

**Call Center Manual
For
Model PE-P1/MF1
Machine Code:
G165/ G166/ G167 Printers and
G181/G183/G184 Copiers**

December, 2007
Subject to change

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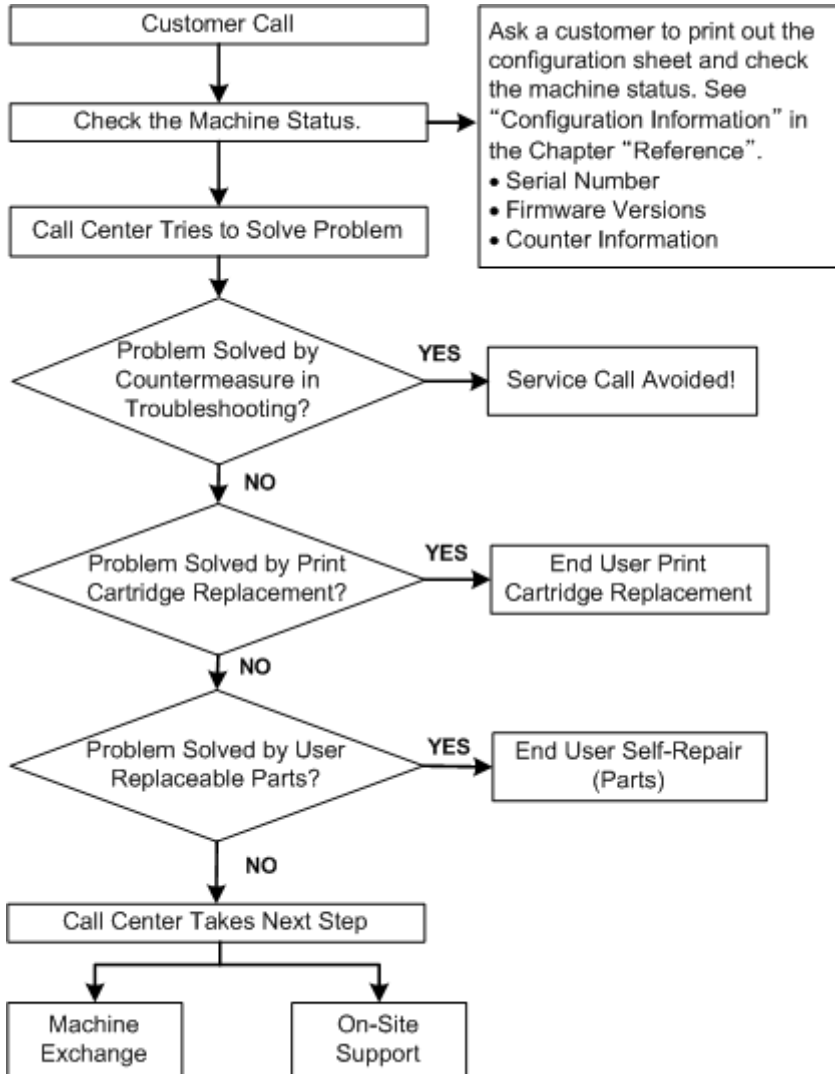
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1. Before You Begin

Call Center Support Flow

1



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2. Troubleshooting

Call Center Quick Reference Table

Overview

2

Here is the reference table for each problem. The countermeasure for each problem is explained on the page that is shown in the page column. Please refer to this table to find the countermeasure for the customer's problem.

Image Problems

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Jam Problems

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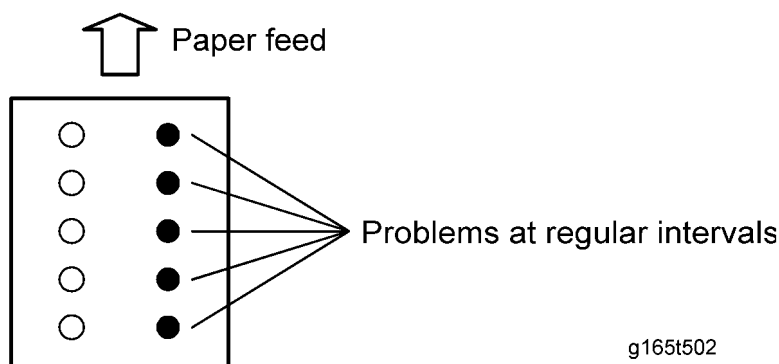
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Troubleshooting for Image Problems

Problem at Regular Intervals on the Page

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Image problems may appear at regular intervals that depend on the circumference of certain components. The following diagram shows the possible symptoms (black or white dots at regular intervals).



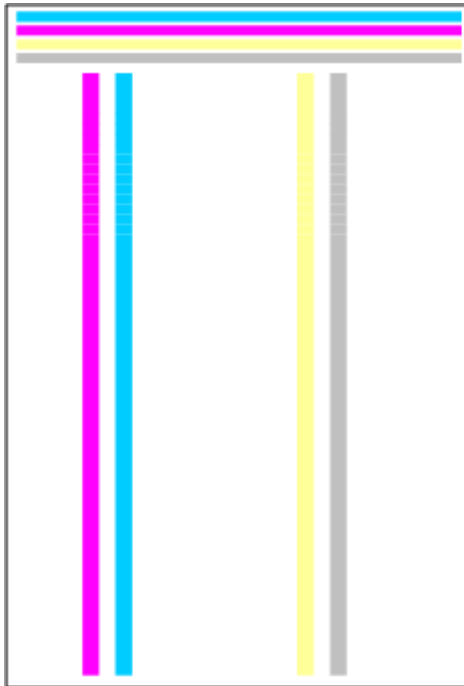
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- Abnormal image at 24-mm intervals: Paper feed roller
- Abnormal image at 25.5-mm intervals: Image transfer belt unit
- Colored spots at 27-mm intervals: Print cartridge (Development roller)
- Abnormal image at 30-mm intervals: Charge roller
- Abnormal image at 38-mm intervals: Registration roller
- Abnormal image at 60-mm intervals: Transfer roller
- Colored spots at 76-mm intervals: Print cartridge (OPC drum)
- Abnormal image at 110-mm intervals: Fusing unit (Pressure roller)
- Abnormal image at 115.5-mm intervals: Fusing unit (Heat roller)

Checking a Sample Printout

Print out a mono-color pattern (all K, C, M, or Y) to clarify if the cause is a problem with one of the print cartridges, image transfer belt, image transfer roller, or the fusing unit. This sample page is attached to the last page of this manual. If you have a PDF version of this manual, you can print this page. Before printing, you have to adjust the printer driver settings to make the problem become obvious. For details about adjusting the settings, refer to "Printer Driver Setting for Printing a Sample" described below.

