock Switch

PL7.2.1

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Rear Door (page 4-8).
4. Remove the Left Cover (page 4-16).
5. Remove the Right Cover (page 4-12).
6. Remove the Top Cover (page 4-7).
7. Remove the Power Switch Assembly ()
8. Remove the IP Board (page 4-45).
9. Remove the LVPS (page 4-48).
10. Remove the IP Board and LVPS brackets (page 4-49).
11. Release the 2 hooks that secure the switch to the chassis.

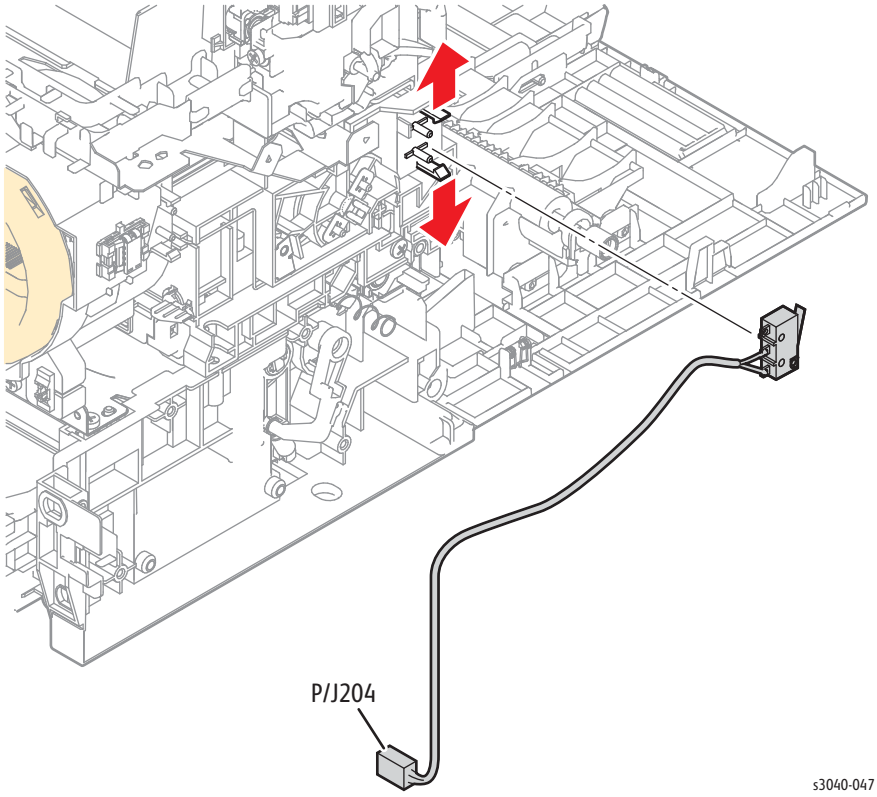
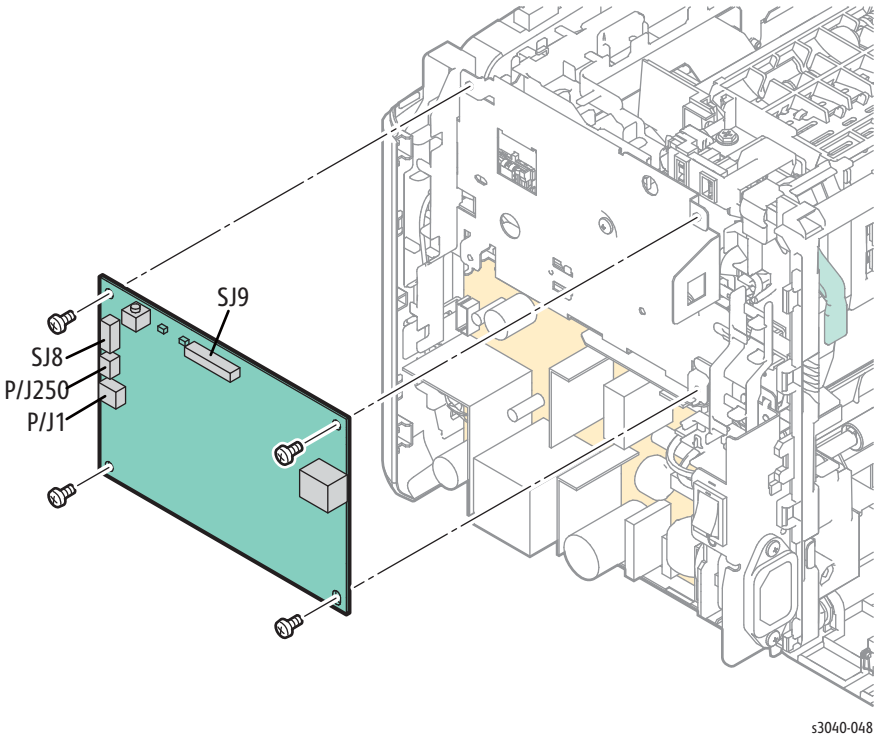


Image Processor Board

PL7.2.8

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Right Cover (page 4-12)
4. Remove the Top Cover (page 4-7).
5. Disconnect all connections on the IP Board.
6. Remove 4 screws (silver, metal, 6 mm) that secure the IP Board.



Replacement Note

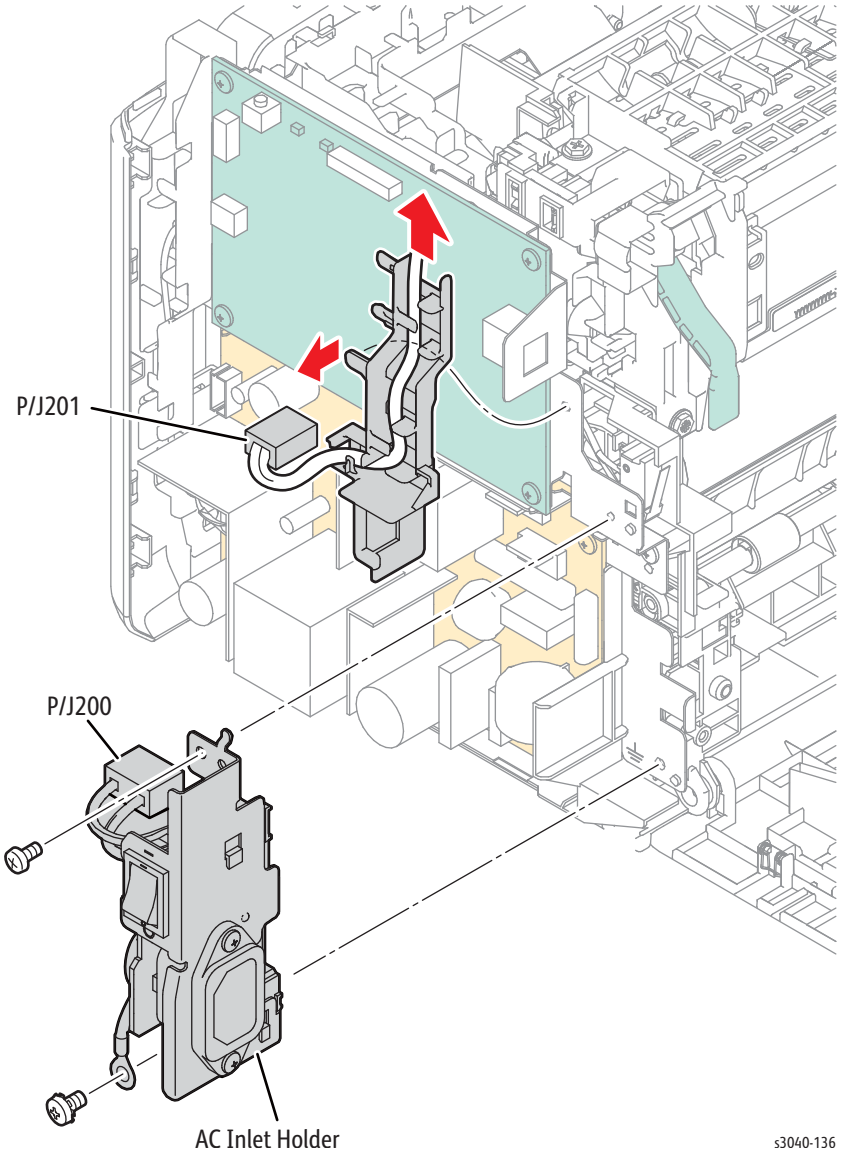
After replacing the IP Board, restore these customer settings:

- Control Panel language
- Default paper size
- Time zone, clock and date formats
- Preferred unit (mm or inch)

Power Switch Assembly

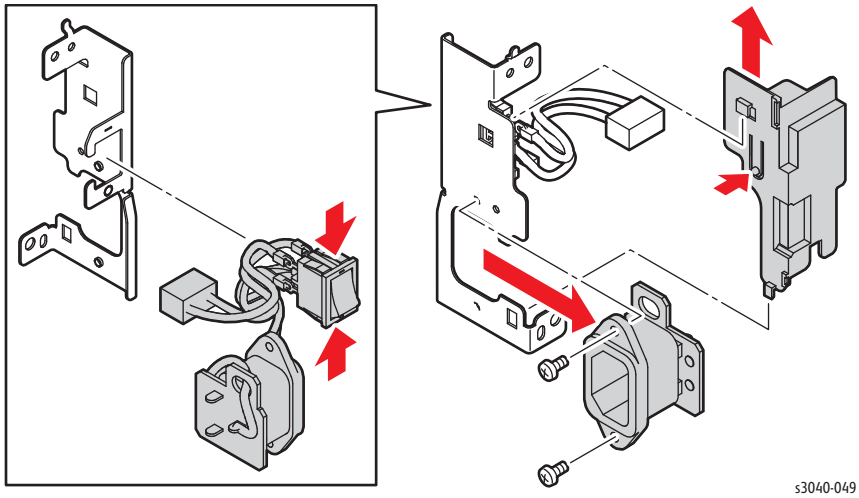
PL7.2.10

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Right Cover (page 4-12).
4. Remove the Left Cover (page 4-16).
5. Remove the Top Cover (page 4-7).
6. Remove the Rear Cover (page 4-11).
7. Disconnect P/J201 from the LVPS.
8. Release the boss and raise the harness guide to access the upper screw that secures the Power Switch Assembly.
9. Disconnect P/J200 from the LVPS and remove 1 screw (silver, metal with washer 6mm) and 1 screw (silver metal, 6mm) that secure the Power Switch Assembly.



Replacement Note

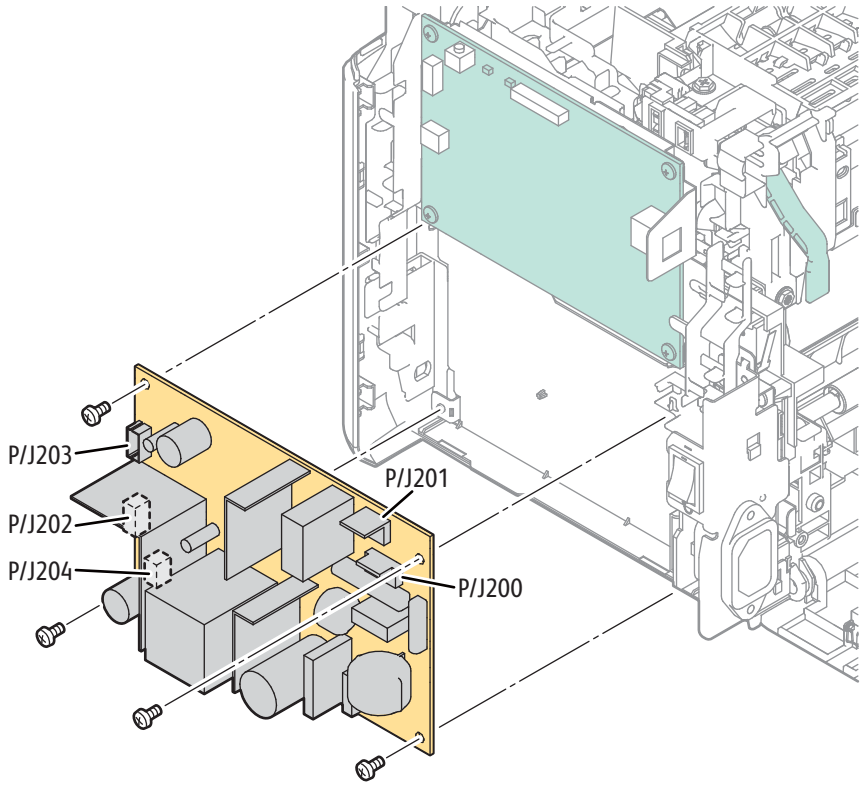
Assemble the Power Switch Assembly into the holder as illustrated. Capture the ground wire under the lower screw.



LVPS

PL7.2.11

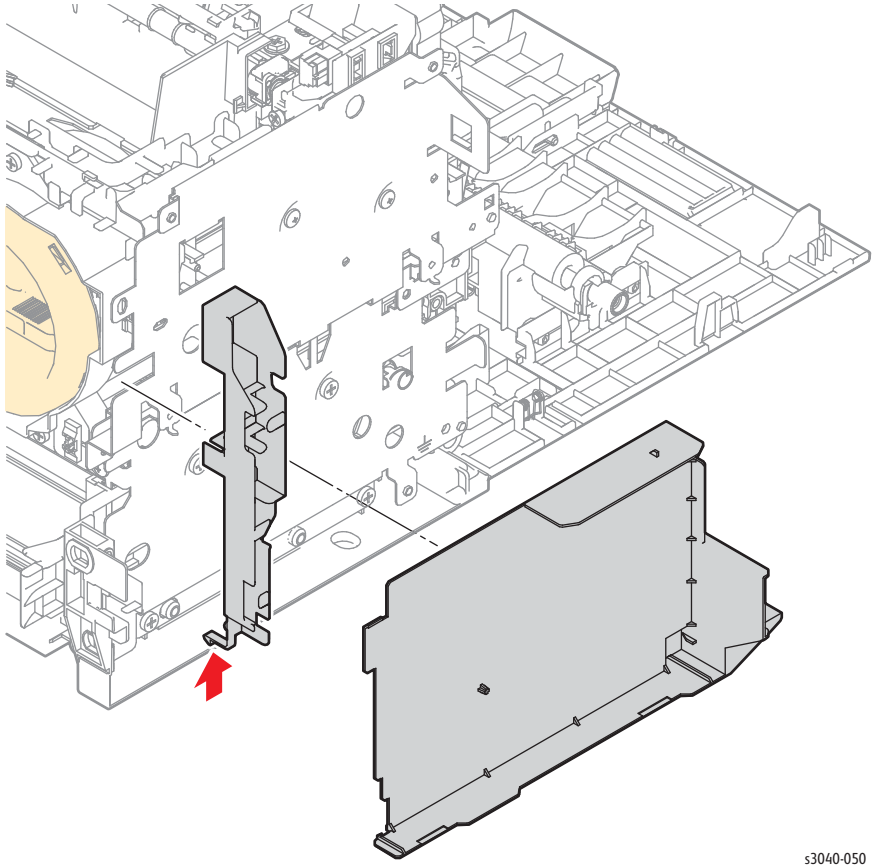
1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Right Cover (page 4-12).
4. Remove the Top Cover (page 4-7).
5. Disconnect all connections to the LVPS.
6. Remove 4 screws (silver, metal, 6mm) that secure the LVPS.



IP Board and LVPS Brackets

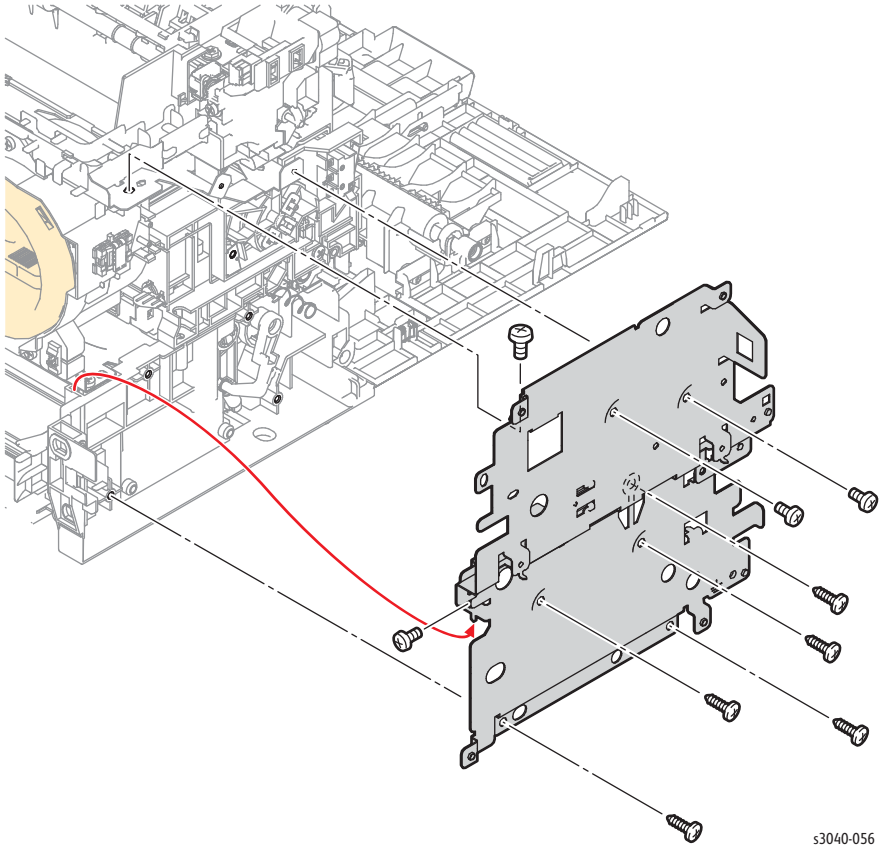
PL7.2.10

1. Remove the Main Tray (page 4-13).
2. Remove the Front Cover (page 4-15).
3. Remove the Right Cover (page 4-12).
4. Remove the Left Cover (page 4-16).
5. Remove the Top Cover (page 4-7).
6. Remove the Rear Cover (page 4-11).
7. Remove the Power Switch Assembly (page 4-46).
8. Remove the IP Board (page 4-45.
9. Remove the LVPS (page 4-48).
10. Release 1 hook to remove the front guide harness.
11. Remove the LVPS insulator.



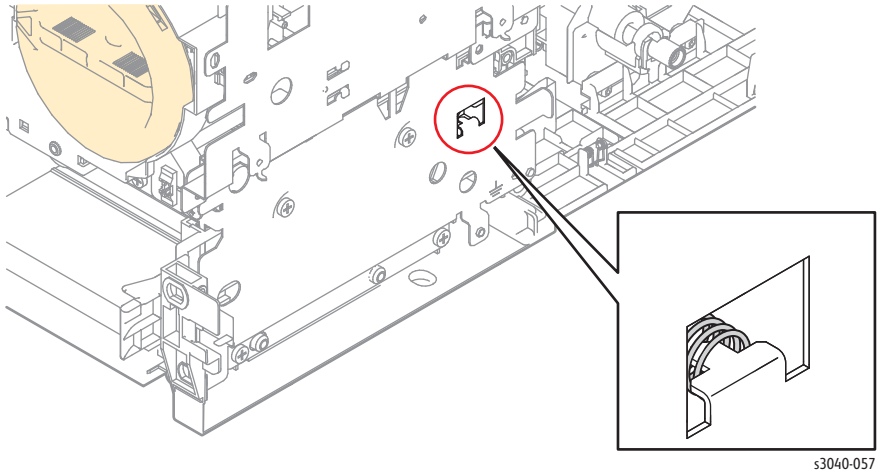
s3040-050

12. Remove 5 screws (silver, tap, 8mm) and 4 screws (silver metal, 6mm) that secure the brackets.
13. Release the Rear Door Interlock Switch harness to remove the brackets.



Replacement Note

Install the ground spring when replacing the bracket.

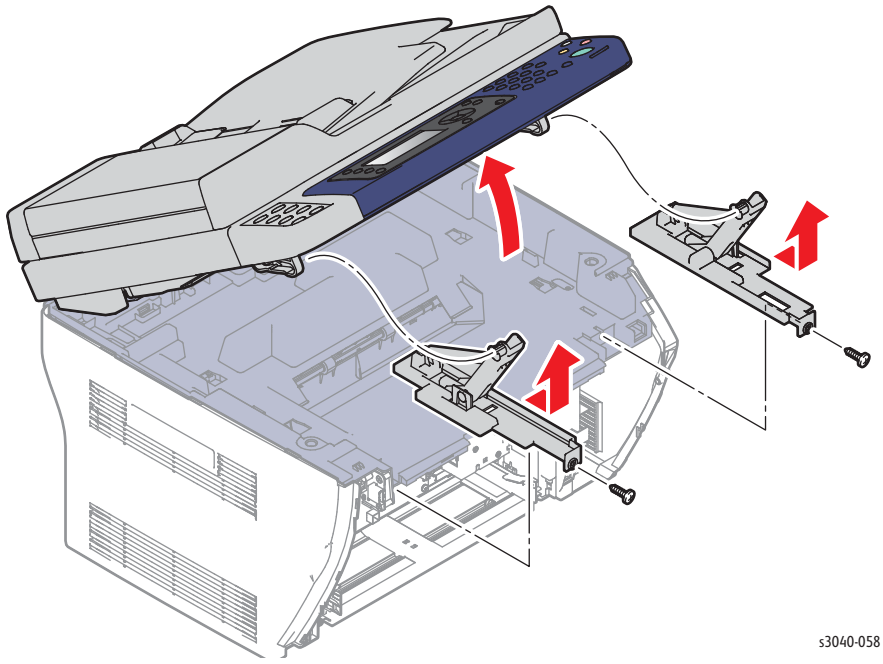


WorkCentre 3045 Covers

Holder Assemblies

PL1.1.1, 1.1.2

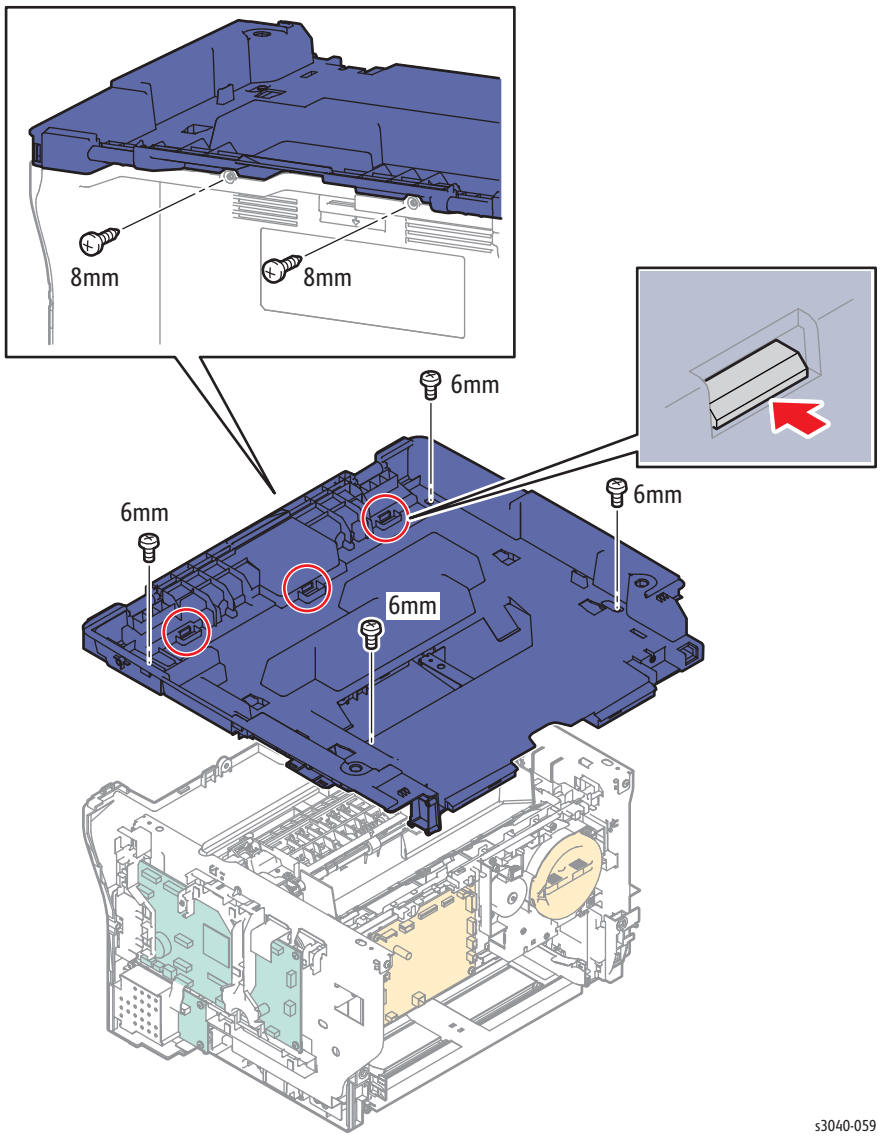
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Raise the Scanner Assy.
4. Remove the Inner Front Cover (page 4-62).
5. Remove 2 screws (silver, tap, 8mm) that secure the Holder Assemblies, then slide the Holder Assemblies forward to release the hooks and carefully lift the Scanner to remove the assemblies.



Top Cover

PL1.1.7

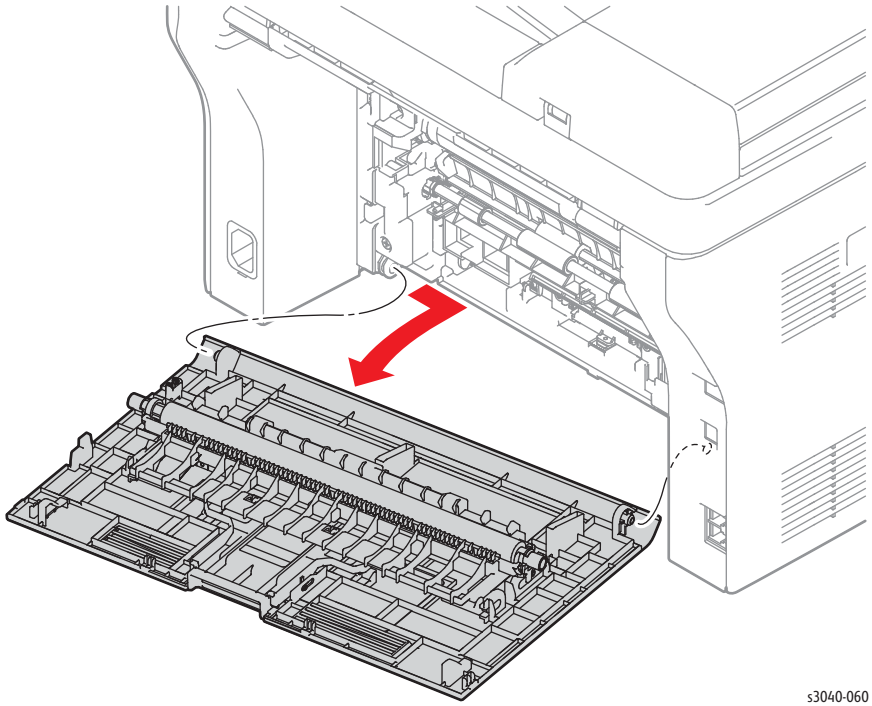
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Raise the Scanner Assy.
4. Remove the Inner Front Cover (page 4-62).
5. Remove the Left Cover (page 4-64)
6. Remove the Right Cover (page 4-57)
7. Remove the Scanner (page 4-109).
8. Remove the Front USB Board (page 4-65).
9. Remove the WiFi bracket if present (page 4-66).
10. Remove 2 screws (silver, tap, 8mm) at the rear, 4 screws (silver, metal, 6mm) and release 3 hooks that secure the Top Cover.



Rear Door

PL1.1.7

1. Open the Rear Door.
2. Release the boss from the left hinge and remove the Rear Door.

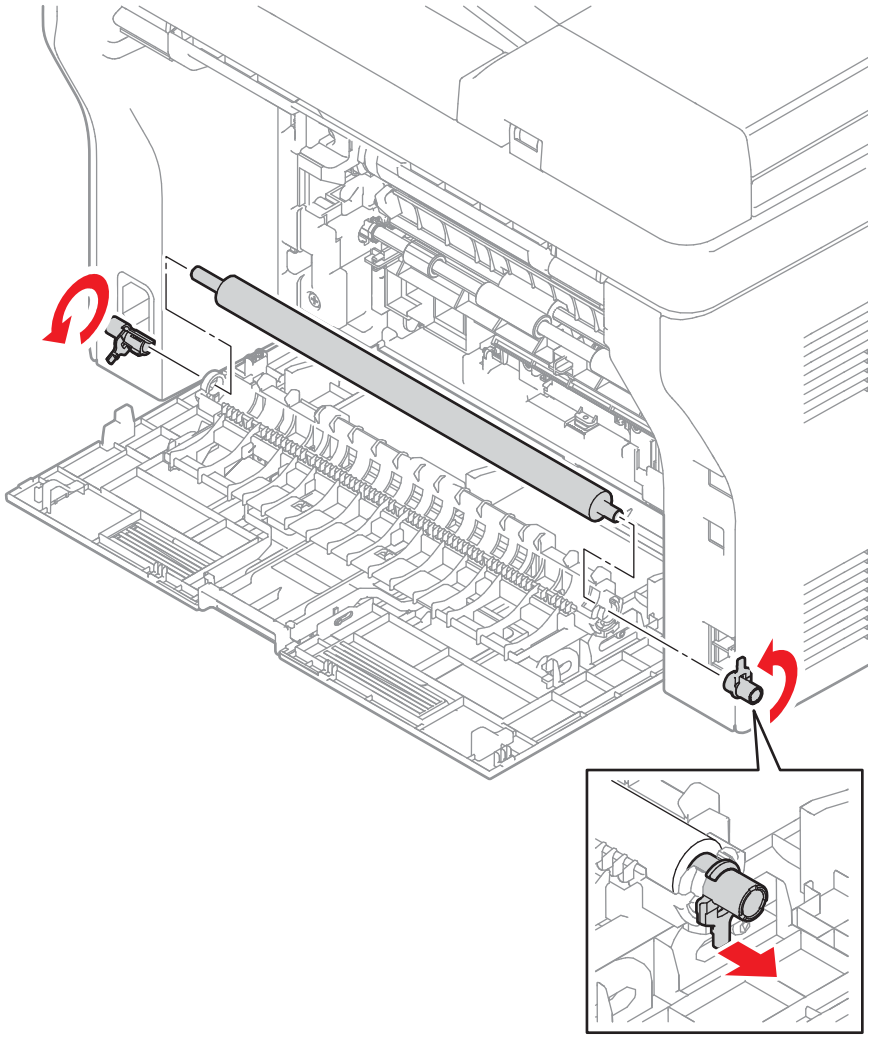


s3040-060

Transfer Roller Bearings

PL1.1.9, 1.1.10

1. Open the Rear Door.
2. Release the bearing lock and rotate the bearing to align the key with the notch and remove the bearing from the Transfer Roller shaft.

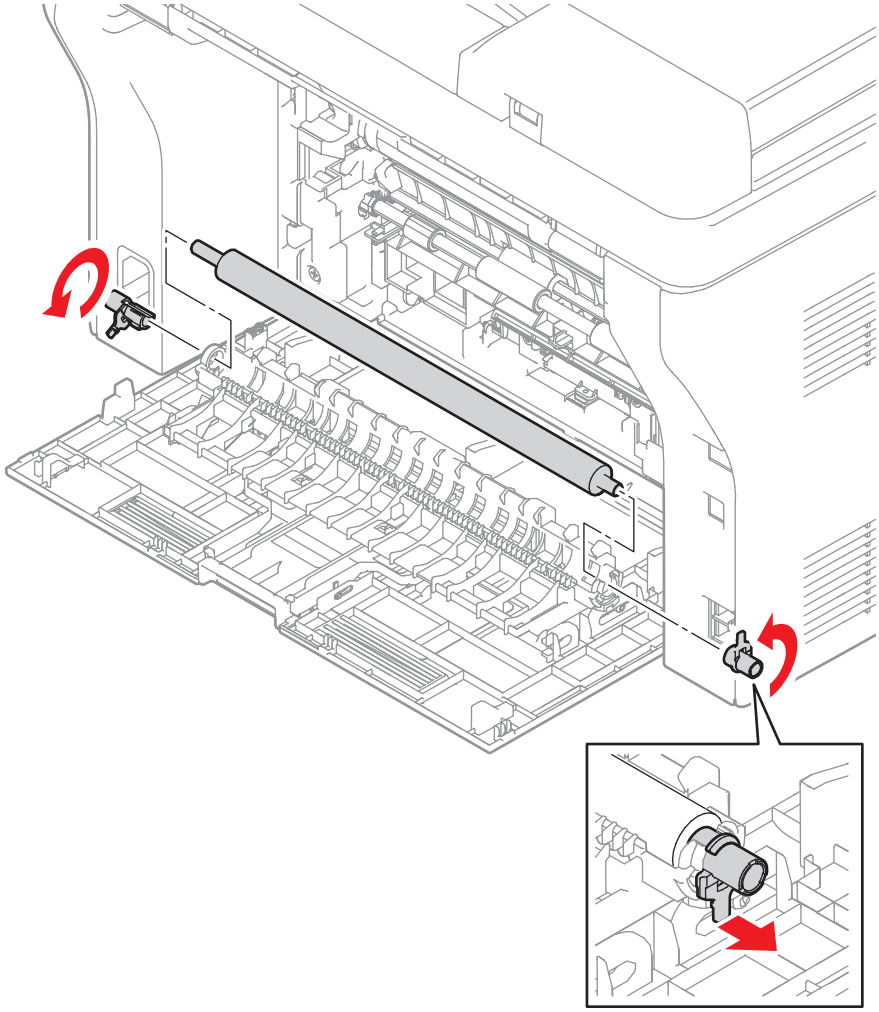


s3040-061

Transfer Roller

PL1.1.11

1. Open the Rear Door.
2. Remove the right side Transfer Roller bearing (page 4-9) and remove the Transfer Roller from the Rear Door.

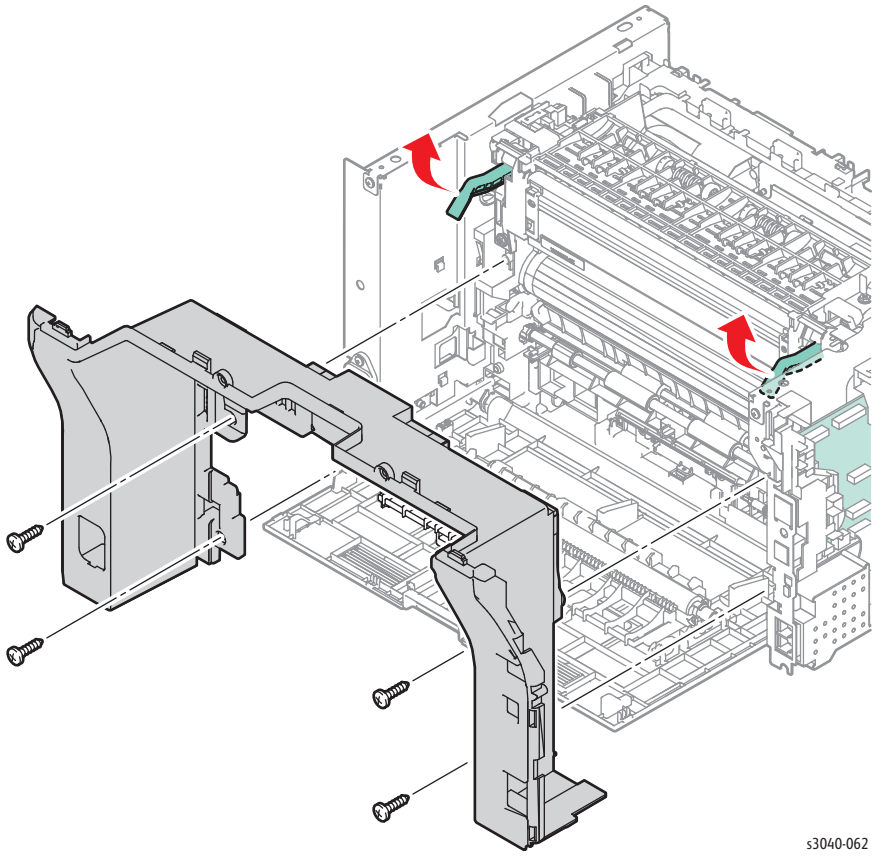


s3040-061

Rear Cover

PL1.1.12

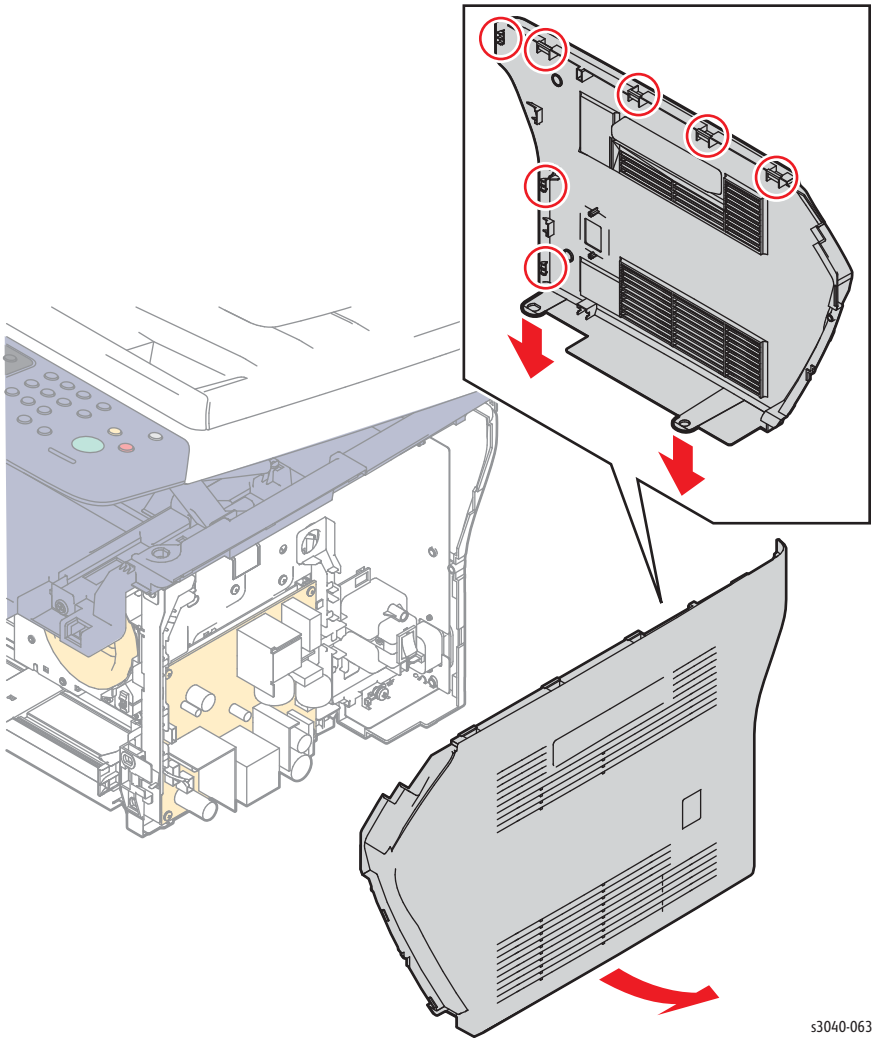
1. Open the Rear Door.
2. Remove the Main Tray (page 4-58).
3. Remove the Front Cover (page 4-60).
4. Remove the Right Cover (page 4-57).
5. Remove the Left Cover (page 4-64)
6. Remove the Scanner (page 4-109).
7. Remove the Front USB Board (page 4-65).
8. Remove the WiFi bracket if present (page 4-66).
9. Remove the Top Cover (page 4-52).
10. Lift the Fuser levers.
11. Remove the 4 screws (silver, tap, 8 mm) that secure the Rear Cover.
12. Release several hooks that secure the cover.



Right Cover

PL1.1.13

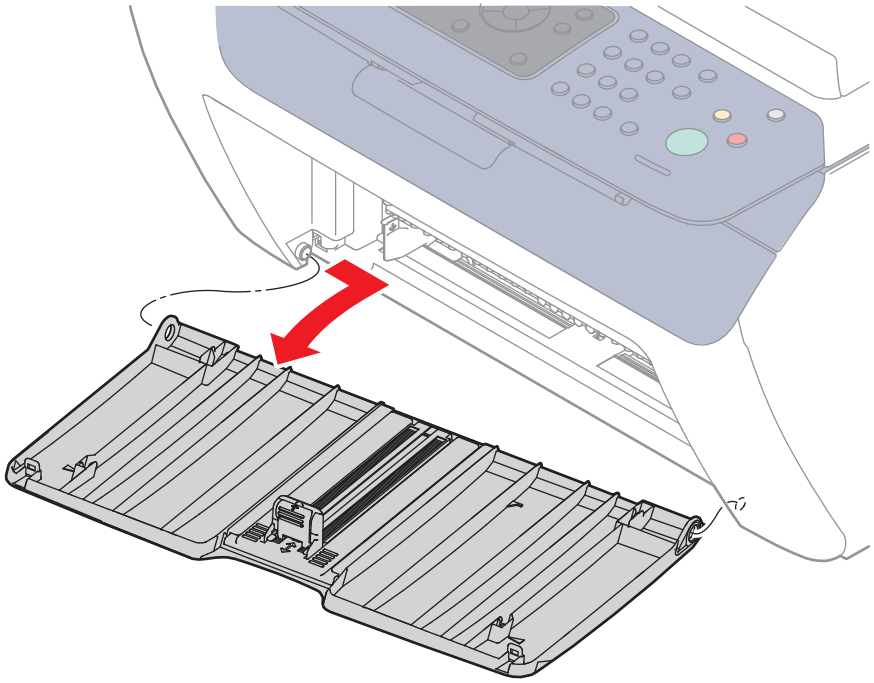
1. Remove the Main Tray (page 4-58).
2. Raise the Scanner.
3. Remove the Front Cover (page 4-60).
4. Remove the Inner Front Cover (page 4-62).
5. Release the 2 bosses on the bottom of the Right Cover.
6. Release several hooks that secure the cover to the Top and Rear Covers.



Main Tray

PL1.1.14

1. Open the Main Tray.
2. Release the boss on the Main Tray from the hole in the Front Cover, and then remove the Tray.



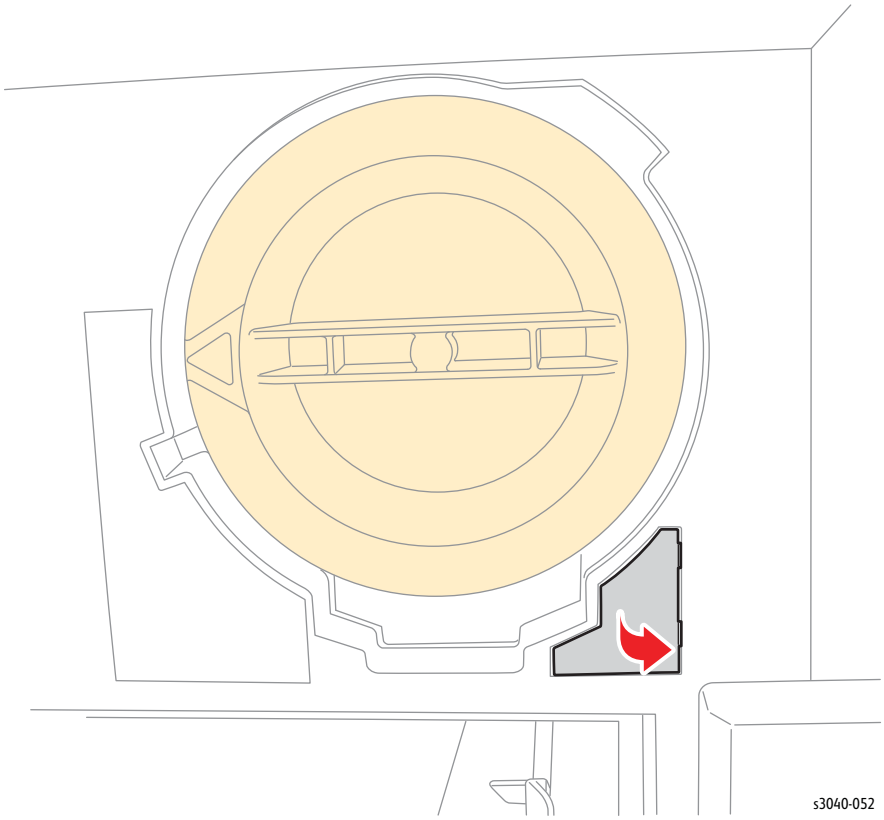
s3040-064

HiPot Cover

PL1.1.19

The HiPot Cover is located next to the Toner Cartridge on the Inner Front Cover.

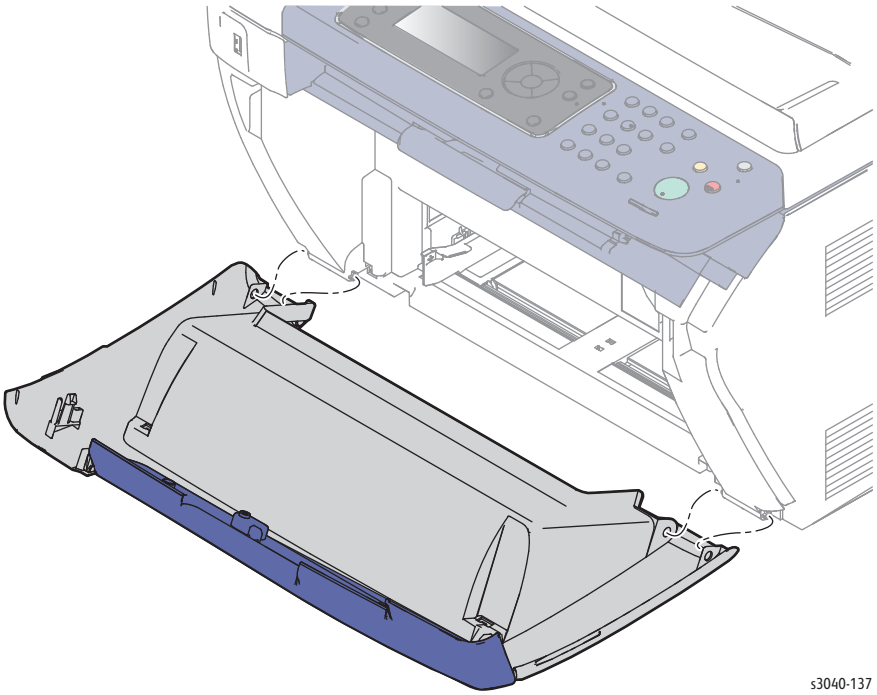
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Starting on the left edge, release the hooks on both sides of the cover. There is 1 hook on the left, 2 hooks on the right.



Front Cover

PL1.1.20

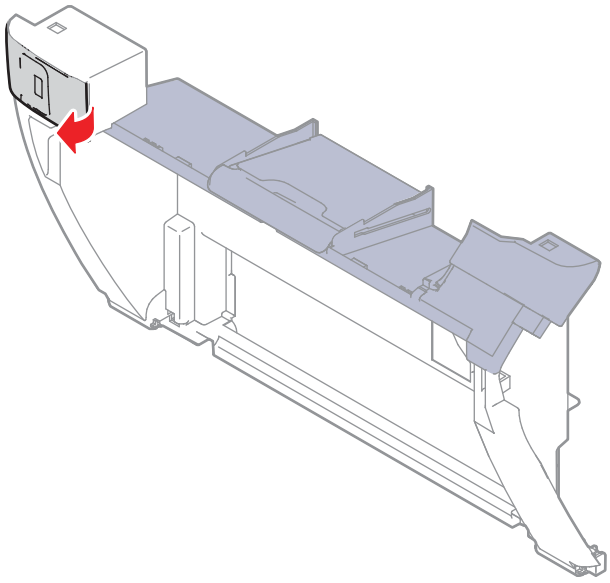
1. Remove the Main Tray (page 4-58).
2. Release the bosses from the left hinge and remove the Front Cover.



USB Cover

PL1.1.23

1. Starting on the right edge, release the hooks on both sides of the cover. There is 2 hooks on the bottom and 2 hooks on the right.

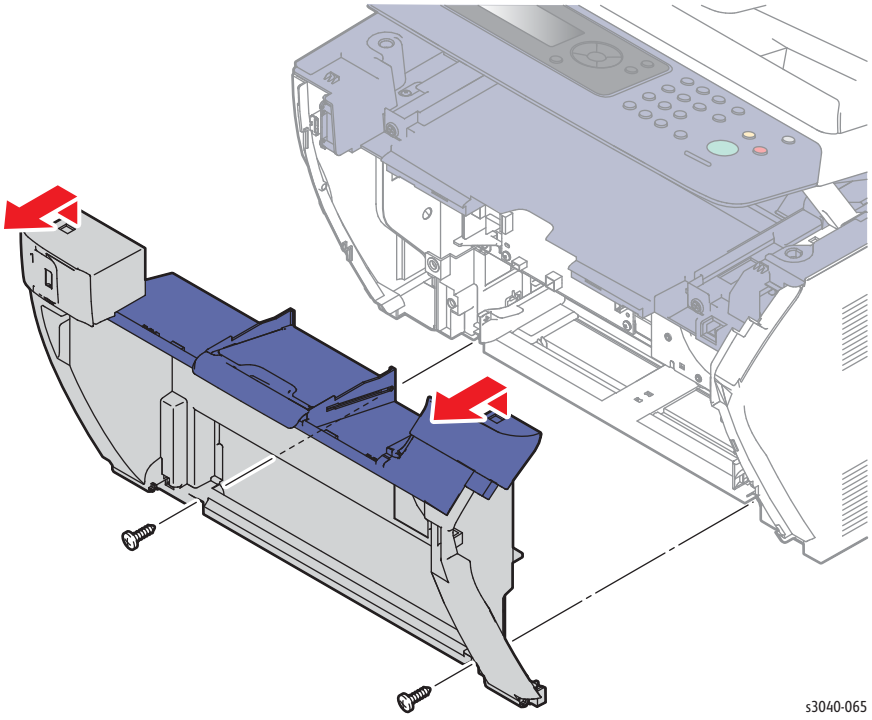


s3040-123

Inner Front Cover

PL1.1.24

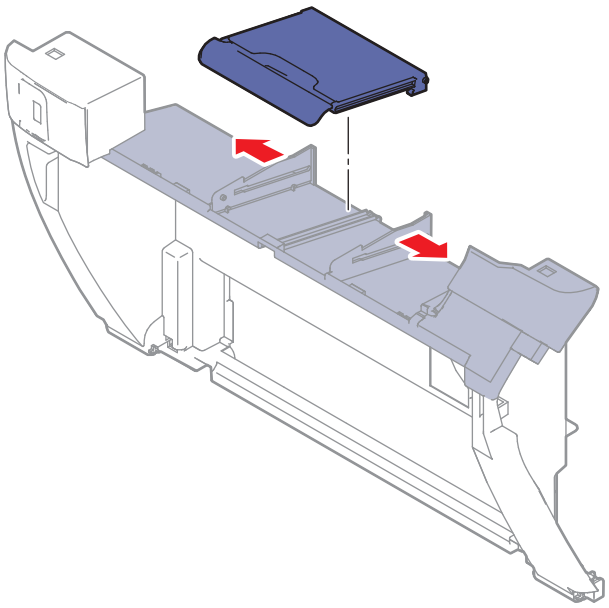
1. Remove the Main Tray (page 4-58).
2. Raise the Scanner.
3. Remove the Front Cover (page 4-60).
4. Remove the 2 screws (silver, tap, 8 mm) that secure the Rear Cover.
5. Lift the cover at the upper corners to release 2 hooks that secure the cover.



