- Paper is not taken up at all.

| Step | Check | Result | Action |
|---|---|---|---|
| 1 | Paper meets product specifications | NO | Change paper. |
| 2 | Paper is curled, wavy, and damp. | YES | Change paper. Instruct user in correct paper storage. |
| 3 | Friction Pad and guide plate are deformed and dirty. | YES | Clean or change. |
| 4 | Manual Bypass Take-Up Roll is deformed, worn, and has paper dust | YES | Clean or change. |
| 5 | Manual Feed Paper Take-Up Clutch operation: the voltage across PJ13A-4A on the Master Board and GND is DC24V (clutch deenergized) and DC0V (clutch energized) when the Start key is pressed with paper loaded in the Multi Bypass Tray. | YES | Change clutch. |
| | | NO | Change Master Board. |
| 6 | Manual Feed Paper Take-Up Solenoid operation: the voltage across PJ13A-2A on the Master Board and GND is DC24V (solenoid deenergized) and DC0V (solenoid energized) when the Start key is pressed with paper loaded in the Multi Bypass Tray. | YES | Adjust stroke. Change solenoid. |
| | | NO | Change Master Board. |

- Paper is at a stop near the Transport Rollers.

| Step | Check | Result | Action |
|---|---|---|---|
| 1 | Transport Rollers and guide plate are deformed, worn, and have paper dust | YES | Clean or change. |
| 2 | Transport Roller Sensor operation: the voltage across PJ13A-5B on the Master Board and GND is DC5V (sensor unblocked) and DC0V (sensor blocked). | YES | Change Master Board. |
| | | NO | Correct actuator. Change sensor. |
| 3 | Paper Leading Edge Sensor operation: the voltage across PJ13A-2B on the Master Board and GND is DC5V (sensor unblocked) and DC0V (sensor blocked). | YES | Change Master Board. |
| | | NO | Correct actuator. Change sensor. |
| 4 | Transport Roller Clutch operation: the voltage across PJ5A-2A on the Master Board and GND is DC24V (clutch deenergized) and DC0V (clutch energized) when the Start key is pressed. | YES | Change clutch. |
| | | NO | Change Master Board. |