



6400 Line Matrix Printers

Maintenance Information Manual

Cabinet and Pedestal Models



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S246-0117-08

Maintenance Information Manual

Cabinet and Pedestal Models

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Ninth Edition (August 2000)

This edition applies to the IBM 6400 Line Matrix Printer.

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IBM participates in this program by introducing printers that reduce power consumption when they are not being used. This feature can cut energy use by up to 50 percent.

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This printer is inspected and listed by recognized national testing laboratories, such as Underwriters Laboratories, Inc. (UL**) in the U.S.A. and Canadian Standards Association (CSA**) in Canada. Listing of a product by a national testing laboratory indicates that the product is designed and manufactured in accordance with national requirements intended to minimize safety hazards. IBM equipment meets a very high standard of safety in design and manufacture. Remember, however, that this product operates under conditions of high electrical potentials and heat generation, both of which are functionally necessary.

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MS-DOS	Microsoft Corporation
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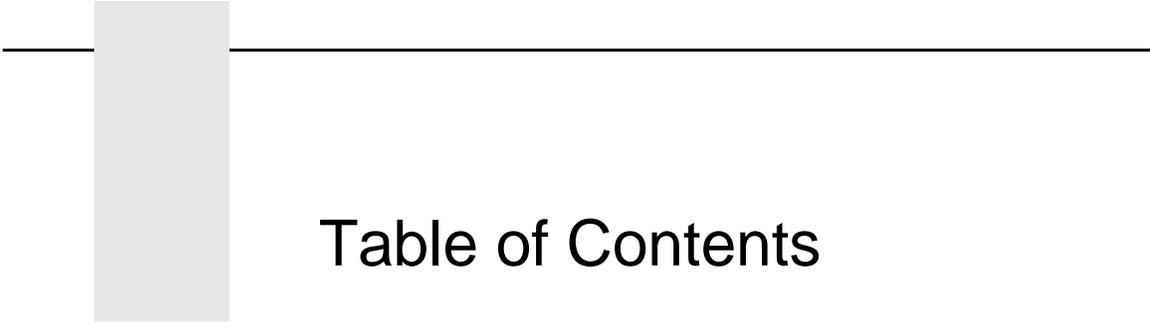


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1

Maintenance Overview

About The Printer

The entire system architecture of an IBM* 6400 line matrix printer is contained on one circuit board. The use of DRAM and flash memory on this board permits rapid access to stored printer emulations and fast processing of print data. A variable-speed shuttle and half-step paper control enables the printer to print a wide variety of high-volume jobs with minimum maintenance and maximum reliability.

Although technologically advanced, the printer is easy to use. The operator can select every printer function at the control panel or by sending printer control codes in the data stream from the host computer.

This is also an excellent graphics printer, with optional features that simplify the creation of dot images. The IGP** and Code V** Printronix** emulations are simple but versatile graphics programming languages that load into flash memory.

The IBM 6400 Series Printer Family

The IBM 6400 Line Matrix Printer family consists of pedestal mount and floor cabinet models that print at different speeds, as shown in Table 1. Some models are available in either floor cabinet or pedestal housings, while other models are available only in floor cabinets.

The print speeds listed in Table 1 are the maximum speeds attainable under controlled conditions. Actual print speed is determined by the interaction of many variables. For more information, refer to the discussion of Printing Rates on page 38.

Table 1. The IBM 6400 Series Printer Family

Model Number	Print Speed	Enclosure	Hammer Bank	Data Controller Clock ¹
6400-004	475 lpm	Cabinet	28 Hammers	25 MHz
6400-04P	475 lpm	Pedestal	28 Hammers	25 MHz
6400-005	500 lpm	Cabinet	28 Hammers	25 MHz
6400-05P	500 lpm	Pedestal	28 Hammers	25 MHz
6400-050	500 lpm	Cabinet	28 Hammers	40 MHz
6400-P50	500 lpm	Pedestal	28 Hammers	40 MHz
6400-008	800 lpm	Cabinet	49 Hammers	25 MHz
6400-08P	800 lpm	Pedestal	49 Hammers	25 MHz
6400-009	900 lpm	Cabinet	49 Hammers	25 MHz
6400-09P	900 lpm	Pedestal	49 Hammers	25 MHz
6400-010	1000 lpm	Cabinet	60 Hammers	40 MHz
6400-P10	1000 lpm	Pedestal	60 Hammers	40 MHz
6400-012	1200 lpm	Cabinet	91 Hammers	25 MHz
6400-014	1400 lpm	Cabinet	91 Hammers	40 MHz
6400-015	1500 lpm	Cabinet	102 Hammers	40 MHz
6400-C05	585 lpm	Cabinet	91 Hammers	40 MHz
6400-C5P	585 lpm	Pedestal	91 Hammers	40 MHz

¹ The microprocessor of the Data Controller unit on the CMX controller board runs at 25 MHz or 40 MHz, depending on printer model. This means there are two kinds of CMX controller board for IBM 6400 printers, used as shown in this table. The 40 MHz controller board, however, is backwards compatible in all models that use the 25 MHz board.

Hanzi Printers

IBM 6400-C05 and 6400-C5P printers have shuttle assemblies, hammer springs, and software specially designed to print the GB character set and Song typeface used in the People's Republic of China. These printers can mix ASCII and Hanzi characters on the same line, with ASCII characters occupying half the width of Hanzi character cells. Because of the density and

complexity of Hanzi characters, the highest rated speed for these models is 585 lpm.

Printer Evolution

IBM 6400-050, -P50, -010, -P10, and -015 printers use a redesigned shuttle frame assembly, hammer bank, and ribbon guides. These models use the CMX 040 controller board, which has a 40 MHz clock speed on the Data Controller unit. These models use standard hammer springs, which have 16 MIL (0.016 inch) tips.

IBM 6400-C05 and -C5P printers use a shuttle frame assembly, hammer spring assemblies, and software specially designed to print complex Hanzi characters. The hammer springs have 10.5 MIL (0.0105 inch) tips and are unique to these printers. The 6400-C05 and -C5P printers also use the CMX 040 controller board, which has a 40 MHz clock speed on the Data Controller unit.

Except for the CMX 040 controller board and ribbon guides, which are backwards compatible with all 6400 printers, the redesigned components of these newer models are not compatible with earlier models.

When replacing components, be careful to order the correct spares for the model you are servicing. The next section explains how to identify an IBM 6400 printer.

How To Identify The Printer

The model number of the printer indicates the printer family, speed, and type of enclosure. (See Figure 1.)

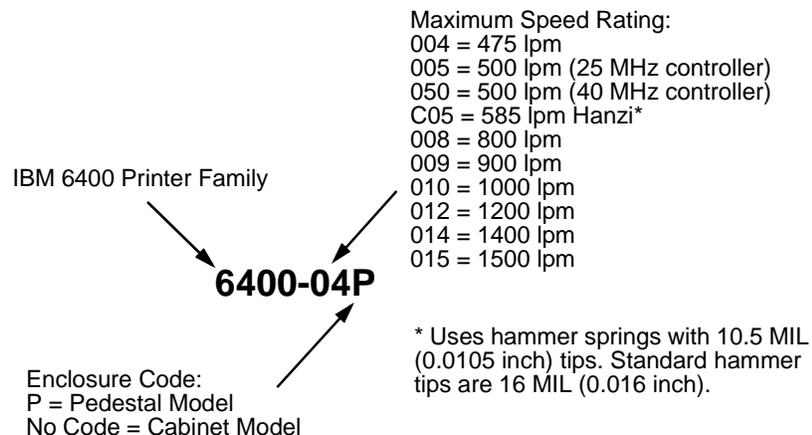


Figure 1. How to Interpret Model Numbers

Important Maintenance Notes

To ensure the best performance of the printer, remember these important maintenance concepts when you service the printer.

ATTENTION

Failure to observe the guidelines below can result in damage to the equipment.

- Do not adjust the platen gap unless the original shuttle frame assembly or platen has been replaced with a new or rebuilt unit, or unless instructed to do so in the troubleshooting chapter.
- Never bend or “tweak” hammer springs. Always handle the hammer springs by the thick mounting base. The hammer springs and hammer tips are delicate and precisely aligned.
- Use only the ribbons specified in Appendix B. Use of incorrect ribbons can lead to ink migration problems, degraded print quality, and expensive damage to the printer.
- Do not close the forms thickness lever too tightly. Closing the forms thickness lever too tightly can lead to smearing, degraded print quality, paper jams, and damage to the platen and shuttle assembly.

About This Manual

This is a field service maintenance manual. It is designed so that you can quickly locate maintenance information.

How To Use This Manual

1. Find the procedure or information you need in the Table of Contents or the Index.
2. Read the entire procedure before you do it.
3. Gather the parts and tools you will need.
4. Make sure you understand all safety notices before you start a task. Notes and notices are defined below.

Notes And Notices

For your safety and to protect valuable equipment, it is very important that you read and comply with all information highlighted under notes and notices:



<#> The word Danger next to the lightning slash indicates the presence of a hazard that could cause death or serious personal injury. Danger and Caution notices are numbered to help you find the translated versions in the *IBM 4400 Safety Notices* booklet.



<#> The word Caution next to the exclamation point (!) indicates the presence of a hazard that could cause moderate or minor personal injury.



<#> The word Caution next to this symbol indicates a heavy assembly that requires two or more persons to lift or hold.



<#> The word Caution next to this symbol indicates a part or assembly that is sharp enough to cut you.

ATTENTION

The word Attention indicates the possibility of damage to a program, device, system, or data.

IMPORTANT

The word **Important** indicates information vital to proper operation of the printer.

NOTE: A note gives you helpful tips about printer operation and maintenance.

Printing Conventions In This Manual

Operator panel keys and LCD messages are set off from regular text in this manual:

- Operator panel keys and indicators are printed **boldface**.
Example: Press the **Cancel** key, then press the **Start** key.
- Liquid Crystal Display (LCD) messages are printed in capital letters inside quotation marks (" ").
Example: Press the **Stop** key. "NOT READY" appears on the LCD.
- Key combinations are denoted by the + (plus) symbol.
Example: Press **Scroll**↑ + **Scroll**↓
means *Press the Scroll*↑ *key and the Scroll*↓ *key at the same time.*

Related Documents

To ensure complete understanding of important safety notices for technicians whose native language is not English, the notices have been translated into many languages in the *IBM 6400 Line Matrix Printer Safety Notices: Form No. G544-5389*.

This maintenance manual does not explain how to operate or configure the printer. For that information, refer to the *Operator's Guide and Setup Guide*:

- *IBM 6400 Line Matrix Printer Operator's Guide*, Form No. S544-5641
Illustrated instructions on daily printer operation.
- *IBM 6400 Line Matrix Printer Setup Guide*, Form No. S544-5640
Explains how to install and configure the printer.
- *IBM 6400-C05/C5P Line Matrix Printer Setup Guide*, Form No. S544-5684. Explains how to install and configure the Hanzi printer.
- *Coax/Twinax Multi-Platform Interface Option Installation and Operation Guide*, Form Number S246-0149

Information pertaining to printer control languages, emulations, and control codes is in the applicable *Programmer's Reference manual*:

- *IBM 6400 ASCII Programmer's Reference*: Form No. S544-5635
- *IBM 6400 CTA Programmer's Reference*: Form No. S544-5636
- *IBM 6400 IPDS Programmer's Reference*: Form No. S544-5637
- *IBM 6400-C05/C5P Programmer's Reference-LQ1600K*:
Form No. S544-5683

Information pertaining to graphics programming is in the applicable *User's Manual*:

- *IBM 6400 Code V User's Manual: Form No. S544-5638*
Provides information used with the optional Code V Printronix emulation enhancement feature. The Code V Printronix emulation allows the user to create and store forms, generate logos, bar codes, and expanded characters, create other graphics, and merge graphics with alphanumeric data as a document is printed.
- *IBM 6400 IGP User's Manual: Form No. S544-5639*
Provides information used with the optional IGP Printronix emulation enhancement feature. The IGP Printronix emulation allows the user to create and store forms, generate logos, bar codes, and expanded characters, create other graphics, and merge graphics with alphanumeric data as a document is printed.

Installation, configuration, and troubleshooting of the Network Print Server and internal Network Interface Card (NIC) are covered in the following documents:

- *Print Server User's Guide,*
Part No. 30H4056
- *Ethernet** Interface User's Manual, Form No.S246-0153*
(10Base2 and 10Base-T cards)
- *Ethernet Interface User's Manual, Form No. S246-0154*
(10/100Base-T card)

Controls And Indicators

Electrical Controls, Cabinet Models

Key or Indicator	Function
Power Indicator	Lit when the printer is on.
Ready Indicator	Lit when the printer is in READY mode (on-line), no errors are pending, and the printer is ready to process data. Off when the printer is in NOT READY mode (off-line).
Processing Indicator	Flashes when the printer is receiving data from the host.
Attention Indicator	Flashes when an error occurs. After correcting the error, press Stop to turn off this LED.
Power Switch	Applies AC power to the printer: (1 = on, 0 = off.) This switch is also a circuit breaker.
LCD	The LCD (Liquid Crystal Display) displays printer status messages.
Start	Puts the printer in the READY (on-line) mode. This key also clears fault conditions, exits program mode menus, moves paper back to print position after View is pressed, and restores print position after an eject.
Stop	Puts the printer in the NOT READY (off-line) mode. This key also silences the audible alarm, stops a Printer Test, and restores after an eject. Stop + Enter resets the printer.
Form Feed	Advances paper to next Top-Of-Form, as defined by the current page length.
Set Top Of Form	Sets TOF and moves paper downward from the tractor alignment notches to the print position.
Line Feed	Moves paper up one line, as determined by current line spacing.
View	Press to move the current print position up to the tractor area for viewing. Press again to return paper to original print position.
Cancel	Cancels a print job.
Eject / Restore	Moves paper for viewing or tear-off. This key is configurable: refer to the <i>Operator's Guide</i> .
Menu	If in the NOT READY mode, this key puts the printer in the PROGRAM mode. If the configuration menus are locked, the LCD indicates the operator panel is locked.
Enter	Selects the option displayed on the LCD. This action either sets a value, moves to the next lower level of configuration, or starts a self-test. Stop + Enter resets the printer.
Return	Returns to the next higher level of a configuration menu.
Micro ↑	In the NOT READY mode, moves the paper upward 1/72 inch ("micro-step" function).
Micro ↓	In the NOT READY mode, moves the paper downward 1/72 inch ("micro-step" function).
Scroll ↑	In the PROGRAM mode, this key moves to the next menu ("Scroll" function).
Scroll ↓	In the PROGRAM mode, this key moves to the previous menu ("Scroll" function).
Printer Configuration	Prints the current configuration.
Stop + Enter	Soft reset: load power on configuration in memory. Printer must be in NOT READY mode.
Scroll ↑ + Scroll ↓	Toggles the lock on the configuration menus.

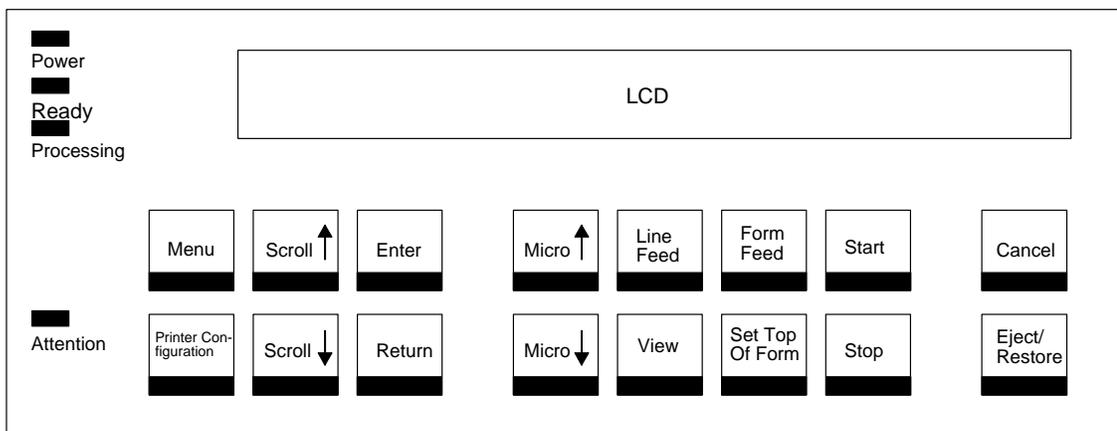
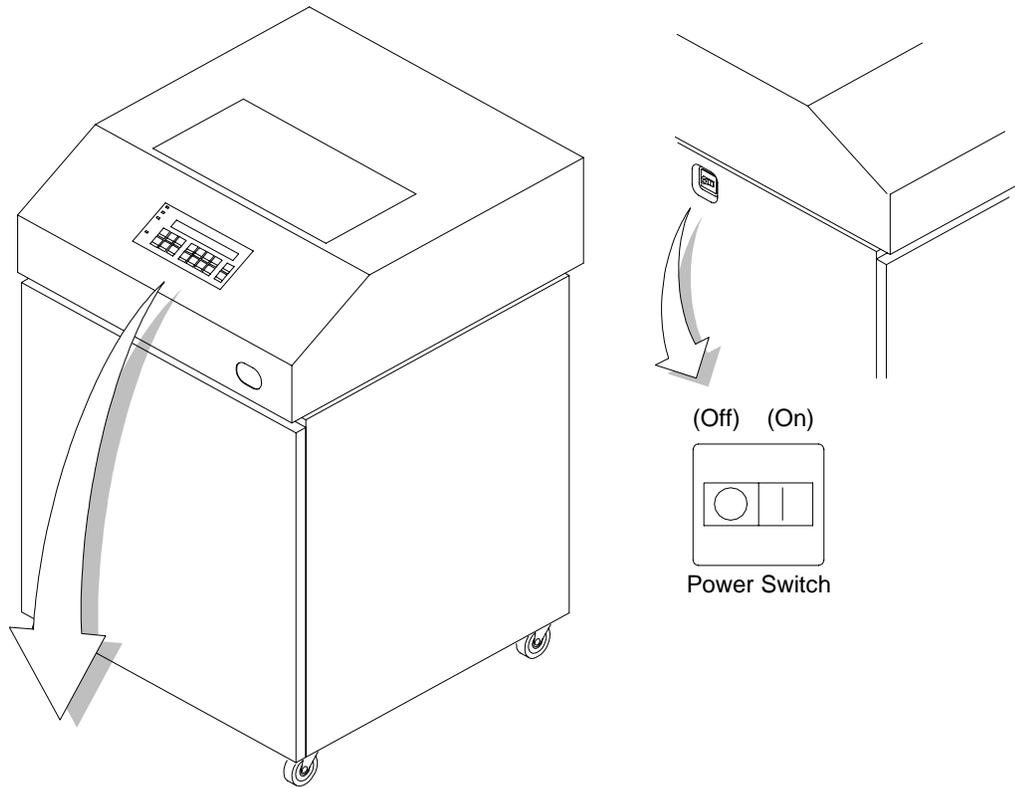


Figure 2. Electrical Controls, Cabinet Models

Electrical Controls, Pedestal Models

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Power Indicator	Lit when the printer is on.
Ready Indicator	Lit when the printer is in READY mode (on-line), no errors are pending, and the printer is ready to process data. Off when the printer is in NOT READY mode (off-line).
Processing Indicator	Flashes when the printer is receiving data from the host.
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Power Switch	Applies AC power to the printer: (1 = on, 0 = off.) This switch is also a circuit breaker.
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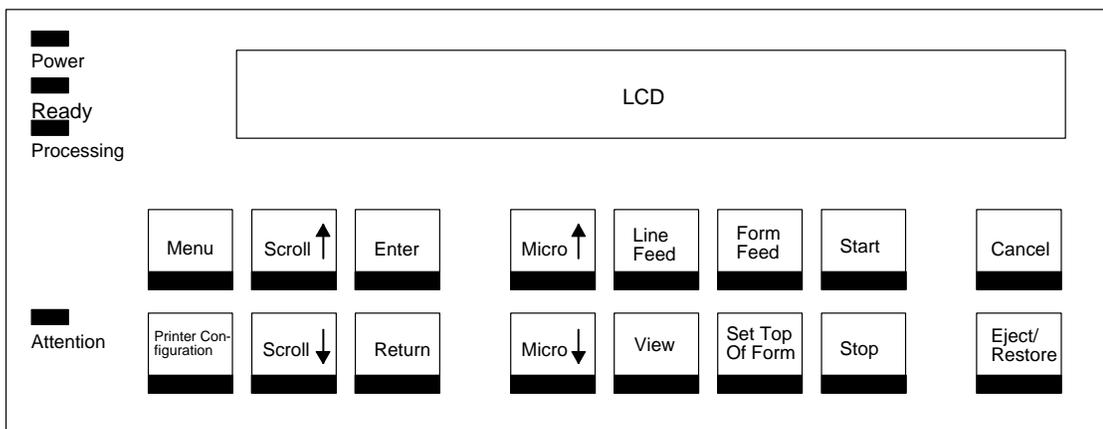
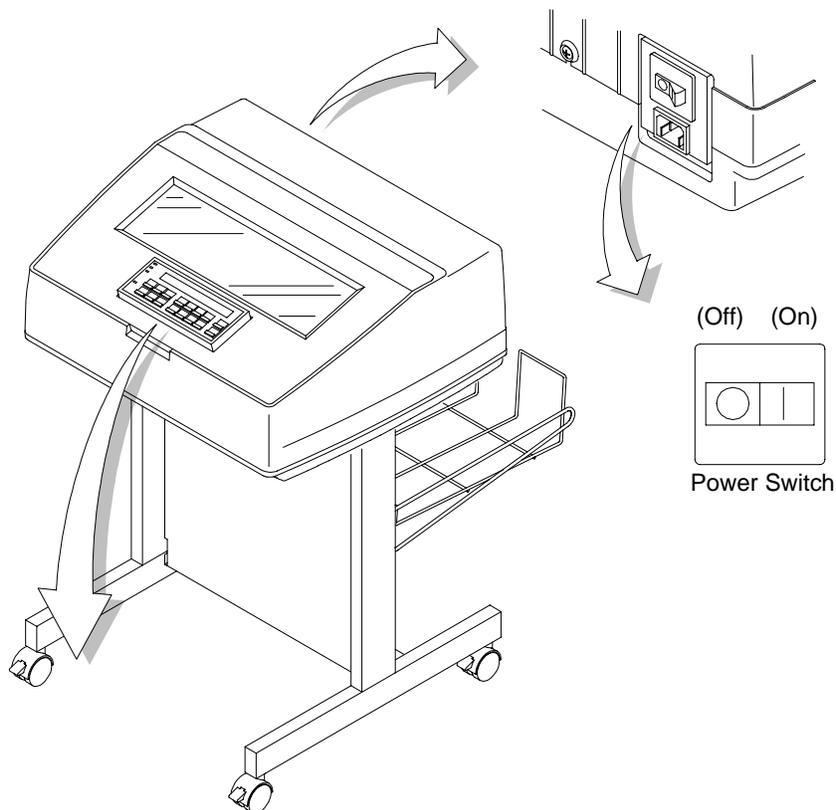
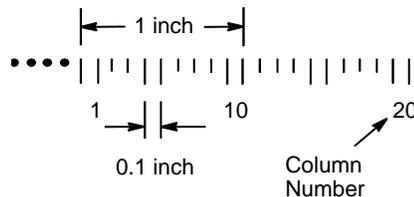


Figure 3. Electrical Controls, Pedestal Models

Mechanical Controls, All Models

Control or Indicator	Function
Forms Thickness Lever	Sets the platen for paper and forms of different thicknesses. Lever must be fully opened (raised) to load or unload paper.
Paper Supports	Help prevent paper jams by supporting inner sections of paper. They are positioned manually by sliding them along the tractor shafts.
Forms Thickness Pointer and Scale	Indicates relative thickness of forms and paper. Set this lever at A for thin (single-part) forms, B for thicker forms, and so on.
Tractors (2)	Hold and feed paper. Used to set side margin and position paper horizontally.
Tractor Locks (2)	Lock tractors in position.
Horizontal Adjustment Knob	Allows fine positioning of left print margin. Moves paper and tractors left or right.
Vertical Position Knob	Used to set top of form or first line to be printed. Rotate this knob to move paper vertically. Works when forms thickness lever is open.
Ribbon Loading Path Diagrams	Instructions showing how to load the ribbon correctly. One diagram is cast in relief on the shuttle cover, and another is printed on the paper scale.
Paper Scale	A horizontal scale graduated in tenths of an inch, useful for setting paper margins counting text columns. (See below.)



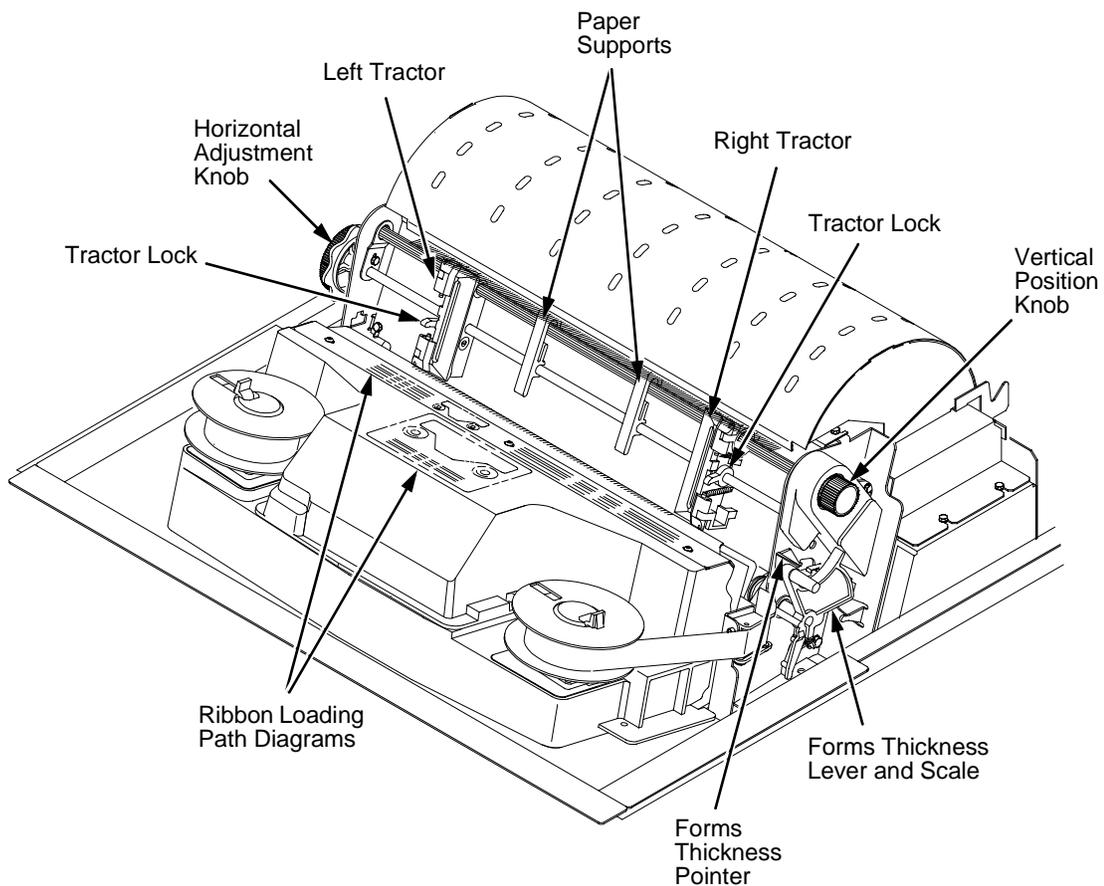


Figure 4. Mechanical Controls, All Models

Tools, Test Equipment, And Supplies

The tools and equipment required for field level maintenance of the printer are listed below.

Item	Part No.
6400 Line Matrix Printer Configuration Utility Disk	63H7379
1-30 Inch-pound Torque Screwdriver	16F1661
ESD Wrist Strap	6405959
Feeler Gauge, .010 inch	
Feeler Gauge, .011 inch	
Feeler Gauge, .040 inch	
Force Gauge, 20 lb.	25F9687
Grip Ring Pliers	9900317
Lubricant, Bearing, IBM #20	117397
DIP Module Extracting Tool	9900764
Nut Driver, 1/4 inch	
Nut Driver, 5/16 inch	
Open End Wrench, 7/32 inch	1650843
Open End Wrench, 5/16 inch	9900005
PLCC Module Pick Extraction Tool	73G5523
PLCC Module Plier Extraction Tool	10G3902
Screwdriver, Phillips, #1	73G5362
Screwdriver, Phillips, #2	73G5363
Spring Hook, Heavy Duty	
Tie Wraps	75X5972
Torque Screwdriver Adapter	39F8449
Torque Screwdriver Hex Adapter 3/32 inch	39F8451
Torque Screwdriver Hex Adapter 5/32 inch	39F8450
Torque Screwdriver Hex Adapter 3/16 inch	39F8455
Torque Screwdriver Hex Adapter 5/64 inch	16F1663
Torx** T-10 Bit	83F2834

2

Installation

Installing And Configuring The IBM 6400 Printer

Installation and configuration of the printer are covered in the *6400 Line Matrix Printer Set-Up Guide*, Form No. S544-5640

Installation, operation, and replacement parts for the optional coax/twinax interface are covered in the *Coax/Twinax Multi-Platform Interface Option Installation and Operation Guide*, Form No. S246-0149.

Installation, configuration, and troubleshooting of the Network Print Server are covered in the following documents:

- *IBM Network Print Server Ethernet Administrator's Guide*, Form No. S246-0111
- *IBM Network Print Server Token-Ring Administrator's Guide*, Form No. S246-0112
- The *Network Print Server Technical Reference Manual* is included on a diskette that comes with the Network Print Server. This "softcopy" document is in Adobe** Acrobat** Reader format.

Installation, configuration, and troubleshooting of the internal Network Interface Card are covered in two manuals:

- 10Base2 and 10Base-T cards: *Ethernet Interface User's Manual*, Form No.S246-0153
- 10/100Base-T card: *Ethernet Interface User's Manual*, Form No. S246-0154

3

Preventive Maintenance

Cleaning The Printer

Aside from normal replenishment of paper and ribbons, the only preventive maintenance required for the printer is periodic cleaning.

Because operating conditions vary widely, the user must determine how often to clean the printer.

There is no guarantee that the user will clean the printer regularly, however, so you should clean the printer whenever you are called to service it.



<2>

Switch off printer power and unplug the printer power cord before cleaning the printer.

ATTENTION

Do not use abrasive cleaners, particularly on the window.

Do not drip water into the printer. Damage to the equipment will result.

Do not spray directly onto the printer when using spray solutions (spray the cloth, then apply the dampened cloth to the printer).

Do not vacuum circuit boards.

Cleaning The Exterior

1. Power off the printer.
2. Disconnect the AC power cord from the power source.
3. Wipe the outside of the enclosure with a clean, lint-free cloth dampened (not wet) with water and a mild detergent or window cleaning solution.
4. Dry the enclosure with a clean, lint-free cloth.
5. Clean the inside of the printer, as described below.

Cleaning The Interior

1. Power off the printer.
2. Disconnect the AC power cord from the power source.
3. Open the printer cover.
4. Remove paper from the printer.
5. Remove the ribbon.
6. Using a soft-bristled, non-metallic brush, wipe paper dust and ribbon lint off the tractors, shuttle cover assembly, base casting, and ribbon guides. Vacuum up the residue. (See Figure 5.)
7. Wipe the splined shaft and the ribbon guides with a soft cloth.
8. Vacuum up dust or residue that has accumulated inside the lower cabinet.
9. Wipe the interior of the lower cabinet with a clean, lint-free cloth dampened with water and a mild detergent or window cleaning solution.
10. Dry the cabinet interior with a clean, lint-free cloth.
11. Clean the shuttle frame assembly, as described below.

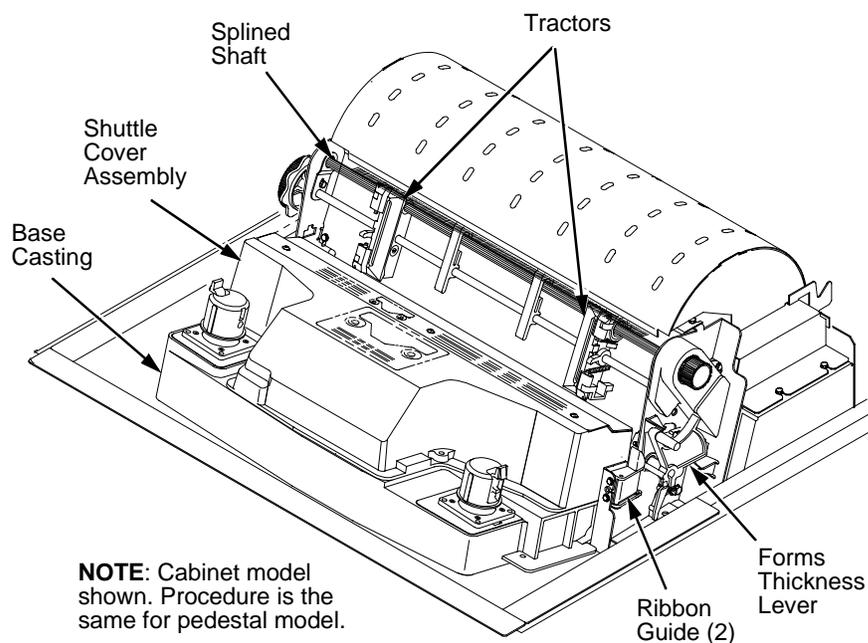


Figure 5. Cleaning Inside the Cabinet or Top Cover

Cleaning The Shuttle Frame Assembly

1. Remove the shuttle cover assembly (page 203).
2. Remove the shuttle frame assembly (page 242).
3. Remove the paper ironer (page 230).



<2> **Over time the upper edge of the paper ironer can become sharp. To avoid cutting yourself handle the paper ironer on the sides.**

4. Wipe the paper ironer with a soft cloth to remove lint, ink, and paper residue.
5. Install the paper ironer (page 230).
6. Remove the hammer bank / ribbon mask cover assembly (page 200).

ATTENTION

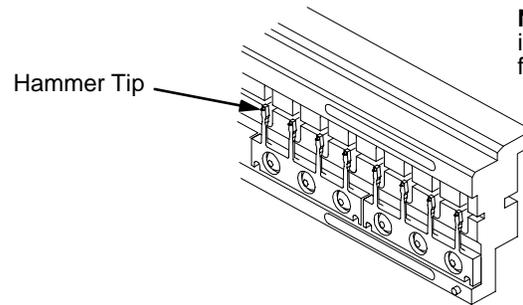
The thin plate (ribbon mask) of the hammer bank cover assembly is fragile. Be careful not to over-bend or kink the ribbon mask when handling and cleaning the hammer bank cover assembly.

7. Using a clean soft cloth, wipe the hammer bank cover and ribbon mask to remove lint, ink, and paper residue. Clean the holes in the cover strips. Carefully wipe between the hammer bank cover and the ribbon mask (early models).

ATTENTION

Do not use solvents or liquids to clean the hammer tips. Clean the hammer tips gently; too much pressure can chip hammer tips.

8. Using a stiff, non-metallic brush (such as a toothbrush), gently brush the hammer tips to remove lint and ink accumulations. (See Figure 6.) Vacuum up any residue.



NOTE: 6400-004 hammer bank is shown. Procedure is the same for all hammer banks.

Figure 6. Cleaning the Hammer Tips

ATTENTION

The hammer bank contains a strong magnet. To prevent damage to the hammer tips, do not let the hammer bank cover assembly snap into place as the hammer bank magnet attracts it. Any impact of the cover against the hammer bank can break hammer tips.

9. Install the hammer bank / ribbon mask cover assembly (page 200).
10. Install the shuttle frame assembly (page 242).
11. Install the shuttle cover assembly (page 203).
12. Clean the card cage fan assembly, as described on the next page.

Cleaning The Card Cage Fan Assembly

1. Cabinet Models: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
2. Vacuum the card cage fan assembly and surrounding areas to remove paper particles, dust, and lint. (See Figure 7.)
3. Cabinet Models: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
4. Close the printer cover.
5. Connect the AC power cord to the power source.

NOTE: Cabinet model shown.
Procedure is the same for
pedestal model.

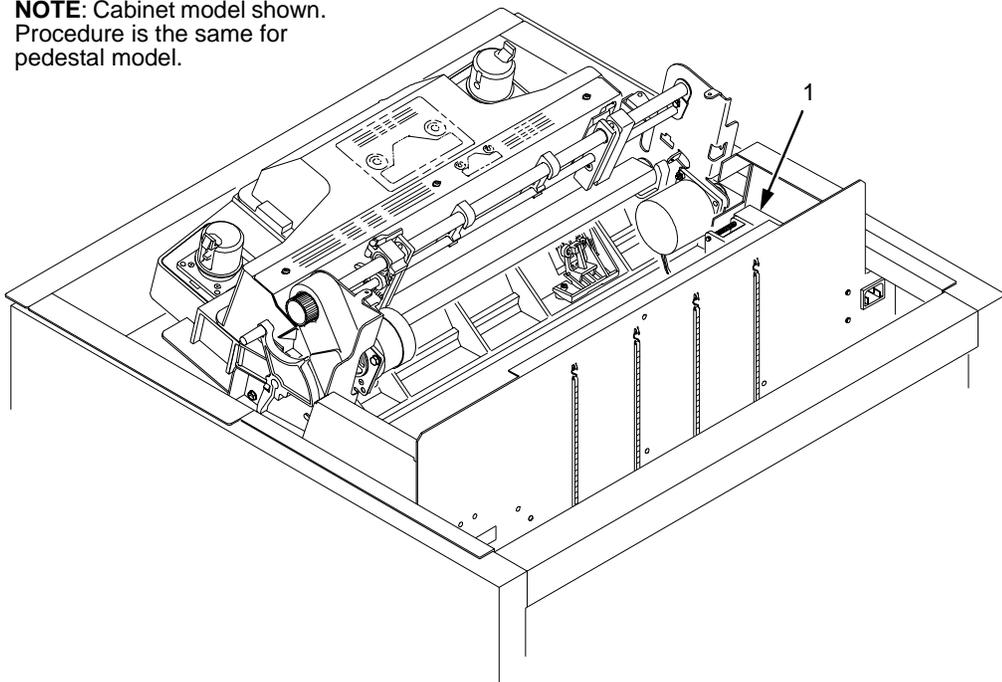


Figure 7. Cleaning the Card Cage Fan Assembly

4

Principles Of Operation

Line Matrix Printing

The printer creates characters and graphics by printing patterns of ink dots on paper, an entire line at a time. This technique is called line matrix printing.

Every text character is stored in printer memory as a pattern of dots on a logical grid called the dot matrix. (See Figure 8.) The ink dots are made by a row of small hammers mounted on a shuttle that sweeps rapidly back and forth. Printer logic circuits divide every line of incoming data into horizontal dot rows. The hammers put dots at the required positions for the entire line by striking an inked ribbon and the paper.

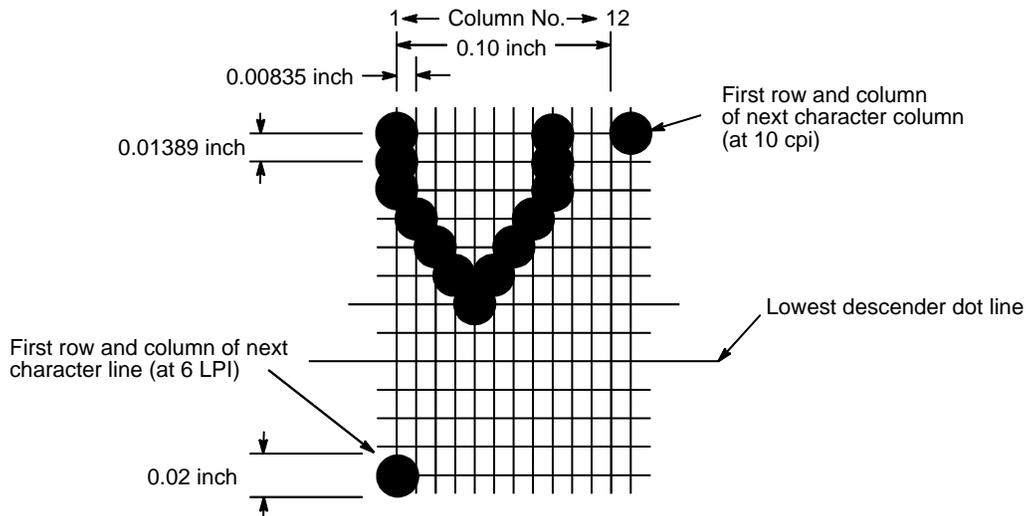


Figure 8. A Dot Matrix

When the shuttle reaches the end of a sweep, it reverses direction, the paper is advanced one dot row, and the hammers print the next row of dots as the shuttle sweeps in the opposite direction. After a line of characters is printed, hammer action stops and the paper advances to the first dot row of the next print line. The number of dot rows allowed for line separation depends on the vertical line spacing the user selects.

The dot matrix patterns of text characters vary according to the font the user selects. For example, in the data processing (DP) font at a line spacing of six lines per inch (lpi), a dot matrix contains 12 dot rows from the top of one character line to the top of the next. (See Figure 8 and Figure 9.) At eight lpi there are nine dot rows per character line, at nine lpi eight dot rows per character line, and so on.

Each individual hammer spring forms more than one character as the shuttle moves horizontally. This principle is illustrated in Figure 10.

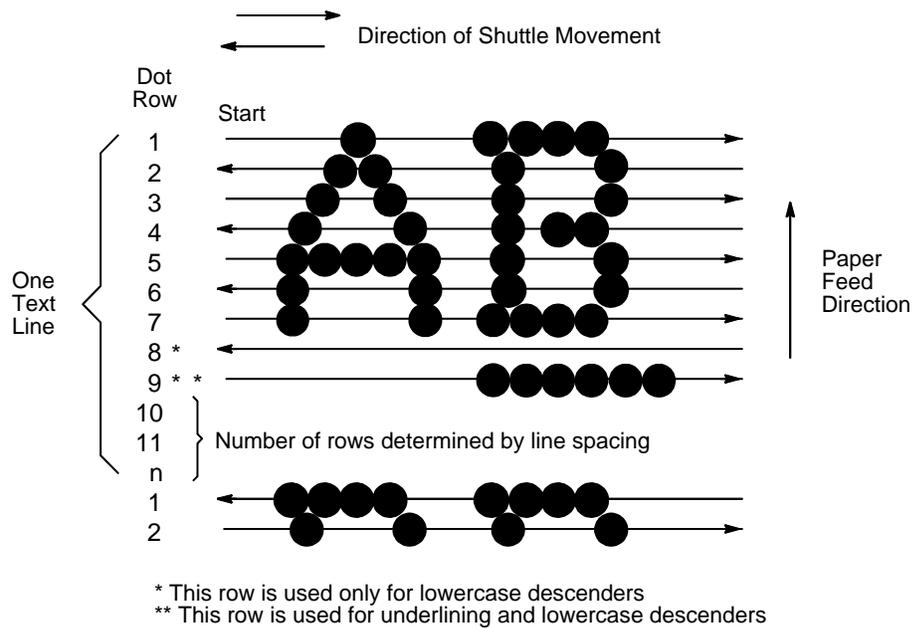
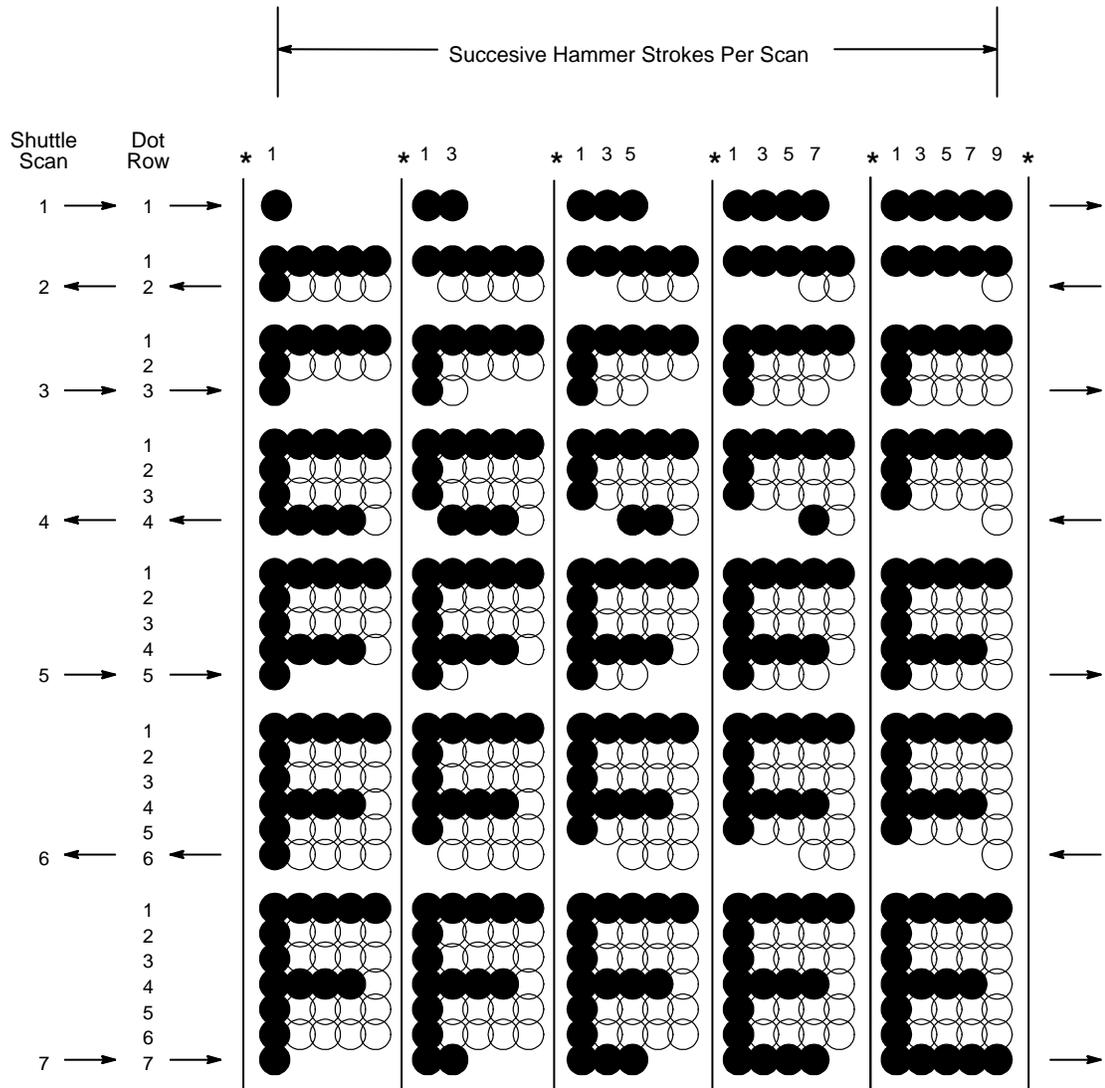


Figure 9. Standard Character Formation



* Even column dot centers within the printed character area and character space hammer positions are not illustrated in this diagram.