- Occurs with 1-3 colors: print cartridge(s) failure
- Occurs with all four colors: Image transfer belt, transfer roller or fusing unit failure

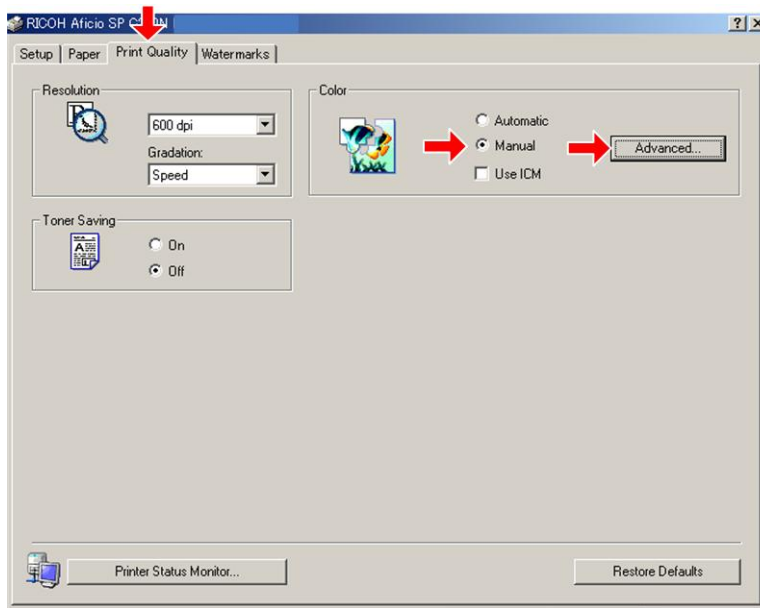


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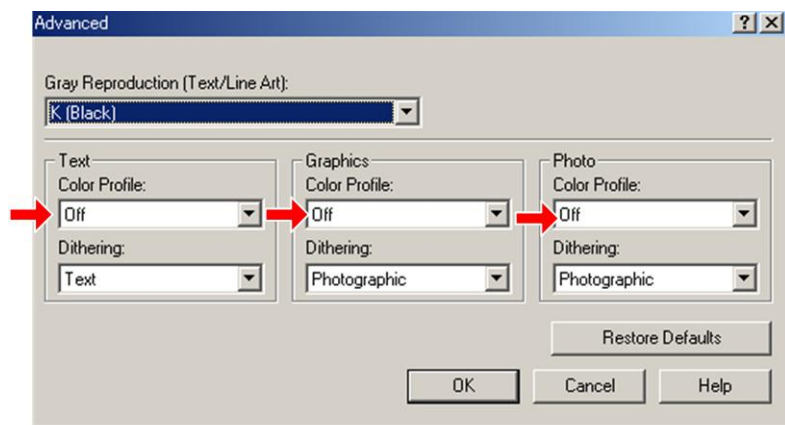
Printer Driver Setting for Printing a Sample

1. Click "Properties" on the printer driver.



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2. Click "Print Quality" tab.
3. Check "Manual" in the color setting.
4. Click "Advanced...".



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5. Select "Off" from the pull-down menu in the "Color Profile" of the "Text".
6. Select "Off" from the pull-down menu in the "Color Profile" of the "Graphics".
7. Select "Off" from the pull-down menu in the "Color Profile" of the "Photo".

Vertical Lines

Vertical Black Lines

Problem Location	Random
Symptom	<ul style="list-style-type: none"> Vertical black line(s) on the printout. Vertical black lines increase as the machine is operating.
Problem Unit	Image transfer belt unit
Possible Cause	Insufficient cleaning due to a foreign object stuck in the cleaning blade of the image transfer unit.
Possible Problem Condition	<ul style="list-style-type: none"> Dusty operating environment Paper other than a standard paper type is used. <p>This may occur at initial operation and any time.</p>
Countermeasure	<p>Follow the procedure below to clean the belt:</p> <ol style="list-style-type: none"> 1. Open the top cover while the power is on.

	<ol style="list-style-type: none"> 2. Remove all print cartridges from the printer. 3. Close the top cover with both hands carefully. The printer enters cleaning mode automatically. 4. When cleaning finishes, open the top cover and reinsert all the print cartridges.
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Vertical Colored Lines

If there are Many Short Lines

Problem Location	Random (many lines)
Symptom	Many short vertical colored (or black) lines appear on the printout.
Problem Unit	Development roller
Possible Cause	Uneven charge on the development roller
Possible Problem Condition	<ul style="list-style-type: none"> • Low temperature and low humidity environment This may occur at initial operation and until 1 K prints.
Countermeasure	<ul style="list-style-type: none"> • Change the print quality to "600 dpi Speed". • Print out a white (pale) image before actual printing. • Increase temperature and humidity at the operating space. • For MF models, change the print density.

If there are a Few Short Lines

Problem Location	Random (a few lines)
Symptom	A few short vertical colored (or black) lines appear on the printout.
Problem Unit	<ul style="list-style-type: none"> • Print cartridge (Charge roller or Drum) • Laser optics housing unit
Possible Cause	<ul style="list-style-type: none"> • Dust on the exposed area of the drum • Dust on the glass of the laser optics housing unit • Toner on the charge roller
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	<ul style="list-style-type: none"> • Remove the print cartridge and reinstall it.