Output Tray Extension

PL1.1.25

1. Remove the Main Tray (page 4-58).
2. Raise the Scanner.
3. Remove the Front Cover (page 4-60).
4. Remove the Inner Front Cover (page 4-62).
5. Release the bosses that secure the Output Tray Extension to the inner Front Cover.

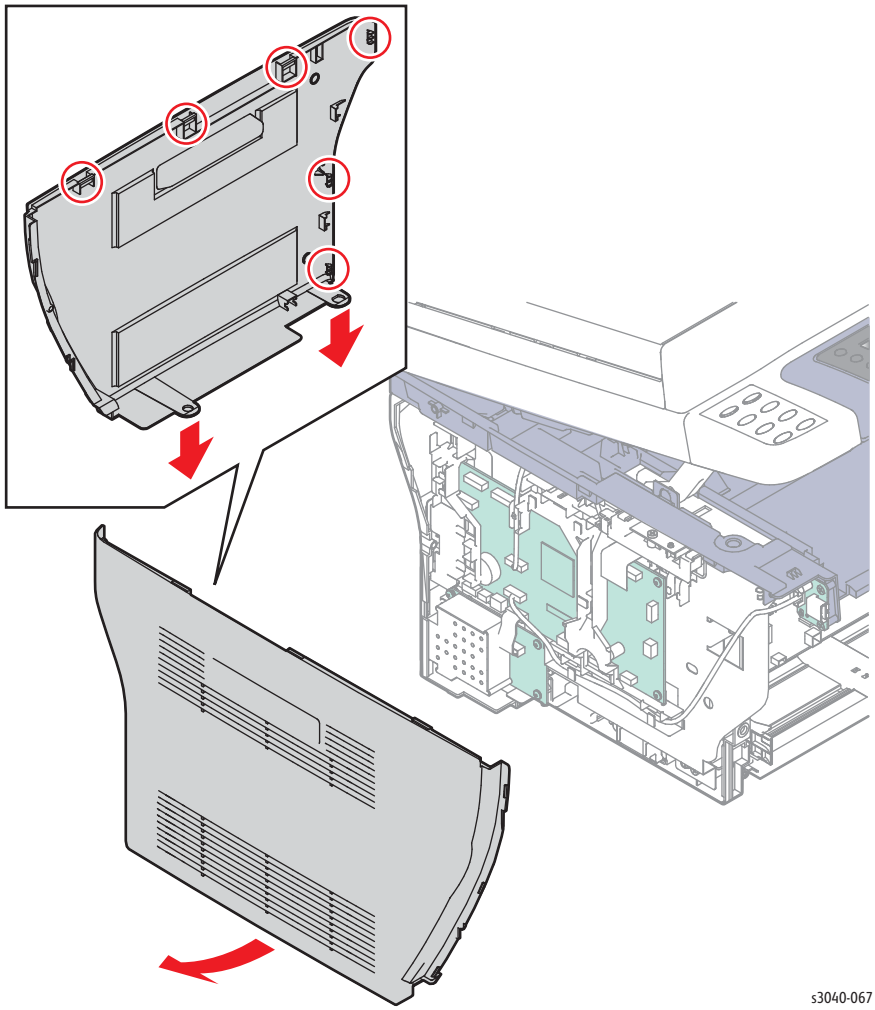


s3040-066

Left Cover

PL1.1.28

1. Remove the Main Tray (page 4-58).
2. Raise the Scanner.
3. Remove the Front Cover (page 4-60).
4. Remove the Inner Front Cover (page 4-62).
5. Release the 2 bosses on the bottom of the Left Cover.
6. Release several hooks that secure the cover to the Top and Rear Covers.

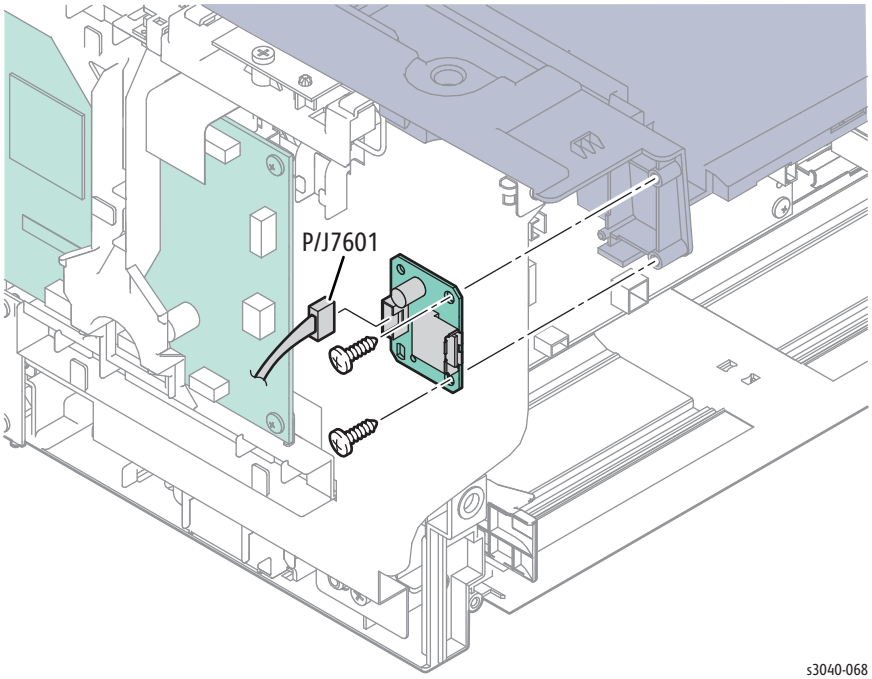


s3040-067

Front USB Board

PL1.1.29

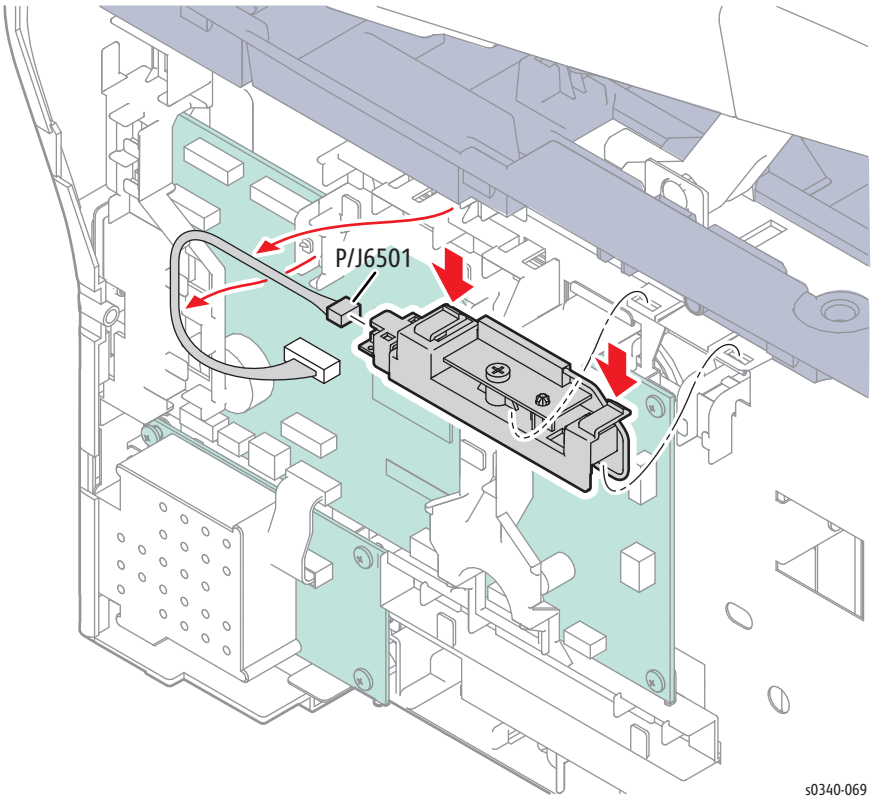
1. Remove the Main Tray (page 4-58).
2. Raise the Scanner.
3. Remove the Front Cover (page 4-60).
4. Remove the Inner Front Cover (page 4-62).
5. Remove the Left Cover (page 4-64).
6. Disconnect P/J7601 on the Front USB Board.
7. Remove the 2 screws (silver, tap, 8 mm) that secure the Front USB Board to the Top Cover.



WiFi Adaptor (3045N)

PL1.1.31

1. Remove the Main Tray (page 4-58).
2. Raise the Scanner.
3. Remove the Front Cover (page 4-60).
4. Remove the Inner Front Cover (page 4-62).
5. Remove the Left Cover (page 4-64).
6. Disconnect P/J6501 on the IP Board.
7. Release 2 hooks that secure the WiFi Adaptor.

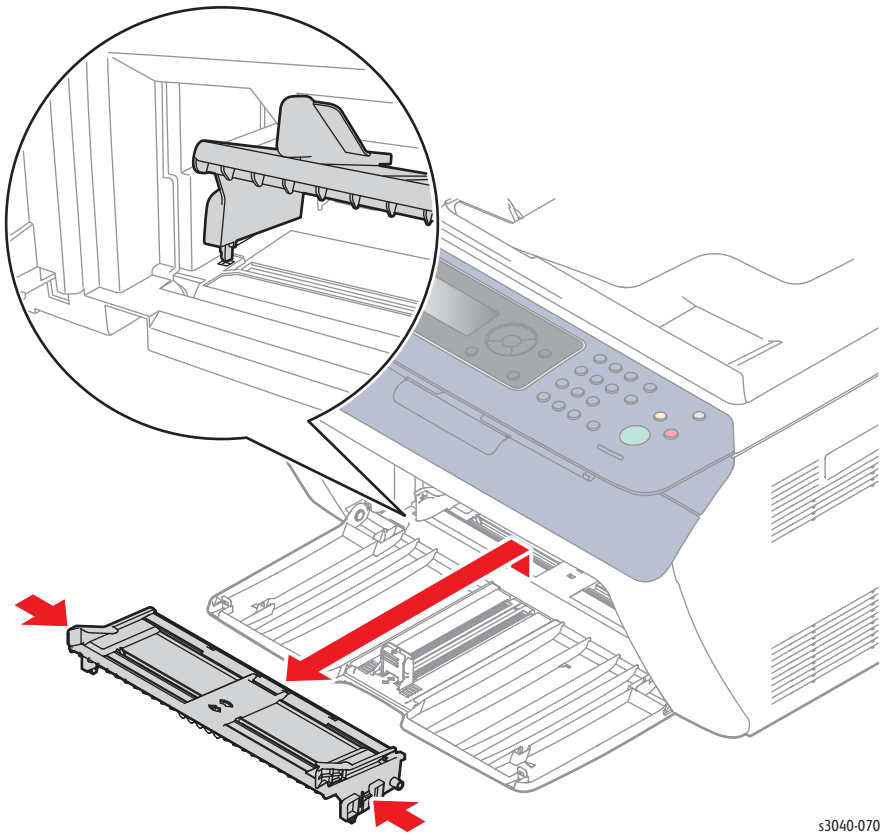


WorkCentre 3045 Feeder

Bypass Tray

PL2.1.99

1. Release 2 hooks, one on each side, that secure the bypass tray in the chassis.

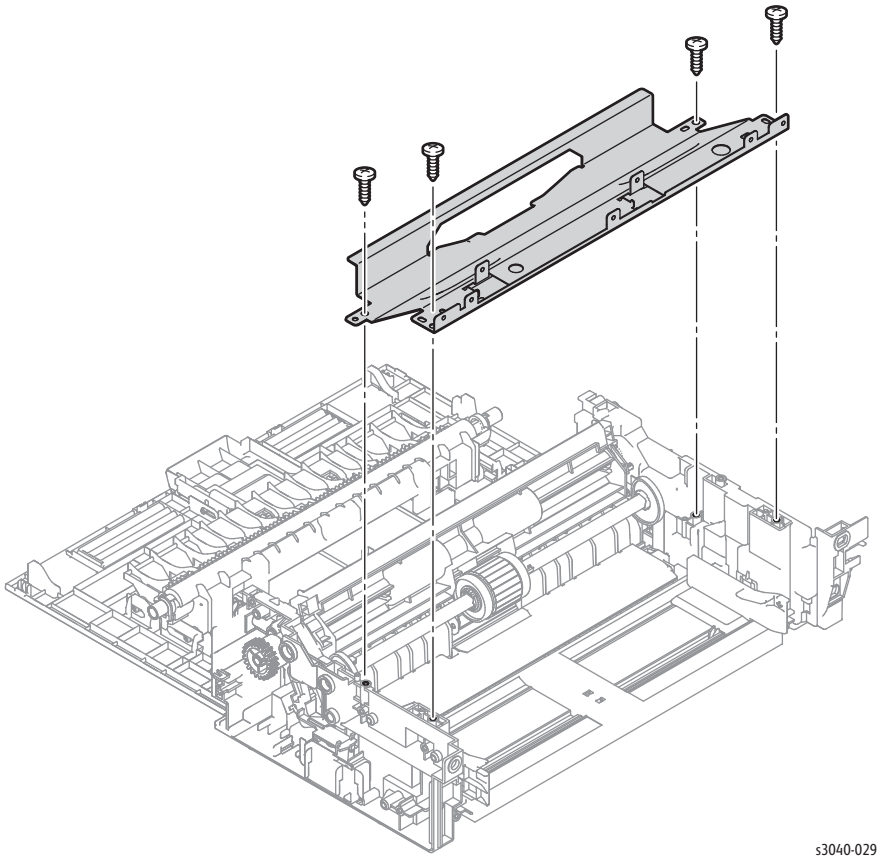


Feed Roll Assembly

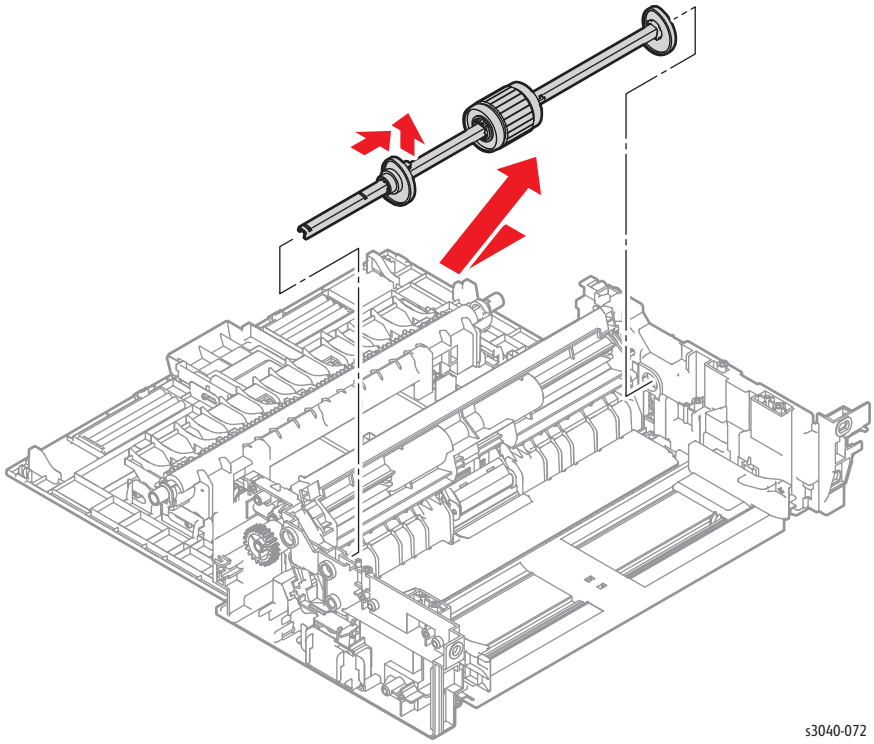
PL2.2.1

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-11).
11. Remove the Toner Motor (page 4-37).
12. Remove the Toner Dispense Assembly (page 4-36).
13. Remove the Fuser (page 4-38).
14. Remove the MCU Board (page 4-43).
15. Remove the HVPS (page 4-98).
16. Remove the Power Switch Assembly (page 4-46).
17. Remove the LVPS (page 4-48).
18. Remove the LVPS bracket (page 4-107).
19. Remove the Rear Door Interlock Switch (page 4-44).
20. Remove the IP Board (page 4-45).
21. Remove the Fax Board if present (page 4-105).
22. Remove the IP Board bracket (page 4-106).
23. Remove the Main Drive Assembly (page 4-40).
24. Remove the Main Drive Motor (page 4-41).
25. Remove the xerographics assembly (page 4-33).

26. Remove 4 screws (silver, tap, 8 mm), that secure the lower plate to the chassis.



27. Remove the Feed Gear and Spring (page 4-76).
28. Release the left Feed Roller Cam latch and slide the cam towards the center of the shaft., and move the Feed Shaft to the left side of the printer.
29. Move the Feed Roll Assembly left to release the shaft from the chassis.

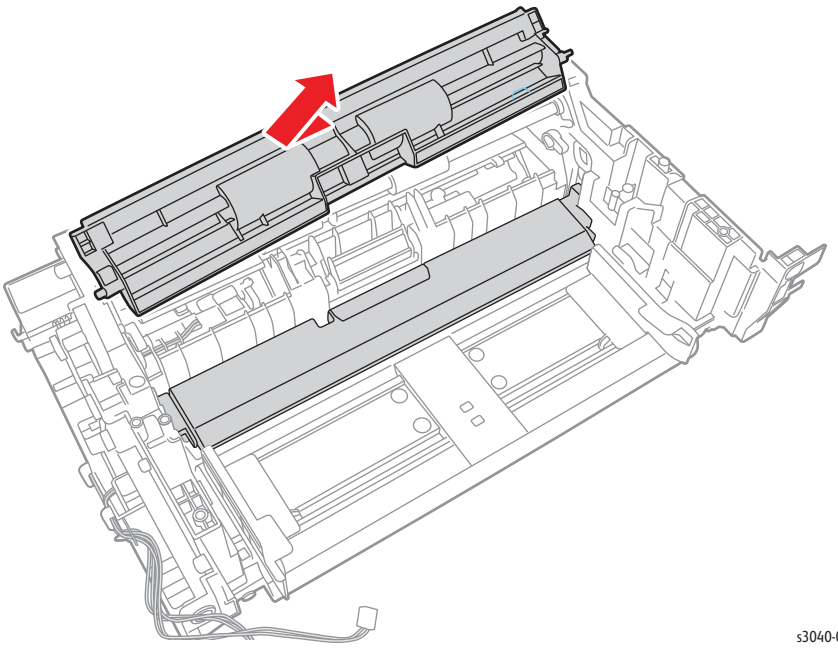

s3040-072

Bottom Plate

PL2.2.8

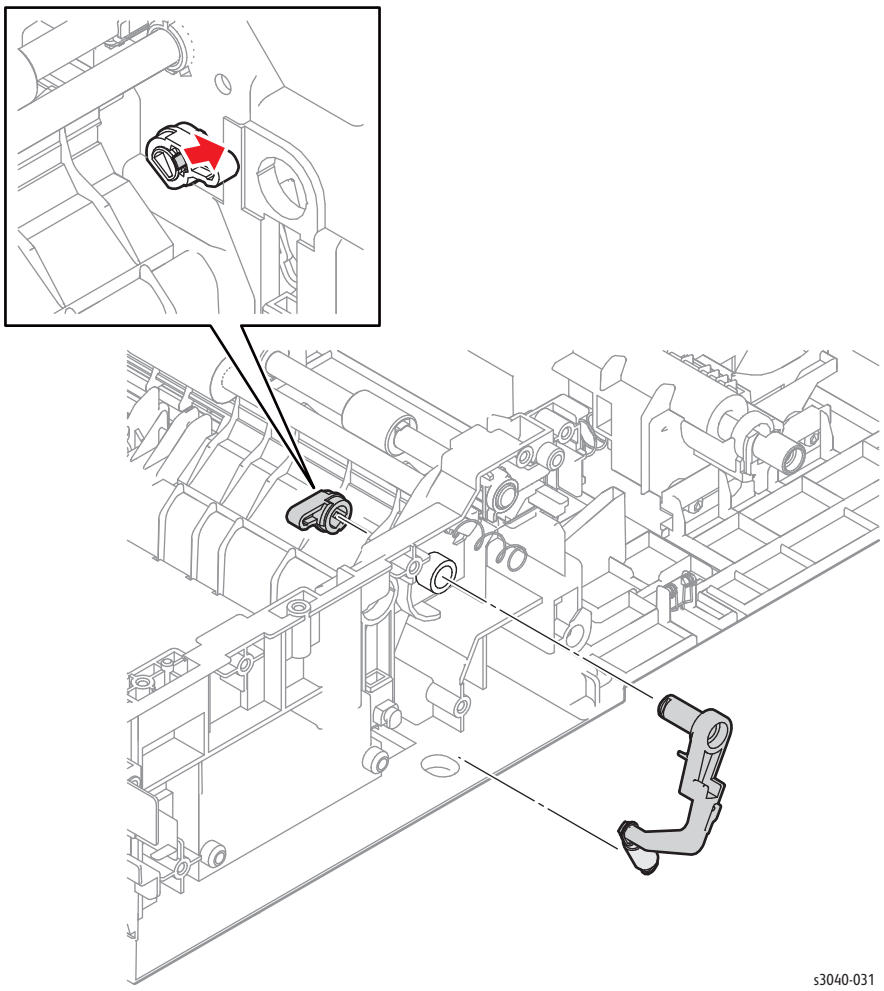
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-7).
10. Remove the Rear Cover (page 4-11).
11. Remove the Toner Motor (page 4-37).
12. Remove the Toner Dispense Assembly (page 4-36).
13. Remove the Fuser (page 4-38).
14. Remove the Main Drive Assembly (page 4-40).
15. Remove the Main Drive Motor (page 4-41).
16. Remove the Power Switch Assembly (page 4-46).
17. Remove the MCU Board (page 4-43).
18. Remove the IP Board (page 4-45).
19. Remove the LVPS (page 4-48).
20. Remove the IP Board bracket (page 4-106).
21. Remove the LVPS bracket (page 4-107).
22. Remove the Rear Door Interlock Switch (page 4-44).
23. Remove the xerographics assembly (page 4-33).
24. Remove the Feed Gear and Spring (page 4-25).
25. Remove the Feed Roller (page 4-17).

26. Remove the bottom chute.



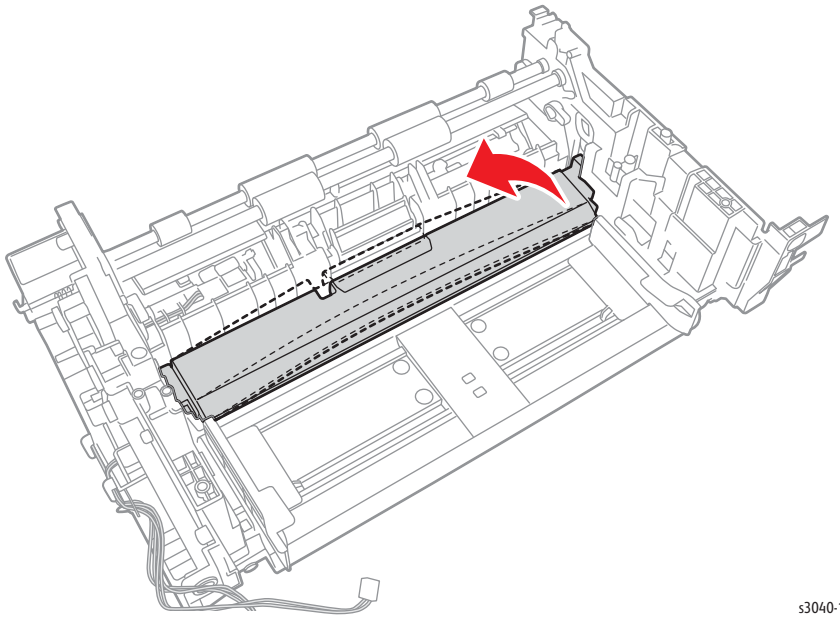
s3040-053

27. Release the hook that secures the cam follwer bearings and remove the bearings and followers from the chassis.



s3040-031

28. Flex the Bottom Plate to release one end from the chassis and remove.



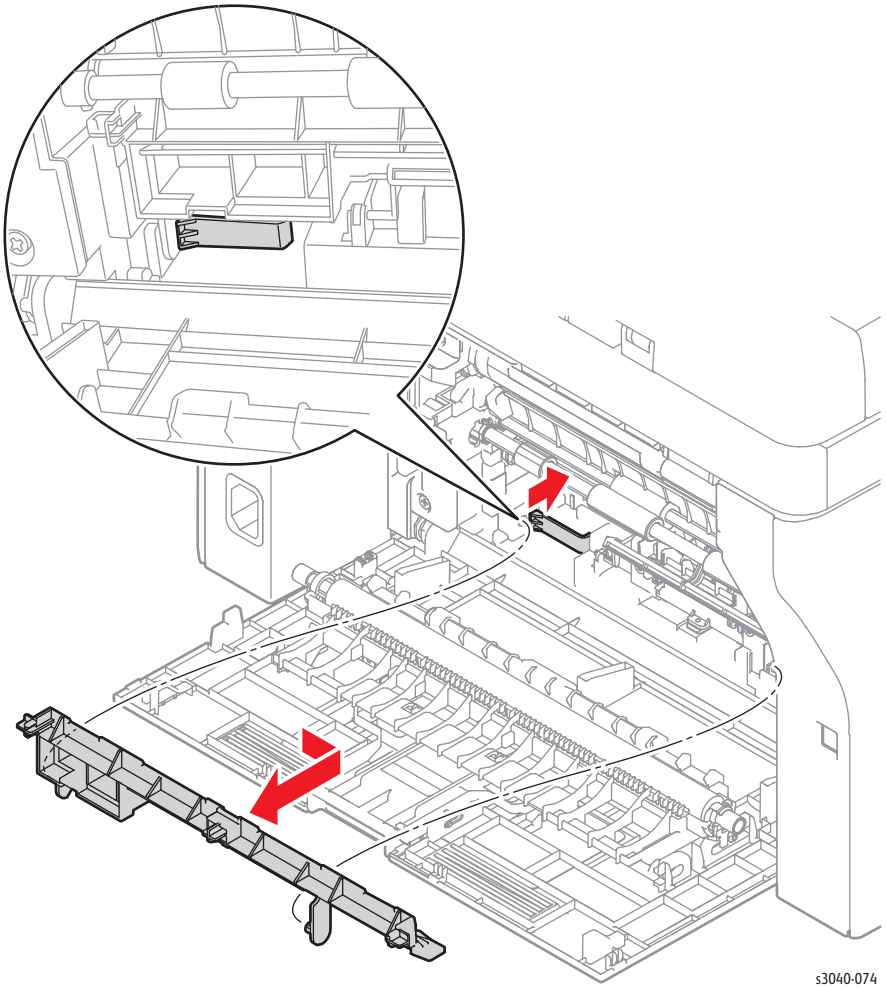
Replacement Note

Attach the spring to the Bottom Plate before installing the followers.

Separator Pad Assembly

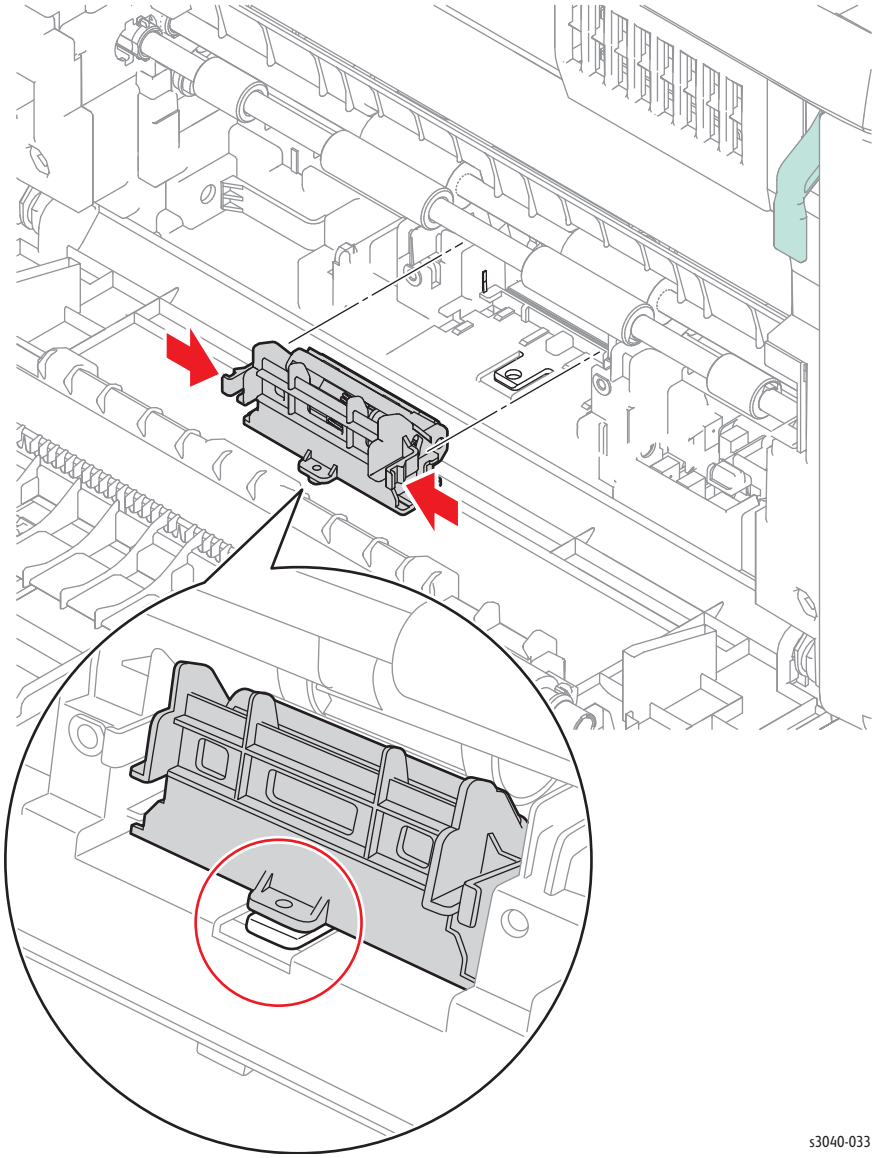
PL2.2.15

1. Remove the Rear Door (page 4-8).
2. Press inward on the left side retainer to release the left side boss and remove the lower chute.



3. Remove the Registration Sensor Actuator (page 4-28).

4. Release the hook at each side of the housing to release the assembly from the chassis.



s3040-033

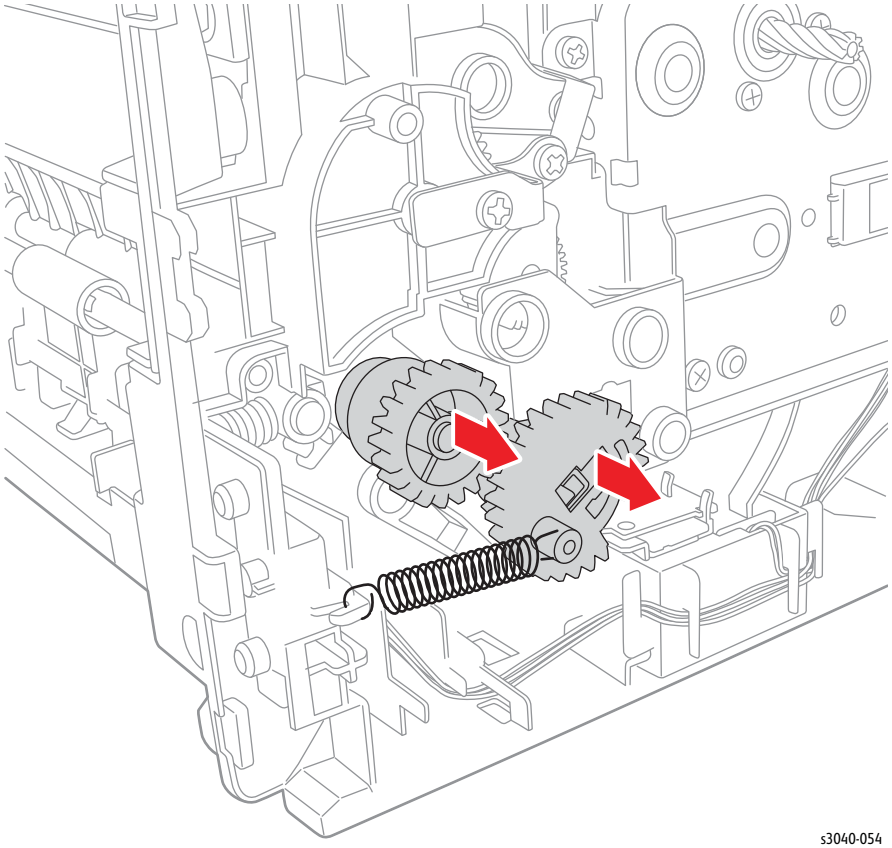
Feed Gear and Spring

PL2.2.19

Caution

The gears of the Main Drive Assembly are not captive to the cover. Use care when removing the cover to maintain the correct gear orientation.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the IP Board (page 4-103).
12. Remove the Fax Board if present (page 4-105).
13. Remove the IP Board Bracket (page 4-106).
14. Remove the Main Drive Assembly (page 4-40).
15. Release the spring from the hook on the chassis.
16. Release the hook that secures the Feed Gear to the shaft.



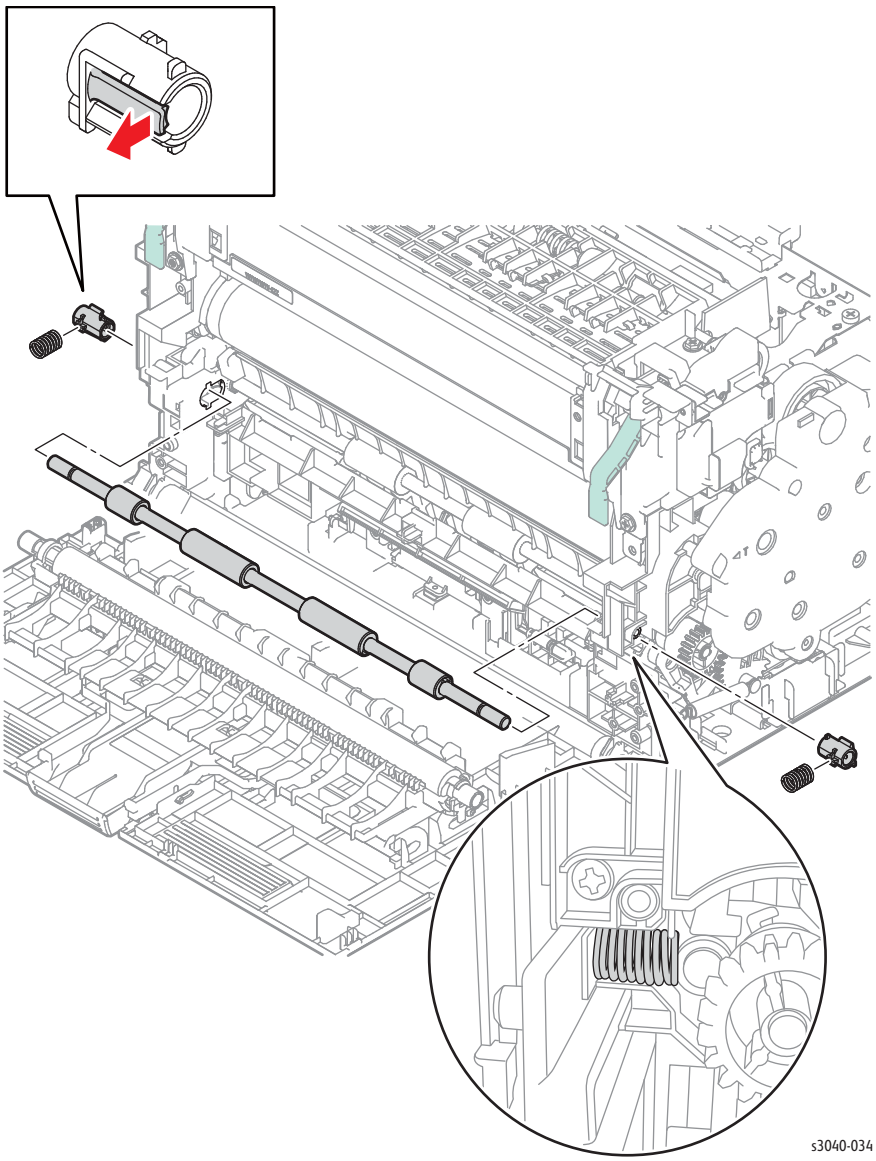
s3040-054

Registration Pinch Roller

PL2.3.2

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the IP Board (page 4-103).
12. Remove the Fax Board if present (page 4-105).
13. Remove the IP Board Bracket (page 4-106).
14. Remove the LVPS (page 4-48).
15. Remove the LVPS bracket (page 4-107).

16. Remove the registration springs and bearings from the ends of the pinch roller shaft and remove the shaft from the chassis.



Registration Roller

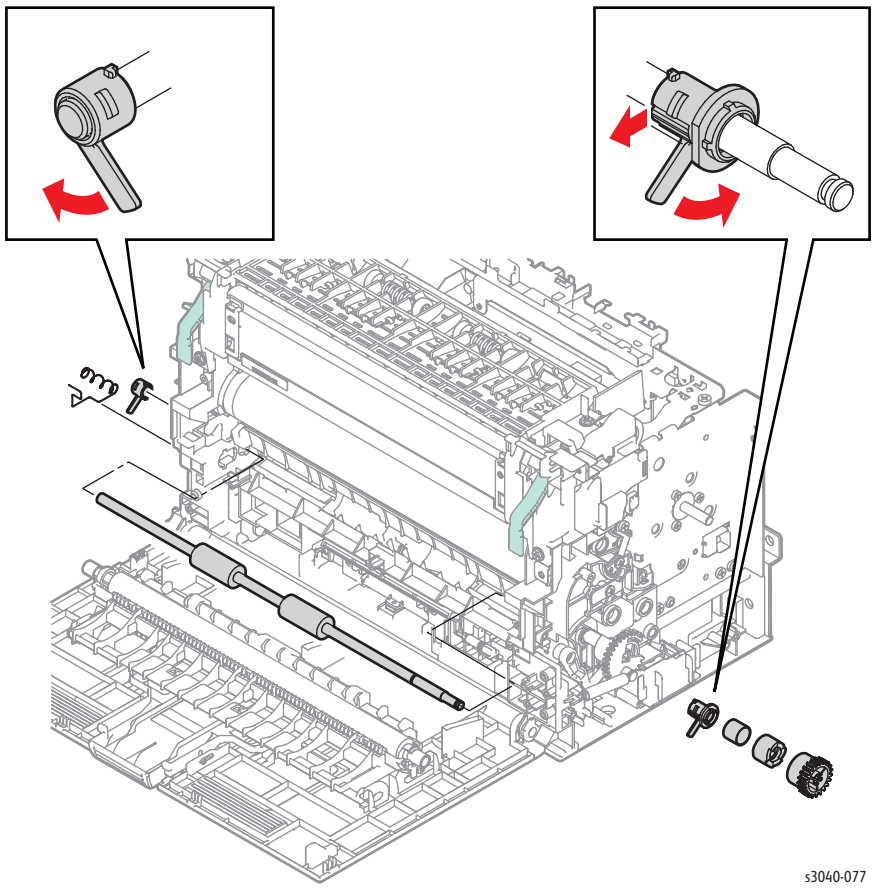
PL2.3.1

Caution

The gears of the Main Drive Assembly are not captive to the cover. Use care when removing the cover to maintain the correct gear orientation.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the IP Board (page 4-103).
12. Remove the Fax Board if present (page 4-105).
13. Remove the IP Board Bracket (page 4-106).
14. Remove the Main Drive Assembly ().
15. Remove the LVPS (page 4-48).
16. Remove the LVPS bracket (page 4-107).
17. Remove the registration pinch roller (page 4-77).
18. Remove the registration gear, clutch and spring from the Registration Roller shaft.

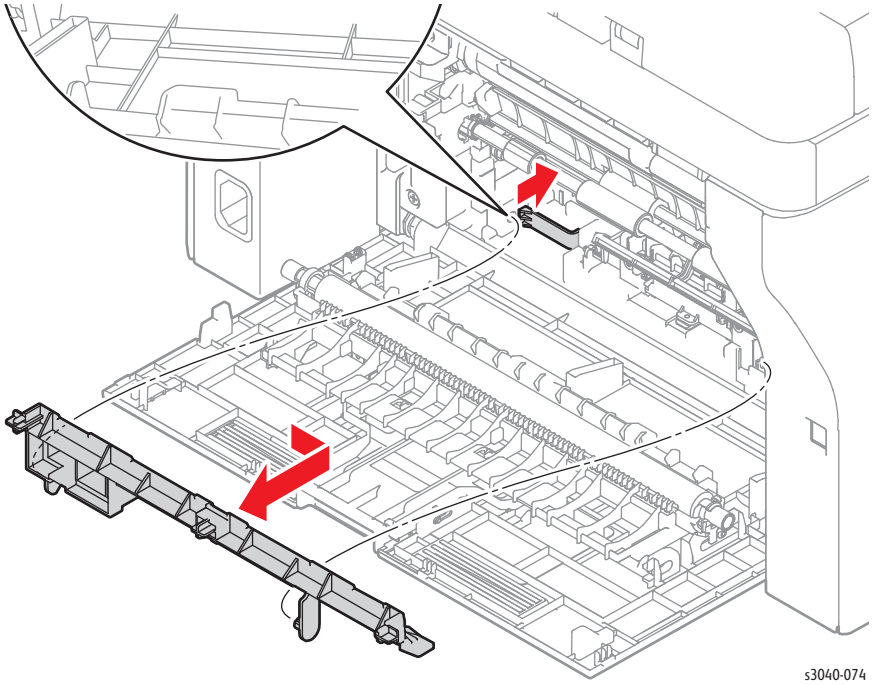
19. Remove the bearing from each end of the roller shaft, then remove the roller from the chassis.



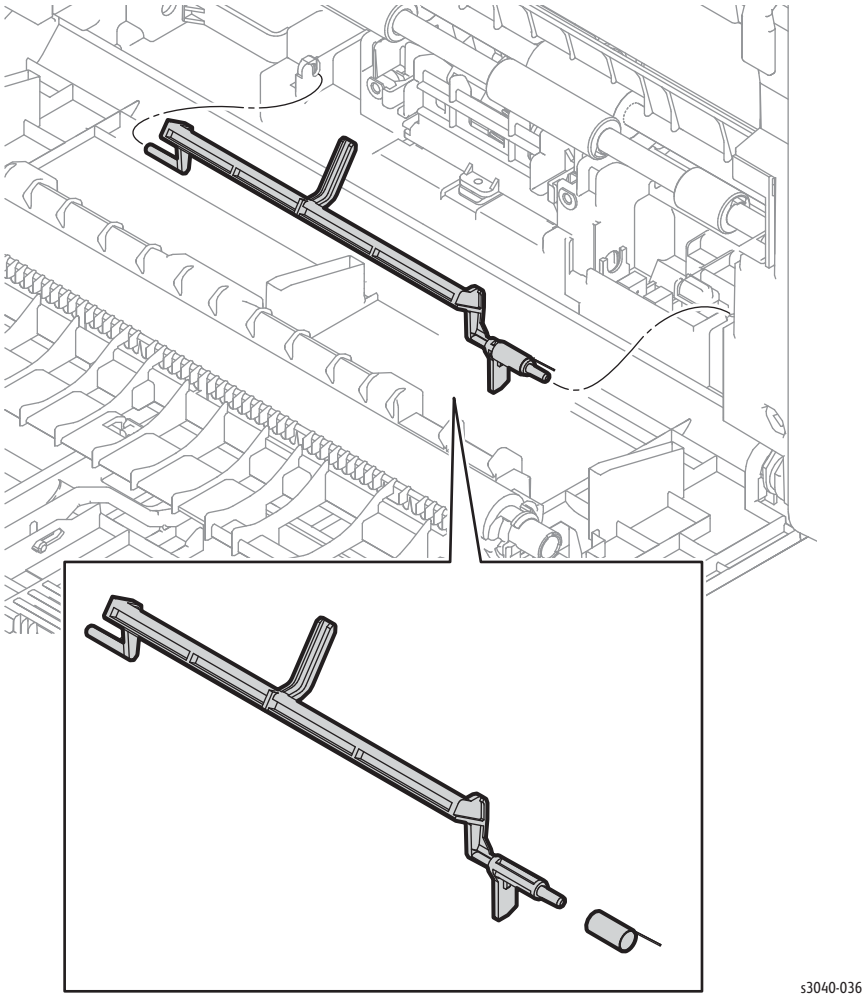
Registration Sensor Actuator

PL2.3.9

1. Remove the Rear Door (page 4-53).
2. Press inward on the left side retainer to release the left side boss and remove the lower chute.



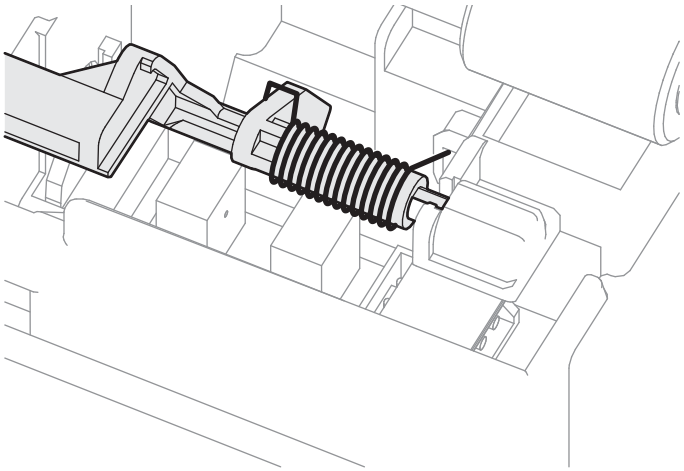
3. Remove the Registration Sensor Actuator by releasing the left end from the chassis and



s3040-036

Replacement Note

Install the spring as shown below.

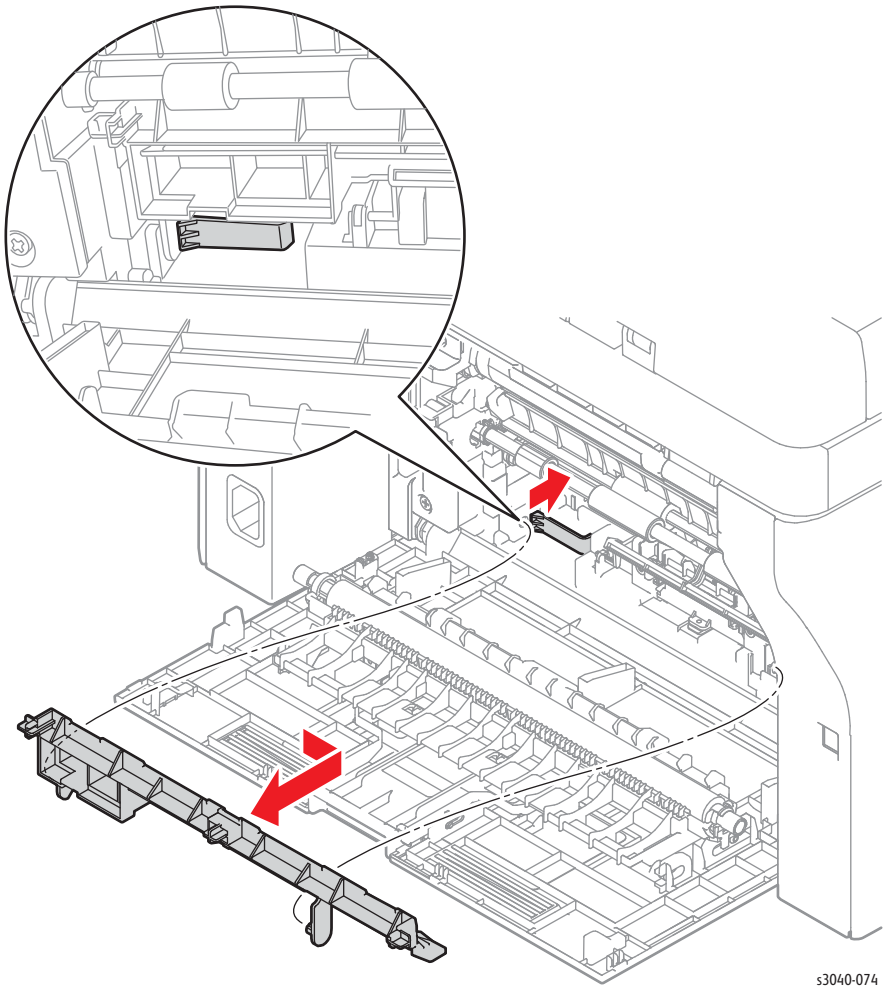


s3040-079

Registration Sensor

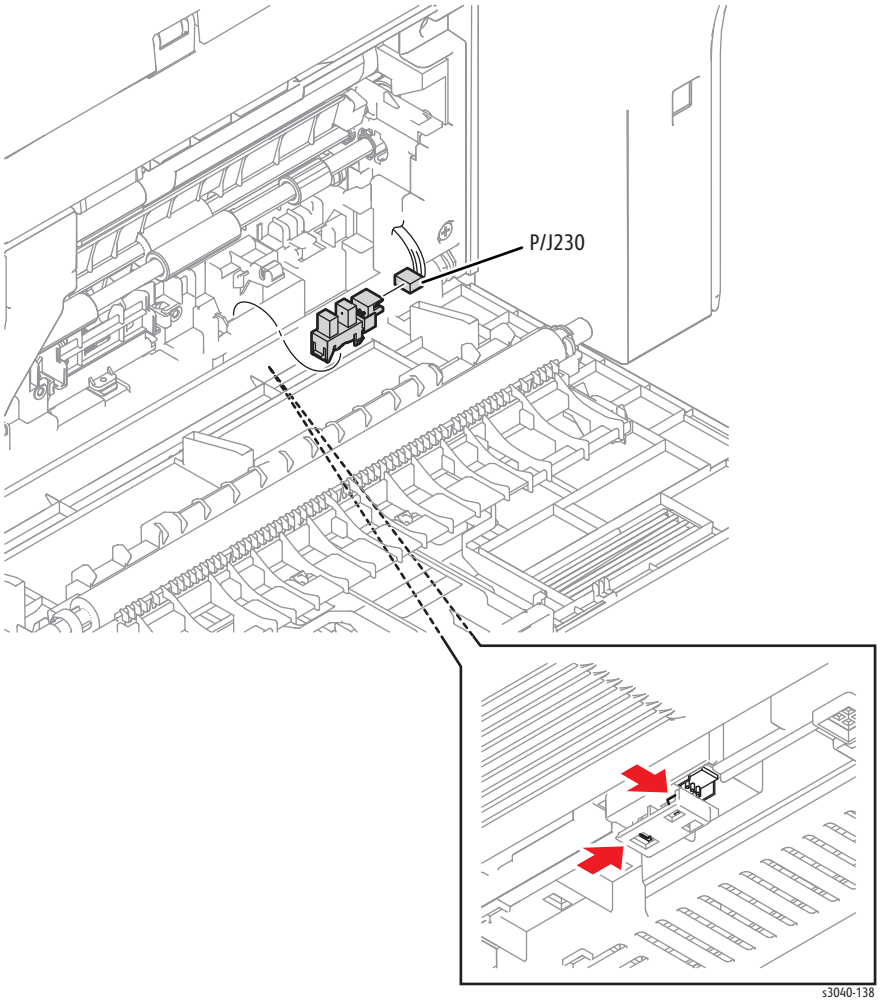
PL2.3.10

1. Open the Rear Door.
2. Press inward on the left side retainer to release the left side boss and remove the lower chute.