NOTE: ● = Hammer Released and Dot Printed
 ○ = Hammer Not Released; No Dot Printed

Figure 10. Action of One Hammer Spring in Text Printing

Printing Rates

Because a line matrix printer prints entire lines sequentially, it is faster than a moving-printhead printer, which prints single characters sequentially. The printing speed of text is measured in lines per minute (lpm) rather than characters per minute (cpm).

Many variables affect printing speed, the main ones being the selected font and the vertical dot density. Lines containing attributes such as bold or emphasized print, superscripts, subscripts, or elongated characters also reduce print speed to never less than half the rates of lines without such attributes. The actual print rate of lines containing these attributes depends on the specific print job, but software maximizes the throughput by dynamically determining which dot rows contain adjacent dots and must be printed in two strokes. Printing speed is not affected by the number of characters in a character set.

The printing speed of graphics (“plot mode”) is expressed in inches per minute (ipm).

The ability of the printer to feed paper downwards as well as upwards allows the printing of multiple densities on a single line. This is useful for printing forms and text together or for mixing fonts on the same print line. Use of multiple densities and reverse paper feed also affects throughput.

Printing Mechanism

While the principles of line matrix printing are easy to state, the act of printing dots accurately from a rapidly oscillating shuttle onto a piece of paper moving vertically requires complex timing and coordination between printer logic and the printing mechanism.

The printing mechanism consists of three integrated subassemblies:

- **Shuttle Frame Assembly**
- **Ribbon Transport System**
- **Paper Transport System.**

Shuttle Frame Assembly

The central element of the printing mechanism is the shuttle frame assembly, which houses the hammer bank assembly and the shuttle drive motor. (See Figure 11.)

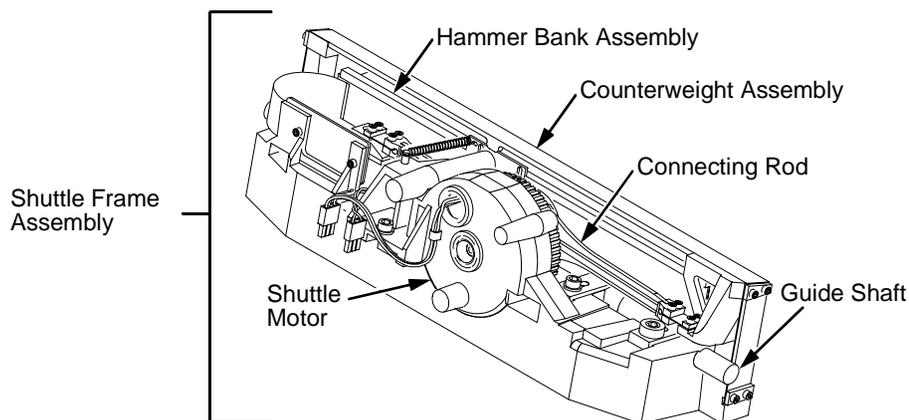


Figure 11. Shuttle Frame Assembly

Hammer Bank Assembly

The hammer springs are grouped in comb-like assemblies mounted on a solid hammer bank. (See Figure 12.) Both the number of hammer springs per hammer assembly and the number of hammer spring assemblies on the hammer bank vary according to printer model:

- 6400-004/-04P/-005/-05P/-050/-P50: seven 4-hammer assemblies, for a total of 28 hammer springs
- 6400-008/-08P/-009/-09P: seven 7-hammer assemblies, for a total of 49 hammer springs
- 6400-010 and -10P: six 10-hammer assemblies, for a total of 60 hammer springs
- 6400-012/-014/-C05/-C5P: seven 13-hammer assemblies, for a total of 91 hammer springs
- 6400-015: six 17-hammer assemblies, for a total of 102 hammer springs

Shuttle Drive Motor

The shuttle drive motor is built into the shuttle assembly casting and drives two connecting rods on a crankshaft. (See Figure 11.) The small end of one connecting rod attaches to the hammer bank; the small end of the other

connecting rod attaches to a counterweight frame surrounding the hammer bank. (The hammer bank and the counterweight constitute the shuttle assembly.) The rotary motion of the shuttle drive motor converts to linear and opposing motion of the hammer bank assembly and the counterweight, in an arrangement similar to that of a horizontally-opposed gasoline engine. Mechanically, this design achieves the same benefits as this type of engine: perfect primary balance, low vibration, and durability.

Each hammer spring is a stiff leaf spring with a cylindrical tungsten carbide tip on the free end. (See Figure 12.) A permanent magnet is imbedded along the length of the hammer bank and acts on the hammer springs through individual pole pieces. The pole pieces magnetically attract and hold the free end of the hammer spring under tension. This is called the retracted state.

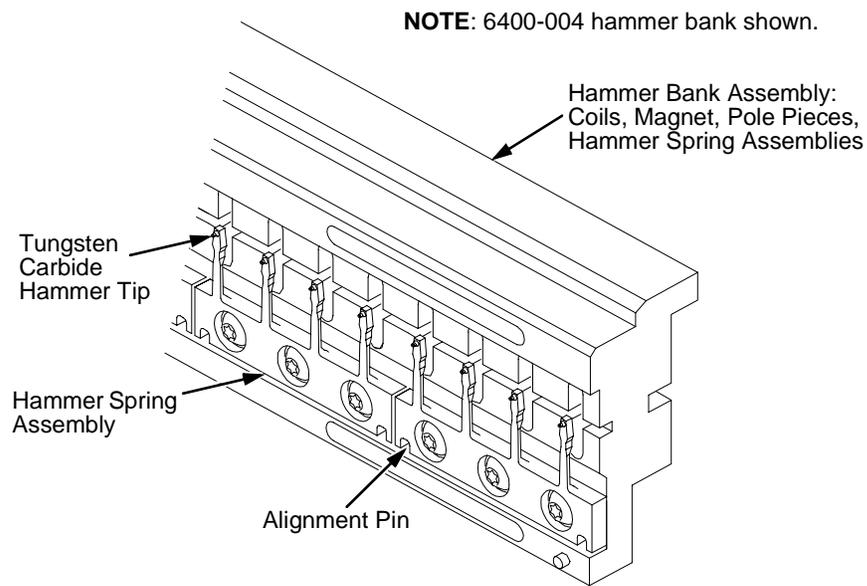


Figure 12. Hammer Springs and Hammer Bank (Detail)

Two electromagnetic coils are mounted behind each hammer and wound around each pole piece. The coils are normally de-energized. When hammer driver logic determines that the hammer must print a dot, a current pulse energizes the coils. The polarity of the resulting magnetic field opposes the field of the permanent magnet, canceling its effect and releasing the hammer. The hammer springs forward, strikes the ribbon and paper, and leaves a dot impression of the hammer tip on the paper.

While the hammer is in flight the coil is de-energized and its field collapses. After striking the ribbon and paper, the hammer rebounds and the permanent magnet recaptures it. When the shuttle reaches the end of a sweep, it reverses direction, the paper is moved up one dot row, and the hammer springs print the next row of dots as the shuttle sweeps in the opposite direction.

Paper Transport System

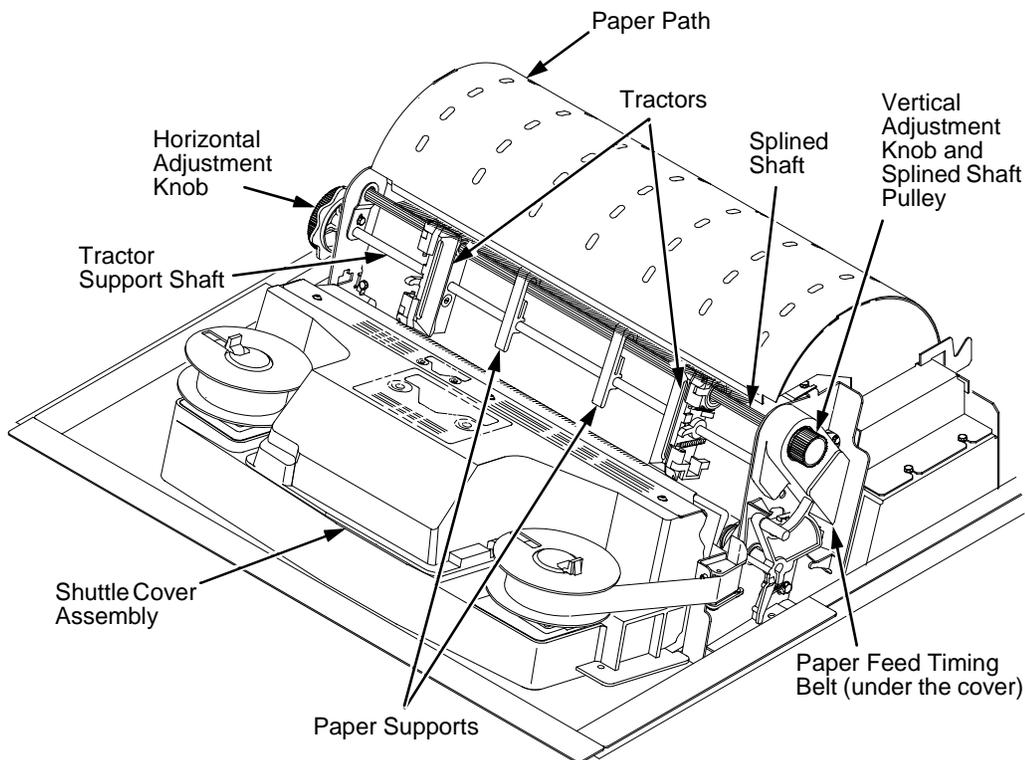


Figure 13. Paper Transport System

A two-phase DC stepper motor, directed by the EC on the controller board, drives two tractor sprockets by means of a toothed belt and splined shaft pulley arrangement. The stepper motor permits extremely accurate incremental vertical paper movement. This drive configuration is designed for continuous, fan-folded paper three to 17 inches wide and one to six sheets thick. For reverse paper feeding, the platen open motor opens and closes the platen via a toothed belt. Opening the platen prevents paper jams when paper direction is reversed—that is, paper is moved downwards—in order to view the print area, set top of form, or allow applications to overprint forms.

Paper is positioned horizontally using the tractors and the horizontal adjustment knob. Each tractor engages paper perforations with six sprocket pins and locks in place with a friction lock. The horizontal adjustment knob allows vernier positioning of the left print margin.

Paper can be positioned vertically by hand with the vertical adjustment knob.

Ribbon Transport System

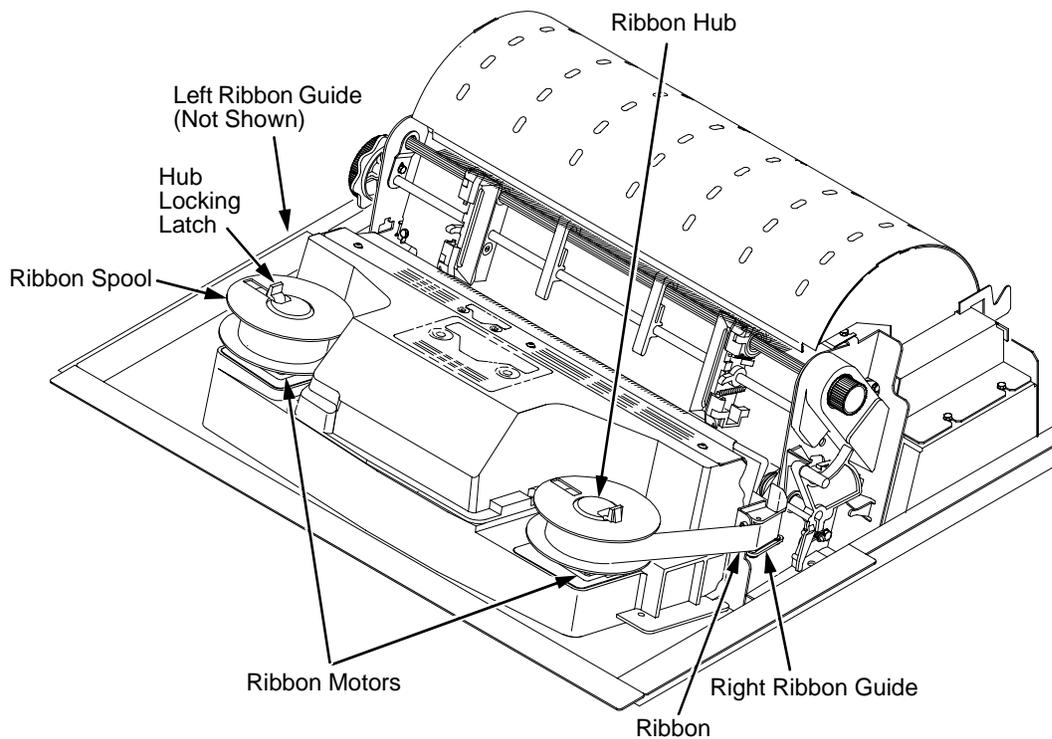


Figure 14. Ribbon Transport System

An inked ribbon winds and unwinds continuously on a pair of spools latched to hubs that are driven by the ribbon motors. The hubs and spools are offset vertically to equalize ribbon wear and prolong ribbon life. The ribbon motors operate only when the shuttle assembly is moving. Ribbon motion reverses when a metal strip at either end of the ribbon crosses the left or right ribbon guide, completing a circuit that causes both motors to reverse direction.

Constant ribbon tension is maintained by controlling each motor with a drive or drag circuit. While the shuttle assembly is in motion, one motor acts as a drive motor, pulling the ribbon against the resistance exerted by the other motor—the drag motor. This system maintains a constant motor speed and ribbon tension.

Logical Control Of The Printer

The printer is divided into four functional elements: the operator panel, the CMX controller board, the power supply, and the print mechanism.

Printer Electronics

The functional elements of the printer are diagrammed in Figure 15.

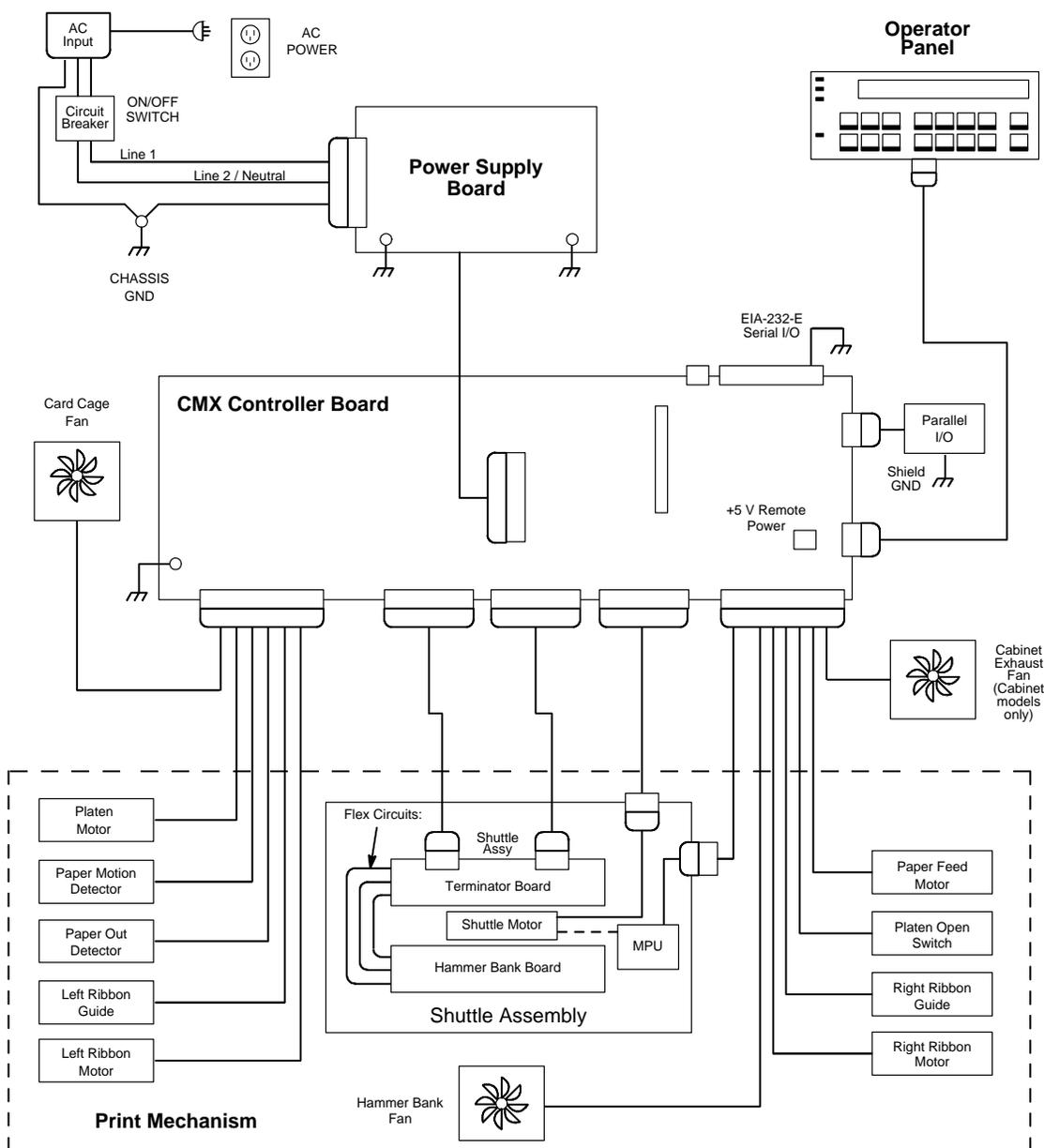


Figure 15. Functional Elements of the Printer

Operator Panel

The operator communicates with the printer by pressing keys on the operator panel. The keys are momentary contact switches. The operator panel processes and sends key closure information to the controller board and displays information from the controller on the LCD. A status indicator next to the LCD also conveys printer status information to the user.

The LCD, status indicator, and keys are mounted on a printed circuit board assembly enclosed in a protective housing.

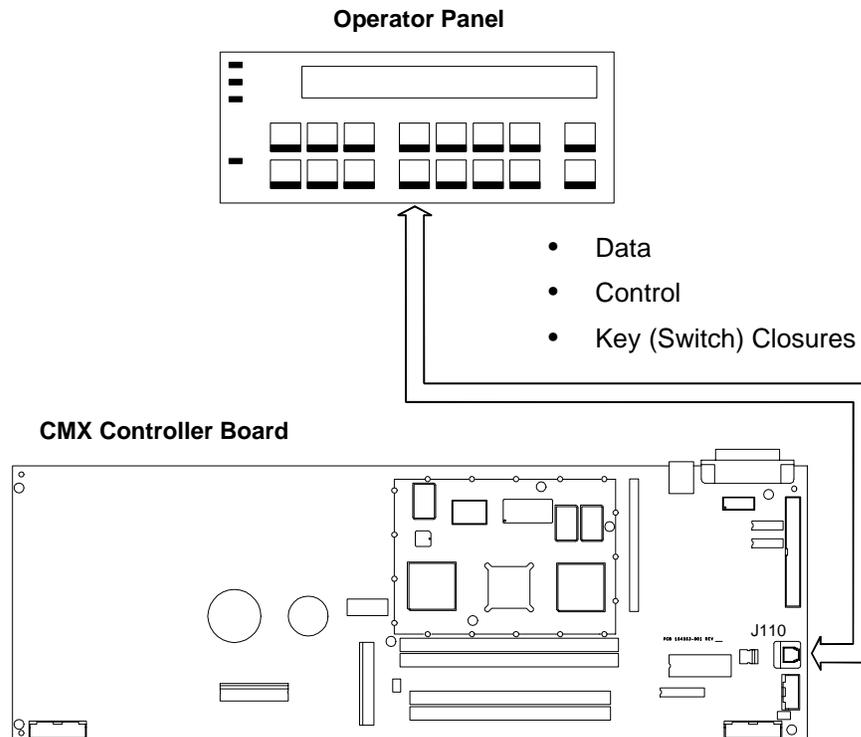


Figure 16. Operator Panel Functional Overview

CMX Controller Board

The heart of the printer is the CMX controller board, which monitors and directs all printer functions. The controller board receives and processes all data from the host computer, builds the printable images, controls all motors, and drives the hammer springs. Except for the power supply and final hammer drive circuits, all logic and drive circuitry for the printer are contained on the controller board.

The CMX controller board consists of two functional units: the Data Controller (DC) and the Engine Controller (EC).

The DC is responsible for:

- Host I/O
- Operator I/O
- Security Interface
- Print Image Generation
- Overall High Level (Logical) Control

The EC is responsible for:

- Print Mechanism Operation
- Print Mechanism Fault Monitoring
- Power Shutdown/Power Saving Modes

The EC and DC communicate through semaphore registers. The DC receives host and operator input and returns dot images and LCD messages to buffers in memory. Image data are passed to the EC upon request, are processed, then sent to the hammer bank. The EC synchronizes paper, ribbon, platen, and shuttle motion as it feeds dot data to the hammer drivers. Figure 17 summarizes this architecture.

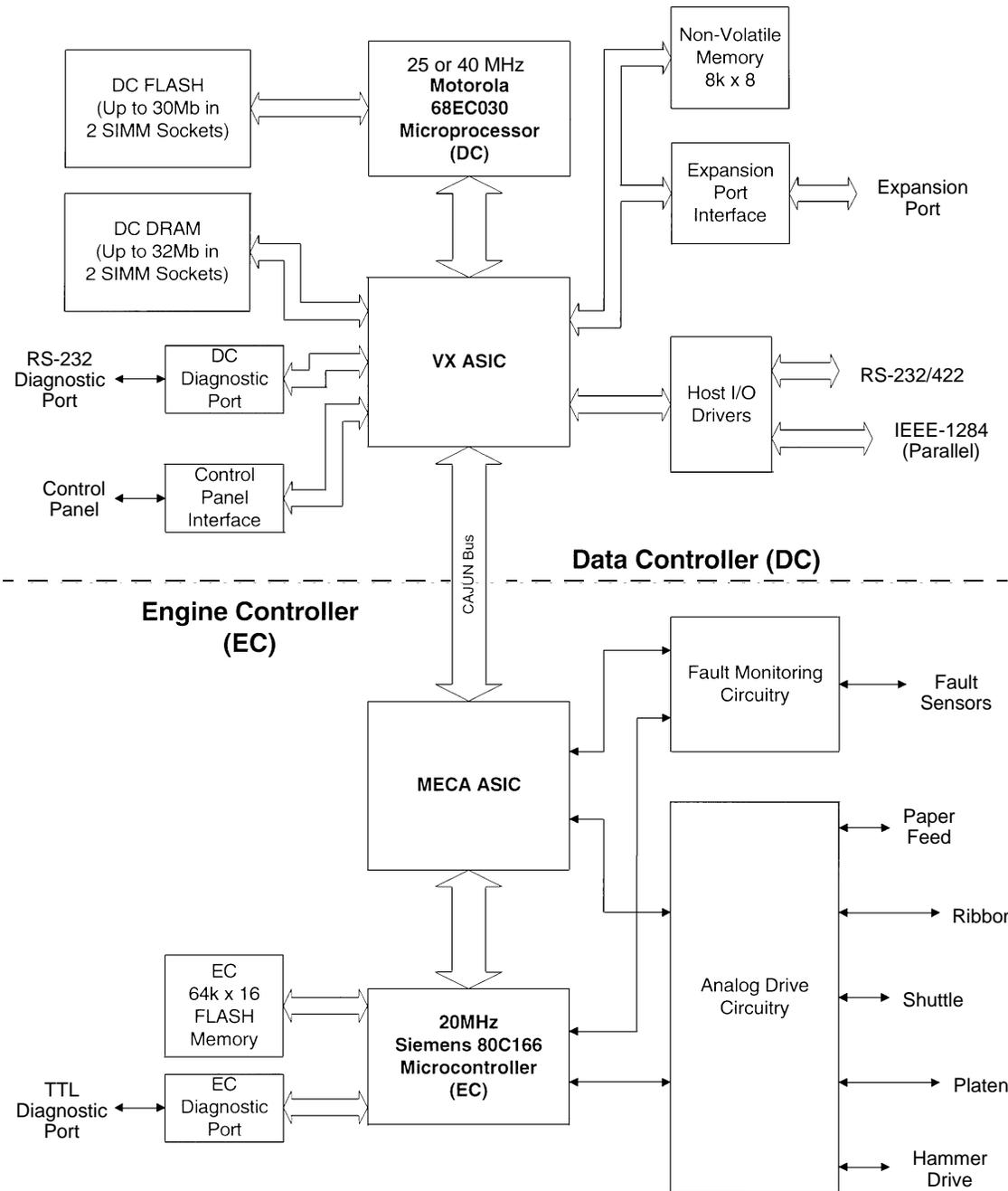


Figure 17. CMX Controller Board Block Diagram

Data Controller

The data controller (DC) consists of the following elements:

- 68EC030 microprocessor
- Two flash SIMM sockets, used for up to 30MB of program memory
- Two DRAM SIMM sockets, used for up to 32MB of data memory
- 8K x 8 Non-Volatile Battery-Backed static RAM (NVRAM) for storage of configuration and system statistical data
- VX ASIC (Application-Specific Integrated Circuit)
- Host I/O Drivers/Termination

68EC030 Microprocessor

A Motorola** 68EC030 microprocessor serves as the processor of the DC unit. This processor runs at 25 MHz on all models except the 6400-050, -P50, -010, -P10, -015, -C05, and -C5P.

On 6400-050, -P50, -010, -P10, -015, -C05, and -C5P printers the 68EC030 processor runs at 40 MHz and the controller board on these models is called the "CMX 040." The CMX 040 controller is backward compatible with any 6400 Series printer, but must be used in 6400-050, -P50, -010, -P10, -015, -C05, and -C5P printers.

Although this chapter refers to the DC microprocessor as simply the "030," remember that two different clock speeds are available.

Flash Memory

The DC stores program and emulation code in flash memory. Flash memory is erasable, non-volatile, and significantly faster than a disk drive.

The DC uses AMD** 5.0V-only flash memory, which does not require higher programming and erasing voltages on the board (it has an internal charge pump to make these voltages itself). This memory supports at least 100,000 write/erase cycles. The flash memory is 32 bits wide. It is byte, word, and double word readable, but is always written as double words.

Two 80-pin SIMM sockets are provided for flash memory. Up to 30MB of flash (total), organized as up to four banks, may be installed in the two sockets on the controller board. The boot code for the 68EC030 processor must reside in bank 0.

Programs stored in flash memory are changed through the parallel or serial port.

DRAM

System DRAM is used for program variables, image buffers, and input buffers. All DRAM supports page mode operation and is addressable by individual byte.

Two standard 72-pin DRAM SIMMs are used for expansion memory. The DC, through the VX ASIC, may address up to 32MB of DRAM in four banks.

NVRAM

A 8K x 8 bit Non-Volatile battery-backed static RAM (NVRAM) device provides for the storage of configuration and system statistical data.

VX ASIC

The VX is a multifunction custom gate array ASIC containing all the logic for the DC that is not contained in the 68EC030 processor. The VX provides the following services:

- Memory Access Controller
- DRAM Controller
- Flash Controller
- Two DMA Channels
- Operator Panel Interface
- “Dot Plucking” and Adjacent Dot Checking
- “Cajun” Bus Interface
- Host I/O and Diagnostic Port

Memory Access Controller All 030 addresses go through the VX ASIC. The VX handles all address decoding, chip selects, DTACKs, and so on.

DRAM Controller

The VX supports up to four banks of page mode DRAM.

FLASH Controller

The VX supports up to four banks of flash memory.

DMA Channels

The VX provides two channels for direct memory access. These channels move data from the host interface or expansion bus to the DRAM and vice versa. One address is an I/O address, the other is a memory address with auto-increment.

Operator Panel Interface

The VX operator panel interface consists of five lines: serial clock, serial data, and three select lines. It is the VX that handles all parallel-to-serial (and vice versa) conversion to and from the panel, as well as any special timing needed when toggling select lines, etc.

“Dot Plucking” And Adjacent Dot Checking

“Dot Plucking” is a specialized DMA function that removes dot data from a dot image buffer in DRAM in a programmable manner, serializes it, and sends it to the hammer bank. This function is actually controlled by the EC (see page 49), which has access to the VX through the “Cajun” Bus Interface.

“Cajun” Bus Interface

The “Cajun” bus interfaces the DC, the EC, and the expansion port. The EC uses this bus to access DC resources, including the semaphore registers. (The semaphore registers are the primary communications path between the EC and DC.)

Ports

The VX ASIC controls the following I/O functions:

- Interface to an IEEE** 1284 Level 2 host
- Interface to RS-232E serial host
- Interface to RS-422 serial host

All the circuitry required for these host types is provided on the CMX board, except for the drivers themselves, ESD protection, and terminations.

Host I/O Drivers And Termination

Beyond the 030 processor and VX ASIC, additional support circuitry completes the serial and parallel interfaces. These circuits include:

- RS-232 drivers and receivers. These circuits use internal charge pumps to eliminate the need for $\pm 12V$ power.
- RS-422 differential drivers and receivers
- Parallel port pull up and pull down terminating resistors are DIP-socketed for easy removal and installation.

All interface ICs and terminations have the following characteristics:

- Provide ESD protection to 15KV for all inputs.
- Less than 0.05V common mode ripple, measured at the power and ground of the interface ICs.
- Less than 0.02V common mode ripple, measured between chassis ground and the ground pins of the interface ICs.
- Greater than 200V/ μs slew rate for all outputs.

Engine Controller

The engine controller (EC) consists of four main elements:

- 80C166 Microcontroller
- 128KB 5.0V-only FLASH program memory, organized as 64K x 16 bits. This memory is not expandable.
- MECA (Mechanism Engine Control ASIC)
- Analog drive circuitry

80C166 Microprocessor

The Siemens** SAB 80C166 is a high-integration microcontroller. It has many features that suit it extremely well to real-time control applications. This

controller and the MECA ASIC provide the functionality of three separate processors used in earlier controller board architectures. In this manual, the 80C166 is referred to as either the EC or the 166.

The 166 used on the CMX board runs at 20MHz and is housed in a 100-pin metric rectangular flat pack.

Bus Configuration

The 166 bus is configured for 18-bit address, 16-bit data, non-multiplexed and segmented operation. The flash memory runs with zero wait states. An external PAL is used for address decoding.

Power Reduction

The 166 chip has two power reduction modes: idle and Energy Star. Idle mode is not used. In Energy Star mode, +48V and all motors are de-energized, but the 166 operates as normal.

EC Flash Memory

The EC stores all boot code, program code, and tables in its own local flash memory. This flash is organized as 64K x16 bits and uses the same technology as the DC flash: it is +5.0V-only and is rated for a minimum of 100,000 write/erase cycles. EC memory is fixed; it is soldered to the controller board. Its contents can be updated through the DC (through the serial or parallel ports). At run time, the EC also stores tables in shared DRAM, which is accessed through the Cajun bus.

MECA ASIC

The 166 uses numerous counters, PWM generators, and FIFOs in the MECA to control many printer motor functions. The MECA is a custom gate array, specifically designed to drive this system.

Analog Drive Circuitry

The analog drive functions convert 48 and 8.5 volts into the power used to drive the motors and hammers in the printer. Sensors are used to monitor the operation and status of critical components within the printer.

The printer uses five motors: two ribbon drive, one paper feed, one platen open, and one shuttle motor. The shuttle motor is a brushless DC motor driven by current control. The MPU encoder is used as feedback for motor commutations, hammer fire timing, and motor stall detection. The paper feed motor is a DC stepping motor driven by current control. The paper feed motor may be driven in full, half, or microsteps, depending on print requirements. The ribbon system uses two DC stepping motors that alternate drive and drag roles when the ribbon reaches turnaround. The drive ribbon motor is microstepped in voltage mode, while the drag motor is loaded and monitored to maintain correct linear speed and tension. The platen motor is driven in current mode and can be full or half stepped. The overall current level may be reduced for standby modes.

The paper feed, ribbon drive, and shuttle motors are driven in control loops containing power MOSFETs, voltage and current sensors, the MECA ASIC, and the EC processor. The platen open motor is driven by a stepping motor controller IC and the EC processor.

Control of the hammer drive is split between the controller board and the hammer bank. Common circuits are located on the controller board, while hammer specific circuitry is contained on the hammer bank. The EC uses the MECA ASIC on the controller board to set timing and upper drive profiles for hammer fire events. The controller also contains diagnostic circuitry for the hammer system. The hammer bank contains HBA ASICs that interpret fire commands and data from the MECA and VX ASICs. The HBAs control lower drive MOSFETs on the hammer bank. These determine which hammers will participate in a fire event generated by the controller's upper drive.

Printer Interface

The printer interface is the point where the data line from the host computer plugs into the printer. The printer interface processes all signals and data to and from the host computer.

The printer supports a number of standard and optional interfaces to the host:

- Centronics** parallel (standard)
- IEEE 1284 parallel (standard)
- EIA**-232-E serial (standard)
- EIA-422-B serial (standard)
- Coaxial/twinaxial "Expansion-CT" (optional)
- Ethernet 10Base2, 10Base-T, or 10/100Base-T adapter (optional)

Selection of the input/output interface is controlled by configuration menus accessed at the operator panel. It is possible to physically connect more than one interface, but only one interface at a time can be used electrically.

10Base2 And 10Base-T LEDs And DIP Switches

10Base2 and 10Base-T PrintNet Ethernet interfaces have three LEDs and three DIP switches, as shown below. The indicators and switches are adjacent to the data line connectors. LED patterns are defined in the table below the illustration.

Status Indicator LEDs And DIP Switches

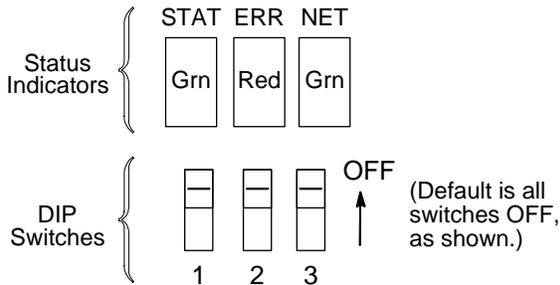


Table 2. LED Pattern Indications

STAT (System Status)	ERR (System Error)	NET (Data to Network)	Mode
ON	OFF	ON	RAM Test
ON	OFF	OFF	ROM Test
ON	ON	OFF	EEPROM Test
OFF	ON	ON	Network Interface Test
OFF	OFF	ON	PRN1 Test
FLASH	OFF	FLASH	Run Mode
FLASH	ON	FLASH	Auto Reset Mode
FLASH	FLASH	OFF	Firmware Panic
ON	FLASH	ON	Hardware Exception

The PrintNet Ethernet assembly has a self test and two internally controlled modes:

Power-on Self Test: A seven stage power-on self test performs diagnostics on the Ethernet Interface processor, RAM, ROM, EEPROM, parallel port, and network interface. The STAT, ERR, and NET LEDs indicate which test is currently in progress.

Run Mode and Auto Reset Mode: Run Mode is the normal operating state of the Ethernet Interface. Auto Reset mode is entered when the watchdog timer is triggered and the Print Server resets itself. In either mode, the STAT LED flashes differently, depending on whether the unit IP address is configured:

STAT	Rate	Indicates
Flashes On	once per second	Normal Mode, IP address configured
Flashes On	2.5 times per second	Monitor Mode, IP address not configured
Flashes Off	2.5 times per second	Monitor Mode or Download Mode, IP address not configured
Flashes Off	once per 2 seconds	Download Mode, IP address configured

IMPORTANT

Setting both DIP Switch 1 and DIP Switch 2 to the ON (down) position will clear ALL passwords, specifically passwords in the html webpage.

DIP Switch 1 = EEPROM Enable: Default position is OFF (up). Setting this switch to the ON (down) position and powering the printer off then on resets the Ethernet Interface to the factory default settings. This also erases any previously configured IP address. Before reconfiguring the unit, DIP switch 1 must be set back to the OFF (up) position, otherwise it will lose its configuration through another power on/off cycle.

DIP Switch 2 = Default IP: Default position is OFF (up). Setting this switch to the ON (down) position and powering the printer off then on resets a previously configured IP address to the factory default setting (no IP address). However, this does not cause the unit to lose its other stored configuration settings, as happens with DIP switch 1. Before reconfiguring the unit with an IP address, DIP switch 2 must be set back to the OFF (up) position, otherwise it will lose its IP address through another power on/off cycle.

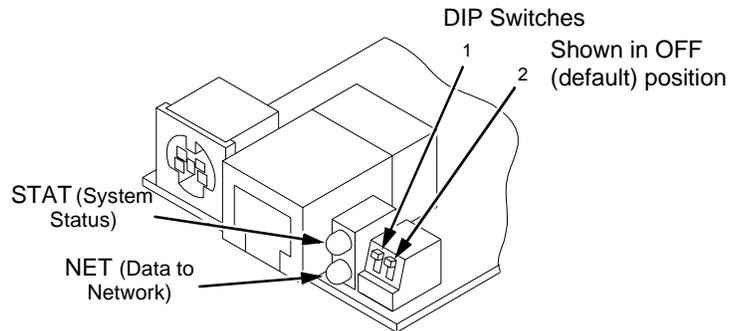
DIP Switch 3 = Link Integrity Disable: Default position is OFF (up), which means link integrity is enabled. This DIP switch determines whether link integrity is turned on or off in the Ethernet interface. It may be necessary to turn link integrity off if the unit is connected to an older hub, etc. Link integrity only applies to the 10Base-T interface option.

For more information . . .

For more information about the 10Base2 or 10Base-T Ethernet interface, refer to *Ethernet Interface User's Manual*, Form No.S246-0153.

10/100Base-T LEDs And DIP Switches

The 10/100Base-T Ethernet interface has two indicator lights and two DIP switches, as shown below.



Inspect the two LEDs on the 10/100Base-T Ethernet interface:

1. When an IP address is configured into the printer via the control panel, the bottom LED should be blinking on and off at the same rate.
2. When a working network cable is installed, the top LED should be on steadily and will blink off for 1/3 second when data are received.

When these two conditions are met, you should be able to ping the printer from a network host.

You can test by starting a telnet session (`telnet IP address`) and sending

```
start fox prn<Return>
stop prn<Return>
```

This command sequence sends consecutively numbered lines of text from the interface to the printer. The “fox” test is resident in the network interface and verifies that it can receive commands and can transfer data successfully to the printer.

If no network cable is connected or the cable is defective and the IP address is configured from the control panel, the top LED will be off and the bottom LED will blink on/off.

STAT (Status) Indicator In Run And Auto Reset Modes

Run Mode is the normal operating state of this interface. Auto Reset mode is entered when the watchdog timer is triggered and the print server resets itself. In either mode, the STAT LED flashes at a varying rate, depending on whether the unit IP address is configured:

STAT	Rate	Indication
OFF	Flashes ON once per second	Normal Mode, IP address configured
OFF	Flashes ON 2 times per second	IP address not configured
ON	Flashes OFF once per second	Download (MOS)
ON	Flashes OFF twice per second	Error

NET (Network) Indicator

The NET LED displays the status of the network link:

NET	Rate	Indication
ON	Constantly	Indicates link integrity
ON	Flashes OFF 1/3 second	Flashes off 1/3 second every time a data packet is transmitted
OFF	Constantly	Network connection has been severed

DIP Switches

On the back of the 10/100Base-T interface inside the printer, there are two DIP switches labeled 1 and 2. The functions of the DIP switches are explained in Table 3.

Table 3. 10/100Base-T DIP Switch Settings

DIP Switch		Description
1	2	
OFF	OFF	Normal operation. With both DIP switches in the “OFF” position, the interface boots up using the settings in flash memory rather than the default settings.
ON	OFF	Factory default settings. With the DIP switches in this configuration, the interface boots up and all settings stored in flash memory are erased except the Ethernet address and key value.
OFF	ON	Default IP. With the DIP switches in this configuration, the interface boots up with factory default settings, but the stored settings in flash memory remain intact. Setting DIP switch 2 to “ON” does not clear any settings stored in flash memory, it boots the unit in a different state with the settings in flash memory temporarily ignored.
ON	ON	If the interface is connected to a network with link integrity and then reset to MOS, a download will be forced. If the unit is not connected to a network, it will print a test page.

For More Information . . .

For more information about the 10/100Base-T Ethernet interface, refer to *Ethernet Interface User’s Manual*, Form No.S246-0154.

Power Supply Board

The printer power supply is contained on a printed circuit board mounted in the card cage. The power supply automatically senses and adjusts to any commercial electrical system that provides AC mains potential in 50 or 60 Hertz systems. In other words, the printer is fully operational from available commercial power anywhere in the world.

The power supply converts alternating current (AC) to direct current (DC) at three voltage levels and sends the DC voltages to the controller board. The controller board distributes all DC power to the logic and electromechanical circuits.

AC Power

The power supply operates on AC voltages ranging from 88 to 270 V. It can tolerate variations in frequency of 47 to 63 Hz. The power supply is designed to withstand an AC input overvoltage of 300 VAC for one second with no degradation of DC output voltage or damage to printer circuits.

DC Power

The power supply board contains two DC power supply systems for the printer. The first is a +5 V bus for logic. The second consists of +48 V and +8.5 V buses for the hammer bank and all motors.

The +5 V supply has an isolated return line that connects to the +48 V return at the printer load. Both returns are tied together in a single-point ground. The +5 V power supply has its own inverter, separate from the +48 V and +8.5 V outputs.

There is an opto-isolated input on the power supply that will shut down and latch off the +48 V and +8.5 V supplies unless it is pulled up to 5V with a 1K Ω resistor. This resistor is mounted on the controller board and may be pulled down or disconnected by software or internal cable interlocks. The +5 V output will remain stable for reporting and latching the fault condition. The return for this signal is the +5 V return. In addition, this shutdown circuit discharges and latches the +48 V down to a level lower than 15 V in less than 200 milliseconds and requires recycling of the circuit breaker (On/Off switch) to reset the latch.

Loss of +48 V is seen by the EC and reported as a fault.

Graphics

The Code V programming language (a QMS** graphics emulation) and the IGP programming language (a Printronix IGP emulation) are options that install in flash memory on the CMX controller board.

