

LEXMARK MB3442 SERVICE MANUAL



Quick Links

[Diagnostics and Troubleshooting](#)

Table of Contents

Product information

Edition notice

Table of Contents

Notices, conventions, and safety information

Laser notice

Avis relatif à l'utilisation du laser

Aviso de láser

Laser-Hinweis

Conventions

Safety information

Consignes de sécurité

Información de seguridad

Sicherheitshinweise

Change history

General information

Printer model configurations

Supported paper sizes, types, and weights

Supported paper sizes

Supported paper types

Supported paper weights

Supported fax

Finding the printer serial number

Tools required for service

Diagnostics and troubleshooting

Troubleshooting precautions

Précautions de dépannage

Precauciones durante la solución de problemas

Vorsichtsmaßnahmen bei der Fehlerbehebung

Troubleshooting overview

Performing the initial troubleshooting check

Using Safe Mode

Securing the printer

Resetting the printer without admin credentials

Using the security reset jumper

Data security notice

Identifying printer memory

Erasing printer memory

Fixing print quality issues

Gray background or toner fog check

Blank page check

Print is too dark check

Print is too light check

Paper curl check

Folded or wrinkled paper check

Solid black pages check

Skewed print check

Streaked vertical lines appear on prints during a print job check

Streaked vertical lines appear on prints during a copy job check

Horizontal light bands check

Vertical light bands check

Vertical dark bands check

Vertical dark streaks with print missing check

White streaks and voided areas check

Clipped pages or images check

Incorrect margins on prints check

Toner rubs off check

Toner specks appear on prints during a print job check

Toner specks appear on prints during a copy job check

Repeating defects check

Paper jams

paper jam messages

Sensor (input): Paper arrived too early jam service check

Sensor (input): Paper cleared too early jam service check

Sensor (input): Paper failed to arrive jam service check

Sensor (input): Paper failed to clear jam service check

Sensor (input): Static jam service check

paper jams

paper jam messages

Sensor (fuser exit): Paper failed to arrive jam service check

Sensor (fuser exit): Paper cleared too early jam service check

Sensor (fuser exit): Paper failed to clear jam service check

Sensor (fuser exit): Static jam service check

paper jams

paper jam messages

Sensor (input): Paper (duplex job) failed to arrive jam service check

paper jams

paper jam messages

paper jams

paper jam messages

ADF jam service check

User attendance messages

Unsupported or unresponsive imaging unit service check

Unsupported or unresponsive toner cartridge service check

4y user attendance messages

user attendance messages

Mismatched supplies error service check

Toner cartridge service check

8y user attendance messages

user attendance messages

Supplies low service check

Printer hardware errors

errors

error messages

Printhead service check

errors

error messages

Fuser service check

errors

error messages

LVPS service check

errors

error messages

Motor (main drive) service check

errors

error messages

Optional tray pick drive failure service check

6yy errors

error messages

Fuser overheated service check

ADF failure service check

Scanner communication error service check

84y errors

error messages

Scanner communication failure service check

Scanner noise service check

Duplex scan error service check

Procedure before starting the 9yy service checks

Collecting the history information from the SE menu

Collecting the firmware logs (Fwdebug and logs.tar.gz) from the SE menu

Collecting the settings from the Menu Settings Page

Collecting information from the user

errors

error messages

error service check

errors

error messages

Optional tray communication error service check

errors

error messages

NVRAM mismatch failure service check

Other symptoms

Base printer symptoms

Tray near empty service check

False bin full error service check

Fax symptoms

Fax error log codes

Modem/fax card service check

Cannot set up etherFAX

Cannot send or receive faxes using etherFAX

Fax transmission service check

Fax reception service check

Lost connection to HTTPS fax server when using etherFAX service check

Service menus

Understanding the printer control panel

Using the control panel

Understanding the status of the indicator light

Diagnostics menu

Entering the Diagnostics Menu

Reports

Device Settings

Installed Licenses

Advanced Print Quality Samples

Format Fax Storage

Event Log

Display Log

Print Log

Print Log Summary

Mark Log

Input tray quick print

Output bin quick feed

Printer Setup

Printed page count (mono)

Permanent page count

Enable edge-to-edge (printing)

Enable edge-to-edge (copy)

Processor ID

Serial number

Model name

Engine setting [x]

EP setup

Printer diagnostics & adjustments

Sensor tests

Motor tests

Registration adjust

Margin Offset

Universal Override

Scanner Diagnostics

Motor Tests

Sensor Test

Feed Test

Scanner Calibration Reset

Controller Calibration

Config Menu

Entering the Configuration Menu

Config Menu

Service Engineer (SE) menu

Entering the SE Menu

General SE Menu

Network SE Menu

Scanner SE Menu

Fax SE Menu

EWS SE Menu

Entering invalid engine mode

Entering Recovery mode

For LED display

For 2-line display

For 2.4-, 4.3-, 7-, and 10-inch displays with number pads

For 2.8-, 4.3-, 7-, and 10-inch displays without number pads

Parts removal

Removal precautions

Précautions de retrait

Precauciones durante la extracción

Vorsichtsmaßnahmen bei der Demontage

Handling ESD-sensitive parts

Critical information for controller board or control panel replacement

Restoring the printer configuration

Updating the printer firmware

Using a flash drive

Using a network computer

Using a USB cable connection

Ribbon cable connectors

Low insertion force (LIF) connector

Adjustments

Adjusting the fax volume

Removal procedures

Left side removals

Left cover removal

Main drive gears removal

Imaging unit coupling removal

Pick roller clutch removal

Left front door link removal

Left paper tray guide removal

Right side removals

Right cover removal

Controller board removal

LVPS removal

HVPS removal

Right paper tray guide removal

Sensor (MPF paper present) removal

Right front door link removal

MPF solenoid cable removal

Main fan removal

Speaker removal

Interlock switch removal

Front removals

Control panel removal

Upper front cover removal

Front door removal

Transfer roller removal

MPF pick roller removal

Pick separator roller removal

Sensor (input) removal

Important information before installing the duplex shaft bushing

Rear removals

Rear door removal

Fuser removal

Top removals

Printhead removal

Redrive removal

Bin full sensor actuator removal

Bottom removals

Duplex guide removal

ADF and scanner removals

ADF cover removal

ADF tray removal

ADF separator pad removal

ADF and scanner removal

Scanner pivot arm removal

Component locations

Printer configuration

Controller board connectors

Maintenance

Cleaning printer parts

Cleaning the printer

Cleaning the scanner

Parts catalog

Legend

Covers

Control panel

Electronics

Gears

Paper path

550-sheet optional tray

ADF and scanner

Miscellaneous

Printer specifications

Power consumption

Product power consumption

Sleep Mode

Hibernate Mode

Off mode

Total energy usage

Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020

Selecting a location for the printer

Noise emission levels

Temperature information

Theory of operation

POR sequence

Print cycle operation

Print engine layout

Print cycle

Flowchart

Charge

Expose

Develop

Transfer

Clean

Fuse

Printer operation

Printer sections

Printer paper path

Simplex print job

Duplex print job

Printer paper path sensors

Main drive

Tray drive

ADF theory

ADF paper path

[Index](#)

[Other ManualsLib Projects](#)



LexmarkTM

MB3442, MX331, MX431, XM1342 MFPs

Service Manual

Product information

Product name:

Lexmark MB3442dw, Lexmark MB3442i, Lexmark MX331adn, Lexmark MX431adn,
Lexmark MX431adw, Lexmark XM1342 MFPs

Machine type:

7019

Model(s):

235, 4a6, 4b6, 486, 489

Edition notice

February 2021

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Contents

Product information	2
Edition notice.....	3
Notices, conventions, and safety information	
Laser notice.....	11
Avis relatif à l'utilisation du laser.....	11
Aviso de láser.....	11
Laser-Hinweis.....	12
Conventions	13
Safety information	14
Consignes de sécurité.....	15
Información de seguridad.....	16
Sicherheitshinweise.....	18
Change history	
Change history	20
General information	
Printer model configurations	26
Supported paper sizes, types, and weights	28
Supported paper sizes	28
Supported paper types	31
Supported paper weights	32
Supported fax.....	33
Finding the printer serial number	34
Tools required for service	36
Diagnostics and troubleshooting	
Troubleshooting precautions	37
Précautions de dépannage	38
Precauciones durante la solución de problemas	39
Vorsichtsmaßnahmen bei der Fehlerbehebung	40
Troubleshooting overview	41
Performing the initial troubleshooting check	41
Using Safe Mode.....	42
Securing the printer	43
Resetting the printer without admin credentials	43
Using the security reset jumper.....	44
Data security notice.....	46
Identifying printer memory.....	46

Erasing printer memory	46
Fixing print quality issues	47
Gray background or toner fog check	47
Blank page check	50
Print is too dark check	53
Print is too light check	55
Paper curl check	58
Folded or wrinkled paper check	60
Solid black pages check	62
Skewed print check	65
Streaked vertical lines appear on prints during a print job check	68
Streaked vertical lines appear on prints during a copy job check	70
Horizontal light bands check	73
Vertical light bands check	75
Vertical dark bands check	77
Vertical dark streaks with print missing check	79
White streaks and voided areas check	81
Clipped pages or images check	83
Incorrect margins on prints check	85
Toner rubs off check	86
Toner specks appear on prints during a print job check	88
Toner specks appear on prints during a copy job check	90
Repeating defects check	92
Paper jams	94
200 paper jams	94
200 paper jam messages	94
Sensor (input): Paper arrived too early jam service check	96
Sensor (input): Paper cleared too early jam service check	98
Sensor (input): Paper failed to arrive jam service check	100
Sensor (input): Paper failed to clear jam service check	102
Sensor (input): Static jam service check	105
202 paper jams	106
202 paper jam messages	106
Sensor (fuser exit): Paper failed to arrive jam service check	107
Sensor (fuser exit): Paper cleared too early jam service check	110
Sensor (fuser exit): Paper failed to clear jam service check	111
Sensor (fuser exit): Static jam service check	113
232 paper jams	114
232 paper jam messages	114
Sensor (input): Paper (duplex job) failed to arrive jam service check	116
242 paper jams	119
242 paper jam messages	119
280–295 paper jams	120
280–295 paper jam messages	120
ADF jam service check	121
User attendance messages	125
29-33 user attendance messages	125
29–33 user attendance messages	125
Unsupported or unresponsive imaging unit service check	128
Unsupported or unresponsive toner cartridge service check	130

4y user attendance messages	132
41-43 user attendance messages	132
Mismatched supplies error service check.....	135
Toner cartridge service check.....	136
8y user attendance messages	137
80-88 user attendance messages	137
Supplies low service check.....	139
Printer hardware errors	141
111 errors.....	141
111 error messages	141
Printhead service check	143
121 errors	144
121 error messages.....	144
Fuser service check.....	146
126 errors	148
126 error messages.....	148
LVPS service check.....	149
140 errors	151
140 error messages.....	151
Motor (main drive) service check.....	152
162 errors	153
162 error messages.....	153
Optional tray pick drive failure service check	154
6yy errors	156
600-680 error messages	156
Fuser overheated service check.....	159
ADF failure service check.....	160
Scanner communication error service check.....	163
84y errors	164
840–845 error messages.....	164
Scanner communication failure service check	165
Scanner noise service check.....	169
Duplex scan error service check	171
Procedure before starting the 9yy service checks	174
A. Collecting the history information from the SE menu.....	174
B. Collecting the firmware logs (Fwdebug and logs.tar.gz) from the SE menu	174
C. Collecting the settings from the Menu Settings Page	175
.....	175
D. Collecting information from the user	176
900 errors	177
900 error messages.....	177
900 error service check	178
912 errors	183
912 error messages.....	183
Optional tray communication error service check.....	186
938–992 errors	188
938–992 error messages.....	188
NVRAM mismatch failure service check.....	189
Other symptoms	191
Base printer symptoms.....	191
Base printer symptoms.....	191
Tray near empty service check.....	192

False bin full error service check	194
Fax symptoms	195
Fax symptoms	195
Fax error log codes	196
Modem/fax card service check	203
Cannot set up etherFAX	205
Cannot send or receive faxes using etherFAX	206
Fax transmission service check	207
Fax reception service check	211
Lost connection to HTTPS fax server when using etherFAX service check	215

Service menus

Understanding the printer control panel	217
Using the control panel	217
Understanding the status of the indicator light	219
Diagnostics menu	220
Entering the Diagnostics Menu	220
Reports	221
Device Settings	221
Installed Licenses	222
Advanced Print Quality Samples	223
Format Fax Storage	224
Event Log	225
Display Log	225
Print Log	226
Print Log Summary	227
Mark Log	228
Input tray quick print	229
Output bin quick feed	230
Printer Setup	231
Printed page count (mono)	231
Permanent page count	232
Enable edge-to-edge (printing)	233
Enable edge-to-edge (copy)	234
Processor ID	235
Serial number	236
Model name	237
Engine setting [x]	238
EP setup	239
Printer diagnostics & adjustments	240
Sensor tests	240
Motor tests	241
Registration adjust	242
Margin Offset	243
Universal Override	244
Scanner Diagnostics	245
Motor Tests	245
Sensor Test	246
Feed Test	247
Scanner Calibration Reset	248
.....	248
Controller Calibration	249
Config Menu	250

Entering the Configuration Menu.....	250
Config Menu	251
Service Engineer (SE) menu.....	256
Entering the SE Menu	256
General SE Menu	257
Network SE Menu	258
Scanner SE Menu	260
Fax SE Menu.....	261
EWS SE Menu	263
Entering invalid engine mode.....	264
Entering Recovery mode.....	265
For LED display.....	265
For 2-line display	265
For 2.4-, 4.3-, 7-, and 10-inch displays with number pads	265
For 2.8-, 4.3-, 7-, and 10-inch displays without number pads	266

Parts removal

Removal precautions	267
Removal precautions.....	267
Précautions de retrait	268
Precauciones durante la extracción	268
Vorsichtsmaßnahmen bei der Demontage	269
Handling ESD-sensitive parts.....	271
Critical information for controller board or control panel replacement.....	272
Restoring the printer configuration	274
Updating the printer firmware	277
Using a flash drive	277
Using a network computer.....	277
Using a USB cable connection	278
Ribbon cable connectors.....	279
Low insertion force (LIF) connector	279
Adjustments	281
Adjusting the fax volume	281
Removal procedures	282
Left side removals	283
Left cover removal.....	283
Main drive gears removal	285
Imaging unit coupling removal.....	292
Pick roller clutch removal	293
Left front door link removal.....	295
Left paper tray guide removal.....	297
Right side removals.....	298
Right cover removal	298
Controller board removal.....	301
LVPS removal.....	305
HVPS removal.....	307
Right paper tray guide removal	311

Sensor (MPF paper present) removal	315
Right front door link removal	317
MPF solenoid cable removal	318
Main fan removal	320
Speaker removal	322
Interlock switch removal	323
Front removals	324
Control panel removal	324
Upper front cover removal	326
Front door removal	327
Transfer roller removal	328
MPF pick roller removal	329
Pick separator roller removal	331
Sensor (input) removal	332
Important information before installing the duplex shaft bushing	334
Rear removals	335
Rear door removal	335
Fuser removal	337
Top removals	339
Printhead removal	339
Redrive removal	342
Bin full sensor actuator removal	344
Bottom removals	347
Duplex guide removal	347
ADF and scanner removals	349
ADF cover removal	349
ADF tray removal	350
ADF separator pad removal	351
ADF and scanner removal	352
.....	357
Scanner pivot arm removal	358

Component locations

Printer configuration	361
Controller board connectors	362

Maintenance

Cleaning printer parts	370
Cleaning the printer	370
Cleaning the scanner	372

Parts catalog

Legend	375
Covers	376
Control panel	378
Electronics	380

Gears.....	384
Paper path.....	386
550-sheet optional tray.....	388
ADF and scanner	390
Miscellaneous	393

Printer specifications

Power consumption.....	395
Product power consumption.....	395
Sleep Mode	396
Hibernate Mode.....	397
Off mode.....	398
Total energy usage	399
Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020	400
Selecting a location for the printer.....	401
Noise emission levels.....	403
Temperature information	404

Theory of operation

POR sequence.....	405
Print cycle operation.....	406
Print engine layout.....	406
Print cycle.....	407
Flowchart	407
Charge	408
Expose.....	409
Develop	410
Transfer	411
Clean	412
Fuse.....	413
Printer operation.....	414
Printer sections.....	414
Printer paper path.....	416
Simplex print job	416
Duplex print job.....	417
Printer paper path sensors	419
Main drive	421
Tray drive.....	423
ADF theory	424
ADF paper path	424

Index	425
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Notices, conventions, and safety information

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. 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 conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 25

Wavelength (nanometers): 775–800

Avis relatif à l'utilisation du laser

Cette imprimante est certifiée conforme aux exigences de la réglementation des Etats-Unis relative aux produits laser de classe I (1) (DHHS 21 CFR, Chapitre I, Sous-chapitre J). Pour les autres pays, elle est certifiée conforme aux exigences des normes CEI 60825-1:2014 relatives aux produits laser de classe I.

Les produits laser de classe I ne sont pas considérés comme dangereux. Le système laser ainsi que l'imprimante ont été conçus de manière à ce que personne ne soit jamais exposé à des radiations laser dépassant le niveau de classe I dans le cadre d'un fonctionnement normal, de l'entretien par l'utilisateur ou de la maintenance. L'imprimante dispose d'un ensemble de têtes d'impression non réparable contenant un laser doté des caractéristiques suivantes :

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 25

Wavelength (nanometers): 775–800

Aviso de láser

Esta impresora se ha certificado en EE.UU. cumpliendo con los requisitos de DHHS 21 CFR, capítulo I, subcapítulo J para los productos láser de Clase I (1) y en otros países está certificada como un producto láser de Clase I de acuerdo con los requisitos de IEC 60825-1: 2014.

Los productos láser de Clase I no se consideran peligrosos. El sistema láser y la impresora se han diseñado para que el ser humano no acceda nunca a las radiaciones láser por encima del nivel de Clase I durante su uso normal, ni en tareas de mantenimiento o intervenciones de servicio técnico prescritas. El conjunto de cabezal de impresión de la impresora no se puede reparar y contiene un láser con las siguientes especificaciones:

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 25

Wavelength (nanometers): 775–800

Laser-Hinweis

Der Drucker wurde in den USA zertifiziert und entspricht den Anforderungen der Vorschriften DHHS 21 CFR Kapitel I für Laserprodukte der Klasse I (1), andernorts ist er als Laserprodukt der Klasse I zertifiziert, das den Anforderungen von IEC 60825-1 entspricht: 2014.

Laserprodukte der Klasse I werden nicht als gefährlich betrachtet. Das Lasersystem und der Drucker sind so konstruiert, dass unter normalen Betriebsbedingungen, bei der Wartung durch den Benutzer oder bei den vorgeschriebenen Wartungsbedingungen Menschen keiner Laserstrahlung ausgesetzt sind, die die Werte für Klasse I überschreitet. Der Drucker verfügt über eine Druckkopfeinheit, die nicht gewartet werden kann und mit einem Laser mit den folgenden Spezifikationen ausgestattet ist.

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 25

Wavelength (nanometers): 775–800

Conventions

Note: A *note* identifies information that could help you.

Warning: A *warning* identifies something that could damage the product hardware or software.

CAUTION: A *caution* indicates a potentially hazardous situation that could injure you. Different types of caution statements include:



CAUTION—POTENTIAL INJURY

Indicates a risk of injury.



CAUTION—SHOCK HAZARD

Indicates a risk of electrical shock.



CAUTION—HOT SURFACE

Indicates a risk of burn if touched.



CAUTION—TIPPING HAZARD

Indicates a crush hazard.



CAUTION—PINCH HAZARD

Indicates a risk of being caught between moving parts.

Safety information

- The safety of this product is based on testing and approvals of the original design and specific components. The manufacturer is not responsible for safety in the event of use of unauthorized replacement parts.
- The maintenance information for this product has been prepared for use by a professional service person and is not intended to be used by others.
- There may be an increased risk of electrical shock and personal injury during disassembly and servicing of this product. Professional service personnel should understand this risk and take necessary precautions.



CAUTION—SHOCK HAZARD

When you see this symbol on the product, there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.



CAUTION—POTENTIAL INJURY

The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



CAUTION—POTENTIAL INJURY

Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.



CAUTION—POTENTIAL INJURY

Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices may result in a risk of fire, property damage, or poor printer performance.

**CAUTION—POTENTIAL INJURY**

Do not use this product with an inline surge protector. The use of a surge protection device may result in a risk of fire, property damage, or poor printer performance.

**CAUTION—POTENTIAL INJURY**

If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.

Consignes de sécurité

- La sécurité de ce produit est basée sur des tests et certifications de sa conception d'origine et de ses composants spécifiques. Le fabricant décline toute responsabilité en cas d'utilisation de pièces de rechange non autorisées.
- Les informations de maintenance de ce produit sont destinées à des professionnels qualifiés et ne sont pas conçues pour être utilisées par d'autres personnes.
- Il existe un risque potentiel de choc électrique et de blessures lors du démontage et de la maintenance de ce produit. Le personnel professionnel de maintenance doit comprendre les risques et prendre les précautions nécessaires.

**CAUTION—SHOCK HAZARD**

Ce symbole indique un danger lié à des niveaux de tension dangereux dans la zone du produit à manipuler. Débranchez le produit avant de commencer, ou agissez avec prudence si le produit doit être alimenté pour effectuer l'opération.

**CAUTION—POTENTIAL INJURY**

La batterie lithium de ce produit n'est pas destinée à être remplacée. Si vous ne respectez pas les instructions de remplacement de la batterie, vous risquez de provoquer une explosion. Ne rechargez pas, ne désassemblez pas et ne brûlez pas la batterie au lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.

**CAUTION—POTENTIAL INJURY**

Pour éviter tout risque d'électrocution ou d'incendie, branchez le câble d'alimentation directement à une prise électrique répondant aux exigences

requisites et correctement mise à la terre, proche du produit et facile d'accès.



CAUTION—POTENTIAL INJURY

Pour éviter tout risque d'incendie ou d'électrocution, utilisez uniquement le câble d'alimentation fourni avec ce produit ou un câble de remplacement autorisé par le fabricant.



CAUTION—POTENTIAL INJURY

Ce produit ne doit pas être utilisé avec des rallonges, des barres multiprises, des rallonges multiprises ou des périphériques UPS. La capacité de ces types d'accessoires peut être facilement dépassée par une imprimante laser, d'où un risque de dégâts matériels, d'incendie ou de performances d'impression amoindries.



CAUTION—POTENTIAL INJURY

Utilisez uniquement un parasurtenseur correctement raccordé à l'imprimante et au câble d'alimentation fourni avec la machine. L'utilisation de parasurtenseurs non fabriqués par Lexmark comporte un risque d'incendie et de dégâts matériels, et peut amoindrir les performances de l'imprimante.



CAUTION—POTENTIAL INJURY

N'utilisez pas ce produit avec un parasurtenseur en ligne. L'utilisation de parasurtenseurs comporte un risque d'incendie et de dégâts matériels, et peut réduire les performances de l'imprimante.



CAUTION—POTENTIAL INJURY

Si votre imprimante pèse plus de 20 kg (44 lb), l'intervention d'au moins deux personnes est nécessaire pour la soulever sans risque.

Información de seguridad

- La seguridad de este producto se basa en las pruebas y comprobaciones del diseño original y los componentes específicos. El fabricante no se hace responsable de la seguridad en caso de uso de piezas de repuesto no autorizadas.
- La información de mantenimiento de este producto se ha preparado para su uso por parte de un profesional de asistencia técnica y no está diseñada para su uso por parte de otros usuarios.
- Es posible que haya un mayor riesgo de descarga eléctrica y daños personales durante el desmontaje y el mantenimiento de este producto. El personal de asistencia profesional debe conocer este riesgo y tomar las precauciones necesarias.



CAUTION—SHOCK HAZARD

Cuando vea este símbolo en el producto, existe peligro de tensiones peligrosas en el área del producto en la que está trabajando. Desconecte el producto antes de empezar o tenga cuidado si el producto debe recibir alimentación a fin de realizar la tarea.



CAUTION—POTENTIAL INJURY

La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio usadas según las instrucciones del fabricante y las normativas locales.



CAUTION—POTENTIAL INJURY

Para evitar el riesgo de incendio o descarga eléctrica, conecte el cable de alimentación a una toma de corriente debidamente conectada a tierra con la potencia adecuada que se encuentre cerca del dispositivo y resulte fácilmente accesible.



CAUTION—POTENTIAL INJURY

Para evitar el riesgo de incendio o descarga eléctrica, utilice exclusivamente el cable de alimentación que se suministra junto con este producto o el repuesto autorizado por el fabricante.



CAUTION—POTENTIAL INJURY

No utilice este producto con cables alargadores, regletas de varias tomas, cables alargadores de varias tomas o sistemas de alimentación ininterrumpida. La potencia de este tipo de accesorios puede sobrecargarse fácilmente si se utiliza una impresora láser, lo que puede dar lugar a que el rendimiento de la impresora sea bajo, a daños materiales o a posibles incendios.



CAUTION—POTENTIAL INJURY

Solo debe usarse con este producto un protector de sobretensión insertable Lexmark debidamente conectado entre la impresora y el cable de alimentación que con ella se suministra. El uso de protectores de sobretensión de marcas distintas a Lexmark puede dar lugar a que el rendimiento de la impresora sea bajo, a daños materiales o a posibles incendios.



CAUTION—POTENTIAL INJURY

No utilice este producto con un protector de sobretensión. El uso de un dispositivo de protección contra sobretensión puede dar lugar a que el rendimiento de la impresora sea bajo, a daños materiales o a posibles incendios.



CAUTION—POTENTIAL INJURY

si el peso de la impresora es superior a 20 kg (44 lb), pueden ser necesarias dos o más personas para levantarla de forma segura.

Sicherheitshinweise

- Die Sicherheit dieses Produkts basiert auf Tests und Zulassungen des Originaldesigns und der spezifischen Komponenten. Sofern nicht autorisierte Ersatzteile eingesetzt werden, übernimmt der Hersteller keinerlei Verantwortung in Bezug auf die Sicherheit dieses Produkts.
- Die Wartungsinformationen für dieses Produkt wurden für ausgebildete Servicemitarbeiter zusammengestellt und dürfen nicht von anderen verwendet werden.
- Möglicherweise besteht bei der Demontage und Wartung dieses Produkts eine erhöhte Stromschlag- und Verletzungsgefahr. Ausgebildete Servicemitarbeiter sollten sich dieser Gefahr bewusst sein und die notwendigen Vorsichtsmaßnahmen ergreifen.



CAUTION—SHOCK HAZARD

Wenn Sie dieses Symbol sehen, besteht eine Gefahr durch gefährliche Spannungen in dem Produktbereich, in dem Sie arbeiten. Trennen Sie das Produkt von seiner Stromverbindung, bevor Sie beginnen, oder gehen Sie vorsichtig vor, wenn das Produkt für die Durchführung der Aufgabe mit Strom versorgt werden muss.



CAUTION—POTENTIAL INJURY

Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.



CAUTION—POTENTIAL INJURY

Um Feuer- und Stromschlaggefahr zu vermeiden, schließen Sie das Netzkabel direkt an eine ordnungsgemäß geerdete Steckdose an, die sich in der Nähe des Geräts befindet und leicht zugänglich ist.



CAUTION—POTENTIAL INJURY

Um das Risiko eines Feuers oder elektrischen Schlags zu vermeiden, verwenden Sie ausschließlich das diesem Produkt beiliegende Netzkabel bzw. ein durch den Hersteller zugelassenes Ersatzkabel.



CAUTION—POTENTIAL INJURY

Verwenden Sie das Produkt nicht mit Verlängerungskabeln, Mehrfachsteckdosen, Mehrfachverlängerungen oder Geräten für unterbrechungsfreie Stromversorgung. Die Belastbarkeit solcher Zubehörteile kann durch Laserdrucker schnell überschritten werden, was zu Brandgefahr, Beschädigung von Eigentum oder einer eingeschränkten Druckerleistung führen kann.



CAUTION—POTENTIAL INJURY

Mit diesem Produkt darf nur ein Lexmark Inline Surge Protector verwendet werden, der vorschriftsgemäß zwischen dem Drucker und dem mitgelieferten Netzkabel angeschlossen ist. Die Verwendung von nicht von Lexmark stammenden Überspannungsschutzgeräten kann zu Brandgefahr, Beschädigung von Eigentum oder einer eingeschränkten Druckerleistung führen.



CAUTION—POTENTIAL INJURY

Verwenden Sie dieses Produkt nicht mit einem Inline-Überspannungsschutz. Die Verwendung von Überspannungsschutzgeräten kann zu Brandgefahr, Beschädigung von Eigentum oder einer eingeschränkten Druckerleistung führen.



CAUTION—POTENTIAL INJURY

Wenn der Drucker mehr als 20 kg wiegt, sind zum sicheren Anheben mindestens zwei Personen notwendig.

Change history

Change history

February 14, 2024

- Updated the HVPS removal topic of the Parts removal chapter. See [HVPS removal on page 307](#).
- Added the following topics to the Parts removal chapter:
 - [Left paper tray guide removal on page 297](#)
 - [Right paper tray guide removal on page 311](#)
- Updated the following descriptions in the [Electronics on page 380](#) topic of the Parts catalog chapter:
 - Updated PN 41X5009 from Left paper guide to Left paper tray guide.
 - Updated PN 41X5008 from Right paper guide to Right paper tray guide.

August 17, 2023

- Updated the Motor (main drive) service check topic of the Diagnostics and troubleshooting chapter. See [Motor \(main drive\) service check on page 152](#).

July 21, 2023

- Updated the information in the Entering the Configuration Menu topic in the Service menus chapter. See [Entering the Configuration Menu on page 250](#).

July 18, 2023

- Added 41X5008 (right paper guide) and 41X5009 (left paper guide) in the Electronics topic of the Parts catalog chapter. See [Electronics on page 380](#).
- Added a note in the 32.40D and 32.60D errors in the 29—33 user attendance messages topic of the Diagnostics and troubleshooting chapter. See [29—33 user attendance messages on page 125](#).

June 27, 2023

- Updated the description for 41X2575 in the Paper path topic of the Parts catalog chapter. See [Paper path on page 386](#).

May 7, 2023

- Updated the assembly index and units/FRU for PN 41X2929. See [Covers on page 376](#).
- Updated the units/FRU for PN 41X2587. See [Electronics on page 380](#).

May 2, 2023

- Removed the Unwanted marks on the display removal information from the Control panel removal of the Parts removal chapter. See [Control panel removal on page 324](#).

February 14, 2023

- Updated the following topics in the Removals chapter:

- ADF and scanner removal. See [ADF and scanner removal on page 352](#).
- Controller board removal. See [Controller board removal on page 301](#).

January 31, 2023

- Added error code 845.02. See [840–845 error messages on page 164](#) in the Diagnostics and troubleshooting chapter.

January 10, 2023

- Added an installation note in the Control panel removal topic of the Parts removal chapter. See [Control panel removal on page 324](#).

December 22, 2022

- Added the topic Important information before installing the duplex shaft bushing in the Removals chapter. See [Important information before installing the duplex shaft bushing on page 334](#).
- Updated the Gears assembly in the Parts catalog chapter. See [Gears on page 384](#).

November 29, 2022

- Added the topic group Securing the printer in the Diagnostics and troubleshooting chapter. It includes these topics:
 - Resetting the printer without admin credentials. See [Resetting the printer without admin credentials on page 43](#).
 - Using the security reset jumper. See [Using the security reset jumper on page 44](#).

November 8, 2022

- Added the topic Interlock switch removal in the Removals chapter. See [Interlock switch removal on page 323](#).
- Added PN 41X4485 in the Electronics assembly in the Parts catalog chapter. See [Electronics on page 380](#).

September 6, 2022

- Updated the Entering recovery mode topic in the Service menus chapter. See [Entering Recovery mode on page 265](#).

August 23, 2022

- Added the Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020 regulatory notice in the Printer specifications chapter.

August 16, 2022

- Added the Enabling the security reset jumper topic in the Printer specifications chapter.

July 28, 2022

- Added the new topic Adjusting the fax volume to the Removals chapter. See [Adjusting the fax volume on page 281](#).
- Updated the following topics in the Parts catalog chapter:

- Covers. Updated the units/FRU for upper front cover with decals. See [Covers on page 376](#).
- Electronics. Added 41X4479 controller board (MB3442adw, MX431adw, XM1342); updated the art and units/FRU for toner cartridge contact and; updated the units/FRU for transfer roller, bearing, and spring. See [Electronics on page 380](#).
- Gears. Updated the units/FRU for main drive gears kit. See [Gears on page 384](#).
- Paper path. Changed art for the redrive to include the bin full sensor actuator. See [Paper path on page 386](#).

May 17, 2022

- Updated the following topics in the Diagnostics and troubleshooting chapter:
 - 29-33 user attendance messages. See [29–33 user attendance messages on page 125](#).
 - 4y user attendance messages. See [41-43 user attendance messages on page 132](#).
 - 8y user attendance messages. See [80-88 user attendance messages on page 137](#).
- Added the Restoring the printer configuration topic in the Parts removal chapter. See [Restoring the printer configuration on page 274](#).
- Updated the description of PN 41X2597 to Scanner with fax card (MX331) (simplex ADF) in the Parts catalog chapter. See [ADF and scanner on page 390](#).

April 6, 2022

- Added PN 41X4471 in the Gears assembly and illustration of the Parts catalog chapter. See [Gears on page 384](#).

February 3, 2022

- Updated the Controller board removal topic in the Parts removal chapter. See [Controller board removal on page 301](#).

November 18, 2021

- Added PN 41X4273 in the Electronics assembly of the Parts catalog chapter. See [Electronics on page 380](#).

October 26, 2021

- Updated the 900 error service check topic in the Diagnostics and troubleshooting chapter. See [900 error service check on page 178](#).
- Updated the description of PN 41X2580 and added PN 41X4207 in the Parts catalog chapter. See [Covers on page 376](#).
- Added the Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020 topic in the Printer specifications chapter.

September 14, 2021

- Added the Sensor (input) removal topic in the Parts removal chapter. See [Sensor \(input\) removal on page 332](#).
- Added PN 41X1083 in the Electronics assembly of the Parts catalog chapter. See [Electronics on page 380](#).

August 25, 2021

- Updated the illustration and added the following PNs in the Paper path assembly of Parts catalog chapter. See [Paper path on page 386](#).

- 41X4195
- 41X4196

July 21, 2021

- Changed PN 41X2589 to PN 41X2598 in the notes in assembly 7 of the Parts catalog chapter. See [ADF and scanner on page 390](#).

June 24, 2021

- Added the 900 error messages topic in the Diagnostics and troubleshooting chapter. See [900 error messages on page 177](#).
- Added the 900 error service check topic in the Diagnostics and troubleshooting chapter. See [900 error service check on page 178](#).

May 3, 2021

- Updated the following removal topics in the Parts removal chapter:
 - Controller board removal
 - ADF and scanner removal
- Removed the Sensor (front door interlock) removal topic in the Parts removal chapter.
- Replaced PN 41X2391 with PN 41X2425 in the Parts catalog chapter. See [Gears on page 384](#).
- Updated the description for the following PNs in the Parts catalog chapter. See [Electronics on page 380](#) and [ADF and scanner on page 390](#).
 - 41X2975
 - 41X2660
 - 41X2976
 - 41X2661
 - 41X2977
 - 41X2598
 - 41X2980

March 23, 2021

- Added the XM1342 printer model.
- Updated the Fax card removal topic in the Parts removal chapter.
- Updated the following assembly topics in the Parts catalog chapter:
 - Covers
 - Electronics
 - ADF and scanner
 - Miscellaneous
- Updated the Controller board connectors topic in the Component locations chapter.
- Added PN 41X2929 in the Parts catalog chapter.

February 16, 2021

- Added the MB3442i printer model in the Printer model configurations topic of the General information chapter.
- Added the following topics in the General information chapter:
 - Supported fax
 - Finding the printer serial number
- Added the following topics in the Diagnostics and troubleshooting chapter:

- Fax symptoms
- Fax error log codes
- Modem/fax card service check
- Cannot set up etherFAX
- Cannot send or receive faxes using etherFAX
- Fax transmission service check
- Fax reception service check
- Lost connection to HTTPS fax server when using etherFAX service check
- Fax station error service check
- Fax failure service check
- Updated the User attendance messages topic in the Diagnostics and troubleshooting chapter.
- Updated the Config Menu topic in the Service menus chapter.
- Added the following topics in the Service menus chapter:
 - Fax SE Menu
 - EWS SE Menu
- Added the Speaker removal topic in the Parts removal chapter.
- Updated the Controller board connectors topic in the Component locations chapter.
- Added PN 41X2978 in the Parts catalog chapter.
- Updated the Wiring diagram

October 23, 2020

- Added the following Base printer symptoms topics in the Diagnostics and troubleshooting chapter:
 - Tray near empty service check
 - False bin full error service check
- Added the Bin full sensor actuator removal topic in the Parts removal chapter.

September 29, 2020

- Updated the Using Safe Mode topic in the Diagnostics and troubleshooting chapter.
- Updated the ADF and scanner assembly topic in the Parts catalog chapter.
- Removed PN 41X2664 in the Parts catalog chapter.

September 7, 2020

- Updated the Critical information for controller board or control panel replacement topic in the Parts removal chapter.
- Updated the 938–992 error messages table in the Diagnostics and troubleshooting chapter.
- Added the NVRAM mismatch failure service check topic in the Diagnostics and troubleshooting chapter.

August 3, 2020

- Removed the following topics in the Parts removal chapter:
 - Restoring the printer configuration after replacing the controller board
 - Restoring solutions, licenses, and configuration settings

July 15, 2020

- Added the 280–295 paper jam messages in the Diagnostics and troubleshooting chapter.
- Added the 840–845 error messages topic in the Diagnostics and troubleshooting chapter.
- Updated the 600–680 error messages topic in the Diagnostics and troubleshooting chapter.
- Added the following topics in the Diagnostics and troubleshooting chapter:

- ADF jam service check
- ADF failure service check
- Scanner communication error service check
- Scanner communication failure service check
- Scanner noise service check
- Duplex scan error service check
- Updated the Config menu topic in the Service menus chapter.
- Added PN 41X2664 in the Parts catalog chapter.

June 8, 2020

- Added the Entering Recovery Mode topic in the Service menus chapter.

May 12, 2020

- Updated the description of the following parts in the Electronics topic in the Parts catalog chapter:
 - PN 41X2659
 - PN 41X2660
 - PN 41X2661

April 14, 2020

- First release.

General information

Printer model configurations

The Lexmark MX331, Lexmark MB3442, Lexmark MX431, and Lexmark XM1342 MFPs are small, monochrome, network-capable, laser printers.

MX331adn, MB3442adw, MB3442i, MX431adn, MX431adw, and XM1342 models

Model	Configurations	Machine type/model
MX331adn	Network-ready monochrome laser four-in-one MFP with 2.8-inch touch screen, 40 ppm, 10/100 Ethernet, front USB, internal duplex printing, and simplex scanning for small workgroups.	7019-235
MB3442adw	Network-ready monochrome laser four-in-one MFP with 2.8-inch touch screen, 42 ppm, wireless, 10/100 Ethernet, front USB, internal duplex printing, and duplex scanning for small workgroups.	7019-486
MB3442i	Network-ready monochrome laser three-in-one MFP with 2.8-inch touch screen, 42 ppm, wireless, 10/100 Ethernet, front USB, internal duplex printing, and duplex scanning for small workgroups.	7019-486
MX431adn	Network-ready monochrome laser four-in-one MFP with 2.8-inch touch screen, 42 ppm, Gigabit Ethernet, front USB, internal duplex printing, and duplex scanning for small workgroups.	7019-4a6

Continued on page 27

Continued from page 26

Model	Configurations	Machine type/model
MX431adw	Network-ready monochrome laser four-in-one MFP with 2.8-inch touch screen, 42 ppm, wireless, Gigabit Ethernet, front USB, internal duplex printing, and duplex scanning for small workgroups.	7019-4b6
XM1342		7019-489

Supported paper sizes, types, and weights

Supported paper sizes

Supported paper sizes

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Scanner	ADF
A4 210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓	✓	✓	✓
A5 Portrait (SEF) 148 x 210 mm (5.83 x 8.27 in.)	✓	✓	✓	X	✓	✓
A5 Landscape (LEF)¹ 210 x 148 mm (8.27 x 5.83 in.)	✓	✓	✓	X	✓	✓
A6 105 x 148 mm (4.13 x 5.83 in.)	✓	✓	✓	X	✓	✓
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	✓	✓	✓	X	✓	✓
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓	✓	X	✓

Continued on page 29

Continued from page 28

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Scanner	ADF
Hagaki 100 x 148 mm (3.94 x 5.83 in.)	✓	X	✓	X	✓	X
Statement 139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	✓	X	✓	✓
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓	X	✓	✓
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓	✓	X	✓
Folio 215.9 x 330.2 mm (8.5 x 13 in.)	✓	✓	✓	✓	X	✓
Universal 3 99 x 148 mm to 215.9 x 359.92 mm (3.9 x 5.83 in. to 8.5 x 14.17 in.)	✓	✓	✓	✓ ²	X	✓
7 3/4 Envelope	X	X	✓	X	✓	X

Continued on page 30

Continued from page 29

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Scanner	ADF
98.4 x 190.5 mm (3.875 x 7.5 in.)						
9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.)	X	X	✓	X	✓	X
10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.)	X	X	✓	X	✓	X
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	X	X	✓	X	✓	X
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	X	X	✓	X	✓	X
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	X	X	✓	X	✓	X
Other Envelope 98.4 x 162 mm to 176 x 250 mm (3.87 x 6.38 in. to 6.93 x 9.84 in.)	X	X	✓	X	✓	X

¹ The default support is long-edge feed.

² Paper must at least be 210 mm (8.27 in.) wide and 279.4 mm (11 in.) long for two-sided printing.

³ When Universal is selected, the page is formatted for 215.90 x 355.60 mm (8.5 x 14 in.) unless specified by the application.

Supported paper types

Supported paper types

Paper type	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Automatic document feeder
Plain paper	✓	✓	✓	✓	✓
Card stock	X	X	✓	X	X
Recycled	✓	✓	✓	✓	X
Paper labels*	✓	✓	✓	X	X
Bond	✓	✓	✓	✓	X
Letterhead	✓	✓	✓	✓	X
Preprinted	✓	✓	✓	✓	X
Colored Paper	✓	✓	✓	✓	X
Light Paper	✓	✓	✓	✓	X
Heavy Paper	✓	✓	✓	✓	X
Rough/ Cotton	✓	✓	✓	✓	X
Envelope	X	X	✓	X	X
Rough envelope	X	X	✓	X	X

* One-sided paper labels are supported for occasional use of less than 20 pages per month. Vinyl, pharmacy, or two-sided labels are not supported.

Supported paper weights

Supported paper weights

	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Automatic document feeder
Paper weight	60–120 g/ m ² (16–32 lb)	60–120 g/ m ² (16–32 lb)	60–217 g/ m ² (16–58 lb)	60–90 g/m ² (16–24 lb)	60–90 g/m ² (16–24 lb)

Supported fax

Printer models and their supported fax

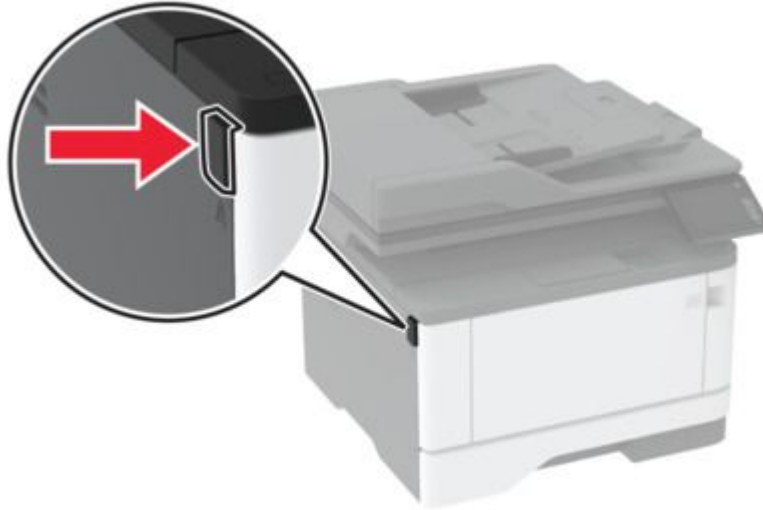
Printer model	Analog fax	etherFAX ¹	Fax server	Fax over IP (FoIP) ²
MB3442adw	✓	✓	✓	✓
MB3442i	X	✓	✓	✓
MX331adn	✓	✓	✓	✓
MX331dn	X	✓	✓	✓
MX431adn	✓	✓	✓	✓
MX431adw	✓	✓	✓	✓
MX431dn	X	✓	✓	✓
XM1342	✓	✓	✓	✓

¹ Needs a subscription. For more information, go to <https://www.etherfax.net/lexmark> or contact the place where you purchased the printer.

² Needs an installed license bundle. For more information, contact the place where you purchased the printer.

Finding the printer serial number

1. Open the front door.



2. Locate the printer serial number behind the front door.



Tools required for service

- Flat-blade screwdrivers, various sizes
- #1 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic short-blade
- Torx screwdriver (T20 head)
- Needle-nose pliers
- Diagonal side cutters
- Spring hook
- Feeler gauges
- Analog or digital multimeter
- 3-mm ball hex wrench
- Toner vacuum
- Flashlight

Diagnostics and troubleshooting

Troubleshooting precautions



CAUTION—SHOCK HAZARD

When you see this symbol on the product, there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.



CAUTION—SHOCK HAZARD

This product uses an electronic power switch. It does not physically disconnect the input AC voltage. To avoid the risk of electrical shock, always remove the power cord from the printer when removal of the input AC voltage is required.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock while troubleshooting with covers removed or doors open, do not touch the exposed wires or circuits while the printer is connected to an electrical outlet.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.



CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



CAUTION—PINCH HAZARD

To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

Précautions de dépannage



CAUTION—SHOCK HAZARD

Ce symbole indique un danger lié à des niveaux de tension dangereux dans la zone du produit à manipuler. Débranchez le produit avant de commencer, ou agissez avec prudence si le produit doit être alimenté pour effectuer l'opération.



CAUTION—SHOCK HAZARD

Ce produit utilise un commutateur d'alimentation électronique. Il ne déconnecte pas physiquement la tension d'alimentation CA. Pour éviter tout risque d'électrocution, débranchez toujours le cordon d'alimentation de l'imprimante lorsque vous devez déconnecter la tension d'alimentation CA.



CAUTION—SHOCK HAZARD

Pour éviter tout risque d'électrocution lors du dépannage de l'imprimante avec les capots retirés ou les portes ouvertes, prenez garde de ne pas toucher les fils ou circuits dénudés si l'imprimante est connectée à une prise électrique.



CAUTION—SHOCK HAZARD

Pour éviter tout risque d'électrocution et éviter d'endommager l'imprimante, débranchez le cordon d'alimentation de la prise électrique et déconnectez toute connexion à tout périphérique externe avant de brancher ou débrancher des câbles ou circuits et assemblages électroniques.



CAUTION—HOT SURFACE

L'intérieur de l'imprimante risque d'être brûlant. Pour réduire le risque de brûlure, laissez la surface ou le composant refroidir avant d'y toucher.



CAUTION—PINCH HAZARD

Pour éviter tout risque de blessure par pincement, agissez avec précaution au niveau des zones signalées par cette étiquette. Les blessures par pincement peuvent se produire autour des pièces mobiles telles que les engrenages, portes, tiroirs et capots.

Precauciones durante la solución de problemas



CAUTION—SHOCK HAZARD

Cuando vea este símbolo en el producto, existe peligro de tensiones peligrosas en el área del producto en la que está trabajando. Desconecte el producto antes de empezar o tenga cuidado si el producto debe recibir alimentación a fin de realizar la tarea.



CAUTION—SHOCK HAZARD

Este producto utiliza un interruptor de corriente electrónico. No desconecta físicamente la entrada de voltaje de CA. Para evitar el riesgo de descarga eléctrica, desenchufe siempre el cable de alimentación de la impresora cuando sea necesario retirar la entrada de voltaje de CA.



CAUTION—SHOCK HAZARD

Para evitar el riesgo de descarga eléctrica al solucionar problemas sin las cubiertas o con las puertas abiertas, no toque los cables ni los circuitos expuestos mientras la impresora está conectada a una toma de corriente.



CAUTION—SHOCK HAZARD

Para evitar el riesgo de descargas eléctricas y daños en la impresora, retire el cable de alimentación de la toma eléctrica y desconecte todas las conexiones a dispositivos externos antes de conectar o desconectar cualquier cable, placa electrónica o conjunto.



CAUTION—HOT SURFACE

El interior de la impresora podría estar caliente. Para evitar el riesgo de heridas producidas por el contacto con un componente caliente, deje que la superficie se enfríe antes de tocarlo.



CAUTION—PINCH HAZARD

Para evitar el riesgo de lesión por atrapamiento, preste atención en las áreas marcadas con esta etiqueta. Las lesiones por atrapamiento se pueden producir en torno a partes móviles, tales como engranajes, puertas, bandejas y cubiertas.

Vorsichtsmaßnahmen bei der Fehlerbehebung



CAUTION—SHOCK HAZARD

Wenn Sie dieses Symbol sehen, besteht eine Gefahr durch gefährliche Spannungen in dem Produktbereich, in dem Sie arbeiten. Trennen Sie das Produkt von seiner Stromverbindung, bevor Sie beginnen, oder gehen Sie vorsichtig vor, wenn das Produkt für die Durchführung der Aufgabe mit Strom versorgt werden muss.



CAUTION—SHOCK HAZARD

Dieses Produkt verwendet einen elektronischen Leistungsschalter. Er trennt die Eingangswechselspannung nicht physikalisch. Um das Risiko eines elektrischen Schlags zu vermeiden, ziehen Sie stets das Netzkabel vom Drucker ab, wenn eine Abtrennung der Eingangswechselspannung erforderlich ist.



CAUTION—SHOCK HAZARD

Um die Gefahr eines Stromschlags während der Fehlerbehebung bei entfernten Abdeckungen oder offenen Klappen zu vermeiden, berühren Sie die freiliegenden Drähte oder Stromkreise nicht, wenn der Drucker an eine Steckdose angeschlossen ist.



CAUTION—SHOCK HAZARD

Um das Risiko eines elektrischen Schlags und Schäden am Drucker zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose und trennen Sie alle Verbindungen zu jeglichen externen Geräten, bevor Sie Kabel, Elektronikplatinen oder Baugruppen einstecken oder abziehen.



CAUTION—HOT SURFACE

Das Innere des Druckers kann sehr heiß sein. Vermeiden Sie Verletzungen, indem Sie heiße Komponenten stets abkühlen lassen, bevor Sie ihre Oberfläche berühren.



CAUTION—PINCH HAZARD

Um das Risiko einer Quetschung zu vermeiden, gehen Sie in Bereichen, die mit diesem Etikett gekennzeichnet sind, mit Vorsicht vor. Quetschungen können im Bereich von beweglichen Komponenten auftreten, wie z. B. Zahnrädern, Klappen, Fächern und Abdeckungen.

Troubleshooting overview

Performing the initial troubleshooting check

- With the power cord unplugged from the electrical outlet, check if the cord is free from breakage, short circuits, disconnected wires, or incorrect connections.
- Make sure that the printer is properly grounded.
- Make sure that the power supply line voltage is within 10% of the rated line voltage.
- Make sure that the printer is securely installed on a level surface in a well-ventilated area.
- Make sure that the temperature and relative humidity are within the specifications. See [Temperature information on page 404](#).
- Avoid locations that:
 - Generate ammonia gas
 - Are exposed to direct sunlight
 - Are near open flames
 - Are dusty
- Make sure that the recommended paper for this printer is used.
- Do a test print with paper from a newly opened package, and then check the result.

Using Safe Mode

Safe Mode lets the printer continue to operate in a special limited mode in which it attempts to continue offering as much functionality as possible despite known issues.

Note:

- When in Safe Mode, the printer only prints in simplex mode from tray 1 at the slowest operating point.
- This setting cannot be used if the sensor (tray present) is damaged.

Warning—Potential Damage

Safe Mode is intended as a short-term workaround and must be used only in the case of a non-critical error when a print job must be completed before service can be arranged to repair the printer. The printer must be returned to standard operating mode before diagnostics can be run or full-function printing can continue.

Enter Safe Mode from the Configuration menu, and then POR the printer. See [Config Menu on page 251](#).

Return the printer to standard operating mode to service the printer and return to full-function printing.

| Securing the printer

Resetting the printer without admin credentials

Note:

- Resetting the printer or replacing the controller board deletes all security settings.
- Before changing the security settings, ask permission from your administrator.

1. Perform an Out of Service Erase to reset the printer to factory defaults without using admin credentials. For more information, see .

Warning—Potential Damage

This method makes the device vulnerable to hacking because it allows the creation of an admin account afterwards. By default, newer firmware versions restrict Out of Service Erase to admin users only, making the printer more secure and remembering the admin password more important.

2. If Out of Service Erase is unavailable, then use the security reset jumper to reset the printer to factory defaults. For more information, see [Using the security reset jumper on page 44](#).
3. If the effect of the jumper reset is disabled, then replace the controller board. For more information, see [Controller board removal on page 301](#).

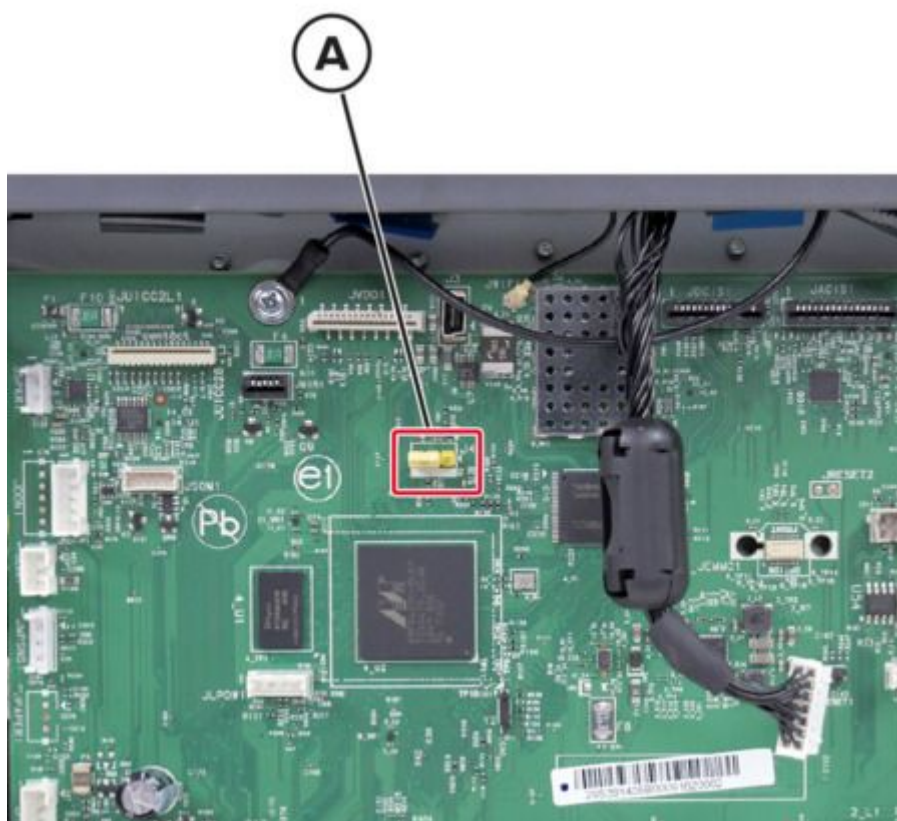
Using the security reset jumper

The security reset jumper is on the controller board. It can be used if the admin password is lost or forgotten, and Out of Service Erase is not available.