3. Release the 3 hooks that secure the Registration Sensor to the chassis.

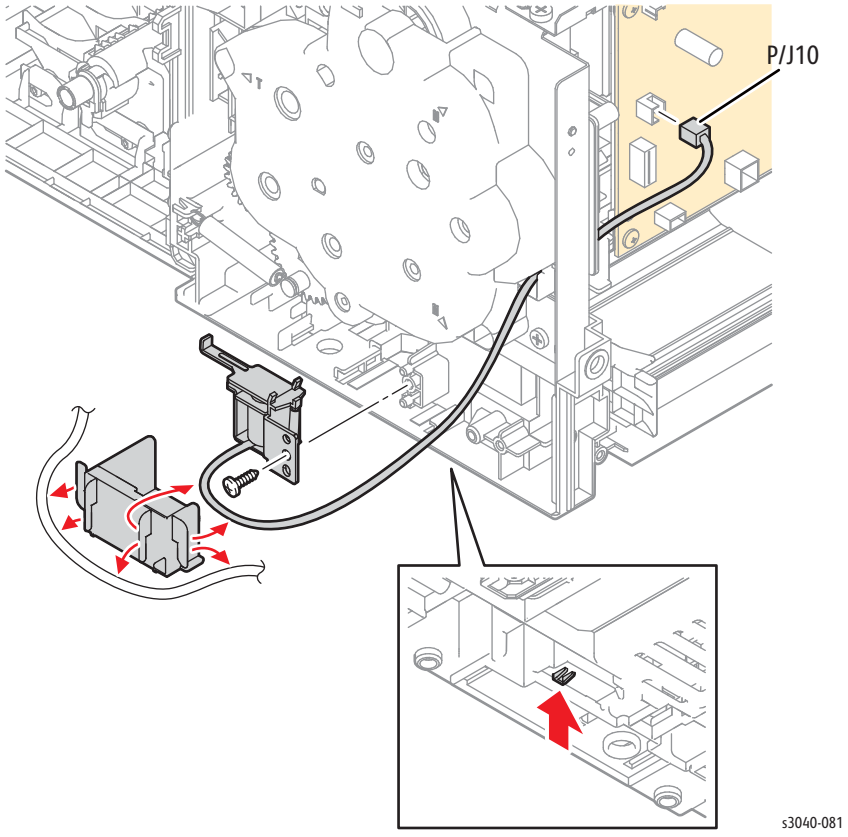
4. Rotate the Registration Actuator and disconnect P/J230 to remove the sensor from the chassis.



Feed Solenoid

PL2.3.21

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the IP Board (page 4-103).
12. Remove the Fax Board if present (page 4-105).
13. Remove the IP Board Bracket (page 4-106).
14. Disconnect P/J10 on the MCU Board.
15. Feed the solenoid harness through the opening near the Main Drive Assembly.
16. Release the solenoid and Registration Sensor harnesses from the feed solenoid cover, then remove the cover.
17. Remove 1 screw (silver, tap, 8 mm), and remove the Feed Solenoid from the printer.



WorkCentre 3045 Xerographics

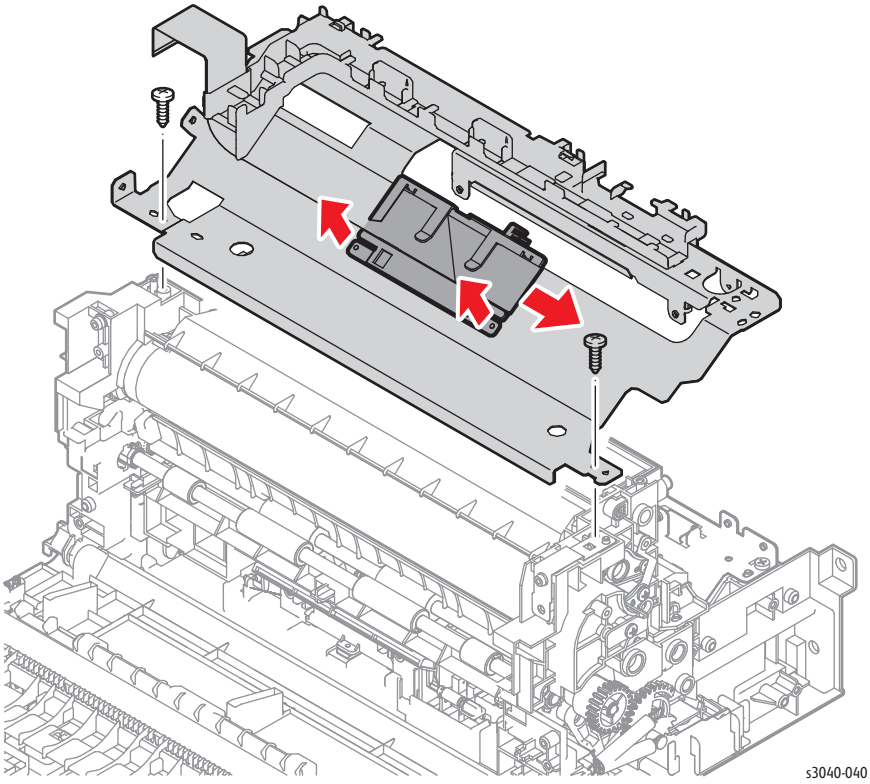
Xerographics Assembly

This procedure removes the developer and xerographic housings as a single unit.

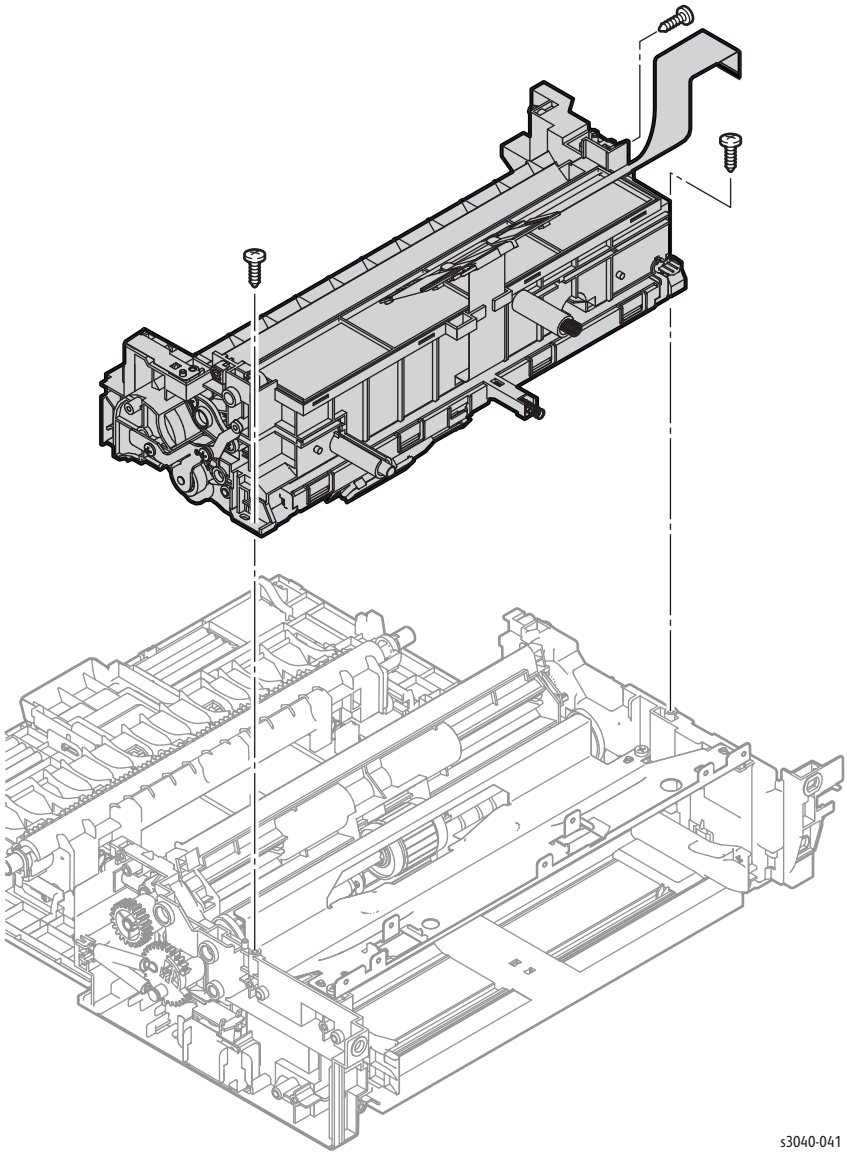
PL3.1.5

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-11).
11. Remove the Toner Motor (page 4-37).
12. Remove the Toner Dispense Assembly (page 4-36).
13. Remove the Fuser (page 4-38).
14. Remove the MCU Board (page 4-43).
15. Remove the HVPS (page 4-98).
16. Remove the Power Switch Assembly (page 4-46).
17. Remove the LVPS (page 4-48).
18. Remove the LVPS bracket (page 4-107).
19. Remove the Rear Door Interlock Switch (page 4-44).
20. Remove the IP Board (page 4-45).
21. Remove the Fax Board if present (page 4-105).
22. Remove the IP Board bracket (page 4-106).
23. Remove the Main Drive Assembly (page 4-40).
24. Remove the Main Drive Motor (page 4-41).

25. Remove the FFC cover.
26. Remove 2 screws (silver, tapping. 8mm) that secure the upper plate to the xerographics assembly.



27. Remove the 3 screws (silver, tap, 8 mm), to remove the xerographics assembly from the printer.



Replacement Note

Inspect the Feed and Separator Roller assemblies. Replace if worn.

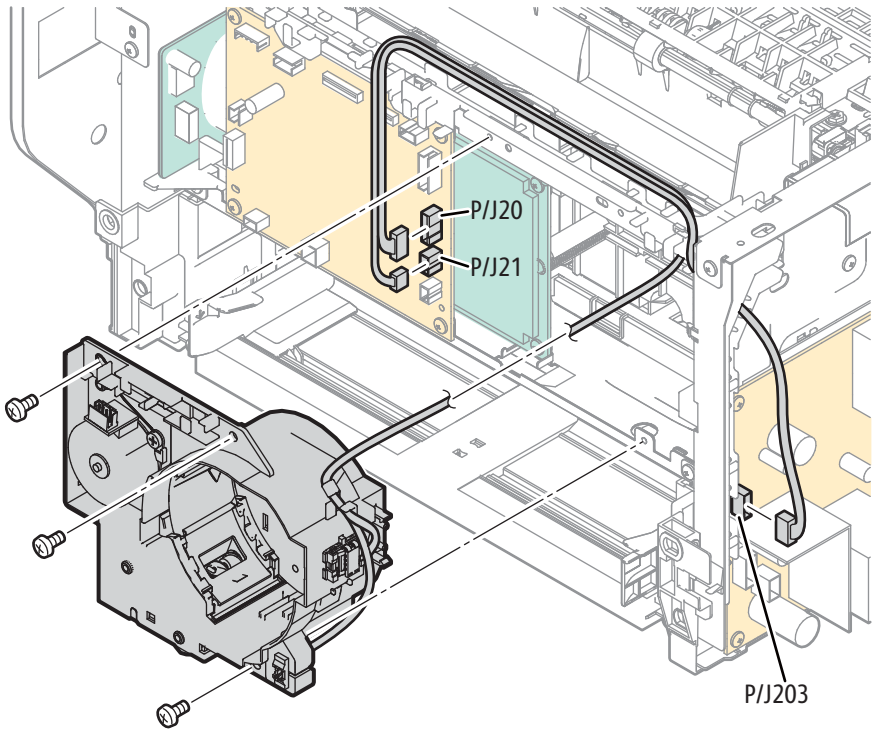
Toner Dispense Assembly

PL4.1.1

Caution

The Toner Cartridge CRUM reader harness is attached to the Toner Dispense Assembly.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Toner Cartridge (page 4-5).
5. Remove the Right Cover (page 4-57).
6. Remove the Left Cover (page 4-64).
7. Remove the Scanner (page 4-109).
8. Disconnect P/J7601 from the Front USB Board.
9. Disconnect P/J6501 from the WiFi Adaptor.
10. Remove the Top Cover (page 4-52).
11. Remove the Toner Motor (page 4-90).
12. Disconnect P/J203 from the LVPS and release the harness from the guides.
13. Disconnect P/J20 and P/J21 from the MCU Board and release all the harnesses from the Dispense Assembly harness guide.
14. Remove 3 screws (silver, metal, 6mm) that secure the Dispense Assembly to the chassis.
15. Disconnect the CRUM reader to remove the assembly.



s3040-083

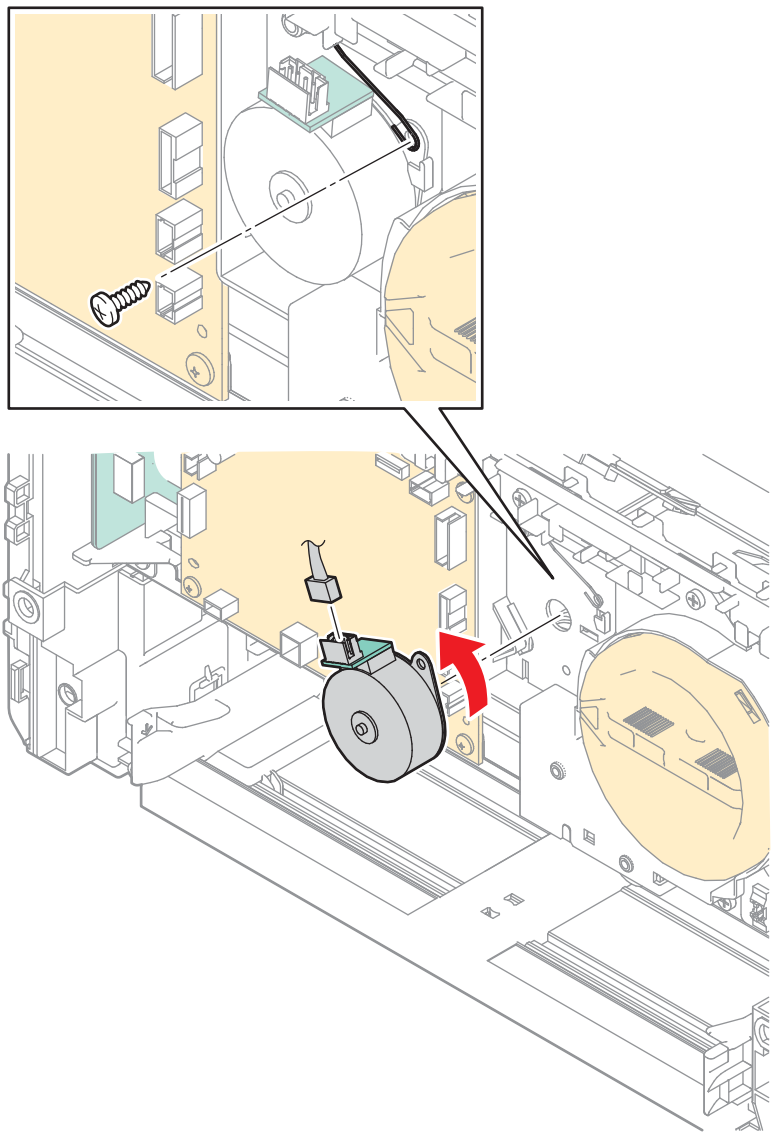
Toner Motor

PL4.1.2

Note

The Toner motor ground wire is not captive to the chassis.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Toner Cartridge (page 4-5).
5. Remove the Right Cover (page 4-57).
6. Remove the Left Cover (page 4-64).
7. Remove the Scanner (page 4-109).
8. Disconnect P/J7601 from the Front USB Board.
9. Disconnect P/J6501 from the WiFi Adaptor.
10. Remove the Top Cover (page 4-52).
11. Disconnect P/J150 from the motor.
12. Remove 1 screw (silver, tap, 8 mm) that secures the motor and ground wire to the chassis.
13. Rotate the motor CCW to release the mounting tab from the retainer.



Replacement Note

Capture the ground wire between the screw and motor mounting tab.

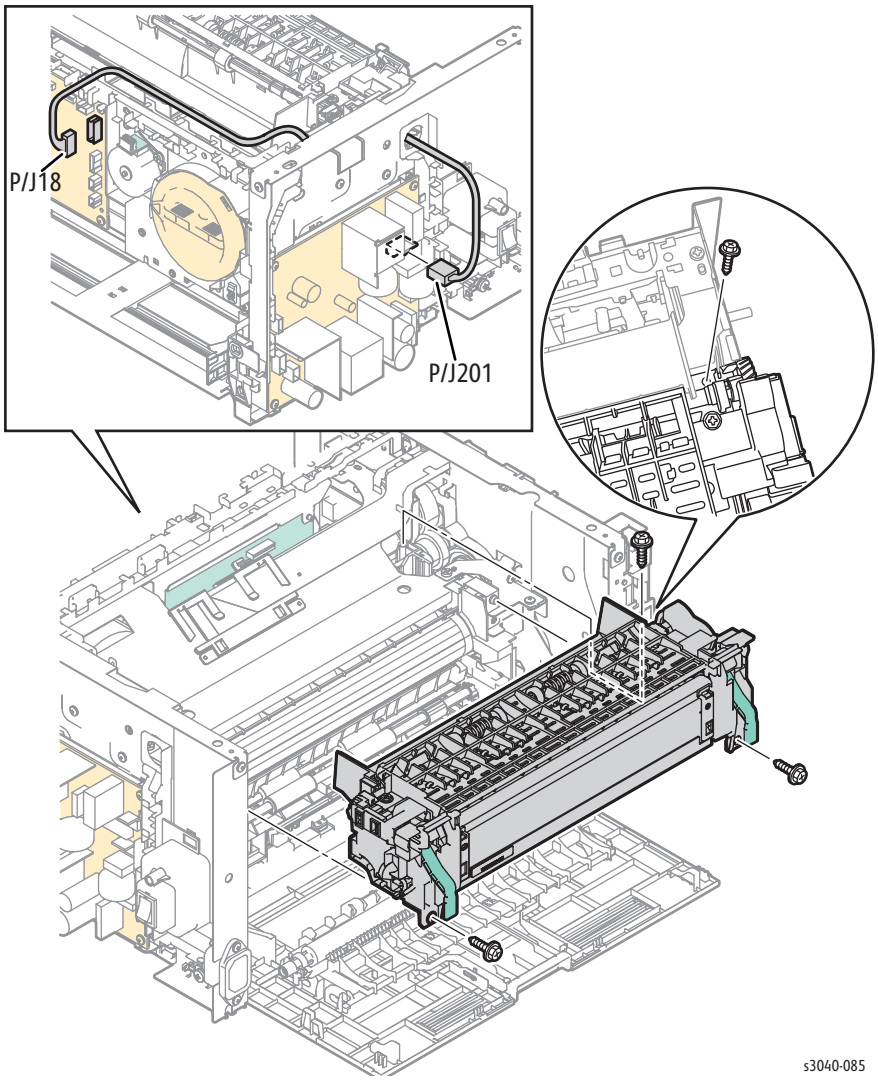
Fuser

PL5.1.1

Warning

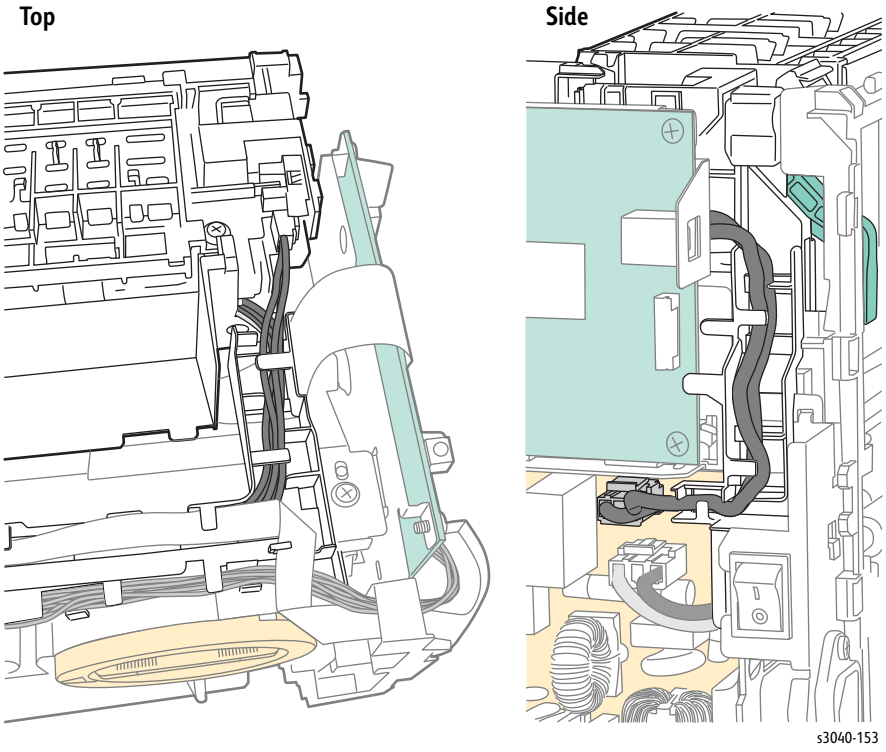
Allow the Fuser to cool before servicing the printer.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Toner Cartridge (page 4-5).
5. Remove the Right Cover (page 4-57).
6. Remove the Left Cover (page 4-64).
7. Remove the Scanner (page 4-109).
8. Disconnect P/J7601 from the Front USB Board.
9. Disconnect P/J6501 from the WiFi Adaptor.
10. Remove the Top Cover (page 4-52).
11. Open the Rear Door.
12. Remove the Rear Cover (page 4-11).
13. Disconnect P/J201 on the LVPS, and release the harness from the guide.
14. Disconnect P/J18 from the MCU Board.
15. Remove 3 screws (hex-head, tap, 10mm) that secure the Fuser to the chassis.



Replacement Note

Install the Fuser wiring in the harness guides as shown.


Top
Side
s3040-153

WorkCentre 3045 Drive

Main Drive Assembly

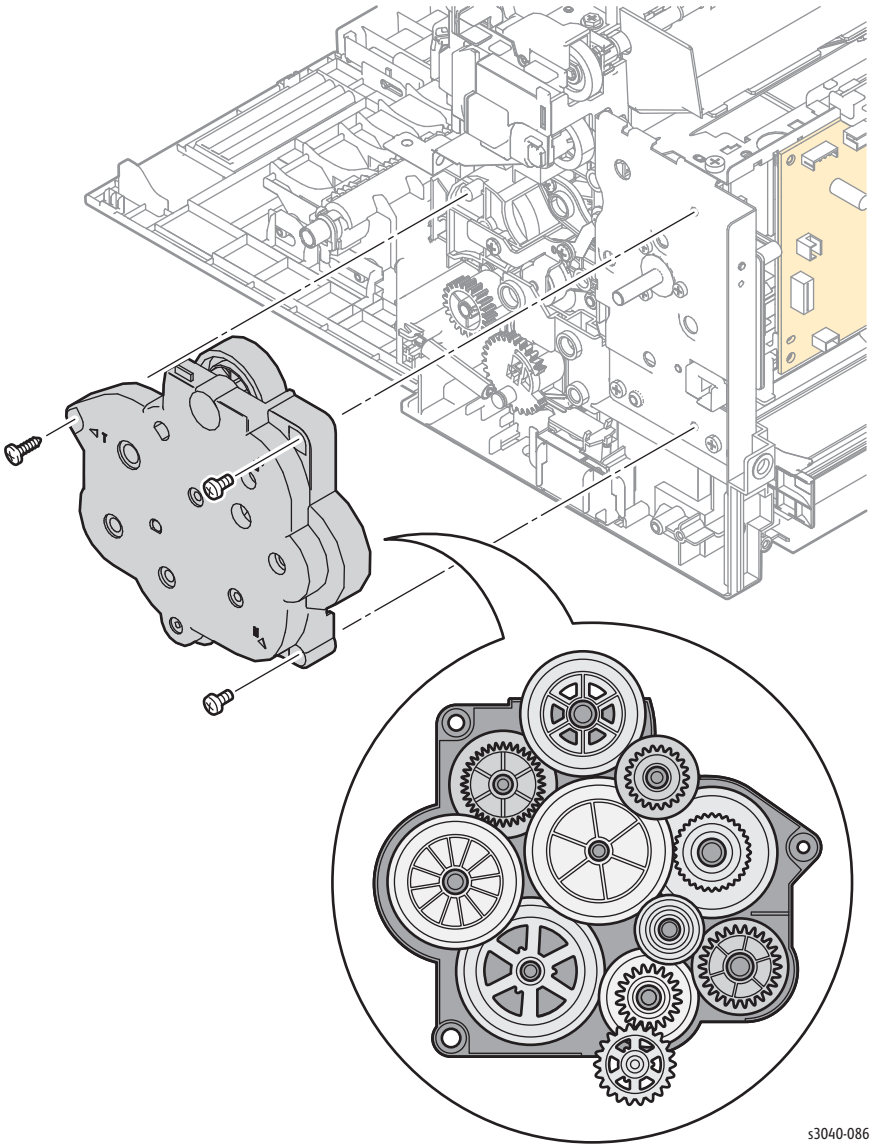
PL6.1.1

Caution

The gears of the Main Drive Assembly are not captive to the cover. Use care when removing the cover to maintain the correct gear orientation.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the IP Board (page 4-103).
12. Remove the Fax Board if present (page 4-105).
13. Remove the IP Board bracket (page 4-106).

14. Remove the 2 screws (silver, metal, 6 mm), and 1 screw (silver, tap, 8mm) that secure the Main Drive Assembly to the chassis.



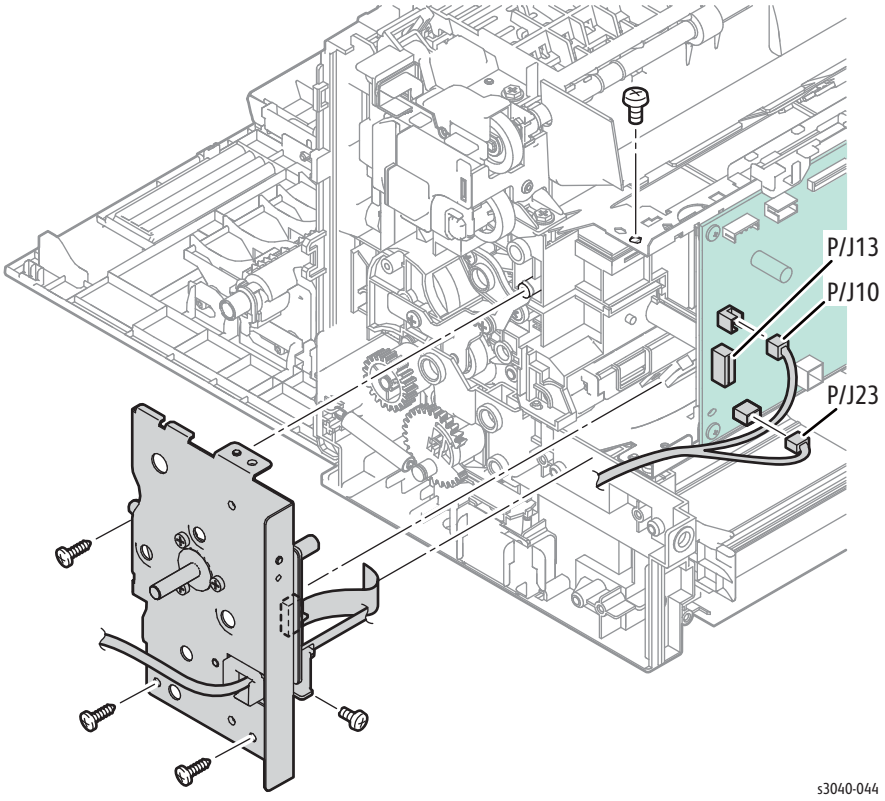
Main Drive Motor

PL6.1.2

Caution

The gears of the Main Drive Assembly are not captive to the cover. Use care when removing the cover to maintain correct gear orientation.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the IP Board (page 4-103).
12. Remove the Fax Board if present (page 4-105).
13. Remove the IP Board Bracket (page 4-106).
14. Remove the Main Drive Assembly (page 4-95).
15. Disconnect P/J10 and P/J23 from the MCU Board
16. Remove the 2 screws (silver, metal, 6 mm), and 3 screws (silver, tap, 8mm) that secure the Main Drive Motor to the chassis.

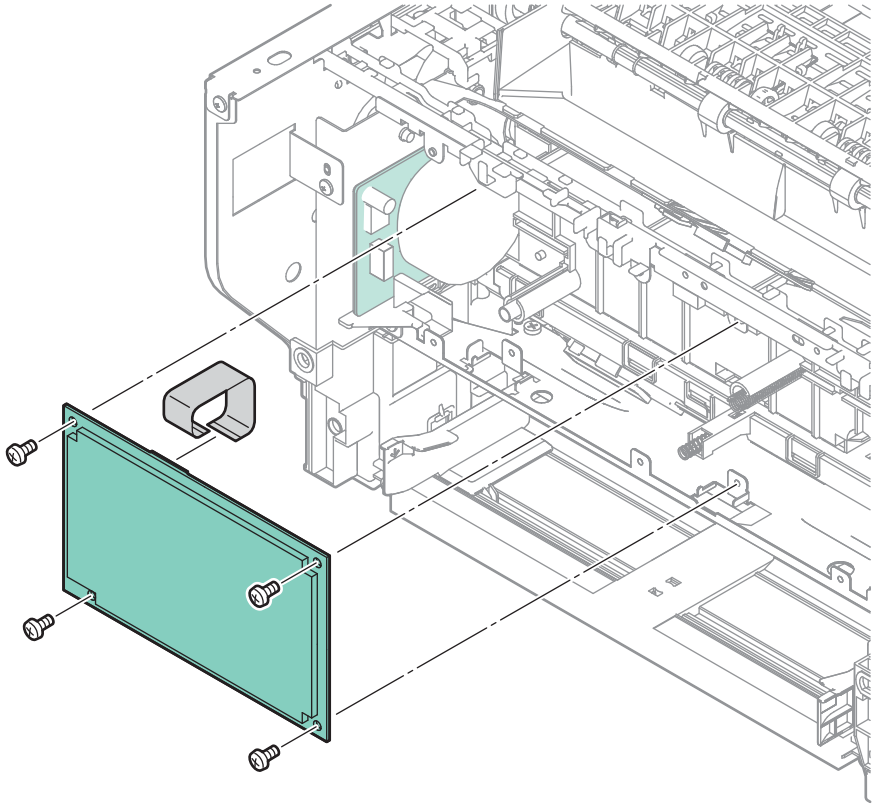


WorkCentre 3045 Electrical

HVPS

PL7.1.2

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Toner Motor (page 4-37).
11. Remove the Toner Dispense Assembly (page 4-36).
12. Remove the MCU Board (page 4-43).
13. Remove 4 screws (silver, metal, 6 mm) that secure the HVPS.

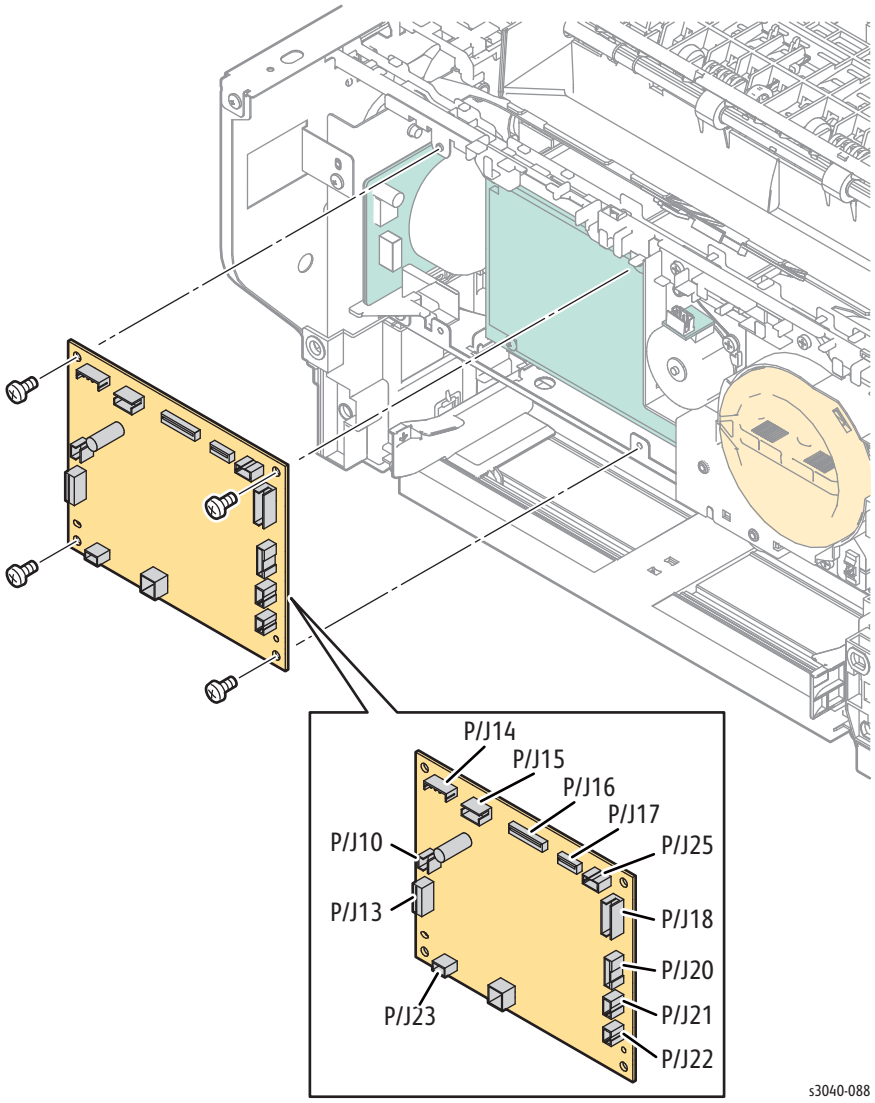


s3040-087

MCU Board

PL7.1.3

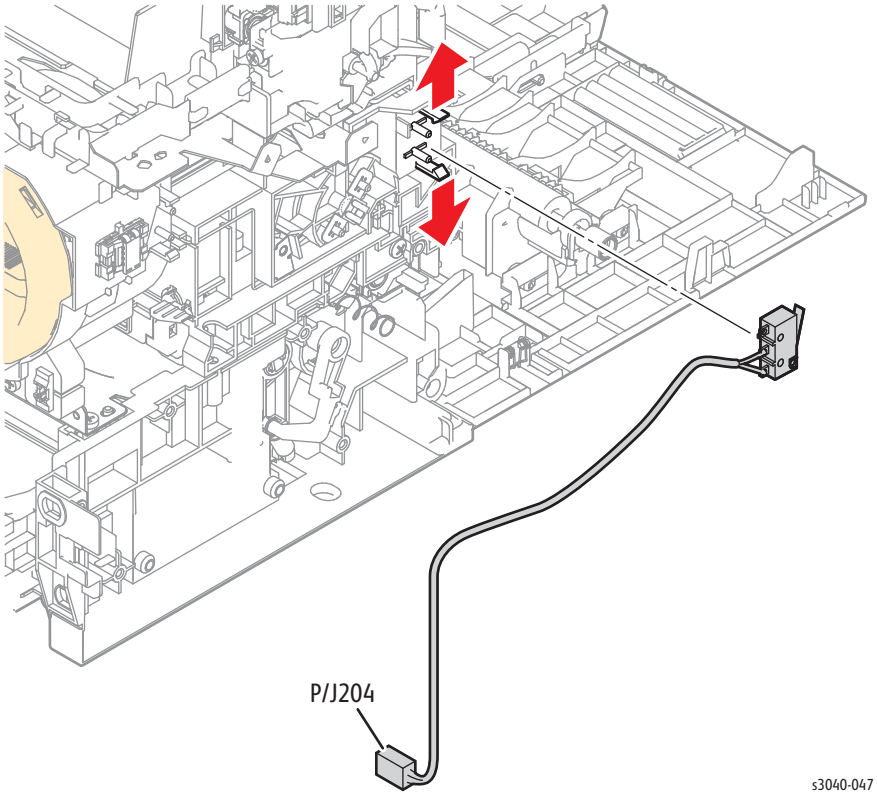
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Disconnect all connections on the MCU Board.
11. Remove 4 screws (silver, metal, 6 mm) that secure the MCU Board.



Rear Door Interlock Switch

PL7.2.1

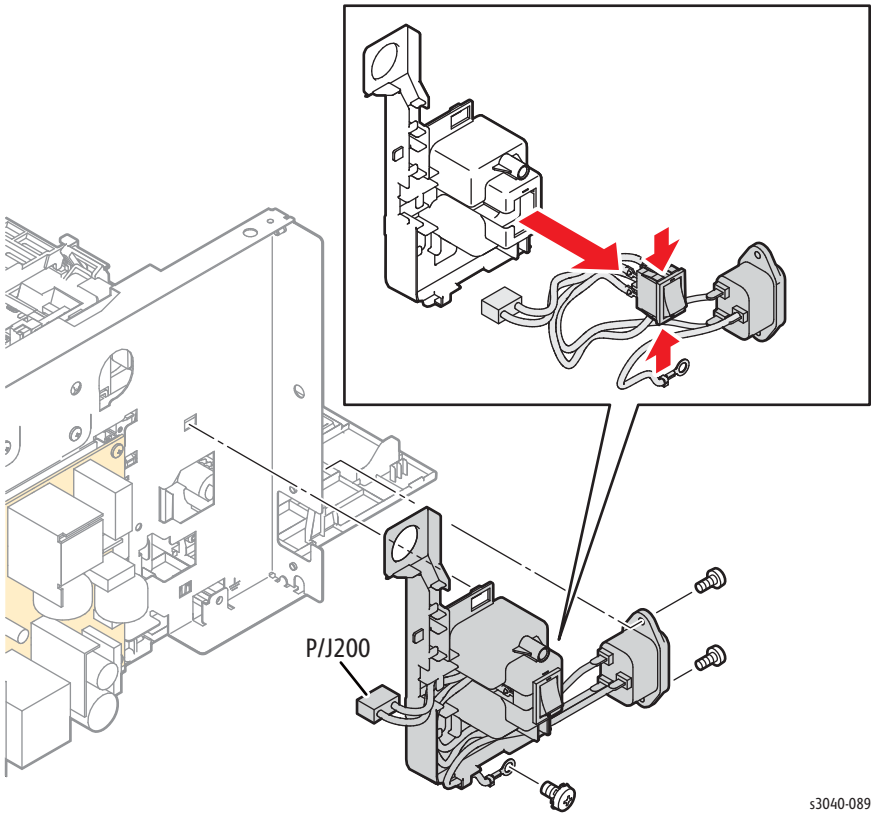
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the Power Switch Assembly (page 4-101)
12. Remove the LVPS (page 4-48).
13. Remove the LVPS bracket (page 4-107).
14. Release the 2 hooks that secure the switch to the chassis.



Power Switch Assembly

PL7.2.6

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-11).
11. Disconnect P/J201 from the LVPS.
12. Release the boss and raise the harness guide to access the upper screw that secures the Power Switch Assembly.
13. Disconnect P/J200 from the LVPS and remove 1 screws (silver, metal with washer 6mm) and 2 screws (silver metal, 6mm) that secure the Power Switch Assembly.



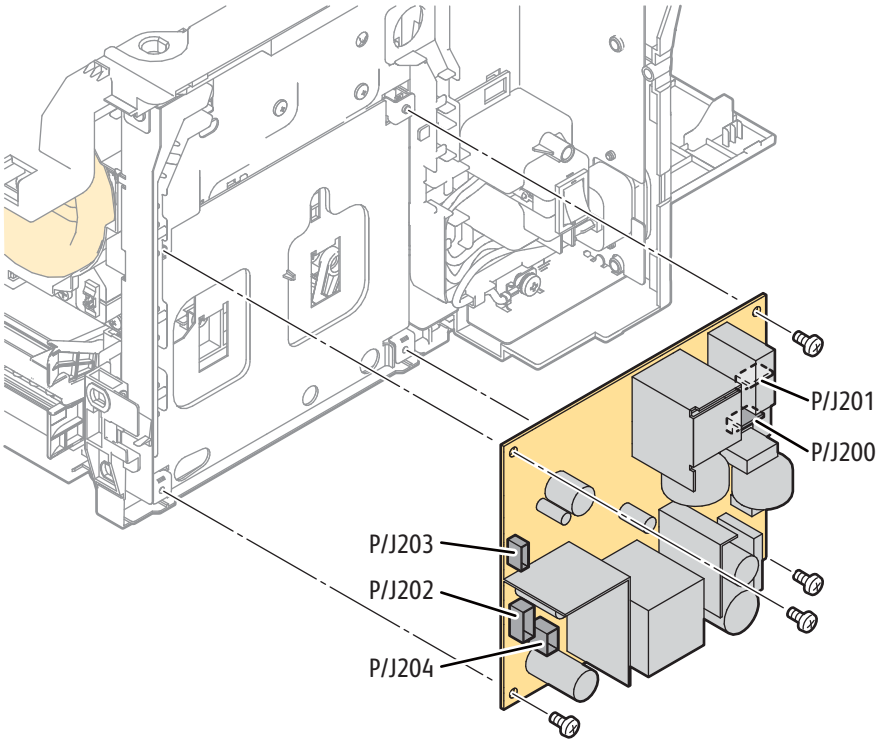
Replacement Note

Capture the ground wire with the screw and washer.

LVPS

PL7.2.8

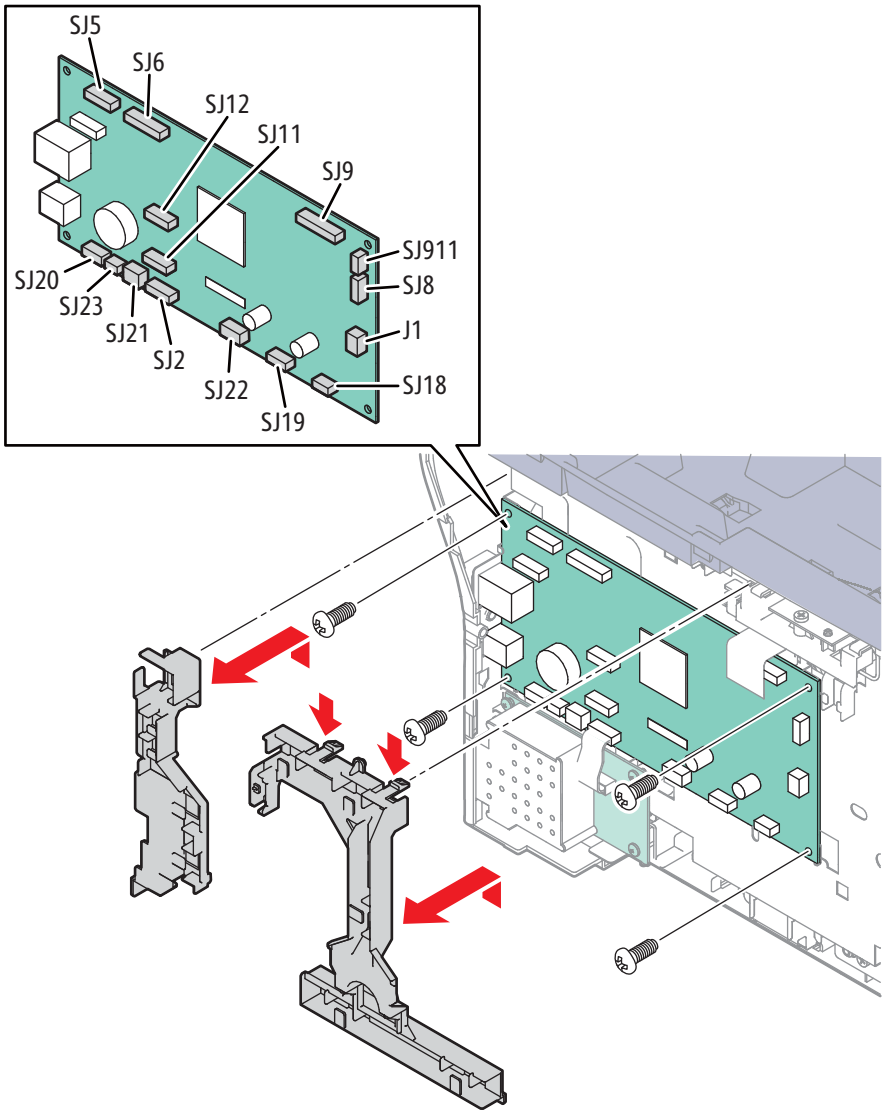
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Right Cover (page 4-57).
5. Disconnect all connections to the LVPS.
6. Remove 4 screws (silver, metal, 6mm) that secure the LVPS.



IP Board

PL7.3.3

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Disconnect all connections on the IP Board.
6. Remove the harness guides.
7. Remove 4 screws (silver, metal, 6 mm) that secure the MCU Board.



Replacement Note

After replacing the IP Board, check/change the following settings:

- FAX Settings > Country
- Control Panel language

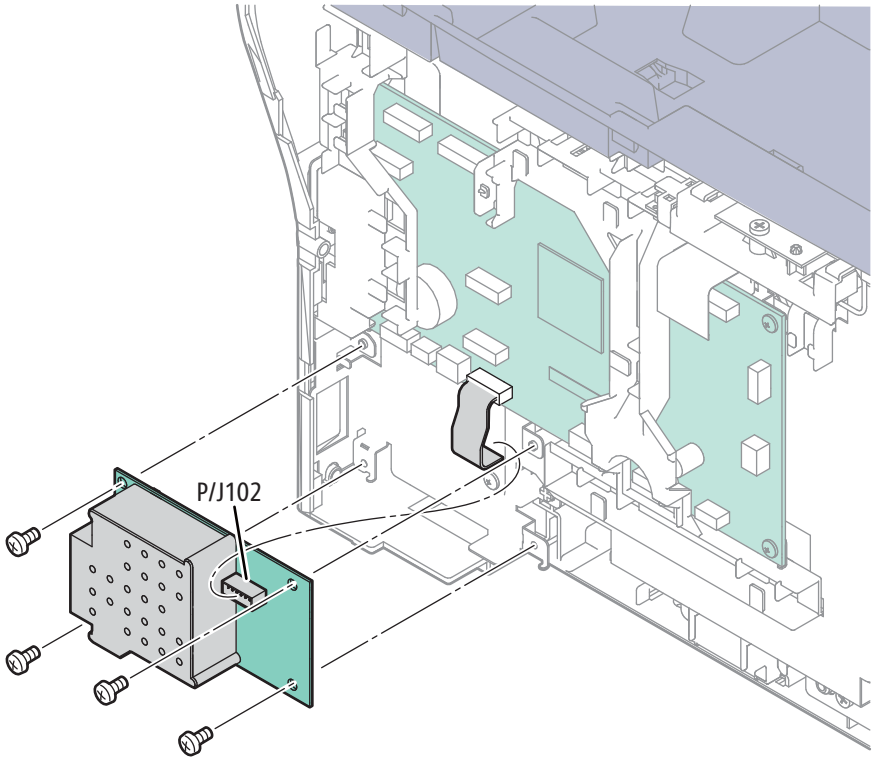
- Default paper size
- Time zone, clock and date formats
- Preferred unit (mm or inch)

Also adjust the Scanner using “Scanner Adjustment” on page 6-7.

Fax Board

PL7.3.4

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Disconnect P/J102 from the Fax Board.
6. Remove 4 screws (silver, metal, 6mm) to remove the Fax Board.