These programming languages simplify the job of creating forms, bar codes, logos, expanded characters, and other graphics. These languages enable the printer to print sideways, upside down, and to make forms combining graphics, alphanumeric data, and bar codes—all in a single pass. Documents explaining configuration, operation, and programming are included with each option.

5

Troubleshooting

Introduction

This chapter lists fault messages and symptoms, and provides procedures for troubleshooting printer malfunctions.

Always have the *Operator's Guide* and the *Setup Guide* handy when you troubleshoot because this manual does not cover printer operation or configuration. You must operate the printer to check its performance, and sometimes you may have to reconfigure it.

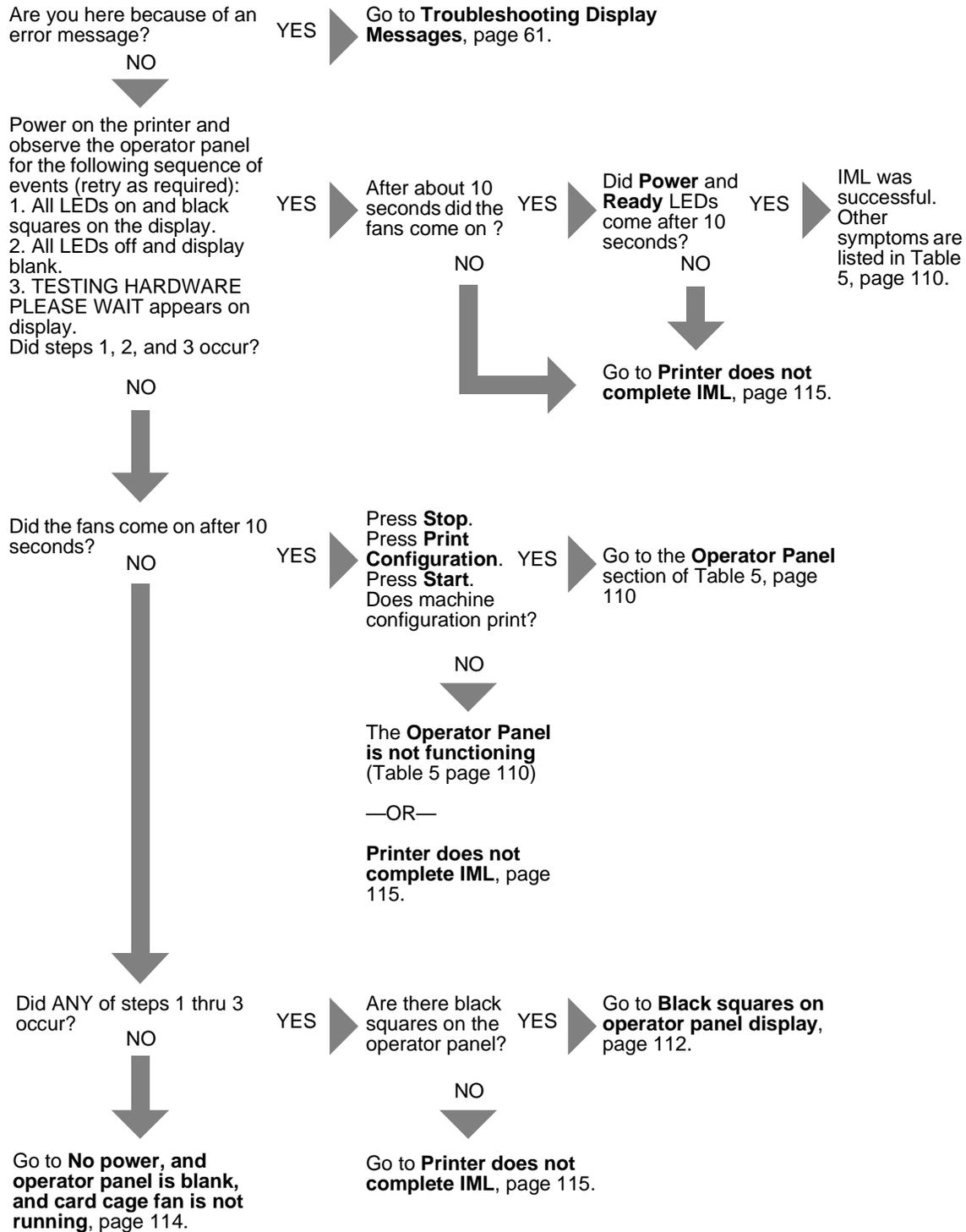
Troubleshooting Aids

Troubleshooting is faster and more effective if you understand the equipment and make use of all available tools.

This manual provides a number of troubleshooting aids to help you isolate printer malfunctions:

- Start of Call page 60
- Troubleshooting Display Messages page 61
- Message List page 62
- Troubleshooting Other Symptoms page 109
- General Symptom List page 110
- Communications Failures page 131
- Operator Print Tests page 132
- Customer Engineer (CE) Tests page 134
- Hex Code Printout page 140
- ASCII Character Set page 142
- The Power On Sequence page 146
- Appendix A: Wire Data page 287

Start Of Call



Troubleshooting Display Messages



- <3> **Hazardous voltages are present in the printer with the power cord connected to the power source. Switch off printer power and unplug the printer power cord before proceeding.**
- <4> **Do not connect or disconnect any communication port, teleport, attachment connector, or power cord during an electrical storm.**
- <5> **Power off the printer and disconnect the power cord before connecting or disconnecting any communication port, teleport, or attachment cable connector.**

If a fault condition occurs in the printer, four things happen:

- The **Attention** indicator on the operator panel flashes on and off.
- If enabled, the audible alarm sounds. (Press **Stop** to silence the alarm.)
- A message describing the fault condition appears on the LCD.
- Certain *Unit Check* conditions (see below) are automatically recorded in the error log. The error log is a buffer in NVRAM that stores up to 50 messages as a list. The most recent message is stored at the top of the list, the oldest message at the bottom of the list. If more than 50 messages occur before the log is cleared, the oldest messages are deleted, so the log never contains more than 50 messages. You can print the error log and clear it. (See page 135.)

The LCD displays two kinds of printer conditions:

- An *Attention* condition halts printing until the operator replenishes supplies, clears paper jams, corrects a problem of communication between the printer and host computer, etc.
- A *Unit Check* condition is a failure detected by self-test and fault circuitry. Unit check conditions are either *recoverable* or *unrecoverable*.

Recoverable unit check conditions are errors detected in the electromechanical print mechanism that may be temporary and correctable by cycling power. The printer tries a number of times to correct the condition before posting the message to the operator panel. The first thing to do in such cases is to power the printer off, wait 15 seconds, then power the printer back on. If the message reappears, classify the check condition *unrecoverable*.

Unrecoverable unit check conditions are “hard” failures such as overcurrent, component failure, or microcode failures that prevent printing until the conditions are corrected. Unrecoverable conditions require that

the printer be powered off and the condition corrected before powering the printer back on.

Message List

Find the message in the **Message List** below and follow the suggested procedure. After correcting an error, press the **Start** key to clear the message.

If an error is not cleared, the printer will try to print again but will display the error message until the error is cleared.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
001 END OF FORMS LOAD FORMS	Attention message: the printer is out of paper.	<ol style="list-style-type: none"> 1. Load paper. Press Stop. If message does not clear, go to the next step. 2. Check forms for dark backs or holes/perforations large enough to cause false End Of Forms messages. Consider ordering the black back paper detector switch assembly. 3. Power off the printer. Remove the paper guide assembly or pedestal top cover. Remove the barrier shield (cabinet model) or the barrier shield and paper guide (pedestal model, see Figure 45, page 260). Make sure the sensors are securely snapped into the bracket, the mounting screws hold the paper detector switch assembly securely, and clean the sensors if they are dirty. 4. Check that connector P106/PMD is fully seated in connector J106 on the CMX controller board. 5. Power on the printer. Load paper. Replace the paper detector switch assembly if the message appears. 6. Power on the printer. Load paper. Replace the CMX controller board if the message appears. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
002 FORMS JAMMED CLEAR JAM AND RELOAD FORMS	Attention message: the printer cannot detect paper motion. Inspect the paper path for jams.	<ol style="list-style-type: none"> 1. Clear jams. Load paper. 2. Press Form Feed several times and check that forms feed without erratic motion, noise, or pin-hole damage. If forms do not feed, go to Paper feeds poorly, page 125. If forms feed, go to the next step. 3. Press View once and check that forms move up. Make sure the forms thickness lever is not set too tightly. 4. Press View again and check that the forms thickness lever rotates and the paper moves down. If the forms thickness lever does not rotate and/or the paper does not move down, refer to Reverse paper feed: platen does not open, page 126. 5. Check the paper tension between the tractors. Adjust the right tractor so that it does not pull paper too tightly or leave it too loose. The right tractor should hold the paper under "slight" tension. 6. Inspect the ribbon mask for bends or deformation that block the paper path or prevent paper from exiting the pedestal top cover. Replace a damaged hammer bank cover assembly. 7. Check and adjust the platen open belt. Replace the belt if it is damaged. 8. Check the platen open pulley and the platen pulley for looseness. Bottom out the platen open motor pulley on the motor shaft and torque the 1/16 inch set screw to 9 ± 2 inch-pounds (1.02 ± 0.23 N•m). Tighten the 7/64 inch setscrew in the platen shaft pulley, then open and close the forms thickness lever and check that the platen pulley setscrew does not hit the left ribbon guide. 9. Inspect the tractors and tractor door springs for damage or excessive wear. If either tractor is worn or damaged, replace both tractor assemblies. 10. Check and adjust the paper feed belt. Replace the belt if it is damaged.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
002 FORMS JAMMED CLEAR JAM AND RELOAD FORMS (continued)		11. Check and adjust the platen gap. 12. Clean the paper motion detector with a cotton swab and alcohol. At the control panel, set the paper motion detector (PMD) fault setting to DISABLE. Load paper. Run a print test and observe how the paper feeds. If the message appears, replace the CMX controller board. Record the message and return it with the defective board. If the message does not appear, replace the paper detector switch assembly and set the paper motion detector (PMD) to ENABLE.
003 FORMS EJECTED PRESS EJECT/ RESTORE	Non-error status message.	Press Eject/Restore key to return paper to print position.
004 VIEW FORMS PRESS VIEW KEY0	Non-error status message.	Press View key to return paper to print position.
006 HOST SYSTEM REQUEST ATTENTION	Host attention message: the host computer or printer controller requires attention.	Not a printer problem.
007 FM HEADER ERROR	Applications software has violated header format parameters.	Not a printer problem. Have the system administrator correct applications data or configuration.
008 HOLD PRINT TIMEOUT PRESS START	Status message: the printer was offline more than 10 minutes and the "Intervention Required" parameter is set to "Send to Host."	Press Start to put the printer in the READY state.
009 INVALID KEY PRESS	Attention message informing the operator that the wrong key was pressed.	No action required.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
010 PARAMETER ERROR	The printer received an illegal parameter value in the command code.	<ol style="list-style-type: none"> 1. Press Stop to clear fault. Press Start to go on-line. 2. Run the print job that generated the error message. If the message appears, check the host data for invalid characters. 3. Ask the system operator to verify that the printer's Device ID is set to the correct emulation with respect to the host configuration. 4. Run the print job that generated the error message. If the message appears, go to Communications Failures, page 131.
011 SCS COMMAND ERROR	The printer received an undefined control character (hex 40) through the coax/twinax interface.	<ol style="list-style-type: none"> 1. The printer clears the error. 2. Run the print job that generated the error message. If the message appears, verify that there are no invalid control codes in the host data. 3. Ask the system operator to verify that the printer's Device ID is set to the correct emulation with respect to the host configuration. 4. Run the print job that generated the error message. If the message appears, go to Communications Failures, page 131.
012 STRUCTURED FIELD ERROR	Application software has violated structured data field parameters.	Not a printer problem. Have the system administrator correct applications data or configuration.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
013 ACTIVATE LOST	The printer detects a twinax protocol communication error and reports the error.	<ol style="list-style-type: none"> 1. Power off the printer. Disconnect the AC power cord from the printer. Check the twinax host data cable and twinax I/O cable connection at the CT board. Reseat the twinax host data cable connection and the twinax I/O cable connection at the CT board. 2. Disconnect the twinax auto-termination cable from the printer. Test the cable for the resistances shown on page 306. If resistances are not correct, replace the twinax auto-termination cable. 3. Connect the power cord to the printer. Power on the printer. Send a print job to the printer. If the message appears, replace the twinax cable. 4. Send a print job to the printer. If the message appears, go to Communications Failures, page 131.
014 INVALID ACTIVATE	The printer detects a twinax protocol communications error and reports the error.	<ol style="list-style-type: none"> 1. Power off the printer. Disconnect the AC power cord from the printer. Check the twinax host data cable and twinax I/O cable connection at the CT board. Reseat the twinax host data cable connection and the twinax I/O cable connection at the CT board. 2. Disconnect the twinax auto-termination cable from the printer or from the last device on this twinax port. Test the cable for the resistances shown on page 306. If resistances are not correct, replace the twinax auto-termination cable. 3. Connect the power cord to the printer. Power on the printer. Send a print job to the printer. If the message appears, replace the twinax cable. 4. Send a print job to the printer. If the message appears, go to Communications Failures, page 131.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
<p>015 COMMUNICATIONS CHECK CHECK CABLE</p>	<p>The line is not active on a twinax interface.</p>	<ol style="list-style-type: none"> 1. Power off the printer. Disconnect the AC power cord from the printer. Check the twinax host data cable connection and twinax I/O cable connection at the CT board. Reseat the twinax host data cable connection and the twinax I/O cable connection at the CT board. 2. Disconnect the twinax auto-termination cable from the printer. Test the cable for the resistances shown on page 306. If resistances are not correct, replace the twinax auto-termination cable. 3. Connect the AC power cable to the printer. Power on the printer. Send a print job to the printer. Verify that all other devices on the twinax line are working properly. (Refer to line problem determination procedures, as recommended by the host system.) If the message is gone, the host has reestablished communication with the printer. If all other twinax devices work properly and the message still appears, replace the coax/twinax expansion board. Record the message and return it with defective board.
<p>016 INVALID COMMAND</p>	<p>The printer detects a twinax protocol communications error and reports the error.</p>	<ol style="list-style-type: none"> 1. Power off the printer. Disconnect the AC power cord from the printer. Check the twinax host data cable and twinax I/O cable connection at the CT board. Reseat the twinax host data cable connection and the twinax I/O cable connection at the CT board. 2. Disconnect the twinax auto-termination cable from the printer. Test the cable for the resistances shown on page 306. If resistances are not correct, replace the twinax auto-termination cable. 3. Connect the power cord to the printer. Power on the printer. Send a print job to the printer. If the message appears, replace the twinax cable. 4. Send a print job to the printer. If the message appears, go to Communications Failures, page 131.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
017 STACKER JAM CHECK STACKER	This message is triggered if there is paper inside the throat of the stacker elevator, but the elevator is not moving.	<ol style="list-style-type: none"> 1. Open the cabinet rear door and check for obstructions preventing elevator movement. Remove any obstructions. 2. Check that the wheel of the stacker paper motion detector rests against the rear brace of the paper throat. Also make sure the wheel rotates freely. If necessary, gently bend the brace toward the paper motion detector wheel until the wheel contacts the brace. Clean the stacker paper motion detector. 3. Power on the printer. Operate the power stacker and check that: <ol style="list-style-type: none"> a) all motors are operating, b) the paddles are rotating, c) the elevator moves smoothly and without obstruction, d) the timing belts are undamaged and the belt pulleys are not slipping, e) extension springs are attached and not bent or stretched), f) drive rollers are not damaged. Tighten setscrews and replace damaged components as necessary. 4. Power off the printer. Remove the paper path. Disconnect stacker cables from the CMX controller board, stacker assembly, and stacker control panel. Check cables for cuts, breaks, or damaged pins. Check continuity of cables. (See Appendix A.) Replace any cable that is damaged or fails continuity test.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
018 STACKER FULL CHECK STACKER	Status message: the power paper stacker is full.	<ol style="list-style-type: none"> 1. Unload the stacker. 2. Check the stacker limit switches. (See page 119.) If the limit switches are OK, go to the next step. 3. Power off the printer. Remove the paper guide assembly. Disconnect stacker cables from the CMX controller board, stacker assembly, and the stacker control panel (see Figure 68, page 376). Check cables for cuts, breaks, or damaged pins. Check continuity of cables. (See Appendix A.) Replace any cable that is damaged or fails continuity test. Reconnect all stacker cables to the CMX controller board, stacker, and stacker control panel.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
019 STACKER FAULT CHECK STACKER	<p>Two situations can trigger this message:</p> <ol style="list-style-type: none"> 1. The stacker elevator is obstructed while attempting to move up or down. The message will always occur if the user presses the ELEVATOR UP key on the stacker control panel to move the elevator and the elevator is blocked so that it cannot move to the top of its travel. 2. Controller hardware tells firmware that an over-current condition exists. This will only occur if the controller board or the stacker motors are bad. 	<ol style="list-style-type: none"> 1. Open the cabinet rear door and check for obstructions preventing elevator movement. Remove any obstructions. 2. Power on the printer. Operate the power stacker and check that: <ol style="list-style-type: none"> a) all motors are operating, b) the paddles are rotating, c) the elevator moves smoothly and without obstruction, d) the timing belts are undamaged and the belt pulleys are not slipping, e) the extension springs are attached and undamaged (not bent or stretched), f) the drive rollers are not damaged, g) the constant force springs are tightly mounted and undamaged. Tighten pulley setscrews and/or replace damaged components as necessary. 3. Adjust the stacker rails if they are not vertical and parallel. 4. Check the stacker limit switches. (See page 119.) If the limit switches are OK, go to the next step. 5. Disable the power stacker unit under the Printer Control menu. (Refer to the <i>User's Guide</i>.) If the message occurs, replace the CMX controller board and download new function code. 6. Power off the printer. Remove the paper path. Disconnect stacker cables from the CMX controller board, stacker assembly, and the stacker control panel (see Figure 70, page 348). Check cables for cuts, breaks, or damaged pins. Check continuity of cables. (See Appendix A.) Replace any cable that is damaged or fails continuity test. If the cables are okay, replace the stacker motors.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
021 RECEIVE BUFFER OVERRUN VERIFY CONFIGURATION	The print buffer has overflowed on a serial interface. The printed output may contain random * (asterisk) characters.	<ol style="list-style-type: none"> 1. Make a configuration printout. Verify that the printer matches the host serial interface configuration settings for Data Protocol, Baud Rate, Data Bits, Stop Bits, Parity, Data Terminal Ready, and Request to Send. 2. Set printer serial interface parameters to match those of the host. 3. Send a print job to the printer. If the message appears, go to Communications Failures, page 131.
022 UNIT ADDRESS NOT RECEIVED CHECK PRINTER ADDRESS	Poll timeout on the twinax interface indicating the unit address is not recognized by the printer.	Have the system administrator make sure the printer address is correct.
024 SERIAL LINE PARITY ERROR VERIFY CONFIGURATION	The printed output may contain random ? (question mark) characters.	<ol style="list-style-type: none"> 1. Make a configuration printout. Verify that the printer matches host serial configuration settings for Data Protocol, Baud Rate, Data Bits, Stop Bits, Parity, Data Terminal Ready, and Request to Send. Set printer serial interface parameters to match those of the host. 2. Send a print job to the printer. If the message appears, replace the serial data cable. 3. Send a print job to the printer. If the message appears, go to Communications Failures, page 131. 4. If the printer is in a twinax environment, check the error log for 024 errors and inspect the customer's cable hook-ups. Connect all communications cables correctly. 5. Send a print job to the printer. If the message appears, replace the twinax auto-termination cable ("T" connector). 6. Send a print job to the printer. If the message appears, replace the coax/twinax multi-platform interface. (Refer to the <i>Coax/Twinax Multi-Platform Interface Feature Installation and Operation Guide</i>, Form Number S246-0149.)

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
025 SERIAL FRAMING ERROR VERIFY CONFIGURATION	The printed output may contain random ! (exclamation point) characters.	<ol style="list-style-type: none"> 1. Make a configuration printout. Verify that the printer matches host configuration settings for Data Protocol, Baud Rate, Data Bits, Stop Bits, Parity, Data Terminal Ready, and Request to Send. Set printer serial interface parameters to match those of the host. 2. Send a print job to the printer. If the message appears, go to Communications Failures, page 131.
026 HEX DUMP MODE	Printer attach status message.	No action required.
027 COMMUNICATIONS CHECK CALL SYSTEM OPERATOR	Enable poll timeout. The printer was not enabled for one minute over a coax interface	Power off the printer. Disconnect the AC power cord from the printer. Check data cable connection and host system. (Refer to line problem determination procedures, as recommended by the host system.)
028 COMMUNICATIONS CHECK CALL SYSTEM OPERATOR	Poll timeout error. The printer was not polled for one minute over a coax interface.	Power off the printer. Disconnect the AC power cord from the printer. Check data cable connection and host system. (Refer to line problem determination procedures, as recommended by the host system.)
029 8344 DIAGNOSTIC TEST FAILED	Link-level code test detects a hardware failure on the coax/twinax expansion board. This message can also occur if the software in flash memory is corrupted.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the coax/twinax expansion board. Record the message and return it with defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
031 END OF FORMS TIMEOUT LOAD FORMS	On a coax interface, a timeout message is sent to the host if paper is not loaded within 10 minutes after Stop was pressed to clear an end of forms fault.	<ol style="list-style-type: none"> 1. Load paper. Press Stop. If message does not clear, go to the next step. 2. Power off the printer. Remove the paper guide assembly or pedestal top cover. Remove the barrier shield (cabinet model) or the barrier shield and paper guide (pedestal model). Check that the paper detector switch assembly is securely mounted in its bracket. 3. Check that connector P106/PMD is fully seated in connector J106 on the CMX controller board. 4. Power on the printer. Load paper. Replace the paper detector switch assembly if the message appears. 5. Power on the printer. Load paper. Replace the CMX controller board if the message appears. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
032 FORMS JAMMED TIMEOUT CLEAR JAM AND RELOAD FORMS	On a coax interface, a timeout message is sent to the host if paper motion has not occurred for 10 minutes after Stop was pressed to clear a paper jam fault.	<ol style="list-style-type: none"> 1. Clear the paper jam. Press Stop. 2. Press Form Feed several times and check that forms feed without erratic motion, noise, or pin-hole damage. If forms do not feed, go to Paper feeds poorly, page 125. If forms feed, go to step 3. 3. Press View once and check that forms move up. Make sure the forms thickness lever is not set too tightly. 4. Press View again and check that the forms thickness lever rotates and the paper moves down. If the forms thickness lever does not rotate and/or the paper does not move down, refer to Reverse paper feed: platen does not open, page 126. 5. Check the paper tension between the tractors. Adjust the right tractor so that it does not pull paper too tightly or leave it too loose. The right tractor should hold the paper under "slight" tension. 6. Inspect the ribbon mask for bends or deformation that block the paper path or prevent paper from exiting the pedestal top cover. Replace a damaged hammer bank cover assembly. 7. Check and adjust the platen open belt. Replace the belt if it is damaged. 8. Check the platen open pulley and the platen pulley for looseness. Bottom out the platen open motor pulley on the motor shaft and torque the 1/16 inch set screw to 9 ± 2 inch-pounds ($1.02 \pm 0.23 \text{ N}\cdot\text{m}$). Tighten the 7/64 inch setscrew in the platen shaft pulley, then open and close the forms thickness lever and check that the platen pulley setscrew does not hit the left ribbon guide. 9. Inspect the tractors and tractor door springs for damage or excessive wear. If either tractor is worn or damaged, replace <u>both</u> tractors. 10. Check and adjust the paper feed belt. Replace the belt if it is damaged.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
032 FORMS JAMMED TIMEOUT CLEAR JAM AND RELOAD FORMS (continued)		<ol style="list-style-type: none"> 11. Check and adjust the platen gap. 12. Clean the paper motion detector with a cotton swab and alcohol. At the control panel, set the paper motion detector (PMD) fault setting to DISABLE. Load paper. Run a print test and observe how the paper feeds. If the message appears, replace the CMX controller board. Record the message and return it with the defective board. If the message does not appear, replace the paper detector switch assembly and set the paper motion detector (PMD) to ENABLE.S
041 BUFFER OVERFLOW	The print buffer has overflowed on a serial interface. The printed output may contain random * (asterisk) characters.	<ol style="list-style-type: none"> 1. Make a configuration printout. Verify that the printer matches the host serial interface configuration settings for Data Protocol, Baud Rate, Data Bits, Stop Bits, Parity, Data Terminal Ready, and Request to Send. Set printer serial interface parameters to match those of the host. 2. Send a print job to the printer. If the message appears, go to Communications Failures, page 131.
042 CUSTOM SET DOES NOT EXIST SAVE FIRST	Printer configuration: the custom configuration set does not exist.	Save the custom configuration set.
043 CUSTOM SET ALREADY EXISTS DELETE EXISTING SET FIRST	Printer configuration: custom set is write-protected.	Delete the existing custom configuration set, then save the new set.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
044 EC FIRMWARE/ HARDWARE ERROR	Application software tried to perform an illegal printer function or damaged memory is detected on the CMX controller board. (If the message appears at power-up, replace the CMX controller board. Record the message and return it with defective CMX board.)	<ol style="list-style-type: none"> 1. Cycle power. Run the print job. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the flash memory with pre-written flash memory. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 3. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board. 4. Power on the printer. Run the print job again. If the message still appears, there is an application software error. Use your local support procedure to request assistance.
046 EC STOPPED AT STATE <state>	Where <state> is a number from 0000 to 0010. The Engine Controller processor has stopped and is in the state identified by the number displayed. (If the EC stops at state 0000 at power-up, replace the CMX controller board. Record the message and return it with the defective board.)	<ol style="list-style-type: none"> 1. Power off the printer. Remove all flash memory and DRAM SIMMs. Inspect the SIMM sockets on the CMX controller board. If any socket pins are bent or damaged, replace the CMX controller board. 2. Install the flash and DRAM SIMMs, making sure they are fully and correctly seated. Power on the printer. Download the emulation. If the message appears, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 3. Power on the printer. Download the emulation. If the message appears, replace the DRAM SIMM(s). 4. Power on the printer. Download the emulation. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
057 CLOSE PLATEN	The forms thickness lever is open.	<ol style="list-style-type: none"> 1. Load paper. Close the forms thickness lever. If message does not clear, go to the next step. 2. Power off the printer. Remove the paper guide assembly or pedestal top cover. Disconnect connector P107 from the CMX controller board. Check continuity of the platen interlock switch cable from P107/PLO to the switch. Replace the platen interlock switch assembly if it fails the continuity test. (Refer to Appendix A, Switch Assembly, Platen Interlock.) 3. Check that the platen interlock switch is not loose. 4. Check and adjust the platen open belt. Replace the belt if it is damaged. 5. Check the platen open pulley and the platen pulley for looseness. Bottom out the platen open motor pulley on the motor shaft and torque the 1/16 inch set screw to 9 ± 2 inch-pounds ($1.02 \pm 0.23 \text{ N}\cdot\text{m}$). Tighten the 7/64 inch setscrew in the platen shaft pulley, then open and close the forms thickness lever and check that the platen pulley setscrew does not hit the left ribbon guide. 6. Disconnect connector P106 from the CMX controller board. Check the resistance of connector P106/PLAT M. (Refer to the Main Wire Harness Test Tables on page 306.) Replace the platen open motor if it fails the resistance test. 7. Run a print test. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
058 SHUTTLE JAM SEE USER'S GUIDE	The shuttle is not moving or is moving at the wrong speed.	<ol style="list-style-type: none"> 1. Check the forms thickness lever: if it is set too tightly, it can slow the shuttle enough to trigger the fault message. Set the forms thickness lever to match the thickness of paper and provide satisfactory print quality, but not too tightly. 2. Check and adjust the platen gap. 3. Inspect the ribbon mask for bends or deformation that snag and interfere with shuttle movement. Make sure the hammer bank cover assembly is correctly installed on its mounting pegs. 4. Run a print test. If the message appears, power off the printer. 5. Remove the shuttle cover. Remove the paper guide assembly or the pedestal top cover. Inspect the shuttle mechanism for obstructions. Check that all cables are attached at the shuttle and the CMX controller board. Make sure the MPU cable is not pinched. (Refer to Appendix A, Interconnection Diagram, page 289.) Remove obstructions and reseal all cables. Check the resistance of MPU in P107. (Refer to the Main Wire Harness Test Tables, page 289.) Replace the MPU if it fails the test. 6. Run a shuttle test and observe shuttle movement. If the shuttle oscillates too slowly, adjust the gap between the MPU assembly and the flywheel to $0.010 \pm .001$ inch (0.254 ± 0.025 mm). Torque the 7/16 inch MPU clamp screw to 18 ± 1 inch-pounds (2.03 ± 0.11 N•m). 7. Run a print test. If the message appears, replace the MPU and the MPU cable assembly. 8. Run a print test. If the message appears, replace the CMX controller board. Record the message and return it with the defective board. 9. Run a print test. If the message appears, replace the power supply board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
058 SHUTTLE JAM SEE USER'S GUIDE (continued)		10. Run a print test. If the message appears, replace the shuttle frame assembly.
059 CANCEL PRINT ACTIVE	Non-error status message.	No action required.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
060 PRINTER HOT	<p>CMX controller board sensors report high temperatures on the board. This message indicates internal temperatures over 60° Celsius (140° Fahrenheit). Print jobs do not create such temperatures, so immediately determine that the fans are operating and that all air vents are unobstructed. It is crucial that the exhaust vents on the floor of the cabinet remain unblocked, since hot air from inside the printer is vented through the cabinet floor. Nothing must be stored under the printer. Then check the operating environment. A severe environment is one with an ambient temperature at or above above 40° Celsius (104° Fahrenheit) or is dirty enough to create blockage of the cabinet fan vents. The printer must never be run at ambient temperatures greater than 40° Celsius (104° Fahrenheit). If the printer is located in such an environment, relocate it to a cooler, cleaner area.</p>	<ol style="list-style-type: none"> 1. Inspect printer environment for severity. Advise the user to move the printer to cooler, cleaner location. 2. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check that all fan cables are connected. 3. Inspect vents and fan airways for obstructions. Look underneath cabinet models for items blocking the cabinet exhaust vents. Remove any obstructions from vents and airways. 4. Install the paper guide assembly or pedestal top cover. Power on the printer. Load paper. Run the Plot Test for 1/4 page. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
062 EXHAUST FAN FAULT	Sensors cannot detect current in the fan circuit.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, press Stop. 2. If the message occurs on a pedestal model, check that the correct operator panel is installed. The operator panel for a pedestal model has resistors R18 and R19 next to the operator panel cable connector. 3. Check that the exhaust fan is connected to exhaust fan cable connector J307. 4. Power off the printer. Remove the paper guide assembly. Disconnect connector P107 from the CMX controller board. Test connector P107/EHF for shorts or opens. (Refer to the Main Wire Harness Test Tables on page 291.) Replace components that fail test. 5. Make sure connector P107/EHF has a good connection at J107 on the CMX controller board. 6. Inspect for obstructions of airways and vents. Check for items beneath the printer blocking cabinet vents. Make sure cabinet exhaust fan vents are not blocked. 7. Power on the printer. Check for fan operation. If the message appears or the fan doesn't work, replace the exhaust fan. 8. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
065 HAMMER BANK FAN FAULT	Hammer Bank Fan Fault. Sensors cannot detect current in the fan circuit.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, press Stop. 2. Power off the printer. Remove the paper guide assembly or pedestal top cover. Disconnect connector P107 from the CMX controller board. Test connector P107/HBF for shorts or opens. (Refer to the Main Wire Harness Test Tables on page 291.) Replace components that fail test. 3. Make sure P107/HBF has a good connection at J107 on the CMX controller board. 4. Inspect airways and vents for obstructions. 5. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
069 DATA CLEARED	This message appears when data are cleared out of printer after Cancel key has been pressed.	No action required.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
080 POWER SUPPLY HOT	<p>The printer has sensor circuits that sample the operating temperature of key components of the power supply. When higher than normal temperatures are sensed, print speed is automatically reduced. If the printer runs at reduced speed for an extended period of time, the POWER SUPPLY HOT message is sent to the LCD and printing stops, allowing printer components to cool down. Pressing the Start key resumes the print task. Check the operating environment. A severe environment is one with an ambient temperature at or above above 40° Celsius (104° Fahrenheit) or is dirty enough to create blockage of the cabinet fan vents. The printer must never be run at ambient temperatures greater than 40° Celsius (104° Fahrenheit). If the printer is located in such an environment, relocate it to a cooler, cleaner area.</p>	<ol style="list-style-type: none"> 1. Inspect printer environment for severity. Advise the user to move the printer to cooler, cleaner location. 2. Check the kinds of print jobs the user is running: look for very dense graphics and layouts. Advise the user to run jobs in smaller batches. 3. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check that the power supply guard/air deflector is correctly positioned over the power supply board. CAUTION: DO NOT TOUCH THE POWER SUPPLY, but hold your hand close enough to check for heat radiating off the power supply board. If the power supply is noticeably hot, replace it. 4. Check that all fan cables are connected. 5. Inspect vents and fan airways for obstructions. Look underneath cabinet models for items blocking the cabinet exhaust vents. 6. Install paper guide assembly or pedestal top cover. Power on the printer. Load paper. Run the "All E's" print test for 5 to 10 minutes. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
081 POWER SUPPLY VOLTAGE FAILURE	The power supply has failed.	<ol style="list-style-type: none"> 1. Replace the power supply board. 2. Power on the printer. If the message appears, replace the CMX controller board.
082 POWER SUPPLY 8.5V FAILED	8.5 Volt Power Failed. Internal power failure.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, replace the power supply board. 2. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board. 3. Power on the printer. If the message appears, replace the shuttle frame assembly.
083 INTAKE FAN FAULT	Sensors cannot detect current in the card cage fan circuit.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, press Stop. 2. Power off the printer. Remove the paper guide assembly or pedestal top cover. Disconnect connector P106 from the CMX controller board. Test connector P106/CCF for shorts or opens. (Refer to the Main Wire Harness Test Tables on page 291.) Replace components that fail test. 3. Make sure P106/CCF has a good connection at J106 on the CMX controller board. 4. Inspect for obstructions of airways and vents. 5. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
084 POWER SUPPLY 48V FAILED	48 Volt Power Failed. Internal power failure.	<ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check that power supply connector P101 is fully seated in connector J101 on the CMX controller board. 2. If the printer has the coax/twinax expansion board, check the adapter connection to the CMX controller board. Make sure the 60-pin expansion adapter is correctly seated between the CMX controller board and the coax/twinax expansion board. 3. Power on the printer. If the message appears, replace the hammer bank logic cable assembly (P108) and the power cable assembly (P105). (Refer to Appendix A.) 4. Power on the printer. If the message appears, replace the power supply board. 5. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board. 6. Power on the printer. If the message appears, replace shuttle frame assembly.
085 CONTROLLER VOLTAGE	Controller Voltage Failure.	<ol style="list-style-type: none"> 1. Cycle Power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 3. Power on the printer. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board. 4. Power on the printer. Run the print job again. If the message appears, replace the power supply board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
086 CONTROLLER 15V	Controller Voltage Failure.	<ol style="list-style-type: none"> <li data-bbox="789 369 1321 590">1. Cycle Power. Run the print job again. If the message appears, remove the hammer bank logic cable, inspect it for damage, and test it for continuity. (See Appendix A.) Replace the hammer bank logic cable if it is damaged or fails continuity test. <li data-bbox="789 604 1321 762">2. Cycle power. Run the print job again. If the message appears, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) <li data-bbox="789 777 1321 1087">3. Power on the printer. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board. Also check the resistance of connectors P106/LRIB M and P107/RRIB M. (Refer to the Main Wire Test Tables, page 291.) If ribbon motor resistance is not correct, replace the motor and/or the intermediate cable, if installed. <li data-bbox="789 1102 1321 1192">4. Power on the printer. Run the print job again. If the message appears, replace the power supply board. <li data-bbox="789 1207 1321 1297">5. Power on the printer. If the message appears, replace the shuttle frame assembly.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
087 PLATEN OPEN TIMEOUT CLOSE PLATEN	On a coax interface, the forms thickness lever has been open for at least one minute. Load paper.	<ol style="list-style-type: none"> 1. Close the forms thickness lever. Press Stop. 2. Run a print test. If a platen open or close platen message appears, power off the printer. Remove the paper guide assembly or pedestal top cover. Disconnect connector P107 from the CMX controller board. Check continuity of the platen interlock switch cable from P107 to the switch. Replace the platen interlock switch assembly if it fails continuity test. (Refer to Appendix A, Switch Assembly, Platen Interlock.) 3. Check that the platen interlock switch is not loose. 4. Check and adjust the platen open belt. Replace the belt if it is damaged. 5. Check the platen open pulley and the platen pulley for looseness. Bottom out the platen open motor pulley on the motor shaft and torque the 1/16 inch set screw to 9 ± 2 inch-pounds ($1.02 \pm 0.23 \text{ N}\cdot\text{m}$). Tighten the 7/64 inch setscrew in the platen shaft pulley, then open and close the forms thickness lever and check that the platen pulley setscrew does not hit the left ribbon guide. 6. Disconnect connector P106 from the CMX controller board. Check the resistance of connector P106/PLAT M. (Refer to the Main Wire Harness Test Tables on page 291.) Replace the platen open motor if it fails the resistance test. 7. Run a print test. If a platen open or close platen message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
088 CONTROLLER 23.5V	Controller Voltage Failure.	<ol style="list-style-type: none"><li data-bbox="789 369 1320 464">1. Cycle Power. Run the print job again. If the message appears, download the emulation software again.<li data-bbox="789 474 1320 632">2. Cycle power. Run the print job again. If the message appears, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.)<li data-bbox="789 642 1320 800">3. Power on the printer. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.<li data-bbox="789 810 1320 905">4. Power on the printer. Run the print job again. If the message appears, replace the power supply board.<li data-bbox="789 915 1320 1010">5. Power on the printer. If the message appears, replace the shuttle frame assembly.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
089 RIBBON STALL	This message occurs when the ribbon fails to move while printing.	<ol style="list-style-type: none"> 1. Check the forms thickness lever: if it is set too tightly it can inhibit ribbon movement. Set the forms thickness lever to match the thickness of the paper being used, but not too tightly. 2. Inspect the ribbon guides for ink buildup, which can inhibit ribbon movement. Clean the printer. 3. Inspect the hammer bank cover/ribbon mask for bending or damage, which can inhibit ribbon movement. Replace the hammer bank cover assembly if it is bent or damaged. 4. Check the platen gap. If the gap is too small, it can inhibit ribbon movement. Adjust the platen gap. 5. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check the resistance of connectors P106/LRIB M and P107/RRIB M. (Refer to the Main Wire Harness Test Tables, page 291.) If ribbon motor resistance is not correct, replace the motor and/or the intermediate cable, if installed. 6. Power on the printer. Run an Operator Print Test. (See page 132.) If the 089 RIBBON STALL message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
090 SHUTTLE COVER OPEN CLOSE SHUTTLE COVER	The shuttle cover is missing, damaged, or not correctly installed.	<ol style="list-style-type: none"> 1. Inspect shuttle cover for warping, damage, or missing magnet. (The magnet covers the sensor housing when the cover is installed.) If the shuttle cover is warped, damaged, or the magnet is missing, replace the shuttle cover assembly. 2. Check shuttle cover installation. Make sure the cover lies flat and the two captive screws are fully seated. 3. Power on the printer. If the message appears, power off the printer. Remove the paper guide assembly or pedestal top cover. Disconnect P107 on the CMX controller board and check the CVO switch by testing for continuity across pins 18 and 20. (Refer to the Main Wire Harness Test Tables, page 291.) Replace the cover open switch assembly, as required. 4. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
092 RIBBON DRIVER CIRCUIT	The CMX controller board does not detect a ribbon drive motor.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, power off the printer. Remove the paper guide assembly or pedestal top cover. Reseat the cable connections of both ribbon drive motors. 2. Power on the printer. Using a screwdriver, short across the ribbon guide screws to reverse ribbon hub motion. Check for a ribbon drive motor that will not wind the ribbon. If the ribbon will not wind in one or both directions, replace the defective ribbon drive motor(s). If the ribbon winds in both directions, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
101 UPPER DRIVER SHORT	Hammer driver circuits on the CMX controller board are shorted to ground.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, press Stop. If the message does not clear, replace the hammer bank logic cable and the hammer bank power cable assemblies. 2. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board. 3. Power on the printer. If the message appears, replace the shuttle frame assembly.
102 LOWER DRIVER SHORT	Circuit(s) on the hammer bank or in the hammer bank power cable are shorted to ground.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, press Stop. If the message does not clear, replace the hammer bank logic cable and the hammer bank power cable. 2. Power on the printer. If the message appears, replace the shuttle frame assembly. 3. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
105 HAMMER COIL <number> OPEN	Electrical malfunction of one or more hammer coils.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, replace the shuttle frame assembly. 2. Power on the printer. Run a print test. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
107 HAMMER COIL <number> HOT	<p>One or more hammer coils are overheating. The printer has sensor circuits that sample the operating temperature of key components of the print mechanism. When higher than normal temperatures are sensed, print speed is automatically reduced by 50% and a COIL HOT message is sent to the LCD to inform the operator. When the coil(s) cool down, print speed automatically returns to 100% and the message clears from the LCD. This message is normal for extremely dense print jobs, such as the Plot Test. If the printer often prints at half speed, it may be operating in a severe environment. A severe environment is one with an ambient temperature at or above above 40° Celsius (104° Fahrenheit) or that is dirty enough to create blockage of the cabinet fan vents. The printer must never be run at ambient temperatures greater than 40° Celsius (104° Fahrenheit). If the printer is located in such an environment, relocate it to a cooler, cleaner area or reduce the size and duration of the print jobs.</p>	<ol style="list-style-type: none"> 1. Inspect the printer environment for severity. Advise the user to move the printer to cooler, cleaner location. 2. Check the kinds of print jobs the user is running: look for very dense graphics and layouts. Advise the user to run jobs in smaller batches. 3. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check all fan cable connections. 4. Power on the printer. Verify that all fans operate. Replace any fan that does not operate. 5. Inspect vents and fan airways for obstructions. Look underneath cabinet models for items blocking the cabinet exhaust vents. Remove any obstructions from vents and airways. 6. Install the paper guide assembly or pedestal top cover. Load paper. Run the "All E's" print test for 5 to 10 minutes. If the message appears, replace the shuttle frame assembly. 7. Run the "All E's" print test for 5 to 10 minutes. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
110 STACK OVERFLOW SEE USER'S GUIDE	System stack has run out of room and overflowed into other memory.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
111 STACK UNDERFLOW SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
112 UNDEFINED OPCODE SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
113 PROTECTED INSTRUCTION SEE USER'S GUIDE	Protected Instruction. Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
114 ILLEGAL OPERAND ACCESS SEE USER'S GUIDE	Illegal Operand Accessed. Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
115 ILLEGAL INSTRUCTION ACCESS SEE USER'S GUIDE	Illegal Instruction Accessed. Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
116 ILLEGAL EXTERNAL BUS ACCESS SEE USER'S GUIDE	Illegal External Bus Accessed. Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
117 A TO D OVERRUN SEE USER'S GUIDE	The analog-to-digital converter on the CMX controller board has overflowed.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
118 UNDEFINED INTERRUPT SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
119 TCB CORRUPTED SEE USER'S GUIDE	Task Control Block on the CMX controller board has been corrupted.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
120 ACCESS NULL POINTER SEE USER'S GUIDE	The processor tried to access a pointer that contains nothing (null).	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
121 PAPER NOT AT SPEED SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
122 PAPER NOT SCHEDULED SEE USER'S GUIDE	The paper feed process is not scheduling on the CMX controller board, and the printer cannot advance paper.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the MPU cable assembly. 3. Power on the printer. Run the print job again. If the message appears, replace the power supply board. 4. Power on the printer. Run the print job again. If the message appears, replace the shuttle frame assembly. 5. Power on the printer. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
123 PAPER BUSY TOO LONG SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Run the print job again. If the message appears, power off the printer. Remove the paper guide assembly or pedestal top cover. Make sure connectors P106 and P107 are fully seated on the CMX controller board. 3. Power on the printer. Run the print job again. If the message appears, replace the shuttle frame assembly. 4. Power on the printer. Run the print job again. If the message appears, power off the printer. Make sure the MPU cable, the hammer bank logic cable, and the hammer bank power cable are undamaged and have good connections. Replace as necessary. (Refer to Appendix A.) 5. Power on the printer. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
<p>124 PAPER FIFO OVERFLOW SEE USER'S GUIDE</p>	<p>Paper First In First Out Overflow. Firmware error on the CMX controller board.</p>	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
<p>125 PAPER FIFO UNDERFLOW SEE USER'S GUIDE</p>	<p>Paper First In First Out Underflow.</p>	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Run the print job again. If the message appears, power off the printer. Remove the paper guide assembly or pedestal top cover. Make sure connectors P106 and P107 are fully seated on the CMX controller board. 3. Check hammer phasing. Try using a lower phasing value; sometimes this message indicates too high a hammer phase value. 4. Power on the printer. Run the print job again. If the message appears, power off the printer. Make sure the MPU cable, the hammer bank logic cable, and the hammer bank power cable are undamaged and have good connections. Replace as necessary. (Refer to Appendix A.) 5. Power on the printer. Run the print job again. If the message appears, replace the shuttle frame assembly. 6. Power on the printer. Run the print job again. If the message appears, replace the power supply board. 7. Power on the printer. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
126 PAPER FEED BAD TABLE SEE USER'S GUIDE	The paper feed process on the CMX controller board has a corrupted table. If this message appears during a software download, do the download again. If the message appears on the second try, replace the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
127 PAPER FEED ILLEGAL STATE SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
128 PAPER FEED INVALID COMMAND SEE USER'S GUIDE	Paper Invalid Command. Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
129 PAPER FEED INVALID PARAMETER SEE USER'S GUIDE	Paper Invalid Parameter. Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
130 PAPER FEED PARTLY ENERGIZED SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
131 PAPER FEED INTERRUPT SEE USER'S GUIDE	Unexpected interrupt in the paper feed process on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
132 RIBBON INVALID COMMAND SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
133 RIBBON INVALID STATE SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
134 PLATEN INVALID COMMAND SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
135 PLATEN INVALID STATE SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
136 PLATEN INVALID PARAMETER SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
137 SHUTTLE INVALID COMMAND SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
138 SHUTTLE INVALID PARAMETER SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
139 SHUTTLE OVERSPEED SEE USER'S GUIDE	Firmware error on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. Run the print job again. If the message appears, download the emulation software again. 2. Remove the shuttle cover. Remove the paper guide assembly or the pedestal top cover. Make sure the MPU cable (P/N 14H5329) is not pinched. Check both the section of MPU cable coming from the sensor and the intermediate cable extension that runs to the controller board. (Refer to Appendix A, Interconnection Diagram, page 289.) Check the resistance of the MPU at connector P107. (Refer to the Main Wire Harness Test Tables, page 291.) Replace the MPU if it fails the test. 3. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
990 MACHINE CHECK	Host status message.	No action required.
998 NON-VOLATILE MEMORY FAILED	The non-volatile memory has failed.	Replace the CMX controller board. (Do NOT attempt to replace NVRAM.)
A97 GRAPHIC CHECK ERROR PRESS STOP THEN START	The printer received a non-printable character over a twinax interface.	Press Stop then Start .