Note:

- To enable the effect of the security reset jumper, from the home screen navigate to: **Security > Miscellaneous > Security Reset Jumper > Enable “Guest” Access.**
- To disable the effect of the jumper, select **No Effect** from the Security Reset Jumper section in the Security menu. If the password is forgotten or lost, perform an Out of Service Erase or replace the controller board. See [Resetting the printer without admin credentials on page 43](#) or [Controller board removal on page 301](#).

1. Turn off the printer.
2. Remove the controller board shield.
3. Locate the security jumper (A) on the controller board.



4. Move the jumper to cover the middle and exposed prongs.

Note: The movement of the jumper triggers the reset, not the jumper position.

5. Attach the controller board shield.
6. Turn on the printer.

Note:

- The security framework remains in place after the reset. Public permissions are reset to default and now include Out of Service Erase as an option.
- If LDAP is used to authenticate the copy function in MFPs, then the LDAP configuration and copy function are no longer protected.
- If Enable Audit is activated in the Security Audit Log, then the printer logs a message each time the jumper is reset.
- Physical access to the printer is required to use the jumper, making it more secure against hacking. To prevent tampering of the jumper, secure the controller board cage with a Kensington lock.

Data security notice

Identifying printer memory

- **Volatile memory**—The printer uses standard random access memory (RAM) to buffer user data temporarily during simple print and copy jobs.
- **Nonvolatile memory**—The printer may use two forms of nonvolatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, printer settings, network information, scanner and bookmark settings, and embedded solutions.
- **Hard disk memory**—Some printers have a hard disk drive installed. The hard disk is designed for printer-specific functionality and cannot be used for long-term storage of data that is not print-related. The hard disk does not let users extract information, create folders, create disk or network file shares, or transfer FTP information directly from a client device. The hard disk can retain buffered user data from complex print jobs, form data, and font data.

The following parts can store memory:

- Printer control panel
- User interface controller card (UICC)
- Controller board
- Optional hard disks

Note: The printer control panel and controller board contain NVRAM.

Erasing printer memory

To erase volatile memory or buffered data, turn off the printer.

To erase non-volatile memory or individual settings, device and network settings, security settings, and embedded solutions, do the following:

1. From the control panel, navigate to:

Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on nonvolatile memory > Yes

2. Select either **Start initial setup** or **Leave printer offline**.

Fixing print quality issues

Gray background or toner fog check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Perform the following tests:
 - a. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

- b. Make sure that there are no obstructions between the charge roller and photoconductor drum.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Turn off the printer, wait for 10 seconds, and then turn on the printer.
 - b. Set the toner darkness to a lighter setting.

From the control panel, navigate to **Settings > Print > Quality > Toner Darkness**.

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

3. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**

Go to step 5.

- **No:**

Go to the next step.

4. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

5. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

6. Replace the toner cartridge.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

7. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#)
- b. Make sure that the HVPS1 cable on the controller board and HVPS is properly connected.

Does the problem remain?

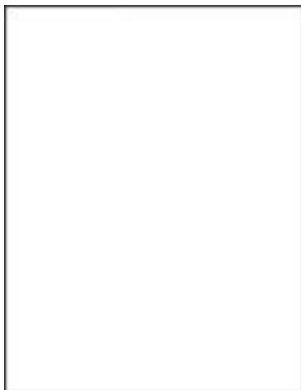
- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Replace the HVPS. See [HVPS removal on page 307](#).

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Blank page check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Verify that the toner cartridge is not empty.

Is the toner cartridge empty?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Replace the toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

- b. Firmly shake the imaging unit to redistribute the toner, and then insert it.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Make sure that the transfer roller is properly installed.
- b. Check the transfer roller for contamination and damage.

Is the transfer roller free of contamination and damage?

- **Yes:**
Go to step 9.
- **No:**
Go to the next step.

7. Remove, and then install the transfer roller. See [.Transfer roller removal on page 328](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Replace the transfer roller.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

9. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)

- b. Make sure that the HVPS1 cable on the controller board and HVPS is properly connected.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

10. Replace the HVPS. See [HVPS removal on page 307](#).

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

11. Replace the printhead. See [.Printhead removal on page 339](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Print is too dark check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

- b. Make sure that there are no obstructions between the charge roller and photoconductor drum.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:

- a. Turn off the printer, wait for 10 seconds, and then turn on the printer.
- b. Set the toner darkness to a lighter setting.

From the control panel, navigate to **Settings > Print > Quality > Toner Darkness**.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Replace the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#)
- b. Make sure that the HVPS1 cable on the controller board and HVPS is properly connected.

Does the problem?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Replace the HVPS. See [HVPS removal on page 307](#).

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Print is too light check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the toner cartridge is empty or if it has reached its end of life.

Is the toner cartridge empty or has reached its end of life?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Replace the toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Turn off the printer, wait for 10 seconds, and then turn on the printer.
- b. Do the following:

1. Set the toner darkness to a darker setting.

From the control panel, navigate to **Settings > Print > Quality > Toner Darkness**.

2. Set the paper type, texture, and weight to match the paper loaded.

From the control panel, navigate to **Settings > Paper > Media Configuration > Media Types**.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Remove the imaging unit.
- b. Push either side of the transfer roller, and then check if it depresses and bounces back into place.
- c. If the transfer roller does not depress and bounce back into place, then reinstall the transfer roller.
- d. Firmly shake the toner cartridge to redistribute the toner, and then insert it.
- e. Turn off the printer, wait for 10 seconds, and then turn on the printer.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Perform the following tests:

- a. Make sure that the transfer roller is properly installed.
- b. Check the transfer roller for contamination and damage.

Is the transfer roller free of contamination and damage?

- **Yes:**
Go to step 9.
- **No:**

Go to the next step.

8. Reinstall or replace the transfer roller. See [.Transfer roller removal on page 328](#)

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

9. Replace the imaging unit. See [.Transfer roller removal on page 328](#)

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

10. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
- b. Make sure that the HVPS1 cable on the controller board and HVPS is properly connected.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

11. Replace the HVPS. See [HVPS removal on page 307](#).

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Paper curl check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer is using a genuine and supported Lexmark fuser.

Is the printer using a genuine and supported Lexmark fuser?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Insert a genuine and supported Lexmark fuser.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Make sure that the paper guide setting matches the size of the paper loaded.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Set the paper type, texture, and weight to match the paper loaded.

From the control panel, navigate to **Settings > Paper > Media Configuration > Media Types**.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Perform the following tests:

- a. Make sure that the paper loaded is from a fresh package.

Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.

- b. Make sure that the printer supports the paper loaded.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Folded or wrinkled paper check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Perform the following tests:
 - a. Check if the printer is using a non-Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

- b. Make sure that the toner cartridge is compatible with the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Check if the paper loaded is from a fresh package.

Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.

- b. Make sure that the printer supports the paper loaded.

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

3. Perform the following tests:

- a. Check the toner cartridge for leaks.
- b. Using an approved toner vacuum, completely remove the stray toner from the printer, toner cartridge, and imaging unit.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

4. Perform the following tests:

- a. Remove the fuser. See [Fuser removal on page 337](#)
- b. Make sure that the fuser entry guide is free of waste toner and dust.

Warning—Potential Damage

Clean the fuser entry guide with a toner vacuum and cloth. Do not use compressed air.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

5. Replace the fuser.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Solid black pages check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:
 - a. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

- b. Check the charge roller contact on the right side of the imaging unit for damage and contamination.



Is the charge roller contact free of damage and contamination?

- **Yes:**
Go to step 6.
 - **No:**
Go to the next step.
4. Perform the following tests:
 - a. Perform a POR.
 - b. Perform a print test.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
5. Replace the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
6. Perform the following tests:
 - a. Remove the right cover. See [Right cover removal on page 298](#)
 - b. Make sure that the HVPS1 cable on the controller board and HVPS is properly connected.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Replace the HVPS. See [HVPS removal on page 307](#).

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Skewed print check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check the guides in the tray where the skewed prints are printed from.

Note: If the paper source is the MPF, then proceed to [See "Skewed print check" on page 65](#).

Does the position of the guides match the paper loaded?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Adjust the guides to match the paper loaded.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer supports the paper loaded.

Is the paper supported?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Remove the paper, and then load a supported one.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform a print test.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Check the guides in the MPF tray.

Does the position of the guides match the paper loaded?

- **Yes:**
Go to step 8.
- **No:**
Go to the next step.

7. Adjust the guides to match the paper loaded.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Make sure that the printer supports the paper loaded.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

9. Check the MPF pick roller for excess wear and contamination.

Is the MPF pick roller free from excess wear and contamination?

- **Yes:**
Go to step 11.
- **No:**
Go to the next step.

10. Replace the front door with MPF pick roller. See [Front door removal on page 327](#).

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

11. Reinstall or replace the transfer roller. See [.Transfer roller removal on page 328](#)

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

12. Replace the imaging unit.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Streaked vertical lines appear on prints during a print job check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Perform the following tests:
 - a. Make sure that the printer is not placed in a cold and damp area.
 - b. Print 15 simplex pages to dry the transfer roller.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 4.
- **No:**
Go to the next step.

3. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

4. Check the status of the imaging unit.

Is the imaging unit near its end of life?

- **Yes:**

Go to step 6.

- **No:**

Go to the next step.

5. Remove, and then insert the imaging unit.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

6. Replace the imaging unit.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Streaked vertical lines appear on prints during a copy job check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Perform the following tests:
 - a. Make sure that the printer is not placed in a cold and damp area.
 - b. Print 15 simplex pages to dry the transfer roller.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Clean the scanner. See [Cleaning the scanner on page 372](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Open the scanner cover, and then check if it closes properly.

Does the cover close properly?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Make sure that the scanner glass pad is clean and properly installed.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
5. With the scanner cover open, perform a copy job to check the scanner lamp.

Note: The scanner lamp must light up and move along the scan area.

Is the scanner lamp functional?

- **Yes:**
Go to step 7.
 - **No:**
Go to the next step.
6. Perform the following tests:
- a. Remove the right cover. See [.Right cover removal on page 298](#)
 - b. Reseat the scanner cables.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
7. Perform the following tests:

Check the scanner and its components for damage.

- Scanner lamp
- Motor (scanner)
- Scanner belt
- Glass panes
- Cables

Are the scanner and its components free of damage?

- **Yes:**
Go to step 9.
 - **No:**
Go to the next step.
8. Replace the ADF and scanner. See [.ADF and scanner removal on page 352](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

9. Check the firmware version.

Is the firmware updated to the latest version?

- **Yes:**
Go to step 11.
- **No:**
Go to the next step.

10. Update the firmware.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

11. Perform the following tests:

- a. Make sure that the controller board is properly installed.
- b. Reseat all the cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

12. Replace the controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.



1. Check if the banding is along the edge of the paper.

Is the banding along the edge of the paper?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Replace the fuser. See [Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the toner cartridge is empty or if it has reached its end of life.

Is the toner cartridge empty or has reached its end of life?

- **Yes:**
Go to the next step.
- **No:**
Go to step 5

4. Replace the toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**

The problem is solved.

5. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Contact the next level of support.
- **No:**
Go to the next step.

6. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Vertical light bands check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the banding is along the edge of the paper.

Is the banding along the edge of the paper?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Replace the fuser. See [Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Remove the imaging unit.
- b. Clean the printhead laser glass window with a soft cloth.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Vertical dark bands check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the banding is along the edge of the paper.

Is the banding along the edge of the paper?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Replace the fuser. See [Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

- b. Make sure that there are no obstructions between the charge roller and photoconductor drum.

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

4. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**

Go to step 6.

- **No:**

Go to the next step.

5. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

6. Remove, and then insert the imaging unit.

Does the problem remain?

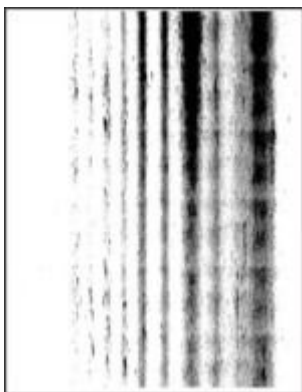
- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Vertical dark streaks with print missing check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the toner cartridge is empty or if it has reached its end of life.

Is the toner cartridge empty or has reached its end of life?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Replace the toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

- b. Check the charge roller contact on the right side of the imaging unit for damage and contamination.



Is the charge roller contact free of damage and contamination?

- **Yes:**
Contact the next level of support.
- **No:**
Go to the next step.

6. Replace the imaging unit.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

White streaks and voided areas check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:
 - a. Perform a POR.
 - b. Perform a print test.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**

The problem is solved.

4. Check the status of the imaging unit.

Is the imaging unit near its end of life?

- **Yes:**

Go to the next step.

- **No:**

Contact the next level of support.

5. Replace the imaging unit.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Clipped pages or images check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Perform the following tests:
 - a. Remove any packing material left on the imaging unit.

Note: You may need a pair of pliers to remove pieces of plastic inside the imaging unit.

- b. Make sure that there are no obstructions between the charge roller and photoconductor drum.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Remove, and then insert the toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Remove, and then insert the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Replace the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Perform the following tests:

- a. Remove the imaging unit.
- b. Clean the printhead laser glass window with a soft cloth.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Incorrect margins on prints check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Adjust the guides in the tray to match the size of the paper loaded.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

Do either of the following:

- Set the paper size to match the paper loaded in the tray.

Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Printer registration adjustments

- Change the paper loaded in the tray to match the paper size set in the tray.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Toner rubs off check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Set the paper type, texture, and weight to match the paper loaded.

From the control panel, navigate to **Settings > Paper > Media Configuration > Media Types**.

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

4. Remove, and then install the fuser. See [.Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

5. Replace the fuser.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Toner specks appear on prints during a print job check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.

Is the printer using a genuine and supported Lexmark toner cartridge?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Insert a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. From the control panel, navigate to **Status/Supplies > Supplies**.
- b. Check the status of the imaging unit.

Is the imaging unit near its end of life or showing signs of toner leakage?

- **Yes:**
Go to the next step.
- **No:**

Go to step 5.

4. Replace the imaging unit.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

5. Check if toner specks appear only on the edges or back side of the paper.

Do toner specks appear only on the edges or back side of the paper?

- **Yes:**

Go to the next step.

- **No:**

Go to step 7.

6. Replace the transfer roller. See [Transfer roller removal on page 328](#).

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

7. Check the printer for stray toner contamination.

Is the printer contaminated with stray toner?

- **Yes:**

Go to the next step.

- **No:**

Contact the next level of support.

8. Using an approved toner vacuum, completely remove the stray toner from the printer, toner cartridge, and imaging unit.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Toner specks appear on prints during a copy job check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Clean the scanner. See [Cleaning the scanner on page 372](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check the firmware version.

Is the firmware updated to the latest version?

- **Yes:**
Go to step 4.
- **No:**
Go to the next step.

3. Update the firmware.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Replace the ADF and scanner. See [ADF and scanner removal on page 352](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**

The problem is solved.

5. Perform the following tests:
 - a. Make sure that the controller board is properly installed.
 - b. Reseat all the cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Replace the controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Repeating defects check



Note: Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [Performing the initial troubleshooting check on page 41](#).

1. Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following:

- 37.7 mm (1.48 in.)
- 96 mm (3.78 in.)

Does the distance between the repeating defects match any of the measurements?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Replace the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the distance between the repeating defects is equal to any of the following:

- 37.5 mm (1.48 in.)
- 43.5 mm (1.71 in.)

Does the distance between the repeating defects match any of the measurements?

- **Yes:**
Go to the next step.
- **No:**

Go to step 5.

4. Replace the toner cartridge.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

5. Check if the distance between the repeating defects is equal to 52 mm (2.05 in.).

Does the distance between the repeating defects match the measurement?

- **Yes:**

Go to the next step.

- **No:**

Go to step 7.

6. Replace the transfer roller. See [.Transfer roller removal on page 328](#)

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

7. Check if the distance between the repeating defects is equal to any of the following:

- 62.5 mm (2.46 in.)

- 79.8 mm (3.14 in.)

Does the distance between the repeating defects match any of the measurements?

- **Yes:**

Go to the next step.

- **No:**

Contact the next level of support.

8. Replace the fuser. See [.Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Paper jams

200 paper jams

200 paper jam messages

200 paper jam messages

Error code	Description	Action
200.02	Paper fed from the MPF was detected earlier than expected at the sensor (input).	See Sensor (input): Paper arrived too early jam service check on page 96.
200.04	Paper fed from the MPF cleared the sensor (input) earlier than expected.	See Sensor (input): Paper cleared too early jam service check on page 98.
200.05	Paper fed from the MPF never cleared the sensor (input).	See Sensor (input): Paper failed to clear jam service check on page 102.
200.06	Paper fed from the MPF was detected later than expected or was never detected at the sensor (input).	See Sensor (input): Paper failed to arrive jam service check on page 100.
200.12	Paper fed from tray 1 was detected earlier than expected at the sensor (input).	See Sensor (input): Paper arrived too early jam service check on page 96.
200.13	Paper fed from tray 1 was detected later than expected or was never detected at the sensor (input).	See Sensor (input): Paper failed to arrive jam service check on page 100
200.14	Paper fed from tray 1 cleared the sensor (input) earlier than expected.	See Sensor (input): Paper cleared too early jam service check on page 98.
200.15	Paper fed from tray 1 never cleared the sensor (input).	See Sensor (input): Paper failed to clear jam service check on page 102
200.22	Paper fed from tray 2 was detected earlier than	See Sensor (input): Paper arrived too early jam service check on page 96.

Continued on page 95

Continued from page 94

Error code	Description	Action
	expected at the sensor (input).	
200.23	Paper fed from tray 2 was detected later than expected or was never detected at the sensor (input).	See Sensor (input): Paper failed to arrive jam service check on page 100.
200.24	Paper fed from tray 2 cleared the sensor (input) earlier than expected.	See Sensor (input): Paper cleared too early jam service check on page 98.
200.25	Paper fed from tray 2 never cleared the sensor (input).	See .Sensor (input): Paper failed to clear jam service check on page 102
200.91	Paper remains detected at the sensor (input) after the printer is turned on.	See Sensor (input): Static jam service check on page 105.

Sensor (input): Paper arrived too early jam service check

1. Identify the source tray.

Is MPF the source tray?

- **Yes:**
Go to the next step.
- **No:**
Go to step 4.

2. Perform the following tests:

- a. Make sure that the MPF pick roller is free of contamination.
- b. Clean the MPF pick roller.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Replace the front door. See [Front door removal on page 327](#).

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

4. Make sure that the paper is properly loaded in the tray.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Make sure that each tray is free of paper fragments and partially fed paper.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Make sure that the pick roller and separator roller are free from contamination.
- b. Clean the pick roller and separator roller.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Sensor tests

- b. Find the sensor (input).
c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 9.
- **No:**
Go to the next step.

8. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
b. Make sure that the JMTR1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

9. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Sensor (input): Paper cleared too early jam service check

1. Perform the following tests:
 - a. Remove the tray insert.
 - b. Make sure that the paper is properly loaded in the tray.
 - c. From the printer control panel or Printing Preferences or Print dialog, verify the paper size settings.

Note: The tray has no size sensing mechanism. Manually set the paper size through the printer control panel or Printing Preferences or Print dialog.

Does the paper size match the settings that you want?

- **Yes:**
Go to step 3.
 - **No:**
Go to the next step.
2. Change the paper size or adjust the size setting in the tray.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
3. Perform the following tests:
 - a. Make sure that the tray is not overfilled.
 - b. Make sure that the paper guides are not set too tight against the paper.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
4. Check the tray for crumpled, damaged, or deformed paper.

Are there crumpled, damaged, or deformed paper in the tray?

- **Yes:**
Go to the next step.
 - **No:**
Go to step 6.
5. Replace the crumpled, damaged, or deformed paper.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Enter theDiagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Sensor tests

- b. Find the sensor (input).
c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 8.
- **No:**
Go to the next step.

7. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
b. Make sure that the JMTR1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Sensor (input): Paper failed to arrive jam service check

Note: This service check is not applicable to tray 2.

1. Perform the following tests:
 - a. Remove the tray insert.
 - b. Make sure that the paper is properly loaded in the tray.
 - c. From the printer control panel or Printing Preferences or Print dialog, verify the paper size settings.

Note: The tray has no size sensing mechanism. Manually set the paper size through the printer control panel or Printing Preferences or Print dialog.

Does the paper size match the settings that you want?

- **Yes:**
Go to step 3.
 - **No:**
Go to the next step.
2. Change the paper size or adjust the size setting in the tray.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
3. Perform the following tests:
 - a. Make sure that the tray is not overfilled.
 - b. Make sure that the paper guides are not set too tight against the paper.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
4. Check the tray for crumpled, damaged, or deformed paper.

Are there crumpled, damaged, or deformed paper in the tray?

- **Yes:**
Go to the next step.
- **No:**
Go to step 6.

5. Replace the crumpled, damaged, or deformed paper.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Enter theDiagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Sensor tests

- b. Find the sensor (input).
- c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 8.
- **No:**
Go to the next step.

7. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
- b. Make sure that the JMTR1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Sensor (input): Paper failed to clear jam service check

1. Perform the following tests:
 - a. Remove the tray insert.
 - b. Make sure that the paper is properly loaded in the tray.
 - c. From the printer control panel or Printing Preferences or Print dialog, verify the paper size settings.

Note: The tray has no size sensing mechanism. Manually set the paper size through the printer control panel or Printing Preferences or Print dialog.

Does the paper size match the settings that you want?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Change the paper size or adjust the size setting in the tray.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Make sure that the tray is not overfilled.
- b. Make sure that the paper guides are not set too tight against the paper.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Check the tray for crumpled, damaged, or deformed paper.

Are there crumpled, damaged, or deformed paper in the tray?

- **Yes:**
Go to the next step.
- **No:**
Go to step 6.

5. Replace the crumpled, damaged, or deformed paper.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
6. Identify the source tray.
- Is MPF the source tray?
- **Yes:**
Go to the next step.
 - **No:**
Go to step 9.
7. Make sure that the MPF pick roller is free of contamination.
- Does the problem remain?
- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
8. Replace the front door. See [Front door removal on page 327](#).
- Does the problem remain?
- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
9. Make sure that the pick roller is free of contamination.
- Does the problem remain?
- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
10. Perform the following tests:
- a. Replace the pick roller.
 - b. Replace the separator roller.
- Does the problem remain?
- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
11. Perform the following tests:
- a. Enter the Diagnostics menu, and then navigate to:
Printer diagnostics & adjustments > Sensor tests
 - b. Find the sensor (input).

- c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 13.
- **No:**
Go to the next step.

12. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#)
- b. Make sure that the JMTR1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

13. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Sensor (input): Static jam service check

1. Check the paper path for paper fragments and partially fed paper.

Is the paper path free of paper fragments and partially fed paper?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Remove the paper fragments and partially fed paper.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Sensor tests

- b. Find the sensor (input).
- c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
- b. Make sure that the JMTR1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

202 paper jams

202 paper jam messages

202 paper jam messages

Error code	Description	Action
202.03	Paper fed from the MPF never arrived at the sensor (fuser exit).	See Sensor (fuser exit): Paper failed to arrive jam service check on page 107.
202.13	Paper fed from tray 1 never arrived at the sensor (fuser exit).	
202.23	Paper fed from tray 2 never arrived at the sensor (fuser exit).	
202.x4	Paper cleared the sensor (fuser exit) too soon.	See Sensor (fuser exit): Paper cleared too early jam service check on page 110.
202.05	Paper fed from the MPF never cleared the sensor (fuser exit).	See Sensor (fuser exit): Paper failed to clear jam service check on page 111.
202.15	Paper fed from tray 1 never cleared the sensor (fuser exit).	
202.25	Paper fed from tray 2 never cleared the sensor (fuser exit).	
202.91	Paper remains detected at the sensor (fuser exit) after the printer is turned on.	See Sensor (fuser exit): Static jam service check on page 113.
202.93	The sensor (fuser exit) detected a jam during or after a flush action.	
202.95	Paper fed from an unknown tray never cleared the sensor (fuser exit).	

Sensor (fuser exit): Paper failed to arrive jam service check

1. Check the fuser paper path for paper fragments and partially fed paper.

Is the fuser paper path free of paper fragments and partially fed paper?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Remove the paper fragments and partially fed paper.

Warning—Potential Damage

Do not remove any paper or paper fragments from the fuser using tools.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:
 - a. Remove paper in the tray, flip it over, and then reload paper.
 - b. Resend the print job.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Replace the paper in the tray, and then resend the print job.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:
 - a. Enter the Diagnostics menu, and then navigate to:
Printer diagnostics & adjustments > Sensor tests
 - b. Find the sensor (fuser exit).
 - c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 7.
- **No:**
Go to the next step.

6. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
- b. Make sure that the JEXIT1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:
Printer diagnostics & adjustments > Motor tests
- b. Find the main motor (forward).
- c. Open the front door, remove the imaging unit, and then close the front door.
- d. Activate the motor test.
- e. Open the rear door, and then check if the fuser belt is properly rotating.

Is the fuser belt properly rotating?

- **Yes:**
Go to step 9.
- **No:**
Go to the next step.

8. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
- b. Make sure that the JMTR1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

9. Replace the fuser. See [.Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

10. Perform a print job.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

11. Replace the main drive gears. See [.Main drive gears removal on page 285](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

12. Perform the following tests:

- a. Make sure that the metal shutter in the printer frame is not stuck.
- b. Check the metal shutter for fuser entry.

Does the metal shutter freely move?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Sensor (fuser exit): Paper cleared too early jam service check

1. Remove all paper from the bin.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check the fuser exit area, rear door, and redrive area for jammed paper or paper fragments.

Are there jammed paper or paper fragments?

- **Yes:**
Go to the next step.
- **No:**
Contact the next level of support.

3. Remove the jammed paper or paper fragments.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Sensor (fuser exit): Paper failed to clear jam service check

1. Perform the following tests:

- a. Make sure that the fuser exit area, rear door, and redrive area are free of jammed paper or paper fragments
- b. Make sure that the rear door can properly close.
- c. Check the rear door for damage.

Is the rear door functional and free of damage?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:
Printer diagnostics & adjustments > Sensor tests
- b. Find the sensor (fuser exit).
- c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

3. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#)
- b. Make sure that the JEXIT1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Replace the rear door. See [Rear door removal on page 335](#).

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Replace the fuser. See [Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**
The problem is solved.

6. Check the redrive for damage.

Is the redrive free of damage?

- **Yes:**
Go to step 8.

- **No:**
Go to the next step.

7. Replace the redrive. See [.Redrive removal on page 342](#)

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**
The problem is solved.

8. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.

- **No:**
The problem is solved.

Sensor (fuser exit): Static jam service check

1. Remove paper fragments and partially fed paper.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Sensor tests

- b. Find the sensor (fuser exit).
- c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**
Go to step 4.
- **No:**
Go to the next step.

3. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
- b. Make sure that the JEXIT1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

232 paper jams

232 paper jam messages

232 paper jam messages

Error code	Description	Action
232.03	Paper fed from MPF was detected later than expected or was never detected at the sensor (input) during a duplex print job.	See Sensor (input): Paper (duplex job) failed to arrive jam service check on page 116 .
232.13	Paper fed from tray 1 was detected later than expected or was never detected at the sensor (input) during a duplex print job.	
232.23	Paper fed from tray 2 was detected later than expected or was never detected at the sensor (input) during a duplex print job.	
232.05	Paper fed from the MPF never cleared the sensor (input) during a duplex print job.	
232.15	Paper fed from tray 1 never cleared the sensor (input) during a duplex print job.	
232.25	Paper fed from tray 2 never cleared the sensor (input) during a duplex print job.	
232.93	Paper fed from an unknown tray was detected later than expected or was never detected at the sensor (input) during a duplex print job.	
232.95	Paper fed from an unknown tray never cleared the	

Continued on page 115

Continued from page 114

Error code	Description	Action
	sensor (input) during a duplex print job.	

Sensor (input): Paper (duplex job) failed to arrive jam service check

1. Remove all paper from the bin, and then resend the print job.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check the fuser access area for jammed paper and obstructions.

Is the fuser access area free of jammed paper and obstructions?

- **Yes:**
Go to step 4.
- **No:**
Go to the next step.

3. Remove the jammed paper and obstructions.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Check the duplex path area for jammed paper and obstructions.

Is the duplex path area free of jammed paper and obstructions?

- **Yes:**
Go to step 6.
- **No:**
Go to the next step.

5. Remove the jammed paper and obstructions.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Check the duplex guide for proper installation.

Is the duplex guide properly installed?

- **Yes:**
Go to step 8.
- **No:**

Go to the next step.

7. Reseat the duplex guide, and then make sure that it is properly closed.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

8. Check the duplex guide for damage.

Is the duplex guide free of damage?

- **Yes:**

Go to step 10.

- **No:**

Go to the next step.

9. Replace the duplex guide. See [Duplex guide removal on page 347](#).

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

10. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Sensor tests

- b. Find the sensor (input).

- c. Make sure that the sensor actuator freely moves and is not stuck.

Does the sensor status change while toggling the sensor?

- **Yes:**

Go to step 12.

- **No:**

Go to the next step.

11. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#)

- b. Make sure that the JMTR1 sensor cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

12. Perform a print test.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

242 paper jams

242 paper jam messages

242 paper jam messages

Error code	Description	Action
242.26	Paper fed from tray 2 was picked but it never reached the sensor (input).	See Optional tray pick drive failure service check on page 154 .
242.80	Paper jam caused by the motor (tray 2) not turning on.	
242.81	Paper jam caused by the motor (tray 2) not turning off.	
242.82	Paper jam caused by the motor (tray 2) speed not ramping up to the required level.	
242.83	Paper jam caused by the motor (tray 2) stalling.	
242.84	Paper jam caused by the motor (tray 2) running too slow.	
242.85	Paper jam caused by the motor (tray 2) running too fast.	
242.86	Paper jam caused by the motor (tray 2) running too long.	

280–295 paper jams

280–295 paper jam messages

280–295 paper jams

Error code	Description	Action
280.11	Paper remains detected at the sensor (ADF scan) after the printer is turned on.	See .ADF jam service check on page 121
280.13	Paper never arrived at the sensor (ADF scan).	
280.15	Paper never cleared the sensor (ADF scan).	
295.01	An imagepipe error occurred. Gap between scanned pages is too small.	

ADF jam service check

1. Perform the following tests:

Check the ADF paper path for paper fragments, partially fed paper, and obstructions.

- Under the ADF cover
- Under the ADF
- ADF bin

Is the paper path free of paper fragments, partially fed paper, and obstructions?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Remove the paper fragments, partially fed paper, and obstructions.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Open the ADF cover, and then check if it closes properly.
- b. Check the cover for improper installation.

Is the ADF cover functional and properly installed?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Perform the following tests:

- a. Reinstall the ADF cover.
- b. Check the ADF cover for damage.

Is the ADF cover free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 6.

5. Perform the following tests:

- a. Check the ADF cover pick mechanism for improper operation.
- b. Check the ADF pick roller and feed roller for wear, damage, and contamination.

Are the pick components functional and free of wear, damage, and contamination?

- **Yes:**
Go to step 7.
- **No:**
Go to the next step.

6. Clean the affected components or replace the ADF cover. See [ADF cover removal on page 349](#).

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Perform the following tests:

- a. Check the ADF separator pad for improper installation.
- b. Check the separator pad for wear, damage, and contamination.

Is the ADF separator pad properly installed and free of wear, damage, and contamination?

- **Yes:**
Go to step 9.
- **No:**
Go to the next step.

8. Reinstall, clean, or replace the ADF separator pad. See [ADF separator pad removal on page 351](#).

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

9. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Motor tests

- b. Select **ADF transport**, and then start the test.

Does the motor run?

- **Yes:**
Go to step 11.
- **No:**
Go to the next step.

10. Perform the following tests:

- a. Make sure that the ADF is properly installed. Lift the ADF, and then check if it closes properly.
- b. Check the ADF for damage.

Is the ADF free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 16.

11. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Sensor tests

- b. Run the test on the following sensors:

- ADF paper present
- ADF scan

Do the status of the sensors change while toggling the sensors?

- **Yes:**
Go to step 13.
- **No:**
Go to the next step.

12. Check the affected sensor and its flag for damage.

Is the sensor free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 16.

13. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Motor tests

- b. Select **Scanner**, and then start the test.

Does the motor run?

- **Yes:**
Go to step 17.
- **No:**
Go to the next step.

14. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#).
- b. Reseat the following cables on the controller board:
- JADFM1
 - JFBM1
 - JSCANSNS1
 - scanner ground cable

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

15. Perform the following tests:

Check the scanner and its components for damage.

- Belt
- Cables

Is the scanner free of damage?

- **Yes:**
Go to step 17.
- **No:**
Go to the next step.

16. Replace the ADF and scanner. See [ADF and scanner removal on page 352](#).

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

17. Make sure that the controller board is properly installed. Reseat all the cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

18. Check the controller board and its connector pins for damage.

Are the controller board and its connectors free of damage?

- **Yes:**
Contact the next level of support.
- **No:**
Go to the next step.

19. Replace the controller board. See [Controller board removal on page 301](#).

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

User attendance messages

29-33 user attendance messages

29–33 user attendance messages

29–33 user attendance messages

Error code	Description	Action
29.xx	Packing material present on supplies.	Remove the packing material from the supplies.
31.40	The toner cartridge is missing or unresponsive.	See Unsupported or unresponsive toner cartridge service check on page 130 .
31.60	The imaging unit is missing or unresponsive.	See Unsupported or unresponsive imaging unit service check on page 128 .
32.40A	The toner cartridge is unsupported.	See Unsupported or unresponsive toner cartridge service check on page 130 .
32.40B	The toner cartridge is unsupported.	
32.40C	The toner cartridge is unsupported.	
32.40D	The toner cartridge is unsupported. Note: - A toner cartridge that ships with the printer or equipment (SWE) cannot be switched with another SWE toner cartridge. - Make sure to replace the SWE toner	

Continued on page 126

Continued from page 125

Error code	Description	Action
	cartridge only when prompted to do so. Replace the used SWE toner cartridge only with a newly ordered aftermarket toner cartridge compatible with the printer.	
32.40E	The toner cartridge is unsupported.	See Unsupported or unresponsive imaging unit service check on page 128.
32.40F	The toner cartridge is unsupported.	
32.60A	The imaging unit is unsupported.	
32.60B	The imaging unit is unsupported.	
32.60C	The imaging unit is unsupported.	
32.60D	The toner cartridge is unsupported. Note: An imaging unit that ships with the printer or equipment (SWE) cannot be switched with another SWE imaging unit.	

Continued on page 127

Continued from page 126

Error code	Description	Action
	• Make sure to replace the SWE imaging unit only when prompted to do so. • Replace the used SWE imaging unit only with a newly ordered aftermarket imaging unit compatible with the printer.	
32.60E	The imaging unit is unsupported.	
32.60F	The imaging unit is unsupported.	
33.40	A non-Lexmark black toner cartridge was detected.	See Unsupported or unresponsive toner cartridge service check on page 130 .
33.60		

Unsupported or unresponsive imaging unit service check

1. Check whether the imaging unit installed is genuine and supported by the printer model.

Is the imaging unit a genuine and supported Lexmark unit?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Install a genuine and supported Lexmark imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Check the imaging unit contacts for contamination.
- b. Check the imaging unit for leaks and damage.

Are the imaging unit and its contacts free of contamination and damage?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Clean or replace the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Check the imaging unit smart chip contacts for contamination.
- b. Check if the contacts are bent or damaged.

Are the contacts free of contamination and damage?

- **Yes:**
Go to step 7.
- **No:**
Go to the next step.

6. Clean or repair the smart chip contact.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Reseat the smart chip contact cable on the controller board.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Unsupported or unresponsive toner cartridge service check

1. Check whether the toner cartridge installed is genuine.

Is the cartridge a genuine and supported Lexmark unit?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Install a genuine and supported Lexmark toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Check the toner cartridge contacts for contamination.
- b. Check the toner cartridge for leaks and damage.

Are the toner cartridge and its contacts free of contamination and damage?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Clean or replace the toner cartridge.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Check the toner cartridge smart chip contacts for contamination.

Are the contacts free of contamination?

- **Yes:**
Go to step 7.
- **No:**
Go to the next step.

6. Clean the smart chip contact.

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

7. Reseat the smart chip contact cable on the controller board.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

4y user attendance messages

41-43 user attendance messages

Note: The .xy in the error code after 42 indicates the printer and cartridge regions. Where x is the printer region and y is the cartridge region. The numeric value is from 0 to 6. See the following table for the xy definitions:

Printer and toner cartridge regions

Region	Numeric code
The printer is not regionalized and matches any regionalized cartridge.	0y
The cartridge is not regionalized and only matches with printer region 0.	x0
North America (United States, Canada)	1
European Economic Area, Western Europe, Nordic countries, Switzerland	2
Asia Pacific	3
Latin America	4
Rest of Europe, Middle East, Africa	5
Australia, New Zealand	6
Invalid region	9

41-43 user attendance messages

Error code	Description	Action
41.60	The imaging unit and toner cartridge are mismatched or incompatible.	See Mismatched supplies error service check on page 135 .
42.10	Toner cartridge region does not match the printer region.	See Toner cartridge service check on page 136 .
42.02		
42.03		
42.04		

Continued on page 133

Continued from page 132

Error code	Description	Action
42.05		
42.09		
42.10		
42.12		
42.13		
42.14		
42.15		
42.19		
42.20		
42.21		
42.23		
42.24		
42.25		
42.29		
42.30		
42.31	Toner cartridge region does not match the printer region.	See Toner cartridge service check on page 136 .
42.32		
42.34		
42.35		
42.39		
42.40		
42.41		
42.42		
42.43		
42.45		
42.49		
42.50		

Continued on page 134

Continued from page 133

Error code	Description	Action
42.51		
42.52		
42.53		
42.54		
42.59		
42.90		
42.91		
42.92		
42.93		
42.94		
42.95		
43.40	A toner cartridge sensor error was detected.	

Mismatched supplies error service check

1. Check whether the supplies installed are genuine and supported by the printer model.

Are the supplies genuine and supported Lexmark units?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Install genuine and supported Lexmark units.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Replace the affected supply with the correct unit.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Toner cartridge service check

1. Make sure that the imaging unit and toner cartridge are genuine Lexmark supplies.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Shake the toner cartridge.
 - b. Clean the toner cartridge smart chip contacts, and then check the contacts for damage.
 - c. Clean the toner cartridge spring contacts, and then check the contacts for damage.
 - d. Perform a print test.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Reset the printer configuration. See [Restoring the printer configuration on page 274](#).

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

8y user attendance messages

80-88 user attendance messages

80-88 user attendance messages

Error code	Description	Action
80.0x	The remaining life of the fuser, pick roller, or transfer roller are nearly low.	See Supplies low service check on page 139 .
80.1x	The remaining life of the fuser, pick roller, or transfer roller are low.	
80.2x	The remaining life of the fuser, pick roller, or transfer roller are very low.	
80.3x	The life of the fuser, pick roller, or transfer roller has ended.	
84.0x	The remaining life of the imaging unit is nearly low.	
84.1x	The remaining life of the imaging unit is low.	
84.2x	The remaining life of the imaging unit is very low.	
84.3x	The imaging unit life has ended.	
84.4x	The imaging unit life has ended. The printer forces a hard stop on the imaging unit.	
88.0x	The remaining life of the toner cartridge is nearly low.	
88.1x	The remaining life of the toner cartridge is low.	
88.2x	The remaining life of the toner cartridge is very low.	
88.3x	The toner cartridge life has ended.	

Continued on page 138

Continued from page 137

Error code	Description	Action
88.4x	The toner cartridge life has ended. The printer forces a hard stop on the toner cartridge.	

Supplies low service check

1. Perform a print test on paper from a fresh package, and then check the result.

Are there print quality defects on the test page?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Identify, and then resolve the print quality defects. See the “Fixing print quality issues” section.

Note: If a supply was replaced, then make sure that the maintenance kit counter is reset.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform a feed test to check if the printer has paper feed problems.

Does the printer have a problem feeding paper during the test?

- **Yes:**
Go to the next step.
- **No:**
Go to step 5.

4. Resolve the feed problem.

Note: If a transfer roller was replaced, then make sure that the maintenance kit counter is reset.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Replace the affected part with a new one.

- Fuser

- Pick roller
- Transfer roller

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Printer hardware errors

111 errors

111 error messages

111 error messages

Error code	Description	Action
111.20	Printhead error (mirror motor lock) was detected before the motor was turned on.	See Printhead service check on page 143 .
111.21	No printhead power (+5 V) when the laser servo started.	
111.30	The printhead failed during power-on tests.	
111.31	Printhead error (no first HSYNC) was detected.	
111.32	Printhead error (lost HSYNC) was detected.	
111.33	Printhead error (lost HSYNC) was detected during servo.	
111.34	Printhead error (mirror motor lost lock) was detected.	
111.35	Printhead error (mirror motor never got first lock) was detected.	
111.36	Printhead error (mirror motor lock never stabilized) was detected.	
111.37	Paper reached the sensor but the mirror motor was not locked.	
111.38	Paper reached the sensor (input) but the printhead startup was not complete.	

Continued on page 142

Continued from page 141

Error code	Description	Action
111.40	The wrong printhead is installed.	
111.91	Printhead error (bad facet time reading).	

Printhead service check

1. Perform a POR.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

- a. Make sure that the JVD01 and JMIR1 cables are properly connected on the controller board.
- b. Check the cables for damage.

Are the cables properly connected and free of damage?

- **Yes:**
Go to step 4.
- **No:**
Go to the next step.

3. Replace the printhead. See [.Printhead removal on page 339](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform a POR.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Replace the controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

121 errors

121 error messages

121 error messages

Error code	Description	Action
121.00	Fuser did not reach the required temperature.	See Fuser service check on page 146 .
121.02	Fuser went over the required temperature during EWC/line voltage detection.	
121.04	During an attempt to heat up, the fuser relay was open and the micro-controller was not reporting an error.	
121.05	During an attempt to heat up, the fuser relay was open and the micro-controller was reporting an error.	
121.10	Fuser did not reach the required temperature during the start of EWC/line voltage detection.	
121.11	Fuser reached the required temperature too late during the final EWC/line voltage detection.	
121.12	Fuser did not reach the required temperature during the final EWC/line voltage detection.	
121.13	Fuser reached the required temperature too fast during the final EWC/line voltage detection.	
121.14	Fuser is heating too fast.	
121.20	Fuser did not reach the required temperature during steady state control. This	
Continued on page 145		

Continued from page 144

Error code	Description	Action
	can occur during printing or in standby mode.	
121.22	Open fuser relay was detected.	
121.23	Fuser relay was turned off, but the feedback to the engine code indicated that it was still open.	
121.24	Fuser did not reach the required temperature during the final EWC/line voltage detection.	
121.28	Fuser did not reach the required temperature during EP warm-up.	
121.32	Fuser did not reach the required temperature at 100% power.	
121.33	Fuser did not reach the required temperature while page is in the fuser).	
121.34	Fuser did not reach the required temperature during steady state control.	
121.50	Fuser went over the required temperature during global over-temp check.	
121.52	Main thermistor temperature is out of range.	
121.53	Main thermistor temperature change rate is out of range.	
121.71	Open fuser main heater thermistor was detected.	

Fuser service check

1. Make sure that the fuser is properly installed.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check whether the fuser installed is genuine and supported by the printer model.

Is the fuser a genuine and supported Lexmark unit?

- **Yes:**
Go to the next step.
- **No:**
Go to step 5.

3. Check if the fuser type is compatible with the printer model.

Are the fuser and printer compatible?

- **Yes:**
Go to the next step.
- **No:**
Go to step 5.

4. Check the fuser life.

Has the fuser reached its end of life?

- **Yes:**
Go to the next step.
- **No:**
Go to step 6.

5. Replace the fuser. See [Fuser removal on page 337](#)

Note: Make sure that the new fuser is supported by the printer model.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Make sure that the JFUSER1 and JEXIT1 cables are properly connected on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Make sure that the high voltage cable is properly connected to the LVPS.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

9. Perform a POR.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

10. Replace the LVPS. See [.LVPS removal on page 305](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

11. Replace the fuser. See [.Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

126 errors

126 error messages

126 error messages

Error code	Description	Action
126.01	Line frequency has gone outside the operating range.	See LVPS service check on page 149 .
126.02	No line frequency was detected.	
126.05	The LVPS power dropped but the printer was not in sleep mode.	
126.06	LVPS 25 V line error was detected.	
126.07	LVPS 5 V rail was down during power-on.	
126.10	No line frequency was detected.	
126.11	Line frequency exceeded the operating range.	
126.14	LVPS relay is stuck or closed.	

LVPS service check

1. Make sure that the printer is directly plugged into the electrical outlet.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Make sure that the PCN1 cable on the LVPS is properly connected.
- b. Make sure that the JLVPS1 cable on the controller board is properly connected.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Make sure that the voltage output of the electrical outlet matches the voltage rating of the LVPS.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform a POR.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Replace the LVPS. See [LVPS removal on page 305](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Perform a POR.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

140 errors

140 error messages

140 error messages

Error code	Description	Action
140.80	Motor (main drive) does not turn on.	See Motor (main drive) service check on page 152.
140.81	Motor (main drive) does not turn off.	
140.82	Motor (main drive) speed did not ramp up to the required level.	
140.83	Motor (main drive) stalled.	
140.85	Motor (main drive) ran too fast.	
140.86	Motor (main drive) ran too long.	

Motor (main drive) service check

1. Perform the following tests:
 - a. Remove the imaging unit.
 - b. Manually turn the photoconductor gear, and then check the cleaning blade for damage or failure.

Does the photoconductor drum rotate?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Replace the imaging unit.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Make sure that the JMTR1 cable is properly connected to the controller board.

Is the cable properly connected to the controller board?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Reseat the JMTR1 cable on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform a POR.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

162 errors

162 error messages

162 error messages

Error code	Description	Action
162.80	The motor (tray 2 pick) does not turn on.	See Optional tray pick drive failure service check on page 154.
162.81	The motor (tray 2 pick) does not turn off.	
162.82	The motor (tray 2 pick) speed did not ramp up to the required level.	
162.83	The motor (tray 2 pick) stalled.	
162.84	The motor (tray 2 pick) ran too slow.	
162.85	The motor (tray 2 pick) ran too fast.	
162.86	The motor (tray 2 pick) ran too long.	

Optional tray pick drive failure service check

1. Check if the optional tray motor (pick) runs.

Does the motor run?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Reseat the motor cable, and then reseat the cable on the optional tray controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Remove the optional tray.
- b. Under the printer, check the interconnect cable for damage.

Is the cable free of damage?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Insert the optional tray.

Note: Make sure that the interconnect cable properly fits with the socket on the optional tray.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Remove the tray insert from the optional tray.
- b. Check if the lift plate moves properly.
- c. Check the lift plate gears for damage.

Is the tray insert functional and free of damage?

- **Yes:**

Contact the next level of support.

- **No:**

Go to the next step.

6. Replace the tray insert.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

6yy errors

600-680 error messages

600-680 error messages

Error code	Description	Action
600.01	Toner tally from the RIP was not received.	Resend the print job. If the problem remains, then contact the next level of support.
600.02	Video did not start.	
600.04	Duplex page was not picked.	
600.05	Invalid PH NVRAM Type error was detected.	
600.06	Paper port driver is unresponsive.	
600.07	Page is at image point before EP is ready.	
600.09	EP update error was detected.	
600.10	EP late run-in error was detected.	
600.11	Packing material was detected by the sensor (toner density).	Remove the imaging unit and toner cartridge, and then make sure that all packing material are properly removed.
600.95	RIP intentionally declared a jam error, usually to prevent a kiosk user from printing free pages.	Resend the print job. If the problem remains, then contact the next level of support.
602.29	Tray 2 was not ready for picking.	See Optional tray pick drive failure service check on page 154 .
611.02	An Input ISR error occurred and the printhead was not ready.	See Printhead service check on page 143 .
611.32	Lost Hsync errors were detected. Laser safety Continued on page 157	

Continued from page 156

Error code	Description	Action
	interlock system may be the cause.	
611.33	Lost Hsync errors were detected during servo.	
611.34	A mirror motor lock error was detected.	
611.35	Mirror motor never got first lock.	
611.36	Mirror motor lock never stabilized.	
611.37	Paper reached the sensor (input) but the mirror motor was not locked.	
611.38	Paper reached the sensor (input) but the printhead startup was not complete.	
621.01	Fuser heater was too cold when paper entered the fuser nip.	Resend the print job. If the problem remains, then contact the next level of support.
640.84	The motor (main drive) stalled or ran too slow.	See on page 0 .
662.23	The tray 2 lift plate failed to lift.	See Optional tray pick drive failure service check on page 154 .
662.80	Jam detection caused by motor (tray 2) not turning on.	
662.81	Jam detection caused by motor (tray 2) not turning off.	
662.82	Jam detection caused by motor (tray 2) speed not ramping up to the required level.	
662.83	Jam detection caused by motor (tray 2) stalling.	
662.84	Jam detection caused by motor (tray 2) running too slow.	

Continued on page 158

Continued from page 157

Error code	Description	Action
662.85	Jam detection caused by motor (tray 2) running too fast.	
662.86	Jam detection caused by motor (tray 2) running too long.	
680.20	During an ADF job, there was no paper detected on the ADF tray.	See ADF failure service check on page 160 .
680.40	During a scan job, a communication error occurred.	See Scanner communication error service check on page 163 .

Fuser overheated service check

1. Perform the following tests:
 - a. Allow fuser to cool for three minutes.
 - b. Resend the print job.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Replace the fuser. See [Fuser removal on page 337](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

ADF failure service check

1. Perform the following tests:

Check the ADF paper path for paper fragments, partially fed paper, and obstructions.

- Under the ADF cover
- Under the ADF
- ADF bin

Is the paper path free of paper fragments, partially fed paper, and obstructions?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Remove the paper fragments, partially fed paper, and obstructions.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Motor tests

- b. Select **ADF transport**, and then start the test.

Does the motor run?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Perform the following tests:

- a. Make sure that the ADF is properly installed. Lift the ADF, and then check if it closes properly.
- b. Check the ADF for damage.

Is the ADF free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 9.

5. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Sensor tests

b. Run the test on the following sensors:

- ADF paper present
- ADF scan

Does the sensor status change while toggling the sensors?

- **Yes:**
Go to step 10.
- **No:**
Go to the next step.

6. Check the affected sensor and its flag for damage.

Is the sensor free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 9.

7. Perform the following tests:

- a. Remove the right cover. See [.Right cover removal on page 298](#)
- b. Reseat the scanner cables.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Check the cable for damage.

Is the cable free of damage?

- **Yes:**
Go to step 10.
- **No:**
Go to the next step.

9. Replace the ADF and scanner. See [.ADF and scanner removal on page 352](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

10. Make sure that the controller board is properly installed. Reseat all the cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

11. Check the controller board and its connector pins for damage.

Are the controller board and its connectors free of damage?

- **Yes:**
Contact the next level of support.
- **No:**
Go to the next step.

12. Replace the controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Scanner communication error service check

1. Perform the following tests:
 - a. Remove the right cover. See [Right cover removal on page 298](#)
 - b. Reseat the following cables on the controller board:
 - JADFM1
 - JFBM1
 - JSCANSNS1
 - scanner ground cable

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Make sure that the scanner ground cable is properly connected to the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Replace the ADF and scanner. See [ADF and scanner removal on page 352](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Replace the controller board. See [Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

84y errors

840–845 error messages

840–845 error messages

Error code	Description	Action
840.01	The scanner was manually disabled by the user.	See Scanner communication failure service check on page 165 .
840.02	The scanner was automatically disabled by the printer after two consecutive hardware failures.	
842.00	A scanner communication error (no response) was detected.	
842.01	A scanner communication error (HW protocol) was detected.	
842.02	A scanner communication error (logical protocol) was detected.	
843.00	The scanner CIS failed to reach its home position.	See Scanner noise service check on page 169 .
845.02	A front side scan error occurred.	See Scanner communication failure service check on page 165 .
845.03	A back side scan error occurred.	See Duplex scan error service check on page 171 .

Scanner communication failure service check

1. Perform the following tests:

Check the ADF paper path for paper fragments, partially fed paper, and obstructions.

- Under the ADF cover
- Under the ADF
- ADF bin

Is the paper path free of paper fragments, partially fed paper, and obstructions?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Remove the paper fragments, partially fed paper, and obstructions.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#).
- b. Reseat the scanner cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Check the cables for damage.

Is the cable free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 12.

5. Perform the following tests:

- a. From the control panel, navigate to:

Settings > Device > Maintenance > Config Menu > Scanner Configuration > Disable Scanner

- b. Select **Enable**.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Motor tests

- b. Select **ADF transport**, and then start the test.

Does the motor run?

- **Yes:**
Go to step 8.
- **No:**
Go to the next step.

7. Perform the following tests:

- a. Make sure that the ADF is properly installed. Lift the ADF, and then check if it closes properly.
- b. Check the ADF for damage.

Is the ADF free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 13.

8. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Sensor tests

- b. Run the test on the following sensors:

- ADF paper present
- ADF scan

Does the sensor status change while toggling the sensors?

- **Yes:**
Go to step 10.
- **No:**
Go to the next step.

9. Check the affected sensor and its flag for damage.

Is the sensor free of damage?

- **Yes:**
Go to the next step.

- **No:**

Go to step 13.

10. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Motor tests

- b. Select **Scanner**, and then start the test.

Does the motor run?

- **Yes:**

Go to step 14.

- **No:**

Go to the next step.

11. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#).
- b. Reseat the scanner cables.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

12. Perform the following tests:

Check the scanner and its components for damage.

- CIS
- Belt
- Cables

Is the scanner free of damage?

- **Yes:**

Go to step 14.

- **No:**

Go to the next step.

13. Replace the ADF and scanner. See [ADF and scanner removal on page 352](#).

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

14. Make sure that the controller board is properly installed. Reseat all the cables on the controller board.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

15. Check the controller board and its connector pins for damage.

Are the controller board and its connectors free of damage?

- **Yes:**

Contact the next level of support.

- **No:**

Go to the next step.

16. Replace the controller board. See [Controller board removal on page 301](#).

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Scanner noise service check

1. With the scanner cover open, do a copy job to check the scanner lamp.

Note: The scanner lamp must light up and move along the scan area.

Is the scanner lamp functional?

- **Yes:**
Go to step 3.
 - **No:**
Go to the next step.
2. Perform the following tests:
 - a. Remove the right cover. See [Right cover removal on page 298](#)
 - b. Reseat the scanner cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
 - **No:**
The problem is solved.
3. Perform the following tests:

Check the scanner and its components for damage.

- Scanner lamp
- Motor (scanner)
- Scanner belt
- Glass panes
- Cables

Are the scanner and its components free of damage?

- **Yes:**
Go to step 5.
 - **No:**
Go to step 4.
4. Replace the ADF and scanner. See [ADF and scanner removal on page 352](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Check the firmware version.

Is the firmware updated to the latest version?

- **Yes:**
Go to step 7.
- **No:**
Go to the next step.

6. Update the firmware.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Make sure that the controller board is properly installed. Reseat all the cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Replace the controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Duplex scan error service check

1. Perform the following tests:

Check the ADF paper path for paper fragments, partially fed paper, and obstructions.

- Under the ADF cover
- Under the ADF
- ADF bin

Is the paper path free of paper fragments, partially fed paper, and obstructions?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Remove the paper fragments, partially fed paper, and obstructions.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Motor tests

- b. Select **ADF transport**, and then start the test.

Does the motor run?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Perform the following tests:

- a. Make sure that the ADF is properly installed. Lift the ADF, and then check if it closes properly.
- b. Check the ADF for damage.

Is the ADF free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 7.

5. Perform the following tests:

- a. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Sensor tests

b. Run the test on the following sensors:

- ADF paper present
- ADF scan

Does the sensor status change while toggling the sensors?

- **Yes:**
Go to step 8.
- **No:**
Go to the next step.