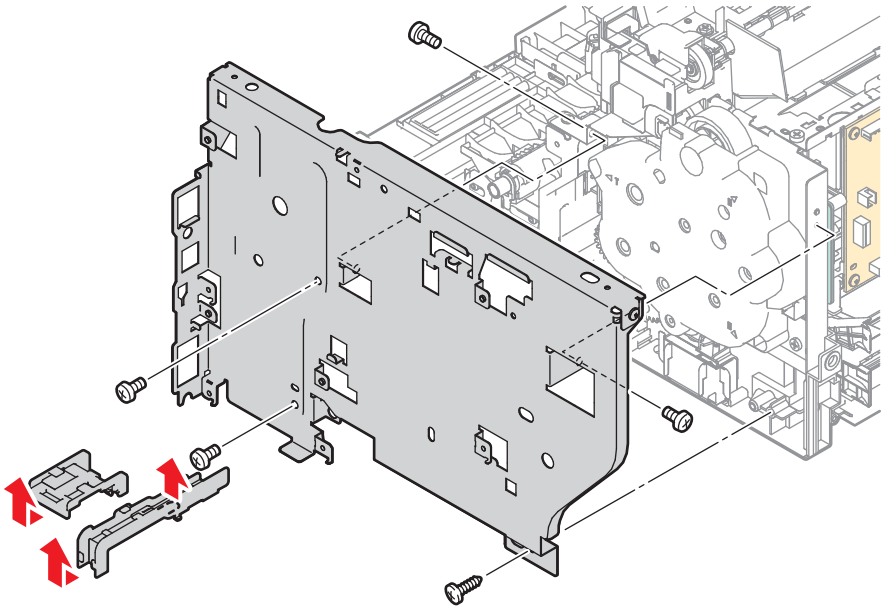


s3040-092

IP Board Bracket

PL7.3.5

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the IP Board (page 4-103).
12. Remove the Fax Board if present (page 4-105).
13. Release hooks that secure the 2 harness guides and feed the harnesses and guides through the holes in the bracket.
14. Remove 1 screw (silver, tap, 8mm) and 4 screws (silver metal, 6mm) that secure the bracket.



s3040-093

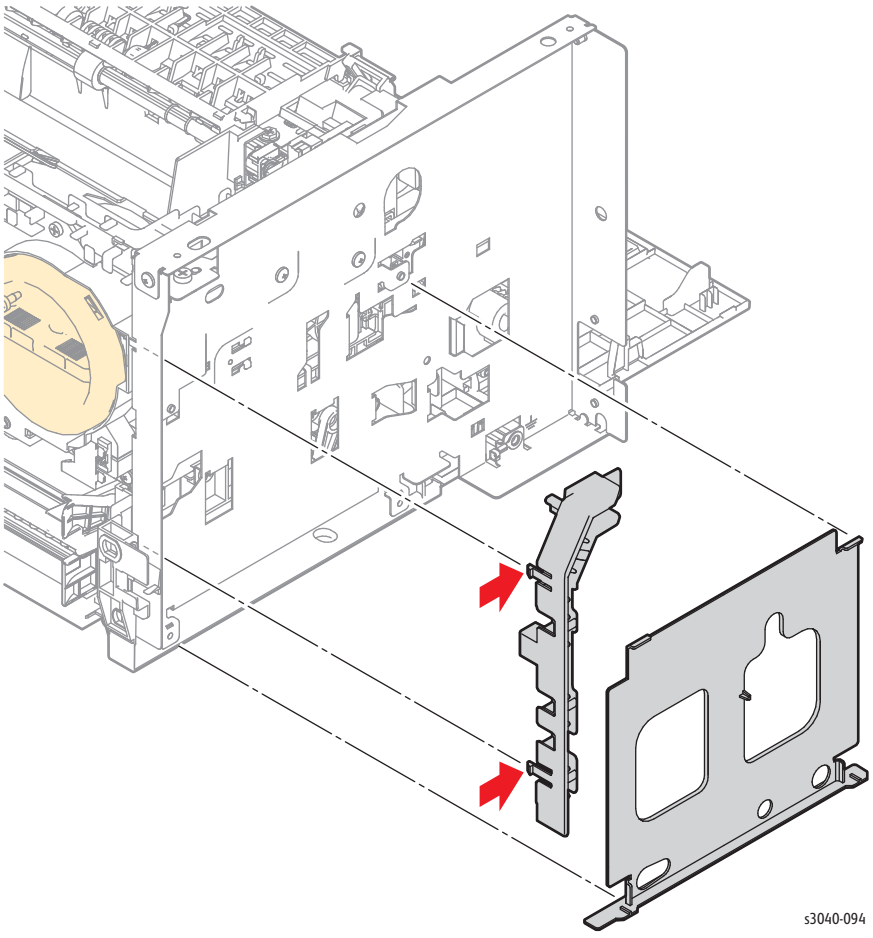
LVPS Bracket

PL7.2.4

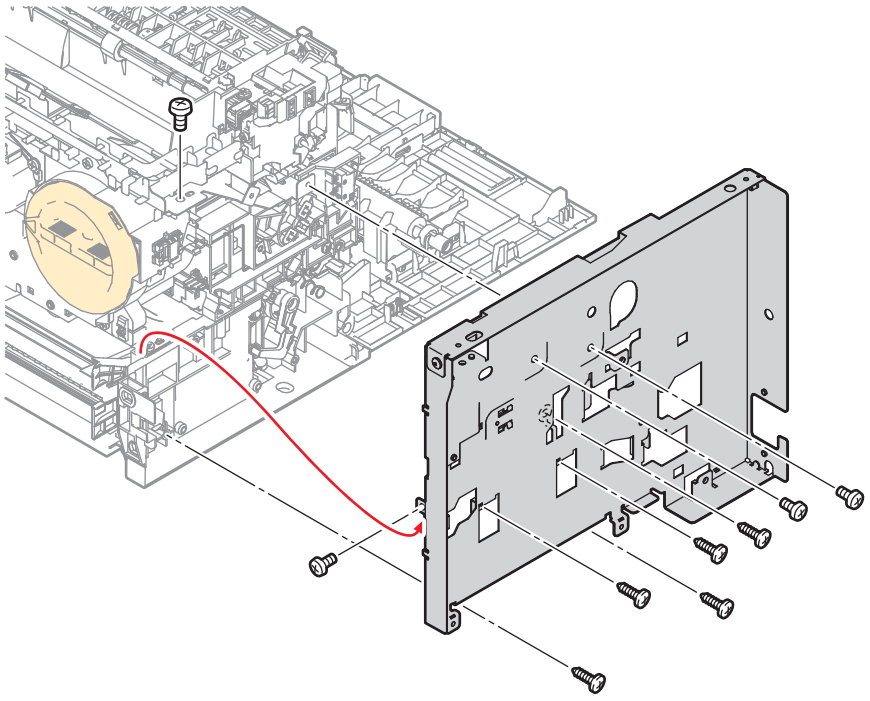
Caution

The LVPS bracket uses a small spring to ground the bracket to the chassis.

1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Remove the Scanner (page 4-109).
7. Disconnect P/J7601 from the Front USB Board.
8. Disconnect P/J6501 from the WiFi Adaptor.
9. Remove the Top Cover (page 4-52).
10. Remove the Rear Cover (page 4-56).
11. Remove the Power Switch Assembly (page 4-101)
12. Remove the LVPS (page 4-102).
13. Release 2 hooks that secure the front harness guide and remove the guide and LVPS insulator.



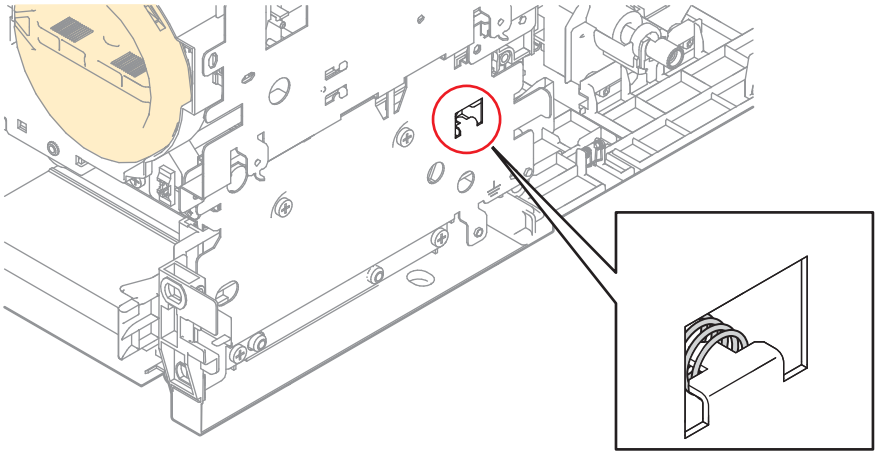
14. Remove 5 screw (silver, tap, 8mm) and 4 screws (silver metal, 6mm) that secure the bracket.



s3040-095

Replacement Note

Install the ground spring before securing the bracket to the chassis.



s3040-057

WorkCentre 3045 Scanner and ADF

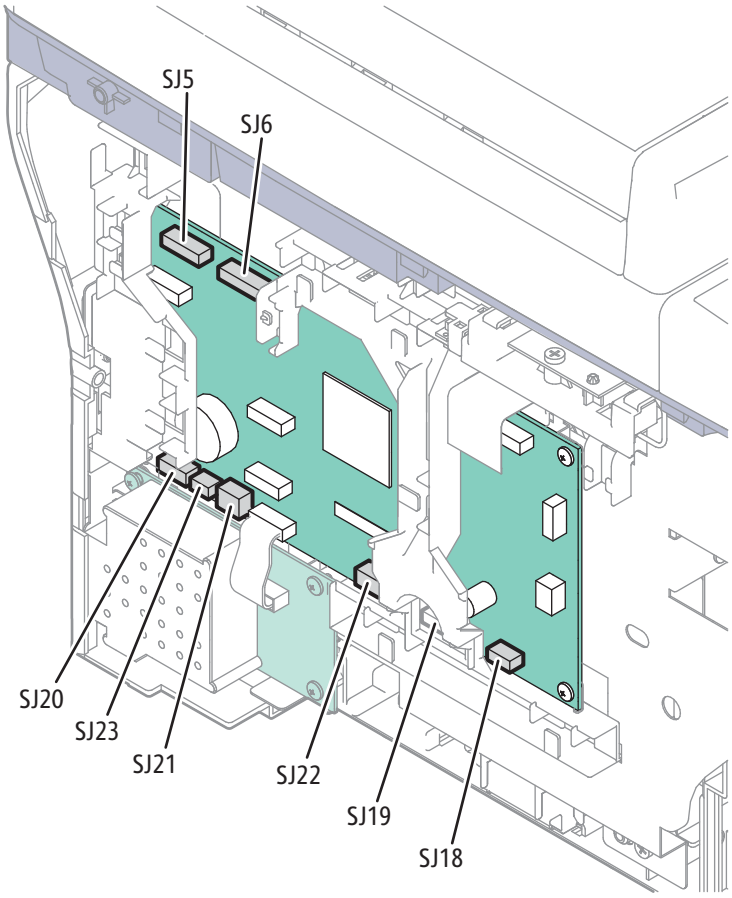
Scanner with ADF

PL8.1.1

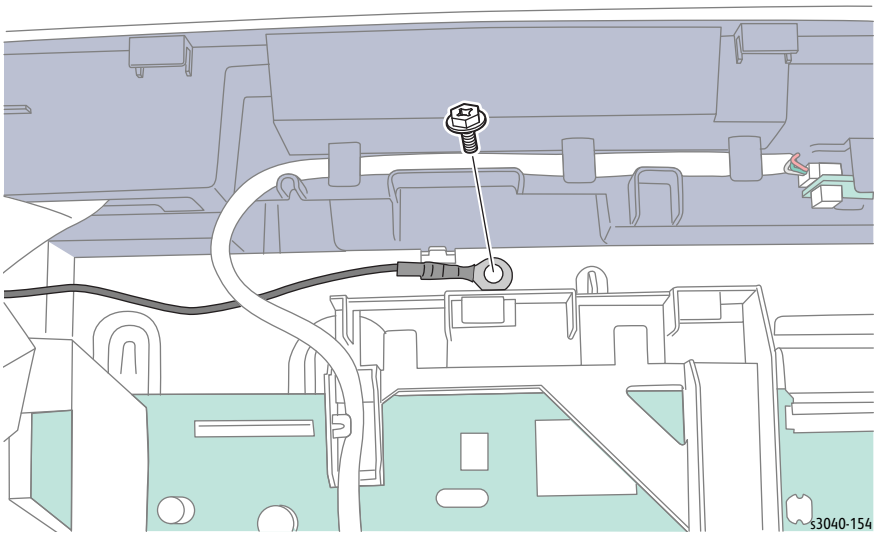
Note

Scanners without an ADF have 3 connections; P/J5, 6 and 18.

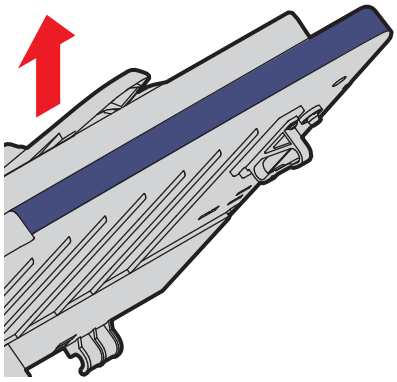
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Disconnect P/J5, 6, 18, 19, 20, 21, 22, and 23 from the IP Board.



7. Remove 1 screw that secures the ADF ground wire.



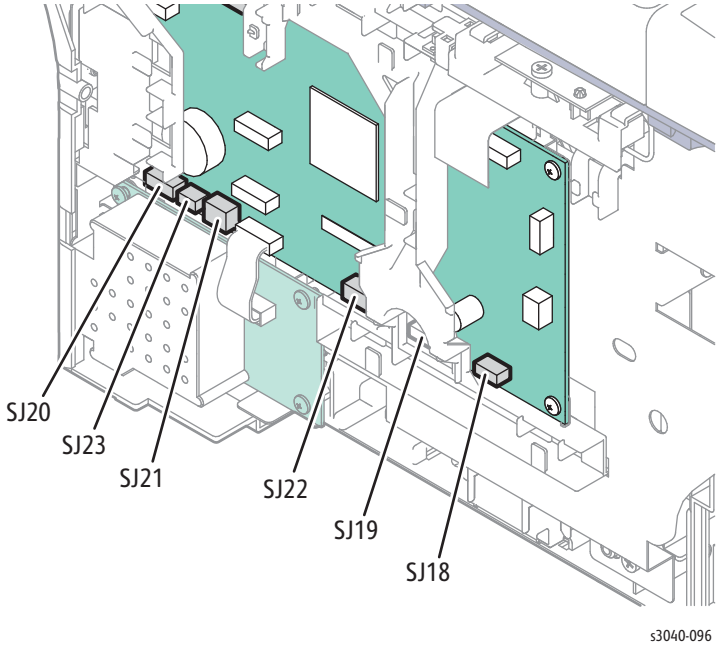
8. Remove the Holder Assemblies (page 4-51).
9. Lift the Scanner/ADF till vertical, pull the harnesses through the hole in the Top Cover and remove the Scanner Assembly.



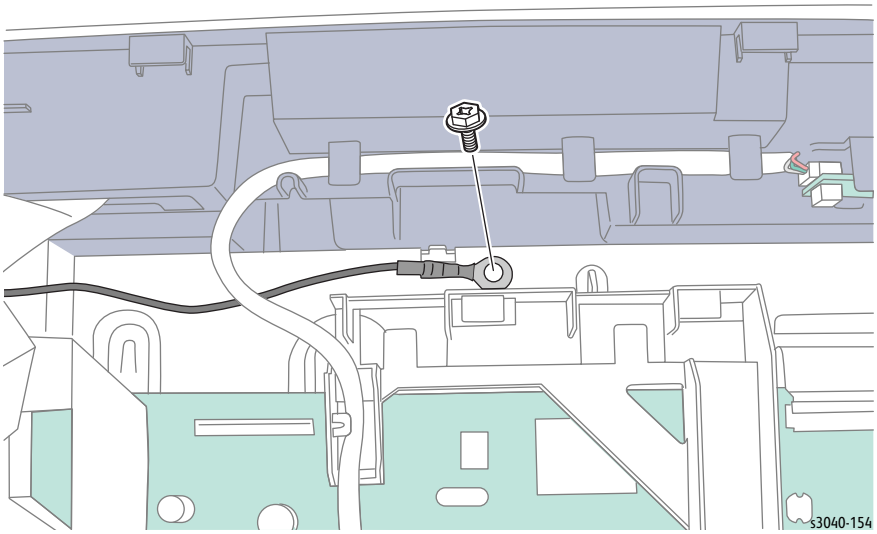
ADF Assembly

PL 8.1.2

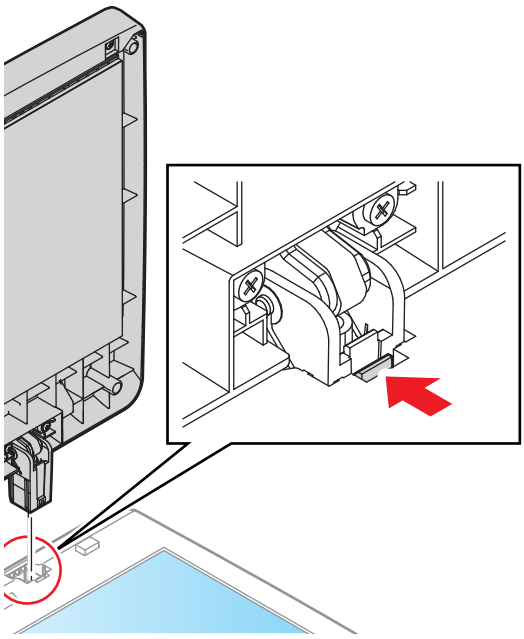
1. Remove the Main Tray (page 4-58).
2. Remove the Front Cover (page 4-60).
3. Remove the Inner Front Cover (page 4-62).
4. Remove the Left Cover (page 4-64).
5. Remove the Right Cover (page 4-57).
6. Disconnect P/J19, 20, 21, 22, from the IP Board.



7. Remove 1 screw that secures the ADF ground wire.



8. Release the hooks that secure the hinges to the Scanner and carefully pull the ADF harness through the hole.



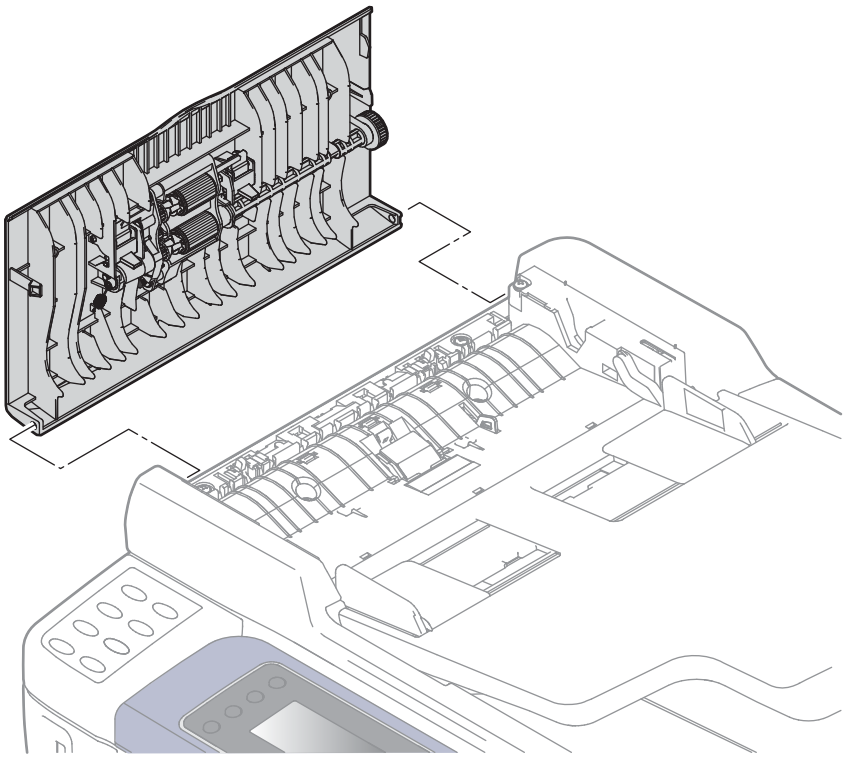
Replacement Note

Leave adaquate slack in the ADF harness to allow the ADF to open and close without restriction. The ADF harness protective covering should extend all the way through the Scanner into the chassis.

ADF Top Cover

PL8.1.3

1. Open the ADF Top Cover.
2. Release the ADF Top Cover from the bosses on the ADF Assembly.

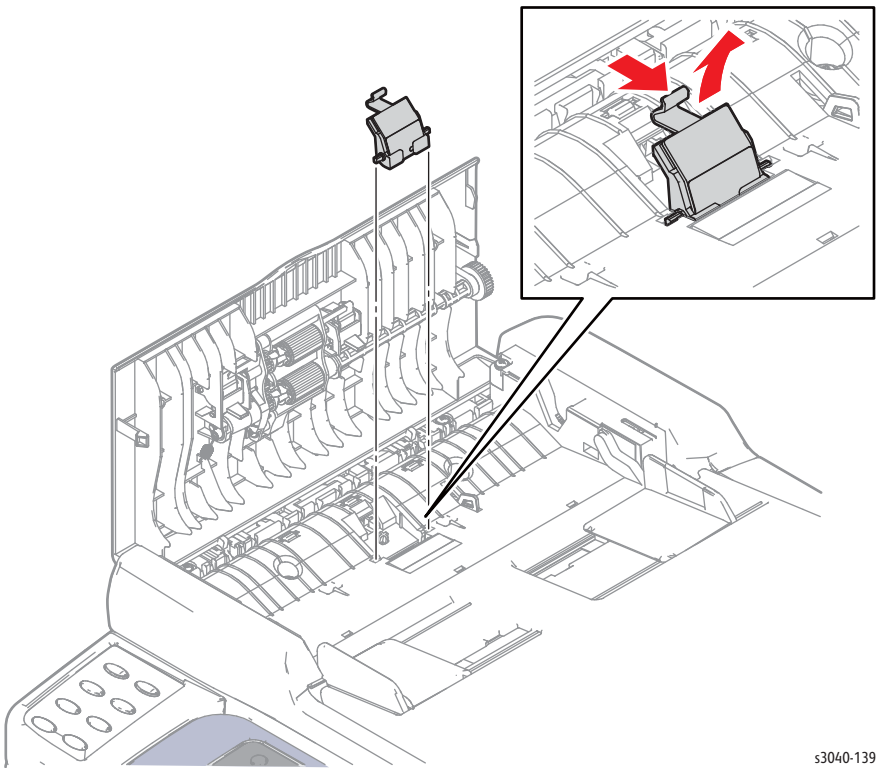


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ADF Separator Pad

PL8.1.4

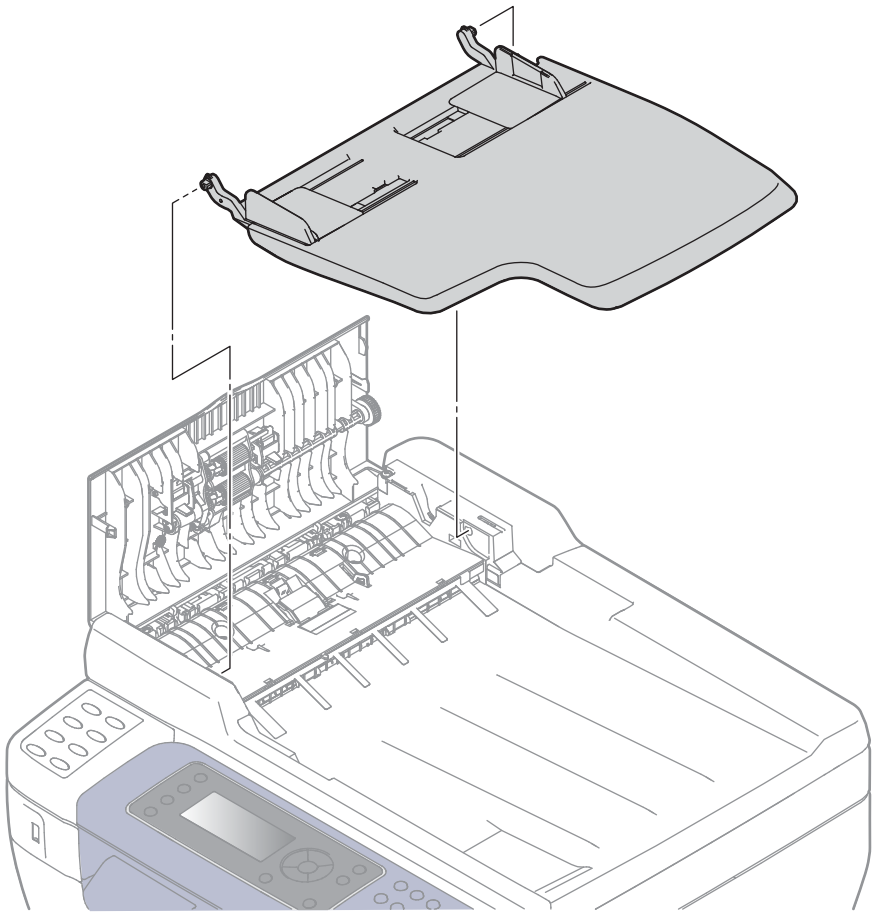
1. Open the ADF Cover
2. Release the hook on the Separator Pad and remove it.



ADF Input Tray

PL8.1.6

1. Open the ADF Cover
2. Bend the Input Tray rear side hinge to release the boss from the hole in the ADF Assembly.
3. Release the front side boss of the Input Tray to remove it.

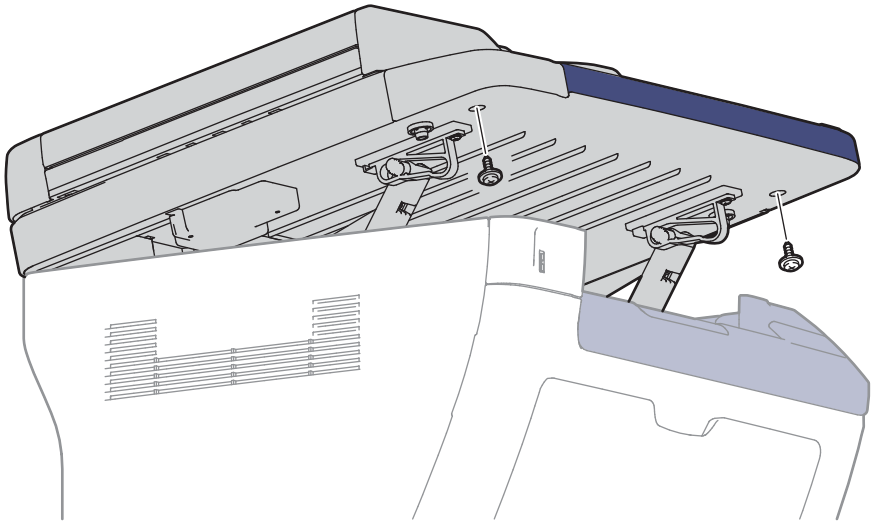


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Control Panel

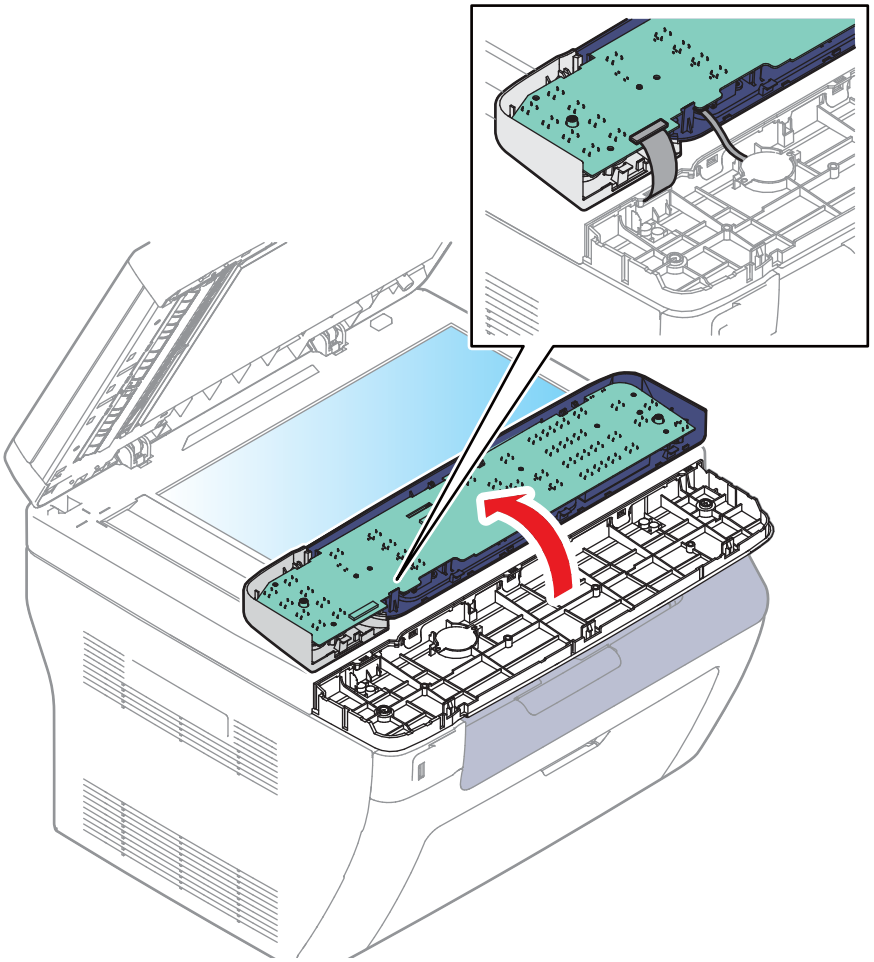
PL8.1.10

1. Lift the Scanner Assembly.
2. Remove 2 screws (silver, with flange, tap, 8 mm).



s3040-100

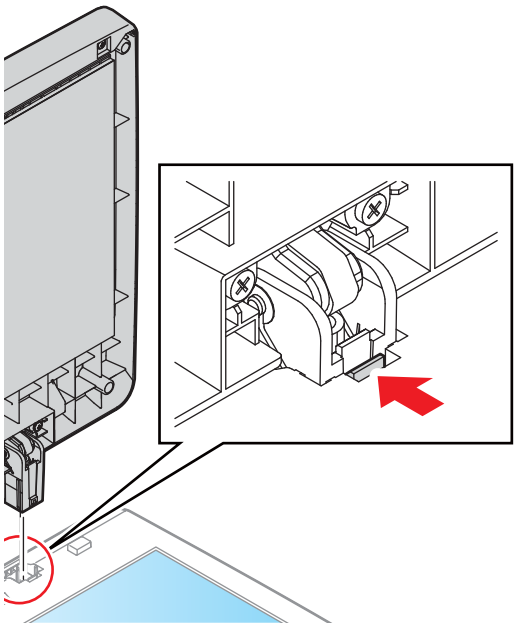
3. Close the Scanner Assembly and remove the Control Panel.



Document Cover

PL9.1.2

1. Open the Document Cover.
2. Release the hooks that secure the hinges to the Scanner.



Parts Lists

In this chapter...

- Serial Number Location and Range
- Using the Parts List
- Phaser 3010/3040 Parts Lists
- WorkCentre 3045 Parts Lists
- Xerox Supplies and Accessories
- Hardware Kit

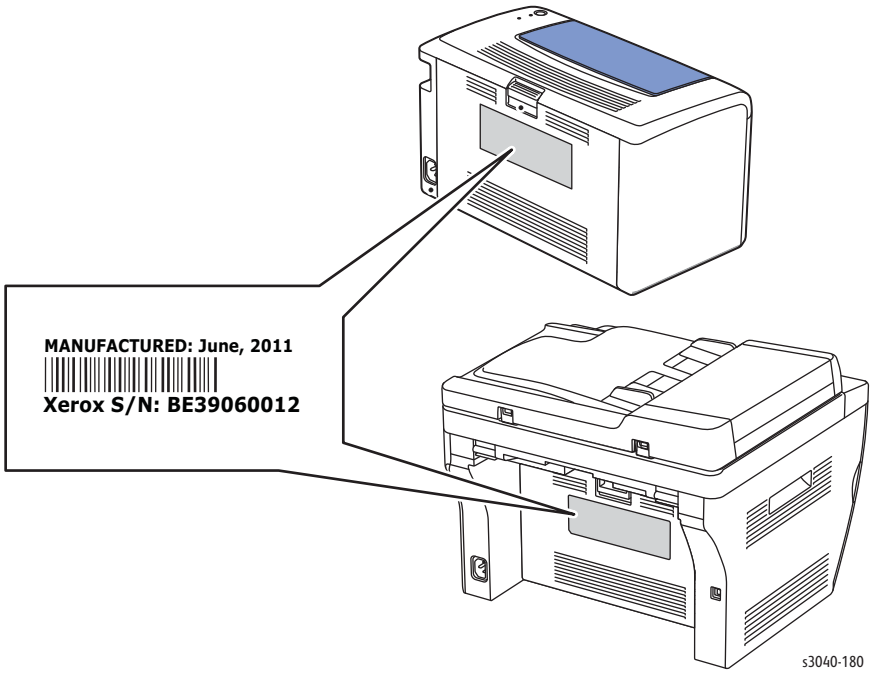
Chapter 5

Serial Number Location and Range

Changes to Xerox products are made to accommodate improved components. When ordering parts include this information:

- Component's part number
- Product type or model number
- Serial Number of the printer

The serial number is located on the Rear Door.



Product Codes and Serial Number Ranges

Model	Code	Local	Start	End	Description
DMO-E					
3010V_B	BD8	317	673501	873500	3010V/B, USB, 220v
3040V_B	BE0	317	873501	973500	3040V/B, USB, 220v
3045_B	BE1	317	300501	348500	3045B, USB, Ethernet, 110V
3045_NI	BE3	316	960001	983000	3045NI, USB, Wireless, 110V
DMO-W					
3010_B	BD7	316	260001	310000	3010B, USB, 110v
3040_B	BD9	316	310001	335000	3040B, USB, 110v
3045V_B	BN6	319	158001	273000	3045V/B, USB, Ethernet, 220V
3045_NI	BN7	319	273001	353000	3045V/NI, USB, Wireless, 220V

Using the Parts List

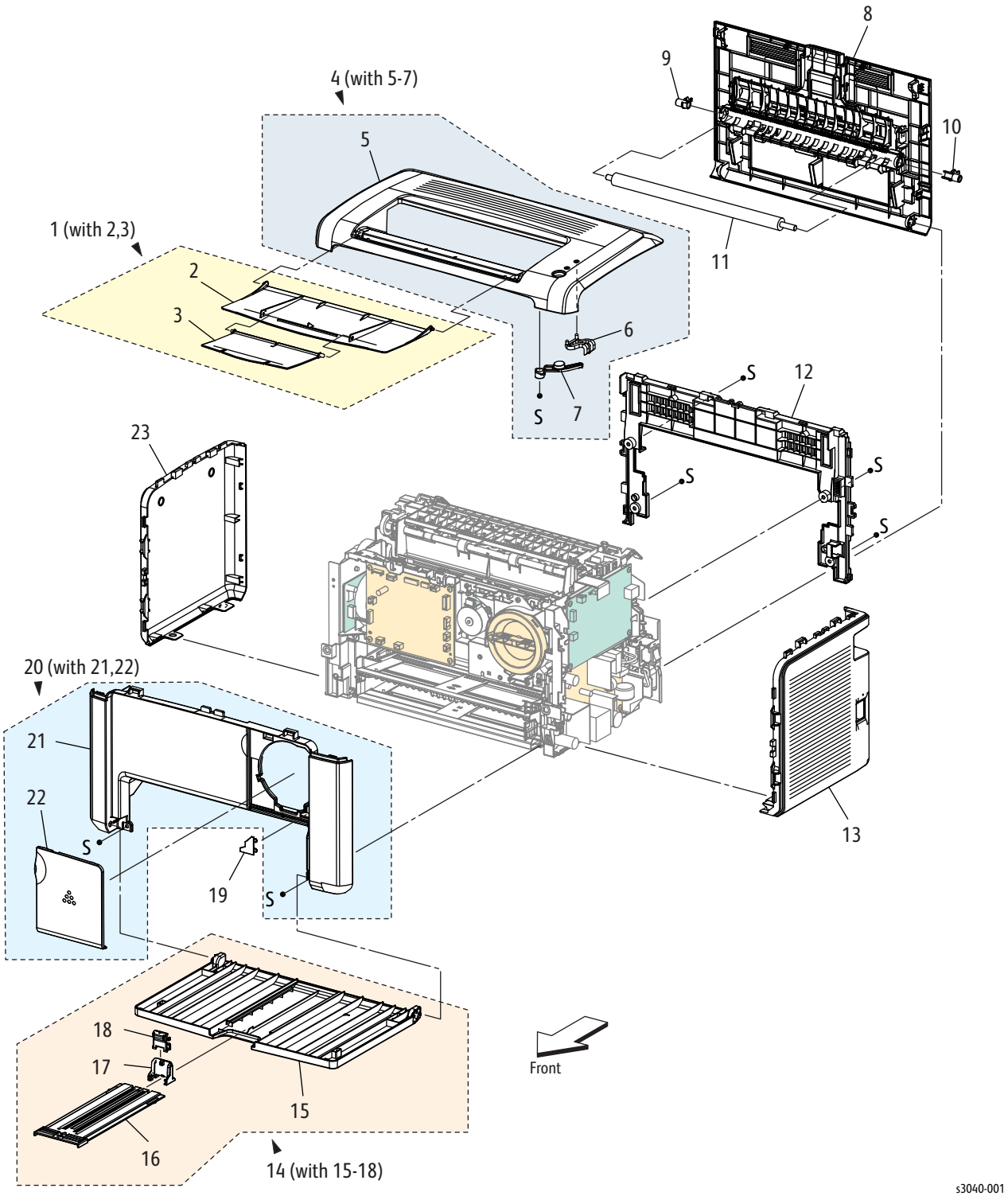
- **ID No.:** The callout number from the exploded part diagram.
- **Name/Description:** The name of the part to be ordered and the number of parts supplied per order.
- **Part Number:** The material part number used to order that specific part.
- Parts identified throughout this manual are referenced **PL#.#.#**; For example, PL3.1.10 means the part is item 10 of Parts List 3.1.
- A Black triangle preceding a number followed by a parenthetical statement in an illustrated parts list means the item is a parent assembly, made up of the individual parts called out in parentheses.
- The notation "**with X~Y**" following a part name indicates an assembly that is made up of components X through Y. For example, "1 (with 2~4)" means part 1 consists of part 2, part 3, and part 4.
- The notation "**J1<>J2 and P2**" is attached to a wire harness. It indicates that connector Jack 1 is attached to one end of the wire harness and connector J2 is attached to the other end that is plugged into P2.

Note

Only parts with part numbers are available for ordering. Parts without part numbers are available on the parent assembly.

Phaser 3010/3040 Parts Lists

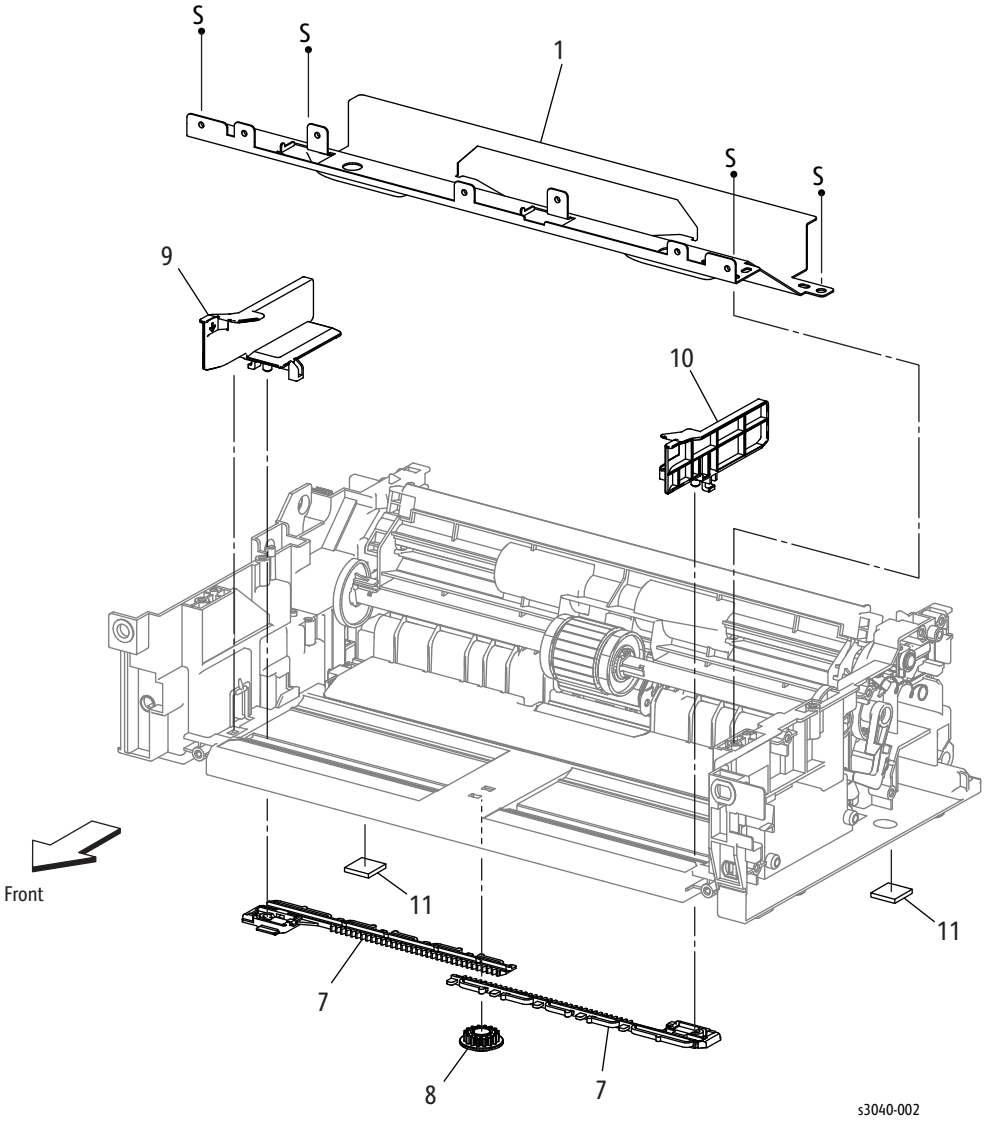
Parts List 1.0 Covers



Parts List 1.0 Covers

Item	Name	Part Number
1	Tray Assy Extension (with 2,3)	050K69140
2	Tray Extension 1	
3	Tray Extension 2	
4	Cover Assy Top (with 5-7)	848K60170
5	Cover Top	848K60180
6	Guide Light Opp	
7	Button Opp	
8	Rear Door	848K59910
9	Bearing BTR L	013E39621
10	Bearing BTR R	013E39631
11	Roll Assy BTR (Transfer Roller)	022K76990
12	Cover Rear Inner	676K11700
13	Cover Side R	848E78630
14	Cover Assy MSI (with 15-18) (Main Tray)	676K11680
15	Cover MSI	
16	Tray MSI Extension	
17	Lever Guide End	
18	Guide End	
19	Cover Hipot	848E66960
20	Cover Assy Front (With 21,22, label)	676K11671
21	Cover Front	
22	Cover Window TNR	
23	Cover Side L	848E78620

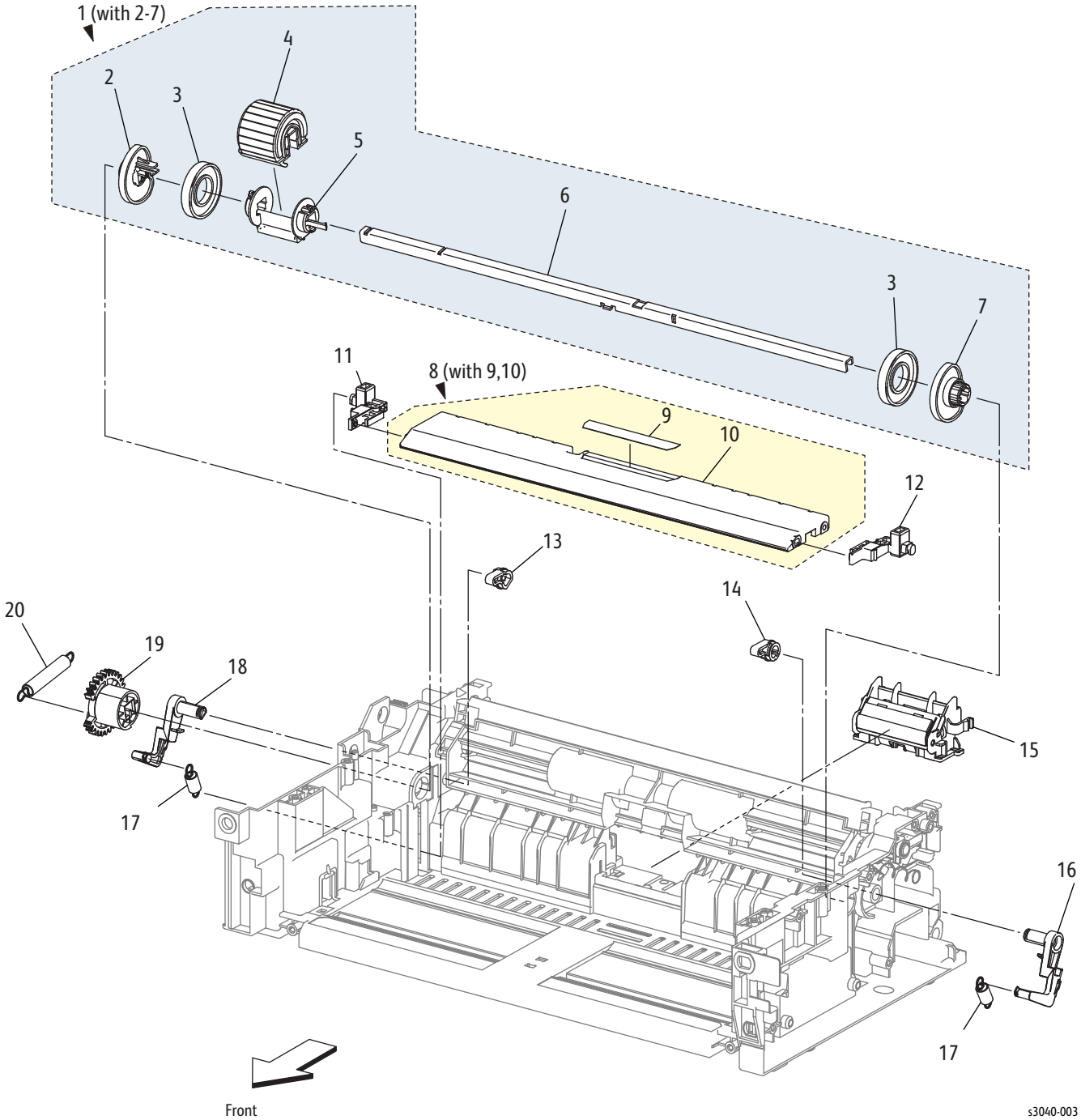
Parts List 2.1 Feeder (1/3)



Parts List 2.1 Feeder (1/3)

Item	Name	Part Number
1	Plate Lower	
2	-	
3	-	
4	-	
5	-	
6	-	
7	Rack Side Guide	
8	Gear Pinion	
9	Guide Side MSI L	
10	Guide Side MSI R	
11	Foot Assy	

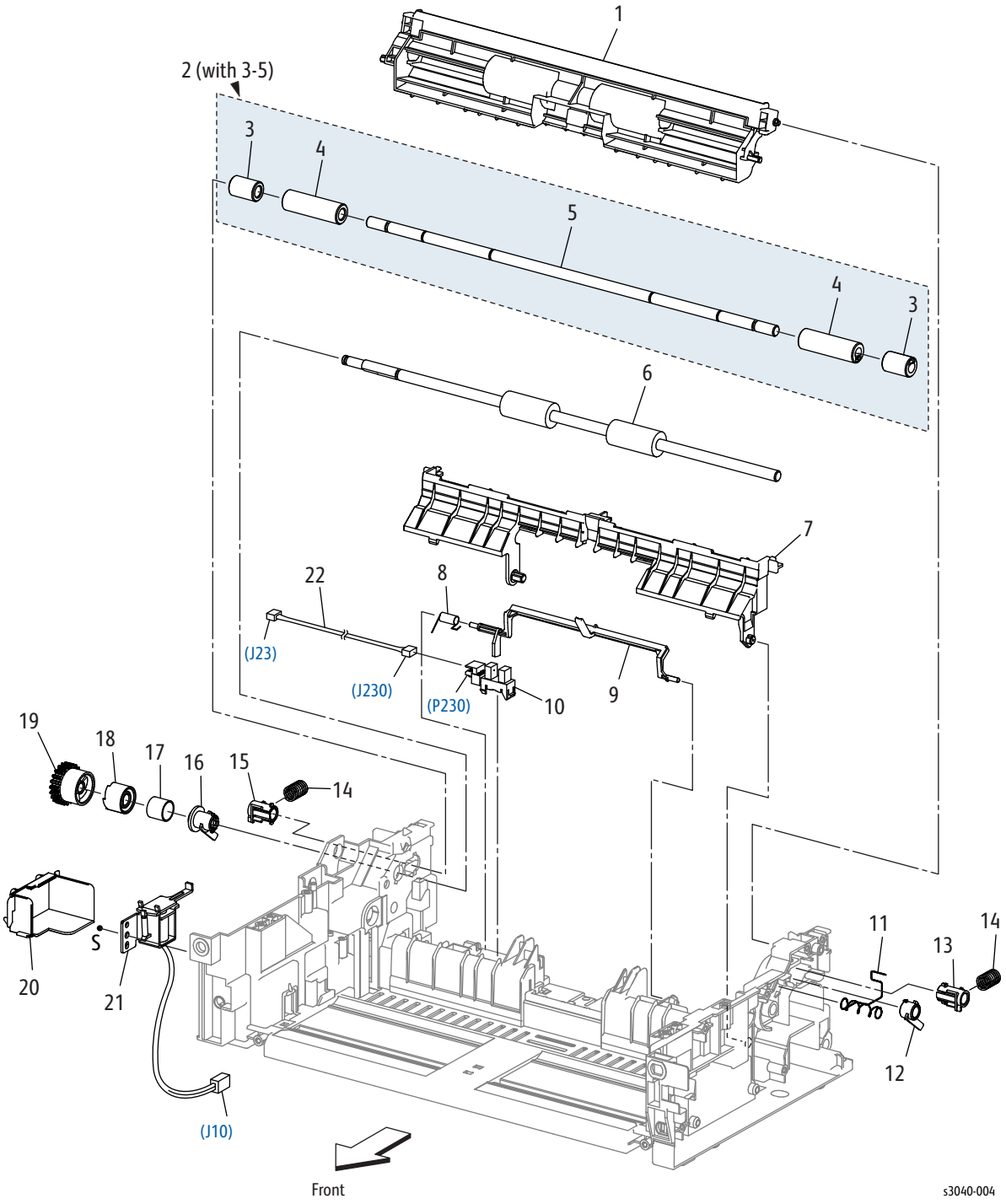
Parts List 2.2 Feeder (2/3)



Parts List 2.2 Feeder (2/3)

Item	Name	Part Number
1	Roll Assy MSI (with 1-7) (Feed Roll Assembly)	059K71563
2	Cam MSI L	
3	Roll Core	
4	Roll Assy Feed	
5	Holder Feed	
6	Shaft Feed	
7	Cam MSI R	
8	Plate Assy Bottom (with 9,10) (Bottom Plate)	815K07610
9	Pad MSI	
10	Plate BTM	
11	Holder BTM L	
12	Holder BTM R	
13	Follower L	
14	Follower R	
15	Housing Assy Pad (Separator Pad Assembly)	848K49666
16	Arm MSI R	
17	Spring NF	
18	Arm MSI L	
19	Feed Gear	807E36162
20	Spring Feed	