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
BOOT DIAGNOSTICS	Non-error status message.	No action required.
CLEARING PROGRAM FROM FLASH	Status message: emulation software successfully loaded into printer RAM and the checksum matched. The old program is now being deleted from flash memory.	No action required.
DRIVER CIRCUIT BAD	The hammer coil count test failed.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, press Stop. 2. Power off the printer. Remove the shuttle cover. At the shuttle frame assembly, disconnect the hammer bank logic and power cables. Power on the printer. If "HB NOT INSTALLED" appears on the LCD, replace the shuttle frame assembly. If "HB NOT INSTALLED" does not appear on the LCD, replace the CMX controller board.
ENERGY SAVER MODE ACTIVE	Status message: the printer is in low-energy idle state, all fans and higher voltages are off, only +5Vdc logic circuits are active.	No action required.
ERROR: DRAM AT ADDRESS <hex>	The printer found a defective memory location.	<ol style="list-style-type: none"> 1. Replace the DRAM. 2. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
ERROR: DRAM NOT DETECTED	DRAM is defective or missing.	<ol style="list-style-type: none"> 1. Check DRAM on the CMX controller board. If present, reseal DRAM; if missing, install DRAM. 2. Power on the printer. If the message appears, replace the DRAM. 3. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
ERROR: FLASH DID NOT PROGRAM	The printer encountered an error trying to program flash memory.	<ol style="list-style-type: none"> 1. Download the program again. 2. If the message occurs again, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.)
ERROR OCCURRED FLUSHING QUEUES*	An interim message that displays while the printer discards host data it cannot use because a fault condition exists. While this message displays, the asterisk (*) rotates.	Wait. When the asterisk (*) stops rotating, a different fault message will appear: troubleshoot the final message.
ERROR: PROGRAM NOT VALID	The printer does not see a program in flash memory.	There is no program in printer memory. Download the emulation.
ERROR: SECURITY PAL NOT DETECTED	The security PAL is missing or has failed. Power off the printer. Remove the paper guide assembly or pedestal top cover.	<ol style="list-style-type: none"> 1. Check the security PAL at location U54 on the CMX controller board. If the PAL is absent, install the correct PAL. If a security PAL is present, replace it. 2. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
ERROR: SHORT AT ADDRESS XXXX	Hardware failure in DRAM or CMX controller circuitry.	<ol style="list-style-type: none"> 1. Download the program again. 2. If the message appears again, replace the DRAM. If message occurs with new memory, replace the CMX controller board. Record the message and return it with defective CMX board.
ETHERNET ADAPTER BEING INITIALIZED	Status message that indicates that the internal Network Interface Card is processing the boot procedure. (May occur with older versions of microcode.)	No action required.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
ETHERNET DETECTED	Status message that indicates that the internal Network Interface Card has established communication.	No action required.
FM HEADER ERROR	Frame Header Error. Application software has violated header parameters.	Not a printer problem. The system administrator should correct applications data or configuration.
FREEFORM OFF	This message can appear if an operator panel key is stuck in the down position. Check the operator panel for stuck key(s).	<ol style="list-style-type: none"> 1. Release any stuck keys. Determine and correct what made the key(s) stick. 2. Cycle power: power off the printer, wait 15 seconds, power on the printer. The message should be gone. If the message appears, replace the operator panel.
FREEFORM ON: OFF HOLD KEY @ PWRUP	This message appears if the freeform feature is enabled. This feature is for manufacturing use only and is never used by the customer or field maintenance personnel.	<ol style="list-style-type: none"> 1. Power off the printer. Hold any control panel key down and power on the printer. Hold the key down until the printer powers up and the message FREEFORM OFF appears on the LCD. 2. If the message reappears after doing step 1, replace the CMX controller board. Record the message and return it with defective CMX board.
HAMMER BANK NOT INSTALLED	Self-test routines do not detect hammer coils at printer start-up.	<ol style="list-style-type: none"> 1. Power off the printer. Verify that the shuttle frame assembly is installed. Install the shuttle frame assembly. 2. Remove the paper guide assembly or pedestal top cover. Verify that the hammer bank logic cable is connected to connector J108 on the CMX controller board and to the shuttle frame assembly. 3. Power on the printer. If the message appears, replace the hammer bank logic cable. 4. Power on the printer. If the message appears, replace the shuttle frame assembly. 5. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
HAMMER COIL BAD #, #, #, #, ... etc.	Hammer coil(s) number #, #, etc. failed the current test at power-up. Check that the hammer bank cables are connected.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, replace the shuttle frame assembly. Record the message and return it with the defective assembly. 2. Power on the printer. If the message appears, replace CMX controller board. Record the message and return it with the defective board.
INTERRUPT UNUSED VECTOR 00	This message is generated when the CMX controller board gets an interrupt that it does not understand. This problem can be created by electrical noise, a software problem, or by a hardware problem.	<ol style="list-style-type: none"> 1. Cycle power. If this message occurred once and never again, you can ignore it. If the message reappears or appears consistently check the grounding of the printer. If the machine is correctly grounded, replace the CMX controller board. 2. Power on the printer. Cycle power. If the message appears, suspect an application software error. Request assistance from your local support group. Install the original CMX controller board.
LOADING PROGRAM FROM PORT XX%	The new emulation program is loading into printer RAM. XX% indicates how much of the program has loaded.	No action required.
LOADING PROGRAM INTO FLASH	The printer has deleted the previous emulation program from flash memory and is loading the new program into flash memory.	No action required.
NOT READY	Printer state message: printer is offline, not in communication with host.	No action required.
OPERATOR MENU <menu item>	Non-error status message.	No action required.
OPERATOR MENU LOCKED	Non-error status message.	No action required, unless you want to unlock the Enter key.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
OPERATOR MENU UNLOCKED	Non-error status message.	No action required, unless you want to lock the Enter key.
PA1 SELECTED	Attach status message.	No action required.
PA2 SELECTED	Attach status message.	No action required.
P05 DIAGNOSTIC TEST PASSED	Non-error status message: the printer passed its memory and hardware initialization tests.	No action required.
P17 SECURITY VIOLATION	Security code of the PAL on the CMX controller board does not match the code of the firmware on the CMX controller board.	<ol style="list-style-type: none"> 1. Remove the paper guide assembly or pedestal top cover. Check that the security PAL is correctly installed. (See Figure 35, page 220.) Install correct PAL for the customer's emulations with the notched end toward the flash and DRAM SIMM sockets. 2. Run a print test. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
P60 ERROR: DRAM AT ADDRESS <hex>	The printer found a defective memory location.	<ol style="list-style-type: none"> 1. Replace the DRAM. (Figure 35, page 220.) 2. Power on the printer. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
P61 ERROR: FLASH NOT DETECTED	The printer could not find flash memory.	Check flash memory on the CMX controller board. If present, reseat the flash SIMMs; if missing, install flash SIMMs. (Figure 35, page 220.)
P62 ERROR: DC PROGRAM NOT VALID	The printer cannot find the data controller program or the validation checksum is corrupt.	<ol style="list-style-type: none"> 1. Download the program again. 2. If the message appears, replace flash memory SIMMs with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.)

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
P63 ERROR: PROGRAM NOT COMPATIBLE	The printer is not compatible with the downloaded program.(The user may have tried to load a CMX-compatible diskette in a CBO-controlled printer, or vice versa.)	Use the correct emulation software option(s) for this model printer. If the printer is an IBM 6404-B01, the controller is a CBO board. If the printer is an IBM 6400, the controller is a CMX board.
P64 ERROR: CHECKSUM WRONG <hex>	The printer received the complete program but the checksum did not match. The data may have been corrupted during download.	<ol style="list-style-type: none"> 1. Power off the printer. Download the program again from the beginning. If the message appears, replace the DRAM. (See Figure 35, page 220.) 2. Download the program. If the message appears, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 3. Download the program. If the message appears, replace the CMX controller board. Record the message and return it with the defective board.
P65 ERROR: PROGRAM NEEDS MORE FLASH	The printer requires more flash memory in order to run the downloaded program.	Add flash memory or use a smaller emulation program. (See Figure 35 on page 220.)
P66 ERROR: PROGRAM NEEDS MORE DRAM	The printer requires more DRAM memory in order to run the downloaded program.	Add DRAM or use a smaller emulation program. (See Figure 35 on page 220.)
P67 ERROR: WRITING TO FLASH	Hardware or software fault in flash memory.	<ol style="list-style-type: none"> 1. Replace flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 2. If message occurs with new memory, replace the CMX controller board. Record the message and return it with the defective board.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
P68 ERROR: EC PROGRAM NOT VALID	The printer cannot find the engine controller program or the validation checksum is corrupt.	<ol style="list-style-type: none"> 1. Download the program again. If the message occurs again, replace all flash memory SIMMs with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 2. Power on the printer. Download the emulation. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
P69 ERROR: EC STOPPED AT STATE XXXX	<p>Where XXXX is a number from 0000 to 0010. The Engine Controller hung at a process indicated by XXXX.</p> <p>If the state is 0000, replace the CMX controller board.</p>	<ol style="list-style-type: none"> 1. Power off the printer. Remove all flash memory and DRAM SIMMs. Inspect the SIMM sockets on the CMX controller board. (See Figure 35, page 220.) If any socket pins are bent or damaged, replace the CMX controller board. 2. Install the flash and DRAM SIMMs, making sure they are fully and correctly seated. Power on the printer. Download the emulation. If the message appears, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 3. Power on the printer. Download the emulation. If the message appears, replace the DRAM SIMM(s). (See Figure 35, page 220.) 4. Power on the printer. Download the emulation. If the message appears, replace the CMX controller board. Record the message and return it with defective CMX board.
PLEASE WAIT... RESET IN PROGRESS	Status message: the printer finished loading the program into flash memory and is automatically resetting itself.	No action required.
READY	Printer state message: the printer is online.	No action required.
RESETTING... PLEASE WAIT	Status message: the printer is resetting itself.	No action required.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
RESTORING BOOT CODE	Status message when downloading boot code. Code is checked then saved in flash memory.	No action required.
RIBBON OUT OF INK CHANGE RIBBON	RibbonMinder** software has determined that the ribbon is out of ink.	Install a new ribbon and set ribbon life to 100%.
SENDING PROGRAM TO EC PROCESSOR	Status message: the printer is loading the engine controller program into the engine controller.	No action required.
SERVICE <service test>	Non-error status message.	No action required.
SOFTWARE ERROR* Cycle power	Application software tried to perform an illegal printer function or damaged logic circuits were detected on the CMX controller board.	<ol style="list-style-type: none"> 1. Cycle power. If the message appears, power off the printer. 2. Disconnect the input data line from the host computer. Power on the printer. If the message appears, download the emulation software again. 3. Cycle power. Run the print job again. If the message appears, replace the CMX controller board. If the message is gone, there is an application software error. Request assistance from your local support group.
TABLE MISMATCH DOWNLOAD AGAIN	An Engine Controller software update is in process.	Power off the printer. Download the program again from the beginning.
TESTING HARDWARE PLEASE WAIT	Status message when printer runs self-tests and initialization routines.	No action required.
TOP OF FORM SET	Non-error status message.	No action required.

Table 4. Message List

Operator Panel Message	Explanation	Corrective Action
WAITING FOR ETHERNET ADAPTER	Status message that appears when printer is first powered on if the internal Network Interface Card is installed. An Ethernet adapter must be detected early in the power up sequence so the printer can tell the adapter it has been detected and continue with its own power up sequence. Compared to the printer, the Ethernet adapter takes a long time to complete its internal diagnostic tests, so the boot code allows the adapter to power up in parallel with the printer to reduce its effect on overall boot time	No action required.
WAITING FOR PROGRAM DOWNLOAD	Emulation download mode has been activated, but program download has not yet begun.	No action required.

Troubleshooting Other Symptoms



- <3> **Hazardous voltages are present in the printer with the power cord connected to the power source. Switch off printer power and unplug the printer power cord before proceeding.**
- <4> **Do not connect or disconnect any communication port, teleport, attachment connector, or power cord during an electrical storm.**
- <5> **Power off the printer and disconnect the power cord before connecting or disconnecting any communication port, teleport, or attachment cable connector.**

Use standard fault isolation techniques to troubleshoot malfunctions that are not indicated by display messages. These techniques are summarized below:

1. Ask the operator to describe the problem.
2. Verify the fault by running a diagnostic printer test or by replicating conditions reported by the user.
3. Look for a match in the **General Symptom List** that begins on page 110. If you find a match, go to the troubleshooting procedure and follow the numbered instructions.
4. If you do not find the symptom in the General Symptom List, use the Half-Split Method to find the malfunction:
 - a. Start at a general level and work down to details.
 - b. Isolate faults to half the remaining system at a time, until the final half is a field-replaceable part or assembly. (Troubleshooting aids are listed on page 59.)

IMPORTANT

Do not attempt field repairs of electronic components or assemblies. Replace a malfunctioning electronic assembly with an operational spare. Most electronic problems are corrected by replacing the printed circuit board assembly, sensor, or cable that causes the fault indication. The same is true of failures traced to the hammer bank: replace the entire shuttle frame assembly. It is not field repairable.

5. Replace the defective part or assembly.
6. Test printer operation after every corrective action.
7. Reinstall any parts you replaced earlier that did not solve the problem.

8. Stop troubleshooting and return the printer to normal operation when the reported symptoms disappear.

General Symptom List

Table 5 is a list of possible printer problems that are not indicated by messages on the LCD. Troubleshooting procedures are included for each symptom.

If you encounter a problem that is not listed in Table 5, troubleshoot using the Half-Split Method described on page 109.

Table 5. General Symptom List

Symptom	Corrective Action
Communications Failures	page 131
Jams	
CLEAR JAM message instead of LOAD FORMS when printer is out of paper	<ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide assembly or pedestal top cover. Remove the barrier shield (cabinet model) or the barrier shield and paper guide (pedestal model). Check that the paper detector switch assembly is securely mounted in its bracket. 2. Check that connector P106/PMD is fully seated in connector J106 on the CMX controller board. 3. Power on the printer. Load paper. Replace the paper detector switch assembly if either message appears. 4. Power on the printer. Load paper. Replace the CMX controller board if either message appears. Record the message and return it with the defective board.

Table 5. General Symptom List

Symptom	Corrective Action
CLEAR JAM message will not clear and paper does not move	<ol style="list-style-type: none"> 1. Remove the paper guide assembly or pedestal top cover. Make sure connector P107/PAPR M is fully seated in connector J107 on the CMX controller board. 2. Check the paper feed motor pulley for looseness. Hold the collar snug against the motor pulley and torque the 7/64 inch setscrew to 25 ± 2 inch-pounds (2.82 ± 0.23 N•m). 3. Check and adjust the paper feed timing belt. Replace the belt if it is damaged. 4. Power on the printer. Load paper. Press Form Feed and View several times and check that paper moves correctly in both directions. Replace the paper feed motor if the message appears or the paper moves erratically. 5. Power on the printer. Press Form Feed and View several times and check that paper moves correctly in both directions. Replace the CMX controller board if the message appears or the paper moves erratically. Record the message and return it with the defective board.
CLEAR JAM message will not clear but paper moves	<ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check that connector P106/PMD is fully seated in connector J106 on the CMX controller board. 2. Remove the barrier shield (cabinet model) or the barrier shield and paper guide (pedestal model). Check that the paper detector switch assembly is securely mounted in its bracket. 3. Check that the paper detector switch assembly is securely mounted to the mechanism base. Tighten the two screws securing the paper detector switch assembly to the mechanism base. 4. Check that the motion detector wheel rotates. Replace the paper detector switch assembly if the wheel does not rotate. 5. Power on the printer. Load paper. Replace the paper detector switch assembly if the message appears. 6. Power on the printer. Load paper. Replace the CMX controller board if the message appears. Record the message and return it with the defective board.

Table 5. General Symptom List

Symptom	Corrective Action
Operator Panel	
Black squares on operator panel display	<ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide assembly or pedestal top cover. Disconnect the operator panel cable from the panel and from J110 on the CMX controller board. Check continuity of the cable. (See Appendix A.) Replace the operator panel cable if it fails continuity test. Connect the cable. Power on the printer. If the symptom appears, replace the operator panel. 2. If the printer has the coax/twinax expansion board, check the adapter connection to the CMX controller board. Make sure the 60-pin expansion adapter is correctly seated in the CMX controller board connector J111 and the coax/twinax expansion board. 3. Power off the printer. Make sure the flash memory is seated properly in J10 and J11. Regardless of memory configuration, J11 must be used. Reseat flash memory. 4. Power on the printer. If black squares appear on the LCD, the flash memory could be blank. Replace the flash SIMM in J11 with a pre-written flash SIMM. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 5. Power on the printer. If black squares appear on the LCD, replace the CMX controller board.
Operator panel blank	<ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check all cable connections into the CMX controller board; make sure the control panel cable is seated in connector J110 on the controller board. 2. If the printer has the coax/twinax expansion board, check the adapter connection to the CMX controller board. Make sure the 60-pin expansion adapter is correctly seated in the CMX controller board and the coax/twinax expansion board. 3. Power on the printer. Inspect the operator panel display and cooling fans. If the operator panel is blank and the cooling fans come on, replace the operator panel cable assembly and/or the operator panel, as required. 4. Power on the printer. If the operator panel is blank and the fans do not come on, replace the CMX controller board.
Operator panel display shows garbled, broken characters	<ol style="list-style-type: none"> 1. Remove the paper guide assembly or pedestal top cover. Check cable connections into the CMX controller board. Make sure the control panel cable is seated in connector J110 on the controller board. 2. Make sure the DRAM SIMM(s) is/are seated properly in J15/J16. Reseat DRAM SIMM(s). 3. Power on the printer. If the control panel shows broken characters, replace the DRAM.

Table 5. General Symptom List

Symptom	Corrective Action
Operator panel keys do not work	<ol style="list-style-type: none"><li data-bbox="621 338 1417 401">1. Power on the printer. Check the operation of the operator panel keys. Replace the operator panel if keys do not work.<li data-bbox="621 411 1417 506">2. Power on the printer. Check the operation of the operator panel keys. Replace the operator panel cable assembly if keys do not work.<li data-bbox="621 516 1417 579">3. Power on the printer. Check the operation of the operator panel keys. Replace the CMX controller board if the keys do not work.

Table 5. General Symptom List

Symptom	Corrective Action
Power / IML Failures	
<p>No power, and the operator panel is blank, and the card cage fan is not running</p>	<ol style="list-style-type: none"> 1. Check that the AC power outlet has power. Restore AC power as required. 2. Unplug the printer AC power cord from the printer (leave it plugged into the power outlet) and check for AC power at the printer end of the cord. If there is no power through the AC power cord, replace it. Plug the AC power cord into the printer and power outlet. 3. Remove the paper guide assembly or pedestal top cover. Verify that the AC-in power cable and the AC power input cables are connected to the on/off switch/circuit breaker. (See Figure 46, page 262 or Figure 53, page 280.) Connect the AC-in power supply cable and AC power input cables to the on/off switch-circuit breaker. Make sure all ground connections are clean and tight. 4. Check that AC-in power cable connector P1 is connected to J1 on the power supply board. 5. Check that power supply cable connector P101 is connected to J101 on the CMX controller board. 6. Check all cable connections on the CMX controller board. Reseat all cables. 7. If the printer has the coax/twinax expansion board, make sure the 60-pin expansion adapter is correctly seated in the CMX controller board and the coax/twinax expansion board. 8. Disconnect AC-in power supply cable connector P1. Set the circuit breaker to 1 (on). Measure AC voltage at pins 1 and 2 of connector P1. If no voltage, replace the circuit breaker. If there is voltage, replace the power supply board.

Table 5. General Symptom List

Symptom	Corrective Action
Printer does not complete IML	<p>NOTE: Power-on initialization is explained on page 146.</p> <ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide or pedestal top cover. Check that all cables are connected to the CMX controller board. Reseat all cable connectors on the CMX controller board, especially connectors P106 and P107. 2. If the printer has the coax/twinax expansion board, verify that the correct microcode is loaded in the machine. If the printer does not have the coax/twinax expansion board, go to step 6. Download CT emulation software. 3. Power off the printer. Check that the user has enough flash memory installed to handle his emulation software. (See Figure 35 on page 220 and the Boot Diagnostics Menu on page 137.) Install flash memory and download emulation software. 4. Check the coax/twinax adapter connection to the CMX controller board. Make sure that J111 is correctly seated between the CMX controller board and the coax/twinax expansion board. 5. Power up the printer. If the printer does not successfully complete IML, replace the coax/twinax expansion board. 6. Power up the printer. If the printer does not successfully complete IML, replace the power supply board. 7. Power up the printer. If the printer does not successfully complete IML, replace the CMX controller board.

Table 5. General Symptom List

Symptom	Corrective Action
Power Stacker	
<p>Printer does not detect presence of power stacker</p> <p>-or-</p> <p>Stacker not working</p>	<ol style="list-style-type: none"> 1. Check that the power stacker is enabled under the Printer Control menu. (Refer to the <i>Setup Guide</i>.) If the power stacker enable/disable option does not appear in the menu, go to the next step. 2. Open the rear cabinet door. Check that the ON/OFF indicator lamp is lit. If the ON/OFF indicator is not lit, go to step 3. If the ON/OFF indicator is lit, press the ONLINE key and check that the ONLINE indicator lights. If the ONLINE indicator comes on, the stacker is detected by the printer. If the ONLINE indicator does not come on, go to step 4. 3. <ol style="list-style-type: none"> a) Power off the printer. b) Unfasten the cable clamp holding the stacker control panel cables. c) Disconnect the stacker power cable from the back of the stacker control panel. (See Figure 68, page 376.) d) Locate pin 1 of connector P106. (See the cable assembly drawing in Appendix A, page 320.) e) Power on the printer. f) At connector P106 check for +48 volts DC between pins 1 and 2 and +5 volts DC between pins 3 and 4. If the voltages are correct, replace the stacker control panel. If the voltages are not correct, power off the printer, remove the paper guide assembly, and disconnect the stacker power cable from the CMX controller board. (See Figure 73, page 381.) Check the continuity of the stacker power cable between P105 and P106. If the cable fails the continuity test, replace it. If the cable is OK, replace the CMX controller board. 4. Power off the printer. Remove the paper guide assembly. Disconnect stacker cables from the CMX controller board, stacker assembly, and the stacker control panel (see Figure 68, page 376). Check cables for cuts, breaks, or damaged pins. Check continuity of cables. (See Appendix A.) Replace any cable that is damaged or fails continuity test. Reconnect all stacker cables to the CMX controller board, stacker, and stacker control panel. 5. Power on the printer. Check that the ONLINE indicator lights on the stacker control panel. If the ONLINE indicator does not light, replace the stacker control panel. 6. Power on the printer. Check that the ONLINE indicator lights on the stacker control panel. If the ONLINE indicator does not light, replace the CMX controller board.

Table 5. General Symptom List

Symptom	Corrective Action
Stacker chatters at upper or lower limit	<ol style="list-style-type: none"> 1. Check for and remove obstructions preventing elevator movement. 2. Check for misaligned stacker rails Adjust the stacker rails if they are not vertical and parallel. 3. Move the elevator up and down by hand. Check that the limit switches are tripped when elevator reaches top and bottom of travel. If necessary, gently bend contact arms to adjust limit switches. If you cannot adjust a switch that requires adjustment, replace it. 4. Power on the printer. Operate the power stacker. (Refer to the <i>Operator's Guide</i>.) While the stacker is operating, check that: <ol style="list-style-type: none"> a) all motors are operating b) the paddles are rotating c) the elevator moves smoothly and without obstruction d) the timing belts are undamaged and the belt pulleys are not slipping e) the extension springs are attached and undamaged (not bent or stretched) f) the drive rollers are not damaged g) the constant force springs are tightly mounted and undamaged Tighten pulley setscrews and/or replace damaged components as necessary.

Table 5. General Symptom List

Symptom	Corrective Action
<p>Stacker does not stack properly</p> <p>-or-</p> <p>Stacker elevator does not move</p>	<ol style="list-style-type: none"> 1. Check for and remove obstructions preventing elevator movement. 2. Check for misaligned stacker rails Adjust the stacker rails if they are not vertical and parallel. 3. Power on the printer. Operate the power stacker. (Refer to the <i>Operator's Guide</i>.) While the stacker is operating, check that: <ol style="list-style-type: none"> a) all motors are operating b) the paddles are rotating c) the elevator moves smoothly and without obstruction d) the timing belts are undamaged and the belt pulleys are not slipping e) the extension springs are attached and undamaged (not bent or stretched) f) the drive rollers are not damaged g) the constant force springs are tightly mounted and undamaged Tighten pulley setscrews and/or replace damaged components as necessary. 4. Check the stacker limit switches. (See page 119.) If the limit switches are OK, go to the next step. 5. Check the stacker motors. (See page 120.) If the stacker motors are OK, go to the next step. 6. Remove the paper guide assembly. Disconnect stacker cables from the CMX controller board, stacker assembly, and the stacker control panel (see Figure 68, page 376). Check cables for cuts, breaks, or damaged pins. Check continuity of cables. (See Appendix A.) Replace any cable that is damaged or fails continuity test. Reconnect all stacker cables to the CMX controller board, stacker, and stacker control panel.
<p>Stacker elevator moves by itself</p>	<ol style="list-style-type: none"> 1. Power off the printer. Inspect all stacker LEDs for dust, chaff, or dirt. (See Figure 92 through Figure 94, page 405 through page 409.) Clean the stacker LEDs and the sight tubes in the LED mounts. 2. Power on the printer. If the stacker elevator moves by itself, replace the stacker LEDs. (See Figure 92 through Figure 94, page 405 through page 409.)

Table 5. General Symptom List

Symptom	Corrective Action
Stacker limit switch check	<p>NOTE: This procedure tests the motion limit switches at the top and bottom of the vertical rails. You will usually be referred to this procedure from other troubleshooting procedures. When you have completed this procedure, return to the procedure that sent you here.</p> <ol style="list-style-type: none"> 1. Power off the printer. Open the rear cabinet door. Unload the power stacker. Move the elevator up and down by hand, checking that it moves smoothly and without chattering or shuddering. Eliminate causes of chattering or shuddering. (E.g., loose, damaged, or broken constant force springs, bent or misaligned rails, obstructions, etc.) <p>NOTE: If the elevator assembly or the rails are bent or damaged, you must replace the entire power stacker assembly.</p> <ol style="list-style-type: none"> 2. Move the elevator up and down by hand. Check that the limit switches are physically tripped when elevator reaches top and bottom of travel. If necessary, gently bend the contact arms to adjust limit switches. If you cannot adjust a switch that requires adjustment, replace it. 3. <ol style="list-style-type: none"> a) Unfasten the cable clamp holding the stacker control panel cables. b) Disconnect stacker rail cable connector P107 from connector J3 on the back of the stacker control panel. (See Figure 68, page 376.) c) Locate pin 1 of connector P107. (See the cable assembly drawing in Appendix A, page 321.) d) Check the stacker rail cable and limit switches for continuity and shorts. Check continuity of the switch when open and closed. (See the power stacker control panel PCBA pinout drawing on page 298. STK FULL is the upper limit switch, STK LIMIT is the bottom switch.) <p>Replace the stacker rail cable if it is damaged or fails continuity test. Replace any switch that fails continuity test.</p>

Table 5. General Symptom List

Symptom	Corrective Action
Stacker motor check	<p>NOTE: This procedure tests the four stacker motors and their cables. You will usually be referred to this procedure from other troubleshooting procedures. When you have completed this procedure, return to the procedure that sent you here.</p> <ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a) Power off the printer. b) Open the rear cabinet door. c) Unfasten the cable clamp holding the stacker control panel cables. d) Disconnect stacker rail cable connector P107 from connector J3 on the back of the stacker control panel. (See Figure 68, page 376.) e) Disconnect stacker frame cable connector P102 from connector J4 on the rear of the stacker control panel. (See Figure 68, page 376.) f) Locate pin 1 of connector P102 and connector P107. (See the cable assembly drawings in Appendix A, page 318 and page 321.) g) Check both cables for pin damage, continuity, and shorts. Check all motors for 15.2 ± 1.5 Ohms on both phases. (Refer to the power stacker control panel PCBA pinout drawing on page 298.) 2. Replace any cable that is damaged or fails continuity test. Replace any motor that fails the resistance test.

Table 5. General Symptom List

Symptom	Corrective Action
Print Quality	
<p>Characters or dots are missing, smeared, too light, or too dark</p>	<ol style="list-style-type: none"> 1. Check the forms thickness lever: if it is set too loose or too tightly print quality can be affected. Set the forms thickness lever to match the thickness of the paper being used. 2. Check the paper tension between the tractors. Adjust the right tractor so that it does not pull paper too tightly or leave it too loose. The right tractor should hold the paper under "slight" tension. 3. Inspect the shuttle frame assembly for print chaff, debris, or ink residue that could be causing the problem. Clean the shuttle frame assembly. 4. Check the ribbon for folds or tears. Check that the ribbon guides are tight and the ribbon tracks straight across them. Rewind or install new ribbon. If the ribbon does not track straight across the ribbon guides, adjust the ribbon guides. If the ribbon guides are loose, tighten them. If the ribbon guides are damaged, replace them. 5. Power off the printer. Remove the shuttle cover. Remove the shuttle frame assembly. Inspect the ribbon mask for bends or deformation that adversely affect paper feeding. Make sure the hammer bank cover assembly is correctly installed on its mounting pegs. Check the shuttle frame assembly for broken hammer springs, hammer tips, or contaminations. Replace any damaged hammer spring assemblies. Replace the hammer bank cover assembly if it is deformed or damaged. 6. Inspect the paper ironer. If the paper ironer has slipped up into the print line, reposition the paper ironer. 7. Check and adjust the platen gap. 8. Remove the paper guide assembly or pedestal top cover. Make sure connectors P105 and P108 have good connections on the CMX controller board. Make sure connectors P04 and P05 have good connections at the shuttle frame assembly. 9. Print out the configuration. (Refer to the <i>User's Manual</i>.) Call support to confirm the correct microcode levels, especially the DC and EC levels. If the code levels are incorrect, download the correct microcode (page 175) and reload the flash memory (page 176). 10. On 475 lpm and 500 lpm printers, check the shuttle speed (page 182). Adjust the shuttle speed as necessary to match the printer's rated speed. 11. Power on the printer. If the problem still occurs, replace the hammer bank logic cable and the hammer bank power cable. 12. Power on the printer. If the problem still occurs, replace the shuttle frame assembly.

Table 5. General Symptom List

Symptom	Corrective Action
<p>Characters or dots are missing, smeared, too light, or too dark (continued)</p>	<p>13. Power on the printer. If the problem still occurs, replace the power supply board.</p> <p>14. Power on the printer. If the problem still occurs, replace the CMX controller board.</p>
<p>Horizontal misalignment of characters (Dots or characters move left or right from dot row to dot row or line to line)</p>	<ol style="list-style-type: none"> 1. Take the printer offline and print a test pattern of All H's. If characters shift left or right from line to line, there might be a proportional spacing problem. If the pattern of H's prints correctly (i.e., the columns line up), contact your support group or configuration help desk, because a configuration change may be necessary. If the pattern of H's did not print OK, go to the next step. 2. Check and adjust hammer phasing. 3. If the printer is a model 6400-004, -04P, -005, or -05P, check the shuttle speed setting (page 182). 4. Inspect the shuttle frame assembly area for ink residue, paper chaff, or debris. Clean the shuttle frame assembly. 5. Check the MPU gap. Using a feeler gauge, adjust the gap between the MPU assembly and the flywheel to $0.010 \pm .001$ inch (0.254 ± 0.025 mm). Torque the $7/16$ inch MPU clamp screw to 18 ± 1 inch-pounds (2.03 ± 0.11 N•m). 6. Power up the printer. Run a print test. If the symptom is not gone, replace the MPU. 7. Power up the printer. Run a print test. If the symptom is not gone, replace the CMX controller board. 8. Power up the printer. Run a print test. If the symptom is not gone, replace the shuttle frame assembly.

Table 5. General Symptom List

Symptom	Corrective Action
Randomly misplaced dots	<ol style="list-style-type: none"> 1. Power off the printer. Check and adjust the platen gap. 2. Remove the paper guide assembly or pedestal top cover. On the left rear wall of the card cage, make sure the nut which secures the line filter ground line and the AC-In Power Supply cable leads to the ground stud is tight. (See Figure 53, page 280.) 3. Disconnect the AC power cord and check the ground leads for continuity. Replace the AC power cord if it fails continuity test. 4. Make sure the printer is plugged in to a grounded power outlet. Power up the printer. Run a print test. If the problem occurs, replace the hammer bank logic cable. 5. Power up the printer. Run a print test. If the problem occurs, replace the flash memory with pre-written flash and replace the DRAM. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) Load the emulation software again. 6. Power up the printer. Run a print test. If the problem occurs, replace the CMX controller board. 7. Power up the printer. Run a print test. If the problem occurs, replace the power supply board. 8. Power up the printer. Run a print test. If the problem occurs, replace the shuttle frame assembly.
Vertical misalignment of characters: 1. Dots or characters move up or down from dot row to dot row or line to line 2. Incorrect spacing from dot row to dot row or line to line 3. Characters randomly compressed and/or enlarged	<ol style="list-style-type: none"> 1. Load paper. Press Form Feed and check that paper feeds smoothly. Press View to verify that paper moves in both directions. Check the forms thickness lever: if it is set too loose or too tightly print quality can be affected. Set the forms thickness lever to match the thickness of the paper being used. 2. Check the paper feed motor pulley for looseness. Hold the collar snug against the motor pulley and torque the 7/64 inch setscrew to 25 ± 2 inch-pounds ($2.82 \pm 0.23 \text{ N}\cdot\text{m}$). 3. Check and adjust the paper feed timing belt. Replace the belt if it is damaged. 4. Check and adjust the platen gap. 5. Inspect the tractors and tractor door springs for damage or excessive wear. If either tractor is damaged or excessively worn, replace both tractor assemblies. 6. Remove the paper guide assembly or pedestal top cover. Make sure connector P107/PAPR M is fully seated in connector J107 on the CMX controller board. 7. Power on the printer. Load paper. Run a print test. If the problem occurs, replace the paper feed motor. 8. Run a print test. If the problem occurs, replace the CMX controller board. 9. Run a print test. If the problem occurs, replace the power supply board.

Table 5. General Symptom List

Symptom	Corrective Action
Printer Operation	
Downloads consistently fail	<p>NOTE: Most download problems are detected by software during the procedure and communicated by LCD messages. If downloads fail consistently with no messages or with erratic messages, suspect a hardware failure.</p> <ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide assembly or pedestal top cover. Check the I/O cable connections from the host to the printer. Check the parallel cable connection at J112 on the CMX controller board. Inspect all cables for damaged, bent, broken, or burnt pins. Replace any damaged cables. Reconnect all I/O cables; make sure all connections are clean and tight. 2. Remove the flash SIMMs. Inspect the flash SIMM sockets on the CMX controller board. If any socket pins are bent or damaged, replace the CMX controller board. 3. Check that customer has the right size SIMMs for the emulation. (See Figure 35, page 220.) Install SIMMs that support the emulation software. 4. Power up the printer. Download the emulation. If the download fails, activate the Boot Diagnostics Menu (page 137) and run MISC UTILITIES / RUN MEMORY TESTS. If memory fails test, replace the DRAM. If memory tests OK, replace the flash memory with pre-written flash. (See Table 8 and Table 9 on page 219 and Figure 35 on page 220.) 5. Power up the printer. Download the emulation. If the download fails, replace the CMX controller board.
Flash SIMM won't copy	<ol style="list-style-type: none"> 1. Power off the printer. Remove the flash SIMMs. Inspect the flash SIMM sockets on the CMX controller board. If any SIMM socket pins are bent or damaged, replace the CMX controller board. 2. Make sure the blank SIMM is the same size as the SIMM to be copied. Install the SIMMs, making sure they are fully and correctly seated. Power on the printer. From the Boot Diagnostics menu, select and run MISC UTILITIES / COPY FLASH SIMMS. (See page 137.) If the DESTINATION NOT DETECTED message appears, the blank SIMM is not a type supported by the boot code on the original SIMM. If SOURCE LARGER THAN DESTINATION appears, the blank SIMM is not large enough to contain the code on the original SIMM. If the SIMM does not copy or the ERROR WRITING TO FLASH message appears, replace the blank SIMM. 3. Power on the printer. From the Boot Diagnostics menu, select and run MISC UTILITIES / COPY FLASH SIMMS. If the new SIMM does not copy, replace the CMX controller board.

Table 5. General Symptom List

Symptom	Corrective Action
Paper feeds poorly	<ol style="list-style-type: none"> 1. Check the forms thickness lever: if it is set too tightly paper feeding can be affected. Set the forms thickness lever to match the thickness of the paper being used. 2. Power off the printer. Remove paper. Inspect the paper feed path for obstructions that could snag paper. Clear paper feed path of any obstructions. 3. Inspect the tractors and tractor door springs for damage or excessive wear. If either tractor is damaged or excessively worn, replace both tractor assemblies. 4. Check the paper feed motor pulley for looseness. Hold the collar snug against the motor pulley and torque the 7/64 inch setscrew to 25 ± 2 inch-pounds (2.82 ± 0.23 N•m). 5. Check and adjust the paper feed timing belt. Replace the belt if it is damaged. 6. Check and adjust the platen gap. 7. Remove the paper guide assembly or pedestal top cover. Make sure connector P107/PAPR M is fully seated in connector J107 on the CMX controller board. 8. Power on the printer. Load paper. Press Form Feed and View several times and check that paper moves in both directions. Replace the paper feed motor if paper does not move in both directions. 9. Power on the printer. Press Form Feed and View several times and check that paper moves in both directions. Replace the CMX controller board if paper does not move in both directions.
Printer does not print self tests	<ol style="list-style-type: none"> 1. Power off the printer. Remove the paper guide assembly or pedestal top cover. Disconnect the control panel cable from connector J110 on the CMX controller board. Disconnect the control panel cable from the control panel. Check continuity of the control panel cable assembly. Replace the control panel cable assembly if it fails continuity test. 2. Connect the control panel cable assembly to J110 on the CMX controller board and to the control panel. Power on the printer. Load paper. Run a self test. If the self test does not run, replace the control panel assembly. 3. Power on the printer. Run a self test. If the self test does not run, replace the CMX controller board.

Table 5. General Symptom List

Symptom	Corrective Action
Reverse paper feed: platen does not open	<ol style="list-style-type: none"> 1. Raise the forms thickness lever and check that the platen opens. If the platen opens with difficulty, inspect for and remove jams or obstructions. 2. Check the platen open pulley and the platen pulley for looseness. Bottom out the platen open motor pulley on the motor shaft and torque the 1/16 inch set screw to 9 ± 2 inch-pounds ($1.02 \pm 0.23 \text{ N}\cdot\text{m}$). Tighten the 7/64 inch setscrew in the platen shaft pulley, then open and close the forms thickness lever and check that the platen pulley setscrew does not hit the left ribbon guide. 3. Check and adjust the platen open belt. Replace the belt if it is damaged. 4. Check and adjust the platen gap. 5. Power off the printer. Remove the paper guide assembly. Disconnect connector P106 from the CMX controller board. Check the resistance of connector P106/PLAT M. (Refer to the Main Wire Harness Test Tables on page 291.) Replace the platen open motor if it fails the resistance test. 6. Power on the printer. Press Form Feed and View several times and check that paper moves in both directions. Replace the CMX controller board if the platen does not open during paper reverse.

Table 5. General Symptom List

Symptom	Corrective Action
TOF is lost repeatedly	<ol style="list-style-type: none"> 1. Check that the customer is setting the forms length to match the size paper used. Set the forms length to match the length of paper being used. 2. If the customer is using multi-part forms, check that the forms thickness lever is not being set too tightly. Set the forms thickness lever to match the thickness of paper and provide satisfactory print quality, but not too tightly. 3. Check the paper feed motor pulley for looseness. Make sure the correct pulley is being used: it should have 25 teeth. Hold the collar snug against the motor pulley and torque the 7/64 inch setscrew to 25 ± 2 inch-pounds (2.82 ± 0.23 N•m). Replace the paper feed pulley if it does not have 25 teeth. 4. Check and adjust the paper feed timing belt. Replace the belt if it is damaged. 5. Remove the paper guide assembly or pedestal top cover. Make sure connector P107/PAPR M is fully seated in connector J107 on the CMX controller board. Connect P107/PAPR M to J107 on the CMX controller board. 6. Power on the printer. Load paper and set TOF. Press Form Feed and View several times and check that paper returns to TOF. Replace the paper feed motor if paper does not return to TOF. 7. Power on the printer. Press Form Feed and View several times and check that paper returns to TOF. Replace the CMX controller board if paper does not return to TOF.

Table 5. General Symptom List

Symptom	Corrective Action
Ribbon	
Ribbon folding or feed problems	<ol style="list-style-type: none"> <li data-bbox="526 394 1325 485">1. Check that both ribbon spools are fully seated on the ribbon hubs and the ribbon runs between the ribbon mask and hammer bank cover. Install the ribbon correctly. <li data-bbox="526 499 1325 590">2. Check that the ribbon spools are not rubbing against the shuttle cover assembly. Install the shuttle cover assembly correctly, so that the ribbon spools do not rub against it. <li data-bbox="526 604 1325 667">3. Inspect the paper print path for paper chaff, ink residue, and debris. Clean the shuttle frame assembly. <li data-bbox="526 682 1325 772">4. Power on the printer. Run a print test and observe ribbon movement across the left and right ribbon guides. Adjust the right and left ribbon guides. <li data-bbox="526 787 1325 968">5. Observe ribbon movement at both left and right ribbon posts as the metal end strip crosses each ribbon post. If the metal strip moves past either post without reversing the direction of the ribbon, power down the printer. Remove the paper guide assembly or pedestal top cover. Reseat connectors P106/LRP and P107/RRP on the CMX controller board. <li data-bbox="526 982 1325 1136">6. While shorting across each ribbon post with the ribbon metal strip or a screwdriver, check for continuity in connector P106/LRP pins 10 and 12, and connector P107/RRP pins 14 and 16. (Refer to the Main Wire Harness Test Tables on page 291.) Replace a ribbon post that fails the continuity test. <li data-bbox="526 1150 1325 1178">7. Check and adjust the platen gap.

