VI Troubleshooting

1. Paper Misfeed Detection

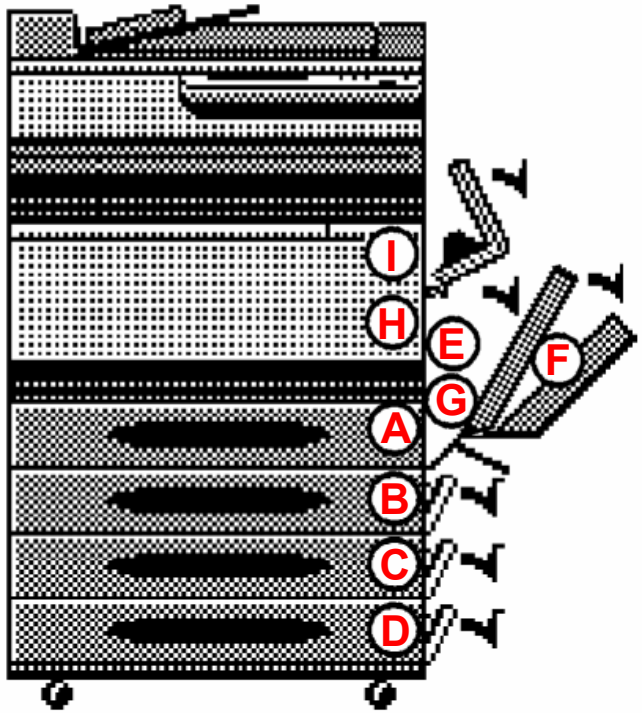
2. Malfunction Detection

3. Image-Related Troubleshooting

4. No Power

1. Paper Misfeed Detection

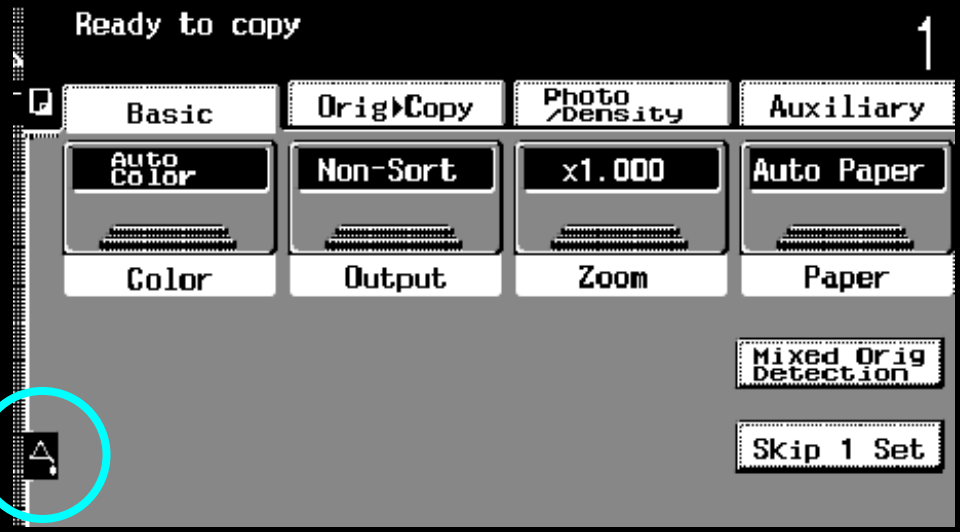
Misfeed detected
Remove misfeed at ○.