6. Check the affected sensor and its flag for damage.

Is the sensor free of damage?

- **Yes:**
Go to step 8.
- **No:**
Go to the next step.

7. Perform the following tests:

- a. Remove the right cover. See [Right cover removal on page 298](#)
- b. Reseat the scanner cables on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Check the cable for damage.

Is the cable free of damage?

- **Yes:**
Go to the next step.
- **No:**
Go to step 10.

9. With the scanner cover open, do a duplex copy job to check the ADF scanner lamp.

Note: The scanner lamp must light up.

Is the scanner lamp functional?

- **Yes:**
Contact the next level of support.
- **No:**
Go to the next step.

10. Replace the ADF and scanner. See [.ADF and scanner removal on page 352](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Procedure before starting the 9yy service checks

Retrieve certain information that helps your next level of support in diagnosing the problem before replacing the controller board.

Warning—Potential Damage

Do not replace the controller board unless instructed by your next level of support.

1. Collect the history information and firmware logs (Fwdebug and logs.tar.gz) from the SE menu.
2. Collect the settings from the Menu Settings Page.
3. Collect information from the user.

Note: Not all of the items are retrievable from the printer that you are working on.

A. Collecting the history information from the SE menu

Note: Make sure that your printer is connected to a network or to a print server.

1. Open a web browser, type `http://printer_IP_address/se`, and then press **Enter**.

Note:

- `printer_IP_address` is the TCP/IP address of the printer.
- `se` is required to access the printer diagnostic information.

2. Click **History Information**, copy all information, and then save it as a text file.
3. Email the text file to your next level of support.

B. Collecting the firmware logs (Fwdebug and logs.tar.gz) from the SE menu

Note:

- Make sure that your printer is connected to a network or to a print server.

- Some printers are designed to restart automatically after a 9yy error. On these printers, you can retrieve the secondary crash code information using the SE menu.

1. Open a web browser, type `http://printer_IP_address/se`, and then press **Enter**.
2. Click **Logs Gzip Compressed**.

Note: A logs.tar.gz file is saved to the Downloads folder. The file may take several minutes to save. You may rename the file if a logs.tar.gz already exists in the Downloads folder.

3. Email the logs to your next level of support.

Note: To download the FWdebug log to a flash drive, see [.General SE Menu on page 257](#)

C. Collecting the settings from the Menu Settings Page

Note: The Menu Settings Page is different for each printer. For more information, see the *User's Guide*. Your next level of support will tell you which page they want to see.

Copying the Menu Settings Page from the Embedded Web Server (EWS)

Note: Make sure that your printer is connected to a network or to a print server.

1. Open a web browser, type `http://printer_IP_address`, and then press **Enter**.
2. Click **Settings**, and then select one of the settings pages from the links shown on the page.
3. Copy all the information, and then save it as a text file.
4. Email the text file to your next level of support.

Printing the Menu Settings Page

1. From the home screen, navigate to:
Reports > Menu Settings Page
2. Print the Menu Settings Page, and then email a scanned copy of the page to your next level of support.

D. Collecting information from the user

Ask the user for information about the following:

- Print job being run
- Operating system being used
- Print driver being used
- Other information on what was happening when the 9yy error occurred

900 errors

900 error messages

Steps in solving the problem

Error code	Description	Action
900.xx	Unrecoverable RIP software error/illegal trap.	See 900 error service check on page 178 .

900 error service check

1. Perform the following tests:

- a. Perform a POR.
- b. Check if a 900.xx error code appears on the display.

Does a 900.xx error code appear?

- **Yes:**
Go to step 4.
- **No:**
Go to the next step.

2. Check if another type of error code appears instead of the 900.xx error code.

Does a different error code appear?

- **Yes:**
Go to the next step.
- **No:**
Go to step 4.

3. See the error code and its service instructions in the printer *Service Manual*.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:

- a. Turn off the printer.
- b. At the rear of the printer, disconnect the network cable, USB cable, and fax line.
- c. Turn on the printer.

Does the problem remain?

- **Yes:**
Go to step 12.
- **No:**
Go to the next step.

5. Perform the following tests:

- a. From the control panel, navigate to the **Reports** menu.
- b. Select **Device Statistics** and **Device Settings**.

Does the problem remain?

- **Yes:**
Go to step 12.
- **No:**
Go to the next step.

6. Check if the printer has a scanner.

Does the printer have a scanner?

- **Yes:**
Go to the next step.
- **No:**
Go to step 8.

7. Using the scanner, perform a one-page copy job in color.

Does the problem remain?

- **Yes:**
Go to step 12.
- **No:**
Go to the next step.

8. Perform the following tests:

- a. Turn off the printer.
- b. At the rear of the printer, connect the network cable, USB cable, and fax line.
- c. Turn on the printer.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
Go to step 10.

9. Perform the following tests:

- a. Start the printer in **Invalid engine mode**. See [.Entering invalid engine mode on page 264](#)
- b. Check if an Invalid Engine Code message appears.

Does an Invalid Engine Code message appear?

- **Yes:**
Go to the next step.
- **No:**
Contact the next level of support.

10. Using the Device Settings report that is printed in step 5, check if the firmware level is older than the latest available version.

Is the firmware version older, and does the customer agree to update the firmware?

- **Yes:**
Go to the next step.
- **No:**
Contact the next level of support.

11. Update the firmware to the latest version.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

12. Perform the following tests:

- Turn off the printer.
- Reseat all FFC type cables on the controller board, and then make sure that the cables are properly connected.
- Make sure that all the cables on the controller board and scanner are properly connected.
- Turn on the printer.
- From the control panel, navigate to the **Reports** menu, and then select **Device Statistics** and **Device Settings**.
- For MFPs, perform a one-page copy and scan job in color.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

13. Check if a hard disk is installed.

Is a hard disk installed?

- **Yes:**

Go to the next step.

- **No:**

Go to step 17.

14. Perform the following tests:

- Check for buffered print jobs, and then delete them.
- Perform a POR.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

15. Perform the following tests:

- Turn off the printer.
- Uninstall the hard disk.
- Perform a POR.

Does the problem remain?

- **Yes:**

Go to step 17.

- **No:**

Go to the next step.

16. Replace the hard disk.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

17. Check if the printer has any of the following components installed:

- Memory options
- Fax card
- Modem
- Wireless and network option cards

Is any of the components installed?

- **Yes:**
Go to the next step.
- **No:**
Go to step 21.

18. Perform the following tests:

- a. Turn off the printer.
- b. Remove all the installed components.
- c. Turn on the printer.

Does the problem remain?

- **Yes:**
Go to step 21.
- **No:**
Go to the next step.

19. Perform the following tests:

- a. Turn off the printer.
- b. Install the following components one at a time:
 - Memory options
 - Fax card
 - Modem
 - Wireless and network option cards

Note: Make sure to perform a POR after installing each component.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

20. Perform the following tests:

- a. Turn off the printer.
- b. Replace the components that caused the error.
- c. Turn on the printer.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

21. Replace the controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

912 errors

912 error messages

912 error messages

Error code	Description	Action
912.01	An engine error occurred.	Resend the print job. If the problem remains, then contact the next level of support.
912.02	An engine error occurred.	
912.04	An engine error occurred.	
912.05	An engine error occurred.	
912.06	An engine error occurred.	
912.07	An engine error occurred.	See Optional tray communication error service check on page 186 .
912.08	An engine error occurred.	Resend the print job. If the problem remains, then contact the next level of support.
912.09	An engine error occurred.	
912.10	An engine error occurred.	
912.13	An engine error occurred.	
912.14	An engine error occurred.	
912.15	An engine error occurred.	
912.16	An engine error occurred.	
912.17	An engine error occurred.	
912.18	An engine error occurred.	
912.19	An engine error occurred.	
912.20	An engine error occurred.	
912.21	An engine error occurred.	
912.28	An engine error occurred.	
912.30	An engine error occurred.	
912.31	An engine error occurred.	

Continued on page 184

Continued from page 183

Error code	Description	Action
912.32	An engine error occurred.	
912.33	An engine error occurred.	
912.34	An engine error occurred.	
912.35	An engine error occurred.	
912.36	An engine error occurred.	
912.38	An engine error occurred.	See Optional tray communication error service check on page 186 .
912.39	An engine error occurred.	Resend the print job. If the problem remains, then contact the next level of support.
912.40	An engine error occurred.	
912.42	An engine error occurred.	
912.43	An engine error occurred.	
912.44	An engine error occurred.	
912.45	An engine error occurred.	
912.46	An engine error occurred.	
912.48	An engine error occurred.	
912.49	An engine error occurred.	
912.51	An engine error occurred.	
912.52	An engine error occurred.	
912.53	An engine error occurred.	
912.54	An engine error occurred.	
912.55	An engine error occurred.	
912.56	An engine error occurred.	
912.57	An engine error occurred.	
912.58	An engine error occurred.	
912.60	An engine error occurred.	
912.61	An engine error occurred.	
912.64	An engine error occurred.	

Continued on page 185

Continued from page 184

Error code	Description	Action
912.65	An engine error occurred.	
912.66	An engine error occurred.	
912.69	An engine error occurred.	
912.70	An engine error occurred.	
912.72	An engine error occurred.	
912.73	An engine error occurred.	
912.74	An engine error occurred.	
912.75	An engine error occurred.	
912.77	An engine error occurred.	
912.86	An engine error occurred.	

Optional tray communication error service check

1. Check the paper path and trays for paper fragments and partially fed paper.

Is the paper path free of paper fragments and partially fed paper?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Remove the paper fragments and partially fed paper.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Make sure that all the trays and tray inserts are properly inserted.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Enter the Diagnostics menu, and then select **Input tray quick print**.

Perform a print test on the optional tray.

Does the error occur in the optional tray?

- **Yes:**
Go to the next step.
- **No:**
Contact the next level of support.

5. Perform the following tests:

- a. Remove the optional tray.
- b. Make sure that the interconnect cable of the tray is properly installed.
- c. Check the interconnect cable and its connector pins for damage.
- d. Make sure that the tray controller board is properly installed.
- e. Reseat all the cables on the tray controller board.
- f. Check the optional tray controller board and its connector pins for damage.

Are the tray interconnect cable and controller board free of damage?

- **Yes:**
Contact the next level of support.
- **No:**

Go to the next step.

6. Replace the optional tray.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

938–992 errors

938–992 error messages

938–992 error messages

Error code	Description	Action
938.yy	Supplies security is not enabled.	Restart the printer. If the problem remains, then contact the next level of support.
950.10	Non-Generic FRU installed. Mismatch between system NVRAM part and mirror NVRAM part. Note: .xx points to the setting that does not match.	See NVRAM mismatch failure service check on page 189 .
953.99	NVRAM chip failure with mirror part.	
980.yy	An option communication error occurred.	See Optional tray communication error service check on page 186 .
981.yy	An invalid paper port protocol error occurred.	
982.yy	A paper port error occurred.	
983.yy	An unsupported paper port command error occurred.	
984.yy	An invalid paper port parameter error occurred.	
992.yy	An option device software error occurred.	

NVRAM mismatch failure service check

Warning—Potential Damage

To avoid NVRAM mismatch issues, replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component and to test whether the problem is resolved:

1. Replace the affected component.

Warning—Potential Damage

Do not perform a Power-On Reset (POR) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

2. Enter the Diagnostics menu. The Diagnostics menu allows you to use temporarily the replacement part.

Warning—Potential Damage

Some printers perform automatically a POR if the Diagnostics menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

3. Use the Diagnostics menu to test the replacement part. Perform a feed test to check if the problem is resolved.
 - If the problem is not resolved—Turn off the printer, and then install the old part.
 - If the problem is resolved—Perform a POR.

1. Check if the control panel was recently replaced.

Was the control panel recently replaced?

- **Yes:**
Go to the next step.
- **No:**
Go to step 4.

2. Replace the current control panel with the original control panel. See [.Control panel removal on page 324](#)

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

3. Replace the original control panel with a new control panel.

Note: Make sure that the new control panel is not previously installed from another printer.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

4. Check if the controller board was recently replaced.

Was the controller board recently replaced?

- **Yes:**

Go to the next step.

- **No:**

Contact the next level of support.

5. Replace the current controller board with the original controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

6. Replace the original controller board with a new controller board.

Note: Make sure that the new controller board is not previously installed from another printer.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

| Other symptoms

Base printer symptoms

Base printer symptoms

Base printer symptoms

Symptom	Action
A false tray paper low message appears.	See Tray near empty service check on page 192.
A false bin full message appears	See False bin full error service check on page 194.

Tray near empty service check

1. Check the actuator in the tray insert for damage.

Is the actuator free of damage?

- **Yes:**
Go to step 3.
- **No:**
Go to step 2.

2. Replace the tray insert.

Does the problem remain?

- **Yes:**
Go to step 3.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Make sure that the sensor (tray near empty) is properly installed.
- b. Check the sensor for damage.

Is the sensor free of damage?

- **Yes:**
Go to step 5.
- **No:**
Go to step 4.

4. Replace the sensor (tray near empty) assembly.

Does the problem remain?

- **Yes:**
Go to step 5.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Make sure that the sensor cable is properly connected to the controller board.
- b. Check the sensor cable for damage.

Is the sensor cable free of damage?

- **Yes:**
Go to step 7.
- **No:**
Go to step 6.

6. Replace the sensor cable.

Does the problem remain?

- **Yes:**
Go to step 7.
- **No:**
The problem is solved.

7. Perform a POR.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

False bin full error service check

1. Remove, and then install the bin full sensor actuator. See [.Bin full sensor actuator removal on page 344](#)

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check the bin full sensor actuator for damage, and replace if necessary

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check the sensor (bin full) for damage, and replace if necessary.

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Fax symptoms

Fax symptoms

Fax symptoms

Symptom	Action
No dial tone.	See Modem/fax card service check on page 203.
The printer does not transmit faxes.	See Fax transmission service check on page 207.
The printer does not receive faxes.	See Fax reception service check on page 211.
Cannot set up etherFAX.	See Cannot set up etherFAX on page 205.
Cannot send or receive faxes using Etherfax.	See Cannot send or receive faxes using etherFAX on page 206.
A Lost connection to HTTPS Fax Server error message appears.	See Lost connection to HTTPS fax server when using etherFAX service check on page 215.

Fax error log codes

Fax error log codes

Error code	Description	Action
000	No error occurred during fax transmission.	No action is needed.
200	Error occurred when transmitting training.	• Check line quality. • Select a lower Max Speed value under Fax Send settings. • Adjust the transmit level.
3XX	Error occurred when receiving image data.	• Check line quality. • Adjust Receive Threshold. • Select a lower Max Speed value under Fax Receive settings.
4XX	Error occurred when sending image data.	• Check line quality. • Adjust 'Transmit Level'. • Select a lower 'Max Speed' value under Fax Receive settings.
5XX	Received unknown response from remote fax device.	No action needed. Issue is with the other device.
6XX	Error occurred when receiving a frame.	• Check line quality. • Adjust 'Receive Threshold'.
7XX	Error occurred when sending a frame.	• Check line quality. • Adjust 'Transmit Level'. • Select a lower 'Max Speed' value under Fax Send settings.

Continued on page 197

Continued from page 196

Error code	Description	Action
800	Received EOT unexpectedly from the modem in V34 mode.	If error persists, then disable V34 modulation scheme.
802	Too many timeouts occurred during ECM reception.	If error persists, then disable ECM mode.
803	Fax cancelled by user	No action needed.
804	Unexpectedly received a disconnect command from the remote end.	• Check line quality. • Adjust Transmit Level/Receive Threshold values. • Remote device could be requesting an unsupported feature.
805	Remote fax device failed to respond to the DCS command.	• Adjust Transmit Level/Receive Threshold values. • Remote device could be malfunctioning.
808	T1 timeout occurred when trying to establish a connection with a remote fax device.	Adjust Transmit Level/Receive Threshold values.
809	T2 Timeout occurred due to loss of command/response synchronization.	Adjust Transmit Level/Receive Threshold values.
80A	T5 Timeout occurred when transmitting image data to remote fax device.	• Check line quality. • Adjust 'Transmit Level'. • Select a lower 'Max Speed' value under Fax Send settings.
80B	Too many errors when transmitting in ECM mode.	• Check line quality. • Adjust 'Transmit Level'. • Select a lower 'Max Speed' value under Fax Send settings.

Continued on page 198

Continued from page 197

Error code	Description	Action
80C	Remote device failed to respond to the CTC command.	• Select a lower 'Max Speed' value under Fax Send settings. • Adjust 'Transmit Level'.
80D	Received too many requests from remote end to repeat the previous command sent.	• Check line quality. • Adjust 'Transmit Level'. • Check if line conditions on remote end will facilitate a good connection.
80E	Functional limitation-Remote fax device does not support G3 receive capability.	No action needed. Issue with the remote device.
811	Failed to detect a fax device at the remote end.	• Verify MFD is answering to fax call and not a voice call. • Decrease value of 'Rings To Answer' setting.
812	No more data rates available in V34 modulation scheme.	Adjust to a lower modulation scheme.
813	Timeout occurred after waiting too long to receive a good frame.	Adjust "Receive Threshold".
814	Tried too many times at selected speed using V34 modulation scheme.	• Adjust 'Transmit Level'. • Adjust to a lower modulation scheme.
815	Fax transmission was interrupted due to power failure.	Troubleshoot MFP if error persists. See Modem/fax card service check on page 203 .

Continued on page 199

Continued from page 198

Error code	Description	Action
818	Fax transmission failed due to insufficient memory to store scanned image.	Adjust 'Memory Use' setting to allocate more memory for send jobs.
819	Fax transmission failed due to insufficient memory to store received image.	Adjust 'Memory Use' setting to allocate more memory for receive jobs.
81A	A timeout occurred during transmission of a page in ECM mode.	Select a lower 'Max Speed' value under Fax Send settings.
880	Failure to transmit training successfully in V17, V29, V27 terminal modulation schemes.	• Select a lower "Max Speed" under Fax Send settings. • Adjust the "Transmit Level". • Check line quality.
881	Failure to transmit training successfully in V33, V29, V27 terminal modulation schemes.	• Select a lower "Max Speed" under Fax Send settings. • Adjust the "Transmit Level". • Check line quality.
882	Failure to transmit training successfully in V17, V29 terminal modulation schemes.	• Select a lower "Max Speed" under Fax Send settings. • Adjust the "Transmit Level". • Check line quality.
883	Failure to transmit training successfully in V17, V27 terminal modulation schemes.	• Select a lower "Max Speed" under Fax Send settings. • Adjust the "Transmit Level". • Check line quality.
884	Failure to transmit training successfully in V29, V27 terminal modulation schemes.	• Select a lower "Max Speed" under Fax Send settings.

Continued on page 200

Continued from page 199

Error code	Description	Action
		- Adjust the "Transmit Level". - Check line quality.
885	Failure to transmit training successfully in V17 terminal modulation scheme.	- Select a lower "Max Speed" under Fax Send settings. - Adjust the "Transmit Level". - Check line quality.
886	Failure to transmit training successfully in V29 terminal modulation scheme.	- Select a lower "Max Speed" under Fax Send settings. - Adjust the "Transmit Level". - Check line quality.
887	Failure to transmit training successfully in V27 terminal modulation scheme.	- Select a lower "Max Speed" under Fax Send settings. - Adjust the "Transmit Level". - Check line quality.
888	Failure to transmit training successfully at 2400 bps in V27 terminal modulation scheme.	- Adjust "Transmit Level". - Check line quality.
889	Failed to connect at the minimum speed supported by the MFP.	- Adjust "Transmit Level". - Incompatible connection.
88A	Failed to connect using V.34 modulation scheme.	- Check line quality. - Adjust to a lower modulation scheme. - Adjust Transmit Level Receive Threshold values.

Continued on page 201

Continued from page 200

Error code	Description	Action
901	No fax tones detected from remote end.	• Verify destination phone number. • Verify that the remote fax is authorized to receive faxes.
902	No dial tone detected.	• Check by enabling 'Behind a PABX' setting. • Check phone line. • Check MFD modem hardware.
903	Busy tone detected.	Check with remote end if successive attempts fail.
904	Hardware error detected.	See Modem/fax card service check on page 203 .
905	A timeout occurred after dialing the number and waiting for a response.	Check with remote end if successive attempts fail.
906	Fax cancelled by user.	No action needed.
907	Modem detected a digital line connection.	Verify the MFP is connected to an analog line. See Fax transmission service check on page 207 .
908	Phone line was disconnected	Restore phone line connection.
A00	Received request for unsupported function from remote fax device.	No action needed.
A01	Received request for unsupported image width from remote fax device.	No action needed.
A02	Received request for unsupported image resolution from remote fax device.	No action needed.
A03	Received request for unsupported compression	No action needed.

Continued on page 202

Continued from page 201

Error code	Description	Action
	type from remote fax device.	
A04	Received request for unsupported image length from remote fax device.	No action needed.
F00	Unknown error occurred.	No action needed.

Modem/fax card service check

1. Check if the telephone cable is properly connected to the modem card and electrical outlet.

Is the cable properly connected to the modem card and electrical outlet?

- **Yes:**
Go to the next step.
- **No:**
Go to step 3.

2. Connect the telephone cable to the modem card and electrical outlet.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the telephone cable can make and receive calls.

Is the phone line properly working?

- **Yes:**
Go to step 5.
- **No:**
Go to the next step.

4. Connect the printer to a properly functioning telephone jack.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Make sure that the modem cable is properly connected to the modem card and to the JFAX2 connector on the controller board.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Replace the fax card.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**

The problem is solved.

7. Check the voltages values of the following pins on the JFAX1 connector on the controller board:

- Pin 5: +5 V dc
- Pin 7: Ground
- Pin 9: Ground
- Pin 11: Ground
- Pin 13: Ground

Are the voltage values approximately the same?

- **Yes:**
Contact the next level of support.
- **No:**
Go to the next step.

8. Replace the controller board. See [.Controller board removal on page 301](#)

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Cannot set up etherFAX

1. Perform the following tests:
 - a. Print the Network Setup Page. From the home screen, touch **Settings > Reports > Network > Network Setup Page**.
 - b. Check the network status.

Is the printer connected to the network?

- **Yes:**
Go to step 3.
- **No:**
Go to the next step.

2. Make sure that the printer is connected to a network and that the network is connected to the Internet.

Can you set up etherFAX?

- **Yes:**
The problem is solved.
- **No:**
Go to the next step.

3. Make sure that etherFAX is set up correctly. For more information, see the printer *User's Guide*.

Can you set up etherFAX?

- **Yes:**
The problem is solved.
- **No:**
Go to <https://www.etherfax.net/lexmark>.

Cannot send or receive faxes using etherFAX

1. Make sure that the printer is connected to a network and that the network is connected to the Internet.

Can you send or receive faxes using etherFAX?

- **Yes:**
The problem is solved.
- **No:**
Go to the next step.

2. Perform the following tests:
 - a. From the home screen, touch **Settings > Fax > Fax Setup > General Fax Settings**.
 - b. Make sure that you have the correct fax number.
 - c. Make sure that Fax Transport is set to etherFAX.

Can you send or receive faxes using etherFAX?

- **Yes:**
The problem is solved.
- **No:**
Go to the next step.

3. Split large documents into smaller file sizes.

Can you send or receive faxes using etherFAX?

- **Yes:**
The problem is solved.
- **No:**
Go to <https://www.etherfax.net/lexmark>.

Fax transmission service check

Note: These instructions apply only to printers that support analog fax. For more information, see [.Supported fax on page 33](#)

1. Reseat the telephone cable on the LINE port of the printer and on the wall jack.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check for a dial tone.

Is there a dial tone?

- **Yes:**
Go to the next step.
- **No:**
Go to step 5.

3. Check if the telephone line can send and receives calls.

Is the phone line properly working?

- **Yes:**
Go to step 6.
- **No:**
Go to the next step.

4. Check if the telephone line is free of static or external noise.

Is the line free of static or external noise?

- **Yes:**
Go to step 6.
- **No:**
Go to the next step.

5. Connect the telephone cable to a working wall jack.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. From the home screen, navigate to **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Enable Fax Receive**.

- b. Select **On**.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

- 7. Perform the following tests:

- a. From the home screen, navigate to **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Answer on**.
- b. Select a ring pattern.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

- 8. Check if the telephone line is analog.

Is the line analog?

- **Yes:**
Go to step 11.
- **No:**
Go to the next step.

- 9. Check if the telephone line is a VOIP line.

Is the line VOIP?

- **Yes:**
Go to step 11.
- **No:**
Go to the next step.

- 10. Ask the system administrator to check if the VOIP server is configured to receive faxes.

Is the server configured to receive faxes?

- **Yes:**
Go to the next step.
- **No:**
Contact the next level of support.

- 11. Check if the printer receives a fax from one specific remote device.

Does the printer receive a fax from one specific remote device?

- **Yes:**
Go to step 13.
- **No:**
Go to the next step.

- 12. Check if a different device can send a fax.

Can the device send a fax?

- **Yes:**
Contact the next level of support.
- **No:**
Go to the next step.

13. Perform the following tests:

- a. From the home screen, navigate to **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Block No Name Fax**.
- b. Select **Off**.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

14. Perform the following tests:

- a. From the home screen, navigate to **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Banned Fax List**.
- b. Check if the remote device number is on the list.

Is the number on the list?

- **Yes:**
Go to the next step.
- **No:**
Go to step 16.

15. Remove the remote device number from the list.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

16. Perform the following tests:

- a. Enter the Service Engineer menu, and then navigate to:
Fax SE > Modem Settings > Receive Thresh
- b. Adjust the setting in steps of 2 dB.

Note: The recommended adjustment range is between -33 dB and -48 dB.

Does the problem remain?

- **Yes:**
Go to the next step.

- **No:**

The problem is solved.

17. Perform the following tests:

- a. Enter the Service Engineer menu, and then navigate to:

Fax SE > Fax Settings > AutoPrint T30 Logs

- b. Check the reported error code. See [Fax error log codes on page 196](#).
- c. Perform the action suggested for the error.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Fax reception service check

Note: These instructions apply only to printers that support analog fax. For more information, see [Supported fax on page 33](#)

Note: Before performing this service check, make sure that the correct country code is selected.

1. Reseat the telephone cable on the LINE port of the printer and on the wall jack.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check if the telephone line can send and receive calls.

Is the phone line properly working?

- **Yes:**
Go to step 4.
- **No:**
Go to the next step.

3. Connect the telephone cable to a working wall jack.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Check if the telephone line is analog.

Is the telephone line analog?

- **Yes:**
Go to step 7.
- **No:**
Go to the next step.

5. Check if the telephone line is a VOIP line.

Is the line VOIP?

- **Yes:**
Go to the next step.
- **No:**

Go to step 7.

6. Ask the system administrator to verify if the VOIP server is configured to receive faxes.

Is the server configured to receive faxes?

- **Yes:**

Go to the next step.

- **No:**

Contact the next level of support.

7. Check if the printer is on a PABX.

Is the printer on a PABX?

- **Yes:**

Go to step 9.

- **No:**

Go to the next step.

8. Perform the following tests:

- From the home screen, navigate to **Settings > Fax > Analog Fax Setup > Fax Send Settings > Behind a PABX**.
- Select **Yes**.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

9. Perform the following tests:

- From the home screen, navigate to **Settings > Fax > Analog Fax Setup > Fax Send Settings > Behind a PABX**.
- Select **No**.
- Check if access to an outside line needs a dial prefix.

Does access to an outside line need a dial prefix?

- **Yes:**

Go to the next step.

- **No:**

Go to step 11.

10. Send a fax using a dial prefix.

Does the problem remain?

- **Yes:**

Go to the next step.

- **No:**

The problem is solved.

11. Check if the printer sends a fax to one specific destination.

Does the printer send a fax to one specific destination?

- **Yes:**
Go to step 13.

- **No:**
Go to the next step.

12. Check if the device that does not receive a fax can send a fax.

Can the device send a fax?

- **Yes:**
Go to the next step.
- **No:**
Contact the next level of support.

13. Perform the following tests:

- a. Enter the Service Engineer menu, and then navigate to:

Fax SE > Fax Settings > AutoPrint T30 Logs

- b. Check the reported error code. See [Fax error log codes on page 196](#).
- c. Perform the action suggested for the error.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

14. Check the TIA/EIA-IS-968 Standard "Technical Requirements for Connection of Terminal Equipment to the Telephone Network" for your geography.

Is it permitted for analog modulated transmitted data to transmit above -9 dBm?

- **Yes:**
Go to the next step.
- **No:**
Contact the next level of support.

15. Perform the following tests:

- a. Open a web browser and then type `https://<IP address>/se`.
- b. Navigate to:

Fax > Settings > Silabs Configuration

- c. Adjust the Transmit Level setting (A) in steps of ± 1 dB.

A

Silabs Configuration

Modem Card Configuration

1-port ▾

Note: Select the card configuration of the Silabs modem attached to the MFP. You need to restart the MFP for these changes to take effect.

Configuration Overrides

Config	Apply Override?	Value	Comment
Transmit Level	No ▾	-10	Min=-15 Max=-7 Def=-10
Receive Level Gain	No ▾	0	Min=0 Max=7 Def=0
V.34 Pre-Emphasis Filter	No ▾	Disable ▾	Def=Disable
V.34 Aggressiveness	No ▾	Auto ▾	Def=Auto
Ring Impedance	No ▾	Disable ▾	Def=Disable
Ring Threshold	No ▾	Disable ▾	Def=Disable
Minimum Loop Current	No ▾	10	Min=10 Max=16 Def=10
Current Limiting	No ▾	Disable ▾	Def=Disable
Over Current Detection	No ▾	Enable ▾	Def=Enable
Off-Hook Settle Time	No ▾	100	Min=20 Max=500 Def=100
DTMF Power Level	No ▾	Default ▾	Def=Default
Noise Sensitivity	No ▾	Default ▾	Def=Default
Silence Detect Interval	No ▾	50	Min=0 Max=100 Def=50
Impedance	No ▾	600 Ohm ▾	Def=Default

Does the problem remain?

- **Yes:**
Contact the next level of support.
- **No:**
The problem is solved.

Lost connection to HTTPS fax server when using etherFAX service check

1. Perform the following tests:

- a. Enter the Service Engineer (SE) menu, and then navigate to:

Fax SE Menu > Fax Settings

- b. Make sure that the Fax Transport option is set to **etherFAX**.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

- a. Make sure that the printer is connected to a stable network.
- b. Perform a POR.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check if the printer controller board was previously replaced.

Was the printer controller board previously replaced?

- **Yes:**
Go to the next step.
- **No:**
Go to step 5.

4. Perform the following tests:

- a. Go to your etherFAX portal account, and then remove the printer from the etherFAX registry.
- b. Perform a POR.

Does the problem remain?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Make sure that the printer serial number is properly added in your etherFAX portal account.

Does the problem remain?

- **Yes:**

Contact the next level of support.

- **No:**

The problem is solved.

Service menus

Understanding the printer control panel

Using the control panel



Control panel parts and their functions

	Control panel part	Function
1	Display	• View printer messages and supply status. • Set up and operate the printer.
2	Power button	Turn on or turn off the printer. Note: To turn off the printer, press and hold the power button for five seconds.

Continued on page 218

Continued from page 217

	Control panel part	Function
3	Home button	Go to the home screen.
4	Back button	Return to the previous screen.
5	Start button	Start a job, depending on which mode is selected.
6	Indicator light	Check the status of the printer.

Understanding the status of the indicator light

Indicator light color and its corresponding printer status

Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blue	The printer is ready or processing data.
Blinking red	The printer requires user intervention.
Solid amber	The printer is in Sleep mode.

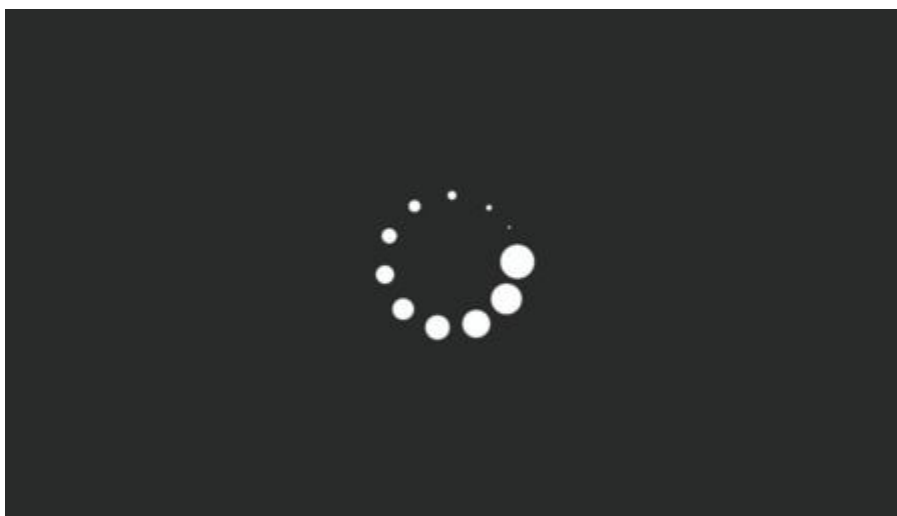
Diagnostics menu

Entering the Diagnostics Menu

The Diagnostics Menu contains tests that are used to help isolate printer issues.

- To access the menu from POST, do the following:
 1. Unplug the power cord from the electrical outlet.
 2. Open tray 1.
 3. Connect the power cord to the electrical outlet.

When the display shows the following icon, close tray 1.



4. From the menu that appears on the display, select **Diagnostics_Mode**, and then select **Boot**.
- To access the Diagnostics Menu from the home screen, on the control panel, press the following buttons in this sequence: **Back**, **Back**, **Start**, **Start**

Reports

Device Settings

This report lists all the current printer settings.
Enter the Diagnostics menu, and then navigate to:
Reports > Device > Device Settings

For non-touch-screen printer models, press  to navigate through the settings.

Installed Licenses

This setting lists all the installed licenses and their feature data.

Enter the Diagnostics menu, and then navigate to:

Reports > Licenses > Installed Licenses

For non-touch-screen printer models, press  to navigate through the settings.

Advanced Print Quality Samples

This setting prints the Print Quality Test Pages.

Enter the Diagnostics menu, and then select **Advanced Print Quality Samples**.

Format Fax Storage

This setting allows formatting of non-volatile fax storage.

Enter the Diagnostics menu, and then navigate to:

Format Fax Storage > Format Fax Storage

Event Log

Display Log

This setting shows a history of printer events.
Enter the Diagnostics menu, and then navigate to:

Event Log > Display Log

For non-touch-screen printer models, press  to navigate through the settings.

Print Log

This setting shows additional information about the printer events.

Enter the Diagnostics menu, and then navigate to:

Event Log > Print Log

For non-touch-screen printer models, press  to navigate through the settings.

Note: The events that appear in the report vary depending on the operational history of the printer.

Print Log Summary

This setting lists a brief summary of the various printer events.

Enter the Diagnostics menu, and then navigate to:

Event Log > Print Log Summary

For non-touch-screen printer models, press  to navigate through the settings.

Note: The events that appear in the report vary depending on the operational history of the printer.

Mark Log

This setting allows you to create a service, maintenance, or custom log entry. Each log entry is added in the printer event log.

1. Enter the Diagnostics menu, and then navigate to:

Event Log > Mark Log

- For non-touch-screen printer models, press  to navigate through the settings.
2. Select a log that you want to create.

Input tray quick print

This setting lets you print a single or continuous Quick Test page in either duplex or simplex mode.

1. Enter the Diagnostics menu, and then select **Input tray quick print**.
2. Select a paper source.
3. Select whether to print a single or continuous test page.

Output bin quick feed

This setting lets you feed a single or continuous page from the standard bin.

1. Enter the Diagnostics menu, and then navigate to:

Output bin quick feed > Standard bin

For non-touch-screen printer models, press  to navigate through the settings.

2. Select whether to print a single or continuous test page.

Printer Setup

Printed page count (mono)

This setting displays the amount of pages printed in mono.

1. Enter the Diagnostics menu, and then navigate to:

Printer Setup > Printed page count (mono)

2. View the printed page count for mono.

Permanent page count

This setting displays the total number of pages printed. After all the print tests are completed, this value resets to zero.

1. Enter the Diagnostics menu, and then navigate to:

Printer Setup > Permanent page count

2. View the permanent page count.

Enable edge-to-edge (printing)

This setting allows print jobs to include the edges of the page.

1. Enter the Diagnostics menu, and then navigate to:
Printer Setup > Enable edge-to-edge (printing)
2. Select a setting.

Enable edge-to-edge (copy)

This setting allows copy jobs to include the edges of the page.

1. Enter the Diagnostics menu, and then navigate to:
Printer Setup > Enable edge-to-edge (copy)
2. Select a setting.

Processor ID

This setting indicates the ID of the processor on the controller board.

1. Enter the Diagnostics menu, and then navigate to:

Printer Setup > Processor ID

2. View the processor ID.

Serial number

This setting shows the printer serial number.

1. Enter the Diagnostics menu, and then navigate to:

Printer Setup > Serial number

- For non-touch-screen printer models, press  to navigate through the settings.
2. View the serial number.

Model name

This setting shows the model name of the printer.

1. Enter the Diagnostics menu, and then navigate to:

Printer Setup > Model name

- For non-touch-screen printer models, press  to navigate through the settings.
2. View the model name.

Engine setting [x]

Warning—Potential Damage

Do not change this setting without specific instructions from the next level of support.

This setting allows you to select a printer engine setting. Possible values are 0–255. 0 is the default.

For non-touch-screen printer models, press  to navigate through the settings.

1. Enter the Diagnostics menu, and then navigate to:

Printer Setup > Engine setting [x]

2. Select a setting, and then enter a value.

EP setup

Warning—Potential Damage

Do not change this setting without specific instructions from the next level of support.

This setting allows you to adjust the EP setup of the printer.

For non-touch-screen printer models, press  to navigate through the settings.

1. Enter the Diagnostics menu, and then navigate to:

Printer Setup > EP setup

2. Select a setting.

Printer diagnostics & adjustments

Sensor tests

1. Enter the Diagnostics menu, and then select **Printer diagnostics & adjustments**.

A list of sensor tests appears.

2. Find, and then manually toggle the sensor.

Note:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.
- For the fuser exit sensor actuator, toggle it toward the rear door.

List of sensor tests

MPF media present
Tray1 present
Input
Output bin/Narrow media
Fuser exit
Front door interlock

Motor tests

1. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Motor tests

- For non-touch-screen printer models, press  to navigate through the settings.
2. Select a motor.

Note:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.
- To stop a running motor in non-touch-screen printer models , press .

List of motor tests

Main Motor
MPF Pick Solenoid
Media Pick Clutch
Fan (main)

Registration adjust

This setting lets you adjust the skew and margins or print a Quick Test page.

For non-touch-screen printer models, press  to navigate through the settings.

1. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics and adjustments > Registration adjust

2. Select a setting to adjust.

Margin Offset

This setting allows you to adjust the margin offset and to print or reset the default settings.

For non-touch-screen printer models, press  to navigate through the settings.

1. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Margin Offset

2. Select a setting.

Universal Override

This setting allows the user to load custom paper sizes into a paper source.

For non-touch-screen printer models, press  to navigate through the settings.

1. Enter the Diagnostics menu, and then navigate to:

Printer diagnostics and adjustments > Universal Override

2. Select a setting to adjust.

Scanner Diagnostics

Motor Tests

1. Enter the Diagnostics menu, and then navigate to:

Scanner Diagnostics > Motor Tests

- For non-touch-screen printer models, press  to navigate through the settings.
2. Select a motor.

Note:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.

List of motor tests

List of motor tests

Scanner
ADF transport

Sensor Test

This test verifies the status of the scanner sensors.

1. Enter the Diagnostics menu, and then navigate to:

Scanner diagnostics > Sensor test

A list of sensor tests appears.

2. Find, and then manually toggle the sensor.

Note:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

List of sensor tests

List of sensor tests

ADF paper present
ADF scan

Feed Test

This test allows for a continuous feed from the ADF or flatbed.

1. Enter the Diagnostics menu, and then navigate to:

Scanner Diagnostics > Feed Test

Note: Set the paper size to match the paper loaded in the ADF tray if necessary.

2. Touch **Feed Test**.

Scanner Calibration Reset

Before starting the test, clean the scanner. For more information, see [Cleaning the scanner on page 372](#).

1. Enter the Diagnostics menu, and then select **Scanner Diagnostics**.
2. Touch **Scanner Calibration Reset**.

To verify the result, do the following:

Note: The following procedure only applies to models with ADF.

1. Load the ADF with a document containing light and dark content.
2. Print a two-sided copy of the document.

Note:

- If the back side of the copy has vertical streaks, then clean the scanner glass and scanner glass pad, and then print another copy.
- If the streaks still appear, then repeat the cleaning and verification procedure or replace the scanner cover.

Controller Calibration

This test must be done when the scanner controller or flatbed scanner is changed.

1. Enter the Diagnostics menu, and then navigate to:
Scanner Diagnostics > Controller Calibration
2. Touch **Start**.

| Config Menu

Entering the Configuration Menu

From the control panel, navigate to:

Settings > Device > Maintenance > Configuration Menu

Config Menu

Config Menu items and their descriptions

Menu item	Description
USB Configuration USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.
USB Configuration USB Scan to Local On* Off	Set whether the USB device driver enumerates as a USB Simple device (single interface) or as a USB Composite device (multiple interfaces).
USB Configuration USB Speed Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities.
Tray Configuration Tray Linking Automatic* Off	Set the printer to link the trays that have the same paper type and paper size settings.
Tray Configuration Show Tray Insert Message Off Only for unknown sizes* Always	Display a message to select paper size and type after inserting the tray.
Tray Configuration A5 Loading Short Edge Long Edge*	Specify the page orientation when loading A5 paper size.
Tray Configuration Paper Prompts Auto* MP Feeder	Set the paper source that the user fills when a prompt to load paper appears.

Continued on page 252

Continued from page 251

Menu item	Description
Manual Paper	
Tray Configuration Envelope Prompts Auto* MP Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load envelope appears.
Tray Configuration Action for Prompts Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.
Reports Menu Settings Page Event Log Event Log Summary	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters Clear Supply Usage History Reset Black Cartridge Counter Reset Black Imaging Unit Counter Reset Maintenance Counter	Reset the supply page counter or view the total printed pages.
Printer Emulations PS Emulation Off On*	Set the printer to recognize and use the PS data stream.
Printer Emulations Emulator Security Page Timeout 0–60 (60*)	Set the page timeout during emulation.
Printer Emulations Emulator Security Reset Emulator After Job (Off*)	Reset the emulator after a print job.
Printer Emulations	Disable access to the printer message during emulation.

Continued on page 253

Continued from page 252

Menu item	Description
Emulator Security Disable Printer Message Access (On*)	
Fax Configuration Fax Low Power Support Disable Sleep Permit Sleep Auto*	Set fax to enter Sleep mode whenever the printer determines that it must. Note: This menu item is available only in some printer models.
Print Configuration Font Sharpening 0–150 (24*)	Set a text point-size value below which the high-frequency screens are used when printing font data.
Print Configuration Print Density Disabled 1–5 (3*) Copy Density Disabled 1–5 (3*)	Adjust the toner density when printing or copying documents.
Device Operations Quiet Mode On Off*	Set the printer to reduce the amount of noise that it makes when printing. Note: Enabling this setting slows down the overall performance of the printer.
Device Operations Panel Menus Enable* Disable	Set the printer to show the control panel menus. Note: This menu item appears only in the Embedded Web Server.
Device Operations Safe Mode Off*	Set the printer to operate in a special mode, in which it attempts to continue offering as much functionality as possible, despite known issues.

Continued on page 254

Continued from page 253

Menu item	Description
On	For example, when set to On, and the duplex motor is nonfunctional, the printer performs one-sided printing of the documents even if the job is two-sided printing. Note: This setting cannot be used when the tray is not fully inserted or the tray sensor is damaged.
Device Operations Clear Custom Status	Erase all custom messages.
Device Operations Clear all remotely-installed messages	Erase all remotely-installed messages.
Device Operations Automatically Display Error Screens On* Off	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
Scanner Configuration Scanner Manual Registration Print Quick Test	Print a Quick Test target page. Note: Make sure that the margin spacing on the target page is uniform all the way around the target. If it is not, then the printer margins must be reset.
Scanner Configuration Scanner Manual Registration Front ADF Registration Flatbed Registration	Manually register the flatbed and ADF after replacing the ADF, scanner glass, or controller board.
Scanner Configuration Edge Erase Flatbed Edge Erase (3*) ADF Edge Erase (3*)	Set the size, in millimeters, of the no-print area around an ADF or flatbed scan job.
Scanner Configuration	Disable the scanner if it is not working properly.

Continued on page 255

Continued from page 254

Menu item	Description
Disable Scanner Enabled* Disabled ADF Disabled	
Scanner Configuration Tiff Byte Order CPU Endianness* Little Endian Big Endian	Set the byte order of a TIFF-formatted scan output.
Scanner Configuration Exact Tiff Rows Per Strip On* Off	Set the RowsPerStrip tag value of a TIFF-formatted scan output.
Note: An asterisk (*) next to a value indicates the factory default setting.	

| Service Engineer (SE) menu

Entering the SE Menu

To access the menu from the home screen, on the control panel, press the following buttons in this sequence:

Back, Back, Home, Home

General SE Menu

- Capture Logs to USB Drive

Note: This setting allows you to save a log file to a USB drive.

- Code Versions
- Debug Level

Network SE Menu

Enter the SE menu, and then select **Network SE Menu**.

Note: Use these settings as directed by the next level of support.

Service engineer menu

Top-level menu	Intermediate menu
HISTORY	• Print History • Mark History
MAC	• Set Card Speed • LAA • Keep Alive
NPAP	Print Alerts
TCP/IP	• DHCP Request Options • netstat • arp • Allow SNMP Set • MTU • Meditech Mode • RAW LPR Mode • Garp Interval
Wireless Settings	• Wireless Performance Enhancement • Unset Wireless Region
Ping Test	• Ping Address • Attempts • Packet Size • Ping
Other Actions	• ifconfig • IPtables [Firewall Dump] • IP6tables [Firewall Dump] • IPsec Dump

Continued on page 259

Continued from page 258

Top-level menu	Intermediate menu
Enable DHCPDCD Debugging	N/A
Enable wpa-supPLICant Debugging	N/A
Enable Ethernet Gigabit	N/A

Scanner SE Menu

Enter this setting to view the calibration data.

Fax SE Menu

Use this menu to help resolve fax transmission and reception issues.
Enter the SE menu, and then touch **Fax SE Menu**.

Note: Use these settings as directed by the next level of support.

Note: For printers with firmware version FW7.1 and up, adjust the Transmit Level setting via EWS SE. See [EWS SE Menu on page 263](#)

Service engineer menu

Top-level menu	Intermediate menu
Agency Test Menu	• Go Off Hook • Ring Detect • Generate Tones • Modulations
Fax Settings	• Fax Modulations • FOIP Settings • Miscellaneous Settings • Reset Fax Settings
Modem Settings	• Caller ID Pattern Note: Changing the value of this setting also changes the value of the Caller ID setting in the Fax Settings. • Pulse Dial Type • Disable Sending CRP
Fax logs	• Print all T30 Logs • Print CallerID Log • Print Call Log • Print Fax Settings • Print Job Log • Print All T30 Log Errors

Continued on page 262

Continued from page 261

Top-level menu	Intermediate menu
	• Print All Auto Captured Logs On • Print T38 Trace Log • Clear T38 Trace Log
Reboot System	N/A

EWS SE Menu

Enter this setting to help resolve customer communication related printing issues.
To access the Silabs configuration:

1. Open a web browser and then type `https://<IP address>/se` .
2. Navigate to:

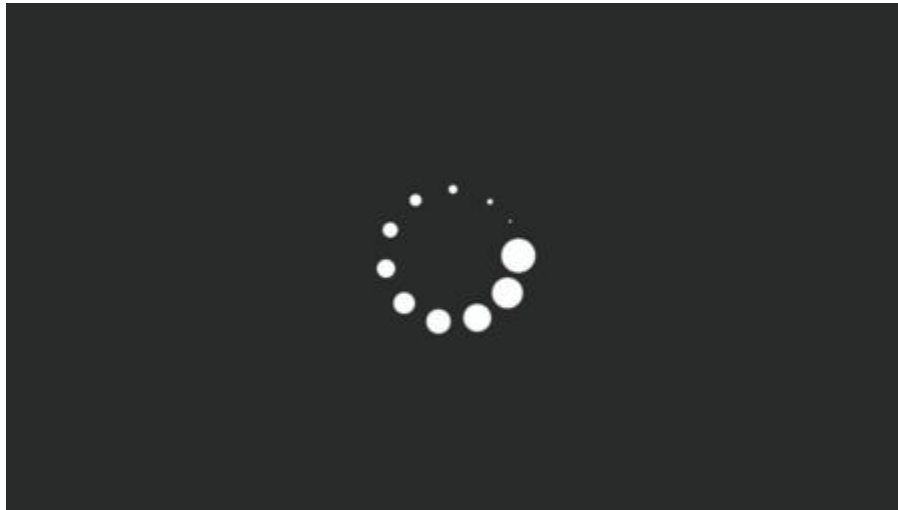
Fax > Settings > Silabs Configuration

Entering invalid engine mode

This mode allows the printer to load the correct firmware code.

1. Unplug the power cord from the electrical outlet.
2. Open tray 1.
3. Connect the power cord to the electrical outlet.

When the display shows the following icon, close tray 1.



4. From the menu that appears on the display, select ->, and then select **ENGINE_FLASH**.

Entering Recovery mode

This mode allows the printer to boot from a secondary set of instructions and flash firmware code. While in this mode, you can only flash firmware code through a USB cable directly connected to a PC.

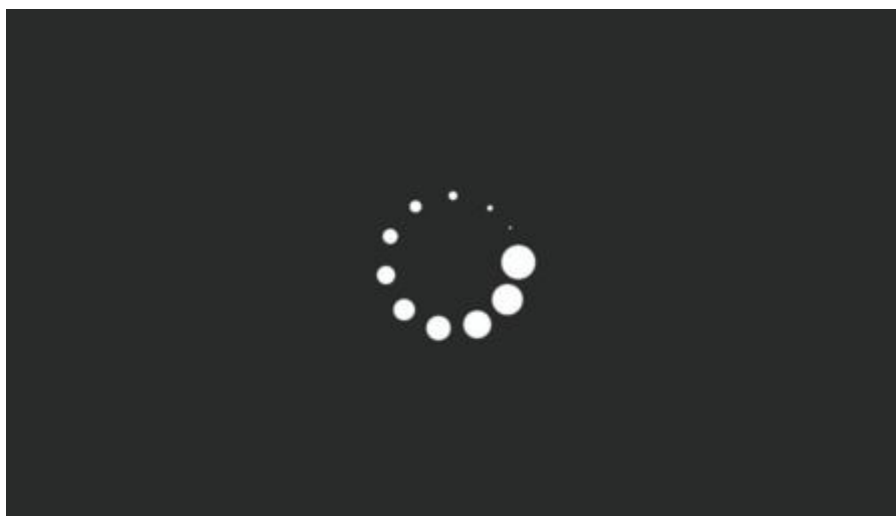
Depending on your printer model, do any of the following:

For LED display

1. Turn off the printer.
2. Open the front door.
3. Press and hold the **Stop** button.
4. Turn on the printer.
5. When all the icons flash, release the button.

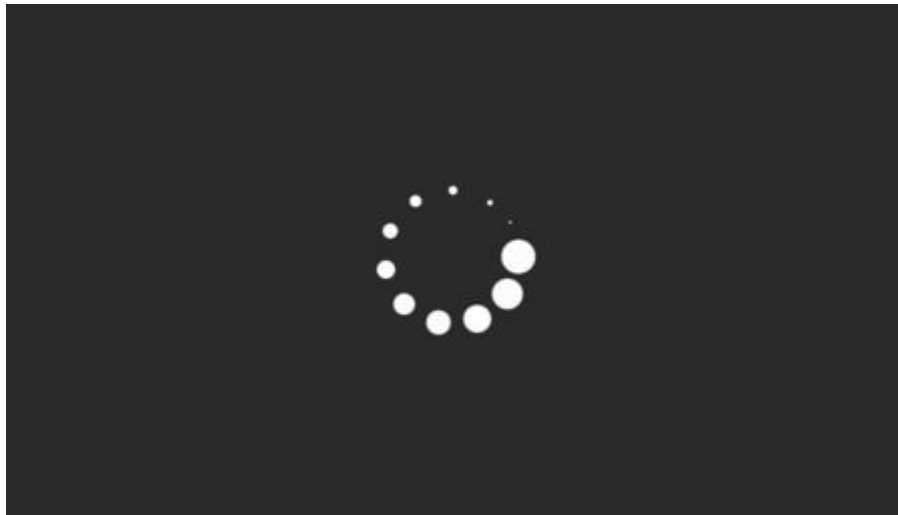
For 2-line display

1. Turn off the printer.
2. Press and hold the **OK** and **Back** buttons.
3. Turn on the printer.
4. When the display shows the following icon, release the buttons.



For 2.4-, 4.3-, 7-, and 10-inch displays with number pads

1. Turn off the printer.
2. Press and hold the **2**, **7**, and **8** buttons.
3. Turn on the printer.
4. When the display shows the following icon, release the buttons.



For 2.8-, 4.3-, 7-, and 10-inch displays without number pads

1. Turn off the printer.
2. Open tray 1.

Note: Make sure that paper is loaded in the tray.

3. Turn on the printer.
4. When an ellipses appears on the upper-left corner of the display, close tray 1.

Note: If tray 1 is not closed, then the printer boots normally.

Parts removal

Removal precautions

Removal precautions



CAUTION—SHOCK HAZARD

The low-voltage power supply (LVPS) and the high-voltage power supply (HVPS) may have residual voltage present. To avoid the risk of electrical shock, do not touch their circuit components or the solder side of the board. Only handle them by their outer edges or metal housing.



CAUTION—SHOCK HAZARD

This product uses an electronic power switch. It does not physically disconnect the input AC voltage. To avoid the risk of electrical shock, always remove the power cord from the printer when removal of the input AC voltage is required.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.



CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



CAUTION—PINCH HAZARD

To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

Précautions de retrait



CAUTION—SHOCK HAZARD

Une tension résiduelle peut être présente dans le bloc d'alimentation basse tension (LVPS) et le bloc d'alimentation haute tension (HVPS). Pour éviter tout risque d'électrocution, ne touchez pas les composants du circuit ou le côté soudure de la carte. Tenez-les uniquement par leurs extrémités ou le boîtier en métal.



CAUTION—SHOCK HAZARD

Ce produit utilise un commutateur d'alimentation électronique. Il ne déconnecte pas physiquement la tension d'alimentation CA. Pour éviter tout risque d'électrocution, débranchez toujours le cordon d'alimentation de l'imprimante lorsque vous devez déconnecter la tension d'alimentation CA.



CAUTION—SHOCK HAZARD

Pour éviter tout risque d'électrocution et éviter d'endommager l'imprimante, débranchez le cordon d'alimentation de la prise électrique et déconnectez toute connexion à tout périphérique externe avant de brancher ou débrancher des câbles ou circuits et assemblages électroniques.



CAUTION—HOT SURFACE

L'intérieur de l'imprimante risque d'être brûlant. Pour réduire le risque de brûlure, laissez la surface ou le composant refroidir avant d'y toucher.



CAUTION—PINCH HAZARD

Pour éviter tout risque de blessure par pincement, agissez avec précaution au niveau des zones signalées par cette étiquette. Les blessures par pincement peuvent se produire autour des pièces mobiles telles que les engrenages, portes, tiroirs et capots.

Precauciones durante la extracción



CAUTION—SHOCK HAZARD

La fuente de alimentación de bajo voltaje (LVPS) y la fuente de alimentación de alto voltaje (HVPS) pueden presentar voltaje residual. Para evitar el riesgo de descarga eléctrica, no toque los componentes del circuito ni el lateral soldado de la placa. Manipule solo los bordes exteriores o la carcasa metálica.