Table 5. General Symptom List

Symptom	Corrective Action
Shuttle	
Shuttle does not move	<ol style="list-style-type: none"> 1. Power down the printer. Remove the shuttle cover. Adjust the gap between the MPU assembly and the flywheel to $0.010 \pm .001$ inch (0.254 ± 0.025 mm). Torque the 7/16 inch MPU clamp screw to 18 ± 1 inch-pounds (2.03 ± 0.11 N•m). 2. Check that the MPU cable is connected to J03 on the mechanism base. Check that the shuttle motor cable is connected to J02 on the mechanism base. 3. Remove the paper guide assembly or pedestal top cover. Check that the shuttle motor drive cable is connected to J116 on the CMX controller board. 4. Check and adjust the platen gap. 5. Inspect the ribbon mask for bends or deformation that snag and interfere with shuttle movement. Make sure the hammer bank cover assembly is correctly installed on its mounting pegs. Reinstall the hammer bank cover assembly. Replace a damaged or deformed hammer bank cover assembly. 6. Check continuity of the shuttle motor drive cable assembly. Replace shuttle motor drive cable assembly if it fails continuity test. 7. Power up the printer. Run a Shuttle Slow or Shuttle Fast test. If the shuttle does not move, replace the shuttle frame assembly. 8. Power up the printer. Run a Shuttle Slow or Shuttle Fast test. If the shuttle does not move, replace the power supply board. 9. Power up the printer. Run a Shuttle Slow or Shuttle Fast test. If the shuttle does not move, replace the CMX controller board.

Table 5. General Symptom List

Symptom	Corrective Action
Shuttle is noisy	<ol style="list-style-type: none"><li data-bbox="526 338 1318 432">1. Check the bolts securing the mechanism base to the base pan. Tighten the mechanism base mounting bolts if they are loose enough to permit movement of the mechanism base.<li data-bbox="526 443 1318 600">2. Remove the shuttle cover. Check the shuttle frame assembly mounting/clamp screws for looseness. Torque the 5/32 inch socket head clamp screws to 20 ± 2 inch-pounds (2.26 ± 0.23 N•m). Torque the center captive 5/32 inch socket head screw to 20 ± 2 inch-pounds (2.26 ± 0.23 N•m).<li data-bbox="526 611 1252 674">3. Inspect the shuttle area for loose hardware. Tighten loose hardware.<li data-bbox="526 684 1318 936">4. Check that the hammer bank cover assembly is correctly installed, that it has not slipped off the mounting pegs. Check that the ribbon mask has not partially separated from the hammer bank cover. Check for debris trapped between the ribbon mask, hammer bank cover, and hammer bank. Clean the shuttle frame assembly and hammer bank cover assembly if you find debris. Replace the hammer bank cover assembly if you find any damage to the ribbon mask or hammer bank cover.<li data-bbox="526 947 1276 1010">5. Power up the printer. Run a shuttle test. Replace the shuttle frame assembly if it is noisy or rattles.

Communications Failures

Many host-printer communications problems are complex. With the exception of a defective interface cable, most communications problems are not a result of a hardware failure. They usually result from an incompatible configuration of the host computer system, network (LAN, print server, controller, multiplexer, etc.), or the printer. Sometimes the print application program itself is at fault.

If you have limited communications background experience, and the cause of the problem is not readily apparent, do the following:

1. Print out the printer configuration.
2. Obtain a copy of the Device Host Configuration if possible.
3. Call your support group for assistance in problem analysis.

If you cannot obtain support, or you have previous experience solving host-printer communications problems, the following additional information is provided.

You can quickly check the ASCII portion of the printer logic by sending a plain text file from a PC to the printer via the parallel or serial port. For a description of each of the ASCII interfaces, refer to the *Setup Guide*.

Table 6. Common Communications Problems

Problem	Interface	Common Causes
Fails to print from host -or- Prints incorrect characters -or- Prints extra characters -or- Drops characters	parallel	- Interface cable defective - Host/Network configuration - Printer logic - Terminating Resistors
	serial	- Host/Printer interface cable pinouts incompatible - Host/Printer/Network configuration - Set DTR and RTS both True - Interface cable defective - Printer logic
	twinax	- Interface cable defective - Host-Printer definition - Controller/Network configuration - Printer logic
	coax	- Interface cable defective - Controller/Network configuration - Printer logic
	Ethernet	- Interface cable defective - Host/Printer/Network configuration - Printer logic

Operator Print Tests

A set of print tests is included in the configuration menu structure for use as diagnostic tools. These are called the “Operator Print Tests” because they are available to the user. You can use these print tests to check the print quality and basic operation of the printer.

The Operator Print Tests are summarized below.

NOTE: Under the description of some tests is a list of items that may need to be adjusted or replaced if the test produces a bad print pattern. The items are listed in the order you should check them: simplest items first, complex items last.

- **Printer Demonstration** Prints a sample page showing every print mode, font, and pitch available in the printer.
- **Print Error Log** Prints the contents of the error log. The error log automatically records certain unit check conditions in a buffer in NVRAM that stores up to 50 messages. The most recent message is stored at the top of the list, the oldest message at the bottom of the list. If more than 50 messages occur before the log is cleared, the oldest messages are deleted, so that the log never contains more than 50 messages.
- **Ripple Print** A “sliding” alphanumeric pattern useful for identifying missing or malformed characters, improper vertical alignment, or vertical compression.
 - Hammer bank cover
 - Hammer spring
 - Shuttle frame assembly
- **All E's** A pattern of all uppercase letter E's useful for identifying missing characters, misplaced dots, smeared characters, improper phasing, or light/dark character variations.
 - Ribbon
 - Splined shaft skew adjustment
 - Hammer bank cover
 - MPU sensor
 - Hammer springs
 - Hammer coils (shuttle frame assembly)
- **All H's** A pattern of all uppercase letter H's useful for detecting missing characters or dots, smeared characters, or improper phasing.
 - Ribbon
 - Hammer bank cover
 - MPU sensor
 - Hammer springs
 - Hammer coils (shuttle frame assembly)
- **All E's + FF** A pattern of all E's repeated for ten lines and followed by a form feed to the top of the next page. This test is useful for identifying paper motion or paper feed problems.
 - Hammer bank cover
 - Power supply board
 - Paper motion sensor or cable
 - Paper feed belt or motor

Splined shaft bearings
Tractors or tractor belts

- **Underlines** An underline pattern useful for identifying hammer bank misalignment.
Hammer bank cover
Hammer tips
Paper feed belt or motor
Splined shaft bearings
Tractor bearings or belts

Selecting And Running Tests

To run Operator Print Tests you use the printer configuration menus, as shown below:

Step	Press	Displayed Result	Notes
1.	Install the ribbon, load paper, and power on the printer.		
2.		NOT READY	Printer must be in NOT READY mode to access the tests.
3.	 + 	OPERATOR MENU UNLOCKED	Unlocking ENTER key allows you to test the printer.
4.		OPERATOR MENU PRINTER CONTROL	First of series of configuration menus.
5.	 UNTIL	OPERATOR MENU OPERATOR PRINT TESTS	Advances to the Operator Printer Tests menu.
6.		OPERATOR PRINT TESTS PRINTER DEMONSTRATION*	Advances to first option in Operator Printer Tests menu.
7.	 UNTIL	OPERATOR PRINT TESTS [TEST NAME]	Cycles through list of tests. Stop when your test displays.
8.		OPERATOR PRINT TESTS [TEST NAME]	The test you selected starts printing.
9.		NOT READY	The printer test stops printing.

Customer Engineer (CE) Tests

A set of printer tests is included in the configuration menu structure for use as maintenance tools. These are called “Customer Engineer Tests” (CE Tests) because they are for your use; they are not available to the user through his documentation. You will use these tests in various troubleshooting and adjustment procedures.

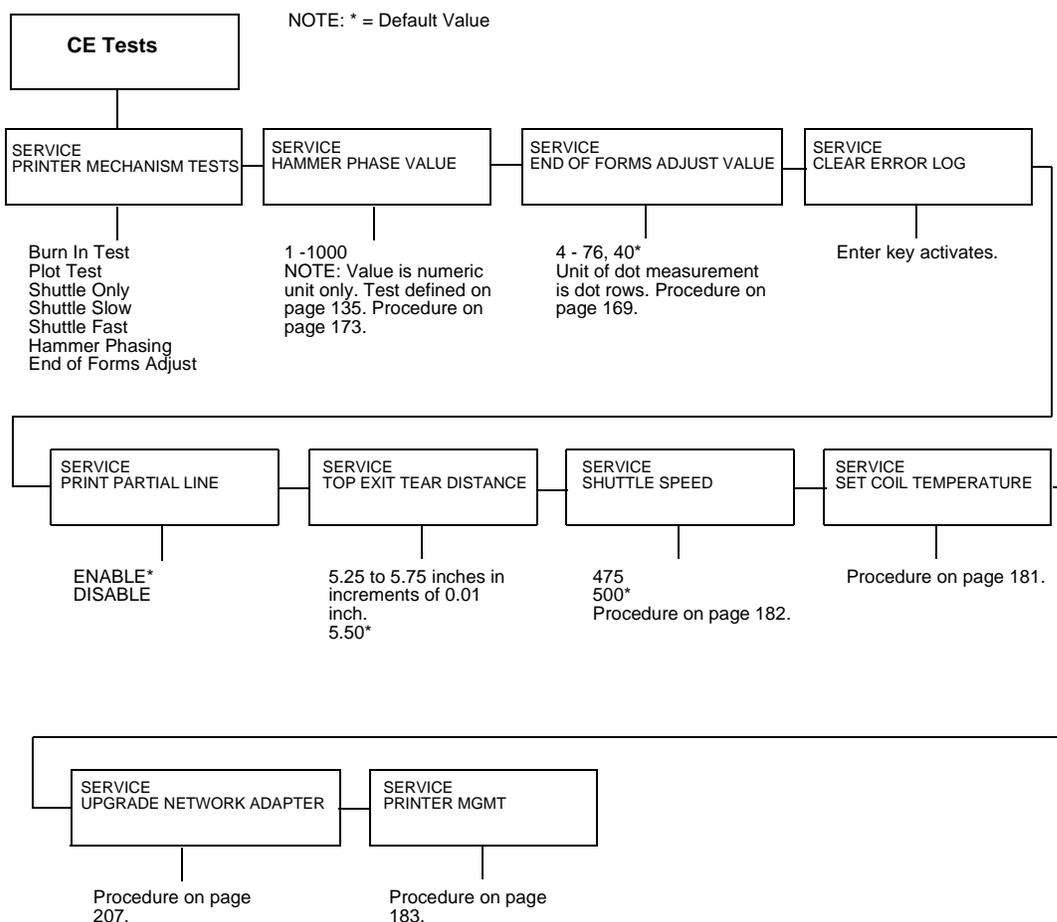


Figure 18. CE Tests Menu

The CE Tests shown in Figure 18 are summarized below:

Printer Mechanism Tests:

- **Burn In Test** Use of this test is *not recommended*. This test is used by the manufacturer to burn in the printer prior to shipment, and has no value as a maintenance tool.
- **Plot Test** Prints all dot positions, creating a solid black band. Exercises the shuttle and hammer bank at maximum capacity.
Power Supply board
Hammer bank cover

Hammer springs

Hammer coils (the shuttle frame assembly)

- **Shuttle Only** This test runs only the shuttle.
- **Shuttle Slow** Verifies proper operation by exercising the shuttle and ribbon mechanisms at low speed. You can also use this test to check ribbon tracking and reversing.
- **Shuttle Fast** Verifies proper operation by exercising the shuttle and ribbon mechanisms at high speed. You can also use this test to check ribbon tracking and reversing.
- **Hammer Phasing** A hammer timing parameter that permits you to adjust the vertical alignment of dots in character printing.
- **End of Forms Adjust** A vertical comb pattern used to determine the number of dot rows from the completion of a paper out fault to the end of the paper.

Hammer Phase Value:

The hammer phase value is a timing parameter that permits you to adjust the vertical alignment of dots in character printing. The numerical units are relative; they do not represent a physical measurement or value. There is no "correct" value or range.

The factory prints the initial phase value on the aluminum casting of the shuttle assembly, next to the motor housing. Use this value as your starting point when adjusting hammer phasing.

End of Forms Adjustment Value:

This parameter determines where on the paper the printer will stop printing when an out of paper fault is detected. The unit of measurement is dot rows. The number of dot rows may be adjusted up or down 1/2 inch from the factory default of 40 dots.

Clear Error Log:

This menu selection enables you to delete the stored contents of the error log. The error log automatically records certain unit check conditions in a buffer in NVRAM that stores up to 50 messages. The most recent message is stored at the top of the list, the oldest message at the bottom of the list. If more than 50 messages occur before the log is cleared, the oldest messages are deleted, so that the log never contains more than 50 messages.

Print Partial Line:

If the final line of a data stream has no line feed or carriage return character it is retained in the buffer. DISABLE holds the line in the buffer; ENABLE permits the line to be printed after a timeout.

Top Exit Tear Distance:

This parameter allows adjustment in 0.01 inch increments of the final location of page perforations when top paper exit is used.

Shuttle Speed:

Sets shuttle speed in 6400-004, -04P, -005, and -05P printers. See page 182.

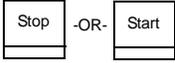
Set Coil Temperature:

An automatic sequence in printer software that recalibrates hammer coil temperature. This procedure applies only to 6400-014 and 6400-15 printers. See page 181.

Selecting And Running CE Tests

To run CE Tests you use the printer configuration menus, as shown below:

Step	Press	Displayed Result	Notes
1.	Install the ribbon, load paper, and power on the printer.		
2.		NOT READY	Printer must be in NOT READY mode to access the tests.
3.	 +   + 	SERVICE PRINTER MECHANISM TESTS	Press all four keys at the same time.
4.		PRINTER MECHANISM TESTS Burn In Test	Press Enter to view the different mechanism tests.
5.	 UNTIL	PRINTER MECHANISM TESTS Plot Test	Cycles through list of tests. Stop when your test displays.
6.	 + 	OPERATOR MENU UNLOCKED	Unlocking ENTER key allows you to test the printer.
7.		Plot Test Running	The test you selected starts printing. See Chapter 6 for instructions in the use of the Hammer Phasing and End of Forms Adjust tests.

Step	Press	Displayed Result	Notes
8.		NOT READY	Stop halts the test, exits the menu, and puts the printer in the NOT READY state. Start halts the test, exits the menu, and puts the printer in the READY state.

Boot Diagnostics Menu

Printer boot-up software contains a menu structure that you can access by holding down the **Eject/Restore** and **Stop** keys while powering up the printer. These menus are not intended for the end user, but provide useful information for manufacturing and maintenance personnel. The boot diagnostic menu structure is depicted in Figure 19.

Activating The Boot Diagnostic Menu

1. Set the printer power switch to 0 (off).
2. Press and hold down the **Eject/Restore** and **Stop** keys.
3. While holding the **Eject/Restore** and **Stop** keys, set the printer power switch to 1 (on).
4. When "BOOT DIAGNOSTICS / PRESS ENTER" appears on the LCD, release the **Eject/Restore** and **Stop** keys.
5. Press the **Enter** key. Menu options are shown in Figure 19.

Exiting The Boot Diagnostic Menu

Method 1: Reset the printer from the Menu

1. Using the directional keys, move to the MISC UTILITIES / RESET PRINTER menu option. (See menu map on page 138.)
2. Press the **ENTER** key.

Method 2: Cycle power

1. Power off the printer.
2. Wait 15 seconds.
3. Power on the printer.

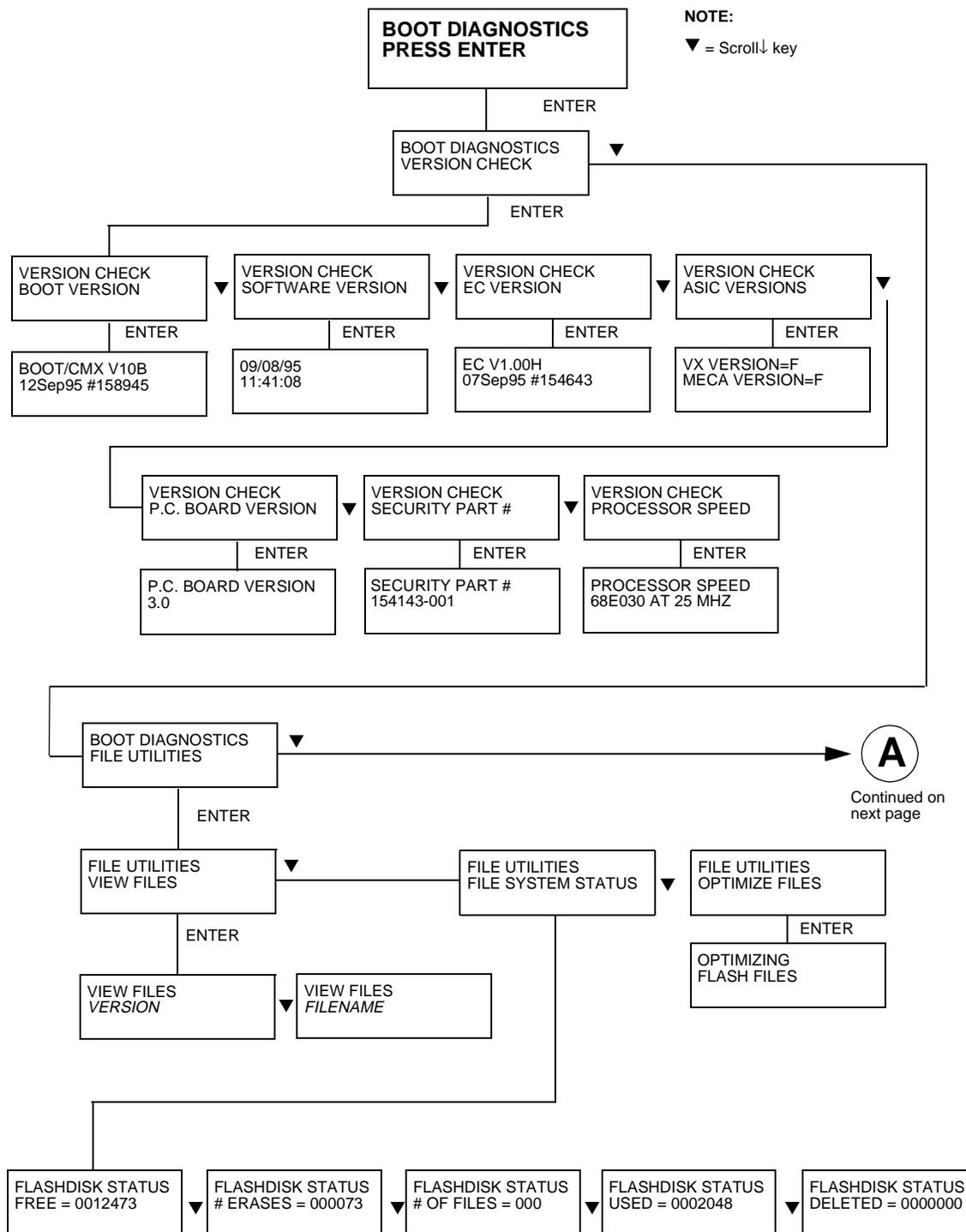


Figure 19. Boot Diagnostics Menu

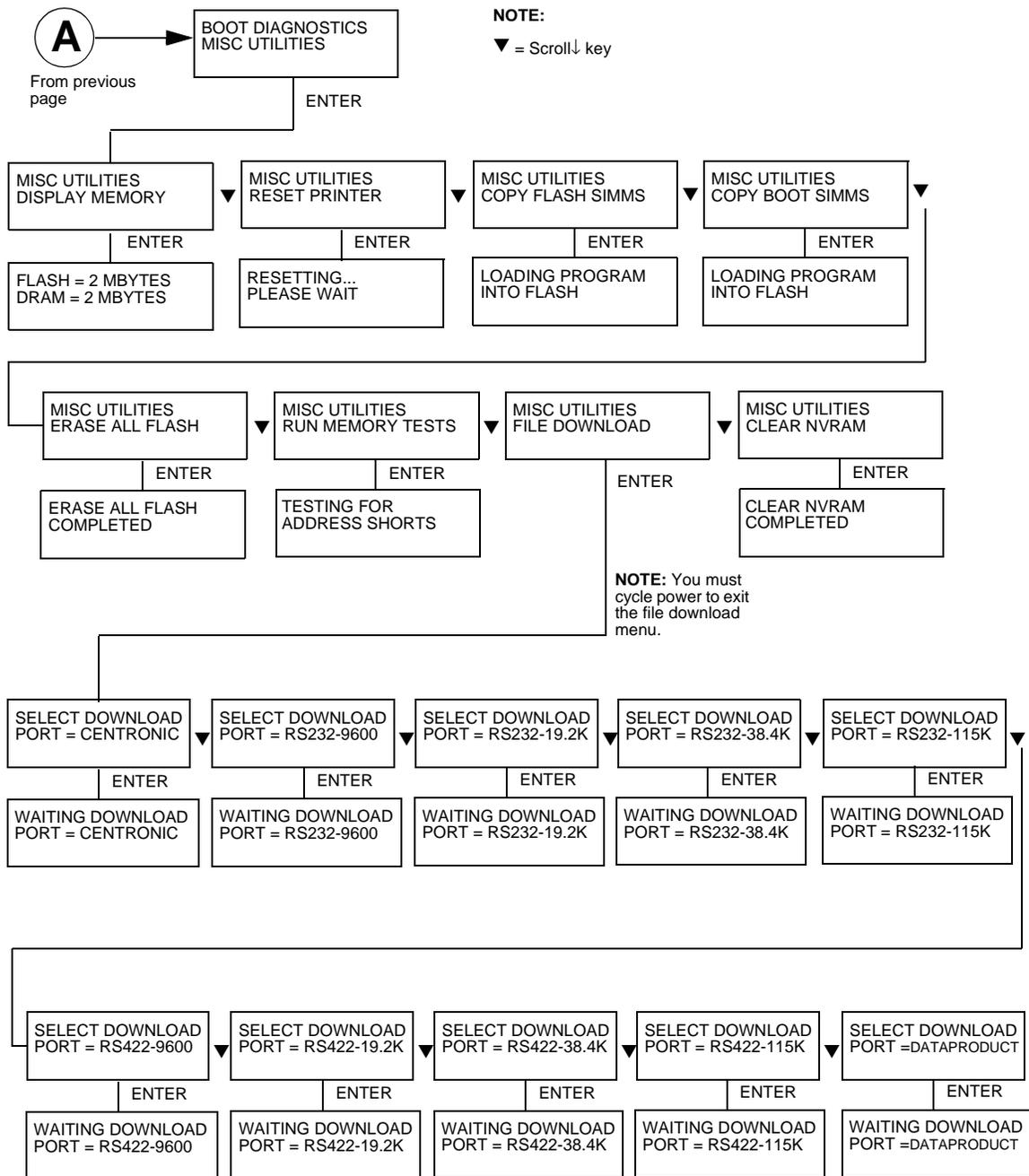


Figure 19. Boot Diagnostics Menu (continued)

Hex Code Printout

A hex code printout (“hex dump”) prints every ASCII character received from the host computer with its corresponding two-digit hexadecimal code. Hex dumps can be used to troubleshoot printer data reception problems by comparing the printed hex data to the data sent from the host.

In a hex dump, every character is printed as its assigned ASCII symbol and as the hexadecimal value of the character. A character that does not have a printed symbol (for example, a control character) is printed as a period (.) and the hex value of the control character.

If the printer is using a parallel interface, the letter p before a hex code indicates an active Paper Instruction (PI) line and a blank space before a hex code indicates an inactive PI line.

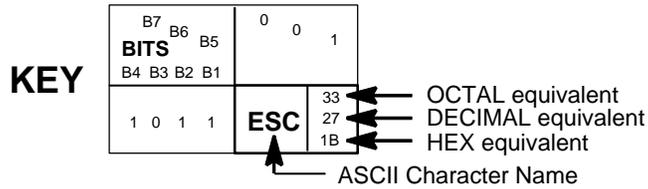
To convert an ASCII character to its corresponding hex code, or vice-versa, refer to the ASCII code chart on page 142.

Step	Press	Displayed Result	Notes
1.	Install the ribbon, load paper, and power on the printer.		
2.		NOT READY	Puts printer in NOT READY mode.
3.	 + 	OPERATOR MENU UNLOCKED	Unlocking ENTER key gives you access to the configuration menus.
4.		OPERATOR MENU PRINTER CONTROL	First of series of configuration menus.
5.		PRINTER CONTROL INTERFACE SELECTION	Moves down to Interface Selection option.
6.	 UNTIL	PRINTER CONTROL HEX PRINT MODE	Moves down to the Hex Print Mode option.
7.		HEX PRINT MODE DISABLE*	Moves down to Disable, the active option.
8.		HEX PRINT MODE ENABLE	Moves to Enable, the alternate option.
9.		HEX PRINT MODE ENABLE*	Asterisk (*) indicates this choice is now active.
10.		NOT READY	Returns printer to NOT READY mode.

Step	Press	Displayed Result	Notes
11.	 + 	OPERATOR MENU UNLOCKED	Relocks the ENTER key.
12.		READY	Puts printer in READY mode.
13.	Send a file from the host computer. The printer outputs a hex dump. Refer to the ASCII chart on page 142.		
14.	When the hex dump is complete, take the printer offline and change the Hex Dump Mode back to Disable. Follow the steps outlined above and select Disable.		

ASCII Character Set

The ASCII character set is shown below in chart form.



BITS		COLUMN		1		2		3		4		5		6		7	
B7	B6	B5	B4	B3	B2	B1	ROW	0	1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	NUL	DLE	SP	0	@	P	\	p		
0	0	0	0	0	1	1	1	SOH	DC1 (XON)	!	1	A	Q	a	q		
0	0	0	1	0	1	0	2	STX	DC2	"	2	B	R	b	r		
0	0	0	1	1	0	1	3	ETX	DC3 (XOFF)	#	3	C	S	c	s		
0	1	0	0	0	0	0	4	EOT	DC4	\$	4	D	T	d	t		
0	1	0	0	1	0	1	5	ENQ	NAK	%	5	E	U	e	u		
0	1	0	1	0	0	1	6	ACK	SYN	&	6	F	V	f	v		
0	1	0	1	1	0	1	7	BEL	ETB	,	7	G	W	g	w		
1	0	0	0	0	0	0	8	BS	CAN	(8	H	X	h	x		
1	0	0	0	1	0	0	9	HT	EM)	9	I	Y	i	y		
1	0	0	1	0	0	0	10	LF	SUB	*	:	J	Z	j	z		
1	0	0	1	1	0	0	11	VT	ESC	+	;	K	[k	{		
1	1	0	0	0	0	0	12	FF	FS	,	<	L	\	l	 		
1	1	0	0	1	0	0	13	CR	GS	-	=	M]	m	}		
1	1	0	1	0	0	0	14	SO	RS	.	>	N	^	n	~		
1	1	1	1	1	0	0	15	SI	US	/	?	O	_	o	DEL		

Printer Information Menu

You can view various printer statistics, such as hours of usage, and refer to these figures for preventive maintenance purposes. Printer statistics accumulate continuously; they do not reset when you power off the printer.

All of the printer statistics are set to zero at the factory after burn-in testing.

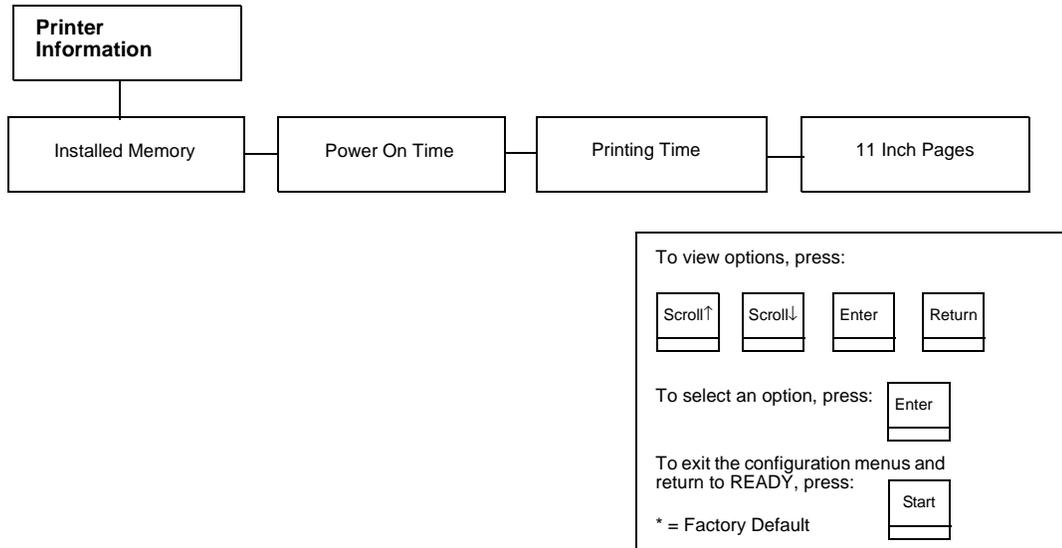


Figure 20. Printer Information Menu

Installed Memory

Displays the amount of RAM in Megabytes installed in the printer.

Power-on Time

The cumulative time in hours that the printer has been powered on. The range is 0 to 30,000 hours.

Printing Time

The cumulative time in hours that the printer has actually been printing. The range is 0 to 30,000 hours.

Print Strokes

The cumulative number of back-and-forth shuttle strokes the printer has made during normal operation. The range is 0 to 4,000,000,000 shuttle strokes.

11 Inch Pages

The cumulative number of pages the printer has printed. The range is 0 to 363,000,000 pages.

Displaying Printer Information

You obtain printer information by using the configuration menus, as follows:

Step	Press	Displayed Result	Notes
1.	Install the ribbon, load paper, and power on the printer.		
2.		NOT READY	Puts printer in NOT READY mode.
3.	 + 	OPERATOR MENU UNLOCKED	Unlocking ENTER key gives you access to the configuration menus.
4.		OPERATOR MENU PRINTER CONTROL	First of series of configuration menus.
5.	 UNTIL	OPERATOR MENU PRINTER INFORMATION	Advances to the Printer Information menu.
6.		PRINTER INFORMATION INSTALLED MEMORY	Advances to the first of the Printer Information menus.
7.		PRINTER INFORMATION [MENU NAME]	Stop when the menu you want is displayed.
8.		[MENU NAME] [STATISTICS OR INFO]	Your selection displays the information.
9.		NOT READY	Returns printer to NOT READY mode.

Soft vs. Hard Reset

Resetting the printer returns it to a previous configuration. There are two kinds of reset.

Soft Reset

A soft(ware) reset clears printer memory then loads the power-up configuration into memory. (The procedure for saving configurations is described in the *Setup Guide*.) It is called a soft reset because no hardware is tested. All diagnostic and initialization tests are bypassed and memory is simply refreshed with the power-up printer configuration.

Put the printer in the NOT READY state to do a soft reset:

1. Press the **Stop** key to put the printer in the NOT READY state.
2. Press the **Stop + Enter** keys.
The LCD displays "STANDBY...", "SOFT RESET" while the printer loads the power-up configuration.

Hard Reset ("Cycle Power")

A hard(ware) reset is a power shutdown and restart that runs all initialization and diagnostic routines. This is also called "cycling power."

1. Set the printer power switch to 0 (off).
2. Wait 15 seconds.
3. Set the printer power switch to 1 (on).

NOTE: A hard printer reset causes the +48V power supply (fans, motors, etc.) to shut down in 1 to 5 seconds, depending on the amount of memory installed on the controller board.

The Power On Sequence

This section describes the normal sequence of events from the time the power switch is set to 1 until READY (or NOT READY, if so configured by the user) appears on the LCD.

Use this sequence as a reference baseline to help you isolate problems that occur before the printer completes its boot and initialization routines.

The power on sequence consists of two sets of routines:

1. CMX controller board handshake sequences (DC hardware initialization)
2. DC software initialization and power up

The routines are listed below, in order of occurrence.

CMX Controller Board Handshake Sequences

The first power-up routines are the handshaking sequences which sample and test the condition of the CMX controller board. The sequences occur as follows:

- **Processor Alive** — The green LED marked CR1 on the CMX controller board is turned on to indicate that the processor received a valid reset vector and the first instructions to the processor are correct. This LED is used to report all DC errors and states.
- **Test VX Data Bus** — A walking zero and one test verifies that all 32 data lines from the VX bus to the processor are connected. If a bad line is detected, a 4-1-1-XX blink code is sent to the LED on the CMX controller, where XX is the data line plus 1. (For example, a bad data line 8 would blink as 4-1-1-9.)
- **Initialize VX ASIC** — The boot code detects the processor type and sets up the internal registers of the VX ASIC.
- **Initialize Debug Serial Port** — The boot code checks the validity of the debug serial parameters in NVRAM; if they are valid, it sets the baud rate, data type, and which messages should be sent out the debug port. If the values in NVRAM are not valid, boot code initializes NVRAM to 9600 baud, 8 data bits, one stop, bit, no parity bit, and standard messages.
- **Turn On Instruction Cache** — The instruction cache is turned on to help speed up memory tests and the entire boot process.
- **Enable DRAM Controller** — A DRAM controller is built into the VX ASIC. DRAM must be refreshed a few times to operate correctly. To speed the boot process, the refresh rate is temporarily increased. The message "TESTING HARDWARE PLEASE WAIT" is sent to the LCD, during which time the refreshes run and finish. At this point, the fans start. After sending the message, the refresh rate is set to the proper rate and DRAM is ready to be tested.
- **Test I/O Clock** — The VX ASIC has two clocks for internal timing, a processor clock and an I/O clock. The processor clock cannot be checked because the processor will not run without it, but the I/O clock can be checked. The I/O clock is used for sending data to the operator panel and to get the time for DRAM refreshes. If the boot code detects a problem

with the I/O clock, the error blink code 4-3-4 is sent to the diagnostic LED on the CMX board.

- **Read Operator Panel Keys** — The operator panel keys are read to determine if the user is requesting that the printer be placed in download mode, diagnostic mode, or debug SIMM disabled. If **Cancel** and **Start** are pressed during start-up, the printer is placed in download mode. If **Eject/Restore** and **Stop** are pressed during start-up, the printer is placed in diagnostic mode. If any other combination of keys are pressed, the debug SIMM is disabled. Key states are put in an internal register in the VX ASIC.
- **Detect DRAM** — The VX ASIC supports up to four banks of DRAM totalling up to 32 Megabytes. Boot code detects how much DRAM is located in each bank, and relocates the banks to create one contiguous block of DRAM. The size and location of each bank is then displayed on the debug terminal through the debug serial port.
- **Test DRAM** — DRAM is tested by writing a pseudo-random number sequence to all the DRAM, then reading the pattern back to verify it against what was originally written. If an error is detected, the message “ERROR: DRAM AT ADDRESS XXXXXXXX” is displayed on the LCD. When finished, the DRAM test sets all memory to zero.
- **Inform the EC Processor** — The first 8 Kilobytes of DRAM are reserved for the EC processor, which must be notified when DRAM is ready to be used. This is done by putting the message “DCS1” in the ECDC communications register in the VX ASIC.
- **Detect Ethernet Adapter** — An Ethernet adapter must be detected early in the power up sequence so the printer can tell the adapter it has been detected and continue with its own power up sequence. An Ethernet adapter takes a long time to complete its internal diagnostic tests, so the boot code allows the adapter to power up in parallel with the printer to reduce its effect on overall boot time.
- **Load Boot Messages** — The boot code scans flash memory for OEM boot messages and loads them into DRAM. The manufacturer’s boot code is the same for all OEMs, and contains a set of default messages. Boot messages for specific OEMs are stored in the DC code, not the boot code.
- **Load Boot Code into DRAM** — Flash memory cannot be accessed while flash is being detected, cleared, or programmed. This prevents boot code from running in flash because the opcodes cannot be fetched. This is solved by copying the program into DRAM and executing the program out of DRAM. The boot code is position-independent in order for the program to operate at a different address. The interrupt vector table is also move to DRAM and the vectors are changed to reflect the new address.
- **Detect Flash** — The boot code supports many different kinds of flash memory, permitting any mixture of flash in the four memory banks. The only requirement is that flash must exist in bank 0 and have boot code programmed on it. The boot code displays flash configuration, manufacturer’s part number, size, and start address out the debug serial port.

- **Display VX Registers** — The boot code displays the values of the VX registers out of the debug serial port.
- **Check for Pedestal** — Boot code uses the operator panel to determine if the printer is a pedestal or floor cabinet model. Boot code needs to know the difference so the exhaust fan fault can be disabled on a pedestal model. “FAN DISABLED” is printed out at the debug serial port of a pedestal model.
- **Check for Download Mode** — Boot code checks whether the **Cancel** and **Start** keys were pressed at power up. If so, the printer enters download mode. If not, the printer continues the boot routines.
- **Check for Diagnostics Mode** — Boot code checks whether the **Eject/Restore** and **Stop** keys were pressed at power up. If so, the printer enters the Boot Diagnostics menu. If not, the printer continues the boot routines.
- **Check for Remote Download Mode** — Boot code checks if the user remotely requested the printer to enter download mode. If so, the printer enters download mode. If not, the printer continues boot routines.
- **Check for Flash Optimize** — Boot code checks if the user requested the flash file system to be optimized at power up. If so, flash memory is optimized at this time. If not, the printer continues boot routines.
- **Check EC Program** — The EC calculates a checksum of the program stored in its flash memory. If there is problem with its program, the EC puts the message “nopg” in the ECDC communications register. If the boot code detects this message, it displays “ERROR: EC PROGRAM NOT VALID” on the LCD. If the EC processor does not respond within three seconds, the boot code sends “EC STOPPED AT STATE XXXX” to the LCD, where XXXX is one of these states:

State	Description
0000	Power up
0001	Enter checksum calculation
0002	Enter copy download code from FLASH into shared DRAM
0003	Enter programming FLASH mode
0004	Erase EC FLASH
0005	Program FLASH
0006	Finish programming FLASH
0007	Enter initialization of EC serial debug
0008	Enter EC firmware task initializations
0009	Enter power up coil diagnostic
000A	Start running normal EC firmware

- **Check Security PAL and NVRAM** — The chip select for NVRAM comes from the security PAL. If the PAL is not installed, NVRAM cannot be accessed, so the PAL is tested before NVRAM. If the security PAL is not detected, boot codes displays “ERROR: SECURITY PAL NOT DETECTED”. If a security PAL is detected, boot code checks for the presence of NVRAM. If NVRAM is not found, boot code displays “ERROR: NVRAM FAILURE”.
- **Test for Powerup File** — Boot code checks for a DC executable file called powerup.sbr. If found, it executes the file, then returns to boot routines. If the file is not found, boot routines are resumed. If any key was held down during power up, boot code does not look for the powerup file and continues the boot sequence.
- **Automatic EC Update** — Boot code checks whether the automatic EC update feature is enabled by the DC program. If so, it looks for a copy of the EC program in the Flash File System. If it has a copy, it compares the program in EC flash to the program in the Flash File System, and updates the EC program if they are different. If the automatic EC update was not enabled, or if any key was held down during power up, automatic EC update is skipped and the boot sequence continues normally.
- **Debug SIMM** — The debug SIMM contains fast static RAM that automatically replaces the flash memory. Boot code checks for the debug SIMM and, if found, copies the contents of flash memory into the SIMM, then remaps the address of the SIMM to the location of flash. This allows breakpoints and single-stepping from the MTOS** debugger. When the debug SIMM is found, boot code displays “DEBUG SIMM ACTIVATED” on the panel and out the debug port.
- **Verify DC Program** — Boot code calculates a checksum at every power up to verify that the program has not been corrupted. If the checksum does not match, boot code displays “ERROR: DC PROGRAM NOT VALID”.
- **Check Security** — The security check verifies that security PAL supports the software that is loaded in flash memory. If the PAL does not support the software, boot code displays “SECURITY CODE VIOLATION”.
- **Check Required DRAM** — Boot code checks whether the amount of DRAM required to run the DC program is larger than the amount of DRAM in the printer. If so, it displays the message “ERROR: PROGRAM NEEDS MORE DRAM”.
- **Tell EC Processor to Finish Booting** — Boot code informs the EC processor that everything is okay and can finish booting up.
- **Diagnostics Passed** — If all tests pass, boot code displays “P05 DIAGNOSTIC TEST PASSED”. At this point, the ribbon motors engage. Boot code then jumps to the start address of the DC software.
- **Display DC Program Information** — Boot code sends the following information out the debug port: the compile time, date, and the address it will jump to to start the DC program.
- **Waiting Ethernet** — If boot code earlier detected an Ethernet adapter, it places the message “WAITING FOR THE ETHERNET ADAPTER” on the LCD so the user will not think the printer has crashed.

- **Jump Back into Flash and Clear DRAM** — Boot code jumps back into flash memory, then clears the DRAM that held the boot code.
- **Jump to MTOS** — Jump to start initialization of the MTOS (Multi-Tasking Operating System).

DC Software Initialization And Power Up

The final part of the power up sequence is initialization and startup of the DC software, which occurs in the following order:

- Clear Uninitialized RAM Variables
- Set Initialized RAM Variables
- Configure RAM (allocated based upon amount in the printer)
- Jump to MTOS (Multi-Tasking Operating System)
- Initialize the Processor (cache, vector table, etc.)
- Partition RAM for Tasks
- Allocate Peripheral Interfaces (console driver, etc.)
- Start Main Task (supervisor)
- Verify and Initialize NVRAM (statistics are cleared if NVRAM is not valid)
- Initialize Libraries (fault, system, emulation)
- Load Front Panel Menus from ROM
- Initialize these tasks, then start them after all have initialized:
 - Print Engine Driver Task
 - CT Driver Task (sends 8344 code to the CT expansion board)
 - Serial Driver Task
 - Parallel Driver Task
 - CT Emulation Task
 - IGP Task (PGL or VGL)
 - Base Emulation Task:
 - Initialize Fonts
 - Initialize Graphics Library
 - Complete Emulation Library Initialization
 - Wait for all emulation tasks to initialize
 - Front Panel Task
- Display “READY” on operator panel

6

Adjustment Procedures

Introduction

The IBM 6400 series printer is a durable, low-maintenance machine, but some components and systems require occasional adjustment.

Usually, you will be referred to this chapter by a troubleshooting procedure, or as part of a removal/installation procedure.

List Of Adjustments

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Returning the Printer to Normal Operation.....	page 153
Belt, Paper Feed Timing, Adjustment	page 154
Belt, Platen Open, Adjustment	page 156
Paper Drive Motor Pulley Alignment	page 158
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Platen Gap Adjustment	page 162
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Loading Flash Memory.....	page 176
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Set Shuttle Speed	page 182
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Preparing The Printer For Maintenance

To prepare the printer for maintenance, always do the following steps *before* you do any maintenance procedure:



<3> Hazardous voltages are present in the printer with the power cord connected to the power source. Switch off printer power and unplug the printer power cord before proceeding.

1. Power off the printer.
2. Unplug the printer power cord from the AC power source.
3. Disconnect the host data cable from the printer interface.
4. Open the printer cover.
5. Unload paper.
6. Remove the ribbon.
7. Read the entire adjustment procedure before you begin working on the printer.
8. Gather the necessary parts before you begin working on the printer.

