

# Section 1

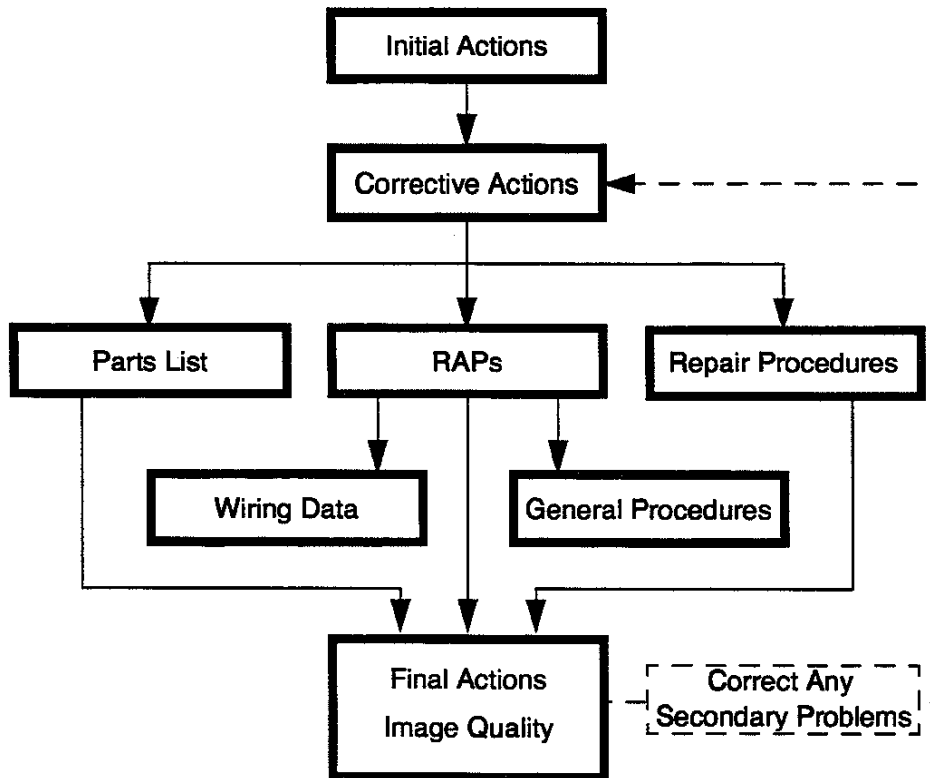
## ***Service Call Procedures***

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# 1.1 Call Flow Diagram

The basic troubleshooting steps are outlined in the Call Flow Diagram (Figure 1.1). All service calls begin with Initial Actions and end with Final Actions.

Figure 1.1 Call Flow Diagram.



## 1.2 Initial Actions

- 1 Question the operator and verify the problem.
- 2 Check that the printer paper path is clear of foreign matter such as staples, paper clips, and paper scraps.
- 3 After you have identified the problem symptom, check the following items:
  - The printer is connected to a wall power outlet, and the outlet is supplying the correct voltage.
  - The printer power cord is not frayed or broken.
  - The printer is correctly grounded.
  - The printer is in an appropriate operating environment, with no extremes of heat or humidity.
  - The printer is not exposed to direct sunlight.
  - The printer is on a level and stable surface.

## 1.3 Corrective Actions

- 1 If the printer has an obvious failure or fault, you can go directly to the appropriate Repair Procedure (Section 4) or Repair Analysis Procedure (RAP) (Section 7) and begin corrective action.
- 2 If the fault is not obvious, follow the Entry Level RAP (Section 7) to identify the problem and begin corrective action.
- 3 After all corrective actions have been made, perform Final Actions.

## **1.4 Final Actions**

- 1** Run Test Prints to evaluate print quality.
- 2** Perform the Image Quality Checkout procedures in Section 7 to correct any print quality defects.
- 3** Correct any secondary problems (return to Corrective Actions, if necessary).
- 4** Reinstall the machine covers.
- 5** Clean the machine and the work area.
- 6** Ask the customer to send a print job to verify printer operation.
- 7** Provide operator training as required.
- 8** Close the call.