- Clean the glasses of the laser optics housing unit with a dry cloth.

Vertical White Lines

2

Problem Location	Random
Symptom	Vertical white line(s) on the printout.
Problem Unit	<ul style="list-style-type: none"> • Print cartridge (Development area) • Laser optics housing unit
Possible Cause	<ul style="list-style-type: none"> • A foreign object stuck in the development blade of the print cartridge • Dust in the lower area of the print cartridge • Dust on the glass of the laser optics housing unit
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	<ul style="list-style-type: none"> • Remove the print cartridge and reinstall it. • Clean the glasses of the laser optics housing unit with a dry cloth.

Vertical Colored (or Black) Bands

Problem Location	Random
Symptom	Vertical colored (or black) bands appear on the printout.
Problem Unit	<ul style="list-style-type: none"> • Print cartridge (Development) • Laser optics housing unit
Possible Cause	<ul style="list-style-type: none"> • A foreign object stuck in the development blade of the print cartridge • Dust in the lower area of the print cartridge • Dust on the glass of the laser optics housing unit
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	<ul style="list-style-type: none"> • Remove the print cartridge and reinstall it. • Clean the glasses of the laser optics housing unit with a dry cloth.

Vertical White Bands

Problem Location	Random
Symptom	Vertical white (faint color) bands appear on the printout.
Problem Unit	Print cartridge (Development)
Possible Cause	Temporary uneven distribution of toner in the development area.
Possible Problem Condition	This may occur at any time.
Countermeasure	<ul style="list-style-type: none"> Remove the print cartridge and reinstall it. Replace the print cartridge.

Vertical Glossy Lines

Problem Location	20 mm to the left from the center of the printout
Symptom	Vertical glossy bands or small scratches appear on the printout.
Problem Unit	Fusing unit
Possible Cause	Thermistor mark on the hot roller in the fusing unit
Possible Problem Condition	<ul style="list-style-type: none"> Mono-color image print Using thick paper or glossy paper This may occur at any time.
Countermeasure	Call the service representative.

Horizontal Lines

Short Horizontal Colored (or Black) Lines

At 27 mm intervals

Problem Location	At 27 mm intervals on the printout
Symptom	Short horizontal colored (or black) lines appear at 27 mm intervals on the printout.

Problem Unit	Print cartridge (Development roller)
Possible Cause	Defective development roller
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	Replace the print cartridge.

For other problems

Problem Location	Random
Symptom	Short horizontal colored (or black) lines appear on the printout.
Problem Unit	Image transfer belt unit
Possible Cause	Defective image transfer belt unit
Possible Problem Condition	This may occur at any time.
Countermeasure	Call the service representative.

Short Horizontal White Lines

Problem Location	At 27 mm intervals on the printout
Symptom	Short horizontal white lines appear at 27 mm intervals on the printout.
Problem Unit	Print cartridge (Development roller)
Possible Cause	Defective development roller
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	Replace the print cartridge.

Horizontal Colored (or Black) Bands/Horizontal White Bands

At 27 mm intervals

Problem Location	At 27 mm intervals on the printout
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Symptom	Horizontal colored (or black) bands or white bands appear at 27 mm intervals on the printout.
Problem Unit	Print cartridge (Development roller)
Possible Cause	Defective development roller
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	Replace the print cartridge.

At 76 mm intervals

Problem Location	At 76 mm intervals on the printout
Symptom	Horizontal colored (or black) bands or white bands appear at 76 mm interval on the printout.
Problem Unit	Print cartridge (Drum)
Possible Cause	Drum exposed to light
Possible Problem Condition	<ul style="list-style-type: none"> The print cartridge is left out for a long time during the print cartridge replacement procedure. The machine is left with the top cover open. This may occur at initial operation.
Countermeasure	Leave the print cartridge inside the machine for a while without operation.

Colored (or Black) Dots/Spots

At 27 mm intervals

Problem Location	At 27 mm intervals on the printout
Symptom	Colored (or black) dots/spots appear at 27 mm intervals on the printout.
Problem Unit	Print cartridge (Development roller)
Possible Cause	Defective development roller
Possible Problem Condition	This may occur at any time.
Countermeasure	Replace the print cartridge.

At 25 mm intervals

Problem Location	At 25 mm intervals on the printout
Symptom	Colored (or black) dots/spots appear at 25 mm intervals on the printout.
Problem Unit	Image transfer belt unit
Possible Cause	Defective image transfer belt roller
Possible Problem Condition	This may occur at any time.
Countermeasure	Call a service representative.

At 30 mm intervals

Problem Location	At 30 mm intervals on the printout
Symptom	Colored (or black) dots/spots appear at 30 mm intervals on the printout.
Problem Unit	Print cartridge (Charge roller)
Possible Cause	Defective charge roller
Possible Problem Condition	This may occur at any time.
Countermeasure	Replace the print cartridge.

At 76 mm intervals

Problem Location	At 76 mm intervals on the printout
Symptom	Colored (or black) dots/spots appear at 76 mm intervals on the printout.
Problem Unit	Print cartridge (Drum)
Possible Cause	Scratch or dust on the drum
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	Replace the print cartridge.

At 115.5 mm intervals

Problem Location	At 115.5 mm intervals on the printout
Symptom	Colored (or black) dots/spots appear at 115.5 mm intervals on the printout.
Problem Unit	Fusing unit
Possible Cause	Defective fusing unit
Possible Problem Condition	This may occur at any time.
Countermeasure	Check if the fusing unit lever is in the upper position or if the grey knobs at the front side of the fusing unit are positioned with their lines pointing at the circle mark "●". If not, change them to the correct position.

Fallen Toner on the Printout

Problem Location	Random
Symptom	Fallen toner marks appear on the printout.
Problem Unit	Print cartridge (Development area)
Possible Cause	Excessive toner in part of the development area
Possible Problem Condition	This may occur at any time.
Countermeasure	<ul style="list-style-type: none"> Continue to use normally because this may not occur often. If this problem occurs often, replace the print cartridge.