Returning The Printer To Normal Operation

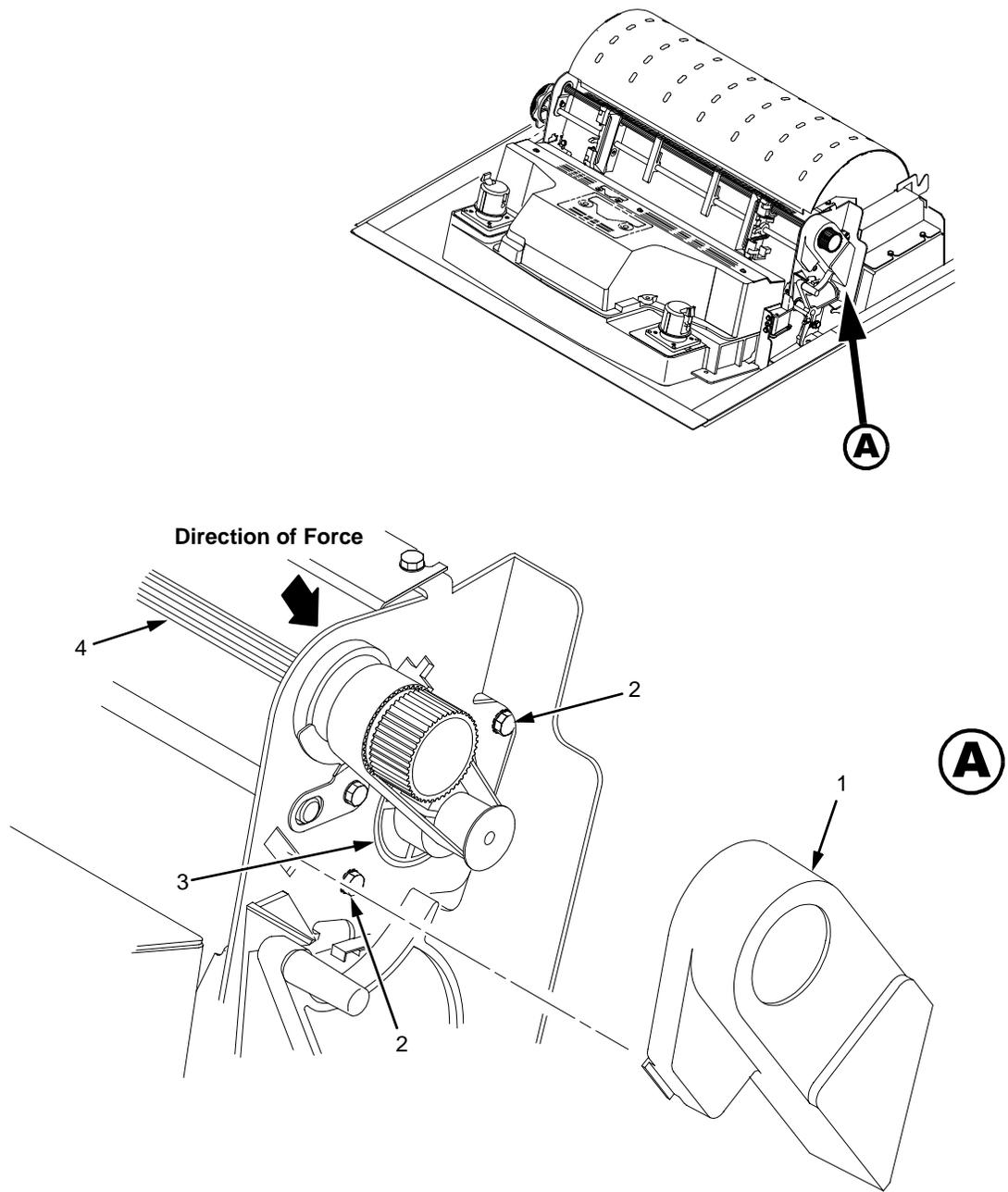
When you are finished servicing the printer, restore it to operation by following these steps:

1. Connect the host data cable to the printer interface.
2. Install the ribbon.
3. Load paper.
4. Plug the AC power cord into the power source.
5. Close the cabinet doors.
6. Power on the printer.
7. Set the top-of-form. (Refer to the *Operator's Guide*.)
8. Select the emulation. (Refer to the *Operator's Guide*.)
9. Test printer operation by selecting and running one of the operator print tests.
10. Close the printer cover.

Belt, Paper Feed Timing, Adjustment

To make this adjustment, follow these steps:

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Cabinet Model: Loosen four screws and remove the barrier shield. (See page 258, Figure 44, items 3 and 4.)
Pedestal Model: Remove the four screws securing the paper guide and barrier shield. Remove the paper guide and barrier shield. (See page 260, Figure 45, items 3, 4, and 5.)
4. Remove the timing belt cover (1) by squeezing the front and back to release the plastic tabs from the slots in the side plate.
5. Loosen (do not remove) the motor mount bolts (2).
6. Using the straight end of a force gauge, apply 15 pounds (66.7 N) of pressure to the paper feed drive motor (3) near the mounting base of the motor. Use the splined shaft (4) to steady the gauge.
7. Reduce tension to 12 pounds (53.4 N) and torque the paper feed motor mount bolts (2) to 18 ± 2 inch-pounds ($2.03 \pm 0.23 \text{ N}\cdot\text{m}$).
8. Snap the timing belt cover (1) into the slots in the side plate.
9. Cabinet Model: Install the barrier shield and tighten the four screws. (See page 258, Figure 44, items 3 and 4.)
Pedestal Model: Install the paper guide and barrier shield and tighten the four screws. (See page 260, Figure 45, items 3, 4, and 5.)
10. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
11. Return the printer to normal operation (page 153).



Legend:

- 1) Timing Belt Shield
- 2) Motor Mount Bolt (2)
- 3) Paper Feed Drive Motor
- 4) Splined Shaft

Figure 21. Paper Feed Timing Belt Adjustment

Belt, Platen Open, Adjustment

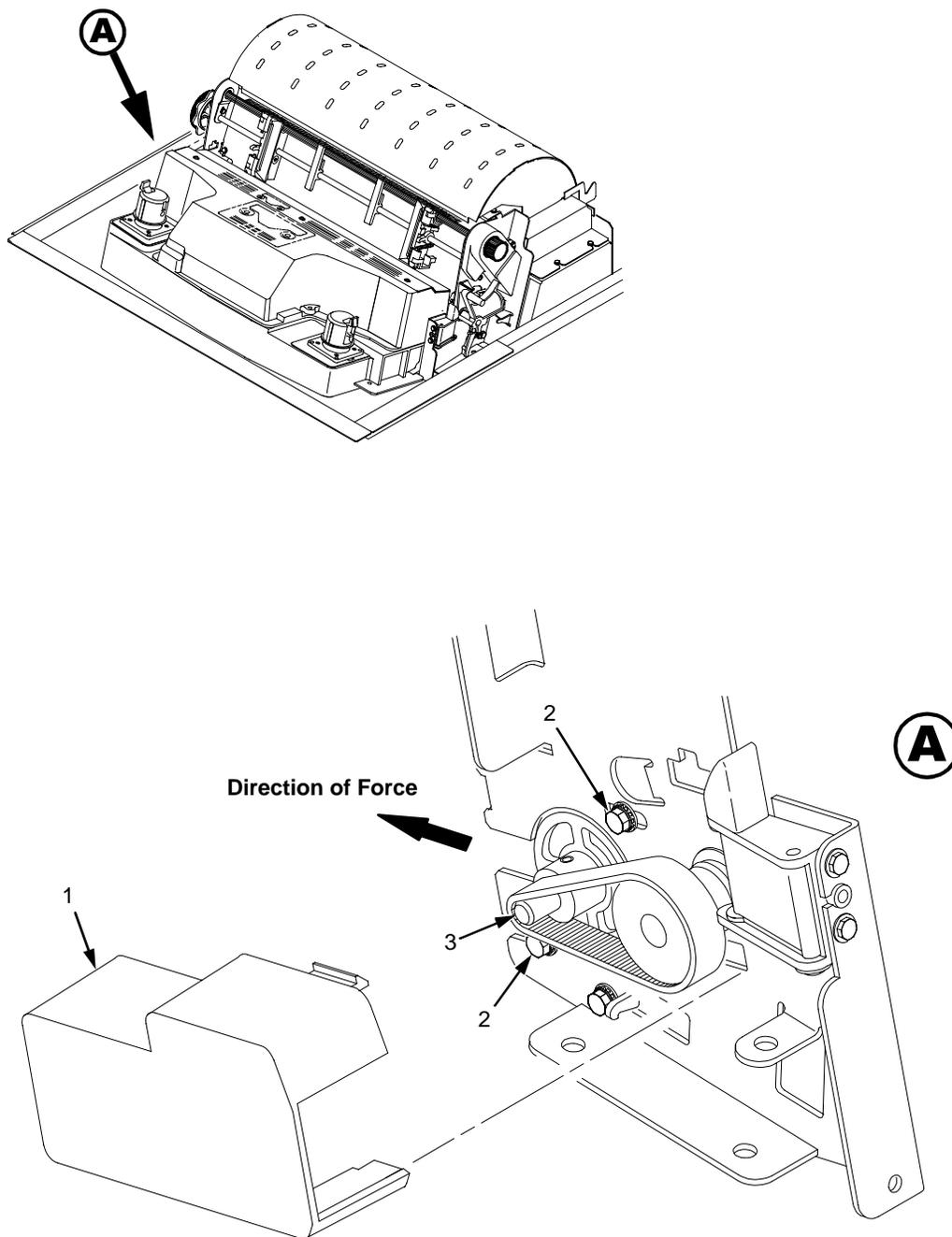
To make this adjustment, follow these steps:

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Remove the platen open belt cover (1) by squeezing the top and bottom to release the plastic tabs from the slots in the side plate.
4. Loosen the motor mount screws (2).
5. Close the forms thickness lever all the way.

ATTENTION

Too much tension on the platen open belt can cause the platen gap to change, which can lead to premature wear of the platen, damaged hammer tips, and poor print quality.

6. Using a force gauge, apply 10 ± 1 pounds (44.48 ± 4.45 N) of tension to the shank of the platen drive pulley (3), pushing away from the large platen pulley.
7. Reduce tension to 5 ± 1 pounds (22.24 ± 4.45 N) and tighten the motor mount screws (2).
8. Snap the platen open belt cover (1) into the slots in the side plate.
9. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
10. Return the printer to normal operation (page 153).



Legend:

- 1) Belt Cover
- 2) Motor Mount Screw (2)
- 3) Platen Open Motor Shaft

Figure 22. Platen Open Belt Adjustment

Paper Drive Motor Pulley Alignment

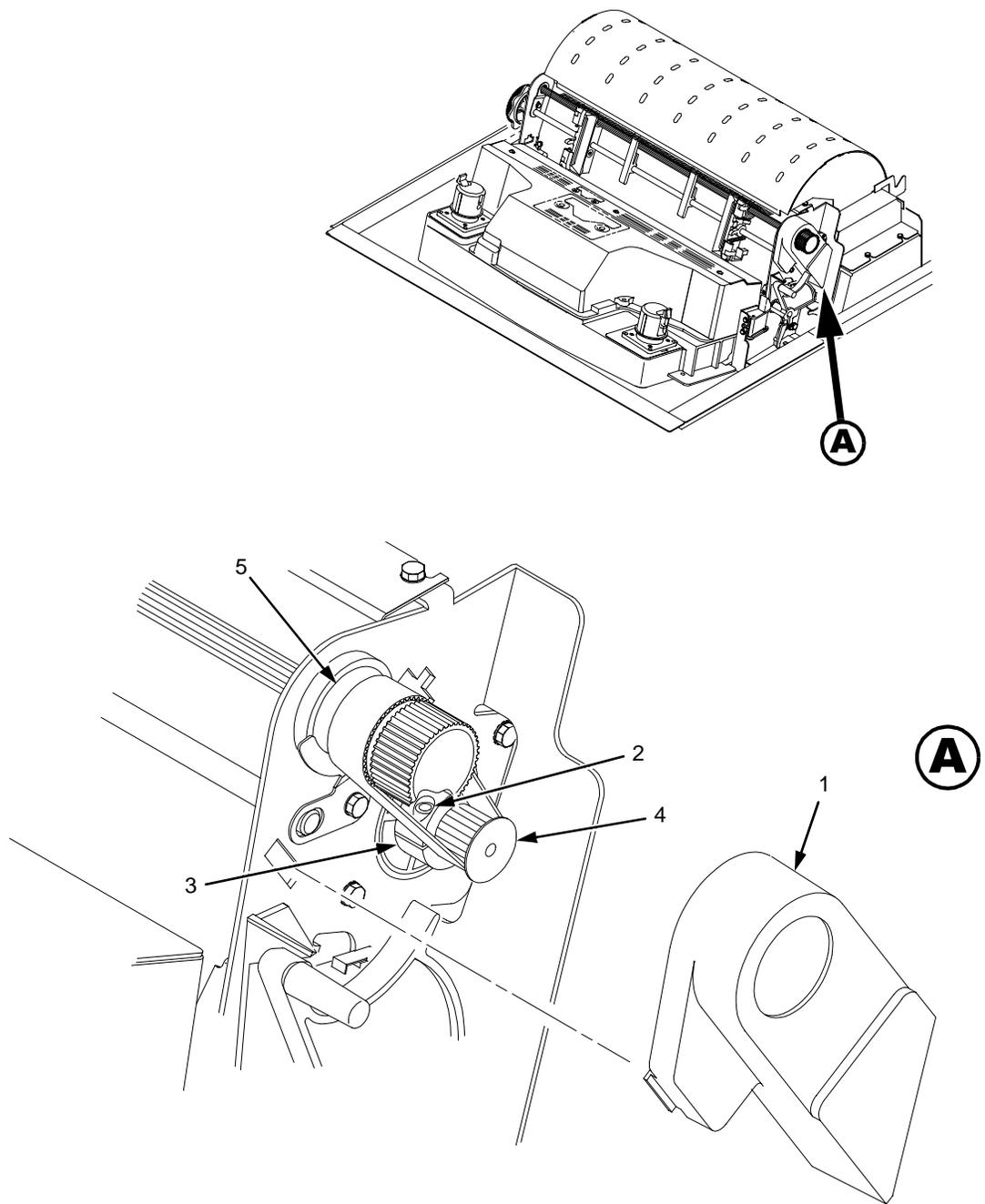
To make this adjustment, follow these steps:

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Remove the timing belt cover (1) by squeezing the front and back to release the plastic tabs from the slots in the side plate.
4. Loosen the screw (2) in the motor pulley collar (3).
5. Align the paper drive motor pulley (4) with the splined shaft pulley (5).

ATTENTION

Make sure there is at least 0.040 inches (1.016 mm) of clearance between the collar (3) and the motor face plate.

6. Hold the collar (3) flush against the motor pulley (4) and tighten the screw (2).
7. Check for correct tension on the paper feed timing belt (page 154). Adjust if necessary.
8. Snap the timing belt cover (1) into the slots in the side plate.
9. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
10. Return the printer to normal operation (page 153).



Legend:

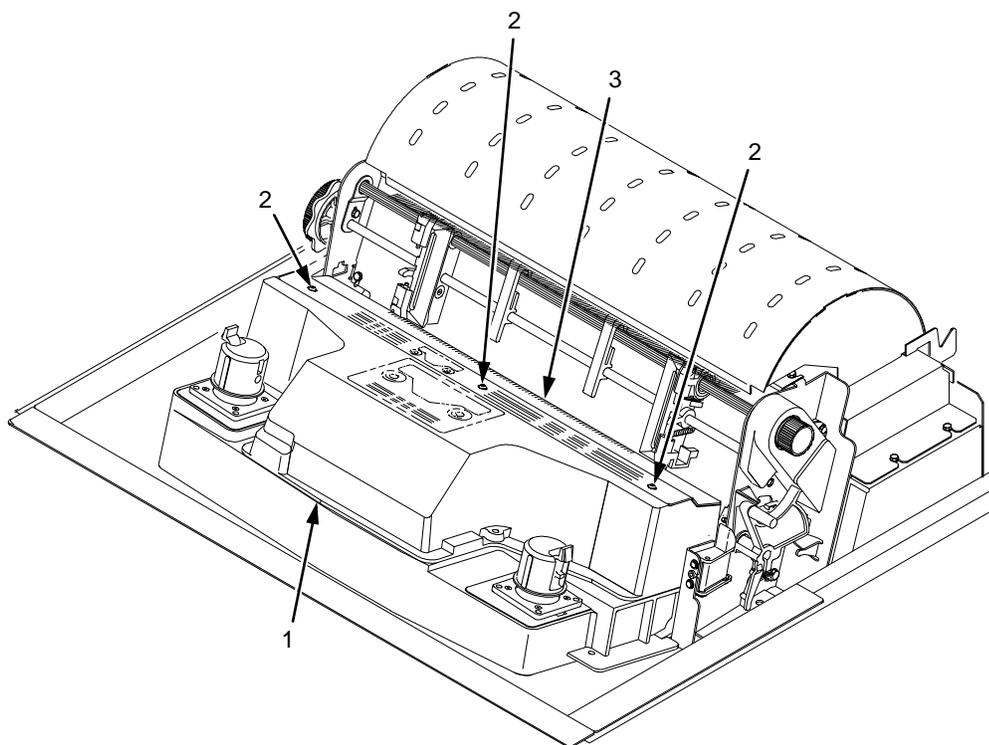
- 1) Belt Shield
- 2) Cap Screw
- 3) Motor Pulley Collar
- 4) Motor Pulley
- 5) Splined Shaft Pulley

Figure 23. Paper Drive Motor Pulley Alignment

Paper Scale Alignment

To make this adjustment, follow these steps:

1. Open the printer cover.
2. Load paper and ribbon.
3. Connect the power cord to the AC power source.
4. Set the printer power switch to 1 (on).
5. Verify that the shuttle cover (1) is properly installed (page 203).
6. Print a full 136 column line by selecting and running one of the diagnostic self-tests. (See Chapter 5.)
7. Check alignment of the scale to the print at column positions 1 and 136.
8. If adjustment is necessary, loosen the three button-head 5/64 inch hex screws (2).
9. Position the scale (3) so that column positions 1 and 136 line up with the first and last characters on the 136 character printout.
10. Tighten the 5/64 inch button-head screws (2).
11. Close the printer cover.



Legend:

- 1) Shuttle Cover
- 2) Screw, Button-Head, 5/64 inch hex (3)
- 3) Paper Scale

Figure 24. Paper Scale Alignment

Platen Gap Adjustment

To make this adjustment, follow these steps:

IMPORTANT

Only do this procedure if the original equipment shuttle frame assembly or platen has been replaced by a new or refurbished unit.

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle cover assembly (page 203).
3. Loosen the platen open belt (page 156, steps 2, 3, and 4).
4. Raise the forms thickness lever (1) to the fully open position.

ATTENTION

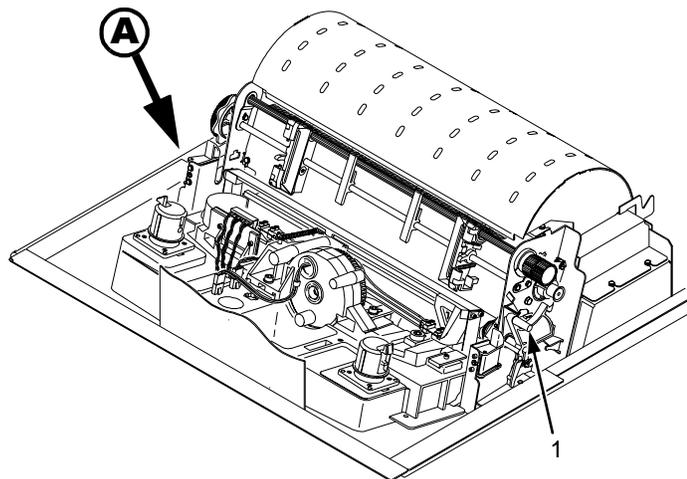
Do not force the platen against the feeler gauge. Damage to the hammer tips will result.

5. Insert a 0.011 inch (0.28 mm) flat feeler gauge (2) straight down between the hammer bank cover plate (3) and ribbon mask (4), within four hammer positions of the left end of the hammer bank.

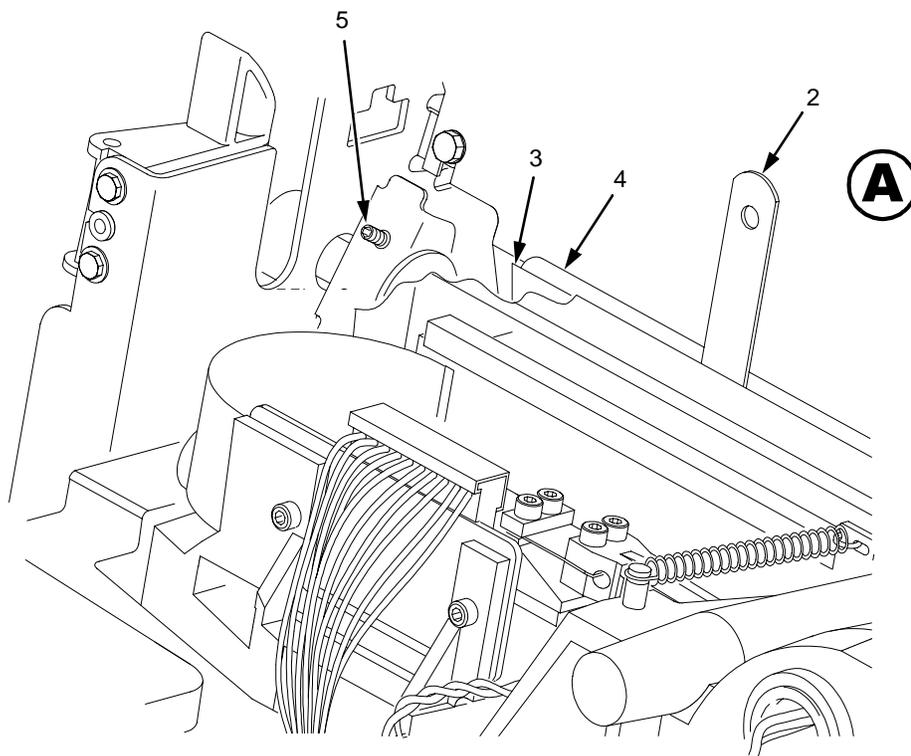
ATTENTION

Adjust the platen set screws less than 1/4 turn on one side, then check the other side. Adjustment sensitivity is approximately 0.03 inch per revolution of the set screw. Also, insert the feeler gauge no more than 2 inches down from the top of the ribbon mask.

6. Gently close the forms thickness lever (1). As the platen is closing, gently slide the feeler gauge up and down, keeping it between the hammer tip and ribbon mask. If the feel is too tight when the platen is being closed, adjust the 3/32 inch set screw (5) at the end of the platen counterclockwise. If the feel is too loose, adjust the set screw clockwise. With the forms thickness lever closed all the way, the feeler gauge should contact both the tips and the ribbon mask and move with light friction. Shift the gauge slightly to verify.
7. Repeat steps 4 through 6 at the right end of the hammer bank.
8. After adjusting both sides, check the gap again at both ends. Readjust if necessary.
9. When the platen gap is correct at both ends of the platen, adjust the platen open belt (page 156).
10. Install the shuttle cover assembly (page 203).
11. Check the hammer phasing adjustment (page 173).
12. Return the printer to normal operation (page 153).



NOTE: Left side adjustment shown. Right side is the same.



Legend:

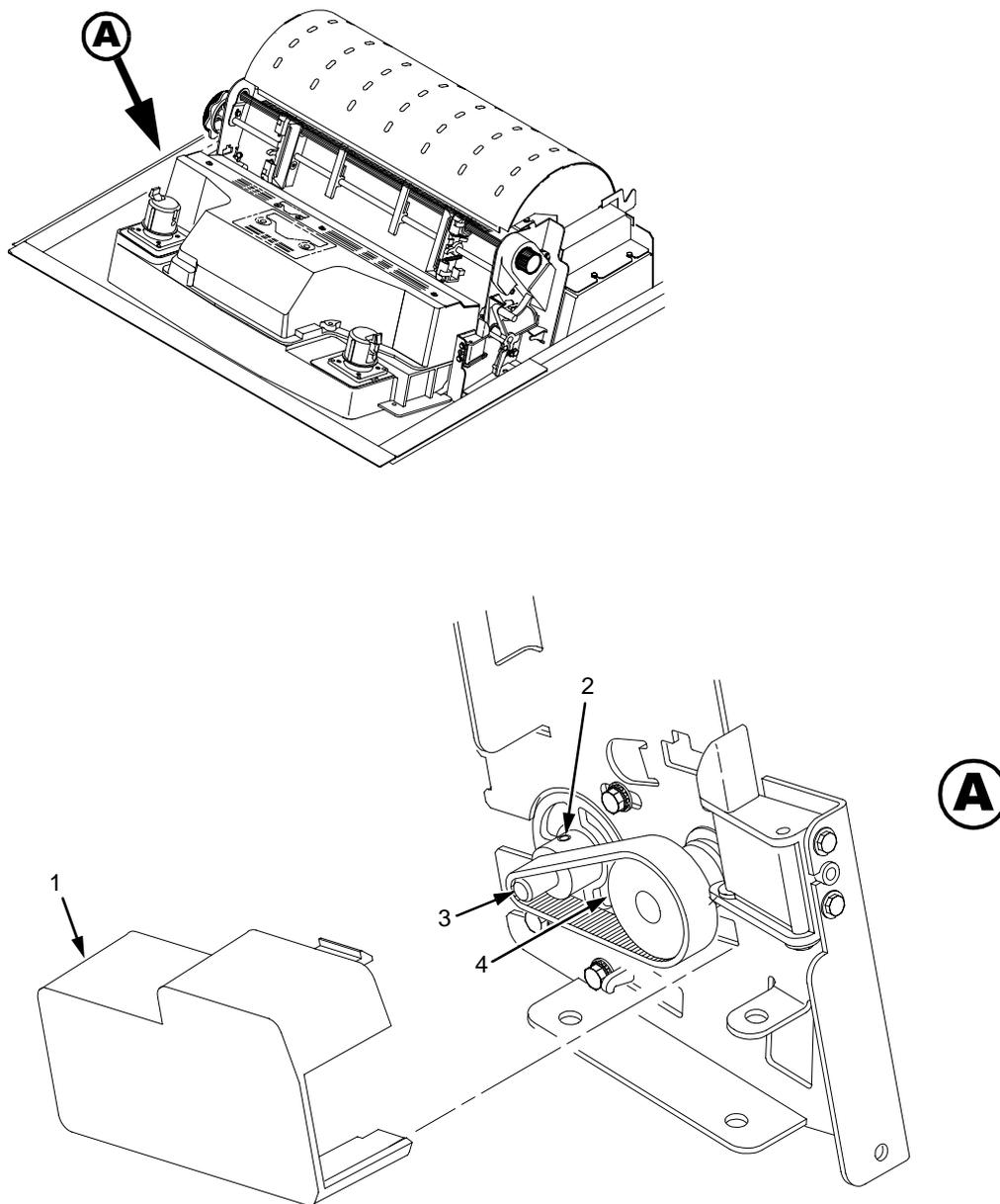
- 1) Forms Thickness Lever
- 2) Feeler Gauge (0.011 inch or 0.28 mm)
- 3) Hammer Bank Cover
- 4) Ribbon Mask
- 5) Set Screw, 3/32 inch hex (2)

Figure 25. Platen Gap Adjustment

Platen Open Motor Pulley Alignment

To make this adjustment, follow these steps:

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Go to step 3.
Pedestal Model: Remove the top cover assembly (page 204).
3. Remove the platen open belt cover (1) by squeezing the top and bottom to release the plastic tabs from the slots in the side plate.
4. Loosen the 1/16 inch set screw (2) in the motor pulley.
5. Bottom out the platen open motor pulley (3) on the motor shaft and torque the 1/16 inch set screw (2) to 9 ± 2 inch-pounds (1.02 ± 0.23 N•m).
6. Check the platen open belt tension (page 156). Adjust if necessary.
7. Snap the platen open belt cover (1) into the slots in the side plate.
8. Cabinet Model: Go to step 9.
Pedestal Model: Install the top cover assembly (page 204).
9. Return the printer to normal operation (page 153).



Legend:

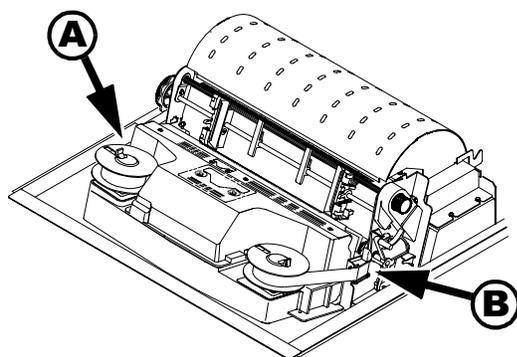
- 1) Belt Cover
- 2) Set Screw
- 3) Platen Open Motor Pulley
- 4) Platen Shaft Pulley

Figure 26. Platen Open Motor Pulley Alignment

Ribbon Guide Alignment

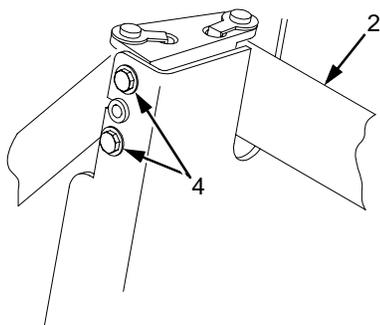
To make this adjustment, follow these steps:

1. Open the printer cover.
2. Load paper and install the ribbon. To align a ribbon guide, wind the ribbon fully onto the ribbon spool on the opposite side. For example, to align the left ribbon guide, wind the ribbon until the right ribbon spool is full.
3. Check ribbon tracking by running the PRINTER MECHANISM TESTS : Shuttle Slow (page 134).
4. On the ribbon guide to be adjusted, momentarily short between the ribbon guide skid screws (1) to verify that the ribbon reverses.
5. Observe how the ribbon (2) passes around and across the ribbon guide. It should be centered and not folding against either of the two white nylon washers (3).
6. If the ribbon is not centered, loosen the retaining screws (4) just enough so that you can rotate the ribbon guide to new positions, but it remains in place once moved.
7. Rotate the ribbon guide as required to center the ribbon (2).
8. Observe how the ribbon (2) winds onto the ribbon spool of the side you adjusted. If the ribbon is interfering with the flange of the spool, make sure the ribbon hub and spool are mounted correctly.
9. Tighten the retaining screws (4).
10. Allow most of the ribbon to wind onto the ribbon spool on the side you adjusted, then repeat steps 3 through 9 for the other ribbon guide.

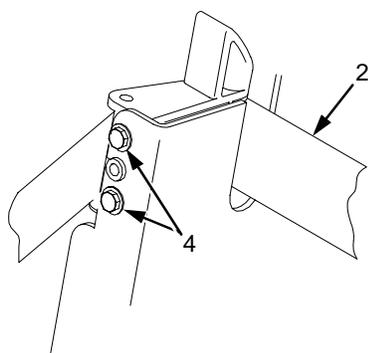
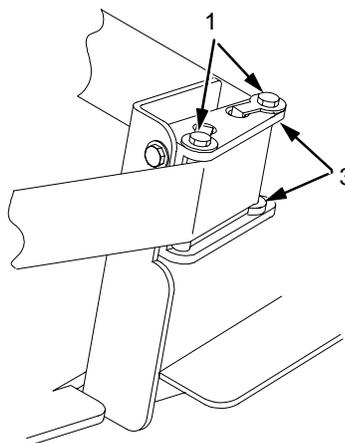


A Left Ribbon Guide

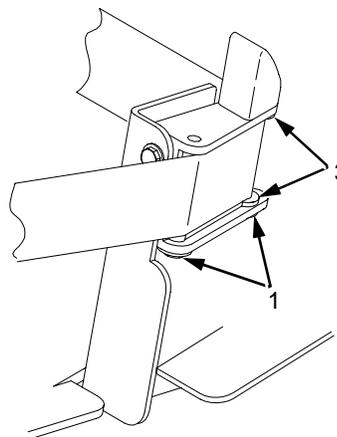
Right Ribbon Guide **B**



Early Models



Later Models



Legend:

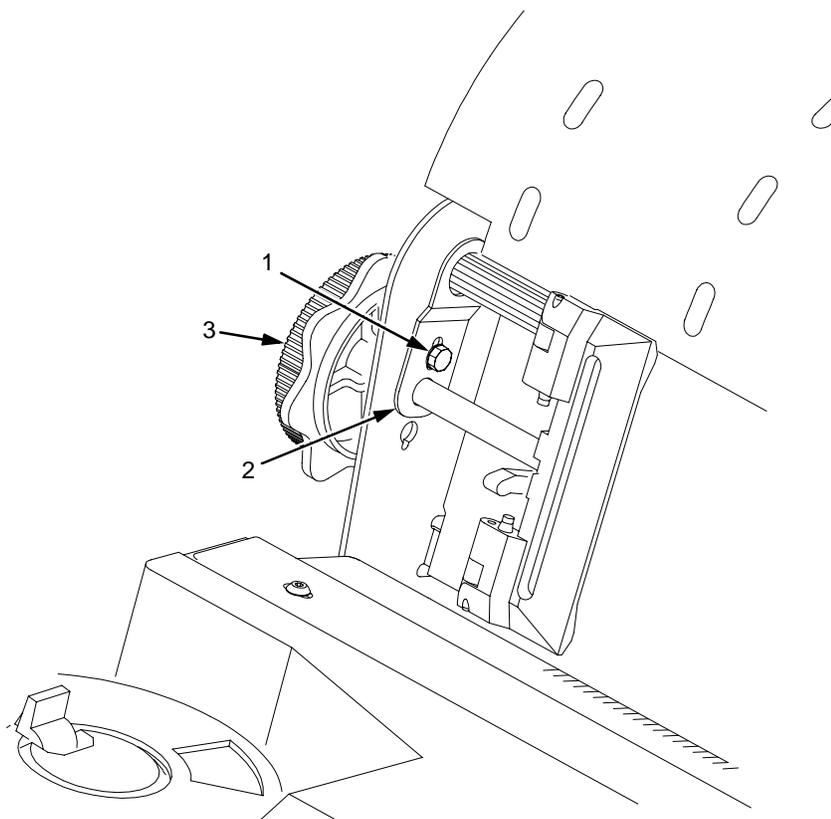
- 1) Screw, Skid (2)
- 2) Ribbon
- 3) White Nylon Washer
- 4) Screw, Retaining (2)

Figure 27. Ribbon Guide Alignment

Splined Shaft Skew Adjustment

If lines of print are not parallel with the edge perforations on the paper, perform the following adjustment.

1. Open the printer cover.
2. Loosen the screw (1) securing the adjusting link (2).
3. Adjust the link (2) by raising or lowering the horizontal adjustment knob (3) to obtain print parallel with paper perforations. Tighten the screw (1).
4. Return the printer to normal operation (page 153).



Legend:

- 1) Screw
- 2) Adjusting Link
- 3) Horizontal Adjustment Knob

Figure 28. Splined Shaft Skew Adjustment

Adjusting The End Of Forms Distance

This procedure tests and sets the distance from the page perforation at which an END OF FORMS fault message is triggered. This adjustment prevents printing on the platen when the printer runs out of paper. The measurement units are dot rows.

You will use the dot row patterns printed by the END OF FORMS ADJUST self-test to verify that this parameter is set correctly.

NOTE: Do this procedure only if a new paper detector switch assembly has been installed, or if you are sure that the end of forms adjustment is incorrect. An END OF FORMS triggering distance of 1 or 2 dot rows from the perforation is acceptable; 5 to 7 dot rows off indicates adjustment is required.

Also, although it is not required, it is advisable to test the End of Forms distance with 6-part paper, in order to verify correct printing with multi-part forms.

The procedure below describes how to run the END OF FORMS ADJUST printer test and modify the END OF FORMS ADJUSTMENT VALUE.

1. Power on the printer.
2. Load paper and set the top of form. Make sure the forms thickness lever is closed. Open the cabinet front door.
3. On the sheet of paper just below the paper entrance slot, tear a four-inch square on the left side, immediately below the perforation. (See Figure 29.) This creates a hole that will trigger an END OF FORMS condition, but allows printing to the right of the hole (which would normally be on the platen).
4. Tear a four inch square in the manner described above, on every third sheet, until you have made 3 or 4 holes.
5. If the printer is in READY mode, press **Stop** to put it into NOT READY mode.
6. Press **Scroll**↑ + **Scroll**↓ to unlock the Enter key.
7. Press **Scroll**↑ + **Scroll**↓ + **Return** + **Enter** to enter the CE Tests menu. (Press all four keys at the same time.)

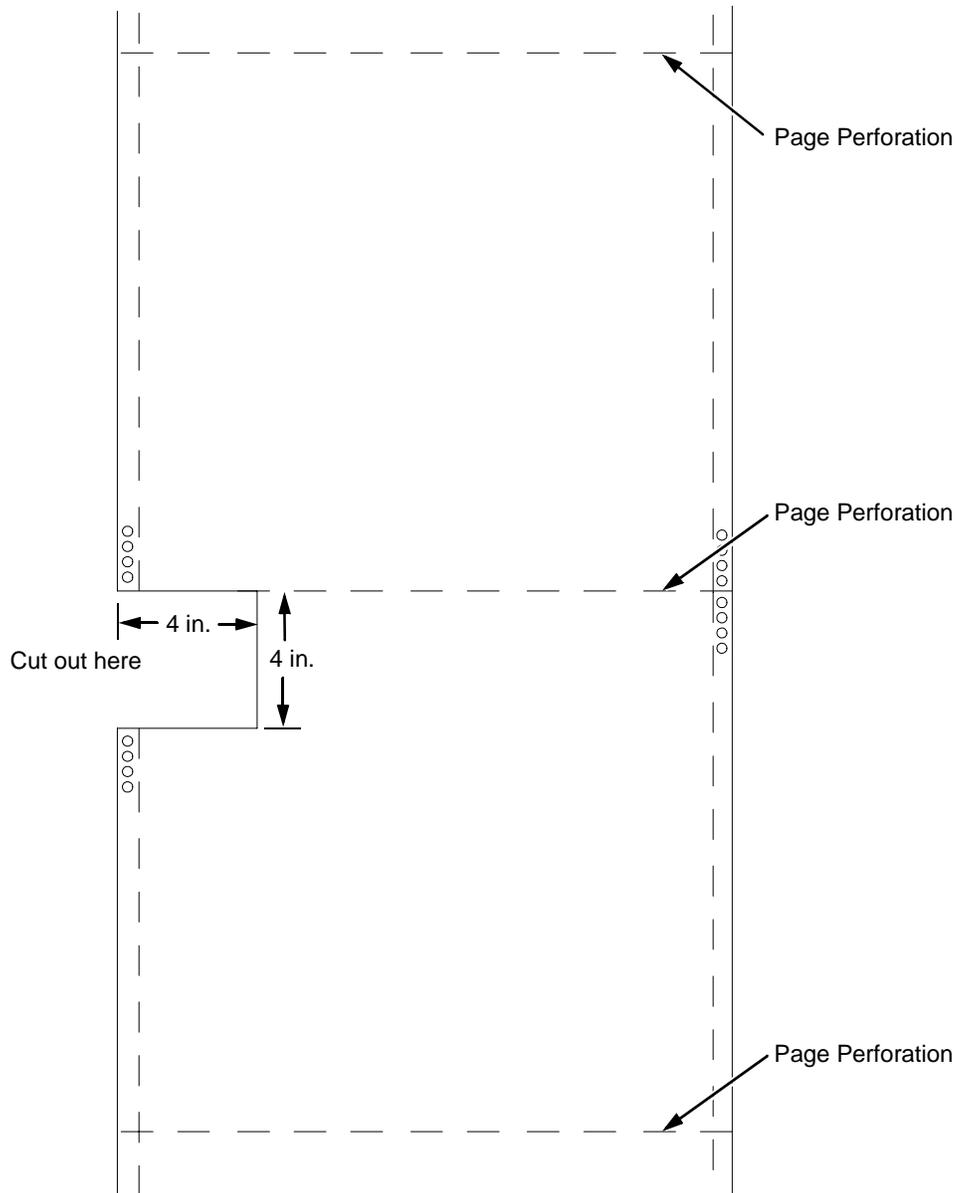
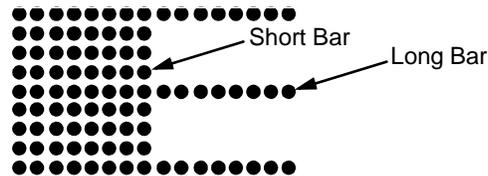


Figure 29. Paper Preparation for Paper Out Adjustment Test

8. The display will show "SERVICE / PRINTER MECHANISM TESTS", the first menu item. Press **Enter** to enter the mechanism tests menu.
9. Press **Scroll**↑ or **Scroll**↓ until "PRINTER MECHANISM TESTS / END OF FORMS ADJUST" is on the display.

This test will print a vertical "comb" pattern at around column 70, each long bar separated by three shorter bars. An enlarged example of the comb pattern is shown below.



10. Press **Enter** until the END OF FORMS ADJUST test starts. The comb pattern will print until the display shows "001 END OF FORMS / LOAD FORMS" and (if enabled) the audible alarm sounds. If the alarm sounds, press **Stop** to silence it.
11. Remove the paper from the tractors and examine the area of the page perforation. (If the alarm sounds when you open the platen, press **Stop** to silence it.)

If a bar from the comb pattern just meets the perforation, the end of forms adjustment distance is correct. (A bar exactly on perforation is ideal; 1 or 2 dot rows off is OK; 5 to 7 dot rows off is too much.) Unless you wish to restart the procedure with 6-part paper, you may stop the test here, and skip to step 22. (See the note at the beginning of this procedure.)

If the comb pattern stopped short of the perforation or printed beyond the perforation, go to step 12.

12. Measure how short or long the comb pattern printed by counting the number of dot rows needed to reach the perforation, or the number of dot rows that printed beyond the perforation.

NOTE: You can use the long bars to count the dot rows quickly. There are three dot rows between each long bar, so each long bar increases the number of dot rows by four. You can also tear off a small piece of the comb pattern from the beginning of the pattern and use it as a ruler to help you measure the dot rows required either to reach the perforation or back up to it.

13. Reload the paper and set the top of form.
14. Press **Scroll**↑ + **Scroll**↓ + **Return** + **Enter** to enter the CE Tests menu. (Press all four keys at the same time.)
15. The display will show "SERVICE / PRINTER MECHANISM TESTS," the first menu item. Press **Scroll**↑ or **Scroll**↓ until "SERVICE / END OF FORMS ADJUSTMENT VALUE" is on the display.
16. Press **Enter**. The top line of the display will show "END OF FORMS ADJUSTMENT VALUE" and the bottom line will show the current setting for the number of dots.

17. Press **Enter**. The number of dots will move up to the top line of the display.
18. Using the **Scroll**↑ or **Scroll**↓ key, adjust the XX DOTS value up or down by the number of dots you counted in step 12. (If the comb pattern stopped short of the perforation, increase the number of dots. If the comb pattern printed beyond the perforation, decrease the number of dots.)
19. Press **Enter** to select the new number of dots as the active value. (The asterisk that appears tells you that it is now the active value.)
20. Press **Stop** to put the printer into NOT READY mode.
21. Run the END OF FORMS ADJUST and the END OF FORMS ADJUSTMENT VALUE tests until the comb pattern prints at an acceptable distance from the page perforation. (Return to step 7.)
22. When the End of Forms Adjustment is acceptable, reload the paper, feed it past any remaining unused holes that you tore in it, and set the top of form.
23. Press **Scroll**↑ + **Scroll**↓ to lock the **Enter** key.
24. Press **Start** to put the printer into READY mode.

Hammer Phasing Adjustment

You must check and adjust hammer phasing if the CMX controller board is replaced, the shuttle frame assembly is removed, or if the MPU is replaced.

The hammer phase value is a timing parameter that permits you to adjust the horizontal alignment of dots in character printing. The phase value numerical units are relative; they do not represent a physical measurement or value. Thus there is no “correct” value or range. But, if the phasing value is far enough from the theoretical ideal value on a particular printer, errors can occur. If, for example, you are adjusting phasing and an error such as 124 PAPER FIFO UNDERFLOW occurs, the phase value may be too high. Try a lower value.

The factory prints the initial phase value on the aluminum casting of the shuttle assembly, next to the motor housing. Adjust the phasing to this value and recheck the horizontal alignment. When alignment is acceptable, write the new phasing value on the shuttle.

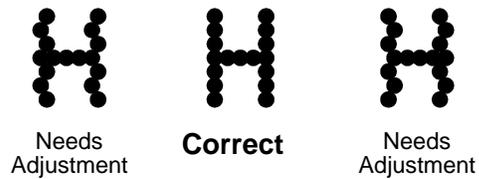
Phasing should be adjusted with the printer printing at full paper width.

IMPORTANT

The printer must be printing the Phase pattern of “H’s” when the Phasing Value is changed, or the New Phasing Value will not be written into NVRAM. If the value is changed when not printing, the printer will return to its default phasing value when powered off then back on.

