



## *Service Manual*

**Lexmark™ T62X**

**4069-5xx/7xx**

- ***Table of Contents***
- ***Start Diagnostics***
- ***Safety and Notices***
- ***Trademarks***
- ***Index***
- ***Manuals Menu***

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**4069-5XX/7XX**

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# Table of Content

<b>Laser Notices</b> .....	<b>ix</b>
<b>Safety Information</b> .....	<b>xix</b>
<b>Preface</b> .....	<b>xxiv</b>
<b>General Information</b> .....	<b>1-1</b>
Options .....	1-2
Maintenance Approach .....	1-3
Tools Required for Service .....	1-3
Acronyms .....	1-4
<b>Diagnostic Information</b> .....	<b>2-1</b>
Start .....	2-1
Service Error Codes .....	2-2
User Status Screens .....	2-24
User Attendance Messages .....	2-29
Power-On Self Test (POST) .....	2-41
Symptom Tables .....	2-42
Service Checks .....	2-46
Charge Roll Service Check .....	2-47
Cover Open Switch/Cable Service Check .....	2-49
Dead Machine Service Check .....	2-50
Duplex Option Service Check .....	2-53
Envelope Feeder Option Service Check .....	2-56
Fan Service Check .....	2-63
Cold Fuser Service Check .....	2-65
Hot Fuser Service Check .....	2-67
Fuser Solenoid Service Check .....	2-68
Input Sensor Service Check .....	2-68
Input Tray(s) Option Service Check .....	2-69
High-Capacity Feeder Input Tray Service Check .....	2-72
Main Drive Service Check .....	2-85
Operator Panel Service Check .....	2-86
Options Service Check .....	2-88
Output Bin Sensor Standard Tray Service Check .....	2-90
Output Expander Service Check .....	2-91
High-Capacity Output Stacker Service Check .....	2-96
5-Bin Mailbox Service Check .....	2-99
Paper Feed Service Check .....	2-105
Parallel Port Service Check .....	2-107
Printhead Service Check .....	2-108

Print Quality Service Check .....	2-109
Smart Cartridge Contact Assembly Service Check. ....	2-121
Serial Port Service Check .....	2-122
Toner Sensor Service Check .....	2-122
Transfer Roll Service Check .....	2-123
StapleSmart Finisher Service Check .....	2-125
<b>Diagnostic Aids .....</b>	<b>3-1</b>
Diagnostic/Configuration Menu .....	3-1
Configuration Menu .....	3-5
Diagnostic Mode .....	3-6
Exiting the Diagnostics Mode .....	3-6
Device Tests .....	3-6
Quick Disk Test .....	3-6
Disk Test/Clean .....	3-6
Flash Test .....	3-7
Disabling Download Emulations .....	3-8
Duplex Tests .....	3-8
Duplex Quick Test .....	3-8
Duplex Sensor Test .....	3-9
Duplex Motor Test .....	3-9
Duplex Feed 1 Test .....	3-12
Duplex Feed 2 Test .....	3-12
Error Log .....	3-13
Viewing the Error Log .....	3-13
Clearing the Error Log .....	3-13
Hardware Tests .....	3-14
LCD Test .....	3-14
Button Test .....	3-14
SDRAM Memory Test .....	3-15
ROM Memory Test .....	3-15
Parallel Wrap Test .....	3-16
Serial Wrap Test .....	3-17
Input Tray Tests .....	3-19
Input Tray Feed Test .....	3-19
Input Tray Sensor Test .....	3-19
Output Bin - Feed to all Bins Test .....	3-20
Output Bin Feed Test .....	3-21
Output Bin Sensor Test .....	3-21
Finisher Tests, StapleSmart Finisher Option .....	3-24
Base Sensor Test .....	3-26
StapleSmart Finisher Tests .....	3-26
StapleSmart Finisher Sensor Test .....	3-27



5-Bin Mailbox Diverter Test .....	3-28
Registration .....	3-28
Printer Setup .....	3-30
Setting the Page Count .....	3-30
Viewing the Permanent Page Count .....	3-30
Maintenance Page Count .....	3-31
Setting Configuration ID.....	3-31
Restore EP Factory Defaults .....	3-32
Print Tests .....	3-33
Print Quality Test Pages .....	3-34
Printing Menu Settings Page .....	3-36
Auto Compensator Operation .....	3-36
Autoconnect System, Paper Tray Options, Envelope Feeder and Output Expander Operations .....	3-37
Electrical .....	3-37
Fuser Operation .....	3-39
Hot Roll Fuser .....	3-39
Paper Feed Jams .....	3-40
Paper Jams - Base Printer.....	3-40
Paper Jams - Options .....	3-41
<b>Repair Information .....</b>	<b>4-1</b>
Handling ESD-Sensitive Parts .....	4-1
Adjustment Procedures .....	4-2
Duplex Motor Drive Belts .....	4-2
Fuser Solenoid Adjustment .....	4-3
Gap Adjustment .....	4-3
Printhead Assembly Adjustment .....	4-4
Paper Alignment Assembly Adjustment.....	4-5
Screw Identification Table .....	4-7
Removal Procedures .....	4-12
Covers .....	4-12
Center Pan Assembly .....	4-16
System Board .....	4-17
Card Assembly (NAND Flash).....	4-18
.....	4-19
Developer Drive Assembly.....	4-20
Duplex Board .....	4-21
Duplex Front Cover Assembly .....	4-21
Duplex Front Cover Door.....	4-21
Duplex Motor .....	4-22
EMC Shields .....	4-23
Fan.....	4-25

Frames	4-26
Fuser	4-30
Fuser Cover	4-31
Fuser Detack Fingers	4-31
Fuser Detack Housing Assembly	4-32
Fuser Transfer Plate	4-33
Fuser Envelope Conditioner Solenoid	4-34
Fuser Narrow Media Sensor/Flag Assembly	4-35
Fuser Exit Sensor Flag Assembly	4-35
Fuser Lamp	4-35
Fuser Lower Exit Guide Assembly	4-36
High Voltage Power Supply	4-37
Integrated Tray Compensator Assembly	4-37
Integrated Tray Compensator Pick Roll Assembly	4-38
Interconnect Board Assembly	4-40
Low Voltage Power Supply	4-42
Main Drive Assembly	4-43
Main Drive Motor	4-45
Multipurpose Tray/Lower Deflector Assembly	4-46
Operator Panel Assembly	4-48
Operator Panel Cable/Cover Open Switch Assembly	4-49
Optional 250/500 Paper Tray Assembly	4-50
Paper Alignment Assembly	4-51
Paper Deflectors	4-53
Paper Input Sensor	4-54
Paper Size Sensing Board	4-54
Pick Roll	4-54
Printhead (4069-520/52n)	4-55
Printhead (4069-722/72n)	4-56
Redrive Assembly	4-57
Smart Cartridge Contact Assembly	4-58
Toner Sensor	4-59
Transfer Roll Assembly	4-60
Upper Paper Deflector Assembly	4-60
Upper Front Cover Hinge Assembly	4-61
Upper Front Cover Interlock Switch Assembly	4-62
<b>Connector Locations</b>	<b>5-1</b>
Low Voltage Power Supply	5-1
High Voltage Power Supply	5-3
Interconnect Board	5-4
Envelope Option Board	5-7
Duplex Option Board	5-9

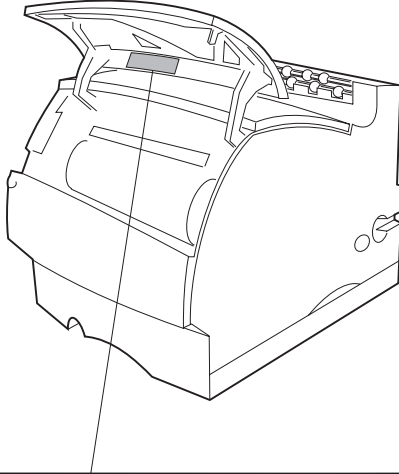
Autoconnect - Top .....	5-11
Output Expander Control Board .....	5-12
High-Capacity Output Stacker Board .....	5-14
System Board Connector Locations .....	5-16
System Board Connector Locations .....	5-20
StapleSmart Finisher Option - Staple Card Assembly ..	5-27
Cables - Base Machine .....	5-31
Fuser Cable, DC Internal .....	5-31
Autoconnect Cable, (Fuser to LVPS) .....	5-31
Deflector Cable .....	5-31
Fuser Cable, AC EP Autoconnect to Fuser Top Cover ..	5-32
Integrated Tray Cable .....	5-32
HSYNC Cable .....	5-32
Mirror Motor Cable .....	5-33
Main Drive Motor Cable .....	5-33
Laser Cable .....	5-33
Front Harness Cable .....	5-34
Fuser Cable, DC EP Autoconnect to System Board ....	5-34
Autoconnect Cable - System Board to Top/Interconnect Board .....	5-34
Autoconnect Cable - System Board to Front/Bottom/Interconnect Board .....	5-35
<b>Preventive Maintenance .....</b>	<b>6-1</b>
Safety Inspection Guide .....	6-1
Lubrication Specifications .....	6-1
Scheduled Maintenance .....	6-2
<b>Parts Catalog .....</b>	<b>7-1</b>
How to Use this Parts Catalog .....	7-1
Assembly 1: Covers .....	7-2
Assembly 2: Frame .....	7-6
Assembly 3: Printhead .....	7-10
Assembly 4: Paper Feed (Auto compensator) .....	7-12
Assembly 5: Paper Feed - Multipurpose Unit .....	7-14
Assembly 6: Paper Feed - Alignment .....	7-16
Assembly 7: Paper Feed - Output .....	7-18
Assembly 8: Integrated Paper Tray - 500 Sheet .....	7-20
Assembly 9: Main Drive .....	7-22
Assembly 10: Developer Drive .....	7-24
Assembly 11: Hot Roll Fuser .....	7-26
Assembly 12: Transfer .....	7-30
Assembly 13: Charging .....	7-32
Assembly 14: Electronics .....	7-34

Assembly 14: Electronics (continued) .....	<b>7-36</b>
Assembly 14: Electronics (continued) .....	<b>7-48</b>
Assembly 15: 250-Sheet Tray .....	<b>7-50</b>
Assembly 16: 500-Sheet Tray .....	<b>7-56</b>
Assembly 17: Duplex .....	<b>7-60</b>
Assembly 18: Output Expander .....	<b>7-66</b>
Assembly 19: Envelope Feeder .....	<b>7-70</b>
Assembly 20: High-Capacity Feeder .....	<b>7-74</b>
Assembly 21: Kiosk - Vertical Paper Adapter .....	<b>7-88</b>
Assembly 22: Kiosk - Horizontal Paper Adapter .....	<b>7-90</b>
Assembly 23: High-Capacity Output Stacker .....	<b>7-92</b>
Assembly 24: 5-Bin Mailbox .....	<b>7-98</b>
Assembly 25: StapleSmart Finisher .....	<b>7-102</b>
Assembly 26: Options .....	<b>7-110</b>
Assembly 27: Miscellaneous .....	<b>7-112</b>
<b>Index</b> .....	<b>I-1</b>

# Laser Notices

The following laser notice labels may be affixed to this printer as shown:

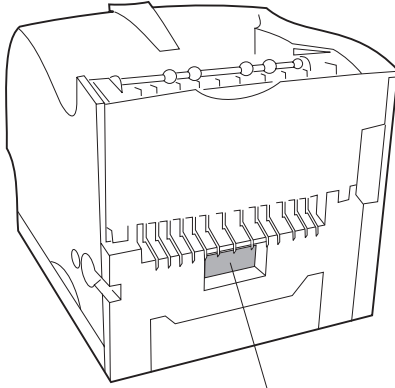
## Laser Advisory Label



<b>CAUTION -</b>	Invisible laser radiation when open and interlock defeated. Avoid exposure to beam.
<b>ATTENTION -</b>	Radiation laser invisible si le dispositif est ouvert et non bloqué. Éviter l'exposition au rayon.
<b>VORICHT -</b>	Unsichtbare Laserstrahlung wenn Drucker offen und gesperrt gelöst. Nicht dem Strahl aussetzen.
<b>VOORZICHTIG -</b>	Onzichtbare laserstraling wanneer open en niet vergrendeld. Vermijd blootstelling aan straal.
<b>ATTENZIONE -</b>	Radiazioni laser invisibili se il dispositivo è aperto e non bloccato. Evitare l'esposizione diretta.
<b>AVISO -</b>	Radiación laser invisible si la cubierta está abierta y el dispositivo no está bloqueado. Evite exponerse a la radiación.
<b>CUIDADO -</b>	Radiação laser invisível quando a tampa é aberta. Evite exposição aos raios.
<b>VARO!</b>	Äuhtuotto ei suojattaisiin ohittamalla olet alitena näkövinkinmitten laserodotus. Älä katso silmeeseen.
<b>WARNING -</b>	Oynglig laserstråling når deknin del är öppnad och spärrar är urkopplade. Strålen är farlig.
<b>ADVARSEL -</b>	Usynlig laserstråling når deknin delen og sikkerhedsbryter. Unngå eksponering for strålen.
<b>ADVARSEL -</b>	Usynlig laserstråling ved åbning, når sikkerhedsafbrydere er ude af funktion. Undgå udsættelse for stråling.
<b>ATENCIÓN -</b>	Radiación laser invisible si el dispositivo está abierto y no está cerrado. Evite la exposición a los rayos.
<b>注意 -</b>	開閉時有害な不可視の放射線が放射される。レーザー光線に注意してください。
<b>注意 -</b>	トップカバーを開けるとスイッチが作動し、視認できないレーザーが照射されるので、厳密に注意してください。
<b>주의 -</b>	개방과 인터록이 해제 시 눈에 보이지 않는 레이저가 방사됩니다. 레이저 빛에 노출되지 않도록 주의하십시오.

---

## Class 1 Laser Statement Label



**CLASS 1 LASER PRODUCT  
LASER KLASSE 1  
LOUKAN 1 LASERLAITE  
APPAREIL A LASER DE CLASSE 1  
TO IEC 60825**

---

## Laser Notice

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

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 5 milliwatt gallium arsenide laser operating in the wavelength region of 770-795 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

---

## Laser

Der Drucker erfüllt gemäß amtlicher Bestätigung der USA die Anforderungen der Bestimmung DHHS (Department of Health and Human Services) 21 CFR Teil J für Laserprodukte der Klasse I (1). In anderen Ländern gilt der Drucker als Laserprodukt der Klasse I, der die Anforderungen der IEC (International Electrotechnical Commission) 60825 gemäß amtlicher Bestätigung erfüllt.

Laserprodukte der Klasse I gelten als unschädlich. Im Inneren des Druckers befindet sich ein Laser der Klasse IIIb (3b), bei dem es sich um einen Galliumarsenlaser mit 5 Milliwatt handelt, der Wellen der Länge 770-795 Nanometer ausstrahlt. Das Lasersystem und der Drucker sind so konzipiert, daß im Normalbetrieb, bei der Wartung durch den Benutzer oder bei ordnungsgemäßer Wartung durch den Kundendienst Laserbestrahlung, die die Klasse I übersteigen würde, Menschen keinesfalls erreicht.

---

## **Avis relatif à l'utilisation de laser**

Pour les Etats-Unis : cette imprimante est certifiée conforme aux provisions DHHS 21 CFR alinéa J concernant les produits laser de Classe I (1). Pour les autres pays : cette imprimante répond aux normes IEC 60825 relatives aux produits laser de Classe I.

Les produits laser de Classe I sont considérés comme des produits non dangereux. Cette imprimante est équipée d'un laser de Classe IIIb (3b) (arséniure de gallium d'une puissance nominale de 5 milliwatts) émettant sur des longueurs d'onde comprises entre 770 et 795 nanomètres. L'imprimante et son système laser sont conçus pour impossible, dans des conditions normales d'utilisation, d'entretien par l'utilisateur ou de révision, l'exposition à des rayonnements laser supérieurs à des rayonnements de Classe I.

---

## **Avvertenze sui prodotti laser**

Questa stampante è certificata negli Stati Uniti per essere conforme ai requisiti del DHHS 21 CFR Sottocapitolo J per i prodotti laser di classe 1 ed è certificata negli altri Paesi come prodotto laser di classe 1 conforme ai requisiti della norma CEI 60825.

I prodotti laser di classe non sono considerati pericolosi. La stampante contiene al suo interno un laser di classe IIIb (3b) all'arseniuro di gallio della potenza di 5mW che opera sulla lunghezza d'onda compresa tra 770 e 795 nanometri. Il sistema laser e la stampante sono stati progettati in modo tale che le persone a contatto con la stampante, durante il normale funzionamento, le operazioni di servizio o quelle di assistenza tecnica, non ricevano radiazioni laser superiori al livello della classe 1.



---

## Avisos sobre el láser

Se certifica que, en los EE.UU., esta impresora cumple los requisitos para los productos láser de Clase I (1) establecidos en el subcapítulo J de la norma CFR 21 del DHHS (Departamento de Sanidad y Servicios) y, en los demás países, reúne todas las condiciones expuestas en la norma IEC 60825 para productos láser de Clase I (1).

Los productos láser de Clase I no se consideran peligrosos. La impresora contiene en su interior un láser de Clase IIIb (3b) de arseniuro de galio de funcionamiento nominal a 5 milivatios en una longitud de onda de 770 a 795 nanómetros. El sistema láser y la impresora están diseñados de forma que ninguna persona pueda verse afectada por ningún tipo de radiación láser superior al nivel de la Clase I durante su uso normal, el mantenimiento realizado por el usuario o cualquier otra situación de servicio técnico.

---

## Declaração sobre Laser

A impressora está certificada nos E.U.A. em conformidade com os requisitos da regulamentação DHHS 21 CFR Subcapítulo J para a Classe I (1) de produtos laser. Em outros locais, está certificada como um produto laser da Classe I, em conformidade com os requisitos da norma IEC 60825.

Os produtos laser da Classe I não são considerados perigosos. Internamente, a impressora contém um produto laser da Classe IIIb (3b), designado laser de arseneto de potássio, de 5 milliwatts, operando numa faixa de comprimento de onda entre 770 e 795 nanómetros. O sistema e a impressora laser foram concebidos de forma a nunca existir qualquer possibilidade de acesso humano a radiação laser superior a um nível de Classe I durante a operação normal, a manutenção feita pelo utilizador ou condições de assistência prescritas.

---

## Laserinformatie

De printer voldoet aan de eisen die gesteld worden aan een laserprodukt van klasse I. Voor de Verenigde Staten zijn deze eisen vastgelegd in DHHS 21 CFR Subchapter J, voor andere landen in IEC 60825.

Laserprodukten van klasse I worden niet als ongevaarlijk aangemerkt. De printer is voorzien van een laser van klasse IIIb (3b), dat wil zeggen een gallium arsenide-laser van 5 milliwatt met een golflengte van 770-795 nanometer. Het lasergedeelte en de printer zijn zo ontworpen dat bij normaal gebruik, bij onderhoud of reparatie conform de voorschriften, nooit blootstelling mogelijk is aan laserstraling boven een niveau zoals voorgeschreven is voor klasse 1.

---

## Lasermeddelelse

Printeren er godkendt som et Klasse I-laserprodukt, i overensstemmelse med kravene i IEC 60825.

Klasse I-laserprodukter betragtes ikke som farlige. Printeren indeholder internt en Klasse IIIB (3b)-laser, der nominelt er en 5 milliwatt galliumarsenid laser, som arbejder på bølgelængdeområdet 770-795 nanometer. Lasersystemet og printeren er udformet således, at mennesker aldrig udsættes for en laserstråling over Klasse I-niveau ved normal drift, brugervedligeholdelse eller obligatoriske servicebetingelser.

---

## Huomautus laserlaitteesta

Tämä kirjoitin on Yhdysvalloissa luokan I (1) laserlaitteiden DHHS 21 CFR Subchapter J -määrityksen mukainen ja muualla luokan I laserlaitteiden IEC 60825 -määrityksen mukainen.

Luokan I laserlaitteiden ei katsota olevan vaarallisia käyttäjälle. Kirjoittimessa on sisäinen luokan IIIb (3b) 5 milliwatin galliumarsenidilaser, joka toimii aaltoalueella 770 - 795 nanometriä. Laserjärjestelmä ja kirjoitin on suunniteltu siten, että käyttäjä ei altistu luokan I määrityksiä voimakkaammalle säteilylle kirjoittimen normaalin toiminnan, käyttäjän tekemien huoltotoimien tai muiden huoltotoimien yhteydessä.

VARO! Avattaessa ja suojalukitus ohitettaessa olet alttiina näkymättömälle lasersäteilylle. Älä katso säteeseen.

WARNING! Osynlig laserstrålning när denna del är öppnad och spårren är urkopplad. Betrakta ej strålen.

---

## Laser-notis

Denna skrivare är i USA certifierad att motsvara kraven i DHHS 21 CFR, underparagraf J för laserprodukter av Klass I (1). I andra länder uppfyller skrivaren kraven för laserprodukter av Klass I enligt kraven i IEC 60825.

Laserprodukter i Klass I anses ej hälsovådliga. Skrivaren har en inbyggd laser av Klass IIIb (3b) som består av en laserenhet av gallium-arsenid på 5 milliwatt som arbetar i våglängdsområdet 770-795 nanometer. Lasersystemet och skrivaren är utformade så att det aldrig finns risk för att någon person utsätts för laserstrålning över Klass I-nivå vid normal användning, underhåll som utförs av användaren eller annan föreskriven serviceåtgärd.

---

## Laser-melding

Skriveren er godkjent i USA etter kravene i DHHS 21 CFR, underkapittel J, for klasse I (1) laserprodukter, og er i andre land godkjent som et Klasse I-laserprodukt i samsvar med kravene i IEC 60825.

Klasse I-laserprodukter er ikke å betrakte som farlige. Skriveren inneholder internt en klasse IIIb (3b)-laser, som består av en gallium-arsenlaserenhet som avgir stråling i bølgelengdeområdet 770-795 nanometer. Lasersystemet og skriveren er utformet slik at personer aldri utsettes for laserstråling ut over klasse I-nivå under vanlig bruk, vedlikehold som utføres av brukeren, eller foreskrevne serviceoperasjoner.

---

## Avís sobre el Làser

Segons ha estat certificat als Estats Units, aquesta impressora compleix els requisits de DHHS 21 CFR, apartat J, pels productes làser de classe I (1), i segons ha estat certificat en altres llocs, és un producte làser de classe I que compleix els requisits d'IEC 60825.

Els productes làser de classe I no es consideren perillosos. Aquesta impressora conté un làser de classe IIIb (3b) d'arseniür de gal.li, nominalment de 5 mil.liwats, i funciona a la regió de longitud d'ona de 770-795 nanòmetres. El sistema làser i la impressora han sigut concebuts de manera que mai hi hagi exposició a la radiació làser per sobre d'un nivell de classe I durant una operació normal, durant les tasques de manteniment d'usuari ni durant els serveis que satisfacin les condicions prescrites.

---

## Japanese Laser Notice

レーザーに関するお知らせ

このプリンターは、米国ではDHHS 21 CFRサブチャプターJのクラスI(1)の基準を満たしたレーザー製品であることが証明されています。また米国以外ではIEC 825の基準を満たしたクラスIのレーザー製品であることが証明されています。

クラスIのレーザー製品には危険性はないと考えられています。このプリンターはクラスIII b(3b)のレーザーを内蔵しています。このレーザーは、波長が770 ~ 795ナノメートルの範囲で、通常5ミリワットのガリウム砒化物を放射するレーザーです。このレーザーシステムとプリンターは、通常の操作、ユーザのメンテナンス、規定された修理においては、人体がクラスIのレベル以上のレーザー放射に晒されることのないよう設計されています。

---

## Chinese Laser Notice

注意：

本打印机被美国认证合乎DHHS 21 CFR Subchapter I 对分类I(1) 激光产品的标准，而在其他地区则被认证合乎IEC 825 的标准。

分类I 激光产品一般认为不具危险性，本打印机内部含有分类IIIb(3b) 的激光，在操作过程中会产生5毫瓦含镓及砷的微量激光，其波长范围在770-795 nm 之间。本激光系统及打印机的设计，在一般操作、使用者维护或规定内的维修情况下，不会使人体接触分类I 以上等级的辐射。

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## Korean Laser Notice

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## Sicherheitshinweise

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- La informació pel manteniment d'aquest producte està orientada exclusivament a professionals i no està destinada a ningú que no ho sigui.
- El risc de xoc elèctric i de danys personals pot augmentar durant el procés de desmuntatge i de servei d'aquest producte. El personal professional ha d'estar-ne assabentat i prendre les mesures convenients.

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- 本产品在拆卸、维修的时候，遭受电击或人员受伤的危险性会增高，专业服务人员对这点必须有所了解，并采取必要的预防措施。
- 有些零件的安全功能可能不明显。因此，所替换零件的性能一定要与原有的零件一致。

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# Preface

This book is designed for service personnel. It is divided into the following chapters:

1. **General Information** contains a general description of the printer and the maintenance approach used to repair it. Special tools and test equipment are listed in this chapter, as well as general environmental and safety instructions.
2. **Diagnostic Information** contains an error indicator table, symptom tables, and service checks used to isolate failing field replaceable units (FRUs).
3. **Diagnostic Aids** contains tests and checks used to locate or repeat symptoms of printer problems.
4. **Repair Information** provides instructions for making printer adjustments and removing and installing FRUs.
5. **Connector Locations** uses illustrations to identify the connector locations and test points on the printer.
6. **Preventive Maintenance** contains the lubrication specifications and recommendations to prevent problems.
7. **Parts Catalog** contains illustrations and part numbers for individual FRUs.

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# 1. General Information

The Lexmark™ T laser printers are letter quality page printers designed to attach to IBM-compatible PC's and to most computer networks.

The Lexmark T laser printer is available in the following models.

<b>Model Name</b>	<b>Type</b>
Lexmark T620	4069-520
Lexmark T620n	4069-52n (Network)
Lexmark T622	4069-722
Lexmark T622n	4069-72n (Network)

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## Options

The following options are available. Some options are not available in every country. Contact your point of purchase for options available in your country.

Memory options of 4MB, 8MB, 16MB, 32MB, 64MB and 128MB

SDRAM Card Assembly

Flash memory options of 2MB, 4MB, 8MB and 16MB Card Assembly

Integrated network options

Token-Ring

Ethernet

Tri-Port Adapter

IR Adapter

IPDS Card Assembly and SCS/TNe

PRESCRIBE Card Assembly

TIFF Card Assembly

Bar Code Card Assembly

Parallel Interface Card

SCS

USB/Parallel Port

MarkNet™ Print Servers

ImageQuick Card Assembly

250 and 500-sheet paper trays of A5, letter, and legal size

250 Sheet Special Media Tray Assembly

500 Sheet Special Media Tray

2000 Sheet High Capacity Feeder

Envelope Feeder

Duplex Option - 250 Sheet

Duplex Option - 500 Sheet

Hard Disk - 5.0+ GB

Optra Forms™ Hard Disk - 5.0+ GB

Vertical Kiosk Presenter

Horizontal Kiosk Presenter

Output Expander

5-Bin Mailbox

High-Capacity Output Stacker

StapleSmart™ Finisher Option

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## Maintenance Approach

The diagnostic information in this manual leads you to the correct field replaceable unit (FRU) or part. Use the service error codes, user status messages, user error messages, service checks, and diagnostic aids to determine the printer problem and repair the failure. After you complete the repair, perform tests as needed to verify the repair.

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## Tools Required for Service

- Flat-blade screwdriver
- #1 Phillips screwdriver
- #2 Phillips screwdriver
- T10 Torx screwdriver
- 7.0 mm nut driver
- 5.5 mm wrench
- Needlenose pliers
- Diagonal pliers
- Spring hook
- Feeler gauges
- Analog or digital multimeter
- Parallel wrap plug 1319128
- Serial wrap plug 1329048
- Twinax/serial debug cable 1381963
- Coax/serial debug cable 1381964

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## Acronyms

CSU	Customer Setup
DIMM	Dual In-Line Memory Module
DRAM	Dynamic Random Access Memory
EDO	Enhanced Data Out
EP	Electrophotographic Process
EPROM	Erasable, Programmable Read-Only Memory
ESD	Electrostatic Discharge
FRU	Field Replaceable Unit
GB	Gigabyte
HVPS	High Voltage Power Supply
LASER	Light Amplification by Stimulated Emission of Radiation
LCD	Liquid Crystal Display
LED	Light-Emitting Diode
LVPS	Low Voltage Power Supply
MROM	Masked Read Only Memory
NAND	
NVRAM	Nonvolatile Random Access Memory
OEM	Original Equipment Manufacturer
PC	Photoconductor
POR	Power-On Reset
POST	Power-On Self Test
RIP	Raster Imaging Processor
ROM	Read Only Memory
SDRAM	Synchronous Dual Random Access Memory
SRAM	Static Random Access Memory
UPR	Used Parts Return
V ac	Volts alternating current
V dc	Volts direct current



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## 2. Diagnostic Information

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### Start

**CAUTION:** Remove the power cord from the printer or wall outlet before you connect or disconnect any cable or electronic board or assembly for personal safety and to prevent damage to the printer. Use the handholds on the side of the printer. Make sure your fingers are not under the printer when you lift or set the printer down.

Use the service error code, user status message, user error message, symptom table, service checks, and diagnostic aids in this chapter to determine the corrective action necessary to repair a malfunctioning printer.

Service error codes are indicated by a three-digit error code. If a service error code is displayed, go to the **“Service Error Codes” on page 2-2**.

User status messages provide the user with information on the current status of the printer. Ready is displayed on the first line of the display unless Power Saver is invoked, and then Power Saver is displayed. If a user status message is displayed, go to the **“User Status Screens” on page 2-24**.

User error messages are indicated by a two or three-digit error code that provides the user with information that explains a problem with a print cartridge, paper jam, option, port, and so on. If a user error message is displayed, go to the **“User Attendance Messages” on page 2-29**.

If your machine completes the **“Power-On Self Test (POST)” on page 2-41** without an error, and you have a symptom, go to the **“Symptom Tables” on page 2-42**. Locate your symptom and take the appropriate action.

If a service error code appears while you are working on the machine, go to the **“Service Error Codes” on page 2-2** and take the indicated action for that error.

## Service Error Codes

Service Error Codes are generally non-recoverable except in an intermittent condition when you can POR the printer to temporarily recover from the error condition.

Error Code	Action
900 RIP Software	Contact the next support level or call Lexmark.
901 Engine Flash	Indicates that the flash which the engine code is programmed into is bad. Replace the system board.
902 General Engine Software	These errors indicate an unrecoverable engine software error. Replace the system board.  Check for correct location of the jumpers on the interconnect board for the model/type printer you are servicing. Incorrect jumper settings can cause a 902 service error. If jumpers are set correctly, replace the system board.
903 Paperport Link Driver Error	
904 Interface Violation by the controller software	
905 Interface Violation by Paperport Device	
906 Controller-Engine Link Driver Error	
910 DC Pick Motor DC Pick Motor Stall	Error Codes 910,911,912,913 and 914 are indications that a Tray 1 paper feed problem has been detected. Go to the <b>“Input Tray(s) Option Service Check” on page 2-69.</b>
911 DC Pick Motor Excessive PWM	
912 DC Pick Motor below speed	
913 DC Pick Motor over speed	

Error Code	Action
914 DC Pick Motor: No encoder feedback	Check the integrated paper tray (tray 1) for correct paper loading. Reload the paper and POR the printer. If the error continues, go to the <b>“Input Tray(s) Option Service Check” on page 2-69.</b>
917 Transfer Roll	Indicates a problem in the transfer roll area. Go to the <b>“Transfer Roll Service Check” on page 2-123.</b>
920 Fuser Error	Indicates that the fuser is below temperature when printing. Go to the <b>“Cold Fuser Service Check” on page 2-65.</b> Use of the <b>“Base Printer (Fuser) Sub Error Codes” on page 2-17</b> may help diagnose fuser failure.
921 Fuser Error	Indicates that the fuser is below standby temperature when the printer is idle. Go to the <b>“Cold Fuser Service Check” on page 2-65.</b> Use of the <b>“Base Printer (Fuser) Sub Error Codes” on page 2-17</b> may help diagnose fuser failure.
922 Fuser Error	Fuser failed to reach standby temperature. Go to the <b>“Cold Fuser Service Check” on page 2-65.</b> Use of the <b>“Base Printer (Fuser) Sub Error Codes” on page 2-17</b> may help diagnose fuser failure.
923 Fuser Error	Fuser is too hot during printing or when printer is idle. Go to the <b>“Hot Fuser Service Check” on page 2-67.</b> Use of the <b>“Base Printer (Fuser) Sub Error Codes” on page 2-17</b> may help diagnose fuser failure.
924 Fuser Error	An open circuit has been detected in the Fuser Thermistor Circuit. Go to the <b>“Hot Fuser Service Check” on page 2-67.</b> Use of the <b>“Base Printer (Fuser) Sub Error Codes” on page 2-17</b> may help diagnose fuser failure.
925 Fuser Error	<ol style="list-style-type: none"> <li>1. Indicates the wrong fuser lamp is installed. Check the fuser lamp for the correct type of lamp that should be installed.</li> <li>2. Check the line voltage to ensure it is not above the maximum rating for the printer.</li> <li>3. This error may also indicate the fuser reached standby temperature too quickly.</li> <li>4. The hot roll may not be correct for this fuser. Ensure that the correct hot roll is installed.</li> </ol>
927 Fan Stalled	Indicates a printer fan stalled. Go to the <b>“Fan Service Check” on page 2-63.</b>

## 4069-5XX/7XX

Error Code	Action
929 Toner Sensor	The toner sensor is not operating properly, the developer drive assembly is not operating properly or the print cartridge is defective. Go to the <b>“Toner Sensor Service Check” on page 2-122.</b>
930 Printhead Error	The wrong printhead is installed. Replace with the correct printhead.
932-935 Printhead Error	These errors represent a problem with the printhead. Go to the <b>“Printhead Service Check” on page 2-108.</b>
932 Printhead Error	
933 Printhead Error	
934 Printhead Error	
935 Printhead Error	
936-937 Transport Motor	Indicates a problem with the main drive motor. Go to the <b>“Main Drive Service Check” on page 2-85.</b>
936 - Main Drive Motor initial lock failure	
937 - Main Drive Motor lost lock	
939 RIP-Engine Communications Lost	<p>The RIP and engine cannot communicate with one another. The system board or Interconnect board is defective. Check for correct installation. If no problem is found, replace the FRUs in the following order:</p> <p>System Board</p> <p>Interconnect Board</p> <p><b>Note:</b> If a problem still exists, the RIP software can cause a 939 error code. Contact your next level for software support.</p>

## 4069-5XX/7XX

Error Code	Action
940 Service LV Power Supply	<p>The low voltage power supply zero crossover test failed.</p> <ul style="list-style-type: none"><li>• Check the LVPS for correct installation. Ensure that the connector on the LVPS assembly is firmly seated with the connector on the interconnect card connector.</li><li>• This error can be caused by a noisy AC input power source.</li><li>• Check to make sure the correct LVPS has been installed.</li><li>• If all the above are correct, replace the LVPS assembly.</li></ul>
947 PQET Error	<p>Indicates that the PQET RAM test was incomplete or a PQET RAM test busy failure occurred. Replace the system board.</p>
948 PEL Clock Error	<p>Indicates the PEL clock check failed. Replace the system board.</p>
949 Delay Line Calibration Failure	<p>Indicates a delay line calibration failure. Replace the system board.</p>
953 - 954 NVRAM Failure	<p>System board failures.</p> <p>953 NVRAM Chip Failure</p> <p>954 NVRAM CRC Failure</p> <p>Replace system board.</p>
955 Code CRC <loc>	<p>Code ROM and NAND failed CRC check</p> <p>*&lt;loc&gt; = For a ROM CRC failure, the location (loc) will be a failing block or (Bn).</p> <p>*&lt;loc&gt; = For a NAND CRC failure, the location (loc) will be a failing page or (Pn).</p> <p>Replace System Board.</p>

## 4069-5XX/7XX

<b>Error Code</b>	<b>Action</b>
956, 957, 959 System Board	<p>Error codes 956 thru 959 are system board failures.</p> <p>Perform a power on reset (POR). If this does not fix the problem, replace the system board.</p> <p>*956 = Processor Failure *957 = ASIC Failure *959 = SRAM Failure</p>
958 NAND Failure	<p>Before proceeding when a 958 NAND failure is displayed, perform a Power On Reset (power the printer Off then On) to see if the ECC (Error Correction Code) can reflash NAND.</p> <p>If this does not fix the problem, replace the system board.</p>
960 - 963 RAM Memory Error	<p>Error codes 960 thru 963 indicate the following specific RAM error:</p> <p>*960 - RAM soldered on the system board is failing. Replace the system board. *961 - RAM in slot 1 is failing. *962 - RAM in slot 2 is failing *963 - RAM in slot 3 is failing.</p> <p>For errors 961 thru 963, if available, switch memory from the failing slot with one from a non-failing slot to see if it fixes the problem. If it does fix the problem, replace the system board. If this fixes the problem, replace the defective RAM.</p>
964 Emulation Error	<p>Download Emulation CRC failure has occurred.</p>

Error Code	Action
975 - 979 Network Card X	<p>The following errors indicate a failure with the network card in the specified slot. X=any card installed in slots 1,2 or 3. 975 - Unrecognizable Network Card x. Replace Network Card x.</p> <p>976 - Unrecoverable software error in Network Card x.</p> <p>977 - Controller software detects that a Network Card is installed in slot x but cannot establish communications with it.</p> <p>978 - Bad checksum while programming Network Card x. Replace Network Card x.</p> <p>979 - Flash parts failed while programming Network Card x.</p> <p>If the printer is a network model, replace the system board.</p>
980 - 984 Service <device> Comm.	<p>These error codes indicate the specified device &lt;device&gt; has detected a paper port failure.</p> <p>Specified device &lt;device&gt; can be one of the following:</p> <ul style="list-style-type: none"> <li>*System Board</li> <li>*Duplex</li> <li>*Tray x (x = 1,2,3,4 or 5)</li> <li>*Envelope Feeder</li> <li>*Output Bin x (x = 1,2,3 to 6)</li> <li>**Will be displayed for single bin output options.</li> <li>*Output Bins x to y (x to y = 1 to 5, 2 to 6, 6 to 10)</li> <li>**Will be displayed for multiple bin output options.</li> </ul> <p>980 = The engine is experiencing unreliable communications to the specified device.</p> <p>981 = Engine protocol violation has been detected by the specified device.</p> <p>982 = Communications error detected by the specified device.</p> <p>983 = Invalid command received by the specified device.</p> <p>984 = Invalid command parameter received by the specified device.</p>

Error Code	Action
<p>990 Service &lt;device&gt;</p>	<p>This error will be displayed when an equipment check condition has occurred in the specified device (&lt;device&gt;), but the device is unable to identify the exact component failure.</p> <p>Specified device &lt;device&gt; can be one of the following:</p> <ul style="list-style-type: none"> <li>*System Board</li> <li>* Duplex</li> <li>*Tray x (x = 1,2,3,4 or 5)</li> <li>*Envelope Feeder</li> <li>*Output Bin x (x = 1,2,3 to 6)</li> <li>**Will be displayed for single bin output options.</li> <li>*Output Bins x to y (x to y = 1 to 5, 2 to 6, 6 to 10)</li> <li>**Will be displayed for multiple bin output options.</li> <li>*StapleSmart Finisher Option</li> </ul>
<p>991 Service &lt;device&gt; Card</p>	<p>This message will be displayed when the specified device has detected an equipment check in its system card.</p> <p>Specified device &lt;device&gt; can be one of the following:</p> <ul style="list-style-type: none"> <li>* Duplex</li> <li>*Tray x (x = 1,2,3,4 or 5)</li> <li>*Envelope Feeder</li> <li>*Output Bin x (x = 1,2,3 to 6)</li> <li>**Will be displayed for single bin output options.</li> <li>*Output Bins x to y (x to y = 1 to 5, 2 to 6, 6 to 10)</li> <li>**Will be displayed for multiple bin output options.</li> <li>*StapleSmart Finisher Option</li> </ul>

**Sub Error Codes for 9XX and 2XX Error Codes**

The sub error codes are helpful troubleshooting a paper path problem, especially paper jams in the base printer, envelope feeder and duplex unit.

When a 9XX or 2XX error displays:

1. Press and hold Return and press Select to enter for sub error codes.
2. The first screen of information is displayed. Write down the information.



## 4069-5XX/7XX

3. Continue pressing Return and Select until each screen of information is obtained.
4. When the last screen displays, the original message displays.

The following is an example of how the printer shows a duplex unit sub error code.

	Byte 1	Byte 2	Byte 3	Byte 4
DU	XX	XX	XX	XX
DU	XX	XX	XX	XX
	Byte 5	Byte 6	Byte 7	Byte 8

**Base Printer Sub Error Codes**

Each status byte has a different level of troubleshooting value for each area of the printer. The following table displays up to 8 status bytes of data. Some or all of these bytes may be used to help diagnose a printer problem. These status bytes are designed to help isolate paper jams and paper feed problems in the base printer

Legend for Tray Source: x=10 (MPT), x=11 (Tray 1), x=12, (Tray 2), x=13 (Tray 3), x=14 (Tray 4), x=15 (Tray 5), x=31 (Env Feeder), X=40 (Manual)

Legend for Stacker Destination: x=91 (Stacker 1), x=92 (Stacker 2), x=93 (Stacker 3)

Legend for media size: x=1 (letter), x=2 (legal), x=3 (B5), x=4 (A4), x=5 (Executive), x=6 (A5), x=7 (Custom), x=9 (73/4 Env), A-#9 Env, B-#10 Env, C=8.661" Env, D=C5 Env, E=B5 Env, F=Legal Env.

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value.</b>	<b>Explanation</b>
84 xx 00 x1 x2	This code indicates that the input sensor in the printer is still actuated from the first sheet and the second sheet is ready to arrive at the sensor. (x1=media size, x2=media source) *Check the printer input sensor and flag for correct operation. The flag should operate freely. *Check for any signs of debris in the area of the input sensor. *Check the area of the transfer plate and input to the fuser for anything that might cause the paper to remain over the input sensor.
84 xx 01 x1	Video never started on the page. (x-1=media size) *The video signal never started within 2 inches after actuating the input sensor. Check input sensor and flag.

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value.</b>	<b>Explanation</b>
84 xx 02 x1	This error is the most common type of paper jam. Possible causes are (x1=media size): *Multi sheet feeding. *A tray size sensing problem. *The media feeding from the paper source is slipping or media is slipping in input to the printer.
84 xx 04	The input sensor was covered during POST by a piece of media still in the machine when it was turned on. *Clear the media from the printer. *Run the base sensor test (input sensor) from the diagnostic tests menu to test the input sensor and flag for correct operation.
84 xx 05	There was a media at the input sensor too early. There was not enough time between printhead start and the printhead mirror motor to lock. Possible causes for this error are: *Paper might be pre-staged in the paper source tray. *Paper is picking too fast. *A defective input sensor.
84 00 06	A paper jam has been declared by a smart device. Immediate stop homing not allowed.
84 00 07	A paper jam has been declared by a smart device. Homing was allowed before the stop.
84 xx 0B x1 x2 x3	The option tray pass thru sensor was never actuated by a piece of media. (x-1=media size) (x-2=media source) (x-3=paper source where paper jam was detected) *Run the sensor test for the option tray that is displaying the error code and check the pass thru sensor for that tray for correct operation. *Check for paper picking from the selected paper input source. *If the error is being detected from a lower paper source, see if paper is feeding correctly from a paper source above the detected source.

<p><b>First 6 Bytes Sub Error Code Data - Note: xx can be any value.</b></p>	<p><b>Explanation</b></p>
<p>84 xx 0f x1 x2 x3</p>	<p>The option Tray pass thru sensor was never deactivated. (x-1=media size) (x-2=media source) (x-3=media source where paper jam was detected) *Check the pass thru sensor and flag for correct operation. *Check to see if paper has cleared the pass thru area of the option where the paper jam occurred.</p>
<p>84 00 10</p>	<p>The main motor ID failed to identify either motor after two tries. Possible causes for this error are: *The main drive motor has stalled. *An incorrect main drive motor/gearbox assembly has been installed.</p>
<p>84 xx 17</p>	<p>There is an envelope or envelopes in the envelope feeder during warm-up. An envelope may have partially fed from the envelope feeder. *Remove any envelopes from the feeder and check the envelope feeder for correct operation.</p>
<p>84 xx 18</p>	<p>There is media over the Tray 2 pass thru sensor during warm-up. Check for media over the sensor. If no media is present, check the pass thru sensor, flag, and cables. *Try running the Input Tray Tests for Tray 2 and see if Tray 2 is feeding paper correctly and all the sensors are working correctly. *Check to make sure the paper size setting is correct for the size paper in the tray.</p>
<p>84 xx 19</p>	<p>There is media over the Tray 3 pass thru sensor during warm-up. Check for media over the sensor. If no media is present, check the pass thru sensor, flag, and cables. *Try running the Input Tray Tests for Tray 3 and see if Tray 3 is feeding paper correctly and all the sensors are working correctly. *Check to make sure the paper size setting is correct for the size paper in the tray.</p>

First 6 Bytes Sub Error Code Data - Note: xx can be any value.	Explanation
84 xx 1A	<p>There is media over the Tray 4 pass thru sensor during warm-up. Check for media over the sensor. If no media is present, check the pass thru sensor, flag, and cables.</p> <p>*Try running the Input Tray Tests for Tray 4 and see if Tray 4 is feeding paper correctly and all the sensors are working correctly.</p> <p>*Check to make sure the paper size setting is correct for the size paper in the tray.</p>
84 xx 1B	<p>There is media over the Tray 5 pass thru sensor during warm-up. Check for media over the sensor. If no media is present, check the pass thru sensor, flag, and cables.</p> <p>*Try running the Input Tray Tests for Tray 5 and see if Tray 5 is feeding paper correctly and all the sensors are working correctly.</p> <p>*Check to make sure the paper size setting is correct for the size paper in the tray.</p>
84 xx 1C	<p>There is media over the Tray 6 pass thru sensor during warm-up. Check for media over the sensor. If no media is present, check the pass thru sensor, flag, and cables.</p> <p>*Try running the Input Tray Tests for Tray 6 and see if Tray 6 is feeding paper correctly and all the sensors are working correctly.</p> <p>*Check to make sure the paper size setting is correct for the size paper in the tray.</p>
84 xx 1D	<p>The envelope feeder pass thru sensor never deactivated. The display of this code indicates that an envelope never crossed over the sensor flag and passed beyond the sensor, or the flag and sensor are not operating properly. Go to the <b>“Envelope Feeder Option Service Check” on page 2-56.</b></p>
84 xx 1E x1 x2	<p>The envelope feeder pass thru sensor was never activated. (x1=Media Size, x2=Media Source)</p> <p>Ensure that envelopes are feeding over the sensor. If an envelope feeds over the sensor but the sensor does not activate, check the sensor and flag for correct operation. If the sensor and flag are operating correctly, go to the <b>“Envelope Feeder Option Service Check” on page 2-56.</b></p>

<p><b>First 6 Bytes Sub Error Code Data - Note: xx can be any value.</b></p>	<p><b>Explanation</b></p>
<p>84 xx 20 x1 x2</p>	<p>The imaged page is not the expected page. (x1=Media Size, x2=Media Source)</p> <p>Check the pass thru sensor to make sure it is operating properly. If no problem is found, it may be necessary to try a new pass thru sensor.</p>
<p>84 xx 21 x1 x2</p>	<p>The smart tray x did not pick a sheet of paper. (x1=Media Size, x2=Media Source)</p> <p>Check tray x auto compensator and tray parts for correct operation. If no problem is found, go to the <b>“Input Tray(s) Option Service Check” on page 2-69.</b></p>
<p>84 xx 22 x1 x2</p>	<p>This code indicates that the media activated the input sensor before the printer EP was ready. (x1=Leading Edge of Media State, x2=Trailing Edge of Media State)</p>
<p>84 xx 23 x1 x2</p>	<p>The transfer servo never started. (x1=Media Size, x2=Leading Edge of Media State)</p>
<p>84 xx 25</p>	<p>This code indicates that the media has activated the input sensor before the printhead has locked. Enough time has elapsed since printhead start to expect a lock. One of the following may be failing:</p> <ul style="list-style-type: none"> <li>*Printhead Assembly</li> <li>*System Board</li> <li>*Printhead Cables</li> </ul>
<p>84 xx 26</p>	<p>This code indicates that media has activated the input sensor; however, the printhead fell out of lock condition or not enough time elapsed since the printhead start to expect a stable lock. The media may have also reached the input sensor early.</p>

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value.</b>	<b>Explanation</b>
89 00 01	<p>The exit sensor in the fuser is activated by a piece of media indicating there is a piece of media in the machine during POST.</p> <p>*Check for media in the exit of the fuser assembly or redrive assembly. Feed a sheet of paper, and if the same error occurs after clearing the fuser or the same error occurs when no media is present, check the exit sensor assembly, internal fuser assembly cabling, DC fuser cable to the system board, and the cable connection to J14 on the system board.</p> <p>TIP: Turn the printer off, enter the diagnostic tests menu, and select the base sensor test. Select output sensor and check the sensor for correct operation.</p>
89 xx 03	<p>The fuser exit sensor did not detect the trailing edge of the media going through the fuser assembly.</p> <p>*This failure can be caused by a broken fuser exit sensor flag.</p> <p>*This may also be caused by erratic operation of exit sensor flag or exit sensor or a defective piece of media.</p>
89 xx 04 x1	<p>The fuser exit sensor never actuated from the sheet going through the fuser before the next page begins feeding. (x-1=Media Size)</p>
89 xx 07	<p>The narrow media sensor in the fuser was covered by a sheet of paper when not expected or a piece of media is in the machine during POST.</p> <p>*This error can occur when a 202 paper jam has occurred.</p> <p>*Remove any piece of media that is over the narrow media sensor.</p> <p>*Try to feed a piece of paper through the printer (could run the print test from the diagnostic test menu). If the media stops over the narrow media sensor again, check the flag and sensor for correct operation.</p>
89 xx 0B x1	<p>The fuser exit sensor may be bouncing.</p> <p>*This error can be caused by a failing exit sensor or system board.</p>

<p><b>First 6 Bytes Sub Error Code Data - Note: xx can be any value.</b></p>	<p><b>Explanation</b></p>
<p>89 xx 0D</p>	<p>The fuser exit sensor bounced. Check the exit sensor for correct operation. Check the fuser DC cable to J14 on the system board. Also, the system board may be failing.</p>
<p>8D 00 00</p>	<p>The fuser exit sensor was never activated by the leading edge of the media fed through the printer.                      *This error can be displayed after a 201 paper jam.                      *This can be caused by a defective fuser exit sensor assembly.</p> <p>Enter the diagnostic tests menu, select base sensor tests, select output sensor test and check the fuser exit sensor for correct operation. If the test fails, check the internal fuser cabling, DC autoconnect on the fuser frame, fuser DC autoconnect to the system board cable, and the cable connection to J14 on the system board.</p>
<p>8E xx 02 x1 x2</p>	<p>This error can be caused by the input sensor not being activated by a page that was known to have been picked by a source other than the duplex option.                      *Ensure the correct source has been selected and the media is feeding from that source.</p>
<p>8E xx 06 x1</p>	<p>The second pick failed from a paper source when paper was in the source and the only sheet in the paper path.</p>
<p>8E xx 07 x1</p>	<p>The second pick failed from a paper source when paper was in the source. Other sheets may have started to feed, but none were in the paper path.</p>
<p>8E xx 08</p>	<p>The paper in the output bin was flushed. The paper ahead of it, in the paper path, never made it past the output bin sensor or into the tray.</p>
<p>8E xx 09 x1</p>	<p>The second pick from the MPT, Tray 1 or feeder failed when paper was in the source. Other sheets may be in the paper path.                      (x1=Media Source)</p>
<p>8E xx 0A x1</p>	<p>The second pick from the MPT, Tray 1 or feeder failed when paper was in the source. Other sheets may have started to pick, but none were in the paper path.                      x1=Media Source)</p>



First 6 Bytes Sub Error Code Data - Note: xx can be any value.	Explanation
8E x1 0B	The DC auto compensator failed or stalled when trying to feed a sheet of media.
8E xx 11	It took too long for the DC auto compensator motor to come up to speed.
8E xx 13 x1 x2	Late feeding from a paper source interfered with the next pick retry. (x-1=Media Size)(x-2=Media Source)

### Base Printer (Fuser) Sub Error Codes

The following Sub Error Codes could be a help in diagnosing Fuser Assembly failures:

First 6 Bytes Sub Error Code Data - Note: xx can be any value	Explanation
920 Service - Fuser Error (Under temperature while printing)	
EN 08 xx yy - 1 EN- zz - - 2	xx=Actual Fuser Temperature yy=The temperature that the fuser wants to reach. When zz=00 The Hot Roll took too long to heat up. zz=01 The Hot Roll fell too far below the desired temperature while printing. zz=02 The Hot Roll was too cool while the system was doing some checking. zz=03 The Hot Roll was too cool when heating to the desired temperature.
921 Service - Fuser Error (Fuser under temperature while at standby)	

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b>	<b>Explanation</b>
EN 41 xx yy -- 1 EN -- zz -- -- 2	xx=Actual Fuser Temperature yy=The temperature that the fuser wants to reach. zz=00 The fuser temperature did not change enough from the fuser lamp temperature at turn on. 01 The fuser temperature rose more than desired from the fuser temperature at turn on.
922 Service - Fuser Error (Fuser failed to reach standby temperature)	
EN 42 xx yy -- 1 EN z1 z2 -- -- - 2	xx=Actual Fuser Temperature yy=The temperature that the fuser wants to reach. zz=00 The fuser temperature did not change enough from the fuser lamp temperature at turn on. 01 The fuser temperature rose more than desired from the fuser temperature at turn on.  z2=00 The Hot Roll did not reach standby temperature in time during standby. 01 The Hot Roll took too long to reach the beginning lamp detection temperature. 02 The Hot Roll reached 'final lamp detection temperature' but took longer than expected. 03 The Hot Roll timed out trying to reach the 'final lamp detection temperature.' 04 After Hot Roll lamp detection, did not reach steady state control in time. 05 The Hot Roll did not reach operating temperature in time.
923 Service - Fuser Error (Fuser over temperature)	
EN 12 xx yy -- 1 EN -- -- -- -- 2	This sub error code is displayed anytime that the Hot Roll has reached a higher than desired temperature. xx=Actual Fuser Temperature yy=The temperature that the fuser wants to reach.
924 Service - Fuser Error (Open Thermistor Failure)	
EN 18 xx -- -- - 1 EN -- 00 -- -- 2	This code is usually generated when an open circuit check is made of the thermistor circuit in the fuser. xx=Actual Fuser Temperature

## 4069-5XX/7XX

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b>	<b>Explanation</b>
925 Service - Fuser Error (Wrong Fuser Lamp Installed) <b>Note:</b> The Sub Error Codes below are only for an incorrect lamp being installed.	
EN 07 xx yy zz 1 EN -- -- -- 2	This error code is generated anytime an incorrect lamp is detected. xx=00 Lamp detection performed and found an error. 01 It took long to do lamp detection and NVRAM detected a previous wrong lamp detected. yy=Actual Temperature zz=The temperature that the fuser was trying to reach.

### Envelope Feeder Sub Error Codes

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b>	<b>Explanation</b>
84 xx 17	There is an envelope in the feeder during POST.

<p><b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b></p>	<p><b>Explanation</b></p>
<p>84 xx 1D x1 x2</p>	<p>The envelope feeder pass thru sensor activated but never deactivated. (x1=Media Size)(x2=Media Source) This error can be caused by an envelope over the pass thru sensor. Remove the envelope and try to feed an envelope. If the envelope stops over the pass thru sensor, try the following: *Select the diagnostic test menu, select input tray sensor tests, select envelope feeder sensor test. *Check the envelope pass thru sensor to ensure it is operating correctly. If the sensor test fails, go to the <b>“Envelope Feeder Option Service Check” on page 2-56.</b></p> <p>If the test passes, look for anything that might cause the envelope to stop over the sensor.</p>
<p>84 xx 1E x1 x2</p>	<p>An envelope never activated the envelope feeder pass thru sensor or the sensor never sensed the presence of an envelope. (x1=Media Size)(x2=Media Source) *Check to make sure the envelope feeds to the pass thru sensor. *Check to see if the envelope actuates the pass thru sensor flag.</p>

## Stacker Sub Error Codes

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b>	<b>Explanation</b>
84 xx 14	<p>There is media in stacker 1 during POST. Usually associated with a 271 Paper Jam Error message. May be displayed when a finisher option is installed in lowest or first position above the printer.</p> <p>If present, remove the media from stacker 1. If the error continues to be displayed or there is no media present in the stacker, check the pass thru sensor and flag of stacker 1 or, if installed, check the option below stacker 1.</p>
84 xx 15	<p>There is media in stacker 2 during POST. If present, remove the media from stacker 2. If the error continues to be displayed, or there is no media present in the stacker, check the pass thru sensor and flag of stacker 2, or check the option below stacker 2.</p>
84 xx 16	<p>There is media in stacker 3 during POST. If present, remove the media from stacker 3. If the error continues to be displayed, or there is no media present in the stacker, check the pass thru sensor and flag of stacker 3, or check the option below stacker 3.</p>
95 xx 00 x1 x2	<p>Stacker sensor x never became uncovered. (x1=sensor's stacker, x2=stacker destination) Check stacker x to see if a piece of paper is over the sensor. If not, check to see if the sensor and flag are working correctly.</p>
95 xx 01 x1 x2	<p>Stacker sensor x never was covered or actuated. (x1=sensor's stacker, x2=stacker destination) Check stacker x to see if the sensor and flag are operating correctly.</p>
98 xx 02 x1 x2 x3	<p>Stacker x did not indicate that a page had been received in the output. (x1=stacker destination)</p>

**Duplex Unit Sub Error Codes**

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b>	<b>Explanation</b>
89 xx 00	The duplex unit did not send back a device control.
89 xx 02	The duplex unit did not send an Option Ready response.
89 xx 06	The duplex option did not send back a page in output response.
8E xx 00 x1	A sheet of paper being fed through the duplexer never made it to the printer input sensor. The sheet was slow or delayed being fed from the duplex option. (x1=media source)
8E xx 03	The error code is displayed whenever the printer never sent a Select Output device control signal to the duplex option. This can happen when a sheet of paper is leaving the duplex option and the duplex option never sent a Select Input device signal to the printer.
8E xx 04	The printer never saw a signal from the duplexer on a page to be picked from the duplex option when the duplex option was waiting on a page to pass over the printer input sensor.

**StapleSmart Finisher Option Sub Error Codes**

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b>	<b>Explanation</b>
84 xx 07	The Sub Error code indicates that finisher option has detected a paper jam and homing was allowed before the stop. Usually associated with 281 Paper Jams in the finisher.

## 4069-5XX/7XX

<b>First 6 Bytes Sub Error Code Data - Note: xx can be any value</b>	<b>Explanation</b>
8D xx 01	A timeout associated with the stapling operation timed out while waiting for the last page of a job to be safe in the stapler accumulator.
98 xx 03 x1 x2 x3	Never saw operation complete on a staple job. (x1=destination)

## User Status Screens

User Status Screens	Status	Action
<p>Ready</p> <p>Ready &lt;Fax Status&gt;</p>	<p>The printer is ready to receive and process data</p> <p style="text-align: center;">or</p> <p>The printer will display the FAX status.</p>	<p>Press Menu&gt; or &lt;Menu to take the printer out of Ready and enter all the Menus except the TESTS MENU (Busy State).</p>
<p>Ready/Hex</p>	<p>The printer is ready and HEX Trace is active, which is known as HEX Trace Ready.</p>	<p>Press Menu&gt; or Menu&lt; to take the printer out of Ready and enter the TESTS MENU (Busy State). Press Select for the values. Press Menu&gt; until Reset Printer is on the second line of the display. Press Select to Reset the printer.</p>
<p>Power Saver</p> <p>Power Saver &lt;Fax Status&gt;</p>	<p>When in the power saver mode, the printer will display this screen instead of the Ready screen. When a job is received, the power saver screen remains displayed until the printer exits the power saver mode and warms up the printer.</p> <p>The printer has been configured to receive or send FAX. This screen is displayed.</p>	<p>Press Menu &gt; or Menu&lt; to take the printer offline and access the Ready Menu Group.</p> <p style="text-align: center;">or</p> <p>Press GO to take the printer out of power saver and initiate a printer warm up cycle.</p> <p style="text-align: center;">or</p> <p>Press Stop to take the printer offline. The Not Ready message is displayed, no more data is processed. The Go button must be pressed to return the printer to the previous state.</p>





User Status Screens	Status	Action
<p>Busy</p>	<p>The printer is busy receiving or processing data, or printing data.</p> <p><b>Note:</b> The printer indicator light blinks while the printer is processing data.</p>	<p>Press Stop to take the printer out of Busy. The Not Ready message is displayed. No more data is processed, but the printer processes all paper currently in the printer paper path. Press Go to return to Ready.</p>
<p>Flushing Buffer</p>	<p>The printer is flushing corrupted print data and the current print job is being discarded.</p>	<p>No button actions are possible while this message is displayed.</p>
<p>Printing Menu Settings</p>	<p>The printer is processing or printing a list of current settings menus because Print Menu Settings is selected from the menu.</p>	<p>Press Stop to take the printer out of Ready. The Not Ready message is displayed. No more data is processed, but the printer processes all paper currently in the printer paper path. Press Go to return to Ready after the page prints. Press Menu&gt; or &lt;Menu to take the printer out of Ready and enter the TESTS MENU (Busy State). Press Select for the values. Press Menu&gt; until Reset Printer is on the second line of the display. Press Select to reset the printer.</p>

User Status Screens	Status	Action
Printing Directory List	A directory of the flash and disk contents is processing or printing because Print Directory is selected from the menu.	Press Stop to take the printer out of Ready. The Not Ready message is displayed. No more data is processed, but the printer processes all paper currently in the paper path. Press Go to return to Ready after the page prints. Press Menu> or <Menu to take the printer out of Ready and enter the TESTS MENU (Busy Stat). Press Select for the values. Press Menu> until Reset Printer is on the second line of the display. Press Select to reset the printer.
Restoring Factory Defaults	The printer is restoring factory defaults.	No button actions are possible while this message is displayed.
Performing Self Tests	The printer is running the normal series of start-up tests after it is powered On. When the tests are complete, the printer returns to Ready.	No button actions are possible while this message is displayed.
Not Ready (Press Go)	The printer is in the Not Ready state, which means it is not ready to receive or process data. This message displays when Menu> or <Menu is pressed during a print job.	Press Go to take the printer out of the Not Ready state. Press Menu> or <Menu to take the printer out of Ready and enter the TESTS MENU (Busy state). Press Menu> until Reset Printer is on the second line of the display. Press Select to reset the printer.

**4069-5XX/7XX**

<b>User Status Screens</b>	<b>Status</b>	<b>Action</b>
Resetting Printer	The printer is deleting any print jobs in process and restoring all settings to user defaults.	No button actions are possible while this message is displayed.
Formatting Flash (Do Not Power Off)	The flash memory is being formatted.	No button actions are possible while this message is displayed.
Program Flash (Do Not Power Off)	The flash memory is being programmed, which means fonts or macros are being written to flash memory.	Do not perform any button actions while this message is displayed.
Formatting Disk	The disk is being formatted.	No button actions are possible while this message is displayed.
Programming Disk (Do Not Power Off)	The disk is being programmed, which means fonts or macros are being written to disk.	No button actions are possible while this message is displayed.  <b>Note:</b> If information is written to flash memory and to disk at the same time, the Program Flash message is displayed.
Menus Disabled	The printer menus have been disabled. This occurs when Menu> or <Menu is pressed while the printer is Ready and Menu Lockout is active. The printer display shows this message for one second and then returns to the Ready message.	No button actions are possible while this message is displayed.
Activating Menu Changes	The printer is reset to activate a printer setting changed in the menus.	No button actions are possible while this message is displayed.

## User Attendance Messages

User Message Primary	User Message Secondary	Explanation
200 Paper Jam Remove Cartridge	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed at the printer Input Sensor. Open the printer upper front door and remove the print cartridge to access the paper jam area.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>
201 Paper Jam Remove Cartridge	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed between the printer input and exit sensors. Open the printer upper front door and remove the print cartridge to access the jam area.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>
202 Paper Jam Open Rear Door	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed at the printer exit sensor. Open the printer rear door to access the jam area.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>

User Message Primary	User Message Secondary	Explanation
230 Paper Jam Check Duplex	Leave Job in Finisher	<p><b>Primary:</b> The paper is most likely jammed in the Duplex Unit. Remove the duplex front cover to access the jam area. If the paper is jammed in the rear of the duplex, then replace the duplex front cover and open the duplex rear door. If the paper is not jammed in the duplex unit, then it may be jammed in the rear of the printer. Open the printer rear door to access the jam.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>
24X Paper Jam Check Tray X	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed around Tray X (X=tray 1 thru 5). Try opening Tray X. If the tray is difficult to remove, then you may have to remove the tray above or below tray X to remove the jammed pages.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>
250 Paper Jam Check MP Feeder	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed in the multipurpose feeder.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>

User Message Primary	User Message Secondary	Explanation
260 Paper Jam Check Envelope Feeder	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed in the envelope feeder.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>
27X Paper Jam Check Output Bin X	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed in output bin X (X=1 thru 3). Open the rear door of Output Bin X to access the jammed pages.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>
280 Paper Jam Check Finisher	Leave Job in Finisher	<p><b>Primary:</b> Paper is jammed in the finisher option. Open the finisher option side door or top cover to access the jammed pages.</p> <p><b>Secondary:</b> When this message is displayed, do not remove accumulated sheets during the jam clearance procedure as the printer will not reprint the removed sheets. Also, if the accumulated sheets are removed, the portion of the job printed after the jam will not be stapled.</p>
281 Paper Jam Check Finisher	Remove Job From Finisher	<p><b>Primary:</b> Paper is jammed in the finisher option. Open the finisher option side door or top cover to access the jammed pages.</p> <p><b>Secondary:</b> When this message is displayed, remove the job from the finisher. The printer will not reprint the removed sheets.</p>

User Message Primary	User Message Secondary	Explanation
282 Staple Jam Check Stapler	Remove Job from Finisher	<p><b>Primary:</b> A staple jam has been detected during normal stapler operation.</p> <p><b>Secondary:</b> The printer flashes the secondary message to indicate that all accumulated sheets should be removed during the jam clearance.</p>
283 Staple Jam Check Stapler	Remove Job from Finisher	<p><b>Primary:</b> A staple jam has been detected during the priming operation.</p> <p><b>Secondary:</b> The printer flashes the secondary message to indicate that all accumulated sheets should be removed during the jam clearance.</p> <p>Note: The following actions can be taken while either of the primary or secondary messages is displayed</p> <ol style="list-style-type: none"> <li>1. Press GO to initiate priming and resume printing.</li> </ol>
Insert Cartridge or Close Door		<p>This message displays when the printer front door is open or the print cartridge is missing.</p> <p>If this message cannot be cleared go to the <b>“Cover Open Switch/Cable Service Check”</b> on page 2-49.</p>



User Message Primary	User Message Secondary	Explanation
31 Defective Print Cartridge		<p>Error code 31 is displayed when the top front cover is closed and a defective print cartridge is detected. It may take the printer 10-20 seconds to determine if the print cartridge is defective. Depending on the setting of the Machine Class ID the printer may be allowed to print pages during this 10-20 second interval. If pages are allowed to print, they are not reprinted once a good print cartridge is inserted.</p> <p><b>Note:</b> This error indicates the printer was able to read the cartridge ID, but the ID did not pass the verification test. To pass the verification test, the ID read from the print cartridge must match the ID from the last “good” print cartridge or the same ID must be read from the print cartridge twice. The last “good” print cartridge ID is stored in NVRAM.</p>
32 Unsupported Print Cartridge		<p>Error 32 is displayed when the top cover is closed and an unsupported print cartridge is detected. It may take the printer 10-20 seconds to determine if the print cartridge is supported. Depending on the setting of the Machine Class ID the printer may be allowed to print pages during this 10-20 second interval. If pages are allowed to print, then they are not reprinted once a good print cartridge is inserted. If this does not fix the problem, go to the <b>“Smart Cartridge Contact Assembly Service Check” on page 2-121.</b></p>
34 Short Paper		<p>The printer determines the paper length is too short to print the formatted data. This occurs when the printer does not know the actual paper size loaded in the tray. For auto-size sensing trays, this error occurs if the paper stop is in the incorrect position. Make sure the Paper Size setting is correct for the size paper that is being used.</p>

User Message Primary	User Message Secondary	Explanation
36 Resolution Reduced		<p>The resolution of the page has been reduced from 600 dpi to 300 dpi to prevent a Memory Full error. This message can only occur if the Resolution Reduction setting is turned on.</p> <p><b>Note:</b> 1200 dpi pages are not resolution reduced. If a 1200 dpi job runs out of memory, a Memory Full error is displayed.</p>
37 Insufficient Collation Memory		<p>This message is displayed when the printer memory used to store pages is too full to collate the print job.</p>
38 Memory Full		<p>This message is displayed when the printer memory used to store pages is full.</p>
39 Complex Page		<p>This message is displayed when the page is too complex to print.</p>
51 Defective Flash		<p>This message is displayed when the printer detects a defective flash. This error may occur at power on, or during flash format and write operations. Press Go to clear the message. The flash is marked as bad and normal operation continues. Flash operations are not allowed until the problem is resolved.</p>
52 Flash Full		<p>This message is displayed when there is not enough free space in the flash memory to hold the resources that have been requested to be written to flash.</p>
53 Unformatted Flash		<p>This message is displayed when the printer detects an unformatted flash at power on. Press Go to clear the message. The flash is marked as bad and normal operation continues. Flash operations are not allowed until the flash is formatted.</p>

<b>User Message Primary</b>	<b>User Message Secondary</b>	<b>Explanation</b>
54 Standard Serial Error		This error is displayed when a serial error (framing or parity) is detected on the standard serial port. This usually indicates the serial port is not set up correctly.
54 Serial Option X Error		This error is displayed when a serial error (framing or parity) is detected on the optional serial port. This usually indicates the optional serial port is not set up correctly.
56 Standard Serial Disabled		This error is displayed when data is sent to the printer across the standard serial port, but the port has been disabled.
56 Parallel Port Disabled		This error is displayed when data is sent to the printer across the parallel port, but the parallel port has been disabled. Once this message is displayed, reporting of further errors is suppressed until the menus are entered, or the printer is reset.
58 Too Many Trays Attached		This error code is displayed when too many input trays are attached to the printer.
58 Too Many Bins Attached		This error code is displayed when too many optional output bins are attached to the printer.
58 Too Many Disks Installed		This error is displayed when too many disks are attached to the printer.
61 Defective Disk		This error code is displayed when the printer detects a defective disk. This error may occur at power on or during disk format and write operations. While this message is displayed: press Go to clear the message. The disk is marked defective and normal printer operations continue. Disk operations are not allowed with a defective disk. The Format Disk menu is not shown.

User Message Primary	User Message Secondary	Explanation
62 Disk Full		This error code is displayed when there is not enough free space on the disk to hold the resources that have been requested to be written to the disk. This message displays for both resource and PostScript Disk operators when the disk is full.
63 Unformatted Disk		This error code displays when the printer detects an unformatted disk at power on. Press Go to clear the message. The disk is marked as bad and normal operation continues. Disk operations are not allowed until the disk is formatted.
80 Scheduled Maintenance		The operator panel displays this message at each 300K page count interval. It is necessary to replace the fuser assembly, transfer roller, and charge roll at this interval to maintain the print quality and reliability of the printer. The parts are available as a maintenance kit. For more information, go to the <b>“Scheduled Maintenance” on page 6-2.</b>
81 Engine Code CRC Failure		This error displays when the microcode to be programmed in the engine flash code module has failed a CRC check. Press Go to clear the message. The microcode data is discarded and must be re-transmitted from the host computer.
88 Toner Low		This message displays when toner low occurs and the toner low alarm is activated. Press Go to clear this message.

## User Line 2 Messages

If none of the conditions exist that are listed in the following table, line 2 is blank. If any of the messages in the table are displayed the following actions can be taken:

Press Menu> or <Menu to take the printer offline and access the Ready Menu group.

**Note:** The Menu buttons are not active if Menu Lockout is turned on.

Press Stop to take the printer offline. The Not Ready message is displayed. No more data is processed from the host computer. Press Go to return the printer to the Ready state.

User Message	Explanation
Toner Low	If the toner cartridge is low, then "Toner Low" displays. The Toner Low condition clears whenever the upper front door is opened, and Toner Low displays again if the condition exists after the upper front door is closed.
Tray X Missing	If any of the input trays are missing, then "Tray X Missing" displays (where X designates which Tray (1 through 5) is missing. If multiple trays are missing, they are prioritized in this order: Tray 1, 2..., then Tray 5. Tray X Missing status clears whenever Tray X is reinserted.