White Dots/Spots

At 27 mm intervals

Problem Location	At 27 mm intervals on the printout
Symptom	White dots/spots appear at 27 mm intervals on the printout.
Problem Unit	Print cartridge (Development roller)
Possible Cause	Deformed development roller Foreign object on the development roller

Possible Problem Condition	This may occur at any time.
Countermeasure	Replace the print cartridge.

At 25 mm intervals

2

Problem Location	At 25 mm intervals on the printout
Symptom	White dots/spots appear at 25 mm intervals on the printout.
Problem Unit	Image transfer belt unit
Possible Cause	Defective image transfer belt roller
Possible Problem Condition	This may occur at any time.
Countermeasure	Call a service representative.

At 30 mm intervals

Problem Location	At 30 mm intervals on the printout
Symptom	White dots/spots appear at 30 mm intervals on the printout.
Problem Unit	Print cartridge (Charge roller)
Possible Cause	Defective charge roller
Possible Problem Condition	This may occur at any time.
Countermeasure	Replace the print cartridge.

At 76 mm intervals

Problem Location	At 76 mm intervals on the printout
Symptom	White dots/spots appear at 76 mm intervals on the printout.
Problem Unit	Print cartridge (Drum)
Possible Cause	Scratch or dust on the drum
Possible Problem Condition	This may occur at initial operation and any time.

Countermeasure	Replace the print cartridge.
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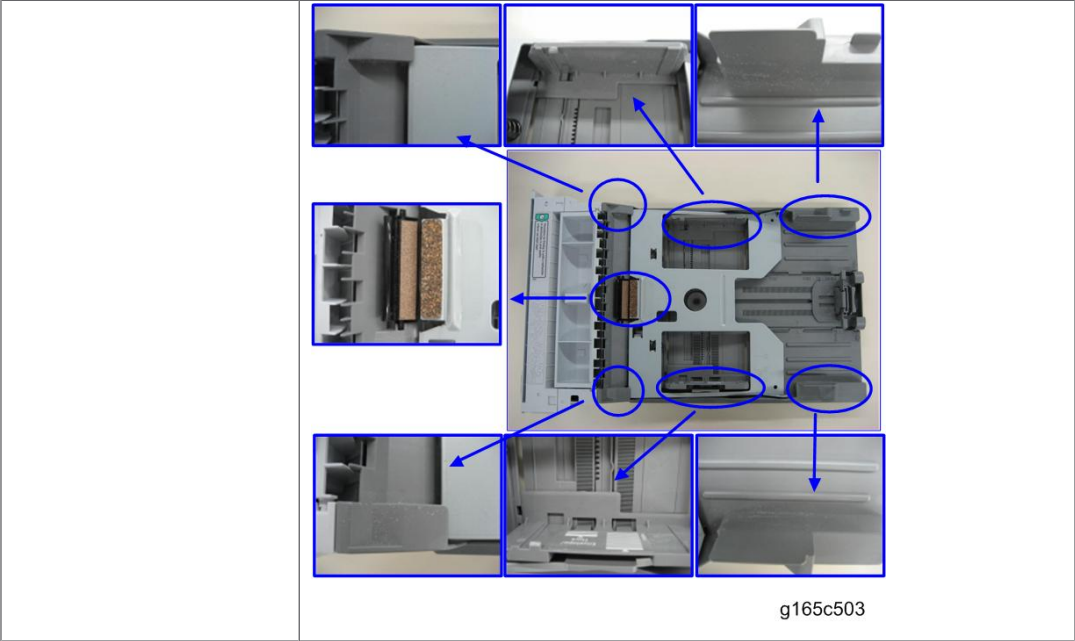
At 115.5 mm intervals

Problem Location	At 115.5 mm intervals on the printout
Symptom	White dots/spots appear at 115.5 mm intervals on the printout.
Problem Unit	Fusing unit
Possible Cause	Scratch or dust on the fusing unit
Possible Problem Condition	This may occur at any time.
Countermeasure	Call a service representative.

2

For other problems

Problem Location	The edges at both sides of the printout
Symptom	White dots/spots appear on both side edges on the first print of the printout.
Problem Unit	Paper tray
Possible Cause	Paper dust in the paper tray
Possible Problem Condition	This may occur when re-used paper which has a lot of paper dust is used.
Countermeasure	<p>Clean the paper tray to remove remaining paper dust.</p> <ol style="list-style-type: none"> 1. Turn off the main power switch. 2. Pull out the paper tray. 3. Remove the stack of paper, if present. 4. Clean the parts of the paper tray shown below with a vacuum cleaner or dry cloth.



Uneven Color Image

Image Missing

For missing image in random areas

Problem Location	Random
Symptom	Image missing in the area between the center and the trailing edge.
Problem Unit	Print cartridge (Development area)
Possible Cause	Uneven distribution of toner in the development area
Possible Problem Condition	This may occur when images with low coverage are printed consecutively.
Countermeasure	Remove the print cartridge, and then reinstall it.

At 27 mm intervals

Problem Location	At 27 mm intervals on the printout
Symptom	Image missing at 27 mm intervals on the printout.

Problem Unit	Print cartridge (Development area)
Possible Cause	Print cartridge not set correctly
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	Remove the print cartridge, and then reinstall it.

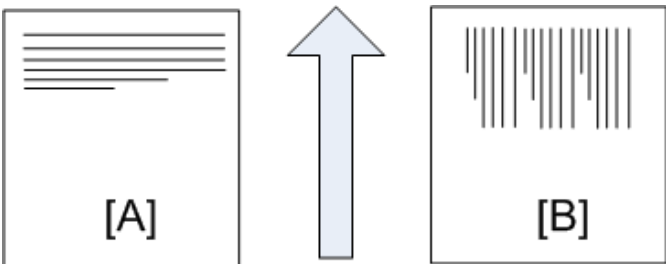
At 25 mm intervals

Problem Location	At 25 mm intervals on the printout
Symptom	Image missing at 25 mm intervals on the printout.
Problem Unit	Image transfer belt unit
Possible Cause	Defective image transfer belt unit
Possible Problem Condition	This may occur at any time.
Countermeasure	Call a service representative.

