• Plane to plane mis-alignment in scan direction due to cartridge breakage (pics on following slides)

<table>
<thead>
<tr>
<th>Normal – Cyan Plane in Alignment</th>
<th>Mis-Alignment Due to Cyan Cartridge Breakage</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Cyan Plane in Alignment" /></td>
<td><img src="image2.png" alt="Mis-alignment Due to Cyan Cartridge Breakage" /></td>
</tr>
</tbody>
</table>

*White gapping*
Toner Cartridge Components

- Color-specific tabs
- Cartridge Chip
- Idler Auger Gear
- Auger Gear
- Metering Cam
- Developer Drive
- PC Drum/Clear Drive
• Check the Idler Auger Gear and the Auger Gear on the toner cartridge for breakage; if the gears are broken replace the toner cartridge to resolve the issue
Multi-Purpose Feeder Jams

- MPF Jams can occur that are usually reported as a 250.03 jam – often caused by improper loading
- This jam could also be due to pick tire contamination

Incorrect – paper not loaded up to dam
Correct – paper is loaded up to dam
Vertical Lines / Streaks on Copies

• Vertical lines/streaks may occur on ADF copies and scans

• This is almost always due to a dirty backside glass and can be resolved by cleaning
Cleaning the Scanner

- Shown below are each area of the scanner that needs to be cleaned in order to prevent scan quality issues:

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>White underside ADF cover.</td>
</tr>
<tr>
<td>2</td>
<td>White underside scanner glass cover</td>
</tr>
<tr>
<td>3</td>
<td>Scanner glass</td>
</tr>
<tr>
<td>4</td>
<td>ADF glass</td>
</tr>
</tbody>
</table>
Loud Buzzing Noise from Fuser Area

- This can be due to the fuser not being seated correctly
- Reinstall the fuser so that both sides slide in at the same time as shown below
Errors, Jams or other problems caused by Firmware

- Hardware related problems such as Jams, Errors, Print quality problems, strange problems, etc. could be the result of down level firmware.
- Check the code levels (Engine and RIP) by either printing a menu settings page, viewing the code in the SE Menu or viewing the code levels via the integrated Web Interface.
- Engine code less than **E1xx** or Rip less than **P1xx** should be updated to the most current level.
• If the customer complains of skew when duplexing on the printer, follow the Print Engine Skew Guidelines found in the Study Guide to determine if the print is **only** skewed on the duplexed side.

• If the simplex side is within specification, however the duplex side is not, escalate the problem to your next level of support.

• *Be aware that when duplexing, the printer prints the 2\textsuperscript{nd} side first. See pix on the following slide.*
• For a duplex job, side 1’s printed image is face down in the tray with the top of the image on the right. Side 2 is actually printed first when duplexing.
• In other words, the odd numbered pages are the duplexed pages.
• *If using an output option, everything is rotated 180°*
Vertical Gloss Line Caused by Fuser

- Line starts out very subtle and gets more severe over life, although usually not severe until fuser is past life (>150k pages)

- Replace the fuser to solve this issue
Close Side Door or 110.08 Printhead Error message

- When installing the printhead, be careful as you route the printhead ribbon cables through the slotted opening in the rear of the printer.
- These cables can be switched by accident resulting in damage to the System Board or possibly the Printhead causing a “Close Side Door” message followed by a “110.08 Printhead Error” message (or other printhead error).
X792 MFP only

• The printer will display “Busy” after receiving a fax and will not clear with a power cycle.
• The job will appear in the Fax Job Log with a status of OK***.
• This problem can occur after receiving a JBIG* compression fax from another fax device.
• Updating the firmware to the latest level should resolve the problem.

* JBIG stands for Joint Bi-level Image Experts Group and was developed to provide a standard method of lossless compression of 1bit/pixel image data. This compression is used in color faxes.
900.30 Error After Pressing “Cancel Jobs” Button

X792 MFP only

• A 900.30 Firmware Error is caused by pressing the “Cancel Jobs” button after receiving a fax with a blank Remote Station ID.
• This error can also occur if a fax with a blank Remote Station ID is held in the Fax Job Queue.
• Try power cycling the printer to resolve the error.
• If the fax with the blank Remote Station ID is still in the Fax Job Queue, however, this is stored on the Hard Drive so the Fax Job Queue will need to be cleared in Diagnostic Mode.
61 Defective Disk Error When Exiting Some Menus

X792 MFP only

• This is a false message that may occur if you exit Configuration Menu, the MFP Setup Wizard or other menus too quickly.
• The error can be fixed by updating the printer to the latest version of code.
956.01 System Board Error

- Under certain heavy load and/or hot operating conditions, the printer may post a 956.01 System Board Error.
- This issue can be resolved by updating the printer to the latest level of code:

  \[
  \begin{align*}
  C792 &= \text{LHS1.HC.P131 or later} \\
  X792 &= \text{LHS1.MR.P135b or later}
  \end{align*}
  \]
Black or Unresponsive Display; No Lights on Panel

- The back screen of the LCD suddenly goes blank and unresponsive.
- The screen will not light up when touched.
- To resolve the issue, update the UICC code on the device to v5.53 or above.
The “1-2-3 ITU Error” misalignment is characterized by the CMY planes becoming incrementally shifted out of alignment with each color plane (see picture below).
• If you print the Print Quality pages and look at the vertical bar page, measure the distance of the Magenta, Cyan and Yellow shift from the black plane.
• The Cyan will be about twice the distance as the Magenta and Yellow will be about three times the distance as Magenta.
• The shift may be upwards or downwards and appears as a "stair step".
• If you verify that this problem is the “1-2-3 ITU Error”, then the ITU can be realigned.