User Message	Explanation
Tray X Empty	<p>If any of the input trays are empty, then “Tray X Empty” displays where X designates which tray (Tray 1 through 5) is empty. If multiple trays are empty, then they are prioritized in this order: Tray 5, Tray 4,...Tray 1.</p> <p><b>Note:</b> Tray X Empty status clears whenever Tray X is removed. When Tray X is reinserted, it is examined and the appropriate status, if any, displays. Also note that Empty status is not displayed for the Envelope Feeder or Multipurpose Feeder.</p>
Tray X Low	<p>If any of the input trays are low, then “Tray X Low” displays where X designates which tray (1 through 5) displays. If multiple trays are low, they are prioritized in the following order: Tray 5,4,3,2,1.</p> <p><b>Note:</b> Tray X Low clears whenever Tray X goes empty, or Tray X is removed. When Tray X is reinserted, it is examined and the appropriate status, if any, displays.</p> <p><b>Note:</b> The printer cannot detect when the envelope feeder or multipurpose feeder are low.</p>

### User Line 2 Link Messages

If the printer is locked on a particular link, the link indication displays. If the printer is ready to process any link, no messages display. Link messages are listed in the following table.

User Message	Explanation
Parallel	Standard Parallel Port, if available.
Serial	Standard Serial Port, if available.
Serial X	Serial Port, where X=1,2,3, is attached to PCI connector X.
Network X	Network card X, X=1,2,3, is attached to PCI connector X.

## 4069-5XX/7XX

User Message	Explanation
LocalTalk X	LocalTalk Card X,X=1,2,3, is attached to PCI connector X.
Infrared	Standard Infrared port, if available.
Infrared X	Infrared Port X, X=1,2,3, is attached to PCI connector X.

### Check Device Connection Messages

The messages in the following table display when the printer loses communications with one of the following devices.

User Status Message	Explanation
Check Output Bin X Connection	Check Output Bin X (X=1,2,or 3).
Check Env Feeder Connection	Check Envelope Feeder Option Connection.
Check Tray X Connection	Check Tray X (X=1,2,3,4 or 5).
Check Duplex Connection	Check Duplex Option Connection.

## 4069-5XX/7XX

The messages in the following table can occur in two ways. The specified device could have been removed from the printer, for instance to clear a paper jam. Otherwise, the device can still be attached to the printer, but is experiencing a communications problem, not fully connected, or having a hardware failure.

- If the device is temporarily removed or not connected properly, then reattach it. When the option is recognized, the printer automatically clears the error and continues.
- If the option is experiencing a hardware problem, turn the printer off and back on. If the error occurs again, turn the printer off, remove the option and call for service.

<b>User Status Message</b>	<b>Explanation</b>
Turn Printer OFF to Enable Option	This message displays when a printer option, Input Tray, Output Bin or Envelope Feeder, has been attached while the printer is powered On. To use the option, the printer must first be powered off and back on again. Data loss results if print jobs are active when the printer is power cycled. If a print job is active, then remove the option and finish the job. The printer automatically clears the message once the option is removed. Once the job is complete, turn off the printer and attach the option again.
Insert Duplex Front Cover	This message displays when the duplex front access cover is not installed.
Close Duplex Rear Door	This message displays when the duplex rear door is open.



## Power-On Self Test (POST)

When you turn the printer On, it performs a Power-On Self Test. Check for correct POST functioning of the base printer by observing the following:

1. The LED comes on.
2. The operator panel displays one and a half row of pels, and then clears.
3. Diamonds scroll across the display, and then clear.
4. The operator panel displays one and a half row of pels, and then clears.
5. The top line of the operator panel displays one square block of pels that turn on one at a time until all sixteen blocks display and then they all turn off.
6. Amount of memory displayed.
7. "Performing Self Test" appears on the display.
  - The 2000 sheet high capacity option elevator tray moves to the uppermost position (if installed).
  - The duplex option is checked (if installed).
8. The fuser lamp turns on. The fuser takes longer to warm up from a cold start than a warm start.
9. The main fan turns on.
10. The main drive motor turns on.
11. The developer drive assembly drives the developer shaft in the toner cartridge.
12. "Ready" appears on the display.
13. StapleSmart Finisher option homes (if installed).
14. The exit rollers turn.
15. The output expander option, 5-bin mailbox, or high capacity output stacker exit rollers turn (if installed).

## Symptom Tables

### Symptom Table - Base Printer

Symptom	Action
Cartridge Fan (722/72n) fails to run or is noisy	Go to the <b>“Cartridge Fan Service Check” on page 2-64.</b>
Printhead Fan fails to run or is noisy (722/72n).	Go to <b>“Printhead Fan Service Check” on page 2-63.</b> If the fan is noisy, replace the fan assembly.
Dead Machine	Go to the <b>“Dead Machine Service Check” on page 2-50.</b>
Operator Panel - One or more buttons do not work.	Go to the <b>“Operator Panel Buttons Service Check” on page 2-86.</b>
Operator Panel - Display is blank. Printer sounds 5 beeps.	Go to the <b>“Operator Panel Service Check” on page 2-86.</b>
Operator Panel - Display is blank. Printer does not sound 5 beeps.	Replace the operator panel assembly.
Operator Panel continuously displays all diamonds, sounds 5 beeps and does not complete POST.	Go to the <b>“Operator Panel Service Check” on page 2-86.</b>
Paper feed problems - Base printer or Integrated 250 Paper Tray	Go to the <b>“Paper Feed Service Check” on page 2-105.</b>
Paper jams at exit of Redrive Assembly - No Duplex Option installed.	Go to the <b>“Paper Feed Service Check” on page 2-105.</b>
Paper jams at exit of Redrive Assembly - Duplex Option installed	Go to the <b>“Duplex Option Service Check” on page 2-53.</b>
Fuser Solenoid fails to operate.	Go to the <b>“Fuser Solenoid Service Check” on page 2-68.</b>
Print quality - Black page	Go to the <b>“Print Quality - All Black Page” on page 2-110.</b>
Print quality - Blank page	Go to the <b>“Print Quality - Blank Page” on page 2-110.</b>

Symptom	Action
Print quality - Light print	Go to the <b>“Print Quality - Toner on backside of printed page” on page 2-120.</b>
Print quality - Background	Go to the <b>“Print Quality - Background” on page 2-114.</b>
Print quality - Residual image	Go to the <b>“Print Quality - Residual Image” on page 2-119.</b>
Print quality - Skew	Go to the <b>“Paper Feed Service Check” on page 2-105.</b>
Print quality - Banding	Go to the <b>“Print Quality - Banding” on page 2-117.</b>
Print quality - Random marks	Go to the <b>“Print Quality - Random Marks” on page 2-112.</b>
Print quality - Toner on backside of printed page.	Go to the <b>“Print Quality - Toner on backside of printed page” on page 2-120.</b>
Print quality - Vertical black bands on edge of copy.	Go to the <b>“Print Quality - Black bands on outer edges of the page.” on page 2-117.</b>
Unable to clear a “32-Unsupported Print Cartridge” User Error Message.	Go to the <b>“Smart Cartridge Contact Assembly Service Check” on page 2-121.</b>

### Symptom Table - High-Capacity Feeder Option (2000 Sheet)

Symptom	Action
The printer does not recognize the high-capacity feeder option installed.	Go to the <b>“High-Capacity Feeder Input Tray Service Check” on page 2-72.</b>
Paper feed problem with the high capacity feeder option.	Go to the <b>“High-Capacity Feeder Input Tray Service Check” on page 2-72.</b>

**Symptom Table: Paper Tray Options**

Symptom	Action
Paper feed problem with 250-Sheet Paper Tray Option.	Go to the <b>“Input Tray(s) Option Service Check”</b> on page 2-69.
Paper feed problem with 500-Sheet Paper Tray Option.	Go to the <b>“Input Tray(s) Option Service Check”</b> on page 2-69.
Media fails to pass thru from the lower attached Paper Tray option to the next higher mounted option.	Go to the <b>“Input Tray(s) Option Service Check”</b> on page 2-69.

**Symptom Table - Duplex Option**

Symptom	Action
Paper feed problem with Duplex Option.	Go to the <b>“Duplex Option Service Check”</b> on page 2-53.
Paper jams at Paper Removal Tray.	Go to the <b>“Duplex Option Service Check”</b> on page 2-53.
Paper skews in the Duplex Option.	Go to the <b>“Duplex Option Service Check”</b> on page 2-53.
Paper fails to pass from lower option thru the Duplex Option.	Go to the <b>“Duplex Option Service Check”</b> on page 2-53.

**Symptom Table - Envelope Feeder Option**

Symptom	Action
Envelopes do not feed from the envelope feeder.	Go to the <b>“Envelope Feeder Option Service Check”</b> on page 2-56.
Envelopes do not feed properly into base printer.	Go to the <b>“Envelope Feeder Option Service Check”</b> on page 2-56.

**Symptom Table - Output Expander**

<b>Symptom</b>	<b>Action</b>
Printer does not display Output Bin Full.	Go to the <b>“Output Bin Sensor Standard Tray Service Check” on page 2-90.</b>
Paper does not feed all the way into the output tray.	Go to the <b>“Output Expander Service Check” on page 2-91.</b>

**Symptom Table - StapleSmart Finisher**

<b>Symptom</b>	<b>Action</b>
Finisher does not staple.	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>
Printer does not recognize StapleSmart Finisher Option as being installed.	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>
Close Top Cover displayed. Unable to clear or reset message (POST incomplete).	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>
Close Finisher Side Cover displayed. Unable to clear or reset message (POST incomplete).	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>
Paper feeds into finisher option output tray. Paper is not stapled and paper does not align with the right side.	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>
Paper feeds into finisher option. Paper aligns with the right side. The stapler does not staple.	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>
Paper is transported into the output tray but is not stapled.	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>
Stapled sheets are not transported to the output tray.	Go to the <b>“StapleSmart Finisher Service Check” on page 2-125.</b>

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## Service Checks

**Note:** Anytime the system board is replaced, the Configuration ID must be reset in NVRAM on the new system board. Go to **“Setting Configuration ID” on page 3-31**.

Review the following information before performing any service checks.

- Paper feed problems (especially paper jams): Go to **“Viewing the Error Log” on page 3-13** and check the printer error log for indications of repetitive entries that help to isolate a problem to a particular area of the printer or option.
- Paper feed problems with error message: Use the **“Sub Error Codes for 9XX and 2XX Error Codes” on page 2-8** to help diagnose the problem.
- Print quality problems: Go to **“Print Quality Test Pages” on page 3-34** and print a test page to help diagnose problems before changing any settings or working on the printer.
- Use the resident diagnostics test provided to help isolate a problem before taking the machine apart or removing any options.

## Charge Roll Service Check

Service Tip: Close and evenly spaced repetitive marks 47.19 mm (1.86 inch) apart or spots on the page can be caused by a damaged or contaminated charge roll.

Service Tip: Check to make sure the right charge roll arm bushing is correctly installed and operates correctly.

To remove the charge roll:

1. Wrap a piece of plain white paper around the charge roll to prevent contamination or damage.
2. Carefully remove the roll by pressing outward and to the right on the charge roll link arm and remove the charge roll from the right side charge roll bearing.
3. Remove the charge roll from the left side charge roll bearing and remove the roll from the printer. Leave the paper wrapped around the charge roll until it is reinstalled.

	<b>FRU</b>	<b>Action</b>
1	Charge Roll Assembly	Check the charge roll for correct installation, toner buildup, marks, cuts or other signs of contamination or damage. Replace as necessary.
2	Left Side Charge Roll Link	Check the left side charge roll link assembly for correct assembly operation. Check for damage to the arm or bearing assembly.

	FRU	Action
3	Right Side Charge Roll Link Right Charge Roll Bushing	<p>Check the right side charge roll link assembly for correct assembly operation. If incorrect, replace the charge roll link assembly with the charge roll link assembly kit. If correct, check the right charge roll link assembly bearing for signs of wear or contamination. Excessive contamination could cause intermittent charging of the charge roll. If incorrect, replace the link assembly. Check for continuity of the right link assembly from the bearing to the charge roll high voltage contact on the right side frame. If incorrect, replace the link assembly.</p> <p>Make sure the charge roll bushing is installed and operating correctly.</p> <p><b>Note:</b> The screw that attaches the charge roll lead to the contact must be secure.</p>



**Cover Open Switch/Cable Service Check**

	<b>FRU</b>	<b>Action</b>
1	Toner Cartridge	Check the toner cartridge to make sure it is correctly installed and that the right and left cartridge tracks are not loose or broken. Check to make sure the cover open switch activation tab on the toner cartridge is not broken and that the tab correctly activates the cover open switch spring.
2	Cover Open Switch/Cable Assembly	Check the cover open switch for proper mechanical operation. If incorrect, repair as necessary. Disconnect the cover open switch cable from J3 at the system board and measure the voltage at J4-3. It measures approximately +5 V dc. If the voltage is incorrect, replace the system board. If the voltage is correct, check the voltage at J3-1. If the voltage measures greater than +1.0 V dc, replace the system board. If the voltage is correct, check the continuity between J3-1 and J3-3 on the cable. If no change in continuity occurs as the switch is activated, replace the cover open switch/cable assembly. If the continuity changes as the switch is activated, replace the system board.

## Dead Machine Service Check

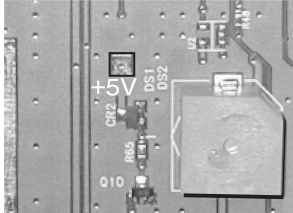
**Note:** If a high-capacity input tray is installed, remove the option and check the base printer for correct operation. If the base printer operates correctly, go to **“High-Capacity Feeder Input Tray Service Check” on page 2-72**. If the base printer continues to not operate correctly, remove any other attached paper handling options. Observe all necessary ESD precautions when removing and handling the system board or any of the installed option cards or assemblies.

Service Tip: When removing the LVPS from the printer observe the following:

1. The LVPS uses a self docking connector that mates with another connector mounted on the left side frame assembly. Some force may be required to pull the LVPS loose from the connector.
2. Gently remove the LVPS supply using caution not to damage the printed circuit board. Pull the LVPS out far enough to reach the fuser lamp cable.
3. The fuser lamp cable uses a locking type of connector system. Unlock the fuser lamp cable connector, disconnect the cable and remove the LVPS from the printer.

**Note:** If the LVPS is blowing fuses, remove the LVPS from the printer. Check the metal LVPS shield for signs of damage that causes the shield to touch components on the LVPS board assembly.

	FRU	Action
1	Line Voltage	Check the AC line voltage. If the line voltage is incorrect, inform the customer.
2	AC Line Cord	Check the line cord for any signs of damage. If correct, check the continuity of the line cord and replace if necessary.

	FRU	Action
3	+5 V dc at the system board test point	<p>Check for +5 V dc at the +5V dc test point on the system board. If correct, replace the system board. If incorrect, go to step 4.</p> 
4	LVPS Fuse F1	<p>Remove the LVPS from the printer and check fuse F1. Replace the fuse if the fuse is blown. If the fuse is not blown go to step 6.</p> <p><b>CAUTION:</b> Before removing the LVPS from the printer and checking fuse F1, turn the LVPS off and remove the AC line cord.</p>
5	LVPS Fuse F1 - continues to blow F1 after LVPS reinstalled.	<p>Replace fuse F1 if necessary. Turn the LVPS off and pull the LVPS far enough out of the printer to break contact with the interconnect card autoconnector. Connect the AC line cord, turn the LVPS on. If fuse 1 blows again replace the LVPS assembly. If the fuse does not blow, turn the LVPS off, reinstall the LVPS back into the printer and go to step 7.</p> <p><b>CAUTION:</b> Before checking fuse F1, turn the LVPS off and remove the AC line cord.</p>

	FRU	Action
6	LVPS	<p>Remove the LVPS from the printer.</p> <p><b>CAUTION:</b> Before making any measurements on the LVPS output connector (CN3), observe all necessary safety precautions before applying AC power. Measure the voltage on CN3-1, 2, 10 or 11. The voltage measures approximately +5V dc. If incorrect replace the LVPS.</p>
7	System Board	<p>Turn the printer off and disconnect all the cables from the system board. Check for +5V dc at the system board test point. If incorrect replace the FRU in the order shown.</p> <p>interconnect board system board</p> <p>If correct, turn the printer off and reconnect one cable at a time until you find the defective assembly.</p> <p>Service Tip: A short or low resistance load that is attached to the system board can pull the +5V dc supply down to approximately 0 V dc.</p> <p>Check for burn marks or other signs of damage to the system board.</p>

## Duplex Option Service Check

The printer does not recognize the Duplex Option is attached. The printer does not recognize tray options below the duplex option are installed.

	FRU	Action
1	Fuse F1 on Duplex Option System Board	If fuse F1 is blown, replace the fuse. If fuse F1 continues to blow, check the stepper motor for a short between the motor case and pins J3-1 through J3-4. If no problem is found, check the D.C. servo motor pins J1-1 and J1-2 to the motor housing for a short. If a short is found, replace the motor assembly. If no short is found, replace the system board.
2	Autoconnect Cables/ Connectors	Check the autoconnect cables for damage to the cables or the pins in the connectors. If damaged, replace the cable(s). If no damage is found, check to make sure the cables are connected to J9, J10, J11 and J12 on the duplex system board. If no problem is found, replace the duplex system board.

**POST fails, 230 Paper Jam, Check Duplex message displays.**

	<b>FRU</b>	<b>Action</b>
1	Duplex D.C. Servo Drive Motor	<p>Check the D.C. servo motor cables for signs of cuts or other damage. Check the D.C. servo motor sensor cable connector for pin damage. If no problem is found, replace the FRUs in the following order:</p> <p>D.C. motor assembly</p> <p>duplex option system board</p>
2	Input Sensor, Input Sensor Flag	<p>Run the Duplex Sensor Test from the diagnostics menu. If the test fails, check the input sensor cable at J5 on the system board for correct installation. If no problem is found, replace the FRUs in the following order:</p> <p>input sensor assembly</p> <p>duplex option system board</p>
3	Paper Exit Sensor and Flag	<p>Check the duplex exit sensor for correct installation and free movement of the sensor flag. Check to make sure the sensor cable is connected to J8 on the system board. If no problem is found, replace the FRUs in the following order:</p> <p>exit sensor assembly</p> <p>duplex option system board</p>

**230 Paper Jam - Check Duplex message displays. The page is not duplexed and only exits half way out of the redrive.**

	<b>FRU</b>	<b>Action</b>
1	Duplex Stepper Motor	Check the stepper motor cable for cuts or pinched wiring. Check the routing of the motor leads along the left side of the bottom tray. Check for correct installation of the motor cable connector at J3 on the system board. Check for any shorts between each pin of the motor cable and the motor housing. If shorts are found, replace the motor. Check the resistance of the stepper motor between J3-1 (Stpmtr A-) to J3-2 (Stpmtr A+). The resistance measures approximately 10 ohms. The resistance between J3-3 (Stpmtr B-) to J3-4 (Stpmtr B+) measures approximately 10 ohms. If the resistance is incorrect, replace the stepper motor. Check for shorts between windings on pins J3-1 to J3-2 and pins J3-3 to J3-4. If a short is found, replace the stepper motor assembly. If no short is found, replace the duplex system board.

## Envelope Feeder Option Service Check

Service Tip: Check the envelope feeder paper path for any debris, pieces of envelope and so on. If any other options are installed make sure they are operating normally. If only the envelope feeder is failing to operate correctly, continue with this service check.

Service Tip: The envelope feeder option receives its +5 V dc operating voltage from the +24 V dc bulk at J1-7. If +24 V dc is not present at J1-7, tray 1 is the only tray option that is recognized.

**Note:** If a 260 Paper Jam Check Envelope message displays, check the **“Sub Error Codes for 9XX and 2XX Error Codes” on page 2-8.**

**Printer does not recognize the envelope feeder as an attached input option.**

	FRU	Action
1	Envelope Feeder	Check to make sure the envelope feeder is correctly installed and mated to the autoconnect at the front of the printer.
2	Front Autoconnect on Printer	Check the connector for signs of damage to the connector or contacts. If you find damage, replace the damaged cable/connector assembly. Remove the envelope feeder option and check the voltages at the autoconnect on the front of the printer. If incorrect, check the interconnect board. If correct, reinstall the envelope option and continue with step 3.



	<b>FRU</b>	<b>Action</b>
3	Autoconnect on the Envelope Option	<p>Check for any signs of damage to the connector or contacts. If you find damage, replace the damaged cable/connector assembly.</p> <p>Disconnect the autoconnect cable at J1 on the envelope system board and measure the following voltages:</p> <p>J1-3 measures +5 V dc J1-5 measures +5 V dc J1-7 measures +24 V dc</p> <p>If any of the voltages are incorrect, replace the autoconnect cable/connector. If the voltages are correct, replace the envelope system board.</p>

**Operator panel displays 260 Paper Jam immediately when envelope feed is requested - POST incomplete.**

	FRU	Action
1	Pass thru Sensor	<p>Check for any debris, pieces of envelope and so on over the pass thru sensor. Check for correct installation of the pass thru sensor flag. Make sure the sensor cable is attached to the envelope system board. Perform an envelope feeder sensor test to check both the sensor and sensor flag.</p> <p><b>Note:</b> It may be necessary to use a small tool to actuate the sensor flag because it is located under the front cover. Be careful not to damage the flag.</p> <p>If the test fails, check the flag for any signs of damage or binds. If incorrect, replace the flag. If the flag is operating correctly, check the voltage at J3-3. The voltage measures approximately +5 V dc. If incorrect, replace the envelope system board. If correct, check the voltage at J3-2. The voltage changes from 0 to +5 V dc when the flag is moved in and out of the sensor. If incorrect, replace the sensor assembly. If this does not fix the problem, replace the envelope system board.</p>

**Operator panel displays 260 Paper Jam after attempted feed but before envelopes are put in the hopper OR the operator panel continues to display "Load Envelopes" after envelopes are placed in the hopper.**

Service Tip: The kick rolls rotate during the attempted feed cycles.

	<b>FRU</b>	<b>Action</b>
1	Envelope Out Hopper Sensor Flag	Check the envelope out sensor flag for damage, correct installation and operation. If incorrect, repair or replace the flag.
2	Envelope Out Hopper Input Sensor	Check the sensor to make sure it is installed correctly and the sensor cable is properly connected to the envelope system board. If correct, perform the Envelope Feed Sensor Test to check both the sensor and flag. If the test fails, remove any envelopes in the hopper, turn the printer off and disconnect J3 from the system board. Turn the printer on and check the voltage at J3-3 on the system board. The voltage measures approximately +5 V dc. If incorrect, replace the envelope system board. If correct, replace the input sensor assembly.

**990 Service Error, envelopes fail to feed from the hopper.**

	FRU	Action
1	D.C. Feed Motor Assembly	Check the motor and motor cable for any signs of loose wires or poor connections. Check to make sure the motor cable is connected to the envelope system board.
2	Envelope Feeder System Board	Check the voltage on J4-1. The voltage measures approximately +24 V dc. If incorrect, replace the envelope system board, if correct, measure the voltage at J4-6. The voltage measures approximately +5 V dc. If incorrect, disconnect J4 and measure the voltage again. If incorrect, replace the envelope feeder system board. If correct, replace the D.C. motor assembly.

**260 Paper Jam displays, unable to clear and envelopes fail to feed from the hopper. Kick rolls ARE NOT rotating.**

	FRU	Action
1	Main Drive Belt	Check the belt for correct installation and for signs of damage. Replace as necessary.
2	Gears	Check all the gears for correct installation and for signs of damage. Repair or replace parts as necessary.
3	Clutch Latch Assembly	Check the clutch latch assembly to make sure it moves freely.
4	Master Cam Gear Master/ Kick Gear	Check the master cam gear and master/kick gear to make sure they rotate together. If not, then the tenons on the master kick gear may be sheared off. If incorrect, replace the master kick gear.

## 4069-5XX/7XX

**260 Paper Jam displays, unable to clear and envelopes fail to feed from the hopper. Kick rolls ARE rotating.**

Check the deflector gap adjustment before continuing this service check.

	<b>FRU</b>	<b>Action</b>
1	Deflector Gap Adjustment	Check the deflector gap adjustment. The adjustment may be too narrow.
2	Weight Assembly	Check the weight assembly to make sure it moves up and down freely without any binds. Also check to make sure the weight assembly rests on all the rear kick rollers when the hopper is empty. Replace the weight assembly if it is damaged or does not operate properly.
3	Envelope Edge Guide	Check the envelope edge guide to make sure it is not warped or set too close to the envelopes in the hopper. Replace the edge guide if it is damaged or does not operate properly.

**260 Paper Jam displays, envelope stops in feeder paper path.**

	FRU	Action
1	Kick Rolls/Feed Rolls/Drive Rolls	Check all the rolls for any signs of oil, grease or other contamination. If you find a problem, clean the rolls. If this does not correct the problem, replace the envelope feeder option.
2	Deflector Gap Adjustment	Check the deflector gap adjustment. The adjustment may be too narrow.

**Envelope Feeder multifeeds or may not display a 260 Paper Jam message.**

	FRU	Action
1	Envelopes	Check the envelopes being used in the feeder. Check for signs of the envelopes being stuck together or signs of glue. Check to make sure the flaps are not interleaved.
2	Deflector	Check the deflector gap adjustment. The adjustment may be too wide.
3	Restraint Roll Bias Spring	Check for a missing, broken or incorrectly installed restraint roll bias spring. If incorrect, reinstall or replace the spring.

**260 Paper Jam displays an envelope stopped in the paper path of the feeder and an envelope also stopped in the base printer paper path.**

	FRU	Action
1	Latch Lever	Check to make sure the tip of the latch lever is centered in the opening in the floor of the paper path. The latch lever may not be detented on the latch.

## Fan Service Check

### Printhead Fan Service Check

The printhead fan is in models 722/72n.

**Note:** If the printhead fan is inoperative and a lot of graphics are printed, you may see darker than normal copies.

#### Fan does not run or is noisy.

	FRU	Action
1	Fan Assembly	Check the fan for proper installation and for excessive noise. If incorrect, replace the fan and cable assembly.
2	System Board	<p>Check to make sure the printhead fan cable is seated on connector J4 on the system board. If correct, check for +24 V dc on J4-1 on the system board. If incorrect, replace the system board. If correct, replace the fan assembly.</p> <p><b>Note:</b> When the printer is in warm-up the voltage at J4-1 measures approximately +12 V dc. When the printer is running, the voltage measures approximately +24 V dc.</p>

### Main Fan Service Check

Check the cable connections at J5 on the system board and at the main fan assembly. The main fan runs continuously when the printer is powered on unless the printer is in the Power Saver mode.

	FRU	Action
1	Main Fan	Manually spin the fan and check that it rotates freely. Check the cable connection to the system board, J5 for correct installation.

	<b>FRU</b>	<b>Action</b>
2	Main Fan to System Board Cable	Check the continuity of the cable. If incorrect, replace the cable.
3	Error Code 927 (Fan runs)	Check the voltage at J5-1 on the system board. The voltage measures +5 V dc (static) 0 V dc (fan running). If incorrect, replace the main fan. If this does not fix the problem, replace the system board.
4	Error Code 927 (Fan not running)	<p>Check the voltage at J5-3 on the system board. The voltages are:</p> <p>+22 V dc to +24 V dc (printer and fan running)</p> <p>+12 V dc to +15 V dc (printer not running - fan running about half speed).</p> <p>If incorrect, replace the system board. If this does not fix the problem, replace the main fan.</p>

**Cartridge Fan Service Check**

This cartridge fan is used in models 722 and 72n

**Fan does not run or is noisy.**

	<b>FRU</b>	<b>Action</b>
1	Fan Assembly (noisy)	Check the fan for proper installation and for excessive noise. If incorrect, replace the fan and cable assembly.



	FRU	Action
2	Fan Assembly System Board	<p>Check to make sure the auxiliary fan cable is seated on connector J6 on the system board. If correct, check for +24 V dc on J6-1 on the system board. If incorrect, replace the system board. If correct, replace the cartridge fan.</p> <p><b>Note:</b> When the printer is in warm-up the voltage at J6-1 measures approximately +12 V dc. When the printer is running, the voltage measures approximately +24 V dc.</p>

## Cold Fuser Service Check

Error codes 920, 921, and 922 may display for a cold fuser failure. A 920 error caused by low line voltage can sometimes be cleared by turning the machine off and then on again. A 925 service error indicates the wrong fuser lamp is installed in the printer and does not match the one stored in the printer code.

**Note:** If the correct lamp is installed and you still have 925 fuser errors, try the following:

1. The fuser may have reached standby temperature too quickly. Check the fuser assembly, system board or LVPS.
2. Ensure that the correct hot roll is installed.
3. Check the AC line voltage to ensure it is not above the maximum rating for the printer.

**Note:** Make sure the fuser is correctly installed before proceeding with this service check. The fuser must be firmly seated in the two rear connectors. Both the right and left lock down screws must be tight.

Service Tip: Set the Fuser Temperature to NORMAL before starting this service check.

	FRU	Action
1	Fuser Lamp (Incorrect Lamp/925 Service Error)	Install the correct voltage and wattage lamp or fuser assembly.
2	Fuser Lamp	<p><b>Note:</b> If the correct lamp is installed and you still have 925 fuser errors, try the following:</p> <ol style="list-style-type: none"> <li>1. The fuser may have reached standby temperature too quickly. Check the fuser assembly, system board or LVPS.</li> <li>2. Ensure that the correct hot roll is installed.</li> <li>3. Check the AC line voltage to ensure it is not above the maximum rating for the printer.</li> </ol> <p>Unplug the printer and check the continuity between the two pins on the fuser lamp cable going to the fuser assembly. If you do not measure continuity, remove the fuser assembly and check the continuity of the lamp. If incorrect, replace the lamp. If correct, replace the fuser cover assembly.</p>
3	LVPS LVPS to Fuser Auto Docking Connector Fuser AC Cable	Turn the printer off. Remove the fuser assembly. Turn the printer power on. Measure across the AC fuser cable pins for line voltage with the cable connected. If incorrect, turn the printer off and disconnect the power cord. Check the continuity of the LVPS to fuser AC cable. If incorrect, replace the cable. If correct, replace the LVPS.
4	Fuser Top Cover Assembly (Thermal Fuse/Thermistor Assembly)	<p>Disconnect the thermistor cable. The resistance is:</p> <p>HOT - J2-1 - J2-2 = 2.5K ohms</p> <p>COLD = 150K ohms to 260K ohms</p>

## Hot Fuser Service Check

Error codes 923 and 924 may display for a hot fuser failure.

**CAUTION:** The fuser may be hot, use caution before removing or servicing.

	FRU	Action
1	Fuser Cover Assembly (Assembly includes Thermistor and Thermal Fuses.)	<p>Check for damage to the thermistor assembly. Check the resistance of the thermistor:</p> <p>HOT - J2-1 to J2-2 = 2.5K ohms</p> <p>COLD =150K ohms to 260K ohms</p> <p>If the resistance is incorrect, replace the fuser cover assembly.</p>
2	System Board	<p>Error code 924 indicates the system board detects an open circuit in the thermistor circuit for the fuser assembly. The voltage on J14-6 on the system board measures approximately +5 V dc. If incorrect, replace the system board. If correct, check the continuity of the DC fuser cable in the fuser assembly and the DC fuser cable (system board to auto docking connector) attached to J14 on the system board. If there is no continuity, replace the cable.</p>
3	Fuser Hot Roll Backup Roll Bearings	<p>Examine the fuser assembly for signs of overheating or damage. Check the hot roll and backup roll for signs of excessive toner, label glue, labels or other contaminants. If any are found, repair as necessary or replace the fuser assembly.</p>

## Fuser Solenoid Service Check

Service Tip: Try changing the envelope enhance level setting. A different setting may correct the problem.

**Note:** Check the fuser envelope conditioner solenoid adjustment as described in the adjustment section **“Fuser Solenoid Adjustment”** on page 4-3.

	FRU	Action
1	Fuser Envelope Conditioner Solenoid  Fuser Solenoid Cable to DC Cable inside Fuser Assembly	The operation of the fuser solenoid can be observed by removing the redrive assembly. Check for proper mechanical operation of the solenoid and associated hardware, link and so on. If correct, check the resistance of the solenoid. The resistance measures between 5 ohms and 10 ohms. If incorrect, replace the solenoid assembly. Check continuity of the fuser solenoid cable to DC autoconnect connector. If incorrect, replace the cable.
2	Fuser DC Cable (System Board to Fuser)	Check for continuity of the DC fuser cable that is attached between J4 on the system board and the DC autocoount on the fuser assembly. If the cable does not measure continuity, replace the cable. If the cable measures continuity, replace the system board.

## Input Sensor Service Check

Service Tip: Run the Base Sensor Test. Check the input sensor for proper operation. The display changes from open to closed as the sensor flag is manually moved in and out of the sensor.

	FRU	Action
1	Input Sensor Flag	Check the input sensor flag for damage and proper operation. If a problem is found, repair as necessary.
2	System Board	Check for approximately +5 V dc at J25-10 on the system board. If incorrect, replace the system board.
3	Input Sensor Cable	Check the continuity of the input sensor cable section of the front wiring harness. If incorrect, replace the harness. If correct, replace the input sensor assembly.

## Input Tray(s) Option Service Check

### 250 Sheet and 500 Sheet Trays

Service Tip: Try all the other input paper sources to make sure they are properly feeding paper.

For 990 Error Code- Service Tray X, X= displays the number of the tray that has a problem or needs service.

	FRU	Action
1	Tray X option System Board or Compensator Assembly or Autoconnect Cable	<p>Check the autoconnect cables and connectors for any signs of damage. Replace if necessary. Check the cables for continuity. If incorrect, replace the compensator assembly cable. If the cables, connectors and connections are good, replace the FRUs in the following order:</p> <p>auto compensator assembly option system board</p>

**24X Paper Jam message displays, paper jammed over the Pass Thru Sensor. (The printer displays the value of X for the paper tray where the error occurs. Example: 241 is a Paper Jam Tray 1)**

	FRU	Action
1	Pass Thru Sensor and Flag Assembly	The tray x option system board did not detect a piece of paper actuating the pass thru sensor. Remove any jammed sheets of paper from the printer and check the pass thru sensor and flag for proper operation by running the appropriate Tray Sensor Test from the diagnostics menu. If the test fails, check the sensor for correct installation and the flag for proper operation. Also check the sensor cable to make sure it is correctly connected to the option system board. If incorrect, replace the tray x option pass thru sensor assembly.
2	Power Takeoff Shaft and Spring, Bevel Gear, Feedroll Gear, Drive Roll Assembly, Wear Plate, Drive Shaft Bearings and Skewed Backup Roller	Check these parts for signs of broken or damaged parts, contamination on the drive rollers or wear plate and wear or damage to the drive shaft bearings. Check the drive roll assembly and skewed backup roller for signs of wear, slick spots, material buildup, and oil or grease on the rollers. Also check for proper operation of the paper aligning assembly. Repair or replace parts as necessary.

**Tray X Low message displays when Tray X is full or has adequate paper in the tray.**

	<b>FRU</b>	<b>Action</b>
1	Paper Low Sensor Assembly Paper Low Sensor Flag Tray X Option System Board	<p>Run the Tray X Sensor Test and check the sensor for proper operation. If incorrect, check the following:</p> <p>Paper low sensor flag for smooth and correct operation.</p> <p>Paper low sensor for correct installation on the auto compensator housing.</p> <p>Paper low sensor cable for signs of cuts, pinched wiring or other damage especially at connector J5 on the system board.</p> <p>If no problem is found, replace the paper low sensor assembly. If this does not correct the problem, replace the option system board.</p>

**Tray X Empty message displays when Tray X has paper in the tray.**

	<b>FRU</b>	<b>Action</b>
1	Paper Out Sensor Flag	Check the paper out sensor flag for correct operation and installation. If correct, replace the option system board. (The paper out sensor is mounted on the system board).
2	Paper Out Sensor (On Option System Board)	

**Printer does not recognize Tray X is installed.**

	FRU	Action
1	Autoconnect Cables Tray X System Board	Check the autoconnect from the printer or option above tray x. Check for signs of cuts, pinched wiring or damage to the contacts in the connector. Check the autoconnect cable(s) for correct installation at the tray x system board. If correct, check the continuity of the autoconnect cable(s). If correct, replace the tray x system board. If incorrect, replace the cable.

**Paper from Tray X does not reach the Pass Thru Sensor.**

Service Tip: Check the media in tray x to make sure it is within specifications. Some types of labels, foil material and slick papers can cause misfeeds and slippage of the rollers.

	FRU	Action
1	Auto compensator Assembly	Check the auto compensator pick arm rollers for any sign of glazing, toner or other buildup. Clean or replace as necessary.

**High-Capacity Feeder Input Tray Service Check**

**Note:** Voltage measurements in the high-capacity feeder input tray service checks must be made with the high-capacity feeder attached to the base printer to obtain accurate results.

Service Tip: Be sure the paper size switch is set to the correct paper size setting and the rear paper guides are in the correct locations for the size of paper installed in the high-capacity feeder tray.

Service Tip: Check the other paper sources to be sure they are operating correctly.



The base printer indicates a dead machine condition when the high capacity input tray is installed.

	FRU	Action
1	AC Line Cord AC Jumper (HCIT to Printer) AC input and Output Receptacles AC Wiring Harness	<p>If the base printer works normally using the AC line cord from the AC wall outlet and does not work when using the AC jumper from the HCIT, check the AC jumper cord. If defective, replace the cord. If not defective, check the AC input and output receptacles and wiring harness in the HCIT. Repair or replace the receptacles or AC wiring harness as required.</p> <p><b>NOTE:</b> Make sure the ground wire is installed correctly from the AC wiring harness to the frame of the HCIT and the nut and lock washer are tightened.</p>

**The base printer does not recognize that the high-capacity input tray is installed.**

	<b>FRU</b>	<b>Action</b>
1	High-Capacity Feeder Autoconnect Mechanical Check	Check the high-capacity feeder input tray to make sure it is mounted correctly and is not pushed down into the frame assembly or damaged. Be sure the high capacity feeder input tray autoconnect is properly connected to the high capacity feeder tray option board assembly.
2	Base Printer or option mounted above	Check the option or base printer autoconnect for signs of damage. Repair the high capacity option autoconnect as necessary.
3	LVPS Option System Board	Check the voltages at J11-2 and J11-4. The voltage measures +24 V dc, If the voltage is correct, replace the high capacity system board assembly. If the voltage is incorrect, check the continuity of the AC input cable to the LVPS. If correct, replace the LVPS assembly. If incorrect, replace the AC cable to the input of the LVPS.

	FRU	Action
4	High-Capacity Feeder Option Control Board	<p>Check the voltage on J8-1 (green). The voltage measures +24 V dc. If incorrect, check the autoconnect system for any problems. +24 V dc must come from the base printer through the autoconnect system to the high capacity input for the high capacity feeder to be recognized. If the voltage is correct, check the voltages at J11-3(red) and J11-4(red). The voltages measure +24 V dc. If correct, replace the high capacity feeder option system board. If incorrect, disconnect J8 from the system board and measure the voltages again. If incorrect, check the LVPS cable and the A.C. internal wiring from the input appliance receptacle. If incorrect, replace as necessary. If correct, replace the LVPS. If the voltages are correct, check the stepper motor for shorts from the motor housing to each pin on the motor connector. If you find a short between any pin and the motor housing, replace the motor assembly. If no shorts are found, replace the high capacity feeder option control board.</p> <p>Check the voltage at J9-1 (light blue). The voltage measures approximately +24 V dc. If incorrect, disconnect the cable at J9 and check the voltage again. If the voltage continues to be incorrect, replace the high capacity feeder option system board. If the voltage measures correctly, check the cable. If the cable is damaged, replace as necessary. If no problem is found with the cable, replace the high capacity feeder option control board.</p>

**24X Paper Jam message displays, paper jammed over the Pass Thru Sensor. (X=The printer displays the value of X for the paper tray where the error occurs. Example: 242 is a Paper Jam Tray 2)**

	FRU	Action
1	Pass Thru Sensor and Flag Assembly	The tray x option system board did not detect a piece of paper actuating the pass thru sensor. Remove any jammed sheets of paper from the printer and check the pass thru sensor and flag for proper operation by running the appropriate Tray Sensor Test from the diagnostics menu. If the test fails, check the sensor for correct installation and the flag for proper operation. Also check the sensor cable to make sure it is correctly connected to the option system board. If incorrect, replace the tray x option pass thru sensor assembly.
2	Power Takeoff Shaft and Spring, Bevel Gear, Feedroll Gear, Drive Roll Assembly, Wear Plate, Drive Shaft Bearings and Skewed Backup Roller	Check these parts for signs of broken or damaged parts, contamination on the drive rollers or wear plate and wear or damage to the drive shaft bearings. Check the drive roll assembly and skewed backup roller for signs of wear, slick spots, material buildup, and oil or grease on the rollers. Also check for proper operation of the paper aligning assembly. Repair or replace parts as necessary.

**Tray X Paper Low Message displays when Tray X is full or has adequate paper in the tray.**

	<b>FRU</b>	<b>Action</b>
1	Paper Low Switch Paper Low Switch Cable High Capacity Feeder Input System Board	Run the sensor diagnostics for tray X (X=the number that represents the high capacity input tray). If the test fails, disconnect the paper low switch cable from J3 on the high capacity system board. Short pins 1 and 2 together while observing the sensor test on the display. If the display does not change, replace the high capacity feeder system board. If the display changes check the continuity of the switch. If incorrect, replace the switch. If correct, replace the switch cable.

**Tray X empty message displays when there is paper in the high capacity feeder input tray.**

	<b>FRU</b>	<b>Action</b>
1	Paper Out Sensor Flag	Check the paper out sensor flag for correct operation and installation. If correct, replace the high capacity feeder system board. (The paper out sensor is mounted on the high capacity feeder system board).
2	Paper Out Sensor (On Option System Board)	

**The elevator tray fails to stop at the correct position and continues to drive into the bottom frame.**

	FRU	Action
1	Lower Limit Switch Lower Limit Switch Cable	Check continuity of the lower limit switch. If incorrect, replace the switch. If correct, check the switch cable. If incorrect, replace the cable. If correct, replace the high capacity feeder option control board.
2	High Capacity Feeder Control Board	Disconnect the lower limit switch cable and check the voltage at J2-1 (orange). The voltage measures approximately +5 V dc. If incorrect, replace the high capacity feeder option control board.

**The elevator tray down button does not operate. The tray moves to the upper position.**

Service Tip: Open the high-capacity feeder option front door and check the black rubber bumper attached to the door switch spring. Be sure the rubber button is centered and not touching the sides of the hole or the switch will not function properly.

	FRU	Action
1	Lower Limit Switch Lower Limit Switch Cable High Capacity Feeder Control Board	Check the lower limit switch to make sure it is not closed (normally open). If incorrect, replace the switch. Check the lower limit switch cable for a short between pins 1 and 2. If incorrect, replace the cable. If correct, replace the high capacity feeder option control board.

## 4069-5XX/7XX

**Paper from the high capacity feeder input tray does not reach the pass thru sensor.**

Service Tip: Check to be sure the paper in tray is within specifications.

	<b>FRU</b>	<b>Action</b>
1	Auto compensator Assembly	Check the auto compensator pick arm rollers for sign of glazing, toner or other buildup. Replace as necessary.
2	Wear Strips	Check the wear strips for glazing or contamination. Replace as required. It is advisable to replace all four wear strips at the same time.

The elevator tray does not move up or down. The printer recognizes that the option is installed.

	FRU	Action
1	DC Drive Motor High Capacity Feeder Option System Board	<p>Be sure the motor cable is correctly installed at J1 on the board. Check the cables, damaged or loose wires. Disconnect the motor. Check for a short between each pin and the motor housing. If a problem is found, replace the motor assembly. If no problem is found, measure the resistance between the following pins on the motor cable connector:</p> <p>Pins 1 (brown) and pin 2 (Yellow)</p> <p>The resistance measures between approximately 7.5 and 10.5 ohms. If incorrect, replace the motor assembly. If correct, replace the high capacity feeder option system board.</p>



**The elevator moves in one direction only.**

	<b>FRU</b>	<b>Action</b>
1	DC Drive Motor Assembly High Capacity Feeder System Board	<p>Check the voltages at J1 on the high capacity system board. The voltages measure as follows:</p> <p>Static (Motor Not Running)  J1-1 (Brown): approximately 0 V dc  J1-2 (yellow): approximately 0 V dc</p> <p>Motor Running Forward  J1-1 (Brown): Approximately 0 V dc  J1-2 (Yellow): Approximately +24 V dc</p> <p>Motor Running Reverse  J1-1 (Brown): Approximately +24 V dc  J1-2 (Yellow): Approximately 0 V dc</p> <p>If any of the voltages are incorrect, disconnect the motor and measure the resistance between J-1 and J-2. The resistance measures between 7.5 and 10.5 ohms. If incorrect replace the motor. If correct, replace the system board.</p>

**Paper size switch not selecting paper size that is selected.**

	<b>FRU</b>	<b>Action</b>
1	Paper Size Switch High Capacity Feeder Option Control Board	<p>Check for continuity between the common pin (J5-1) and the pin of the paper size selected.</p> <p>J5-1 (Black): Common Lead                      J5-2 (Blue) B5                      J5-3 (Green) Executive                      J5-4 (Yellow) A4                      J5-5 (Orange) Letter                      J5-6 (Red) Legal                      J5-7 (Brown) A5</p> <p>If any position does not measure continuity when selected, replace the paper size switch assembly. If the switch assembly is operating correctly, replace the high capacity feeder option control board.</p>

**24X Paper Jam Check Tray X Message displays when Tray X is empty. No Tray X Message displays.**

	<b>FRU</b>	<b>Action</b>
1	High Capacity Feeder Option Control Board	<p>Check the voltages on the board at J4-1(red) and J4-3 (blue). The voltages measure approximately +5 V dc. If incorrect, disconnect J4 from the board and measure the voltages again. If incorrect, replace the high capacity feeder option control board.</p>
2	Elevator Top Optical Sensor Cable Elevator Top Optical Sensor	<p>Check the continuity of the sensor cable. If incorrect, replace the cable. If correct, replace the top optical sensor assembly.</p>

**Tray X Empty message displays. Tray does not respond to loading paper. No response from the front door switch.**

	FRU	Action
1	High Capacity Feeder Option Control Board	Check the voltage on the board at J4-2 (green). The voltage measures approximately +5 V dc. If incorrect, disconnect the cable at J4 and check the voltage again. If incorrect, replace the high capacity feeder option control board.
2	Elevator Top Optical Sensor Cable Elevator Top Optical Sensor	Check the continuity of the sensor cable. If incorrect, replace the cable. If correct, replace the top optical sensor assembly.

**Tray X Paper Low Message displays when the high capacity feeder input tray is full or has adequate paper in the tray.**

	FRU	Action
1	Paper Low Switch Paper Low Switch Cable High Capacity Feeder Option Control Board	Run the sensor diagnostics for tray X (X=the number that represents the high capacity input tray). If the test fails, check the voltage at J3-1 (gray). The voltage measures approximately +24 V dc. If incorrect, disconnect the paper low switch cable from J3 and measure the voltage again on J3-1. If incorrect, replace the high capacity feeder option control board. If correct, check the cable for a short between pins 1 and 2 on the cable. If incorrect, replace the cable. If correct, check the switch for a bent or deformed actuator lever or defective switch. If incorrect, replace the switch.

**Excessive Noise or Vibration**

	<b>FRU</b>	<b>Action</b>
1	DC Motor Assembly	Check to make sure all the motor plate mounting screws are tight.
2	Idler Pulley DC Motor Assembly	Check to make sure the idler pulley is not binding on the pulley shaft. Check the pulley for any signs of wear. Check the idler pulley shaft on the motor mounting plate for any signs of damage or contamination.
3	Drive Pulley	Check the drive pulley for any signs of wear, binds or damage to the pulley or pulley shaft. Make sure the pulley turns freely on the pulley shaft.
4	Motor Drive Belt Tray Drive Belt	Check the DC motor drive belt for any signs of damage. Check to make sure the belt is tracking correctly on the drive pulley, idler pulley and motor pulley. Check the tray drive belt for any signs of damage. Check to make sure the belt is tracking correctly on the lower section of the drive pulley and lead screw pulleys.

## Main Drive Service Check

Service Tip: Excessive gear or main drive assembly noise is usually caused by a defective motor assembly or system board.

Service Tip: If there are equally spaced horizontal lines across the page, go to **“Print Quality - Evenly spaced horizontal lines or marks.” on page 2-113.**

**WARNING:** Whenever the gearbox assembly is removed from the machine it must be handled very carefully. Do not allow any of the gears to come in contact with any metal or other hard surface to avoid gear damage. It is also very important not to let any dirt, paper, staples or other material come intact with the grease in the gearbox assembly.

	FRU	Action
1	Main Drive Assembly (Excessive noise or vibration)	Remove the system board and run a Diagnostic Print Test in the continuous mode. Check the main drive assembly for any excessive noise or vibration. Determine if the noise is in the main drive, toner cartridge, fuser or main drive gearbox. Look for any loose or worn parts in the developer drive assembly, main drive gearbox or fuser. Repair as necessary.
2	Main Drive Motor Assembly (Excessive noise, gears ratcheting and so on)	A service error code 936 - Transport Motor may be displayed. Check the voltage at J27-6 on the system board. It measures approximately +5 V dc when the motor is not running and goes to 0 V dc when the motor is running. If incorrect, replace the system board. If this does not fix the problem, replace the main drive motor.
3	Main Drive Motor Cable	Check the continuity of the main drive motor cable. If incorrect, replace the cable.

	FRU	Action
4	<p>Motor does not turn, no gear error code 936 or User message 201 Paper Jam displays.</p>	<p>Check the voltages at on the system board.</p> <p>Pin number and voltage:</p> <p>J27-1 = +24 V dc</p> <p>J27-4 = +5 V dc (static) 0 V dc (when main drive motor running)</p> <p>J27-5 = + 5 V dc (static) 0 V dc (when main drive motor running)</p> <p>J27-6 = +5 V dc (static) +2.5 V dc (when main drive motor running)</p> <p>J27-7 = +5 V dc (static) 0 V dc (when main drive motor running)</p> <p>J27-8 = +5 V dc (static) +5 V dc (when main drive motor running)</p> <p>J27-11 = + 5 V dc (static) 0 V dc (when main drive motor running)</p> <p>If the voltage is incorrect, replace the FRUs in the following order:</p> <p>main drive motor assembly</p> <p>system board</p>

## Operator Panel Service Check

### Operator Panel Buttons Service Check

**Note:** Before continuing with this service check do the **“Button Test”** on page 3-14 in the diagnostic aids chapter.

	FRU	Action
1	Operator Panel Assembly	If any button fails the Button Test, replace the operator panel assembly.

	FRU	Action
2	System Board (No buttons work)	Check the voltage at J16-2. The voltage measures approximately +5 V dc. If incorrect, replace the system board. If correct, check the continuity of the operator panel cable. If incorrect, replace the cable. If correct, replace the operator panel assembly.

### Operator Panel Display Service Check

**SERVICE TIP:** The printer has detected a problem with the system board, operator panel cable or operator panel assembly if POST does not complete and the printer emits 5 beeps and stops in a continuous pattern until the printer is turned off. The operator panel cable is an individual cable on some printers and a combination cable assembly with the cover switch cable on later models.

**Note:** If the operator panel is operating properly except for a PEL or a few PELS missing or broken, run the **“LCD Test” on page 3-14** from the hardware tests before continuing with this diagnostic service check.

	FRU	Action
1	Operator Panel Cable	Check for proper installation of the cable at the system board (J16) and at the operator panel. Check the continuity of the operator panel cable. If incorrect, replace the cable.
2	Operator Panel Display blank, 5 beeps, LED Off	Check the voltage at J16 on the system board. It measures approximately +5 V dc. If incorrect, replace the system board. If correct, replace the operator panel assembly.
3	Operator Panel Display blank, 5 beeps, LED On	Check for continuity between J16-4 and ground. If correct, replace the operator panel assembly. If incorrect, replace the system board.
4	Operator Panel All Diamonds, no beeps	Replace system board.

	FRU	Action
5	Operator Panel all diamonds, 5 Beeps	<p>Check the voltage at Pin J16-1 and J16-3. The voltage measures approximately +5 V dc. If incorrect, replace the FRUs in the following order:</p> <p>operator panel assembly</p> <p>system board</p>

## Options Service Check

Service Tip: When you have a problem with any of the options installed in the options slots on the interconnect board, switch the non operating option to one of the other option slots to isolate the failure.

### Flash Memory Option(s)

Run a copy of the test page and check to see if the option you are checking is listed. The printer does not recognize the option being installed if the option is not listed. Check to make sure that the Memory card assembly is installed correctly and is not broken or damaged. If the Memory card assembly is correctly installed not broken or damaged then run the **“Flash Test” on page 3-7**. If the test fails, replace the Flash card assembly. If the problem continues, replace the system board.

### DRAM Memory Option(s)

This service check is the same as the flash memory option service check with the following exception:

Run the **“SDRAM Memory Test” on page 3-15** from the menu if the SDRAM Memory card assembly is correctly installed and not broken or damaged. If the test fails, replace the SDRAM card assembly. If the problem continues, replace the system board.



### Hard Disk Option

Service Tip: The Lexmark T printers support one hard disk option. Check to make sure only one hard disk option is installed.

- 3.2 GB or larger

Check to make sure the fixed disk and the fixed disk board are correctly installed. Run the **“Quick Disk Test” on page 3-6** from the Device Test on the Diagnostic Menu when a problem is suspected either with the hard disk system board or with the hard disk.

**Note:** The Quick Disk Test is a non-destructive test and indicates Pass or Fail. If the test fails, replace the hard disk. If a problem still exists, replace the hard disk board.

The **“Disk Test/Clean” on page 3-6** is used to help restore the disk if the disk contains bad data and is unusable. This test is divided into a cleaning and a verifying or testing section.

**WARNING:** This can be a very lengthy test depending on the disk size. This test leaves the hard disk unformatted. The servicer or user must reformat the disk using the Format Disk Menu operation. This is a destructive type of test. All the data on the disk is destroyed and should not be performed on a known good disk.

### Network Card Option

**Note:** The network is installed on the system board on network model printers.

#### Error Code 976 - Network Card X (X=Network card 1, 2, or 3)

A 976 error code indicates an unrecoverable software error in network card x. Verify that network card x is correctly installed in the socket on the interconnect board and is properly grounded. If you find no problem, contact your next level of support before replacing the network card.

#### Error Code 977 - Network Card X

A 977 error displays when the RIP software detects that a network card is installed in slot x on the interconnect board but cannot establish communications with the network card.

## Output Bin Sensor Standard Tray Service Check

Service Tip: If the output bin standard tray fills up and the bin full sensor fails to post the message "Remove Paper Standard Bin," enter the Diagnostic Mode, select Output Bin Tests, select Sensor Tests and select Standard Bin. Check the sensor and flag for proper operation. If you find no problem with the sensor and flag, continue with the service check.

Service Tip: Check to make sure the correct flag is installed. The Output Bin Sensor is a normally closed sensor with the sensor flag down. Therefore, unless the flag is in the up position or out of the sensor slot, a Remove Paper Standard Bin message is not displayed.

	FRU	Action
1	System Board  Printer fails to display Remove Paper Standard Bin message. Output Bin Sensor Test fails.	Check the voltage at J8-3. It measures approximately +5 V dc when the flag is in the sensor and 0 V dc when the flag is out of the sensor. If the voltage does not change, replace the sensor cable assembly. If this does not fix the problem, replace the system board.
2	Output Bin Sensor Flag	Check to make sure the correct flag is installed. Check the flag for damage or improper operation. If incorrect, replace the flag.  <b>Note:</b> A broken or improper operating sensor flag causes a Remove Paper Standard Bin message to display before POST completes and cannot be cleared.

## Output Expander Service Check

Service Tip: The majority of the mechanical components can be observed during operation by removing the left, right and system board covers. The output expander functions without the covers installed.

**Note:** Make sure the option is correctly installed before attempting to service the unit. No jumpers should be installed at connector J6 on the output expander board.

### Problems with excessive static electricity buildup.

	FRU	Action
1	Output Expander Control Board Cover	Check the output expander control board cover to make sure the ESD brush ground lead is firmly attached to the output expander frame. Also check to make sure the ESD brush is not loose.

### Printer does not recognize one or more output expander options as being installed.

Service Tip: If more than a single output expander option is installed, check each one to see if the printer recognizes any single option as being installed. If the printer recognizes any of the output expander options then the base printer autoconnect system is operating correctly and the problem is in the unrecognized expander option.

	FRU	Action
1	Output Expander Option	<p>Make sure the output expander option is the only option that is not recognized by the base printer. If the output expander is the only option not recognized by the printer, continue with step 2. If not, check the autoconnects of the options not recognized and the interconnect board and cable connections.</p>
2	Output Expander Assembly Mechanical Linkage	<p>Check the autoconnects for damage, especially the connector pins. Remove the left and right side covers. Remove the front control board cover. Check the cables at J1A, J1B, J2A and J2B on the control board to make sure they are attached securely and correctly. Remove the output expander and check the voltages on the output bin autoconnect located on the top left rear of the printer. Go to <b>“Autoconnect - Top” on page 5-11</b>. If the voltages are correct, reinstall the output expander unit and check the voltages at J1A and J1B on the connector. If correct, replace the output expander control board. If incorrect, replace the output expander assembly mechanical linkage.</p>

**202 Paper Jam Open Rear Door Message displays. A sheet of paper is jammed prior to the pass thru sensor flag.**

**202 Paper Jam Open Rear Door Message displays. A sheet of paper feeds out to the standard bin even though bin x is selected. Paper exits half way out of the redrive.**

Service Tip: For this type of problem check the sub error codes. They can help isolate the problem. 202 Paper Jam messages can also occur prior to the output expander pass thru sensor.

	<b>FRU</b>	<b>Action</b>
1	Output Expander Drive Belt Drive Pulley Drive Belt Idler Pulley Belt Tension Spring	Check to ensure the output expander drive belt is correctly installed on the drive pulley and belt idler pulley. Check the belt tension spring to make sure it is not loose or broken. Repair as necessary.
2	Mechanical Linkage DC Motor Assembly	If the DC motor is functioning properly check the gears, clutch and other linkage parts for correct operation and any signs of wear, broken gear teeth or damaged parts. If incorrect, replace the mechanical linkage/DC motor assembly.

**Remove Paper - Output Bin X is displayed, POST incomplete, unable to clear the message.**

	FRU	Action
1	Dual Output Bin Sensor Flag	Check the flag for correct operation, binding, broken parts or interference from the sensor cable, If incorrect, repair as necessary.

**271 Paper Jam - Check Bin X, POST incomplete**

	FRU	Action
1	Pass Thru Sensor and Flag Assembly Control Board	Check the sensor flag for proper operation. If correct, check to make sure the pass thru sensor cable is correctly connected to J3 on the control board. Disconnect the pass thru sensor cable from J3 on the control board and check the voltage at J3-3. The voltage measures approximately +5 V dc. If incorrect, replace the control board. If correct, check the voltage at J3-2. The voltage measures approximately 0 V dc. If incorrect, replace the sensor assembly. If this does not fix the problem, replace the control board.

**271 Paper Jam - Check Bin X, POST complete, first sheet of paper feeds into Output Bin X.**

**Note:** Before performing the following checks run the Output Bin X Sensor Test and check for the failing sensor.

- Sensor Test: NF = Near Full (Upper part of sensor assembly)
- F = Full (Lower part of sensor assembly)
- P = Pass Thru Sensor

## 990 Service - BIN X

	FRU	Action
1	D.C. Motor Mechanical Linkage Assembly	<p>Check the DC motor cable connector to be sure it is correctly installed at J4 on the output expander option board. If correct, disconnect J4 from the option board and check the resistance of the motor on the cable connector: J4-1 to J4-2: measures between 115 and 135 ohms. Also check J4-1 and J4-2 to the motor case for shorts. If either the resistance is incorrect or a short is found, replace the motor/mechanical linkage assembly.</p> <p><b>Note:</b> If the DC motor is shorted, it may also be necessary to replace the control board.</p>
2	Output Expander Control Board	<p>Disconnect the motor cable J4 and check the voltages at J4 on the board.</p> <p><b>Note:</b> Use caution not to short to adjacent pins on the connector.</p> <p>J4-1 (Motor Idle) +24 V dc  J4-2 (Motor Idle) +24 V dc  J4-5 (Motor Idle) +5 V dc  J4-6 (Motor Idle) +5 V dc</p> <p>If any of the voltages are incorrect, replace the control board. If the voltages are correct, replace the DC motor/mechanical linkage assembly.</p>

**No indication that Bin X is full OR No indication that Bin X is near full**

	<b>FRU</b>	<b>Action</b>
1	Dual Output Bin X Sensor Assembly Control Board	Check for correct installation of the sensor cable at J5 on the control board. If either the Bin Full (F) or Bin Near Full (NF) fail the sensor test then check the voltage at J5-3 and J5-4. The voltage measures approximately +5 V dc. If the voltage is incorrect, replace the control board. If correct, replace the sensor assembly.

**High-Capacity Output Stacker Service Check**

Service Tip: The majority of the mechanical components can be observed during operation by removing the left, right and front covers. The high capacity output stacker option functions without the covers installed.

Determine which paper path stacker assembly is not functioning properly.

Make sure the option(s) are installed correctly and the machine is configured correctly before attempting to service the high-capacity output stacker option.

Go to **“High-Capacity Output Stacker Board” on page 5-14** to identify the correct jumper location at J6 for the upper and lower units.



**Problems with excessive static electricity buildup.**

	FRU	Action
1	Front Cover Assembly	Check the front cover assembly to make sure the ESD brush ground lead is firmly attached to the high capacity option. Also check to make sure the ESD brush is not loose or damaged.

**The printer does not recognize one or more output options as installed.**

Service Tip: If more than a single output option is installed, check each one to see if the printer recognizes any single option as installed. If the printer recognizes any of the output options, the base printer autoconnect system is operating correctly. The problem is in the unrecognized option. Continue with this service check or go to the service check for the failing output option.

	FRU	Action
1	High Capacity Stacker Option	Check the autoconnects, cables and connectors of the option for any signs of loose or damaged parts.
2	High-Capacity Output Stacker/Mechanical Linkage Assembly	Remove the left and right side covers and check all four autoconnects for damage, especially the connector pins. Remove the output option and check the voltages on the standard output bin autoconnect located on the top left rear of the printer. Go to <b>“Autoconnect - Top” on page 5-11</b> . If the voltages are correct, reinstall the output option and note the positions of the toroids on the autoconnect cables on the upper and lower assemblies, and check the voltages on the autoconnects. If all voltages are correct and the lower assembly is failing, replace the lower control board. If the upper assembly is failing, replace the upper control board. If the voltages are incorrect, replace the upper or lower failing mechanical linkage assembly.

**202 Paper Jam Open Rear Door Message displays and a sheet of paper is jammed prior to the pass through sensor flag or 202 Paper Jam Open Rear Door Message displays, a sheet of paper feeds out to the standard bin even though bin X is selected and paper exits half way out of the redrive assembly.**

Service Tip: For this type of problem check the **“Base Printer Sub Error Codes” on page 2-10**. They can help isolate the problem. A 202 paper jam message can also occur prior to the high-capacity output stacker pass through sensors.

	FRU	Action
1	Lower Pass Thru Sensor/ Flag Assembly	Check the flag for correct operation, binding, broken parts or interference from the sensor cable. If incorrect, repair as necessary. If correct, check to make sure the lower pass thru sensor is correctly connected to J3 on the lower control board. Disconnect the pass thru sensor cable and check the voltage at J3-3. The voltage measures approximately +5 V dc. If incorrect, check the voltage at J3-2. The voltage measures approximately 0 V dc. If incorrect, replace the sensor assembly. If this does not fix the problem, replace the lower control board.
2	High-Capacity Output Stacker Drive belt(s), Drive Pulleys, Belt Idlers, and Belt Tension Springs	Check to ensure the output stacker drive belt or the failing assembly is correctly installed on the drive pulley and belt idler pulley. Check the belt tension spring to make sure it is not loose or broken. Repair as necessary.
3	Mechanical Linkage/Motor Assembly (Upper or Lower)	If the DC motor is functioning properly check the gears, clutch and other linkage parts for correct operation and any signs of wear, broken gear teeth or damaged parts. If incorrect, replace the mechanical linkage assembly/DC Motor Assembly.

**Remove Paper - Output Bin X Full displays. You may not be able to clear the message.**

	FRU	Action
1	Dual Output Bin Sensor Flag (Upper Assembly)	Check the flag for correct operation, binding, broken parts or interference from the sensor cable. If incorrect, repair as necessary.

**271 Paper Jam - Check Bin X, POST incomplete.**

	FRU	Action
1	Upper Pass Thru Sensor Flag Assembly Upper Control Board	Check the flag for correct operation, binding, broken parts or interference from the sensor cable. If incorrect, repair as necessary. If correct, check to make sure the lower pass thru sensor is correctly connected to J3 on the lower control board. Disconnect the pass thru sensor cable and check the voltage at J3-3. The voltage measures approximately +5 V dc. If incorrect, check the voltage at J3-2. The voltage measures approximately 0 V dc. If incorrect, replace the sensor assembly. If this does not fix the problem, replace the lower control board.

## 5-Bin Mailbox Service Check

Service Tip: The majority of the mechanical components can be observed during operation by removing the left, right side covers.

Make sure the option(s) are correctly installed before attempting to service the unit. Be sure the option is correctly installed and the machine is configured correctly before attempting to service the unit.

**Problems with excessive static electricity buildup.**

	<b>FRU</b>	<b>Action</b>
1	Front Cover Assembly	Check the front cover assembly to make sure the ESD brush ground lead is firmly attached to the 5-Bin Mailbox frame. Also check to make sure the ESD brush is not loose or damaged.

**The printer does not recognize one or more output options as installed.**

Service Tip: If more than a single output option is installed, check each one to see if the printer recognizes any single option as being installed. If the printer recognizes any of the output options then the base printer autoconnect system is operating correctly and the problem is in the unrecognized option. Continue with this service check or go to the service check for the failing output option.

	<b>FRU</b>	<b>Action</b>
1	5-Bin Mailbox Option	Check the autoconnects, cables and connectors of the option for any signs of loose or damaged parts.
2	Mechanical Linkage Assembly	Remove the left and right side covers and check the two autoconnects for damage especially the connector pins. Remove the output option and check the voltages on the standard output bin autoconnect located on the top left rear of the printer. Go to <b>“Autoconnect - Top” on page 5-11</b> . If the voltages are correct, reinstall the output option noting the position of the toroid on the autoconnect cable of the lower autoconnect. Check the voltages on each of the autoconnects. If the toroid was moved make sure to move it back to its original position on the cable. If the voltages are correct, replace the control board. If the voltages are incorrect, replace the failing autoconnect assembly.

**271 Paper Jam - Check Bin 1 displays**

	FRU	Action
1	Bottom Pass Thru Sensor Flag Assembly Control Board	Check the flag for correct operation, binding, broken parts or interference from the sensor cable. If incorrect, repair as necessary. If correct, check to make sure the bottom pass thru sensor is correctly connected to J5 on the control board. Disconnect the pass thru sensor cable and check the voltage at J5-3. The voltage measures approximately +5 V dc. If incorrect, check the voltage at J5-2. The voltage measures approximately 0 V dc. If incorrect, replace the sensor assembly. If this does not fix the problem, replace the control board.

**274 Paper Jam - Check Bin 4 displays**

Service Tip: When a 274 Paper Jam Check Bin 4 message displays, a problem exists with the top pass thru sensor assembly or the control board.

	FRU	Action
1	Top Pass Thru Sensor Flag Assembly Control Board	Check the flag for correct operation, binding, broken parts or interference from the sensor cable. If incorrect, repair as necessary. If correct check to make sure the top pass thru sensor is correctly connected to J11 on the control board. Disconnect the pass thru sensor cable and check the voltage at J11-3 The voltage measures approximately +5 V dc. If incorrect, check the voltage at J11-2. The voltage measures approximately 0 V dc. If incorrect, replace the sensor assembly. If this does not fix the problem, replace the lower control board.

**Ready Bin X Full message displays - May be able to clear message and will feed paper into Bin selected.**

	FRU	Action
1	Bin X Sensor Bin X Sensor Cable Bin X Sensor Flag Control Board	<p>Check the sensor and sensor cable for the bin that is displaying the message to make sure the sensor is seated correctly in the side of the tray and the cable is connected to the sensor and the control board. Check the flag for binding and proper operation. If correct, replace the Bin X sensor. If this does not fix the problem, replace the control board.</p> <p><b>Note:</b> This sensor is in a normally open position with the flag out of the sensor slot.</p>

**Bin X is full - No message that Bin X is full displays.**

	FRU	Action
1	Bin X Sensor Bin X Sensor Cable Bin X Sensor Flag Bin X Sensor Flag Control Board	<p>Check the sensor flag for binds, broken or missing parts. If correct, check the bin sensor for correct installation in the side of the tray. If the bin sensor is installed correctly, check the sensor cable for correct installation to the sensor and control board. If correct, replace the Bin X sensor. If this does not fix the problem, replace the control board.</p>

**Ready - Bin X Full displays and paper feeds into Bin X.**

	FRU	Action
1	Bin X Sensor Bin X Sensor Control Board	<p>Check the sensor flag for binds. Make sure the sensor flag is not in an up position. If the sensor flag is operating correctly, replace the bin X sensor. If this does not fix the problem, replace the control board.</p>

**Paper does not feed into the bin selected. 271 Paper Jam - Check Bin 1 displays.**

	FRU	Action
1	Deflector Deflector Spring Deflector Cover Deflector Cover Spring Shaft assemblies	Check all the bin parts for signs of missing or loose springs, binds in the deflector or deflector cover, broken or binding shaft assemblies or broken gear teeth. If incorrect, repair as necessary.
2	Bin X Solenoid Assembly Control Board	Check the solenoid for any binds. Make sure the solenoid is contacting the latch correctly. If incorrect, repair as necessary. If the solenoid appears to be operating mechanically, check the resistance of the solenoid. It measures between 30 and 50 ohms. If incorrect, replace the failing solenoid assembly. If correct, replace the control board.
3	Mechanical Linkage Motor Assembly	If the DC motor is functioning properly, check the gears, clutch and other linkage parts for correct operation and any signs of wear, broken gear teeth or damaged parts. If incorrect, replace the mechanical linkage assembly/DC motor assembly.

## 990 Service Error displays

	FRU	Action
1	Mechanical Linkage DC Motor Assembly	<p>Check the DC motor cable connector to be sure it is correctly installed at J2 on the control board. If correct, disconnect J2 from the control board and check the resistance of the motor on the cable connector. J2-1 to J2-2 measures between 115 and 135 ohms. Also check J2-1 and J2-4 to the motor case for shorts. If either the resistance is incorrect or a short is found, replace the mechanical linkage/ DC motor assembly.</p> <p><b>Note:</b> If the DC motor is shorted, it may also be necessary to replace the control board.</p>
2	Control Board	<p>Disconnect the motor cable J2 from the control board and check the voltages at J2 on the board.</p> <p><b>Note:</b> Use caution not to short adjacent pins on the connector as damage to the board could result.</p> <p>J2-1 (motor idle) +24 V dc  J2-2 (motor Idle) +24 V dc  J2-5 (motor idle) +5 V dc  J2-6 (motor idle) +5 V dc</p> <p>If any of the voltages are incorrect, replace the control board. If correct, replace the mechanical linkage/ DC motor assembly.</p>



## Paper Feed Service Check

If you have a 936 Transport Motor Error go to the **“Main Drive Service Check”** on page 2-85.

	FRU	Action
1	Alignment Assembly	Check to ensure the alignment assembly is correctly attached to the left side frame and the mounting screws are tight. Check the alignment assembly for any signs of worn rollers, contaminated rollers or binds. Replace the alignment assembly if any problem is found.
2	Inner Deflector	Check the inner paper deflector for correct installation. If the deflector is bowed or not fitting correctly, replace the deflector.

**Auto compensator fails to feed paper. Failures occur randomly throughout the stack of paper.**

	FRU	Action
1	Pass Thru Sensor	Check the pass thru sensor for correct installation and operation.
2	Auto compensator Assembly	The auto compensator pick roll shaft assembly is not providing enough torque if the pick rollers are not picking the paper correctly. Replace the auto compensator assembly.
3	Wear Strips in Tray X problem is found.	Check the wear strips for excessive wear, scratches or rough spots. Replace the wear strips if a problem is found.

**Paper feed failures occur only near the top of the stack of paper.**

The most common cause of this problem is paper curl. Remove the paper from tray x and check for the natural curvature in the paper. Reinstall the paper in the correct manner. If the problem persists, it may be necessary to reduce the stack height. Replace both pick rolls if the paper appears to be flat in the tray but there is still a problem.

**Failures occur mainly near the bottom of the stack of paper.**

The auto compensator pick arm may not be coming down far enough to allow the pick rolls to properly contact the paper. Also the auto compensator motor may be failing. If this problems continues, replace the auto compensator assembly.

**Double Feeding Paper**

**Note:** If double feeding paper occurs mostly from the bottom of the stack, check for missing or damaged restraint pads in the tray.

