**Entering the Service Tests Menu**

1. Make sure the printer is switched OFF from the power switch on the front of the printer and **NOT** from the power switch on the back of the printer.

2. For Call Agents who will request the User to Perform certain troubleshooting action, hold the **Down** arrow key and the **OK** key down and switch the printer **ON** using the front power switch. Wait until the LED of the power switch stops flashing (usually after 5 seconds) before releasing ALL three keys.

3. For On-Site Engineers, hold the **Up** arrow key and the **OK** key down and switch the printer **ON** using the front power switch. Wait until the LED of the power switch stops flashing (usually after 5 seconds) before releasing ALL three keys.

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**In order to enter the Service Utility Menu, please refer to the instructions on Page 4-53.**

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**PHONE SUPPORT**
- Hold **OK** key
- Hold **DOWN** key
- Switch **POWER on**

**ON-SITE REPAIR**
- Hold **OK** key
- Hold **UP** key
- Switch **POWER on**