Uneven Density

Problem Location	Right, left, leading, or trailing edge of the image
Symptom	An area of low density appears at the right, left, leading, or trailing edge of the image.
Problem Unit	<ul style="list-style-type: none"> • Print cartridge (Development area) • Image transfer belt unit
Possible Cause	<ul style="list-style-type: none"> • Uneven toner distribution in the development area • Unevenness of the image transfer belt
Possible Problem Condition	<ul style="list-style-type: none"> • This may occur when images with low coverage are printed consecutively. • This may occur when the same kind of image is printed consecutively.
Countermeasure	<ul style="list-style-type: none"> • Replace the print cartridge, and then reinstall it. • Call a service representative.

Uneven Gloss

Problem Location	Leading edge of the mono-color image
Symptom	Uneven image (no glossiness) area appears at the leading edge of a mono-color image.
Problem Unit	Fusing unit
Possible Cause	Hot offset
Possible Problem Condition	<ul style="list-style-type: none"> This may occur when thin paper is used. This may occur when the paper has variations in properties in the main-scan direction.
Countermeasure	<p>Use thicker paper or paper ([B], not [A]) whose fiber direction is same as the machine's feeding direction.</p> <div style="text-align: center;">  <p style="text-align: right;">g165c513</p> </div>

Uneven Color (Dark and Light)

Problem Location	Random
Symptom	Different color images are printed even though the print job is same.
Problem Unit	Process control
Possible Cause	Process control execution during printing
Possible Problem Condition	This may occur when the same image is printed on more than 200 sheets.
Countermeasure	<p>For printer models:</p> <p>Do "Color Registration" manually before printing. (Process control is also done when Color Registration is executed manually.)</p> <p>For MF models:</p>

	Turn off and on the main power switch. (Color Registration is done when the machine is turned on.)
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Dirty Printout

Dirty 2nd Side

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Problem Location	Random
Symptom	The 2nd side of printouts is dirty with toner.
Problem Unit	<ul style="list-style-type: none"> • Transfer unit • Fusing unit
Possible Cause	Dirty transfer roller or pressure roller in the fusing unit due to a paper jam
Possible Problem Condition	This may occur after a paper jam.
Countermeasure	Print a few sample printouts before printing.

Dirty Mark on Leading Edge of Paper

Problem Location	Leading edge of the paper
Symptom	Toner adheres to the leading edge of the paper.
Problem Unit	Fusing unit
Possible Cause	Toner adheres to the stripper plate or fusing exit guide in the fusing unit.
Possible Problem Condition	<ul style="list-style-type: none"> • This may occur after paper jams have often occurred in the fusing unit. • This may occur when thick paper is printed in plain paper mode (wrong paper type selection). • This may occur when thin paper is often used.
Countermeasure	Print a few sample printouts before printing.

Dirt All Across the Trailing Edge of the Paper

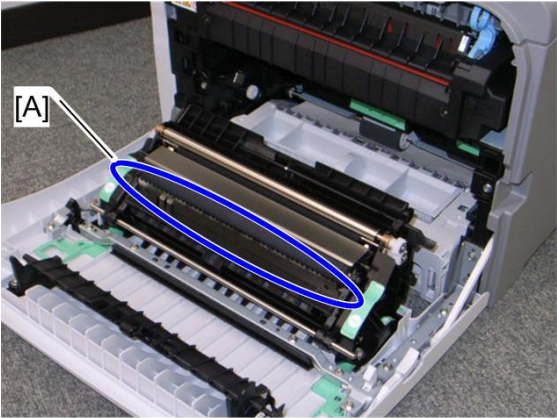
Problem Location	All across trailing edge of the paper
Symptom	Dirt appears all across the whole trailing edge of the paper.
Problem Unit	Transfer unit
Possible Cause	The transfer roller is dirty. Dirt accumulated on the discharge plate.
Possible Problem Condition	<ul style="list-style-type: none">• This may occur after paper jams often occurred at the transfer unit or the front door was opened during printing.• This may occur when thick paper is printed consecutively.
Countermeasure	<ul style="list-style-type: none">• This problem will be gradually recovered as printing continues.• Clean the discharge plate (the saw-like plate) [A] at the transfer unit. Do not bend the edge of the discharge plate during cleaning. <div><p>g165c514</p></div>

Image Shifting

Color Registration Shifting

Problem Location	Color registration shifting
Symptom	<ul style="list-style-type: none">• Image or text is a doubled image.• Image or text color is slightly shifted.

Problem Unit	System
Possible Cause	Color registration is shifted due to temperature change during printing.
Possible Problem Condition	This may occur when a multiple printing job is executed.
Countermeasure	<ul style="list-style-type: none"> • Do "Color Registration" adjustment manually for printer models. • Turn off and on the main power switch for MF models. (Color Registration is done when the machine is turned on.) • Call a service representative if manual "Color Registration" adjustment does not solve this problem.

Image Registration Shifting

Problem Location	Leading edge of image is shifted
Symptom	Leading edge of the image is not printed on the printout.
Problem Unit	Paper tray
Possible Cause	<ul style="list-style-type: none"> • Paper is not correctly loaded in the paper tray. • Registration of the leading edge fed from the optional paper feed unit is not correct.
Possible Problem Condition	This may occur at initial operation and any time.
Countermeasure	<ul style="list-style-type: none"> • Load paper correctly in the paper tray. Do not forget to press down the bottom plate of the paper tray before you install the paper tray in the machine. • Adjust "Registration Tray 2" in the maintenance mode.

Image Missing

Poor Fusing or Some Images Missing

Problem Location	Missing some images on the printout
Symptom	Toner is not fused enough on the printout.