	FRU	Action
1	Paper	Paper is usually the primary cause of a double feeding paper problem. Flex the paper before placing the paper in the tray. Edge-welded paper is the most common cause of double feeding. Loading the paper in the tray in different locations and directions and using rough paper and short grain paper also causes double feeding.
2	Auto compensator	Make sure the counterbalance spring is not missing, loose or broken at the top of the auto compensator arm assembly. If you find a problem, replace the auto compensator assembly.

## Multipurpose Tray

### Paper fails to feed from the multipurpose tray.

The pick roll should make one complete revolution and stop with the flat side down. If the pick roll turns but does not pick paper, check the roll for signs of wear, oil or grease on the surface of the pick roll or slick spots. If you find a problem, replace the pick roll assembly. Check to ensure the media that is being fed through the multipurpose tray assembly meets recommended paper specifications.

## Parallel Port Service Check

Run the **“Parallel Wrap Test”** on page 3-16.

**Note:** The Parallel Wrap Test is designed to check the parallel port hardware by using a wrap plug (P/N 1319128) and invoking the Parallel Diagnostic Test. This test helps isolate the printer from the parallel cable and host. The test provides failure information on the display for approximately three seconds. If the test indicates that a problem is detected, replace the system board.

## Printhead Service Check

The printhead assembly does not contain any service replaceable parts or components. If service error code 930 displays, the wrong printhead is installed in the printer.

**Note:** A 201 paper jam may also indicate a failing printhead. The paper may have jammed prior to or at the input sensor. Print the error log and see if 201 or 932 errors are logged.

	Service Error Code	Explanation
1	Error Code 932 Lost HSYNC	These errors usually indicate a failure in the HSYNC signal to the printhead. Check the continuity of the cables connected to J7 and J13 on the system board. If incorrect, replace the defective cable. The voltage at J13-4 measures approximately +5 V dc. If incorrect, replace the system board. The voltage at J7-7 measures approximately +24 V dc. If incorrect, replace the system board. If correct, replace the printhead assembly.
2	Error Code 934 Mirror Motor Lost Lock Error Code 935 Mirror Motor unable to reach operating speed	These error codes indicate a problem with the mirror motor circuit in the printhead assembly or the mirror motor cable to the system board cable or system board assembly. Check the continuity of the mirror motor cable connected to J7 on the system board. If incorrect, replace the cable. The voltage at J7-7 measures approximately +24 V dc. If incorrect, replace the system board. If correct, replace the FRUs in the following order:  system board  printhead assembly

## Print Quality Service Check

Service Tip: Before troubleshooting any print quality problems do the following:

- Install another print cartridge if available before proceeding with the service checks.
- Use Tray 1 to test for print quality of the base printer.
- Replace the charge roll if it is damaged or contaminated.
- Replace the transfer roll if it is damaged or contaminated.
- Make sure the fuser assembly is installed correctly.
- Verify proper paper type, texture and weight settings for the media being used.
- Test the printer using plain paper (20lb).

Select the following menu settings as indicated. Be sure and note the original settings so you can return the printer to the original customer printer setup.

- Print Resolution: Set to 300 dpi (print quality problems should be checked at different resolution settings).
- Print Darkness: Set to NORMAL.
- Toner Saver: Set to OFF.
- PQET: Set to OFF.
- Fuser Temperature: Set to NORMAL.
- Test the printer using plain paper (20 lb)

An incorrect printer driver for the installed software can cause problems. Incorrect characters could print and the copy may not fit the page correctly.

Measure all voltages from the connector to printer ground.

**Note:** 722/72n - If darker than normal print is noted, especially when printing a lot of graphics, check the printhead fan to see if it is operating correctly.

**Print Quality - All Black Page**

Service Tip: An all black page is generally caused by a problem in the high voltage system or an incorrect high voltage in the printing process resulting in toner development on the entire photoconductor drum.

	FRU	Action
1	High Voltage Contacts	<p>Check the high voltage contacts on the right side frame to ensure they fit securely and are not pitted, contaminated or damaged. If incorrect, replace the contact with one from the HV contact kit.</p> <p>Screws are included to attach the contacts to the right side frame in the HV contact kit.</p>
2	Charge Roll Conductive Bushing	Check to make sure the charge roll bushing is correctly installed in the right charge roll arm.
3	HVPS	Check the voltages on J25-1 thru J25-8. If incorrect, replace the system board.
4	HVPS Cable (Part of Front Harness Cable)  System Board	Check the continuity of the HVPS cable. If incorrect, replace the cable assembly. If correct, replace the system board.

**Print Quality - Blank Page**

	FRU	Action
1	Print Cartridge	Check the print cartridge for any signs of damage, especially the PC drum contact on the cartridge.

	FRU	Action
2	High Voltage Contact	<p>Check the PC drum contact on the right side frame for damage, PC drum contact wear or contamination. If the contact is bent or damaged, replace the contact.</p> <p><b>Note:</b> Inspect the HVPS PC drum contact on the board for any signs of damage or contamination.</p>
3	HVPS	<p>Check the fuse on the HVPS. If open, replace the HVPS. Check the voltages at J25 on the system board. Measure the following voltages from connector J25 to printer ground:</p> <p>Printer Idle J25-5 measures +24 V dc</p> <p>Printer Printing J25-5 measures +24 V dc</p> <p>If the voltages at J25-5 are incorrect, replace the system board.</p>
4	Front Cable Harness HVPS Section	<p>Check the front cable harness at J25 on the system board and at CN1 on the HVPS to make sure the harness is connected properly. If connected properly, check the continuity of the cable harness. If there is no continuity, replace the front cable harness.</p>
5	Printhead Assembly	<p>Generally a 93x service error is posted if the printhead assembly fails and the printer does not give a blank copy symptom.</p> <p>The printhead used in the printer does not have a mechanical shutter as previous laser printers. The printer is interlocked through the front top cover interlock switch.</p>

### Print Quality - Random Marks

Service Tip: The primary cause of random marks is due to loose material moving around inside the printer and attaching to the photoconductor, charge roll or transfer roll.

	Symptom	Action
1	Random Marks	Check the print cartridge for any signs of loose or foreign material that might be on the photoconductor. Check the transfer roll and charge roll for any pieces of material that are stuck to the rolls.

### Print Quality - Blurred or Fuzzy Print

Blurred or fuzzy print is usually caused by a problem in the main drive gearbox assembly, alignment assembly, any feed roller or in the transfer roll bearings or transfer roll. Check the gearbox assembly for correct operation. Check the transfer roll for binds or a contaminated shaft or bearings.

Blurred print can also be caused by incorrect feeding from one of the input paper sources, paper trays, duplex option or envelope feeder.

Check the high voltage contacts to ensure they are not bent, corroded or damaged. Replace as necessary.



**4069-5XX/7XX****Print Quality - Evenly spaced horizontal lines or marks.**

	<b>FRU</b>	<b>Action</b>
1	Lines spaced 3.19 mm (.126 inch) apart	This can be caused by the motor pinion gear on the main drive motor. Replace the main drive motor.
2	Lines spaced 22.32 mm (.882 inch) apart  Lines spaced 28.7 mm (1.130 inch) apart  Lines spaced 47.83 mm (1.883 inch) apart  Lines spaced 63.77 mm (2.511 inch) apart	This can be caused by a defective gear in the main drive gearbox assembly. Replace the main drive gearbox assembly.
3	Lines spaced 38.26 mm (1.506 inch) apart	This can be caused by defective gear(s) in the main drive gearbox. Replace the FRUs in the following order:  main drive gearbox  reference edge
4	Lines spaced 44.64 mm (1.757 inch) apart	Replace the FRUs in the following order:  developer drive assembly  main drive gearbox assembly
5	Lines spaced 47.19 mm (1.858 inch) apart	Replace the FRUs in the following order:  toner cartridge  charge roll  developer drive assembly
6	Lines spaced 49.16 mm (1.935 inch) apart	Replace the toner cartridge.

	<b>FRU</b>	<b>Action</b>
7	Lines spaced 49.74 mm (1.958 inch) apart	Replace the FRUs in the following order:  redrive assembly  fuser assembly
8	Lines spaced 51.02 mm (2.009 inch) apart	Replace the transfer roll.
9	Lines spaced 52.23 mm (2.056 inch) apart	Replace the redrive assembly.
10	Lines spaced 76.53 mm (3.013 inch) apart	Replace the FRUs in the following order:  alignment assembly  main drive gearbox assembly
11	Lines spaced 95.66 mm (3.766 inch) apart	Replace the FRUs in the following order:  toner cartridge  main drive gearbox assembly
12	Lines spaced 99.49 mm (3.917 inch) apart	Replace the redrive assembly.
13	Lines spaced 114.79 mm (4.519 inch) apart	Replace the alignment assembly.

**Print Quality - Background**

Service Tip: Some background problems can be caused by rough papers, non-Lexmark toner cartridges or if the media texture is set to the rough setting.

Some slick or coated papers may also cause background. Some problems occur with printers that run a large amount of graphics in a humid environment. The customer may try to improve the print quality by increasing the transfer setting.

Check the charge roll to make sure it is not at the end of life.

	<b>FRU</b>	<b>Action</b>
1	Printhead	The printhead on the Lexmark T printers cannot be cleaned. Try another printhead if all other attempts fail to correct a background problem.
2	Transfer Roll Assembly	Check the high voltage contact from the HVPS to the transfer roll. Check the transfer arm assembly right side bearing for any signs of contamination, pitting or a loose cable to the bearing. If any problems are found, replace the defective part. Check the transfer roll shaft for any signs of contamination, wear or pitting on the ends of the shaft that go into the bearings. If a problem is found, clean the ends of the shaft or replace the transfer roll assembly.
3	High Voltage Contacts	Check the high voltage contacts on the right side frame to ensure they are clean and not bent, deformed, or pitted. If incorrect, replace the contact.

	FRU	Action
4	System Board HVPS Connector	<p>Check the following voltages at J25 on the system board. Measure the voltages from J25 to printer ground.</p> <p>Printer Idle            J25-1 approximately 0 V dc            J25-2 approximately 4 V dc            J25-4 approximately 0 V dc</p> <p>Printer Printing            J25-1 varies 0 V dc to +5 V dc            J25-2 varies 0 V dc to +4 V dc            J25-4 varies 0 V dc to +1.9 V dc</p> <p>If J25-1 voltage is incorrect, check the continuity of the front harness cable (J25-1 line). If there is no continuity, replace the harness cable. If there is continuity, replace the HVPS. If this does not correct the problem, replace the system board.</p> <p>If J25-2 voltage is incorrect or if the voltage remains at 0 V dc, check the continuity of the front harness cable (J25-2 line). If there is no continuity, replace the harness cable. If there is continuity, replace the HVPS. If this does not correct the problem, replace the system board.</p> <p>If J25-4 voltage is incorrect, check the front harness cable (J25-4 line). If there is not continuity, replace the harness cable. If correct, replace the system board. if this does not correct the problem, replace the HVPS.</p>

**Print Quality - Banding**

Service Tip: Banding is difficult to detect except on a page with a uniform gray or a large amount of graphics printed on the page. Banding is primarily due to a variation in the speed of the paper as it feeds through the printer, especially in the development and transfer process. Inspect the alignment assembly, main drive assembly and all other paper feed components for signs of wear, dirt, binds, or damage, especially the drive gears. Banding appears as light or dark horizontal lines on a uniformly gray page.

Banding can also be caused by a defective charge roll brush contact or HVPS. Check the charge roll contact for any signs of damage and for proper connection to the HVPS and print cartridge.

**Print Quality - Black bands on outer edges of the page.**

This print quality problem appears as vertical black bands on one or both sides of the copy and can be wide, narrow, light or dark.

	<b>FRU</b>	<b>Action</b>
1	Charge Roll Counterbalance Springs	If the problem is just on one side of the page, check the charge roll counterbalance spring on that side. You can check to see if enough force is being applied to the charge roll by applying a slight downward pressure with your finger to the charge roll link arm that the spring is attached to while you run a print test sample. See if the problem changes or goes away. If this fixes or changes the problem, then check the springs and charge roll link arm assemblies for binds or defective parts. Replace as necessary.

	FRU	Action
2	Charge Roll Assembly Charge Roll Link Arm	<p>Check the charge roll for any signs of toner buildup or other contamination on the outer edges that correspond to the bands on the page. Check the charge links and arms for proper operation, binds or incorrectly mounted counterbalance springs. Repair or replace as necessary.</p>
3	HVPS	<p>Check the following voltages at J25-8 on the system board:</p> <p>Printer Idle J25-8 measures 0 V dc</p> <p>Printer Printing Test Page J25-8 voltage changes from 0 V dc to +4 V dc</p> <p>If the voltage does not vary, check the continuity of line J25-8 in the front cable harness. If there is no continuity, replace the cable harness. If there is continuity, replace the HVPS. If this does not correct the problem, replace the system board.</p> <p>Turn the printer off and check the resistance between J25-7 and printer ground. The resistance measures approximately 0 ohms. If incorrect, make sure the system board is mounted correctly and securely grounded. If correct, replace the system board.</p>

## Print Quality - Residual Image

Service Tip: Install a new print cartridge if available before doing this service check. Residual image can be caused by the photoconductor, cleaning blade and other parts inside the print cartridge.

	FRU	Action
1	Hot Roll Fuser Assembly	Check the fuser assembly for signs of toner contamination. The hot roll especially might cause toner to be retained and deposited on the page.

## Print Quality - Light Print

Service Tip: Check the toner saver and print darkness settings first if the print is light.

	FRU	Action
1	Transfer Roll	Check the right end of the transfer roll shaft for signs of wear or contamination. If incorrect, replace the transfer roll.
2	Right Side Transfer Roll Arm Assembly	Check the right side transfer roll arm assembly bearing for any signs of wear or contamination. Also check to ensure the transfer cable is firmly attached to the bearing. If incorrect, replace the right side transfer arm assembly. Check the connection of the transfer roll assembly cable to the transformer on the HVPS board. Check the continuity of the cable from the bearing to the spade terminal on the cable. If incorrect, replace the right side transfer arm assembly. If correct, replace the HVPS.

**Print Quality - Toner on backside of printed page**

Service Tip: This is generally caused by loose toner in the machine in the paper path being carried through the printer on the backside of the paper.

	<b>FRU</b>	<b>Action</b>
1	Hot Roll Fuser Assembly	Toner is being carried out on the backside of the media. This problem is generally caused by a toner buildup on the fuser hotroll or backup roll. Check the fuser hotroll and backup roll for any noticeable buildup of toner. Repair as necessary.
2	Transfer Roll Transfer Plate Assembly	Check the transfer roll for any signs of toner buildup or loose toner around the area of the transfer plate assembly. Clean the area and run another copy. If the problem continues, replace the FRUs in the following order:  HVPS  system board



## Smart Cartridge Contact Assembly Service Check

**Note:** If you are unable to clear a “32-Unsupported Cartridge” User Error Message, make sure a Lexmark T print cartridge is correctly installed in the printer. The cartridge is easily identified by the contact board located on the right side rear of the cartridge. Install another print cartridge before attempting to troubleshoot the printer. Check to make sure the smart contact assembly cable is properly connected to J20 on the system board. Check the print cartridge for any signs of damage or improper installation of the smart chip. Also check to make sure there is proper contact between the smart chip on the cartridge and the smart cartridge contact assembly.

**Service Tip:** An intermittent “32-Unsupported Cartridge” User Error Message can be caused by poor contact between the smart cartridge contacts in the printer and the smart chip. Also check for proper seating of the smart cartridge cable to the system board.

	FRU	Action
1	Smart Cartridge Contact Assembly  System Board	Check the voltage on the smart cartridge contact. The voltage measures approximately +3.8 V dc when not writing data to the system board. If data is being written, the voltage measures approximately 0 V dc. If incorrect, disconnect the cable from J20 on the system board and check the voltage on J20-1. The voltage measures approximately +5 V dc. If incorrect, replace the system board. If correct, replace the smart cartridge contact assembly.

## Serial Port Service Check

Run the **“Serial Wrap Test”** on page 3-17.

**Note:** The Serial Wrap Test is designed to check the serial port hardware by using a wrap plug (P/N 1329048) and invoking the Serial Post Diagnostic Test. The test helps isolate the printer from the serial cable and host. The test provides failure information on the display for approximately three seconds. If the test indicates a problem, replace the system board.

## Toner Sensor Service Check

Service Tip: Check the print darkness MENU setting before checking the toner sensor.

This service check is intended to be used when a 929 Service Error displays.

	FRU	Action
1	Developer Drive Assembly	Incorrect operation of the developer drive assembly can cause the printer to display a 929 error code (Toner Sensor). Check the developer drive assembly for correct installation, any sign of worn, loose or broken parts.
2	Front Harness Cable	Check the toner sensor portion of the front harness cable to make sure it is properly seated into the toner sensor. If correct at both the sensor and system board (J25), check the continuity of the cable. If incorrect, replace the cable.

	FRU	Action
3	Toner Sensor	The toner sensor cable is part of the front harness and part of connector J25 on the system board. Check the voltage at J25-11. It reads approximately +5 V dc. If incorrect, replace the system board. If correct, check the voltage at J10-12. It reads approximately +5 V dc with the system board removed from the printer. If incorrect, replace the system board. If correct, replace the toner sensor assembly. A bad ground connection between J25-14 on the system board and pin 3 on the toner sensor results in a 929 service error.

## Transfer Roll Service Check

**Service Tip:** The transfer roll is 51.02 mm (2.009 inch) circumference. Any print quality problems such as lines that are spaced 51.02 mm apart indicate you should check the transfer roll for damage, toner or foreign material buildup.

**Service Tip:** The transfer roll assembly is part of the Maintenance Kit and is replaced when a '80 Scheduled Maintenance" message displays. Ask the customer if they have replaced the transfer roll recently.

**CAUTION:** Make sure the printer is powered Off before making any checks on the transfer roll or associated parts for personal safety and to prevent damage to the printer.

	FRU	Action
1	Transfer Roll Assembly	Check the transfer roll for any signs of toner buildup, surface damage to the roll, oil or other contaminants on the surface of the roll. Replace the transfer roll as necessary.

	FRU	Action
2	Left Transfer Arm Assembly	Check the left transfer roll arm assembly to make sure it is fastened and locked in the down position. If the arm is not locked down, check to ensure the arm is not broken and will lock into the EP frame correctly. Check the left transfer arm assembly spring for proper operation.
3	Right Transfer Arm Assembly	Check the right transfer arm assembly to make sure it is fastened and locked in the down position. If the arm is not locked down, check to make sure the arm is not broken and will lock into the EP frame correctly. Check the right transfer arm assembly spring for proper operation. For any background problems, check to ensure the contact to the HVPS board is correct and that there is approximately 0 ohms resistance between the transfer roll shaft and the HVPS contact. If correct, go to <b>“Print Quality - Background” on page 2-114.</b>
4	HVPS - 917 Error Code	Check the voltage at J25-3. The voltage changes from +24 V dc with the printer idle to 0 V dc when the printer runs the print test. If the voltage is incorrect, check the continuity of line J25-3 in the front cable harness to the HVPS. If there is no continuity, replace the cable harness. If there is continuity, replace the HVPS. If the problem continues, replace the system board.

## StapleSmart Finisher Service Check

**Note:** When removing the stapler mechanism (99A2526) from the option first remove the staple supply cartridge.

**Note:** When replacing staples in the supply cartridge, discard any old staples in the cartridge and replace with a fresh strip.

### Problems with static electricity buildup

	FRU	Action
1	Top Cover	Check the top cover assembly to make sure the brush is attached to the cover, the ground clips are installed, and the brush is grounded.

**Printer does not recognize StapleSmart Finisher option as being installed.**

	FRU	Action
1	StapleSmart Finisher Option	Ensure that the StapleSmart finisher is the only option that is not recognized by the base printer. If the finisher is the only option not recognized by the printer continue with step 2. If not, check the autoconnects of the options not recognized and the interconnect board and cable connectors.
2	Stapler Motor/Drive Assembly  Stapler Card Assembly	Check the autoconnects for signs of damage, especially the connector pins. Remove the right side cover and check the cables at J1A, J1B (bottom autoconnect) J14A, J14B (top autoconnect) to the stapler card assembly to make sure they are attached securely. Check the voltages at the printer top autoconnect. If incorrect, remove the finisher option and go to <b>“Autoconnect - Top” on page 5-11</b> . If voltages are correct, reinstall the finisher option and check the voltages at J1A and J1B on the connector. If correct, replace the stapler card assembly. If incorrect, replace the stapler motor/ drive mechanical assembly.

**Close Finisher Top Cover displayed - Unable to clear or reset message. (POST incomplete)**

	<b>FRU</b>	<b>Action</b>
1	Top Cover Assembly	Check the top cover assembly to ensure that it is actuating the top cover switch and the cover is opening and closing correctly.
2	Top Cover Switch Stapler Card Assembly	Check continuity of the stapler top cover open switch. If incorrect, replace the switch assembly. If correct, replace the stapler card assembly.

**Close Finished Side Door displayed - Unable to clear or reset message. (POST incomplete)**

	<b>FRU</b>	<b>Action</b>
1	Side Cover Door	Check the stapler access door for any signs of damage or broken parts. Make sure the door correctly actuates the stapler side access door switch.
2	Side Cover Door Switch Stapler Card Assembly	Check the continuity of the stapler access door switch. If incorrect, replace the stapler access door switch assembly. If correct, replace the stapler card assembly.

**POST incomplete - Stapler cycles several times.**

	<b>FRU</b>	<b>Action</b>
1	Stapler Assembly	Replace the stapler assembly. <b>Note:</b> When replacing the stapler assembly, observe the location of the ground lead from the stapler assembly and the finisher frame. Make sure the ground lead is correctly reattached.

**990 Service Error Code - Check Bin X displayed - Post Incomplete**

Step 1 - During POST the stapler option does not try to home.

Step 2 - During POST the stapler option tries to home.



**Step 1 - During POST the stapler option does not try to home.**

	FRU	Action																					
1	Stapler Card Assembly  Drive Motor Assembly	<p>Turn the printer off, disconnect the motor from J2 and check for continuity between J2 pins 1, 2, 5, and 6 on the cable and the motor case. If you get continuity, replace the motor drive assembly. If you do not measure continuity, continue with this step.</p> <p>Reconnect J2 and check the voltages on connector J2.</p> <p><b>Note:</b> All voltages are approximate values.</p> <table border="1" data-bbox="514 636 961 1040"> <thead> <tr> <th data-bbox="514 636 602 712">Pin No.</th> <th data-bbox="602 636 770 712">Voltage Static</th> <th data-bbox="770 636 961 712">Voltage Feeding</th> </tr> </thead> <tbody> <tr> <td data-bbox="514 712 602 760">1</td> <td data-bbox="602 712 770 760">+24 V dc</td> <td data-bbox="770 712 961 760">+24 V dc</td> </tr> <tr> <td data-bbox="514 760 602 829">2</td> <td data-bbox="602 760 770 829">+24 V dc</td> <td data-bbox="770 760 961 829">Varies +11.4 V dc to +24 V dc</td> </tr> <tr> <td data-bbox="514 829 602 876">3</td> <td data-bbox="602 829 770 876">Not Used</td> <td data-bbox="770 829 961 876"></td> </tr> <tr> <td data-bbox="514 876 602 925">4</td> <td data-bbox="602 876 770 925">Ground</td> <td data-bbox="770 876 961 925"></td> </tr> <tr> <td data-bbox="514 925 602 995">5</td> <td data-bbox="602 925 770 995">+5 V dc</td> <td data-bbox="770 925 961 995">Varies +3.6 V dc to +5 V dc</td> </tr> <tr> <td data-bbox="514 995 602 1040">6</td> <td data-bbox="602 995 770 1040">+5 V dc</td> <td data-bbox="770 995 961 1040">+5 V dc</td> </tr> </tbody> </table> <p>If the voltages are correct, replace the motor drive assembly. If the voltages are incorrect, replace the stapler card assembly.</p>	Pin No.	Voltage Static	Voltage Feeding	1	+24 V dc	+24 V dc	2	+24 V dc	Varies +11.4 V dc to +24 V dc	3	Not Used		4	Ground		5	+5 V dc	Varies +3.6 V dc to +5 V dc	6	+5 V dc	+5 V dc
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1	+24 V dc	+24 V dc																					
2	+24 V dc	Varies +11.4 V dc to +24 V dc																					
3	Not Used																						
4	Ground																						
5	+5 V dc	Varies +3.6 V dc to +5 V dc																					
6	+5 V dc	+5 V dc																					
2	Drive Motor Assembly (mechanical)	<p>Check the drive motor assembly (99A2513) for normal operation. Normal operation for this assembly during POST is the motor turns, motor pinion gear turns, drive gear turn the clutch rotates and sets.</p>																					



## 4069-5XX/7XX

	<b>FRU</b>	<b>Action</b>
1	Swing Arm Spring	Check to ensure the swing arm spring is connected and not loose or broken.
2	Clutch (99A2551) Assembly  Drive Motor Assembly Drive Gear (99A1717)	Check the clutch assembly on the right side frame assembly for correct operation and any sign of broken or loose parts.  Check the drive motor assembly and drive gear for any signs of damage.

### 281 Paper Jam - The paper may jam at the upper deflector.

	<b>FRU</b>	<b>Action</b>
1	Upper Deflector	Check the upper deflector or any signs of broken parts, especially the hook that holds the upper deflector spring. Check for any signs of bowing of the deflector. Move the deflector to make sure it moves smoothly and freely with no signs of binds.
2	Upper Deflector Spring	Check the upper deflector spring to make sure it is not loose or broken.

### 281 Paper Jam - Paper jams into stapler output bin.

	<b>FRU</b>	<b>Action</b>
1	Center Stapler Bail	Check the center stapler bail for any signs of broken parts, and that the bail moves freely on the upper exit shaft assembly.
2	Upper Exit Shaft Assembly Lower Exit Shaft Assembly Exit Shaft Bearings	Check the upper and lower shaft assembly for any signs of wear, binds or damage. Check the exit shaft bearings for any signs of damage or binding.

**282 Staple Jam - Check Stapler displayed.**

	FRU	Action
1	Stapler Assembly	Check the stapler assembly for any signs of broken or damaged parts.

**Post Incomplete - Insert Stapler Cartridge Displayed (Cartridge Holder is installed and cannot clear message)**

When this failure occurs, the following may also occur in the order shown:

1. Insert Staple Cartridge displayed.  
The stapler assembly may cycle or fire a few times.
2. 282 Stapler Jam displayed.  
The stapler assembly may try to cycle or fire.
3. 990 Service - Check Bin 1 displayed.

	FRU	Action
1	Stapler Cartridge Holder Stapler Assembly	<p>Before proceeding with the service check, gently try to remove the stapler cartridge holder from the stapler assembly. If the holder is jammed in the stapler assembly, do the following:</p> <ol style="list-style-type: none"> <li>1. Turn the printer off and remove the right side cover. Use care when removing the cover as the right side door switch and cable assembly are easily damaged. Do not allow the right side cover to hang down by the switch and cable assembly.</li> <li>2. Disconnect the 10 pin cable from the stapler assembly.</li> <li>3. Hold the stapler assembly with one hand while removing the three screws from the assembly. The assembly is heavy and easy to drop.</li> <li>4. Check the stapler assembly for any signs of damaged or broken parts. Check the flag and spring assembly on the front of the stapler assembly to see if the flag or spring are broken or missing. If any problem is found, replace the stapler assembly. If no problem is found, continue with step 5.</li> <li>5. Carefully cycle the large gear on the side of the stapler assembly and try to free the cartridge holder assembly. <b>Note:</b> Look for staples jammed at the throat of the cartridge holder and remove any that are found. Gently try to remove the cartridge holder from the stapler assembly. It may be necessary to manually cycle the large gear on the side of the stapler assembly to release the cartridge holder.</li> <li>6. Reinstall the stapler assembly with a new stapler cartridge holder and staples. Run the Finisher Feed Test to check the option. If the problem continues, go to step 2</li> </ol>
2	Stapler to Stapler Board (J3) Cable	Check the continuity of the cable. If a problem is found, replace the cable.

	FRU	Action																																	
3	Stapler Board Stapler Assembly	<p>Check the voltages on connector J3 on the board.  <b>Note:</b> All voltages are approximate values.</p> <table border="1" data-bbox="489 332 941 901"> <thead> <tr> <th>Pin No.</th> <th>Voltage Static</th> <th>Voltage Feeding</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>+24 V dc</td> <td>+24 V dc</td> </tr> <tr> <td>2</td> <td>+24 V dc</td> <td>+24 V dc</td> </tr> <tr> <td>3</td> <td>+24 V dc</td> <td>+24 V dc</td> </tr> <tr> <td>4</td> <td>+24 V dc</td> <td>+24 V dc</td> </tr> <tr> <td>5</td> <td>0 V dc</td> <td>0 V dc</td> </tr> <tr> <td>6</td> <td>0 V dc</td> <td>0 V dc</td> </tr> <tr> <td>7</td> <td>0 V dc</td> <td>Varies (0 V - 1.5 V dc)</td> </tr> <tr> <td>8</td> <td>GND</td> <td></td> </tr> <tr> <td>9</td> <td>+5V dc</td> <td>+5V dc</td> </tr> <tr> <td>10</td> <td>0V dc</td> <td>0V dc</td> </tr> </tbody> </table> <p>If the voltages are correct, replace the stapler assembly. If the voltages are incorrect, replace the stapler board</p>	Pin No.	Voltage Static	Voltage Feeding	1	+24 V dc	+24 V dc	2	+24 V dc	+24 V dc	3	+24 V dc	+24 V dc	4	+24 V dc	+24 V dc	5	0 V dc	0 V dc	6	0 V dc	0 V dc	7	0 V dc	Varies (0 V - 1.5 V dc)	8	GND		9	+5V dc	+5V dc	10	0V dc	0V dc
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8	GND																																		
9	+5V dc	+5V dc																																	
10	0V dc	0V dc																																	

**283 Staple Jam - Check Stapler displayed.**

	FRU	Action
1	Staple Cartridge Holder	Check the staple cartridge holder for any signs of damage and for any jammed staples in the cartridge. Replace the staple cartridge holder if damaged. If staples are jammed in the cartridge, replace the old strip of staples with a new strip and try the finisher feed test from the diagnostic menu.
2	Staple Unit	Remove the staple cartridge holder from the staple unit and remove the staple unit. Check for any staples that might be in the staple unit mechanism. Check for correct operation and for any signs of damage.

**Paper feeds into finisher option output tray - Paper is not stapled - Paper does not align with the right side.**

	FRU	Action
1	Paper Alignment Wheel (if installed)  Paper Alignment Pad	<p>Check to make sure the gamma wheel aligner assembly is operating correctly and that the wheel is touching the paper. If the gamma wheel is not turning or touching the paper, go to step 2. If the wheel is turning and touching the paper, check the wheel for any signs of wear, damage or contamination. If any problem with the wheel is found, replace the wheel.</p> <p>Check to make sure the aligner assembly and pads are operating correctly. Make sure the pads are touching the paper and moving the paper to the right side frame. If the aligner pads are not moving into the lower position and touching the paper, go to step 3. If the aligner pads are touching the paper, then check the pads to make sure they are not worn, damaged or contaminated. Replace if necessary.</p>
2	Paper Wheel Aligner Assembly	Check the paper wheel aligner assembly to make sure it is mounted correctly. Check to make sure there are no broken gears or other mechanical parts. If any are found, replace the aligner assembly. If no problem is found, go to step 3.

	FRU	Action																					
3	Stapler Board	<p>Check to make sure the cable to J4 (Accessory) is properly connected to J4 on the board. Turn the printer off, disconnect the motor cable from J4 and check for continuity between J4 pins 1,2,3, and 4 to the motor case. If you get continuity, replace the gearbox drive assembly. If you do not get continuity, continue with the step.</p> <table border="1" data-bbox="491 435 939 922"> <thead> <tr> <th data-bbox="491 435 580 553">Pin No.</th> <th data-bbox="580 435 749 553">Voltage Static (Motor not Running)</th> <th data-bbox="749 435 939 553">Voltage Feeding (Motor Running)</th> </tr> </thead> <tbody> <tr> <td data-bbox="491 553 580 602">1</td> <td data-bbox="580 553 749 602">+24 V dc</td> <td data-bbox="749 553 939 602">+24 V dc</td> </tr> <tr> <td data-bbox="491 602 580 691">2</td> <td data-bbox="580 602 749 691">+24 V dc</td> <td data-bbox="749 602 939 691">Should vary when motor running.</td> </tr> <tr> <td data-bbox="491 691 580 740">3</td> <td data-bbox="580 691 749 740">Not Used</td> <td data-bbox="749 691 939 740"></td> </tr> <tr> <td data-bbox="491 740 580 789">4</td> <td data-bbox="580 740 749 789">Ground</td> <td data-bbox="749 740 939 789"></td> </tr> <tr> <td data-bbox="491 789 580 878">5</td> <td data-bbox="580 789 749 878">+5 V dc</td> <td data-bbox="749 789 939 878">Should vary when motor running</td> </tr> <tr> <td data-bbox="491 878 580 922">6</td> <td data-bbox="580 878 749 922">+5 V dc</td> <td data-bbox="749 878 939 922">+5 V dc</td> </tr> </tbody> </table> <p>If the voltages are correct, replace the gearbox drive assembly. If the voltages are incorrect, replace the stapler board.</p>	Pin No.	Voltage Static (Motor not Running)	Voltage Feeding (Motor Running)	1	+24 V dc	+24 V dc	2	+24 V dc	Should vary when motor running.	3	Not Used		4	Ground		5	+5 V dc	Should vary when motor running	6	+5 V dc	+5 V dc
Pin No.	Voltage Static (Motor not Running)	Voltage Feeding (Motor Running)																					
1	+24 V dc	+24 V dc																					
2	+24 V dc	Should vary when motor running.																					
3	Not Used																						
4	Ground																						
5	+5 V dc	Should vary when motor running																					
6	+5 V dc	+5 V dc																					



**Misalignment of sheets to be stapled.**

	FRU	Action
1	Left Side Bail Assembly	Check the left side bail assembly for any signs of binding, missing, or broken parts.
2	Stapler Gearbox Assembly	Check the stapler gearbox assembly for correct operation.

**Sheets are transported into output tray but not stapled.**

	FRU	Action
1	Sol 1, Stapler Drive Stapler Assembly Stapler Card Assembly	Disconnect Sol 1 cable from J5 on the stapler card and measure the resistance of the solenoid across the cable connector. It should measure approximately 48 ohms (when cold). If incorrect, replace the Stapler Gearbox assembly. If correct, replace the stapler card assembly.

**Stapled Sheets are not transported to the output tray.**

	FRU	Action
1	Sol 2 (Stapler Gearbox Assembly) Stapler Card Assembly	Disconnect Sol 2 cable from J8 on the stapler card and measure the resistance of the solenoid across the cable connector. It should measure approximately 48 ohms (cold). If incorrect, replace the stapler gearbox assembly. If correct, replace the stapler card assembly.

**POST incomplete - Stapler cycles several times**

	FRU	Action
1	Stapler Assembly	<p>Replace the stapler assembly. <b>Note:</b> When replacing the stapler assembly, observe the location of the ground lead from the stapler assembly and the finisher frame, and make sure the ground lead is correctly reattached.</p> <p>(Flag or spring off stapler unit)</p> <p>Will also happen when pin 7 of J3 open.</p>

**4069-5XX/7XX**

## 3. Diagnostic Aids

This chapter explains the tests and procedures to identify printer failures and verify repairs have corrected the problem.

### Diagnostic/Configuration Menu

Diagnostic Menu - Used to help test and diagnose printer and attached option problems.

Configuration Menu - Contains a set of menus, settings, and operations that are generally used to configure the printer for operation. Such menu setting as Resetting the Maintenance Count is included in this menu.

The following table lists the tests as they are displayed on the Diagnostic Test Menu screens.

Tests	Refer to Test Page
<p><b>Registration</b> If selected, the following menu selections are available:</p> <ul style="list-style-type: none"> <li>• The Video Frequency Test runs automatically, then the margin values screen is displayed.</li> </ul>	<p><b>“Registration” on page 3-28</b></p>
<p><b>Print Tests</b> If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1. Tray x is displayed (x-Tray selected 1,2,3,4, or 5).</li> <li>2. MP Feeder is displayed.</li> <li>3. Envelope Feeder (if installed)</li> <li>4. Print Quality Test Pages are displayed.</li> </ol>	<p><b>“Print Tests” on page 3-33</b></p>

Tests	Refer to Test Page
<p><b>Hardware Tests</b>                      If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1.LCD Test (Operator Panel)</li> <li>2.Button Test (Operator Panel)</li> <li>3.DRAM Memory Test</li> <li>4.ROM Memory Test</li> <li>5.Parallel Wrap Test (Displayed if configured with Standard Parallel Port)</li> <li>6.Parallel 1 Wrap (only displayed if port available via PCI in slot 1)</li> <li>7.Parallel 2 Wrap (only displayed if port available via PCI in slot 2)</li> <li>8.Serial Wrap (only displayed if printer configured with Serial Port)</li> <li>9.Serial 1 Wrap (only displayed if serial port available via PCI slot 1)</li> <li>10.Serial 2 Wrap (only displayed if serial port available via PCI slot 2)</li> </ol>	<p><b>“Hardware Tests” on page 3-14</b></p>
<p><b>Duplex Tests (is displayed only if option installed)</b></p> <ol style="list-style-type: none"> <li>1.Quick Test</li> <li>2.Top Margin</li> <li>3.Sensor Test</li> <li>4.Motor Test</li> <li>5.Duplex Feed 1</li> <li>6.Duplex Feed 2</li> </ol>	<p><b>“Duplex Tests” on page 3-8</b></p>

Tests	Refer to Test Page
<p><b>Input Tray Tests</b> If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1. Feed Tests If selected, the following menu selections are available:               <ol style="list-style-type: none"> <li>a. Tray x (x=Tray 1,2,3,4, or 5 where installed)</li> <li>b. MP Feeder</li> <li>c. Envelope Feeder (if installed)</li> </ol> </li> <li>2. Sensor Test If selected, the following menu selections are available:               <ol style="list-style-type: none"> <li>a. Tray x (x=Tray 1,2,3,4, or 5 where installed)</li> <li>b. MP Feeder</li> <li>c. Envelope Feeder (if installed)</li> </ol> </li> </ol>	<p><b>“Input Tray Tests” on page 3-19</b></p>
<p><b>Output Bin Tests</b> If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1. Feed Tests If selected, the following menu selections are available:               <ol style="list-style-type: none"> <li>a. Standard Bin</li> <li>b. Output Bin x (x=Output Bin 1,2,3,4,5,6,7,8,9, or 10 when installed)</li> </ol> </li> <li>2. Feed to all bins test</li> <li>3. Sensor Tests If selected, the following menu selections are available:               <ol style="list-style-type: none"> <li>a. Standard Bin</li> <li>b. Output Bin x (x=Output Bin 1,2,3,4,5,6,7,8,9, or 10 when installed)</li> </ol> </li> </ol>	<p><b>“Output Bin - Feed to all Bins Test” on page 3-20</b></p> <p><b>“Output Bin Feed Test” on page 3-21</b></p> <p><b>“Output Bin Sensor Test” on page 3-21</b></p>
<p><b>Finisher Tests</b> If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1. Feed Tests</li> <li>2. Sensor Tests</li> </ol>	<p><b>“Finisher Tests, StapleSmart Finisher Option” on page 3-24</b></p>

Tests	Refer to Test Page
<p><b>Base Sensor Test</b>                      If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1.Toner</li> <li>2.Input</li> <li>3.Output</li> <li>4.Narrow Media</li> <li>5.Front Door</li> </ol>	<p><b>“Base Sensor Test” on page 3-26</b></p>
<p><b>Device Tests (only displayed if flash or disk option is installed)</b>                      If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1.Quick Disk Test (Disk option when installed)</li> <li>2.Disk Test/Clean (Disk option when installed)</li> <li>3.Flash Test (for flash when installed)</li> </ol>	<p><b>“Device Tests” on page 3-6</b></p>
<p><b>Printer Setup</b>                      If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1.Defaults</li> <li>2.Page Count</li> <li>3.Permanent Page Count (viewing)</li> <li>4.Serial Number (printer serial number)</li> <li>5.Envelope Enhance</li> <li>6.Engine Setting 1</li> <li>7.Engine Setting 2</li> <li>8.Engine Setting 3</li> <li>9.Engine Setting 4</li> <li>10.Configuration ID</li> <li>11.Edge to Edge</li> <li>12.Parallel S Strobe Adjustment (only displayed if printer is configured with standard parallel port)</li> <li>13.Par 1 Strobe Adjustment (only displayed if a parallel port available via PCI slot 1)</li> <li>14.Par 2 Strobe Adjustment (only displayed if a parallel port available via PCI slot 2)</li> </ol>	<p><b>“Printer Setup” on page 3-30</b></p>

Tests	Refer to Test Page
<p><b>EP Setup</b> If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1. EP Defaults</li> <li>2. Fuser Temperature</li> <li>3. Warm Up Time</li> <li>4. Transfer</li> <li>5. Print Contrast</li> <li>6. Charge Roll</li> <li>7. Gap Adjustment (envelope solenoid)</li> </ol>	<p><b>“Restore EP Factory Defaults” on page 3-32</b></p>
<p><b>Error Log</b> If selected, the following menu selections are available:</p> <ol style="list-style-type: none"> <li>1. Display Log</li> <li>2. Clear Log</li> </ol>	<p><b>“Error Log” on page 3-13</b></p>
<p><b>Exit Diagnostics</b></p>	<p><b>“Exiting the Diagnostics Mode” on page 3-6</b></p>
<b>Configuration Menu</b>	
<p><b>Maintenance Count Value (Viewable only)</b></p>	<p><b>“Maintenance Page Count” on page 3-31</b></p>
<p><b>Reset Maintenance Count</b></p>	<p><b>“Setting the Page Count” on page 3-30</b></p>
<p><b>Print Quality Test Pages</b></p>	<p><b>“Print Quality Test Pages” on page 3-34</b></p>
<p><b>Download Emuls (only displayed if at least one downloaded emulator is installed)</b></p>	<p><b>“Disabling Download Emulations” on page 3-8</b></p>
<p><b>Factory Defaults</b></p>	<p><b>“Restore EP Factory Defaults” on page 3-32</b></p>
<p><b>Exit Configuration Menu</b></p>	<p>Press Select to go to Configuration Menu</p>

To run the printer diagnostic tests described in this chapter, you must put the printer in Diagnostic Mode.

---

## Diagnostic Mode

To enter the Diagnostic Mode:

1. Turn the printer off.
2. Press and hold the Go and Return buttons.
3. Turn the printer on.
4. Release the buttons when "Performing Self Test" displays on the operator panel.

## Exiting the Diagnostics Mode

Select Exit Diagnostics to exit the Diagnostics Mode and return to normal mode.

---

## Device Tests

### Quick Disk Test

This test performs a non-destructive read/write on one block per track on the disk. The test reads one block on each track, saves the data, and proceeds to write and read four test patterns to the bytes in the block. If the block is good, the saved data is written back to the disk.

To run the Quick Disk Test:

1. Select the Quick Disk Test from the Device Tests menu.
  - The power indicator blinks while the test is in progress.
  - "Quick Disk Test/Test Passed" message displays if the test passes and the power indicator turns on solid.
  - "Quick Disk Test/Test Failed" message displays if the test failed and the power indicator turns on solid.
2. Press Go, Return, or Stop to return to the Device Tests menu.

### Disk Test/Clean

**WARNING:** This test destroys all data on the disk and should not be attempted on a good disk. Also note that this test may run approximately 1 1/2 hours depending on the disk size.



To run the Disk Test/Clean Test:

1. Select Disk Test/Clean from the Device Tests menu.
  - "Files will be lost/Go or Stop?" message displays to warn the user that all contents on the disk will be lost.
2. To exit the test immediately and return to the Device Tests menu, press Return/Stop. To continue with the test, press Go.
  - If go is selected, "Disk Test/Clean/BAD:000000 00%" message displays. The screen updates periodically indicating the percentage of test completed and the number of bad blocks found.
3. The power indicator blinks during the test. The test can be canceled anytime during the test by pressing Return/Stop.
  - Once the test is complete, the power indicator turns on solid and a message displays.
  - "xxxx Bad Blocks/yyyyy Usable" message displays if fewer than 2000 bad blocks are detected. xxxx indicates the number of bad blocks and yyyyyy indicates the number of usable blocks.
  - "xxxx Bad Blocks/Replace Disk" message displays if more than 2000 bad blocks are detected. The disk cannot be recovered because too many bad blocks exist on the disk.
4. Press Go or Return/Stop to return to the Device Tests menu.

## Flash Test

This test causes the file system to write and read data on the flash to test the flash.

**WARNING:** This test destroys all data on the flash because the flash is reformatted at the end of the test.

To run the Flash Test:

1. Select Flash Test from the Device Tests menu.
  - The power indicator blinks while the test is running.
  - "Flash Test/Test Passed" message displays if the test passes and the power indicator turns on solid.
  - "Flash Test/Test Failed" message displays if the test fails and the power indicator turns on solid.
2. Press Go or Return/Stop to return to the Device Tests menu.

## Disabling Download Emulations

Error Code 964: Download Emulation CRC Failure. Checksum failure detected in the emulation header or emulation file.

Error Code 965: Download Emulation Outdated. Time stamps indicate the download emulation and RIP code are incompatible.

To help resolve Download Emulation problems the following steps are necessary to instruct the printer to POR without activating any download emulations.

To Disable the Download Emulation:

1. Turn the printer off.
2. Press and hold the Go and Menu buttons.
3. Turn the printer on and release the buttons once "Performing Self Test" displays.
  - Once the printer is idle, the emulation can be downloaded again.
4. Program the download emulation into the code overlay card assembly again.
5. If these steps do not resolve the problem, replace the code overlay card assembly and download the emulation again.

---

## Duplex Tests

### Duplex Quick Test

This test is used to verify that the Duplex Option Top Margin is set correctly. This test prints a duplexed version of the Quick Test Page that can be used to adjust the Top Margin for the backside of the duplexed page. You can run one duplexed page (Single) or continue printing duplexed pages (Continues) until Return/Stop is pressed.

The paper you choose to print the page on should be either Letter or A4.

To run the Duplex Quick Test:

1. Select Duplex Quick Test from the menu.
2. Select Single or Continuous.

- The single Duplex Quick test cannot be canceled.

The printer attempts to print the Quick Test Page from the default paper source. If the default paper source only supports envelopes, then the page is printed from Tray 1.

Check the Quick Test Page for the correct offset between the placement of the first scan line on the front and back side of a duplexed sheet.

If adjustment is necessary the Top Margin Offset must be adjusted first. The range of the adjustment is -25 to +25. The Duplex Top Margin Offset range is -20 to +20.

Adjustment of this setting lets you shift up or down the position of the Top Margin. Changing this parameter by 1 unit moves the margin 1/100 inch. A positive offset moves the text down the page and widens the top margin while a negative offset moves the text up the page and narrows the top margin.

3. Press Return/Stop to exit the test.

Check the Top Margin Offset of the base printer.

### **Duplex Sensor Test**

This test is used to determine whether or not the Duplex sensors and switches are working correctly.

Select Sensor Test from the Duplex Tests menu.

Manually actuate each of the duplex sensors. When the sensor/switch is closed, CL (closed) displays, when the sensor/switch is open, OP (Open) displays.

Duplex input sensor

Duplex exit sensor

Press Return/Stop to exit the test.

### **Duplex Motor Test**

This test lets you test the duplex unit paper feed drive system, and verify that the power and velocity values are acceptable.

## **4069-5XX/7XX**

To run the Duplex Motor Test:

1. Select Motor Test from the Duplex Tests menu. The duplex motor test continues to run until the printer is powered off.
  - The power indicator blinks while the test is running.
  - The duplexer runs the motor at a high speed and then a low speed and takes an average of the power required for each speed.
  - After all the information is computed, the motor turns off.

## 4069-5XX/7XX

The following appears on the printer display:

DUPLEX MOTOR AA  
BB CC DD EE FF

To pass the test the following results must display:

AA = 00

BB = in the range of 20 through 3F inclusively (hex)

CC = in the range of 3A through 5D inclusively (hex)

DD = in the range of 11 through 1F inclusively (hex)

Ignore bytes EE and FF.

If the test fails, remove the drive belt from the duplex D.C. motor and run the motor test again. For the duplex D.C. motor to pass the test the following results must display:

AA = 00

BB = in the range of 29 through 3E inclusively (hex)

CC = in the range of 35 through 51 inclusively (hex)

DD = in the range of 0C through 13 inclusively (hex)

For the duplex drive system to pass the test the following results must display:

AA = 00

BB = in the range of 29 through 3F inclusively (hex)

CC = in the range of 3A through 5D inclusively (hex)

DD = in the range of 11 through 1F inclusively (hex)

2. Press Return/Stop to exit the test.

## Duplex Feed 1 Test

This test feeds a blank sheet of paper to the duplex paper stop position 1.

To run the Duplex Feed 1 Test:

Select Duplex Feed 1 from the Duplex Test menu.

- The power indicator blinks while the paper is feeding.
- "Duplex Feed 1/Feeding" message displays while the paper is feeding through the printer.
- "Duplex Feed 1/Clear Paper" message displays when the paper reaches paper stop position 1 and the power indicator turns on solid.

## Duplex Feed 2 Test

This test feeds a blank sheet of paper to the duplex paper stop position 2.

To run the Duplex Feed 2 Test:

Select Duplex Feed 2 from the Duplex Test menu.

- The power indicator blinks while the paper is feeding.
- "Duplex Feed 2/Feeding" message displays while the paper is feeding through the printer.
- "Duplex Feed 2/Clear Paper" message displays when the paper reaches the duplex paper stop position 2 and the power indicator turns on solid.

---

## Error Log

### Viewing the Error Log

The error log is helpful to the servicer by providing a history of printer errors. The error log contains the 12 most recent errors that have occurred on the printer. The most recent error displays in position 1 and the oldest error displays in position 12 (if 12 errors have occurred). If an error occurs after the log is full, the oldest error is discarded. Identical errors in consecutive positions in the log are entered. All 2xx and 9xx error messages are stored in the error log.

To view the Error Log:

1. Select Display Log from the Error Log menu.
  - The Error log displays on three screens as only four entries display at a time.
2. To move to the next screen press Menu> to move forward or <Menu to move backward.
3. Press Return/Stop to exit the Error Log.

### Clearing the Error Log

To clear the Error Log:

1. Select Clear Log from the Error Log menu.
2. Select "YES" to clear the Error Log or "NO" to exit the Clear Log menu.
  - If "YES" is selected, the Empty Error Log displays on the screen.
3. Press Return/Stop to exit the Clear Log menu.

## Hardware Tests

The following Hardware Tests can be selected from this menu:

- LCD Test
- Button Test
- DRAM Memory Test
- ROM Memory Test
- Parallel Wrap (if available)
- Parallel 1 Wrap (only displayed if PCL installed in slot 1)
- Parallel 2 Wrap (only displayed if PCL installed in slot 2)
- Serial Wrap (if available)
- Serial Wrap 1 (only displayed if PCL installed in slot 1)
- Serial Wrap 2 (only displayed if PCL installed in slot 2)

### LCD Test

To run the LCD Test:

1. Select LCD Test from the Diagnostic menu.
  - The LCD test continually executes the LCD display test.
2. Press Return/Stop to cancel the test.

### Button Test

To run the Button Test:

1. Select Button Test from the Diagnostic menu.
  - With no buttons pressed, several OP (Open) appear on the display.
2. Press each button one at a time and a CL (Closed) displays in place of an OP. The proper operation of each button can be checked.
3. Press Return/Stop to cancel the test.



## SDRAM Memory Test

The purpose of this test is to check the validity of SDRAM, both standard and optional. The test writes patterns of data to SDRAM to verify that each bit in memory can be set and read correctly.

To run the SDRAM Memory Test:

1. Select SDRAM Memory Test from the menu.
  - The power indicator blinks indicating the test is in progress.
2. Press Return/Stop to exit the test.

P:##### represents the number of times the memory test has passed and finished successfully. Initially 000000 displays with the maximum pass count being 999,999.

F:##### represents the number of times the memory test has failed and finished with errors. Initially 000000 displays with the maximum fail count being 99,999.

Once the maximum pass count or fail count is reached, the test is stopped, the power indicator is turned on solid, and the final results display. If the test fails, the message SDRAM Error, displays for approximately three seconds and the failure count increases by 1.

## ROM Memory Test

The ROM Memory Test is used to check the validity of the system board code and fonts.

To run the ROM Memory Test:

1. Select ROM Memory Test from the menu. P and F represent the same numbers for DRAM.
  - The power indicator blinks indicating the test is in process.  
The test runs continuously.
2. Press Return/Stop to exit the test.

## 4069-5XX/7XX

Each time the test finishes, the screen updates with the result. If the test passes, the Pass Count increases by 1, however if the test fails, one of the following messages displays for approximately three seconds:

ROM Checksum Error  
ROM Burst Read Error

Once the maximum pass count or fail count is reached, the test stops with the power indicator on solid. The results appears on the screen.

### Parallel Wrap Test

This test is used with a wrap plug to check operation of the parallel port hardware. Each parallel signal is tested.

To run the Parallel Wrap Test:

1. Disconnect the parallel interface cable and install the wrap plug (P/N 1319128).
2. Select the Parallel Wrap Test from the menu.  
(Parallel Wrap, Parallel 1 Wrap or Parallel 2 Wrap)
  - The power indicator blinks indicating the test is in progress. The test runs continuously until canceled.

Each time the test finishes, the screen updates. If the test passes, the Pass Count increases by 1, however if the test fails, one of the following messages displays for approximately three seconds:

Sync Busy Error  
Byte Interrupt Request Error  
Strobe Interrupt Request Error  
Init Fail Error  
Init Busy Error  
Init Rise Error  
Host Busy Error  
RAM Data FF Error  
RAM Data AA Error  
RAM Data 00 Error  
RAM Data 55 Error

## 4069-5XX/7XX

DMA Count Error  
DMA Address Error  
DMA Interrupt Error  
DMA Memory Error  
DMA Background Error  
Clear Init Rise Error  
False Init Rise Error  
Autofeed Rising Interrupt Error  
Clear Autofeed Rise Error  
False Autofeed Rise Error  
Autofeed Falling Interrupt Error  
Clear Autofeed Fall Error

Once the maximum count is reached the test stops. The power indicator goes on solid and the final results display.

Press Return/Stop to exit the test.

### Serial Wrap Test

This test is used to check the operation of the Serial Port Hardware using a wrap plug. Each signal is tested.

To run the Serial Wrap Test:

1. Disconnect the serial interface cable and install the wrap plug.
2. Select the appropriate Serial Wrap Test from the menu: Serial Wrap, Serial 1 Wrap, Serial 2 Wrap or Serial 3 Wrap. P and F represent the same numbers for DRAM.
  - The power indicator blinks indicating the test is running.
3. This test runs continuously unless canceled by pressing Return/ Stop.

## 4069-5XX/7XX

Each time the test finishes, the screen updates with the result. If the test passes, the Pass Count increases by 1, however if the test fails, one of the following failure messages displays for approximately three seconds and the Fail Count increases by 1:

- Receive Status Interrupt Error
- Status Error
- Receive Data Interrupt Error
- Transmit Data Interrupt Error
- Transmit Empty Error
- Threshold Error
- Receive Data Ready Error
- Break Interrupt Error
- Framing Error
- Parity Error
- Overrun Error
- Data Error
- Data 232 Error
- Data 422 Error
- FIFO Error
- DSR Error
- DSR PIO Error
- DSR Interrupt Error
- CTS Error
- CTS PIO Error
- CTS Interrupt Error

Once the maximum count is reached the test stops. The power indicator goes on solid and the final results display.

Press Return/Stop to exit the test.

---

## Input Tray Tests

### Input Tray Feed Test

This test lets the servicer observe the paper path as media is feeding through the printer. A blank sheet of paper feeds through the printer as the laser turns off during this test. The only way to observe the paper path is to open the lower front door that is used to access the envelope or multipurpose feeder. The paper is placed in the output bin.

To run the Input Tray Feed Test:

1. Select Input Tray Feed Test from the menu.
2. Select the input source from the sources displayed on the Feed Test menu. All installed sources are listed.
3. Select either Single (feeds one sheet of media from the selected source) or Continuous (continues feeding media from the selected source until Return/Stop is pressed).
4. Press Return/Stop to exit test.

### Input Tray Sensor Test

This test is used to determine if the input tray sensors are working correctly.

To run the Input Tray Sensor Test:

1. Select the Sensor Test from the Input Tray Test menu.
  - "Input Tray/Empty=OP/Pass=OP" message displays.
  - EM = Input Tray Empty Sensor
  - LO = Input Tray Paper Low Sensor
  - P = Input Tray Pass Thru Sensor
2. Once this message displays, the servicer can manually actuate each sensor. The tray empty sensor can be actuated by hand, however a sheet of paper can be used to cover the pass thru sensor. When the sensor is closed, CL displays, when the sensor is open, OP displays.
3. Press Return/Stop to exit the test.

## 4069-5XX/7XX

The multipurpose tray and the envelope feeder do not have a paper low sensor. The multipurpose tray does not have a pass thru sensor.

The following tray sensors are supported by this test:

Source	Tray Empty Sensor	Paper Low Sensor	Pass Thru Sensor
Tray 1	YES	YES	NO
Tray 2	YES	YES	YES
Tray 3	YES	YES	YES
Tray 4	YES	YES	YES
Tray 5	YES	YES	YES
Multipurpose Tray	YES	NO	NO
Envelope Feeder	YES	NO	YES

---

## Output Bin - Feed to all Bins Test

This test can be used to verify that the printer can feed media to the standard bin or any installed output options. No information will be printed on the test pages as the printhead is not turned on during the feed test.

To run the Feed to all Bins Test:

1. Select Feed to all Bins Test from the Menu.
2. The media feeds from the default paper source.
3. The printer feeds a separate piece of media to the standard bin first, then it feeds a separate piece of media to each output bin installed in the following order:  
First Sheet: Standard Bin, Second Sheet: Bin #1, Third Sheet: Bin #2, Fourth Sheet: Bin #3, Fifth Sheet: Bin #4, Sixth Sheet: Bin #5, Seventh Sheet: Bin #6, Eighth Sheet: Bin #7, Ninth Sheet: Bin #8, Tenth Sheet: Bin #9, Eleventh Sheet: Bin #10,

Twelfth Sheet: Bin #10, then the order reverses from Bin #9 to the Standard Bin.

4. The test is continuous until either the Return or Stop button is pressed.

---

## Output Bin Feed Test

**Note:** If the “Configure Bins” printer setting is link rather than mailbox, the printer selects its own internal bin linking regardless of which output bin is selected for the feed test

This test is used to verify that media can be fed to a specific output bin. No information is printed on the media fed to the output bin because the printhead is not turned on during this test. This test can be run from any input source and will support any size paper or envelope supported by the printer.

To run the Output Bin Feed Test:

1. Select Feed Test from the Output Bin Test menu.
2. Select the output bin you want the paper to exit into. The standard bin as well as any output option bin installed on the printer is shown on the menu. (The output bin displayed is in the order installed on the printer.)
3. Select either Single (one sheet of media feeds to the selected output bin) or Continuous (media continues feeding to the selected output bin) until Return/Stop is pressed.
4. Press Return/Stop to exit the test.

---

## Output Bin Sensor Test

This test is used to determine whether or not the output bin sensor is working correctly for the Standard Bin or the sensors are working for the Output Expander, High Capacity Output Stacker, 5 Bin Mailbox or StapleSmart Finisher Options if installed.

To run the Output Bin Sensor Test for:

**Standard Bin:**

1. Select Output Bin Test from the menu.
2. Select Output Bin tests - Sensor Tests.
3. Select Standard Bin from the menu.
4. The following screen is displayed:  
Standard Bin  
F=OP  
  
F=Standard Bin's Bin Full Sensor
5. Once the screen is displayed, manually actuate the sensor flag to check the Bin Full Sensor. When the sensor is closed, CL displays, and when the sensor is open OP displays.
6. Select Return or Stop to exit the test.

**Output Expander:**

1. Select Output Bin tests from the menu.
2. Select Output Bin tests - Sensor Tests.
3. Select Sensor Tests for Output Bin X (x=number of the output option to be tested)
4. The following screen is displayed:  
Output Bin x  
P=OP F=OP NF=OP  
P=Pass Thru Sensor  
F=Bin Full Sensor  
NF=Near Full Sensor
5. Once the screen is displayed, manually actuate each of the output expander sensors. When the sensor is closed, CL displays, and when the sensor is open OP displays.
6. Select Return or Stop to exit the test.

**High Capacity Output Stacker**

1. Select Output Bin tests from the menu.
2. Select Output Bin tests - Sensor Tests.
3. Select Sensor Tests for Output Bin x (x=number of the output option to be tested).
4. The following screen is displayed:  
HC Bin x    TP=OP  
P=OP F=OP NF=OP



TP=High-Capacity Stacker top position sensor

P=High-Capacity Stacker pass thru sensor

F=High-Capacity Stacker bin full sensor (lower par of dual sensor)

NF=High-Capacity Stacker near full sensor (upper part of dual sensor)

5. Once the screen is displayed, manually actuate each of the sensors of the High-Capacity Stacker. When the sensor is closed CL displays, and when the sensor is open OP displays.
6. Select Return or Stop to exit the test.

### 5-Bin Mailbox Option

1. Select Output Bin tests from the menu.
2. Select Output Bin tests - Sensor Tests.
3. Select Sensor Tests for Output Bin x (x=number of the output option to be tested).
4. The following screen is displayed:

Output Bin x

P1=OP P2=OP L=NL

P1=5-Bin Mailbox first pass thru sensor

P2=5-Bin Mailbox second pass thru sensor

L=EM, 5-Bin x empty

L=NL, bin contains media, but the bin is NOT near full nor full

L=NF, the bin is near full

L=FL, the bin is full

5. Once the screen is displayed, manually actuate each of the sensors of the High-Capacity Stacker, except for the output level sensor. When the sensor is closed, CL displays, and when the sensor is open OP displays.
6. Select Return or Stop to exit the test.

---

## Finisher Tests, StapleSmart Finisher Option

### Feed Tests

This test feeds eight blank sheets of paper through the finisher option and staples them.

**Note:** No buttons are active during this test and the test cannot be terminated until it is complete.

To run this test:

1. Go to Diagnostic menu.
2. Select Finisher Tests from the Diagnostic menu.
3. Select Feed Tests from the menu.

### Sensor Tests

This test consists of four menus which tests all the sensors in the finisher option.

To run this test:

1. Go to the Diagnostic menu.
2. Select Finisher Tests from the Diagnostic menu.
3. Select one of the following menus.

To test the Staple Sensors:

Select Sensor Tests from the Finisher menu.

Select Staple Sensor Test from the Sensor Tests menu.

The following screen is displayed and each sensor can be checked by actuating this flag.

Staple        C=CL  
SL=CL SP=CL H=CL  
C=Cartridge Present Sensor  
SL=Staple Low Sensor  
SP=Self Priming Sensor  
H=Home Signal Sensor

## 4069-5XX/7XX

To test the Finisher Top Cover and Side Door sensors:

Select Sensor Tests from the Finisher menu.

Select Cover and Door from the Sensor Test menu.

The following screen is displayed and each sensor can be checked by opening or closing the correct cover or door.

Cover and Door  
TC=CL SD=CL

TC=Finisher Top Cover  
SD=Stapler Side Door

To test the Finisher Pass Thru and Media Sensors:

Select Sensor Tests from the Finisher menu.

Select Pass Thru and Media from the Sensor menu.

The following screen is displayed and each sensor can be checked by actuating its flag.

Pass Thru and Media  
P=OP M=OP

P=Pass Thru Sensor  
M=Media Sensor

To test the Bin Level Sensor:

Select Sensor Tests from the Finisher menu.

Select Bin Level from the Sensor menu.

The following screen is displayed and each sensor can be checked.

Bin Level  
EM=OP NF=OP F=OP

EM=Finisher Bin Empty Sensor

NF=Finisher Bin Full Sensor  
F=Finisher Bin Near Full Sensor

## 4069-5XX/7XX

To test the Bin Empty Sensor, actuate its flag in the paper output tray. To test the Bin Full Sensor and Near Full Sensor, first actuate the Bin Empty Sensor and then cover the Bin Full or Bin Near Full Sensor

**Note:** OP=Open CL=Closed

---

## Base Sensor Test

This test is used to determine if the sensors located inside the printer are working correctly.

The following sensors can be checked:

- Toner Optical Sensor
- Input Sensor
- Output Sensor (Fuser Exit)
- Narrow Media Sensor
- Front Door Sensor (Upper Front Cover)

To run the Base Sensor Test:

1. Select the Base Sensor Test.
  - The operator panel displays OP for open and CL for closed.
2. Manually toggle the sensors by hand to verify that each sensor switches from open to closed.

## StapleSmart Finisher Tests

### Finisher Feed Test

This test is used to verify whether or not media can be fed to a finisher output bin and stapled. No information is printed on the test pages as the printhead is not turned on. Eight sheets of paper feed and then the pages staple.

**Note:** This test can be run using any of the paper sizes supported by the printer.

The media is fed from the selected source and then outputted to the finisher output bin.

To run the StapleSmart Finisher Feed Test:

1. Select Finisher Tests from the menu.
2. Select Feed Tests from Finisher Tests menu.
3. The feed test runs (may take a minute for the test to complete).
4. Eight sheets of paper feed into the finisher and then staple.  
**Note:** This test cannot be stopped until the test is completed.
5. Select Return/Stop to exit the test.

## StapleSmart Finisher Sensor Test

This test can be used to verify whether or not the Finisher sensors are working correctly.

To run the Finisher Sensor Test:

1. Select Finisher Tests from main menu.
2. Select Sensor Tests from the Finisher Tests menu.
3. There are four sensor tests that can be selected from the Sensor Tests:
  - Staple Sensors
  - Cover and Door Sensor
  - Pass and Media Sensor
  - Bin Level Sensor

Select the test for the sensors you want to test from the menu. The following appear on the display for each test selected.

1. Staple Sensor Test  
Staple            C=CL  
SL=CL SP=CL H=CL  
  
C=Cartridge Presence Sensor  
SL=Staple Low Sensor  
SP=Self=Priming Sensor  
H=Home Signal Sensor
2. Cover and Door Sensors  
Cover and Door  
TC=CL SD=CL  
  
TC=Finisher Top Cover Sensor

SD=Finisher Stapler access door

3. Pass and Media Sensors  
Pass and Media  
P=OP M=OP

P=Finisher Pass Thru Sensor  
M=Finisher Medium Sensor

4. Bin Level Sensor  
Bin Level  
EM=OP NF=OP F=OP

EM=Finisher Bin Empty Sensor  
NF=Finisher Bin Near Full Sensor  
F=Finisher Bin Full Sensor

5. Once the screen is displayed for the test you have selected, manually actuate the sensor you want to test. When the sensor is closed CL displays, and when the sensor is open OP displays.
6. Select Return or Stop to exit the test.

---

## 5-Bin Mailbox Diverter Test

**Note:** This test checks the operation of each mailbox output diverter. Also, if more than one 5-bin mailbox option is installed, the test checks all of the diverters installed on the printer.

When the test is selected from the diagnostic menu, the following is displayed:

Diverter Test Running

This is a single test. The test terminates upon completion.

---

## Registration

The Video Frequency Test runs automatically when Registration is selected from the menu.

## 4069-5XX/7XX

To run the Registration:

1. Select Registration from the main diagnostic menu.
2. The Video Frequency Test runs automatically.
3. When the Video Frequency Test is complete, the following Registration values screen are displayed:

T=sxx\*      B=sxx\*  
L=sxx\*      R=sxx\*

B=Bottom Margin  
T=Top Margin  
L=Left Margin  
R=Right Margin

sxx: s=negative values - This space blank=positive values  
xx=the margin value  
\* is displayed next to the default value

The print registration range is as follows:

Bottom Margin: -20 to +20 (Each increment causes approximately 55 mm shift in the bottom margin.)  
Top Margin: -25 to +25  
Left Margin: -25 to +25  
Right Margin: -10 to +10

To set Registration:

1. Select Registration from the Diagnostic menu.
2. The Top margin sign/value pair blinks. This indicates it is the margin value being changed.
3. To change the value, press Menu. Once the value you want is displayed, press Select to save the value and move to the next margin value. To skip a margin value, its value is correct, then press Select and the default value remains the same. If Return is pressed to exit the Registration menu, after a margin value has been incremented or decremented, but not saved via the Select button, then the default is changed. The quick test page prints with the new value.
4. To verify that the margin values are correct, print the Quick Test Page. This page can be printed from the Registration values

screen by pressing the Go button. Once the Quick Test Page completes printing, the Registration screen displays again.

**Note:** The Quick Test Page should be printed on A4 or Letter paper only.

5. To exit the Registration menu, press Return.

---

## Printer Setup

### Setting the Page Count

This lets the servicer change the page count from the diagnostic menu. This is used whenever the system board is replaced because this board contains the printer NVRAM Memory where the page count is stored.

To set the Page Count:

1. Select Page Count from the Diagnostic menu.
  - The current page count displays.
  - The leftmost digit blinks, indicating it is the first digit to be changed.
2. Press either Menu until the value you want displays.
3. Press Select to move to the next digit, press Menu until the value you want displays. Continue with each digit until you set the page count. You can skip any digit by pressing Select.
4. Press Select to save the new page count in NVRAM.
5. Press Return/Stop to exit the Diagnostic menu.

### Viewing the Permanent Page Count

The Permanent Page Count can only be viewed and cannot be changed.

To view the Permanent Page Count:

1. Select Permanent Page Count from the menu.
2. Press Return/Stop to exit the Diagnostic menu.



## Maintenance Page Count

This counter is reset by the servicer after a “80 Scheduled Maintenance” message displays (300K copies) and a maintenance kit is installed.

To view the Maintenance Page Count:

1. Enter the Configuration menu. Turn the machine off, press and hold the Return and Select buttons. Turn the machine on and wait until Performing Self Test is displayed before releasing the buttons.
2. The Configuration Menu will be displayed.
3. Select Maintenance Page Count value from the menu.
4. Press Return to go to the previous menu.

To reset the Maintenance Page Count to zero:

1. Select Reset Maintenance Count from the Configuration menu.
  - The following is displayed:  
Reset Maintenance Count  
=Reset
2. To reset the Maintenance Count, press Select for =Reset. Selecting =Reset causes the maintenance page counter to reset to zero.
3. When the operation is complete, the menu returns to the Reset Maintenance Count screen in the Configuration menu.

## Setting Configuration ID

The configuration ID is used to communicate information about certain areas of the printer that cannot be determined using hardware sensors. The Configuration ID is originally set at the factory when the printer is manufactured, however it requires resetting whenever you replace the system board and can be set on the operator panel. However the Configuration ID is the only diagnostic function displayed until a valid ID is entered.

To set the Configuration ID:

1. Enter the Diagnostic mode.
2. Select Configuration ID from the Printer Setup menu.

## 4069-5XX/7XX

- The current ID displays on the screen. The Configuration ID is on a label located inside the printer. The label is attached to the top front cover hinge assembly and is visible when the top front cover is open.
  - The leftmost digit blinks indicating that it is the first digit to be changed.
3. To change the value, press either Menu until the value you want is reached. Press Select to move to the next digit, or press Select again to skip a digit. Change each digit as required. When the last digit is changed, press Select to validate the Configuration ID. If the ID is invalid then "INVALID ID" message displays on Line 2 before the ID redisplay. Reenter the Configuration ID until a valid ID is verified. If the ID is valid then the ID is saved in NVRAM and the printer automatically PORs to activate the new setting.

**Note:** When the printer PORs it does so in the normal mode.

---

## Restore EP Factory Defaults

To restore each of the printer settings contained in the EP Setup menu to their factory default value select Restore from the menu. To exit the menu without restoring the settings to the factory default values, select Do Not Restore. Sometimes this is used to help correct print quality problems.

### Fuser Temperature

This adjustment can be used to help solve some customer problems with paper curl on low grade papers or problems with letterheads on some types of media.

The fuser temperature can be adjusted as follows:

- NORMAL
- LOWER
- LOWEST

### Warm Up Time

You can change the amount of time the printer warms up before allowing pages to print by changing this setting from 0 to 5. The factory sets the warm up at 0 or no warm up time. This time period

## 4069-5XX/7XX

lets the backup roll heat up and helps reduce curl in some environments.

### Transfer

The transfer can be adjusted to:

- LOW
- MEDIUM
- HIGH

### Print Contrast

The print contrast setting controls the developer voltage offset.

The print contrast can be adjusted to:

- LOW
- MEDIUM
- HIGH

### Charge Roll

The charge roll can be adjusted to:

- LOW
- MEDIUM
- HIGH

---

## Print Tests

The purpose of the diagnostic Print Tests is to verify that the printer can print on media from each of the installed input options. Each of the installed options is listed in the following order in the menu:

- Tray 1
- Tray 2 (if installed)
- Tray 3 (if installed)
- Tray 4 (if installed)
- Tray 5 (if installed)
- Multipurpose Feeder (if installed)

## 4069-5XX/7XX

### Envelope Feeder (if installed)

For each input source selected you have the following choices:

- Single (prints the Print Test Page once)
- Continuous (continue printing the Print Test Page until Return or Stop is pressed).