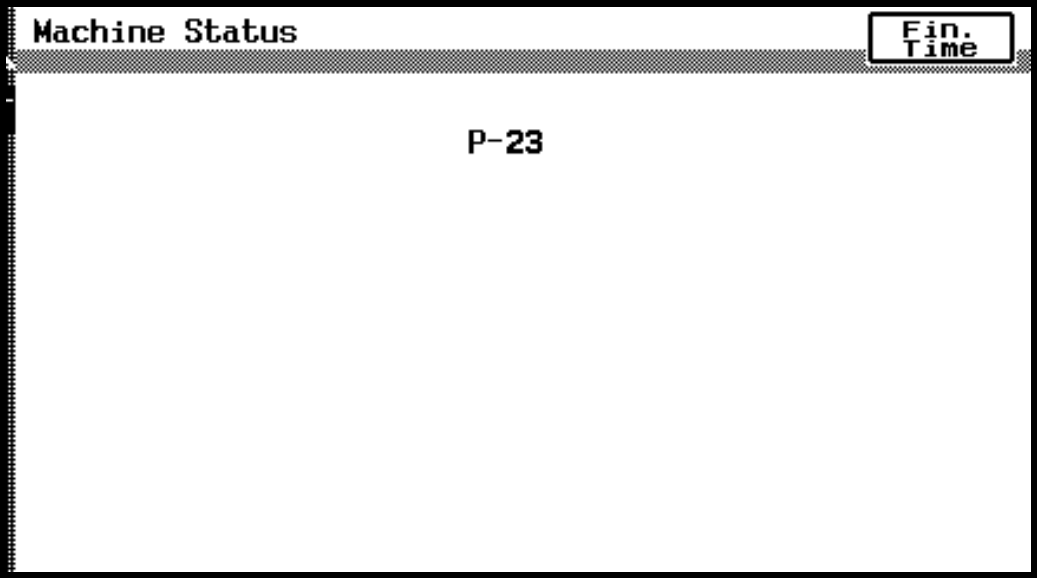
Misfeed Detecting Sensor Layout

2. Malfunction Detection

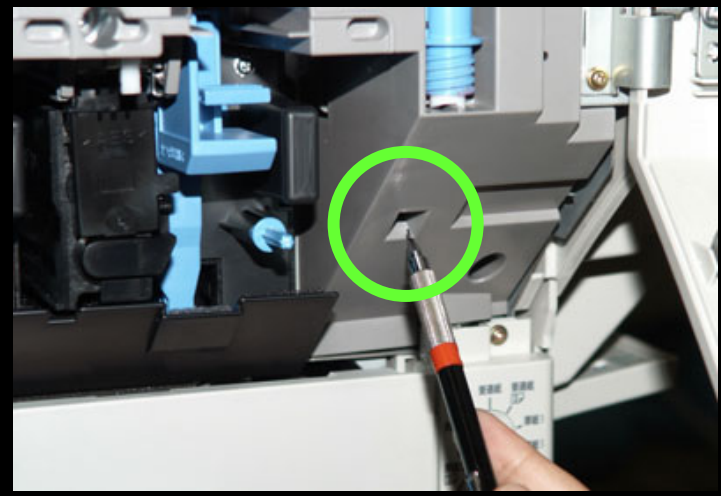
Warning Code / Malfunction Code List



Maintenance Call Mark



Trouble Reset Switch



3. Image-Related Troubleshooting

Initial Check Items

1. Make the “Gradation Adjust”, “PRT Max. Density” or “PRT Highlight” adjustment in the Tech. Rep Mode.

2. Test Print Output

Select the test pattern suitable for the image failure problem in Tech. Rep. Mode. Use Test Print Mode, then judge if the cause of the problem is due to a malfunction in the Printer Engine by making a test print.

Is the image failure problem is reproduced on the test pattern?

YES

Problem is due to a malfunction in the Printer Engine

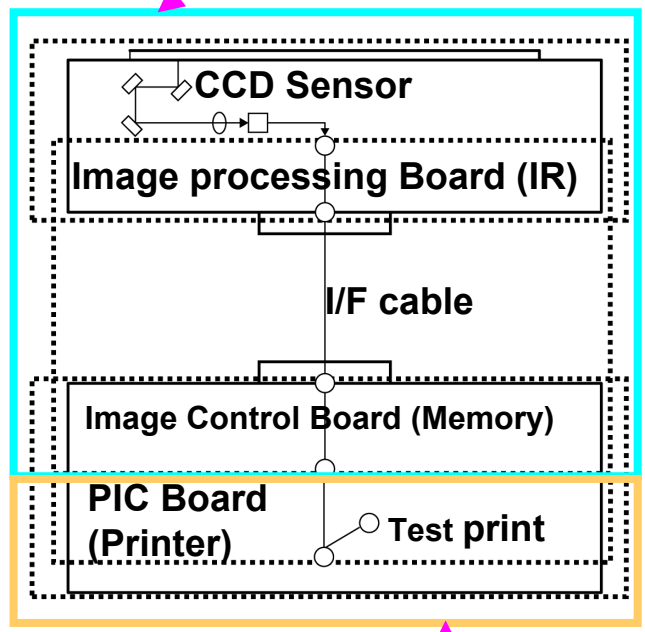
To “Printer Engine-Related”

NO

Problem is due to a malfunction in the Scanner Section or the Image Processing Board

To “Scanner Section or Image Control board-Related”

