
















User and service level diagnostics

Paper-path test

The paper-path test can be used to verify that various paper paths are working correctly or to troubleshoot problems with tray configuration.

To print a paper-path test

- 1 Press  to open the menus.
- 2 Use  or  to scroll to `CONFIGURE DEVICE`, and then press .
- 3 Use  or  to scroll to `DIAGNOSTICS`, and then press .
- 4 Use  or  to scroll to `SET PAPER PATH TEST`, and then press .
- 5 Use  or  to select the input tray you want to test, the output bin, the duplex printing accessory (if available), and number of copies.
- 6 Use  or  to scroll to `PRINT TEST PAGE`, and then press  to start the paper-path test.

Service test

The service test verifies that the print engine is functioning correctly. This test is very useful for isolating printer problems. The test can be performed with paper-handling accessories attached, but it will not activate any of the accessories' motors, switches, or sensors.

To perform a service test











- 1 Turn the printer off.
- 2 Make sure that the paper path of the printer is clear of all media, and the left, front, and right doors are closed.
- 3 Open tray 2 and tray 3.
- 4 Turn power on, and when the printer is ready press  to open the menus.
- 5 Use  or  to scroll to `CONFIGURE DEVICE`, and then press .
- 6 Use  or  to scroll to `DIAGNOSTICS`, and then press .
- 7 Use  or  to scroll to `SERVICE TEST`, and then press . The service test can take up to two minutes to complete. The message `PERFORMING SERVICE TEST` appears on the control panel.
- 8 When the test, `SERVICE TEST PASSED` appears on the control panel, or up to five sets of four digit numbers appear on the control panel. If no abnormalities were noted, (0000 0000 0000 0000) appears. If abnormalities were noted, the four digit code appears in parentheses (0101 0111 0132 0000 0000). Write down these codes and match them to the table below. A code description and recommended FRU associated with the abnormality is listed.
- 9 Close tray 2 and tray 3.

Table 32. Service test abnormality codes

Code	Description	FRU
0101	Cassette pickup rod motor	Paper input unit
0102	Cassette feed motor	Paper input unit
0103	Cassette lifter motor	Paper input unit
0104	Tray 1 feed motor	Tray 1

Table 32. Service test abnormality codes (continued)

Code	Description	FRU
0105	Switchback motor	Duplexer
0106	Duplex feed motor	Duplexer
0107	Duplex feed motor 2	Duplexer
0108	Side registration motor	Duplexer
0109	Pre-registration roller clutch	Registration assembly
0110	Registration roller clutch	Registration assembly
0111	Tray 1 feed roller clutch	Tray 1
0112	Coil jam sensor solenoid	Fuser assembly
0113	Face-up flapper solenoid	Delivery assembly
0114	Tray 1 pickup solenoid	Tray 1
0115	Duplex deflector solenoid	Duplexer
0116	Duplex flapper solenoid	Duplexer
0117	Upper cassette paper out solenoid	Paper input unit
0118	Upper cassette lifter position sensor	Paper input unit
0119	Upper cassette paper level sensor A	Paper input unit
0120	Upper cassette paper level sensor B	Paper input unit
0121	Upper cassette feed sensor A	Paper input unit
0122	Upper cassette feed sensor B	Paper input unit
0123	Lower cassette paper out sensor	Paper input unit
0124	Lower cassette lifter position sensor	Paper input unit
0125	Lower cassette paper level sensor A	Paper input unit
0126	Lower cassette paper level sensor B	Paper input unit
0127	Lower cassette feed sensor A	Paper input unit
0128	Lower cassette feed sensor B	Paper input unit
0129	Registration paper sensor	Registration assembly
0130	Pickup rod home position sensor	Paper input unit
0131	Fusing unit delivery sensor A	Fuser assembly
0132	Fusing unit delivery sensor B	Fuser assembly
0133	Face-down bin delivery sensor	Delivery assembly
0135	Tray feed sensor	Tray 1
0136	Switchback sensor	Duplexer
0137	Duplex feed sensor	Duplexer
0138	Duplexer reaming paper sensor	Duplexer
0139	Face-down bin paper full sensor	Delivery assembly
0140	Right door sensor	Paper input unit
0141	Duplex feed roller 1 home position sensor	Duplexer
0142	Side registration guide home position sensor	Duplexer
0143	OHT sensor	Registration assembly
0144	Coil jam sensor	Fuser assembly