The contents of the Print Test Page varies depending on the media installed in the selected input source.

**Note:** The Print Test Page always prints on one side of the paper, regardless of the duplex setting or the presence of a duplex option.

If a source is selected that contains envelopes, an envelope test pattern is printed. If Continuous is selected, the test pattern is printed only on the first envelope.

To run the Print Test Page:

1. Select Print Tests from the Diagnostic menu.
2. Select the media source.
3. Select Single or Continuous.
  - If Single is selected no buttons are active during printing.
  - If Continuous is selected, Return or Stop can be selected to cancel the test.

Check each Test Page from each source to assist in Print Quality and Paper Feed problems.

## Print Quality Test Pages

The purpose of this diagnostic function is to allow printing of the print quality test pages with the toner cartridge lockout function disabled. The print quality test consists of three pages. Page one contains a mixture of graphics and text. Pages two and three only contain graphics. If duplex is turned On, the pages are duplexed, otherwise the pages are printed on one side. The Print Quality Test pages are printed in English and must always be printed on letter, legal or A4 paper.

**Note:** The print quality test pages can also be printed from the Configuration menu, however a cartridge must be installed with a

## 4069-5XX/7XX

machine class ID matching the machine class ID stored in NVRAM. Some diagnostic information may be printed on the pages when printing from this menu.

To run the Print Quality Test Pages:

1. Turn the printer off.
2. Press and hold Select and Return.
3. Turn on the printer.
4. Release the buttons once Performing the Self Test displays.
5. Select Print Quality Test Pages from the menu.
6. The printer performs its normal POR cycle then prints one copy of the Three Test pages. If you want more than one copy, perform these steps again.

Page 1 of the Print Quality Test pages contains:

Printer Information:

- Page Count, Printhead Type, Installed Memory, Staple Cartridge, Processor Speed, Serial Number, Engine, Boot, Panel, Font and Output Bin

Cartridge Information:

- Toner Level, Serial Number, Capacity, *Prebate*<sup>™</sup> and Type

Margin Settings:

- Top, Bottom, Left and Right Margin Values

Quality Menu:

- Printer Resolution, Toner Darkness, PQET, PictureGrade<sup>™</sup> and IET Type

EP Settings:

- Fuser Temperature, Warm Up Time, Transfer, Print Contrast, Charge Roll and Gap Adjustment

Error Log:

- Prints the contents of the Error Log

### Minimum Stroke Width Paper Source and Formatted Size

All three pages contain print quality test information including one page of grayscale with two black squares and one all black page.

## Printing Menu Settings Page

**Note:** This test page must be printed on letter, legal or A4 paper.

To print the Menu Settings Page:

1. Select the TESTS MENU.
2. Select Print Menus from the TESTS MENU.

The page contains the following information:

- A list of all the printer settings contained in the operator panel menus and their values.
- A list of the installed options and features such as RAM memory card assembly, optional input paper trays, envelope feeder, duplexer, output bins, flash or disk.
- Printer information such as serial number, page count, installed RAM, engine code level, RIP code level, envelope feeder code level, tray 1-5 code levels, output bin 1-3 code levels, operator panel code levels, font ROM version and SRAM availability.

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## Auto Compensator Operation

The auto compensator is a paper pick device that generates its own normal force. This force generation is inherent in the fundamental design of the pick arm. If light media is used, it picks very gently. If a heavy media is used, it picks very aggressively. No customer adjustments are necessary, therefore no special trays are needed for card stock or labels.

The gearing in the arm is designed so the input torque from the motor produces a movement about the pivot of the arm. This movement produces a downward force at the pick rolls. The friction between the pick roll and the paper produces a frictional locking condition. If the paper is physically held and not allowed to feed, then the motor stalls. Slippage between the roll and the paper is theoretically impossible. When the motor is energized the pick rolls

are driven down into the stack increasing the normal force and drive force until the bending strength of the paper is overcome and the paper bends and moves up the dam. Once this critical threshold is achieved the normal force remains at a level just high enough to reliably feed the paper. Rather than having a fixed spring force for feeding all weights of paper like the D-roll, this device has its own mechanical logic for producing only enough pick energy to feed a single sheet of paper regardless of its stiffness.

High normal force is one of the most significant contributors to double feeding paper. The pick arm is counter balanced by an extension spring located on the pick arm to reduce weight in the rest state. This spring is factory set to exert no more than ten to fifteen grams on the stack. This is as light as can be realistically set and always guarantee there is some force to start the auto compensating phenomena. This spring is not to be considered an adjustment for feeding problems unless it is obvious that the pick arm cannot fall all the way down to the bottom of the tray or has come loose.

Poor gear efficiency can cause the arm to generate higher normal forces. If the pick assembly is noisy, replacement may be required.

The arm must pivot freely through its full range of motion. On 500 sheet trays there are wrap springs located on the pivot arbors of the arm. These springs aid to prevent the arm from bouncing. If the arm appears to be binding or sticky near the bottom of the tray these springs may be the problem. Reducing the tension on the counterbalance spring may be used as a temporary fix to get additional weight at bottom, until the pick assembly can be replaced. However, the counterbalance spring is not to be considered an adjustment for feeding problems.

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## **Autoconnect System, Paper Tray Options, Envelope Feeder and Output Expander Operations**

### **Electrical**

#### **Autoconnect Cabling and Connectors**

The printer options make electrical connection automatically or autoconnects requiring no external cables when the option is

## **4069-5XX/7XX**

mechanically installed under the printer. Communication between the option and the base printer stops when you remove an option located above or below the printer. The printer no longer recognizes the option and deletes associated messages. Each installed option below the base printer provides an electrical autoconnect to the option attached below it. The output expander option attached above the base printer provides power to the option above it. We do not recommend to attach or “Hot Plug” any options with the base printer power turned On.

### **Duplex Option**

The duplex option interface is a six pin autoconnector that provides a +24 V dc, +24 V dc return, serial interface transmit signal, serial interface receive signal and two ground pins. The duplex option receives the +24 V dc from the base printer for the duplex motors and also converts the voltage to +5 V dc for duplex electronics.

Duplex chassis grounding is provided from the printer to the duplex option through a ground spring attached to the frame and base of the printer. The ground connection is automatically made when the option is installed below the printer.

The paper input sensor is located in the rear of the duplex unit under the input paper guide. The rear cover open switch is located on the rear cover assembly. The paper exit sensor is located on the left frame assembly. The jam removal tray open switch is located at the end of the left frame assembly. There are no switches in the level 2 duplex option.

### **Option Microcode**

The options are “Smart Options” or options that have a system board. The option system board has a microprocessor that controls the option mechanism. A software architecture is provided that controls the option and communicates information such as paper path status, sensor or switch status, motor status and so on to the base printer.



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## Fuser Operation

### Hot Roll Fuser

The hot roll fuser in the Lexmark T printer is made up of two primary assemblies. The first assembly is the top fuser cover which contains the thermistor/cable, thermal fuse, cable assembly, left and right lamp brackets and cover. This is a complete assembly and the parts cannot be individually replaced as in previous Lexmark laser printers.

The thermal fuse (two fuses in series) protects the fuser assembly and surrounding parts from ignition in the event of a failure in the fuser control circuitry by opening the AC circuit to the lamp. The thermistor assembly is designed to keep the temperature of the fuser hot roll within a predetermined temperature by being in contact with the fuser hot roll and changes resistance as the temperature of the hot roll increases. The thermistor resistance changes from approximately 150K ohms to approximately 260K ohms as the temperature of the fuser hot roll increases. The thermistor is connected to J14-6 and J14-7 on the system board. Pin J14-6 (Therm) is connected to module U15. The system board monitors the resistance changes of the thermistor and sends a signal via J33, system board edge board connector, through the interconnect board to CN3-9 on the LVPS to signal the triac to turn the fuser lamp on or off to maintain the correct fuser temperature.

The voltage drop across the thermistor is proportional to the fuser temperature and varies from approximately 2.0 V dc (cold) to 2.3 V dc (warm during idle) to approximately 2.7 V dc during continuous printing. These voltages are assuming the fuser temperature is set to normal. The HEATON signal from CN3-9 varies from 0 V dc (lamp On) to +5 V dc (lamp Off) and is connected to the cathode of an Opto triac to control the fuser lamp. The second part of the assembly is the fuser frame which contains the hot roll, backup roll, and associated parts as well as the paper exit guide assembly, narrow media sensor, paper exit sensor, and the envelope conditioner solenoid.

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## Paper Feed Jams

### Paper Jams - Base Printer

#### Error Message 200 - Paper Jam - Remove Cartridge

This message indicates that paper is jammed at the printer input sensor. This can be caused by the paper jamming prior to activating the input sensor flag, the sensor not detecting paper over the sensor, or paper arriving at the sensor too late.

**Note:** A defective system board or printhead can also cause a 200-Paper Jam message to occur prior to the paper reaching the input sensor flag. This error can display due to a problem with the HSYNC signal to or in the printhead. Use the sub error code table to assist in isolating a 200 paper jam message.

**Note:** When the StapleSmart Finisher option is installed, a secondary message may be displayed which advises whether or not to remove the job from the finisher. If a job has accumulated in the finisher, then the printer alternately flashes the primary and secondary messages to indicate that all accumulated sheets should not be removed during the jam clearance procedure. If the sheets are removed, then the printer does not reprint these sheets.

#### Error Message 201 - Paper Jam - Remove Cartridge

This message indicates the paper is jammed between the printer input and exit sensors. This condition can be caused by the paper exiting the input sensor too late or jamming in the fuser assembly prior to activating the exit sensor flag in time or not at all.

**Note:** When the StapleSmart Finisher option is installed, a secondary message may be displayed which advises whether or not to remove the job from the finisher. If a job has accumulated in the finisher, then the printer alternately flashes the primary and secondary messages to indicate that all accumulated sheets should not be removed during the jam clearance procedure. If the sheets are removed, then the printer does not reprint these sheets.

## Error Message 202 - Paper Jam - Open Rear Door

This message indicates the paper is jammed at or near the printer exit sensor located in the fuser assembly. This can be caused by the paper arriving at the sensor too late, the paper jammed in the fuser assembly or jammed exiting the fuser assembly in the redrive assembly, or the exit sensor flag is not operating correctly. If an output option is installed on the printer, a 202 paper jam may be displayed if the option is not operating properly, especially the pass thru sensor of the output option. Remove the output options from the printer and check the printer for correct operation. If the printer operates correctly, then install one output option at a time and check which one fails.

**Note:** When the StapleSmart Finisher option is installed, a secondary message may be displayed which advises whether or not to remove the job from the finisher. If a job has accumulated in the finisher, then the printer alternately flashes the primary and secondary messages to indicate that all accumulated sheets should not be removed during the jam clearance procedure. If the sheets are removed, then the printer does not reprint these sheets.

## Paper Jams - Options

### Error Message 230 Paper Jam - Check Duplex Option

The paper is most likely jammed in the duplex unit, however the paper can also be jammed in the redrive at the input to the duplex option. The redrive assembly may not be correctly installed or locked in position or the duplex link is bent and not aligned properly to allow paper to feed correctly into the duplex option.

**Note:** When the StapleSmart Finisher is installed, a secondary message may be displayed which advises whether or not to remove the job from the finisher. If a job has accumulated in the finisher, then the printer alternately flashes the primary and secondary messages to indicate that all accumulated sheets should not be removed during the jam clearance procedure. If the sheets are removed, then the printer does not reprint these sheets.

### **Error Message 24x (x=Tray 1 through 5) Paper Jam Check Tray x**

The paper has not cleared the pass thru sensor or reached the pass thru sensor of the option above tray x.

**Note:** When the StapleSmart Finisher option is installed, a secondary message may be displayed which advises whether or not to remove the job from the finisher. If a job has accumulated in the finisher, then the printer alternately flashes the primary and secondary messages to indicate that all accumulated sheets should not be removed during the jam clearance procedure. If the sheets are removed, then the printer does not reprint these sheets.

### **Error Message 250 - Paper Jam - Check MP Feeder**

The paper is jammed in the multipurpose feeder and has not reached the base machine input sensor or has not reached the input sensor in time.

**Note:** When the StapleSmart Finisher option is installed, a secondary message may be displayed which advises whether or not to remove the job from the finisher. If a job has accumulated in the finisher, then the printer alternately flashes the primary and secondary messages to indicate that all accumulated sheets should not be removed during the jam clearance procedure. If the sheets are removed, then the printer does not reprint these sheets.

### **Error Message 260 Paper Jam - Check Envelope Feeder**

An envelope is jammed in the envelope feeder or has not reached the base machine input sensor.

### **Error Message 27x Paper Jam - Check Bin x**

Paper is jammed in output bin x (X=bin 1 thru 3). Generally this message appears when the paper has not cleared the exit sensor in time, has jammed in the redrive assembly or has not fed into the output bin selected.

**Note:** A 271 paper jam (Bin 1) may be displayed when the StapleSmart Finisher is installed and a piece of media is actuating the pass thru sensor of the finisher.

### **Error Message 28x Paper Jam (x=StapleSmart Finisher)**

Error Message 280 - Check Finisher  
or  
Error Message 281 - Check Finisher

When either of these two messages are displayed, they indicate that paper is jammed in the finisher option. Open the finisher rear door and top cover to remove the jam. **Note:** If the paper is still covering the finisher pass thru sensor, then a 271 Error Message is displayed. A 281 paper jam message may also be displayed when there is a problem with the stapler assembly or the stapler card.

**Note:** When the StapleSmart Finisher option is installed, a secondary message may be displayed which advises whether or not to remove the job from the finisher. If a job has accumulated in the finisher, then the printer alternately flashes the primary and secondary messages to indicate that all accumulated sheets should not be removed during the jam clearance procedure. If the sheets are removed, then the printer does not reprint these sheets.

### **Error Message 282 - Check Stapler**

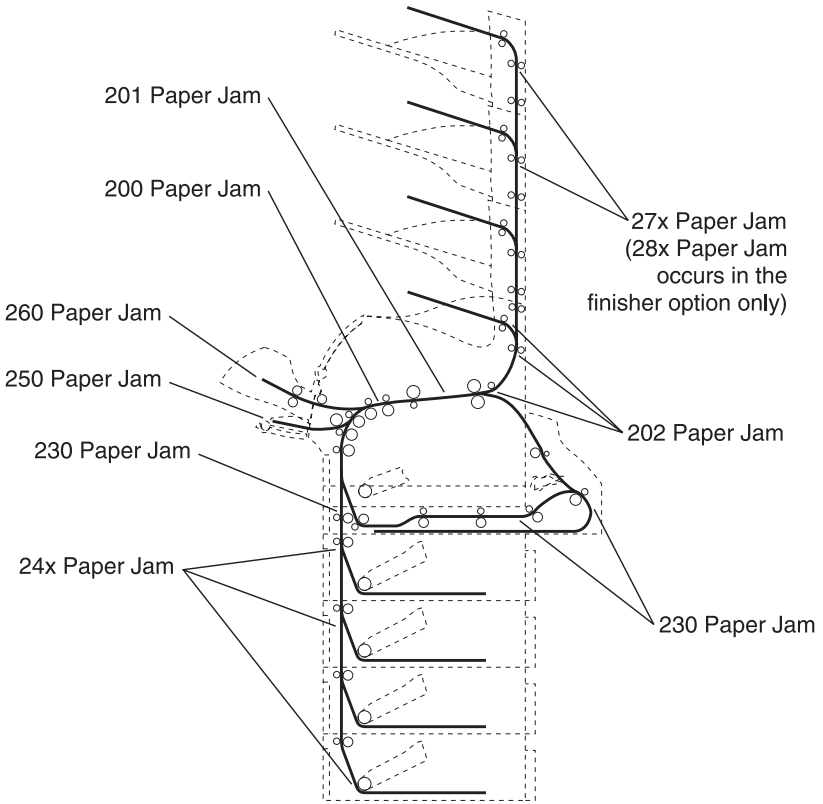
This message indicates that a staple jam has been detected during normal operation, when printing and stapling jobs. The printer alternately flashes the primary and secondary message to indicate that all accumulated sheets should be removed during the jam clearance procedure.

### **Error Message 283 - Check Stapler**

This message indicates that a staple jam has been detected during a stapler priming operation. There is no secondary message displayed.

**Note:** After the error has been cleared, the printer does not reprint any pages which existed in the accumulator for stapling.

**Note:** Use of the Sub Error chart should be used to help diagnose problems when 281, 282, and 283 are displayed.



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## 4. Repair Information

**WARNING:** Read the following before handling electronic parts.

---

### Handling ESD-Sensitive Parts

Many electronic products use parts that are known to be sensitive to electrostatic discharge (ESD). To prevent damage to ESD-sensitive parts, follow the instructions below in addition to all the usual precautions, such as turning off power before removing logic boards:

- Keep the ESD-sensitive part in its original shipping container (a special “ESD bag”) until you are ready to install the part into the machine.
- Make the least-possible movements with your body to prevent an increase of static electricity from clothing fibers, carpets, and furniture.
- Put the ESD wrist strap on your wrist. Connect the wrist band to the system ground point. This discharges any static electricity in your body to the machine.
- Hold the ESD-sensitive part by its edge connector shroud (cover); do not touch its pins. If you are removing a pluggable module, use the correct tool.
- Do not place the ESD-sensitive part on the machine cover or on a metal table; if you need to put down the ESD-sensitive part for any reason, first put it into its special bag.
- Machine covers and metal tables are electrical grounds. They increase the risk of damage because they make a discharge path from your body through the ESD-sensitive part. (Large metal objects can be discharge paths without being grounded.)
- Prevent ESD-sensitive parts from being accidentally touched by other personnel. Install machine covers when you are not working on the machine, and do not put unprotected ESD-sensitive parts on a table.
- If possible, keep all ESD-sensitive parts in a grounded metal cabinet (case).
- Be extra careful in working with ESD-sensitive parts when cold-weather heating is used because low humidity increases static electricity.

---

## Adjustment Procedures

### Duplex Motor Drive Belts

Do the duplex motor belt and drive belt adjustment whenever you remove or replace the duplex motor or loosen the motor or drive belt idler pulley.

Service Tip: Excessive belt tension can result in stalling the duplex motor. Too little belt tension can result in belt slippage.

To do the duplex drive belt adjustment:

1. Do the removal procedure **“Duplex Front Cover Door” on page 4-21** to access the drive belt idler pulley.
2. Loosen the idler pulley mounting screw and position the idler to provide 3 mm ( $\pm 5$  mm) drive belt deflection.
3. Tighten the idler pulley mounting screw being careful to maintain the adjustment.
4. Reassemble the duplex unit.

To do the duplex motor belt adjustment:

1. Do the removal procedure **“Duplex Motor” on page 4-22** to access the motor mounting screws but do not remove the motor.
2. Loosen the screw in the elongated adjustment slot and position the motor to provide 3 mm ( $\pm 5$  mm) motor belt deflection.
3. Tighten both mounting screws being careful to maintain the adjustment.
4. Reassemble the duplex unit.



## Fuser Solenoid Adjustment

Perform the fuser solenoid adjustment whenever you replace the fuser solenoid. Adjust the fuser solenoid while installed in the printer. Adjust the screw on the eccentric mounted on the solenoid housing to provide an air gap between the rear of the solenoid stator and the solenoid armature.

Printer Models	Solenoid Air Gap
All Models	4.5 mm

## Gap Adjustment

The gap adjustment allows you to increase the minimum gap between sheets of paper as they are fed through the printer. This adjustment does not reduce the printer overall performance such as pages per minute, but can help in reducing the amount of curl of some printed media, thus improving media stacking in the output bin.

1. Enter the Diagnostic Mode.
2. Select EP SETUP from the Diagnostic Menu.
3. Select GAP ADJUST
4. The range of the GAP adjustment is 0 to 255. Adjust the gap setting by using the Menu button to select the value. If GAP=0 displays, it indicates a factory setting to minimum gap. Select a value and run several copies of the media that displays a curl problem. It may take several tries before improvement is noticed.

**Note:** This setting has no effect when duplexing.

## Printhead Assembly Adjustment

Do the printhead assembly adjustment whenever you remove or replace the printhead assembly or loosen the mounting screws.

Install the new printhead with the three mounting screws centered in the slots in the printhead frame assembly. Leave the screws loose enough to allow the printhead assembly to move from side to side within the slots. It is necessary to perform a registration adjustment before locking down the three printhead mounting screws.

To perform the registration adjustment:

1. Turn the printer off.
2. Press and hold Return and Go.
3. Turn the printer on and release the buttons when "Performing Self Test" displays.
4. Select Registration from the menu.
5. Select Quick Test Page. The test page should only be printed on letter or A4 paper from Tray 1. The Quick Test Page consists of alignment diamonds, horizontal lines that can be used for skew adjustment, page count setting, printer serial number code levels and print registration settings.
6. Check the Quick Test Page for any sign of skew by checking the diamonds at the top left and top right of the test page for equal distance from the top of the page. If any adjustment is necessary, adjust the left or right printhead mounting screws and check the skew again by running another Quick Test Page. This procedure may take two or three attempts before you get satisfactory results.
7. When you have the correct adjustment, gently tighten the printhead mounting screws being careful not to move the printhead assembly.

## Paper Alignment Assembly Adjustment

Do the alignment assembly adjustment whenever you replace the alignment assembly. Always print a copy of the Quick Test Page before making any adjustments to the alignment assembly reference adjustment screw. When replacing the alignment assembly, it is necessary to back the reference adjustment screw out far enough to remove the old assembly and install the new one.

If you are replacing the alignment assembly go to step a. If you are only adjusting the reference adjustment screw go to step b.

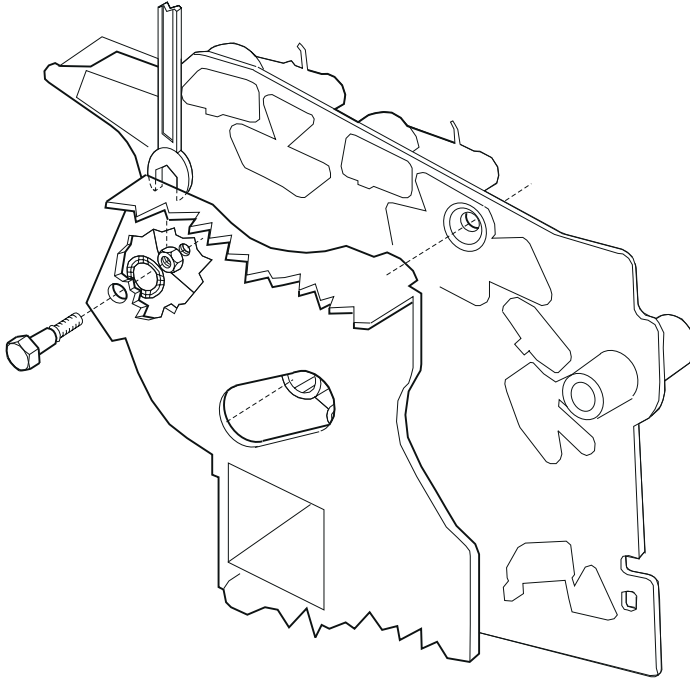
- a. Print a copy of the Quick Test Page and check the margin adjustments printed on the test page. These settings should be within the range specified in **“Registration” on page 3-28.**

Do the reference adjustment if you are sure the margins are set correctly.

1. Loosen the locknut on the inside rear of the alignment assembly.
2. Remove the two screws holding the alignment assembly to the left side frame.
3. Back the reference adjustment screw out far enough to allow the alignment assembly to be removed from the printer. It is not necessary to completely remove the screw.
4. Install the new alignment assembly. Turn the reference screw clockwise with a 7 mm nut driver until it touches the back of the reference plate and tighten the nut with a 5.5 mm wrench.


The reference adjustment screw can be adjusted without loosening the nut. Turn the screw clockwise a few turns and print a copy of the Quick Test Page as you check the diamonds on the left margin. Continue adjusting the screw as you check the results of each adjustment on a new test page until you obtain the results you want.

- b. Print a copy of the Quick Test Page and check the margin adjustments printed on the test page. These settings should be within the range specified in **“Registration” on page 3-28**. The reference screw can be adjusted without loosening the locknut. Turn the screw a few turns and print a copy of the Quick Test Page as you check the diamonds on the left margin. Continue adjusting the screw as you check the results of each adjustment on a new test page until you obtain the results you want.

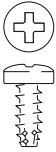

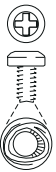


## Screw Identification Table

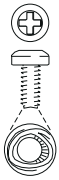
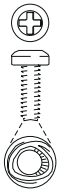
The following table contains screw types, locations, and quantities necessary to service the printer. Each screw callout in the removal procedure graphic displays the screw reference number listed in the table. Pay careful attention to each screw type location when doing removals. You must install the correct screw type in each location during reassembly.

Reference Number	Screw Type	Location	Purpose	Qty
102 	M3.5x8 mm Thread Cutting	right side frame to center pan	attach	1
		toner level sensor	mounting	1
		charge roll	mounting	1
		main drive gearbox	mounting	3
		EP module to left and right side frame	attach	9
		developer drive assembly	mounting	2
		stacker duct to frame	mounting	2
		cartridge hold down assembly	mounting	2
		MPT deflector	mounting	2
		interconnect board shield ground	attach	2
		laser cover	mounting	4
		deflector	mounting	2
		gear cover to left side frame	attach	1

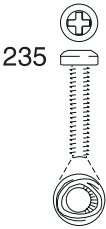
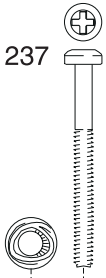

**4069-5XX/7XX**

Reference Number	Screw Type	Location	Purpose	Qty
<p>102</p> 	<p>M3.5x8 mm Thread Cutting</p>	spring, cartridge load	mounting	1
		system board	mounting (front)	2
		integrated tray ITC board	mounting	2
		stacker support to right side frame	attach	2
<p>104</p> 	<p>M3.5x12 mm Thread Cutting</p>	paper alignment assembly	mounting	2
		toner cartridge guide track	mounting	2
		left side frame to center pan	attach	3
		right side frame to center pan	attach	2
		deflector	mounting	4
		system board inner shield to frame	mounting	1
<p>201</p> 	<p>M3x5 mm Taptite</p>	INA cover (2 screws per cover)	attach	6
		interconnect board	mounting	5

## 4069-5XX/7XX



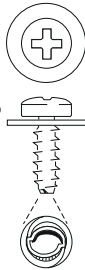
Reference Number	Screw Type	Location	Purpose	Qty
202 	M3x6 mm Tapdrive	outer shield	mounting	6
		inner redrive deflector	mounting	2
		interconnect board to center pan	mounting	2
		system board (bottom holes)	mounting	2
		system board to interconnect board ground	attach	2
		system board to inner shield	mounting	2
		system board (back)	mounting	2
		system board to interconnect shield ground	attach	1
		lower stacker duct	mounting	1
		ground cables to ground (center pan - front)	attach	1
		cable clip (main drive gearbox, BTM)	mounting	2
		fuser screw	mounting	7
203 	M3x8 mm Tapdrive	LVPS	mounting	2
		auto compensator hanger bracket	mounting	1

**4069-5XX/7XX**

Reference Number	Screw Type	Location	Purpose	Qty
235 	M3x12 mm Taptite Panhead	HVPS board	mounting	1
237 	M3x28 mm Taptite Panhead	developer drive ground (bottom hole)	attach	1
232 	M3x6 mm Taptite Panhead	stacker duct	mounting	1
		system board	mounting	2
		system board to shield	mounting	2
		system board	mounting	2
		in pan	mounting	2
		shield ground	attach	1
		LVPS	mounting	2
		fuser cover	mounting	2
		cable clip	mounting	2
		outer shield	mounting	6
		INA cover	mounting	4



# 4069-5XX/7XX

Reference Number	Screw Type	Location	Purpose	Qty
 <p>323</p>	M3.5x8 mm Plastite Thread Forming	autocompensator	mounting	3
 <p>324</p>	M3.5x10 mm Plastite Thread Forming	right side cover	mounting	1
		right side frame to pan	attach	3
		left side frame to pan	attach	1
		extra screw	mounting	2
 <p>425</p>	M3.5x12 mm Plastite Thread Forming with washer	printhead to EP frame	mounting	3

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## Removal Procedures

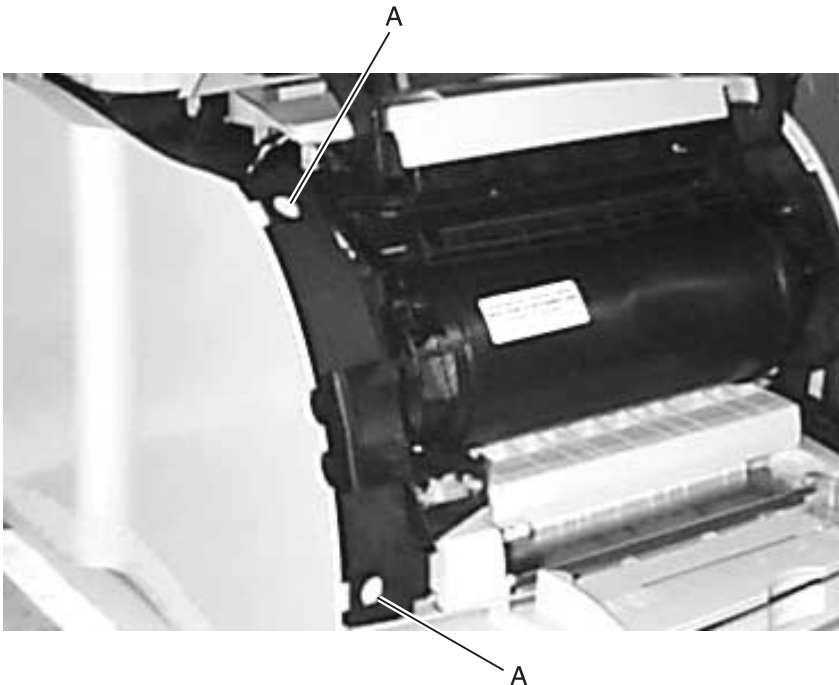
**CAUTION:** Remove the power cord from the printer or wall outlet before you connect or disconnect any cable or electronic board or assembly for personal safety and to prevent damage to the printer. Use the hand grips on the side of the printer. Make sure your fingers are not under the printer when you lift or set the printer down.

**Note:** Some removal procedures require removing cable ties. You must replace cable ties during reassembly to avoid pinching wires, obstructing the paper path, or restricting mechanical movement.

### Covers

#### Left Door

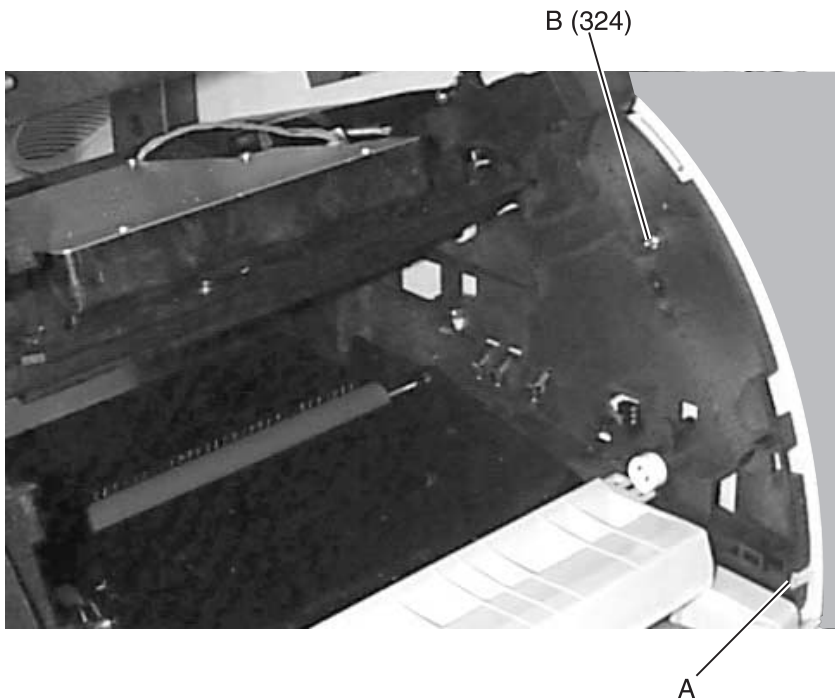
1. Open the upper and bottom front covers.
2. Press the two left door latch buttons (A) and open the left door.
3. Release the left door from the rear hinges and remove the door.



## 4069-5XX/7XX

### Right Cover

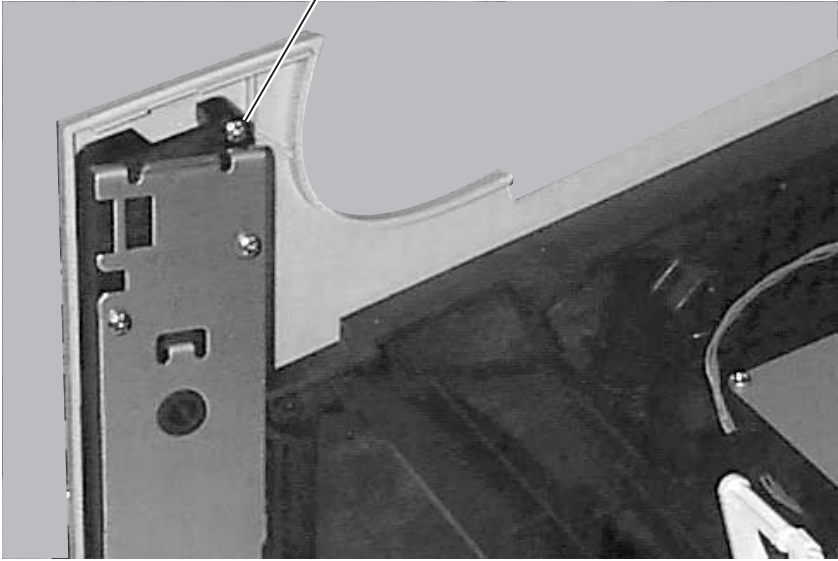
1. Open the upper and bottom front covers.
2. Remove the print cartridge.
3. Release the cover latch (A) and remove the right cover mounting screw (B).



**4069-5XX/7XX**

4. Remove the redrive assembly.
5. Remove the right side cover mounting screw (B).
6. Remove the right side cover.

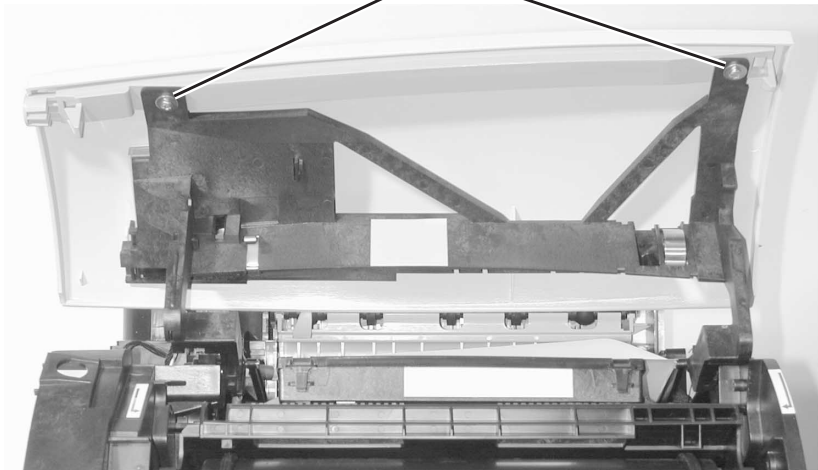
B (324)



### Upper Front Cover

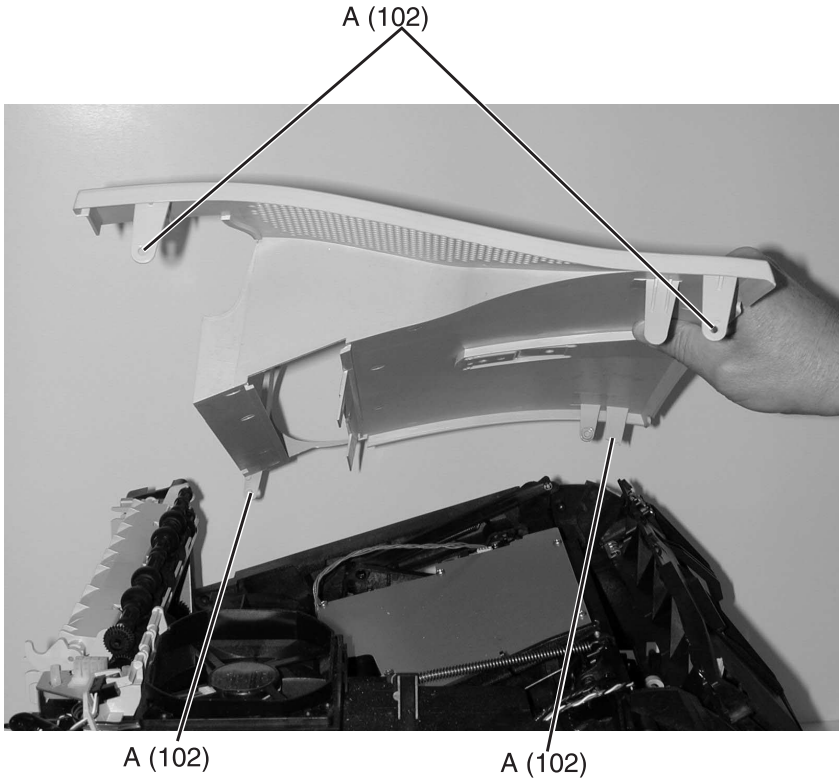
1. Raise the upper front cover.
2. Remove the upper front cover mounting screws (A).
3. Rotate the cover upward to allow the rear cover hinges to clear the mounting slots and remove the cover.

A(323)



## Laser Assembly Cover

1. Remove the left door.
2. Remove the right cover.
3. Remove the rear paper deflector.
4. Press the fuser wiper cover latch and remove the cover.
5. Remove the paper full sensor flag from the mounting bracket. Use care when removing the flag as it can be easily damaged.
6. Remove the mounting screws (A) and remove the cover.

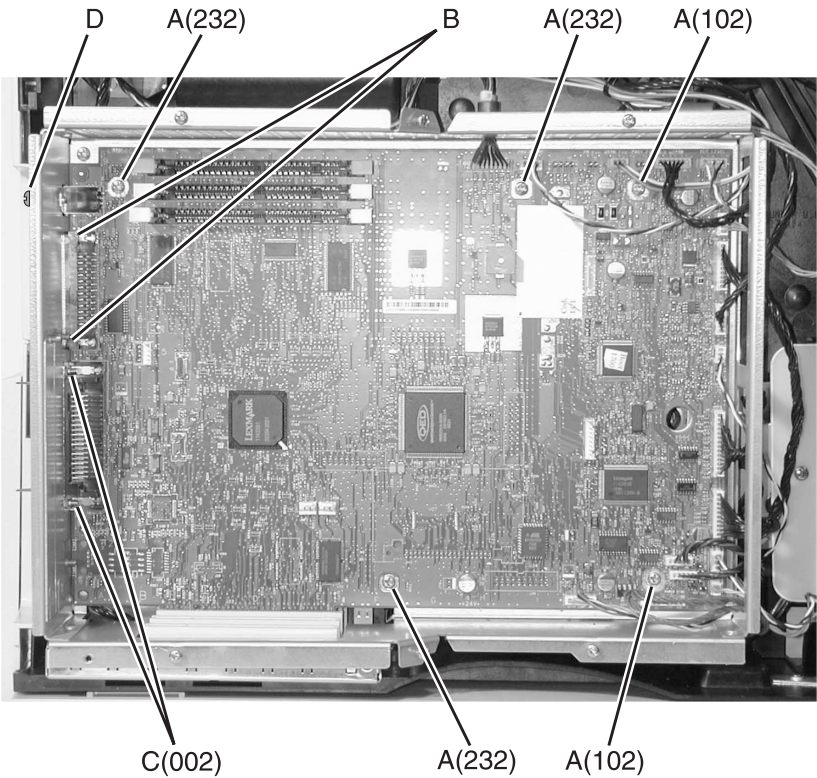


## Center Pan Assembly

1. Remove the left and right side frames.
2. Remove the pan assembly.

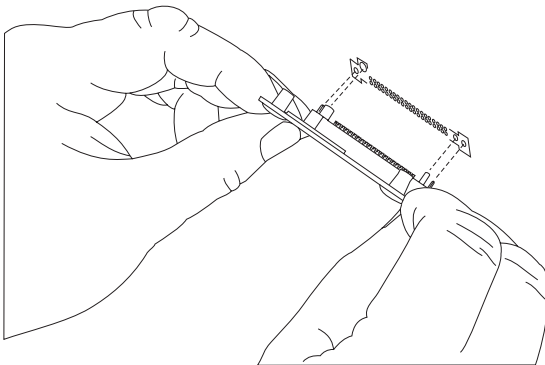
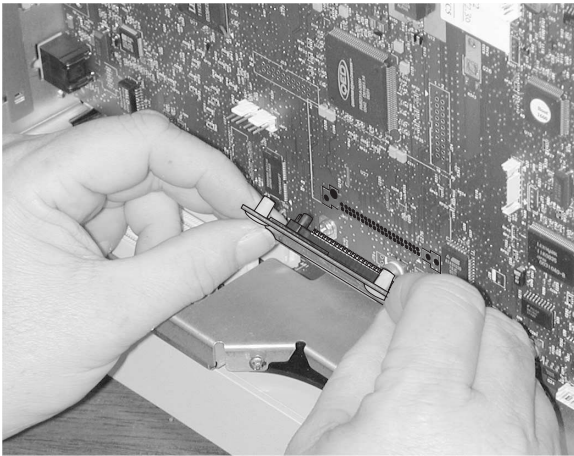
## System Board

1. Remove the outer EMC shield.
2. Disconnect all cables to the system board.
3. Remove the system board mounting screws (A).
4. Remove the serial port mounting hex studs (B).
5. Remove the parallel port mounting screws(C).
6. Remove the USB connection screw (D).
7. Remove the system board.

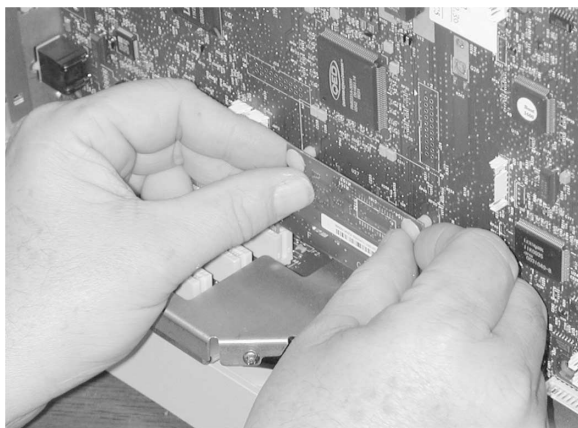


## Card Assembly (NAND Flash)

1. Using your index fingers and thumbs, remove the card assembly from the system board as indicated in the photo and illustration below.
2. To replace the card assembly, align guide pins and locating pin with corresponding holes.
3. Carefully press the card assembly into place. **Warning:** To avoid damage to the connectors, do not use excessive force.



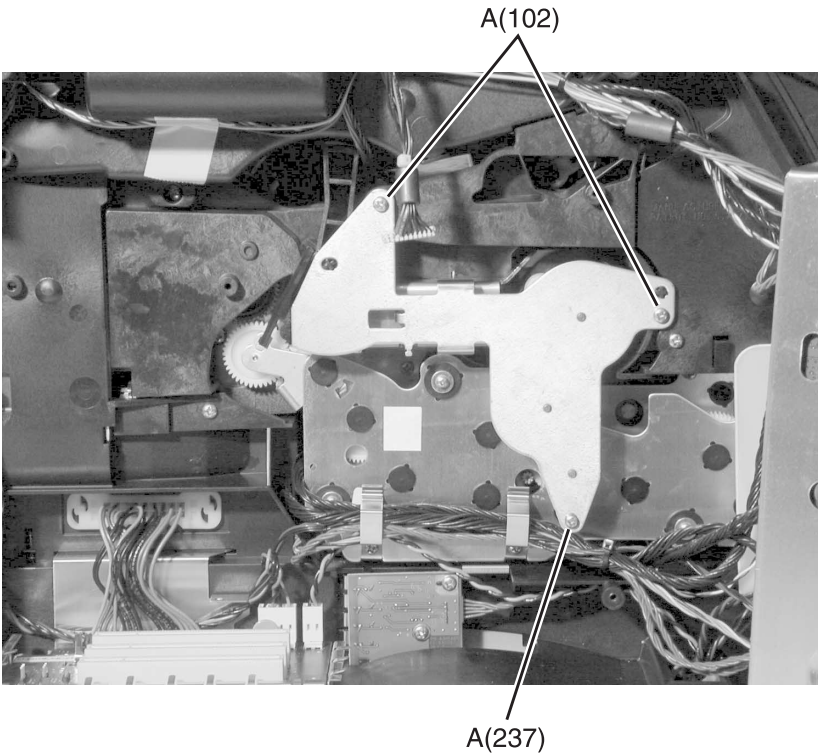




## Developer Drive Assembly

1. Remove the inner EMC shield.
2. Remove the developer drive assembly mounting screws (A).
3. Remove the developer drive assembly.

**Note:** Be sure the developer drive assembly wheel aligns with the hub on the main drive assembly when reinstalling the assembly.



## Duplex Board

1. Lift the base printer from the duplex assembly.
2. Remove the four duplex board cover mounting screws.
3. Gently disconnect the cables from the duplex board.  
**Warning:** Avoid damage to the cables and connectors.
4. Remove the two duplex board mounting screws and remove the duplex board.

## Duplex Front Cover Assembly

1. Lift the base printer from the duplex assembly.
2. Remove the four duplex board cover mounting screws and disconnect the duplex cover door switch cable at connector J6.
3. Position the duplex assembly on its side.
4. Gently release the three front cover assembly latches from the bottom of the duplex assembly.
5. Remove the duplex front cover assembly.

## Duplex Front Cover Door

1. Remove the duplex front cover assembly.
2. Holding the front of the assembly away from you, open the cover door and gently pry the left side door pivot from the mounting.
3. Move the cover door to the left to clear the right door pivot from the mounting and remove the duplex front cover door.

## Duplex Motor

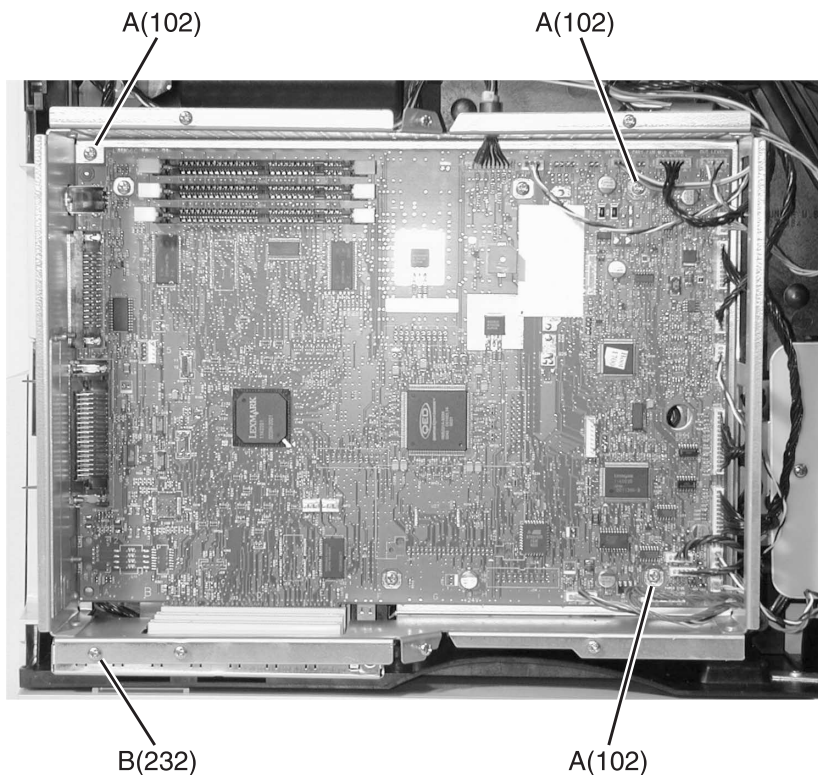
1. Remove the duplex front cover door.
2. Gently disconnect the cables from the duplex board.  
**Warning:** avoid damage to the cables and connectors.
3. Remove the four mounting screws from the left and right return guides and remove the guides.
4. Remove the four mounting screws on the right side of the duplex frame assembly.
5. Position the duplex assembly on its side.
6. Gently release the center drive deflector assembly latch from the bottom front left side of the duplex assembly.
7. Remove the center drive deflector assembly and the frame assembly from the duplex.
8. Remove the two duplex motor mounting screws and remove the motor.

**Note:** Pay attention to cable routing to avoid pinching or cutting wires during reassembly. Ensure cables are securely placed into the cable retaining tabs. Do the adjustment **“Duplex Motor Drive Belts” on page 4-2** whenever you remove or replace the duplex motor.

## EMC Shields

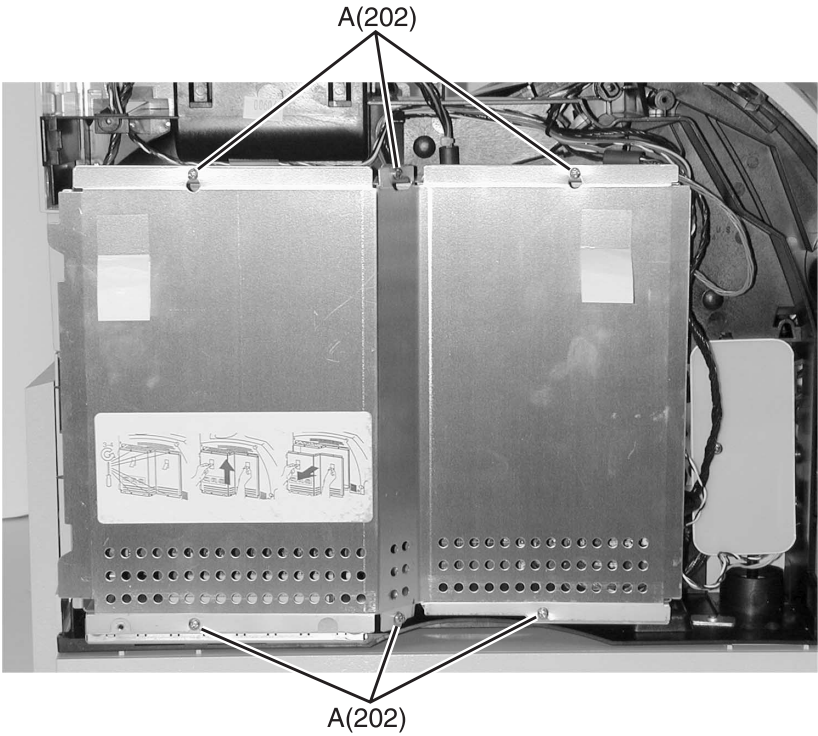
### Inner EMC Shield

1. Remove the left door.
2. Remove the outer EMC shield.
3. Remove all option boards from the connector board slots.
4. Remove the inner EMC shield mounting screws (A) and (B).
5. Remove the inner EMC shield.



## Outer EMC Shield

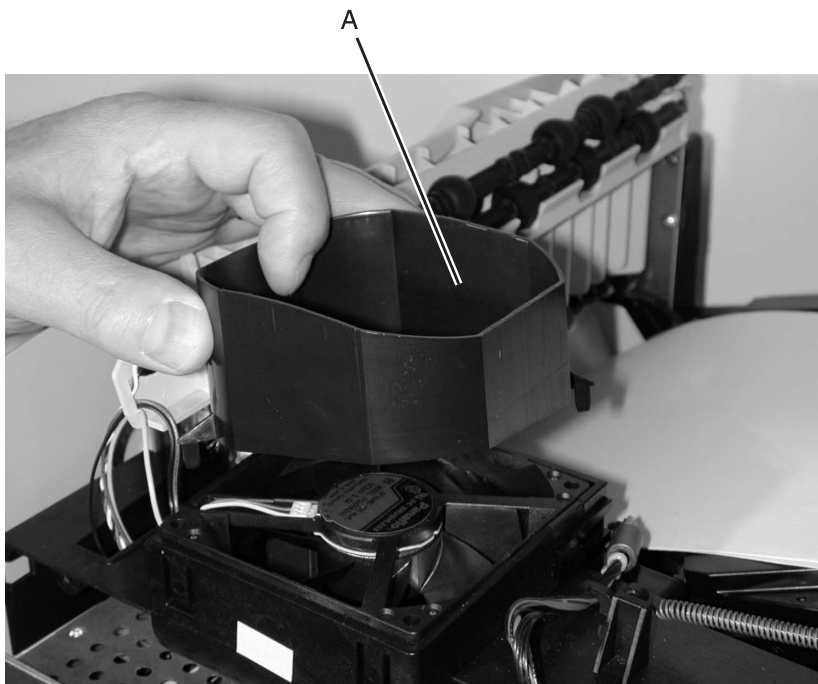
1. Remove the left door.
2. Loosen the outer EMC shield mounting screws (A) and remove the shield.



## Fan

### Main Fan

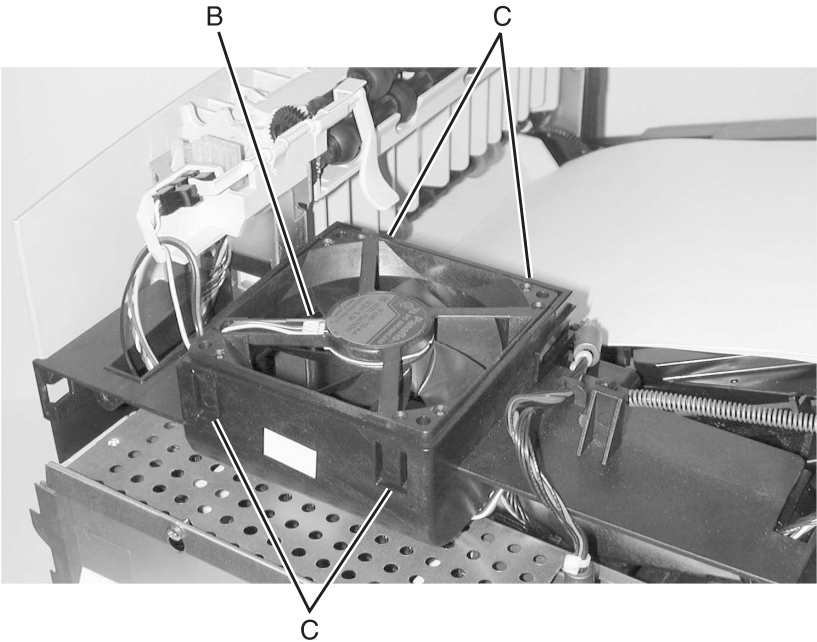
1. Remove the top rear cover.
2. Remove the inner EMC shield.
3. Remove the fan shroud (A).



4. Note the routing of the main fan cable (B) and disconnect the cable from the system board at connector J5.

## 4069-5XX/7XX

5. Release the four latches (C) and remove the fan from the left side frame.



## Frames

### EP Frame Assembly

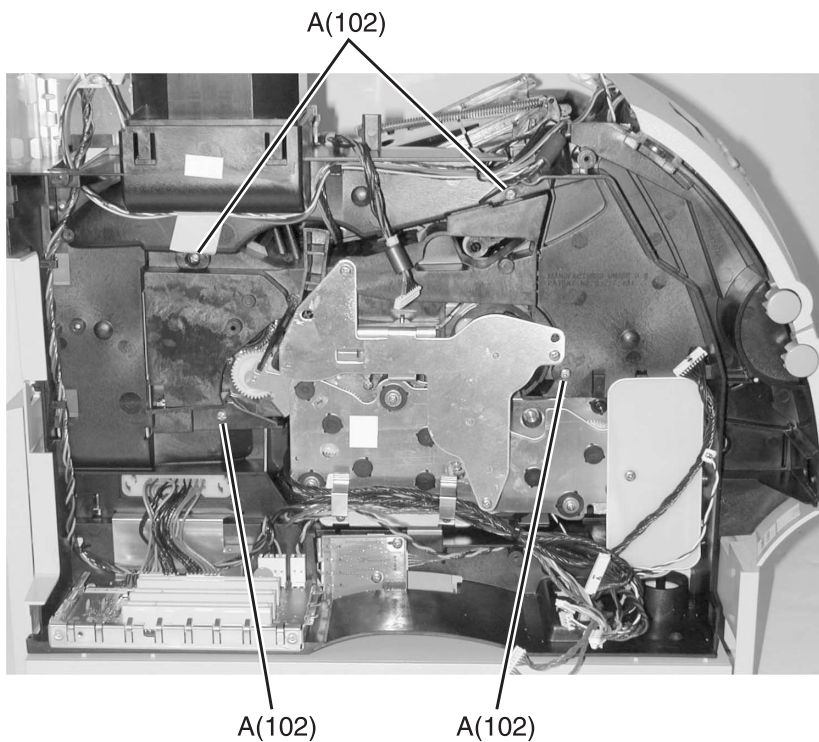
1. Remove the left and right side frames.
2. Remove the EP frame assembly.

### Left Side Frame

1. Remove the main drive assembly.
2. Remove the upper front cover hinge assembly.
3. Remove the multipurpose tray/lower deflector assembly.
4. Remove the paper alignment assembly.

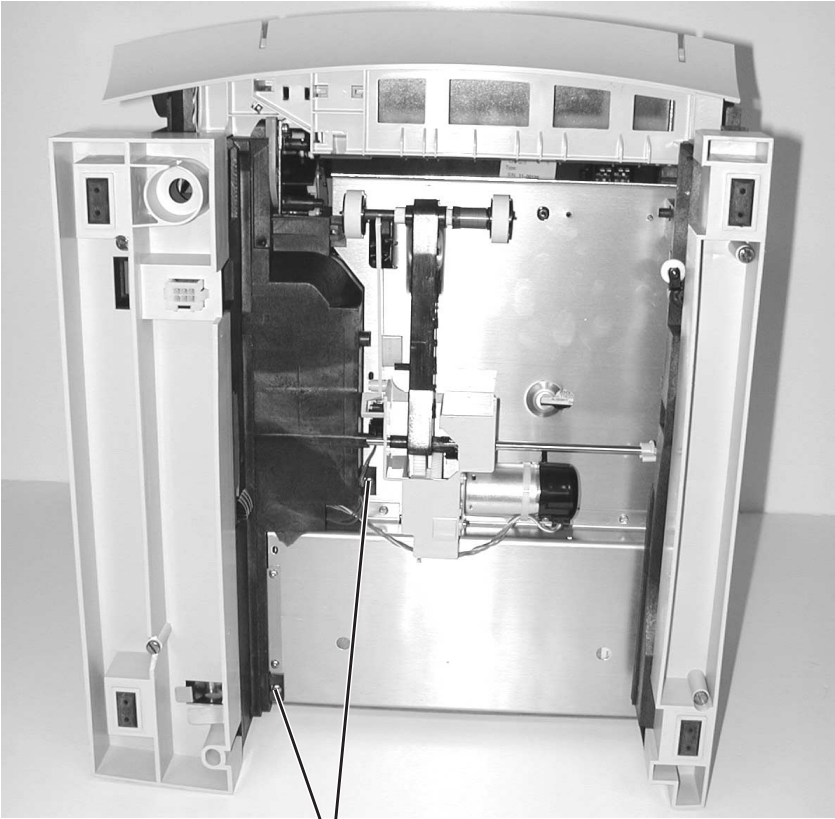


5. Remove the left side frame mounting screws (A).



**4069-5XX/7XX**

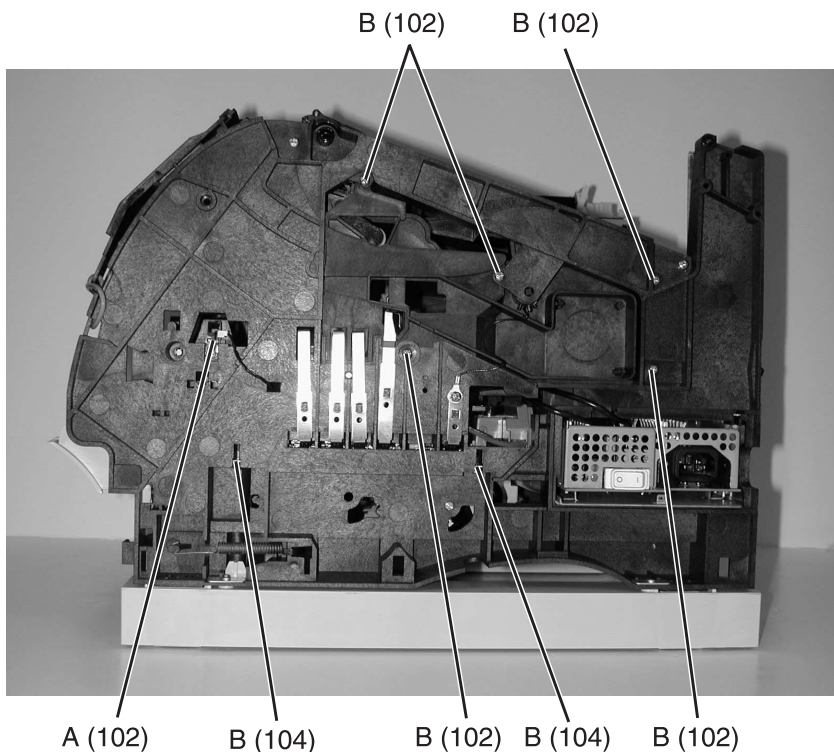
6. Place the printer on its back and remove the left side frame mounting screws (A).
7. Remove the left side frame.



A (104)

## Right Side Frame

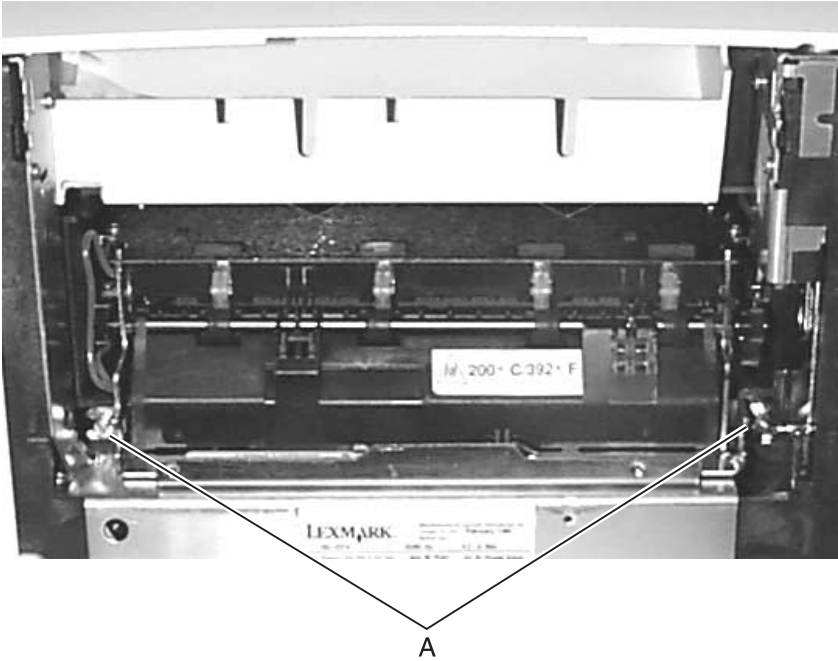
1. Remove the right side cover.
2. Remove the LVPS.
3. Remove the multipurpose tray assembly.
4. Disconnect the auto compensator arm bias spring from the right side frame.
5. Remove the toner sensor mounting screw (A), disconnect the sensor cable and remove the toner sensor.
6. Remove the right side frame mounting screws (B) and remove the right side frame.



**CAUTION:** Be sure the fuser assembly has cooled before working on any of the fuser FRUs.

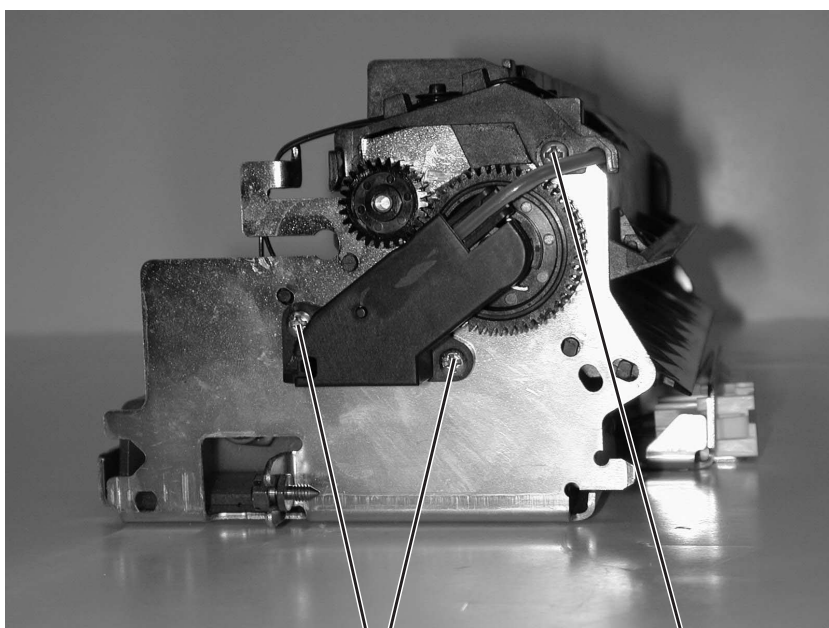
## Fuser

1. Remove the redrive assembly.
2. Loosen the fuser mounting screws (A) and remove the fuser.



## Fuser Cover

1. Remove the fuser assembly.
2. Note the thermistor cable routing and disconnect the cable.
3. **Warning:** Hold the left lamp bracket and carefully remove the two mounting screws. There is pressure against the other end of the lamp therefore care must be used when removing the lamp from the fuser. Grip the lamp by the ceramic end piece and remove it from the fuser assembly. Be careful not to touch the glass as skin oils and acids can reduce the life of the lamp.
4. Remove the right lamp bracket mounting screws (A).
5. Remove the left and right fuser cover mounting screws (B) and lift the cover from the fuser assembly.



A (202)

B (202)

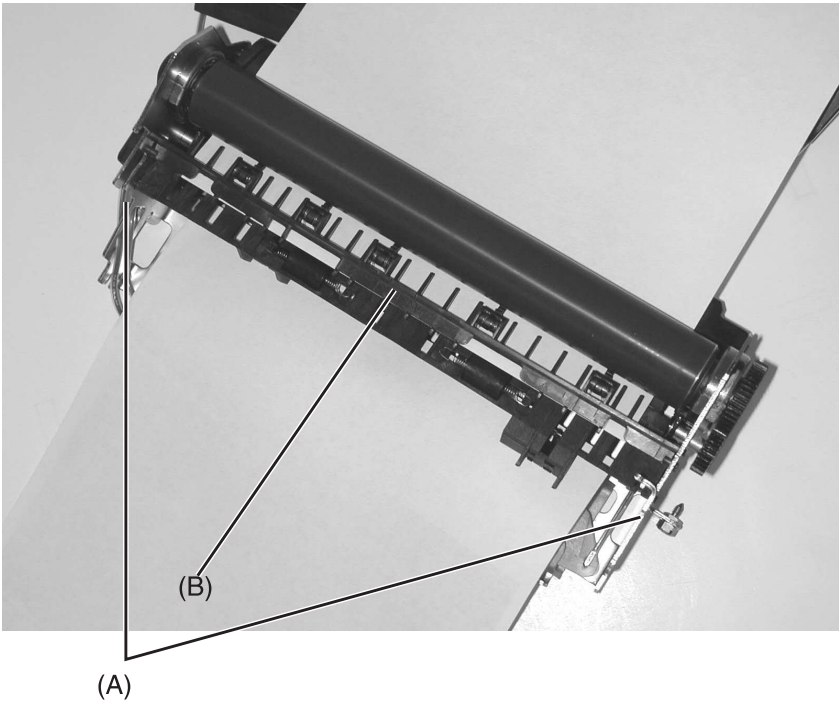
## Fuser Detack Fingers

1. Remove the fuser assembly.
2. Remove the fuser cover assembly.
3. Remove the fuser detack housing assembly.

4. Gently pry the detack finger and spring from the housing assembly.

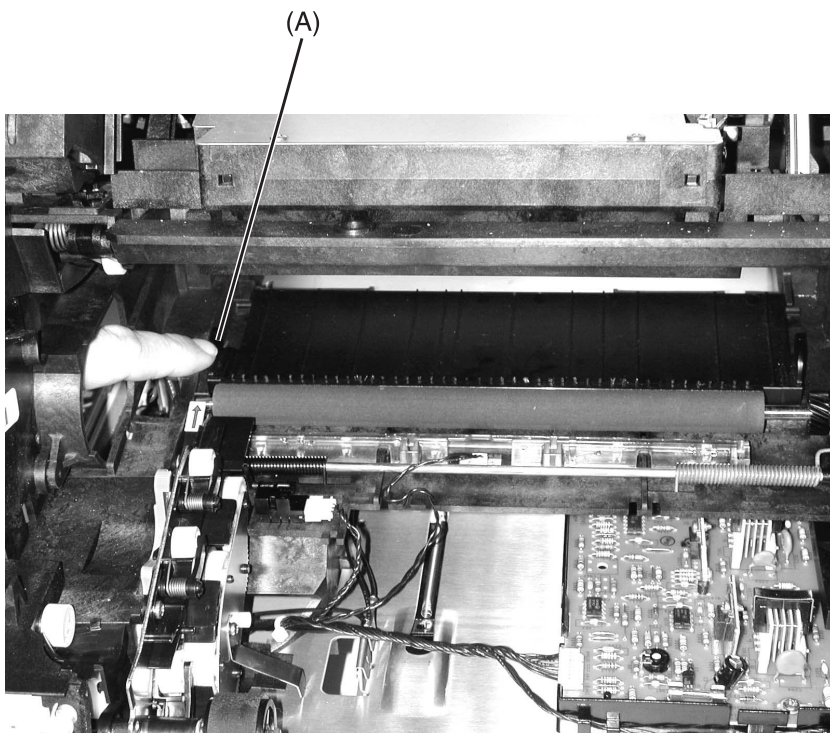
## Fuser Detack Housing Assembly

1. Remove the fuser assembly.
2. Remove the fuser cover assembly.
3. Remove the fuser lamp. Use care when handling the lamp.
4. Disengage the hot roll bearing clips to free the fuser frame walls.
5. Gently apply outward pressure on the left and right fuser side frames (A) to release the detack housing assembly (B).



## Fuser Transfer Plate

1. Remove the upper paper deflector.
2. Remove the fuser transfer roll.
3. Remove the inner paper deflector.
4. Lift the left side of the fuser transfer plate (A) and move the plate to the left to clear the right side from its mounting.
5. Remove the fuser transfer plate.

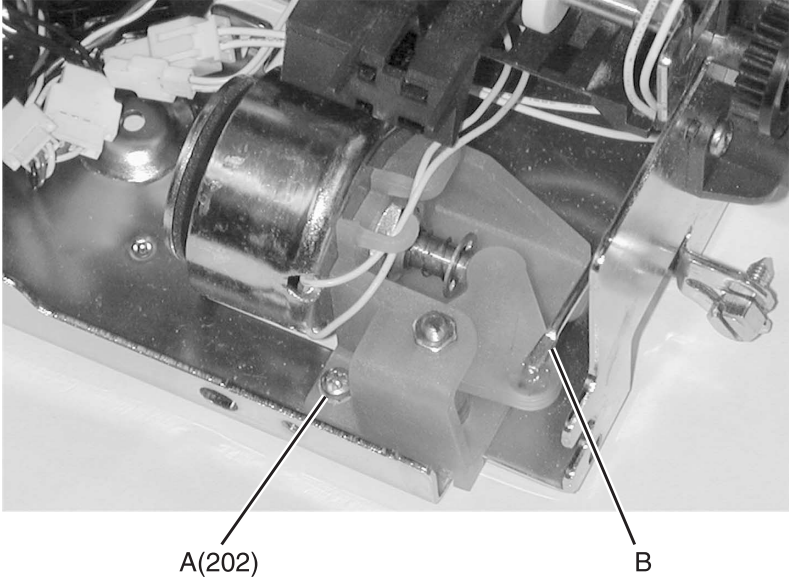




## Fuser Envelope Conditioner Solenoid

1. Remove the fuser assembly.
2. Remove the solenoid mounting screw (A).
3. Disconnect the solenoid link (B).
4. Remove the solenoid from the fuser assembly.

**Note:** Do the **“Fuser Solenoid Adjustment”** on page 4-3 whenever you replace the fuser solenoid.





## Fuser Narrow Media Sensor/Flag Assembly

1. Remove the fuser assembly.
2. Remove the exit roll assembly.
3. Remove the cables cover.
4. Disconnect the sensors from the cable connectors.
5. Remove the lower exit guide assembly.
6. Remove the sensor/flag assembly from the lower exit guide assembly

## Fuser Exit Sensor Flag Assembly

1. Remove the fuser cables cover.
2. Disconnect the exit sensor from the fuser cable connector.
3. Remove the exit sensor flag assembly.