1. Install the ribbon.
2. Load full width (136 column) paper.
3. Power on the printer and set top of form.
4. Press **Stop** to put the printer into NOT READY mode.
5. Press **Scroll**↑ + **Scroll**↓ to unlock the Enter key.
6. Press **Scroll**↑ + **Scroll**↓ + **Return** + **Enter** to enter the CE Tests menu. (Press all four keys at the same time.)
7. The display will show “SERVICE / PRINTER MECHANISM TESTS”, the first menu item. Press **Enter** to enter the mechanism tests menu.
8. Press **Scroll**↑ or **Scroll**↓ until “PRINTER MECHANISM TESTS / HAMMER PHASING” is on the display.
9. Press **Enter**. The printer begins printing all Hs, each line preceded by the phasing index number.
10. Press **Return**. The display will show “SERVICE / PRINTER MECHANISM TESTS”.
11. Press **Scroll**↑ or **Scroll**↓ until “SERVICE / HAMMER PHASE VALUE” is on the display.
12. Press **Enter**. The top line of the display will show “HAMMER PHASE VALUE” and the bottom line will show the current phasing index number.

13. Press **Enter**. The phasing index (followed by an asterisk) will move up to the top line of the display.
14. Press **Scroll**↑ or **Scroll**↓ to increase or decrease the phasing index, then press **Enter** to activate the value as it prints. Continue to increase or decrease the phasing index until the pattern of Hs appears as shown below:



15. When the print pattern is acceptable, press **Stop**. Printing stops, and the printer automatically enters the current phase index value into NVRAM. The display shows "NOT READY".
 16. Press **Scroll**↑ + **Scroll**↓ to lock the **Enter** key.
 17. Close the printer cover. Press **Start** to put the printer into READY mode.
- NOTE:** If you changed the phasing value, power down the printer, remove the shuttle cover, and write the new phase value on the aluminum shuttle casting.

Downloading 6400 Microcode From The World Wide Web

This section describes the procedure for obtaining microcode for all models of the 6400 printer. This process is done through Lotus Notes IBM First Service system.

NOTE: It is helpful to create a directory named *6400* on the laptop to hold your 6400 code downloads. If you do not know how to create directories, see your ESPI or someone familiar with PCs.

1. Open Lotus Notes.
2. Open the IBM First Service System II data base.
3. Click on the button at the left of your screen that says "uCode".
4. "PSC machine and RIM Notes Code Microcode" should now be showing.
5. Highlight "Machine Records" via the WEB (Primary Site)—click on the "OK" button.
6. When the next screen reads "PSC Machine Microcode" scroll down to the 6400 machine type and click on ICON.
7. Netscape will open the Code download site.
8. Find the code you need in the list, move your mouse pointer so it points to the icon of the needed file, and double-click with the left mouse button.
9. At the prompt "Unknown File Type" click once on the "Save File..." button.
10. At the "Save As..." window, point to the down arrow just to the right of the "Save In" pane and select the folder (the directory; for example, the *6400* folder) in which to save the file.
11. After you select the folder to receive the file, verify that the "File name" window has the the correct name, then click on the "Save" button.
12. The file will download to the directory you requested. You can now load flash memory (page 176).

Loading Flash Memory

Emulation and operating system software are loaded into flash memory at the factory, but you will install software in the following situations:

- The customer needs to upgrade printer software
- The customer needs different emulation software
- You have replaced the controller board
- You have added or replaced a flash memory SIMM

Emulation and operating system software are stored as a compressed file. The file is “executable;” you will expand it and copy it into printer flash memory with a single command.



- | | |
|-----|--|
| <4> | Do not connect or disconnect any communications port, teleport, attachment connector, or power cord during an electrical storm. |
| <5> | Power off the printer and disconnect the power cord before connecting or disconnecting a communication port, teleport, or attachment cable connector. |

1. Download the correct level of microcode from the World Wide Web (page 175).
2. If the printer has an internal Ethernet interface card, refer to the *Ethernet User's Manual* for download instructions. If you loading flash memory through the parallel or serial port, continue with this procedure.
3. Make a printout of *all* saved configurations. (Refer to the *Setup Guide*.) (Installing new software erases all saved configurations. You will use the printouts to restore printer configuration.)
4. Set the printer power switch to O (off).
5. Unplug the AC power cord from the printer.
6. If the printer's parallel data cable is connected to the parallel port of an IBM-compatible computer using the PC-DOS* or MS-DOS** operating system, skip to step 10. If not, go to step 7.
7. Disconnect all data input cables from the printer interface.
8. Connect the parallel data cable to the default parallel port (LPT1) of an IBM-compatible computer using the PC-DOS or MS-DOS operating system.

NOTE: You can connect the data cable to the LPT2 port if the LPT1 port is already in use. You can also download software through the printer serial port. The download commands are different if you use these ports, as described in the note after step 17.

9. Connect the parallel data cable to the parallel port of the printer.
 10. Plug the AC power cord into the printer.
 11. Power on the computer.
 12. On the printer control panel, press and hold down the **Start + Cancel** keys. Without releasing the keys, power the printer on. Continue holding the **Start** and **Cancel** keys down for five seconds, then release them.
- NOTE:** The port default is CENTRONICS; this is the standard download through the parallel port. If you want to use the default, continue at step 17.
13. When you see "WAITING FOR PROGRAM DOWNLOAD" on the LCD, press the **Scroll**↑ key; "SELECT DOWNLOAD PORT=DATAPRODUCT" appears on the LCD.
 14. Press **Scroll**↑ again to cycle through the download ports available in the printer:

DATAPRODUCT	(parallel)
CENTRONICS*	(parallel) (default port)
RS232-9600	(RS-232 serial, 9600 baud)
RS232-19.2K	(RS-232 serial, 19200 baud)
RS232-38.4K	(RS-232 serial, 38400 baud)
RS232-115K	(RS-232 serial, 115000 baud)
RS422-9600	(RS-422 serial, 9600 baud)
RS422-19.2K	(RS-422 serial, 19200 baud)
RS422-38.4K	(RS-422 serial, 38400 baud)
RS422-115K	(RS-422 serial, 115000 baud)
 15. Press **Scroll**↑ + **Scroll**↓ to unlock the Enter key.
 16. When the printer download port you want to use is displayed on the LCD, press **ENTER**. "WAITING DOWNLOAD / PORT = <your selection>" appears on the display.
 17. At the DOS prompt on the computer type:


```
FILENAME.EXE -pb<return>
```

 where *FILENAME.EXE* is the file you downloaded from the World Wide Web. This command expands the file and copies it as a binary file into the flash memory on the CMX controller board.

NOTE: If you are downloading the file using the LPT2 port on the computer, enter the following DOS command:

```
FILENAME.EXE -pb 2 <Return>
```

If you are downloading the file into the printer serial port, enter the following DOS commands:

```
MODE COM1:9600,N,8,1,P<Return>  
FILENAME.EXE -PBC1<Return>
```
 18. While the file is copied into memory, the printer LCD informs you of the load process and status. (See Table 7 below.)
 19. When the file has successfully loaded into memory and the printer has reset itself, set the printer power switch to O (off).
 20. Unplug the AC power cord from the printer.
 21. Power off the personal computer.

22. If you had to install a parallel data cable to the computer and printer in step 8, disconnect it from the computer and printer.
23. Reconnect the customer's data input cable(s) to the printer, if required.
24. Return the printer to normal operation (page 153).
25. Using the configuration printout(s) you made in step 3, reconfigure the printer. (Refer to the *Setup Guide*.)

NOTE: A continuous IML cycle indicates coax/twinax code is being loaded into a printer with a missing, defective, or improperly installed Coax/Twinax board. If the printer is supposed to have this feature, reseal the Coax/Twinax board. If the printer is not supposed to have this feature, install new emulation code without the Coax/Twinax feature.

Table 7. Flash Memory Message Guide

Message	Explanation	Required Action
CLEARING PROGRAM FROM FLASH	The program successfully loaded into printer RAM and the checksum matched. The old program is now being deleted from flash memory.	None
DIAGNOSTIC PASSED	The printer passed its memory and hardware initialization tests.	None
ERROR: DC PROGRAM NOT VALID	Printer cannot find the data controller program or the validation checksum is corrupted.	Download the program again: Power off the printer and start over at step 12. If the message occurs again, replace the flash memory.
ERROR: DRAM AT ADDRESS XXXXXXXX	The printer found a defective memory location.	Replace the DRAM.
ERROR: EC PROGRAM NOT VALID	Printer cannot find the engine controller program or the validation checksum is corrupt.	Download the program again: Power off the printer and start over at step 12. If the message occurs again, replace the flash memory.
ERROR: EC STOPPED AT STATE XXXX	Hardware fault in the engine controller.	Replace the CMX controller board.
ERROR: FLASH DID NOT PROGRAM	The printer encountered an error trying to program flash memory.	Download the program again: Power off the printer and start over at step 12. If the message occurs again, replace the flash memory.

Table 7. Flash Memory Message Guide

Message	Explanation	Required Action
ERROR: FLASH NOT DETECTED	The printer could not find any flash memory.	Install flash memory before attempting to download this program.
ERROR: NO DRAM DETECTED	The printer could not find any DRAM.	Check DRAM on CMX. If present, reseal DRAM, If missing, install DRAM.
ERROR: NVRAM FAILURE	The non-volatile memory has failed.	Replace the CMX controller board. (Do NOT attempt to replace NVRAM.)
ERROR: PROGRAM NEEDS MORE DRAM	The printer requires more DRAM memory in order to run the downloaded program.	Add DRAM or use a smaller emulation program.
ERROR: PROGRAM NEEDS MORE FLASH	The printer requires more flash memory in order to run the downloaded program.	Add flash memory or use a smaller emulation program.
ERROR: PROGRAM NOT COMPATIBLE	The printer is not compatible with the downloaded program. User tried to load CMX-compatible diskette in CBO-controlled printer, or vice versa.	Use the correct emulation software option(s) for this model. If the printer is an IBM 6404-B01, the controller is a CBO board. If the printer is an IBM 6400, the controller is a CMX board.
ERROR: PROGRAM NOT VALID	The printer does not see a program in flash memory.	There is no program in printer memory. Go to step 4.
ERROR: SECURITY PAL NOT DETECTED	The security PAL is not present or has failed.	Check the security PAL at location U54 on the CMX controller. If the PAL is absent, install the correct PAL. If security PAL is present, replace the CMX controller board.
ERROR: SHORT AT ADDRESS XXXX	Hardware failure in DRAM or CMX controller circuitry.	Replace DRAM. If message occurs with new DRAM, replace CMX controller board.

Table 7. Flash Memory Message Guide

Message	Explanation	Required Action
ERROR: WRITING TO FLASH	Hardware or software fault in flash memory.	Download the program again: Power off the printer and start over at step 12. If the message occurs again, replace the flash memory.
ERROR: WRONG CHECKSUM	The printer received the complete program but the checksum did not match. The data were corrupted during download.	Download the program again: Power off the printer and start over at step 12.
ERROR OCCURRED FLUSHING QUEUES*	An interim message that displays while the printer discards host data it cannot use because a fault condition exists. While this message displays, the asterisk (*) rotates.	Wait. When the asterisk (*) stops rotating, a different fault message will appear: troubleshoot the final message.
LOADING PROGRAM FROM PORT XX%	The new program is loading into printer RAM. XX indicates how much of the program has loaded.	None
LOADING PROGRAM INTO FLASH	The printer has deleted the previous program from flash memory and is loading the new program into flash memory.	None
RESETTING . . . PLEASE WAIT	The printer finished loading the program into flash memory and is automatically resetting itself.	None
RESTORING BOOT CODE	Normal download initialization message.	None
SECURITY CODE VIOLATION	The software running or being downloaded does not match the security PAL code.	Install the correct PAL or program. (PAL and program must match.)
SENDING PROGRAM TO EC PROCESSOR	The printer is loading the engine controller program into the engine controller.	None
TABLE MISMATCH DOWNLOAD AGAIN	EC software update in process.	Download the program again: Power off the printer and start over at step 12.

Coil Temperature Adjustment

This procedure applies only to models 6400-014 and 6400-015. Do this procedure only when the original CMX controller board or shuttle frame assembly have been replaced. Do not do this procedure if the original CMX board or shuttle frame assembly were removed and reinstalled as part of other maintenance tasks.

The shuttle frame assembly must be at room temperature to do this procedure.

1. Raise the printer cover.
2. Power on the printer.
3. If the **Ready** indicator is on, press the **Stop** key. The printer must be in the NOT READY state to do this procedure.
4. Press **Scroll**↑ + **Scroll**↓ + **Return** + **Enter**. (Press all four keys at the same time.) "SERVICE / PRINTER MECHANISM TESTS" appears on the display.
5. Press **Scroll**↑ + **Scroll**↓ to unlock the **Enter** key.
6. Press the **Scroll**↑ or **Scroll**↓ key until "SERVICE / SET COIL TEMPERATURE" appears on the display.
7. Press **Enter**. The display tells you to "PLEASE WAIT" while the coil temperature is set by an automatic calibration sequence in printer software.
8. When the display again reads "SERVICE / SET COIL TEMPERATURE" press **Scroll**↑ + **Scroll**↓ to lock the **Enter** key.
9. Press **Stop** to exit the menu and put the printer in the NOT READY state.

- OR -
10. Press **Start** to exit the menu and put the printer in the READY state.
11. Coil temperature is now set. Power off the printer and close the printer cover.

Set Shuttle Speed

This procedure applies only to models 6400-004, -04P, -005, and -05P.

Do this procedure only when the original CMX controller board or shuttle frame assembly have been replaced. Do not do this procedure if the original CMX board or shuttle frame assembly were removed and reinstalled as part of other maintenance tasks.

1. Install the ribbon and load full-width paper.
2. Power on the printer.
3. If the **Ready** indicator is on, press the **Stop** key. The printer must be in the NOT READY state to do this procedure.
4. Press **Scroll**↑ + **Scroll**↓ + **Return** + **Enter**. (Press all four keys at the same time.) "SERVICE / PRINTER MECHANISM TESTS" appears on the display.
5. Press **Scroll**↑ + **Scroll**↓ to unlock the **Enter** key.
6. Press the **Scroll**↑ or **Scroll**↓ key until "SERVICE / SHUTTLE SPEED" appears on the display.
7. Press **Enter**. "SHUTTLE SPEED / 475*" or "SHUTTLE SPEED / 500*" appears on the display. The asterisk [*] indicates which shuttle speed is currently active.
8. Press **Scroll**↑ until the shuttle speed you want appears on the display.
9. Press the **Enter**. An asterisk [*] appears next to the selection, indicating it is now the active shuttle speed.
10. Press **Scroll**↑ + **Scroll**↓ to lock the **Enter** key.
11. Press **Stop** to exit the menu and put the printer in the NOT READY state.
12. Power off the printer, wait a few seconds, then power on the printer to activate the new shuttle speed value.
13. Select and run the Ripple Print printer test (page 132).
14. Examine the printout: if gaps or dark bars appear in the printout, go back to step 3 and set the shuttle speed to the other option.
15. When the printout is acceptable, power off the printer and close the printer cover.

Ethernet Initialization

To initialize the Ethernet interface, do the following steps:

1. Power on the printer.
2. Wait for "READY / ETHERNET ADAPTER IS READY" to display on the LCD.
3. If the **Ready** indicator is on, press the **Stop** key. The printer must be in the NOT READY state to do this procedure.
4. Press **Scroll**↑ + **Scroll**↓ + **Return** + **Enter**. (Press all four keys at the same time.) "SERVICE / PRINTER MECHANISM TESTS" appears on the display.
5. Press **Scroll**↑ + **Scroll**↓ to unlock the **Enter** key.
6. Press the **Scroll**↑ or **Scroll**↓ key until "SERVICE / PRINTER MGMT" appears on the display.
7. Press **Enter**. "PRINTER MGMT / DIAGNOSTIC PORT" appears on the display.
8. Press **Enter**. "DIAGNOSTIC PORT" (and the current diagnostic port setting) appears on the display. If the current setting is "DEBUG ETHERNET*", go to step 11.
9. Press **Scroll**↑ until "DIAGNOSTIC PORT / DEBUG ETHERNET" appears on the display.
10. Press **Enter**. An asterisk (*) appears next to the selection, indicating it is now the diagnostic port.
11. Press **Scroll**↑ + **Scroll**↓ to lock the **Enter** key.
12. Press **Stop** to exit the menu and put the printer in the NOT READY state.
13. Power off the printer, wait a few seconds, then power on the printer to activate the new diagnostic port.

7

Replacement Procedures And Illustrated Parts Lists

Organization Of This Chapter

This chapter is divided into two sections.

- **Section I: Replacement Procedures**

This section contains written procedures for removing and installing components that are replaceable at the field service level of maintenance. The procedures in this section refer you to the illustrations in Section II.

Section I begins on page 186.

- **Section II: Illustrated Parts Lists**

This section contains drawings of all assemblies comprising the printer. On the page facing each illustration is a list of the illustrated parts and their part numbers.

Section II begins on page 249.

IMPORTANT

The components specified in this chapter are field replaceable units (FRUs). FRUs must be repaired at the factory. Do not attempt field repair of these items.

Section I: Replacement Procedures

This section contains removal/installation procedures for components that are replaceable at the field service maintenance level. These procedures are listed below.

IMPORTANT

Do not attempt field repairs of electronic components or assemblies. Replace a malfunctioning electronic assembly with an operational spare. Most electronic problems are corrected by replacing the circuit board, sensor, or cable that causes the fault indication. The same is true of failures traced to the hammer bank coils and electronics: you must replace the entire shuttle frame assembly. It is not field repairable. (Hammer spring assemblies are the only replaceable components of the shuttle frame assembly.)

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Belt, Paper Feed Timing

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Cabinet Model: Loosen four screws and remove the barrier shield.
(See page 258, Figure 44, items 3 and 4.)
Pedestal Model: Loosen the four screws securing the paper guide and barrier shield. Remove the paper guide and barrier shield. (See page 260, Figure 45, items 3, 4, and 5.)
4. Remove the timing belt cover by squeezing the front and back to release the plastic tabs from the slots in the side plate (page 258, Figure 44).
5. Loosen (do not remove) the paper feed motor mount screws (page 278, Figure 52, item 10).
6. Loosen the setscrew in the paper feed motor pulley collar.
7. Remove the paper feed timing belt by sliding the paper feed motor pulley off the motor shaft and the belt off the splined shaft pulley.

Installation

1. Install the paper feed timing belt over the splined shaft pulley and the motor pulley. Slide the motor pulley onto the paper feed motor shaft (page 278, Figure 52).
2. Holding a 0.040 inch feeler gauge between the pulley collar and the motor body, torque the 7/64 inch collar screw to 25 ± 2 inch-pounds ($2.82 \pm 0.23 \text{ N}\cdot\text{m}$).
3. Using the straight end of a force gauge, apply 15 pounds (66.7 N) of pressure to the paper feed drive motor near the mounting base of the motor. Use the splined shaft to steady the gauge.
4. Reduce tension to 12 pounds (53.4 N) and torque the paper feed motor mount bolts to 18 ± 2 inch-pounds ($2.03 \pm 0.23 \text{ N}\cdot\text{m}$).
5. Snap the timing belt cover into the slots in the side plate (page 258, Figure 44).
6. Cabinet Model: Install the barrier shield and tighten the four screws.
(See page 258, Figure 44, items 3 and 4.)
Pedestal Model: Install the barrier shield and paper guide and tighten the four screws. (See page 260, Figure 45, items 3, 4, and 5.)
7. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
8. Return the printer to normal operation (page 153).

Belt, Platen Open

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Remove the platen open belt cover by squeezing the top and bottom to release the plastic tabs from the slots in the side plate. (See page 276, Figure 51, item 24.)
4. Loosen (do not remove) the two motor mount screws (page 278, Figure 52, item 15).
5. Push the motor toward the front of the printer to loosen the platen open belt.
6. Loosen the setscrew in the platen open motor pulley.
7. Remove the platen open belt by sliding the platen motor pulley off the motor shaft and the belt off the platen open pulley.

Installation

1. Slide the platen open timing belt over the platen open pulley and the motor pulley and tighten the 1/16 inch setscrew.
2. Slide the motor pulley onto the platen open motor shaft and tighten the pulley setscrew.

ATTENTION

Too much tension on the platen open belt can cause the platen gap to change, which can lead to premature wear of the platen, damaged hammer tips, and poor print quality.

3. Using a force gauge, apply 10 pounds (44.48 N) of tension to the motor shaft by pushing in the direction away from the large platen pulley.
4. Reduce tension to 5 pounds (22.24 N) and torque the motor mount screws to 11 ± 2 inch-pounds ($1.24 \pm 0.23 \text{ N}\cdot\text{m}$).
5. Snap the platen open belt cover into the slots in the side plate.
6. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
7. Return the printer to normal operation (page 153).

Circuit Board: Controller

NOTE: 6400-050, -P50, -010, -P10, -014, -015, -C05, and C5P printers must use the 40 MHz CMX controller board.

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

Removal

1. Make a configuration printout of all configurations. (Refer to the *Operator's Guide*.)
2. Prepare the printer for maintenance (page 152).
3. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
4. Disconnect all cable connectors from the controller board. (See page 264, Figure 47.)
5. Loosen, but do not remove, the screws securing the controller shield near serial cable connector J201.
6. Loosen, but do not remove, the screw securing the controller shield to the bottom of the card cage, on the left side near the card cage fan.
7. Slide the controller board to left until the keyway clears the screw securing the controller board to the bottom of the card cage.
8. Remove the controller board.
9. Remove the DRAM SIMM, FLASH SIMM, and Security PAL from the controller board (page 217). These will be installed on the replacement controller board. The Security PAL must be installed on the replacement controller board to ensure the printer functions correctly.

NOTE: When Flash SIMMs are removed from one controller board and placed on another controller board, the SIMMs must be placed on the new board in the same order and location as on the original board.

Installation

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Install the DRAM SIMM, Flash Memory, and Security PAL on the controller board (page 217).
2. Position the controller board assembly in the card cage, shield side down, component side up. Engage the screw on the bottom of the card cage in the keyway in the controller shield. Slide the board to right until the serial cable connector J201 on the board lines up with the cutout in the card cage. (See page 264, Figure 47.)
3. Tighten the screw securing the controller shield near serial cable connector J201.
4. Tighten the screw securing the controller shield to the bottom of the card cage.
5. Connect all cable connectors to the controller board, using the Interconnection diagram on page 289 as your guide.
6. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).

IMPORTANT

If the original CMX board was replaced, you must download the emulation software again. Installing flash memory from the old board onto the new board does not transfer all operating system software.

7. Load flash memory (page 176).
8. Models -014 and -015 only: adjust the coil temperature if the original CMX board was replaced (page 181).
9. Models -004, -04P, -005, and -05P only: set shuttle speed if the original CMX board was replaced (page 182).
10. Adjust the hammer phasing (page 173).
11. Adjust the end of forms distance (page 169).
12. Return the printer to normal operation (page 153).
13. Using the configuration printout you made as step 1 of the removal procedure, reset and save the printer configuration.

Circuit Board: Power Supply



CAUTION

- <4> To prevent injury from electric shock, wait at least one minute after powering off before removing the power supply board.

ATTENTION

Do not touch components or flex the board during removal/installation. Handle the board by the ejection levers and the sides. Wear a properly grounded static wrist strap when handling the power supply board.

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Disconnect output connector P101 from the controller board and AC input connector P1 from the power supply board.
4. Loosen three captive screws securing the power supply board to the rear wall of the card cage. (See page 264, Figure 47, item 15.)
5. Carefully disengage the power supply board from the three standoffs on the rear wall of the card cage.
6. Remove the power supply board from the card cage.

Installation

1. Position the power supply board over the three standoffs on the rear wall of the card cage and gently push the board until it engages fully on the standoffs.
2. Install three screws securing the power supply board to the rear wall of the card cage. (See page 264, Figure 47, item 15.)
3. Connect output connector P101 to the controller board and AC input connector P1 to the power supply board.
4. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
5. Return the printer to normal operation (page 153).

Circuit Breaker

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Remove the card cage fan (page 209).
4. Disconnect the four circuit breaker electrical leads.
(Cabinet Model: See Figure 53, page 280.
Pedestal Model: See Figure 46, page 262.)
5. Press in on the spring clips and remove the circuit breaker from the printer.

Installation

6. Press the circuit breaker into the cutout until the spring clips snap into place.
(Cabinet Model: See Figure 53, page 280.
Pedestal Model: See Figure 46, page 262.)

ATTENTION

Make sure the four leads are connected as shown on page 280 and page 262.

7. Connect the four circuit breaker electrical leads.
(Cabinet Model: See Figure 53, page 280.
Pedestal Model: See Figure 46, page 262.)
8. Install the card cage fan (page 209).
9. Return the printer to normal operation (page 153).

Coax/Twinax Multi-Platform Interface

NOTE: Installation, operation, and replacement parts for this optional feature are covered in detail in the *Coax/Twinax Multi-Platform Interface Feature Installation and Operation Guide*, Form Number S246-0149.

Removal

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Prepare the printer for maintenance (page 152).
2. Refer to the *Coax/Twinax Multi-Platform Interface Feature Installation and Operation Guide*, Form Number S246-0149.

Installation

1. Refer to the *Coax/Twinax Multi-Platform Interface Feature Installation and Operation Guide*, Form Number S246-0149.
2. Return the printer to normal operation (page 153).

Connector Shells

Some of the printer cable connectors are grouped inside connector shells. The procedure below explains how to remove and install cable assemblies from any connector shell in the printer.

NOTE: There is also a diagram of the P106 / P107 connector shells on the plastic cover over the power supply. Additionally, later model printers have stiffening clips attached to connectors P106 and P107. (See page 198.)

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).

NOTE: Later models have stiffening clips on connectors P106 and P107.

3. On later model printers, remove the stiffening clip (page 198).
4. Disconnect the cable connector shell containing the cable assembly that will be replaced.
5. Pull the side of the connector shell outward and gently pull the cable connector upward. (See Figure 30.) Notice that two-wire connectors are grouped across from two-wire connectors in a connector shell. Four-wire connectors are grouped across from four-wire connectors in a connector shell.
6. Disengage the lock tab(s) on the cable connector from the slots in the side of the connector shell.
7. Remove the cable connector from the connector shell. (Remove only the cable connector for the cable you are replacing; leave the rest in the shell.)

Installation

1. Position the cable connector in the connector shell. Two-wire connectors are always grouped across from two-wire connectors in a connector shell. Four-wire connectors are always grouped across from four-wire connectors in a connector shell. (See Figure 30.)
2. Pull the side of the connector shell outward and gently push the cable connector down into the connector shell.
3. Engage the tabs on the cable connector in the slots in the side of the connector shell. Press the sides of the connector shell inward to make sure all cable connector tabs are engaged in the shell slots.

NOTE: Later models have stiffening clips on connectors P106 and P107.

4. On later model printers, install the stiffening clip (page 198).
5. Connect the cable connector shell to its printer connection.
6. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
7. Return the printer to normal operation (page 153).

P106 Connector Configuration

19	17	15	13	11	9	7	5	3	1
POD		CCF		PLAT M					
PMD		LRP		LRIB M					
20	18	16	14	12	10	8	6	4	2

(Top View: As seen when plugged into the CMX controller board.)

Pin No.

P107 Connector Configuration

19	17	15	13	11	9	7	5	3	1
MPU		PLO		EHF		PAPR M			
CVO		RRP		HBF		RRIB M			
20	18	16	14	12	10	8	6	4	2

CCF = Card Cage Fan
 LRIB M = Left Ribbon Motor
 LRP = Left Ribbon Guide
 PLAT M = Platen Open Motor
 PMD = Paper Motion Detector (Switch)
 POD = Paper Out Detect (Switch)

CVO = Cover Open (Switch)
 EHF* = Exhaust Fan
 HBF = Hammer Bank Fan
 MPU = Magnetic Pickup
 PAPR M = Paper Feed Motor
 PLO = Platen Open (Switch)
 RRIB M = Right Ribbon Motor
 RRP = Right Ribbon Guide

* JMP on pedestal models: used as a spacer

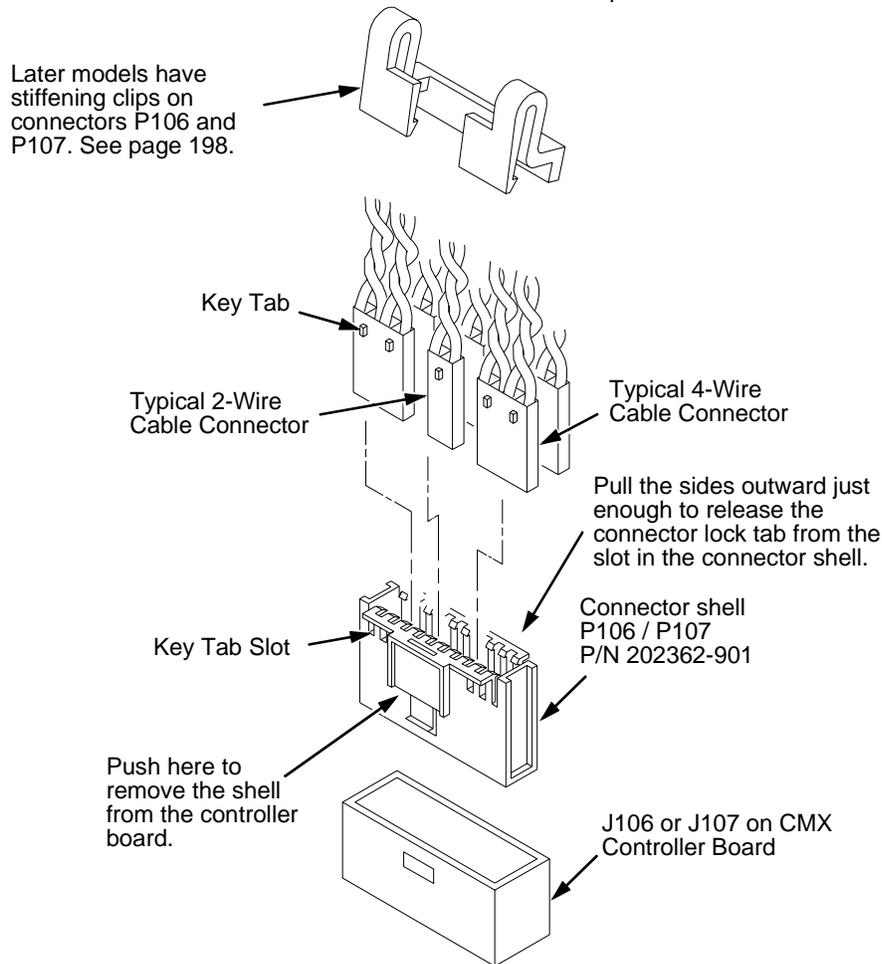


Figure 30. Cable Connector Shell, Disassembly/Assembly

Connector Stiffening Clips

Later model printers have connector stiffening clips on CMX board connectors P106 and P107. For earlier models, the clips are available in a field kit. The clips stiffen connectors P106 and P107 and help prevent accidental removal of wires when the connector shells are disconnected from the CMX board.

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Unsnap the front (open side) of the clip from the connector shell, release the back of the clip from the lip of connector shell P107, and work the stiffening clip off the cable bundle. (See Figure 31.)
4. Repeat step 3 for the P106 connector.
5. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
6. Return the printer to normal operation (page 153).

Installation

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Work the stiffening clip over the cable bundle, engage the back of the clip under the lip of connector shell P107, then snap the front (open side) of the clip down over the connector shell. (See Figure 31.)
4. Repeat step 3 for the P106 connector.
5. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
6. Return the printer to normal operation (page 153).

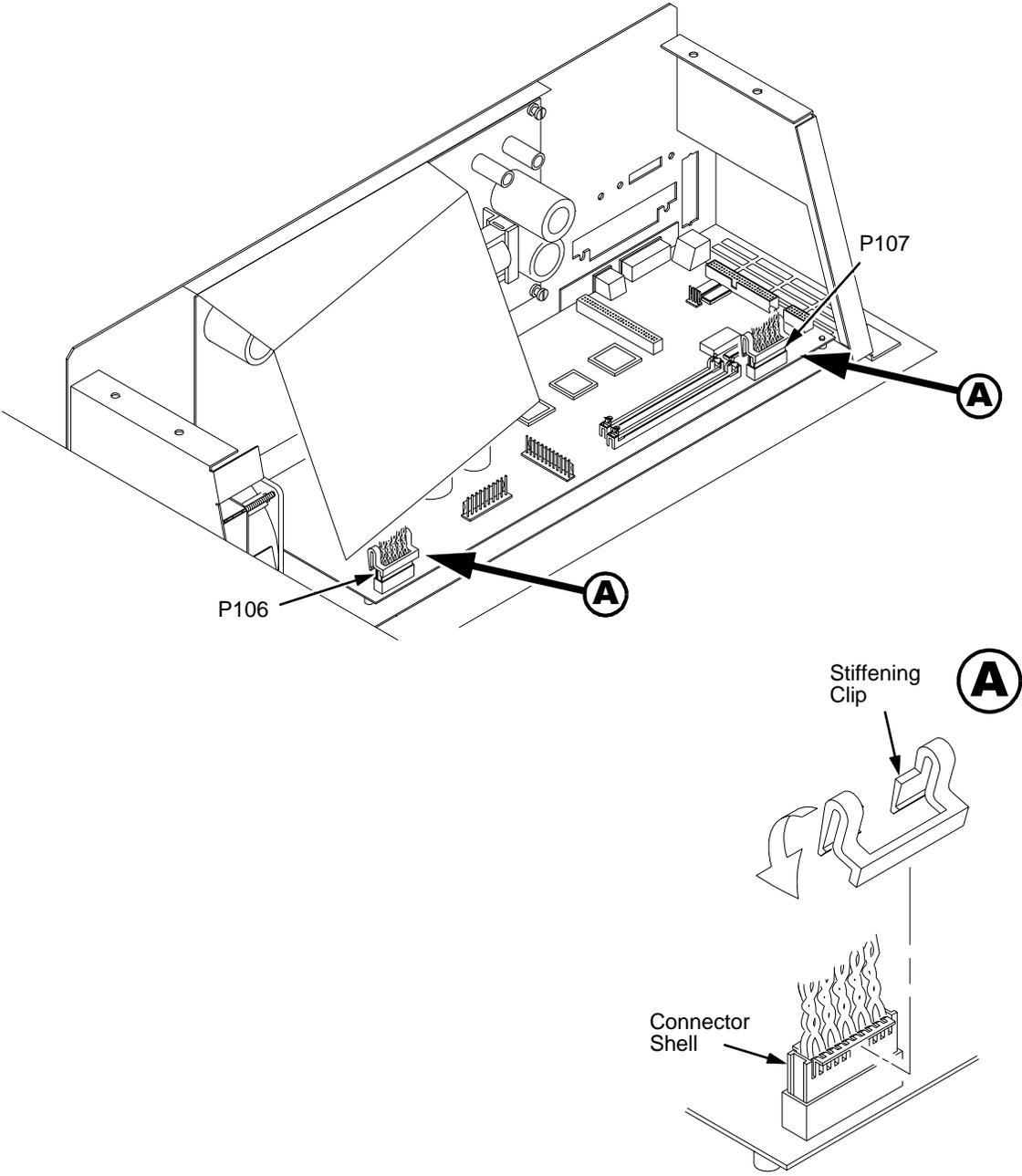


Figure 31. Connector Stiffening Clips

Cover Assembly, Hammer Bank / Ribbon Mask

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle frame assembly (page 242).
3. Early models:
Lift the thick plate of the hammer bank cover assembly at one end, and peel the cover away from hammer bank magnets. (See Figure 32, page 202.)

4. Later models:
 - a. Using a Torx T-10 driver, remove the six screws and three ribbon mask clamp plates securing the ribbon mask to the hammer bank cover. Remove the ribbon mask. (See Figure 32, page 202.)

NOTE: If you are replacing just the ribbon mask, simply loosen the six screws until you can slip the ribbon mask off the alignment pins.

- b. Using a Torx T-10 driver, remove the 12 screws securing the hammer bank cover to the hammer bank. Remove the hammer bank cover. (See Figure 32, page 202.)

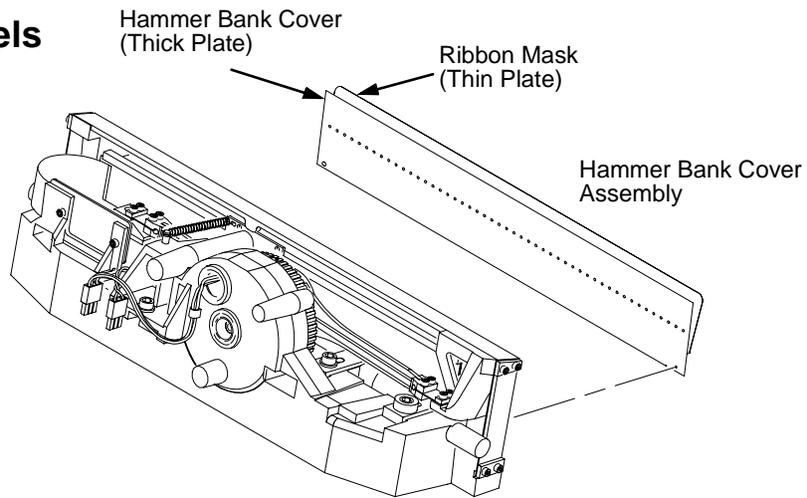
Installation

ATTENTION

The hammer bank contains a strong magnet. To prevent damage to the hammer tips, do not let the hammer bank cover assembly snap into place as the hammer bank magnet attracts it. Any impact of the cover against the hammer bank can break hammer tips.

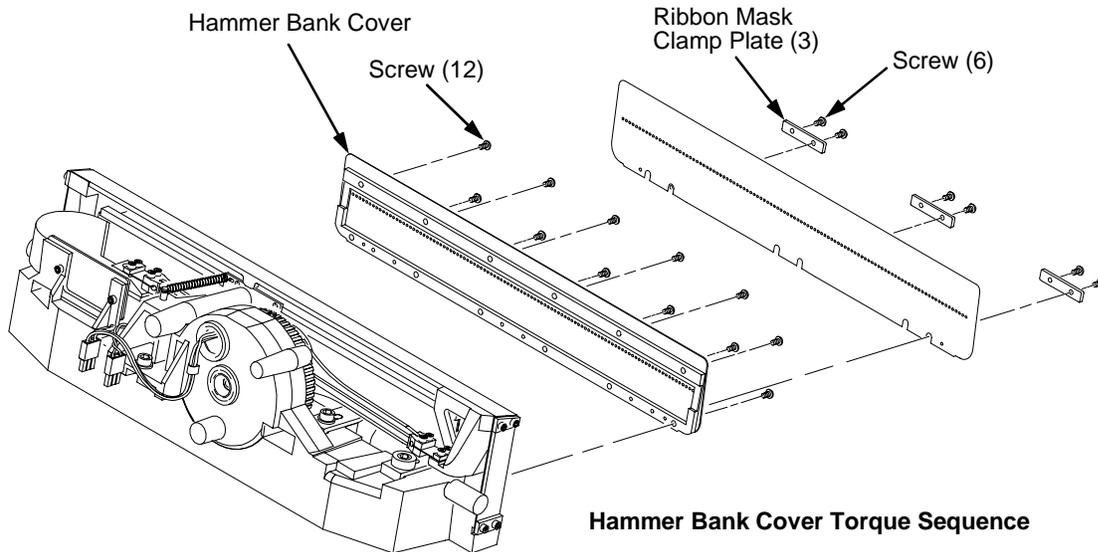
1. Early models:
 - a. With the thick plate facing the hammer bank, engage the bottom edge of the hammer bank cover assembly on the alignment pins. Engage the round hole first, then the oblong hole, to ensure that the cover lies flat on the hammer bank.
 - b. Gently lower the hammer bank cover assembly until it lies flush on the hammer bank.
 - c. Check that the hammer bank cover assembly is properly positioned over the alignment pins and hammer tips.
2. Later models:
 - a. Position the hammer bank cover on the alignment pins on the hammer bank. Make sure the hammer bank cover is properly positioned over the alignment pins and hammer tips and lies flat on the hammer bank.
 - b. Install all 12 hold-down screws finger tight. Using a Torx T-10 driver, torque the 12 hold-screws to 14 inch-pounds (1.58 N•m) in the sequence shown in Figure 32 on page 202.
 - c. With the seam of the folded lower edge of the ribbon mask facing inward (toward the hammer bank cover), position the ribbon mask on the alignment pins on the hammer bank cover. The ribbon mask is correctly installed when the angled ends of the ribbon mask match the angled ends of the hammer bank cover. Install the three clamp plates and six screws finger tight. Using a Torx T-10 driver, torque the six screws to 14 inch-pounds (1.58 N•m) in the sequence shown in Figure 32 on page 202.
3. Install the shuttle frame assembly (page 242).
4. Return the printer to normal operation (page 153).

Early Models



Later Models

Ribbon Mask Torque Sequence



Hammer Bank Cover Torque Sequence



Figure 32. Hammer Bank Cover Assembly / Ribbon Mask

Cover Assembly, Shuttle

Removal

1. Prepare the printer for maintenance (page 152).
2. Loosen the shuttle cover screws (page 258, Figure 44, item 2).
3. Grasping the edges of the shuttle cover assembly, tilt up the rear edge and lift the shuttle cover assembly out of the printer.

Installation

1. Place the shuttle cover assembly in the printer. Tilt the forward edge of the cover down slightly and work the cover into position (page 258, Figure 44).

NOTE: Make sure the holes in the cover are over the locating pins.

2. Tighten the shuttle cover screws (page 258, Figure 44, item 2).
3. Return the printer to normal operation (page 153).

Cover Assembly, Top, Pedestal Model

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the operator panel (page 228).
3. Remove five screws and the control panel bracket. (See Figure 43, page 256, items 3 and 4.)
4. Loosen the two captive #2 Phillips screws in the lower front corners of the top cover. (See Figure 43, page 256, item 14.)
5. Loosen, but do not remove, the two #2 Phillips hold-down screws on the rear of the printer. (See Figure 43, page 256, item 8.)
6. Lift the top cover assembly off the printer base.

Installation

1. To install the top cover assembly, reverse steps 2 through 6 of the removal procedure.
2. Return the printer to normal operation (page 153).

Dashpot

This procedure applies only to cabinet models.

Removal



CAUTION

<3> **Two persons may be required to do this procedure. Prop or hold the top cover securely open while disengaging the dashpot.**

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Open the floor cabinet rear door.
4. Pry back the spring retaining clips (page 254, Figure 42).
5. Remove the dashpot from the ball studs.

Installation

ATTENTION

The dashpot must be installed with the large cylinder uppermost.

1. Position the dashpot against the ball studs on the upper and lower brackets (page 254, Figure 42). The large cylinder must be uppermost.
2. Push the dashpot onto the ball joints and install the spring clips.
3. Close the printer cover. If necessary, adjust the position of the ball joint stud in the lower bracket to achieve smooth and complete closure.
4. Return the printer to normal operation (page 153).

Doors, Cabinet, Reversing

NOTE: Floor cabinet printers are assembled with the front door hinged on the left side so that it opens at the right side. The rear door is hinged on the right side so that it opens on the left side. This procedure enables you to reverse this door configuration.

1. Open the front and rear cabinet doors.
2. Mark the top of each door.
3. Remove the screws and wire ropes from the doors and cabinet frame. (See Figure 40, page 250, item 9.)
4. Lift each door up and off the hinge pins of the upper and lower cabinet hinge plates. Do not remove the hinge plates from the doors.
5. Remove two screws and the paper fence from the original rear door.
6. Remove the screws securing the hinge pin plates to the front and rear of the cabinet. Remove the hinge plates and the pads beneath the plates.
7. Install pads and hinge pin plates to the right front side of the frame, with the hinge pins up and toward the outside edge of the printer frame.
8. Install pads and hinge pin plates to the left rear side of the frame, with the hinge pins up and toward the outside edge of the printer frame.
9. Move the original rear door to the front of the printer. With the marked top uppermost, slide the door hinges down onto the hinge pins. Adjust the position of the hinge pin plates as necessary so the door closes squarely against the frame.
10. Move the original front door to the rear of the printer. With the marked top uppermost, slide the door hinges down onto the hinge pins. Adjust the position of the hinge pin plates as necessary so the door closes squarely against the frame.
11. Install the paper fence to the “new” rear door with the two screws.
12. Install the wire ropes to the doors and the cabinet frame.

Ethernet Interface Assemblies

NOTE: The Ethernet LAN option is available in one of three configurations: 10Base-T, 10Base2, or 10/100Base-T. These options are available factory installed or as field kits. Removal and installation is the same for all versions. The functions of the LEDs and DIP switches on the various Ethernet interface boards are described on page 52 and page 54.

To convert an Ethernet-equipped printer to a parallel interface, remove the Ethernet board assembly and install the Centronics connector in the slot the Ethernet board occupied. The Centronics cable joins the back of the Ethernet board to the controller board.