Scanner Section or the Image Control Board

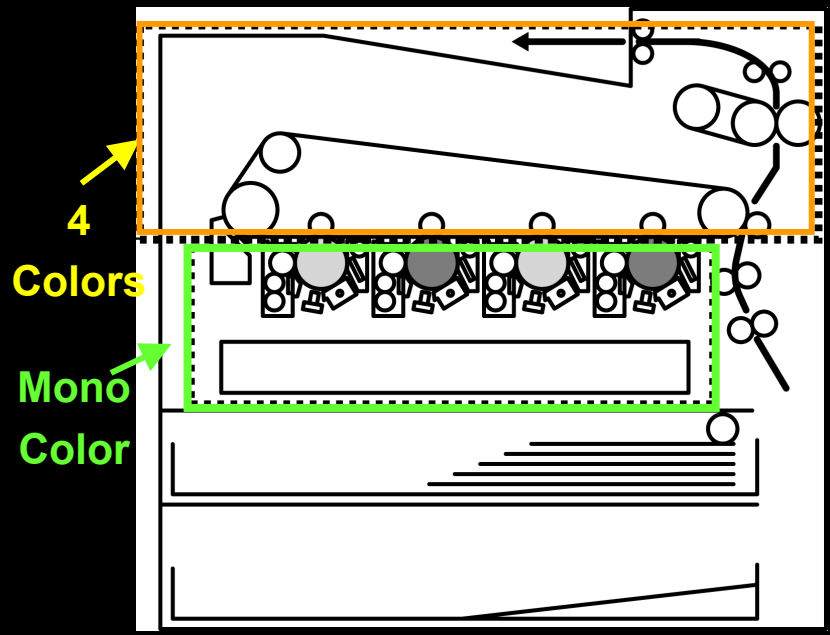


Printer Engine Section

3.1 Printer Engine-Related

Select the test pattern suitable for the image failure problem in Tech. Rep. Mode. Use Test Print Mode, then judge if the image failure problem is reproduced in the mono-color or in 4 colors by making a test print when the cause of the failure is due to malfunction in the Printer Engine Section.

Is the same problem is reproduced in all of 4 colors?



YES

Problem is due to a malfunction in the Transfer Belt Unit Section, Transfer Roller Unit Section or Fusing Unit Section

NO

Problem is due to a malfunction in the IU

3.2 Scanner Section or Image Control Board-Related

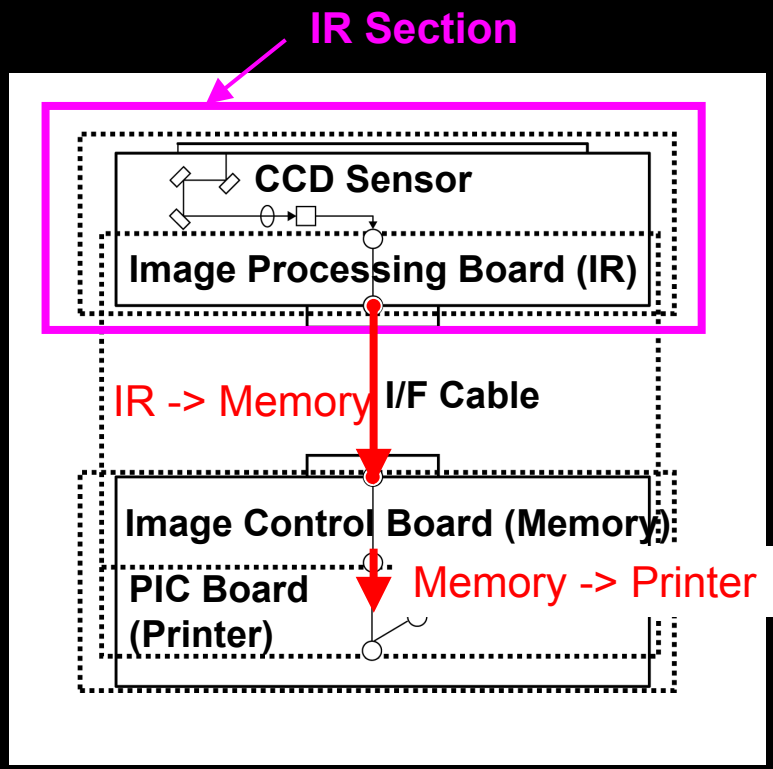
Check to see if the image data has been transferred correctly between the Image Processing Board and the Image Control Board or between the Image Control Board and the PIC Board.

Check to see if the image data is transferred correctly between Image Processing Board and Image Control Board or between Image Control Board and PIC Board

Checking Procedures:

Enter Tech. Rep. Mode

Depressing Adjust -> Memory/Hard Disk Adjust -> Memory Bus Check in this order, select both [IR->Memory] and [Memory -> PRT] for checking.



OK

Problem is due to a malfunction of the Image Processing Board, the CCD Sensor Section or the Scanner Section

NG

The cause is due to a failure in the data transmission at the place with NG indicated or Image Processing section.

4. No Power

Troubleshooting