**CAUTION—SHOCK HAZARD**

Este producto utiliza un interruptor de corriente electrónico. No desconecta físicamente la entrada de voltaje de CA. Para evitar el riesgo de descarga eléctrica, desenchufe siempre el cable de alimentación de la impresora cuando sea necesario retirar la entrada de voltaje de CA.

**CAUTION—SHOCK HAZARD**

Para evitar el riesgo de descargas eléctricas y daños en la impresora, retire el cable de alimentación de la toma eléctrica y desconecte todas las conexiones a dispositivos externos antes de conectar o desconectar cualquier cable, placa electrónica o conjunto.

**CAUTION—HOT SURFACE**

El interior de la impresora podría estar caliente. Para evitar el riesgo de heridas producidas por el contacto con un componente caliente, deje que la superficie se enfríe antes de tocarlo.

**CAUTION—PINCH HAZARD**

Para evitar el riesgo de lesión por atrapamiento, preste atención en las áreas marcadas con esta etiqueta. Las lesiones por atrapamiento se pueden producir en torno a partes móviles, tales como engranajes, puertas, bandejas y cubiertas.

Vorsichtsmaßnahmen bei der Demontage

**CAUTION—SHOCK HAZARD**

Im Niederspannungsnetzteil (LVPS) und Hochspannungsnetzteil (HVPS) liegt unter Umständen Restspannung vor. Um das Risiko eines elektrischen Schlags zu vermeiden, berühren Sie keine umliegenden Bauteile oder die Lötseite der Platine. Fassen Sie sie nur an den Außenkanten oder am Metallgehäuse an.

**CAUTION—SHOCK HAZARD**

Dieses Produkt verwendet einen elektronischen Leistungsschalter. Er trennt die Eingangswechselspannung nicht physikalisch. Um das Risiko eines elektrischen Schlags zu vermeiden, ziehen Sie stets das Netzkabel vom Drucker ab, wenn eine Abtrennung der Eingangswechselspannung erforderlich ist.

**CAUTION—SHOCK HAZARD**

Um das Risiko eines elektrischen Schlags und Schäden am Drucker zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose und trennen Sie alle Verbindungen zu jeglichen externen Geräten, bevor Sie Kabel, Elektronikplatinen oder Baugruppen einstecken oder abziehen.

**CAUTION—HOT SURFACE**

Das Innere des Druckers kann sehr heiß sein. Vermeiden Sie Verletzungen, indem Sie heiße Komponenten stets abkühlen lassen, bevor Sie ihre Oberfläche berühren.

**CAUTION—PINCH HAZARD**

Um das Risiko einer Quetschung zu vermeiden, gehen Sie in Bereichen, die mit diesem Etikett gekennzeichnet sind, mit Vorsicht vor. Quetschungen können im Bereich von beweglichen Komponenten auftreten, wie z. B. Zahnrädern, Klappen, Fächern und Abdeckungen.

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, do the following:

- Turn off the printer before removing logic boards.
- Keep the parts in their original packing material until you are ready to install them into the printer.
- 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 action discharges any static electricity in your body to the printer.
- Hold the parts by their edge connector shroud. Do not touch its pins. If you are removing a pluggable module, then use the correct tool.
- If possible, keep all parts in a grounded metal cabinet.
- Do not place the parts on the printer cover or on a metal table. If you need to put down the parts, then put them into their packing material.
- Prevent parts from being accidentally touched by other personnel. Cover the printer when you are not working on it.
- Be careful while working with the parts when cold-weather heating is used. Low humidity increases static electricity.

Critical information for controller board or control panel replacement



CAUTION—POTENTIAL INJURY

The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.



CAUTION—POTENTIAL INJURY

La batterie lithium de ce produit n'est pas destinée à être remplacée. Il existe un risque d'explosion si une batterie lithium est placée de façon incorrecte. Ne rechargez pas, ne démontez pas et n'incinerez pas une batterie lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.



CAUTION—POTENTIAL INJURY

La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio según las instrucciones del fabricante y las normativas locales.



CAUTION—POTENTIAL INJURY

Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.

Warning—Potential Damage

Observe all precautions when handling ESD sensitive parts. See [Handling ESD-sensitive parts on page 271](#).

Warning—Potential Damage

Carefully remove cables and connectors. Make sure they are not damaged.

Warning—Potential Damage

To avoid damaging the part or experiencing NVRAM mismatch issues, replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component and to test whether the problem is resolved:

1. Replace the affected component.

Warning—Potential Damage

Do not perform a Power-On Reset (POR) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

2. Enter the Diagnostics menu. The menu allows you to temporarily use the replacement part.

Warning—Potential Damage

Some printers perform a POR automatically if the Diagnostics menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

3. Use the Diagnostics menu to test the replacement part. Do a feed test to check if the problem is resolved.
 - If the problem is not resolved—Turn off the printer, and then install the old part.
 - If the problem is resolved—Perform a POR.
 - If NVRAM error occurs during the replacement, then see [NVRAM mismatch failure service check on page 189](#).

Restoring the printer configuration

Restore the printer to its correct configuration to complete the replacement service. Use the Service Restore Tool to download the software bundle, and then flash the printer settings and embedded solutions.

Note: If you do not have access to Service Restore Tool, then contact your next level of support.

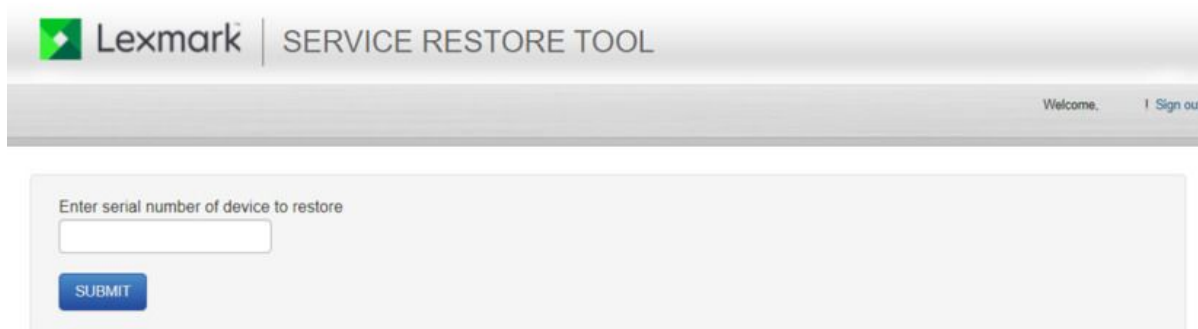
Note: The software bundle contains the latest version of the firmware, applications, and software licenses from the Lexmark CFM and Package Builder. The printer firmware may be at a different level from what is used before replacement of the part.

Using the Service Restore Tool

1. Go to <https://cdp.lexmark.com/service-restore-tool/> to access the tool.
2. Log in using your Lexmark or partner login.

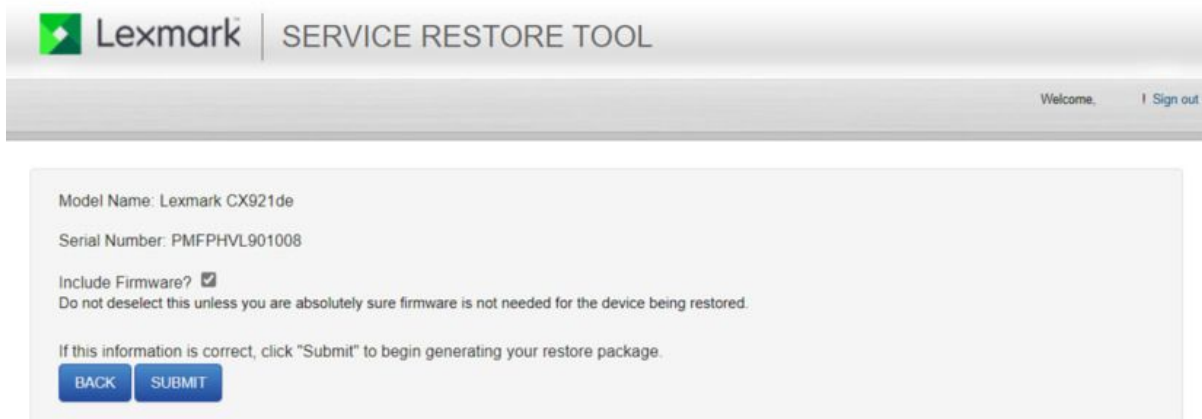
If your login fails, then contact your next level of support.

3. Enter the printer serial number, and then submit the information.



The screenshot shows the Lexmark Service Restore Tool web interface. At the top, there is a header with the Lexmark logo and the text "SERVICE RESTORE TOOL". Below the header, there is a navigation bar with "Welcome," and a "Sign out" link. The main content area contains a form with the label "Enter serial number of device to restore" above a text input field. Below the input field is a blue "SUBMIT" button.

Note: Make sure that the serial number that appears on the verification screen is correct.

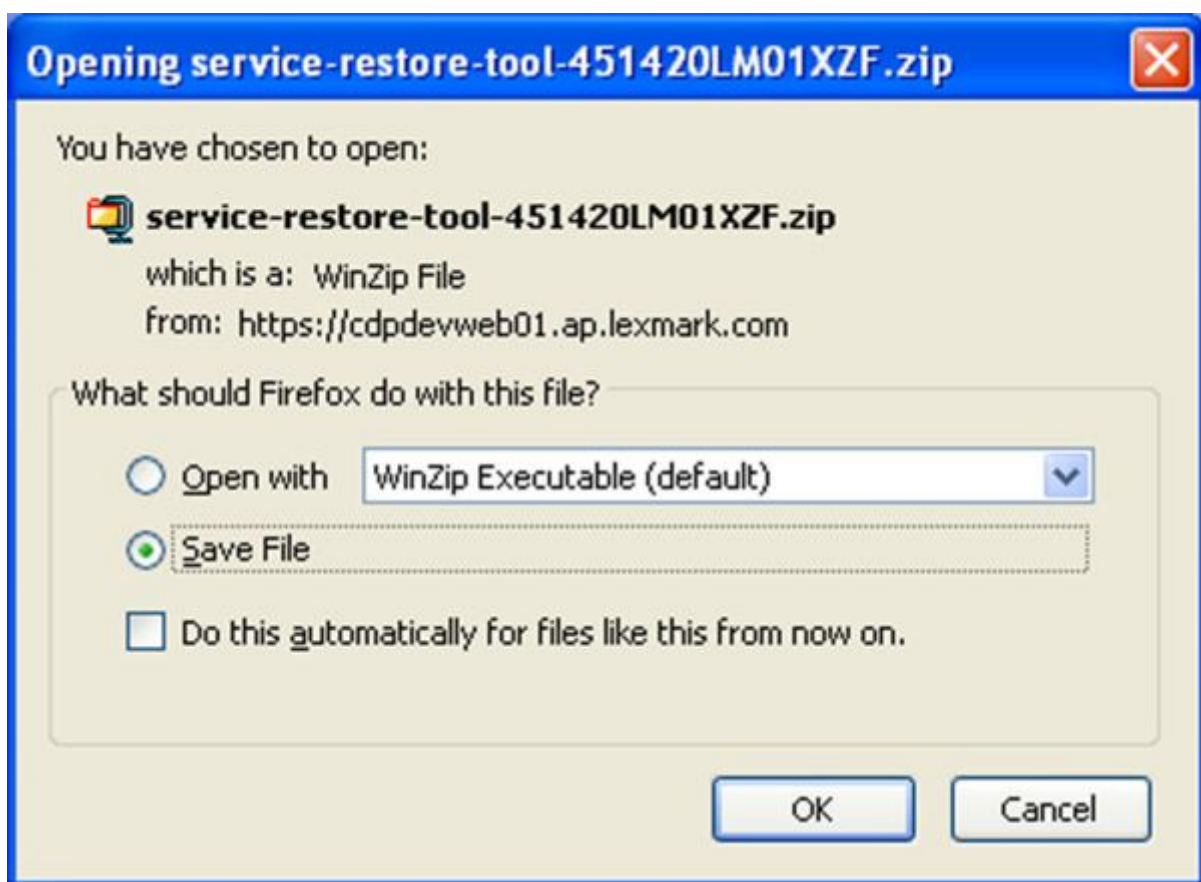


The image shows the Lexmark SERVICE RESTORE TOOL web interface. At the top, there is a header with the Lexmark logo and the title "SERVICE RESTORE TOOL". Below the header, there is a form with the following fields and options:

- Model Name: Lexmark CX921de
- Serial Number: PMFPHVL901008
- Include Firmware? ☒
- Do not deselect this unless you are absolutely sure firmware is not needed for the device being restored.
- If this information is correct, click "Submit" to begin generating your restore package.
- Buttons: BACK, SUBMIT

4. Save the zip file.

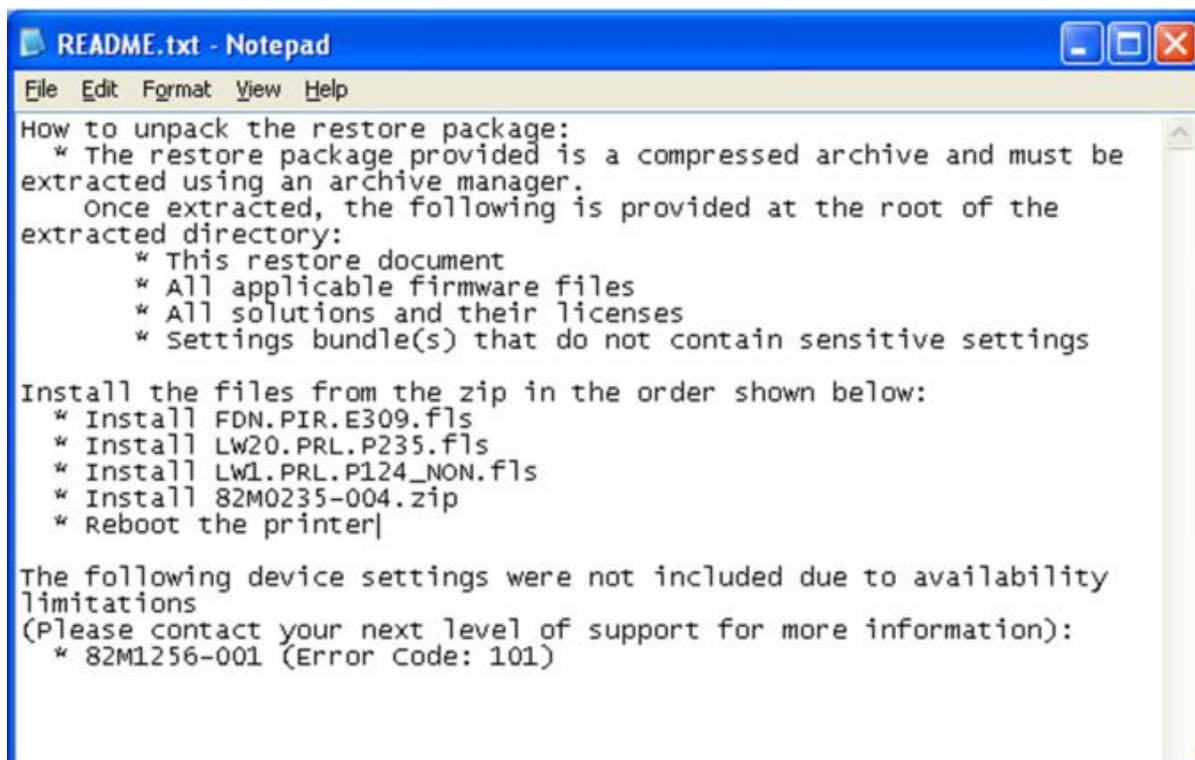
Note: Make sure that the serial number in the zip file matches the serial number of the printer being restored.



5. Extract the contents of the zip file, open the *Readme* file, and then follow the instructions in the file.

Note:

- Perform the install instructions on the *Readme* file in the exact order shown. Restart the printer only if the file says so.
- For more information on how to flash the downloaded files, see [Updating the printer firmware on page 277](#).



```
README.txt - Notepad
File Edit Format View Help

How to unpack the restore package:
* The restore package provided is a compressed archive and must be
extracted using an archive manager.
Once extracted, the following is provided at the root of the
extracted directory:
* This restore document
* All applicable firmware files
* All solutions and their licenses
* Settings bundle(s) that do not contain sensitive settings

Install the files from the zip in the order shown below:
* Install FDN.PIR.E309.fls
* Install LW20.PRL.P235.fls
* Install LW1.PRL.P124_NON.fls
* Install 82M0235-004.zip
* Reboot the printer

The following device settings were not included due to availability
limitations
(Please contact your next level of support for more information):
* 82M1256-001 (Error Code: 101)
```

6. If the printer had eSF apps previously installed, then confirm from the customer if all the eSF apps have been installed after performing the installation instructions in the *Readme* file.

Note:

- If you are unable to access the administrative menus to verify that the printer is restored, then ask the customer for access rights.
- If a 10.00 error appears after you restart the printer, then contact the next level of support.

Updating the printer firmware

Warning—Potential Damage

Before updating the printer firmware, ask the next level of support for the correct code. Using an incorrect code level may damage the printer.

Using a flash drive

Note: The printer must be in ready state to update the firmware.

This option is available only in printer models with front USB port.

1. Insert the flash drive into the USB port.
2. Depending on the printer model, do any of the following:
 - From the control panel, navigate to **USB Menu: Print from USB > Accept** or **OK**, and then select the file that you need to flash.
 - Select the firmware file.

Note: Do not turn off the printer while the update is going on.

Using a network computer

Using the File Transfer Protocol (FTP)

Note: The printer must be in ready state to update the firmware.

1. Turn on the printer.
2. Obtain the IP address from the home screen.
3. From the command prompt of a network computer, open an FTP session to the printer IP address.
4. Use a PUT command to place the firmware file on the printer.

The printer performs a POR sequence and terminates the FTP session.

Using the Embedded Web Server

Note: The printer must be in ready state to update the firmware.

1. Open a web browser, and then type the printer IP address.

2. Click **Settings > Device > Update Firmware**.
3. Select the file to use.

The printer performs a POR sequence and terminates the EWS session.

Using a USB cable connection

Note: Make sure that the cable is connected to the rear USB port.

Using USB Flash Utility

1. Go to support.lexmark.com, and then download USB Flash Utility.
2. Extract, and then run the utility.
3. Click **Browse Files**, and then browse to the firmware file directory.
4. Select the firmware file.
5. Select the source printer.
6. Click **Start**.

Using USButil

1. Go to support.lexmark.com, and then download USButil.
2. Extract, and then drag and drop the firmware file onto the USButil icon.
3. A command prompt window appears briefly.

Note: Make sure to disconnect other USB devices when using USButil.

Ribbon cable connectors

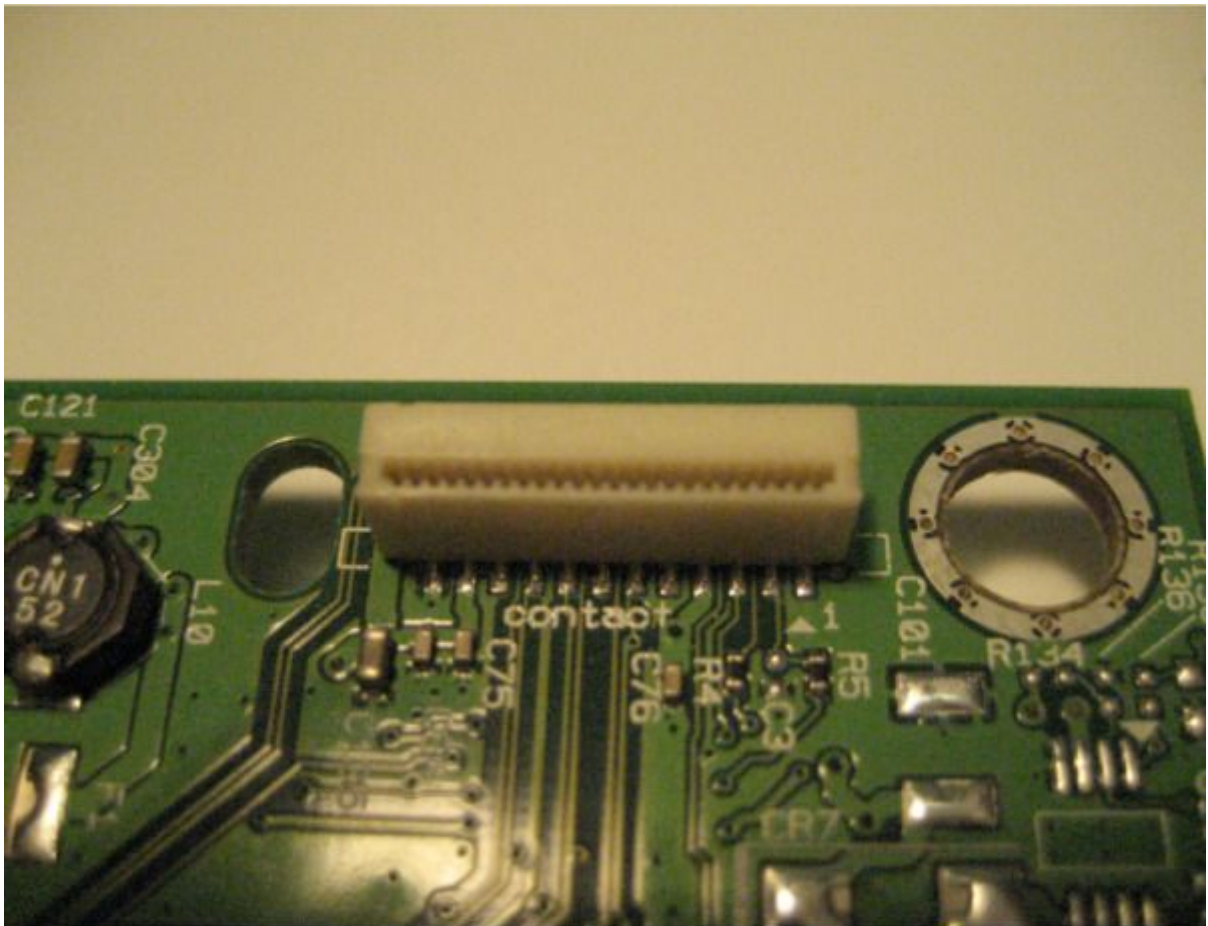
Low insertion force (LIF) connector

Warning—Potential Damage

When installing a cable into an LIF connector, avoid bending the edges of the cables and damaging the contacts on the cables.

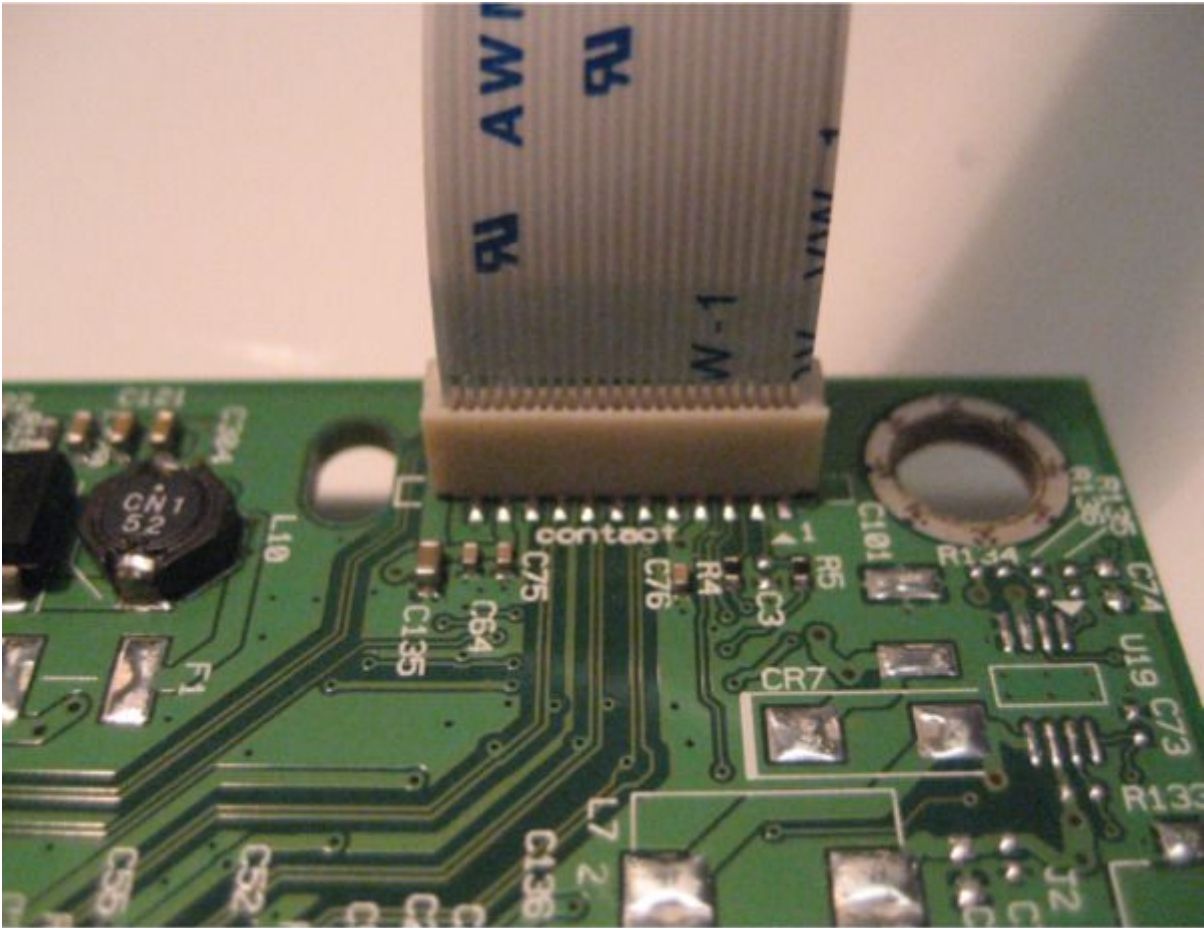
Inserting the cable

1. Make sure that the contacts of the controller board and connectors are on the same side.



2. Insert the cable.

Note: Make sure that the cable is installed straight into the connector to avoid intermittent failures.



Adjustments

Adjusting the fax volume

1. Enter the SE menu on the EWS page by navigating to the following address: *http://<printer's IP address>/se*.
2. From the menu options, click **Fax**.
3. Under Settings, click **Conexant Configuration**.
4. Change the volume level based on the following values:
 - Low = 0
 - Medium = 1
 - High = 1
5. Click **Save**.

Removal procedures

Keep the following tips in mind as you replace parts:

- 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.
- Remove the toner cartridges, imaging unit, and trays before removing other printer parts. The imaging kit must be carefully set on a clean, smooth, and flat surface. It must also be protected from light while out of the printer.
- Disconnect all external cables from the printer to prevent possible damage during service.
- Unless otherwise stated, install the parts in reverse order of removal.
- When installing a part held with several screws, start all screws before the final tightening.
- For printers that have an electronic power switch, make sure to unplug the power cord after powering off.

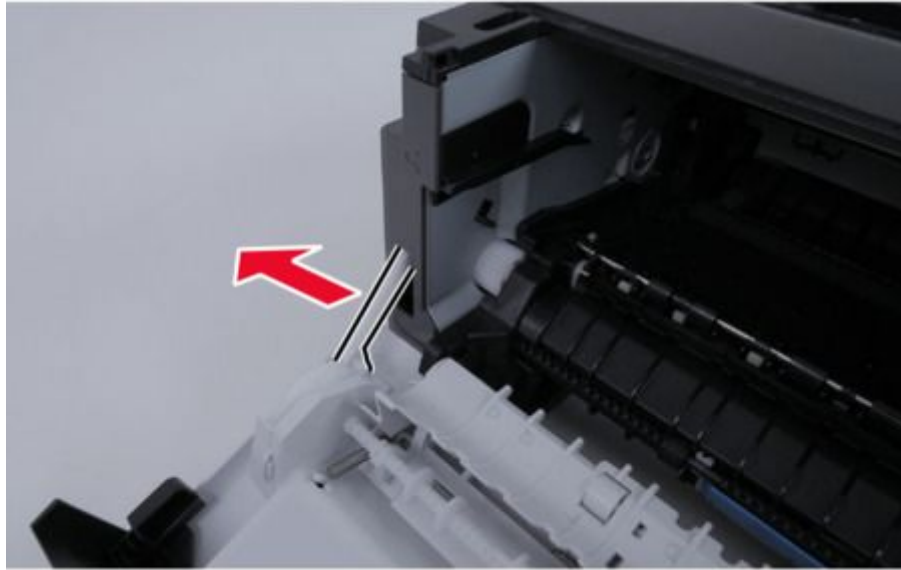
Left side removals

Left cover removal

1. Remove the screw at the front, and then remove the screw at the rear of the cover.



2. Open the front door, and then release the left front door link.



3. Place the printer on its right side.
4. Release the three latches (A) at the bottom of the cover, and then remove the cover.



Main drive gears removal

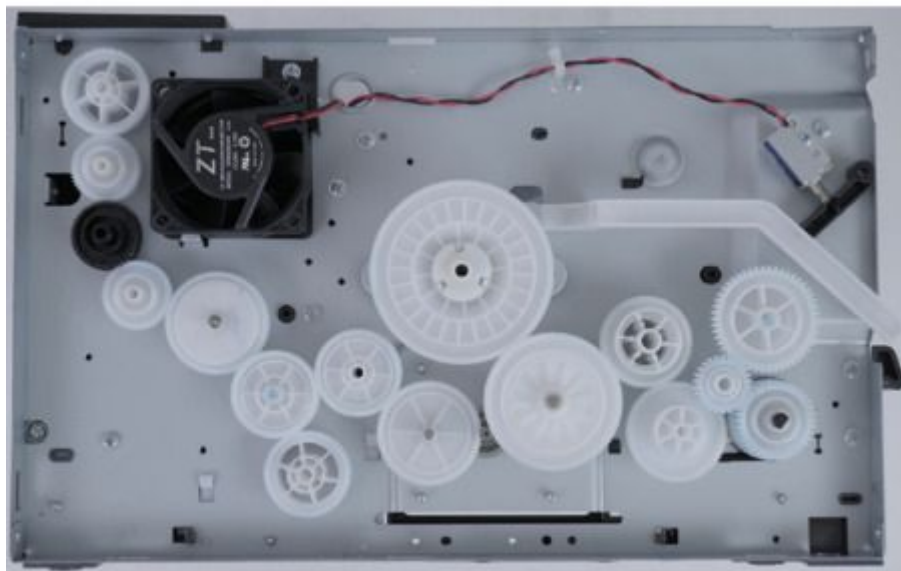
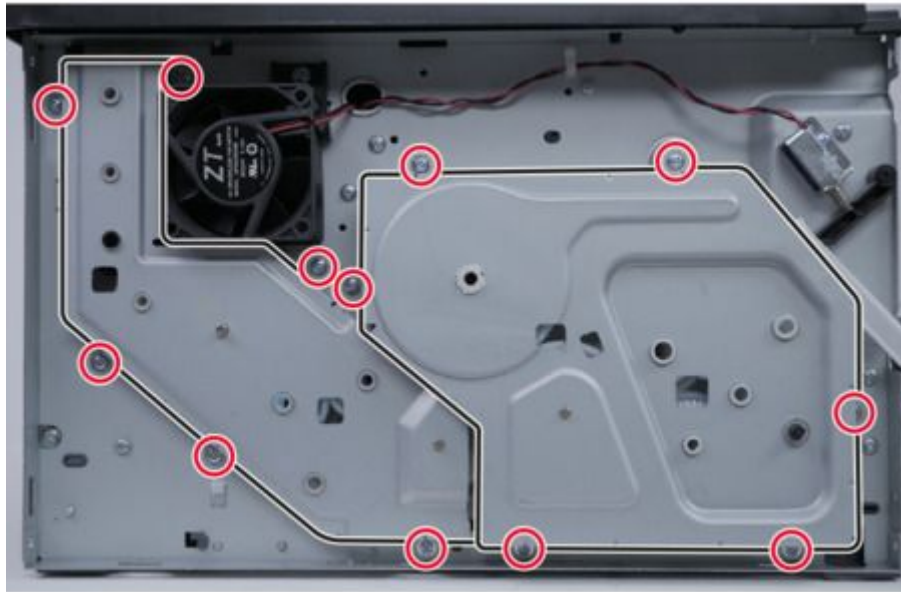
Note: For a video demonstration, see [Main drive gears removal](#).

1. Remove the left cover. See [Left cover removal on page 283](#).
2. Place the printer on its right side.

Warning—Potential Damage

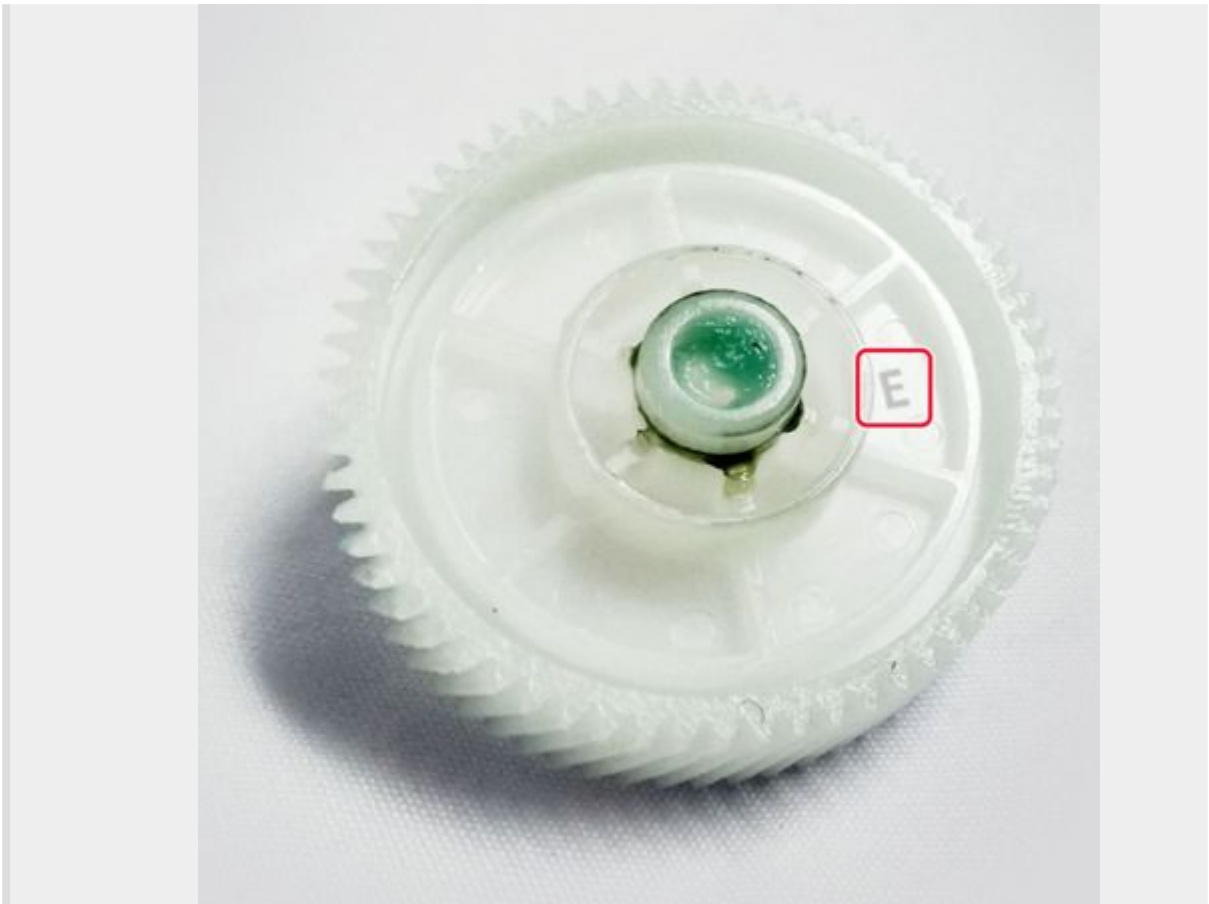
If the printer is not placed on its right side, then the gears fall out of place when the gear plates are removed.

3. Remove the 12 screws, remove the gear covers, and then remove the gears.

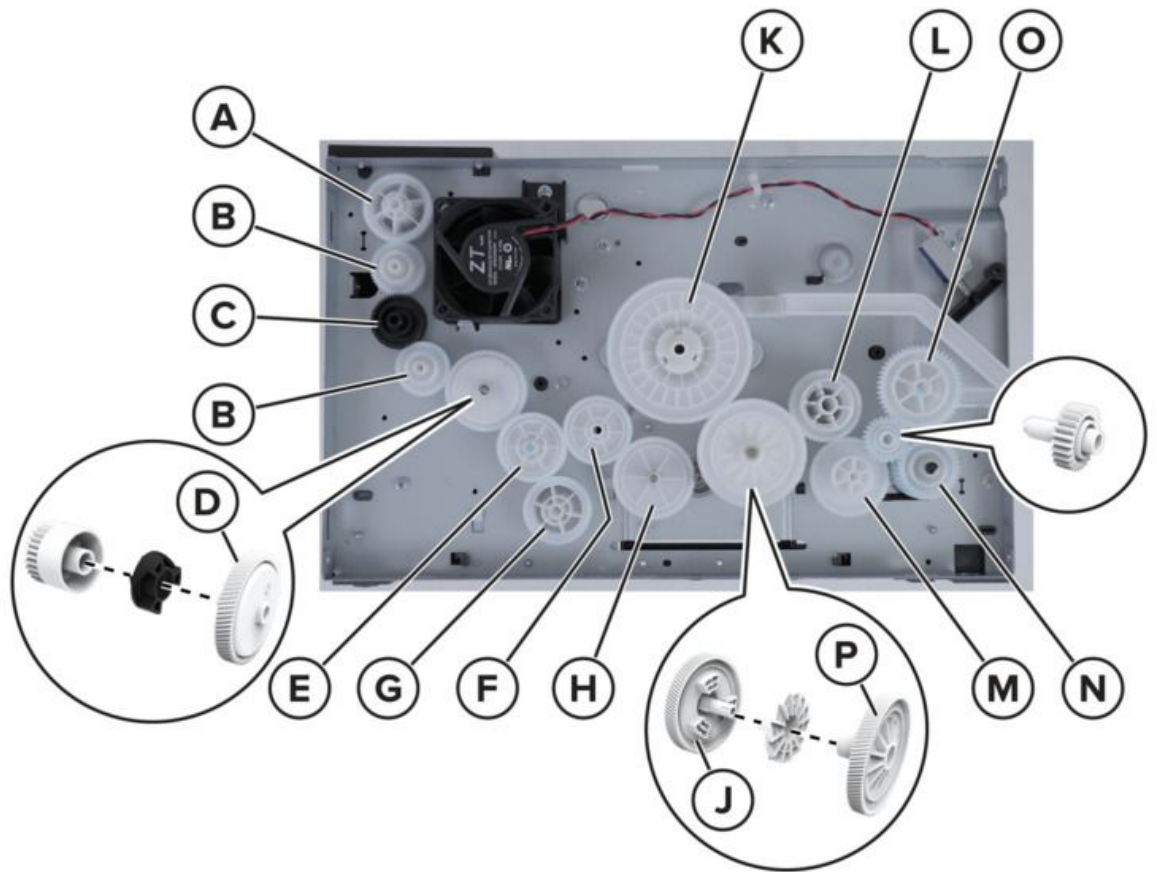


Installation Note

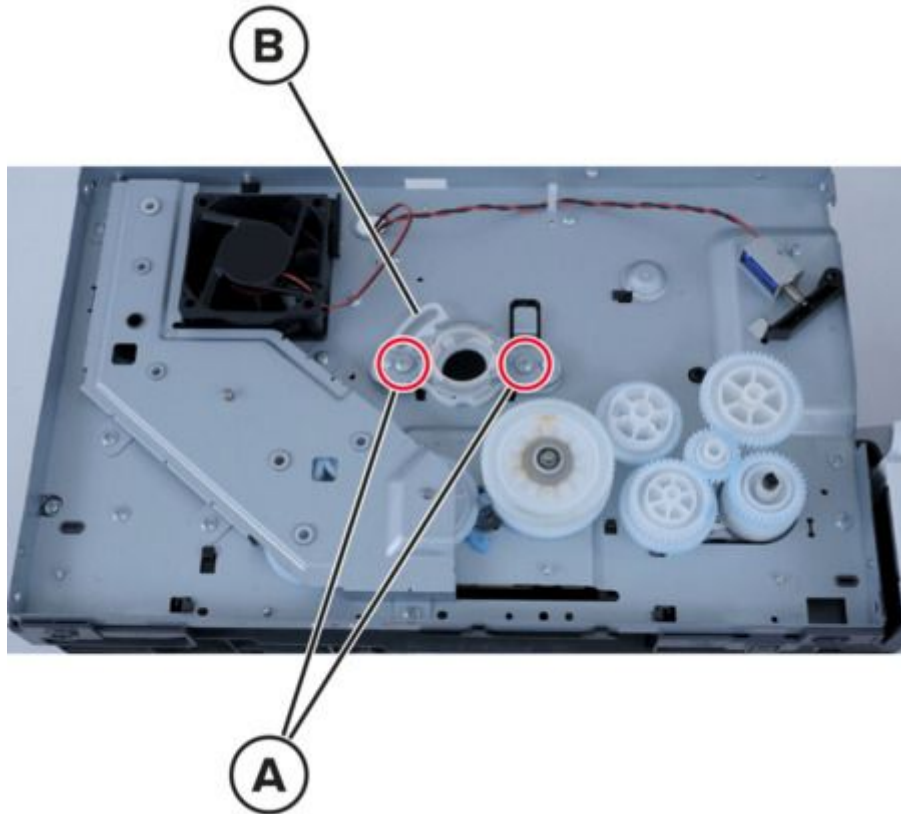
- Pay attention to the position of the gears.
- Most gears have a molded letter for identification.



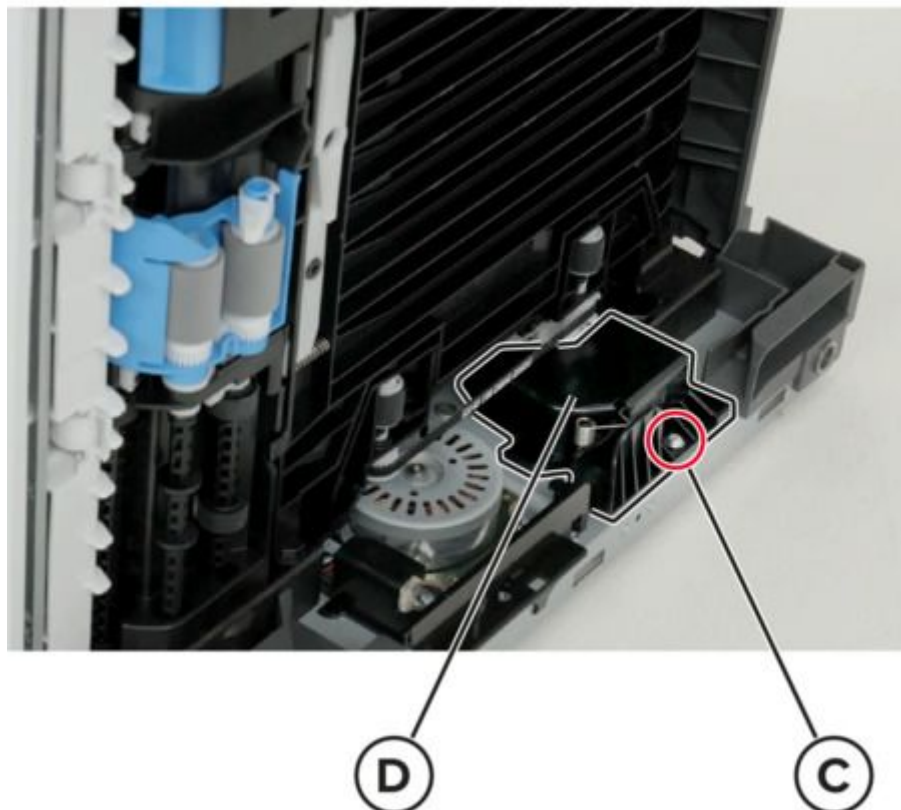
- Note the letter or number on the gears, and then use the following illustration to match their proper location and position in the printer.
- Some locations have multiple gears stacked on top of each other.



4. Remove the left front door link. See [Left front door link removal on page 295](#).
5. Remove the two screws (A), and then remove the coupling (B).

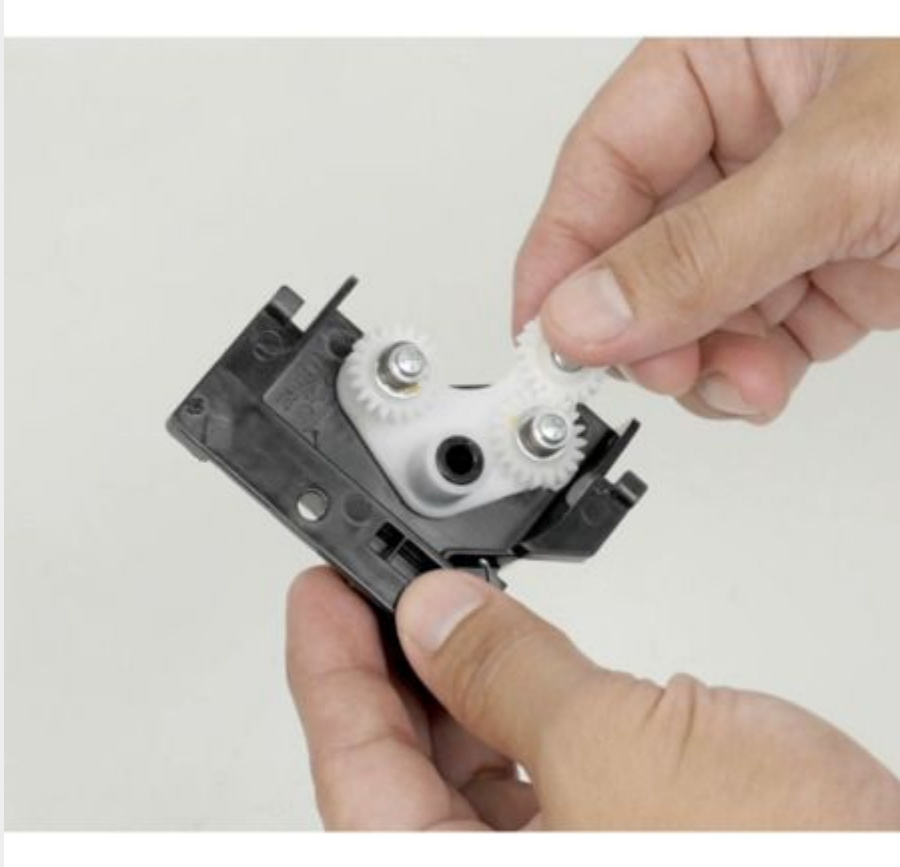


6. Place the printer on its left side, remove the screw (C), and then remove the duplex swing arm assembly (D).



Installation Note

1. Make sure that the gears assembly is properly installed in the housing.

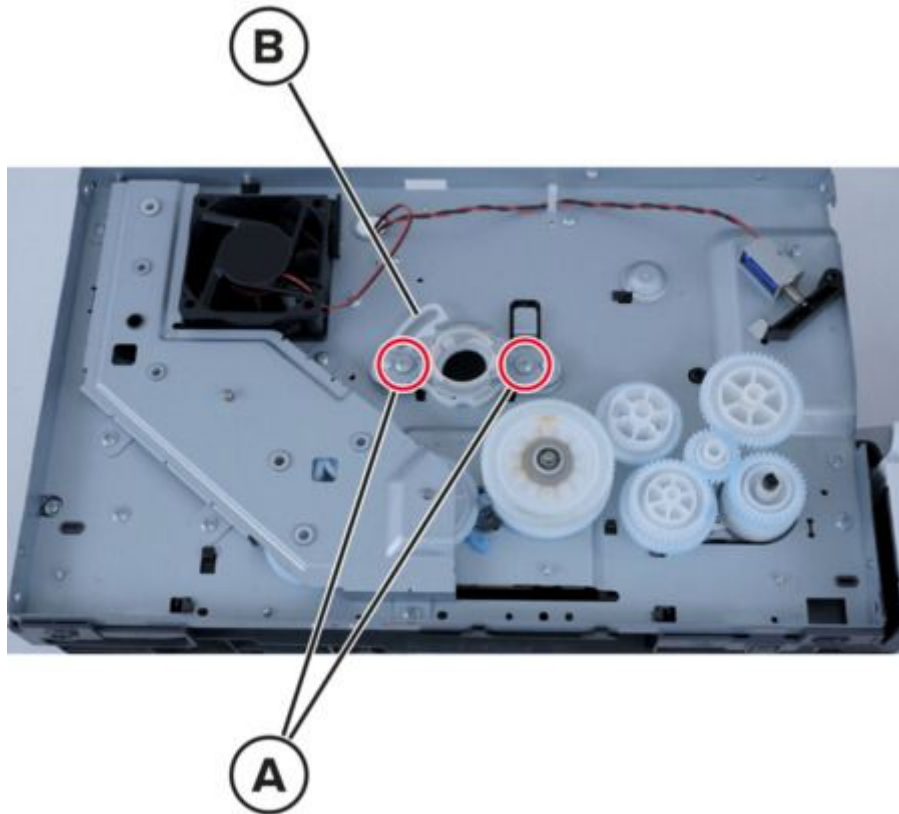


2. Align the tab on the housing to the notch in the frame, and then install the duplex swing arm assembly.



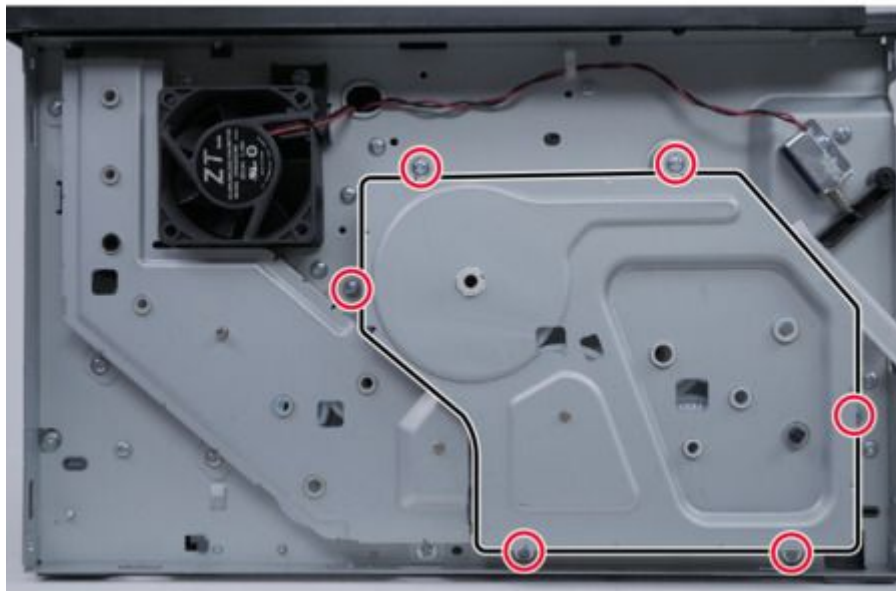
Imaging unit coupling removal

1. Remove the left cover. See [Left cover removal on page 283](#).
2. Remove the left front door link. See [Left front door link removal on page 295](#).
3. Remove the two screws (A), and then remove the imaging unit coupling (B).

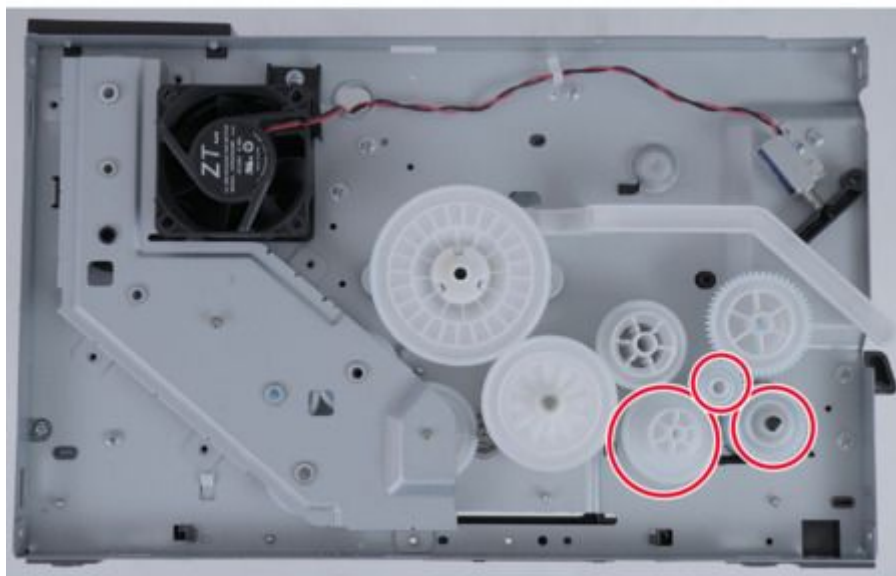


Pick roller clutch removal

1. Remove the left cover. See [Left cover removal on page 283](#).
2. Remove the six screws, and then remove the gear cover.



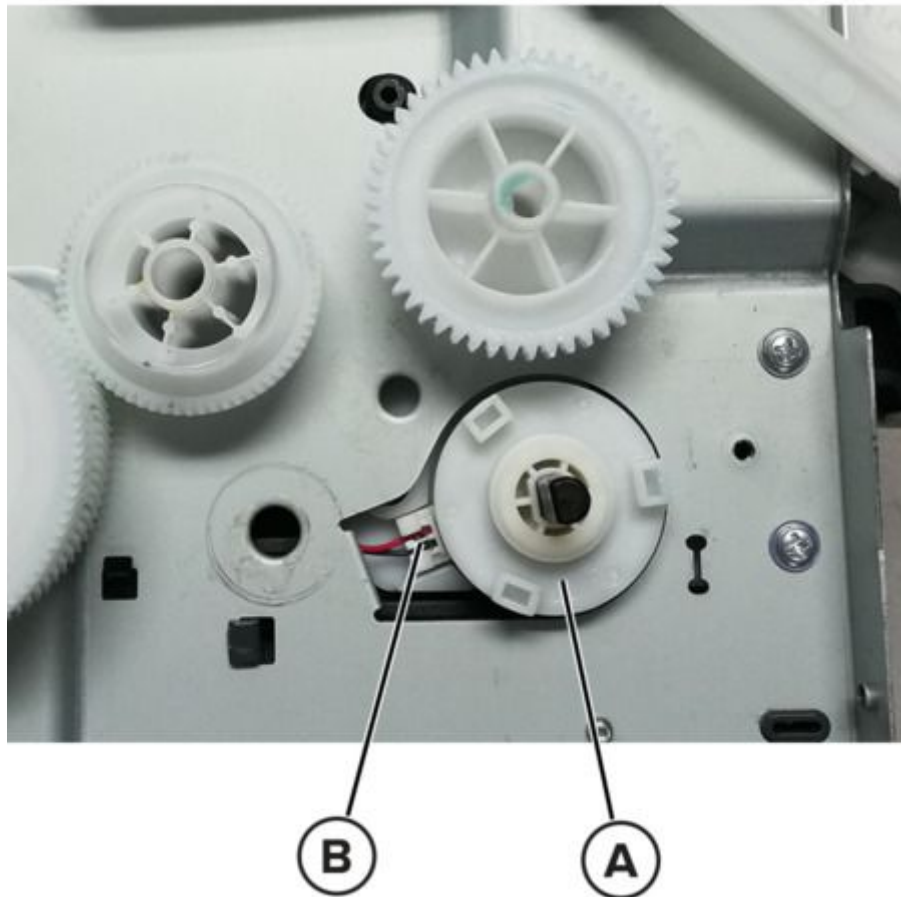
3. Remove the three gears.