**Note:** The exit sensor assembly can be removed without removing the lower exit guide assembly. Make sure the narrow media sensor flag is correctly positioned before snapping the sensor in place.

## Fuser Lamp

1. Remove the fuser assembly.
2. **Warning:** Hold the left lamp bracket and carefully remove the two mounting screws. There is pressure against the other end of the lamp therefore care must be used when removing the lamp from the fuser. Grip the lamp by the ceramic end piece and remove it from the fuser assembly. Be careful not to touch the glass as skin oils and acids can reduce the life of the lamp.
3. Remove the fuser lamp.

## 4069-5XX/7XX

The fuser lamp FRU is color coded. The left and right fuser lamp bracket access holes let you view the end of the lamp. Use the following table to identify and install the correct lamp.

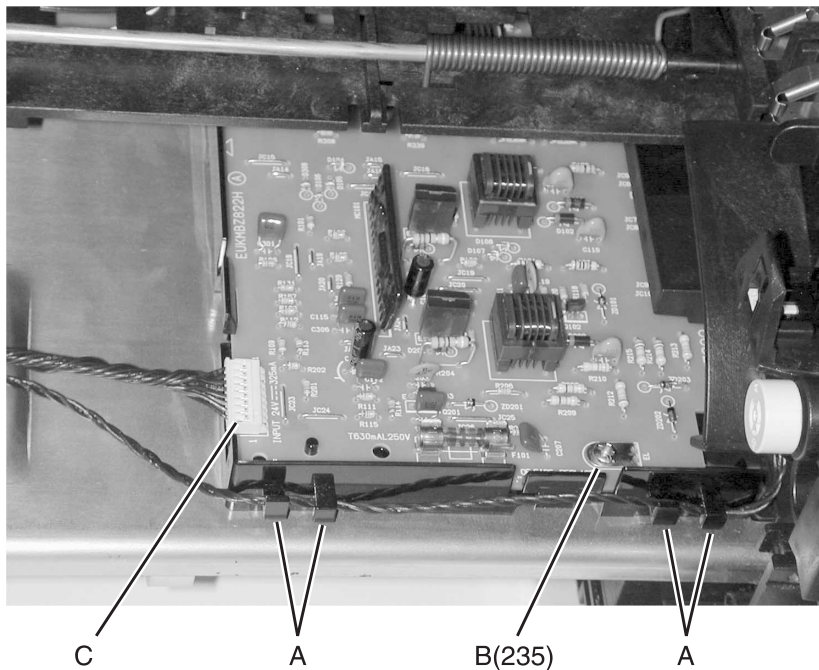
Description	Color Code
Fuser Lamp 115V 875W	Gold
Fuser Lamp 220V 875W	Silver

### Fuser Lower Exit Guide Assembly

1. Remove the fuser assembly.
2. Remove the fuser cover assembly.
3. Remove the fuser detack housing assembly.
4. Disconnect the sensors from the cable connectors.
5. Gently apply outward pressure on the left and right fuser side frames to release the lower exit guide assembly.

## High Voltage Power Supply

1. Remove the inner paper deflector.
2. Remove the toner sensor cable from the retainer (A) on the front of the HVPS.
3. Remove the right side cover.
4. Disconnect the HVPS cable from the HVPS at connector (C).
5. Disconnect the transfer roll cable from the HVPS board.  
**Warning:** Use care when disconnecting the cable from the transformer on the HVPS. The cable and connector can be easily damaged.
6. Remove the HVPS mounting screw (B).
7. Slide the HVPS to the left to release the mounting tab from the center pan and remove the HVPS.

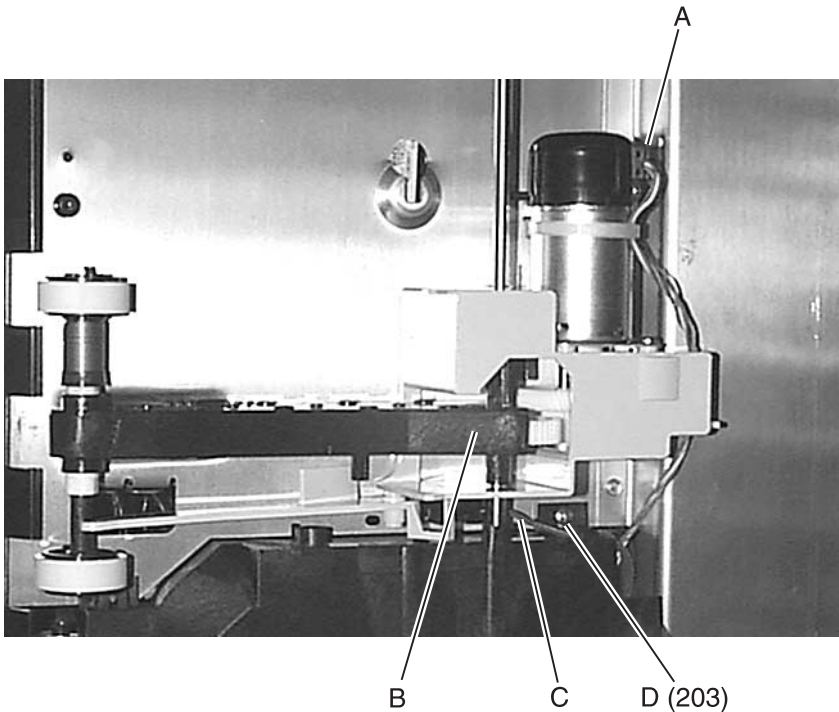


## Integrated Tray Compensator Assembly

1. Remove the paper tray.
2. Remove the left door.

## 4069-5XX/7XX

3. Remove the inner EMC shield.
4. Disconnect the compensator motor cable (A) from the system board.
5. Place the printer on its side.
6. Locate the integrated tray compensator assembly (B) on the bottom of the printer and disconnect the compensator arm bias spring from the frame.
7. Remove the C-clip that rests against the right side frame from the auto compensator pivot shaft.
8. Disconnect the compensator sensor cable (C) from the assembly.
9. Remove the compensator assembly mounting screw (D).
10. Remove the integrated tray compensator assembly.

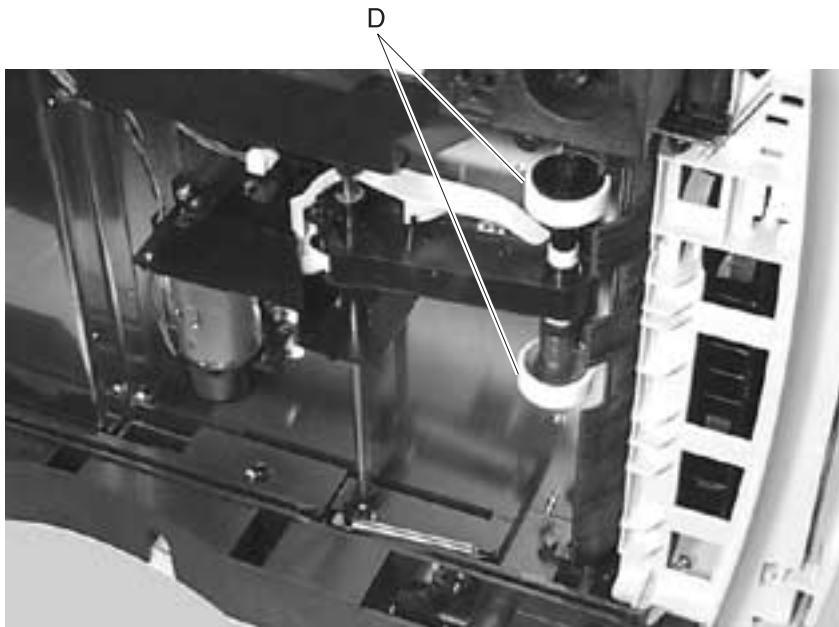


### Integrated Tray Compensator Pick Roll Assembly

1. Remove the paper tray.
2. Place the printer on its side.

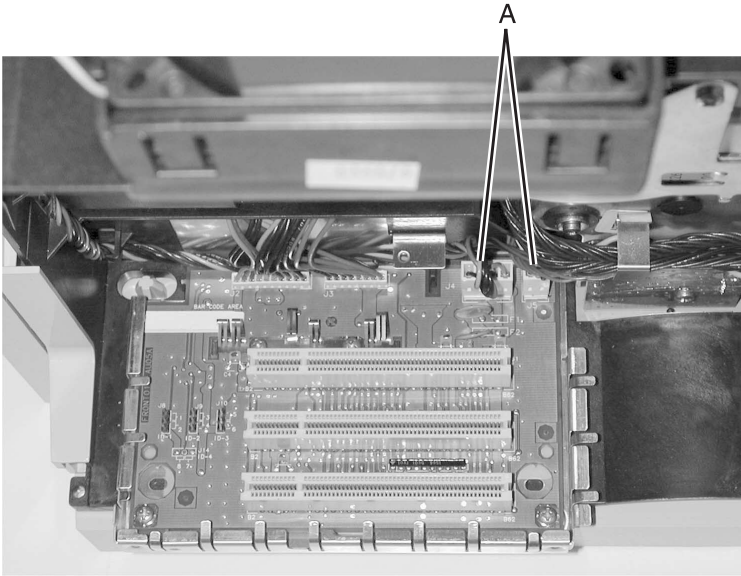
## 4069-5XX/7XX

3. Locate the compensator assembly on the bottom of the printer and pull the compensator arm away from the printer.
4. Unsnap the pick roll assembly (D) from its mounting and remove.



## Interconnect Board Assembly

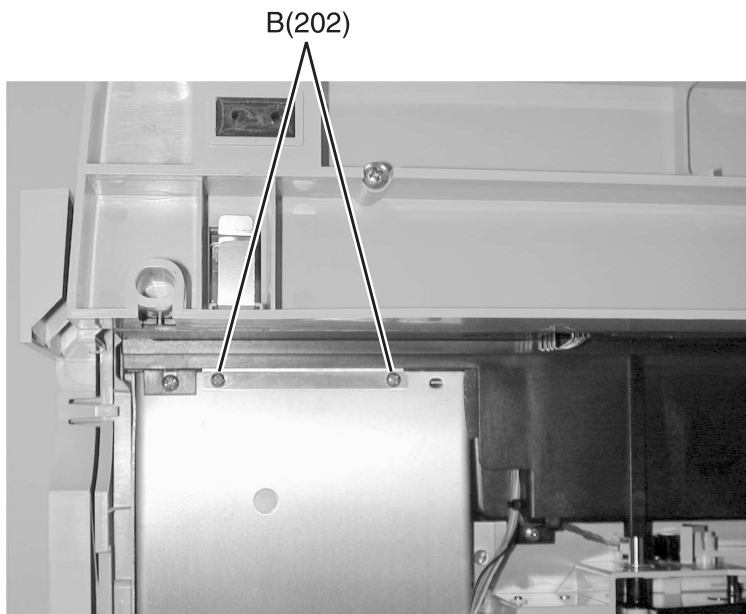
1. Remove the inner EMC shield.
2. Remove the LVPS.
3. Disconnect all cables (A) from the interconnect board.



## 4069-5XX/7XX

4. Place the printer on its back and remove the mounting screws (B).

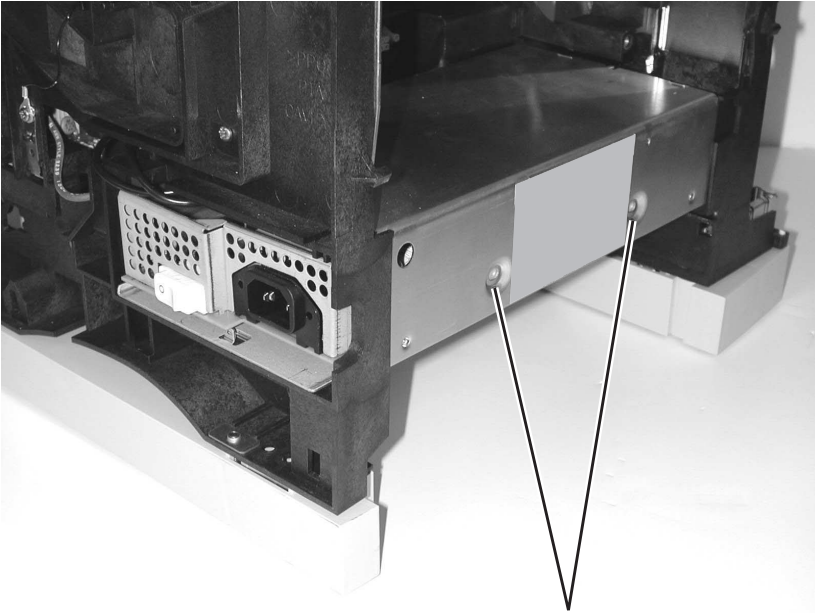
**Note:** Go to **“Interconnect Board” on page 5-4** to identify the correct jumper locations for your printer.



5. Remove the interconnect board assembly.

## Low Voltage Power Supply

1. Remove the right cover.
2. Remove the LVPS mounting screws (A) from the rear of the bottom pan.
3. Pull the LVPS assembly from the right side of the printer. Initial resistance is felt as the automate plug disconnects.
4. Press the release latch on the fuser lamp cable connector and disconnect from the LVPS.
5. Remove the LVPS.



A(203)

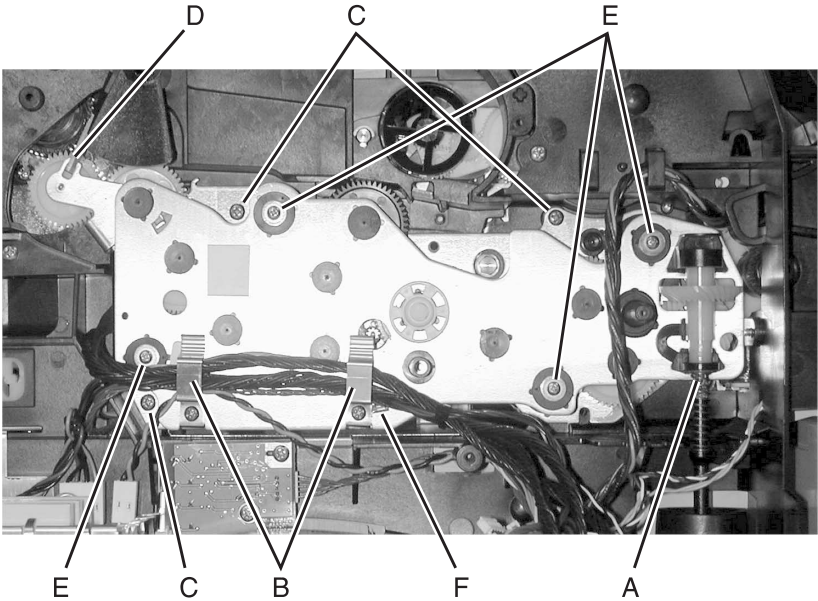


## Main Drive Assembly

1. Remove the inner EMC shield.
2. Remove the gear guard.
3. Remove the developer drive assembly.
4. Remove the transfer shaft (A) through the bottom of the printer.
5. Remove all cables from the cable clamps (B) on the main drive assembly.
6. Remove the ground cables (F). Be sure to reinstall the ground cables to the same location.
7. Remove the main drive assembly mounting screws (C).
8. Remove the link (D) from the rear of the main drive assembly.
9. Disconnect the cable from the main drive motor.

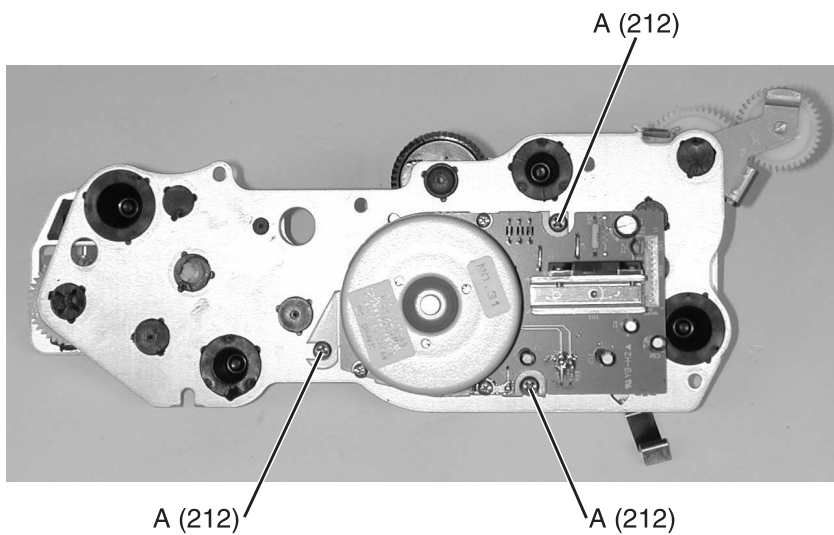
10. Remove the main drive assembly.

**Note:** *Do not remove* the screws (E) on the main drive assembly. Be sure the main drive assembly gear shaft aligns with the hub on the left side frame when reinstalling the main drive assembly.



## Main Drive Motor

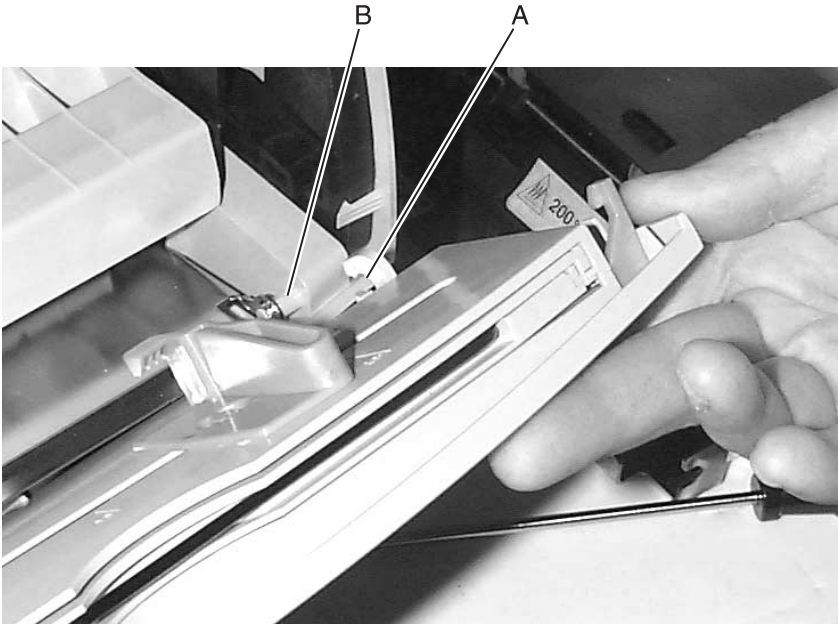
1. Remove the main drive assembly.
2. Remove the main drive motor mounting screws (A).
3. Remove the main drive motor.



## Multipurpose Tray/Lower Deflector Assembly

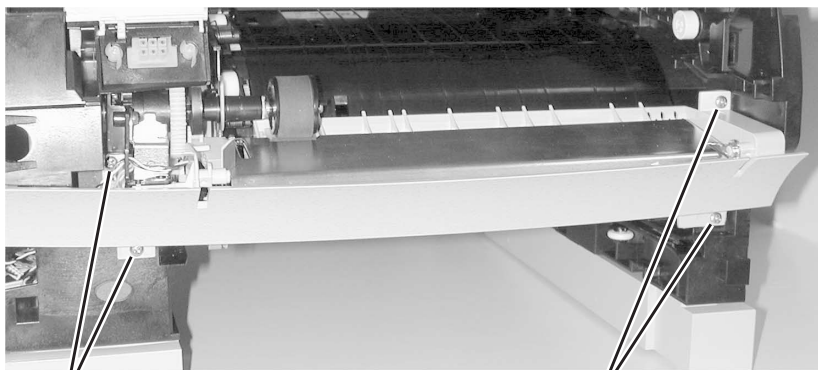
1. Open the multipurpose tray to a position that allows the left and right tray hinge slots (A) to align with the rectangular mounting posts (B). Pull upward on each tray hinge to remove the tray from the two mounting posts.

**Warning:** Be careful not to break the hinges.



## 4069-5XX/7XX

2. Remove the upper deflector.
3. Remove the solenoid mounting screw.
4. Remove the screws (A) mounting the multipurpose tray/lower deflector assembly.
5. Remove the multipurpose tray/lower deflector assembly.

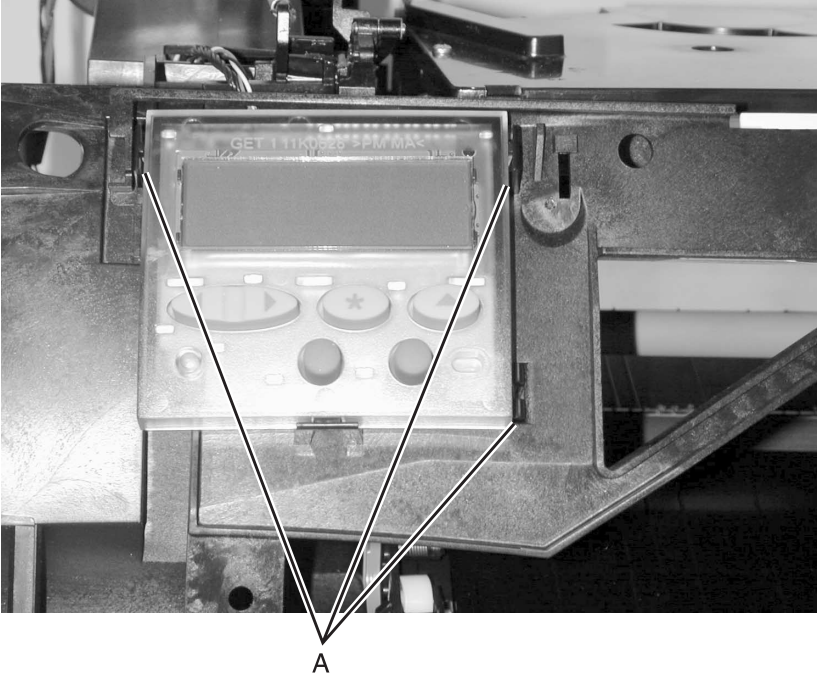


A(102)

A(102)

## Operator Panel Assembly

1. Remove the upper front cover.
2. Disconnect the operator panel cable.
3. Gently press the operator panel lens tabs (A) and remove the operator panel.



## Operator Panel Cable/Cover Open Switch Assembly

**Note:** Pay careful attention to the cable routing through the printer before you remove the operator panel cable/cover open switch assembly.

1. Remove the left door and upper front cover.
2. Disconnect the operator panel/cover open switch cable from the system board.
3. Cut the black cable tie that holds the operator panel/switch cable and front harness.
4. Remove the operator panel. Pull the cables through the rectangular hole in the hinge pivot arm.
5. Plug the new operator panel cable into the operator panel and snap the new cover open switch cable into the bracket assembly.
6. Route the cables and toroid through the rectangular window in the cover hinge pivot arm.
7. Snap the operator panel into the upper front cover.
8. Be sure the toroid is on the opposite end of the cables near the system board connectors.
9. Route the cables through the printer and down the inside of the system board shield.
10. Plug the cables into the system board connectors.

## Optional 250/500 Paper Tray Assembly

**Note:** Remove the printer and other paper feed options to access the failing optional paper tray assembly.

### Paper Tray Compensator Assembly

1. Remove the printer and other paper feed options.
2. Disconnect the compensator assembly bias spring from the tray frame.
3. Disconnect the compensator assembly motor cable.
4. Remove the three compensator assembly mounting screws and remove the compensator assembly.

### Paper Tray Frame Assembly

1. Remove the compensator assembly.
2. Release the paper pass thru sensor from its retaining tabs.
3. Release the frame assembly from the front and rear retaining tabs and remove the paper tray frame assembly.

### Paper Tray Board

1. Remove the paper tray frame assembly.
2. Disconnect all cables from the paper tray board.
3. Remove the three paper tray board mounting screws and remove the board.

**Note:** Reinstall with the paper out sensor flag positioned in the sensor slot on the paper tray board.

### Paper Tray Paper Out Sensor Flag

1. Remove the paper tray frame assembly.
2. Remove the paper tray board.
3. Remove the paper out sensor flag.

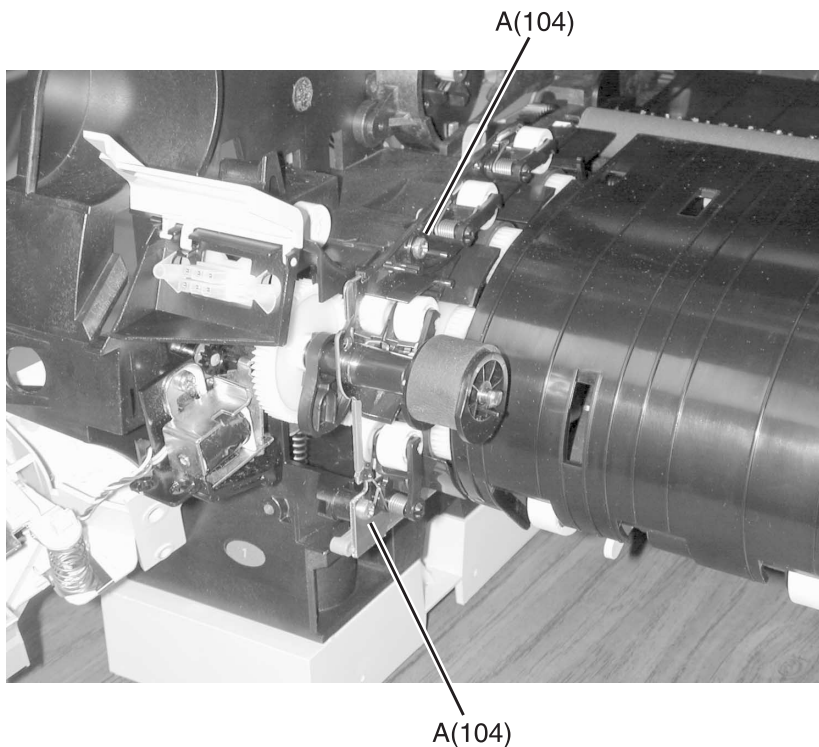
### Paper Size Spring Comb

1. Remove the paper tray board.
2. Remove the paper size spring comb mounting screw and remove the spring comb.



## Paper Alignment Assembly

1. Remove the upper paper deflector assembly.
2. Remove the inner paper deflector assembly.
3. Release the input paper sensor from its mounting and remove.
4. Remove the left door.
5. Remove the paper alignment assembly mounting screws (A).

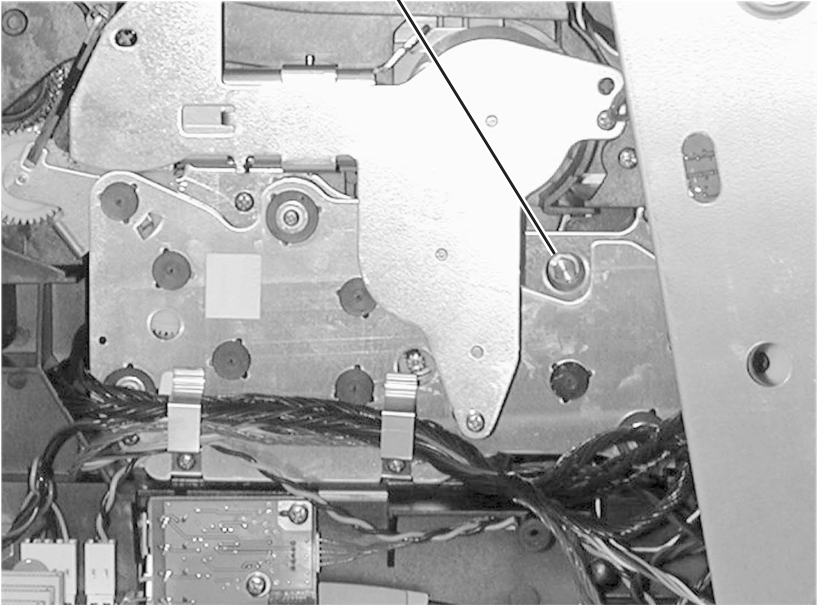


**4069-5XX/7XX**

6. Locate the paper alignment assembly reference adjustment screw (B) through the left frame and remove the screw.
7. Remove the paper alignment assembly.

**Note:** Do the **“Paper Alignment Assembly Adjustment”** on **page 4-5** when you reinstall the assembly.

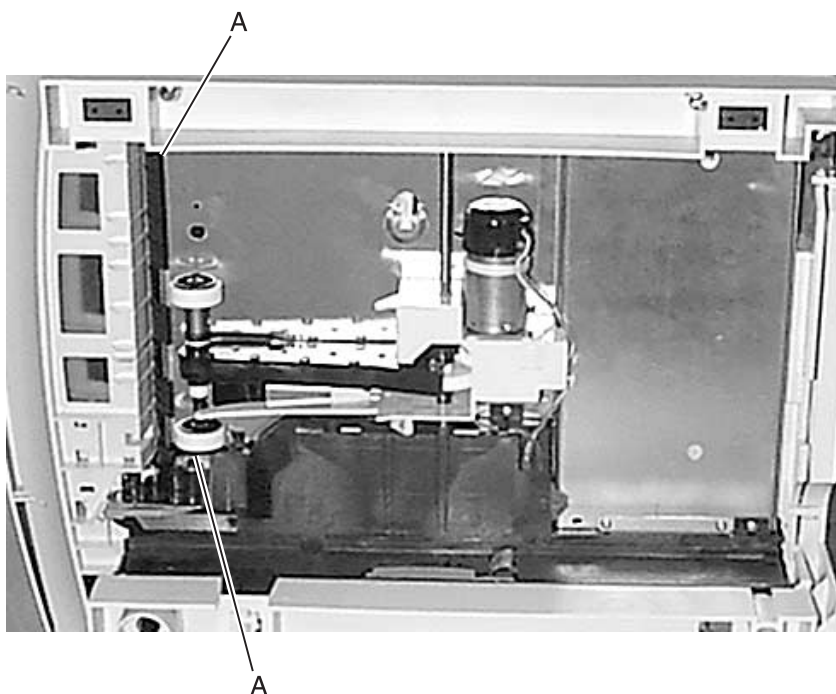
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## Paper Deflectors

### Inner Paper Deflector Assembly

1. Remove the paper tray.
2. Remove the upper deflector assembly.
3. Place the printer on its side.
4. Remove the lower deflector assembly.
5. Gently pry the inner paper deflector from the left and right mounting posts (A) located on the bottom of the printer and remove the deflector.



### Upper Paper Deflector Assembly

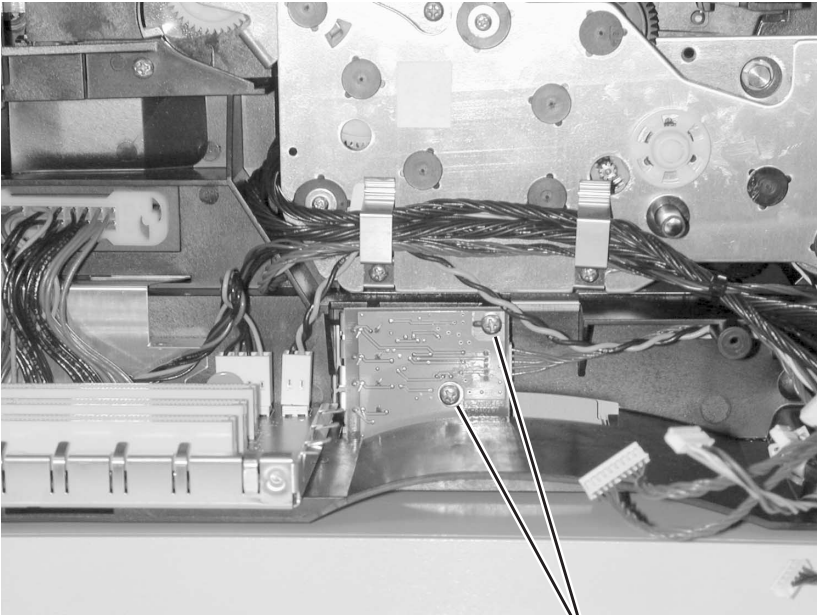
1. Open the multipurpose tray and remove the tray from the two mounting posts.
2. Gently release the upper deflector assembly latch from its mounting on the right side frame and slide to the right.
3. Remove the upper deflector assembly.

## Paper Input Sensor

1. Remove the inner paper deflector assembly.
2. Disconnect the paper input sensor cable from the input sensor.
3. Release the input paper sensor from its mounting and remove.

## Paper Size Sensing Board

1. Disconnect the paper size sensing board cable from the board.
2. Remove the two paper size sensing board mounting screws (A).
3. Remove the paper size sensing board.



A(102)

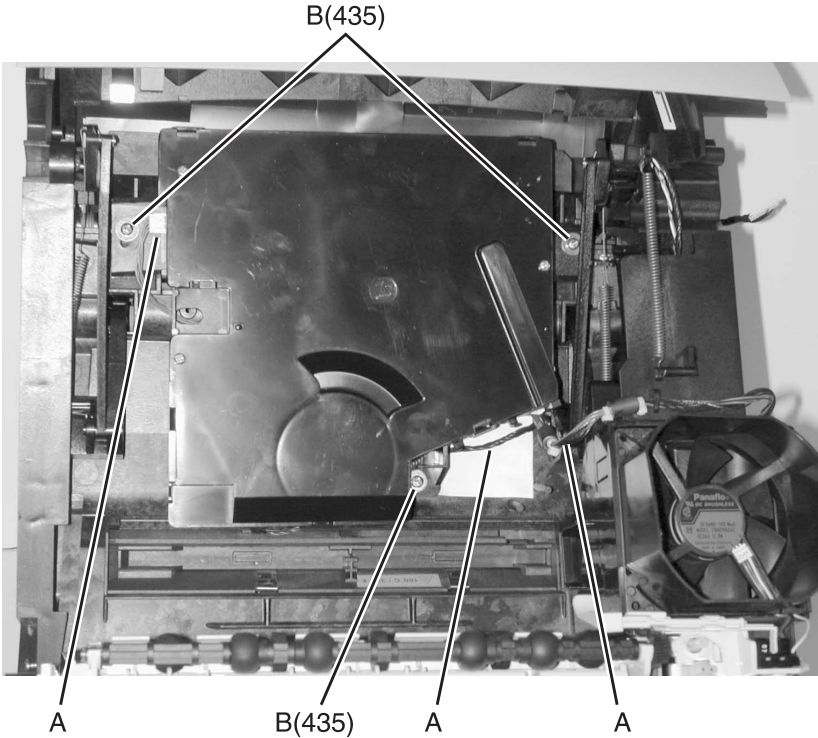
## Pick Roll

1. Remove the upper paper deflector.
2. Release the pick roll retaining tab and slide the pick roll off the shaft.

## Printhead (4069-520/52n)

1. Remove the laser assembly cover.
2. Disconnect the printhead cables (A) from the printhead
3. Remove the printhead mounting screws (B).

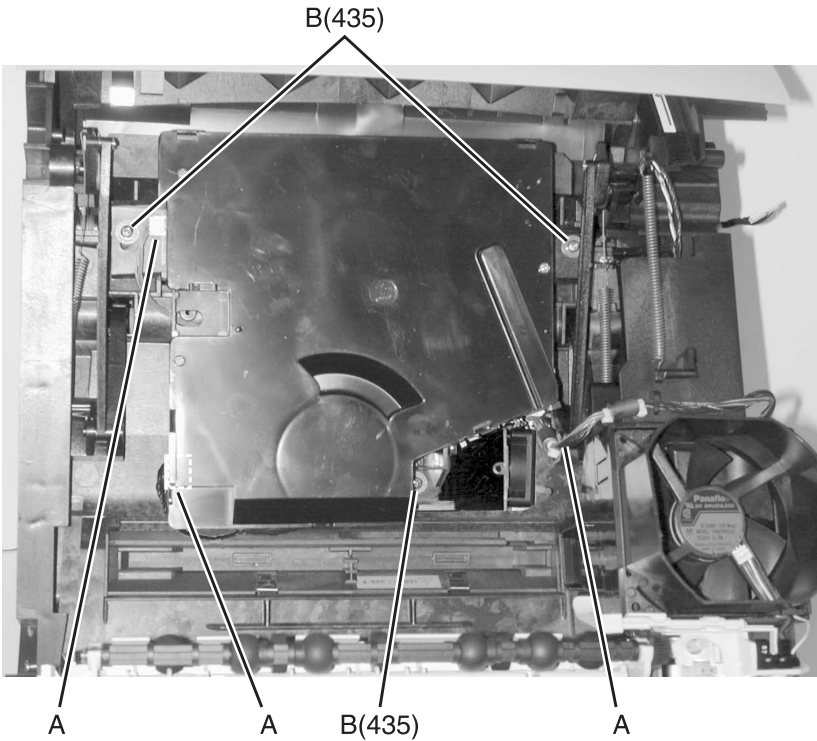
**Note:** Do the **“Printhead Assembly Adjustment”** on page 4-4 whenever you remove or replace the printhead assembly or loosen the mounting screws.



## Printhead (4069-722/72n)

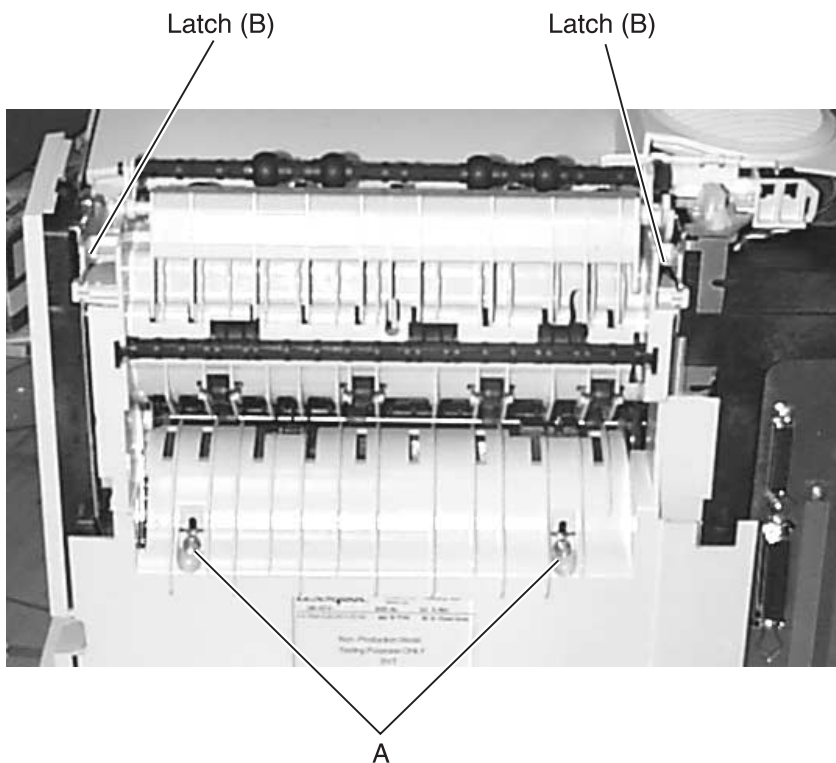
1. Remove the laser assembly cover.
2. Disconnect the printhead cables (A) from the printhead assembly and remove the printhead.
3. Disconnect the printhead fan cable from the system board.
4. Remove the printhead mounting screws (B).

Do the **“Printhead Assembly Adjustment”** on page 4-4 whenever you remove or replace the printhead assembly or loosen the mounting screws.



## Redrive Assembly

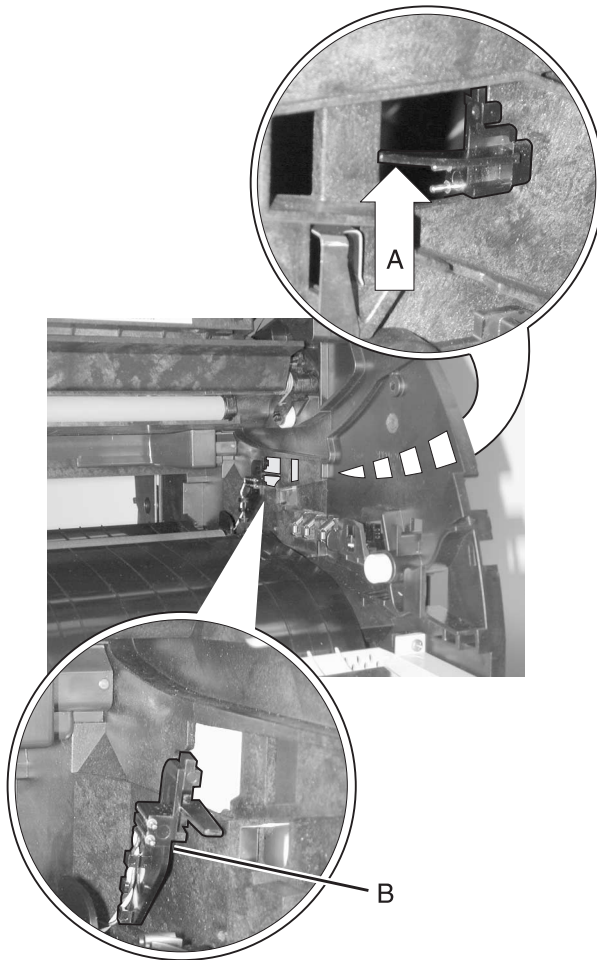
1. Remove the redrive door assembly.
2. Remove the redrive exit cover.
3. Remove the redrive assembly mounting screws (A).
4. Release the redrive assembly mounting latches (B) and remove the redrive assembly.





## Smart Cartridge Contact Assembly

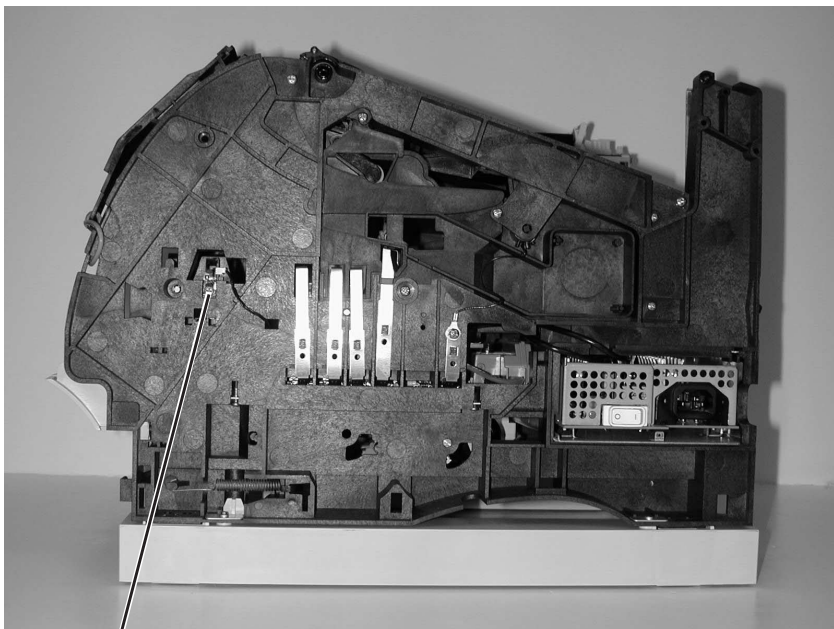
1. Disconnect smart cartridge cable.
2. Remove print cartridge.
3. Remove transfer plate.
4. Unlatch smart cartridge contact assembly (A) from the right frame assembly.
5. Remove smart cartridge contact (B).





## Toner Sensor

1. Remove the right side cover.
2. Remove the toner sensor mounting screw (A). Disconnect the toner sensor cable and remove the toner sensor.



A (102)

## **Transfer Roll Assembly**

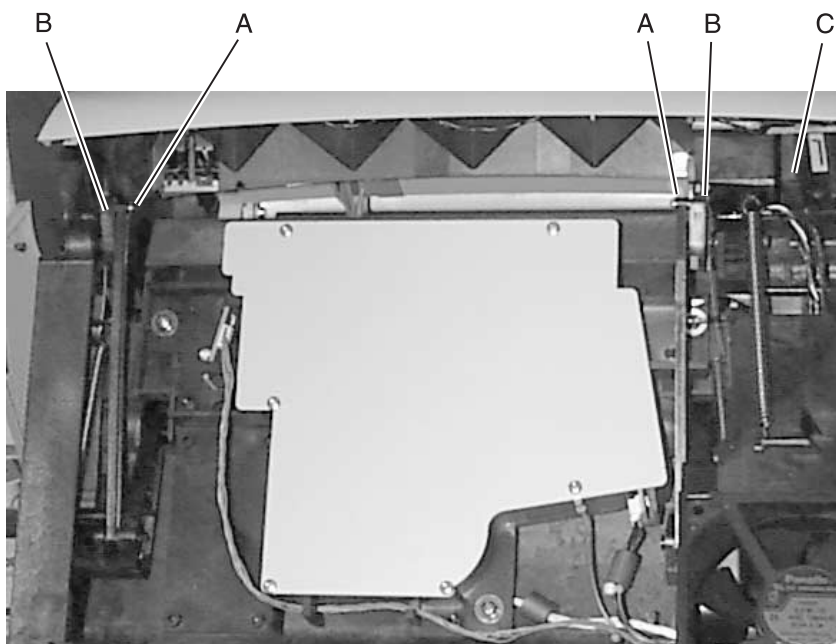
1. Open the upper front cover and remove the print cartridge.
2. Unsnap the transfer roll assembly from the left pivot arm.
3. Lift the transfer roller assembly toward the left and remove the transfer roller assembly from the printer.

## **Upper Paper Deflector Assembly**

1. Open the multipurpose tray and remove the tray from the two mounting posts.
2. Gently release the upper deflector assembly latch from its mounting on the right side frame and slide to the right.
3. Remove the upper deflector assembly.

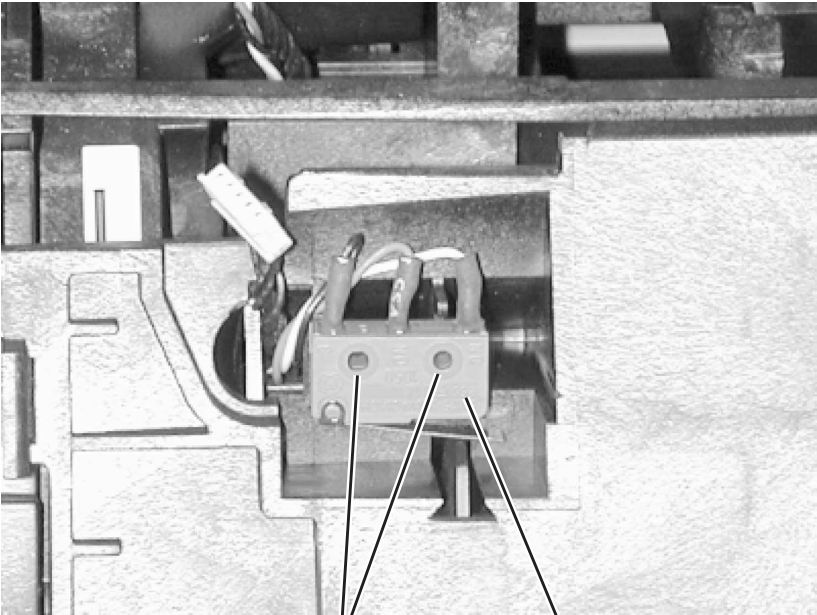
## Upper Front Cover Hinge Assembly

1. Remove the upper front cover.
2. Remove the laser assembly cover.
3. Remove the C-clips (A) from the upper front cover hinge assembly left and right hinge pins and remove the pins. Note the pin orientation and the C-clip location on the inside of each hinge.
4. Detach the two springs (B) from the upper front cover hinges.
5. Disconnect the operator panel cable from the operator panel assembly.
6. Raise the upper front cover hinge assembly to a position that lets you lift the left pivot arm from the mounting bracket (C).
7. Lift the left pivot arm from the bracket and move the upper cover hinge assembly toward the left to clear the right upper cover pivot arm from the mounting bracket.
8. Remove the upper front cover hinge assembly.



## Upper Front Cover Interlock Switch Assembly

1. Remove the upper front cover.
2. Remove the operator panel.
3. Remove the inner EMC shield.
4. Pull up on the switch (A) to remove from the mounting posts (B).
5. Note the routing of the interlock switch assembly cable and disconnect the cable on the system board.



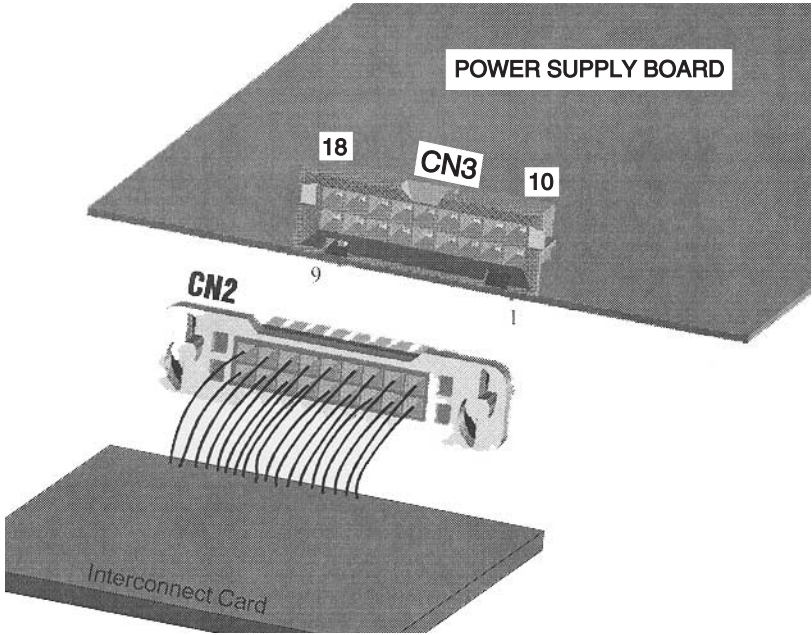
B

A

## 5. Connector Locations

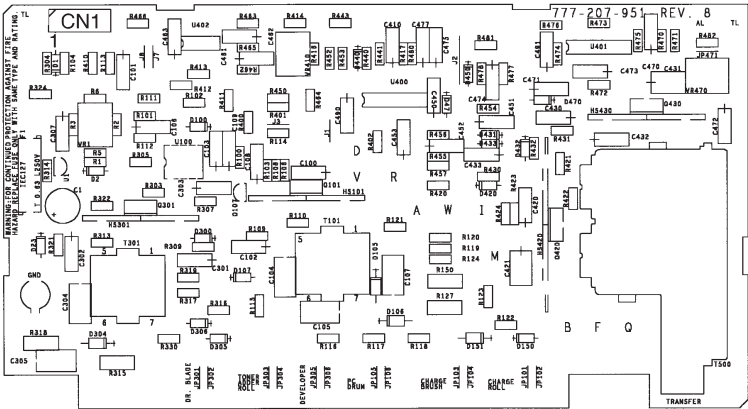
### Low Voltage Power Supply

Connector	Pin No.	Signal
CN3 Interconnect Board	1	+5 V dc
	2	+5 V dc
	3	Ground
	4	Ground
	5	Ground
	6	Ground
	7	+24 V dc
	8	+24 V dc
	9	Heat on
	10	+5 V dc
	11	+5 V dc
	12	Ground
	13	Ground
	14	Ground
	15	Ground
	16	+24 V dc
	17	ZC Out*
	18	+42 V dc



# High Voltage Power Supply

Connector	Pin No.	Signal
CN1 System Board	1	Developer PWM
	2	+24 V dc Return
	3	Charge PWM
	4	+24 V dc IN
	5	TX PWM
	6	TX Enable
	7	TX CUR PWM
	8	SVRO OUT



## Interconnect Board

Connector	Pin No.	Signal
J1 Fuser Solenoid	1	+42 V dc
	2	Ground
J2 LVPS	1	+42 V dc
	2	Heaton
	3	Xeroxing
	4	+24 V dc
	5	+24 V dc
	6	+24 V dc
	7	Ground
	8	Ground
	9	Ground
	10	Ground
J3 LVPS	1	Ground
	2	Ground
	3	Ground
	4	Ground
	5	+5 V dc
	6	+5 V dc
	7	+5 V dc
	8	+5 V dc
J4 Autoconnect Top	1	+24 V dc
	2	Ground
	3	+5 V dc Fused
	4	Ground



## 4069-5XX/7XX

Connector	Pin No.	Signal
J5 Autoconnect BTM/FNT	1	+24 V dc
	2	Ground
J7 system board	1	N/A
J11 INA 1	1	N/A
J12 INA 2	1	N/A

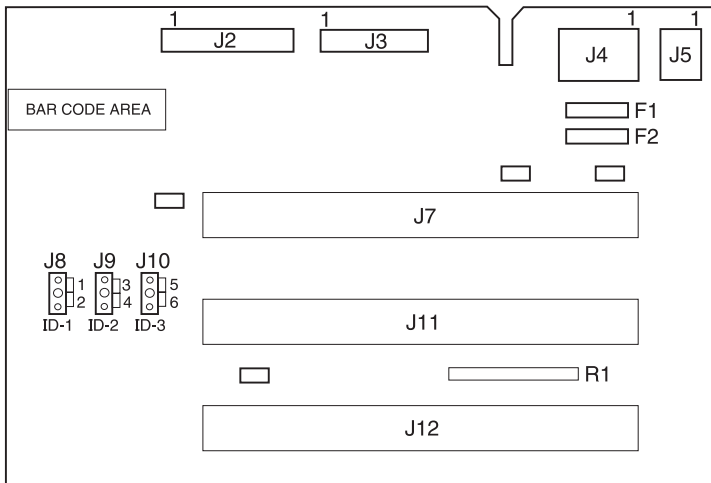
Connector	Jumper Position	Signal
J8 ID-1	1	0 V dc (Gnd) center pin to top pin of J8
	2	+ 5 V dc center pin to bottom pin of J9
J9 ID-2	3	0 V dc (Gnd) center pin to top pin of J9
	4	+5 V dc center pin to bottom pin of J9
J10 ID-3	5	0 V dc (Gnd) center pin to top pin of J10
	6	+5 V dc center pin to bottom pin of J10

**Note:** A 902 service error may display if the jumpers are not correctly installed.

# 4069-5XX/7XX

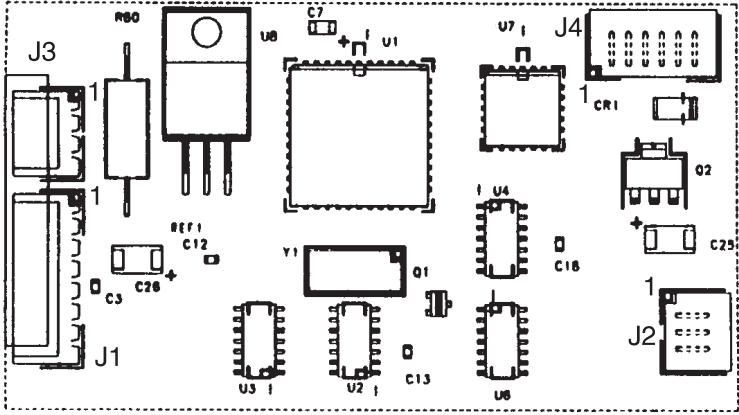
## Jumper locations for J8, J9, and J10

Models	Requirement
520/52n	No jumpers required
722/72n	<ul style="list-style-type: none"><li>• A jumper on J8 between the center pin of J8 and pin 1 of J8.</li><li>• A jumper is required between the center pin of J9 and pin 4 of J9.</li><li>• A jumper is required between the center pin of J10 and pin 5 of J10.</li></ul>



## Envelope Option Board

Connector	Pin No.	Signal
J1	1	N/A
	2	Ground
	3	Tx (EOC)
	4	Ground
	5	Rx (EOC)
	6	+24 V dc Return
	7	+24 V dc
J2	1	Ground
	2	Paper Present
	3	+5 V dc
J3	1	Ground
	2	Paper Present
	3	+5 V dc
J4	1	Motor - Phase B-
	2	Motor - Phase A-
	3	Motor - Phase B+
	4	Motor - Phase A+



## Duplex Option Board

**Note:** Duplex connectors J10 and J11 are interchangeable. No problem results if the connectors are switched.

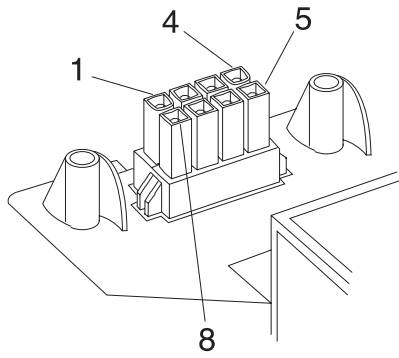
Connector	Pin No.	Signal
J1 Motor	1	Motor -
	2	Motor +
J2 DC Motor Sensor/Encoder Board	1	+5 V dc Sensor
	2	Tach +
	3	Ground
J3 Stepper Motor	1	STPMOTA -
	2	STPMOTA +
	3	STPMOTB -
	4	STPMOTB +
J4 Fan	1	+24 V dc
	2	Fan On -
J5 Paper Input Sensor	1	+5 V dc Sensor
	2	Input +
	3	Ground
J6 Rear Cover Open Switch	1	Top Cover Open +
	2	Ground
J7 Jam Removal Tray Open Switch	1	Front Drawer Open +
	2	Ground
J8 Paper Exit Sensor	1	+5 V dc Sensor
	2	Exit +
	3	Ground

**4069-5XX/7XX**

<b>Connector</b>	<b>Pin No.</b>	<b>Signal</b>
J9 Autoconnect, Option Below	1	Ground
	2	PrtxDout
	3	Ground
	4	PrtRxd
J10 Autoconnect, Option Below	1	+24 V dc
	2	Ground
J11 Printer Autoconnect	1	+24 V dc
	2	Ground
J12 Printer Autoconnect	1	N/A
	2	Ground
	3	PrtxDin
	4	Ground
	5	PrtRxD

### Autoconnect - Top

Connector	Pin No.	Signal
Top Autoconnect	1	0 V dc
	2	+5 V dc
	3	0 V dc
	4	0 V dc
	5	0 V dc
	6	+5 V dc
	7	0 V dc
	8	+24 V dc



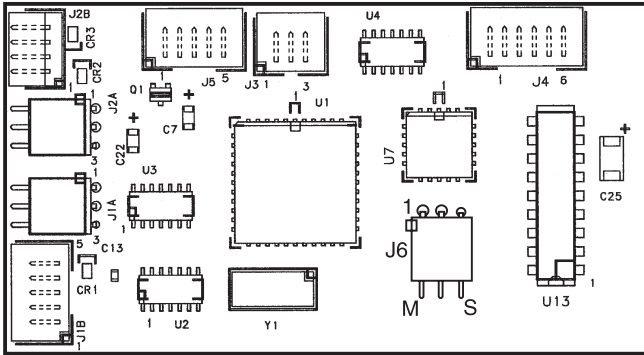
## Output Expander Control Board

Connector	Pin No.	Signal
J1A Autoconnect	1	+24 V dc
	2	Ground
	3	+5 V dc
J1B	1	Prtxdin
	2	Ground
	3	prtrxd
	4	Ground
	5	N/C
J2A Autoconnect	1	+24 V dc
	2	Ground
	3	+5 V dc
J2B	1	prtxdout
	2	Ground
	3	prtrxd
	4	Ground
J3 Pass Thru Sensor	1	Ground
	2	Paper Present
	3	RVsnsr
J4 DC Motor	1	mtrout1
	2	mtrout2
	3	Ground
	4	Ground
	5	tach +
	6	+5 V dc



**4069-5XX/7XX**

Connector	Pin No.	Signal
J5 Bin Full/Near Full Dual Sensor	1	Ground
	2	Ground
	3	binful
	4	binful
	5	RVsnsr
J6 Jumper Connector	1	Not Used
	2	Not Used
	3	Not Used



## High-Capacity Output Stacker Board

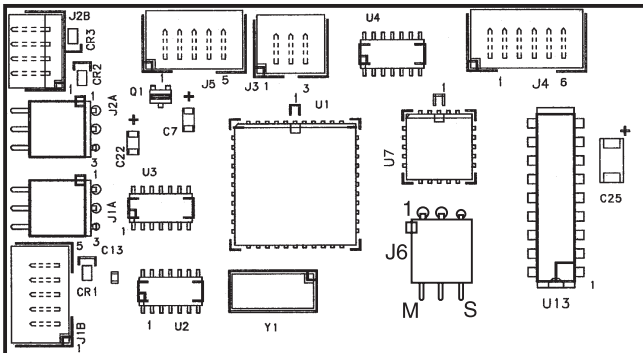
Connector	Pin No.	Signal
J1A Autoconnect	1	+24 V dc
	2	Ground
	3	+5 V dc
J1B	1	Prtxdin
	2	Ground
	3	prtrxd
	4	Ground
	5	N/C
J2A Autoconnect	1	+24 V dc
	2	Ground
	3	+5 V dc
J2B	1	prtxdout
	2	Ground
	3	prtrxd
	4	Ground
J3 Pass Thru Sensor	1	Ground
	2	Paper Present
	3	RVsnr
J4 DC Motor	1	mtrout1
	2	mtrout2
	3	Ground
	4	Ground
	5	tach +
	6	+5 V dc

# 4069-5XX/7XX

Connector	Pin No.	Signal
J5 Bin Full/Near Full Dual Sensor	1	Ground
	2	Ground
	3	binful
	4	binful
	5	RVsnsr
J6 Jumper Connector	1	Upper Unit
	2	Upper/Lower Unit
	3	Lower Unit

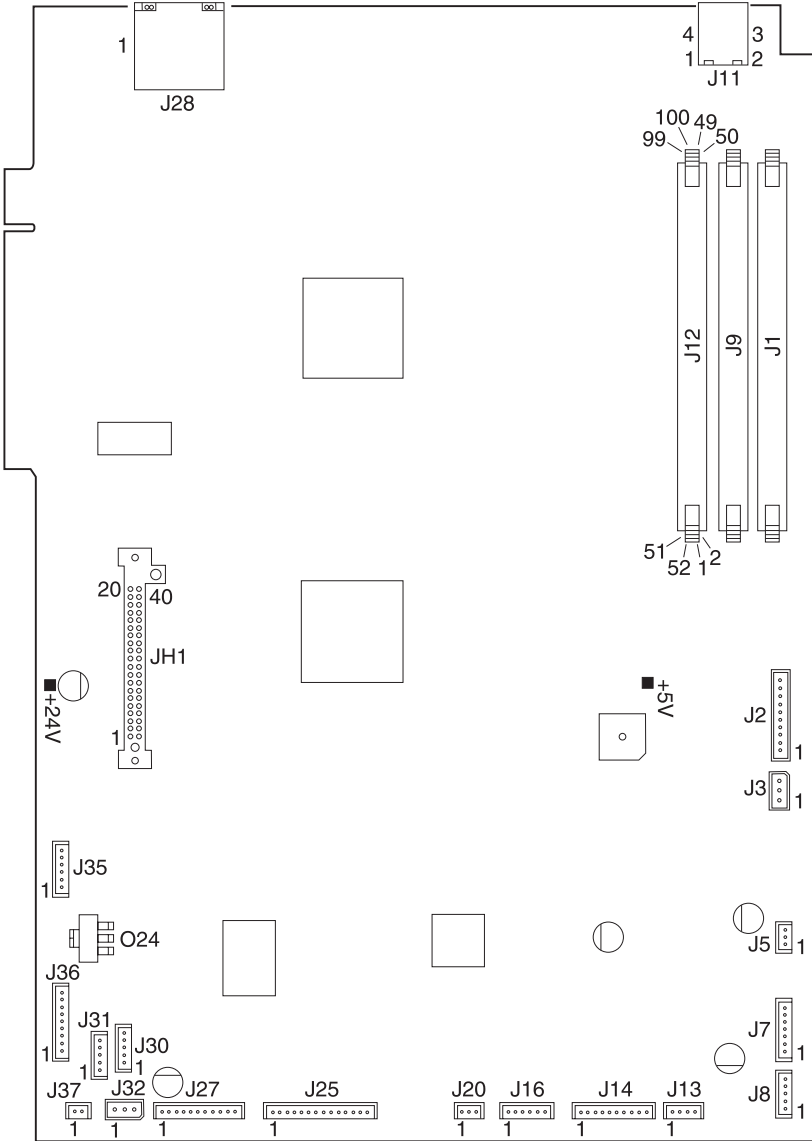
## J6 Connector Jumper Locations

High-Capacity Stacker Board	Pin 1	Pin 2	Pin 3
Upper Unit Board	X	X	Not Used
Lower Unit Board	Not Used	X	X



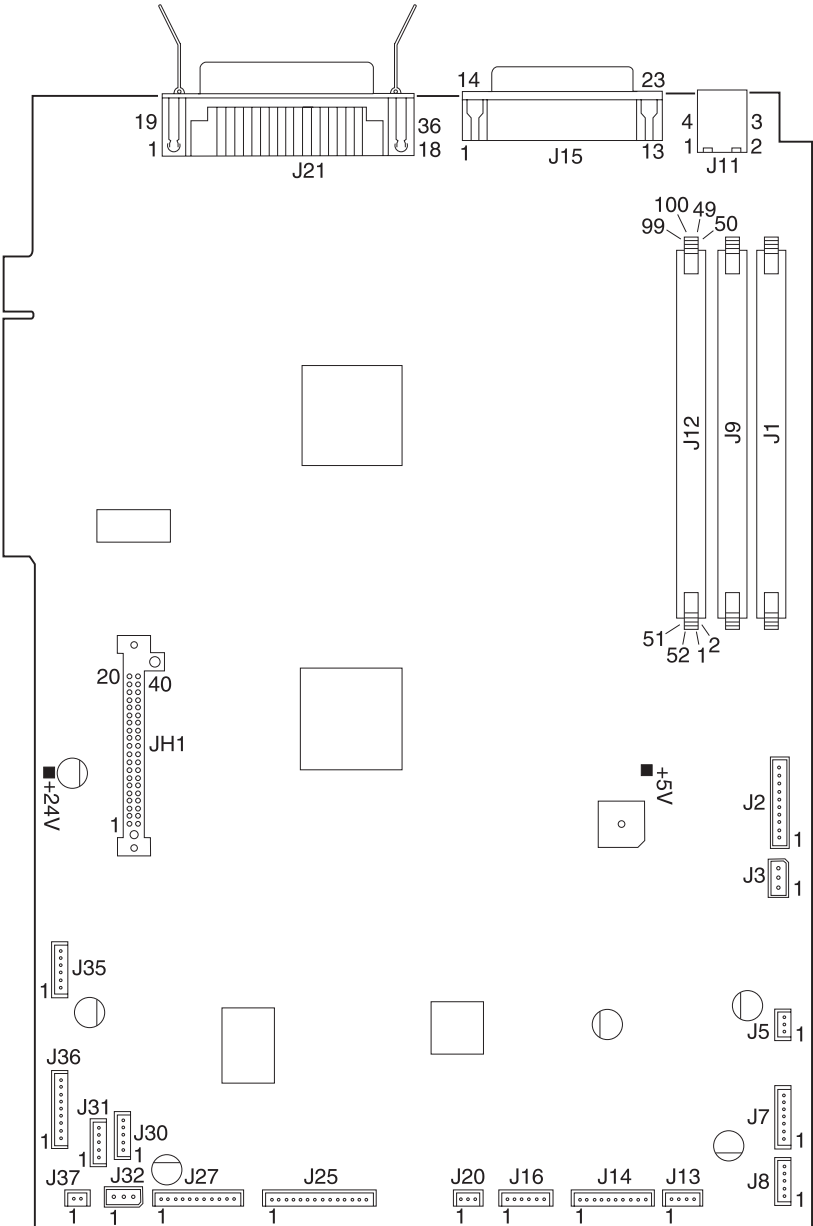
# System Board Connector Locations

30 PPM Network



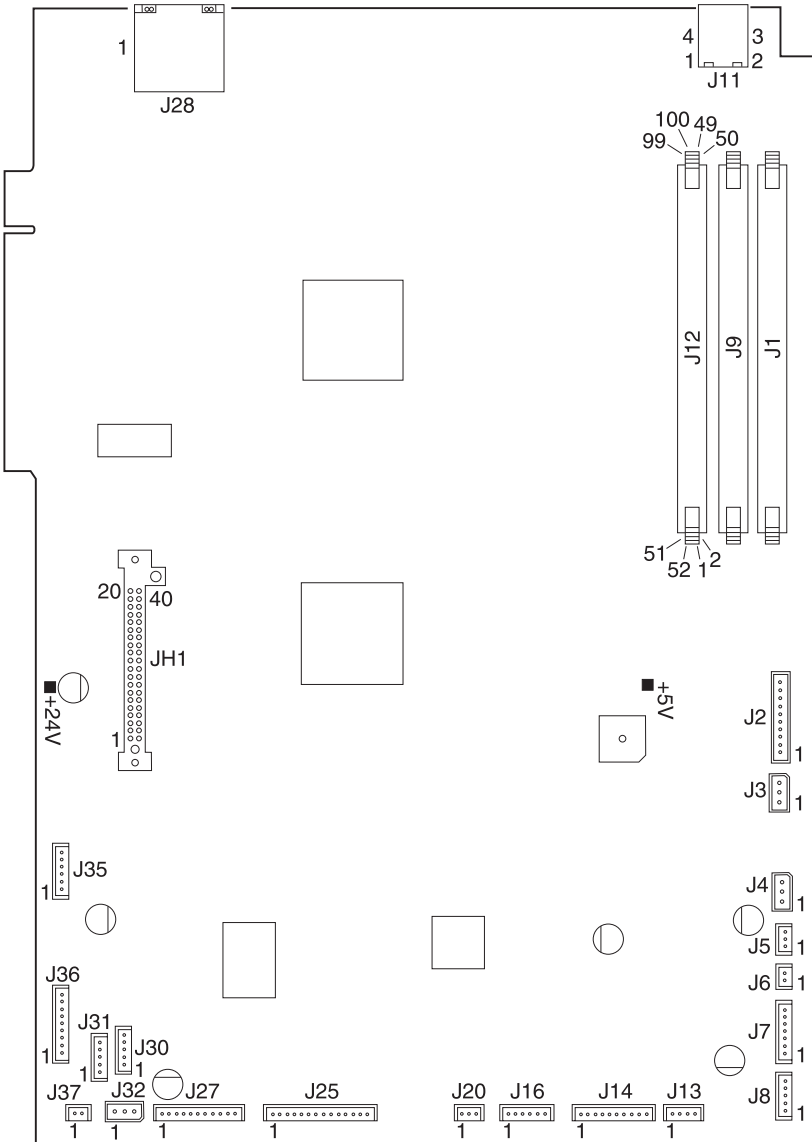
# 4069-5XX/7XX

## 30 PPM Non-Network



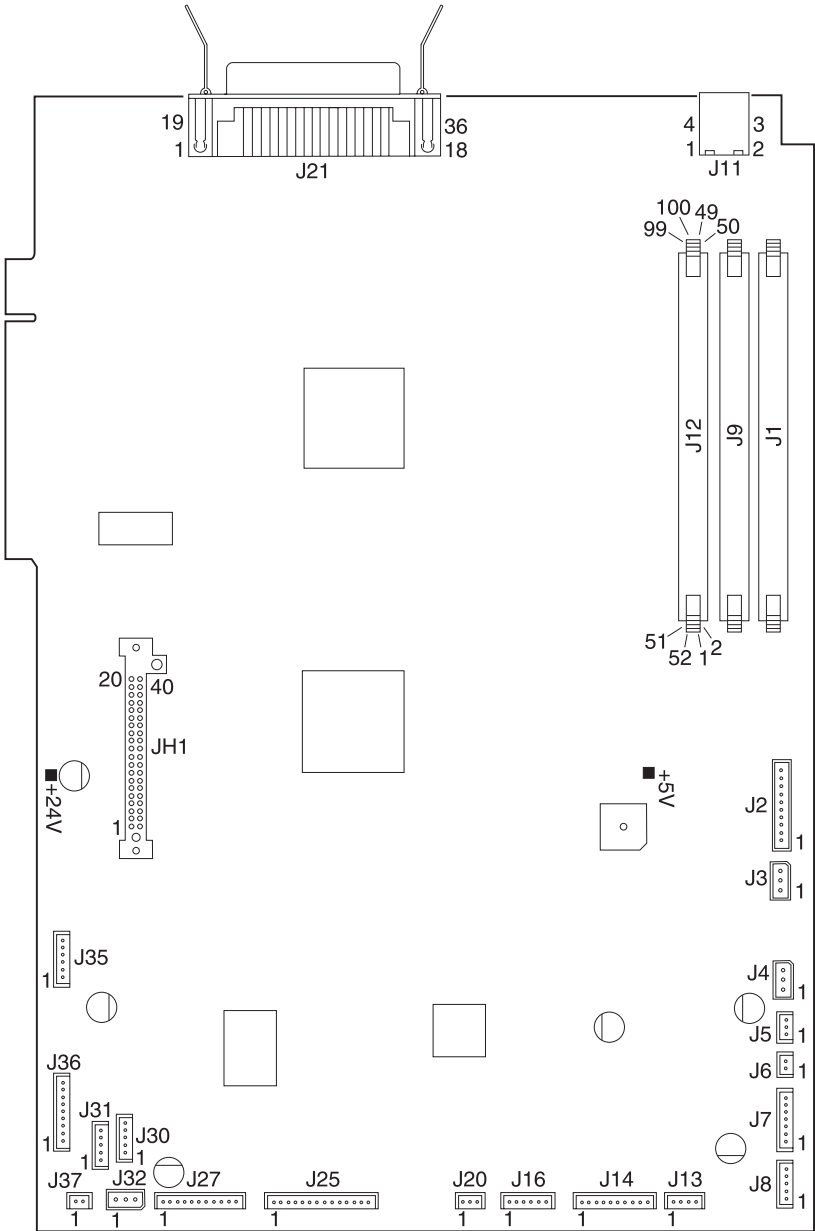
4069-5XX/7XX

40 PPM Network



# 4069-5XX/7XX

## 40 PPM Non-Network



## System Board Connector Locations

Connector	Pin No.	Signal
J1 SDRAM Card Assembly		
J2 Printhead Connector	1	LENA*
	2	LPOW FB
	3	LADJ*
	4	Ground
	5	LPOW
	6	+5phead
	7	Ground
	8	VID_CON
	9	Ground
	10	Ground
J3 Cover Closed Connector	1	Cover Closed
	2	+5 V dc
	3	Ground
J4 Printhead Fan	1	+24 V dc
	2	Ground
J5 Main Fan	1	FanStall
	2	Ground
	3	MainFan
J6	1	Cartridge Fan
Cartridge Fan (722/72n)	2	Ground