Problem Unit	Fusing unit
Possible Cause	Thick paper is printed in the plain paper print mode. The grey knobs at the front side of the fusing unit are not returned to their original position "●".
Possible Problem Condition	See above.
Countermeasure	<ul style="list-style-type: none">• Use the correct paper type.• Change the grey knobs at the front side of the fusing unit to their original position "●".

Troubleshooting for Jam Problems

Damaged Paper

Folded Leading Edge of the Paper

2

Problem Location	Center of the leading edge of paper
Symptom	There is a fold at the center of the leading edge of the paper.
Problem Unit	Paper tray
Possible Cause	Paper is not correctly loaded in the paper tray.
Possible Problem Condition	This may occur after paper has been loaded in the machine.
Countermeasure	Load paper correctly in the paper tray. Do not forget to press down the bottom plate of the paper tray before you install the paper tray in the machine.

Folded at Both Side Edges on the Leading Edge of the Paper

Problem Location	Both Side Edges on the Leading Edge of the Paper
Symptom	Both side edges on the leading edge of the paper are folded.
Problem Unit	Paper
Possible Cause	Both sides of the paper path are blocked.
Possible Problem Condition	<ul style="list-style-type: none"> • This may occur when the paper was not stored properly. • This may occur when the paper is a type that becomes curled easily.
Countermeasure	<ul style="list-style-type: none"> • Turn the paper in the tray upside down. • Keep the paper in the proper condition (such as in a nylon package).

Wrinkled Paper

Problem Location	Random
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Symptom	The printout is wrinkled.
Problem Unit	Paper
Possible Cause	<ul style="list-style-type: none"> • Printouts shrink after passing through the fusing unit because the paper has a high water content. • Paper is skewed due to different paper orientation properties.
Possible Problem Condition	This may occur if paper is not stored in the proper condition.
Countermeasure	<ul style="list-style-type: none"> • Turn the paper in the tray upside down. • Keep the paper in the proper condition (such as in a nylon package).

Double-feed

Problem Location	Random
Symptom	Paper is double-fed.
Problem Unit	Paper
Possible Cause	The sheets of paper are attracted to each other.
Possible Problem Condition	<ul style="list-style-type: none"> • This may occur when the sheets of paper are attracted to each other. • This may occur when the paper has rough edges.
Countermeasure	Fan the paper stack in the paper tray, to loosen the attraction between sheets.

Paper Jam

Problem Location	Random
Symptom	Paper jams occur frequently.
Problem Unit	All units related to paper transport
Possible Cause	<p>Jammed paper remains somewhere in the paper path.</p> <p>Paper is not in good condition.</p>
Possible Problem Condition	This may occur when the paper is in bad condition.

Countermeasure	<ul style="list-style-type: none"> • Turn the paper in the tray upside down or front to back. • Keep the paper in the proper condition (such as in a nylon package).
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Curled Paper

Problem Location	Random
Symptom	The paper is curled.
Problem Unit	All units related to paper transport
Possible Cause	Jammed paper remains somewhere in the paper path. Paper is not in good condition.
Possible Problem Condition	This may occur when the paper is in bad condition.
Countermeasure	<ul style="list-style-type: none"> • Turn the paper in the tray upside down or front to back. • Keep the paper in the proper condition (such as in a nylon package). • Select "Mode 2" or "Mode 3" in "Anti-humidity:" for printer models with a user tool or "High Humidity Mode" for MF models with user mode.

2

Paper Stacking Errors

Problem Location	Random
Symptom	The paper stack falls down from the output tray.
Problem Unit	Paper
Possible Cause	Paper is not correctly stacked on the output tray because some printouts are curled.
Possible Problem Condition	<ul style="list-style-type: none"> • This may occur when the paper has been stored in a high humidity condition • This may occur with recycled thick paper.
Countermeasure	<ul style="list-style-type: none"> • Turn the paper in the tray upside down or front to back. • Keep the paper in the proper condition (such as in a nylon package).

- Select "Mode 2" or "Mode 3" in "Anti-humidity:" for printer models with a user tool or "High Humidity Mode" for MF models with user mode.

Paper Feed Problem

2

No Paper Feed

Problem Location	Paper tray
Symptom	Paper jam is issued.
Problem Unit	Paper tray
Possible Cause	Paper is not loaded correctly in the tray. The positions of the end fence and/ or side fence position are not correct.
Possible Problem Condition	This may occur just after the paper has been loaded or changed.
Countermeasure	Check the positions of the side fences and end fences.

By-pass Tray Feed Problem

Problem Location	By-pass tray
Symptom	Paper is not fed from the by-pass tray.
Problem Unit	By-pass tray
Possible Cause	Paper in the by-pass tray cannot be detected in the energy saver mode 2 (sleep mode).
Possible Problem Condition	This may occur when the machine stays in the energy saver mode 2 (sleep mode).
Countermeasure	Press the "Stop/Start" button for printer models or application key ("Copy", "Scanner" etc.) on the operation panel for MF models to recover the machine from the energy saver mode 2.

Troubleshooting for Other Problems

Unusual Noise

Rubbing sounds

Problem Location	Random
Symptom	Unusual noise is made by the machine.
Problem Unit	Print cartridge
Possible Cause	<ul style="list-style-type: none"> • The waste toner collection coil makes unusual noise due to waste toner stuck in the waste toner collection path at the print cartridge. • The drum rubs against the OPC cleaning blade. • The development roller rubs against the development blade.
Possible Problem Condition	<ul style="list-style-type: none"> • This may occur when the machine is installed in a high temperature and high humidity environment. • This may occur when the high quality mode (half speed) is used. • This may occur when the life of the print cartridge is near the end.
Countermeasure	<ul style="list-style-type: none"> • Replace the print cartridge, and then reinstall it. • Change the print/copy quality from high to standard. • Take more time between the first print and the second print. • Replace the print cartridge.