Installation Note

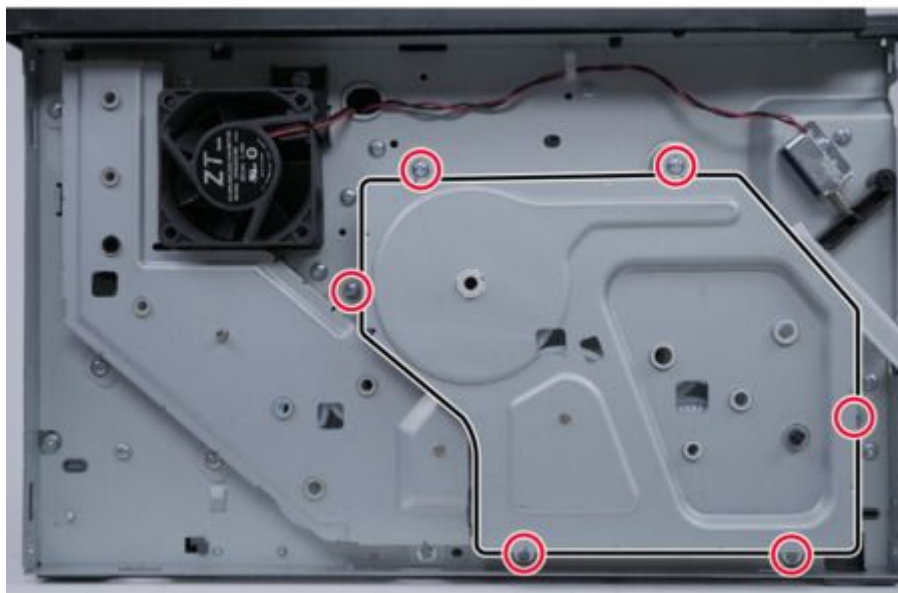
Pay attention to the position of the gears.

4. Remove the clutch (A), and then disconnect the cable (B).



Left front door link removal

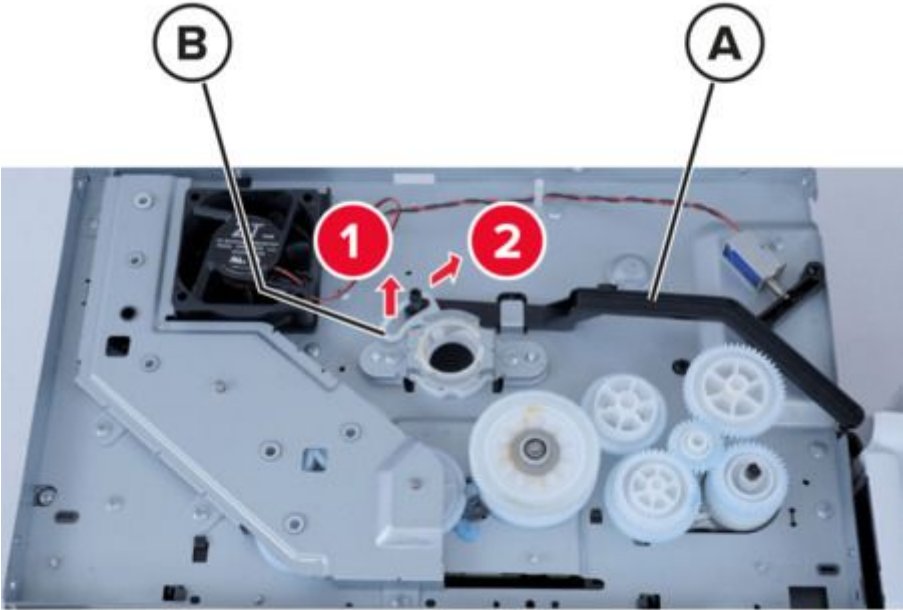
1. Remove the left cover. See [Left cover removal on page 283](#).
2. Remove the six screws, and then remove the gear cover.



3. Remove the gear.

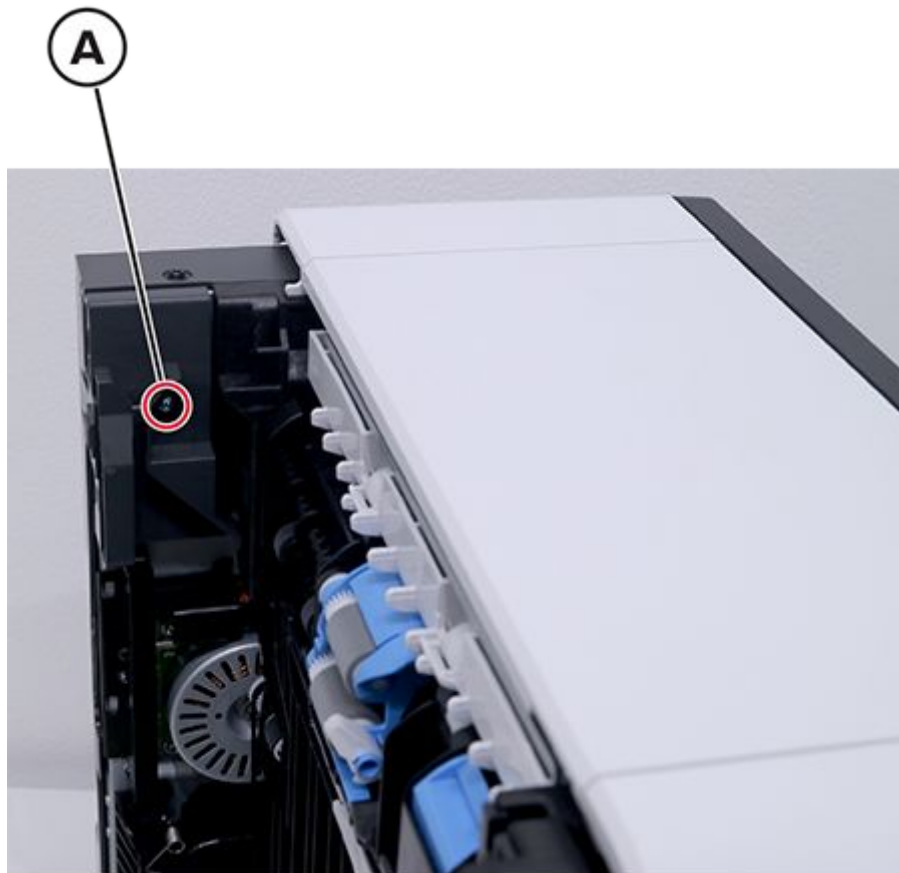


4. Release the left front door link (A) from the retainer (B), and then remove the left front door link.



Left paper tray guide removal

1. Remove the tray insert.
2. Place the printer on its rear.
3. Remove the screw (A).



4. Remove the left paper tray guide.



Right side removals

Right cover removal

1. Remove the screw at the front, and then remove the screw at the rear of the cover.



2. Open the front door, and then place the printer on its left side.

3. Release the three latches at the bottom (A).



4. Release the latch at the front, and then remove the cover.



Controller board removal

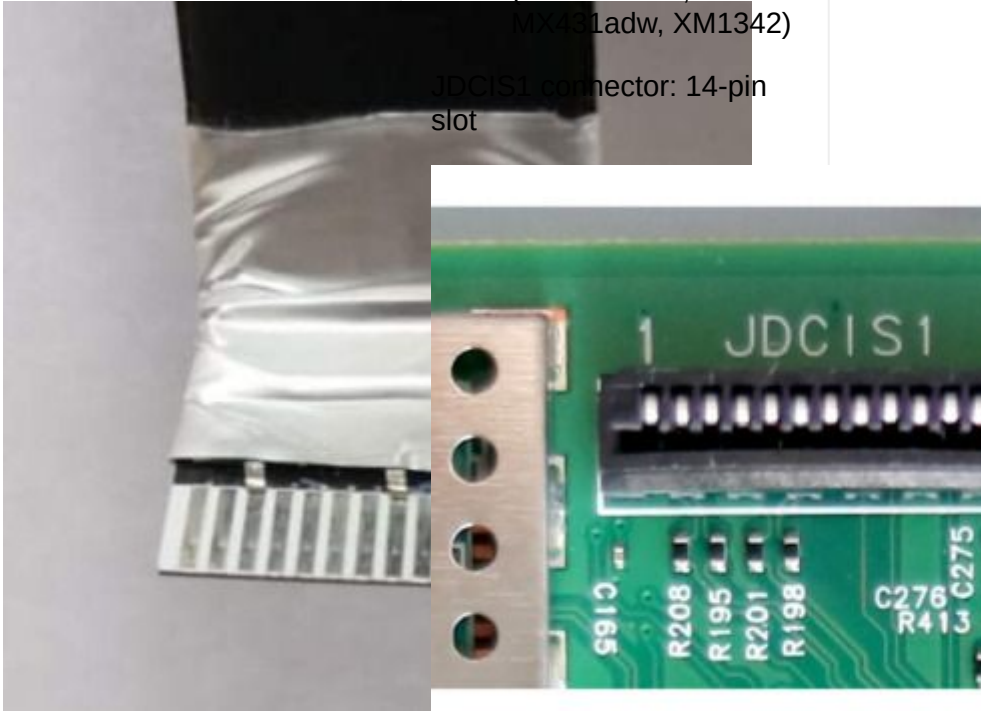
Note: For a video demonstration, see [Controller board removal](#).

Note: When replacing the controller board for the MX431adn, MX431adw, MB3442adw, and XM1342 models, make sure that it is compatible with the ADF scanner. Not all ADF scanners are compatible with the controller board. Check the following before installation:

- Printer serial number
- ADF scanner connector
- Printer controller board connector slot

Use the following table to differentiate between the ADF scanners, and then identify their compatible printer controller boards.

Printer S/N	Flatbed scanner and ADF variant	Compatible printer controller board
Serial number for older printers: The eighth character is 0 .	Part number: 41X2598 Number of pins on the ADF CIS FFC: 14	Part numbers: • 41X2660 (MX431adn) • 41X2661 (MB3442adw, MX431adw, XM1342) JDCIS1 connector: 14-pin slot



Notes:

Continued on page 302

Continued from page 301

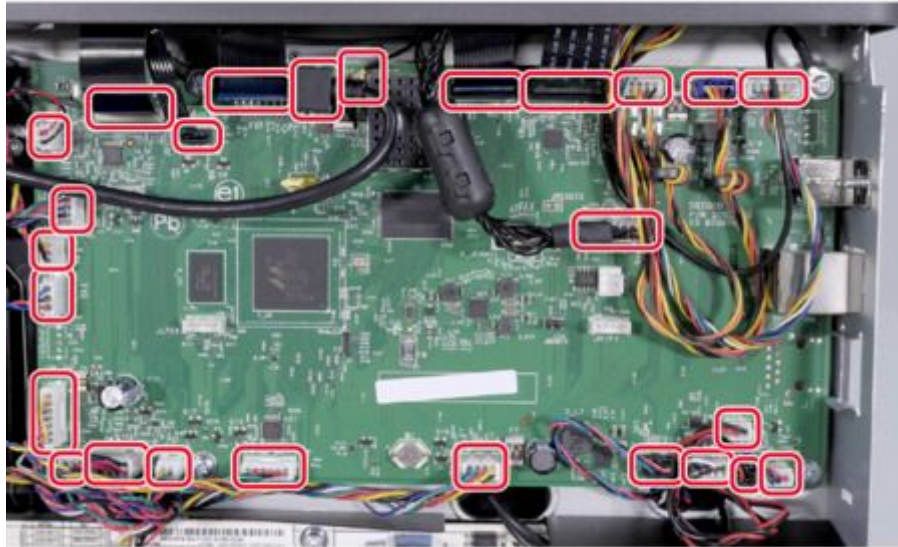
Printer S/N	Flatbed scanner and ADF variant	Compatible printer controller board
	- If 41X2598 is no longer available, then perform one of the following: - For printer model MX431adn, replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2976). - For printer models MB3442adw, MX431adw, and XM1342, replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2977). - Make sure to upgrade the firmware to FW 074.038 version or later.	Note: - If 41X2660 is no longer available, then replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2976). - If 41X2661 is no longer available, then replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2977). - Make sure to upgrade the firmware to FW 074.038 version or later.
Serial number for newer printers: The eighth character is equal to or greater than 1.	Part number: 41X2980 Number of pins on the ADF CIS FFC: 30	Part numbers: 41X2976 (MX431adn)

Continued on page 303

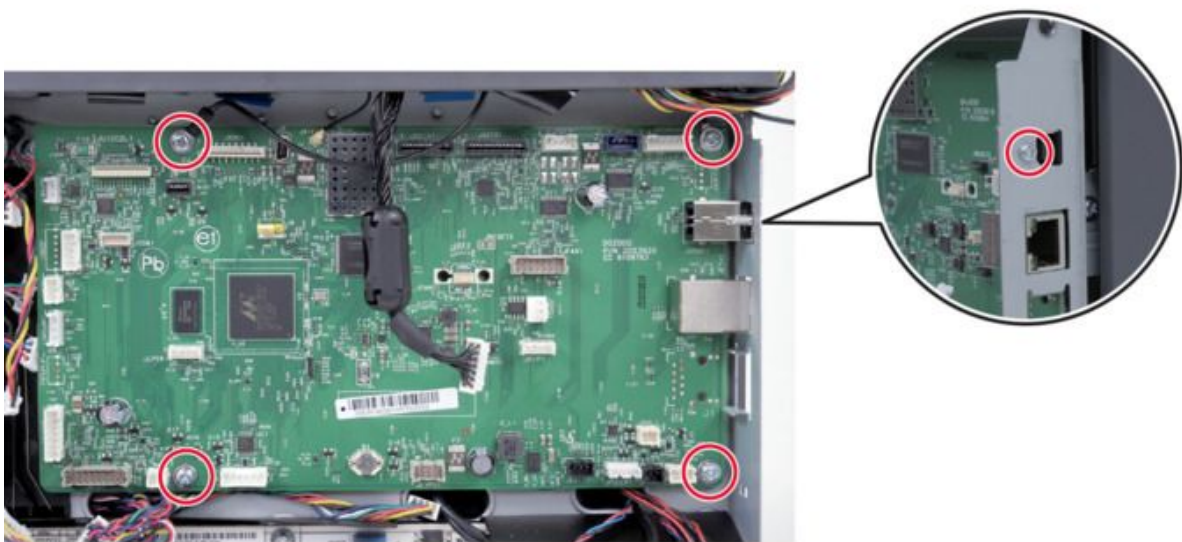
Continued from page 302

Printer S/N	Flatbed scanner and ADF variant	Compatible printer controller board
		41X2977 (MB3442adw, MX431adw, XM1342) JDCIS2 connector: 30-pin slot 
	Note: Do not downgrade the firmware to versions earlier than FW 074.038.	

1. Remove the right cover. See [Right cover removal on page 298](#).
2. Disconnect all the cables from the controller board.



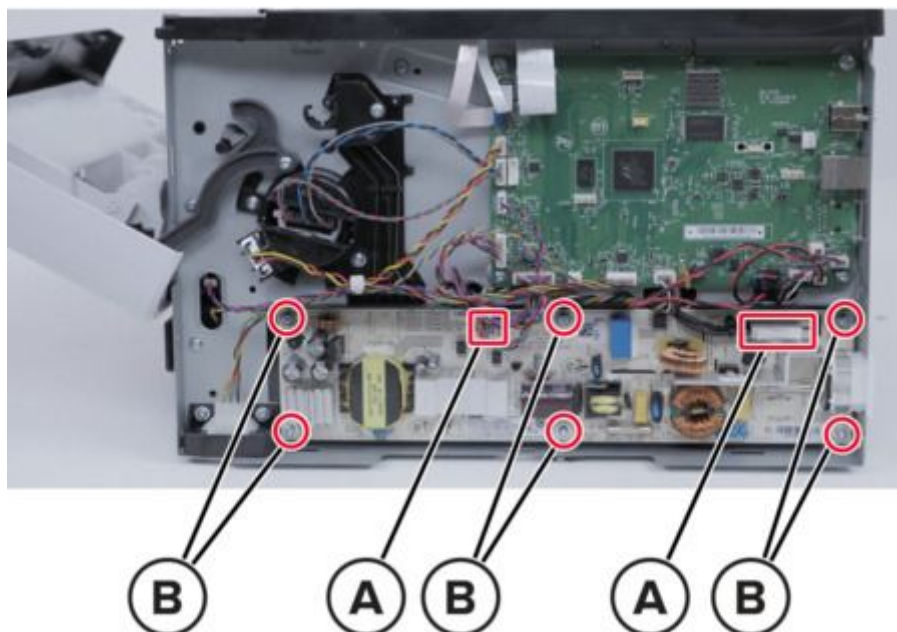
3. Remove the five screws, and then remove the controller board.



LVPS removal

Note: For a video demonstration, see [LVPS removal](#).

1. Remove the right cover. See [Right cover removal on page 298](#)
2. Disconnect the two cables (A), remove the six screws (B), and then remove the LVPS.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not remove the shield from the back of the LVPS.



CAUTION—SHOCK HAZARD

Pour éviter tout risque d'électrocution, ne retirez pas la protection de l'arrière du bloc d'alimentation basse tension (LVPS).



CAUTION—SHOCK HAZARD

Para evitar el riesgo de descarga eléctrica, no retire la protección de la parte trasera de la fuente de alimentación de bajo voltaje (LVPS).

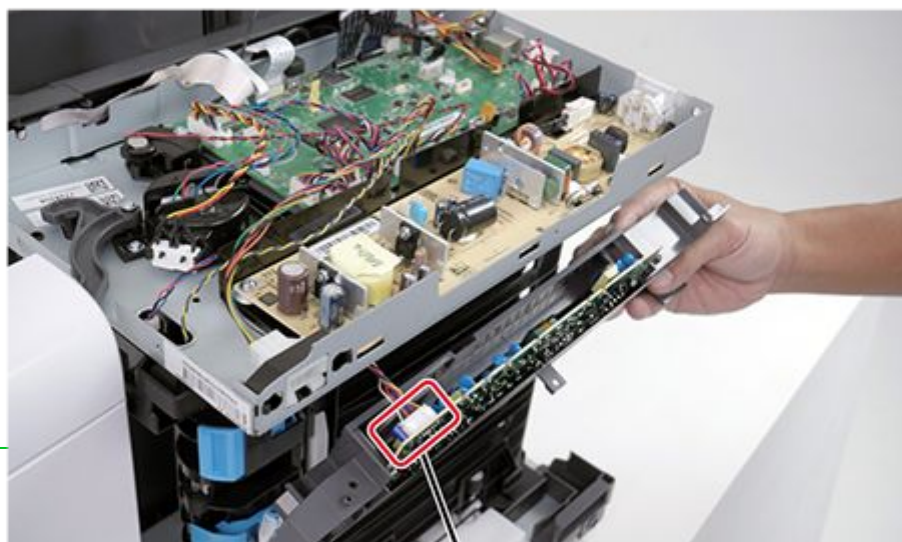
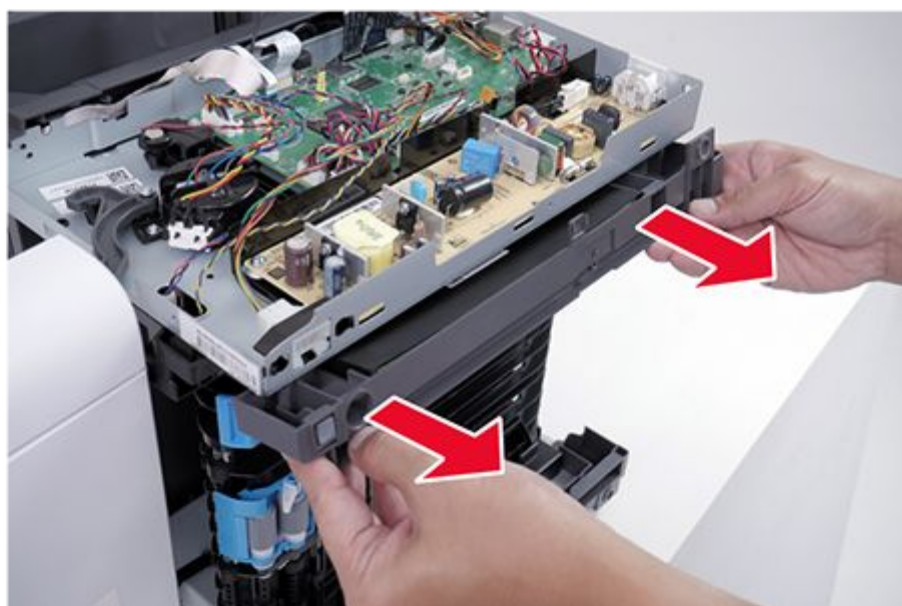
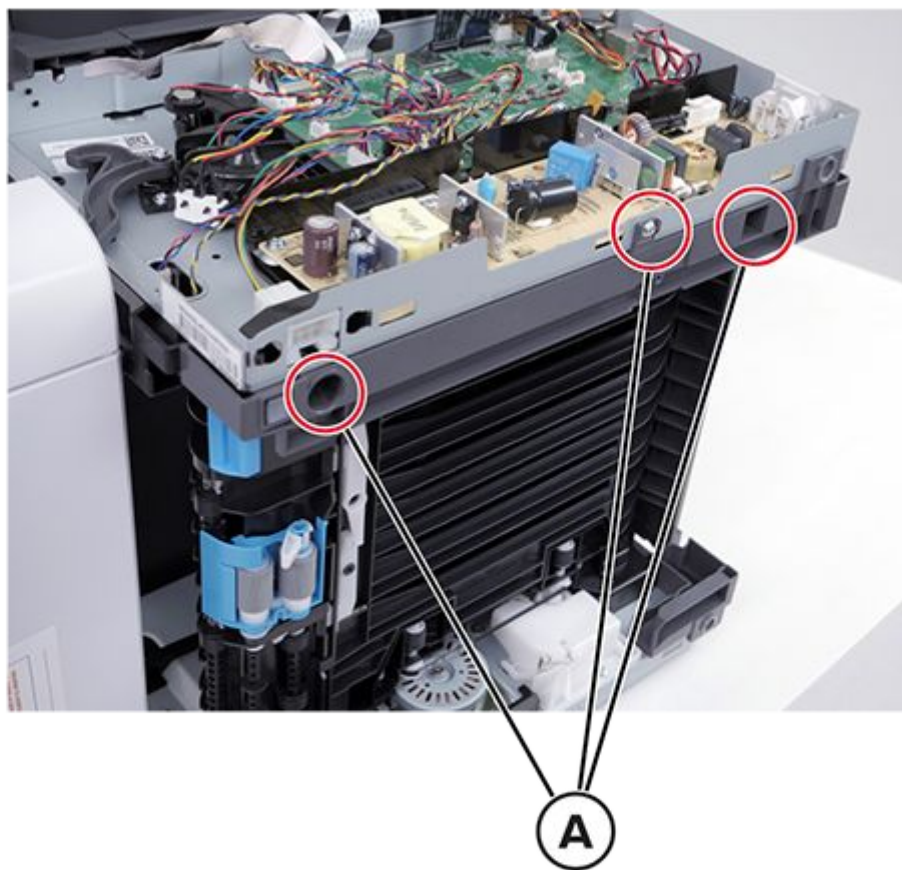
**CAUTION—SHOCK HAZARD**

Um die Gefahr eines elektrischen Schlags zu vermeiden, entfernen Sie die Abdeckung nicht von der Rückseite des Niederspannungsnetzteils.

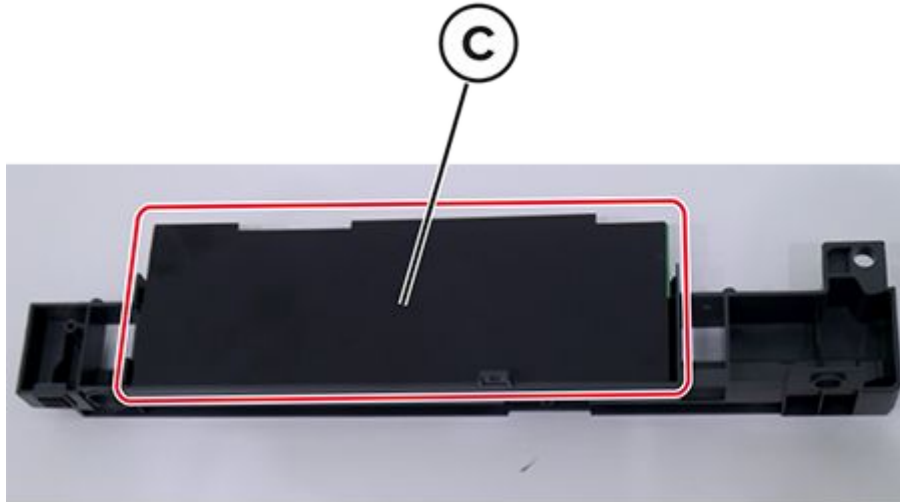
HVPS removal

Note: For a video demonstration, see [HVPS removal](#).

1. Remove the right cover. See [Right cover removal on page 298](#).
2. Remove the rear door. See [Rear door removal on page 335](#).
3. Place the printer on its left side.
4. Remove the three screws (A), remove the right paper tray guide assembly, and then disconnect the connector (B).



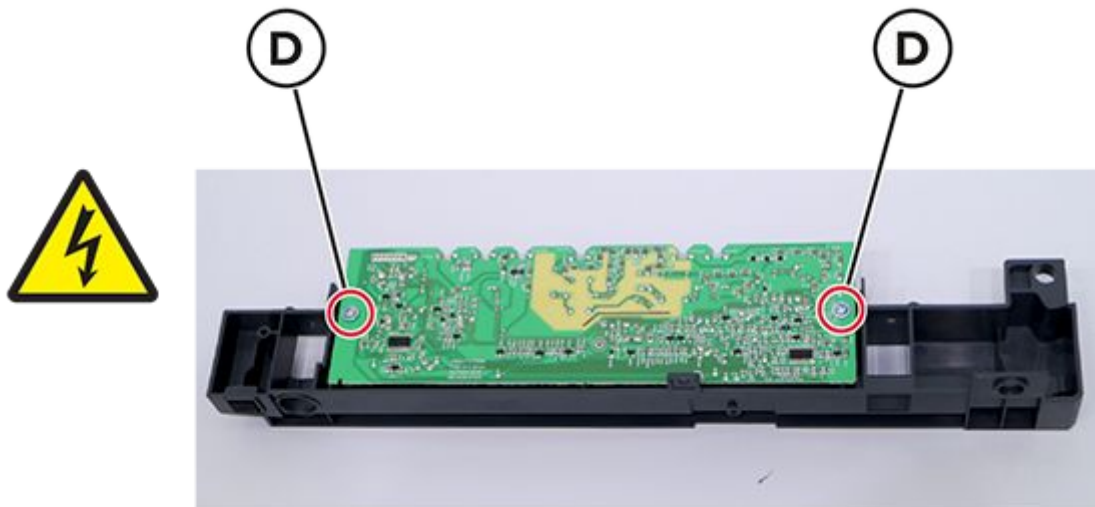
5. Remove the plastic shield (C).



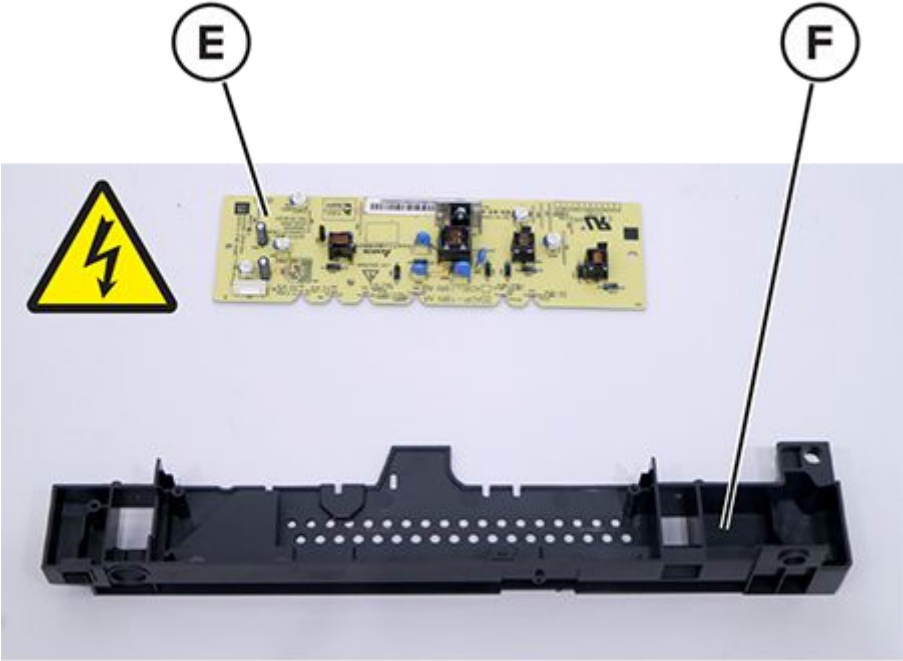
Installation Note

Make sure to properly attach the plastic shield.

6. Remove the two screws (D).

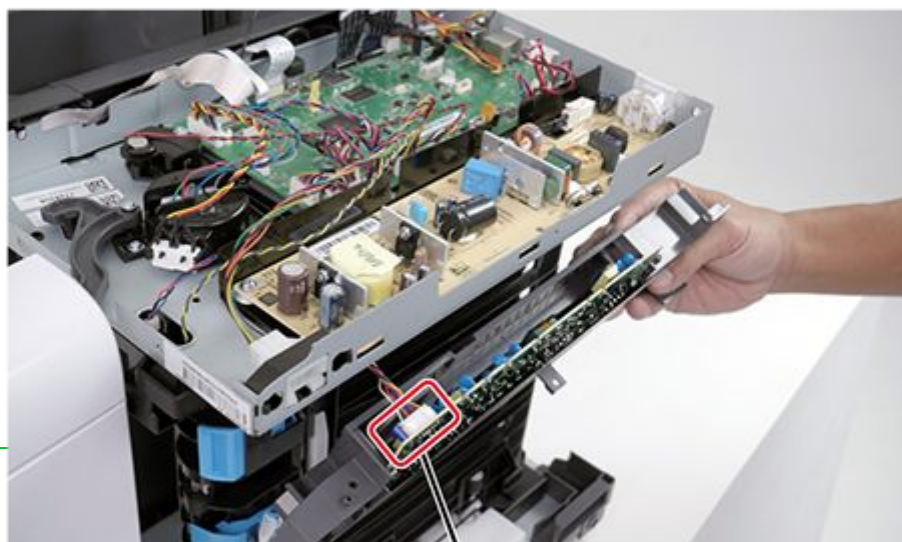
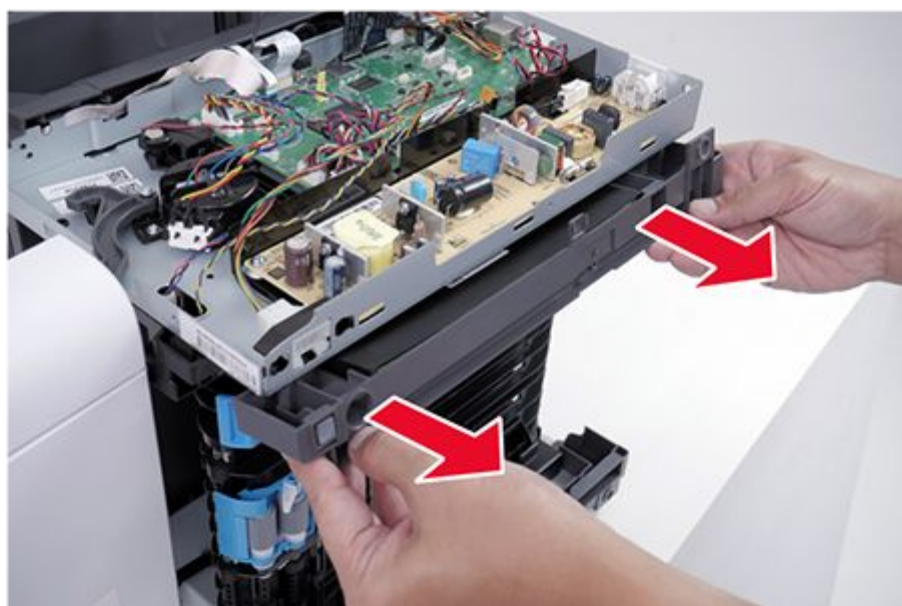
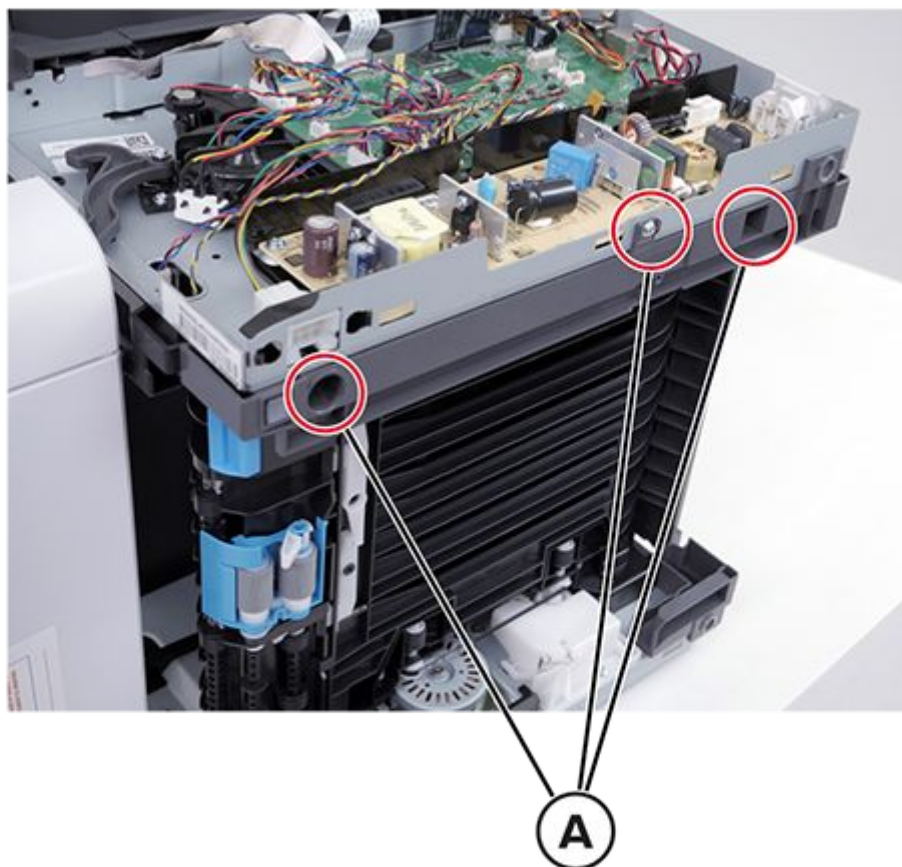


7. Separate the HVPS (E) from the right paper tray guide (F).

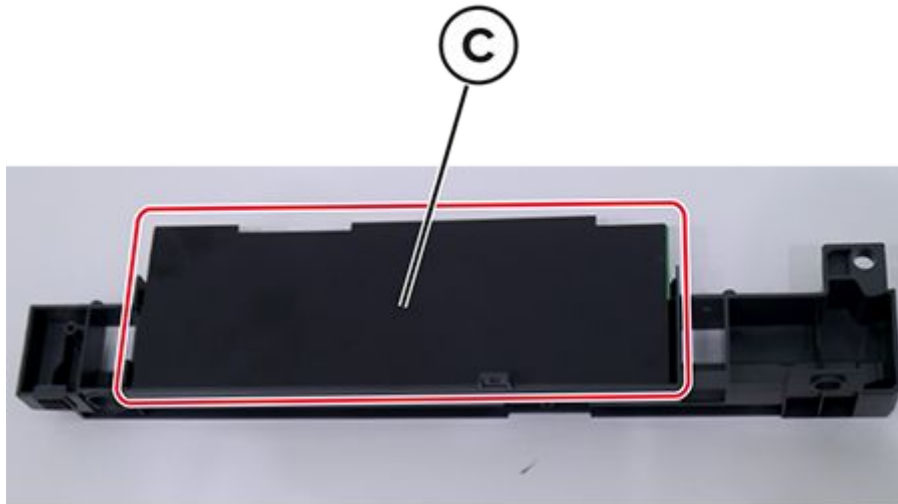


Right paper tray guide removal

1. Remove the right cover. See [Right cover removal on page 298](#).
2. Remove the rear door. See [Rear door removal on page 335](#).
3. Place the printer on its left side.
4. Remove the three screws (A), remove the right paper tray guide assembly, and then disconnect the connector (B).



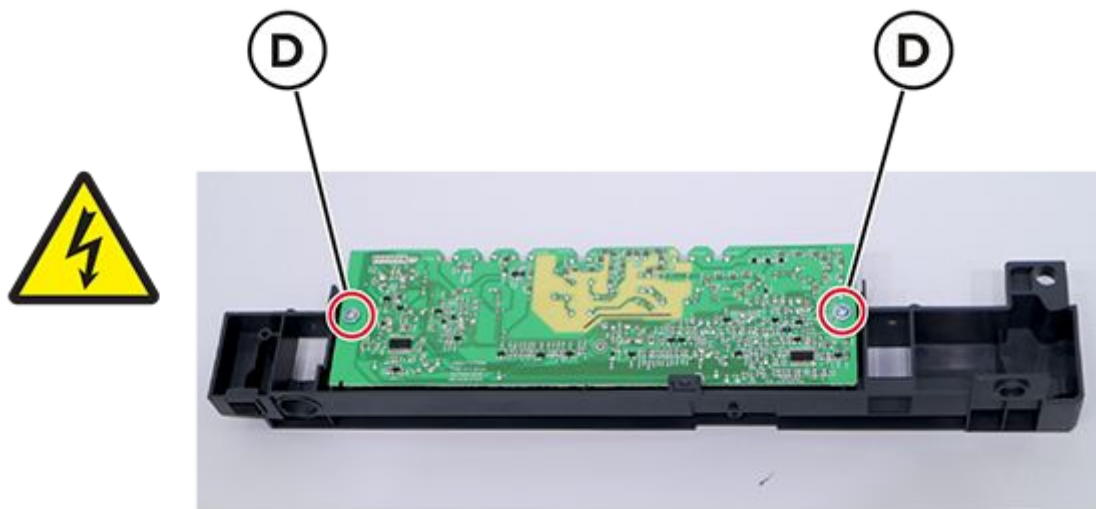
5. Remove the plastic shield (C).



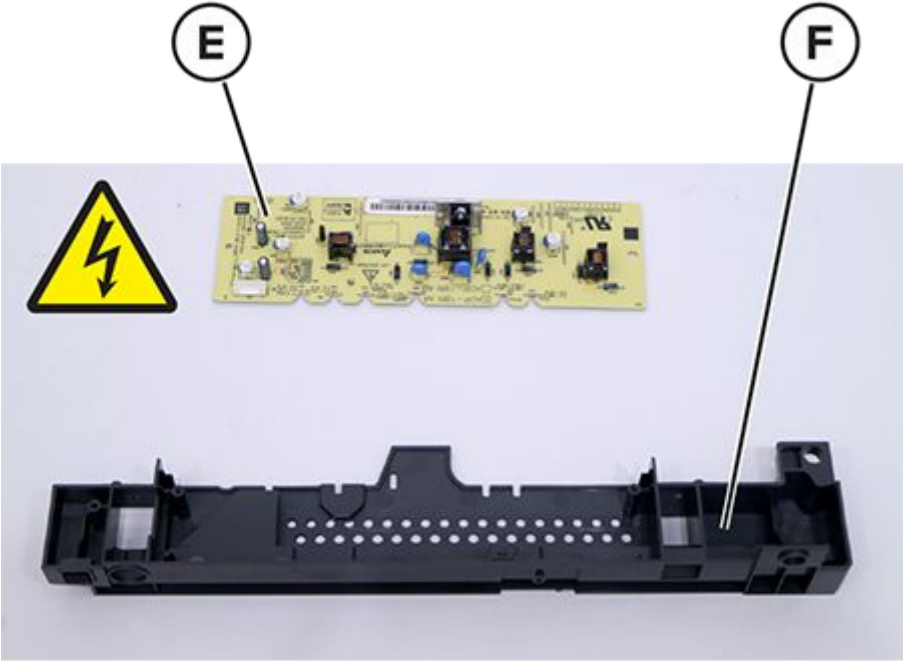
Installation Note

Make sure to properly attach the plastic shield.

6. Remove the two screws (D).



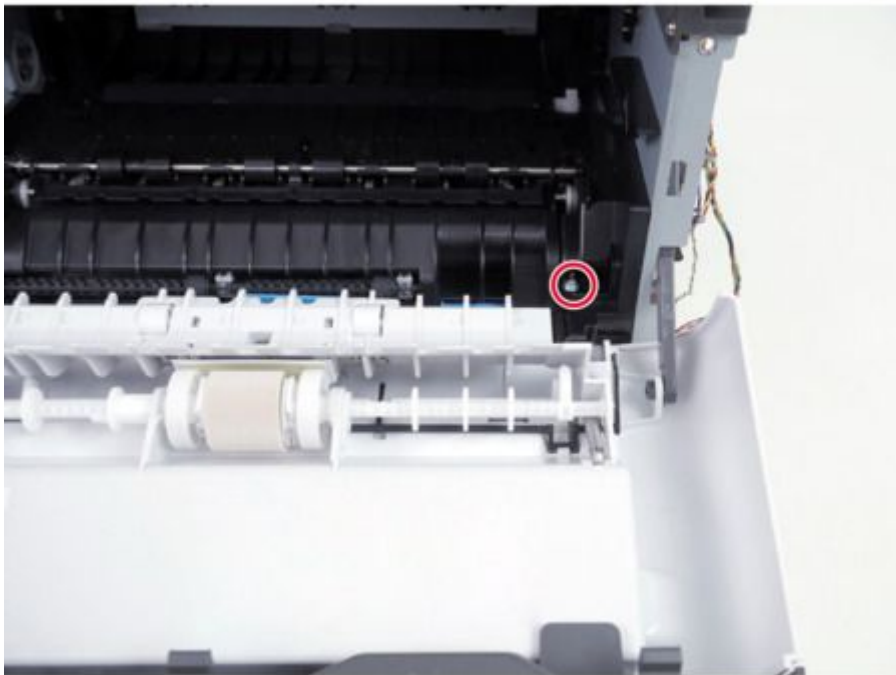
7. Separate the HVPS (E) from the right paper tray guide (F).



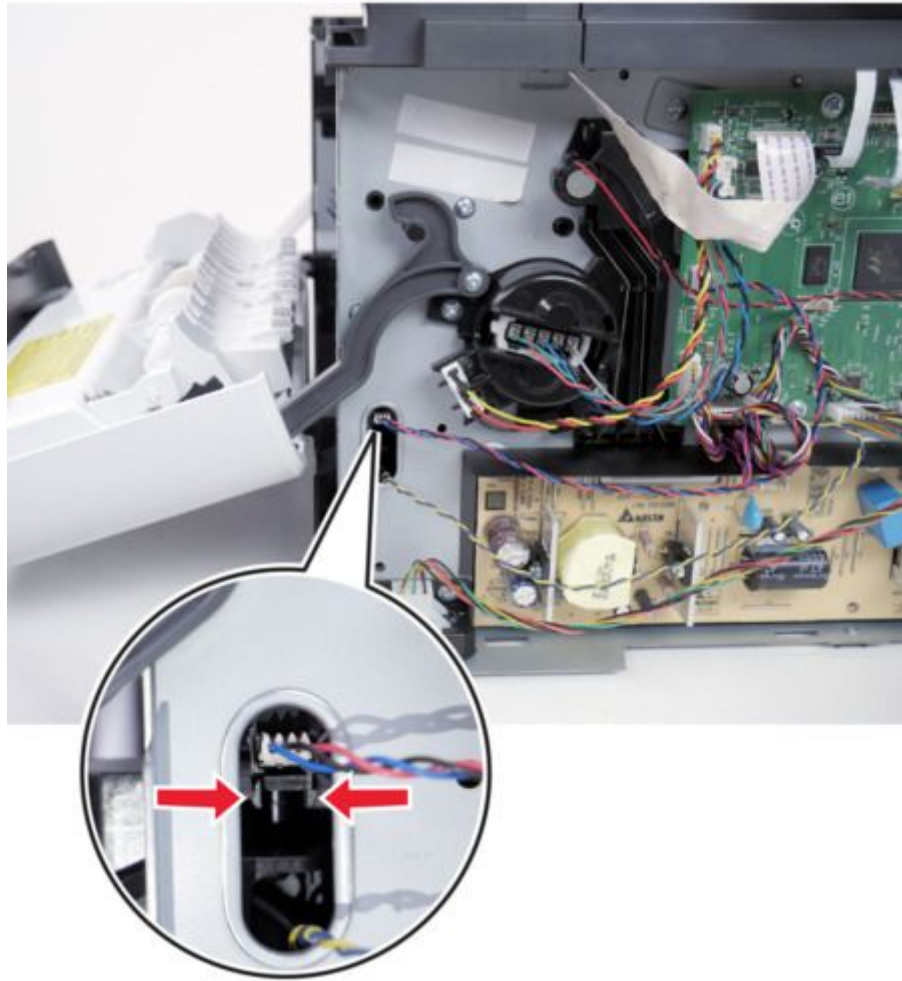
Sensor (MPF paper present) removal

Note: For a video demonstration, see [Sensor \(MPF paper present\) removal](#).

1. Remove the right cover. See [Right cover removal on page 298](#)
2. Open the front door, and then remove the screw.

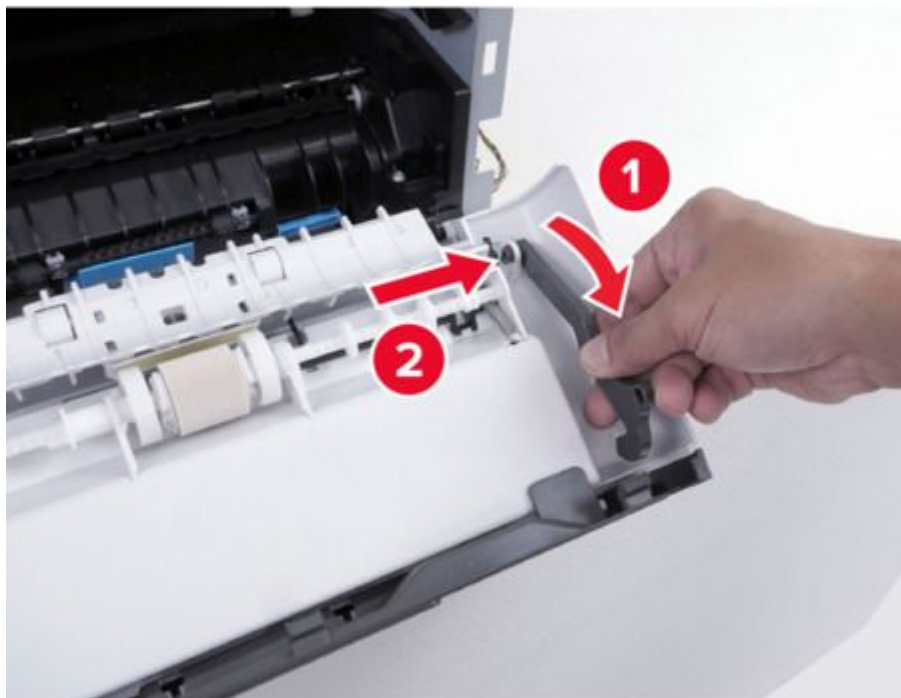


3. Release the latches securing the sensor, and then disconnect the sensor cable.



Right front door link removal

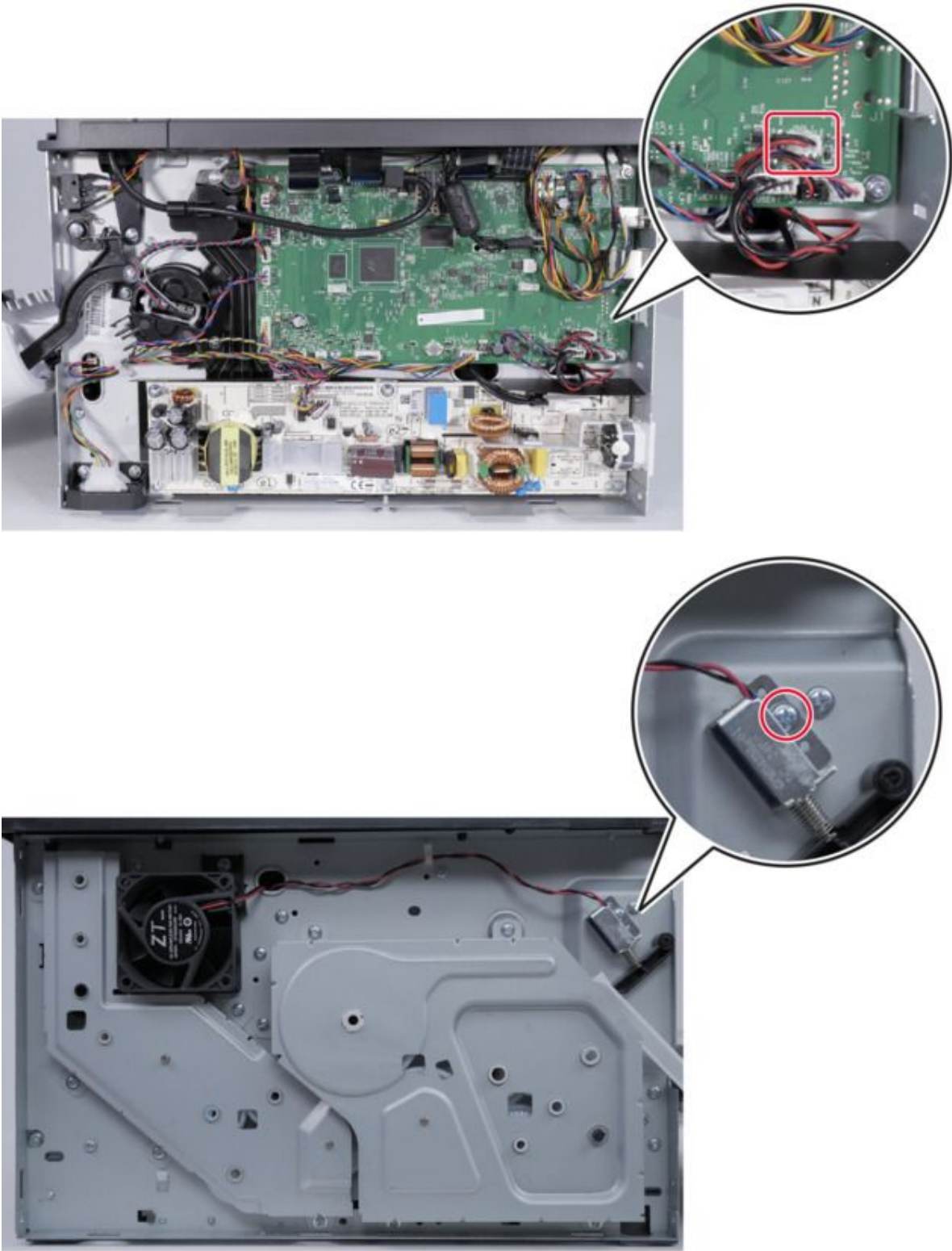
1. Remove the right cover. See [Right cover removal on page 298](#)
2. Remove the screw, and then remove the link from the front door.



MPF solenoid cable removal

Note: For a video demonstration, see [MPF solenoid cable removal](#).

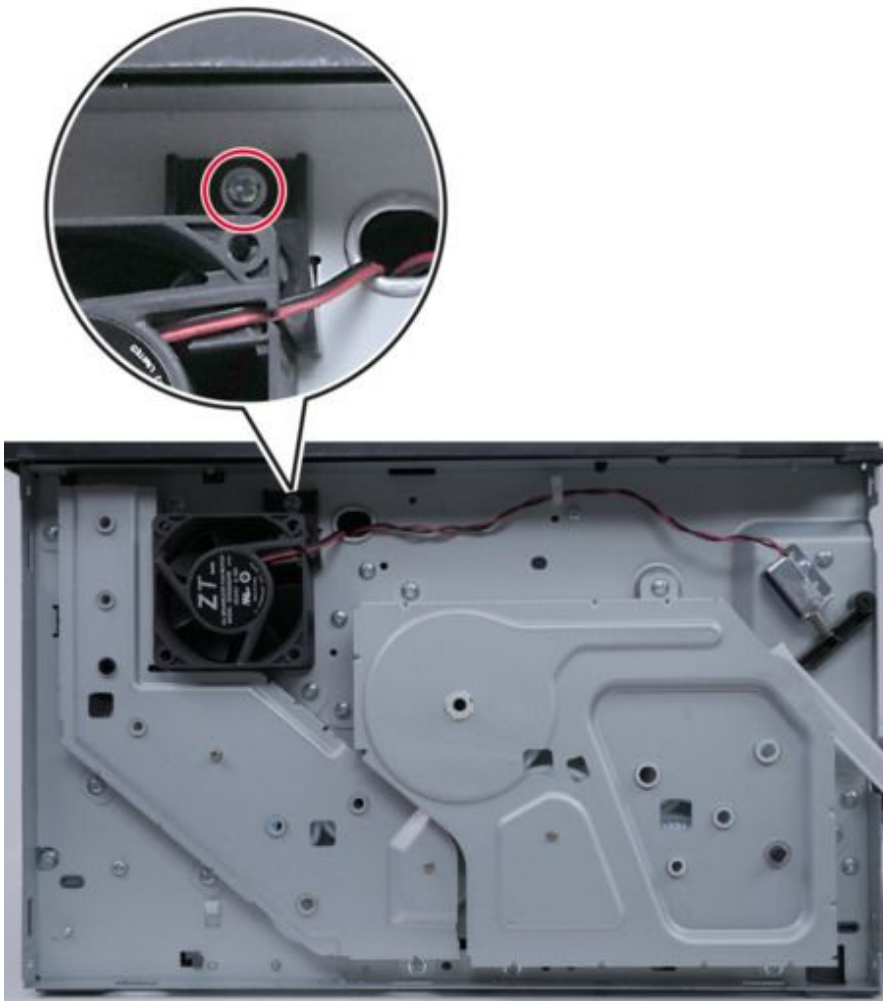
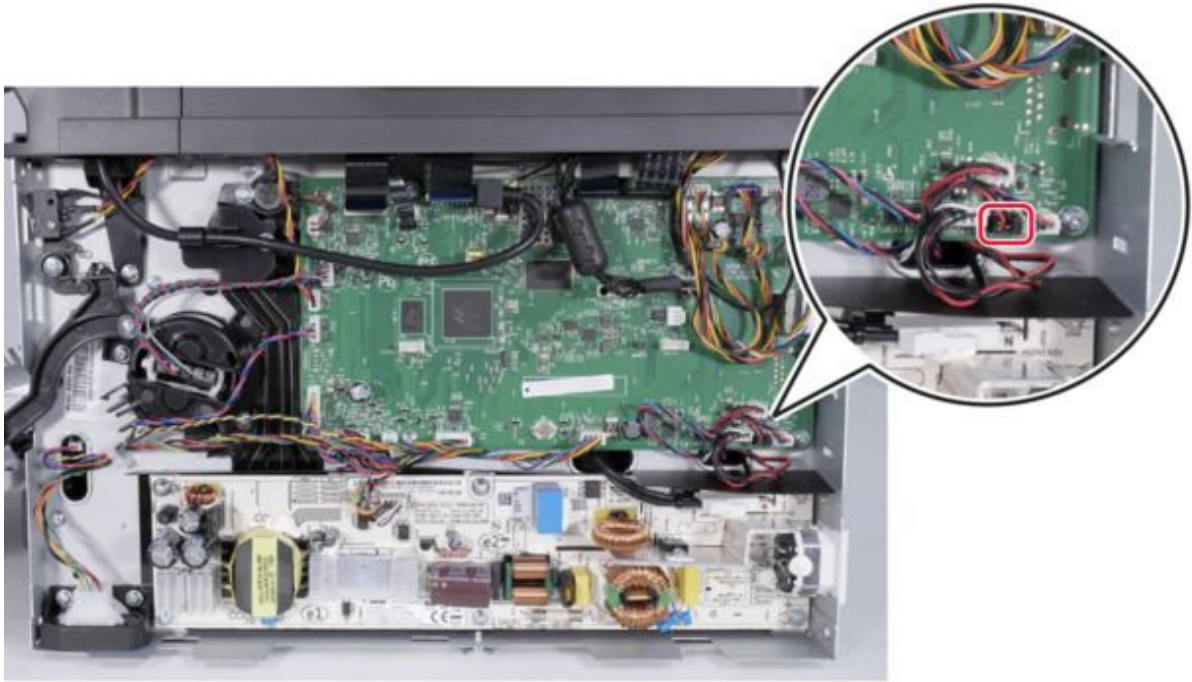
1. Remove the left cover. See [Left cover removal on page 283](#).
2. Remove the right cover. See [Right cover removal on page 298](#).
3. Remove the ADF and scanner. See [ADF and scanner removal on page 352](#).
4. Disconnect the cable, and then remove the screw to remove the solenoid cable.