**4069-5XX/7XX**

<b>Connector</b>	<b>Pin No.</b>	<b>Signal</b>
J7 Mirror Motor	1	Ground
	2	Ground
	3	Refreq
	4	Lock*
	5	Start*
	6	Ground
	7	+24 V dc
J8 Output Level Sensor	1	Ground
	2	Ground
	3	OPT2
	4	Ground
	5	+5 V dc
J9 SDRAM Card Assembly		
J11 USB Connector		
J12 SDRAM Card Assembly		
J13 HYSNC	1	Ground
	2	HSYNC In
	3	HSYNCID
	4	+5 V dc

Connector	Pin No.	Signal
J14 Narrow Media Sensor/ New Fuser/	1	ExitSens*R
	2	ThumpRet
	3	+5 V dc
	4	ThumpLeft
	5	Ground
	6	Therm
	7	Ground
	8	Narmedia*
	9	+5 V dc
	10	Ground
J15 Serial Port	2	TXD
	3	RXD
	4	RTS
	5	CTS
	6	DSR
	20	DTR
	8-19	No Connection
	21-25	No Connection
J16 Operator Panel	1	I2CDATA
	2	+5 V dc
	3	I2CCLK
	4	Ground
	5	FPIRQ
	6	No Connection

## 4069-5XX/7XX

Connector	Pin No.	Signal
J20 Smart Cartridge	1	SCart
	2	Ground
	3	Ground
J21 Parallel Port Connector		

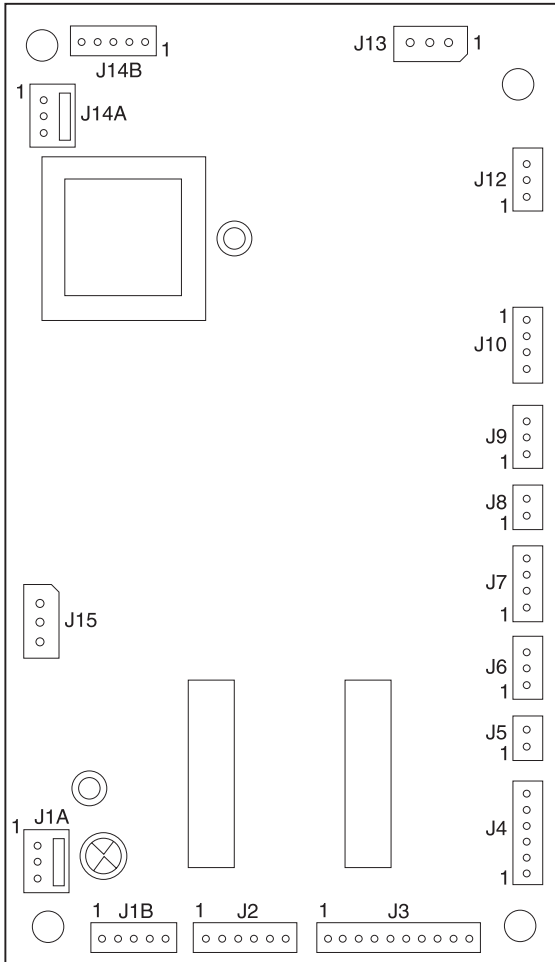
Connector	Pin No.	Signal
J25 HVPS/Cart Sense/ Input Sensor	1	ATSERVO HVPS
	2	TXCURPWM HVPS
	3	TxEnable HVPS
	4	TXPWM HVPS
	5	+24 V dc HVPS
	6	CHGPWM HVPS
	7	Ground HVPS
	8	DEV HVPS
	9	Ground Input Sensor
	10	InSense* Input Sensor
	11	+5 V dc Cart Sensor
	12	+5 V dc Cart Sensor
	13	CTSensen Cart Sensor
	14	Ground Cart Sensor

Connector	Pin No.	Signal
J27 Main Drive Motor	1	+24 V dc
	2	Ground
	3	Ground
	4	Lock
	5	Hall
	6	BLDC_DIR
	7	FG
	8	+5 V dc
	9	BLDC_CLKb
	10	Ground
	11	ON/OFF
J28 Ethernet Connector		
J30 Option Connector	1	RDXIn
	2	Ground
	3	TDXIbr
	4	Ground
	5	Ground

Connector	Pin No.	Signal
J31 Options Connector	1	RDXIn
	2	Ground
	3	TDXlbr
	4	Ground
	5	Ground
J32 MPF Paper Out	1	Ground
	2	POSense
	3	+5 V dc
J33 System Board Edge Connector		
J35 Auto Compensator Motor	1	+24 V dc
	2	Autocomp*
	3	Ground
	4	Ground
	5	Encoder*
	6	+5 V dc

Connector	Pin No.	Signal
J36 Paper Size Sensor	1	+5 V dc
	2	PSize2
	3	Ground
	4	PSize1
	5	+24 V dc
	6	Ground
	7	POut
	8	PaperLow*
	9	+5 V dc
J37 MPF PICK	1	MPFPick*
	2	+24 V dc

## StapleSmart Finisher Option - Staple Card Assembly



Connector	Pin No.	Signal
J1A Bottom Autoconnect	1	+24 V dc
	2	Ground
	3	+5 V in

**4069-5XX/7XX**

<b>Connector</b>	<b>Pin No.</b>	<b>Signal</b>
J1B Bottom Autoconnect	1	rtxdin
	2	Ground
	3	prtrxd
	4	Ground
	5	Ground
J2 Feed Motor	1	fdmtr1
	2	fdmtr2
	3	Ground
	4	Ground
	5	tachft
	6	5Vptt
J3 Stepper Motor	1	stpmtr-
	2	stpmtr-
	3	stpmtr+
	4	stpmtr+
	5	crtprsnt-
	6	stplow+
	7	'stpphomo-
	8	Ground
	9	5Vstpl
	10	stprimed-



**4069-5XX/7XX**

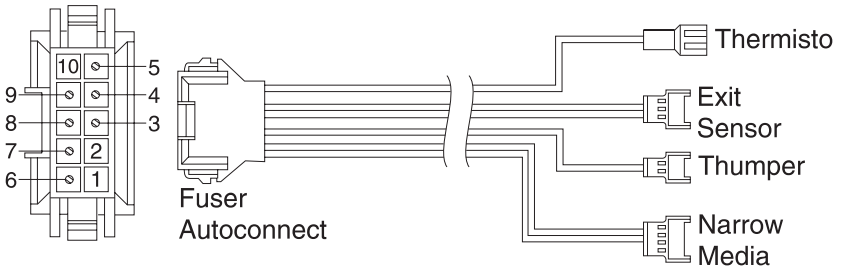
<b>Connector</b>	<b>Pin No.</b>	<b>Signal</b>
J4 Accessory Connector	1	+24 V dc
	2	accmtr-
	3	Ground
	4	Ground
	5	tacha+
	6	5Vptt
J5 Solenoid	1	Sol1-
	2	+24 V dc
J6 Stapler	1	Ground
	2	pfrinstp+
	3	5Vsnsr2
J7 Right Side Sensor Board	1	Ground
	2	Bottom
	3	Top
	4	Ground
J8 Solenoid	1	Sol2-
	2	+24 V dc
J9 Bin Empty Sensor	1	Ground
	2	bnempty-
	3	5Vsnsr2
J10 Left Side Sensor Board	1	Ground
	2	full+
	3	NRFull+
	4	Ground

**4069-5XX/7XX**

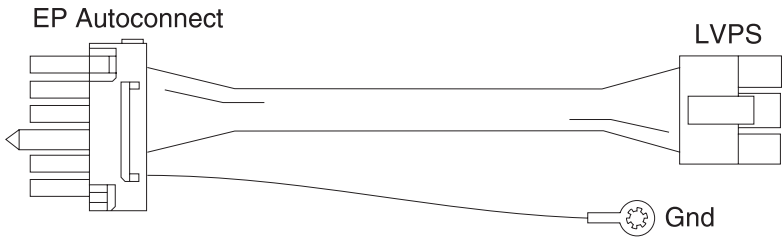
<b>Connector</b>	<b>Pin No.</b>	<b>Signal</b>
J12 Pass Thru Sensor	1	Ground
	2	psthruint
	3	5Vptt
J13 Cover Open Switch	1	+5V dc
	2	Ground
	3	cvropin-
J14A	1	+24V dc
	2	Ground
	3	5V in
J14B	1	prtxdout
	2	Ground
	3	prtrxd
	4	Ground
	5	Ground
J15 Stapler Door Open	1	Dooropin-
	2	Ground
	3	5Vswitch

## Cables - Base Machine

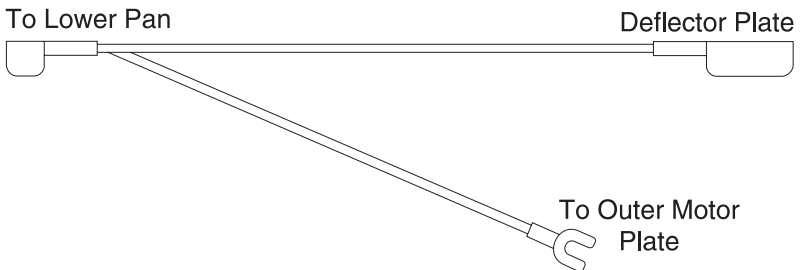
### Fuser Cable, DC Internal



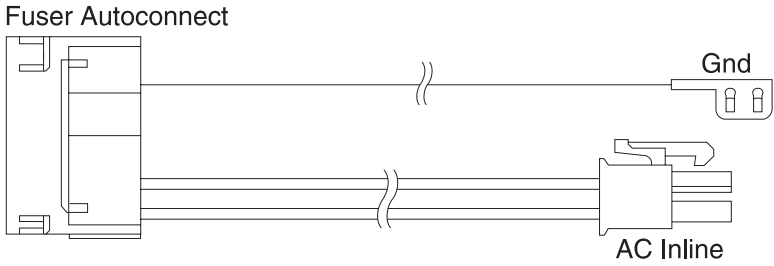
### Autoconnect Cable, (Fuser to LVPS)



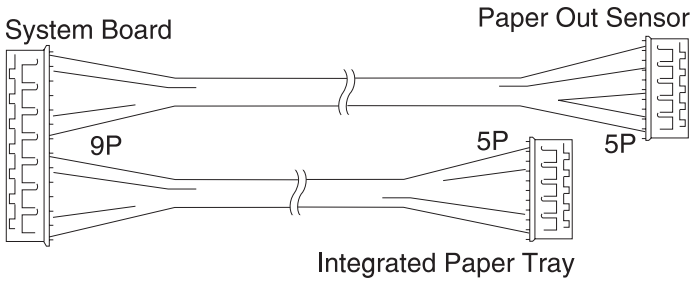
### Deflector Cable



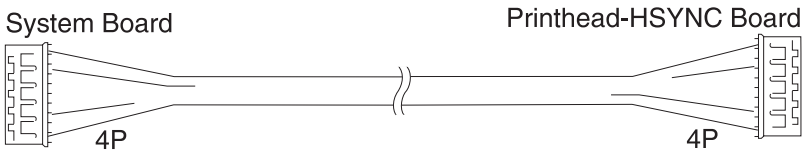
### Fuser Cable, AC EP Autoconnect to Fuser Top Cover



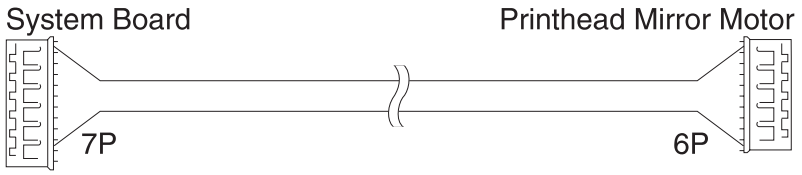
### Integrated Tray Cable



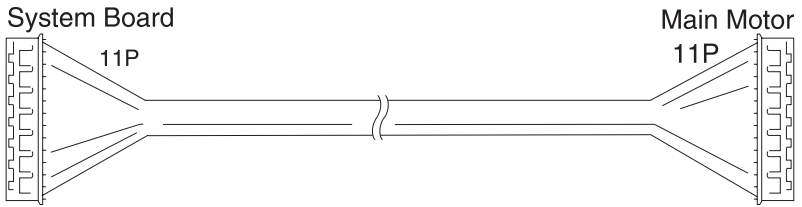
### HSYNC Cable



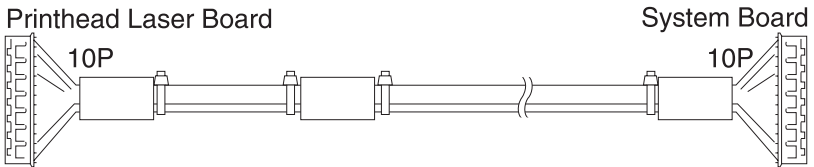
### Mirror Motor Cable



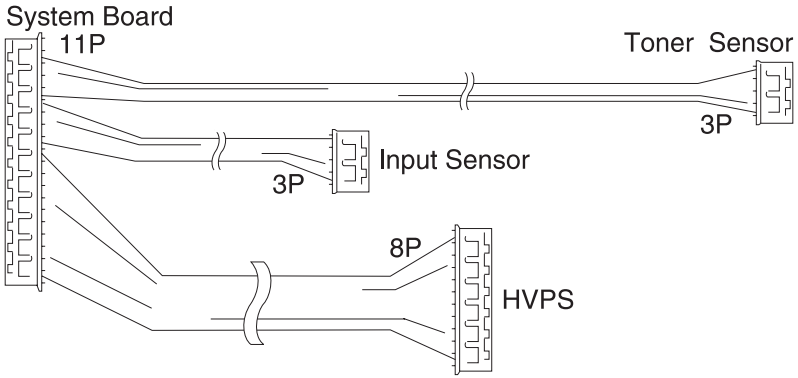
### Main Drive Motor Cable



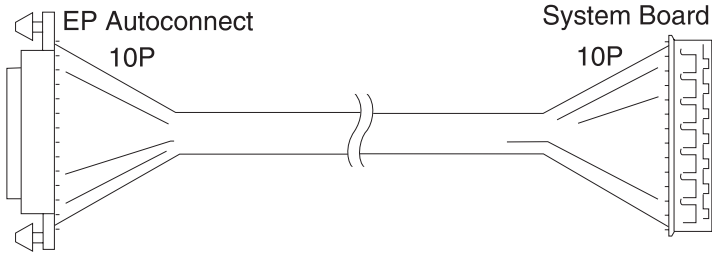
### Laser Cable



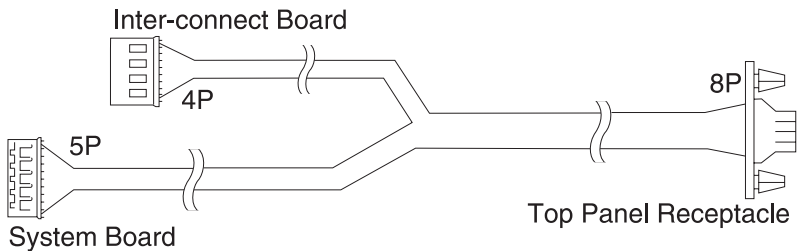
### Front Harness Cable



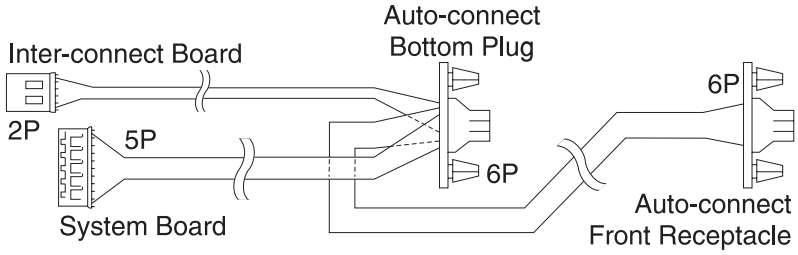
### Fuser Cable, DC EP Autoconnect to System Board



### Autoconnect Cable - System Board to Top/Interconnect Board



## Autoconnect Cable - System Board to Front/Bottom/Interconnect Board



**4069-5XX/7XX**



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## 6. Preventive Maintenance

This chapter describes procedures for printer preventive maintenance. Following these recommendations can help prevent problems and maintain optimum performance.

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### Safety Inspection Guide

The purpose of this inspection guide is to aid you in identifying unsafe conditions.

If any unsafe conditions exist, find out how serious the hazard could be and if you can continue before you correct the hazard.

Check the following items:

- Damaged, missing, or altered parts, especially in the area of the On/Off switch and the power supply
- Damaged, missing, or altered covers, especially in the area of the top cover and the power supply cover
- Possible safety exposure from any non-Lexmark attachments

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### Lubrication Specifications

Lubricate only when parts are replaced or as needed, not on a scheduled basis. Use of lubricants other than those specified can cause premature failure. Some unauthorized lubricants may chemically attack polycarbonate parts. Use IBM no. 10 oil, P/N 1280443 (Approved equivalents: Mobil DTE27, Shell Tellus 100, Fuchs Renolin MR30), IBM no. 23 grease (Approved equivalent Shell Darina 1), and grease, P/N 99A0394 to lubricate appropriate areas of the machine.

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## Scheduled Maintenance

The operator panel displays the message “80 Scheduled Maintenance” at each 300K page count interval. It is necessary to replace the fuser assembly, transfer roller and charge roll at this interval to maintain the print quality and reliability of the printer. The parts are available as a maintenance kit with the following part numbers:

99A2408 - 115V 875W Models 520/52n

99A2407 - 220V 875W Models 520/52n

99A2411 - 115V 875W Models 722/72n

99A2410 - 220V 875W Models 722/72n

After replacing the kit, the maintenance count must be reset to zero to clear the “80 Scheduled Maintenance” message. Refer to **“Maintenance Page Count” on page 3-31**.

## 7. Parts Catalog

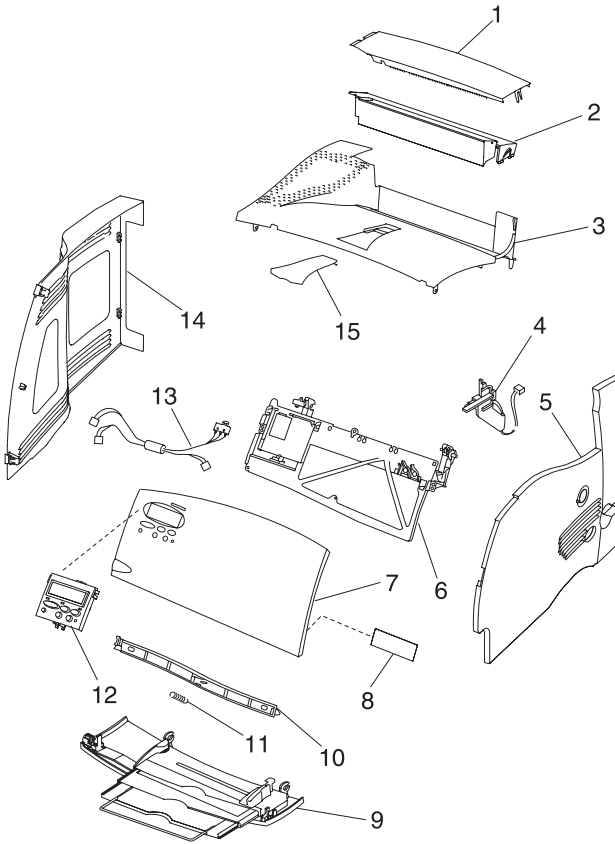
### How to Use this Parts Catalog

- **SIMILAR ASSEMBLIES:** If two assemblies contain a majority of identical parts, they are shown on the same list. Common parts are shown by one index number. Parts peculiar to one or the other of the assemblies are listed separately and identified by description.
- **AR:** (As Required) in the Units column indicates that the quantity is not the same for all machines.
- **CC:** (Color Code) in the Description column indicates the part is identified by a color marking on the part.
- **NS:** (Not Shown) in the Asm-Index column indicates that the part is procurable but is not pictured in the illustration.
- **PP:** (Parts Packet) in the Description column indicates the part is contained in a parts packet.

Use the Model Name/Type table to identify model specific replacement FRUs. The parts catalog uses the **Type** last three digits to identify model specific FRUs.

Model Name	Type
Lexmark T620	4069-520
Lexmark T620n	4069-52n (Network)
Lexmark T622	4069-722
Lexmark T622n	4069-72n (Network)

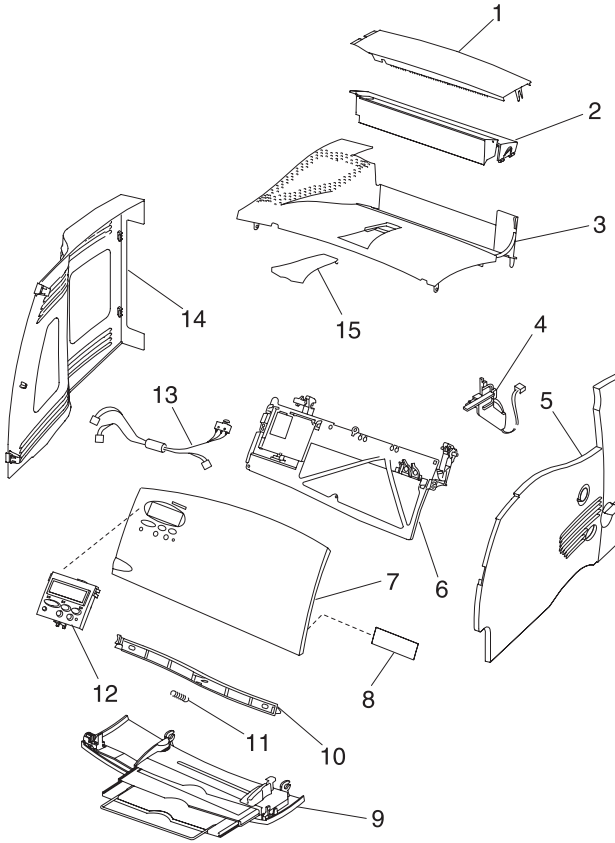
# Assembly 1: Covers



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
1-1	99A1512	1	Cover Assembly, Redrive Cap
1-2	99A1508	1	Cover, Fuser Wick Assembly
1-3	99A1507	1	Cover Asm, Laser 500 Output
1-4	99A2471	1	Contact Asm, Smart Cartridge
1-5	99A2482	1	Cover, Right Side 520/52n
1-5	99A1505	1	Cover, Right Side 722/72n
1-6	99A2433	1	Hinge Assembly, Upper Front Cover
1-7	99A2415	1	Kit, Upper Front Cover with Labels 520/52n
1-7	99A2416	1	Kit, Upper Front Cover with Lables 722/72n
NS		4	Screw, Laser Cover PP 99A0263
NS		2	Screw, Upper Front Cvr Mtg PP 99A0263
NS		2	Screw, Right Side Cvr Mtg PP 99A0263

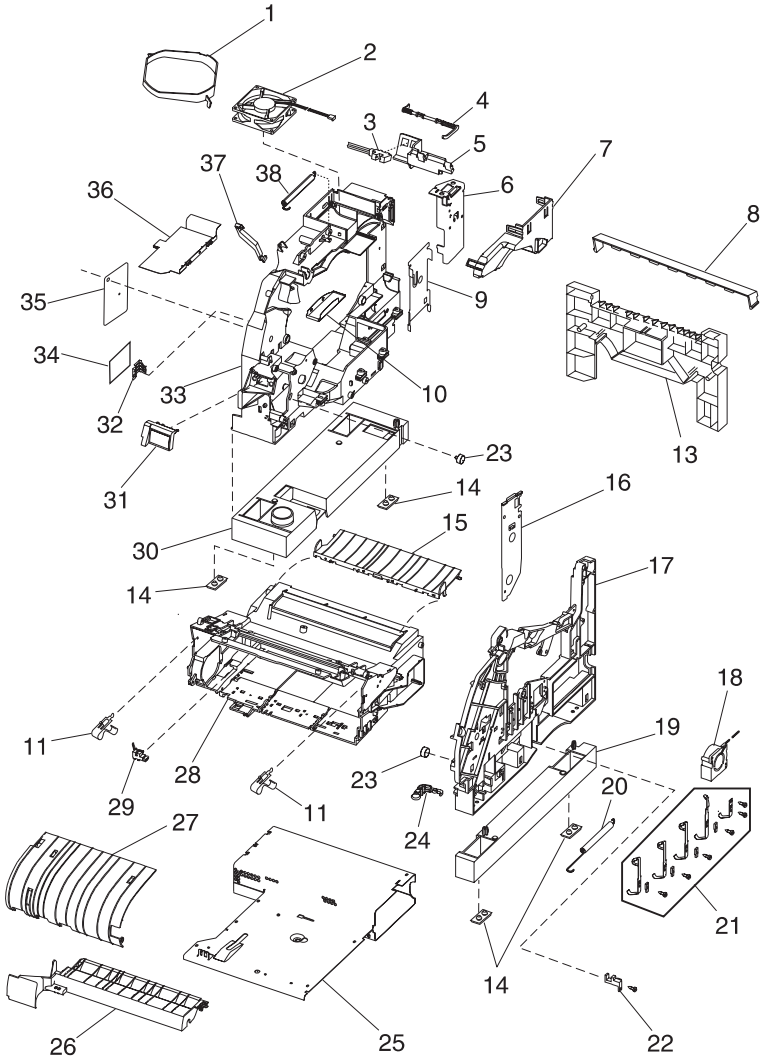
## Assembly 1: Covers (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
1-8	99A0007	1	Label, TLI/ID/Serial No. - Blank
1-9	99A1511	1	Cover Assembly, Lower Front
1-10	99A1502	1	Latch, Upper Cover
1-11	99A0004	1	Spring, Latch
1-12	99A1501	1	Operator Panel Assembly
1-13	99A2414	1	Switch, Cover Open w/Operator Panel Cable Assembly
1-14	99A1510	1	Cover, Left Door
1-15	99A1587	1	Support, Paper
NS	99A0577	1	Cable Tie
NS	99A1594	1	Retainer, Cable

## Assembly 2: Frame

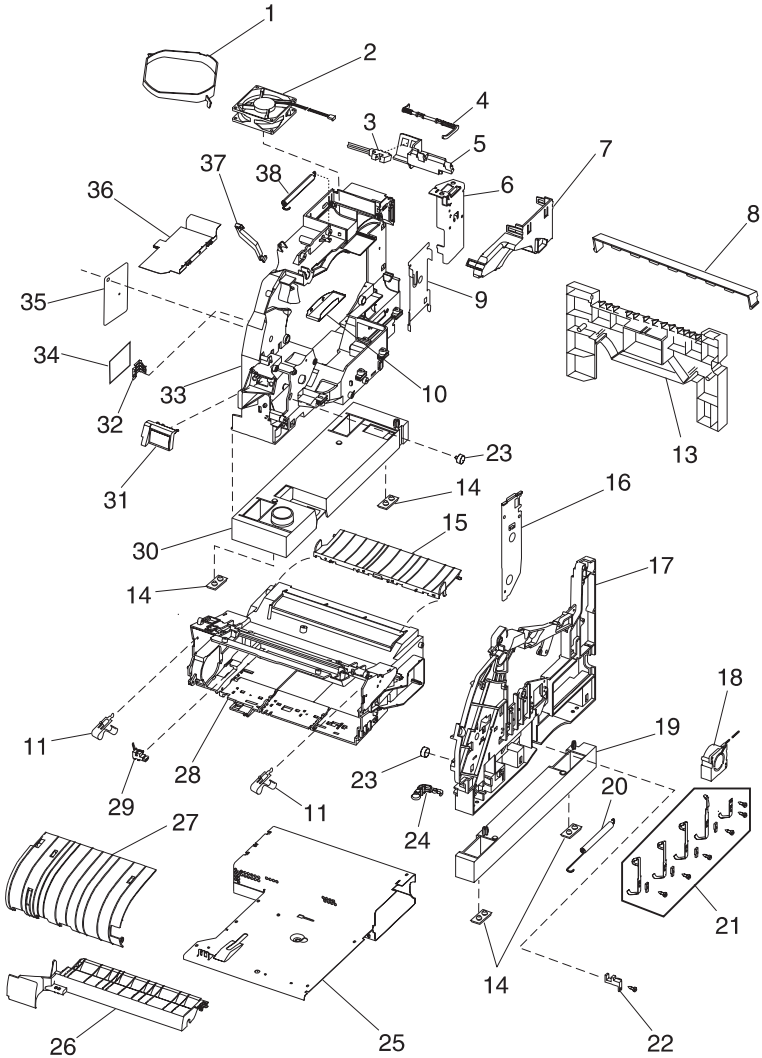




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
2-1	99A1592	1	Shroud, Fan 500
2-2	99A2441	1	Fan, Main
2-3	99A2443	1	Sensor, Standard Bin Level
2-4	99A1580	1	Flag, Output Paper Level
2-5	99A1879	1	Bracket, Level Sensor
2-6	99A1516	1	Duct, 500 Left Stacker
2-7	99A0867	1	Duct, Main Body
2-8	99A1832	1	Guide, Extension 500 Input
2-9	99A1662	1	Support, Left Lower Stacker
2-10	99A0113	1	Pan, Drip ITC
2-11	99A1924	2	Spring, Cartridge Hold Down
2-13	99A1519	1	Extension, 500 Input
2-14	99A0058	4	Pad, Machine Mounting
2-15	99A1588	1	Transfer Plate Assembly
2-16	99A1968	1	Support, Right Stacker Plate
2-17	99A1535	1	Right Sideframe
2-18	99A2484	1	Fan, Cartridge 722/72n
2-19	99A1518	1	Frame Extension, Right 500 Internal
2-20	99A0028	1	Spring, Tray Bias
2-21		1	Contact Kit PP 99A0585
		3	o Contact, Doctor Blade/TAR/Developer Roll
		1	o Contact, PC Drum
		1	o Contact, Charge Roll
		4	o Block, Contact Mounting
		5	o Screw, Contact Mounting

# Assembly 2: Frame (continued)

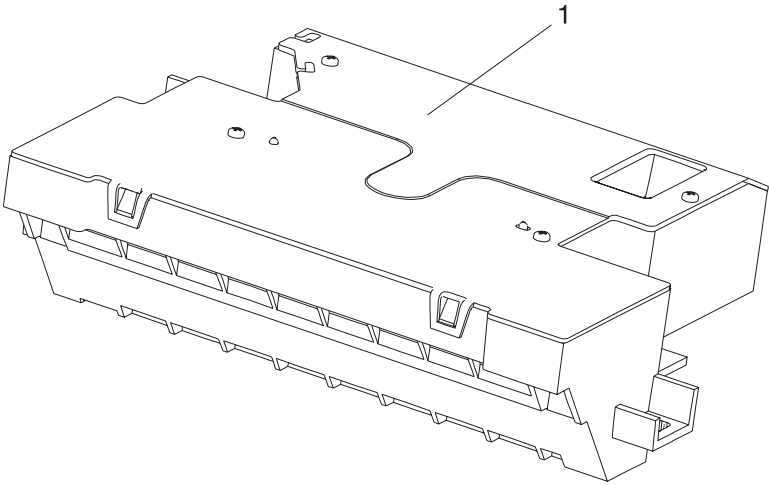


## 4069-5XX/7XX

Asm-Index	Part Number	Units	Description
2-22	99A0466	1	Sensor, Toner Cartridge Level
2-23	99A0039	2	Roller, Developer Support
2-24	99A0026	1	Tray Bias Arm Assembly
2-25	99A1522	1	Pan, Center Assembly
2-26	99A1525	1	Deflector, Upper PF
2-27	99A1888	1	Kit, Inner Deflector o Inner Deflector o Side Restraint
2-28	99A2418	1	Frame, EP Module
2-29	99A0053	1	Sensor, Input
2-30	99A1517	1	Frame Extension, Left 500 Internal
2-31	99A0549	1	Shield, ESD Assembly with label
2-32	99A0063	1	Spring, Switch Activate
2-33	99A2417	1	Left Side Frame Assembly
2-34	99A0128	1	Board, Input Tray (ITC)
2-35	99A2445	1	Guard, Gear
2-36	99A0899	1	Pan, Motor Drip
2-37	99A0567	1	Link, Gear Release
2-38	99A0556	1	Spring, Counterbalance
NS		17	Screw PP 99A0263
NS	99A1524	1	Spring, Cartridge Load
NS	99A1546	1	Shield, Gear
NS	99A1596	1	Contact, LSF Ground
NS	99A1538	1	Contact, RSF Ground
NS	99A1540	4	Nutplate, Frame
NS	99A1541	1	Spring, Duplex Ground
NS	99A2419	1	Block, Cartridge
NS	99A2474	1	Spacer, Cartridge Block
NS	99A2435	1	Spring, Cartridge Load

4069-5XX/7XX

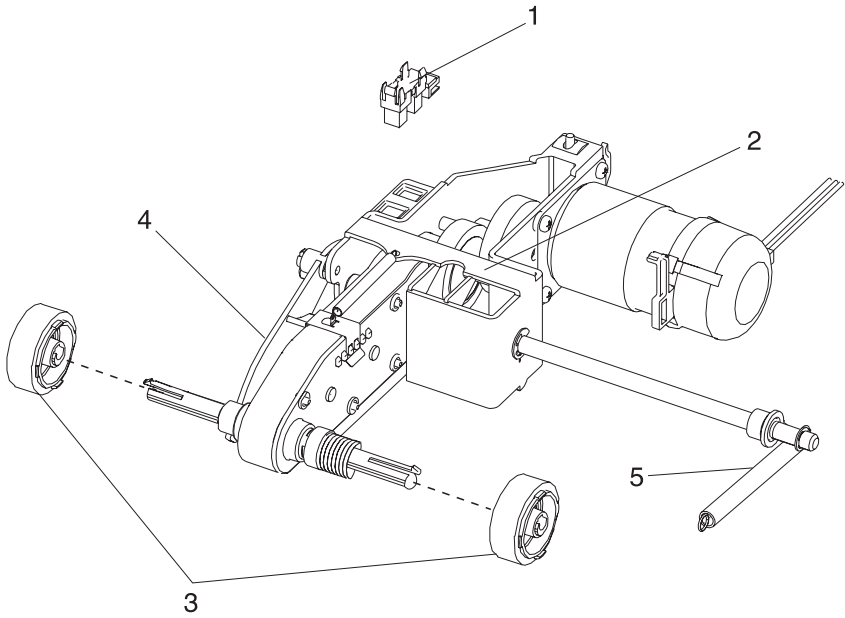
## Assembly 3: Printhead



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
3-1	99A2448	1	Printhead Assembly 520/52n
3-1	99A2449	1	Printhead Assembly 722/72n
NS		3	Screw, Printhead Mounting PP 99A0263
NS	99A2442	1	Fan, Printhead Cooling 722/72n

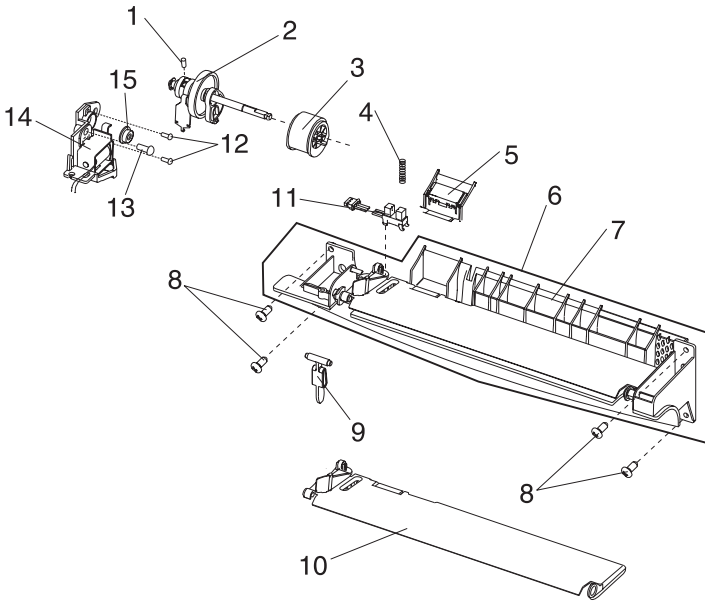
### Assembly 4: Paper Feed (Auto compensator)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
4-1	99A0060	1	Sensor, Paper Out Internal Tray
4-2	99A2444	1	Pick Arm Assembly (500)
4-3	99A0070	2	Pick Rolls
4-4	99A1616	1	Flag, Paper Out 500 Tray
4-5	99A1930	1	Spring, Bellcrank Internal 500
NS		1	Screw, Hanger PP 99A0263

# Assembly 5: Paper Feed - Multipurpose Unit

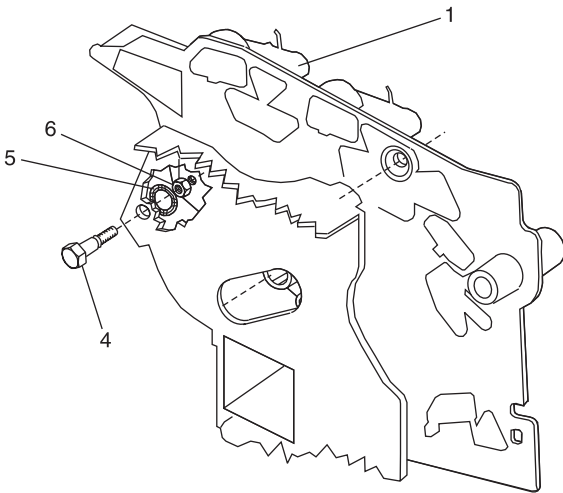
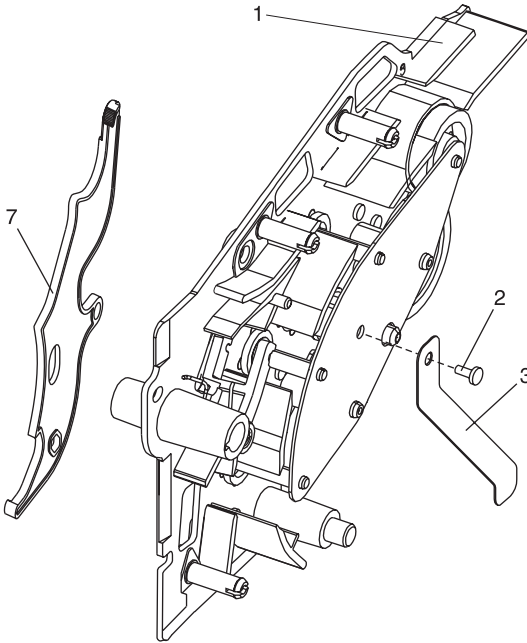




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
5-1	99A0075	1	Screw, Socket Set M4X5 mm
5-2	99A2436	1	Arm Assembly, MPT
5-3	99A0076	1	Pick Roll Assembly
5-4	99A0081	1	Spring Assembly, Separator
5-5	99A0083	1	MPT Pad Assembly Kit o Restraint Pad o MPT Pad Assembly
5-6	99A2439	1	Deflector Assembly, MPT
5-7	99A1531	1	Deflector, Lower
5-8		2	Screw, Lower Deflector Mounting 8 mm PP 99A0263
5-8		2	Screw, Lower Deflector Mounting 12 mm PP 99A0263
5-9	99A0084	1	Flag, MPT Paper Out
5-10	99A0082	1	Plate Assembly, MPT
5-11	99A2440	1	Sensor, MPT Paper Out
5-12	99A0073	2	Screw, Damper
5-13		1	Screw, Frame Mounting PP 99A0263
5-14	99A2438	1	Solenoid, MPT
5-15	99A0074	2	Bushing, Pick Roll Shaft
NS		2	Clip, Pick Roll Shaft PP 99A0267

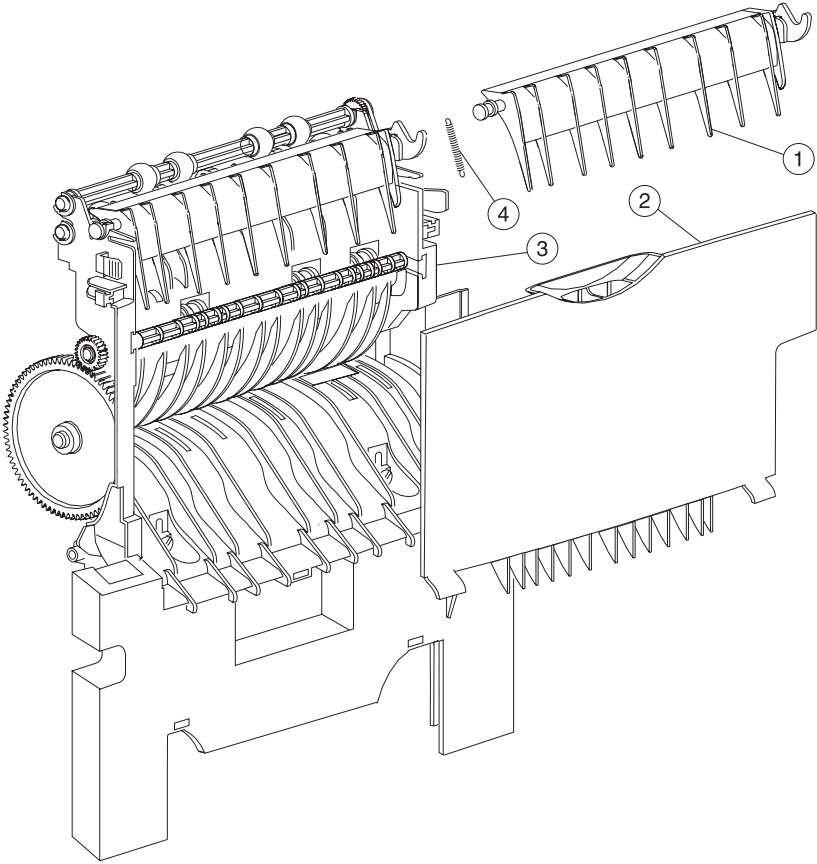
## Assembly 6: Paper Feed - Alignment



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
6-1	99A0089	1	Alignment Assembly Paper Feed
6-2	99A1953	1	Screw, Reference Ground Clip
6-3	99A0490	1	Clip, Reference Ground
6-4	99A0492	1	Screw, Paper Reference Adjustment
6-5	99A0565	1	Washer, Reference Adjustment
6-6	99A0566	1	Nut, Paper Reference Adjustment
6-7	99A0559	1	Lever, Bellcrank Release
NS		2	Screw, Alignment Asm Mtg PP 99A0263

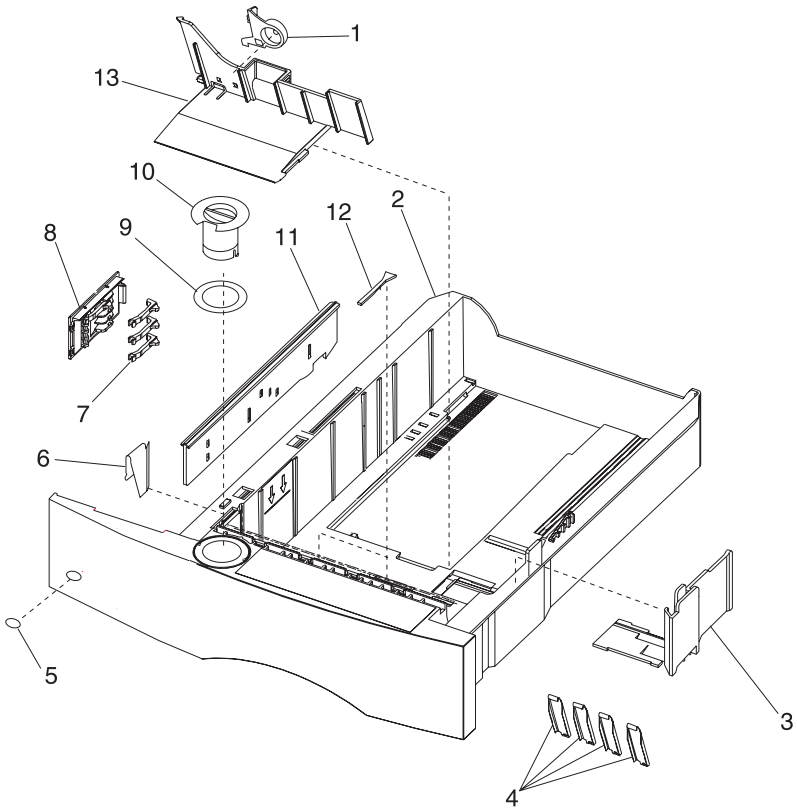
## Assembly 7: Paper Feed - Output



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
7-1	99A1857	1	Deflector, Upper Redrive
7-2	99A1534	1	Door Assembly, Redrive 500
7-3	99A1533	1	Redrive Assembly, Inner 500
7-4	99A0104	1	Spring, Upper Diverter
NS		2	Screw, SEMS-Duplex Path PP 99A0263

## Assembly 8: Integrated Paper Tray - 500 Sheet

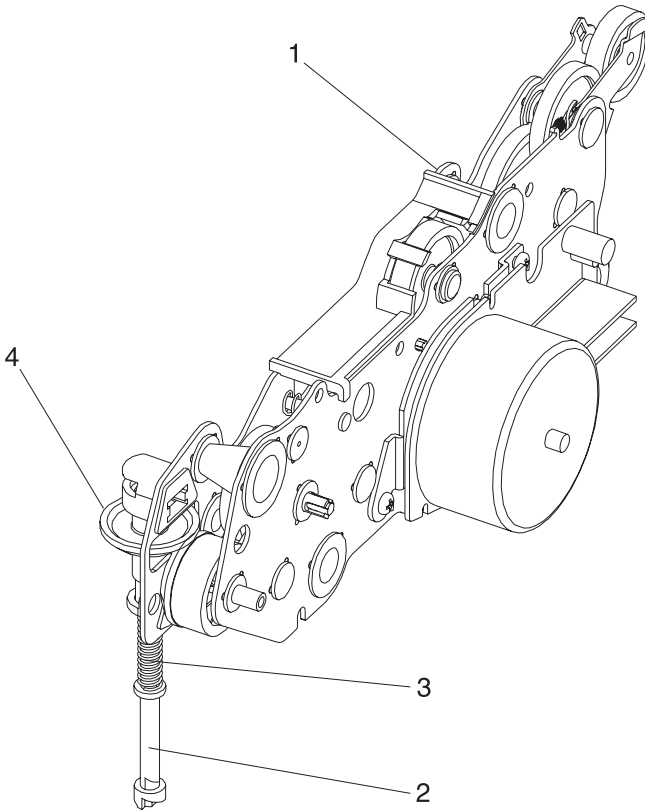


**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
8-1	99A1601	1	Latch, Back Restraint
8-2	99A1576	1	Tray Assembly 500 Sheet
8-3	99A1895	1	Restraint, Side/Latch Side
8-4	99A0292	4	Strip, Wear
8-5	99A1812	1	Label, Tray Option Number
8-6	99A1583	1	Plate, 500 Tray Wear
8-7	99A0126	3	Finger, Autosize
8-8	99A0124	1	Plate, Snap-in
8-9	99A1952	1	Label, Paper Size
8-10	99A1537	1	Knob, Paper Size
8-11	99A1582	1	Slider, Autosize 500
8-12	99A0120	2	Pad, Restraint
8-13	99A1602	1	Restraint, Back

4069-5XX/7XX

## Assembly 9: Main Drive

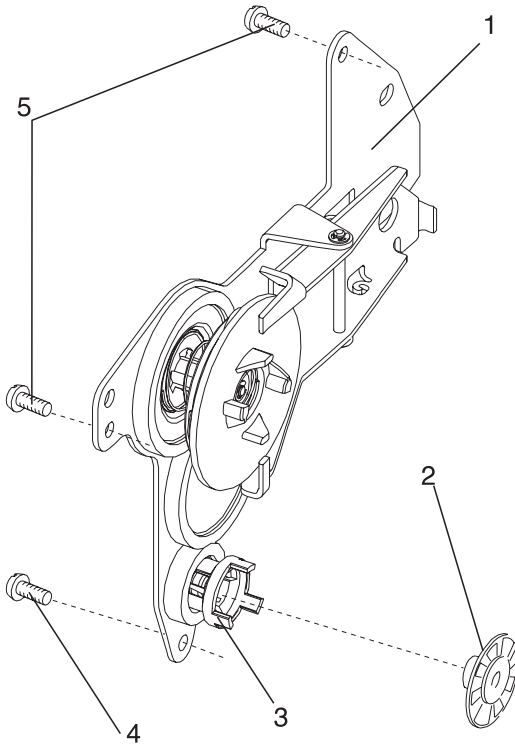




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
9-1	99A2446	1	Gearbox, w/Motor 520/52n
9-1	99A2447	1	Gearbox, w/Motor 722/72n
9-2	99A1569	1	Shaft, Power Take Off 500
9-3	99A0275	1	Spring, Power Take Off Shaft
9-4	99A0954	1	Gear, Bevel with Grease Packet
NS		4	Screw, Gearbox Mounting PP 99A0263
NS		3	Screw, Motor Mounting PP 99A0263

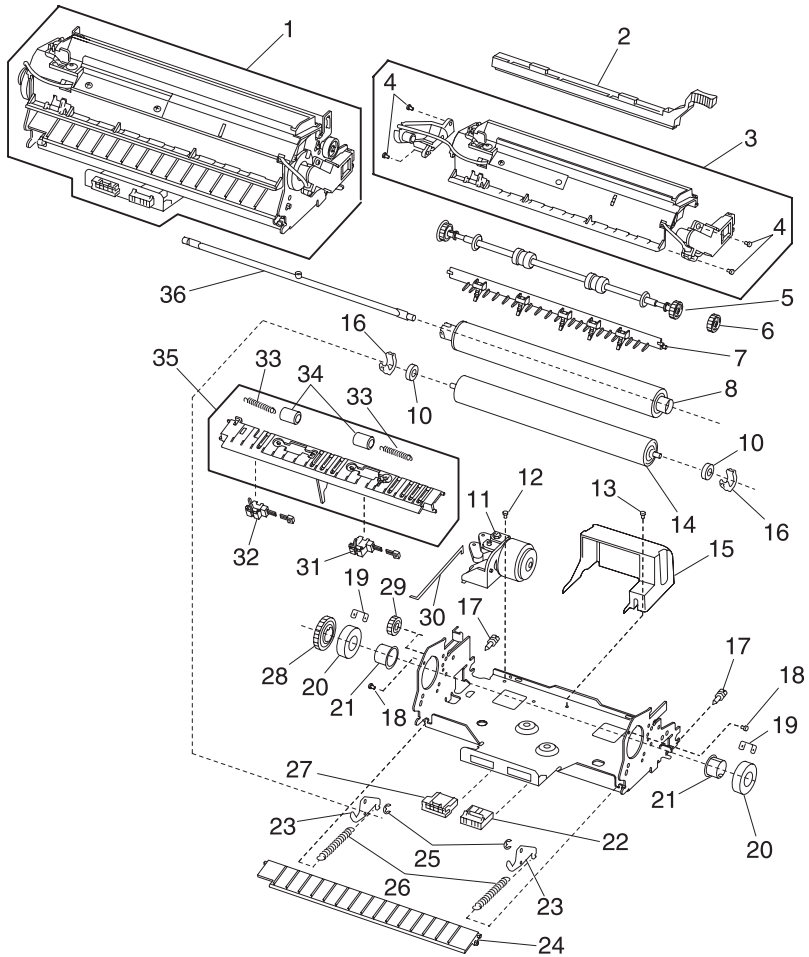
## Assembly 10: Developer Drive



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
10-1	99A1544	1	Developer Drive Assembly
10-2	99A0136	1	Shaft, Developer Drive
10-3	99A0564	1	Coupler, Gear #55
10-4		1	Screw, Developer Drive Ground PP 99A0263
10-5		2	Screw, Developer Drive Mtg PP 99A0263

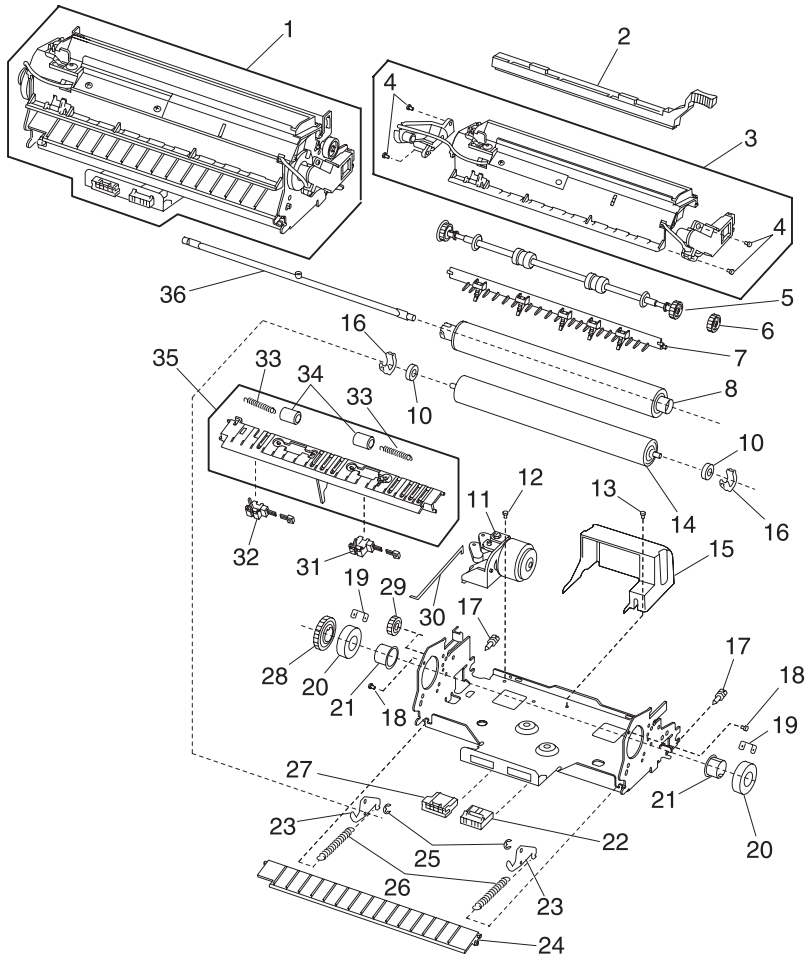
# Assembly 11: Hot Roll Fuser



## 4069-5XX/7XX

Asm-Index	Part Number	Units	Description
11-1	99A2402	1	Fuser Assembly w/115V 875W Lamp 520/52n
11-1	99A2401	1	Fuser Assembly w/220V 875W Lamp 520/52n
11-1	99A2405	1	Fuser Assembly w/115V 875W Lamp 722/72n
11-1	99A2404	1	Fuser Assembly w/220V 875W Lamp 722/72n
11-2	99A0725	1	Wiper Assembly, Wet
11-3	99A2468	1	Cover, Fuser Assembly with Thermistor, Thermal Fuse, and LH & RH Fuser Lamp Contact Assemblies
11-4		4	Screw, Contact Assembly PP 99A0263
11-5	99A2469	1	Exit Roll Assembly
11-6	99A1520	1	Gear, Upper Redrive
11-7	99A2472	1	Detack Assembly
11-8	99A1549	1	Hot Roll
11-10	99A1621	2	Bearing, BUR
11-11	99A2465	1	Solenoid Assembly, Envelope Conditioner
11-12		1	Screw, Solenoid Mounting PP 99A0263
11-13		1	Screw, Board Cover Mounting PP 99A0263
11-14	99A2470	1	Backup Roll, 22 mm, 520/52n
11-14	99A0158	1	Backup Roll, 28 mm, 720/72n
11-15	99A1598	1	Shield, Fuser Board
11-16	99A0144	2	Retainer, Backup Roll Bearing
11-17	99A1649	2	Screw, Fuser Mounting

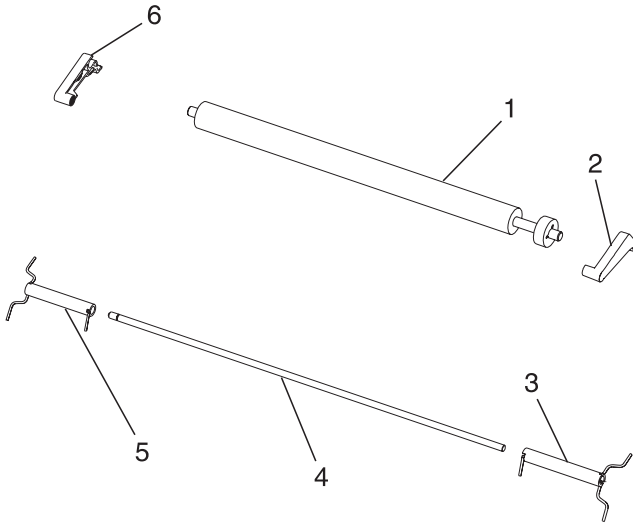
### Assembly 11: Hot Roll Fuser (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
11-18		2	Screw, Fuser Cover Assembly PP 99A0263
11-19	99A0142	2	Retainer, Hot Roll Bearing
11-20	99A0143	2	Bearing, Hot Roll
11-21	99A0150	2	Bushing, Hot Roll
11-22	99A1554	1	Fuser Cable, AC Ground
11-23	99A1659	2	Bellcrank, Backup Roll 520/52n
11-23	99A1600	2	Bellcrank, Backup Roll 722/72n
11-24	99A1591	1	Guide, Fuser Entry
11-25		2	Retainer, Backup Roll Bellcrank PP 99A0267
11-26	99A0410	2	Spring, Backup Roll Bellcrank
11-27	99A2466	1	Fuser Cable, DC - Fuser Internal
11-28	99A0157	1	Gear, Hot Roll
11-29	99A0148	1	Gear, Idler
11-30	99A0297	1	Link, Solenoid
11-31	99A2478	1	Sensor, Narrow Media
11-32	99A2479	1	Sensor, Exit
11-33	99A0897	2	Spring, Redrive Idler
11-34	99A0167	4	Roller, Redrive Idler
11-35	99A2467	1	Guide Assembly, Lower Exit
11-36	99A1547	1	Lamp, 115V 875W CC Gold
11-36	99A1548	1	Lamp, 220V 875W CC Silver
NS	99A1658	1	Cover, Fuser Wiper Cavity
NS		7	Screw, Hanger PP 99A0263
NS	99A0196	1	Clamp, DC Fuser Cable

## Assembly 12: Transfer

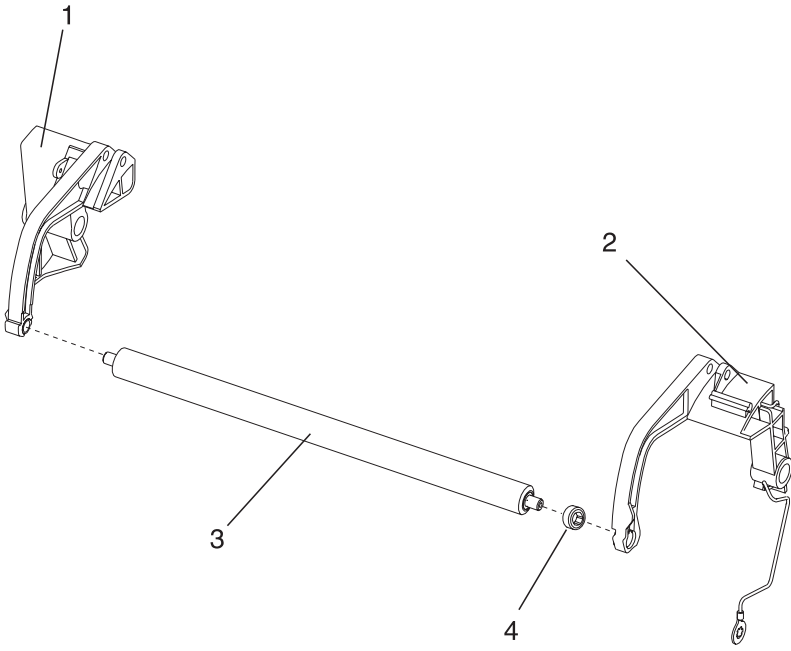




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
12-1	99A1015	1	Transfer Roll Assembly
12-2	99A0349	1	Arm, Transfer Roll Assembly Right
12-3	99A0184	1	Spring, Transfer Roll Right
12-4	99A0185	1	Shaft, Transfer Pivot
12-5	99A0181	1	Spring, Transfer Roll Left
12-6	99A1578	1	Arm, Transfer Roll Left
NS		1	Retainer, Pivot Shaft PP 99A0267

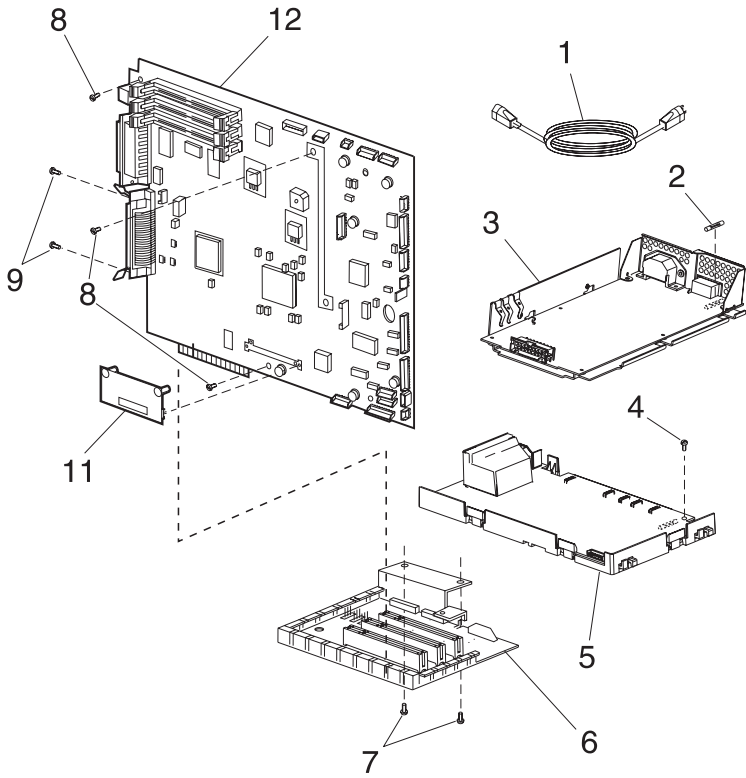
## Assembly 13: Charging



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
13-1	99A0512	1	Link Assembly, Charge Left Kit
13-2	99A0513	1	Link Assembly, Charge Right Kit
13-3	99A1017	1	Roll Assembly, Charge
13-4	99A1555	1	Bushing, Charge Roll
NS		1	Screw, Charge Roll PP 99A0263

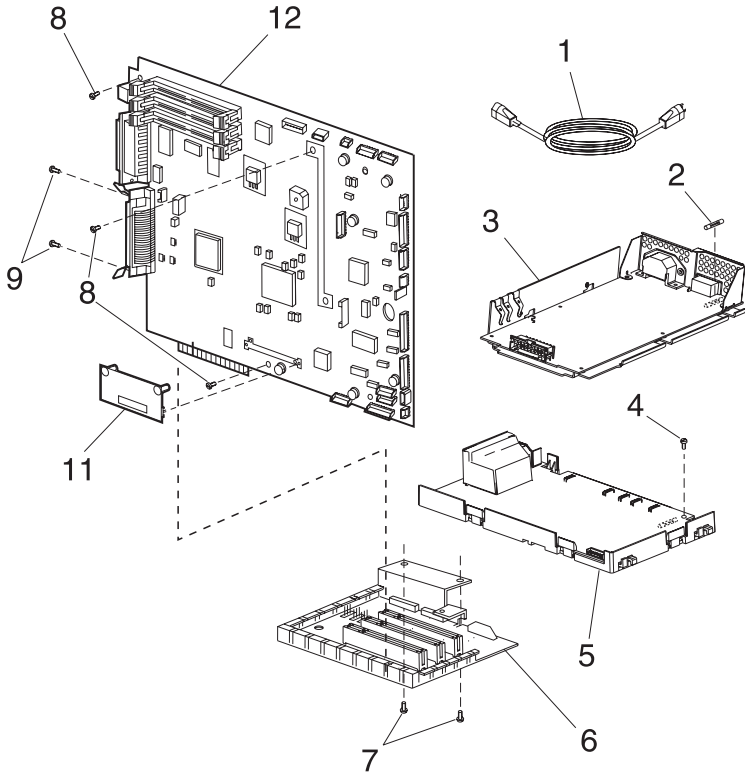
### Assembly 14: Electronics



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-1	1342514	1	Power Cord Set, 8 ft. - U.S., Canada (LV), Nicaragua, Venezuela, Peru (LV), Brazil (LV), Bolivia (HV), Colombia, Costa Rica, Ecuador, Dominican Republic, El Salvador, Guatemala, Honduras, Mexico, Panama, Puerto Rico, Virgin Islands, Saudi Arabia (LV), AP English (LV), Taiwan (520/52n)
14-1	43H5248	1	Power Cord Set, 8 ft. - U.S., Canada (LV), Brazil (HV) Nicaragua (LV), Venezuela (LV), Peru (LV), Bolivia, Puerto Rico (LV), Virgin Islands, Colombia (LV), Costa Rica (LV), El Salvador (LV), Guatemala (LV), Honduras (LV), Mexico (LV), Panama (LV), AP English (LV) (722/72n)
14-1	1339538	1	Power Cord Set, 6 ft - Paraguay, Uruguay, Austria, Germany, Hungary, Slovakia, Finland, France, Belgium, Netherlands, Greece, Italy, Czechoslovakia, Lebanon, Syria, Egypt, Jordan, Iran, Euro English, Norway, Sweden, Poland, Russia, Turkey, CIS, Portugal, Spain, Catalan
14-1	1342536	1	Power Cord Set, 6 ft. - APG (LV)
14-1	1339537	1	Power Cord Set, 8 ft. - U.K., Ireland, Iceland, Kuwait, Bahrain, Qatar, UAE, Oman, Pakistan, Iraq, Libya, Cyprus
14-1	1339539	1	Power Cord Set, 6 ft. - Israel
14-1	1339540	1	Power Cord Set - Switzerland (French), Switzerland (German), Switzerland (Italian)
14-1	1339541	1	Power Cord Set, - South Africa, Namibia, Lesotho, Botswana
14-1	1339546	1	Power Cord Set, 6 ft. - Two-Prong Argentina (HV)
14-1	1342534	1	Power Cord Set, 8 ft. - Chile (HV)
14-1	1339543	1	Power Cord Set, 8 ft. - Denmark
14-1	1339542	1	Power Cord Set, 6 ft. - Italy
14-1	1374067	1	Power Cord Set, 8 ft. - Peru (HV)
14-1	1339544	1	Power Cord Set, 8 ft. - Straight Argentina (HV)
14-1	1339545	1	Power Cord Set, 8 ft. - Right Angle Argentina (HV)
14-1	1342530	1	Power Cord Set - Brazil
14-1	43H5546	1	Power Cord Set - PRC (HV) (520)

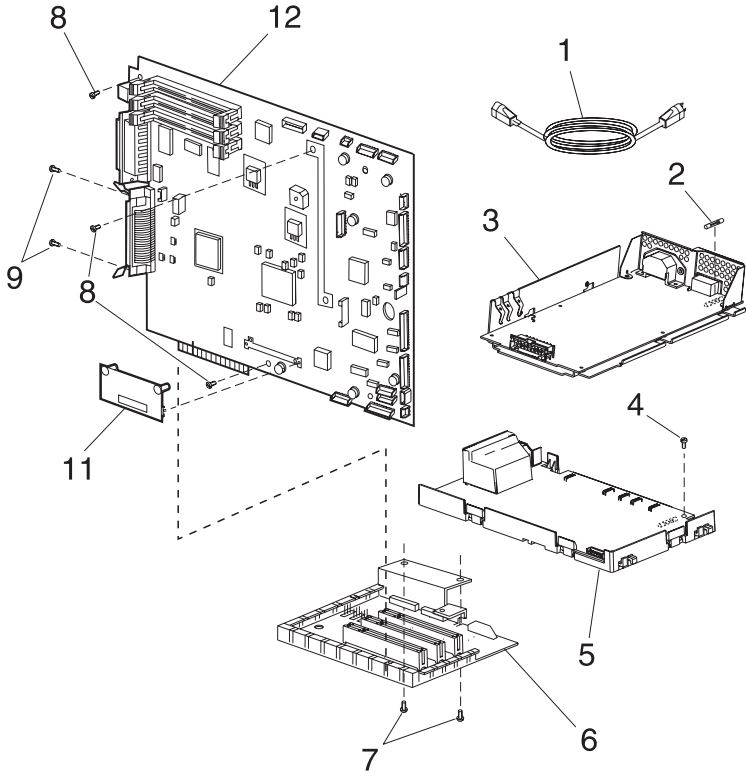
### Assembly 14: Electronics (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-2	99A2491	1	Fuse, 110 V ac LVPS 12.5A 250V
14-2	99A2492	1	Fuse, 220 V ac 6.3A 250V
14-3	99A2452	1	LVPS, 110 V ac 520/52n
14-3	99A2453	1	LVPS, 110 V ac 722/72n
14-3	99A2454	1	LVPS, 220 V ac 520/52n
14-3	99A2455	1	LVPS, 220 V ac 722/72n
14-4		1	Screw, HVPS Mounting PP 99A0263
14-5	99A2451	1	High Voltage Power Supply
14-6	99A2425	1	Interconnect Board Assembly o 2 Slot with shield
14-7		2	Screw, Int Board Mounting PP 99A0263
14-8		3	Screw, System Bd Mounting Front PP 99A0263
14-9	99A2490	2	Screw, Parallel Connector Mounting
14-11	99A2430	1	Card Assembly, NAND Flash

### Assembly 14: Electronics (continued)

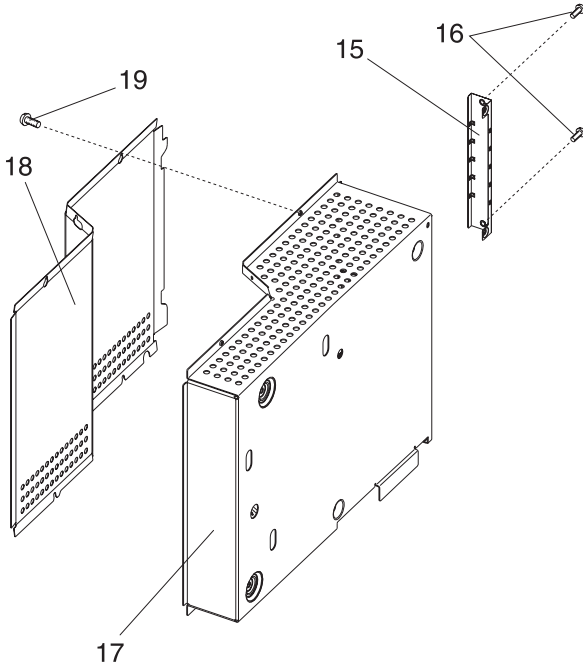




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-12	56P1220	1	System Board Assembly 520
14-12	56P1221	1	System Board Assembly 52n
14-12	56P1222	1	System Board Assembly 722
14-12	56P1223	1	System Board Assembly 72n
NS	99A1612	1	Cable, Deflector
NS	99A0346	1	Clip, EMC Six Finger
NS	99A0227	1	Clip, EMC Gnd Two Finger