Rattling sounds

Problem Location	Random
Symptom	Unusual noise is made during warm-up or just after warm-up.
Problem Unit	Fusing unit
Possible Cause	Deformed hot roller and pressure roller in the fusing unit
Possible Problem Condition	<ul style="list-style-type: none"> • This may occur when the machine is left without operation for a long period (more than two weeks).
Countermeasure	If the machine is going to be left without operation for a long period, use the grey knobs at the front side of the fusing unit.

	<ol style="list-style-type: none">1. Turn off the main power switch.2. Unplug the machine.3. Open the front cover.4. Lower the blue fusing unit lever.5. Using a coin, turn both gray knobs on the fusing unit 90 degrees counterclockwise (until the slots are horizontally aligned with the "★" marking).6. Carefully lift the blue fusing unit levers.7. Close the front cover.
--	--

Other Problems

SC400

Problem Location	Random
Symptom	SC400 is issued.
Problem Unit	Toner density sensor
Possible Cause	Toner density sensors get dirty.
Possible Problem Condition	This may occur at any time.
Countermeasure	Clean the toner density sensor with the toner density sensor lever. For details, refer to the "Hardware Guide" (printer model) or "User Guide" (MF model).

3. Reference

Customer Replaceable Parts

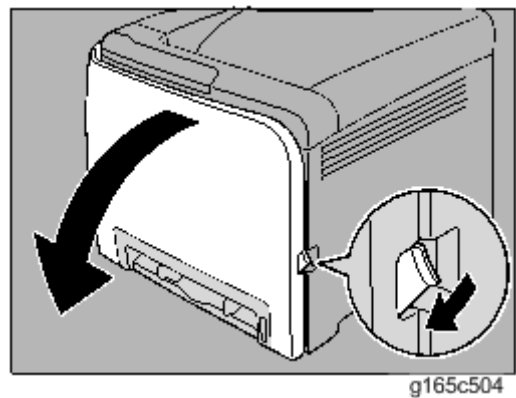
Overview

This is a list of the parts that can be replaced by the customer. The procedures for the replacement of these parts are included in the "Hardware Guide" (printer model), "User Guide" (MF model), or this chapter.

No.	Part Name	Replacement Procedure
1	Print Cartridge	"Hardware Guide" (printer model) "User Guide" (MF model)
2	Waste Toner Bottle	"Hardware Guide" (printer model) "User Guide" (MF model)
3	Transfer Unit	This chapter

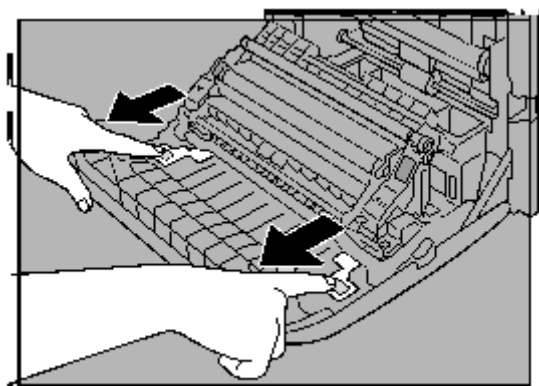
Replacement Procedure for the Transfer Unit

Removal



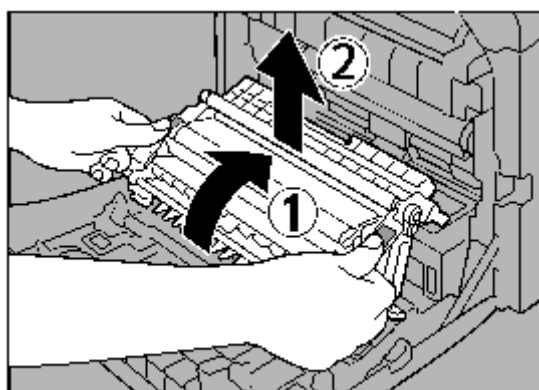
1. Pull the opening lever on the front cover, and then carefully lower the front cover.

3



g165c505

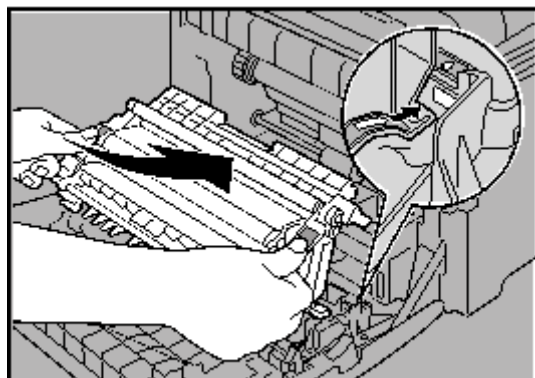
2. Slide both green levers on the front cover as shown above.



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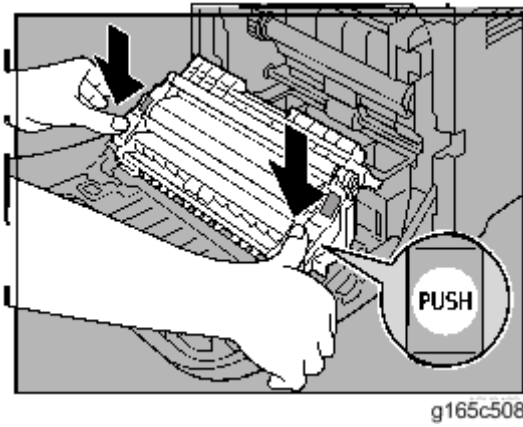
3. Holding the green tabs on both sides of the transfer unit, tilt it backwards then lift it up.

Installation

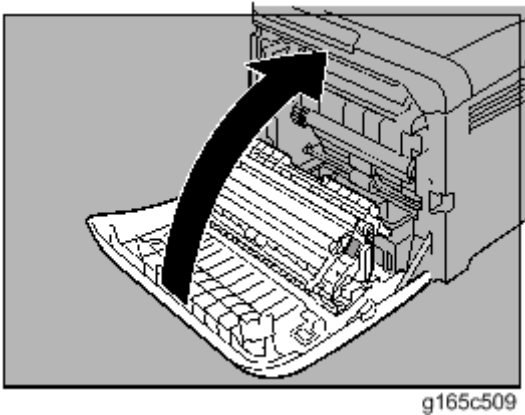


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1. Place the transfer unit down on the front cover.