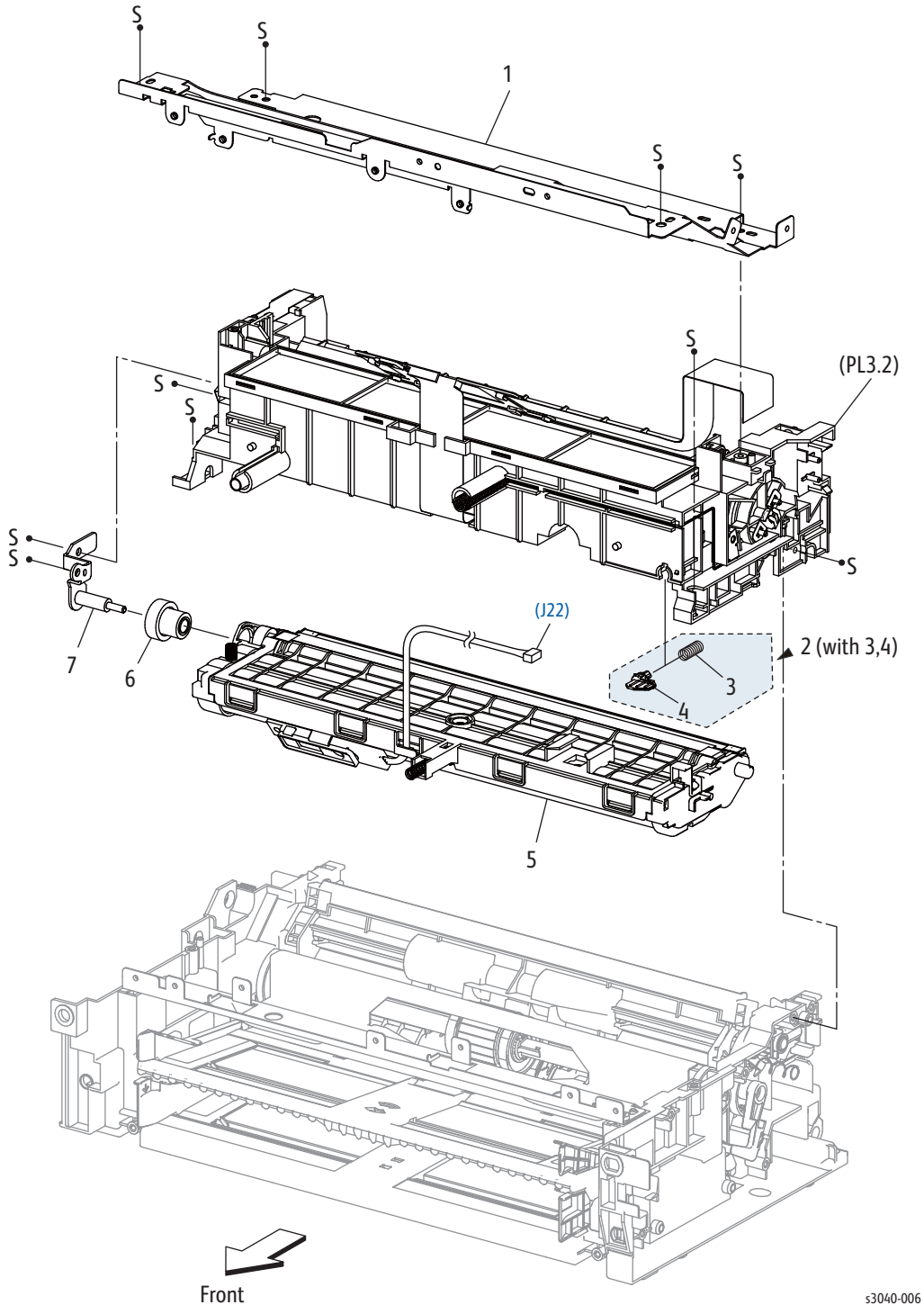
Parts List 2.3 Feeder (3/3)



Parts List 2.3 Feeder (3/3)

Item	Name	Part Number
1	Chute Upper	
2	Roll Assy Pinch REGI (with 3-5)	
3	Roll Pinch REGI10	
4	Roll Pinch REGI30	
5	Shaft Pinch REGI	
6	Registration Roller	059E07550
7	Chute Low	
8	Spring Actuator REGI	
9	Registration Sensor Actuator	120E33031
10	Registration Sensor	930W00123
11	Spring Earth REGI	
12	Bearing REGI Earth	
13	Bearing REGI Metal Earth	
14	Spring Turn	
15	Bearing REGI Metal	
16	Bearing REGI	
17	Spring REGI Clutch	
18	Flange REGI Clutch	
19	Gear REGI Clutch	
20	Cover Solenoid	
21	Feed Solenoid	121E22993
22	Harness Assy REG SNS	

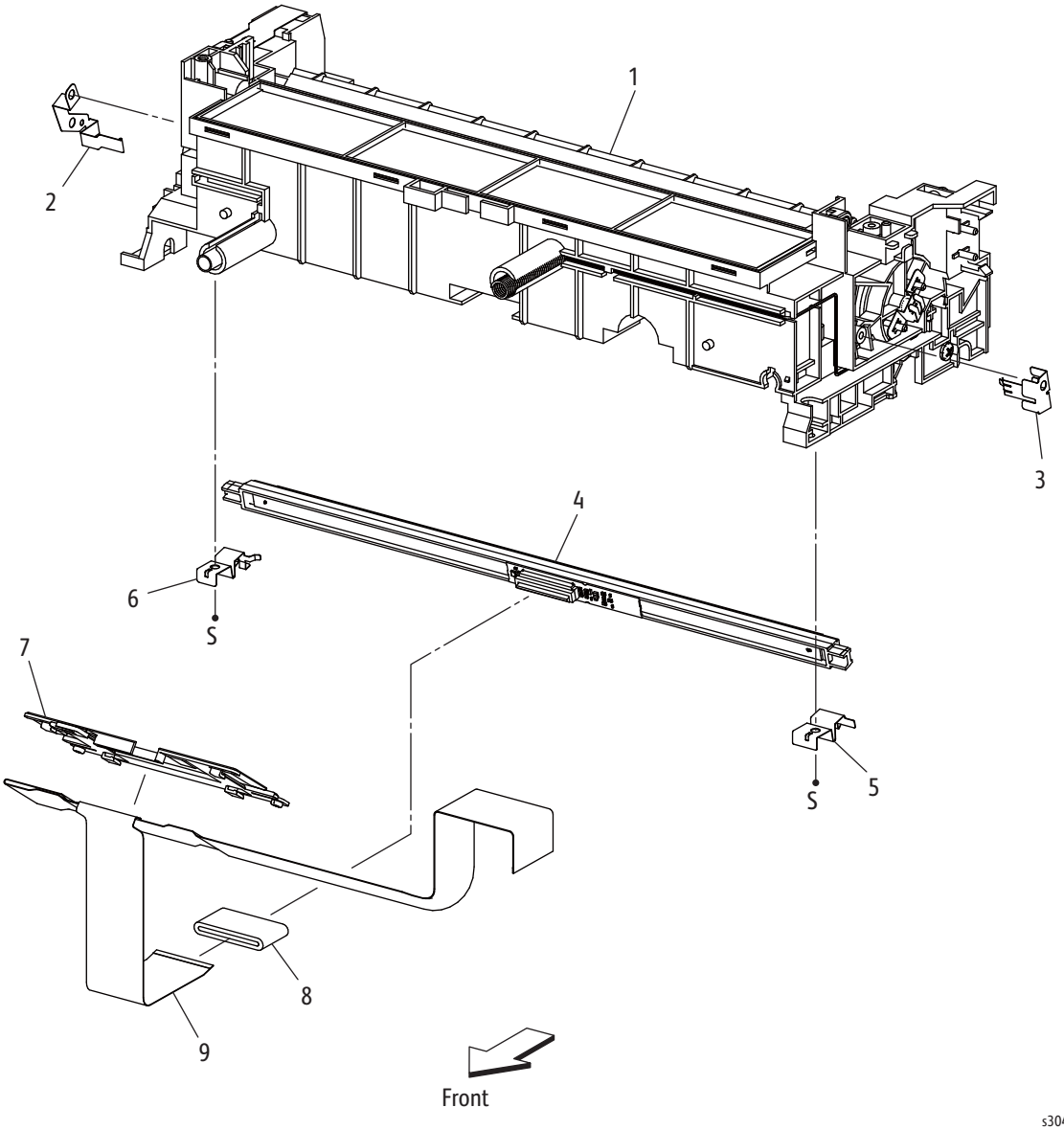
Parts List 3.1 Xerographics (1/2)



Parts List 3.1 Xerographics (1/2)

Item	Name	Part Number
1	Plate Upper	
2	Spring Assy Track AD (With 3,4)	
3	Holder Spring	
4	Spring Track AD	
5	Housing Assy Deve High	
6	Gear D3	
7	Bracket Assy Gear D3	

Parts List 3.2 Xerographics (2/2)

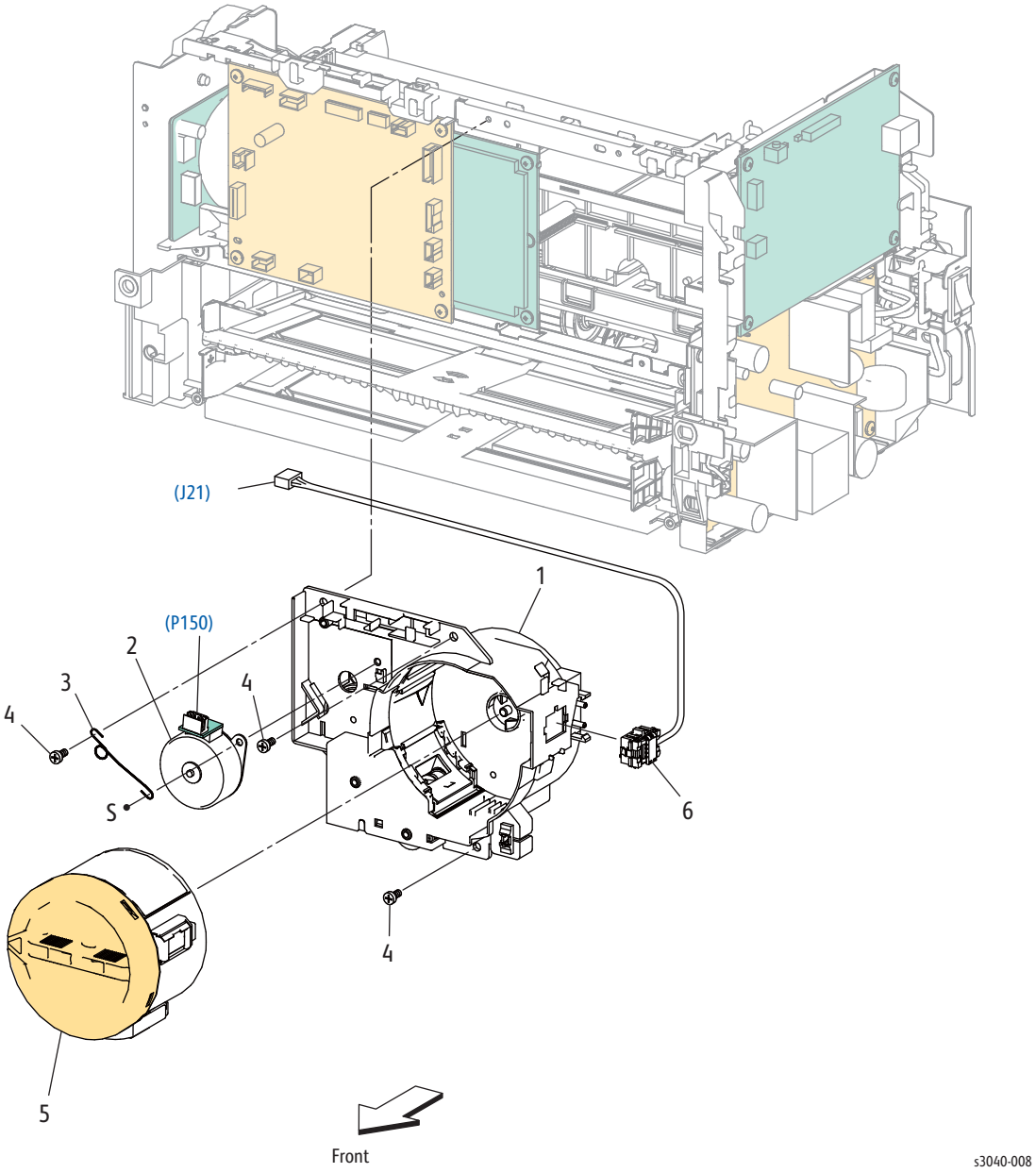


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Parts List 3.2 Xerographics (2/2)

Item	Name	Part Number
1	HSG Assy Xero High	
2	Spring FG D A4M	
3	Spring FG AD A4M	
4	Head Assy R	
5	Spring LPH AD A4M	
6	Spring LPH D A4M	
7	Cover FFC A4M	
8	Core Ferrite	
9	Cable FFC	

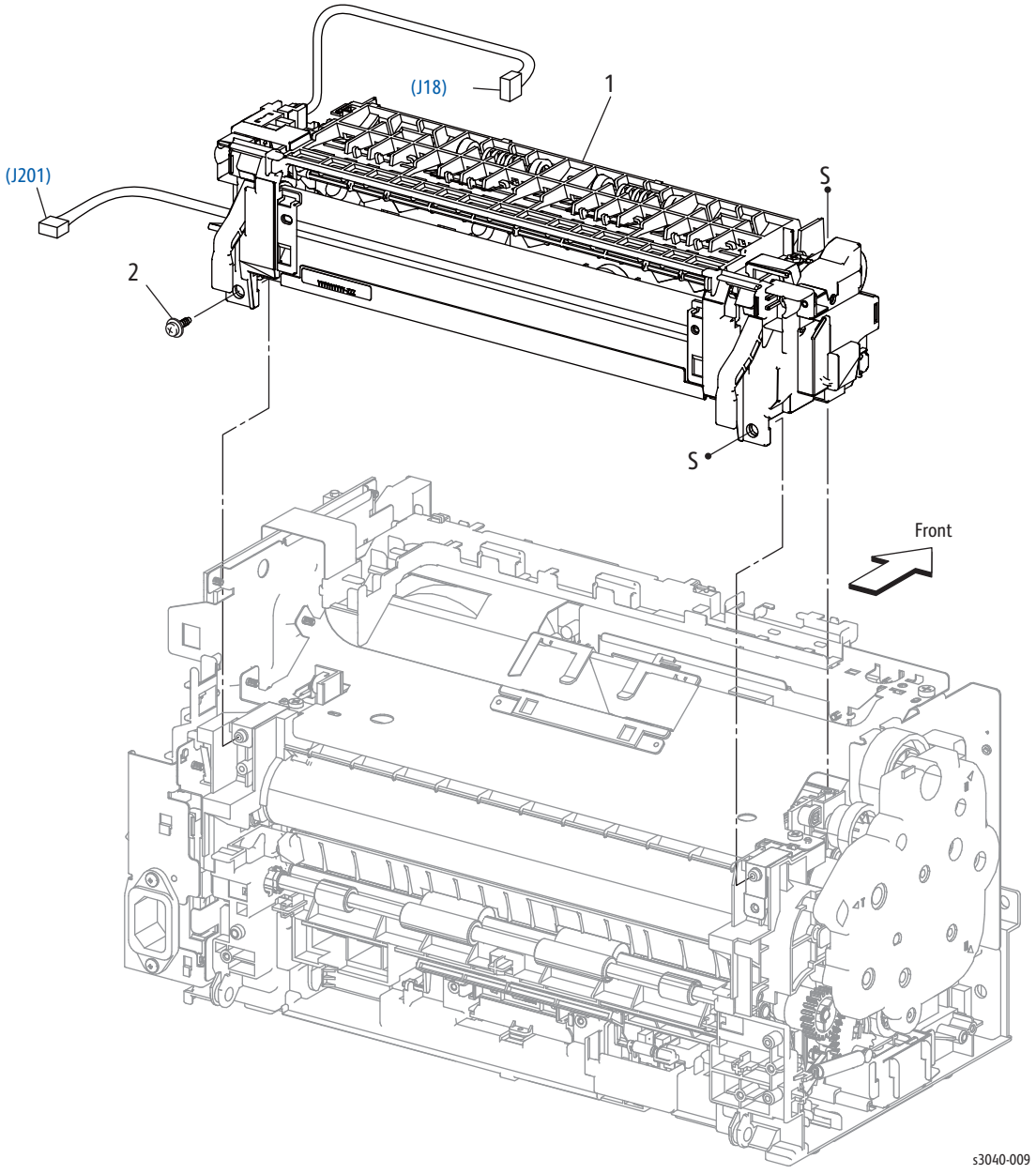
Parts List 4.1 Toner Dispense



Parts List 4.1 Toner Dispense

Item	Name	Part Number
1	Toner Dispenser Assy	094K93230
2	Toner Motor	127K61370
3	Wire Earth Motor	
4	Screw M3x6B	
5	Toner Cartridge	See “Xerox Supplies and Accessories” on page 54
6	Harness Assy DCRA	

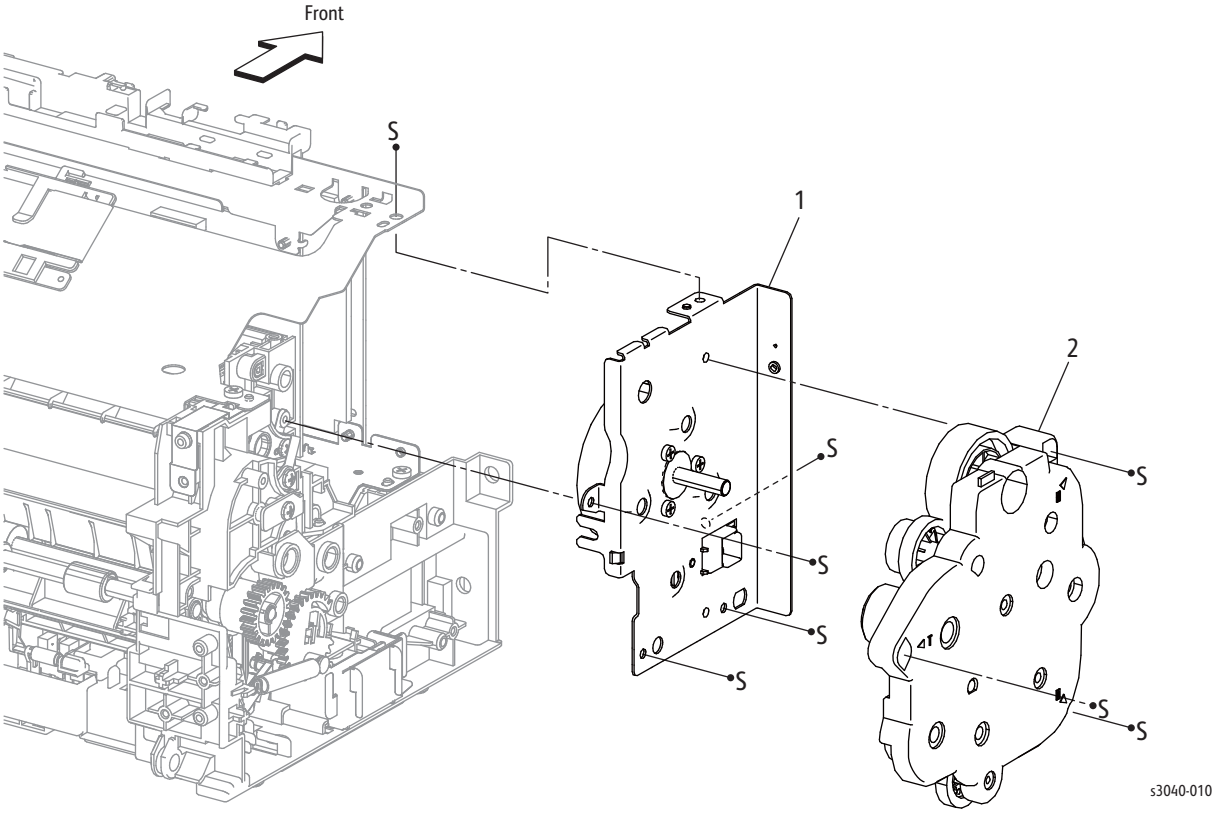
Parts List 5.1 Fuser



Part List 5.1 Fuser

Item	Name	Part Number
1	Fuser 110V Fuser 220V	126K30073 126K30083

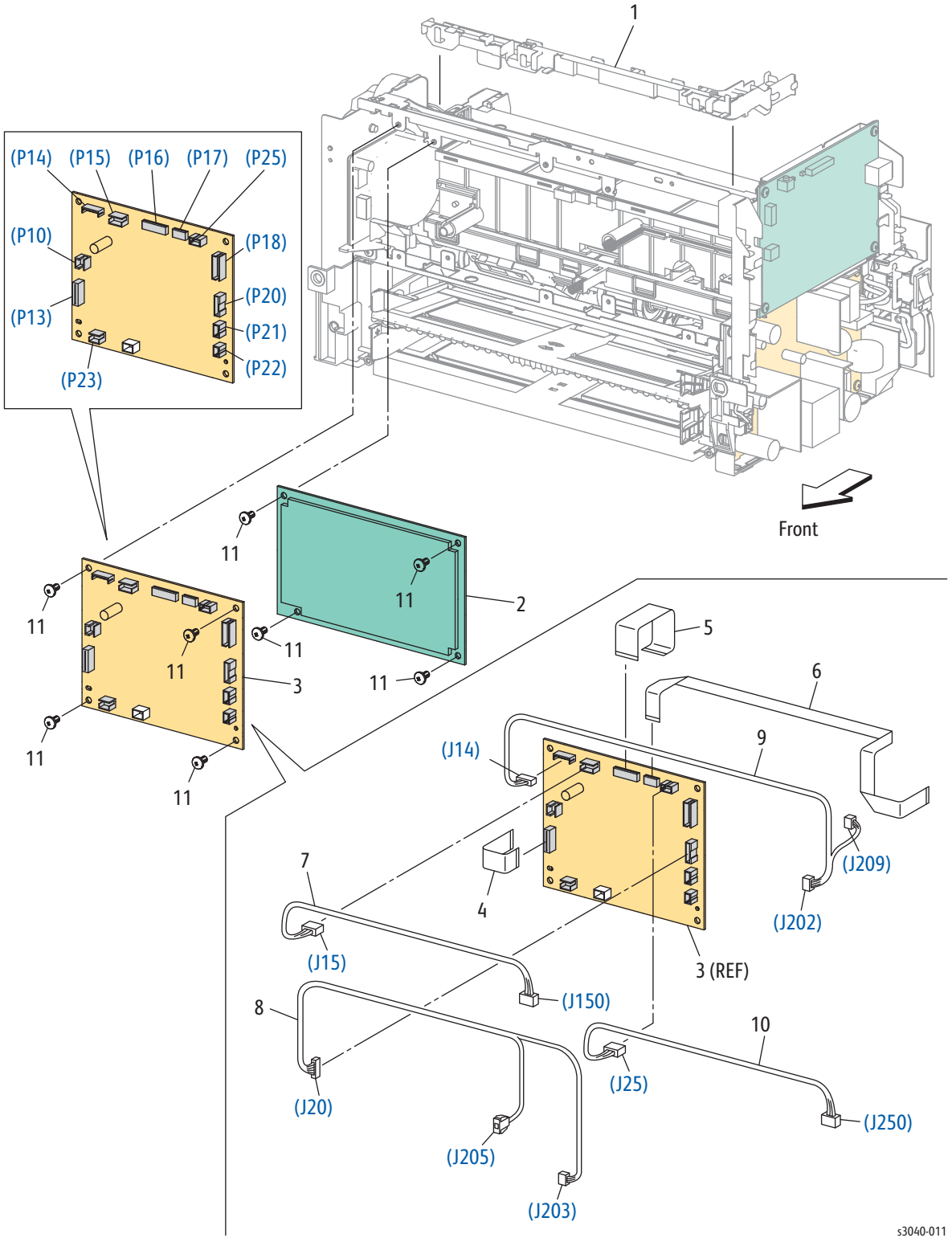
Parts List 6.1 Drive



Parts List 6.1 Drive

Item	Name	Part Number
1	Main Drive Motor	007K18000
2	Main Drive Assembly	007K18011

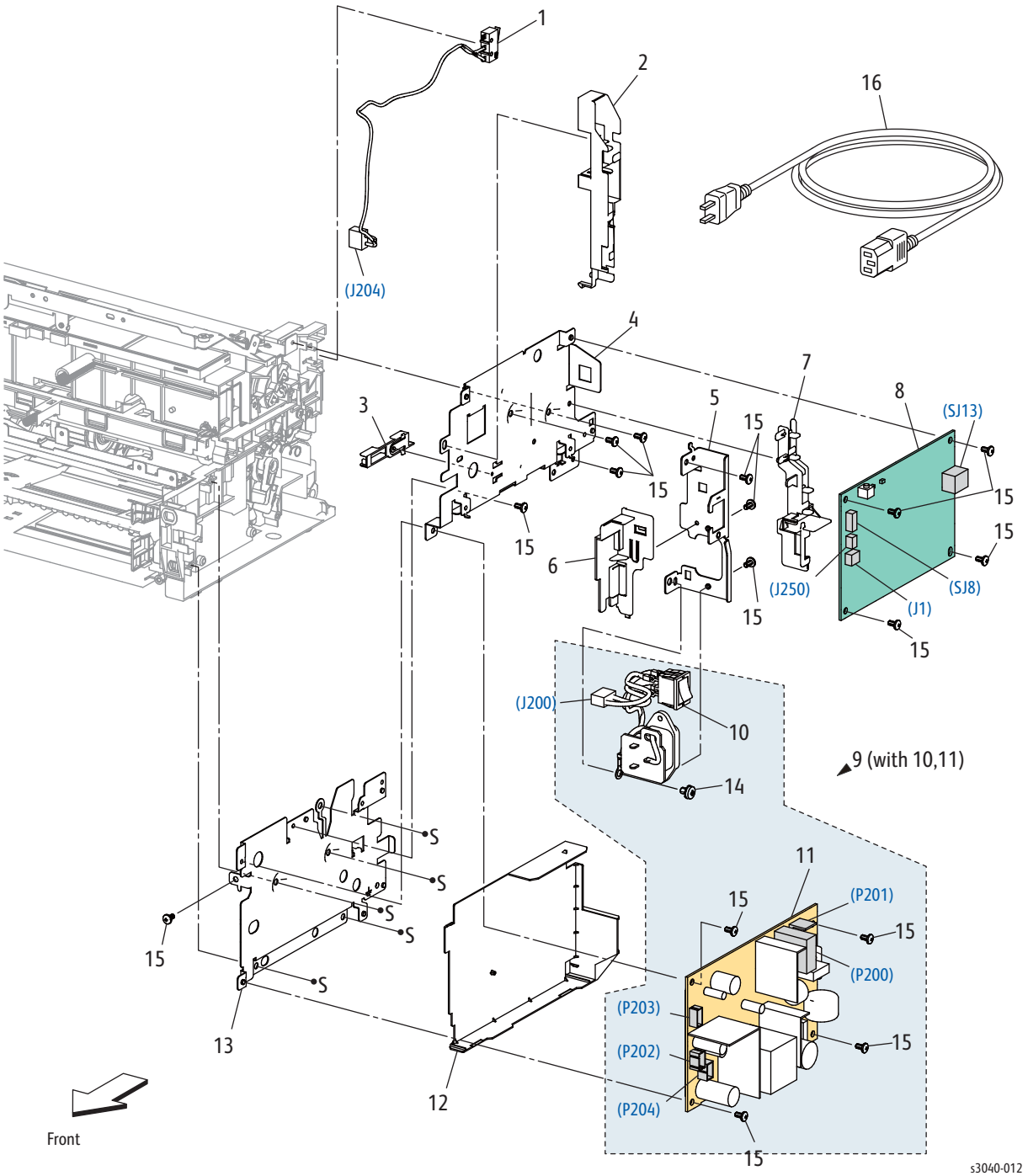
Parts List 7.1 Electrical (1/2)



Parts List 7.1 Electrical (1/2)

Item	Name	Part Number
1	Upper Harness Guide	
2	HVPS	105K30870
3	MCU Board	960K61093
4	FFC Assy Main MOT	
5	FFC Assy MC-HV	
6	FFC Assy MC-ES	
7	DISP MOT Harness	
8	LV-MC Harness	
9	LV-MCES Harness	
10	MC-LP Harness	
11	Screw M3x6B	

Parts List 7.1 Electrical (2/2)

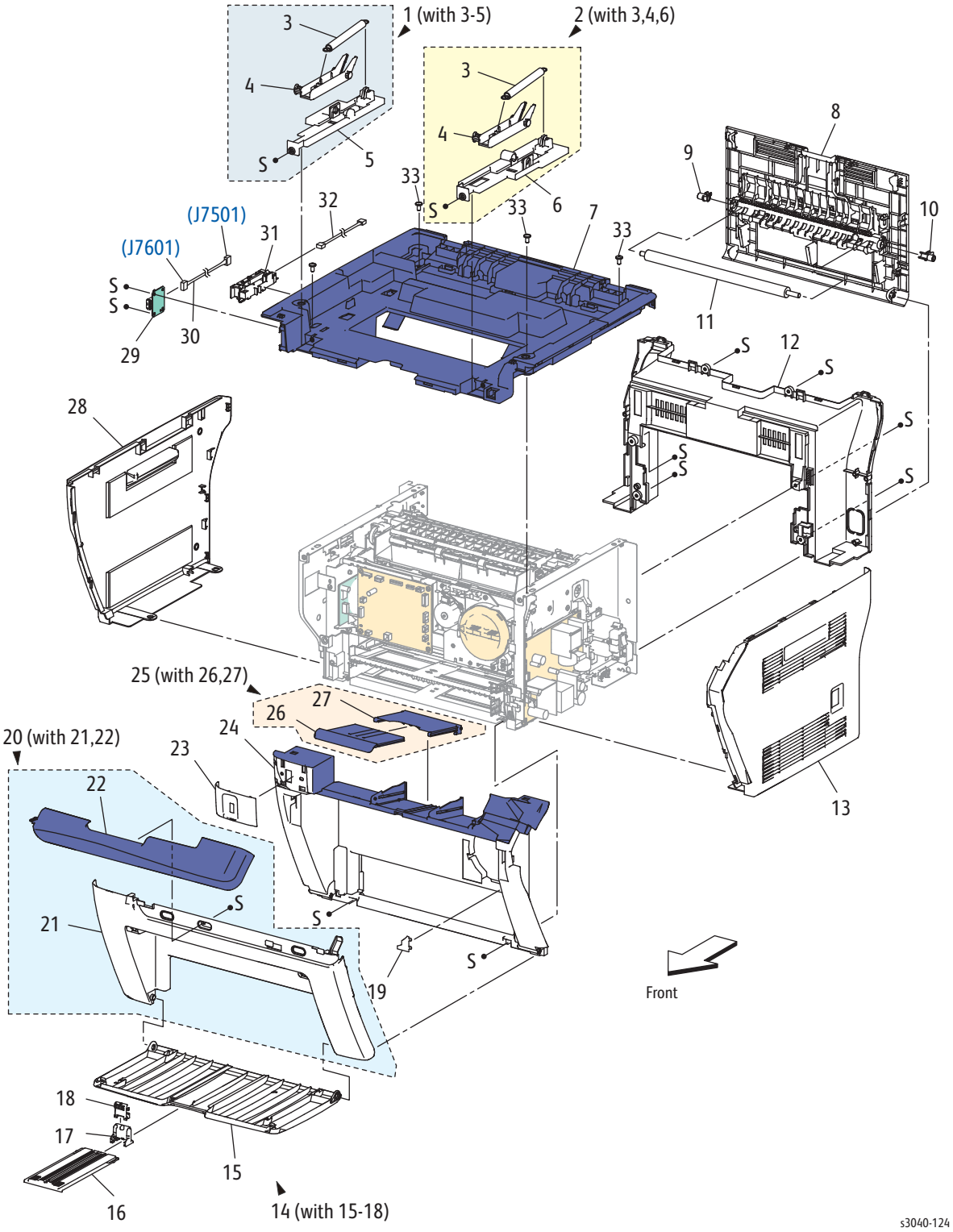


Parts List 7.2 Electrical (2/2)

Item	Name	Part Number
1	Rear Door Interlock Switch	110K16521
2	Harness Guide FR	
3	Harness Guide IL	
4	Plate ESS	
5	Holder Inlet	
6	Guide Inlet	
7	Harness Guide R	
8	PWB Assy ESS 3010 US (IP Board) PWB Assy ESS 3010 RU/IN (IP Board) PWB Assy ESS 3040 US/EU (IP Board)	676K13181 676K10931 676K10941
9	PSLV RIC Assy (with 10,11)	
10	SW Assy RIC (Power Switch Assembly)	
11	LVPS 110V LVPS 220V	105E19900 105E19910
12	LVPS Insulator	
13	Plate LVPS	
14	Screw S+M4x6B	
15	Screw M3x6B	
16	Power Cord DAO Power Cord B220V	675K 17830 675K 17660

WorkCentre 3045 Parts Lists

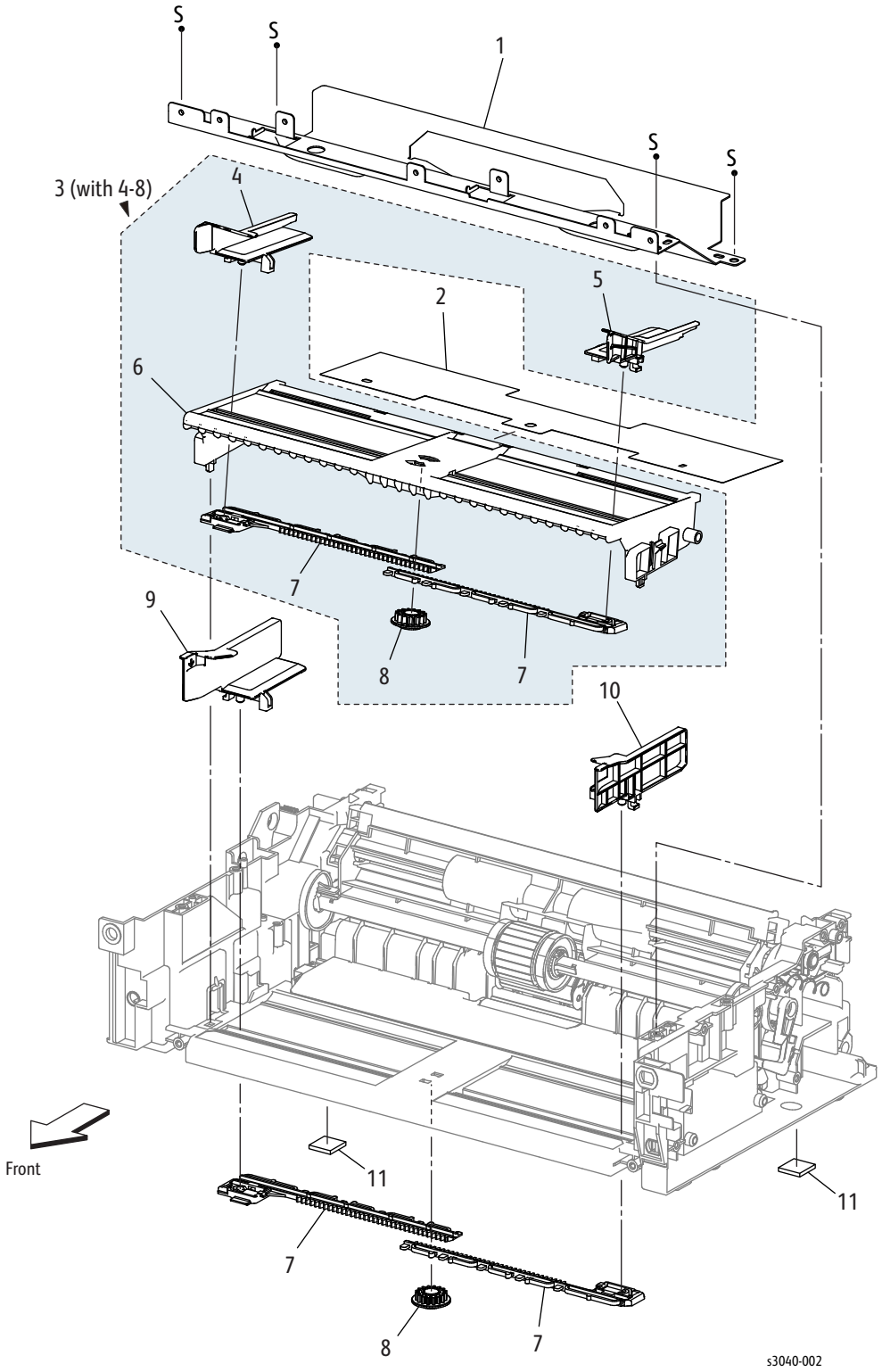
Parts List 1.1 Covers



PL 1.1 Covers

Item	Name	Part Number
1	Holder Assy-Arm L (with 3-5)	019K11690
2	Holder Assy-Arm R (with 3,4,6)	019K11700
3	Spring IIT	
4	Arm IIT	
5	Holder Arm L	
6	Holder Arm R	
7	Top Cover	848K59690
8	Rear Door	848K59900
9	Transfer Roller Bearing Left	013E39621
10	Transfer Roller Bearing Right	013E39631
11	Transfer Roller	022K76990
12	Rear Cover (3045B) Rear Cover (3045NI)	676K11710 676K11720
13	Right Cover	848E67092
14	Main Tray (with 15-18)	848K50204
15	Main Tray	
16	Main Tray Extension	
17	Guide End	
18	Lever Guide End	
19	HiPot Cover	848E78610
20	Front Cover (with 21,22)	676K11740
21	CVR-F Lower	
22	CVR-F Upper	
23	USB Cover	848E67040
24	Inner Front Cover	848E78510
25	Output Tray Extension (with 26,27)	050K69050
26	Tray-Ext A	
27	Tray-Ext B	
28	Left Cover	848E67072
29	Front USB Board	960K47000
30	Harness Assy USB Front	
31	Bracket Assy WIFI	
32	Harness Assy WIFI	
33	Screw M3X6B	

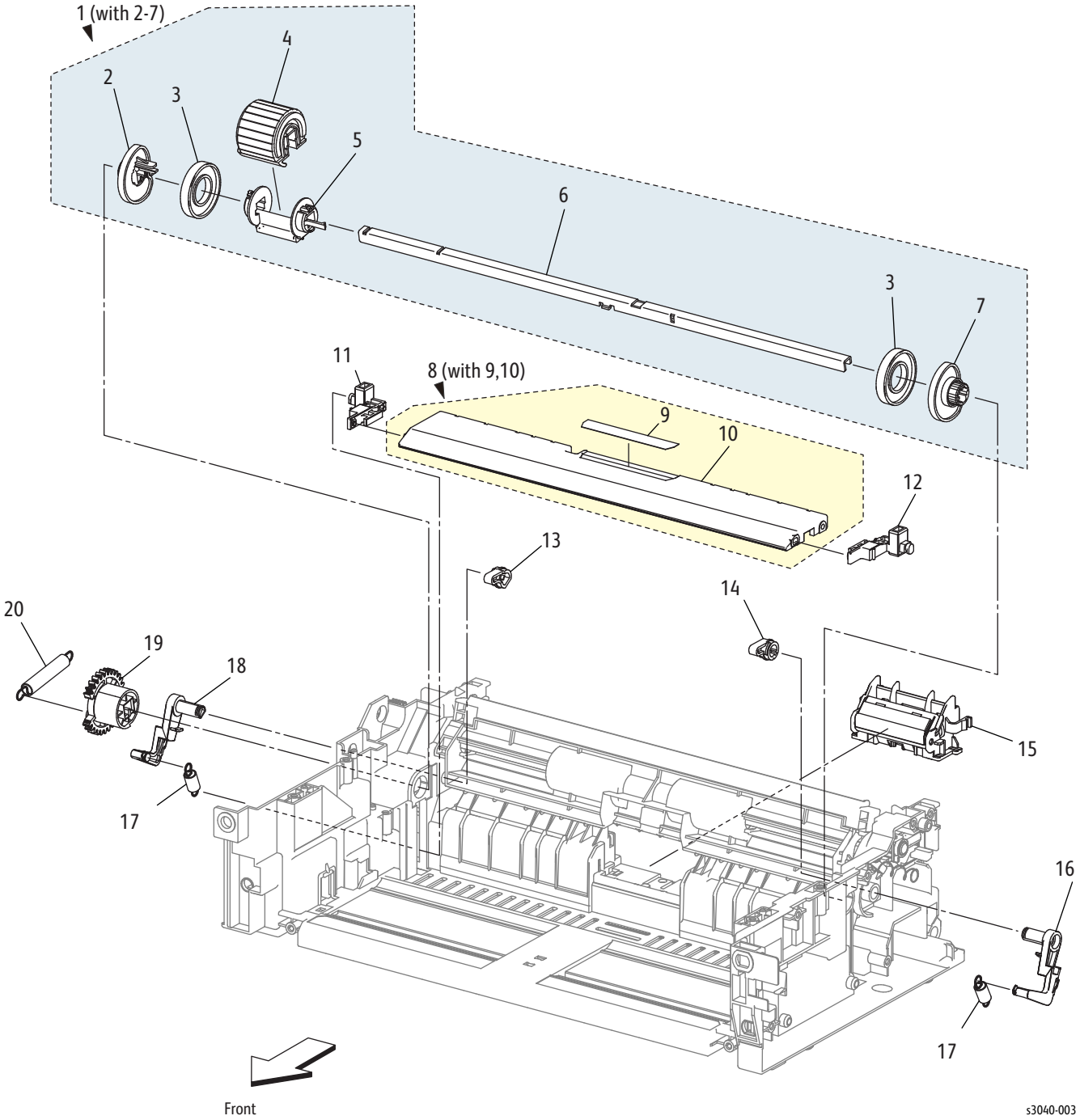
Parts List 2.1 Feeder (1/3)



Parts List 2.1 Feeder (1/3)

Item	Name	Part Number
1	Plate Lower	
2	Guide Paper Bypass	
3	Tray Assy Bypass (with 4-8)	
4	Guide Side PSI L	
5	Guide Side PSI R	
6	Tray PSI	
7	Rack Guide Side	
8	Gear Pinion	
9	Guide Side MSI L	
10	Guide Side MSI R	
11	Foot Assy	
99	Kit, Bypass Tray Assembly (with 2, 3)	676K11730

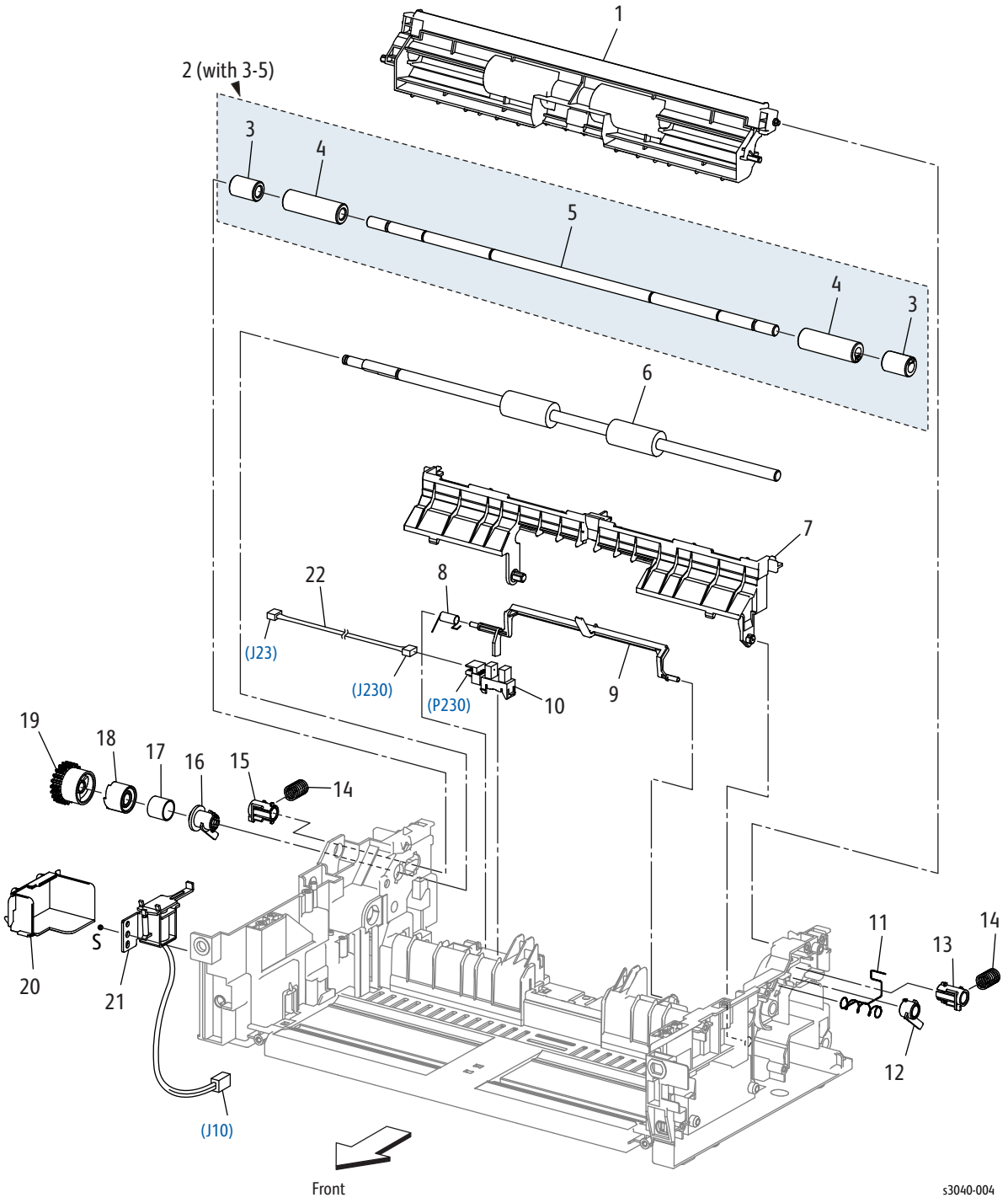
Parts List 2.2 Feeder (2/3)



Parts List 2.2 Feeder (2/3)

Item	Name	Part Number
1	Feed Roll Assembly (with 1-7)	059K71563
2	Cam MSI L	
3	Roll Core	
4	Roll Assy Feed	
5	Holder Feed	
6	Shaft Feed	
7	Cam MSI R	
8	Bottom Plate (with 9,10)	815K07610
9	Pad MSI	
10	Plate BTM	
11	Holder BTM L	
12	Holder BTM R	
13	Follower L	
14	Follower R	
15	Separator Pad Assembly	848K49666
16	Arm MSI R	
17	Spring NF	
18	Arm MSI L	
19	Feed Gear	807E36162
20	Spring Feed	

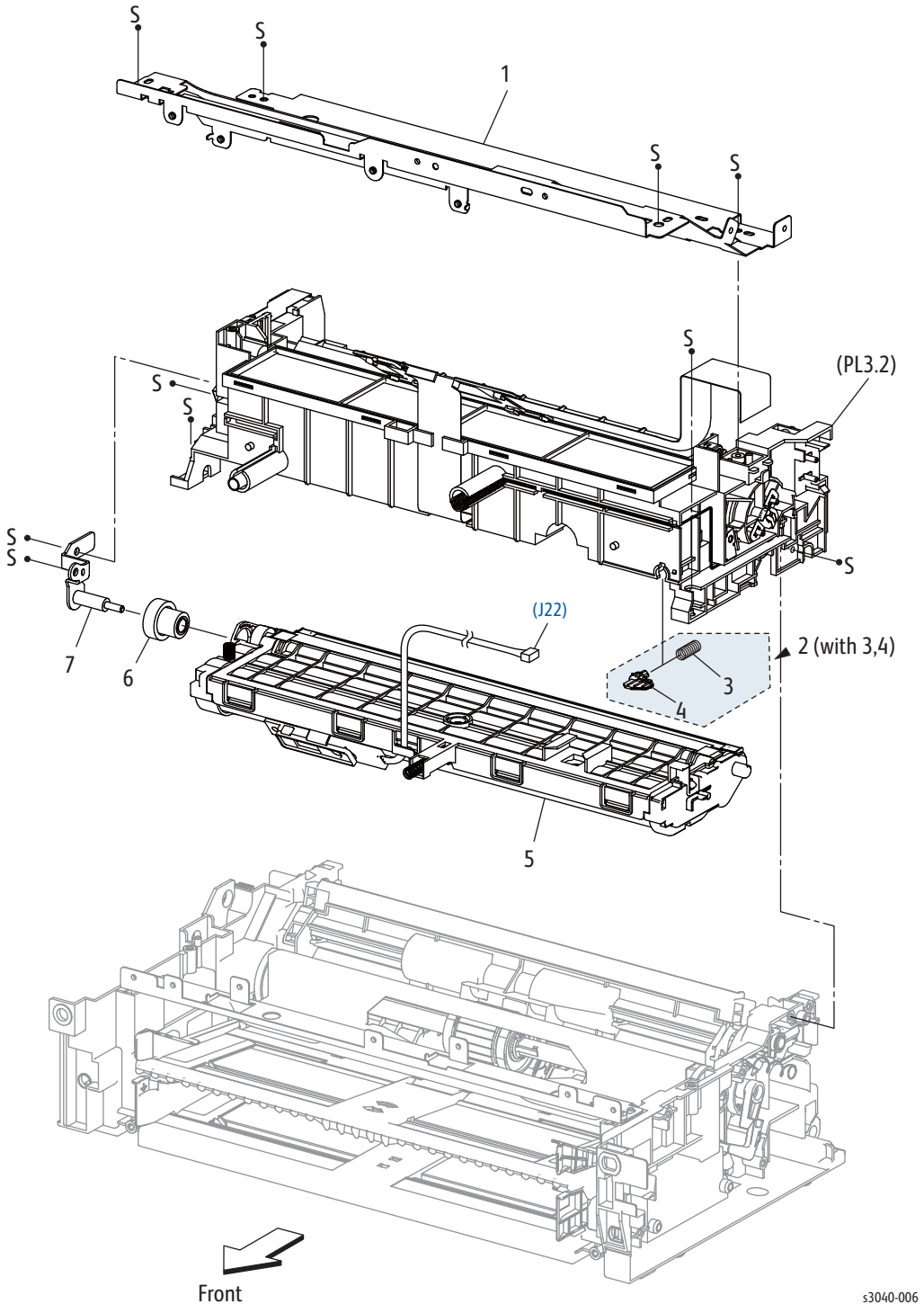
Parts List 2.3 Feeder (3/3)



Parts List 2.3 Feeder (3/3)

Item	Name	Part Number
1	Chute Upper	
2	Roll Assy Pinch REGI (with 3-5)	
3	Roll Pinch REGI10	
4	Roll Pinch REGI30	
5	Shaft Pinch REGI	
6	Registration Roller	059E07550
7	Chute Low	
8	Spring Actuator REGI	
9	Registration Sensor Actuator	120E33031
10	Registration Sensor	930W00123
11	Spring Earth REGI	
12	Bearing REGI Earth	
13	Bearing REGI Metal Earth	
14	Spring Turn	
15	Bearing REGI Metal	
16	Bearing REGI	
17	Spring REGI Clutch	
18	FLANGE REGI Clutch	
19	GEAR REGI Clutch	
20	Cover Solenoid	
21	Feed Solenoid	121E22993
22	Harness Assy REG SNS	