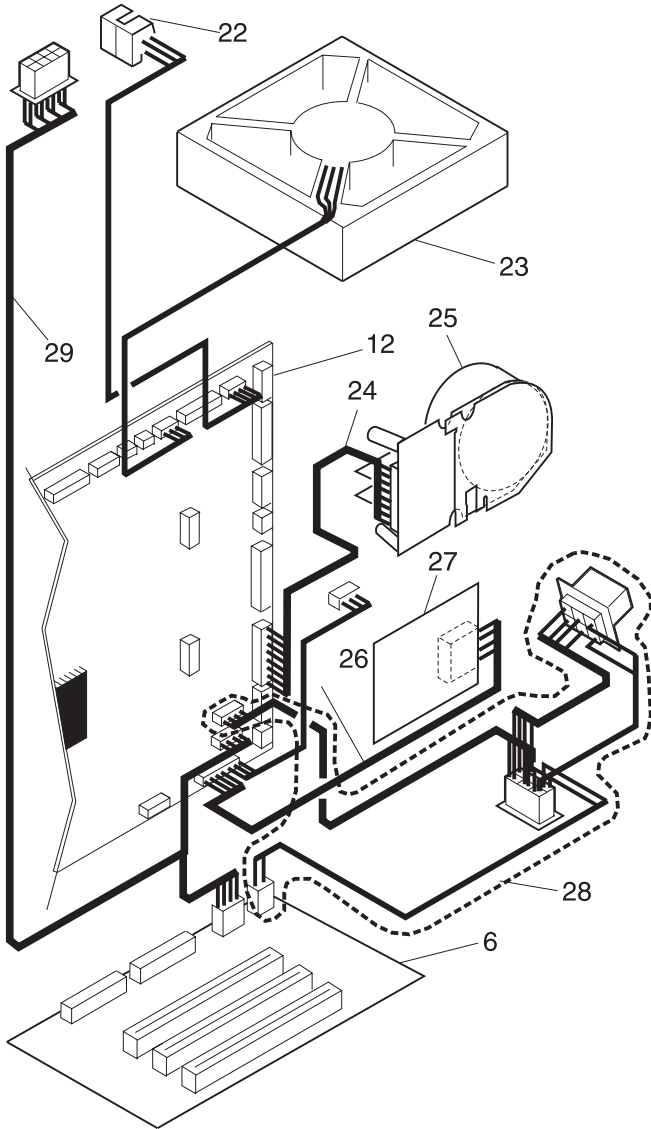
## Assembly 14: Electronics (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-15	99A0408	1	Cover, INA Flat (Blank)
14-16		6	Screw, INA Cover Mounting PP 99A0263
14-16		4	Screw, INA Cover Mounting PP 99A0263
14-16		2	Screw, INA Cover Mounting PP 99A0263
		1	o Cover, INA Blank
14-17	99A2431	1	Shield, Inner Assembly, 2 slot
		2	o Cover, INA Blank
14-18	99A0206	1	Shield, Outer 2 slot
14-19		4	Screw, Outer Shield Mounting PP 99A0263
14-19		6	Screw, Outer Shield Mounting PP 99A0263
NS		2	Screw, Int/Pan Mounting PP 99A0263
NS	99A0260	1	Clip, Cable
NS	99A1611	1	Shield, Ethernet Blank
NS	99A1610	1	Shield, Serial Blank
NS	99A2432	1	Shield, Parallel Blank

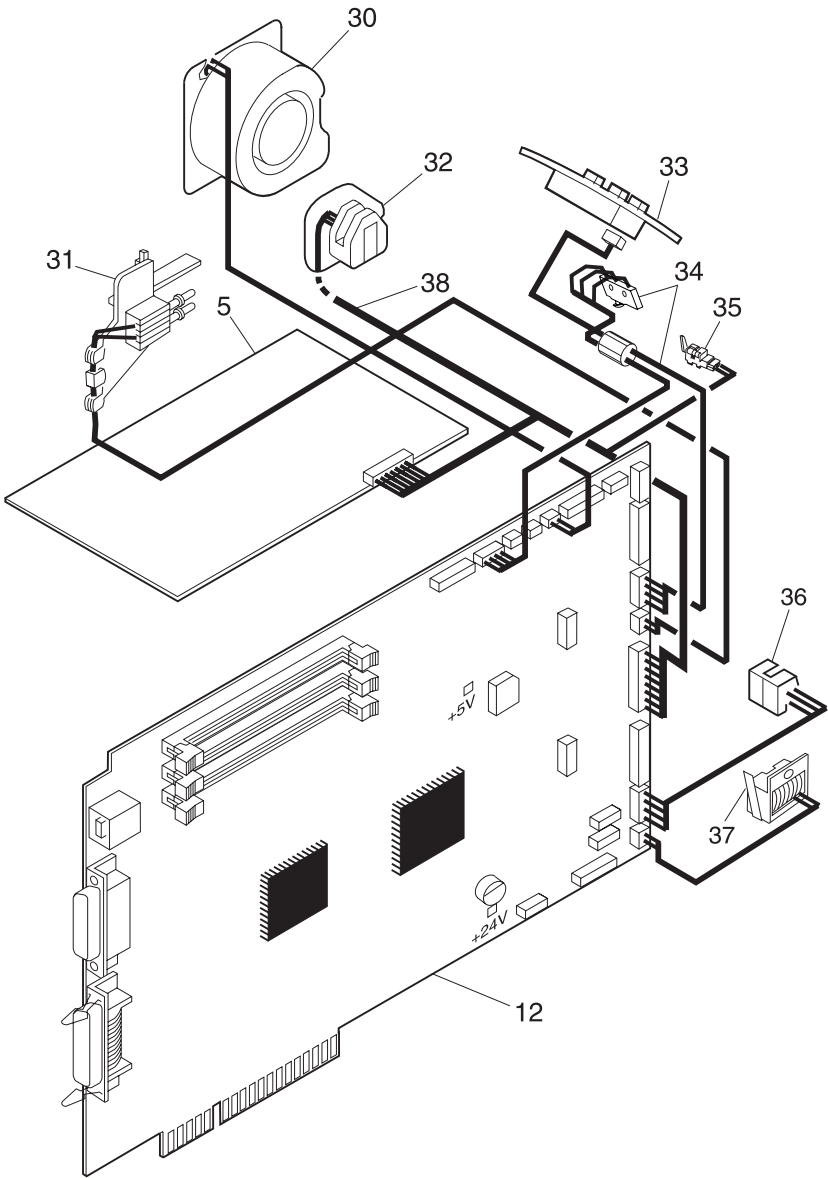
### Assembly 14: Electronics (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-22	99A2443	1	Sensor, Standard Bin Level
14-23	99A2441	1	Fan, Main
14-24	99A2459	1	Cable, Main Drive Motor
14-25	99A2446	1	Gearbox, w/Motor 520/52n
14-25	99A2447	1	Gearbox, w/Motor 722/72n
14-26	99A2456	1	Cable, Integrated Tray
14-27	99A0128	1	Board, Input Tray (ITC)
14-28	99A2463	1	Cable, Auto Connect Bottom
14-29	99A2460	1	Cable, Auto Connect Top

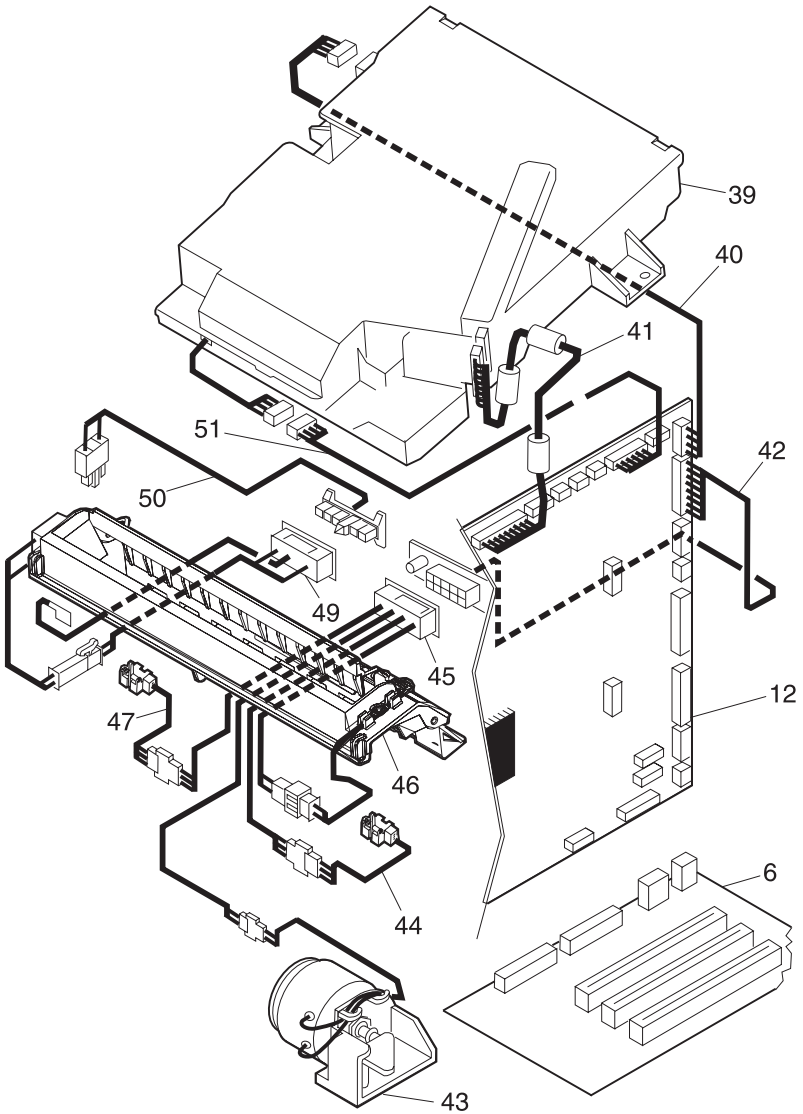
### Assembly 14: Electronics (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-30	99A2442	1	Fan, Cartridge 722/72n
14-31	99A2471	1	Smart Cartridge Contact Assembly
14-32	99A0466	1	Sensor, Toner Cartridge Level
14-33	99A1501	1	Operator Panel Assembly
14-34	99A2414	1	Switch, Cover Open w/Operator Panel Cable Assembly
14-35	99A0053	1	Sensor, Input
14-36	99A2440	1	Sensor, MPT Paper Out
14-37	99A2438	1	MPT Solenoid
14-38	99A2457	1	Cable, Front Harness

### Assembly 14: Electronics (continued)

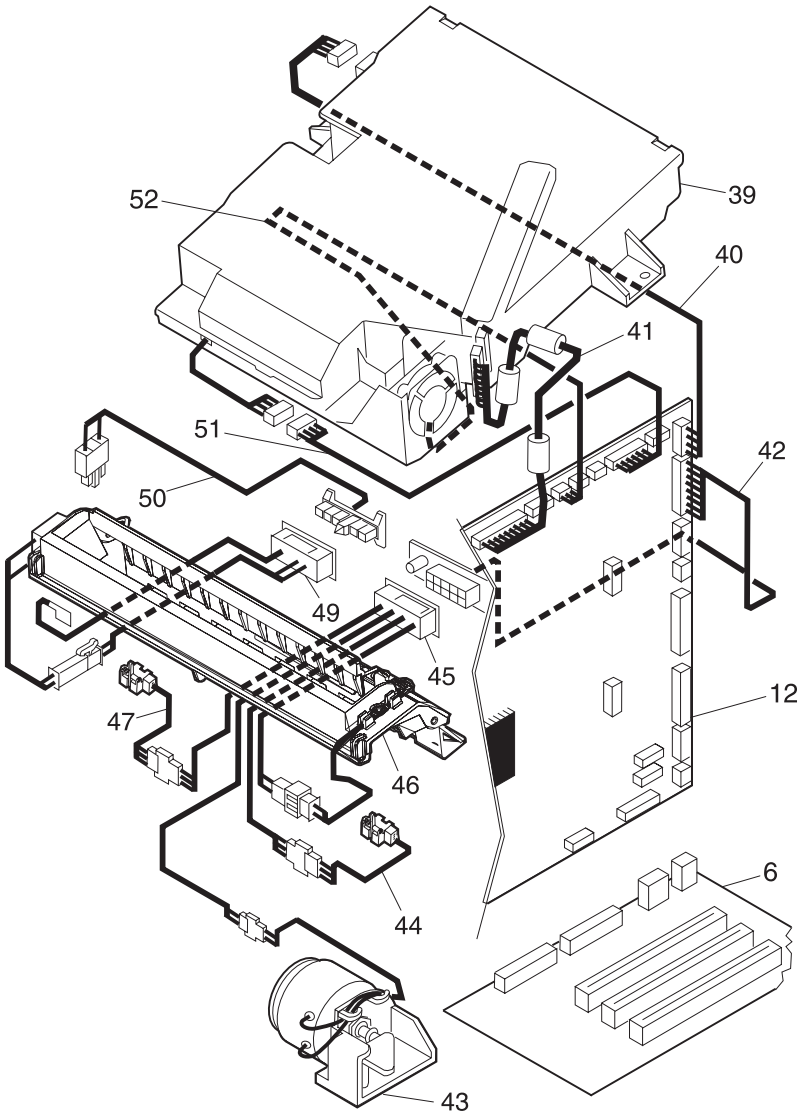




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-39	99A2448	1	Printhead Assembly 520/52n
14-39	99A2449	1	Printhead Assembly 722/72n
14-40	99A2458	1	Cable, Hysnc
14-41	99A2461	1	Cable, Laser
14-42	99A2464	1	Cable, Fuser DC EP Auto Connect to System Board
14-43	99A2465	1	Solenoid Assembly, Envelope Conditioner
14-44	99A2479	1	Sensor, Exit
14-45	99A2466	1	Cable, Fuser DC, Fuser Internal
14-46	99A2468	1	Cover, Fuser Assembly with Thermistor, Thermal Fuse and RH Fuser Lamp Contact Assembly
14-47	99A2478	1	Sensor, Narrow Media
14-49	99A1554	1	Cable, AC Input
14-50	99A1575	1	Cable, Fuser AC EP Auto Connect to LVPS
14-51	99A2477	1	Cable, Mirror Motor
NS	99A1612	1	Cable, Deflector

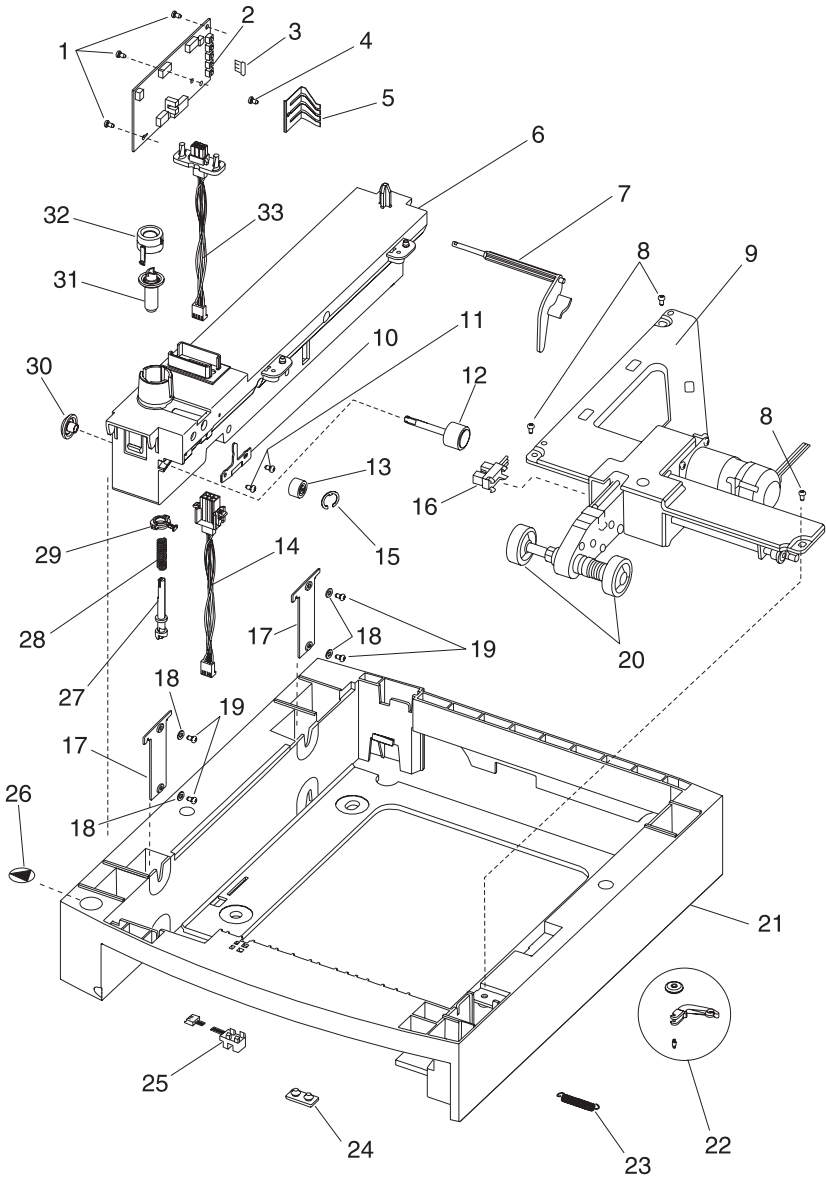
### Assembly 14: Electronics (continued)



**4069-5XX/7XX**

<b>Asm- Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
14-52	99A2442	1	Printhead Fan

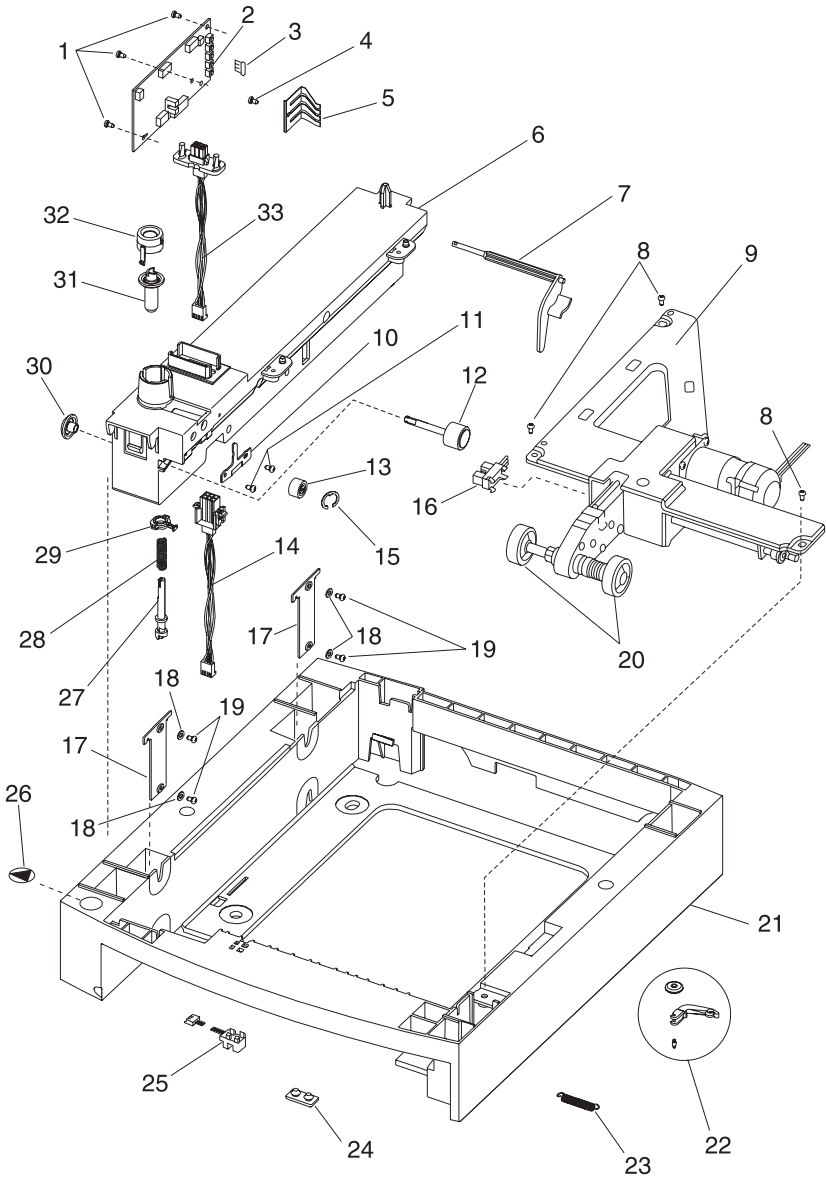
# Assembly 15: 250-Sheet Tray



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
15-1		3	Screw, Option Board Mounting PP 99A0263
15-2	99A1967	1	Board, Option Tray
15-3	99A0627	1	Jumper, 2-pin
15-4		1	Screw, Switch Activate Spring Mounting PP 99A0263
15-5	99A0063	1	Spring, Switch Activate
15-6	99A0445	1	Stud Assembly, 250 Frame
15-7	99A0448	1	Arm, Paper Out 250
15-8		3	Screw, Auto Comp Mounting PP 99A0263
15-9	99A1054	1	Pick Arm Assembly
15-10	99A0277	1	Wear Plate, Pass Thru 250 Tray
15-11		2	Screw, Wear Plate Mounting PP 99A0263
15-12	99A0276	1	Roll Assembly, Drive 500 Dual
15-13	99A0451	1	Roller, Skewed Backup
15-14	99A0282	1	Cable, 250 Tray Option
15-15	99A0450	1	Retainer, Roller
15-16	99A0350	1	Sensor, Paper Low
15-17	99A0679	2	Bracket, 250 Frame Retention
15-18		4	Washer, Bracket 250 Frame Retention Mounting PP 99A0677
15-19		4	Screw, Bracket 250 Frame Retention Mounting PP 99A0263

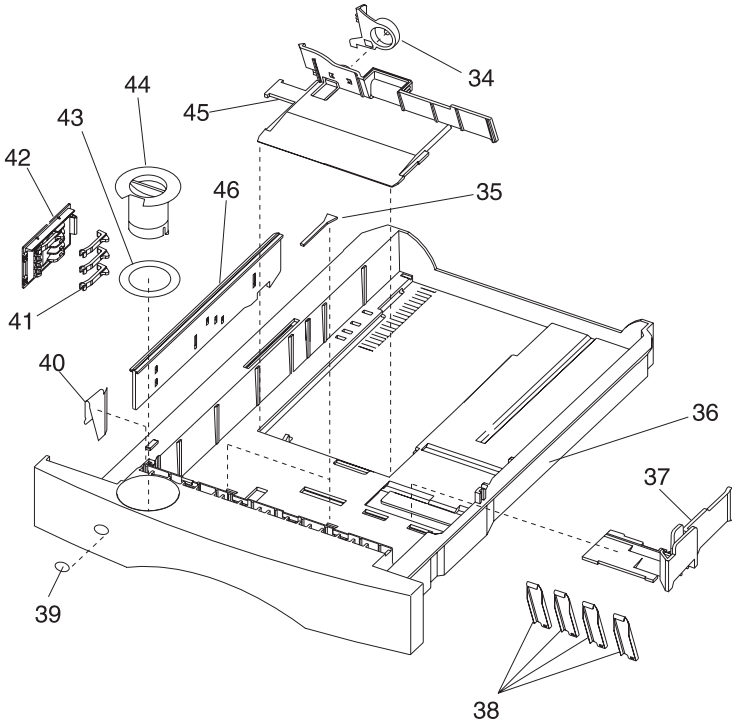
### Assembly 15: 250-Sheet Tray (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
15-20	99A0070	2	Roll Assembly, Pick
15-21	99A1638	1	Base, 250 Option
15-22	99A0026	1	Tray Bias Arm Assembly
15-23	99A0419	1	Spring, Tray Bias
15-24	99A0058	4	Pad, Machine Mounting
15-25	99A0288	1	Sensor, Option Pass Thru
15-26	99A1666	1	Label, Options
15-27	99A0272	1	Shaft, 250 Drive
15-28	99A0275	1	Spring, Power Takeoff
15-29	99A0280	1	Bushing, Drive Shaft Low
15-30	99A0274	1	Gear, Feed Roll
15-31	99A0273	1	Gear, Bevel
15-32	99A0279	1	Bearing, Drive Shaft
15-33	99A0281	1	Cable, 250 Auto Connect Option
NS	99A0438	2	Bushing, Drive Roll
NS	99A0278	1	Bellcrank, Roller Release
NS	99A1929	1	Spring, Bellcrank 250 Tray Option

### Assembly 15: 250-Sheet Tray (continued)

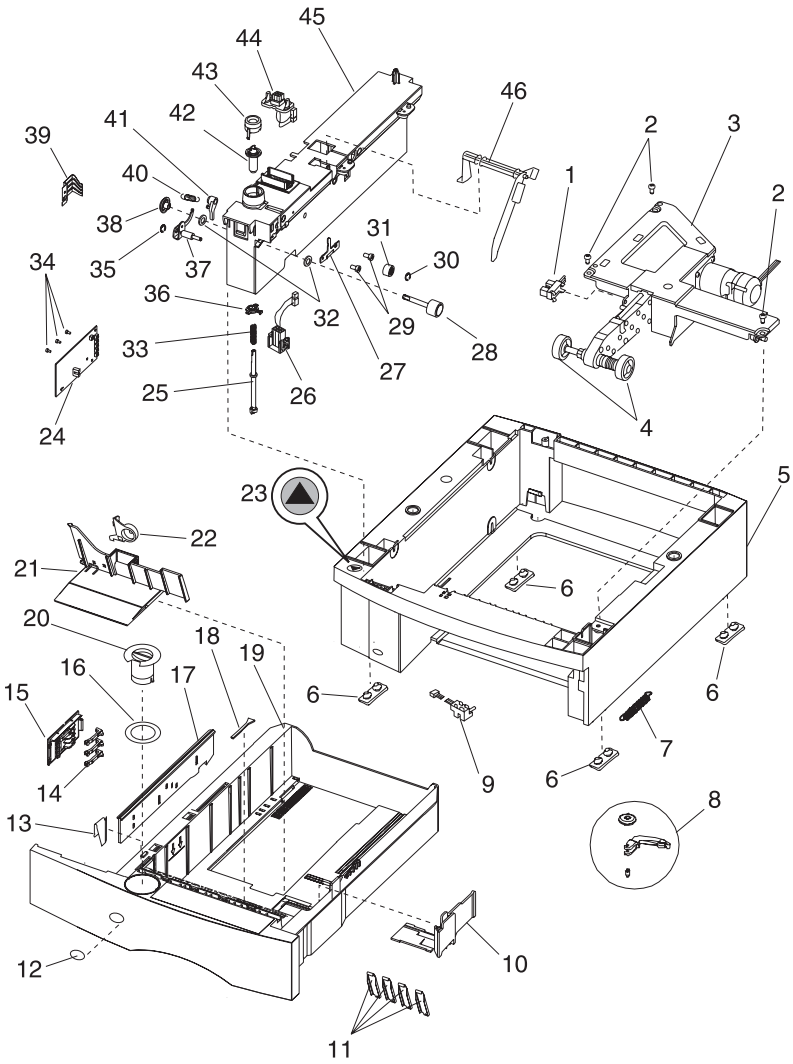




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
15-34	99A1601	1	Latch, Back Restraint
15-35	99A0120	2	Restraint Pad
15-36	99A1536	1	Tray Assembly, 250-Sheet Option
15-37	99A1894	1	Restraint, Side 250-Sheet Tray
15-38	99A0119	4	Wear Strips
15-43	99A1952	1	Label, Paper Size
15-39	99A1829	1	Label, Tray Option Number
15-40	99A0121	1	Clip, 250 Tray Wear
15-41	99A0126	4	Finger, Autosize
15-42	99A0124	1	Plate, Snap-In
15-44	99A1537	1	Knob, Paper Size
15-45	99A0893	1	Restraint, Back 250 Sheet Tray
15-46	99A0127	1	Slider, Autosize 250
NS	99A0286	1	Spring, Backup Roller

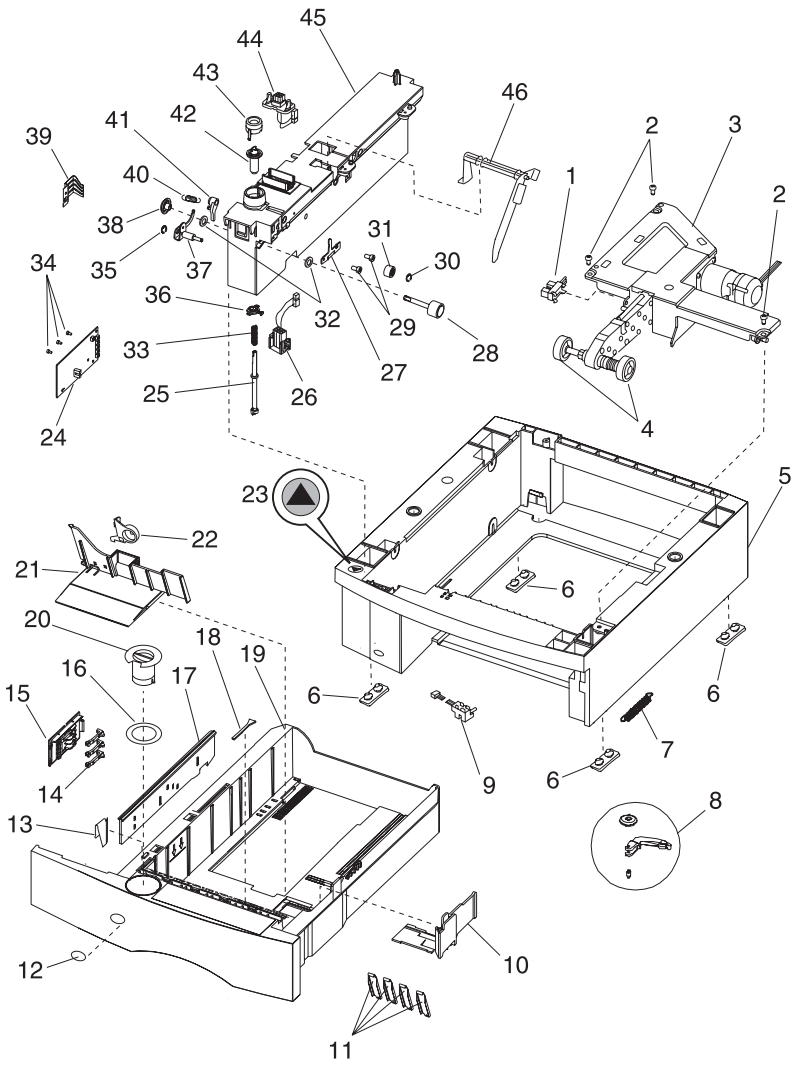
# Assembly 16: 500-Sheet Tray



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
16-1	99A0350	1	Sensor, Paper Low
16-2		3	Screw, Auto Comp Mounting PP 99A0263
16-3	99A0405	1	Pick Arm Assembly
16-4	99A0070	2	Pick Roll Assembly
16-5	99A1636	1	Base, 500 Tray
16-6	99A0058	4	Pad, Base 500
16-7	99A0419	1	Spring, Tray Bias
16-8	99A0026	1	Tray Bias Arm Assembly
16-9	99A0288	1	Sensor, Option Pass Thru
16-10	99A1895	1	Restraint, Side 500-Sheet Tray
16-11	99A0292	4	Wear Strips
16-12	99A1829	1	Label, Tray Option Number
16-13	99A1583	1	Plate, 500 Tray Wear
16-14	99A0126	4	Finger, Autosize
16-15	99A0124	1	Plate, Snap-In
16-16	99A1952	1	Label, Paper Size
16-17	99A1582	1	Slider, Autosize 500
16-18	99A0120	2	Restraint Pad
16-19	99A1576	1	Tray Assembly, 500 Sheet
16-20	99A1537	1	Knob, Paper Size
16-21	99A1602	1	Restraint, Back 500-Sheet Tray
16-22	99A1601	1	Latch, Back Restraint
16-23	99A1666	1	Label, Options
16-24	99A1967	1	Board, Tray
16-25	99A0447	1	Shaft, 500 Drive

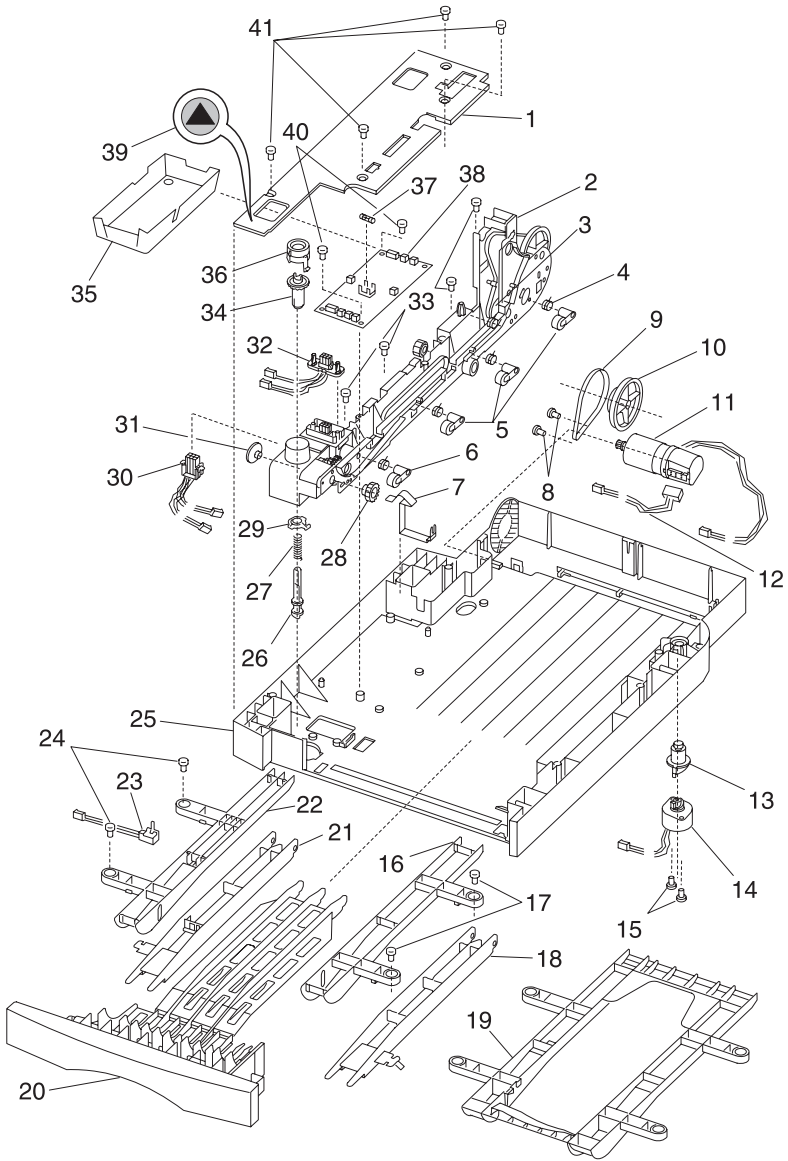
### Assembly 16: 500-Sheet Tray (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
16-26	99A0282	1	Cable, 500 Auto Connect Bottom
16-27	99A1750	1	Wear Plate, Pass Thru
16-28	99A0276	1	Roll Assembly, Drive 500
16-29		2	Screw, Wear Plate Mounting PP 99A0263
16-30	99A0450	1	Retainer, Roller
16-31	99A0451	1	Roller, Skewed Backup
16-32	99A0438	2	Bearing, Drive Roll
16-33	99A0275	1	Spring, Power Takeoff
16-34		3	Screw, Board Mounting PP 99A0263
16-35		1	Retainer, Aligner Assembly PP 99A0267
16-36	99A0280	1	Bearing, Drive Shaft Low
16-37	99A0446	1	Aligner Assembly, Paper
16-38	99A0274	1	Gear, Feed Roll
16-39	99A0063	1	Spring, Switch Activate
16-40	99A0286	1	Spring, Backup Roller
16-41	99A1664	1	Bellcrank, Roller Release
16-42	99A0273	1	Gear, Bevel
16-43	99A0279	1	Bearing, Drive Shaft
16-44	99A0281	1	Cable, 500 Auto Connect Top
16-45	99A1702	1	Stud Assembly, 500 Frame
16-46	99A1645	1	Arm, Paper Out 500
NS	99A0452	4	Washer, Frame Mounting
NS	99A1665	1	Deflector, Base 500
NS	99A1667	2	Bracket, 500 Tray Retention
NS	99A1928	1	Spring, Bellcrank 500 Option Tray

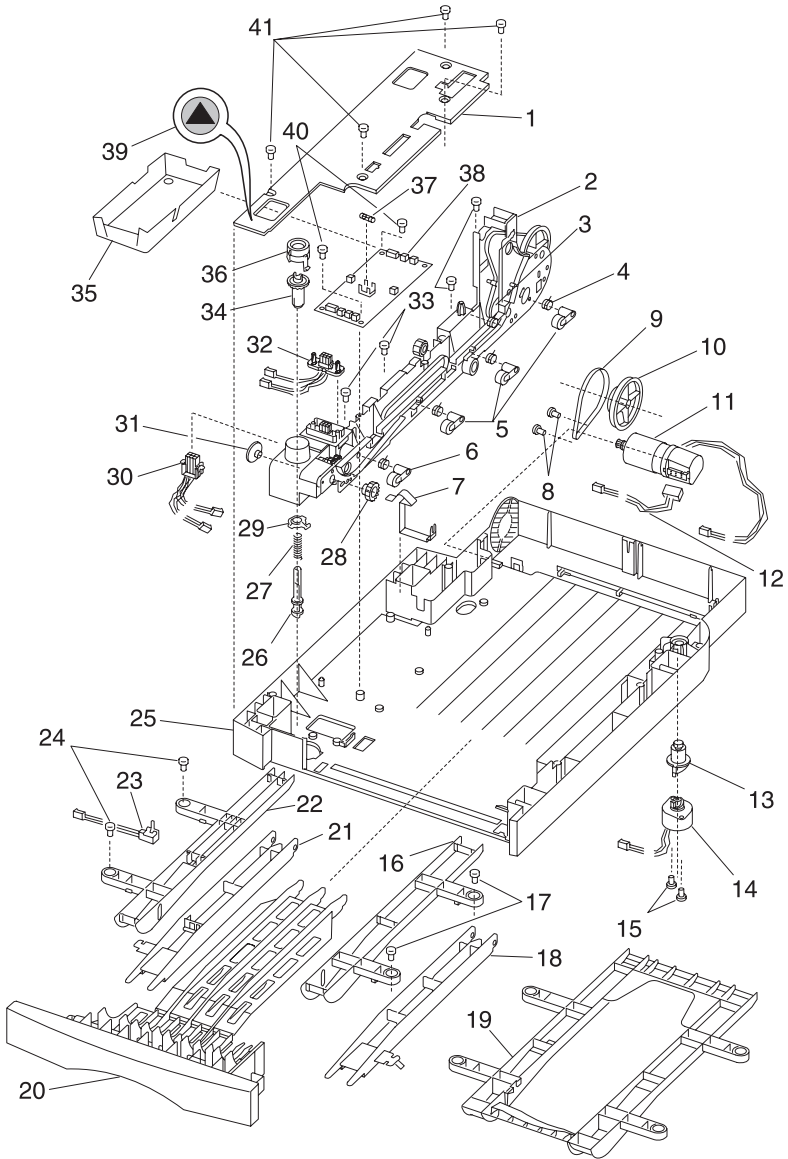
# Assembly 17: Duplex



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
17-1	99A1674	1	Cover, System Board
17-2	99A1693	1	Main Frame Assembly 500 Duplex
17-3	99A0324	1	Idler Assembly, Belt Tension
17-4	99A0326	3	Spring, Aligner
17-5	99A0323	3	Guide Assembly, Paper
17-6	99A1675	1	Guide Assembly, Paper
17-7	99A0314	2	Spring, Chassis Ground
17-8		2	Screw, Motor Mount 3 mm PP 99A0413
17-9	99A0328	1	Belt, Motor 114 Gear
17-10	99A0329	1	Pulley, Main Drive 96/54 Gear
17-11	99A0321	1	Motor Assembly, DC Drive
17-12	99A1673	1	Cable, D.C. Motor Tach 250 Duplex
17-13		1	Cam Follower Assembly Kit PP 99A0299
17-14	99A0312	1	Actuator Assembly, Deflector
17-15		2	Screw, Actuator Assembly Mounting PP 99A0413
17-16	99A1130	1	Guide, Return RH Upper 250 Duplex
17-17		2	Screw, Upper Return Guide Mounting PP 99A0413
17-18	99A1680	1	Guide, Return RH Lower 500 Duplex
17-19	99A1579	1	Guide, Upper 500 Duplex
17-20	99A1134	1	Tray Assembly, Jam Removal 500 Duplex
NS		2	Retainer 6 mm - Backup Roll PP 99A0404
NS		2	Screw, M3x6L:G Supradrive PP 99A0413

### Assembly 17: Duplex (continued)

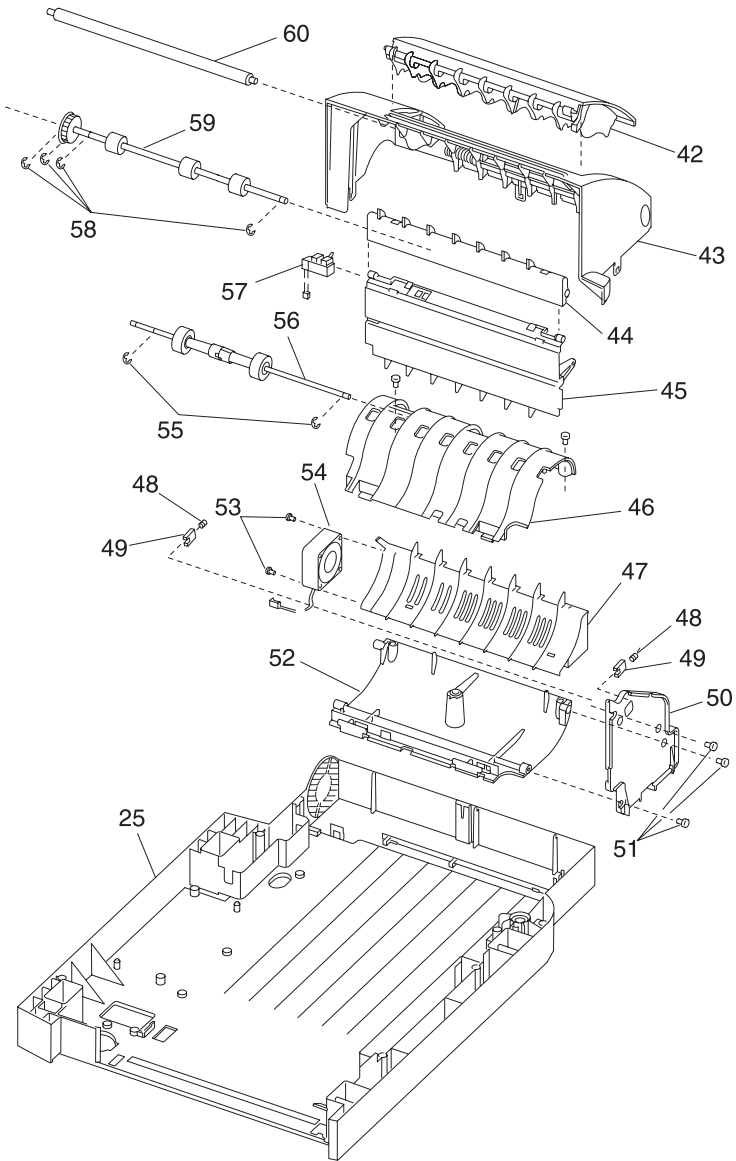




## 4069-5XX/7XX

Asm-Index	Part Number	Units	Description
17-21	99A1682	1	Guide, LH Lower Return 500 Duplex
17-22	99A1131	1	Guide, Return LH Upper 250 Duplex
17-23	99A0341	1	Sensor, Exit - Optical
17-24		2	Screw, LH Upper Return Guide Mounting PP 99A0413
17-25	99A1677	1	Base Assembly, w/Tray Bias 500 Duplex
17-26	99A0316	1	Shaft, Duplex Drive
17-27	99A0315	1	Spring, Duplex Shaft
17-28	99A0325	1	Gear, Pass Thru Idler
17-29	99A0280	1	Bearing, Drive Shaft Low
17-30	99A0311	1	Cable, Auto Connect Bottom
17-31	99A0274	1	Gear, Pass Thru Drive Roll
17-32	99A0310	1	Cable, Auto Connect Top
17-33		4	Screw, Main Frame Assembly Mounting PP 99A0413
17-34	99A0317	1	Gear, Duplex Bevel
17-35	99A0434	1	Pan, System Board Drip
17-36	99A0279	1	Bearing, Drive Shaft
17-37	99A0191	1	Fuse, 8A SB
17-38	99A1669	1	Board, System with Jumper
17-39	99A1666	1	Label, Options
17-40		2	Screw, System Board Mounting PP 99A0413
17-41		4	Screw, System Board Cover PP 99A0413
NS	99A1129	1	Roller, Duplex Pass Thru

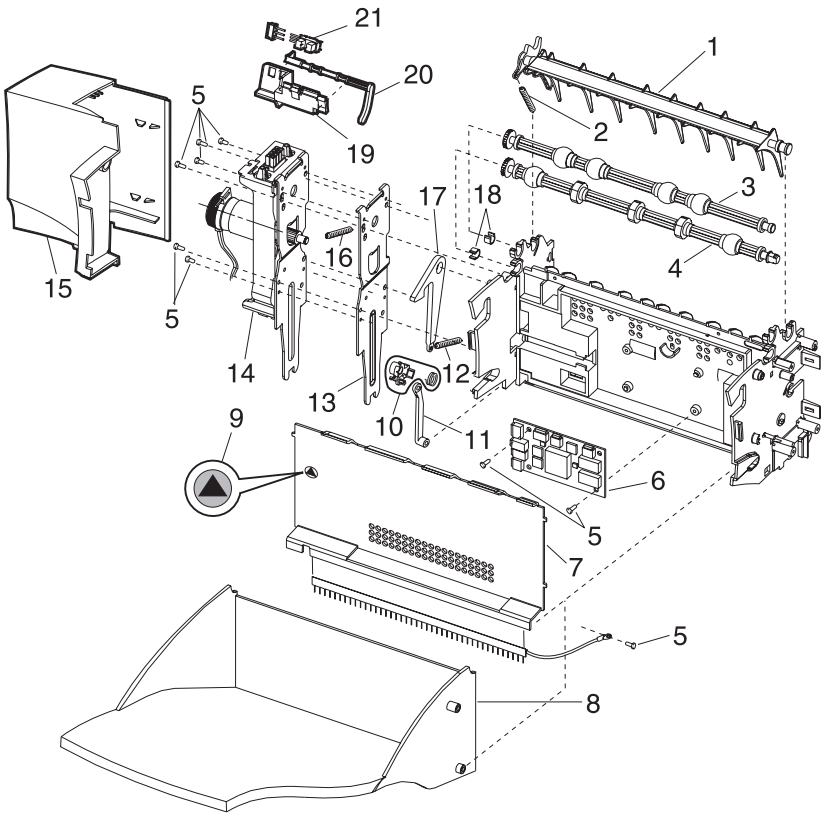
### Assembly 17: Duplex (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
17-42	99A1280	1	Top Cover Assembly, Movable 500 Duplex
17-43	99A1679	1	Top Cover Assembly, Fixed 500 Duplex
NS		1	Retainer, 6 mm Top Cover PP 99A0404
17-44	99A1691	1	Guide, Lower Entry 500 Duplex
17-45	99A1672	1	Guide Assembly, Paper Decurl
17-46	99A0332	1	Guide, Center Drive Upper
17-47	99A0307	1	Air Plenum
17-48	99A0335	2	Spring, Decurl Shaft
17-49	99A0334	2	Bushing, Decurl Shaft
17-50	99A1903	1	Frame Assembly, Outer
17-51		3	Screw, Outer Frame PP 99A0413
17-52	99A0330	1	Guide Assembly, Center Drive
17-53		1	Parts Packet, Duplex Option PP 99A0269
		2	o Screw, Fan Mounting M4x30
		2	o Washer, Fan - M4
		2	o Nut, Fan - M4
17-54	99A0308	1	Fan, Cooling Duplex
17-55		2	Retainer, 5 mm Main Drive PP 99A0404
17-56	99A0337	1	Main Drive Assembly
17-57	99A1676	1	Sensor, Input Optical 500 Duplex
17-58		4	Retainer, 6 mm Drive Roll PP 99A0404
17-59	99A1692	1	Shaft Assembly, Drive 3 Roll 500 Duplex
NS	99A1695	1	Shaft Assembly, Drive 2 Roll 500 Duplex
17-60	99A1059	1	Shaft Assembly, Decurl
NS		1	Screw, Tensioner PP 99A0413
NS		2	Retainer, 6 mm Clutch Roll PP 99A0404
NS	99A0058	4	Feet, Duplex Base
NS	99A1164	1	Guide, Debuckle

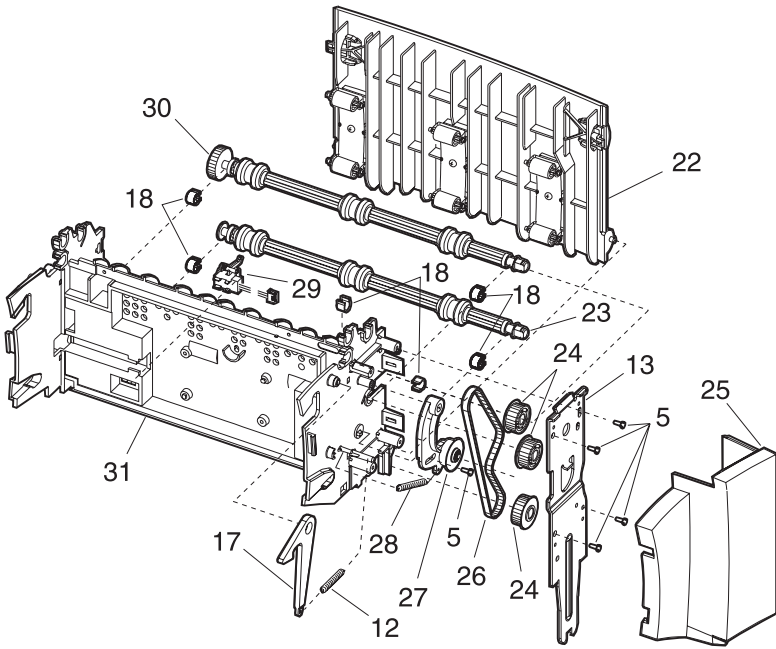
# Assembly 18: Output Expander



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
18-1	99A1857	1	Deflector, Upper Redrive Also order 99A0104
18-2	99A0104	1	Spring, Upper Diverter
18-3	99A0369	1	Shaft Assembly, Exit Also order PP 99A0572
18-4	99A0052	1	Shaft Assembly, Lower Exit Also order PP 99A0572
18-5		11	Screw, PP 99A0263
18-6	99A0915	1	Board, Output Expander DC motor
18-7	99A0571	1	Cover, Front Control Board with ESD Brush
18-8	99A1817	1	Tray, Output Expander
18-9	99A1666	1	Label, Options
18-10	99A1689	1	Spring Clutch Assembly
18-11	99A1688	1	Diverter Arm
18-12	99A0482	1	Spring, Output Tray
18-13	99A1784	2	Bracket, Attach
18-14	99A0914	1	Output Expander Assembly, Mechanical Linkage
18-15	99A0372	1	Cover, Left Side
18-16	99A0415	2	Spring, Swing Arm
18-17	99A0481	1	Latch, Output Tray
18-18		2	Shaft Bearing PP 99A0572
18-19	99A0409	1	Level Sensor Bracket
18-20	99A1580	1	Flag, Output Paper Level
18-21	99A0414	1	Sensor, Dual Bin Full

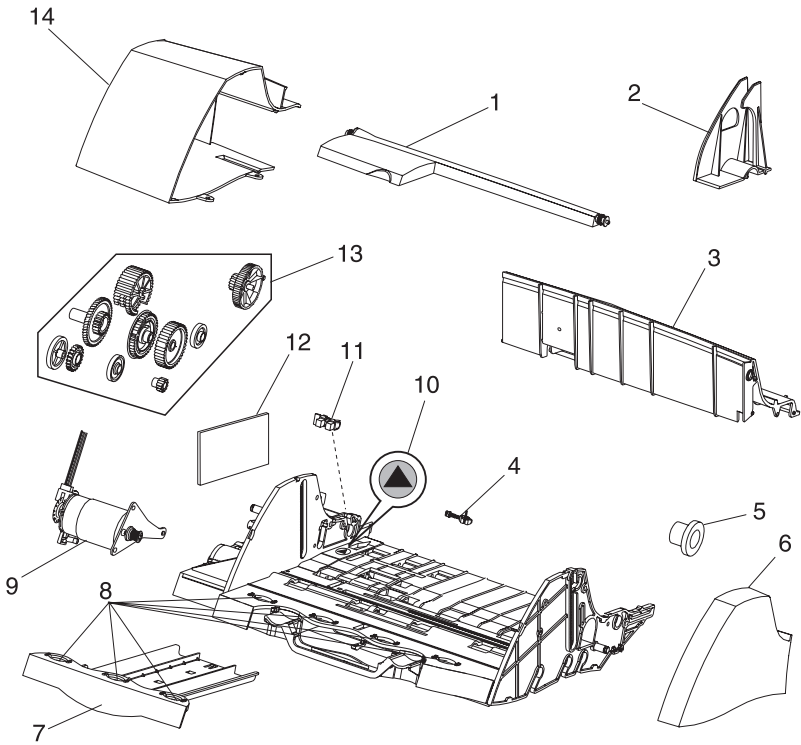
### Assembly 18: Output Expander (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
18-22	99A1748	1	Door Assembly, Rear Access
18-23	99A0368	1	Shaft Assembly, Lower Also order PP 99A0572
18-24	99A0363	3	Pulley, Drive
18-25	99A0371	1	Cover, Right Side
18-26	99A0361	1	Belt, 160 Gear
18-27	99A0362	1	Arm Assembly, Belt Idler
18-28	99A0364	1	Spring, Belt Tensioner
18-29	99A0351	1	Sensor, Output Expander Pass Thru
18-30	99A0913	1	Shaft Assembly, Middle 40T Also order PP 99A0572
18-31	99A0912	1	Frame Assembly

## Assembly 19: Envelope Feeder

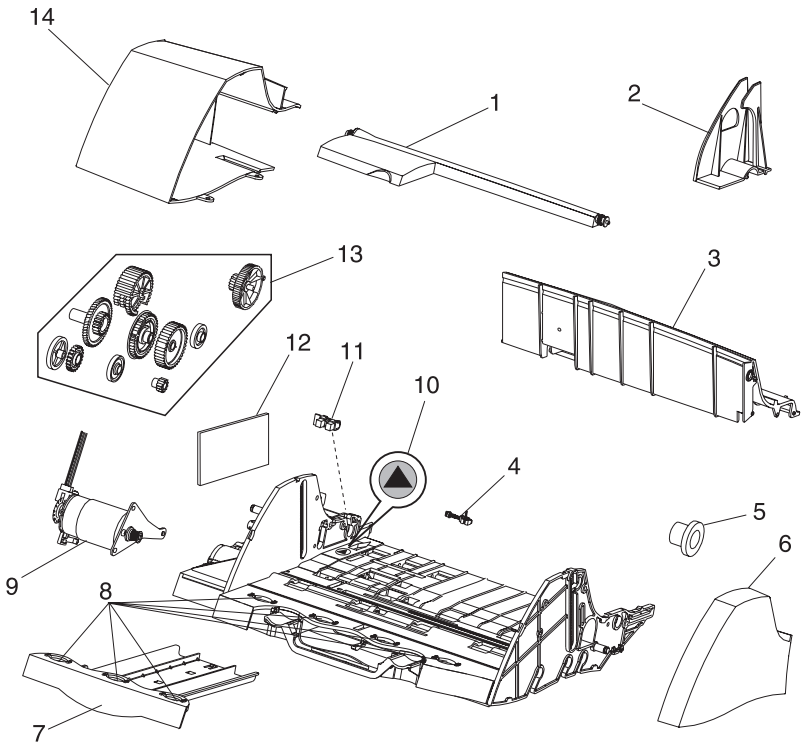




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
19-1	99A0389	1	Paper Weight Assembly
19-2	99A1694	1	Guide, Edge
19-3	99A1696	1	Cover, Top
19-4	99A0485	1	Sensor, Envelope Pass Thru
19-5	99A0393	1	Clutch, Restraint/Gear
19-6	99A1697	1	Cover, Right Side
19-7	99A0390	1	Support, Slide Out
19-8	99A0488	7	Roller, Support
19-9	99A0382	1	Motor, Stepper D.C.
19-10	99A1666	1	Label, Options
19-11	99A0388	1	Switch, Envelope Out
19-12	99A1700	1	Board Assembly, Electronic Control
NS		6	Screw, Top/Motor/Board
NS	99A0484	1	Belt, Gear Drive
NS	99A0491	1	Bracket, Stack Limiter
NS	99A0400	1	Spring, Restraint Roll Shaft
NS	99A0489	1	Spring, Latch Return
NS	99A0487	1	Flag, Envelope Out Sensor

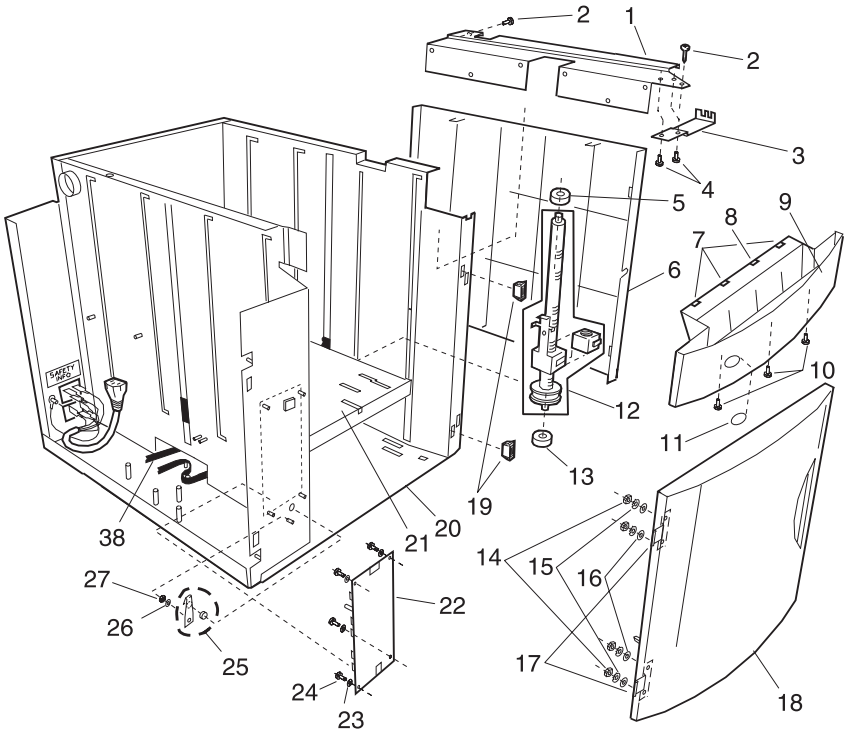
### Assembly 19: Envelope Feeder (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
19-13		1	Gear Kit, PP 99A0271
		1	o Gear, Feed
		1	o Gear, Master Cam
		1	o Gear, Drive Roll Shaft
		3	o Gear, Master/Feed Kick
		2	o Gear, Drive Idler
		1	o Gear, Comp Drive/Clutch
		1	o Gear, Kick Roll Connect
		1	o Gear, Kick CNCT Idler
		1	o Gear, Feed Shaft Right
		1	o Gear, Drive Idler Rear
19-14	99A1698	1	Cover, Left Side
NS		1	Retainer, 4 mm PP 99A0404
NS		3	Retainer, Clip 5 mm Shaft PP 99A0404
NS		2	Retainer, 6 mm PP 99A0404
NS		3	Retainer, 7 mm Shaft PP 99A0404
NS	99A0384	1	Shaft, Drive Pressure Roller
NS	99A0385	1	Cable, Auto Connect Front
NS	99A0494	1	Spring, Cam Clutch
NS	99A0427	1	Label, Envelope Orientation Icon
NS	99A0469	1	Deflector Guide
NS	99A1699	1	Guard, Pass Thru Sensor

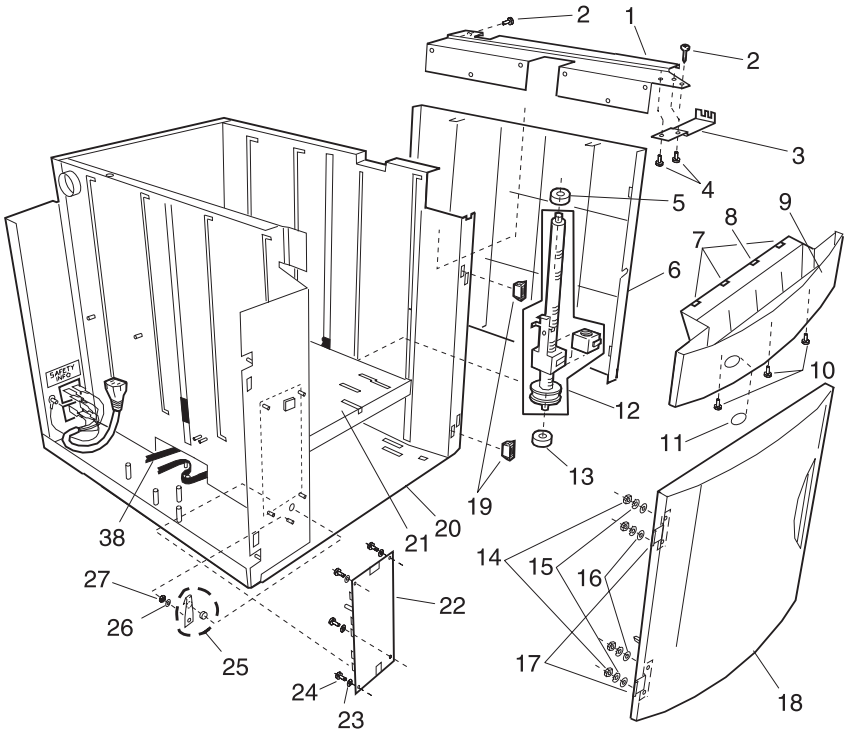
# Assembly 20: High-Capacity Feeder



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
20-1	99A0660	1	Frame, Printer Support Frame 2
20-2		3	Screw, Printer Support 2 Frame Mounting PP 99A0675
20-3	99A0698	2	Clamp, Feed Frame
20-4		4	Screws, Feed Frame Clamp PP 99A0675
20-5	99A0691	2	Bearing, Nyliner Leadscrew Top
20-6	99A0656	1	Cover, Side
20-7	99A0681	3	Strip, Wear
20-8	99A1818	1	Strip, Wear Dimple
20-9	99A1809	1	Deflector Assembly Front
20-10		3	Screw, Deflector Mounting 8-18 x 7/8 inch PP 99A0675
20-11	99A1829	1	Label, Tray Option Number
20-12	99A0662	2	Transfer Lead Screw Assembly
20-13	99A0716	1	Bearing, Leadscrew Bottom
NS		6	Washer, Printer Support Frame 2 Star PP 99A0677
NS		6	Nut, Printer Support Frame 2, 8-32 Hex PP 99A0676

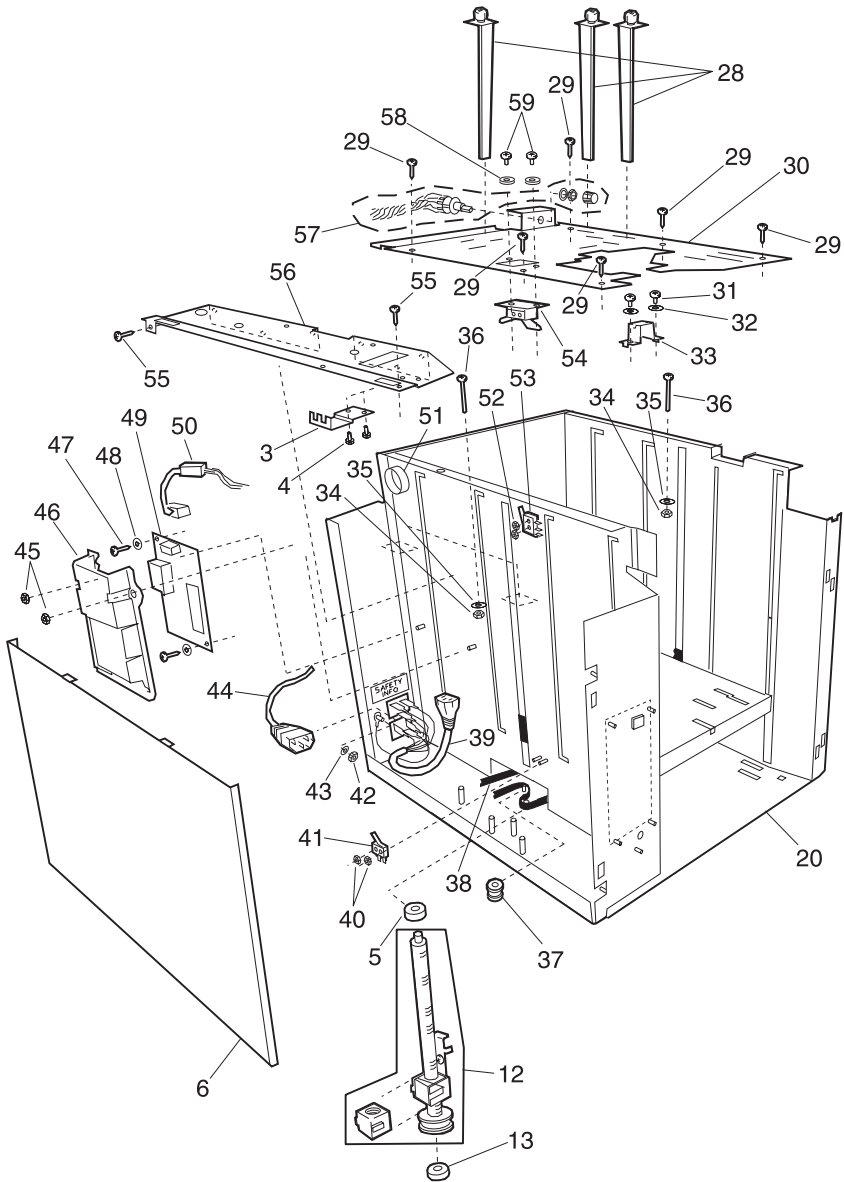
# Assembly 20: High-Capacity Feeder (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
20-14		4	Nut, 6-32 Hinge Mounting PP 99A0676
20-15		4	Washer, Hinge Mounting Flat PP 99A0677
20-16		4	Washer, Hinge Mounting Star PP 99A0677
20-17	99A0657	2	Hinge, Door
20-18	99A0655	1	Door Assembly, Front
20-19	99A0658	2	Magnet, Door
20-20	99A0650	1	Frame Assembly
20-21	99A0661	1	Tray Assembly, Elevator
20-22	99A1806	1	Card Assembly, 2000 Option Control
20-23		4	Washer, Card Assembly Mounting PP 99A0677
20-24		4	Screw, Card Assembly Mounting PP 99A0675
20-25	99A0392	1	Kit, Door Switch Spring and Bumper
20-26		1	Washer, Door Switch Spring Mounting PP 99A0677
20-27		1	Nut, Door Switch Spring Mounting PP 99A0676
NS	99A0690	1	Cable, Optical Sensor

# Assembly 20: High-Capacity Feeder (continued)

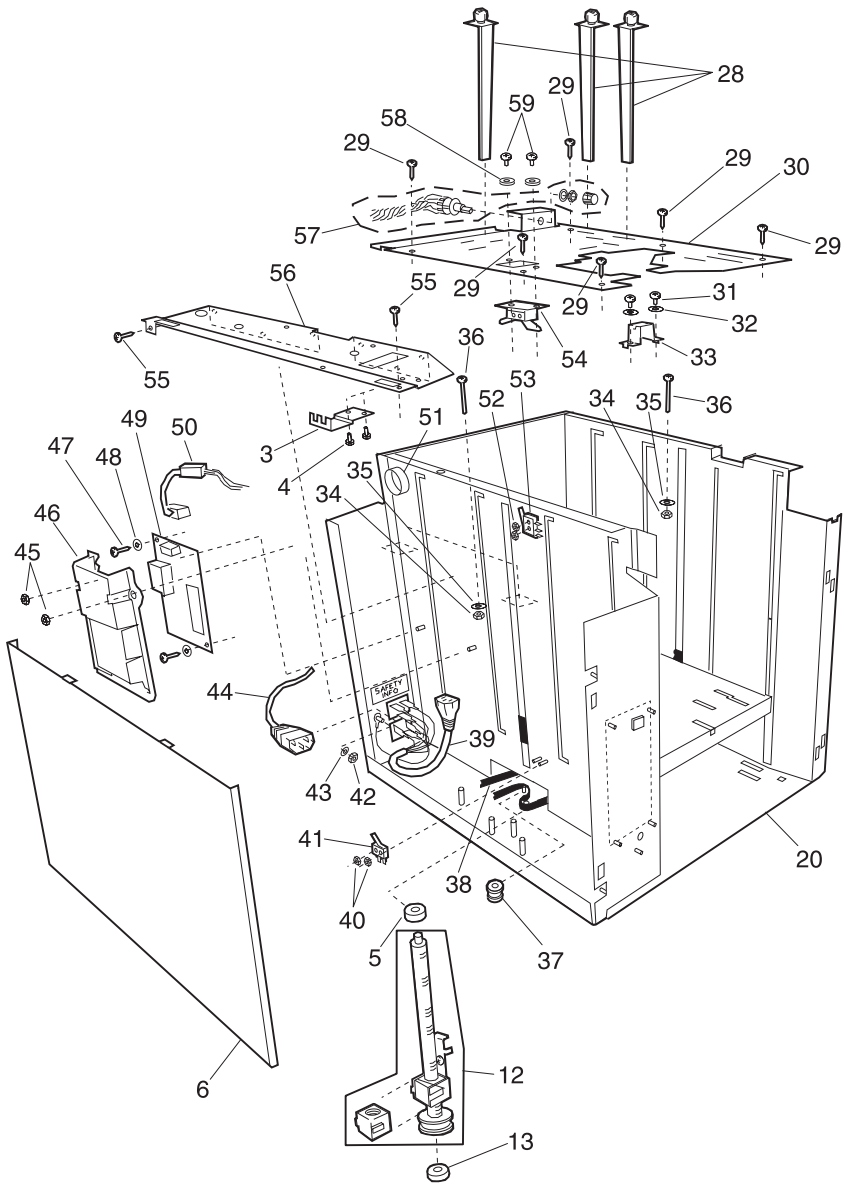




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
20-28	99A0188	3	Guide, Rear Paper with retainer arm Use with 99A0219
20-29		6	Screw, Top Frame Mounting PP 99A0675
20-30	99A0219	1	Frame Assembly, Top with labels
20-31		2	Screw, Top Frame Clamp Mounting PP 99A0675
20-32		2	Washer, Top Frame Clamp PP 99A0677
20-33	99A0719	1	Clamp, Top Frame Mounting
20-34		2	Nut, Base Mounting PP 99A0676
20-35		2	Washer, Base Mounting PP 99A0677
20-36		2	Screw, Base Mounting PP 99A0675
20-37	99A0663	1	Pulley, Idler
20-38	99A0664	1	Belt, Drive
20-39	99A1807	1	Cable, AC Internal Wiring
20-40		2	Nut, 2-56 Lower Limit Switch Mounting PP 99A0676
20-41	99A0653	1	Switch, Lower Limit Microswitch
20-42		2	Nut, Power Supply Ground PP 99A0676
20-43		4	Washer, Motor Plate Mounting PP 99A0677
20-44	99A1808	1	Cord, AC External Jumper
20-45		2	Nut, Power Supply Cover PP 99A0676
20-46	99A0714	1	Cover, Power Supply
20-47		2	Screw, Power Supply Board Mounting PP 99A0675