2. Slide the transfer unit along the guide rails into the machine. When it stops, push on the green "PUSH" mark until it clicks into place.



3. Using both hands, carefully push up the front cover until it closes.

Configuration Page Information

Overview

The configuration page (for printer and MF models) and maintenance page (only for MF model) have information about the machine's status. Print this sheet as shown below. Check the configuration page or maintenance page when doing machine maintenance.

3

To Print the Configuration Page for Printer Models

1. Turn on the machine and the PC.
2. Start "Smart Organizing Monitor".
3. Select "Configuration Page" in "List/Test Print" on the "User Tools" tab.
4. Click "Print", and then "Yes".
5. The configuration page is printed.

To Print the Configuration Page/ Maintenance Page for MF Models

1. Turn on the machine.
2. Press the "Menu" key.
3. Press the "▲" or "▼" key to select "Reports Print", and then press the "OK" key.
4. Press the "▲" or "▼" key to select "Configuration Page" or "Maintenance Page", and then press the "OK" key.
5. The configuration page or maintenance page is printed.

Error Log (Printer Model Only)

The Error Log on the configuration page has the error logs (SC codes) and the following information. However, the following error codes cannot be stored after turning off the machine.

Error Code	Description
Code 3	<ul style="list-style-type: none">• Paper misfeed• Paper is not detected in the tray.• The loaded paper size does not match the setting.
Code 4	Print/Data Error

Code 5	A consumable supply has run out
Code 6	Warning; Toner near end, Waste toner bottle near full, TM sensor cleaning
Code 7	Alert; Diagnostic Error

Counter and Coverage (Printer Model Only)

The configuration page for the printer models has the paper jam and coverage counters in the bottom line, but these counter names are not printed on the configuration page. These counters give the following information;

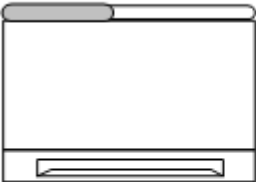
0.0.0/0.0.0.0/0.0.0.0

Left three counters:	Feed jam counter, inner jam counter, duplex jam counter
Center four counters:	Recent coverage of K, C, M, Y
Right four counters:	Accumulated Coverage of K, C, M, Y

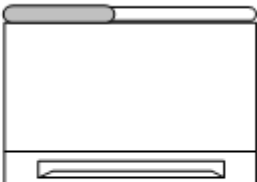
Machine Configuration

Printer Models (G165/G166/G167)

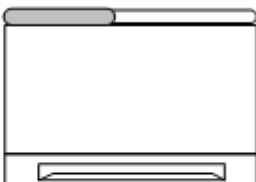
[SP C220N]



[SP C221N]



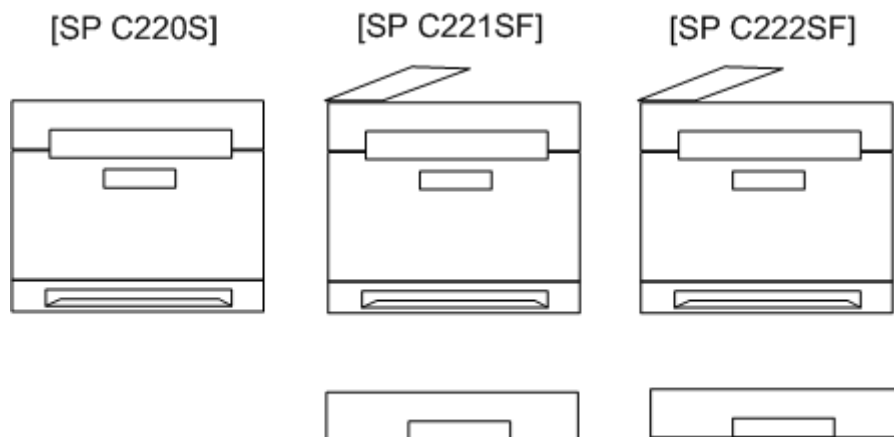
[SP C222DN]



g184v502a

Models	Duplex Unit	Optional Memory	Optional Tray (G849)	DDST (GDI)	PCL PS
SP C220N (G165)	Manual	N	N	Y	N
SP C221N (G166)	Manual	Y	500x1	N	Y
SP C222DN (G167)	Auto	Y	500x1	N	Y

MF Models (G181/G183/G184)



g184v501a

Models	Duplex Unit	Optional Memory	Optional Tray (G849)	DDST (GDI)	PCL PS	Fax
SP C220S (G181)	Manual	N	N	Y	N	N
SP C221SF (G183)	Auto	N	500x1	Y	N	Y
SP C222SF (G184)	Auto	Y	500x1	N	Y	Y

4. Machine Swap

Exchange and Replace Procedure

If the machine exchange and replacement is required, arrange to send a machine without the four print cartridges (AIO) to the customer site.

Instruction

Instruct the customer to do the following procedure.

4

Printer Models

Before the substitute machine gets to the customer site

- Print the configuration page using "Smart Organizing Monitor".

When the substitute machine gets to the customer site

1. Remove the four print cartridges (AIO) from the problem machine.
2. Install the four print cartridges (AIO) into the substitute machine.
3. Input the customer settings which are printed on the configuration page by using "Smart Organizing Monitor".
4. Send back the problem machine to the repair center.

MF Models

Before the substitute machine gets to the customer site

- Save the customer settings by using a web browser. For details, refer to the "User Guide".
- Clear customer settings in the problem machine.

When the substitute machine gets to the customer site

1. Remove the four print cartridges (AIO) from the problem machine.
2. Install the four print cartridges (AIO) into the substitute machine.
3. Restore the customer settings by using a web browser.
4. Send back the problem machine to the repair center.

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