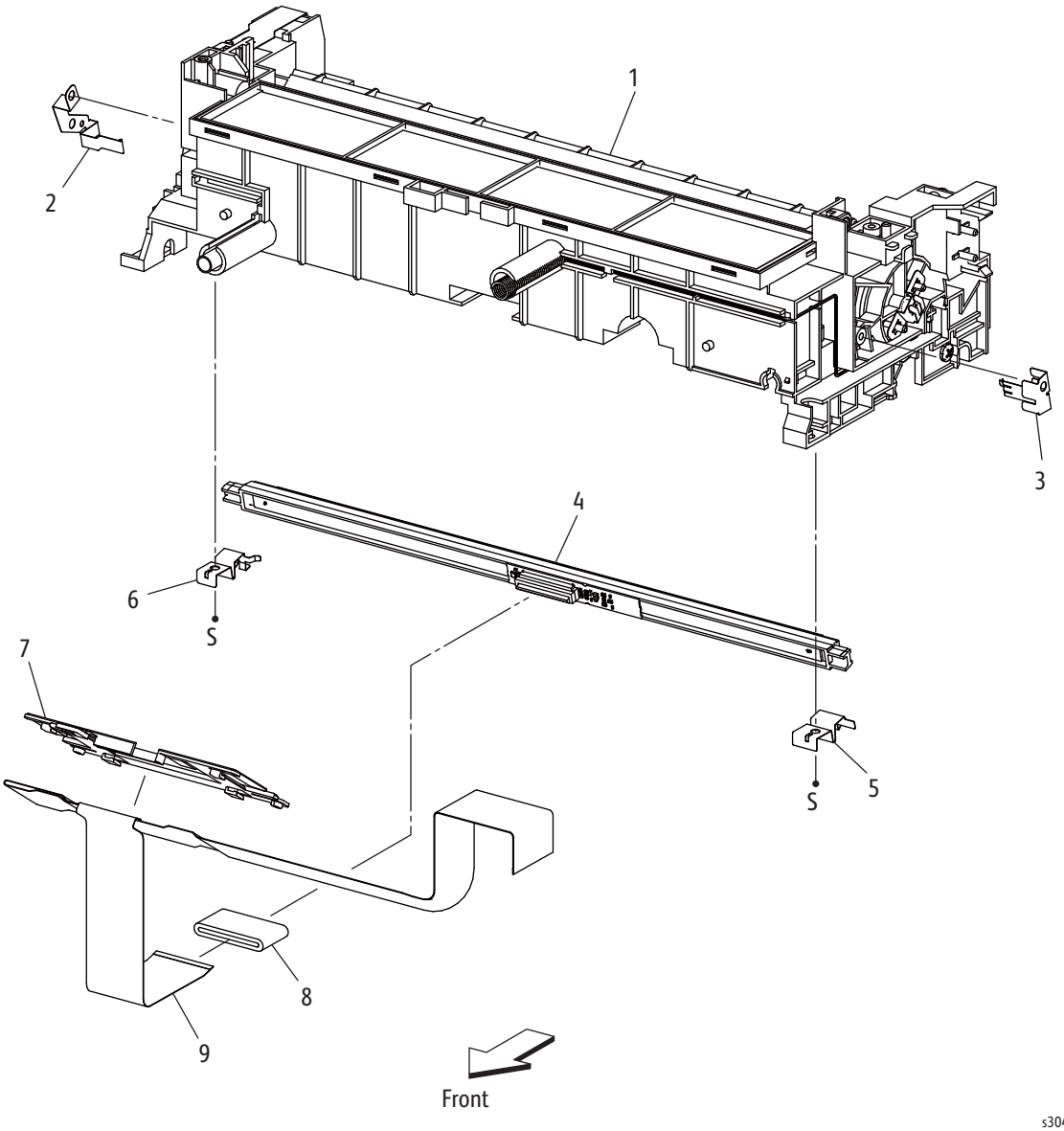
Parts List 3.1 Xerographics (1/2)



Parts List 3.1 Xerographics (1/2)

Item	Name	Part Number
1	Plate Upper	
2	Spring Assy Track Ad (with 3,4)	
3	Holder Spring	
4	Spring Track Ad	
5	Housing Assy Deve High	
6	Gear D3	
7	Bracket Assy Gear D3	

Parts List 3.2 Xerographics (2/2)

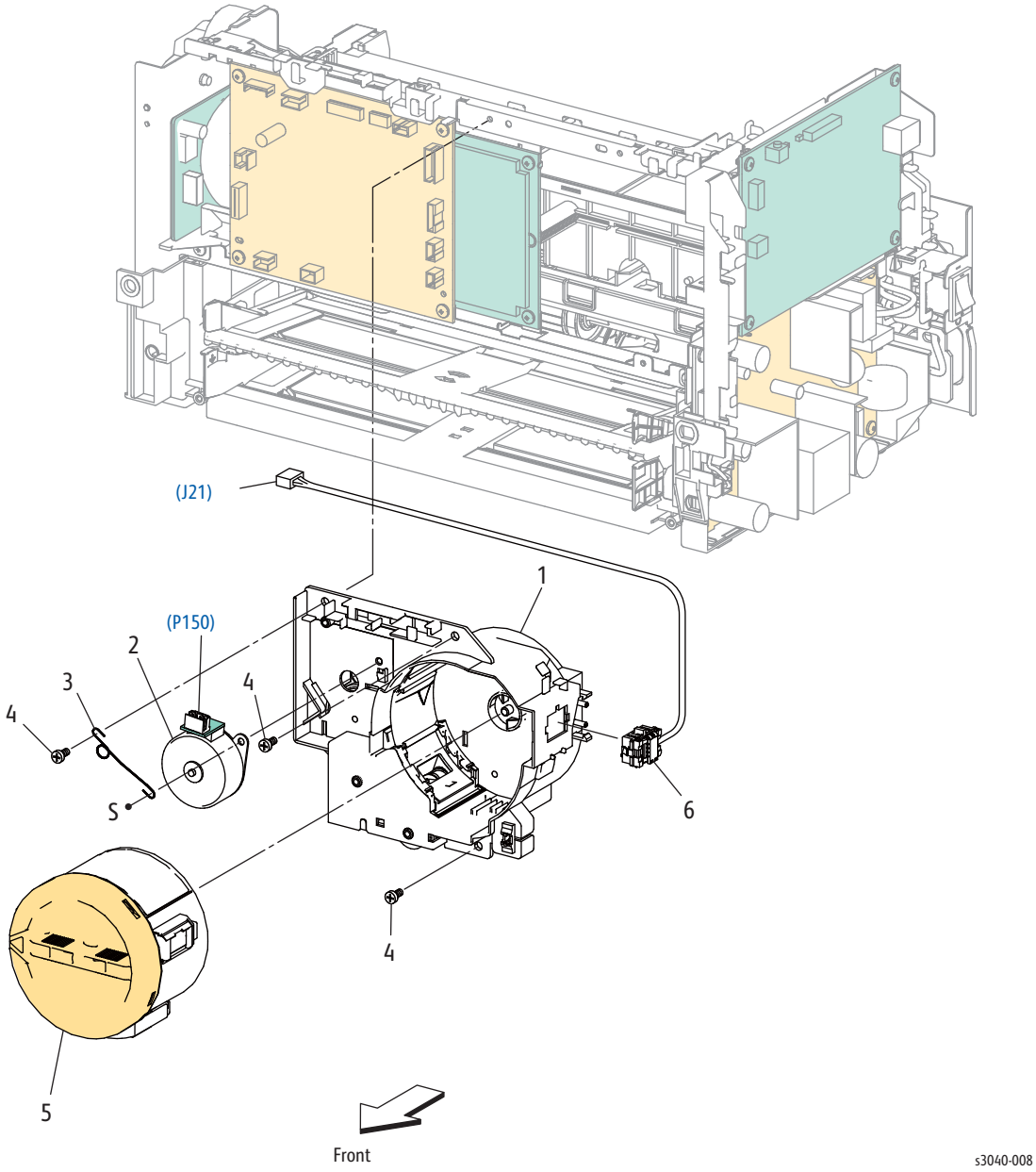


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Parts List 3.2 Xerographics (2/2)

Item	Name	Part Number
1	HSG Assy XERO High	
2	Spring FG D A4M	
3	Spring FG AD A4M	
4	Head Assy R	
5	Spring LPH AD A4M	
6	Spring LPH D A4M	
7	Cover FFC A4M	
8	Core Ferrite	
9	Cable FFC	

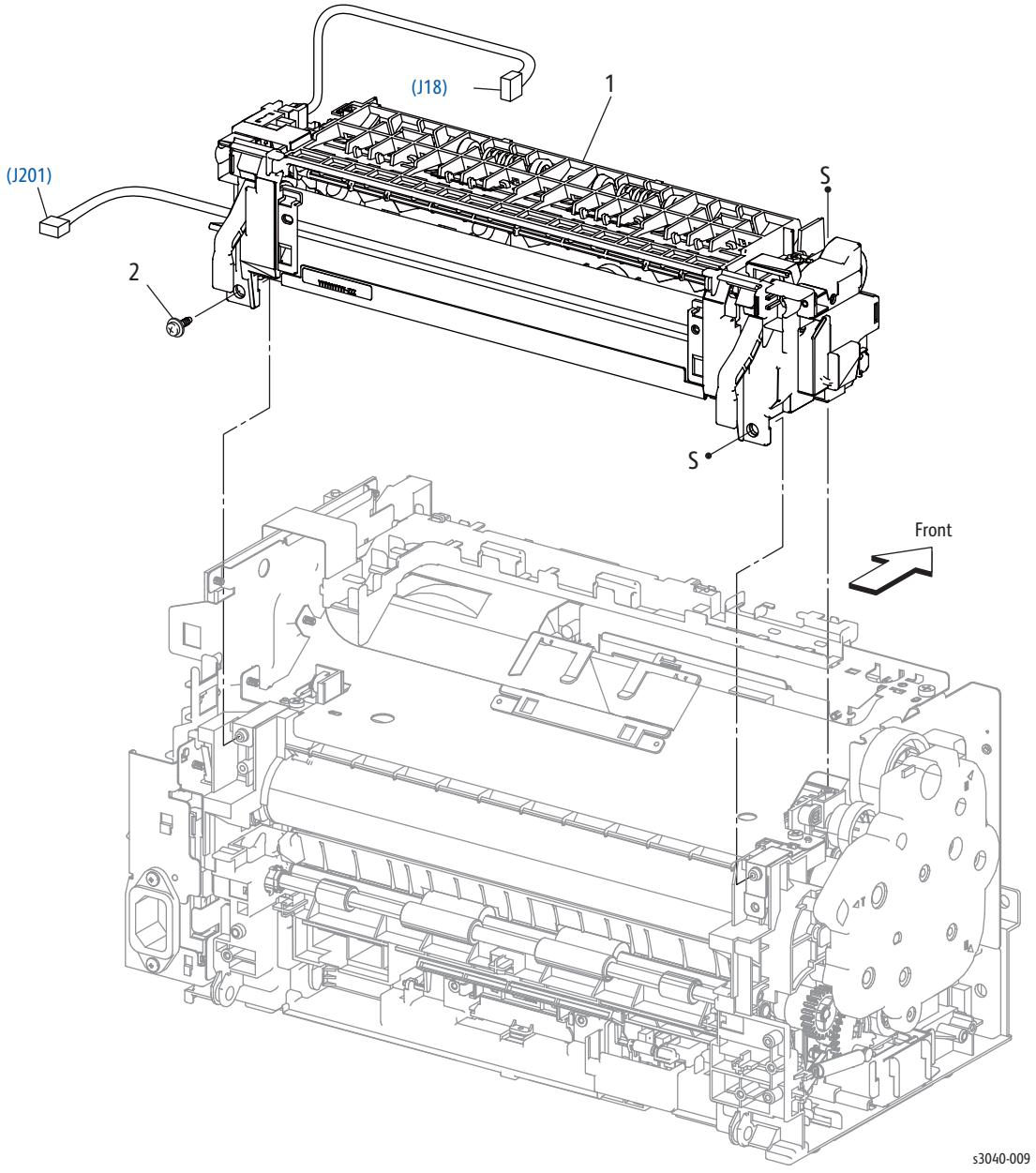
Parts List 4.1 Toner Dispense



Parts List 4.1 Toner Dispense

Item	Name	Part Number
1	Toner Dispenser Assy	094K93230
2	Toner Motor	127K61370
3	Wire Earth Motor	
4	Screw M3x6B	
5	Toner Cartridge	See “Xerox Supplies and Accessories” on page 54
6	Harness Assy DCRA	

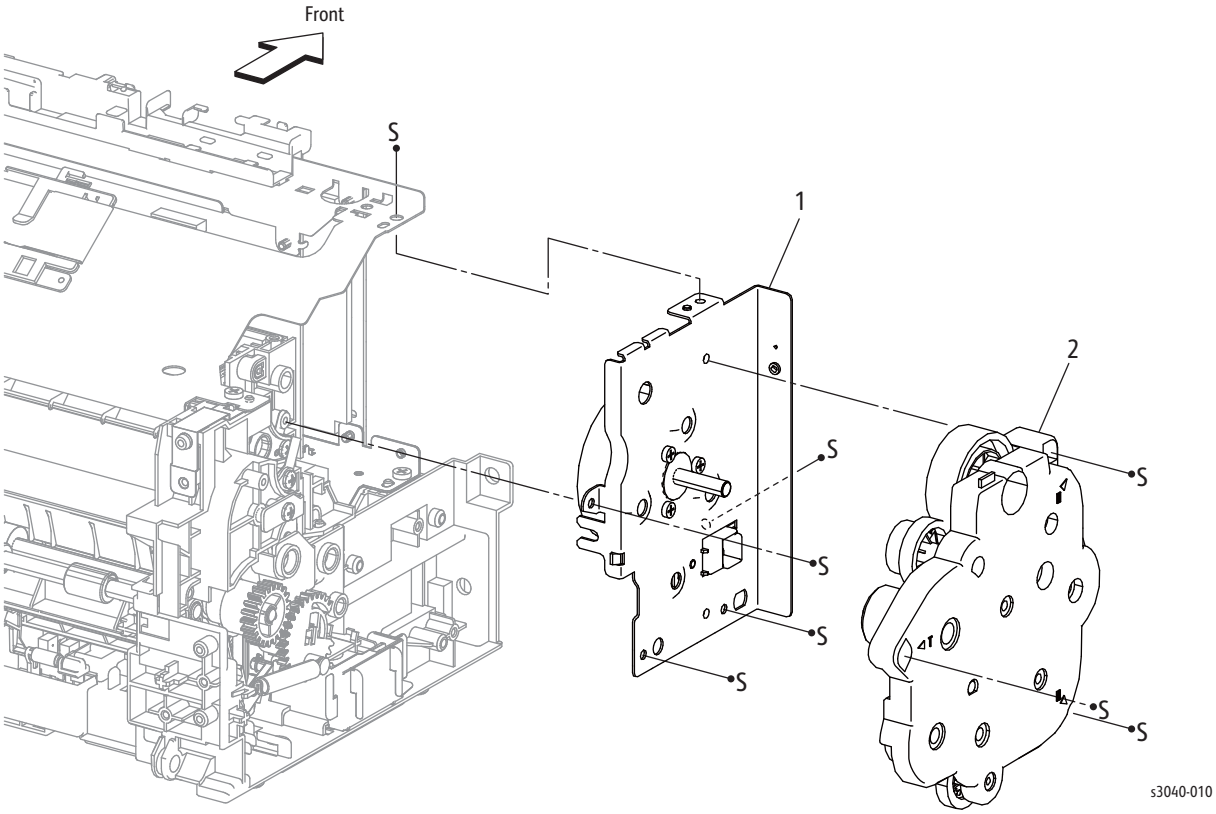
Parts List 5.1 Fuser



Part List 5.1 Fuser

Item	Name	Part Number
1	Fuser 110V Fuser 220V	126K30095 126K30105

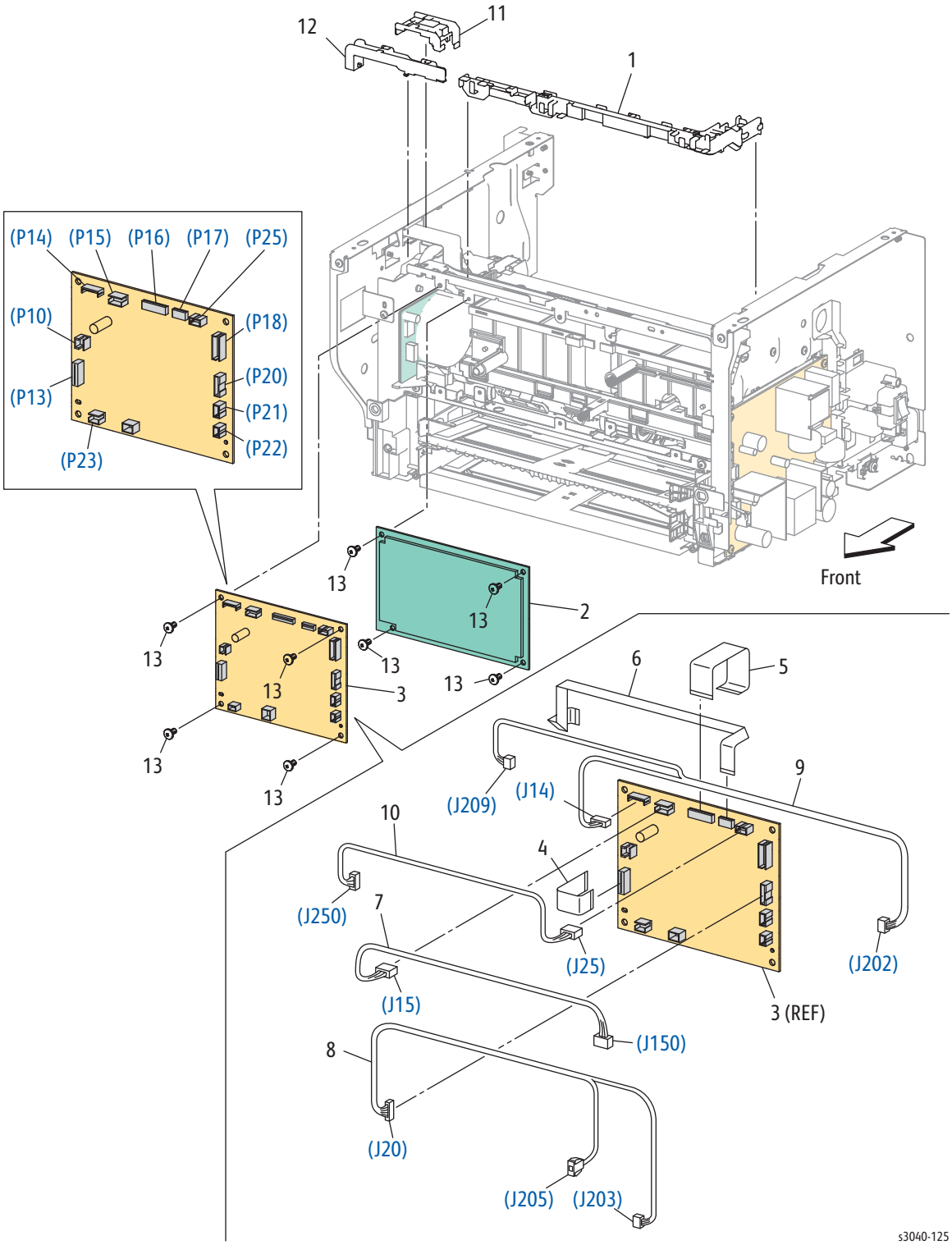
Parts List 6.1 Drive



Parts List 6.1 Drive

Item	Name	Part Number
1	Main Drive Motor	007K18000
2	Main Drive Assembly	007K18011

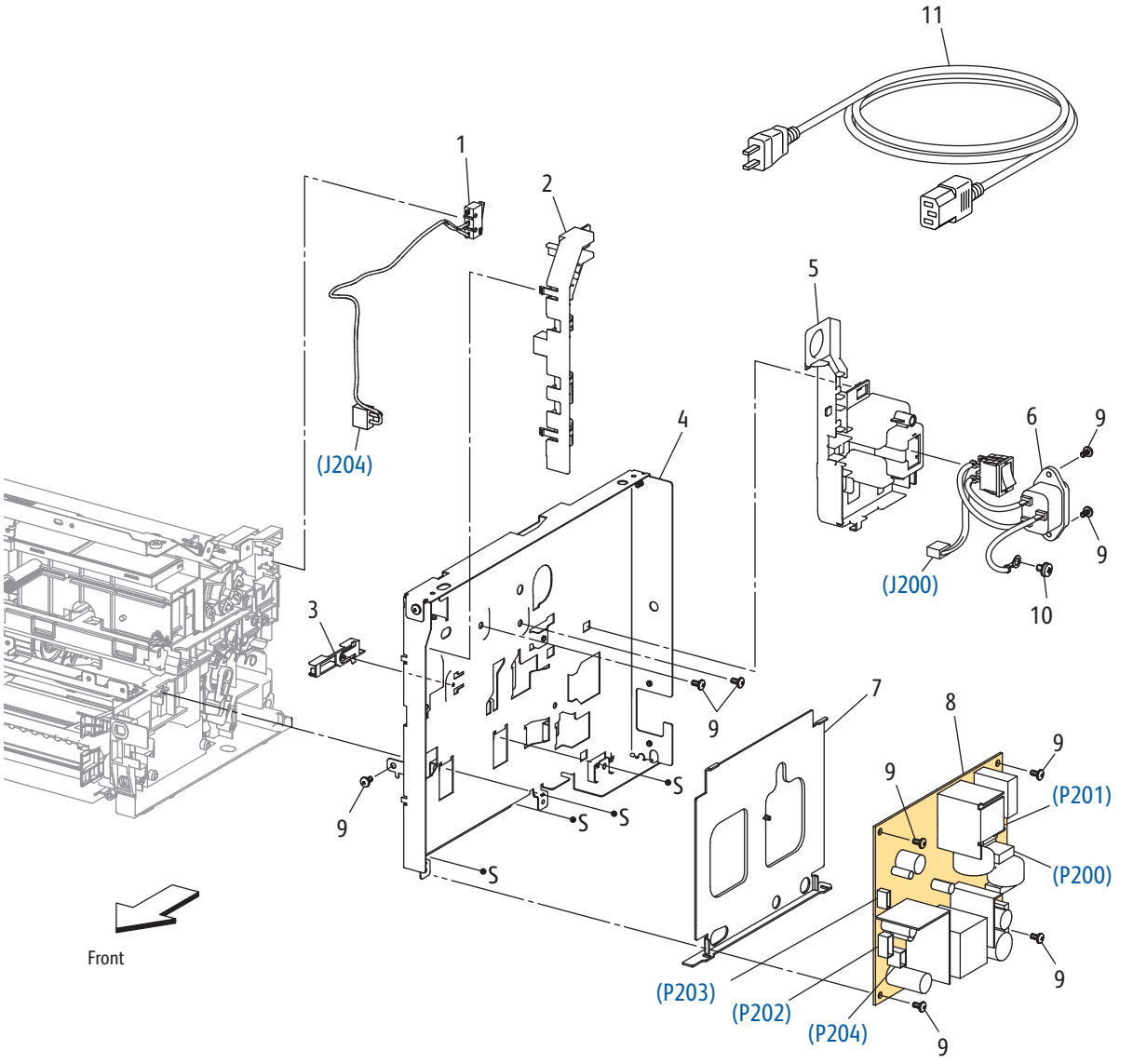
Parts List 7.1 Electrical (1/3)



Parts List 7.1 Electrical (1/3)

Item	Name	Part Number
1	Guide Harness Upper	
2	HVPS	105K30870
3	MCU Board	960K61882
4	FFC Assy Main MOT	
5	FFC Assy MC-HV	
6	FFC Assy MC-ES AIO	
7	Harness Assy DISP MOT	
8	Harness Assy LV-MC	
9	Harness Assy LV-MCES	
10	Harness Assy MC-LP	
11	Guide Harness LPH	
12	Guide Harness Upper AIO	
13	Screw M3x6B	

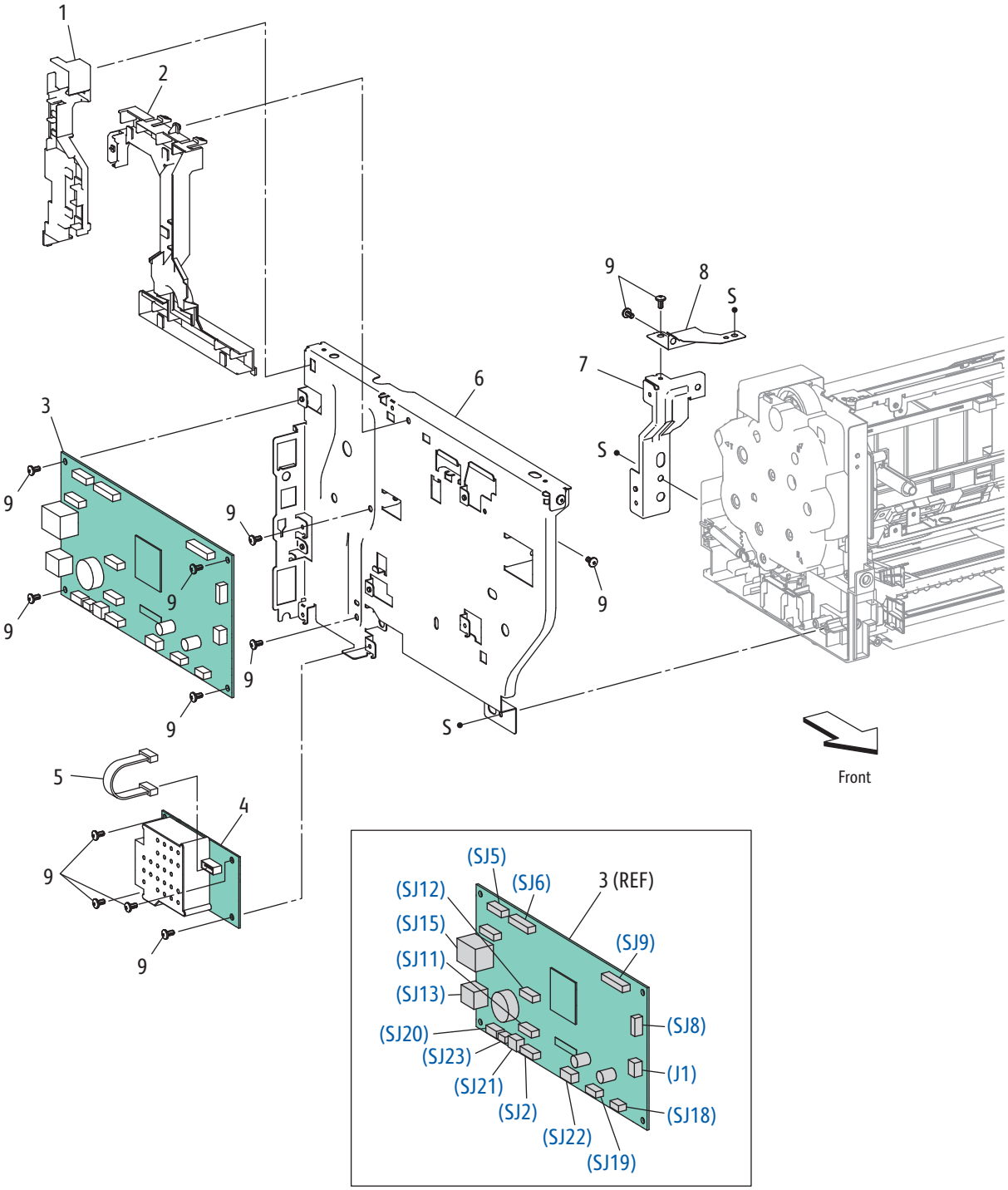
Parts List 7.2 Electrical (2/3)



Parts List 7.2 Electrical (2/3)

Item	Name	Part Number
1	Rear Door Interlock Switch	110K16521
2	Guide Harness FR	
3	Guide Harness IL	
4	Plate LVPS	
5	Guide Inlet	
6	Power Switch Assembly	
7	Insulator LVPS	
8	LVPS (110V) LVPS (220V)	105E19920 105E19930
9	Screw M3X6B	
10	Screw S+M4X6B	
11	Power Cord DAO Power Cord B220V	675K17830 675K17660

Parts List 7.3 Electrical (3/3)

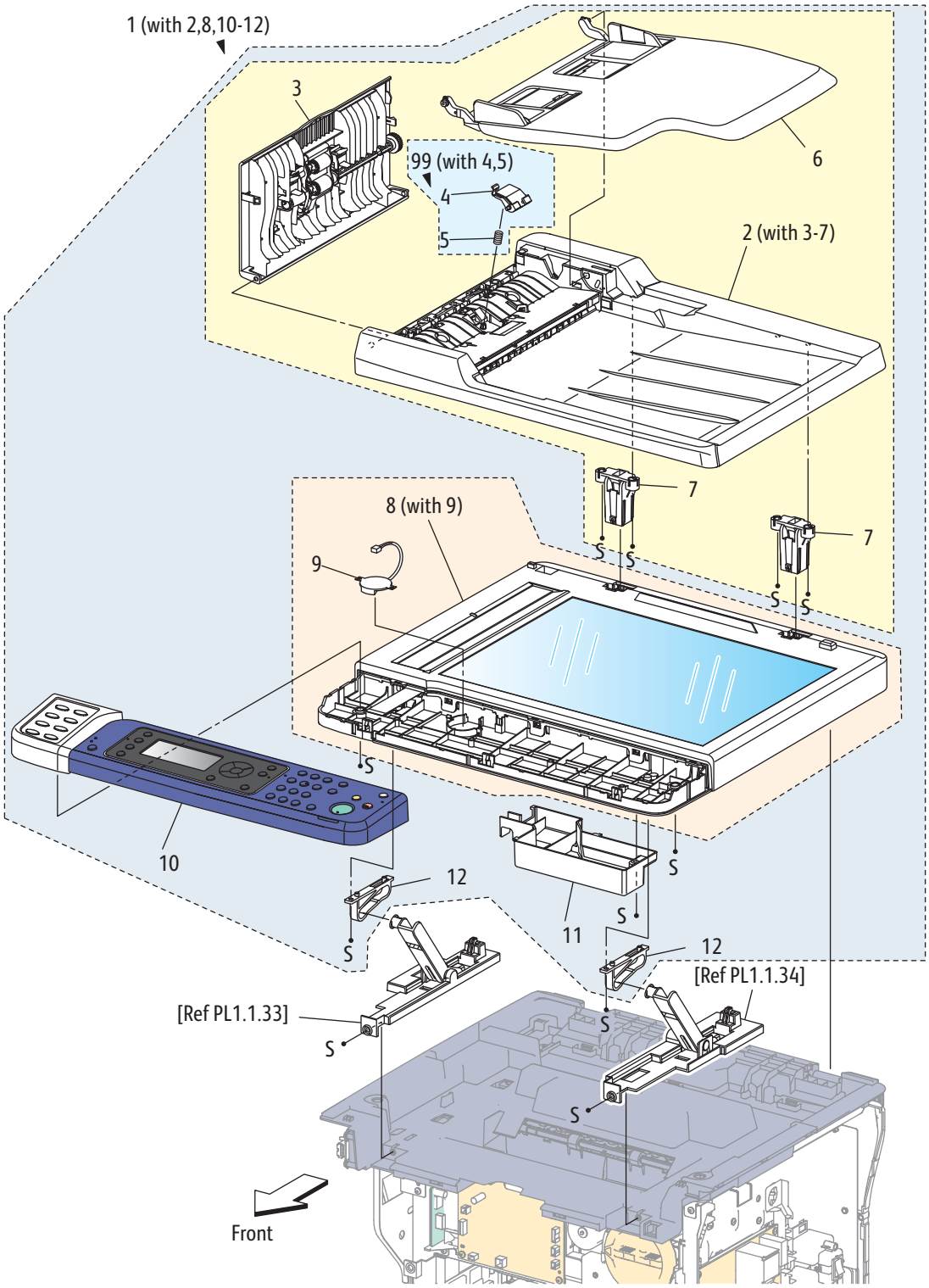


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Part List 7.3 Electrical (3/3)

Item	Name	Part Number
1	Guide Harness IIT SNR	
2	Guide Harness IIT MOT	
3	PWBA ESS 3045B US/EU (3in1 IP Board) PWBA ESS 3045B Ru/In (3in1 IP Board) PWBA ESS 3045NI US/EU (4in1 IP Board) PWBA ESS 3045NI Ru/In (4in1 IP Board)	676K10950 676K10960 676K10973 676K10983
4	Fax Board	101K62530
5	Harness Assy FAX	
6	Plate ESS	
7	Plate Stay Rear	
8	Plate Earth L	
9	Screw M3X6B	

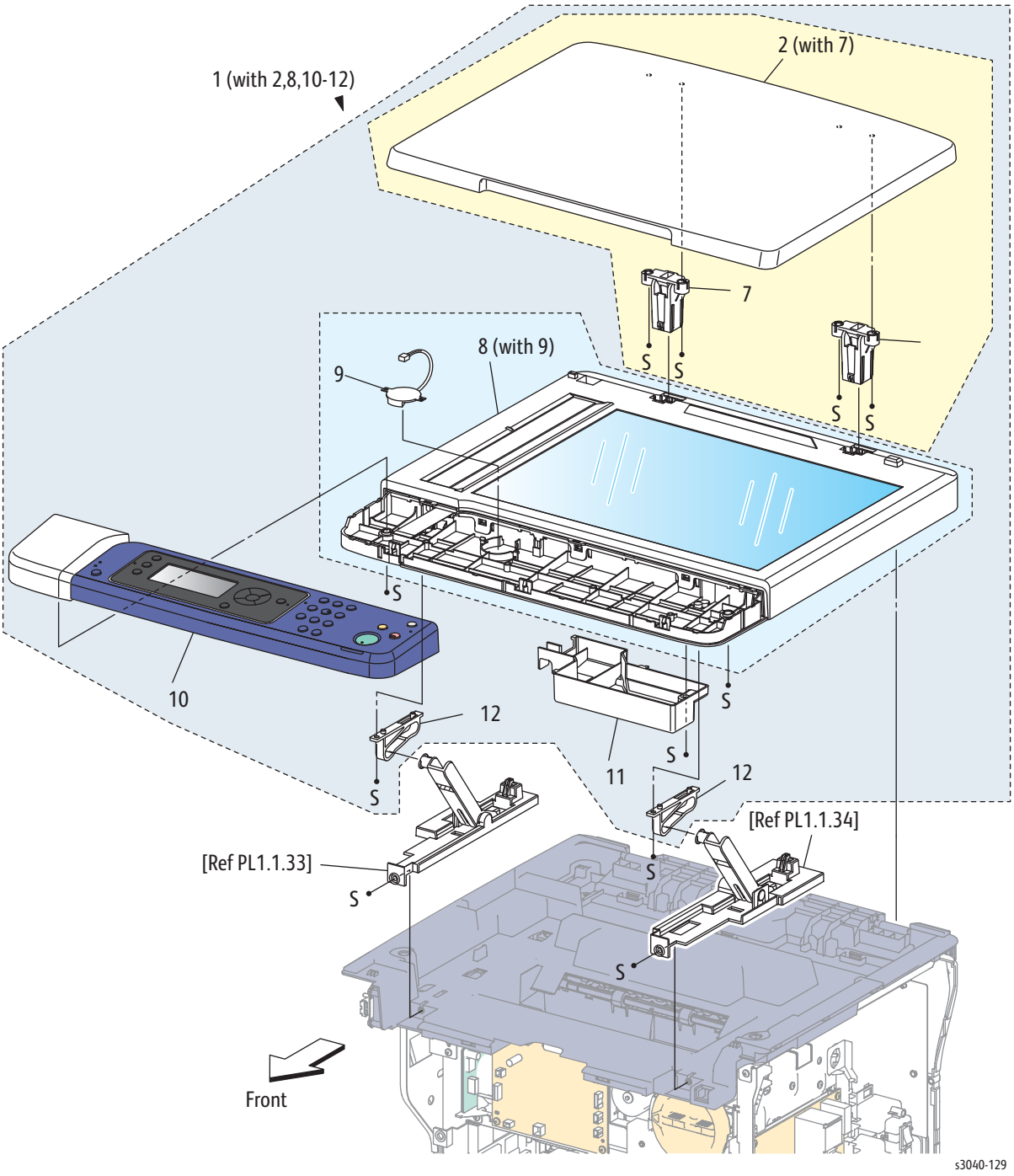
Parts List 8.1 ADF / Scanner / Control Panel 3045N



Parts List 8.1 ADF / Scanner / Control Panel

Item	Name	Part Number
1	Scanner Assy (with 2,8,10-12)	604K70921
2	ADF Assy (with 3-7)	
3	ADF Top Cover	604K65550
4	ADF Separator Pad (with 5)	604K65560
5	Spring Retard	
6	ADF Input Tray	604K65530
7	Hinge Assy ADF	TBD
8	IIT Assy (with 9)	
9	Speaker	
10	Control Panel (3045NI)	
11	Cover SSB	
12	Rail IIT FB	
13	Control Panel Board	TBD
14	Control Panel LCD Display	TBD

Parts List 8.2 Scanner / Control Panel 3045B



Parts List 8.2 Scanner / Control Panel

Item	Name	Part Number
1	Scanner Assy (with 2,8,10-12) (3045B)	604K70931
2	Document Cover (with 7) (3045B)	
3	- -	
4	- -	
5	- -	
6	- -	
7	Hinge Assy ADF	TBD
8	IIT Assy (with 9)	
9	Speaker	
10	Control Panel (3045B)	
11	Cover SSB	
12	Rail IIT FB	
13	Control Panel Board	TBD
14	Control Panel LCD Display	TBD

Xerox Supplies and Accessories

Hardware Kit

Hardware Kit

Description	Part Number
Hardware Kit	604K60070
Screw For Plastic, Tapping - ST1	
Screw For Plastic, Tapping - ST4	
Screw For Plastic, Tapping W/flange ST-10	
Screw For Metal Sheet SM2	

Maintenance

In this chapter...

- Adjusting the Transfer Roller
- Adjusting the Fuser
- Adjusting Altitude

Chapter 6

Service Maintenance Procedure

Perform the following procedures whenever you check, service, or repair a printer. Cleaning the printer, as outlined in the following steps, assures proper operation of the printer and reduces the probability of having to service the printer in the future.

The frequency of use, the type of media printed on, and operating environment are factors in determining how critical cleaning the machine is and how often it is necessary.

Recommended Tools

- Toner vacuum cleaner
- Clean water
- Clean, dry, lint-free cloth

Cleaning

Perform the following general cleaning steps as indicated by the printer's operating environment.

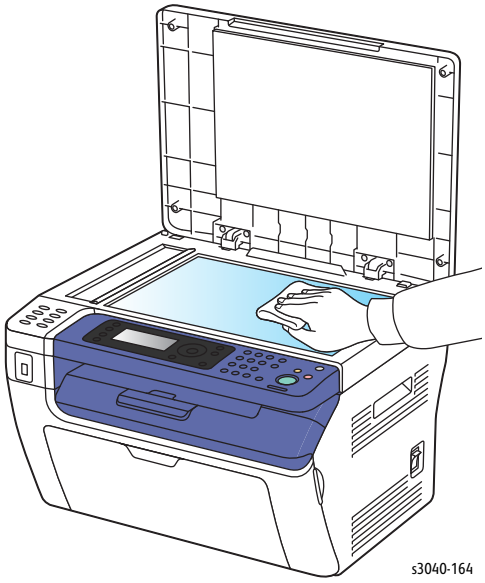
Caution

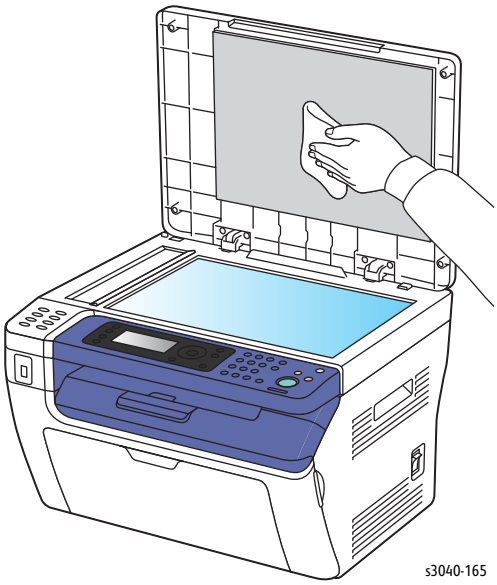
Never apply alcohol or other chemicals to any parts of the printer. Never use a damp cloth to clean up toner. If you remove the Imaging Unit, place it in a light-protective bag or otherwise protect it as exposure to light can quickly degrade performance and result in early failure.

1. Record number of sheets printed.
2. Print several sheets of paper to check for problems or defects.
3. Turn the printer power Off and disconnect the power cord.
4. Remove the Toner Cartridge, Left and Right Covers, and Rear Cover before cleaning.
5. Ensure that all cover vents are clean and free of obstructions.
6. Remove any debris or foreign objects from inside of the printer.
7. Clean the trays, media guides and extensions.
8. Clean all rubber rollers with a lint-free cloth slightly dampened with cold water.

Cleaning the Platen and Document Cover

Use a dry, lint-free cloth to lean the platen glass and document cover.





Moving the Printer

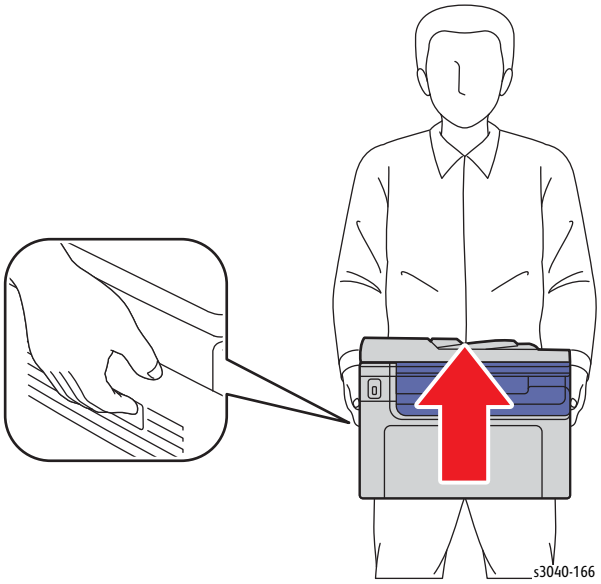
The printer, with toner installed, weighs 11.3 kg (24.9 lb.).

Caution

When moving the printer over long distances, remove the Toner Cartridge to prevent toner spills.

Before moving the printer, do the following:

1. Turn the printer Off and disconnect all cables.
2. Allow the printer to cool about 40 minutes.
3. Remove media from the output tray and return the Tray Extension to its non-extended position.
4. Remove the Bypass Tray, then push in the center paper guide until it stops.
5. Push in the side paper guides until they stop.
6. Place the Bypass Tray inside the printer, on the Main Tray.
7. Fold up the Main Tray Extension to cover the paper feed.
8. Lift and carry the printer as shown in the illustration.



Caution

Do not tilt the printer more than 10 degrees to the front or back, or left or right. Tilting the printer more than 10 degrees may cause toner spillage.

Caution

Failure to properly repackage the printer for shipment can result in damage not covered by the warranty, Service Agreement, or Total Satisfaction Guarantee.

Adjusting the Transfer Roller

The bias voltage applied to the Transfer Roller (BTR) controls how the toner transfers from the drum to the paper. The bias is set for each paper type that is selected and used in the printer. If the bias voltage is too low, the toner does not transfer properly, producing light colors and white spots. If the bias voltage is too high, mottling of the image can occur.

To adjust the BTR:

1. Identify the paper type loaded in the paper tray.
2. Check the corresponding Paper Type is selected in the print driver Printing Preferences.
3. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 3010/3040 > Printer Setting Utility.
4. Click the Printer Maintenance tab, then select Adjust BTR from the list.
5. Click the arrow for the drop-down list to the right of the paper type.
6. Select the bias offset to adjust the BTR for the selected paper type.

   Select a more positive value to increase the bias voltage.

   Select a more negative value to decrease the bias voltage.
7. Click Apply New Settings to change the setting.
8. Continue printing.

Adjusting the Fuser

The Fuser uses heat and pressure to bond the toner image to the paper. For optimal print quality, the printer automatically adjusts the temperature of the Fuser when you change the paper type. Because of differences in paper construction and thickness, the adjustment made by the printer is not enough or is too much for all paper types. If the Fuser temperature is too low, the toner will not properly bond to the paper. If the Fuser is too hot, the paper can curl.

To adjust the Fuser:

1. Identify the paper type loaded in the paper tray.
2. Make sure that the corresponding Paper Type is selected in the print driver Printing Preferences.
3. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 3010/3040 > Printer Setting Utility.
4. Click the Printer Maintenance tab, then select Adjust Fuser from the list.
5. Click the arrow for the drop-down list to the right of the paper type to adjust.
6. Select the offset value to adjust the Fuser for the selected paper type.
   - Select a more positive value to increase the Fuser temperature.
   - Select a more negative value to decrease the Fuser temperature.
7. Click Apply New Settings to change the setting.
8. Continue printing.

Adjusting Altitude

Print quality varies with barometric pressure. Since the barometric pressure decreases as the altitude increases, altitude can affect the print quality. To optimize print quality for your location, select an altitude setting to match the your location.

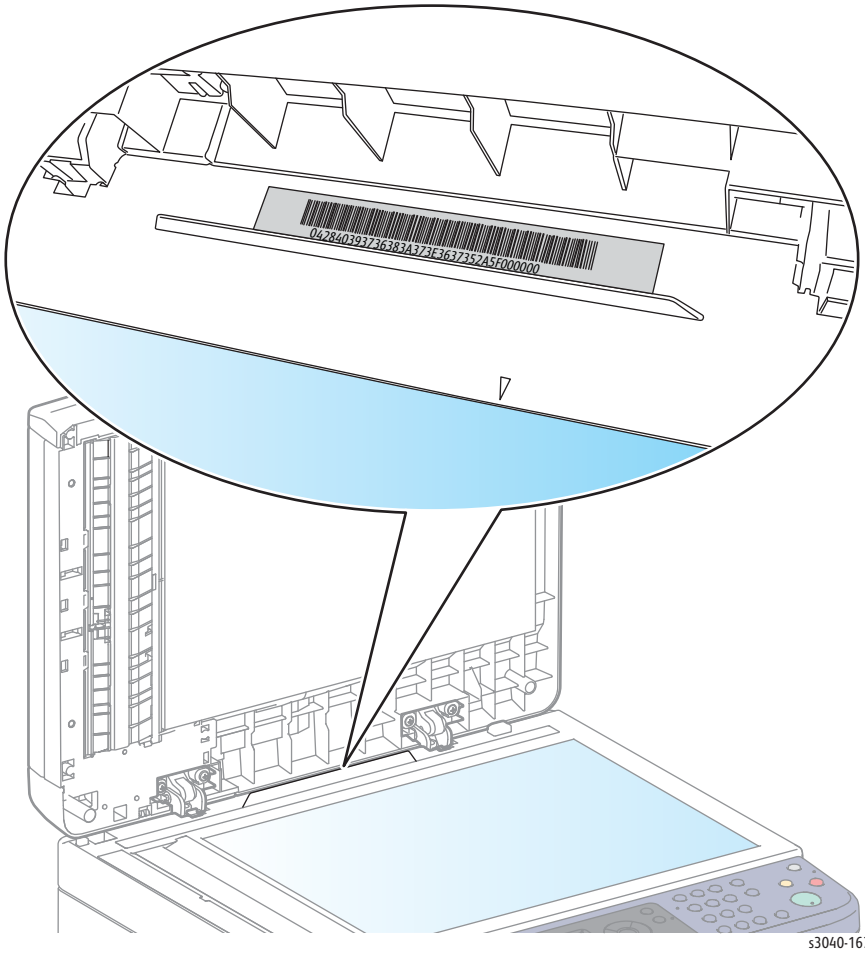
To adjust altitude:

1. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 3010/3040 > Printer Setting Utility.
2. Click the Printer Maintenance tab, then select Adjust Altitude from the list.
3. Click the arrow for the drop-down list to the right of Adjust Altitude.
4. Select the value closest to the altitude of your location.
5. Click Apply New Settings to change the setting.
6. Close the Printer Setting Utility.

Scanner Adjustment

When the Scanner or IP Board are replaced, adjust the Scanner. The WorkCentre 3045 has a Gap Serial Number sticker located at the center rear of the scanner. Use this number to adjust the scanner.

1. Connect the printer to the computer via USB.
2. Start the Grande Gap Writer software.
3. Choose the scanner from the Scanner List.
4. Enter the Gap Serial Number in the Gap SN box and press Enter. The information is written to the IP Board.



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Note

The canner driver for the target printer must be installed on the computer running the Gap Writer software. Verify adjustment by copying a test print and evaluating the result.

Wiring

In this chapter...

- Printer Plug/Jack Designations
- Phaser 3010/3045 Plug/Jack Locations
- Wiring Diagrams

Chapter 7

Printer Plug/Jack Designations

This chapter contains the plug/jack designators, locator diagrams, and wiring diagrams. The Plug/Jack Locator diagrams show the P/J locations within the printer. Use these illustrations to locate connections called out in the troubleshooting procedures.

1. Locate the P/J connector designator in the first column of the table.
2. With this information, go to the map listed in the Map column.
3. Use the coordinates to locate the connection indicated on the map by its P/J designation number.
4. The Remarks column provides a brief description of each connection.