Main fan removal

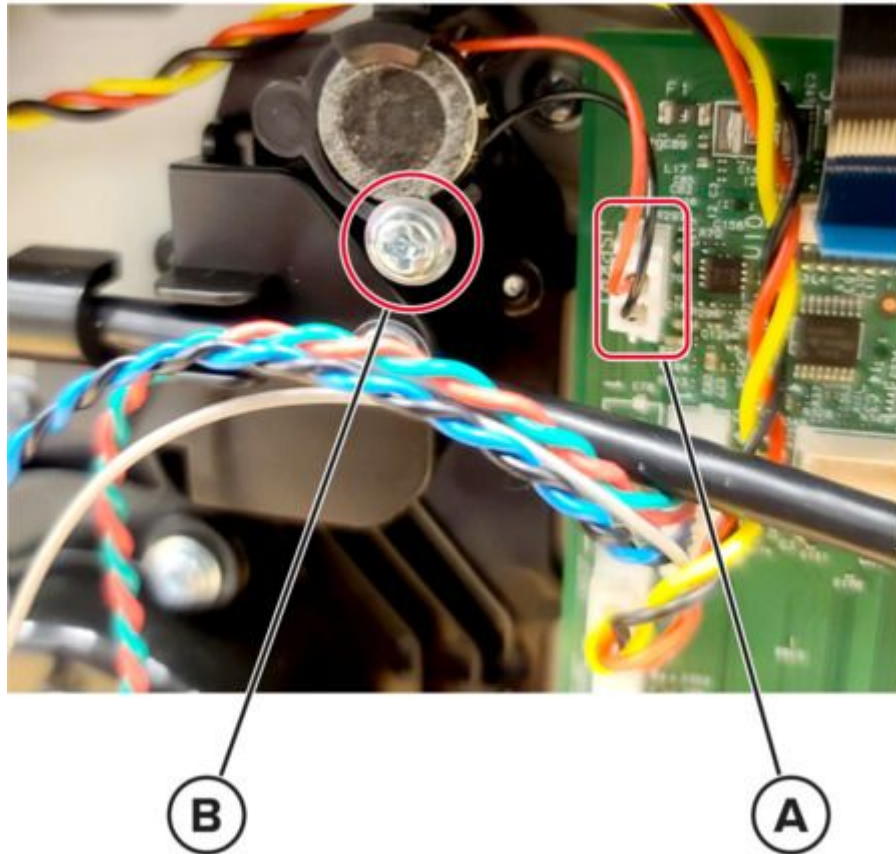
Note: For a video demonstration, see [Main fan removal](#).

1. Remove the left cover. See [Left cover removal on page 283](#).
2. Remove the right cover. See [Right cover removal on page 298](#).
3. Remove the ADF and scanner. See [ADF and scanner removal on page 352](#).
4. Disconnect the cable, and then remove the screw to remove the fan.



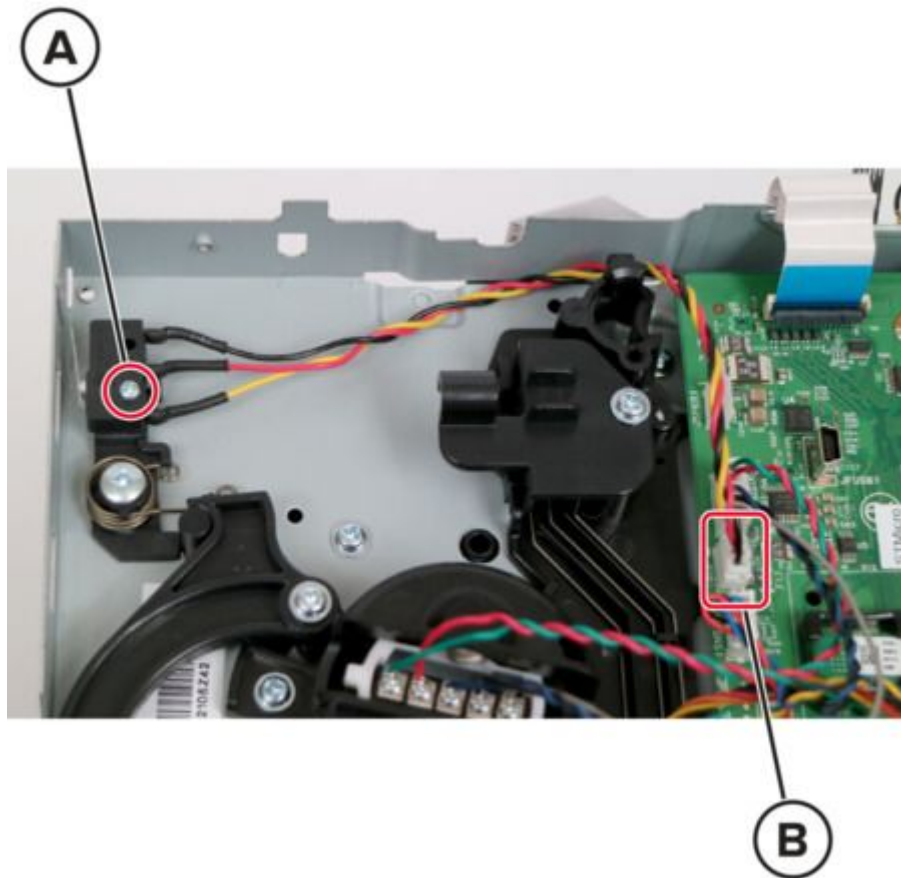
Speaker removal

1. Remove the right cover. See [Right cover removal on page 298](#).
2. Disconnect the cable (A), remove the screw (B), and then remove the speaker.



Interlock switch removal

1. Remove the right cover. See [Right cover removal on page 298](#)
2. Remove the screw (A), and then disconnect the connector (B).



3. Remove the switch.

Front removals

Control panel removal

1. Remove the right cover. See [Right cover removal on page 298](#).
2. Disconnect the two cables.



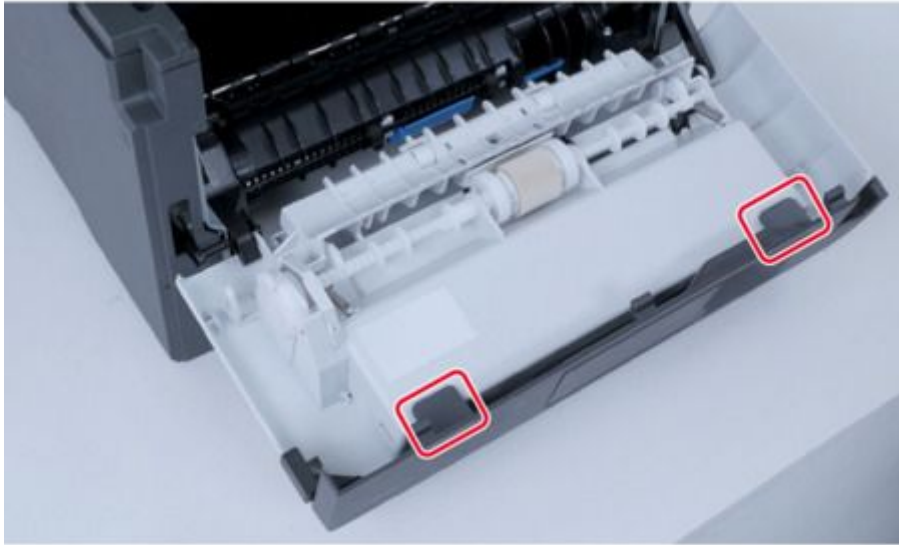
3. Remove the ADF and scanner. See [ADF and scanner removal on page 352](#).
4. Remove the control panel cables from the top right frame of the printer.
5. Remove the screw, and then remove the control panel.



Upper front cover removal

Note: For a video demonstration, see [Upper front cover removal](#).

1. Open the front door.
2. Release the two latches.



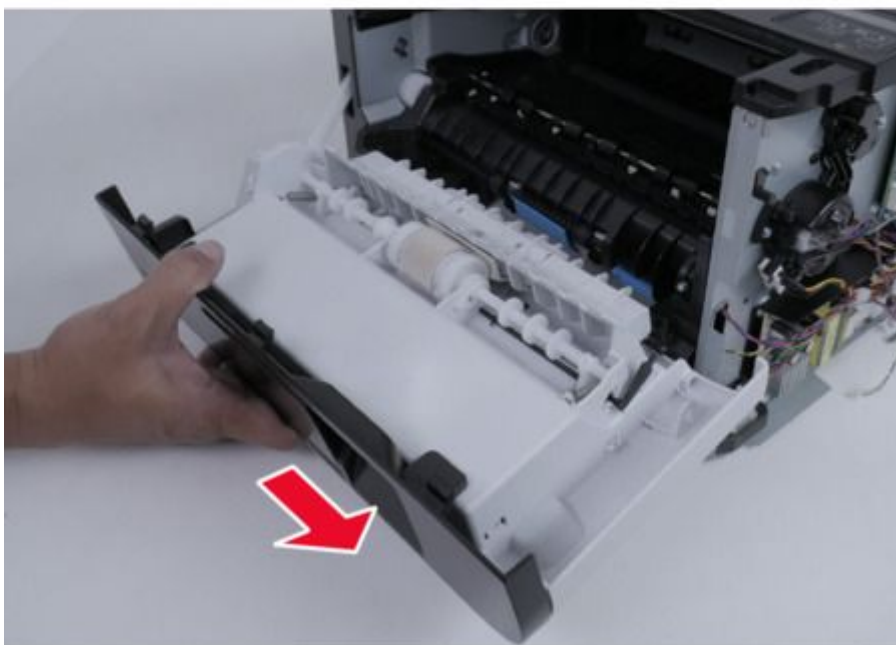
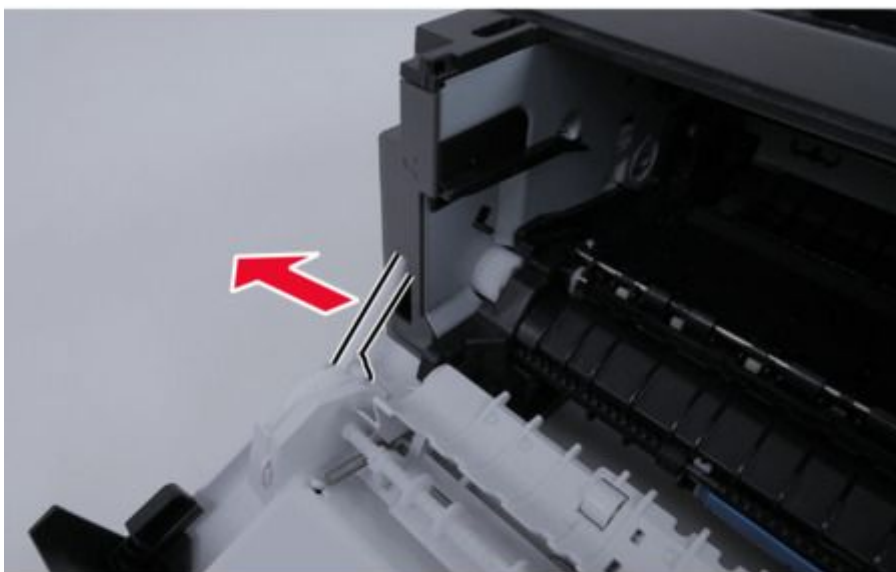
3. Remove the cover.



Front door removal

Note: For a video demonstration, see [Front door removal](#).

1. Remove the right cover. See [Right cover removal on page 298](#)
2. Remove the right front door link. See .
3. Release the left front door link, and then remove the front door.



Transfer roller removal

Note: For a video demonstration, see [Transfer roller removal](#).

1. Open the front door.
2. Release the two latches, and then remove the transfer roller.

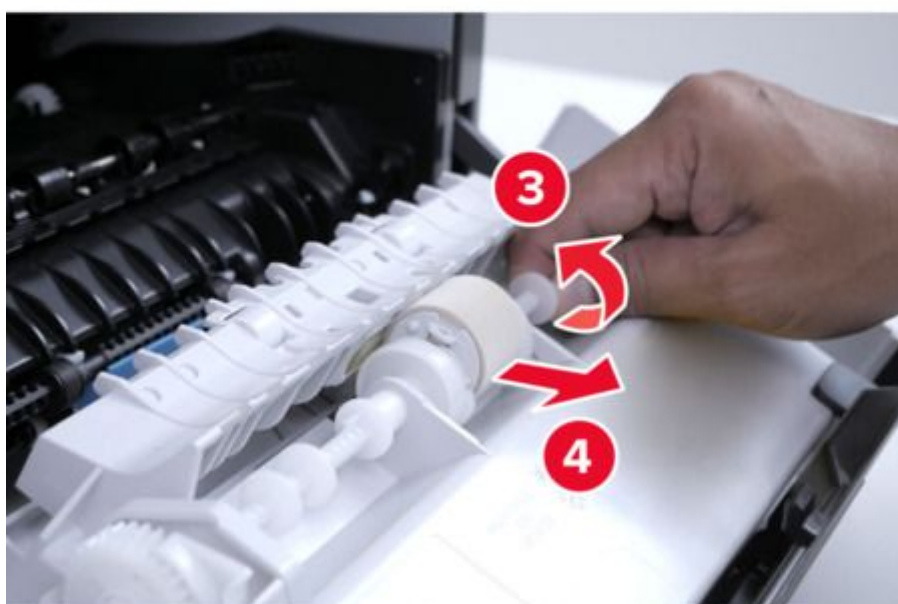


Installation Note

- Do not touch the foam on the roller.
- The shaft has grease. To avoid contaminating the roller, do not touch the shaft.
- Make sure that the spring is properly installed on the left side of the roller.

MPF pick roller removal

1. Open the front door.
2. Remove the MPF pick roller.



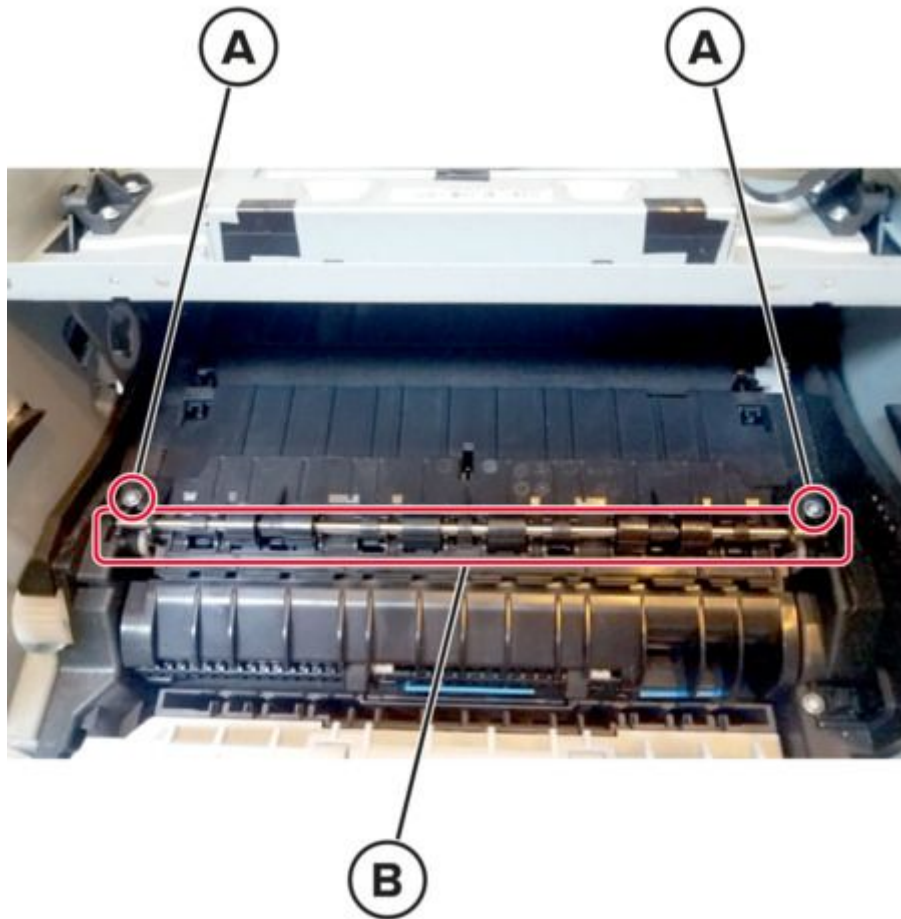
Pick separator roller removal

1. Remove the tray insert.
2. Remove the pick separator roller.

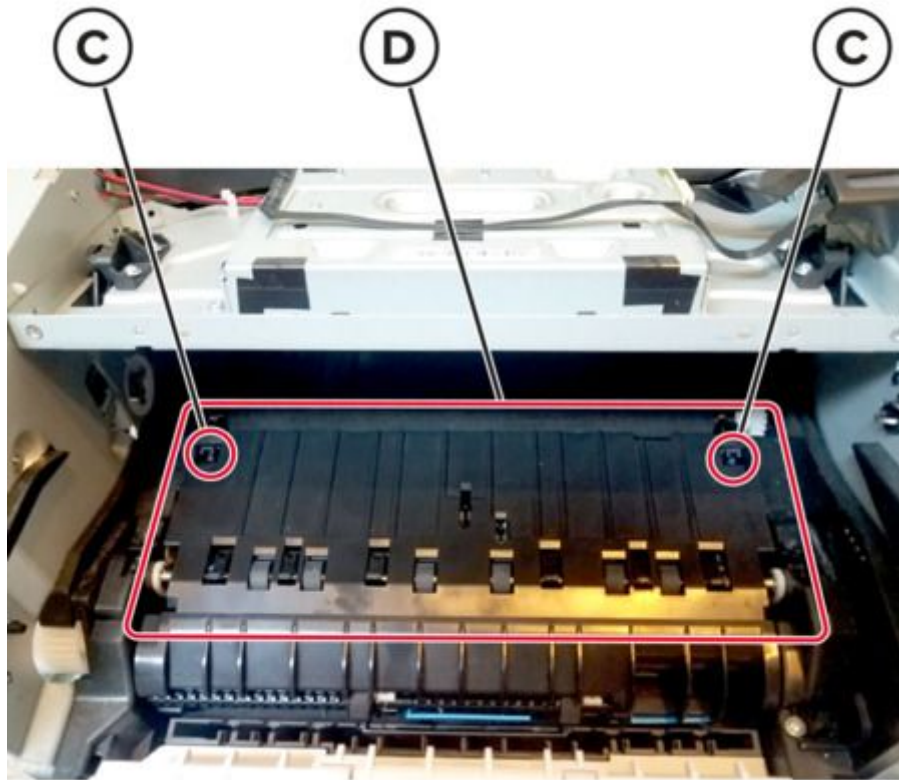


Sensor (input) removal

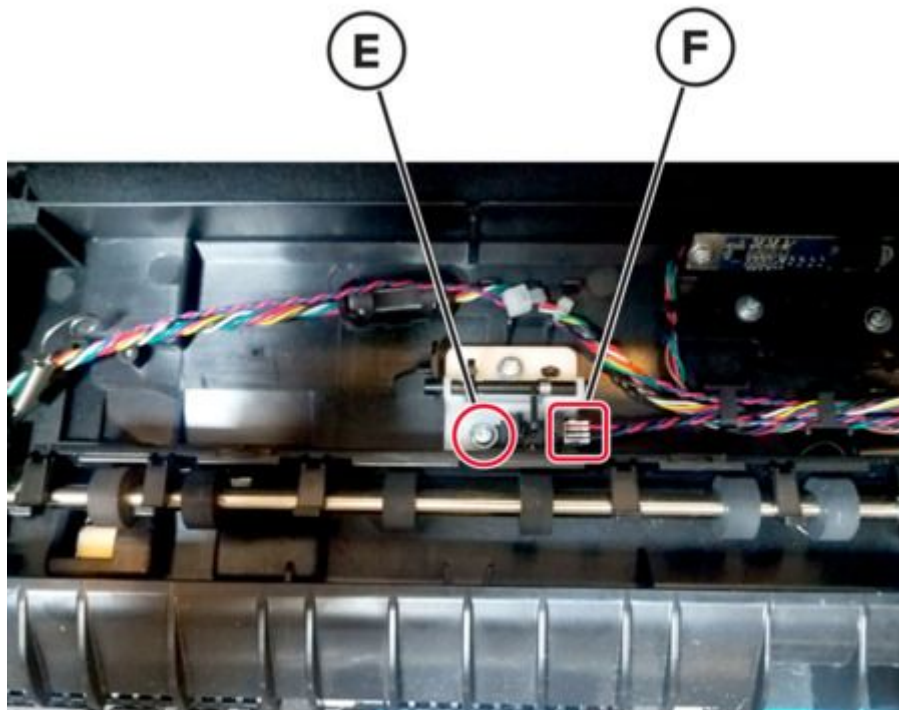
1. Open the front door.
2. Remove the imaging unit.
3. Remove the two screws (A), and then remove the roller assembly (B).



4. Release the two latches (C), and then remove the paper guide (D).

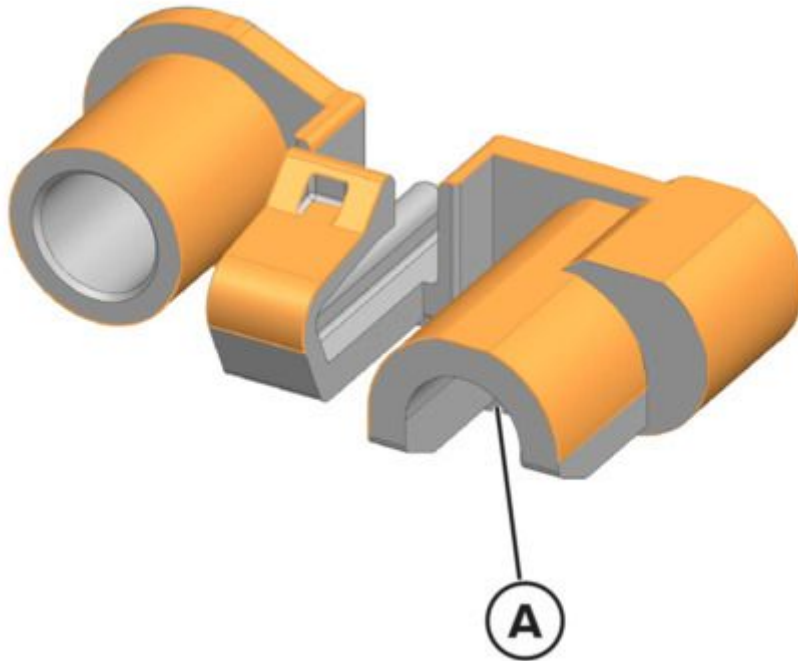


5. Remove the screw (E), and then disconnect the cable (F) from the sensor.



Important information before installing the duplex shaft bushing

The duplex shaft bushing (41X4471) comes with grease applied to a small area (A).

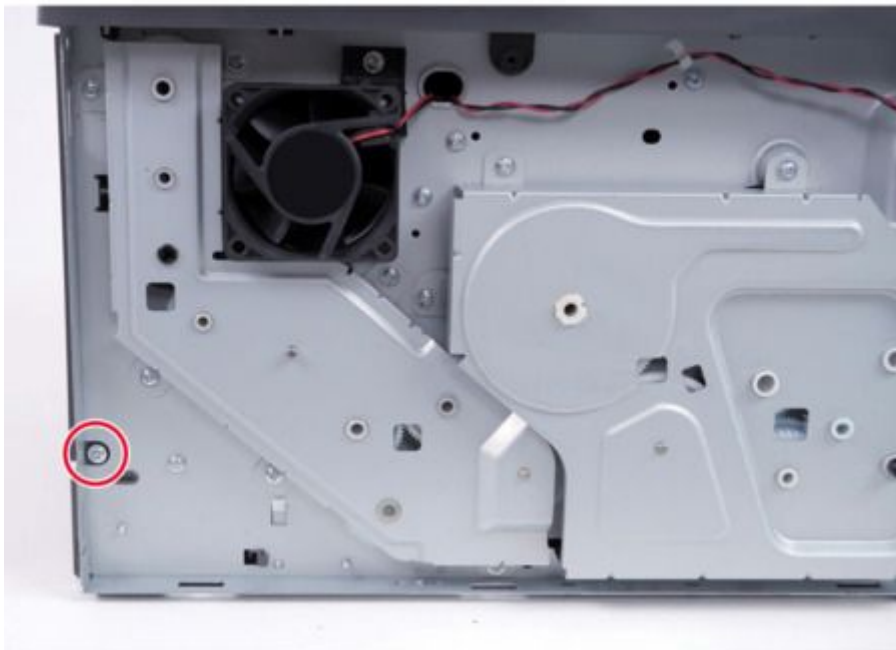


The grease may spread and contaminate other areas of the bushing. If this happens, the grease may transfer when paper is being picked from the tray. To avoid the problem, wipe clean the areas in orange with a soft cloth before installing the bushing in the printer.

Rear removals

Rear door removal

1. Remove the left cover. See .
2. Remove the screw, and then remove the rear door.



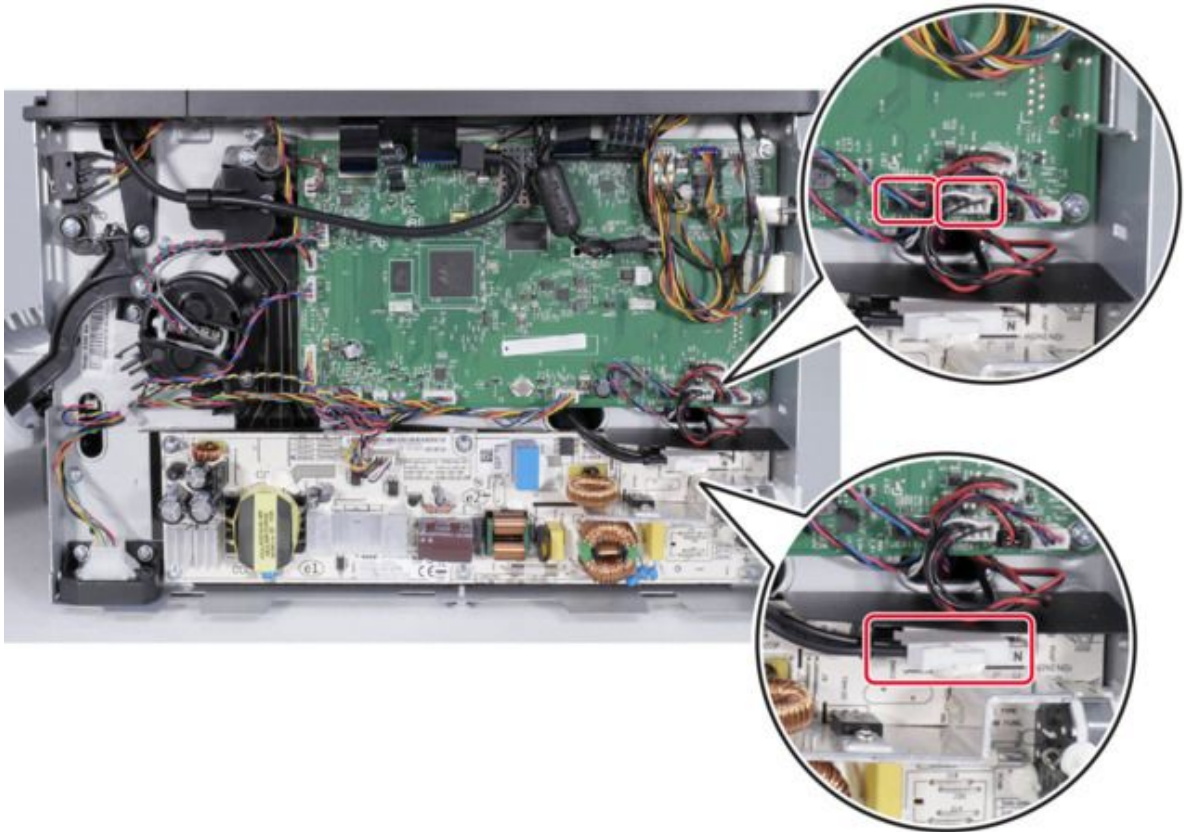
Note: Pay attention to the position of the locating feature on the right side before removing the door.



Fuser removal

Note: For a video demonstration, see [Fuser removal](#).

1. Remove the right cover. See [Right cover removal on page 298](#)
2. Disconnect the three cables.



3. Open the rear door, remove the four screws, and then remove the fuser.

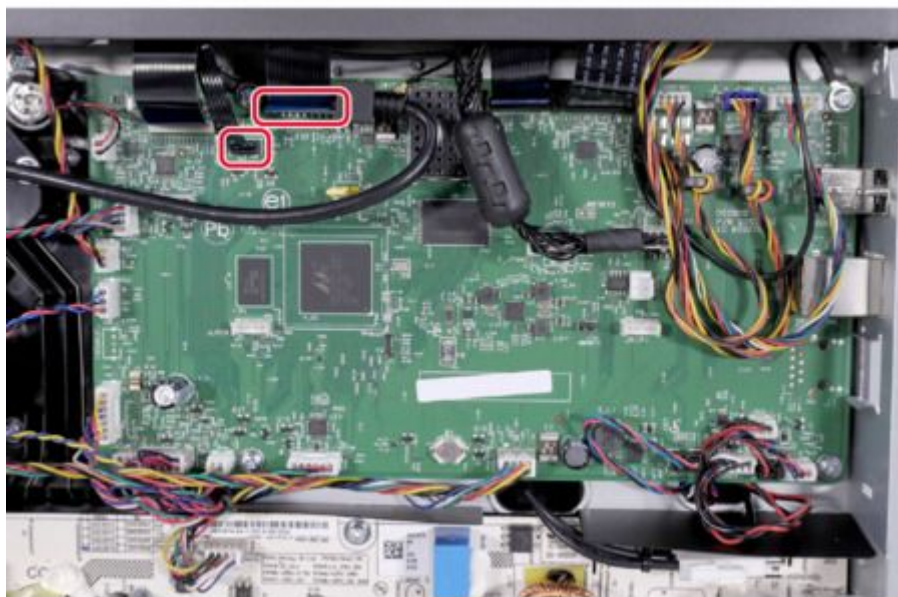


Top removals

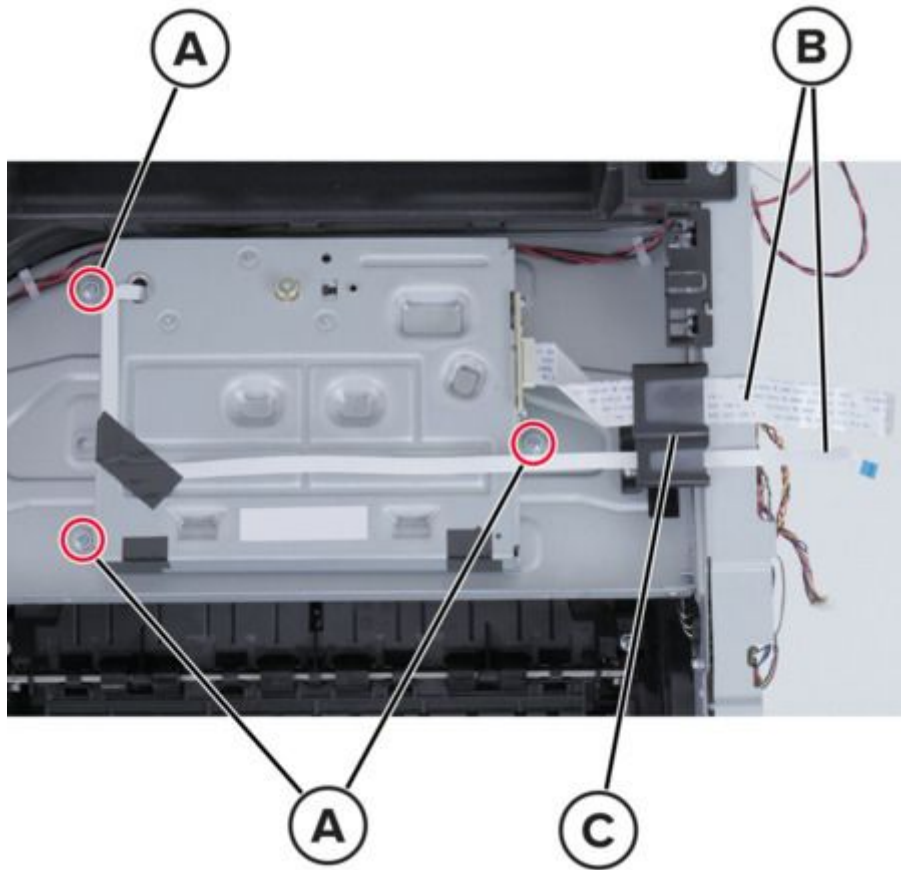
Printhead removal

Note: For a video demonstration, see [Printhead removal](#).

1. Remove the right cover. See [Right cover removal on page 298](#).
2. Remove the left cover. See [Left cover removal on page 283](#).
3. Remove the ADF and scanner. See [ADF and scanner removal on page 352](#).
4. Disconnect the two cables.

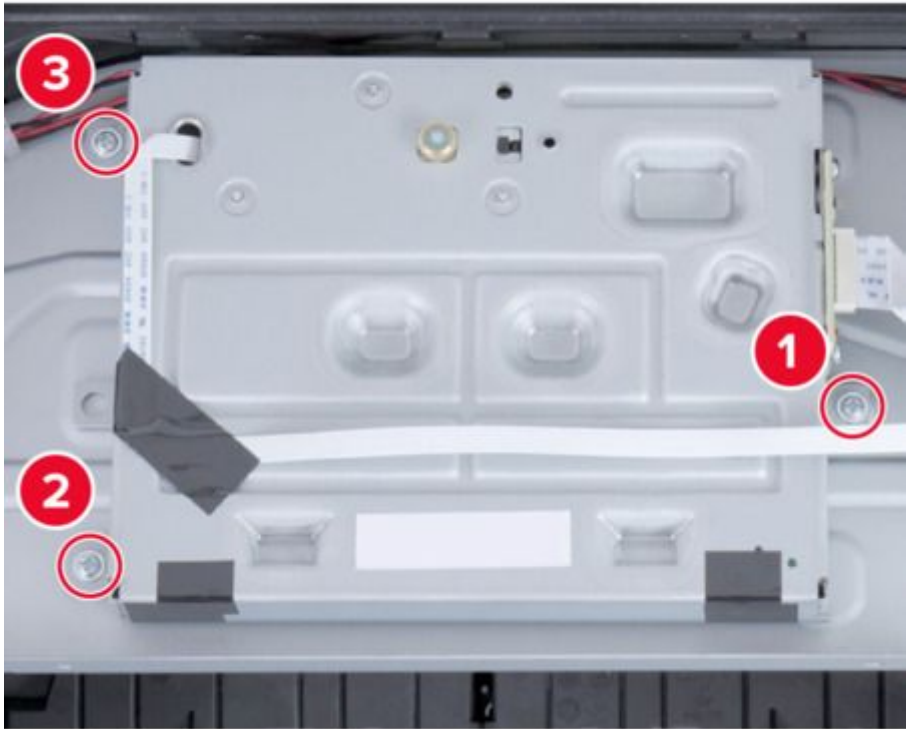


5. Remove the three screws (A), remove the two cables (B) from the toroid (C), and then remove the printhead.



Installation Note

When installing the printhead, tighten the screws in the following the order:



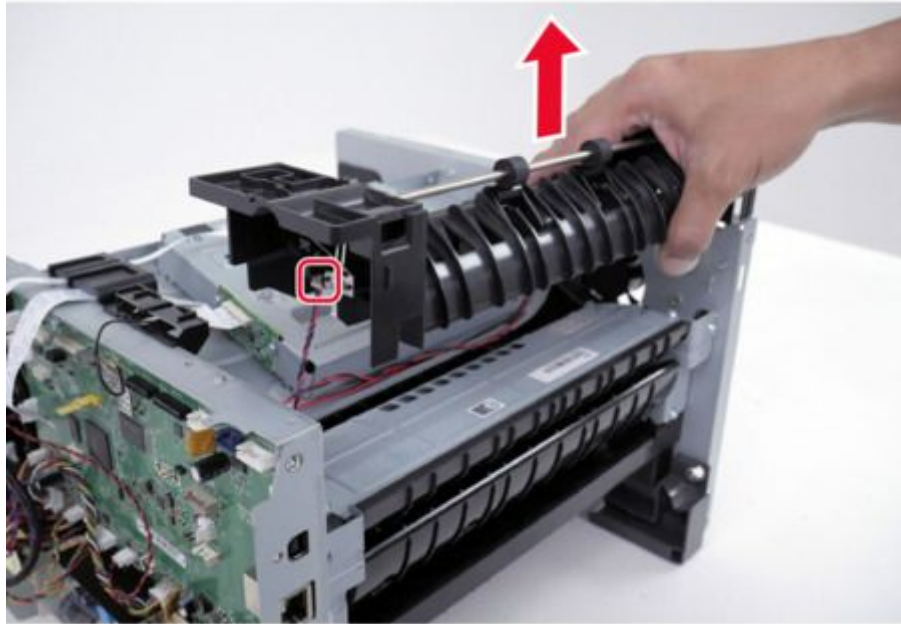
Redrive removal

Note: For a video demonstration, see [Redrive removal](#).

1. Remove the right cover. See [Right cover removal on page 298](#).
2. Remove the left cover. See [Left cover removal on page 283](#).
3. Remove the ADF and scanner. See [ADF and scanner removal on page 352](#).
4. Remove the four screws.

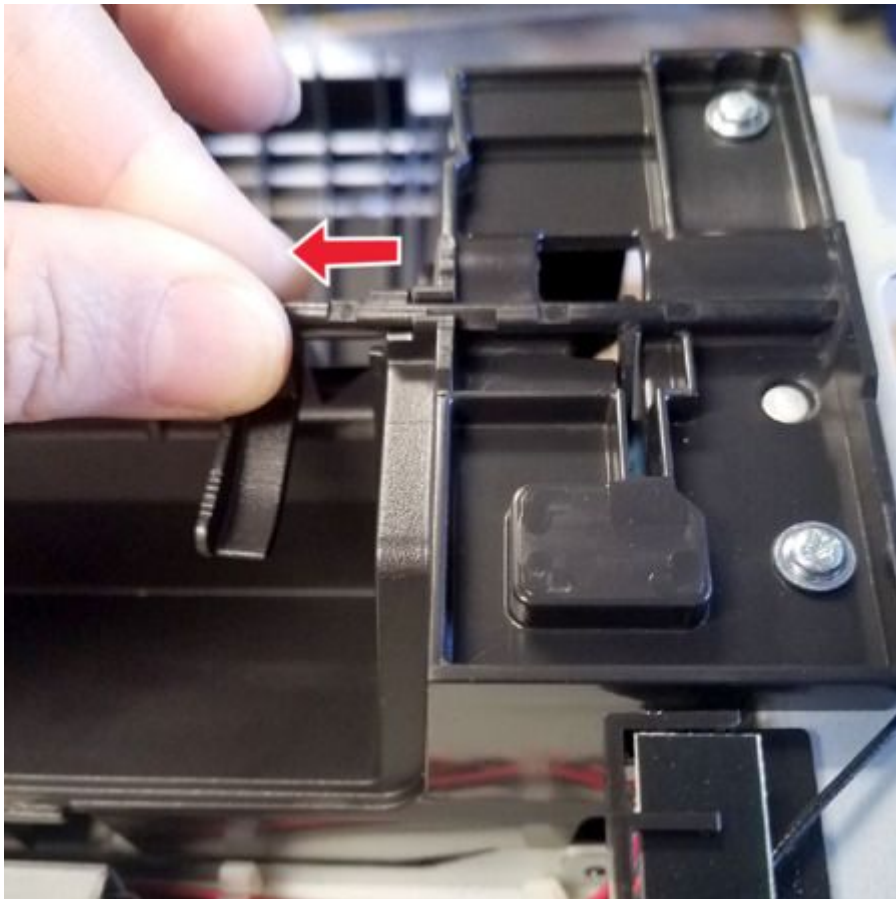


5. Lift the redrive, and then disconnect the cable from the redrive.



Bin full sensor actuator removal

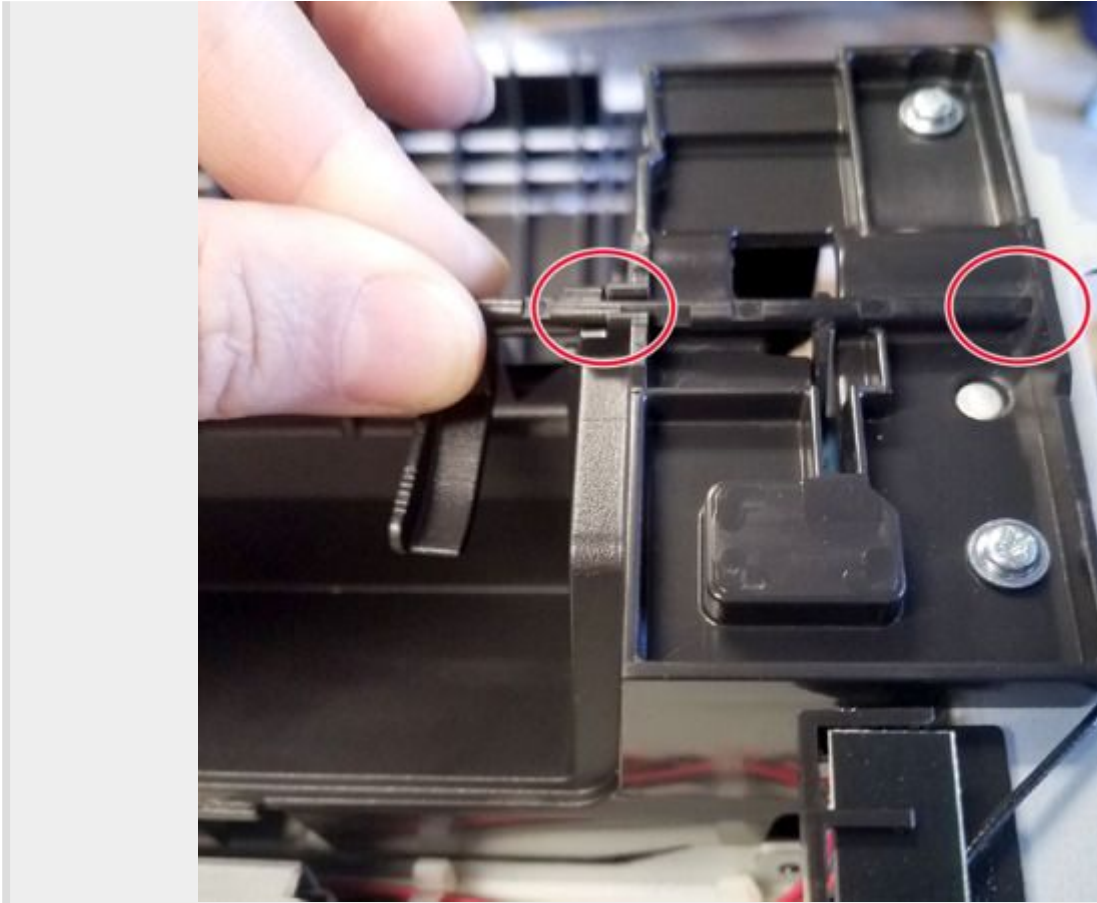
1. Remove the ADF and scanner. See [.ADF and scanner removal on page 352](#)
2. Firmly pull the bin full actuator to the left until it is disengaged from the printer frame.



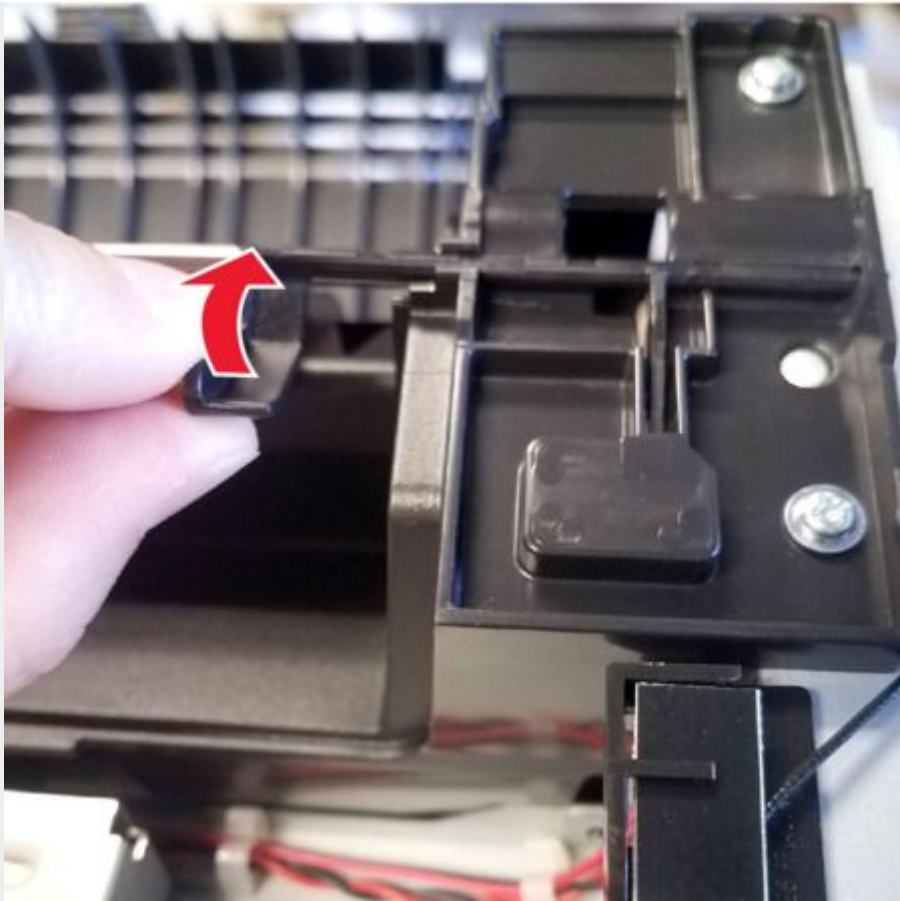
3. Remove the actuator.

Installation Note

1. Make sure that the actuator is properly positioned as shown.



2. Carefully rotate the actuator upward until it is engaged to the printer frame.

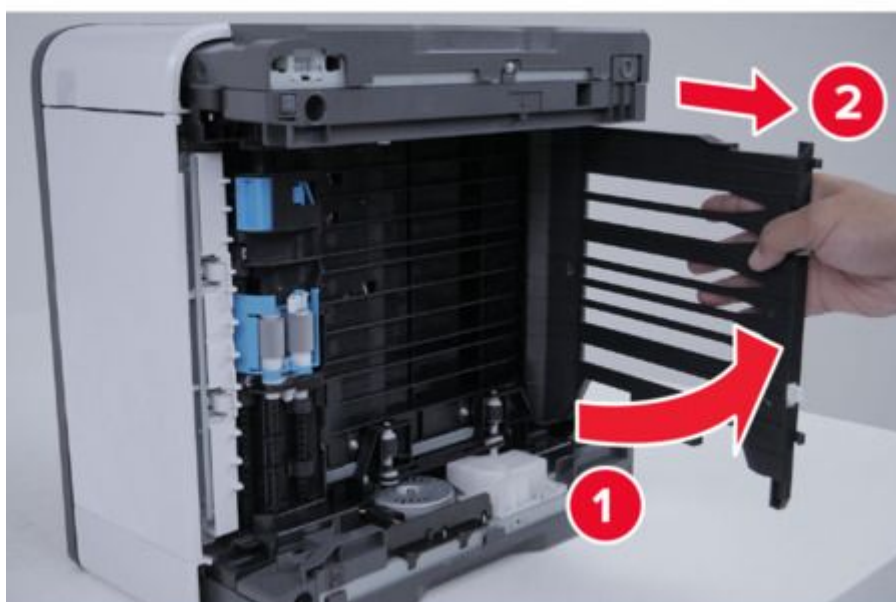
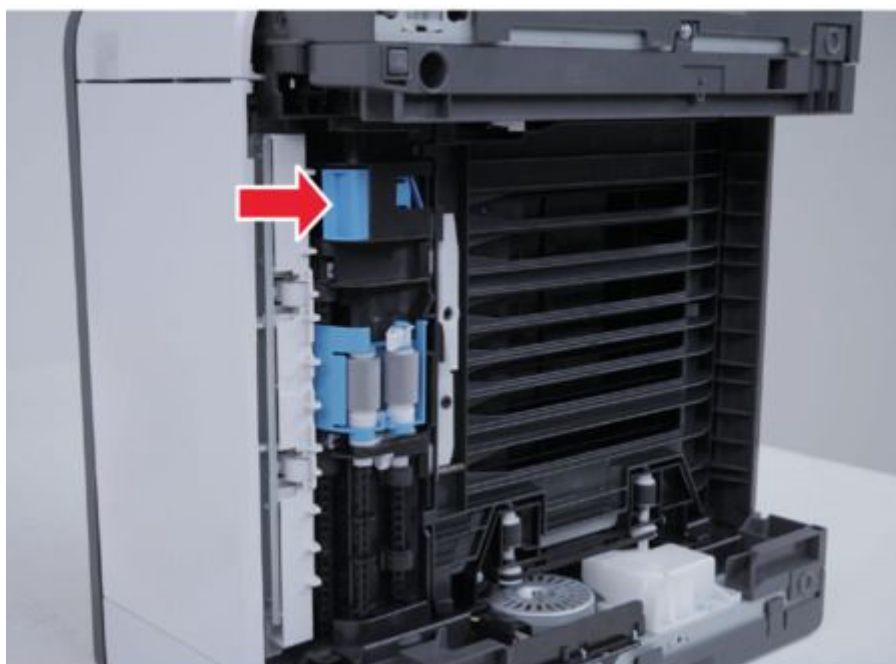


3. Make sure that the actuator is properly installed and freely rotates without binding.

Bottom removals

Duplex guide removal

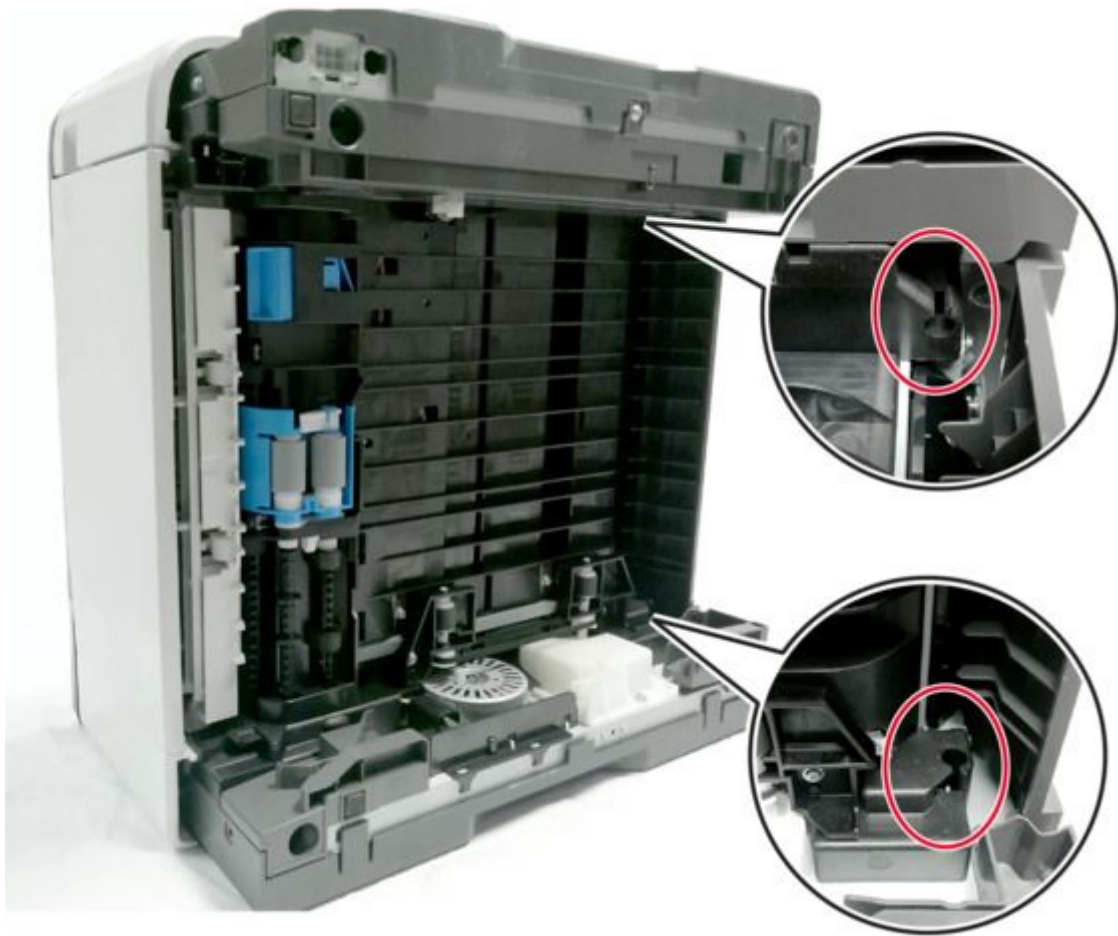
1. Place the printer on its left side.
2. Remove the duplex guide.



Installation Note

Parts removal

Make sure that the duplex guide is properly inserted into the locating features inside the printer.



ADF and scanner removals

ADF cover removal

1. Open the ADF cover.
2. Remove the ADF cover.



ADF tray removal

1. Open the ADF cover.
2. Remove the ADF tray.



ADF separator pad removal

1. Open the ADF cover.
2. Release the latch to remove the ADF separator pad.



Installation Note

Do not lose the spring under the ADF separator pad.