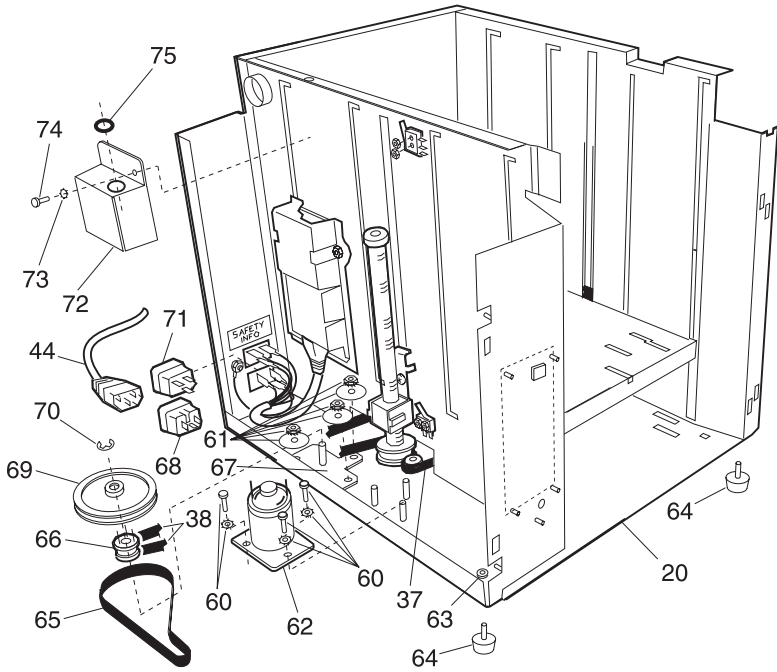
# Assembly 20: High-Capacity Feeder (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
20-48		2	Washer, Power Supply Board PP 99A0677
20-49	99A0667	1	Power Supply Board
20-50	99A0715	1	Cable, Low Voltage Power Supply
20-51	99A0685	1	Bushing
20-52		2	Nut, 2-56 Paper Low Switch Mounting PP 99A0676
20-53	99A0654	1	Switch, Paper Low
20-54	99A0651	1	Sensor Assembly, Paper Out/Upper Limit
20-55		3	Screw, Printer Support 1 Frame Mounting PP 99A0675
20-56	99A0659	1	Frame, Printer Support 1
20-57	99A0695	1	Parts Kit, Paper Size Switch Assembly including cable, switch, lock washer, nut and knob
20-58		2	Washer, Sensor Bracket Mounting PP 99A0677
20-59		2	Screw, Sensor Bracket Mounting PP 99A0675
NS	99A0684	1	Cable, HCIT-14Pin Flex
NS		6	Washer, Printer Support Frame 1 Star PP 99A0677
NS		6	Nut, Printer Support Frame 1 8-32 Hex PP 99A0676
NS		10	Screw, Door to Door Frame Mounting PP 99A0675

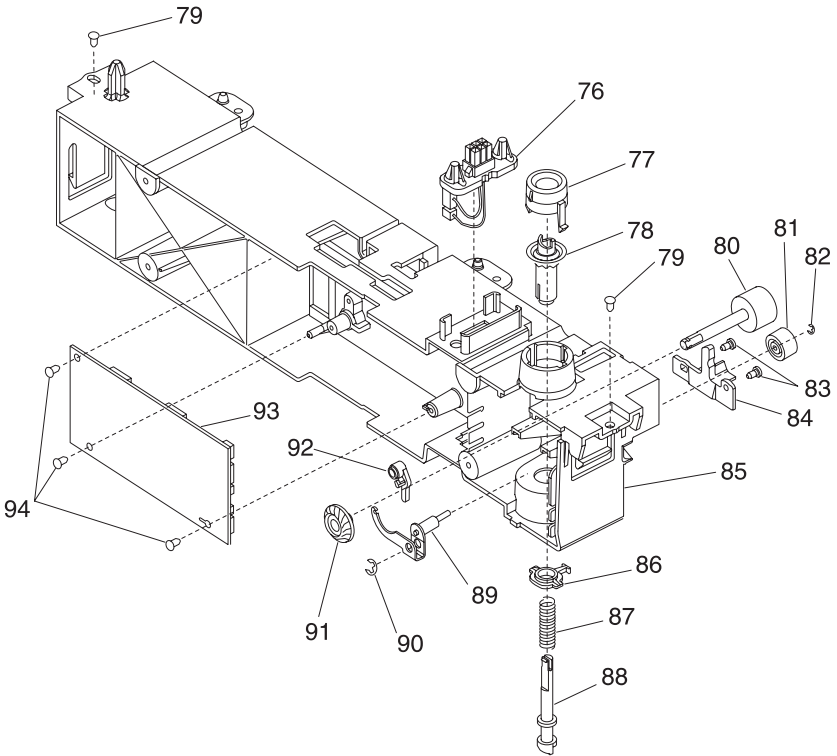
### Assembly 20: High-Capacity Feeder (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
20-60		3	Screw w/washer, Motor Mounting PP 99A1793
20-61		3	Nut w/lockwasher, Drive Pulley Plate PP 99A1794
20-62	99A1795	1	Motor Assembly, DC
20-63		4	Foot, Stabilizer PP 99A0672
20-64		4	Mounting Feet PP 99A0687
20-65	99A1796	1	Belt, DC Motor Drive
20-66	99A1797	1	Idler Pulley, Belt Tension
20-67	99A1798	1	Plate, Drive Pulley
20-68	99A1799	1	AC Receptacle, Lower AC
20-69	99A1800	1	Pulley, Drive
20-70	99A1801	1	Retainer, C-Clip
20-71	99A1802	1	AC Receptacle, Upper AC
20-72	99A1803	1	Cover, Top LVPS
20-73	99A1804	3	Nut w/lockwasher, Top LVPS Cover Mounting
20-74	99A1804	1	Nut w/lockwasher, Top LVPS Cover Mounting
20-75	99A1805	1	Grommet, Top LVPS Cover

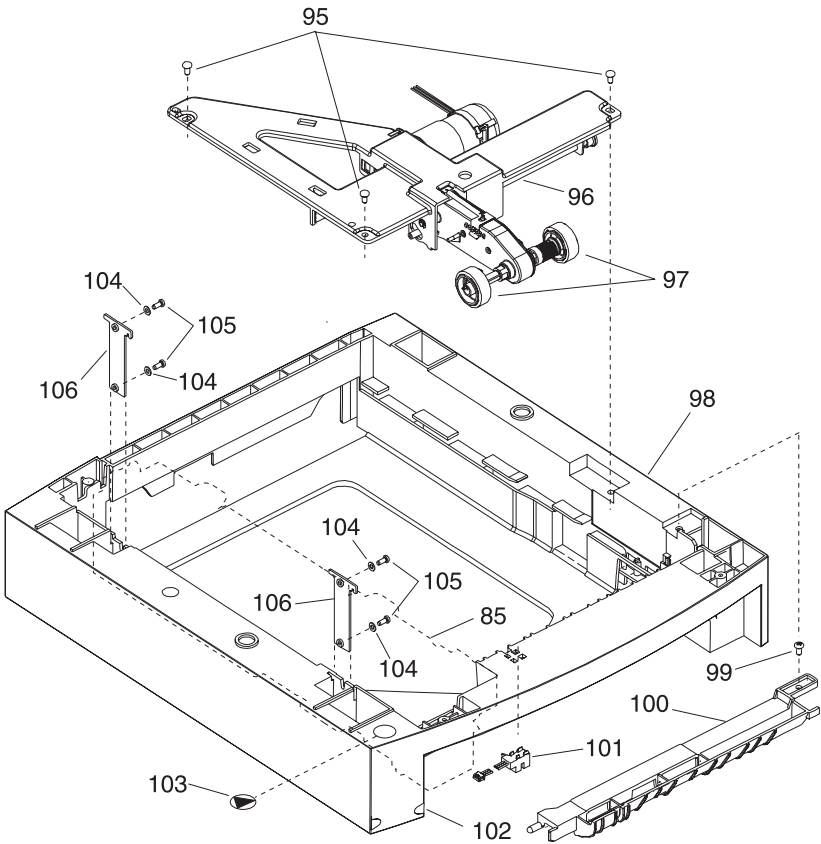
### Assembly 20: High-Capacity Feeder (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
20-76	99A0281	1	Cable, 250 Auto Connect
20-77	99A0279	1	Bearing, Drive Shaft
20-78	99A0273	1	Gear, Bevel
20-79		2	Screw, Frame Mounting PP 99A0263
20-80	99A0276	1	Roll Assembly, Drive 250 Option
20-81	99A0451	1	Roll, Skew Backup
20-82		1	Retainer, Roller PP 99A0267
20-83		2	Screw, Wear Plate Mounting PP 99A0675
20-84	99A0277	1	Plate Wear, Pass Thru
20-85	99A0445	1	Stud Assembly, 250 Frame
20-86	99A0280	1	Bearing, Drive Shaft Low
20-87	99A0275	1	Spring, Power Takeoff
20-88	99A0272	1	Shaft, 250 Drive
20-89	99A0446	1	Aligner Assembly, Paper
20-90		1	Retainer, Aligner Assembly PP 99A0267
20-91	99A0274	1	Gear, Feed Roll
20-92	99A0278	1	Bellcrank, Roller Release
20-93	99A1967	1	Card Assembly, 2000 Tray Option
20-94		3	Screw, 2000 Tray Option Card Mounting PP 99A0263
NS	99A0286	1	Spring, Backup Roller

### Assembly 20: High-Capacity Feeder (continued)

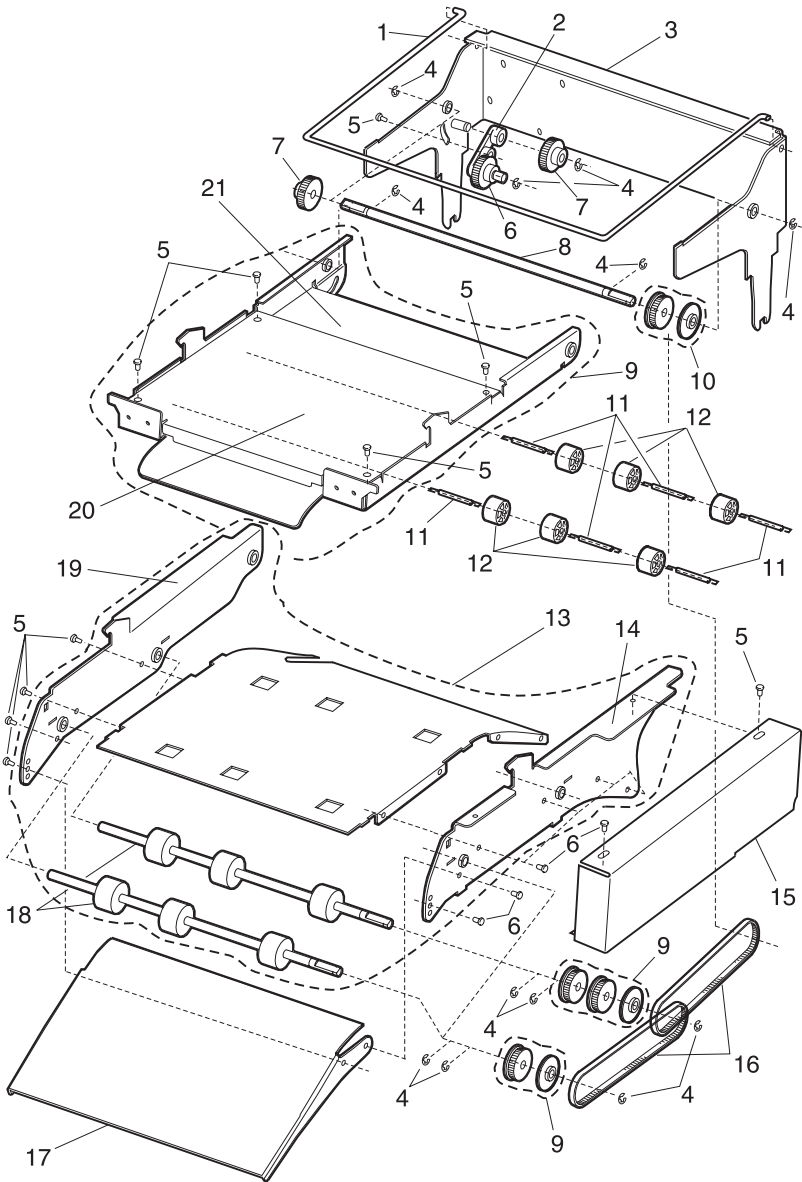




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
20-95		3	Screw, Auto Comp Assembly Mounting PP 99A0263
20-96	99A1055	1	Arm Assembly, Pick 2000
20-97	99A0070	2	Roll Assembly, Pick
20-98	99A0692	1	Base, 2000 Option
20-99		1	Screw, Deflector Mounting PP 99A0263
20-100	99A0678	1	Deflector, Base
20-101	99A0288	1	Sensor, Pass Thru
20-102	99A1812	1	Label, Tray Option Number
20-103	99A1666	1	Label, Options
20-104		4	Washer, Bracket 250 Frame Retention Mounting PP 99A0677
20-105		4	Screw, Bracket 250 Frame Retention Mounting PP 99A0263
20-106	99A0679	2	Bracket, 250 Frame Retention
NS	99A0717	1	Cable, Paper Low Switch
NS	99A0720	1	Cable, Lower Limit Switch

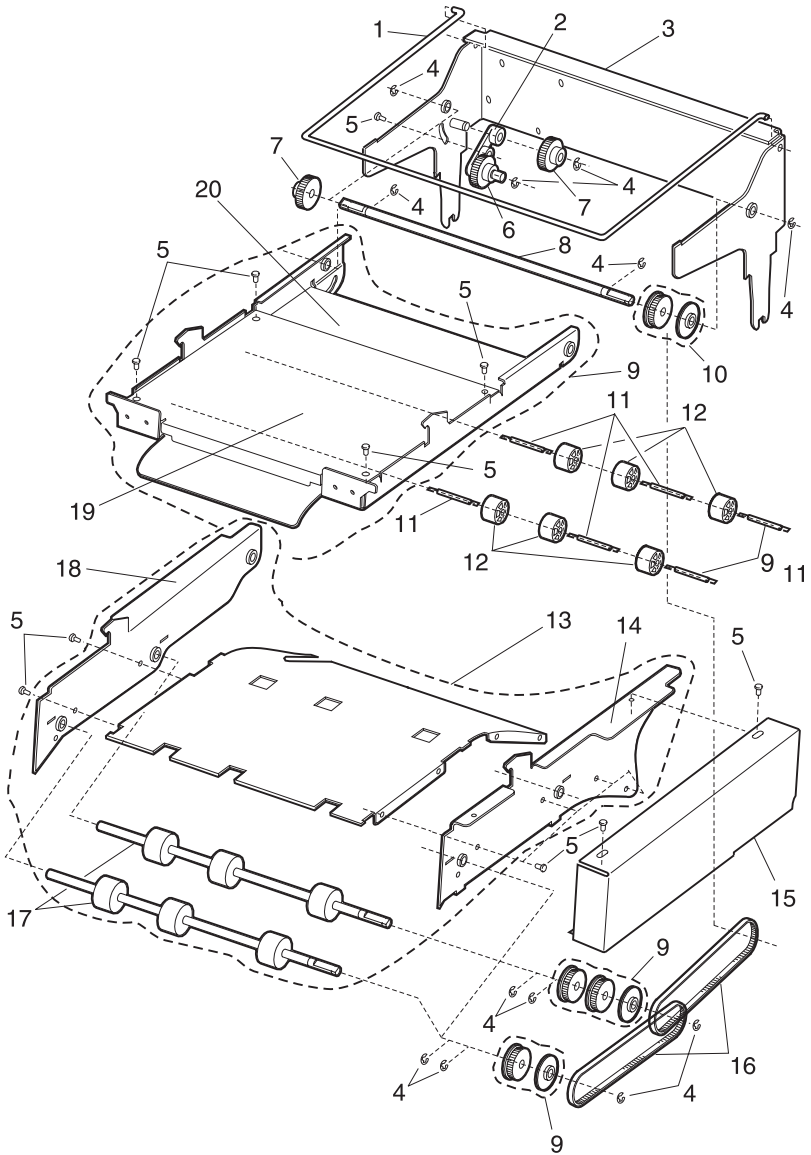
### Assembly 21: Kiosk - Vertical Paper Adapter



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
21-1	99A0231	1	Bail, Support
21-2	99A1646	1	Arm Assembly, Pivot
21-3	99A1819	1	Mounting, Frame Assembly
21-4		12	Retainer PP 99A0240
21-5		16	Screws PP 99A0234
21-6	99A1705	1	Gear, Idler
21-7	99A1704	2	Gear, Idler
21-8	99A0197	1	Shaft, Drive Rear
21-9	99A0079	1	Tray Assembly, Backup Roller
21-10		3	Parts, Pulley PP 99A0208
21-11	99A0087	6	Spring, Backup Roller
21-12	99A0086	6	Roller, Backup
21-13	99A1706	1	Tray Assembly, Drive Roller
21-14	99A0125	1	Frame Assembly, Right Side
21-15	99A0232	1	Cover, Right
21-16	99A1820	2	Belt, 185G
21-17	99A0226	1	Guide, Paper Exit
21-18	99A0122	2	Shaft Assembly, Drive Roller
21-19	99A0137	1	Frame Assembly, Left Side
21-20	99A0088	1	Cover, Backup Tray
21-21	99A0085	1	Tray, Backup Roller

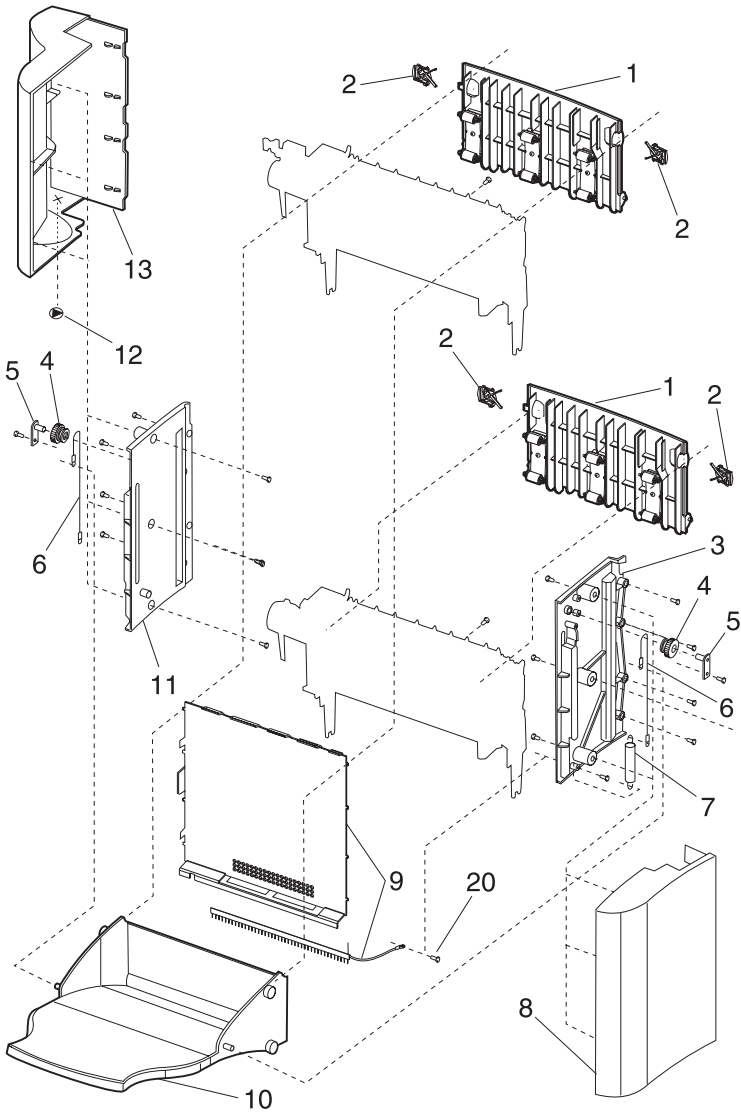
### Assembly 22: Kiosk - Horizontal Paper Adapter



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
22-1	99A0231	1	Bail, Support
22-2	99A1646	1	Arm Assembly, Pivot
22-3	99A1819	1	Mounting, Frame Assembly
22-4		12	Retainer PP 99A0240
22-5		15	Screws PP 99A0234
22-6	99A1705	1	Gear, Idler
22-7	99A1704	2	Gear, Idler
22-8	99A0197	1	Shaft, Drive Rear
22-9	99A0079	1	Tray Assembly, Backup Roller
22-10		3	Parts, Pulley PP 99A0208
22-11	99A0087	6	Spring, Backup Roller
22-12	99A0086	6	Roller, Backup
22-13	99A1707	1	Tray Assembly, Drive Roller
22-14	99A0907	1	Frame Assembly, Right Side
22-15	99A0232	1	Cover, Right
22-16	99A1820	2	Belt, 185G
22-17	99A0122	2	Shaft Assembly, Drive Roller
22-18	99A0906	1	Frame Assembly, Left Side
22-19	99A0088	1	Cover, Backup Tray
22-20	99A0085	1	Tray, Backup Roller

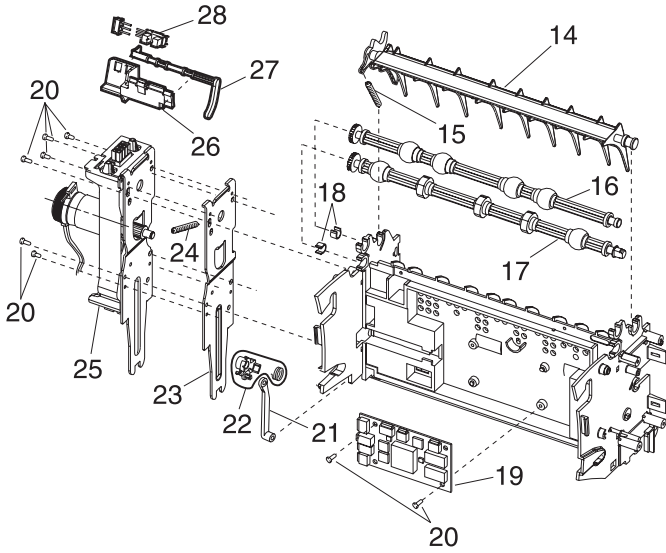
### Assembly 23: High-Capacity Output Stacker



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
23-1	99A1748	2	Door Asm, Rear Access
23-2	99A1785	4	Latch, Rear Door
23-3	99A1783	1	Frame, Right
23-4	99A1778	2	Pulley, Output Tray
23-5	99A1782	2	Shaft, Pulley
23-6	99A1790	2	Guide, Output Tray
23-7	99A1779	2	Spring, Output Tray
23-8	99A1746	1	Cover, Right
23-9	99A1747	1	Cover, Front
23-10	99A1701	1	Tray Asm, Output
23-11	99A1781	1	Frame, Left
23-12	99A1666	1	Label, Options
23-13	99A1745	1	Cover, Left
23-NS	99A1751	1	Switch Asm, Tray Sensing
23-NS	99A1777	1	Flag, Tray Sensing Switch
23-NS	99A1780	2	Gear, Damping
23-NS	99A1744	2	Kit, High-Capacity Output Stacker

### Assembly 23: High-Capacity Output Stacker (cont'd)

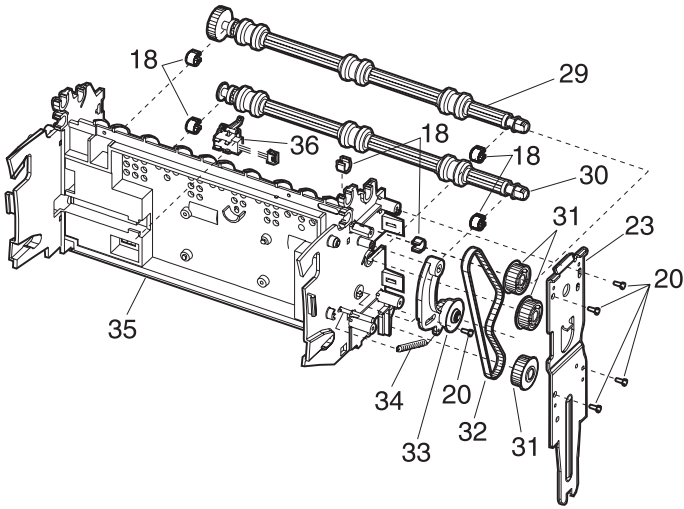




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
23-14	99A0107	2	Deflector, Upper Also order 99A0104
23-15	99A0104	2	Spring, Upper Diverter
23-16	99A0369	1	Shaft Asm, Exit Upper Stacker Asm
23-17	99A0052	1	Shaft Asm, Stacker Lower Exit Upper Stacker Asm
23-18		12	Bearings, Shaft PP 99A0572
23-19	99A1749	2	Board Asm, High-Capacity Output Stacker
23-20		31	Screws, PP 99A0263
23-21	99A1688	1	Arm, Diverter
23-22	99A1689	1	Clutch Asm, Output Stacker
23-23	99A1784	2	Bracket, Attach
23-24	99A0415	2	Spring, Swing Arm
23-25	99A0914	2	Drive Asm, Output Stacker DC Motor
23-26	99A0409	1	Bracket, Dual Sensor Mounting Upper Stacker Asm
23-27	99A1613	1	Flag, Bin Full Dual Sensor Upper Stacker Asm
23-28	99A0414	1	Sensor Asm, Bin Full Dual Upper Stacker Asm
23-NS	99A1690	1	Belt, 95G Lower Stacker Asm

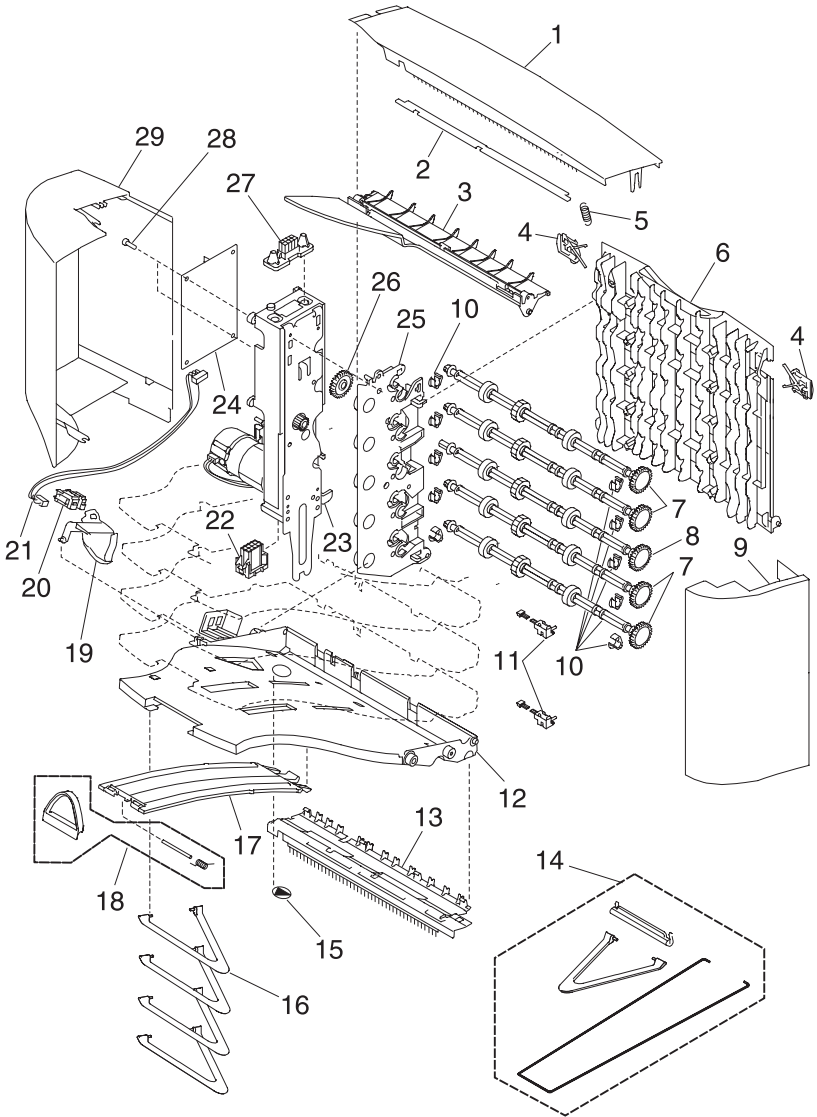
### Assembly 23: High-Capacity Output Stacker (cont'd)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
23-29	99A0913	2	Shaft, 40T Middle Output Stacker
23-30	99A0368	2	Shaft Asm Lower
23-31	99A0363	6	Pulley, Drive
23-32	99A0361	1	Belt, 160G Upper Stacker Asm
23-33	99A0362	1	Arm Asm, Belt Idler
23-34	99A0364	2	Spring, Belt Tensioner
23-35	99A1791	1	Stacker Asm, Paper Path Lower
23-35	99A1792	1	Stacker, Asm Paper Path Upper
23-36	99A0351	2	Sensor, Stacker Pass thru
23-NS	99A1751	1	Switch Asm
23-NS	99A0462	1	Packet Grease, IBM #23
23-NS	99A0627	1	Jumper, 2 pin (Use with 99A1749)

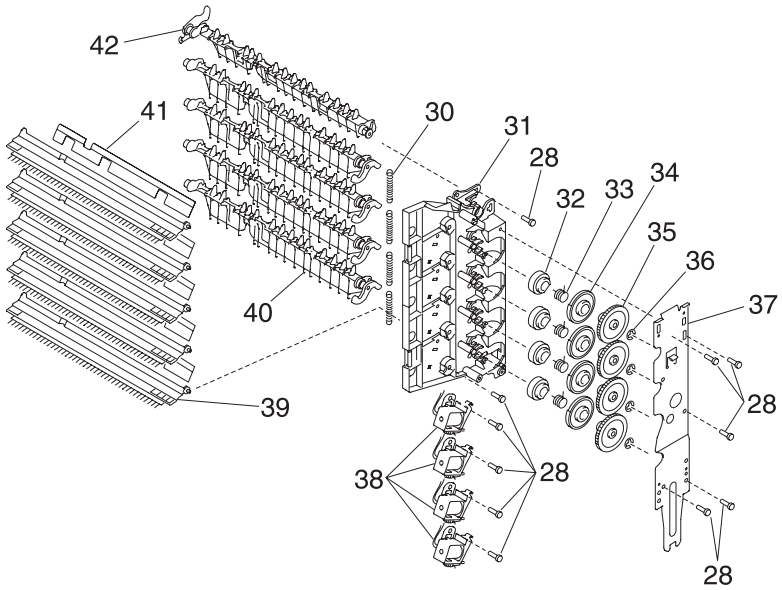
### Assembly 24: 5-Bin Mailbox



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
24-1	99A1512	1	Cover, Redrive Cap
24-2	99A1710	1	Cover, Wire
24-3	99A1711	1	Cover, Top Bin
24-4	99A1785	2	Latch, Rear Access Door
24-5	99A0104	1	Spring, Upper Diverter
24-6	99A1714	1	Door, Rear Access
24-7	99A1723	4	Shaft Asm, Drive
24-8	99A1724	1	Shaft Asm, Drive W/Gear
24-9	99A1708	1	Cover, Right Side
24-10	99A1725	1	Packet, Drive Shaft Bushing
24-11	99A1742	2	Sensor, 5-Bin Mailbox Pass thru
24-12	99A1712	5	Tray, Paper Cap
24-13	99A1739	1	Bracket Asm, Bail Attach w/Brush
24-14	99A1743	1	Kit, 5-Bin Mailbox Asm
24-15	99A1666	1	Label, Options
24-16		1	Bail, order 99A1743, 5-Bin Mailbox Asm Kit
24-17	99A1713	5	Support, Paper Tray
24-18	99A1687	5	Stop Asm, Paper Tray
24-19	99A1735	5	Flag, Bin Full
24-20	99A1737	5	Sensor, Dual Paper Height
24-21	99A1736	5	Cable, Dual Sensor
24-22	99A1718	1	Cable Asm, Lower Auto Connect
24-23	99A1716	1	Drive Asm, Main DC Drive
24-24	99A1740	1	Board Asm, 5-Bin Mailbox System
24-25	99A1726	1	Frame Asm, Left w/Clutch Asm
24-26	99A1786	1	Gear, Drive
24-27	99A1719	1	Cable Asm, Upper Auto Connect
24-28		12	Screw, Board Mounting PP 99A0263
24-29	99A1709	1	Cover, Left Side

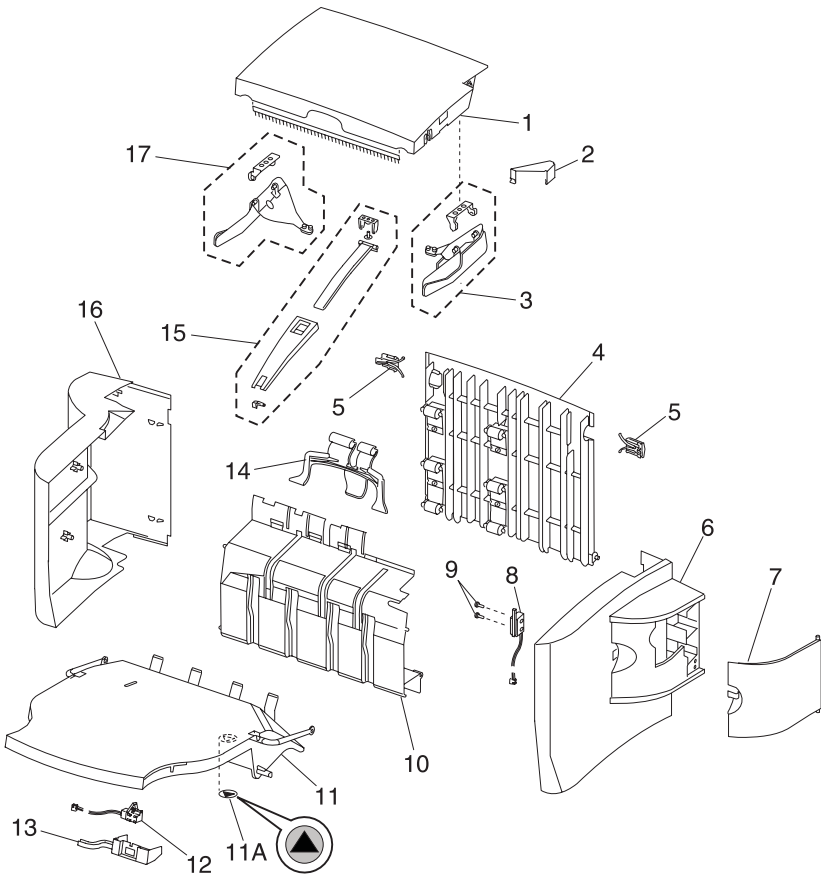
### Assembly 24: 5-Bin Mailbox (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
24-30	99A1741	4	Spring, Diverter
24-31	99A1727	1	Frame Asm, Right Side
24-32	99A1728	4	Cam, Diverter Actuator
24-33	99A1731	4	Spring, Diverter Actuator
24-34	99A1729	4	Latch, Diverter Actuator
24-35	99A1730	4	Arbor, Diverter Actuator
24-36	99A1789	4	C-clip
24-37	99A1720	1	Bracket, Attach
24-38	99A1732	4	Solenoid, Diverter
24-39	99A1738	5	Deflector, Paper Exit w/Brush
24-40	99A1722	4	Deflector, Paper
24-41	99A1787	4	Deflector
24-42	99A1721	1	Deflector, Paper Top Bin
24-NS	99A1734	1	Spring, Static Ground
24-NS	99A0462	1	Grease Packet, IBM #23
24-NS	99A1715	1	Roller Asm, Rear Access Door
24-NS	99A1717	1	Gear, Drive
24-NS	99A1788	1	Retainer, R-Ring

# Assembly 25: StapleSmart Finisher

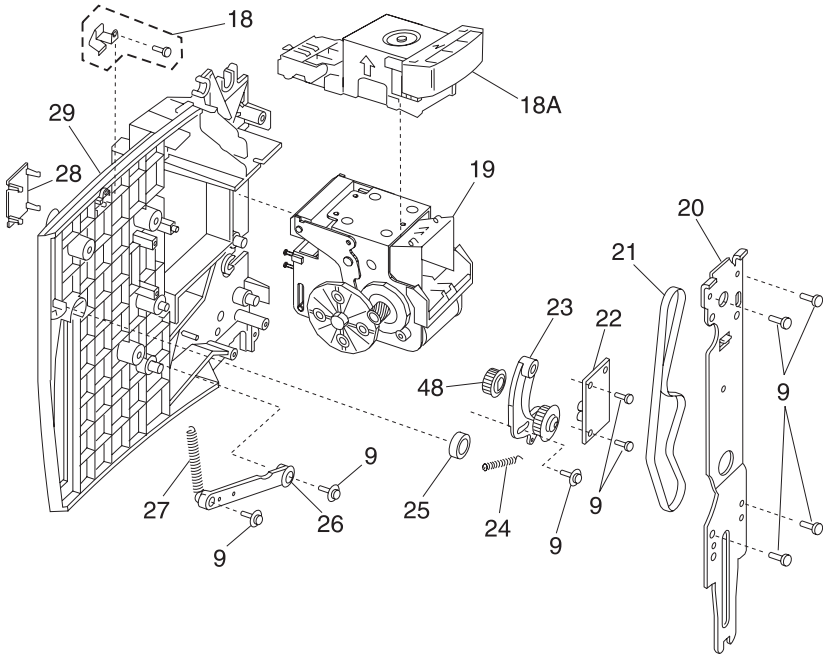




**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
25-1	99A2505	1	Cover, Top Assembly
25-2	99A2510	1	Clip, Brush Ground
25-3	99A2506	1	Top Cover Bail/Plate, Right Side
25-4	99A2512	1	Door, Rear Access
25-5	99A1785	2	Latch, Rear Access Door
25-6	99A2501	1	Cover, Right Base Assembly
25-7	99A2503	1	Cover, Stapler Access
25-8	99A2502	1	Switch, Stapler Access Door Assembly
25-9		2	Screws, Switch (Stapled Access) Mounting 99A2509 Parts Packet
25-10	99A2519	1	Cover, Accumulator Assembly
25-11	99A2520	1	Tray, Output Assembly
25-11	99A2542	1	Tray, Output
25-11A	99A1666	1	Label, Tray Options
25-12	99A2521	1	Sensor, Stapler Bin Empty
25-13	99A2541	1	Sensor Cover, Stapler Bin Empty
25-14	99A2511	1	Bail, Center Stapler
25-15	99A2508	1	Kit, Stacking Bail
25-16	99A2500	1	Cover, Left Base Assembly
25-17	99A2507	1	Top Cover Bail/Plate, Left Side

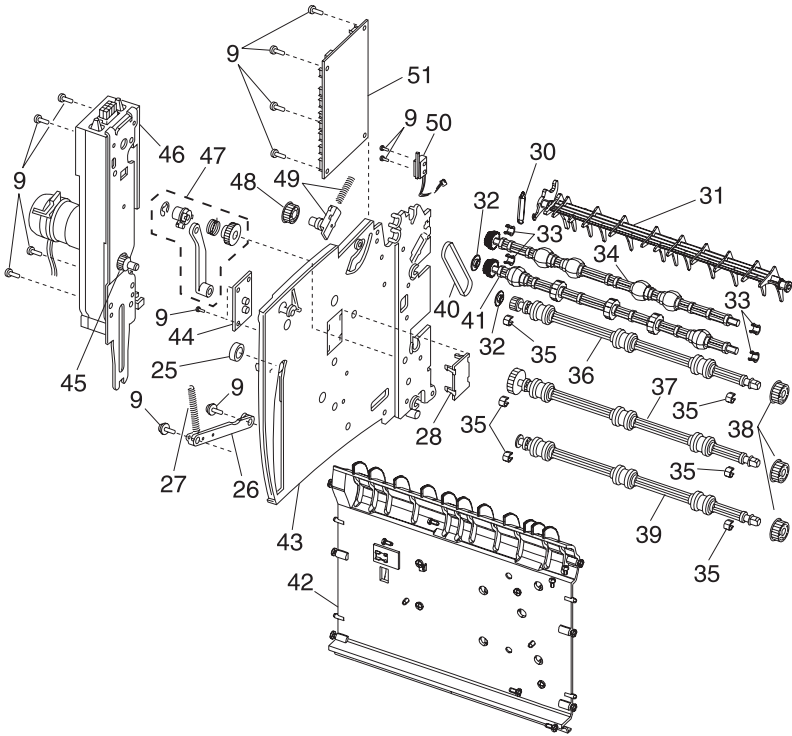
## Assembly 25: StapleSmart Finisher (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
25-18	99A2557	1	Clip, Static Ground
25-18A	99A2575	1	Stapler Cartridge Holder 321-C
25-19	99A2526	1	Stapler Assembly
25-20	99A2556	1	Bracket, Attach
25-21	99A1820	1	Belt, Main Drive
25-22	99A2544	1	Card Assembly, Right Stapler Bin Level
25-23	99A0362	1	Arm Assembly, Belt Idler
25-24	99A2545	1	Spring, Swing Arm
25-25	99A2548	1	Bumper, Output Tray
25-26	99A2533	1	Bar, Upper Output Tray
25-27	99A2523	2	Spring, Output Tray
25-28	99A2543	2	Cover, Optical Sensor
25-29	99A2528	1	Frame Assembly, Right

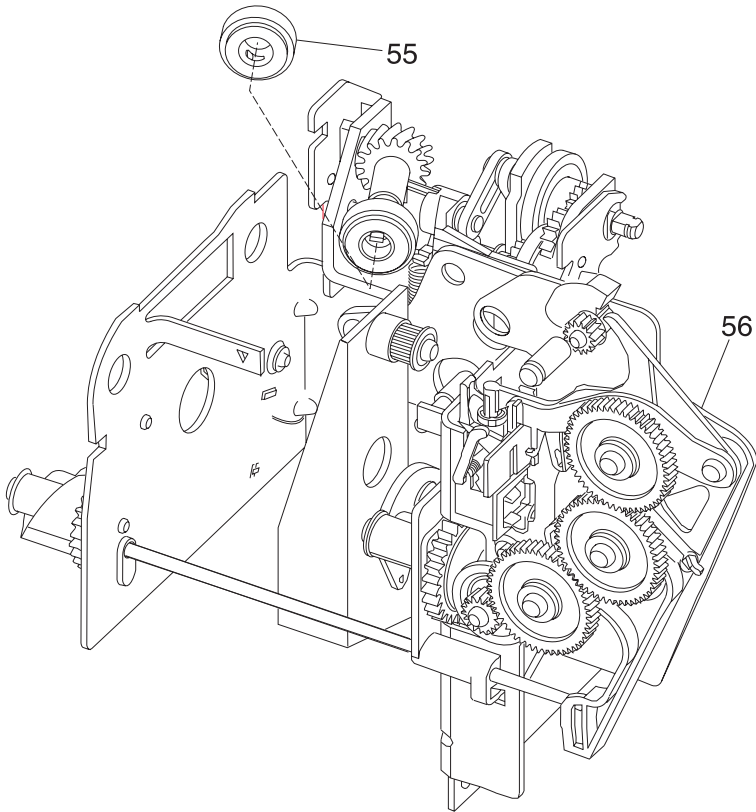
### Assembly 25: StapleSmart Finisher (continued)



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
25-30	99A0104	1	Spring, Upper Diverter
25-31	99A2516	1	Deflector, Upper
25-32	99A2539	1	Flange, Pulley
25-33	99A2540	4	Bearing, Redrive
25-34	99A2517	1	Shaft Assembly, Upper Exit
25-35		1	Bushings PP 99A0572
25-36	99A2515	1	Shaft Assembly, Upper Drive
25-37	99A0913	1	Shaft Assembly, 40T Middle Stacker
25-38	99A0363	1	Pulley, Drive
25-39	99A0368	1	Shaft Assembly, Lower
25-40	99A2538	1	Belt, FHT 86T
25-41	99A2518	1	Shaft Assembly, Lower Exit
25-42	99A2529	1	Guide, Inner Bias
25-43	99A2527	1	Frame Assembly, Left
25-44	99A2549	1	Card Assembly, Left Stapler Bin Level
25-45	99A1717	1	Gear, Drive
25-46	99A2513	1	Motor Assembly, Drive
25-47	99A2551	1	Clutch Assembly, Stapler Option
25-48	99A2547	1	Pulley, Belt Idler
25-49	99A2552	1	Bushing, Tensioner CBM
25-50	99A2531	1	Switch Assembly, Top Cover Open
25-51	99A2537	1	System Card Assembly, Stapler Option

**Assembly 25: StapleSmart Finisher (continued)**



**4069-5XX/7XX**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
25-55	99A2559	1	Paper Alignment Wheel
25-56	99A2560	1	Gearbox Drive Assembly, Paper Aligner
NS	99A2480	1	Kit, Maintenance StapleSmart Wheels
NS	99A2525	1	Sensor, Stapler Pass Thru
NS	99A2530	1	Cable Assembly, Right Stapler Bin Level
NS	99A2534	2	Ground Cable, Stapler Tray Bar
NS	99A2524	1	Cable, Stapler
NS	99A2532	1	Cable, Ground
NS	99A2504	1	Cable Assembly, Left Stapler Bin Level
NS	99A2546	1	Label, Pinch Point
NS	99A0548	1	Tie, Cable

**Assembly 26: Options**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
26	99A1752	1	4MB SDRAM DIMM
26	99A1753	1	8MB SDRAM DIMM
26	99A1754	1	16MB SDRAM DIMM
26	99A1755	1	32MB SDRAM DIMM
26	99A1756	1	64MB SDRAM DIMM
26	99A1773	1	128MB SDRAM DIMM
26	99A1757	1	2MB Flash DIMM
26	99A1758	1	4MB Flash DIMM
26	99A1759	1	8MB Flash DIMM
26	99A1774	1	16MB Flash DIMM
26	56P1118	1	Card Assembly, Bar Code
26	56P0582	1	Card Assembly, PRESCRIBE 5/4/2 Flash
26	56P1200	1	Card Assembly for IPDS and SCS/TNe
26	99A2488	1	Hard Disk, with Control Board 5.0+ GB
26	99A0629	1	Adapter Card, SES for SCS
26	13A0296	1	Cable, Twinax
26	13A0297	1	Cable, Coax
26	99A0545	1	Adapter, Serial
26	13A0298	1	Cable, Serial
26	99A0923	1	Board, USB/Parallel Interface
26	99A1182	1	Card Assembly, ImageQuick



**Assembly 26: Options (continued)**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
26	99A1890	1	Tray Assembly, 250 Special Media
26	99A1647	1	Rib Assembly, 250 Special Media Tray
26	99A1654	1	Tray, Universal Adjustable 250 Sheet
26	99A2489	1	Drive, Optra Forms HD 5.0+ GB or larger
26	99A1605	1	Kit, Cap/Stack Bails 500
26	12G1695	1	MarkNet N2001e 10/100 ethernet
26	12G1696	1	MarkNet N2002e 10base2/10baseT
26	12G1697	1	MarkNet N2000t 4/16
26	99A0560	1	Adapter, Omnibus INA Card
26	99A1889	1	Paper Presentator, Front
26	99A2485	1	Tray, Assembly UAT 400 Sheet
26	99A1683	1	Optra Forms 2 MB Flash DIMM
26	99A1684	1	Optra Forms 4 MB Flash DIMM
26	99A1685	1	Optra Forms 8 MB Flash DIMM
26	99A1686	1	Optra Forms 16 MB Flash DIMM
26	56P1100	1	Cartridge, Empty Shipping - T62X/T52X
26	56P1101	1	Cable Assembly, 6' Parallel, A-C
26	56P0161	1	Cable Assembly, SER+PAR 1284C INA
26	56P0162	1	Cable, Parallel 1284 C-B Adapter

**Assembly 27: Miscellaneous**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
27	99A1633	1	Parts Packet, Screws
27	99A0585	1	Parts Packet, Contact Kit
27	99A0267	1	Parts Packet, Retainers
27	99A0268	1	Parts Packet, Springs Paper Feed
27	99A0269	1	Parts Packet, Duplex Option Fan Mounting
27	99A0299	1	Parts Packet, Duplex Option Cam Follower Assembly
27	99A0271	1	Parts Packet, Envelope Option Gears
27	99A0404	1	Parts Packet, Retainers Envelope Option
27	99A0413	1	Parts Packet, Screws Duplex
27	99A0572	1	Parts Packet, 500 Sheet Feeder Option Shaft Bearings
27	99A0577	1	Parts Packet, Cable Ties (10 each)
27	99A0675	1	Parts Packet, Screws High Capacity Feeder
27	99A0676	1	Parts Packet, Nuts High Capacity Feeder
27	99A0677	1	Parts Packet, Washers High Capacity Feeder
27	99A0083	1	Parts Kit, Multipurpose Tray
27	99A0512	1	Parts Kit, Charge Roll Link Asm, Left Side
27	99A0513	1	Parts Kit, Charge Roll Link Asm, Right Side
27	99A0702	2	Printer Stand Caster, Non Locking
27	99A0703	2	Printer Stand Caster, Locking
27	99A0704	1	Printer Stand Grommet, Wire
27	99A0705	2	Printer Stand Lock, Cam
27	99A0706	1	Printer Stand Storage Shelf
27	99A0707	1	Printer Stand Door Assembly, Cabinet
27	99A0710	1	Printer Stand Filler, Rear Top Piece
27	99A0711	1	Printer Stand Table Assembly, Large
27	99A0712	1	Printer Stand Table Assembly, Small
27	99A2509	1	Parts Packet, Screws Stapler Option

**Assembly 27:Miscellaneous (continued)**

<b>Asm-Index</b>	<b>Part Number</b>	<b>Units</b>	<b>Description</b>
27	99A0208	1	Parts Packet, Pulley - Kiosk
27	99A0234	1	Parts Packet, Screws - Kiosk
27	99A0394	1	Grease Packet, Nyogel 744
27	99A0462	1	Grease Packet, IBM 23
27	99A1854	1	Packaging, 4069 500/500 printer
27	99A1855	1	Packaging, 4069 500/500 plus 500 Optional Tray
27	99A0240	1	Parts Packet, Retainer

**4069-5XX/7XX**

# Index

## A

- Acronyms 1-4
- Adjustment Procedures 4-2
  - Duplex Motor Drive Belts 4-2
  - Fuser Solenoid (HBR) 4-3
  - Gap Adjustment 4-3
  - Paper Alignment Assembly 4-5
  - Printhead Assembly 4-4
- Autoconnect 5-11

## B

- Base Sensor Test 3-26
- Button Test 3-14

## C

- Connector Locations
  - Autoconnect 5-11
  - Duplex Option Board 5-9
  - Envelope Option Board 5-7
  - High Voltage Power Supply 5-3
  - High-Capacity Output Stacker Board 5-14
- Interconnect Board 5-4
- LVPS 5-1
- Output Expander Control Board 5-12

## D

- Diagnostic Aids
  - Device Tests 3-6
    - Disk Test/Clean 3-6
    - Flash Test 3-7
    - Quick Disk Test 3-6
  - Diagnostic Mode 3-6
  - Duplex Tests 3-8
    - Duplex Feed 1 Test 3-12
    - Duplex Feed 2 Test 3-12
    - Duplex Motor Test 3-9
    - Duplex Quick Test 3-8
    - Duplex Sensor Test 3-9
  - Error Log 3-13
    - Clearing the Error Log 3-13

- Viewing the Error Log 3-13
- Hardware Tests 3-14
  - Button Test 3-14
  - LCD Test 3-14
  - Parallel Wrap Test 3-16
  - ROM Memory Test 3-15
  - SDRAM Memory Test 3-15
  - Serial Wrap Test 3-17
- Input Tray Tests 3-19
  - Input Tray Feed Test 3-19
- Paper Feed Tests
  - Base Sensor Test 3-26
  - Input Tray Sensor Test 3-19
  - Output Bin Feed Test 3-21
  - Output Bin Sensor Test 3-21
- Print Registration 3-28
- Print Tests 3-33
- Printer Setup 3-30
  - Maintenance Page Count 3-31
  - Restore EP Factory Defaults 3-32
  - Setting Configuration ID 3-31
  - Setting the Page Count 3-30
  - Viewing the Permanent Page Count 3-30
- Diagnostic Mode 3-6
- Disabling Download Emulations 3-8
- Disk Test/Clean 3-6
- Duplex Option Board Connectors 5-9
- Duplex Tests 3-8

## E

- Envelope Option Board Connectors 5-7
- Error Codes
  - Service Error Codes 2-2
  - User Error Messages 2-29
- Error Log 3-13
- ESD-Sensitive Parts 4-1

## F

- Flash Test 3-7

## 4069-LXT

### G

Gap Adjustment 4-3

### H

Hardware Tests 3-14

High-Capacity Output Stacker Board  
5-14

HVPS Connectors 5-3

### I

Input Tray Feed Test 3-19

Input Tray Sensor Test 3-19

Interconnect Board Connectors 5-4

### L

LCD Test 3-14

Lubrication Specifications 6-1

LVPS Connectors 5-1

### M

Maintenance Approach 1-3

Maintenance Page Count 3-31

Maintenance, Scheduled 6-2

Messages

Check Device Connection Messages  
2-39

Service Error Codes 2-2

User Error Messages 2-29

User Line 2 Link Messages 2-38

User Line 2 Messages 2-37

User Status Messages 2-24

### O

Output Bin Feed Test 3-21

Output Bin Sensor Test 3-21

Output Expander Control Board 5-12

### P

Parallel Wrap Test 3-16

Parts Catalog

Charging 7-32

Covers 7-2

Developer Drive 7-24

Duplex 7-60

Electronics 7-34

Envelope Feeder 7-70

Frame 7-6

High Capacity Feeder 7-74

High-Capacity Output Stacker 7-92

Hot Roll Fuser 7-26

Integrated Paper Tray - 500 Sheet  
7-20

Kiosk - Horizontal Paper Adapter  
7-90

Kiosk - Vertical Paper Adapter 7-88

Main Drive 7-22

Miscellaneous 7-112

Output Expander 7-66

Paper Feed

Alignment 7-16

Autocompensator 7-12

Multipurpose Unit 7-14

Output 7-18

Printhead 7-10

Transfer 7-30

250 Sheet Tray 7-50

5-Bin Mailbox 7-98

500 Sheet Tray 7-56

Power-On Self Test (POST) 2-41

### Q

Quick Disk Test 3-6

### R

Removal Procedures 4-12

Removals

Card Assembly (8mb NAND Flash)  
4-18

Center Pan Assembly 4-16

Covers 4-12

Developer Drive Assembly 4-20

Duplex Board 4-21

Duplex Front Cover Assembly 4-21

Duplex Front Cover Door 4-21

Duplex Motor 4-22

EMC Shields 4-23

Inner EMC Shield 4-23

Outer EMC Shield 4-24

Fans 4-25

Frames 4-26

## 4069-5XX/7XX

EP Frame Assembly 4-26  
Left Side Frame 4-26  
Right Side Frame 4-29  
Fuser 4-30  
Fuser Cover 4-31  
Fuser Detack Fingers 4-31  
Fuser Detack Housing Assembly 4-32  
Fuser Envelope Solenoid 4-34  
Fuser Exit Sensor Flag Assembly 4-35  
Fuser Lamp 4-35  
Fuser Lower Exit Guide Assembly 4-36  
Fuser Narrow Media Sensor/Flag Assembly 4-35  
Fuser Transfer Plate 4-33  
HVPS 4-37  
Integrated Tray Compensator Assembly 4-37  
Integrated Tray Compensator Pick Roll Assembly 4-38  
Interconnect Board Assembly 4-40  
LVPS 4-42  
Main Drive Assembly 4-43  
Main Drive Motor 4-45  
Multipurpose Tray/Lower Deflector Assembly 4-46  
Operator Panel 4-48  
Operator Panel Cable/Cover Open Switch Assembly 4-49  
Optional Paper Tray Assembly 4-50  
Paper Alignment Assembly 4-51  
Paper Deflectors 4-53  
Inner Paper Deflector Assembly 4-53  
Upper Paper Deflector Assembly 4-53  
Paper Input Sensor 4-54  
Paper Size Sensing Board 4-54  
Pick Roll 4-54  
Printhead (4069-520/52n) 4-55  
Printhead (4069-722/72n) 4-56  
Redrive Assembly 4-57  
Smart Cartridge Contacts 4-58  
System Board 4-17  
Toner Sensor 4-59

Transfer Roll Assembly 4-60  
Upper Front Cover Hinge Assembly 4-61  
Upper Front Cover Interlock Switch Assembly 4-62  
Restore EP Factory Defaults 3-32  
ROM Memory Test 3-15

## S

Safety Information xix  
Safety Inspection Guide 6-1  
Scheduled Maintenance 6-2  
Screw Identification Table 4-7  
SDRAM Memory Test 3-15  
Serial Wrap Test 3-17  
Service Checks  
Charge Roll 2-47  
Cover Open Switch/Cable 2-49  
Dead Machine 2-50  
Duplex Option 2-53  
Envelope Feeder Option 2-56  
Fan 2-63  
Fuser Solenoid 2-68  
High Capacity Feeder Input Tray 2-72  
High-Capacity Output Stacker 2-96  
Input Sensor 2-68  
Input Tray(s) 2-69  
Main Drive 2-85  
Operator Panel 2-86  
Options 2-88  
Output Bin Sensor 2-90  
Output Expander 2-91  
Paper Feed 2-105  
Parallel Port 2-107  
Print Quality 2-109  
Printhead 2-108  
Serial Port 2-122  
Smart Cartridge 2-121  
StapleSmart Finisher 2-125  
Toner Sensor 2-122  
Transfer Roll 2-123  
5-Bin Mailbox 2-99  
Setting Configuration ID 3-31  
Setting the Page Count 3-30  
Status Messages 2-24

## 4069-LXT

Symptom Tables 2-42  
Base Printer 2-42  
Duplex Option 2-44  
Envelope Feeder Option 2-44  
High Capacity Feeder Option 2-43  
Output Expander Option 2-45  
Paper Tray Options 2-44

## U

Unique Tools 1-3  
User Line 2 Link Messages 2-38  
User Line 2 Messages 2-37  
User Status Messages 2-24

## V

Viewing the Permanent Page Count  
3-30

## Part Numbers

12G1695 7-111  
12G1696 7-111  
12G1697 7-111  
13A0296 7-110  
13A0297 7-110  
13A0298 7-110  
1339537 7-35  
1339538 7-35  
1339539 7-35  
1339540 7-35  
1339541 7-35  
1339542 7-35  
1339543 7-35  
1339544 7-35  
1339545 7-35  
1339546 7-35  
1342514 7-35  
1342530 7-35  
1342534 7-35  
1342536 7-35  
1374067 7-35  
43H5248 7-35  
56P0161 7-111  
56P0162 7-111  
56P0582 7-110  
56P1100 7-111  
56P1101 7-111

56P1118 7-110  
56P1200 7-110  
56P1220 7-39  
56P1221 7-39  
56P1222 7-39  
56P1223 7-39  
99A0004 7-5  
99A0007 7-5  
99A0026 7-9, 7-53, 7-57  
99A0028 7-7  
99A0039 7-9  
99A0052 7-67, 7-95  
99A0053 7-9, 7-45  
99A0058 7-7, 7-53, 7-57, 7-65  
99A0060 7-13  
99A0063 7-9, 7-51, 7-59  
99A0070 7-13, 7-53, 7-57, 7-87  
99A0073 7-15  
99A0074 7-15  
99A0075 7-15  
99A0076 7-15  
99A0079 7-89, 7-91  
99A0081 7-15  
99A0082 7-15  
99A0083 7-15, 7-112  
99A0084 7-15  
99A0085 7-89, 7-91  
99A0086 7-89, 7-91  
99A0087 7-89, 7-91  
99A0088 7-89, 7-91  
99A0089 7-17  
99A0104 7-19, 7-67, 7-95, 7-99,  
7-107  
99A0107 7-95  
99A0113 7-7  
99A0119 7-55  
99A0120 7-21, 7-55, 7-57  
99A0121 7-55  
99A0122 7-89, 7-91  
99A0124 7-21, 7-55, 7-57  
99A0125 7-89  
99A0126 7-21, 7-55, 7-57  
99A0127 7-55  
99A0128 7-9, 7-43  
99A0136 7-25  
99A0137 7-89  
99A0142 7-29



## 4069-5XX/7XX

99A0143	7-29	99A0297	7-29
99A0144	7-27	99A0299	7-61, 7-112
99A0148	7-29	99A0307	7-65
99A0150	7-29	99A0308	7-65
99A0157	7-29	99A0310	7-63
99A0158	7-27	99A0311	7-63
99A0167	7-29	99A0312	7-61
99A0181	7-31	99A0314	7-61
99A0184	7-31	99A0315	7-63
99A0185	7-31	99A0316	7-63
99A0188	7-79	99A0317	7-63
99A0191	7-63	99A0321	7-61
99A0196	7-29	99A0323	7-61
99A0197	7-89, 7-91	99A0324	7-61
99A0206	7-41	99A0325	7-63
99A0208	7-89, 7-91, 7-113	99A0326	7-61
99A0219	7-79	99A0328	7-61
99A0226	7-89	99A0329	7-61
99A0227	7-39	99A0330	7-65
99A0231	7-89, 7-91	99A0332	7-65
99A0232	7-89, 7-91	99A0334	7-65
99A0234	7-89, 7-91, 7-113	99A0335	7-65
99A0240	7-89, 7-91, 7-113	99A0337	7-65
99A0260	7-41	99A0341	7-63
99A0263	7-3, 7-9, 7-11, 7-13, 7-15, 7-17, 7-19, 7-23, 7-25, 7-27, 7-29, 7-33, 7-37, 7-41, 7-51, 7-57, 7-59, 7-67, 7-85, 7-87, 7-95, 7-99	99A0346	7-39
99A0267	7-15, 7-31, 7-59, 7-85, 7-112	99A0349	7-31
99A0268	7-112	99A0350	7-51, 7-57
99A0269	7-65, 7-112	99A0351	7-69, 7-97
99A0271	7-73, 7-112	99A0361	7-69, 7-97
99A0272	7-53, 7-85	99A0362	7-69, 7-97, 7-105
99A0273	7-53, 7-59, 7-85	99A0363	7-69, 7-97, 7-107
99A0274	7-53, 7-59, 7-63, 7-85	99A0364	7-69, 7-97
99A0275	7-23, 7-53, 7-59, 7-85	99A0368	7-69, 7-97, 7-107
99A0276	7-51, 7-59, 7-85	99A0369	7-67, 7-95
99A0277	7-51, 7-85	99A0371	7-69
99A0278	7-53, 7-85	99A0372	7-67
99A0279	7-53, 7-59, 7-63, 7-85	99A0382	7-71
99A0280	7-53, 7-59, 7-63, 7-85	99A0384	7-73
99A0281	7-53, 7-59, 7-85	99A0385	7-73
99A0282	7-51, 7-59	99A0388	7-71
99A0286	7-55, 7-59, 7-85	99A0389	7-71
99A0288	7-53, 7-57, 7-87	99A0390	7-71
99A0292	7-21, 7-57	99A0392	7-77
		99A0393	7-71
		99A0394	7-113
		99A0400	7-71
		99A0404	7-61, 7-65, 7-73, 7-112

## 4069-LXT

99A0405	7-57	99A0585	7-7, 7-112
99A0408	7-41	99A0627	7-51, 7-97
99A0409	7-67, 7-95	99A0629	7-110
99A0410	7-29	99A0650	7-77
99A0413	7-61, 7-63, 7-65, 7-112	99A0651	7-81
99A0414	7-67, 7-95	99A0653	7-79
99A0415	7-67, 7-95	99A0654	7-81
99A0419	7-53, 7-57	99A0655	7-77
99A0427	7-73	99A0656	7-75
99A0434	7-63	99A0657	7-77
99A0438	7-53, 7-59	99A0658	7-77
99A0445	7-51, 7-85	99A0659	7-81
99A0446	7-59, 7-85	99A0660	7-75
99A0447	7-57	99A0661	7-77
99A0448	7-51	99A0662	7-75
99A0450	7-51, 7-59	99A0663	7-79
99A0451	7-51, 7-59, 7-85	99A0664	7-79
99A0452	7-59	99A0667	7-81
99A0462	7-97, 7-101, 7-113	99A0675	7-75, 7-77, 7-79, 7-81, 7-85, 7-112
99A0466	7-9, 7-45	99A0676	7-75, 7-77, 7-79, 7-81, 7-112
99A0469	7-73	99A0677	7-75, 7-77, 7-79, 7-81, 7-87, 7-112
99A0481	7-67	99A0678	7-87
99A0482	7-67	99A0679	7-51, 7-87
99A0484	7-71	99A0681	7-75
99A0485	7-71	99A0684	7-81
99A0487	7-71	99A0685	7-81
99A0488	7-71	99A0690	7-77
99A0489	7-71	99A0691	7-75
99A0490	7-17	99A0692	7-87
99A0491	7-71	99A0695	7-81
99A0492	7-17	99A0698	7-75
99A0494	7-73	99A0702	7-112
99A0512	7-33, 7-112	99A0703	7-112
99A0513	7-33, 7-112	99A0704	7-112
99A0545	7-110	99A0705	7-112
99A0548	7-109	99A0706	7-112
99A0549	7-9	99A0707	7-112
99A0556	7-9	99A0710	7-112
99A0559	7-17	99A0711	7-112
99A0560	7-111	99A0712	7-112
99A0564	7-25	99A0714	7-79
99A0565	7-17	99A0715	7-81
99A0566	7-17	99A0716	7-75
99A0567	7-9	99A0717	7-87
99A0571	7-67		
99A0572	7-67, 7-95, 7-107, 7-112		
99A0577	7-5, 7-112		

## 4069-5XX/7XX

99A0719	7-79	99A1537	7-21, 7-55, 7-57
99A0720	7-87	99A1538	7-9
99A0725	7-27	99A1540	7-9
99A0867	7-7	99A1541	7-9
99A0893	7-55	99A1544	7-25
99A0897	7-29	99A1546	7-9
99A0899	7-9	99A1547	7-29
99A0906	7-91	99A1548	7-29
99A0907	7-91	99A1549	7-27
99A0912	7-69	99A1554	7-29, 7-47
99A0913	7-69, 7-97, 7-107	99A1555	7-33
99A0914	7-67, 7-95	99A1569	7-23
99A0915	7-67	99A1575	7-47
99A0923	7-110	99A1576	7-21, 7-57
99A0954	7-23	99A1578	7-31
99A1015	7-31	99A1579	7-61
99A1017	7-33	99A1580	7-7
99A1054	7-51	99a1580	7-67
99A1055	7-87	99A1582	7-21, 7-57
99A1059	7-65	99A1583	7-21, 7-57
99A1129	7-63	99A1587	7-5
99A1134	7-61	99A1588	7-7
99A1164	7-65	99A1591	7-29
99A1182	7-110	99A1592	7-7
99A1280	7-65	99A1594	7-5
99A1501	7-5, 7-45	99A1596	7-9
99A1502	7-5	99A1598	7-27
99A1504	7-3	99A1600	7-29
99A1505	7-3	99A1601	7-21, 7-55, 7-57
99A1507	7-3	99A1602	7-21, 7-57
99A1508	7-3	99A1605	7-111
99A1510	7-5	99A1610	7-41
99A1511	7-5	99A1611	7-41
99A1512	7-3, 7-99	99A1612	7-39, 7-47
99A1516	7-7	99A1613	7-95
99A1517	7-9	99A1616	7-13
99A1518	7-7	99A1621	7-27
99A1519	7-7	99A1633	7-112
99A1520	7-27	99A1636	7-57
99A1522	7-9	99A1638	7-53
99A1524	7-9	99A1645	7-59
99A1525	7-9	99A1646	7-89, 7-91
99A1531	7-15	99A1647	7-111
99A1533	7-19	99A1649	7-27
99A1534	7-19	99A1654	7-111
99A1535	7-7	99A1658	7-29
99A1536	7-55	99A1659	7-29

## 4069-LXT

99A1662	7-7	99A1715	7-101
99A1664	7-59	99A1716	7-99
99A1665	7-59	99A1717	7-101, 7-107
99A1666	7-53, 7-57, 7-63, 7-67, 7-71, 7-87, 7-93, 7-99, 7-103	99A1718	7-99
99A1667	7-59	99A1719	7-99
99A1669	7-63	99A1720	7-101
99A1672	7-65	99A1721	7-101
99A1673	7-61	99A1722	7-101
99A1674	7-61	99A1723	7-99
99A1675	7-61	99A1724	7-99
99A1676	7-65	99A1725	7-99
99A1677	7-63	99A1726	7-99
99A1679	7-65	99A1727	7-101
99A1680	7-61	99A1728	7-101
99A1682	7-63	99A1729	7-101
99A1683	7-111	99A1730	7-101
99A1684	7-111	99A1731	7-101
99A1685	7-111	99A1732	7-101
99A1686	7-111	99A1734	7-101
99A1687	7-99	99A1735	7-99
99A1688	7-67, 7-95	99A1736	7-99
99A1689	7-67, 7-95	99A1737	7-99
99A1690	7-95	99A1738	7-101
99A1691	7-65	99A1739	7-99
99A1692	7-65	99A1740	7-99
99A1693	7-61	99A1741	7-101
99A1694	7-71	99A1742	7-99
99A1695	7-65	99A1743	7-99
99A1696	7-71	99A1744	7-93
99A1697	7-71	99A1745	7-93
99A1698	7-73	99A1746	7-93
99A1699	7-73	99A1747	7-93
99A1700	7-71	99A1748	7-69, 7-93
99A1701	7-93	99A1749	7-95
99A1702	7-59	99A1750	7-59
99A1704	7-89, 7-91	99A1751	7-93, 7-97
99A1705	7-89, 7-91	99A1752	7-110
99A1706	7-89	99A1753	7-110
99A1707	7-91	99A1754	7-110
99A1708	7-99	99A1755	7-110
99A1709	7-99	99A1756	7-110
99A1710	7-99	99A1757	7-110
99A1711	7-99	99A1758	7-110
99A1712	7-99	99A1759	7-110
99A1713	7-99	99A1773	7-110
99A1714	7-99	99A1774	7-110
		99A1777	7-93

## 4069-5XX/7XX

99A1778	7-93	99A1895	7-21, 7-57
99A1779	7-93	99A1903	7-65
99A1780	7-93	99A1924	7-7
99A1781	7-93	99A1929	7-53, 7-59
99A1782	7-93	99A1930	7-13
99A1783	7-93	99A1952	7-21, 7-55, 7-57
99A1784	7-67	99A1953	7-17
99A1785	7-93, 7-99, 7-103	99A1967	7-51, 7-57, 7-85
99A1786	7-99	99A1968	7-7
99A1787	7-101	99A2401	7-27
99A1788	7-101	99A2402	7-27
99A1789	7-101	99A2404	7-27
99A1790	7-93	99A2405	7-27
99A1791	7-97	99A2414	7-5, 7-45
99A1792	7-97	99A2415	7-3
99A1793	7-83	99A2416	7-3
99A1794	7-83	99A2417	7-9
99A1795	7-83	99A2418	7-9
99A1796	7-83	99A2419	7-9
99A1797	7-83	99A2425	7-37
99A1798	7-83	99A2430	7-37
99A1799	7-83	99A2431	7-41
99A1800	7-83	99A2432	7-41
99A1801	7-83	99A2433	7-3
99A1802	7-83	99A2435	7-9
99A1803	7-83	99A2436	7-15
99A1804	7-83	99A2438	7-15, 7-45
99A1805	7-83	99A2439	7-15
99A1806	7-77	99A2440	7-15, 7-45
99A1807	7-79	99A2441	7-7, 7-43
99A1808	7-79	99A2442	7-11, 7-45, 7-49
99A1809	7-75	99A2443	7-7, 7-43
99A1812	7-21, 7-87	99A2444	7-13
99A1817	7-67	99A2445	7-9
99A1818	7-75	99A2446	7-23, 7-43
99A1819	7-89, 7-91	99A2447	7-23, 7-43
99A1820	7-89, 7-91, 7-105	99A2448	7-11, 7-47
99A1829	7-55, 7-57, 7-75	99A2449	7-11, 7-47
99A1832	7-7	99A2451	7-37
99A1854	7-113	99A2452	7-37
99A1855	7-113	99A2453	7-37
99A1857	7-19, 7-67	99A2454	7-37
99A1879	7-7	99A2455	7-37
99A1888	7-9	99A2456	7-43
99A1889	7-111	99A2457	7-45
99A1890	7-111	99A2458	7-47
99A1894	7-55	99A2459	7-43

## 4069-LXT

99A2460	7-43	99A2524	7-109
99A2461	7-47	99A2525	7-109
99A2463	7-43	99A2526	7-105
99A2464	7-47	99A2527	7-107
99A2465	7-27, 7-47	99A2528	7-105
99A2466	7-29, 7-47	99A2529	7-107
99A2467	7-29	99A2530	7-109
99A2468	7-27, 7-47	99A2531	7-107
99A2469	7-27	99A2532	7-109
99A2470	7-27	99A2533	7-105
99A2471	7-3, 7-45	99A2534	7-109
99A2472	7-27	99A2537	7-107
99A2474	7-9	99A2538	7-107
99A2477	7-47	99A2539	7-107
99A2478	7-29, 7-47	99A2540	7-107
99A2479	7-29, 7-47	99A2541	7-103
99A2480	7-109	99A2542	7-103
99A2482	7-3	99A2543	7-105
99A2484	7-7	99A2544	7-105
99A2485	7-111	99A2545	7-105
99A2488	7-110	99A2546	7-109
99A2489	7-111	99A2547	7-107
99A2490	7-37	99A2548	7-105
99A2491	7-37	99A2549	7-107
99A2492	7-37	99A2551	7-107
99A2500	7-103	99A2552	7-107
99A2501	7-103	99A2556	7-105
99A2502	7-103	99A2557	7-105
99A2503	7-103	99A2559	7-109
99A2504	7-109	99A2560	7-109
99A2505	7-103	99A2575	7-105
99A2506	7-103		
99A2507	7-103		
99A2508	7-103		
99A2509	7-103, 7-112		
99A2510	7-103		
99A2511	7-103		
99A2512	7-103		
99A2513	7-107		
99A2515	7-107		
99A2516	7-107		
99A2517	7-107		
99A2518	7-107		
99A2519	7-103		
99A2520	7-103		
99A2521	7-103		
99A2523	7-105		