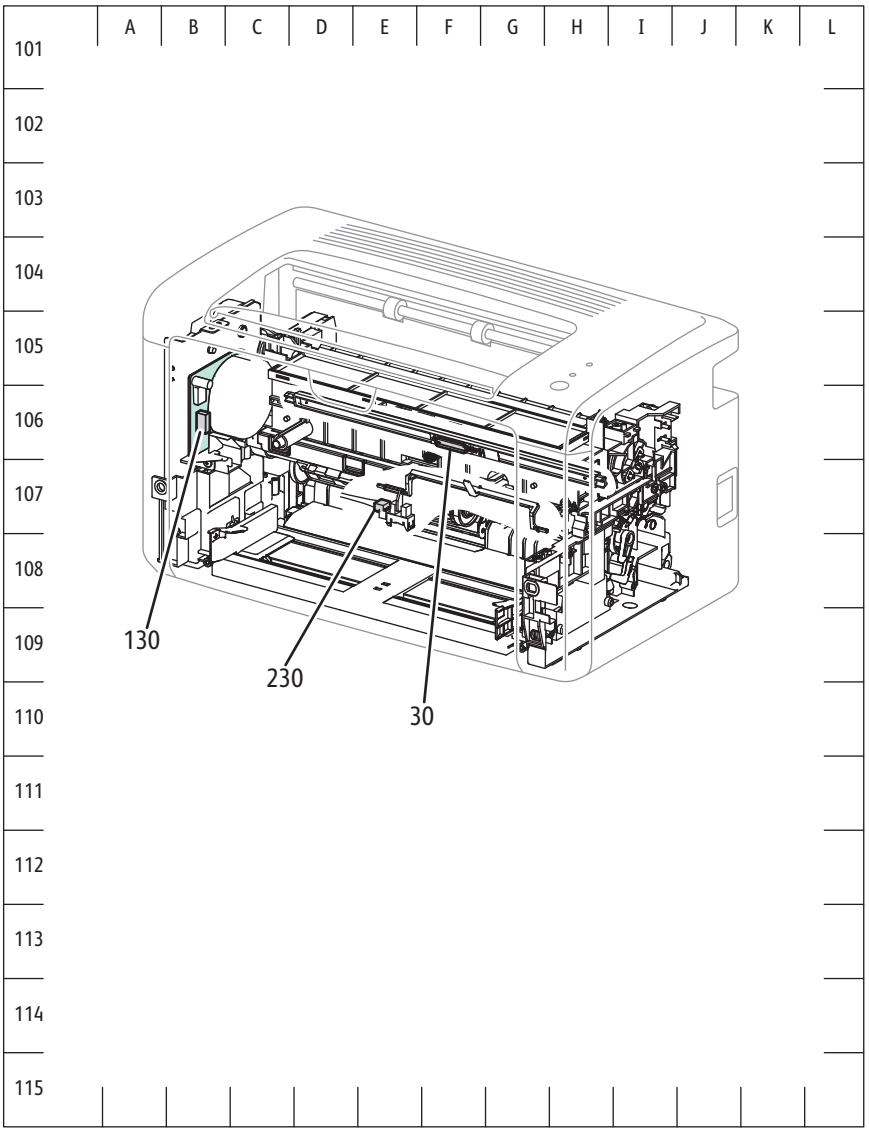
Phaser 3010/3045 Plug/Jack Designators

Phaser 3010/3040 Plug and Jack Designators

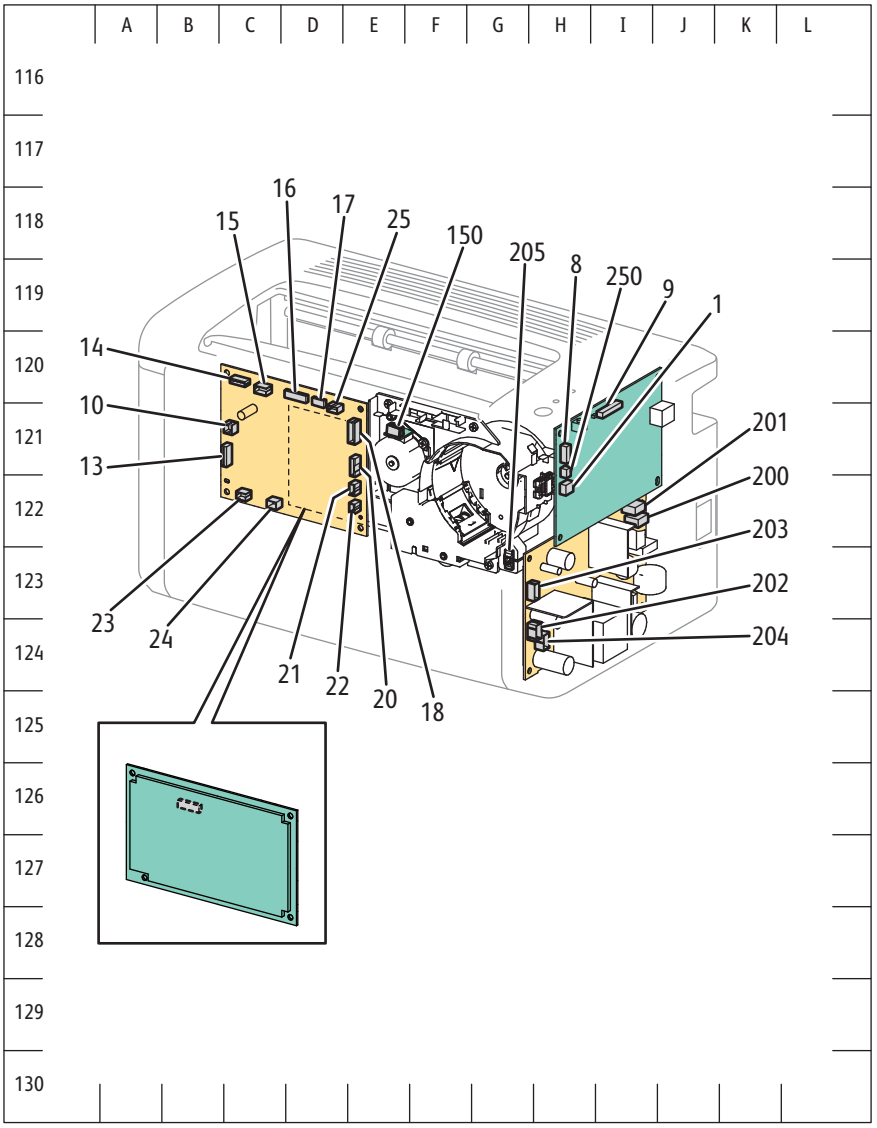
P/J	Map	Coordinates	Remarks
1	**2**	**H-122**	**IP Board, Harness LV MCES (PL7.1.9)**
8	2	H-121	IP Board, FFC MC ES
9	2	I-121	IP Board, CABLE FFC
10	2	C-121	MCU Board, Feed Solenoid
13	2	C-121	MCU Board, FFC MAIN MOT
14	2	C-120	MCU Board, Harness LV MC
15	2	C-120	MCU Board, Harness DISP MOT
16	2	D-120	MCU Board, FFC MC HV
17	2	D-120	MCU Board, FFC MC ES
18	2	E-121	MCU Board, FUSING
20	2	E-121	MCU Board, Harness LV MC
21	2	E-122	MCU Board, Harness DCRA
22	2	E-122	MCU Board, ATC Sensor
23	2	C-122	MCU Board, Registration Sensor Harness
24	2	C-122	
25	2	E-120	MCU Board, Harness MC LP
30	1	F-106	LPH, CABLE FFC
130	1	B-106	Main Drive Motor, FFC ASSY MAIN MOT
150	2	E-121	Toner Motor, Harness DISP MOT
160	2	B-126	HVPS, FFC MC HV
200	2	I-122	Power Switch Assembly, LVPS
201	2	I-122	Fuser, LVPS
202	2	H-124	LVPS, Harness LV MC (PL7.1.8)
203	2	H-123	LVPS, Harness LV MC (PL7.1.8)
204	2	H-124	LVPS, Rear Door Interlock Switch
205	2	G-123	
230	1	E-107	Registration Sensor, Registration Sensor Harness
250	2	H-122	IP Board, Harness MC LP

Phaser 3010/3045 Plug/Jack Locations

Map 1



Map 2


A
B
C
D
E
F
G
H
I
J
K
L
116
117
118
119
120
121
122
123
124
125
126
127
128
129
130
16
15
17
25
150
205
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250
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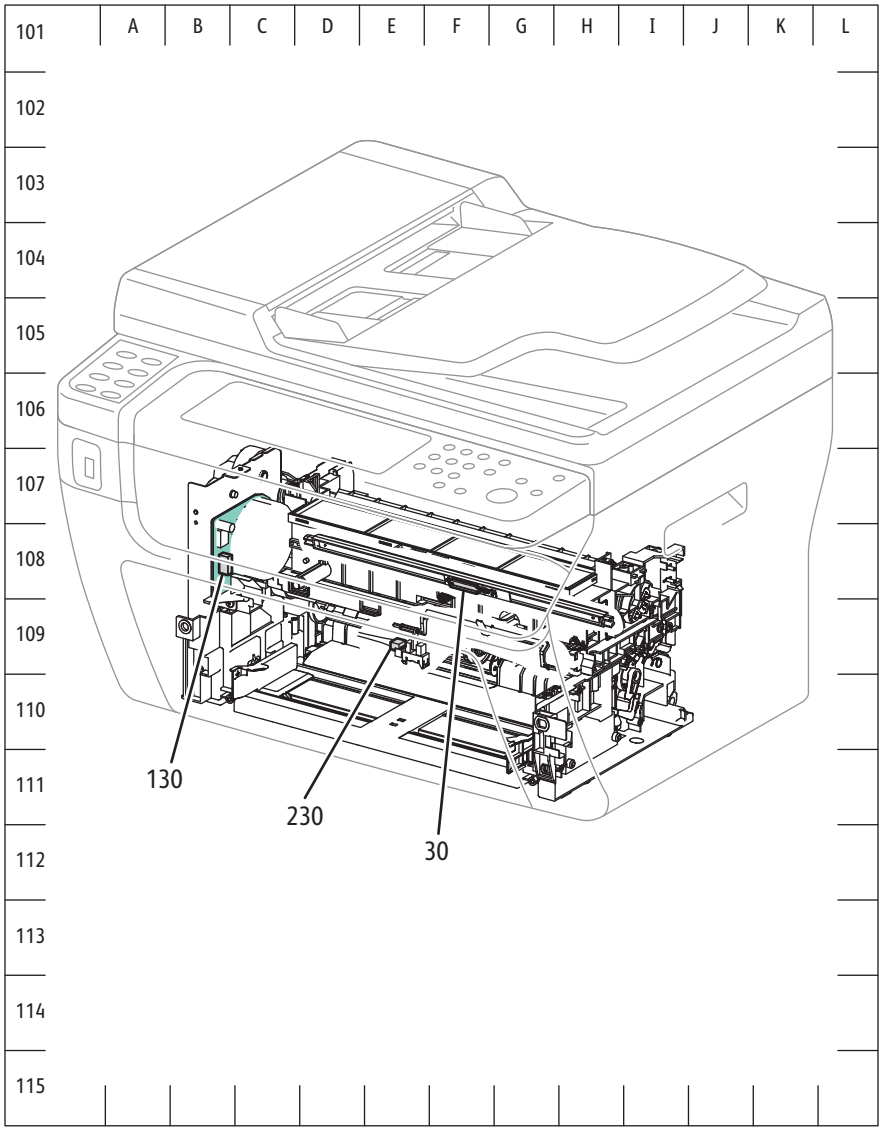
WorkCentre 3045 Plug/Jack Designators

WorkCentre 3045 Plug/Jack Designators

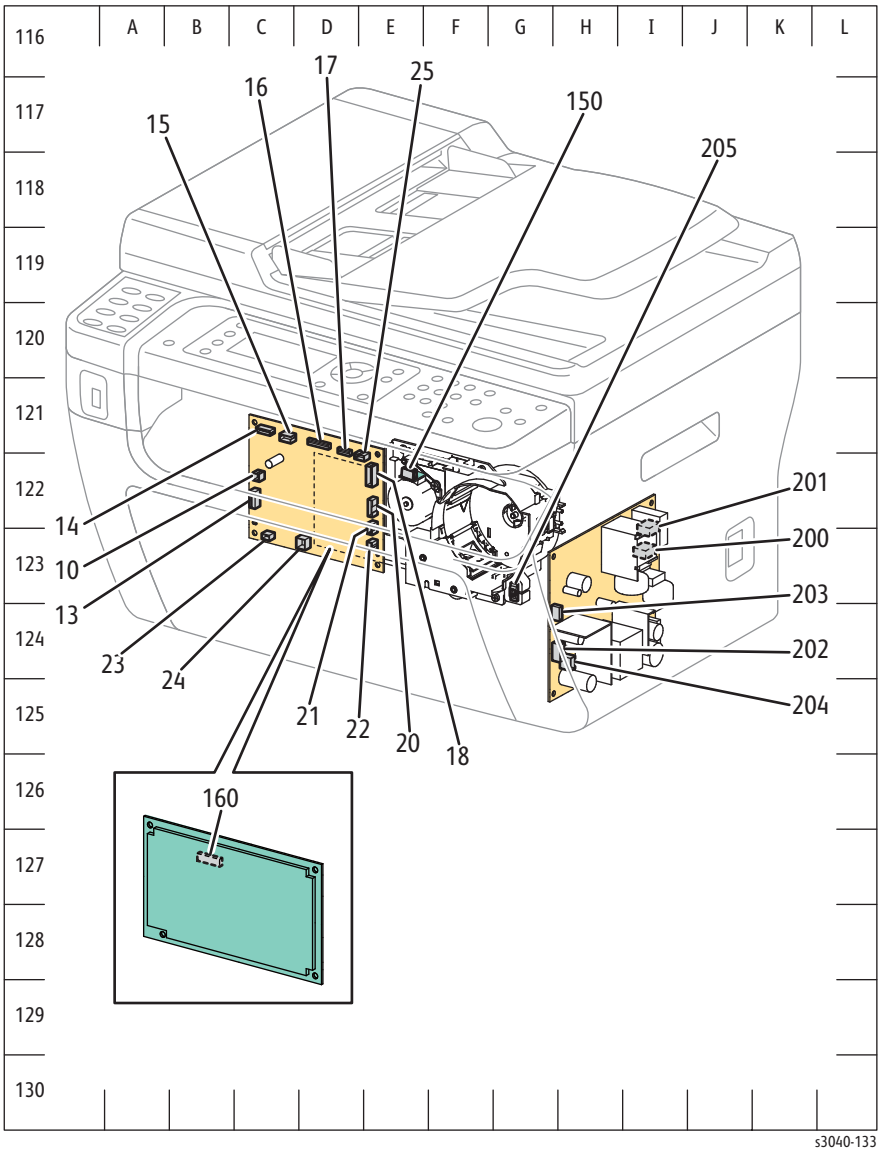
P/J	Map	Coordinates	Description
1	2	H-143	IP Board, Harness LV MCES
2	2	E-143	IP Board, Harness FAX
5	2	D-141	IP Board, Scanner Assy
6	2	E-141	IP Board, Scanner Assy
8	2	H-142	IP Board, FFC ASSY MC ES
9	2	G-142	IP Board, CABLE FFC
10	2	C-122	MCU Board, Feed Soleniod
11	2	E-143	IP Board, Harness USB FRONT
12	2	E-142	IP Board, Harness WIFI
13	2	C-122	MCU Board, FFC ASSY MAIN MOT
14	2	C-121	MCU Board, Harness LV MC
15	2	C-121	MCU Board,Harness DISP MOT
16	2	D-121	MCU Board,FFC ASSY MC HV
17	2	D-121	MCU Board,FFC ASSY MC ES
18	2	E-122	MCU Board, Fuser
18	2	G-144	IP Board, Scanner Assy
19	2	G-144	IP Board, Scanner Assy
20	2	E-122	MCU Board, Harness LV MC
20	2	D-143	IP Board, Scanner Assy
21	2	E-123	MCU Board, Harness DCRA
21	2	E-143	IP Board, Scanner Assy
22	2	E-123	MCU Board, ATC Sensor
22	2	F-143	IP Board, Scanner Assy
23	2	C-123	MCU Board, Registration Sensor Harness
23	2	E-143	IP Board,Scanner Assy
24	2	C-123	
25	2	E-121	MCU Board, Harness MC LP
30	1	F-108	LPH, CABLE FFC
102	3	C-138	Fax Board, Harness FAX
130	1	B-108	Main Drive Motor, FFC ASSY MAIN MOT
150	2	E-122	Toner Motor, Harness DISP MO
160	2	B-127	HVPS, FFC ASSY MC HV
200	2	I-123	Power Switch Assembly, LVPS
201	2	I-123	Fuser, LVPS
202	2	H-124	LVPS,Harness LV MC
203	2	H-123	LVPS,Harness LV MC
204	2	H-124	LVPS, Rear Door Interlock Switch
205	2	G-123	
230	1	E-109	Registration Sensor, Registration Sensor Harness
911	2	H-142	IP Board, Harness MC LP
6601	3	E-135	WiFi Bracket Assembly, Harness WiFi
7601	3	I-136	Front USB Board, Harness USB Front

WorkCentre 3045 Plug/Jack Locations

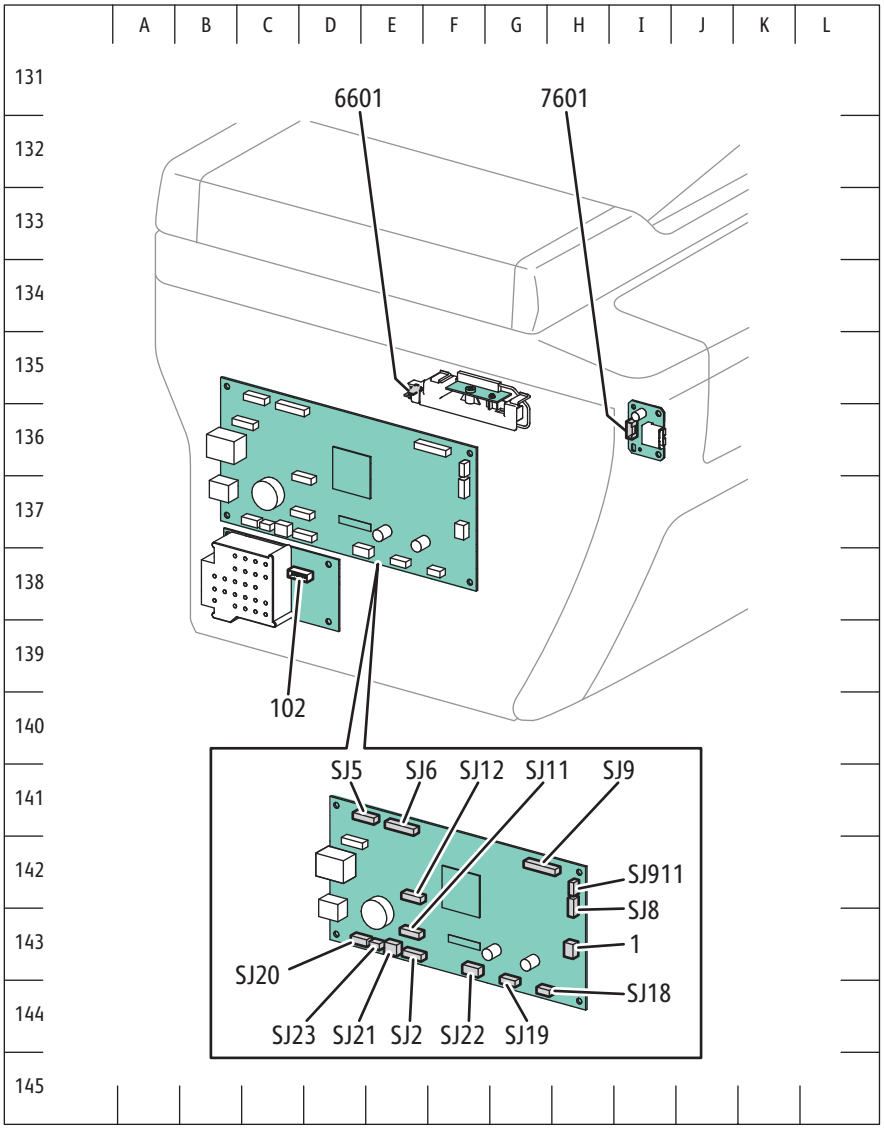
Map 1



Map 2 - MCU Board and LVPS



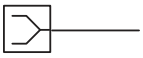
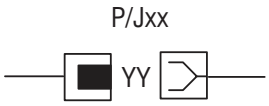
Map 3 - IP Board

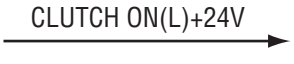
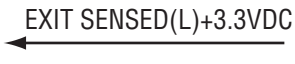
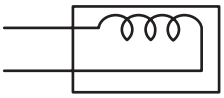
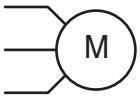
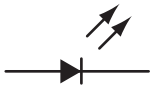


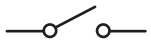
Wiring Diagrams

Notations Used in the Wiring Diagrams

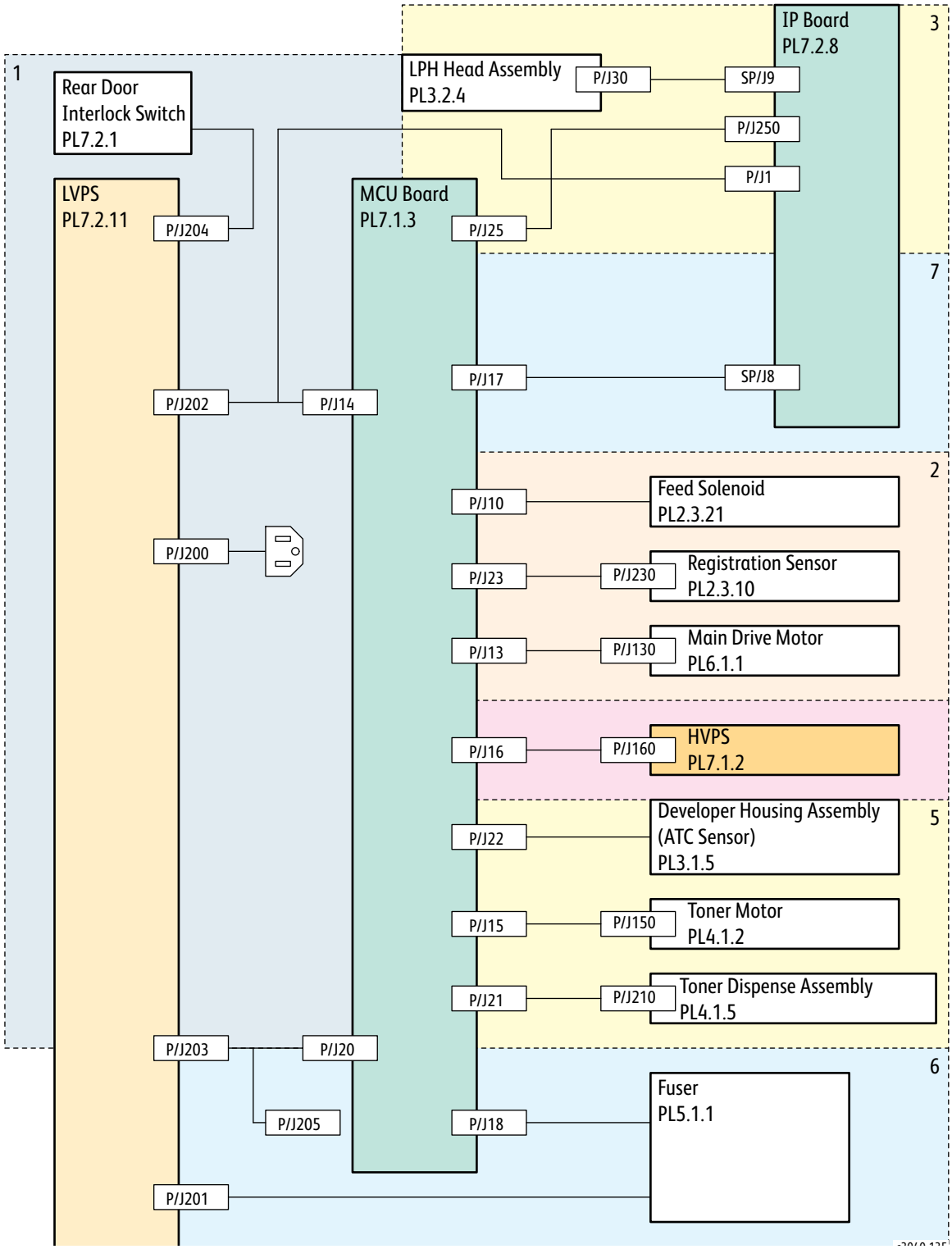
The following table lists the symbols used in the wiring diagrams.

Symbol	Description
 Plug	Denotes a Plug.
 Jack	Denotes a Jack.
 Plug and Jack	Denotes Pin yy and Jack yy of the connector Pxx and Jxx.
 Jumper	Denotes a Jumper Point (JPxxx/xxx). Each end of the Jumper connection has a numeric designation.
 Subassembly 1	Denotes the parts. PL X.Y.Z implies the item “Z” of plate (PL) “X.Y” in Parts List.
 Subassembly 2	Denotes functional parts attached with functional parts name.
 Subassembly 3	Denotes the control and its outline in the Board.

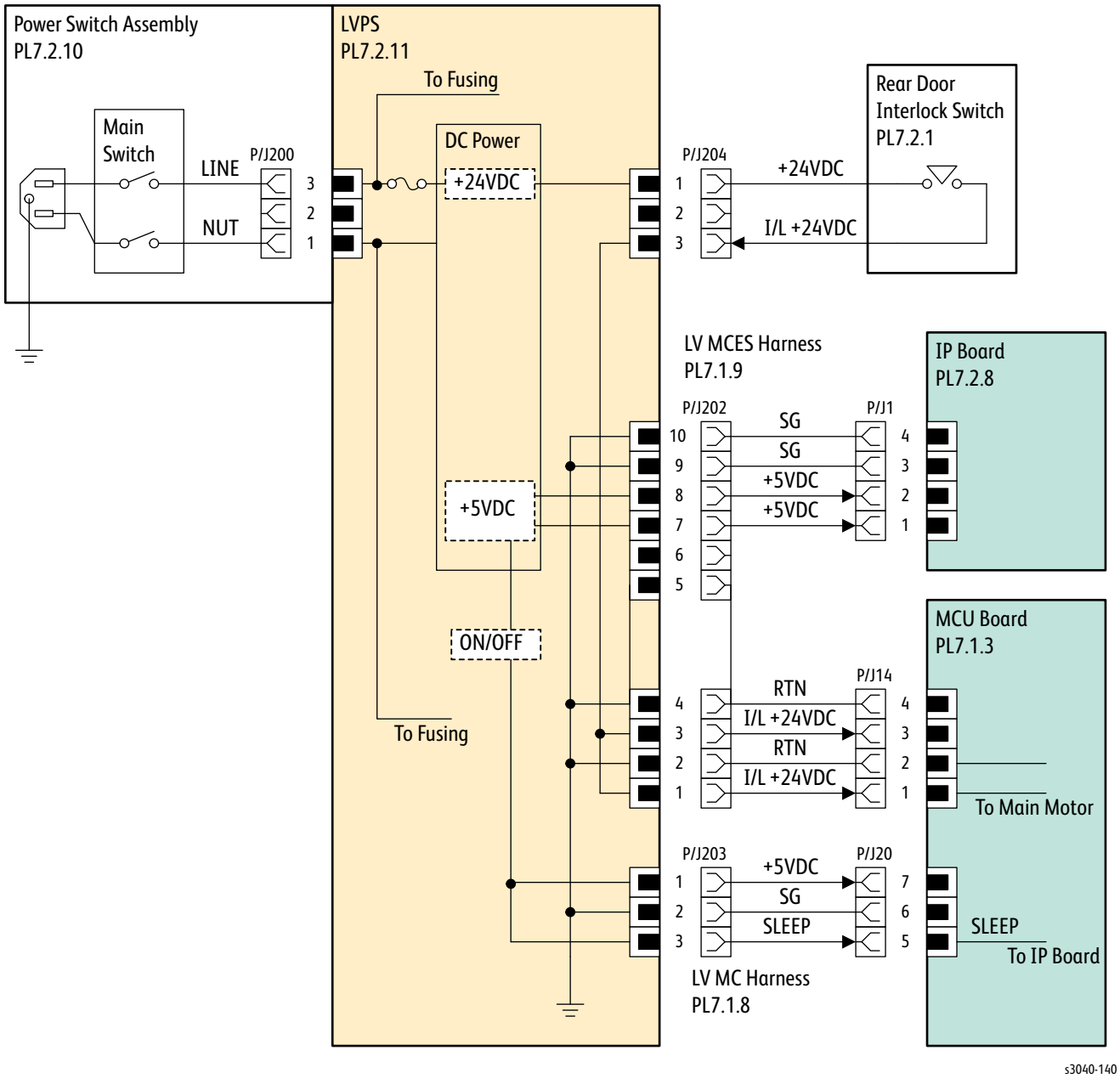
Symbol	Description
 Connection Wire	Denotes a connection between parts with harness or wires, attached with signal name/ contents.
 Function Logic 1	Denotes function, and logic value of the signal to operate the function (Low: L, High: H). The given voltage is for signal in high status. The arrow indicates the direction of signal.
 Function Logic 2	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 the direction of signal.
 Connection of Wires	Denotes a connection between wires.
 Solenoid/Clutch	Denotes a Clutch or Solenoid.
 Motor	Denotes a Motor.
 Optic Sensor	Denotes a Photo Sensor.
 LED	Denotes an LED.
 Safety Interlock Switch	Denotes a Safety Interlock Switch.

Symbol	Description
 On Off Switch	Denotes an On-Off Switch (single-pole, single-throw switch).
 Temperature Switch	Denotes an On-Off Switch (Temperature - normally close).
	Denotes an NPN Photo-transistor.
I/L +24 VDC	Denotes DC voltage when the Interlock Switch in MCU Board turns On.
+5 VDC +3.3 VDC	Denotes DC voltage.
SG	Denotes signal ground.
AG	Denotes analog ground.
RTN	Denotes return.

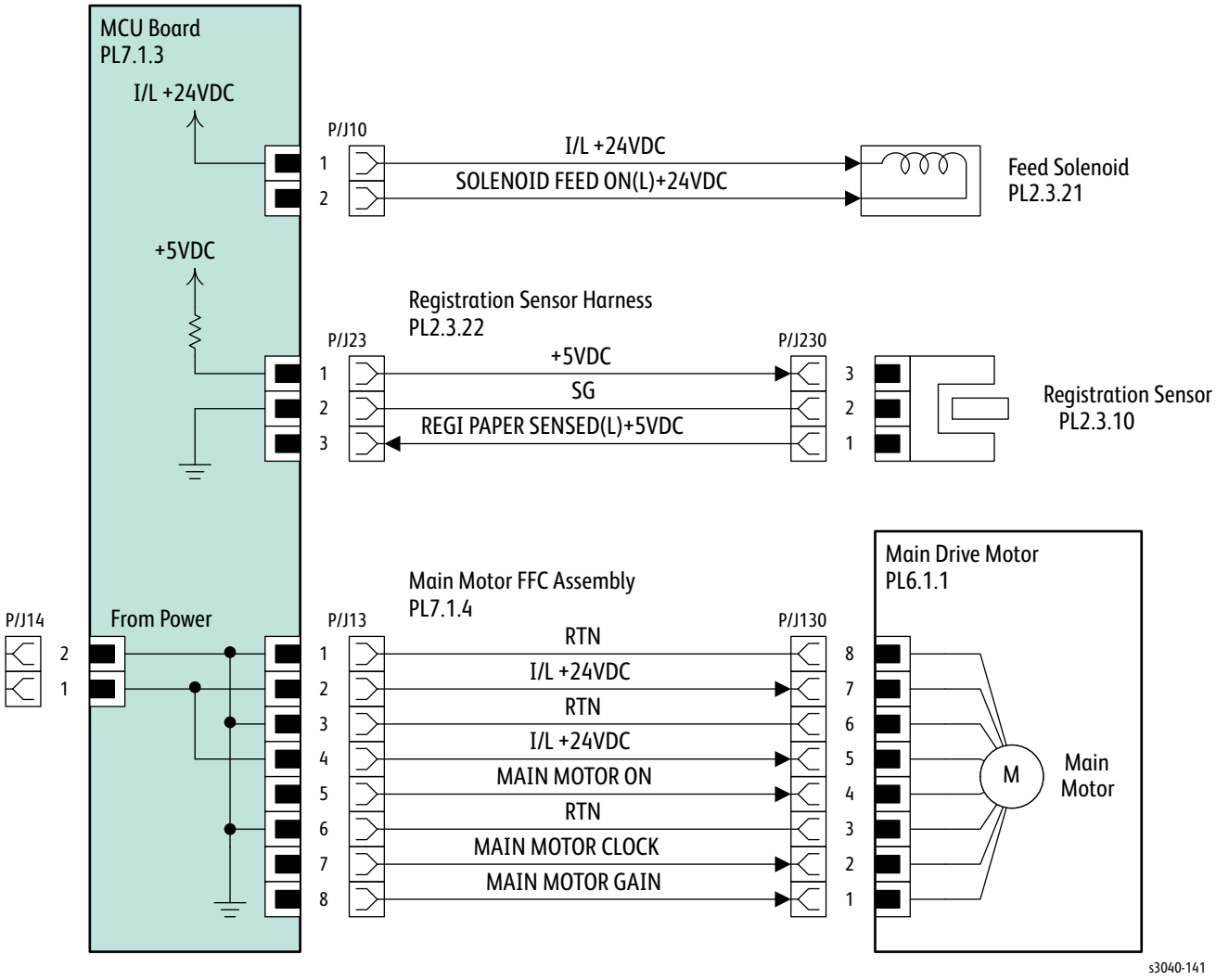
Phaser 3010/3040 System Wiring



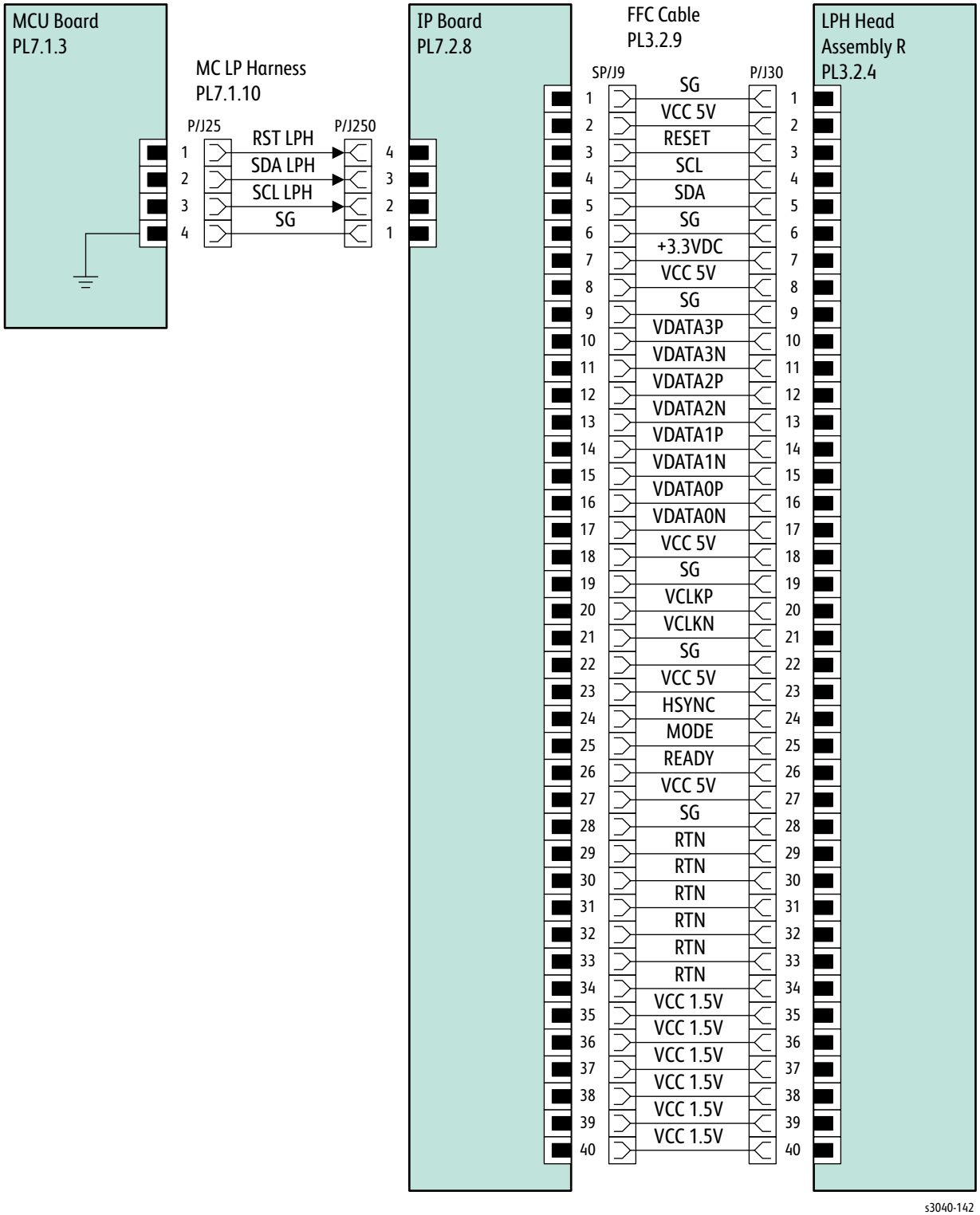
LVPS


Power Switch Assembly
PL7.2.10
Main
Switch
LINE
NUT
P/J200
3
2
1
LVPS
PL7.2.11
To Fusing
DC Power
+24VDC
+5VDC
ON/OFF
To Fusing
P/J204
1
2
3
+24VDC
I/L +24VDC
Rear Door
Interlock Switch
PL7.2.1
LV MCES Harness
PL7.1.9
P/J202
10
9
8
7
6
5
SG
SG
+5VDC
+5VDC
P/J1
4
3
2
1
IP Board
PL7.2.8
MCU Board
PL7.1.3
P/J14
4
3
2
1
RTN
I/L +24VDC
RTN
I/L +24VDC
To Main Motor
P/J203
1
2
3
+5VDC
SG
SLEEP
P/J20
7
6
5
SLEEP
To IP Board
LV MC Harness
PL7.1.8
s3040-140

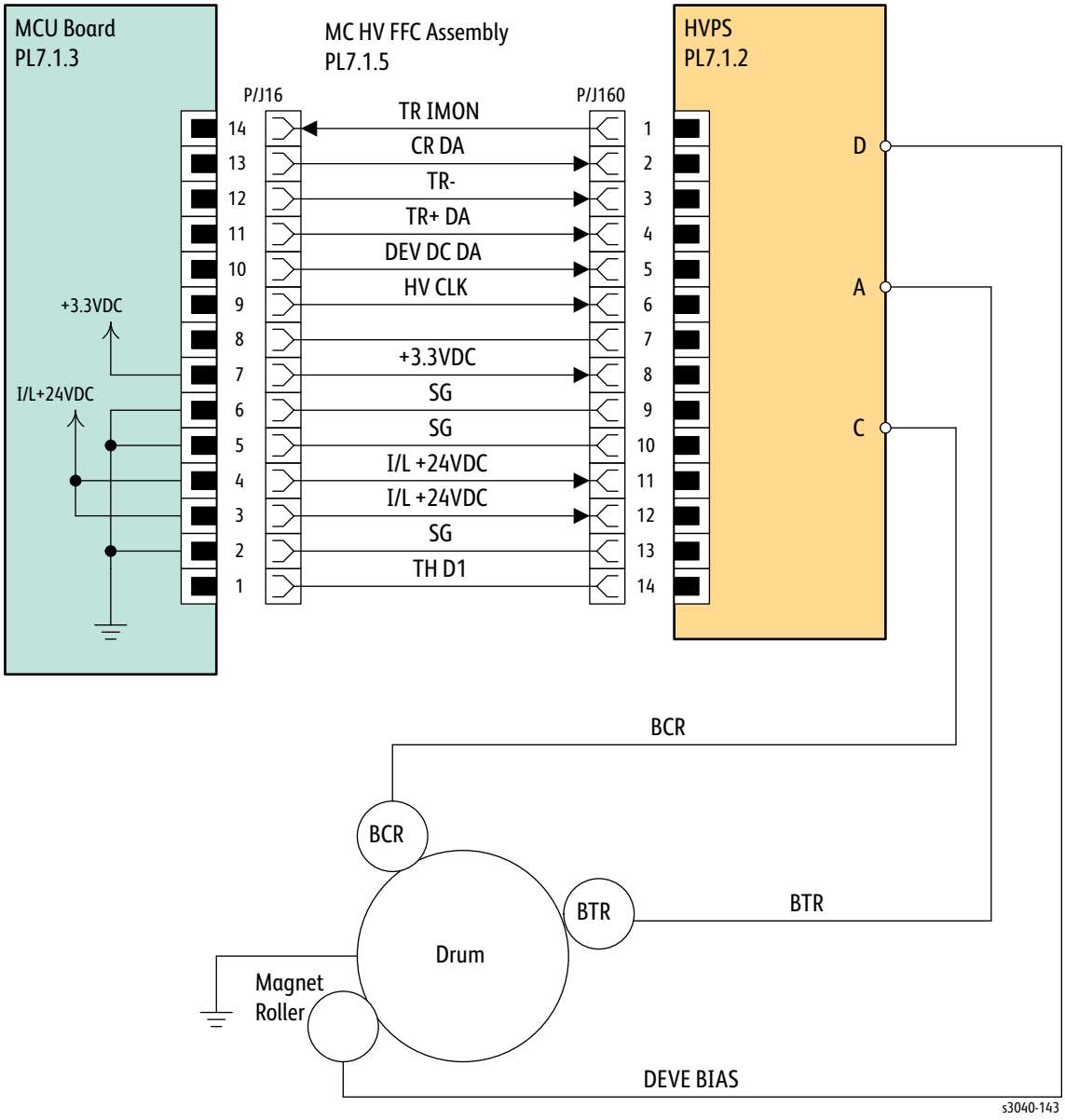
Drive


MCU Board
PL7.1.3
I/L +24VDC
+5VDC
P/J10
1
2
I/L +24VDC
SOLENOID FEED ON(L)+24VDC
Feed Solenoid
PL2.3.21
Registration Sensor Harness
PL2.3.22
P/J23
P/J230
1
2
3
+5VDC
SG
REGI PAPER SENSED(L)+5VDC
3
2
1
Registration Sensor
PL2.3.10
Main Drive Motor
PL6.1.1
Main Motor FFC Assembly
PL7.1.4
P/J14
From Power
P/J13
P/J130
RTN
I/L +24VDC
RTN
I/L +24VDC
MAIN MOTOR ON
RTN
MAIN MOTOR CLOCK
MAIN MOTOR GAIN
M
Main
Motor
s3040-141

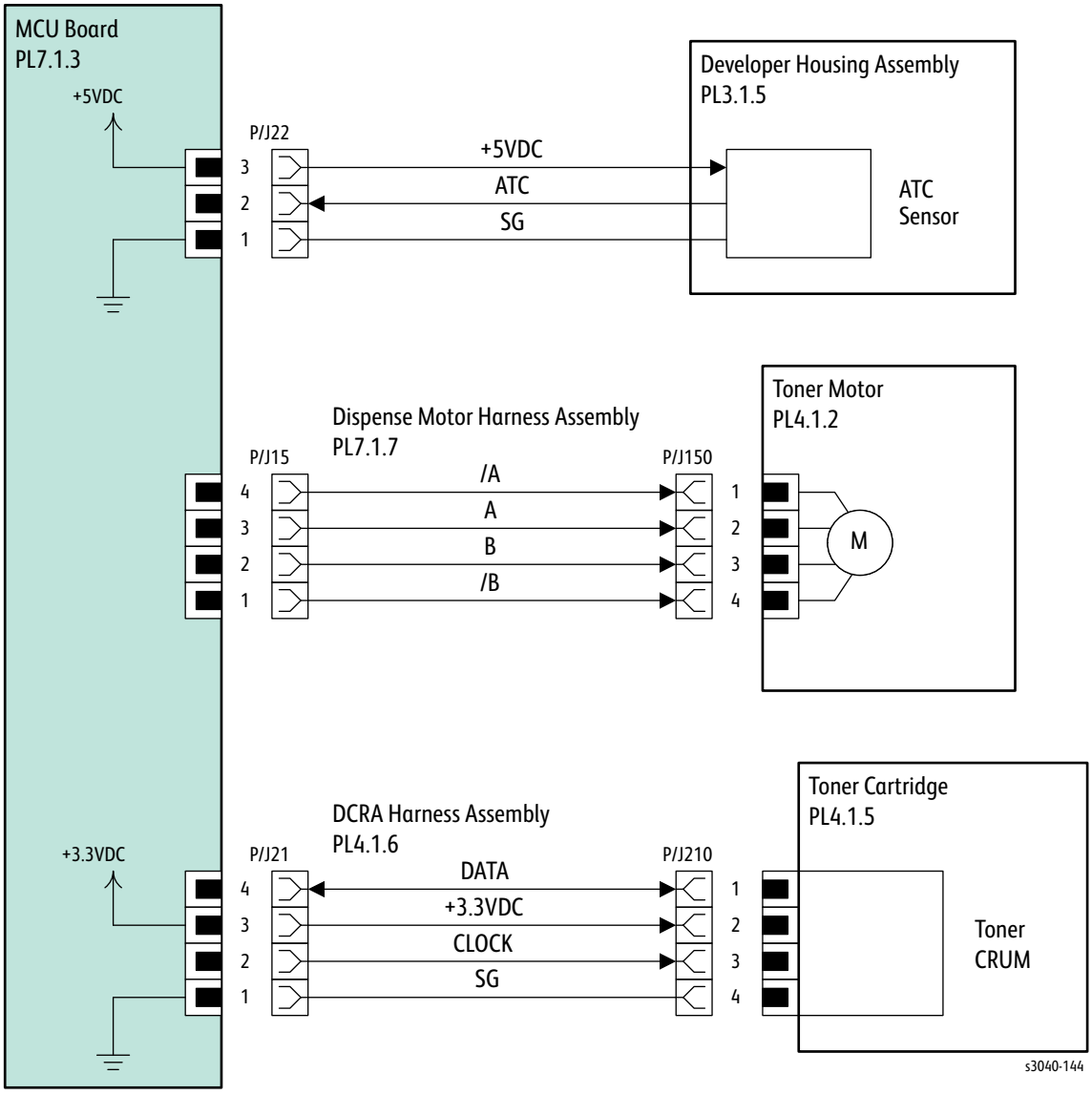
Xerographics



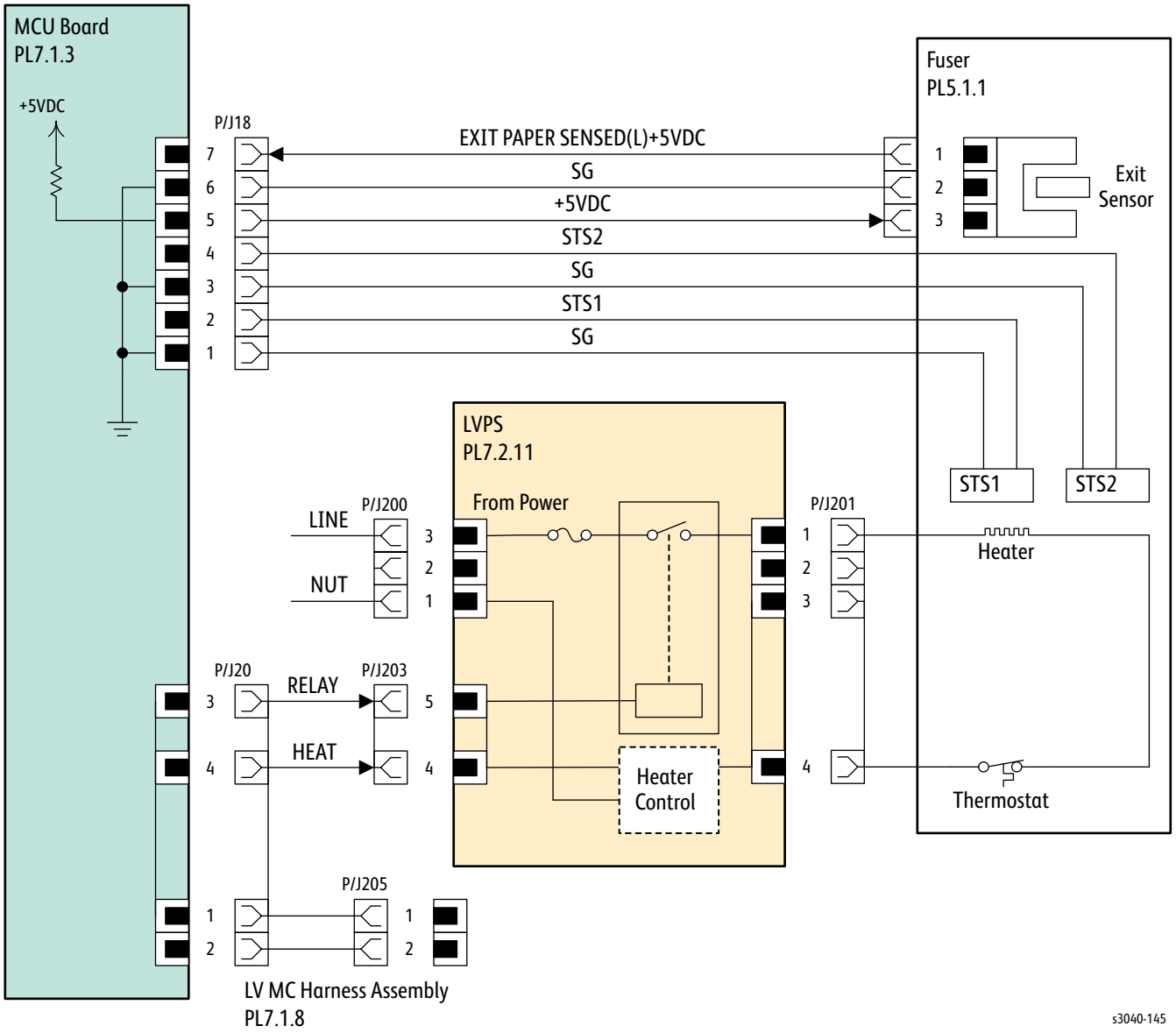
HVPS


MCU Board
PL7.1.3
MC HV FFC Assembly
PL7.1.5
HVPS
PL7.1.2
P/J16
P/J160
TR IMON
CR DA
TR-
TR+ DA
DEV DC DA
HV CLK
+3.3VDC
SG
SG
I/L +24VDC
I/L +24VDC
SG
TH D1
+3.3VDC
I/L+24VDC
D
A
C
BCR
BCR
BTR
BTR
Drum
Magnet
Roller
DEVE BIAS
s3040-143