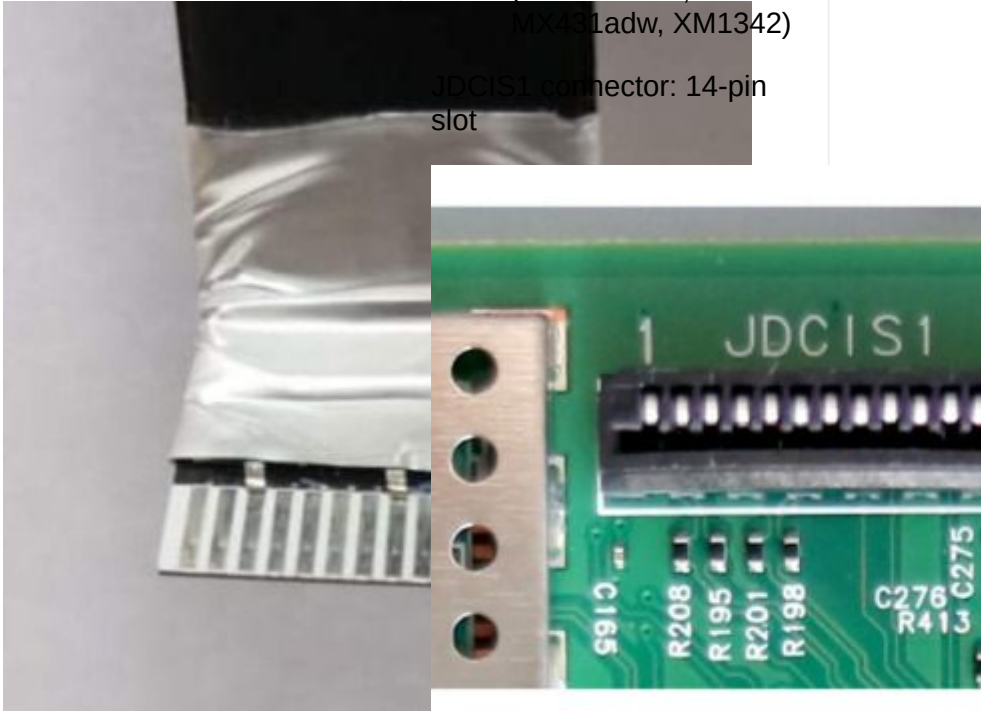
ADF and scanner removal

Note: For a video demonstration, see [ADF and scanner removal](#).

Note: When replacing the ADF scanner for the MX431adn, MX431adw, MB3442adw, and XM1342 models, make sure that it is compatible with the controller board. Not all ADF scanners are compatible with the controller board. Check the following before installation:

- Printer serial number
- ADF scanner connector
- Printer controller board connector slot

Use the following table to differentiate between the ADF scanners, and then identify their compatible printer controller boards.

Printer S/N	Flatbed scanner and ADF variant	Compatible printer controller board
Serial number for older printers: The eighth character is 0 .	Part number: 41X2598 Number of pins on the ADF CIS FFC: 14 	Part numbers: • 41X2660 (MX431adn) • 41X2661 (MB3442adw, MX431adw, XM1342) JDCIS1 connector: 14-pin slot
Notes: Continued on page 353		

Continued from page 352

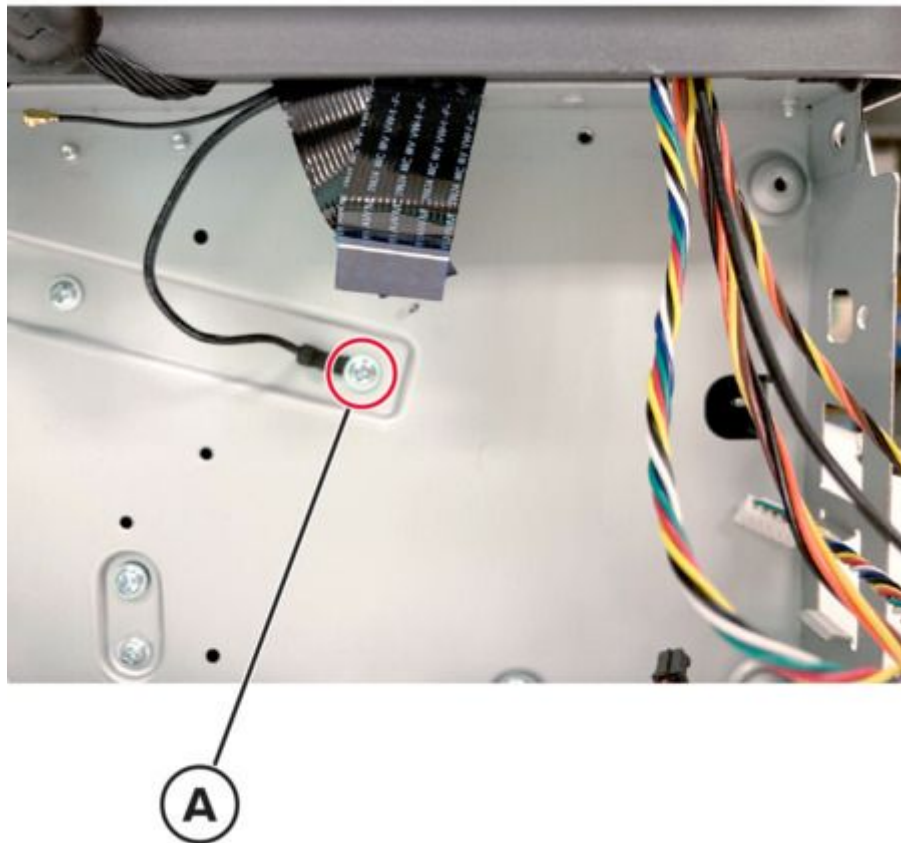
Printer S/N	Flatbed scanner and ADF variant	Compatible printer controller board
	- If 41X2598 is no longer available, then perform one of the following: - For printer model MX431adn, replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2976). - For printer models MB3442adw, MX431adw, and XM1342, replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2977). - Make sure to upgrade the firmware to FW 074.038 version or later.	Note: - If 41X2660 is no longer available, then replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2976). - If 41X2661 is no longer available, then replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2977). - Make sure to upgrade the firmware to FW 074.038 version or later.
Serial number for newer printers: The eighth character is equal to or greater than 1.	Part number: 41X2980 Number of pins on the ADF CIS FFC: 30	Part numbers: 41X2976 (MX431adn)

Continued on page 354

Continued from page 353

Printer S/N	Flatbed scanner and ADF variant	Compatible printer controller board
		41X2977 (MB3442adw, MX431adw, XM1342) JDCIS2 connector: 30-pin slot 
	Note: Do not downgrade the firmware to versions earlier than FW 074.038.	

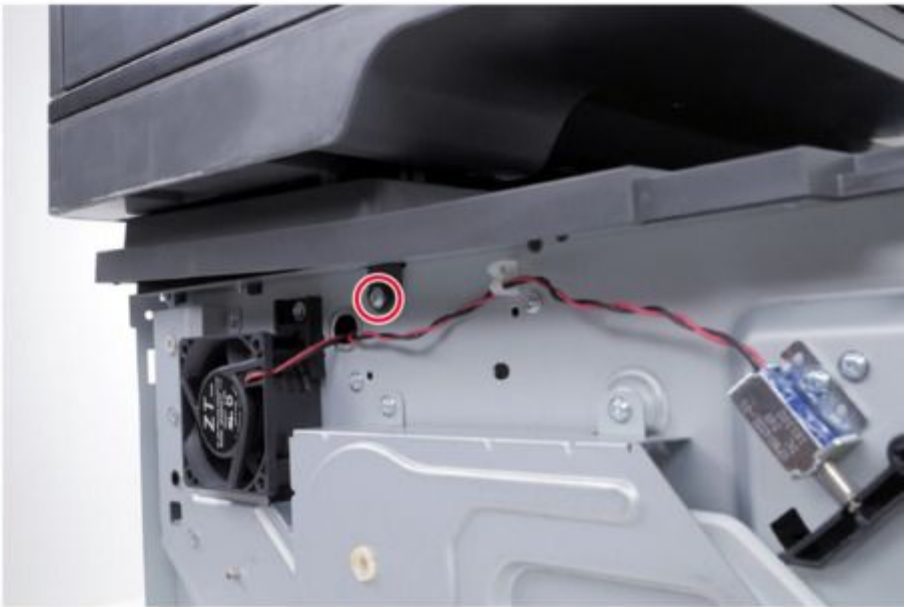
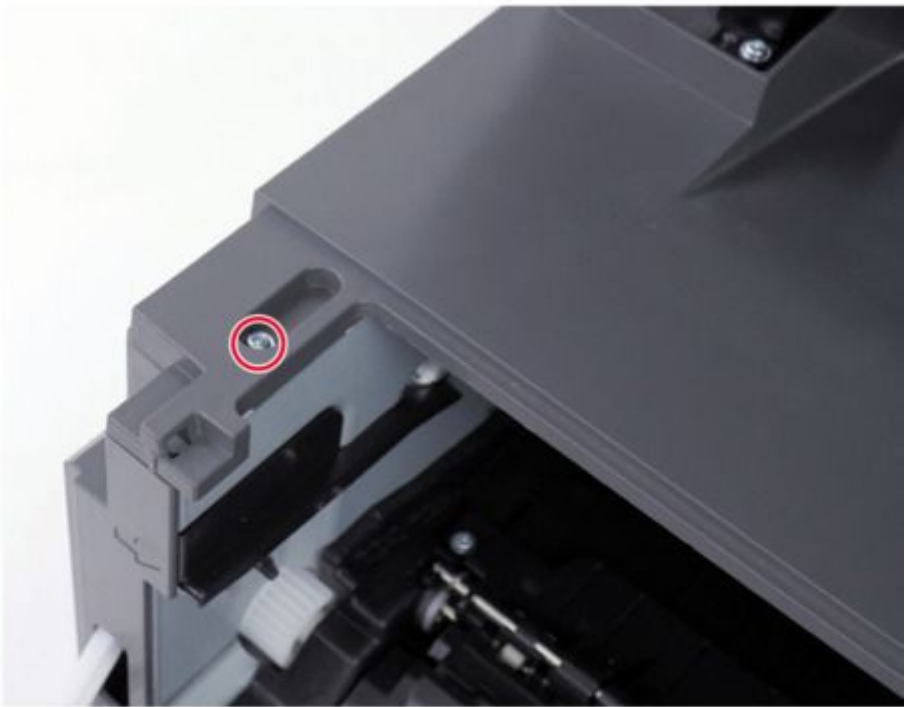
1. Remove the right cover. See [Right cover removal on page 298](#).
2. Remove the left cover. See [Left cover removal on page 283](#).
3. Remove the control panel. See [Control panel removal on page 324](#).
4. Remove the controller board. See [Controller board removal on page 301](#).
5. Remove the screw (A) securing the fax card ground wire to the frame, if present.



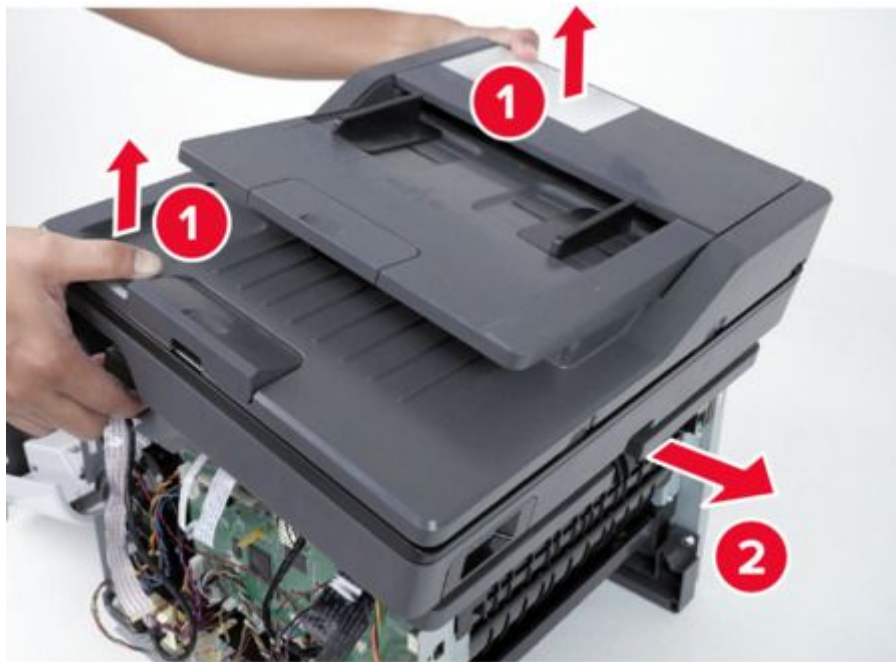
Installation Note

Secure the fax card ground wire to location A on the frame (see above).

6. Remove the three screws from the printer frame.



7. Remove the ADF and scanner.



Installation Note

Make sure to perform the ADF scanner calibration after replacing the ADF and scanner.

To perform the ADF scanner calibration:

1. Load the calibration sheet into the ADF tray.

Note: Adjust the guides to match the size of the calibration sheet.

2. Enter the Diagnostics menu, and then select **Scanner Diagnostics**.
3. Touch **Scanner Calibration Reset**.
4. Wait for about 45 seconds for the calibration to finish.

Note:

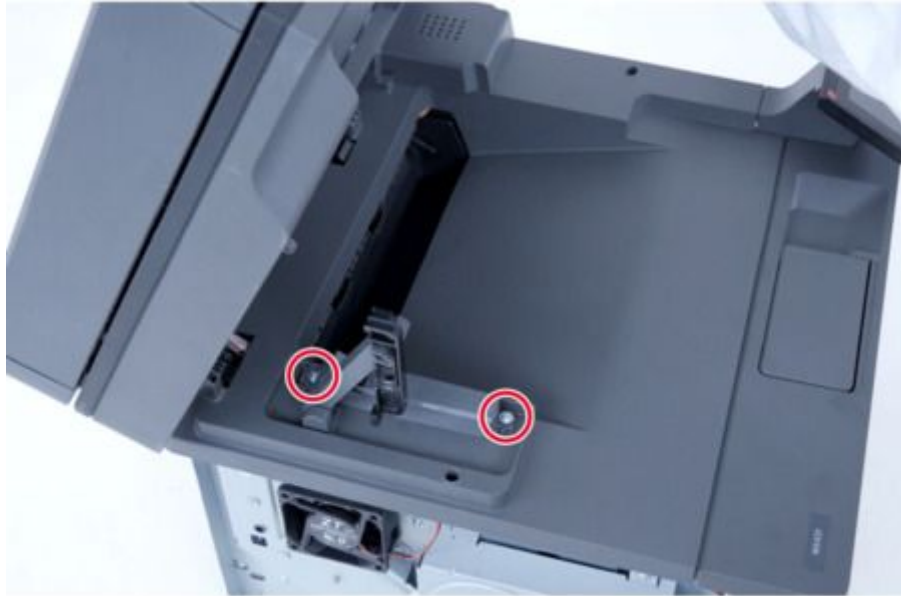
- A Test Completed message appears on the display when the calibration is finished.
- If the host printer firmware is FW.081.016 or older, make sure the fax volume levels are manually adjusted. See [Adjusting the fax volume on page 281](#).

Scanner pivot arm removal

1. Slightly raise the ADF and scanner assembly.
2. While pulling on the scanner pivot arm latch, completely raise the ADF and scanner assembly to release the latch.



3. Remove the two screws, and then remove the scanner pivot arm.



Component locations

Printer configuration



Parts of a basic printer model

1	Automatic document feeder (ADF)
2	ADF tray
3	ADF bin
4	Control panel
5	Standard bin
6	Multipurpose feeder
7	Standard 250-sheet tray
8	Optional 550-sheet tray

Controller board connectors

See the table below for controller board connectors:

Connector	Connects to	Pin number	Signal
JSCANSNS1	Sensor (ADF paper present)	1	SNS_ADF_DOC
		2	SNS_ADF_DOC_LED
		3	GND
		4	SNS_ADF_SCAN
		5	PWR_ADF_SCAN_LED
		6	GND
JFBM1	Motor (scanner flatbed)	1	FBM_BOUT1
		2	FBM_BOUT2
		3	FBM_AOUT2
		4	FBM_AOUT1
JADFM1	Motor (ADF scanner)	1	ADFM_BOUT1
		2	ADFM_BOUT2
		3	ADFM_AOUT2
		4	ADFM_AOUT1
JACIS1	Scanner flatbed analog CIS bar	1	OS1_AFE
		2	GND
		3	OS2_AFE
		4	GND
		5	OS3_AFE
		6	GND
		7	+3.3 V_FB_C
		8	AFE_REV_ID1
		9	AFE_REV_ID2
		10	A_SOL

Continued on page 363

Continued from page 362

Connector	Connects to	Pin number	Signal
		11	GND
		12	A_CIS_PCLK
		13	+5 V_AWAKE
		14	SCAN_LEDB
		15	SCAN_LEDG
		16	SCAN_LEDR
JDCIS1	Scanner ADF digital CIS bar	1	GND
		2	SCAN_RXIN_P(0)
		3	SCAN_RXIN_N(0)
		4	GND
		5	SCAN_RXCLK_P
		6	SCAN_RXCLK_N
		7	GND
		8	D_SOL
		9	D_AFE_SEN
		10	D_AFE_SDIO
		11	D_AFE_SCK
		12	GND
		13	D_CIS_PCLK
		14	+3.3 V_ADF
JWIFI1	Wi-Fi antenna	1	WIFI_ANT
		2	GND
J3	USB front port cable	1	+5 V_FUSB
		2	USB_N
		3	USB_P
		4	NC
		5	GND

Continued on page 364

Continued from page 363

Connector	Connects to	Pin number	Signal
JVDO1	Printhead video	1	VDO_HSYNC-
		2	GND
		3	VDO_K1+
		4	VDO_K1-
		5	GND
		6	VDO_LPOW_K
		7	VDO_LADJ_K1
		8	VDO_BOOST_K
		9	+3.3 V_PHRAIL_SW
		10	GND
		11	VDO_LEN_K-
		12	+3.3 V_PHRAIL_SW
		13	VDO_K0+
		14	VDO_K0-
		15	GND
		16	VDO_LADJ_K0
JMIR1	Motor (printhead mirror)	1	+25 V_SW
		2	GND
		3	MM_START
		4	MM_LOCK
		5	MM_REFCLK
JUICC28	2.8-in. control panel LCD	1	LED_DRIVE
		2	+5 V_CONT
		3	MIR_TXD
		4	MIR_CS-
		5	POWER_BUTTON

Continued on page 365

Continued from page 364

Connector	Connects to	Pin number	Signal
		6	LCD_RS
		7	LCD_TE
		8	MIR_RXD
		9	GND
		10	MIR_CLK
		11	GND
		12	I2C_DAT
		13	I2C_CLK
		14	+5 V_UI
		15	RESET-
		16	IRQ-
		17	GND
		18	LCD_WR
		19	LCD_RD
		20	+5 V_UI
		21	D0
		22	D1
		23	GND
		24	D2
		25	D3
		26	+5 V_UI
		27	D4
		28	D5
		29	GND
		30	D6
		31	D7
		32	+5 V_UI

Continued on page 366

Continued from page 365

Connector	Connects to	Pin number	Signal
JSPKR1	Speaker	1	Speaker+
		2	Speaker -
JSCHIP1	Toner cartridge and imaging unit smart chip	1	I2C_DAT
		2	+3.3 V_SCHIP
		3	I2C_CLK
		4	GND
		5	TONER_EMPTY
JCVR1	Front door laser safety switch	1	+3.3 V_PHRAIL
		2	+3.3 V
		3	GND
JMPSNS1	Sensor (MPF paper present)	1	SNS_MPS
		2	GND
		3	PWR_MPF
JHVPS1	HVPS	1	+25 V_SW
		2	DEV_PWM
		3	ADC_HV_SERVO
		4	XFER_EN
		5	TX_PWM
		6	GND
		7	CHG_PWM
JMTR1	Motor (main drive)	1	+25 V_SW
		2	GND
		3	BRAKE
		4	PWM
		5	DIR
		6	FG
		7	+25 V_SW

Continued on page 367

Continued from page 366

Connector	Connects to	Pin number	Signal
	Sensor (toner density)	8	GND
		9	LED_PWM_TDS
		10	THERM_TDS
		11	SNS_TDS
		12	GND
		13	PWR_TDS
	Pick clutch	14	+25 V_SW
		15	CLUTCH_SINK
	Sensor (input)	16	SNS_INPUT
		17	GND
		18	PWR_INPUT
JTRAY1	Tray present switch	1	PWR_TRAY
		2	TRAY_DETECT
JOPT1	Paper handling option	1	+25 V_SW
		2	TXD_OPT
		3	TRAY_PULLED_N
		4	RXD_OPT
		5	GND
		6	5 V_OPT
JLVPS1	LVPS	1	RELAY_ON
		2	HEAT_ON
		3	ZERO_CROSS
		4	+25 V_SW_ON
		5	+25 V_CONT_RAIL
		6	GND
		7	+25 V_SW_RAIL
		8	GND

Continued on page 368

Continued from page 367

Connector	Connects to	Pin number	Signal
JEXIT1	Sensor (fuser exit)	1	SNS_EXIT
		2	GND
		3	PWR_EXIT
JFUSER1	Fuser thermistor	1	THERM_FUSER
		2	GND
		3	AC_RELAY_ON_TCO
		4	AC_RELAY_ON
JFAN1	Fan	1	+25 V_SW
		2	FAN_SINK
JBIN1	Sensor (bin full)	1	SNS_BF
		2	GND
		3	PWR_BF
JSOL1	MPF pick solenoid	1	+25 V_SW
		2	SOL_SINK
JFAX1	Fax	1	TONE
		2	FAX_PWR
		3	FAX_PWR
		4	RES
		5	+5V
		6	IRQ
		7	GND
		8	SCK
		9	GND
		10	MOSI
		11	GND
		12	MISO
		13	GND

Note: This connector is only applicable for the MB3442adw, MX331, MX431, and XM1342 printer models.

Continued on page 369

Continued from page 368

Connector	Connects to	Pin number	Signal
		14	CS

Maintenance

Cleaning printer parts

Cleaning the printer

**CAUTION—SHOCK HAZARD**

To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

**CAUTION—SHOCK HAZARD**

pour éviter tout risque d'électrocution lors du nettoyage de l'extérieur de l'imprimante, débranchez le cordon d'alimentation électrique de la prise et déconnectez tous les câbles de l'imprimante avant de continuer.

**CAUTION—SHOCK HAZARD**

Para evitar el riesgo de descarga eléctrica al limpiar el exterior de la impresora, desconecte el cable de alimentación de la toma eléctrica y desconecte todos los cables de la impresora antes de realizar la operación.

**CAUTION—SHOCK HAZARD**

Um das Risiko eines elektrischen Schlags beim Reinigen des Druckergehäuses zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose, und ziehen Sie alle Kabel vom Drucker ab, bevor Sie fortfahren.

Note:

- Perform this task after every few months.
- Damage to the printer caused by improper handling is not covered by the printer warranty.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.
2. Remove paper from the standard bin and multipurpose feeder.
3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
4. Wipe the outside of the printer with a damp, soft, lint-free cloth.

Note:

- Do not use household cleaners or detergents, as they may damage the finish of the printer.
- Make sure that all areas of the printer are dry after cleaning.

5. Connect the power cord to the electrical outlet, and then turn on the printer.

Cleaning the scanner

1. Open the scanner cover.



2. Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass pad

Note: In some printer models, this location has an ADF glass instead of a pad.



- Scanner glass pad



- ADF glass



- Scanner glass



3. Close the scanner cover.

Parts catalog

Legend

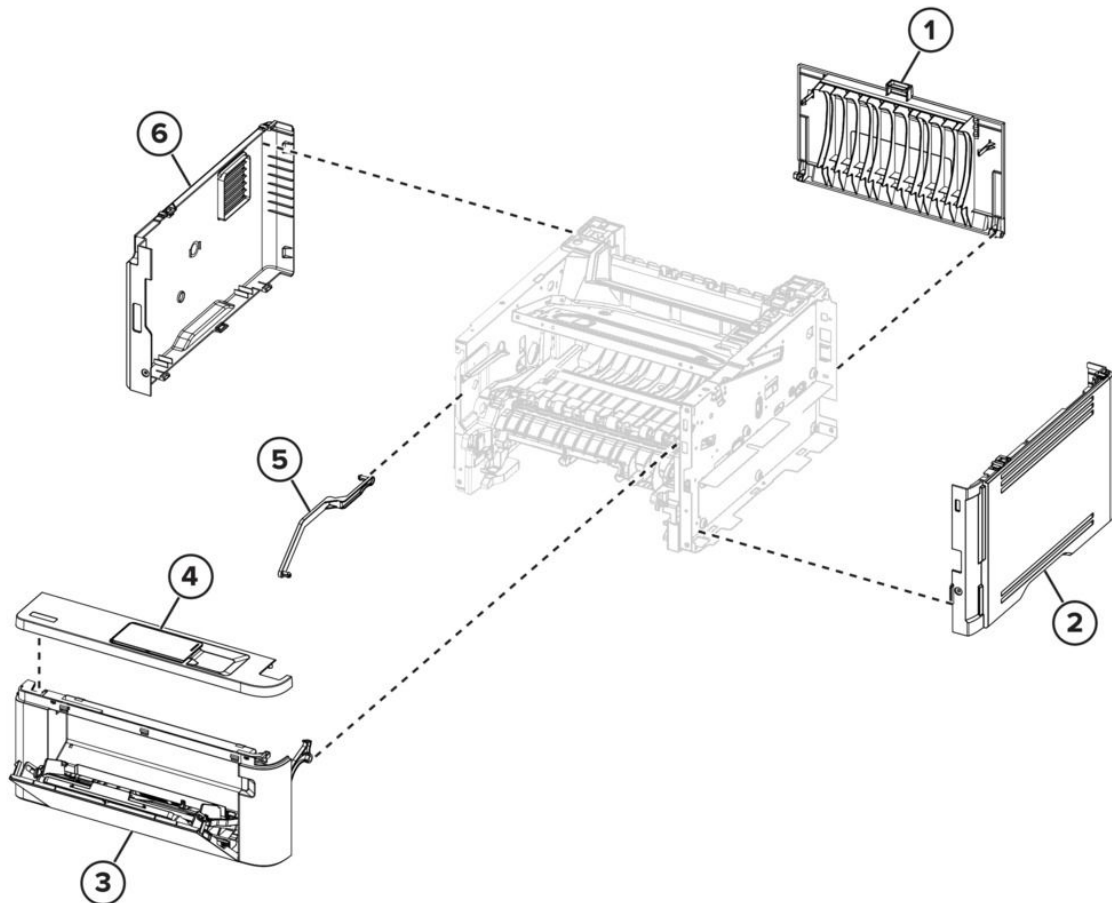
The following column headings are used in the parts catalog:

- **Asm-index**—Identifies the item in the illustration.
- **Part number**—Identifies the unique number that correlates with the part.
- **Units/mach**—Refers to the number of units actually used in the base machine or product.
- **Units/FRU**—Refers to the number of units in a particular FRU.
- **Description**—Describes the part.

The following abbreviations are used in the parts catalog:

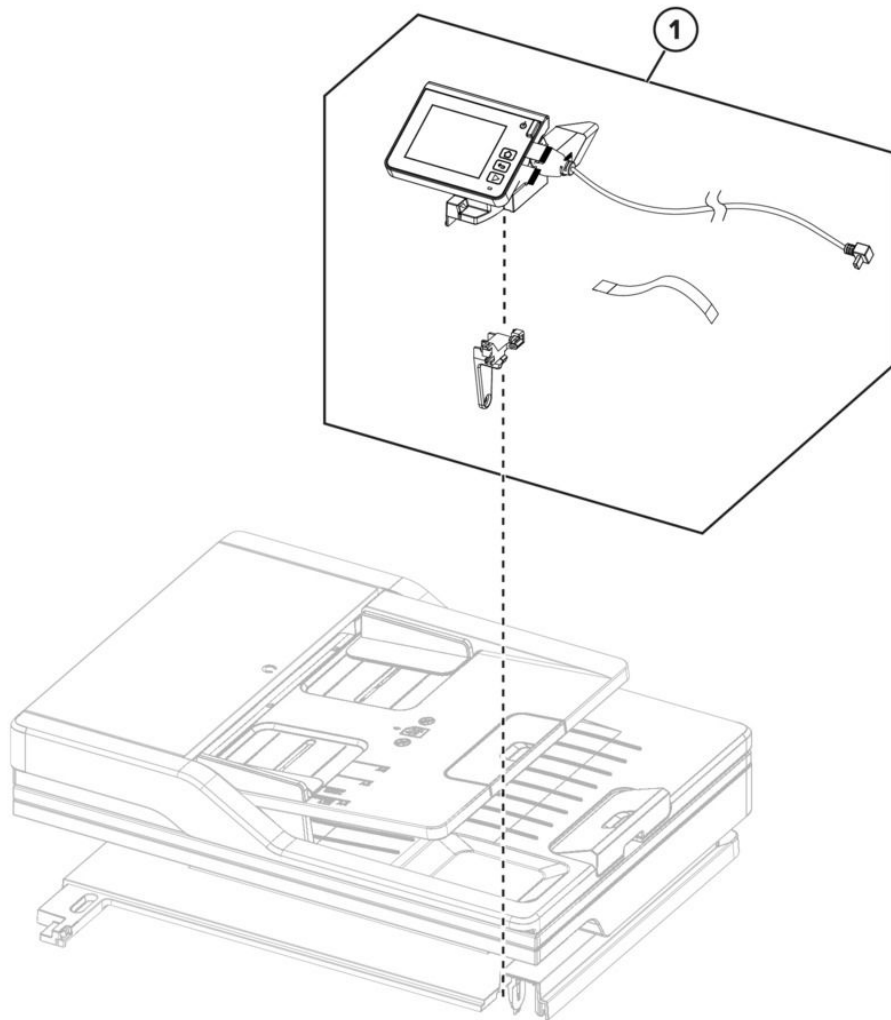
- **NS** (not shown) in the Asm-index column indicates that the part is procurable but is not pictured in the illustration.
- **PP** (parts packet) in the Description column indicates that the part is contained in a parts packet.

Covers



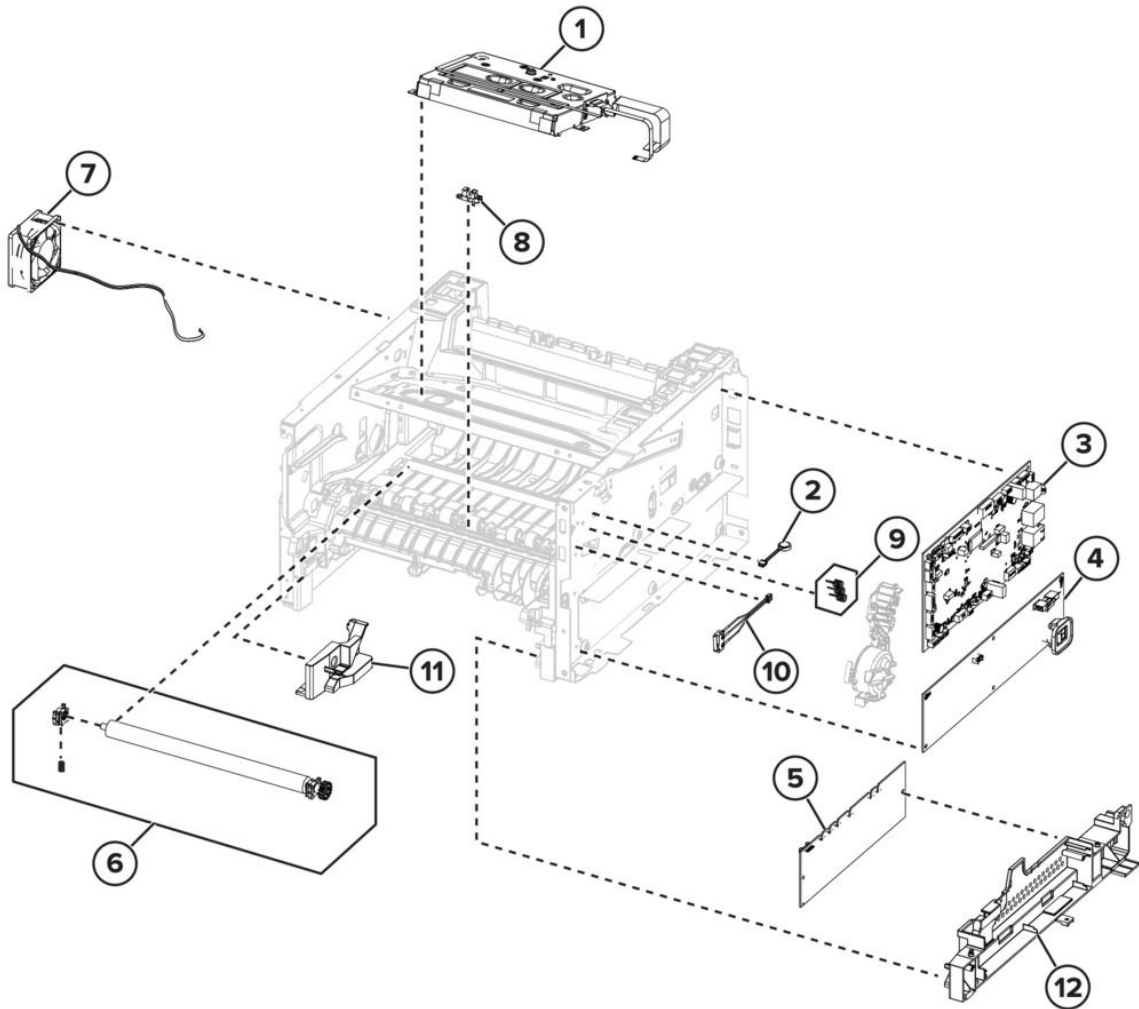
Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
1	41X2582	1	1	Rear door	Rear door removal on page 335
2	41X2580	1	1	Right cover (MX331)	Right cover removal on page 298
2	41X4207	1	1	Right cover (MB3442, MX431, XM1342)	Right cover removal on page 298
3	41X2584	1	1	Front door with MPF pick roller	Front door removal on page 327
4	41X2670	1	4	Upper front cover with decals (MX331, MB3442, MX431)	Upper front cover removal on page 326
4	41X2929	1	1	Upper front cover with decals (XM1342)	Upper front cover removal on page 326
5	41X2578	1	1	Left front door link	Left front door link removal on page 295
6	41X2579	1	1	Left cover	Left cover removal on page 283

Control panel



Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
1	41X2595	1	1	Control panel assembly	Control panel removal on page 324

Electronics



Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X2573	1	1	Printhead	Printhead removal on page 339
2	41X2978	1	1	Speaker	Speaker removal on page 322
3	41X2659	1	1	Controller board (MX331adn)	Controller board removal on page 301
3	41X2975	1	1	Controller board (MX331adn) Note: Make sure to upgrade the firmware to FW 074.038 version or later.	Controller board removal on page 301
3	41X2660	1	1	Controller board (MX431adn) • This part is compatible with older printers that have 0 as the eighth character of the printer serial number. • If 41X2660 is no longer available, then replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2976). • Make sure to upgrade the firmware to FW 074.038 version or later.	Controller board removal on page 301
3	41X2976	1	1	Controller board (MX431adn) • This part is compatible for new printers that have 1 or greater as the eighth character of the printer serial number.	Controller board removal on page 301

Continued on page 382

Continued from page 381

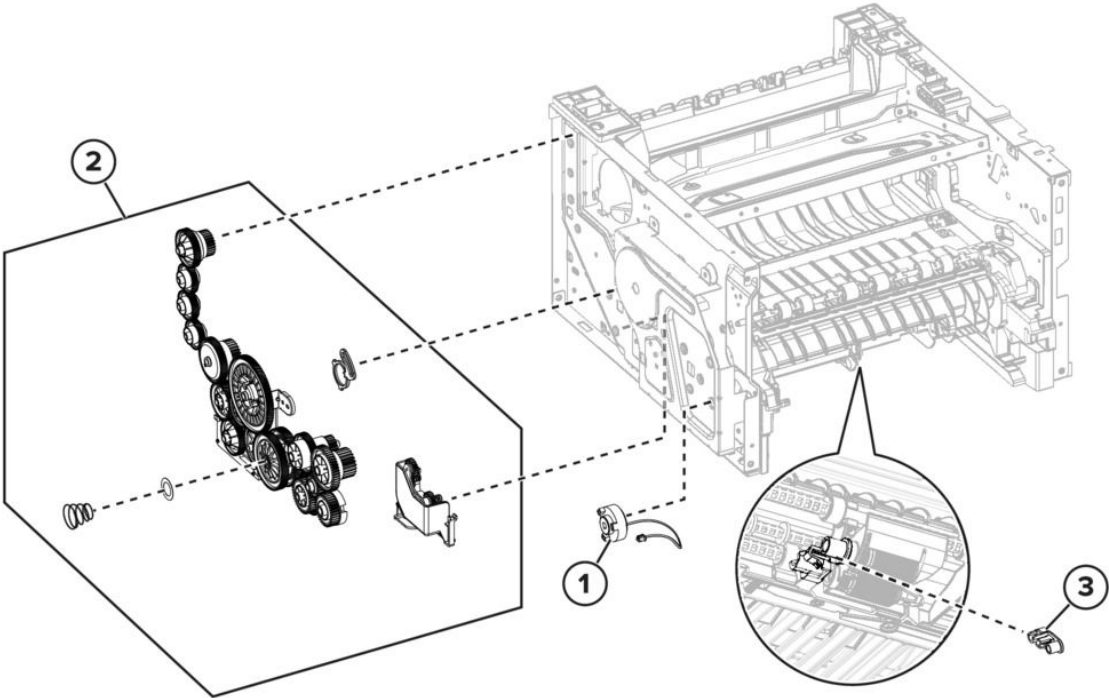
Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
				Make sure to upgrade the firmware to FW 074.038 version or later.	
3	41X2661	1	1	Controller board (MB3442adw, MX431adw, XM1342) - This part is compatible with older printers that have 0 as the eighth character of the printer serial number. - If 41X2661 is no longer available, then replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2977). - Make sure to upgrade the firmware to FW 074.038 version or later.	Controller board removal on page 301
3	41X2977	1	1	Controller board (MB3442adw, MX431adw, XM1342) - This part is compatible for new printers that have 1 or greater as the eighth character of the printer serial number. - If 41X2977 is not available, use 41X4479. - Make sure to upgrade the firmware to FW	Controller board removal on page 301

Continued on page 383

Continued from page 382

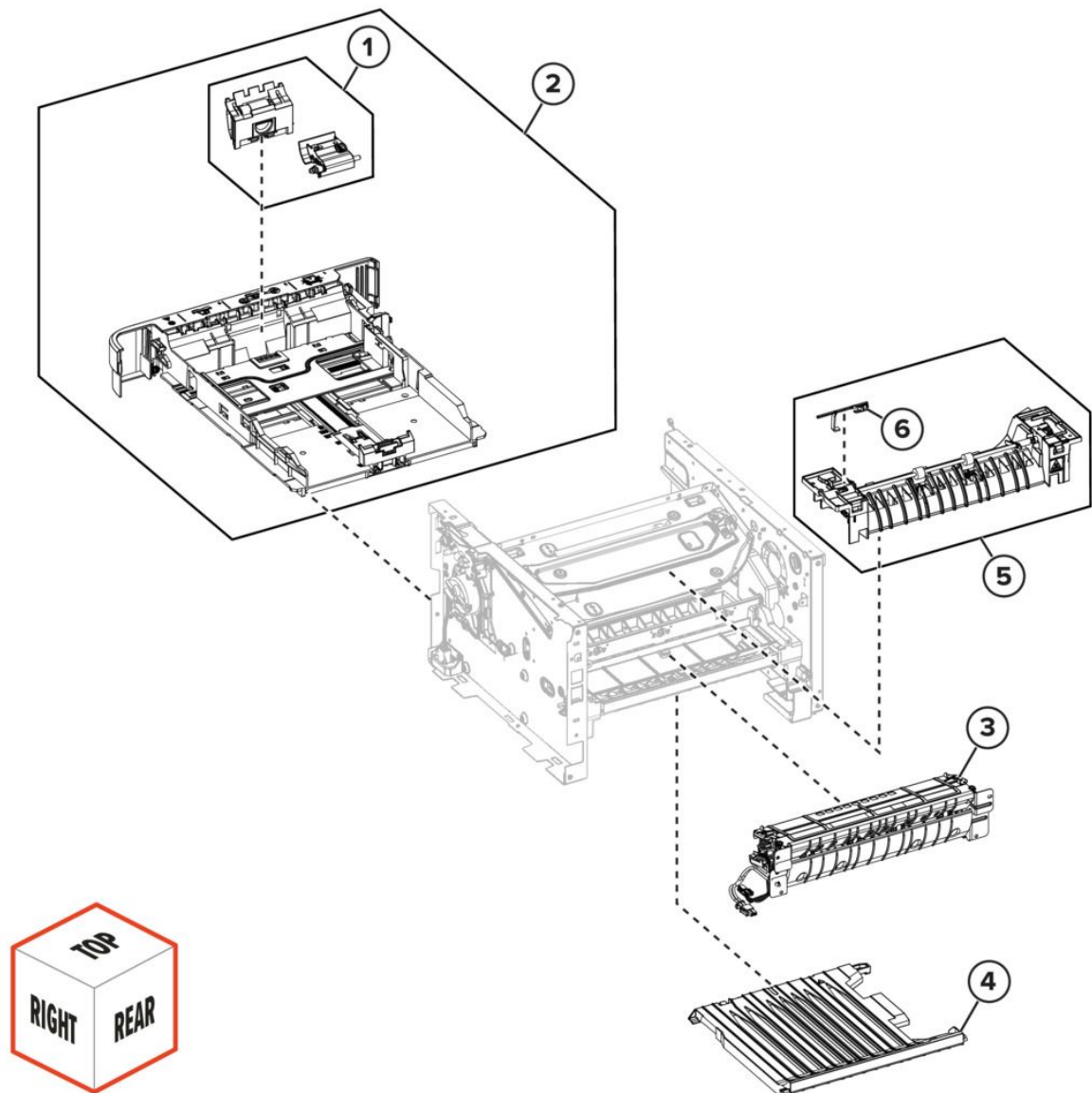
Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
				074.038 version or later.	
3	41X4479	1	1	Controller board (MB3442adw, MX431adw, XM1342) - This part is compatible for new printers that have 1 or greater as the eighth character of the printer serial number. - Make sure to upgrade the firmware to FW 074.038 version or later.	Controller board removal on page 301
4	41X2590	1	1	LVPS, 75 W and 120 V	LVPS removal on page 305
4	41X2591	1	1	LVPS, 75 W and 230 V	LVPS removal on page 305
5	41X2592	1	1	HVPS	HVPS removal on page 307
6	41X2587	1	1	Transfer roller, bearing and spring	Transfer roller removal on page 328
7	41X2636	1	1	Main fan	Main fan removal on page 320
8	41X1083	1	1	Sensor (input)	Sensor (input) removal on page 332
9	41X4273	1	3	Toner cartridge contact	--
10	41X4485	1	1	Interlock switch	Interlock switch removal on page 323
11	41X5009	1	1	Left paper tray guide	N/A
12	41X5008	1	1	Right paper tray guide	N/A

Gears



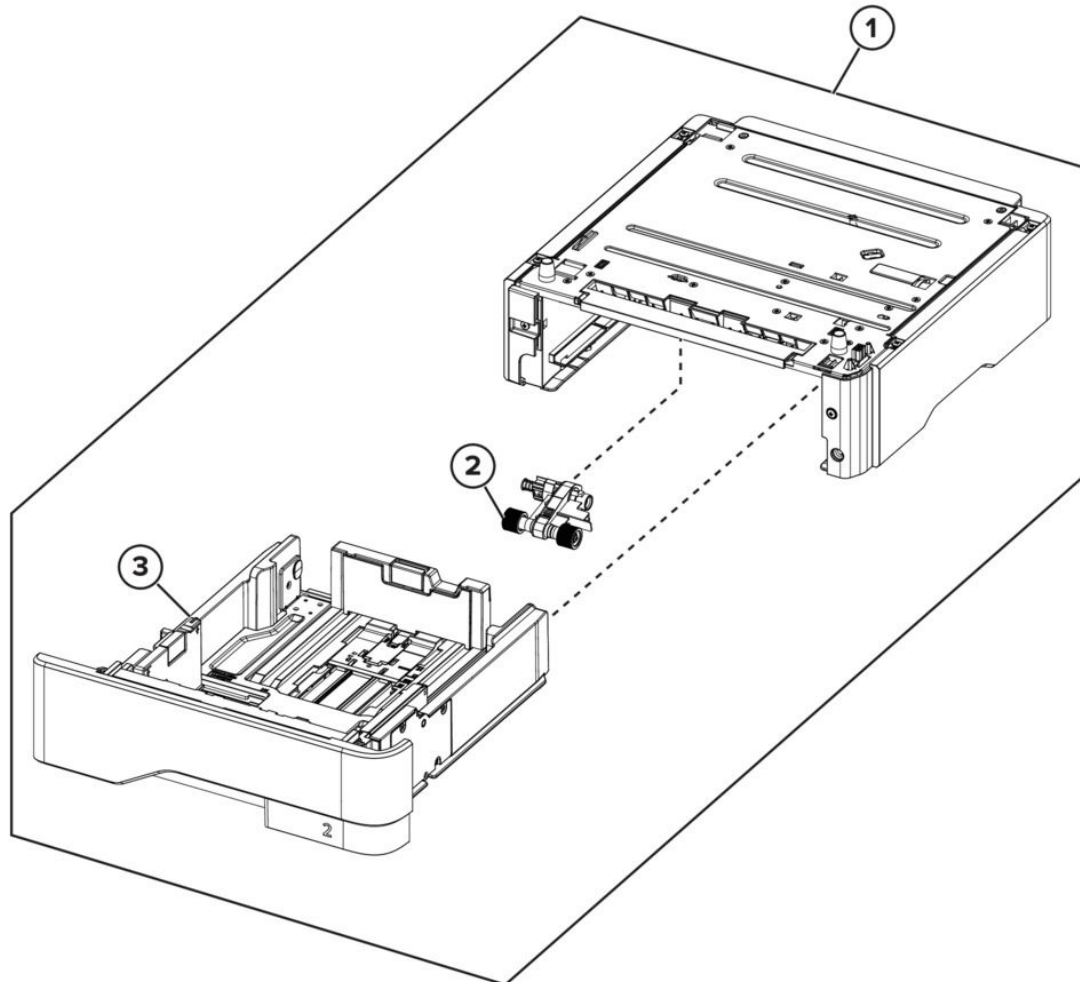
Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
1	41X2425	1	1	Pick roller clutch	Pick roller clutch removal on page 293
2	41X2576	1	31	Main drive gears kit	Main drive gears removal on page 285
3	41X4471	1	1	Duplex shaft bushing	Important information before installing the duplex shaft bushing on page 334

Paper path



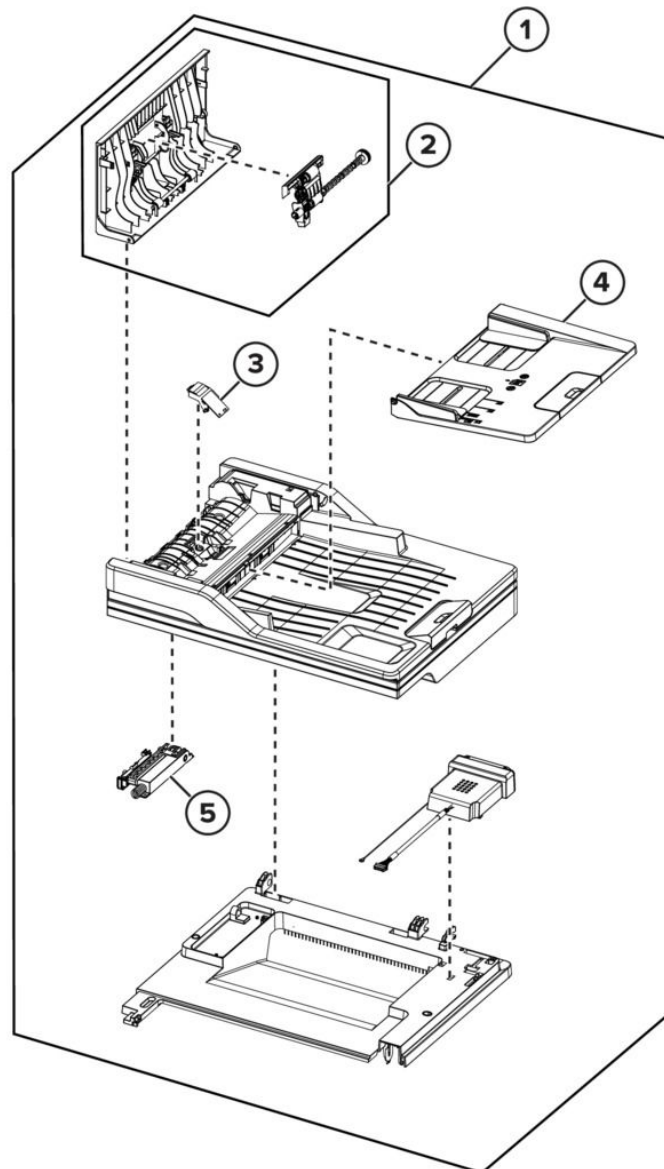
Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
1	41X2575	1	1	Separator roller and pick roller Note: This part has a CRU sheet.	Pick separator roller removal on page 331
2	41X2585	1	1	250-sheet tray	--
3	41X2599	1	1	Fuser, 100 V	Fuser removal on page 337
3	41X2586	1	1	Fuser, 115 V	Fuser removal on page 337
3	41X2600	1	1	Fuser, 230 V	Fuser removal on page 337
4	41X2712	1	1	Duplex guide	Duplex guide removal on page 347
5	41X4195	1	1	Redrive	Redrive removal on page 342
6	41X4196	1	1	Bin full sensor actuator	Bin full sensor actuator removal on page 344

550-sheet optional tray



Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
1	41X2612	1	1	550-sheet tray	--
2	41X2614	1	1	550-sheet tray pick roller	--
3	41X2613	1	1	550-sheet tray insert	--

ADF and scanner



Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
1	41X2597	1	1	Scanner with fax card (MX331) (simplex ADF)	ADF and scanner removal on page 352
1	41X2598	1	1	Scanner with fax card (MB3442, MX431, XM1342) Notes: • This part is compatible with older printers that have 0 as the eighth character of the printer serial number. • If 41X2598 is no longer available, then replace both the ADF scanner and the printer controller board with the newer ADF scanner (41X2980) and the newer controller board (41X2976 or 41X2977). • Make sure to upgrade the firmware to FW 074.038 version or later.	ADF and scanner removal on page 352
1	41X2980	1	1	Scanner with fax card (MB3442, MX431, XM1342) Notes: • This part is compatible with new printers that have 1 or greater as the eighth character of the printer serial number. • Make sure to upgrade the firmware to FW 074.038 version or later.	ADF and scanner removal on page 352
2	41X2510	1	1	ADF cover	ADF cover removal on page 349

Continued on page 392

Continued from page 391

Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
3	41X2511	1	1	ADF separator pad	ADF separator pad removal on page 351
4	41X2428	1	1	ADF tray	ADF tray removal on page 350
5	41X2596	1	1	Scanner pivot arm	Scanner pivot arm removal on page 358

Miscellaneous

Asm-index	P/N	Units/ mach	Units/ FRU	Description	Removal procedure
NS	41X1872	1	1	MarkNet N8372 802.11 a/b/g/n/ac wireless print server (MX431, MB3442, XM1342)	N/A
NS	40X0288	1	1	Power cord, Argentina	N/A
NS	40X1767	1	1	Power cord, Europe	N/A
NS	40X1766	1	1	Power cord, Bolivia and Peru	N/A
NS	40X0259	1	1	Power cord, Brazil	N/A
NS	40X0273	1	1	Power cord, Chile and Uruguay	N/A
NS	40X1792	1	1	Power cord, Korea	N/A
NS	40X0303	1	1	Power cord, PRC	N/A
NS	40X1791	1	1	Power cord, Taiwan	N/A
NS	40X0301	1	1	Power cord, Australia and New Zealand	N/A
NS	40X0271	1	1	Power cord, United Kingdom, Asian, Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Vietnam, Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan, Sri Lanka, Tibet, and Hong Kong	N/A
NS	40X7229	1	1	Power cord, India	N/A

Printer specifications

Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 530 (MX331); 580 (MB3442, MX431, XM1342) Two-sided: 315 (MX331); 330 (MB3442, MX431, XM1342)
Copy	The product is generating hard-copy output from hard-copy original documents.	550 (MX331); 600 (MB3442, MX431, XM1342)
Scan	The product is scanning hard-copy documents.	13 (MX331); 14 (MB3442, MX431, XM1342)
Ready	The product is waiting for a print job.	6.5 (MX331); 7 (MX431dn, MX431adn); 7.5 (MB3442, MX431adw, XM1342)
Sleep Mode	The product is in a high-level energy-saving mode.	0.8 (MX331); 0.9 (MX431dn, MX431adn); 1.1 (MB3442, MX431adw, XM1342)
Hibernate	The product is in a low-level energy-saving mode.	0.1
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average. Values are subject to change. See www.lexmark.com for current values.

Sleep Mode

This product is designed with an energy-saving mode called **Sleep Mode**. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the **Sleep Mode Timeout**.

Factory default Sleep Mode Timeout for this product (in minutes):	15
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. If the print speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called **Hibernate mode**. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes

Default Hibernate timeout

Factory default Hibernate Timeout for this product in all countries or regions	3 days
--	--------

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total energy usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020

Per Commission Regulation (EU) 2019/2015 and (EU) 2019/2020, the light source contained within this product or its component is intended to be used for Image Capture or Image Projection only, and is not intended for use in other applications.

Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Set up the printer near an electrical outlet.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Clean, dry, and free of dust
 - Away from stray staples and paper clips
 - Away from the direct airflow of air conditioners, heaters, or ventilators
 - Free from direct sunlight and humidity extremes
- Observe the recommended temperatures and avoid fluctuations.

Recommended temperatures

Ambient temperature	10 to 32.2°C (50 to 90°F)
Storage temperature	-40 to 40°C (-40 to 104°F)

- Allow the following recommended amount of space around the printer for proper ventilation:



Recommended spaces around the printer

1	Top	305 mm (12 in.)
2	Rear	100 mm (3.94 in.)
3	Right side	76.2 mm (3 in.)
4	Front	305 mm (12 in.)

Continued on page 402

Continued from page 401

		Note: The minimum space needed in front of the printer is 76 mm (3 in.).
5	Left side	110 mm (4.33 in.)

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	One-sided: 53; Two-sided: 50
Ready	14

Values are subject to change. See www.lexmark.com for current values.

Temperature information

Ambient operating temperature	10 to 32.2°C (50 to 90°F)
Shipping temperature	-40 to 40°C (-40 to 104°F)
Storage temperature and relative humidity	-40 to 40°C (-40 to 104°F) 8 to 80% RH

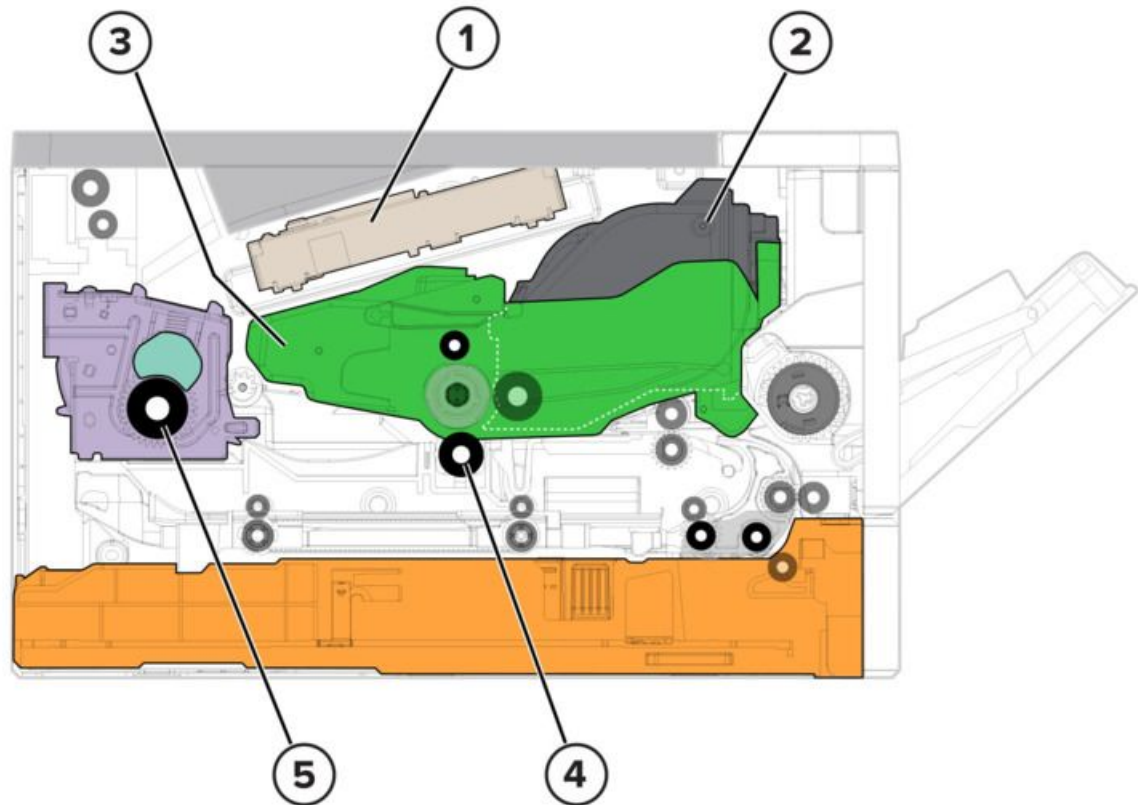
Theory of operation

| POR sequence

As the printer is turned on, the engine code goes through a series of tests to verify hardware integrity. If a hardware failure is detected, then it is reported to the printer. If the POR sequence cannot be completed successfully, then the printer may post an error message. The message states that service may be needed.

Print cycle operation

Print engine layout

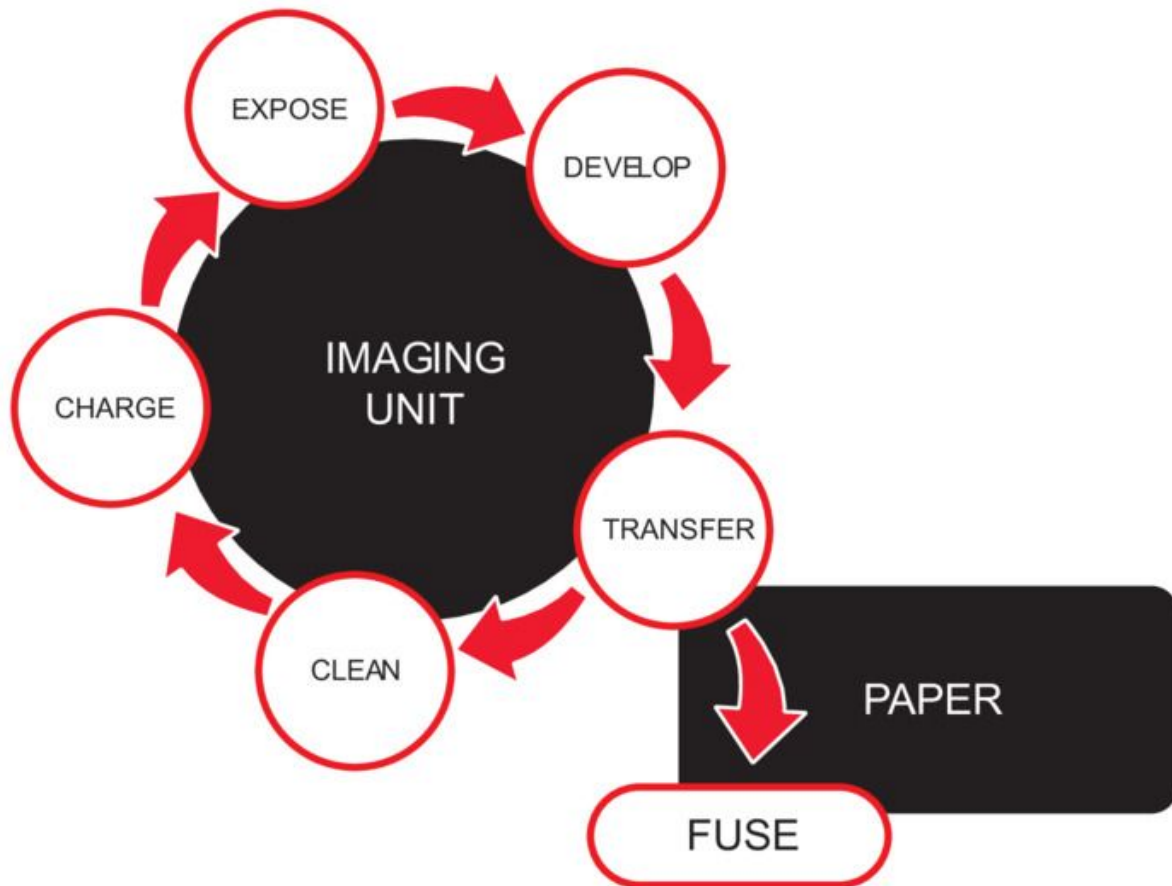


Print engine layout

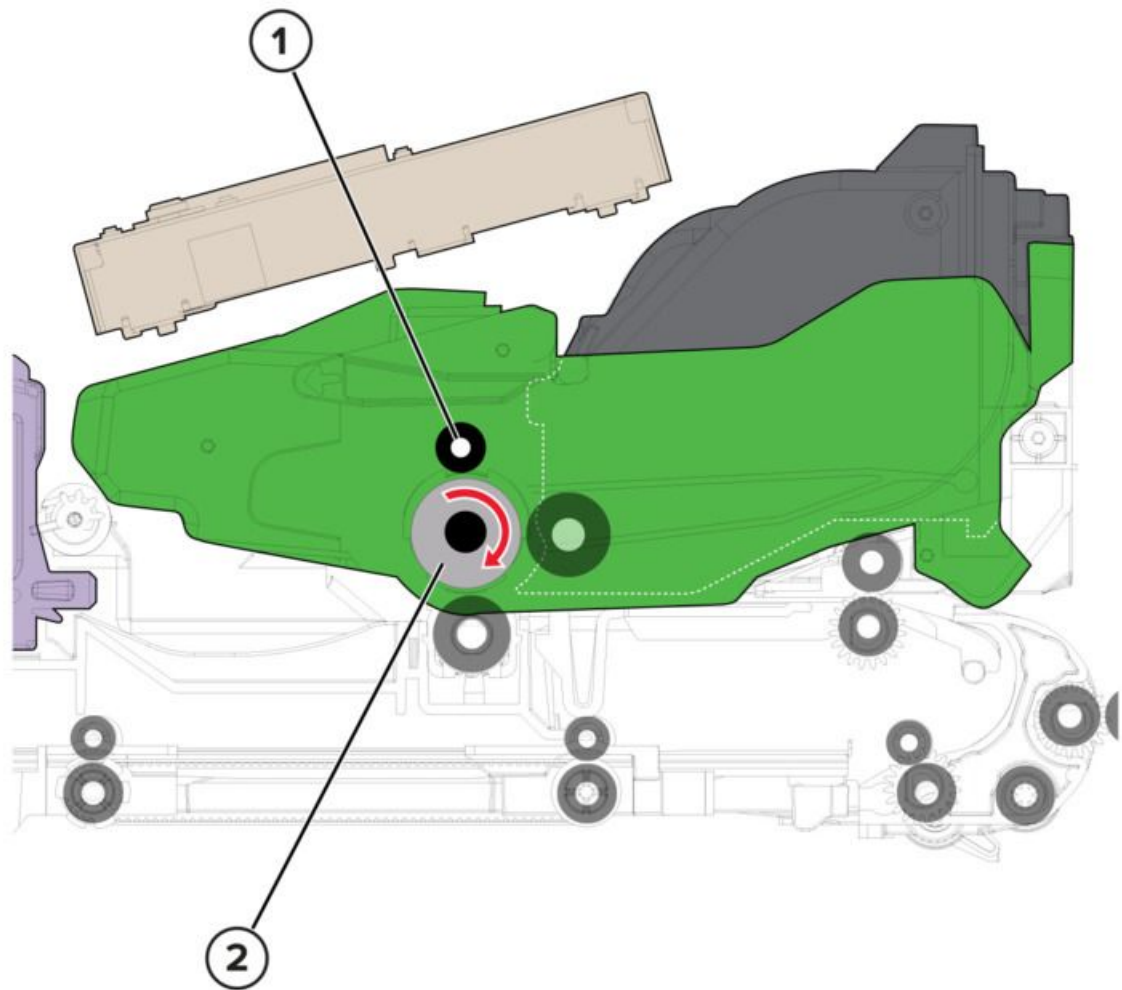
1	Printhead
2	Toner cartridge
3	Imaging unit
4	Transfer roller
5	Fuser

Print cycle

Flowchart



Charge

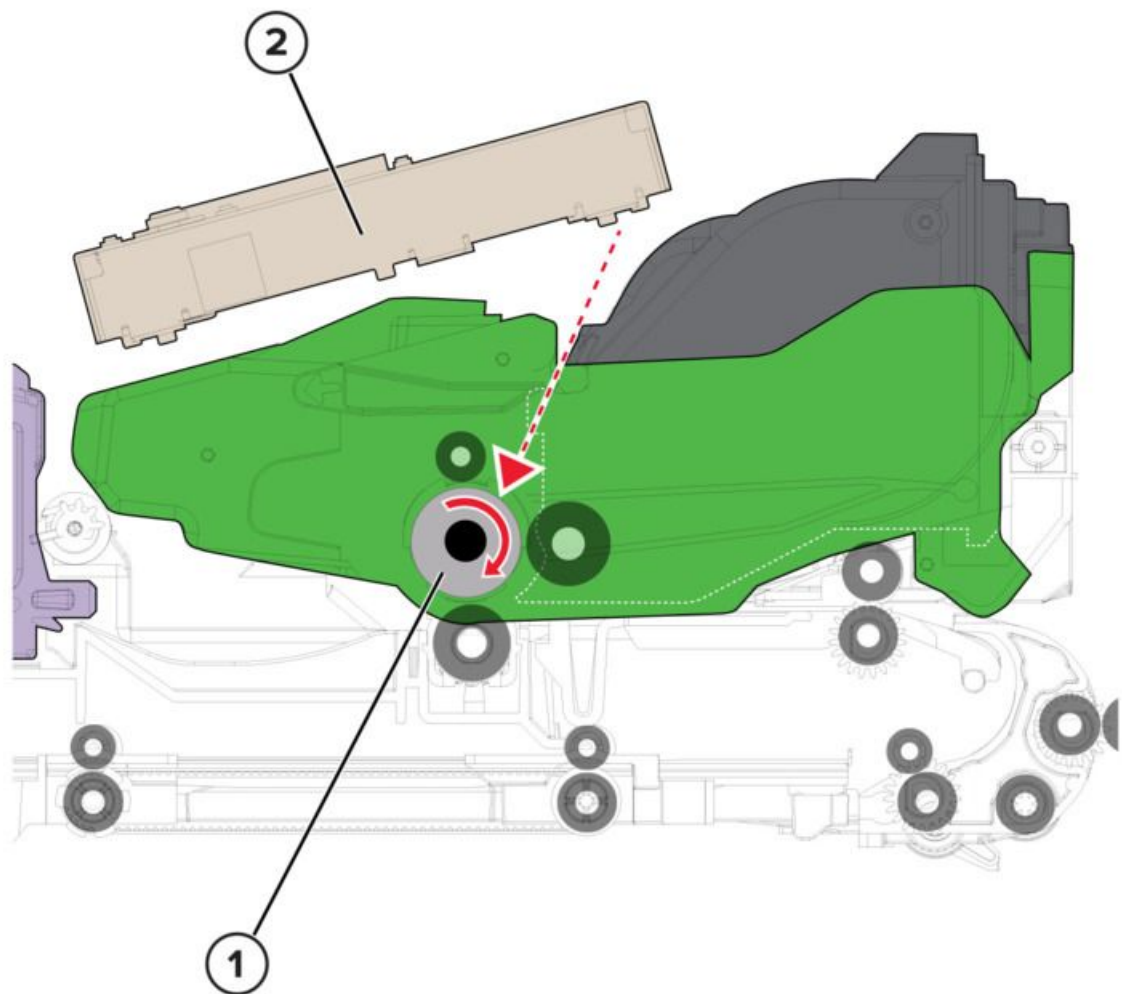


Charge theory

1	Charge roller
2	Photoconductor

The charge roller applies a uniform negative electrical charge to the surface of the photoconductor. The insulative properties of the photoconductor allow it to hold a charge and its photoconductive properties allow it to discharge when exposed to light.

Expose

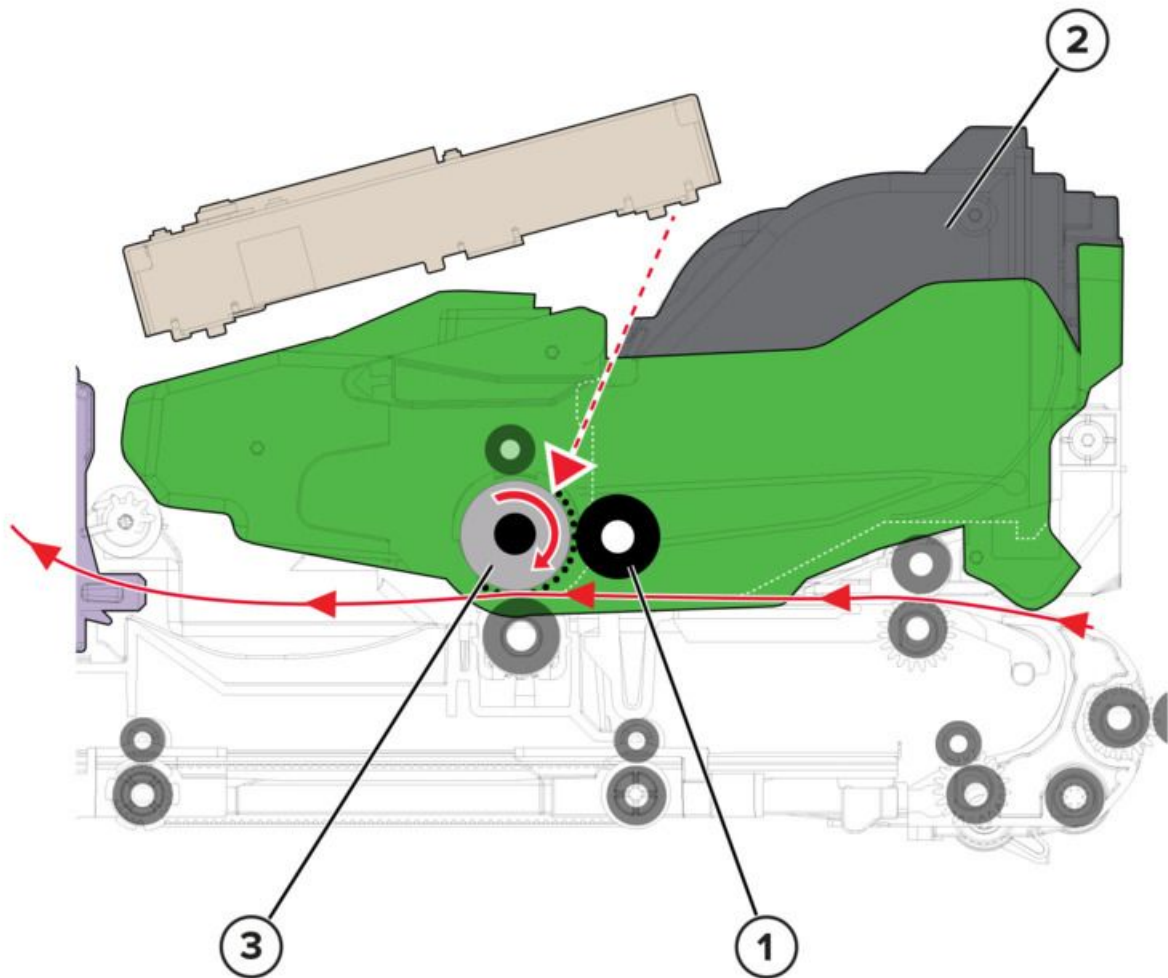


Charge theory

1	Photoconductor
2	Printhead

The printhead emits a laser that exposes the surface of the photoconductor. The laser pulses coincide with the digital latent image. The exposed areas of the photoconductor surface are discharged, resulting in a photoconductor surface potential that is less negative than the non-exposed areas.

Develop

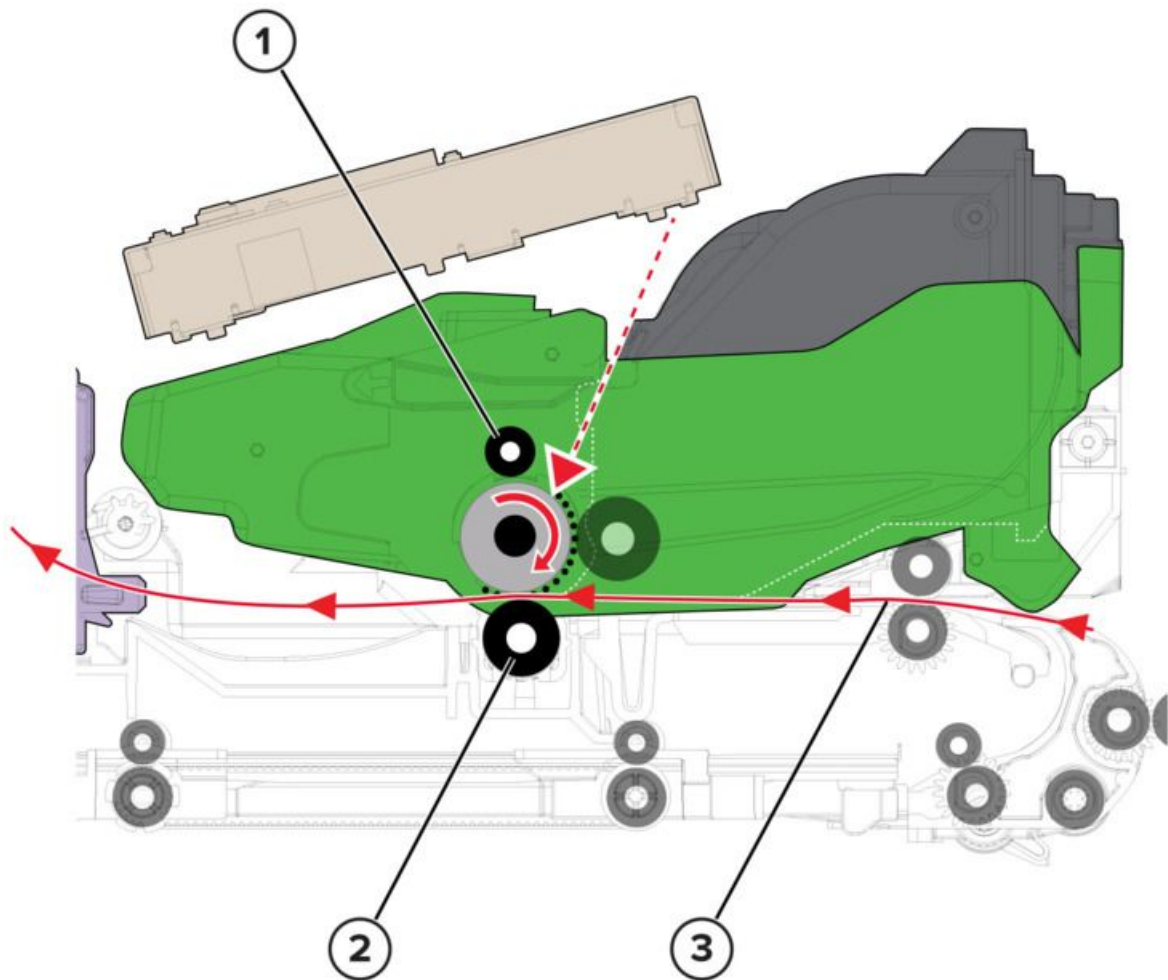


develop theory

1	Developer roller
2	Toner cartridge
3	Photoconductor

The developer roller applies the toner from the toner cartridge to the photoconductor during the development process. The difference in surface potential creates an electric field that causes the toner particles to move to the photoconductor according to the pattern of the latent image.

Transfer



Transfer theory

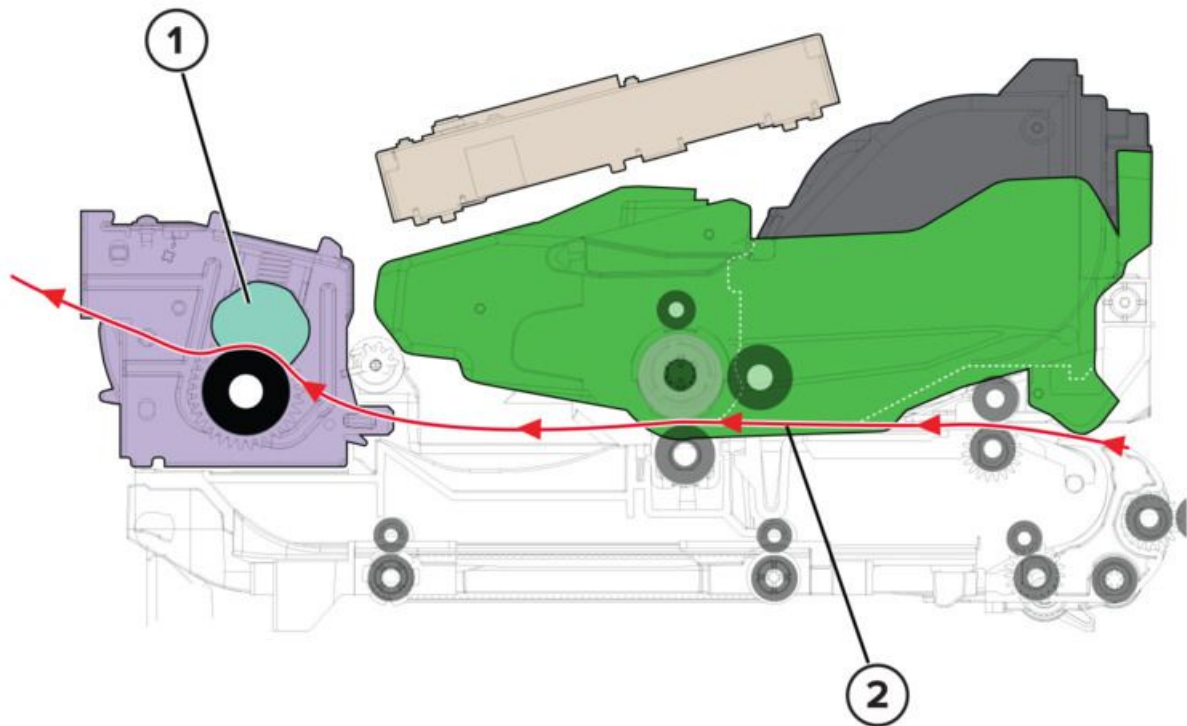
1	Charge roller
2	Transfer roller
3	Paper

A positive potential relative to the toned image formed on the photoconductor is applied to the transfer roller. This allows the transfer roller to move the developed toner from the surface of the photoconductor to the paper as the paper is passed between the transfer roller and photoconductor.

Clean

The cleaning blade removes the residual toner from the photoconductor after the transfer. After cleaning, the process moves again to the charge process and repeats each cycle until the entire image is transferred to a side of the paper.

Fuse



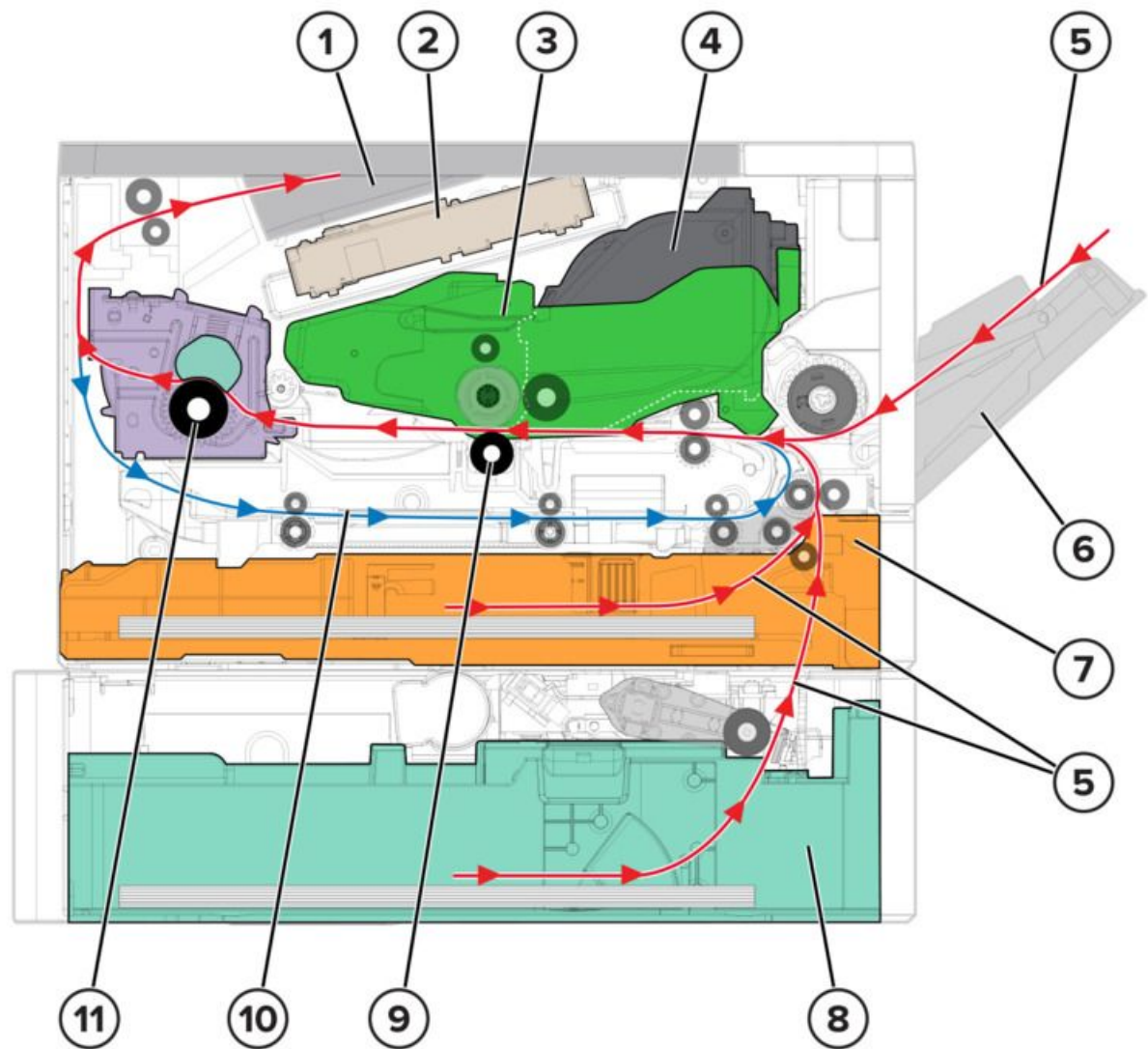
fuse theory

1	Fuser
2	Paper

After the toner image is transferred to the paper, the toner particles are not yet permanently bonded to the paper. For the final step in the print process, paper is transported to the fuser where heat and pressure are applied to it. As a result, the toner particles melt and are permanently fused to the paper, completing the print process. The print cycle repeats for the succeeding pages.

Printer operation

Printer sections



Printer sections

1	Output bin
2	Printhead
3	Imaging unit
4	Toner cartridge

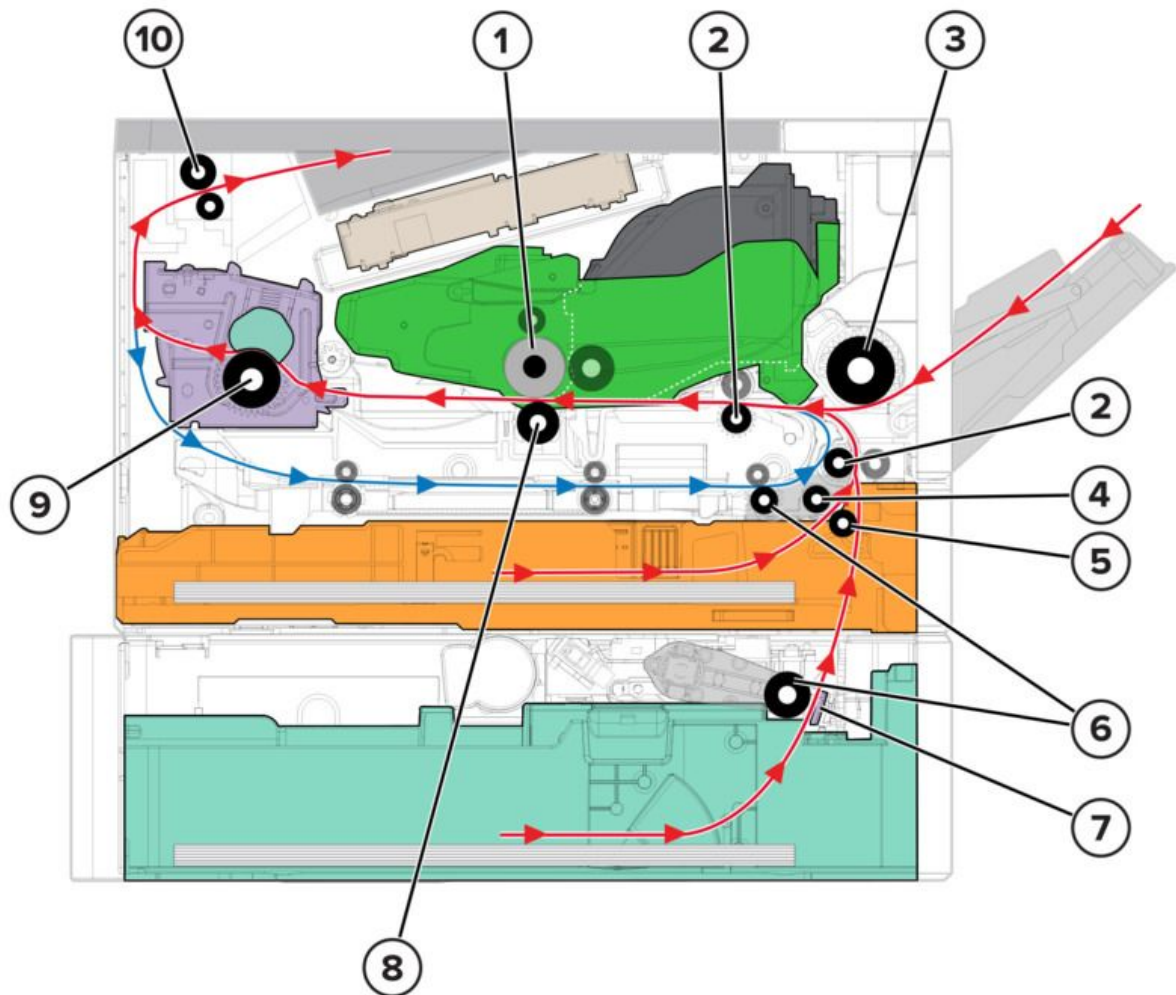
Continued on page 415

Continued from page 414

5	Simplex paper path
6	MPF
7	Standard tray
8	Optional tray
9	Transfer roller
10	Duplex paper path
11	Fuser

Printer paper path

Simplex print job



Simplex print job

1	Photoconductor
2	Transport roller
3	MPF pick roller
4	Feed roller
5	Separator roller
6	Pick roller
7	Separator pad

Continued on page 417

Continued from page 416

8	Transfer roller
9	Fuser
10	Paper exit roller

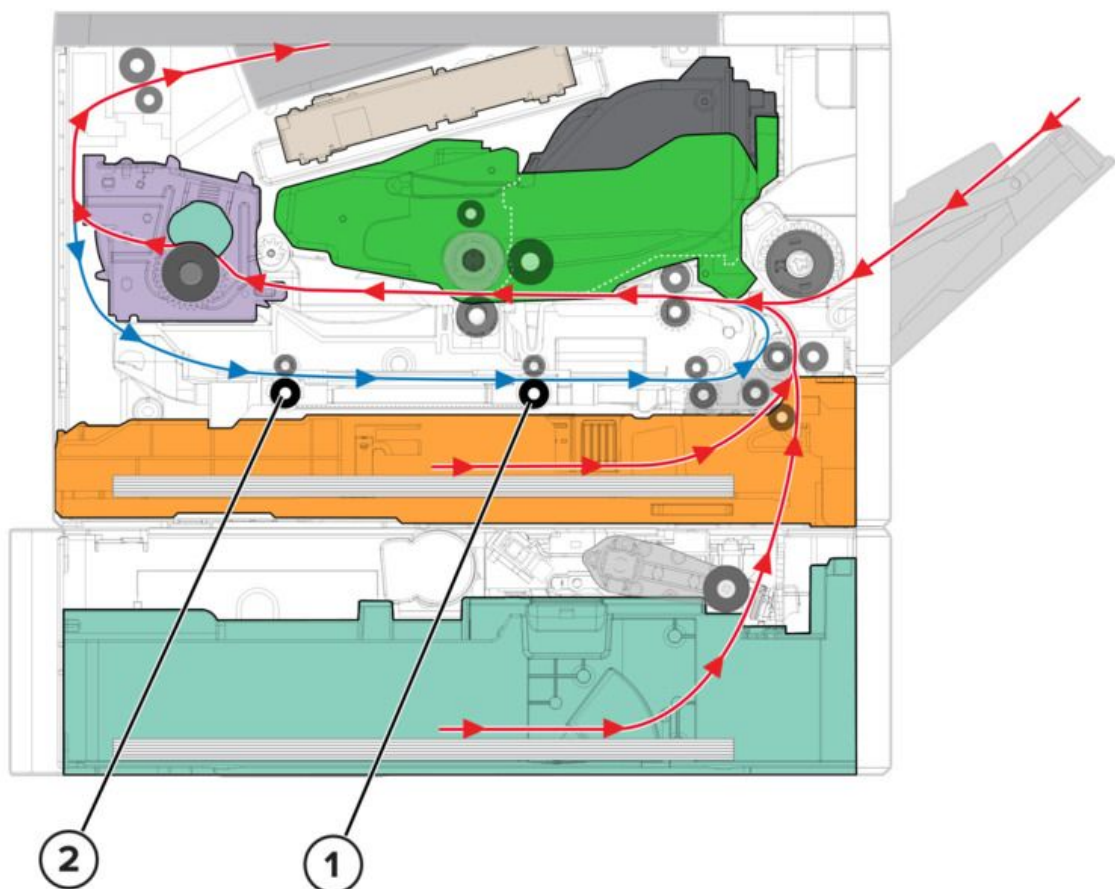
The pick roller picks and the feed roller feeds the paper to the separator roller or separator pad. The feed roller feeds the paper to the transport roller. For MPF print jobs, the MPF pick roller picks and feeds the paper to the transport roller.

The transport rollers feed the paper to the transfer roller. At the transfer roller, the photoconductor transfers the developed image to the paper to create the printed image.

As the paper passes the fuser, heat and pressure are applied to permanently bond the toner to the paper.

After printing, the paper exit roller ejects the paper to the output bin.

Duplex print job



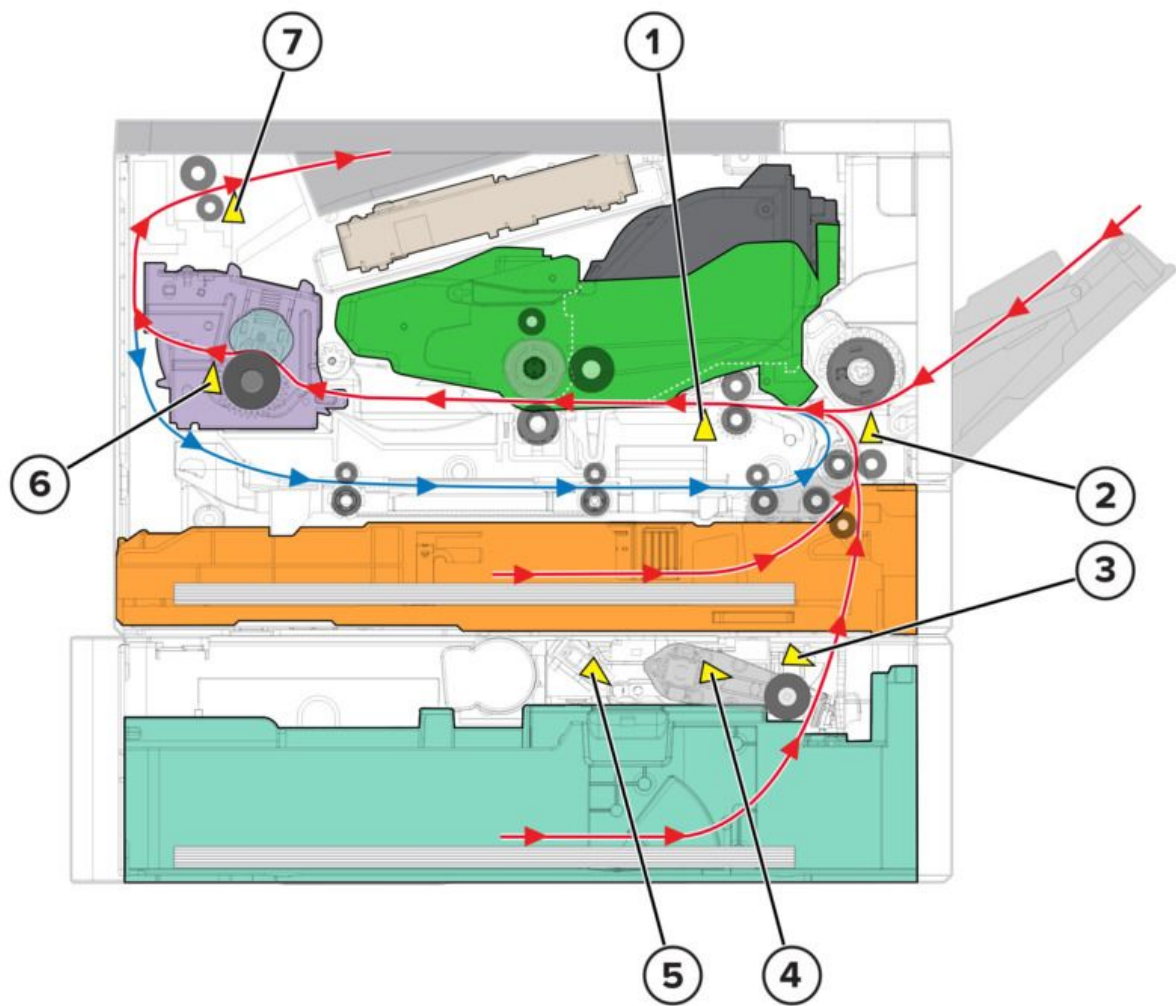
Duplex print job

1	Duplex rear roller
2	Duplex front roller

After the first side is printed, the paper stops at the output bin while still in the paper exit roller. The paper is fed again into the duplex paper path to have the opposite side printed.

The paper travels along the duplex path until it enters again the transport roller. From there, the paper continues its path until the print job is done.

Printer paper path sensors



Paper path sensors

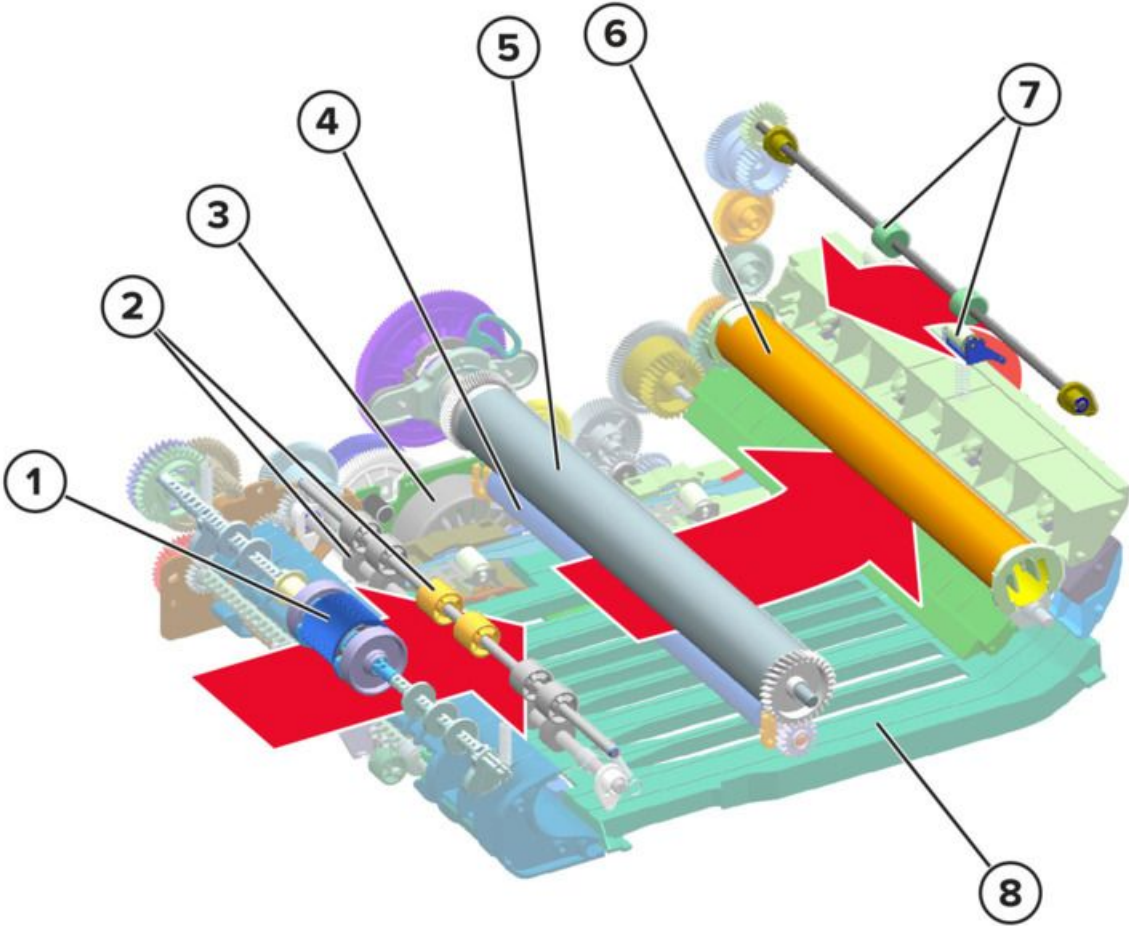
#	Sensor	Function
1	Sensor (input)	Detects paper that is traveling from the transport roller
2	Sensor (MPF paper present)	Detects paper presence in the MPF
3	Sensor (trailing edge)	Detects the trailing edge of the paper that is fed from the optional tray
4	Sensor (index)	Detects if the pick roller is at the correct height

Continued on page 420

Continued from page 419

#	Sensor	Function
		to pick paper from the optional tray
5	Sensor (paper present)	Detects paper presence in the optional tray
6	Sensor (fuser exit)	Detects paper that is exiting the fuser
7	Sensor (narrow media/bin full)	• Detects if paper is narrow • Detects if the bin is full

Main drive



Main drive

1	MPF pick roller
2	Transport roller
3	Motor (main drive)
4	Transfer roller
5	Photoconductor
6	Fuser

Continued on page 422

Continued from page 421

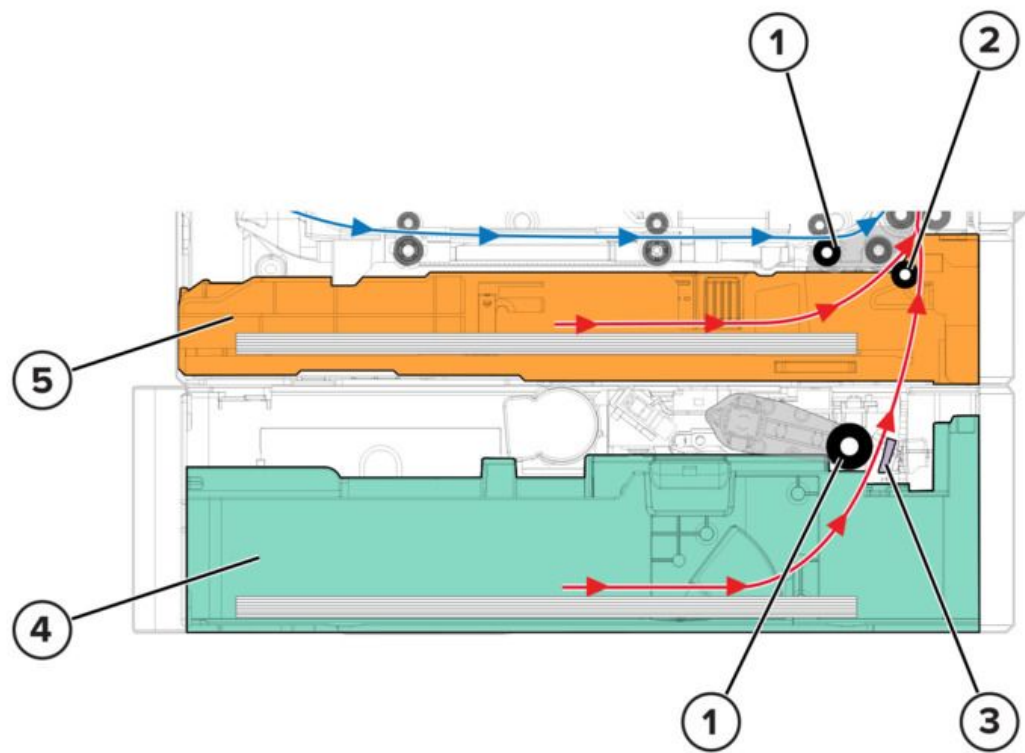
7	Paper exit roller
8	Duplex

The motor (main drive) provides mechanical power to the printer.

The motor transfers power through several gears to the following parts:

- MPF pick roller
- Transport roller
- Transfer roller
- Photoconductor
- Fuser
- Paper exit roller
- Duplex

Tray drive



Tray drive

1	Pick roller
2	Separator roller
3	Separator pad
4	Optional tray
5	Standard tray

The motor (main drive) in the printer drives the standard tray. The lift plate in the tray is spring loaded and is not driven by a motor. The spring raises the lift plate until the paper is in contact with the pick roller.

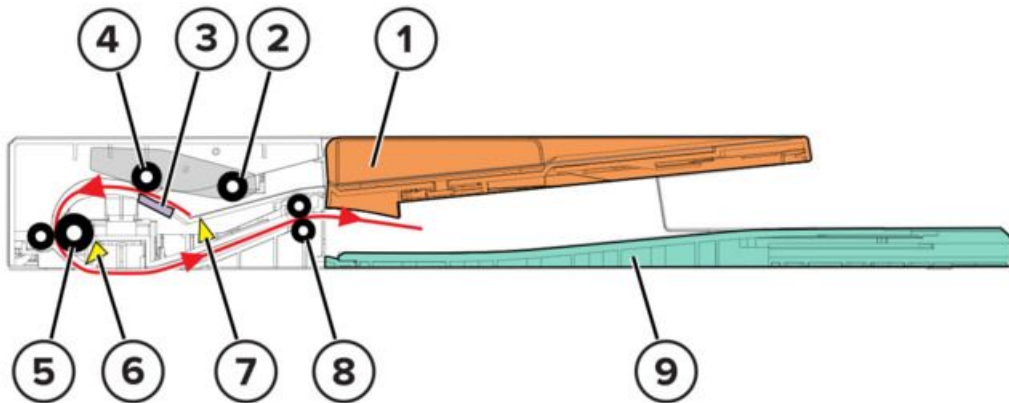
The motor inside the optional tray drives the optional tray. The motor drives the lift plate to a specified height in the tray.

To prepare for feeding, the lift plate raises to push the paper against the pick roller. The lift plate stops pushing at the point where the pick roller is at the proper height for picking.

After the pick roller is in position, it feeds the topmost paper. The separator roller and separator pad ensures that only one sheet is fed at a time.

ADF theory

ADF paper path



ADF paper path parts

1	ADF tray
2	ADF pick roller
3	ADF separator pad
4	ADF feed roller
5	ADF scan roller
6	Sensor (ADF scan)
7	Sensor (ADF paper present)
8	ADF exit roller
9	ADF bin

Paper from the ADF tray enters the ADF through the ADF pick roller, ADF feed roller, and ADF separator pad. On the ADF tray, the sensor (ADF paper present) detects if paper is loaded.

After the paper is fed, it travels to the ADF scan roller for scanning. As the paper passes the sensor (ADF scan), the scanner under the ADF obtains the image from the sheet. If equipped, a CIS unit obtains the image from the other side of the sheet in a duplex scan job.

After the paper is scanned, the ADF exit roller ejects the paper to the ADF bin.

Index

A

advanced print quality samples [223](#)

adjustments

fax volume [281](#)

ADF paper path [424](#)

C

configurations

printer models [26](#)

cannot send or receive faxes using etherFAX
[206](#)

configuration menu

accessing [250](#)

connectors

controller board [362](#)

cleaning the printer [370](#)

cleaning

interior of the printer [370](#)

exterior of the printer [370](#)

controller board

critical information [272](#)

control panel

critical information [272](#)

using [217](#)

cleaning the scanner [372](#)

clean [412](#)

charge [408](#)

D

data security notice [46](#)

diagnostics menu

feed test [247](#)

controller calibration [249](#)

scanner calibration reset [248](#)

accessing [220](#)

duplex shaft bushing [334](#)

develop [410](#)

E

error codes

202 paper jam messages [106](#)

232 paper jam messages [114](#)

242 paper jam messages [119](#)

29 [125](#)

31 [125](#)

32 [125](#)

33 [125](#)

41 [132](#)

42 [132](#)

43 [132](#)

80 [137](#)

84 [137](#)

88 [137](#)

121 error messages [144](#)

126 error messages [148](#)

140 error messages [151](#)

162 error messages [153](#)

- 600 error messages [156](#)
- 602 error messages [156](#)
- 611 error messages [156](#)
- 621 error messages [156](#)
- 662 error messages [156](#)
- 680 error messages [156](#)
- 912 error messages [183](#)
- 200 paper jam messages [94](#)
- 840 error messages [164](#)
- 842 error messages [164](#)
- 843 error messages [164](#)
- 845 error messages [164](#)
- 938–992 error messages [188](#)
- 280 paper jam messages [120](#)
- 295 paper jam messages [120](#)
- electrostatic-sensitive parts [271](#)
- ESD-sensitive parts [271](#)
- event log
 - display log [225](#)
 - print log summary [227](#)
 - mark log [228](#)
 - print log [226](#)
- emission notices [403](#)
- expose [409](#)
- F**
- fax error log codes [196](#)
- fax troubleshooting
 - cannot set up etherFAX [205](#)
 - cannot send or receive faxes using etherFAX [206](#)
- finding the printer serial number [34](#)
- format fax storage [224](#)
- fuse [413](#)
- I**
- indicator light
 - understanding the status [219](#)
- invalid engine mode
 - accessing [264](#)
- invalid code, fixing [264](#)
- L**
- low insertion force (LIF) connector [279](#)
- M**
- menu
 - Config Menu [251](#)
- moving the printer [401](#)
- N**
- notices [398](#), [396](#), [395](#), [403](#), [404](#)
- noise emission levels [403](#)
- P**
- printer model
 - configurations [26](#)
- paper sizes, supported [28](#)
- paper types, supported [31](#)
- paper weights, supported [32](#)
- print quality troubleshooting
 - fax transmission service check [207](#)
 - fax reception service check [211](#)
- printer status [219](#)
- printer diagnostics
 - input tray quick print [229](#)

- output bin quick feed [230](#)
- printer setup
 - printed page count (mono) [231](#)
 - enable edge-to-edge (printing) [233](#)
 - enable edge-to-edge (copy) [234](#)
 - permanent page count [232](#)
 - process ID [235](#)
 - serial number [236](#)
 - EP setup [239](#)
 - engine setting [x] [238](#)
 - model name [237](#)
- printer diagnostics & adjustments
 - sensor tests [240](#)
 - motor tests [241](#)
- parts catalog legend [375](#)
- printer diagnostics and adjustments
 - registration adjust [242](#)
 - margin offset [243](#)
 - universal override [244](#)
- printer configuration [361](#)
- parts of the printer [361](#)
- print cycle [407](#)
- print cycle
 - clean [412](#)
 - flowchart [407](#)
 - charge [408](#)
 - develop [410](#)
 - transfer [411](#)
 - expose [409](#)
 - fuse [413](#)
- printer
 - selecting a location [401](#)
 - minimum clearances [401](#)
 - print engine layout [406](#)
 - paper path, simplex [416](#)
 - paper path, duplex [416](#)
 - printer sections [414](#)
- R**
- resetting the printer
 - without admin credentials [43](#)
- removal procedures
 - tips [282](#)
- reports
 - installed licenses [222](#)
 - device settings [221](#)
- restoring configuration [274](#)
- removals
 - imaging unit coupling [292](#)
 - left cover [283](#)
 - pick roller clutch [293](#)
 - left front door link [295](#)
 - main drive gears [285](#)
 - right cover [298](#)
 - controller board [301](#)
 - MPF solenoid cable [318](#)
 - main fan [320](#)
 - control panel [324](#)
 - speaker [322](#)
 - upper front cover [326](#)
 - pick separator roller [331](#)
 - transfer roller [328](#)

- MPF pick roller [329](#)
- sensor (input) [332](#)
- rear door [335](#)
- printhead [339](#)
- redrive [342](#)
- ADF tray [350](#)
- duplex guide [347](#)
- ADF cover [349](#)
- ADF and scanner [352](#)
- ADF separator pad [351](#)
- scanner pivot arm [358](#)
- HVPS [307](#)
- LVPS [305](#)
- sensor (MPF paper present) [315](#)
- right front door link [317](#)
- interlock switch [323](#)
- front door [327](#)
- fuser [337](#)
- bin full sensor actuator [344](#)
- Left paper tray guide [297](#)
- Right paper tray guide [311](#)
- recovery mode
 - accessing [265](#)
- S**
 - supported paper sizes [28](#)
 - supported paper types [31](#)
 - supported paper weights [32](#)
 - supported fax [33](#)
 - service checks troubleshooting
 - 111 service error messages [141](#)
 - 900 service error messages [177](#)
 - symptoms
 - printer [191](#)
 - fax [195](#)
 - safe mode [42](#)
 - serial number, printer
 - finding [34](#)
 - security reset jumper
 - using [44](#)
 - scanner diagnostics
 - sensor tests [246](#)
 - feed test [247](#)
 - controller calibration [249](#)
 - scanner calibration reset [248](#)
 - motor tests [245](#)
 - service engineer (SE) menu
 - accessing [256](#)
 - general SE [257](#)
 - network SE menu [258](#)
 - EWS SE menu [263](#)
 - scanner SE menu [260](#)
 - fax SE menu [261](#)
 - scanner
 - cleaning [372](#)
 - selecting a location for the printer [401](#)
 - sensors, paper path [419](#)
- T**
 - tools, required [36](#)
 - troubleshooting, service checks
 - 111 service error messages [141](#)

- 900 service error messages [177](#)
- troubleshooting, fax
 - cannot set up etherFAX [205](#)
 - cannot send or receive faxes using etherFAX [206](#)
- troubleshooting, print quality
 - fax transmission service check [207](#)
 - fax reception service check [211](#)
- troubleshooting
 - initial check [41](#)
- theory of operation
 - POR sequence [405](#)
- transfer [411](#)
- theory
 - simplex paper path [416](#)
 - duplex paper path [416](#)
 - paper path sensors [419](#)
 - tray drive [423](#)
 - main drive [421](#)
- U**
 - updating the printer firmware
 - using a flash drive [277](#)
 - using a network computer [277](#)
 - using a USB cable connection [277](#)
 - using the control panel [217](#)

Service Manual

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