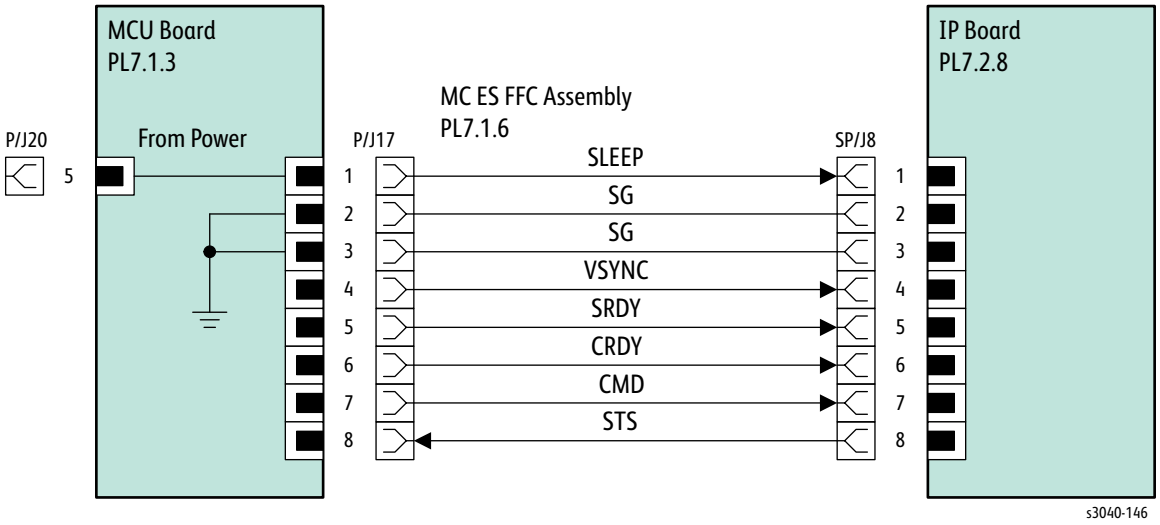
Toner Dispense



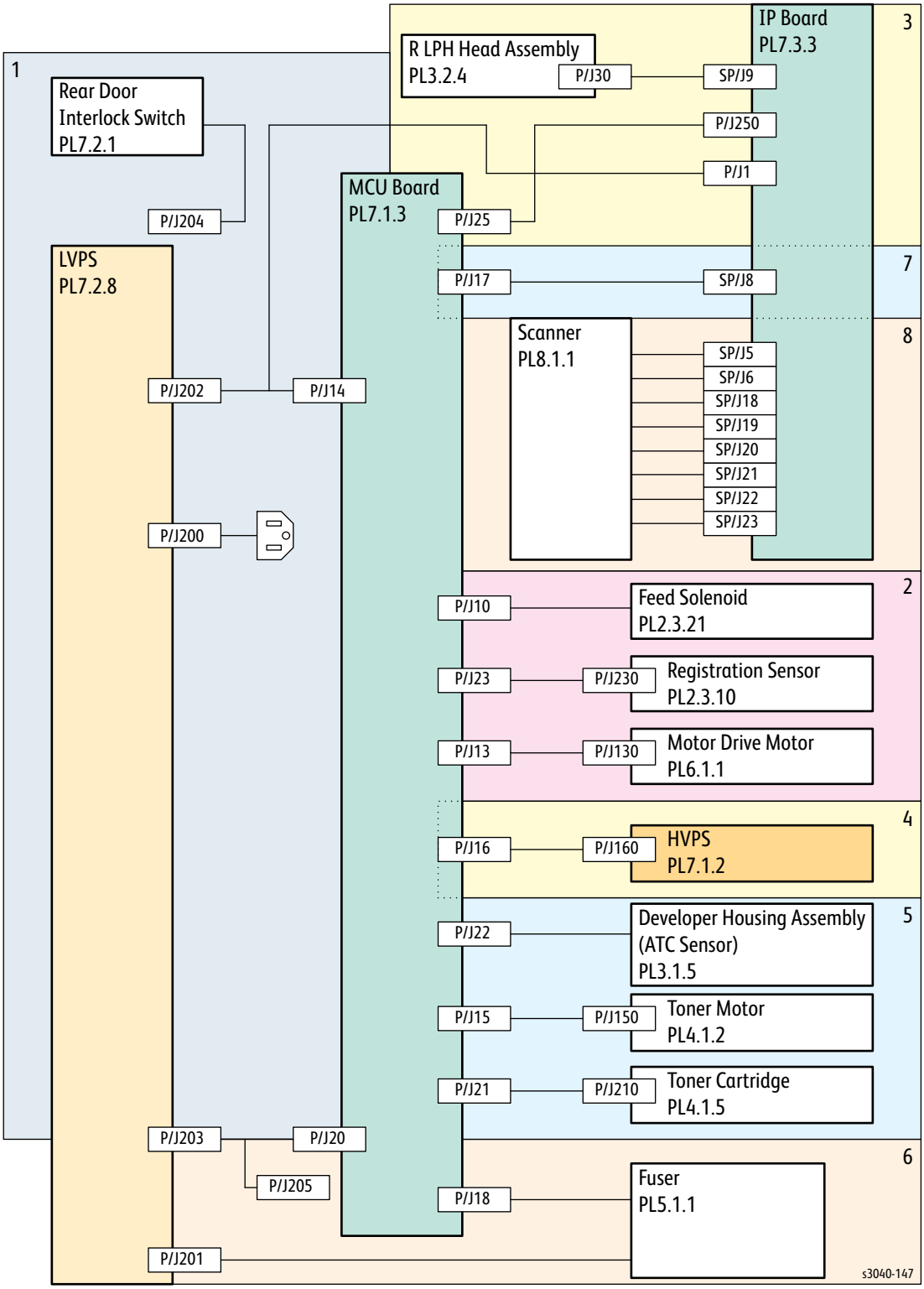
Fuser


MCU Board
PL7.1.3
+5VDC
P/J18
7
6
5
4
3
2
1
EXIT PAPER SENSED(L)+5VDC
SG
+5VDC
STS2
SG
STS1
SG
Fuser
PL5.1.1
1
2
3
Exit
Sensor
LVPS
PL7.2.11
From Power
LINE
NUT
P/J200
3
2
1
P/J201
1
2
3
Heater
STS1
STS2
P/J20
3
4
RELAY
HEAT
P/J203
5
4
Heater
Control
4
Thermostat
P/J205
1
2
1
2
LV MC Harness Assembly
PL7.1.8
s3040-145

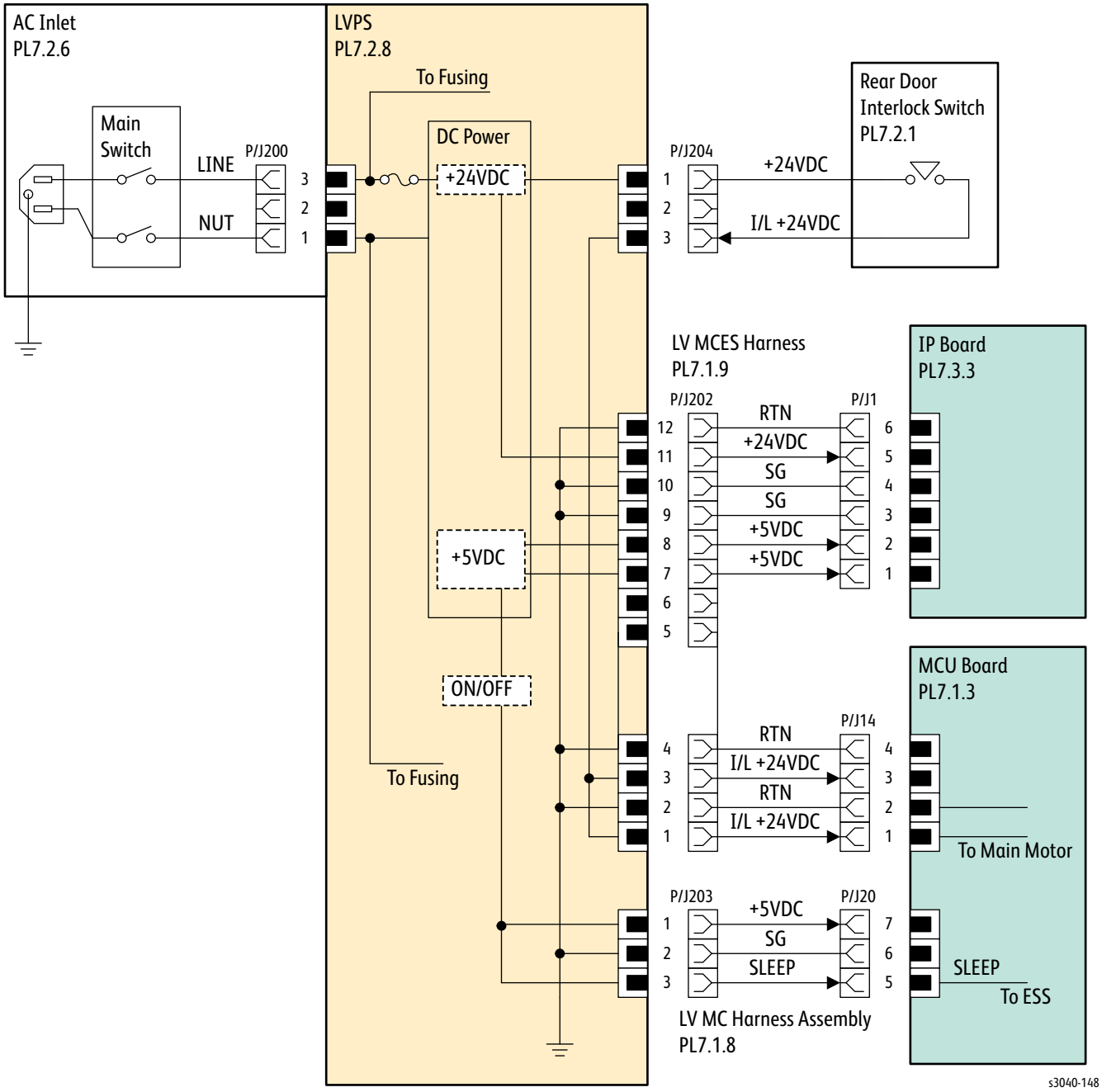
IP Board


MCU Board
PL7.1.3
From Power
P/J20
5
P/J17
MC ES FFC Assembly
PL7.1.6
1
2
3
4
5
6
7
8
SLEEP
SG
SG
VSYNC
SRDY
CRDY
CMD
STS
SP/J8
IP Board
PL7.2.8
s3040-146

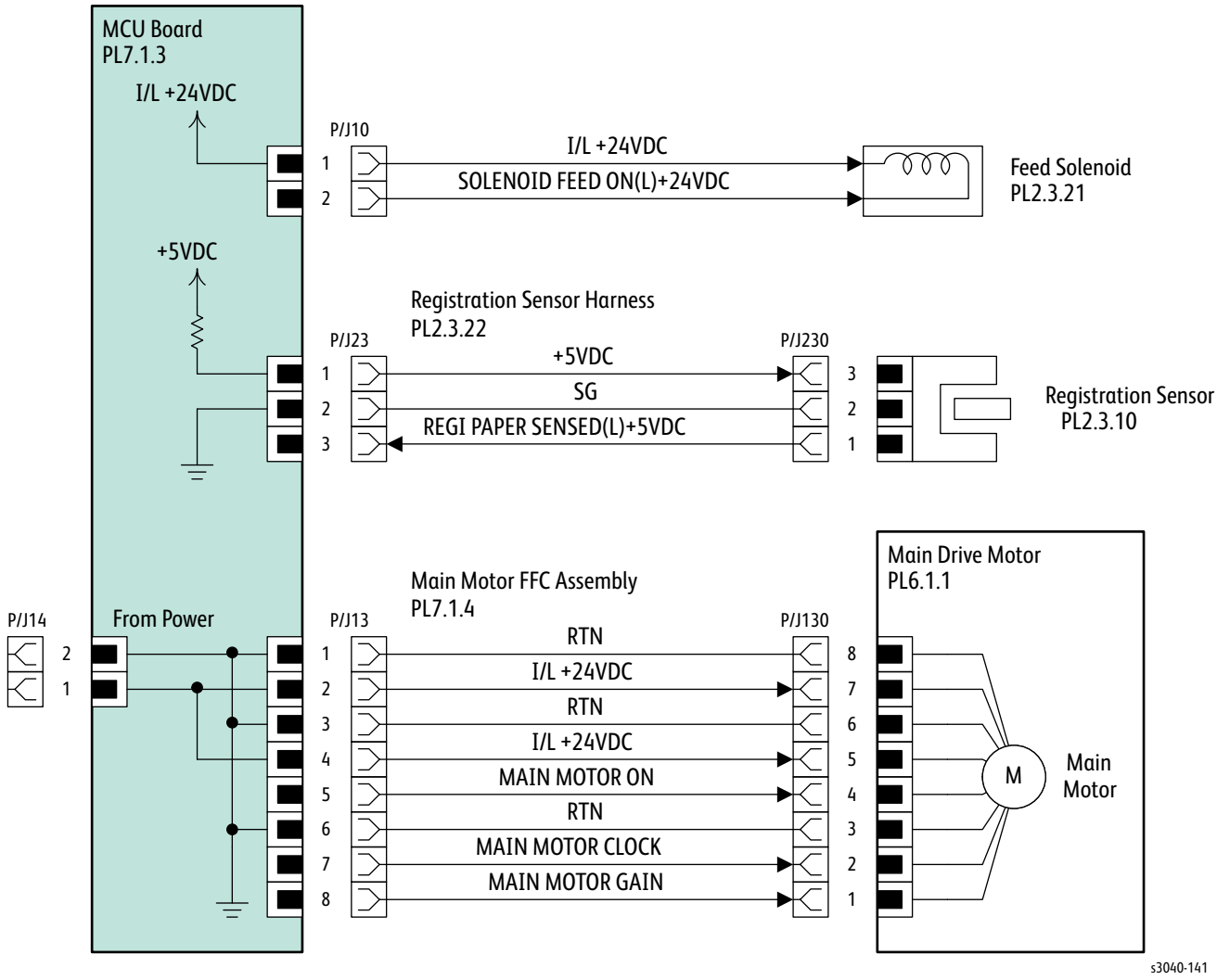
WorkCentre 3045 System Wiring



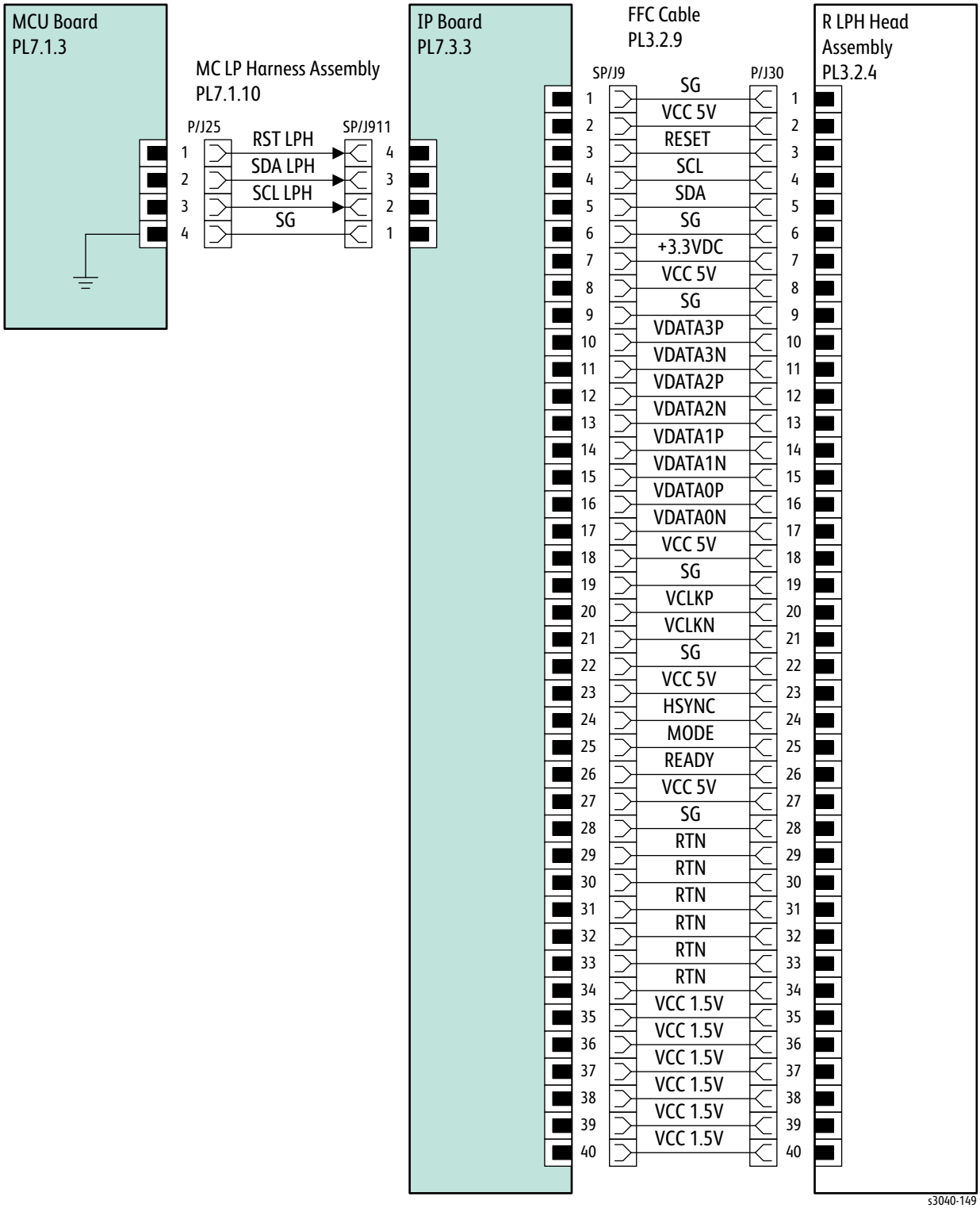
Power


AC Inlet
PL7.2.6
Main Switch
LINE
NUT
P/J200
3
2
1
LVPS
PL7.2.8
To Fusing
DC Power
+24VDC
+5VDC
ON/OFF
To Fusing
P/J204
1
2
3
+24VDC
I/L +24VDC
Rear Door Interlock Switch
PL7.2.1
LV MCES Harness
PL7.1.9
P/J202
P/J1
12
11
10
9
8
7
6
5
RTN
+24VDC
SG
SG
+5VDC
+5VDC
6
5
4
3
2
1
IP Board
PL7.3.3
P/J14
4
3
2
1
RTN
I/L +24VDC
RTN
I/L +24VDC
4
3
2
1
MCU Board
PL7.1.3
To Main Motor
P/J203
P/J20
1
2
3
+5VDC
SG
SLEEP
7
6
5
SLEEP
To ESS
LV MC Harness Assembly
PL7.1.8
s3040-148

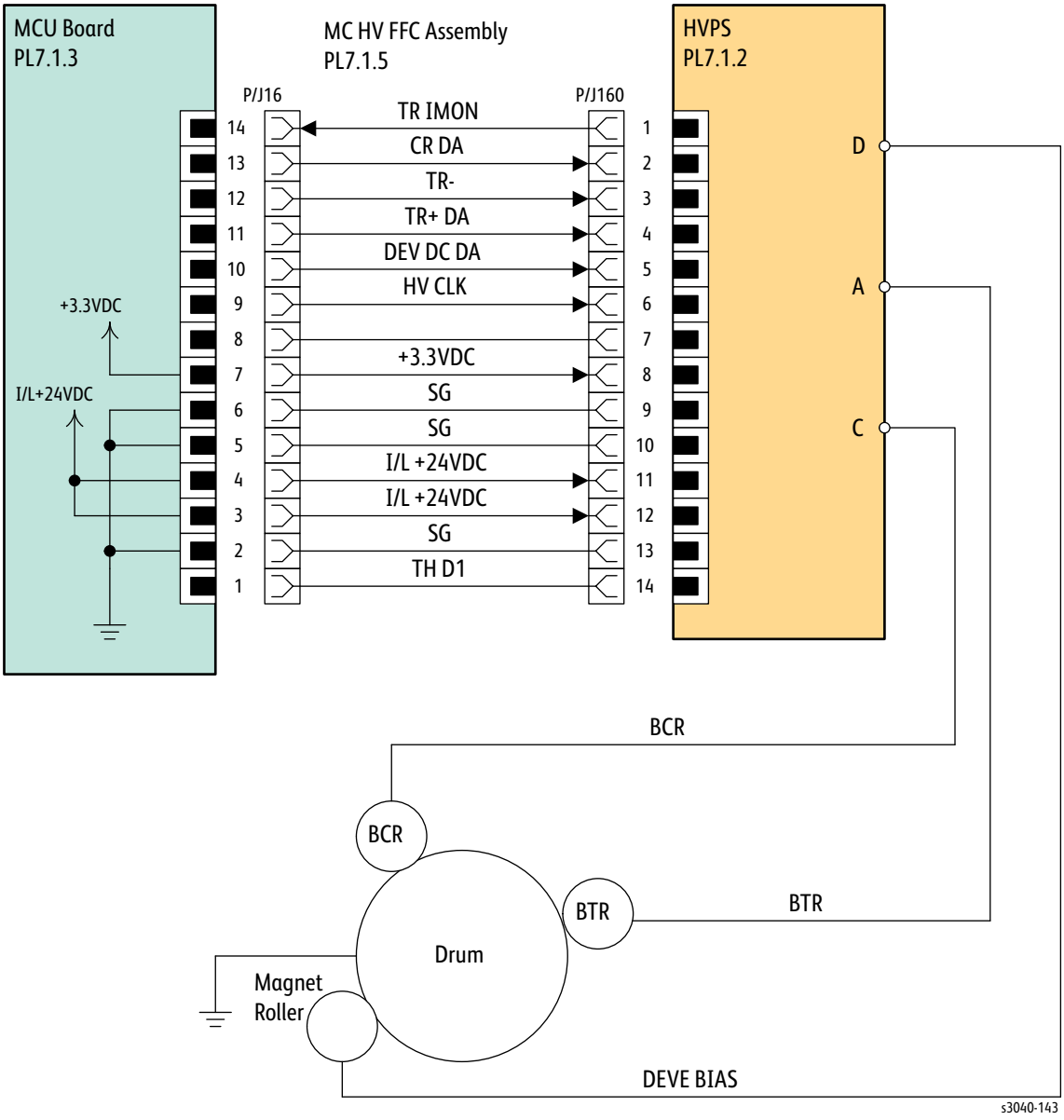
Drive


MCU Board
PL7.1.3
I/L +24VDC
+5VDC
P/J10
1
2
I/L +24VDC
SOLENOID FEED ON(L)+24VDC
Feed Solenoid
PL2.3.21
Registration Sensor Harness
PL2.3.22
P/J23
P/J230
+5VDC
SG
REGI PAPER SENSED(L)+5VDC
Registration Sensor
PL2.3.10
Main Drive Motor
PL6.1.1
Main Motor FFC Assembly
PL7.1.4
P/J14
From Power
P/J13
P/J130
RTN
I/L +24VDC
RTN
I/L +24VDC
MAIN MOTOR ON
RTN
MAIN MOTOR CLOCK
MAIN MOTOR GAIN
M
Main
Motor
s3040-141

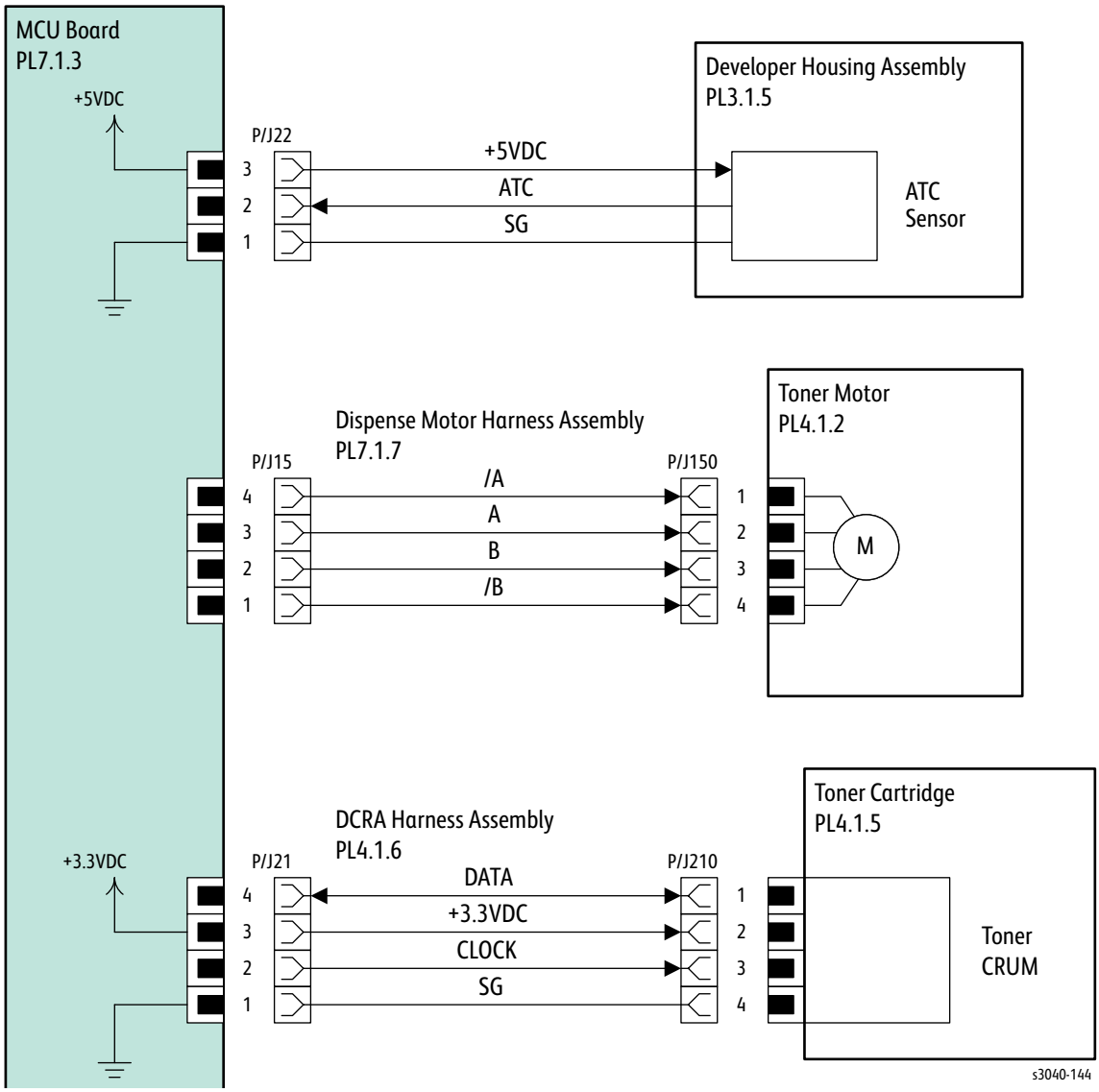
Xerographics



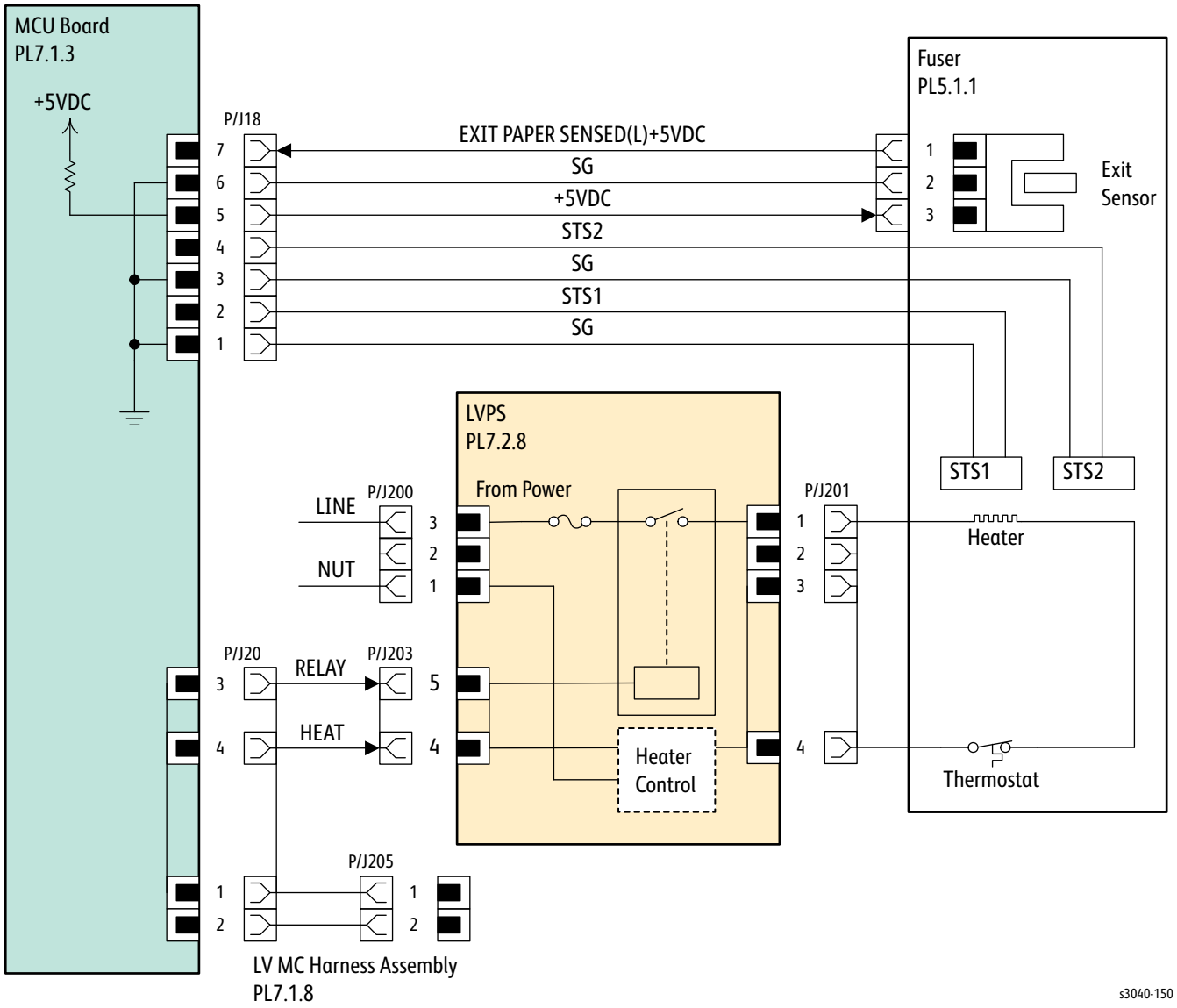
HVPS


MCU Board
PL7.1.3
MC HV FFC Assembly
PL7.1.5
HVPS
PL7.1.2
P/J16
P/J160
TR IMON
CR DA
TR-
TR+ DA
DEV DC DA
HV CLK
+3.3VDC
SG
SG
I/L +24VDC
I/L +24VDC
SG
TH D1
+3.3VDC
I/L+24VDC
D
A
C
BCR
BCR
BTR
BTR
Drum
Magnet
Roller
DEVE BIAS
s3040-143

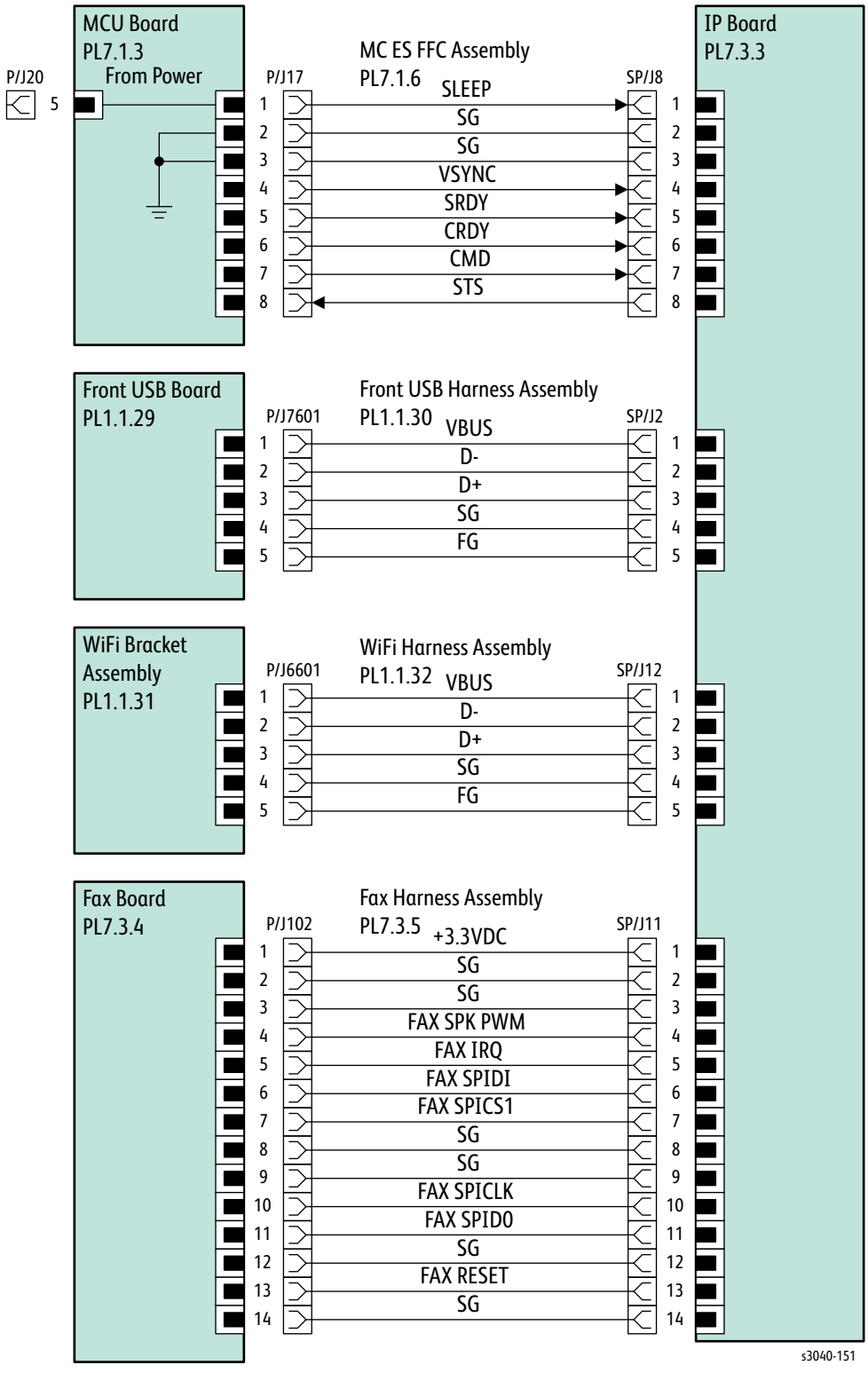
Toner Dispense



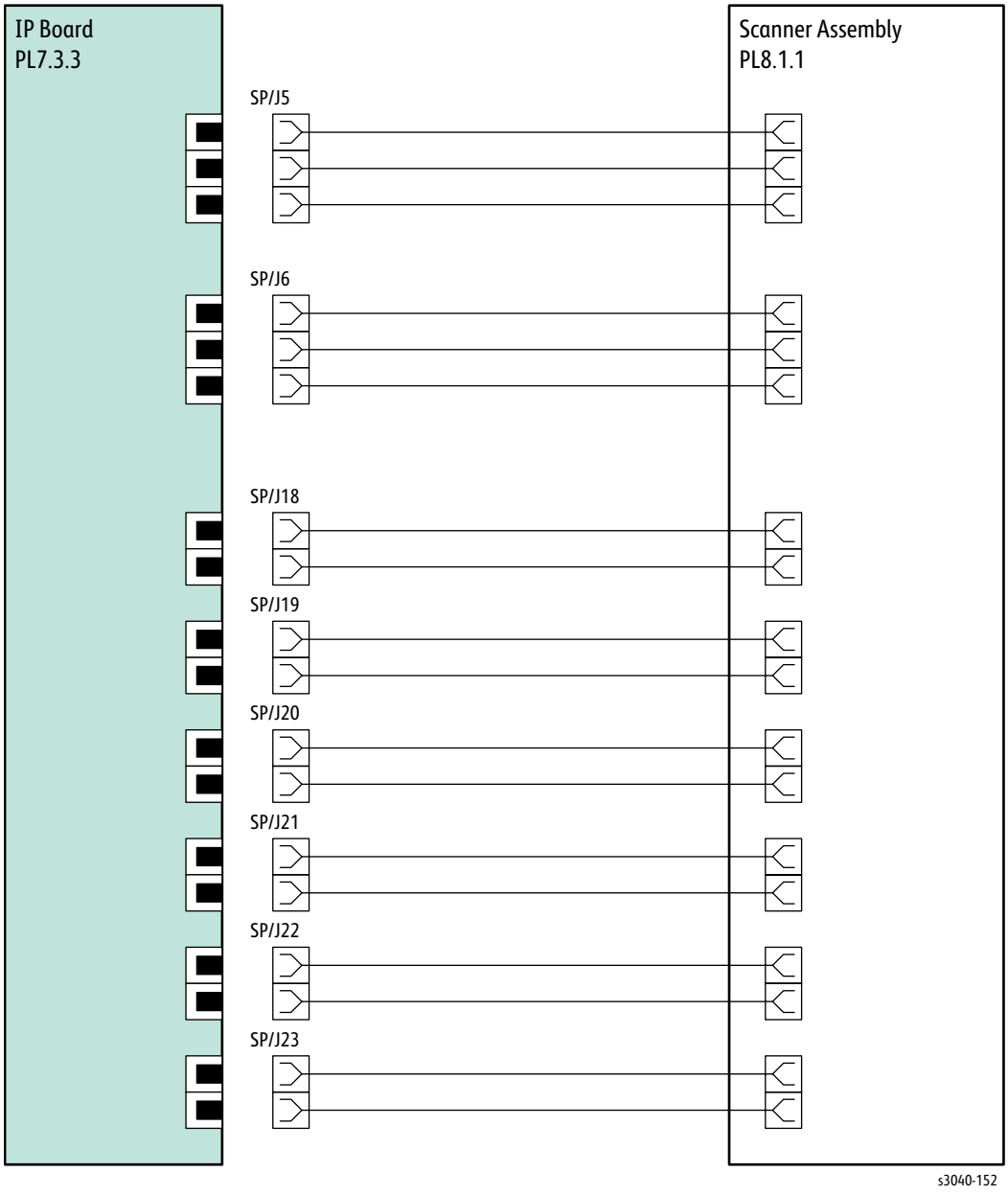
Fuser


MCU Board
PL7.1.3
+5VDC
P/J18
7
6
5
4
3
2
1
EXIT PAPER SENSED(L)+5VDC
SG
+5VDC
STS2
SG
STS1
SG
Fuser
PL5.1.1
1
2
3
Exit
Sensor
LVPS
PL7.2.8
From Power
LINE
NUT
P/J200
3
2
1
P/J201
1
2
3
STS1
STS2
Heater
P/J20
3
4
RELAY
HEAT
P/J203
5
4
Heater
Control
4
Thermostat
P/J205
1
2
1
2
LV MC Harness Assembly
PL7.1.8
s3040-150

IP Board


MCU Board
PL7.1.3
From Power
P/J20
5
P/J17
MC ES FFC Assembly
PL7.1.6
SLEEP
SG
SG
VSYNC
SRDY
CRDY
CMD
STS
SP/J8
IP Board
PL7.3.3
Front USB Board
PL1.1.29
P/J7601
Front USB Harness Assembly
PL1.1.30
VBUS
D-
D+
SG
FG
SP/J2
WiFi Bracket
Assembly
PL1.1.31
P/J6601
WiFi Harness Assembly
PL1.1.32
VBUS
D-
D+
SG
FG
SP/J12
Fax Board
PL7.3.4
P/J102
Fax Harness Assembly
PL7.3.5
+3.3VDC
SG
SG
FAX SPK PWM
FAX IRQ
FAX SPIDI
FAX SPICS1
SG
SG
FAX SPICLK
FAX SPID0
SG
FAX RESET
SG
SP/J11
s3040-151

Scanner


IP Board
PL7.3.3
Scanner Assembly
PL8.1.1
SP/J5
SP/J6
SP/J18
SP/J19
SP/J20
SP/J21
SP/J22
SP/J23
s3040-152

Reference

In this chapter...

- Using CE Diagnostic Software
- Acronyms and Abbreviations

Appendix A

Using CE Diagnostic Software

The CE Diags Tool extends the functionality of the Printer Settings Utility by adding Service Diagnostics. CE Diags provide a way to test electromechanical components, display printer status, and provide NVRAM access. When a PC is available, use CE dagnostic software tests to diagnose problems and isolate which component or sub assembly part needs replacement.

If confronted with an error that requires more than a cursory investigation to clear or when directed by a troubleshooting procedure, use the diagnostic tests to exercise selected sub-assemblies or parts in the vicinity of the reported error.

Two versions of the CE Diags Tool are available. One for the Phaser 3010/3040, and another for the WorkCentre 3045. Both versions have these system requirements.

CE Diags Tool System Requirements

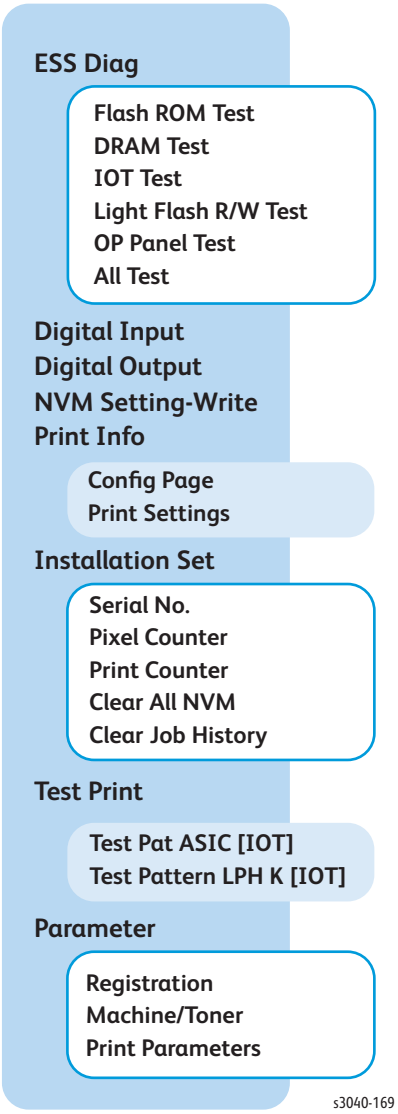
Description	Characteristic
Operating System	■ Windows 7 ■ Windows Server 2008 ■ Windows Vista ■ Windows XP ■ Windows 2003
Connection Mode	USB

Starting CE Diagnostics

To access the CE Diags Tool:

1. On the computer, select **Start >Programs > Xerox Office Printing > Phaser> Printer Settings Utility**.
2. Enter Control-C and Control-E at the same time in the Printer Settings Utility window to open the CE Diagnostics tab.

CE Diags Menu Tree



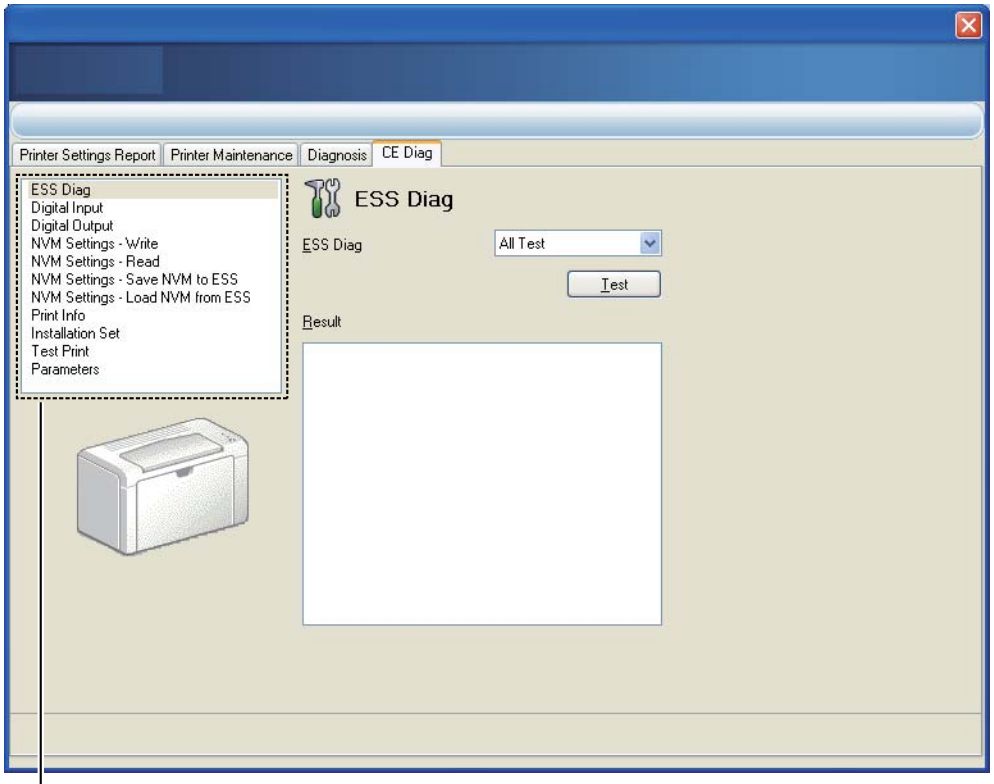
CE Diagnostics Screen

The CE Diags screen has four tabs.

- Printer Settings Report
  Provides printer information, menu settings, information pages, and TCP/IP settings.
- Printer Maintenance
  Provides access to printer settings such as paper type, altitude adjustment, and Fuser adjustments.
- Diagnosis
  Outputs the test charts incorporated in the printer.
- CE Diag
  Checks the operation of internal parts of the printer, prints out the printer information, changes the adjusted values, and implements other functions.

Note

Open the CE Diag tab by entering Control_C, -E simultanusly in the Printer Setting Utilities screen.



ESS Diagnostics

ESS tests exercise major printer subsystems.

ESS Diag Tests

Item	Function
FlashROM Test	This test calculates the ROM checksum and compares it with the valid checksum stored beforehand
DRAM Test	Tests OPEN/SHORT with the address line of the DRAM. Performs write/ read/verify on the entire DRAM.
IOT Test	Tests communication with the IOT.
Light Flash R/W Test	The Flash memory testing has design back up the data and restores original data in test area.
OP Panel (Control Panel) Test	The OP panel test includes LCD, LED and Key tests.
All Test	This test executes the all ESS tests.

Digital Input Tests

Select the component from the drop down box. Click the Start button to begin the test. LOW or HIGH is displayed on the Result screen. The component operation is checked in such a way that the component status is changed from [LOW] to [HIGH] and vice versa by operating the actuator or opening/closing the door. To stop the operation, click Stop. Component tests availabe under Digital Input are:

- Registration Sensor
- Exit Sensor
- Rear Door Interlock
- Toner Cartridge CRUM

Digital Output Tests

Select the component from the drop down box. Click the Start button to begin the test. As many as ten different components can be simultaneously operated. However, it is recommended to operate one or two components at a time since simultaneous operation of many different components can break them. To stop the operation, click Stop. Component tests availabe under Digital Output are:

- Main Motor Normal
- Main Motor Slow
- Feed Solenoid On
- Dispense Motor On

NVM Operations

CS Diagnostics includes utilities for managing NVM.

Screen	Purpose
NVM Settings - Write	Used for changing the settings for internal data of the printer. This operation is prohibited since it can damage the internal data.
NVM Settings - Read	Used for confirming the internal data of the printer.
NVM Settings - Save NVM to ESS	Saves the internal data of the MCU Board to the Image Processor Board. This is used when the MCU Board needs to be replaced
Settings - Load NVM from ESS	Loads the internal data saved via NVM Settings - SaveNVM to ESS to the new MCU Board.

Print Info

Screen	Purpose
Config Page	The current version of software and the configuration of the printer can be confirmed by executing this test. Click the **Config Page** button to print the “Config Page”.
Print Settings	The service tag, printing count value and error count value can be confirmed by executing this test. Push the **Print Settings** button to print the “Print Settings” page.

Installation Set

Displays values of the printer’s counters and sets service tags. To apply changes, click the **Apply New Settings** button, or the **Restart printer to apply new settings** button.

Screen	Purpose
Serial Number	Serial number of the printer.
Pixel Counter	Pixel count values. (read only)

	Print Counter	Displays the respective counter values in the master NVM and backup NVM. (read only)
	Clear All NVM	Initializes the NVM of the Image Processor Board.
	Clear Job Log	Initializes the print job history.
	Apply New Settings	This button should be clicked to move to any other setting menu from the current menu in operation. **NOTE** After completion of all operations the **Restart printer to apply new settings** button should be clicked without exceptions.
	Restart printer to apply new settings	Click this button when ready to apply your changes to the settings. The restart of a printer is required in order to confirm this setup.

Test Print

Two test prints are available, Test pattern ASIC and LPH K. Select the pattern from the menu and click the print button.

Parameter

This function reads/writes the parameters in the table. Click Apply new settings or Restart printer to apply new settings button after the setting is completed to change the value in NVM.

Item	Range	Parameter	Function
Registration	-94 ~ 94	Regi Lead Offset	Value of Lead Offset
	-68 ~ 68	Regi Side Offset	Value of Side Offset
Machine	-	Total PV	Counter of Total PV
	-	FC PV	Counter of FC PV
	-	DEVE Round time K	Counter of DEVE Round time
	-	XERO Round time	Counter of XERO Round time
	-	K Dispense Time	Counter of Dispense Time
	-	K Pixel	Counter of K Pixel
	-	Sheets of Custom Mode Start	Counter of Sheets of Custom Mode Start
	-	Sheets of Custom Mode End	Counter of Sheets of Custom Mode End
Toner	-	K Toner PV	Counter of Total PV
	-	K Toner Pixel	Counter of Toner Pixel
	-	Life K Toner Dispense Time	Counter of Toner Dispense Time
	-	Life K Toner Waste toner count	Counter of Toner Waste toner count

Acronyms and Abbreviations

Acronym	Description
A3	Paper size 297 millimeters (11.69 inches) x 420 millimeters (16.54 inches).
A4	Paper size 210 millimeters (8.27 inches) x 297 millimeters (11.69 inches).
A5	Paper size 148 millimeters (5.82 inches) x 210 millimeters (2.10 inches).
AC	Alternating Current is type of current available at power source for the printer.
ADC	Automatic Density Control
AMPV	Average Monthly Print Volume
APC	Auto Power Control
ASSY	Assembly
ATM	Adobe Type Manager
BCR	Bias Charge Roller
BOOTP	Boot Parameter Protocol
BTR	Bias Transfer Roller
CCD	Charge Coupled Device (Photoelectric Converter)
CCW	Counter-Clock Wise
CMYK	Toner colors for the printer: Y=yellow, C=cyan, M=magenta, K=black
CRU	Customer Replaceable Unit
CRUM	Customer Replaceable Unit Meter/Memory
CST	Cassette
dB	Decibel
DC	Direct Current
DDNS	Dynamic Domain Name System
DDR2 DIMM	Double Data Rate Dual In-Line Memory Module
DEV	Developer
DHCP	Dynamic Host Configuration Protocol
DPI	Dots Per Inch
DRV	Drive
DUP	Duplex
Duplex	2-sided printing
EA	Emulsion Aggregation (Toner)
EEPROM	Electrically Erasable Programmable Read-Only Memory

Acronym	Description
ESD	Electrostatic Discharge. A transfer of charge between bodies at different electrostactic potential.
ESS	Image process controller
FCC	Federal Communications Commission
FDR	Feeder
FPOT	First Print Output Time
FRU	Field Replaceable Unit
GB	Giga Byte
GDI	Graphics Device Interface
GND	Ground
HARN	Harness
HCF	High-Capacity Feeder
HDD	Hard Disk Drive
HUM	Humidity
HV	High Voltage
HVPS	High-Voltage Power Supply
Hz	Hertz (cycles per second)
IDT	Intermediate Drum Transfer
IEC	International Electrotechnical Commission
I/F	Interface
IIT	Image Input Terminal - ADF, Scanner
IOT	Image Output Terminal - the printer
IP	Image Processor
KB	Kilo Byte
LAN	Local Area Network
LCD	Liquid Crystal Display
LD	Laser Diode
LED	Light Emitting Diode
LEF	Long-Edge Feed
LPD	Line Printer Daemon
LPR	Line Printer Remote
LTR	Letter Size Paper (8.5 x 11 inches)
LVPS	Low-Voltage Power Supply
MB	Mega Byte
MCU	Machine Control Unit (Engine Control Board)
MHz	Mega Hertz
MIB	Management Information Base

Acronym	Description
MM	Millimeters
MOT	Motor
MPT	Multi-Purpose Tray
NCS	Non-Contact Sensor
NVM	Non-Volatile Memory
NVRAM	Non-Volatile Random Access Memory
OHP	Overhead Paper (Transparency)
OPT	Optional
OS	Operating System
PCB	Printed Circuit Board
PCL	Printer Command Language
PDL	Page Description Language
P/J	Plug Jack (electrical connections)
PJL	Printer Job Language
PL	Parts List
POP3	Post Office Protocol version 3
PPD	PostScript Printer Description
PPM	Pages Per Minute
PWBA	Printed Wiring Board Assembly
RAM	Random Access Memory
RH	Relative Humidity
RMS	Root Mean Square Voltage
ROM	Read-Only Memory
ROS	Raster Output Scanner - Laser Unit
SEF	Short-Edge Feed
SMB	Server Message Block
SNMP	Simple Network Management Protocol
SNR	Sensor
SOL	Solenoid
SOS	Start of Scan
TDC	Toner Density Control
TNR	Toner
UI	User Interface
USB	Universal Serial Bus
WINS	Wireless Integrated Network Sensor

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