Removal

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Disconnect Centronics cable connector P112 from connector J112 on the CMX controller board. (See Figure 47, page 264.)
4. Open the ferrite clamp and lift the Centronics cable out of the ferrite clamp.
5. Loosen the two screws securing the Ethernet interface assembly to the cutout at the rear of the card cage.
6. Slide the Ethernet interface assembly out of the cutout in the card cage and lift the assembly out of the card cage.

Installation

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Reverse steps 2 through 6 of the removal procedure.
2. Initialize the Ethernet interface (page 183).
3. Return the printer to normal operation (page 153).

Fan Assembly, Cabinet Exhaust

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the floor cabinet doors and the printer cover.
3. Remove the paper stacker. (See Figure 41, page 252.)
4. Remove the three screws securing the air exhaust duct. (The top screw is located near the right front of the card cage, in front of the square air holes in the printer base plate.) (See Figure 42, page 254.)
5. Disconnect the fan cable connector from connector P307 and remove the air exhaust duct.
6. Remove the fan cable connector from the cutout in the side of the air exhaust duct.
7. Remove the two fan mounting screws and the cabinet exhaust fan assembly.

Installation

ATTENTION

Make sure to install the fan so that air flow is down.

1. Position the cabinet exhaust fan assembly in the air exhaust duct so that air flow is down, and install the two screws securing the fan to the duct. (See Figure 42, page 254.)
2. Snap the fan cable connector into the cutout in the side of the air exhaust duct.
3. Move the air exhaust duct back into position and install the three screws.
4. Connect the cabinet exhaust fan cable connector to connector P307.
5. Install the paper stacker. (See Figure 41, page 252.)
6. Return the printer to normal operation (page 153).

Fan Assembly, Card Cage

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Disconnect the fan cable connector:
Cabinet Model, Figure 52, page 278.
Pedestal Model, Figure 46, page 262.
4. Cabinet Model: Remove the two fan mounting screws from the bottom of the fan. (See Figure 52, page 278, item 2.)
Pedestal Model: Remove the four fan mounting screws and nut. (See Figure 46, page 262, items 1 through 4.)
5. Remove the card cage fan assembly from the card cage.
6. Remove the screw securing the shield to the card cage fan.

Installation

ATTENTION

Make sure to install the fan so the label faces toward the inside of the printer. Air flow is INTO the card cage.

1. Reverse steps 2 through 6 of the removal procedure.
2. Return the printer to normal operation (page 153).

Fan Assembly, Hammer Bank

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle cover assembly (page 203).
3. Pedestal Model: Remove the top cover assembly (page 204).
4. Trace the hammer bank fan cable assembly back to the controller board connector J107, releasing it from all cable constraints. (See the cable routing diagrams on page 299 and page 301.)
5. Disconnect connector P107 from the controller board and remove the fan connector (HBF) from on the controller board. (See page 197.)
6. Remove the two screws securing the fan to the base casting. Angle the hammer bank fan assembly up and out of the base casting and feed the motor wires and cable connector out from between the base casting and the base pan. (See Figure 52, page 278.)

Installation

ATTENTION

Make sure to install the fan so the label faces up. Air flow is UP.

NOTE: The hammer bank fan assembly is installed by angling it down and under the shuttle motor.

1. Feed the hammer bank fan cable connector (HBF) and motor wires between the fan well of the base casting and the base pan. Reach up under the base casting and route the fan cable to the right and angle the hammer bank fan assembly under the shuttle motor and down into the fan well. (See Figure 52, page 278.)
2. Route the fan motor wires as shown on page 300, connect fan cable connector (HBF) to P107, then connect P107 to J107 on the controller board. (See page 197.)
3. Install two screws in the locations shown in Figure 52 (page 278).
4. Pedestal Model: Install the top cover assembly (page 204).
5. Install the shuttle cover assembly (page 203).
6. Return the printer to normal operation (page 153).

Hammer Spring Assembly

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle frame assembly (page 242).
3. Carefully vacuum the shuttle frame assembly.
4. Remove the hammer bank cover assembly (page 200).

ATTENTION

Hammer springs and hammer tips are fragile. Do not touch the hammer springs or tips. Handle hammer springs by the thick mounting base only. Apply pressure only to the mounting base.

NOTE: Replace a hammer spring assembly only if there is visible damage or broken parts can be seen in the assembly.

5. Remove the mounting screws from the old hammer spring assembly. (See Figure 33, page 212.)
6. Handling the hammer spring assembly by the mounting base only, gently pry the old hammer spring assembly off its mounting pins. (See Figure 33, page 212.)
7. Inspect the hammer bank and the old hammer spring assembly:
 - a. If there is ink on the hammer bank mounting surface, the hammer spring assembly mounting surface, or the hammer spring neck or tines, reinstall the old hammer spring assembly and replace the shuttle frame assembly (page 242).
 - b. If the old hammer spring assembly and the hammer bank are free of ink, install the new hammer spring assembly (page 213).

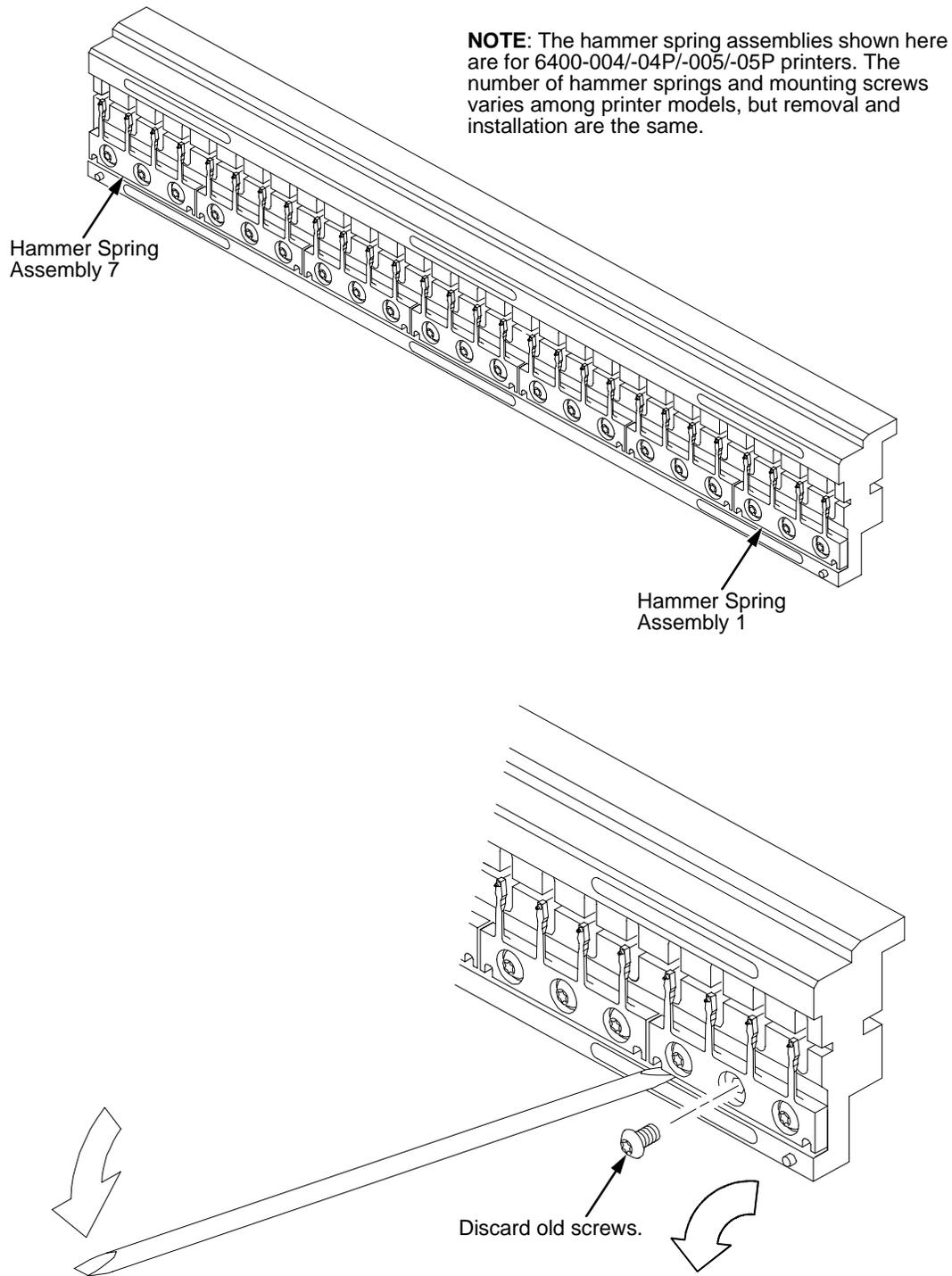


Figure 33. Hammer Spring Assembly, Removal

Installation

NOTE: 6400-050, -P50, -010, -P10, -014, -015, -C05, and -C5P printers must use the CMX 040 controller board.

1. Using a clean dry cloth, wipe the hammer spring mounting surface on the hammer bank. Make sure the cloth does not leave lint on the hammer bank.

ATTENTION

Hammer springs and hammer tips are fragile. Do not touch the hammer springs or tips. Handle hammer springs by the thick mounting base only. Apply pressure only to the mounting base.

NOTE: Replace a hammer spring assembly only if there is visible damage or you see broken parts in the assembly.

2. Handling it by the mounting base only, remove the new hammer spring assembly and mounting screws from the box.
3. Handling the hammer spring assembly by the mounting base only, carefully position the new hammer spring assembly onto the hammer bank mounting pins and press it into position with the flat end of the stick supplied in the hammer spring replacement kit. (See Figure 34, page 214.)
4. Install the mounting screws from the replacement kit. Using a Torx** T-10 bit adapter, torque each screw to 14 inch-pounds (1.58 N•m). Tighten the center screw(s) first. (See Figure 34, page 214.)
5. Install the hammer bank cover assembly (page 200).
6. Install the shuttle frame assembly (page 242).
7. Install the ribbon and load paper.

ATTENTION

Do not attempt to adjust or “tweak” hammer springs.

8. Run a Customer Engineer Test and check print quality (page 134):
 - a. If print quality is acceptable, return the printer to normal operation (page 153).
 - b. If print quality is still degraded, replace the shuttle frame assembly (page 242).

NOTE: The hammer spring assemblies shown here are for 6400-004/-04P/-005/-05P printers. The number of hammer springs and mounting screws varies among printer models, but removal and installation are the same.

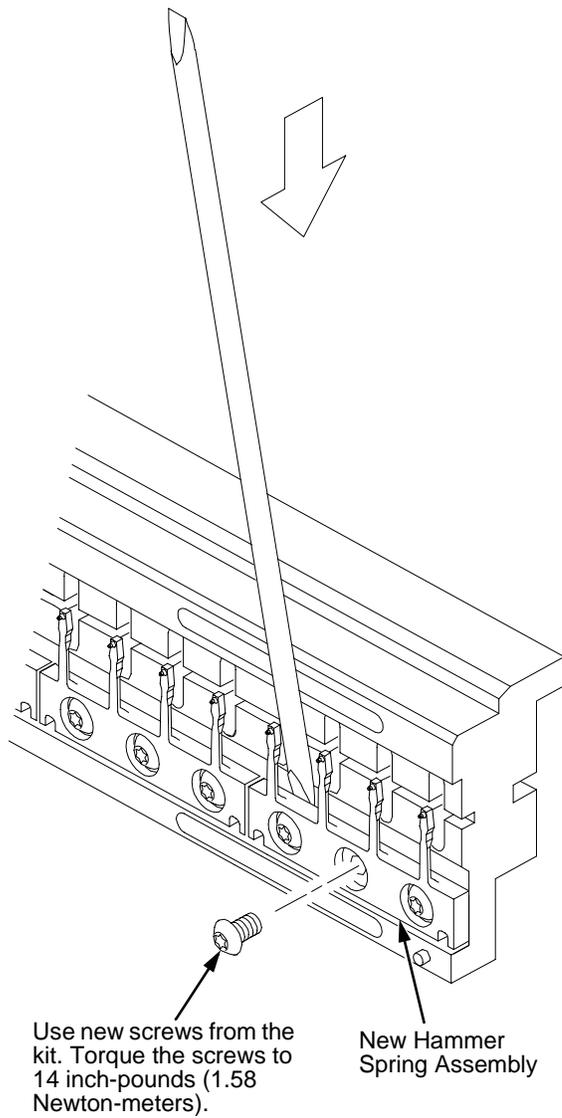


Figure 34. Hammer Spring Assembly, Installation

IBM Coax/Twinax Expansion Board

Removal

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Loosen, but do not remove, the two screws securing the coax/twinax I/O plate to the rear of the card cage. Loosen the thumbscrew on the CT board until the screw is released from the standoff on the controller board. (See Figure 54, page 282.)
4. Carefully lift the expansion-CT board out of the card cage cutout and off the expansion connector adapter that attaches the CT to the CMX board.
5. Remove the expansion connector adapter from the CMX controller board by carefully lifting it straight up and out of the controller connector.

Installation

1. Reverse steps 2 through 5 of the removal procedure.
2. Return the printer to normal operation (page 153).

Magnetic Pick-up (MPU) Assembly

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle cover (page 203).
3. Disconnect the shuttle cable assembly connector (page 272, Figure 49).
4. Disconnect the magnetic pick-up (MPU) cable connector (page 272, Figure 49).
5. Loosen the 7/64 inch hex MPU clamp screw (page 272, Figure 49).
6. Unscrew the MPU assembly from the MPU bracket.

Installation

1. Install the MPU assembly by screwing it into the MPU bracket (page 272, Figure 49).
2. Using a feeler gauge, adjust the gap between the MPU assembly and the flywheel to $0.010 \pm .001$ inch (0.254 ± 0.025 mm). Torque the MPU clamp screw to 19 ± 1 inch-pounds (2.15 ± 0.11 N•m).
3. Check the gap between the MPU assembly and the flywheel with a feeler gauge:
 - a. If the gap is $0.010 \pm .001$ inch (0.254 ± 0.025 mm), go to step 4.
 - b. If the gap is not 0.010 ± 0.001 inch (0.254 ± 0.025 mm), loosen the MPU clamp screw and go back to step 2.

ATTENTION

Make sure the MPU cable is below the extension spring and does not touch the spring after the cable is connected.

4. Connect the magnetic pick-up (MPU) cable connector.
5. Connect the shuttle cable assembly connector (page 272, Figure 49).
6. Install the shuttle cover (page 203).
7. Adjust the hammer phasing (page 173).
8. Return the printer to normal operation (page 153).

Memory and Security Modules

Removal

1. Make a configuration printout of all configurations. (Refer to the *Setup Guide*.)
2. Prepare the printer for maintenance (page 152).
3. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

NOTE: If flash SIMMs are removed from one controller board and placed on another controller board, the SIMMs must be placed on the new board in the same order and location as on the original board.

4. Gently pry the side locks open, angle the SIMM toward the front of the printer, and remove the SIMM from the socket. (See Figure 35, page 220 for the locations of memory modules.)
5. Using a module extraction tool, remove the security module. (See Figure 35, page 220.)

Installation

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

NOTE: Flash SIMMs from one CMX controller board must be placed in the same slot on a replacement CMX controller board. Installing flash memory from one controller board to another does not transfer all operating system software, so you must download the emulation again.

NOTE: Part numbers for pre-written flash memory and security modules are listed in Table 8 and Table 9.

1. Insert the memory module into the correct socket on the CMX controller board:
 - a. Position the SIMM so the notched end is toward the right-hand side of board. (See Figure 35, page 220.)
 - b. Press the SIMM into the socket with the top of the SIMM angled away from the center of the board. When the SIMM is seated in the socket, gently push on the ends until it locks in the upright position.
2. Install the security module. (See Figure 35, page 220.)
3. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
4. Download the emulation (page 176).
5. Return the printer to normal operation (page 153).
6. Using the configuration printouts you made as step 1 of the removal procedure, reset and save the printer configurations. (Refer to the *Setup Guide*.)

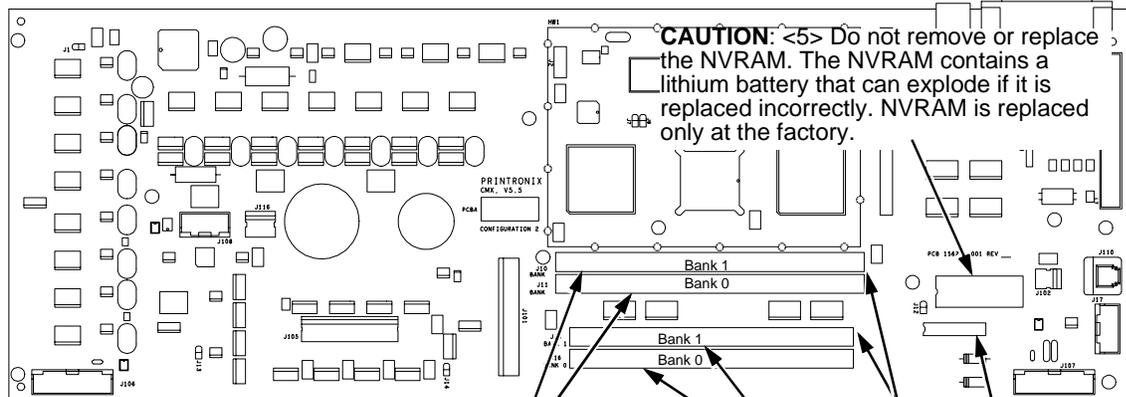
Table 8. Pre-Written Flash SIMMs and Security Modules: Early Models

Code Load Description	Pre-Written Flash for models 004, 04P, 005, 05P, 008, 08P, 009, 09P, 012, 014, C05, C5P	Security Module IBM P/N (Vendor P/N)
Base ASCII	24H9315	14H5509 (154143-002)
ASCII with IGP	24H9317	14H5490 (154143-001)
ASCII with Code V	24H9329	14H5490 (154143-001)
Base CTA	24H9332	14H5509 154143-002)
CTA with IGP	24H9330	14H5490 (154143-001)
CTA with Code V	24H9331	14H5490 (154143-001)
IPDS Twinax	24H9333	14H5509 (154143-002)
IPDS Twinax with IGP	24H9334	14H5490 (154143-001)
IPDS Twinax with Code V	24H9335	14H5490 (154143-001)
IPDS Coax	24H9336	14H5509 (154143-002)
IPDS Coax with IGP	24H9337	14H5490 (154143-001)
IPDS Coax with Code V	24H9338	14H5490 (154143-001)
LQ-1600K (Hanzi)	24L5211	38L0821 (154143-005)

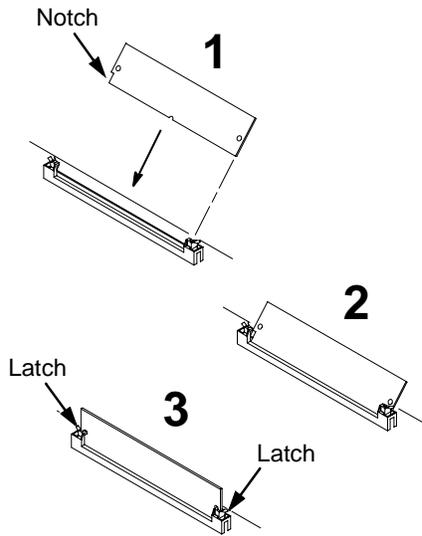
Table 9. Pre-Written Flash SIMMs and Security Modules: Later Models

Code Load Description	Pre-Written Flash for models 050, P50, 010, P10, 015	Security Module IBM P/N (Vendor P/N)
Base ASCII	02N8319	14H5509 (154143-002)
ASCII + CV/IGP	02N8320	14H5490 (154143-001)
Ethernet IPDS for ASCII	02N8321	14H5509 (154143-002)
Ethernet IPDS + CV/IGP for ASCII	02N8322	14H5490 (154143-001)
Base CTA	02N8323	14H5509 (154143-002)
Base CTA + CV/IGP	02N8324	14H5490 (154143-001)
Coax/Twinax (Ethernet) IPDS	02N8325	14H5509 (154143-002)
Coax/Twinax (Ethernet) IPDS + CV/IGP	02N8326	14H5490 (154143-001)

CMX Controller Board



CAUTION: <5> Do not remove or replace the NVRAM. The NVRAM contains a lithium battery that can explode if it is replaced incorrectly. NVRAM is replaced only at the factory.



Flash:
 80-pin SIMM
 J11 = Bank 0 (must always be filled)
 J10 = Bank 1
 Reserved for upgrades
 If 1 Flash SIMM, use Bank 0
 If 2 Flash SIMMs, use both banks but put pre-programmed SIMMs in J11

DRAM:
 72-pin SIMM
 J16 = Bank 0 (must always be filled)
 J15 = Bank 1
 Reserved for upgrades
 If 1 DRAM SIMM, use Bank 0
 If 2 DRAM SIMMs, use both banks (It does not matter which SIMM goes into which bank)

IMPORTANT:
 J11 and J16 must always be filled, no matter what combination of SIMMs is used. The CMX board does not support EDO RAM.

Blank SIMMs:
 4 MB Flash - 24H9009
 4 MB DRAM - 14H5508
 8 MB DRAM - 24H9010

* Security Module, Base: 14H5509
 Security Module, Graphics: 14H5490

Datastream	ASCII	ASCII IGP Code V	CTA	CTA IGP Code V	IPDS CTA	IPDS CTA IGP Code V	LQ-1600K (Hanzi)
Flash Memory	8 MB	4 MB					
DRAM	8 MB						
CT Installed	No	No	Yes	Yes	Yes	Yes	No
Security PAL Vendor P/N	154143-002 (14H5509)	154143-001 (14H5490)	154143-002 (14H5509)	154143-001 (14H5490)	154143-002 (14H5509)	154143-001 (14H5490)	154143-005 (38L0821)

Figure 35. Memory and Security Modules

Motor Assembly, Paper Feed

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Cabinet Model: Loosen four screws and remove the barrier shield. (See Figure 44, page 258, items 3 and 4.)
Pedestal Model: Remove the four screws, the barrier shield, and the paper guide. (See Figure 45, page 260, items 3, 4, and 5.)
4. Remove the timing belt cover by squeezing the top and bottom to release the plastic tabs from the slots in the side plate (page 258, Figure 44).
5. Loosen the paper feed motor mount screws (page 278, Figure 52, item 10).
6. Loosen the shaft collar setscrew and remove the paper feed motor pulley, shaft collar, and paper feed timing belt (page 278, Figure 52).
7. Trace the paper feed motor cables back to the controller board, releasing it from tie wraps. (See the cable routing diagrams on page 300 and page 302.)
8. Disconnect connector P107 from the controller board and remove the paper feed motor connector from connector P107. (See page 195.)

NOTE: Some paper feed motors are mounted with nuts and bolts; other motors have threaded flanges, eliminating the need for nuts.

9. Remove the motor mount bolts (and nuts, if present).
10. Remove the paper feed motor assembly.

Installation

1. Position the paper feed motor assembly on the right side plate and install the motor mount bolts and nuts finger tight (page 278, Figure 52).
2. Connect the paper feed motor cable connector to connector P107, then connect P107 to J107 on the controller board. (See page 195.)
3. Install the collar, paper feed motor pulley, and timing belt.
4. Align the paper feed motor pulley with the splined shaft pulley.

ATTENTION

Make sure there is at least 0.040 inches (1.016 mm) of clearance between the collar/pulley and the motor face plate.

5. Hold the collar snug against the motor pulley and torque the setscrew to 25 ± 2 inch-pounds (2.82 ± 0.23 N•m).
6. Using the straight end of a force gauge, apply 12 pounds (53.4 N) of pressure to the paper feed motor. Use the splined shaft to steady the gauge.
7. Reduce pressure to 9 pounds (40.0 N) and torque the motor mount screws to 18 ± 2 inch-pounds (1.36 ± 0.23 N•m).
8. Snap the timing belt cover into the slots in the side plate.
9. Cabinet Model: Install the barrier shield and four screws. (See Figure 44, page 258, items 3 and 4.)
Pedestal Model: Install the barrier shield, paper guide, and four screws. (See Figure 45, page 260, items 3, 4, and 5.)
10. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
11. Return the printer to normal operation (page 153).

Motor Assembly, Platen Open

Removal

1. Prepare the printer for maintenance (page 152).
 2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
 3. Cabinet Model: Remove the card cage fan (page 209).
 4. Remove the platen open belt cover by squeezing the top and bottom to release the plastic tabs from the slots in the side plate (page 276, Figure 51).
 5. Loosen the two 5/16 inch motor mount screws (page 278, Figure 52).
 6. Loosen the 1/16 hex pulley setscrew and remove the motor pulley and platen open belt.
 7. Trace the platen open motor cables back to the controller board, releasing the cables from the tie wraps. (See cable routing diagrams on page 300 and page 302.)
 8. Disconnect connector P106 from the controller board.
 9. Trace the platen open motor cables to the connector shell and remove the platen open cable connector from the connector shell (page 195).
- NOTE:** Some platen open motors are mounted with nuts and bolts; other motors have threaded flanges, eliminating the need for nuts.
10. Remove the two 5/16 inch motor mount screws (and nuts, if present).
 11. Remove the platen open motor assembly.

Installation

1. Position the platen open motor assembly with the wires toward the rear (page 278, Figure 52).
2. Install the two 5/16 inch motor mount screws (and nuts, if present) finger tight.
3. Install the platen open belt and motor pulley. Bottom out the motor pulley on the motor shaft and tighten the setscrew to 9 ± 2 inch-pounds ($1.24 \pm 0.23 \text{ N}\cdot\text{m}$).
4. Connect the platen motor cable connector to connector shell P106.
5. Connect shell connector P106 to J106 on the controller board. Install tie wraps to secure the motor cable. (See cable routing diagrams on page 300 and page 302.)
6. Close the forms thickness lever all the way.

ATTENTION

Too much tension on the platen open belt can cause the platen gap to change, which can lead to premature wear of the platen, damaged hammer tips, and poor print quality.

7. Using a force gauge, apply 10 pounds (44.48 N) of tension to the platen open motor shaft by pushing away from the large platen pulley, reduce tension to 5 pounds (22.24 N) and torque the motor mount screws to 11 ± 2 inch-pounds ($1.24 \pm 0.23 \text{ N}\cdot\text{m}$).
8. Snap the platen open belt cover into the slots in the side plate.
9. Cabinet Model: Install the card cage fan (page 209).
10. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
11. Return the printer to normal operation (page 153).

Motor Assembly, Ribbon Drive

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the ribbon hub (page 238).
3. Remove two screws and washers securing the ribbon drive motor to the base casting (page 278, Figure 52).
4. Lift and rotate the ribbon drive motor until the motor cable is aligned with the slot on the base casting.
5. Disconnect the ribbon drive motor cable connector.
6. Cabinet models: remove the heat boot from the motor. You will install the boot on the replacement motor.

Installation

1. Reverse steps 2 through 6 of the removal procedure above.

NOTE: The ribbon drive motor should be secured at the right front and left rear corners. (See page 278, Figure 52.)

2. Return the printer to normal operation (page 153).

Network Print Server

Installation and operation of this optional feature are described in the *Print Server User's Guide*, P/N 30H4056. This guide describes error messages and troubleshooting information. Also provided is a section that describes IBM service procedures.

Removal

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Prepare the printer for maintenance (page 152).
2. Refer to the *Print Server User's Guide* (P/N 30H4056) for information on determining if the print server is operating correctly.

Installation

1. Refer to the *Print Server User's Guide* (P/N 30H4056) for information on installing and testing the feature.
2. Return the printer to normal operation (page 153).

Operator Panel Assembly, Cabinet Model

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Remove the four screws securing the operator panel plate to the panel bracket. (See Figure 42, page 254.)
4. Press down on the plastic tab at the upper rear of the panel and slide the operator panel downward on the mounting plate until the tabs on the panel housing slide out of the cutouts.
5. Lift the operator panel assembly and disconnect the phone-style cable connector.

Installation

1. Connect the phone-style operator panel cable to the bottom of the operator panel. (See Figure 42, page 254.)
2. Position the operator panel over the cutouts in the panel plate. Slide the panel upward until the plastic tab at the upper rear of the panel locks into the mounting plate.
3. Position the operator panel and plate on the bracket and install the four screws finger tight. (See Figure 42, page 254.)
4. Slowly lower the printer cover and align the operator panel in the cover cutout. Open the printer cover and tighten the panel plate screws.
5. Return the printer to normal operation (page 153).

Operator Panel Assembly, Pedestal Model

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Tilt the operator panel toward the front of the printer.
4. Disconnect the phone-style cable connector at the rear of the operator panel.
5. Press down on the plastic tab at the upper rear of the panel and slide the operator panel downward on the mounting plate until the tabs on the panel housing slide out of the cutouts.

Installation

1. Tilt the operator panel mounting plate toward the front of the printer.
2. Position the operator panel over the cutouts in the mounting plate and slide the panel upward until the plastic tab at the upper rear of the panel locks into the mounting plate.
3. Connect the phone-style operator panel cable to the bottom of the operator panel.
4. Close the printer cover.
5. Return the printer to normal operation (page 153).

Paper Guide Assembly

This procedure applies only to cabinet models.

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Loosen the three paper guide assembly hold-down screws (page 258, Figure 44, item 6).
4. Slide the paper guide assembly to the left and lift it off the card cage.

Installation

1. Position the paper guide assembly offset slightly to the left on the card cage with the keyway cutouts over the three loosened hold-down screws (page 258, Figure 44, item 6).
2. Slide the paper guide assembly to the right, engaging the three hold-down screws in the keyway slots. Slide the paper guide assembly to the right as far as it will go.
3. Tighten the three hold-down screws (page 258, Figure 44, item 6).
4. Return the printer to normal operation (page 153).

Paper Ironer



CAUTION

<2> Over time the upper edge of the paper ironer can become sharp. To avoid cutting yourself, handle the paper ironer on the sides.

Removal

1. Remove the shuttle frame assembly (page 242).
2. Move the forms thickness lever to the open position.
3. Push the ends of the paper ironer toward the rear of the printer, disengage the tabs, then lift it up and out (page 276, Figure 51).

Installation

NOTE: The black tape on the paper ironer faces the paper detector switch assembly.

1. Position the paper ironer so that the black tape is on the side that faces the paper detector switch assembly. (See page 276, Figure 51.)
2. Push the paper ironer down into the slots until the tabs engage.
3. Install the shuttle frame assembly (page 242).
4. Return the printer to normal operation (page 153).

Platen

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle frame assembly (page 242).
3. Remove the paper ironer (page 230).
4. Remove the three 1/4 inch screws securing the paper ironer bracket assembly and remove the assembly. (See Figure 51, page 276, items 4 through 6.)
5. Remove the platen open belt (page 189).
6. Remove the platen pulley (page 276, Figure 51, item 21):
 - a. Loosen the 7/64 inch collar clamp screw.
 - b. Pull the platen pulley off the platen shaft.
7. Pull the spring link and white plastic bushing off the platen shaft and remove the spring link, bushing, and spring. (See Figure 51, page 276, items 16, 17, and 18.)
8. Remove the forms thickness lever by loosening the 7/64 inch clamp screw and pulling the lever off the platen shaft. (See Figure 51, page 276, item 15.)
9. Remove the right side platen support spring by repeating step 7 on the right side of the platen.
10. Remove the Phillips #1 screw and washer securing the forms thickness indicator plate from the inside of the right side bracket. (See Figure 51, page 276, items 9 and 10.)
11. Pull the indicator plate, with the interlock switch assembly attached, off the platen shaft.
12. Remove the two 7/32 inch screws and washers securing the right ribbon guide assembly to the side plate. (See Figure 52, page 278, item 11, 13, and 14.)
13. Slide the ribbon guide assembly out of the side plate.
14. Pull the right side of the platen toward the front of the printer and move the platen to the right and out of the left side plate. (Hold the black metal washer on the left side shaft as you remove the platen. Make sure the copper wear saddles in the platen seat of the mechanism base stay in place.)

Installation

IMPORTANT

The dowel pins protruding from the ends of the platen are the platen shafts, and are not equal in length. The platen must be installed with the longer shaft on the right side.

1. Wipe the platen shafts clean of grease and debris.
2. Install two washers on the longer (right) platen shaft. (See Figure 36.)
3. Apply bearing lubricant to both platen shafts.

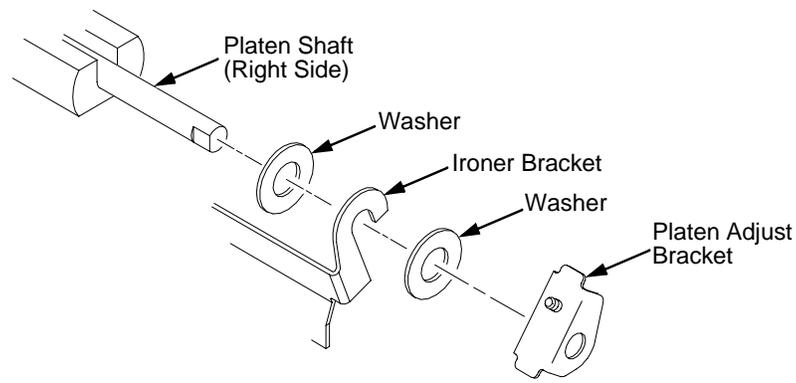


Figure 36. Installing the Platen Adjust Bracket

4. Make sure the two wear saddles are set flush into the corners of the mechanism base platen seat. (See Figure 37.)
5. Apply a layer of bearing lubricant 1/4 inch high to the seat of each wear saddle, making the layer as wide as the saddle and touching the rear angled surface.
6. Install one platen adjust bracket onto the longer platen shaft, with the screw at the top of the bracket.
7. Place the other bracket onto the left side mechanism base platen seat so that the mechanism base platen seat is between the flanges of the bracket.
8. Insert the shorter platen shaft through the left adjust bracket and through the opening in the left side plate. Rotate the longer shaft into the opening in the right side plate and position the adjustment brackets as shown in Figure 36.

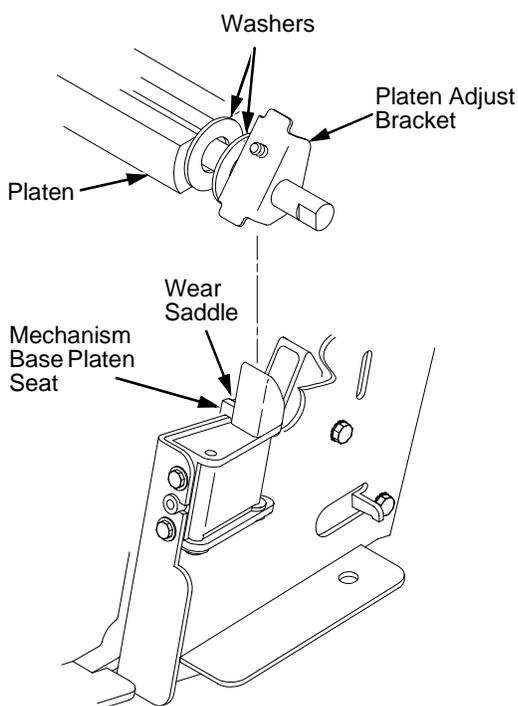


Figure 37. Positioning the Platen Adjust Brackets

9. Slide the right ribbon guide assembly into the side plate and install the two 7/32 inch screws and washers. (See Figure 52, page 278, items 11, 13 and 14.)
10. Install the forms thickness indicator plate:
 - a. Slide the indicator plate, with the interlock switch assembly attached, onto the platen shaft and up against the right side plate.
 - b. Install the Phillips #1 screw and washer securing the indicator plate.
11. Install the black metal washer onto the left side of the platen shaft. (See Figure 51, page 276, item 26.)
12. Apply bearing lubricant to the nylon bearings in the two spring links, slide the spring links onto the two platen shafts, and connect the springs to the spring hooks in the side plates. (See Figure 51, page 276, items 16, 17, and 18.)
13. Apply bearing lubricant to the two platen shafts on both sides, between the ends of the platen and the platen adjustment brackets.
14. Install the paper ironer bracket. (See Figure 36, page 232):
 - a. With the flat part of the bracket facing the front of the printer, place the two hooks of the upper part of the paper ironer over the platen shafts.
 The left hook of the paper ironer goes between the left platen adjustment bracket and the platen.

For the right side of the platen, a washer goes on both sides of the paper ironer hook and the hook goes to the left of the right platen adjustment bracket. (See Figure 36, page 232.)

- b. Install and torque three screws to 20 ± 2 inch-pounds (2.26 ± 0.23 N•m).
15. Push the platen to the left.
16. Install the forms thickness lever onto the right side platen shaft, pressing the interlock switch out of the way as the lever slides past it. Tighten the 7/64 inch setscrew. (See Figure 51, page 276.) Open and close the forms thickness lever to make sure the setscrew does not touch the right ribbon guide.
17. Install the platen shaft pulley with the 7/64 inch setscrew facing up and tighten the setscrew. Open and close the forms thickness lever and check that the platen pulley setscrew does not hit the left ribbon guide.
18. Install, but do not adjust, the platen open belt and platen open motor pulley (page 189).
19. Install the paper ironer with the black tape towards the rear of the printer (page 230).
20. Install the shuttle frame assembly (page 242).
21. Adjust the platen gap (page 162).
22. Adjust the platen open belt (page 156).
23. Check ribbon guide alignment (page 166).
24. Check the hammer phasing (page 173).
25. Return the printer to normal operation (page 153).

Resistors, Terminating

For parallel interface configurations, the printer is equipped with 470 ohm pull-up terminating resistors and 1K ohm pull-down terminating resistors on the controller board. These are suitable for most applications. (See Figure 38, page 236.)

If the standard terminating resistor pack is not compatible with the interface driver requirements of the host computer, other values of pull-up and pull-down resistors may be required. 220 ohm pull-up and 330 ohm pull-down alternate terminating resistors are provided with the printer. If you install the 220 ohm pull-up resistor, you must also install the 330 ohm pull-down resistor. Possible terminating resistor combinations are shown below.

Configuration	RP1 (Pull-Up)	RP2 (Pull-Down)
Factory Default	470 Ohm	1K Ohm
Alternate 1	220 Ohm	330 Ohm
Alternate 2	1K Ohm	None

Removal

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Locate the terminating resistor packs. (See Figure 38, page 236.)
4. Using a chip puller, remove the packs.

Installation

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

1. Using a chip installation tool, install the resistor packs in the correct socket. (See Figure 38, page 236.)
2. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
3. Return the printer to normal operation (page 153).

CMX Controller Board

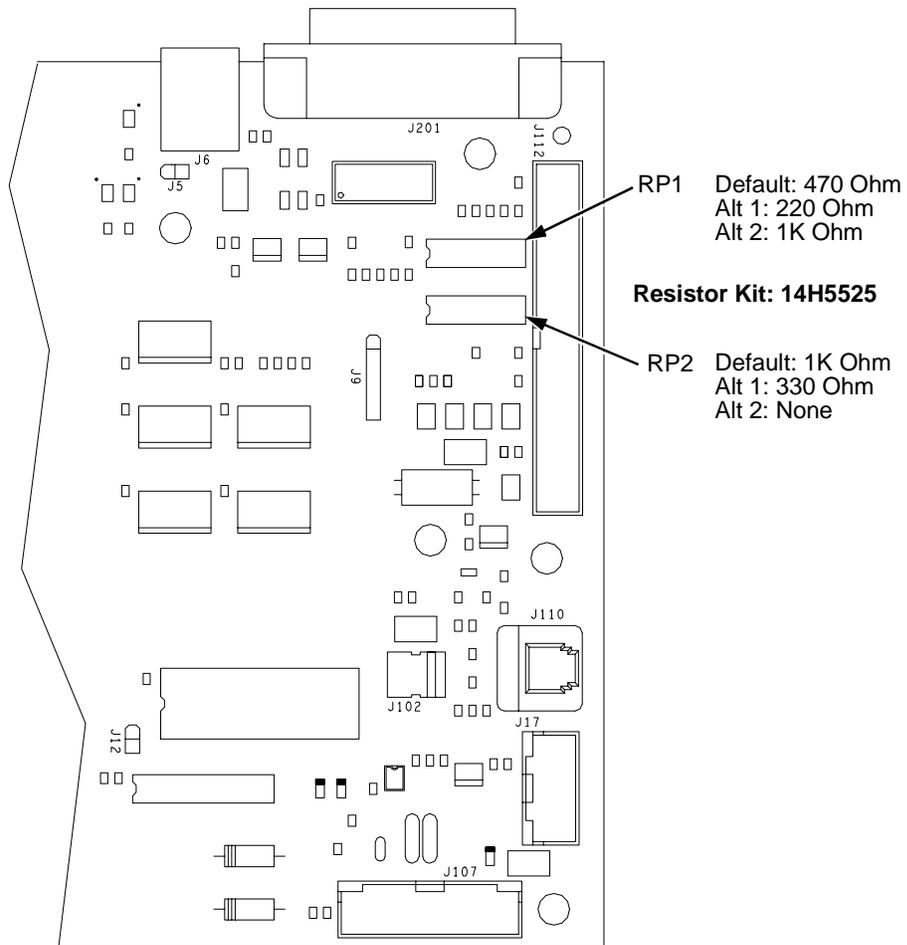


Figure 38. Terminating Resistors, Removal/Installation

Ribbon Guide Assembly (L/R)

Removal

1. Prepare the printer for maintenance (page 152).
- NOTE:** The right ribbon guide is shown in Figure 52. The removal procedure is the same for the left ribbon guide.
2. Cut and remove the tie wrap from the tie wrap hole to free the ribbon guide cable (page 278, Figure 52).
 3. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
 4. Trace the ribbon guide cable back to the controller board, releasing it from the cable restraints. (See cable routing diagrams on page 300 and page 302.)
 5. For the left ribbon guide, disconnect connector shell P106 from the controller board. For the right ribbon cable, disconnect connector shell P107 from the controller board.
 6. Trace the ribbon guide wires to the connector shell, and remove the cable connector from the connector shell (page 195).
 7. Remove the two screws and washers securing the ribbon guide assembly to the side plate.
 8. Slide the ribbon guide assembly out of the side plate.

Installation

NOTE: The right ribbon guide is shown in Figure 52. The installation procedure is the same for the left ribbon guide.

1. Reverse steps 2 through 8 of the removal procedure above.
2. Align the ribbon guides (page 166).
3. Return the printer to normal operation (page 153).

Ribbon Hub

Removal

1. Prepare the printer for maintenance (page 152).
2. Loosen the Torx T-10 screw in the ribbon spool hub (page 278, Figure 52).
3. Remove the hub from the shaft of the ribbon drive motor.

Installation

1. Install the ribbon spool hub over the motor shaft (page 278, Figure 52).

ATTENTION

Tightening the hub screw too much can crack the ribbon hub. Be careful not to over-tighten the hub screw.

2. Tighten the Torx T-10 hub screw so that it contacts the flat section of the motor shaft. Make sure the ribbon hub is securely fastened to the motor shaft and there are no cracks in the ribbon hub around the hub screw.
3. Return the printer to normal operation (page 153).

Shaft, Splined

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Remove the paper supports from the splined shaft and support shaft. (See Figure 50, page 274, item 21.)
4. Remove the paper feed timing belt (page 188).
5. Remove the ground clip (page 274, Figure 50).
6. With grip ring pliers, remove the grip ring from left side of the splined shaft.
7. Pull the bearing and spring link with the spring off the left side of the splined shaft.
8. Unlock the left and right tractors and slide them to the center of the shaft.
9. Remove the bearing clamp on the right side of the splined shaft.
10. Hold the tractors so they do not fall, grasp the vertical adjustment knob, and slide the splined shaft to the right out of the side plates and the tractors.

Installation

1. Open the doors on the left and right tractors. Position the tractor belts so the alignment marks are at the top on both tractors. (See Figure 39.)
2. Grasp the vertical adjustment knob and slide the splined shaft through the right side plate, the tractors, and the left side plate (page 274, Figure 50). Make sure the same spline passes the marked groove on each tractor.
3. Install the bearing clamp and screw.
4. Apply a thin film of bearing lubricant to the bearing.
5. Slide the spring link and bearing onto the left side of the splined shaft with the white nylon bushing flange to the outside of the printer.
6. Attach the spring to the left side plate and the spring link.
7. Install the grip ring on the splined shaft with 0.010 inches of clearance between the grip ring and the nylon bearing.
8. Install the ground clip and screw.
9. Install the paper feed timing belt (page 188).
10. Set the paper feed timing belt tension (page 154).
11. Adjust splined shaft skew (page 168).
12. Install the paper supports on the splined shaft and support shaft. (See Figure 50, page 274, item 21.)
13. Return the printer to normal operation (page 153).

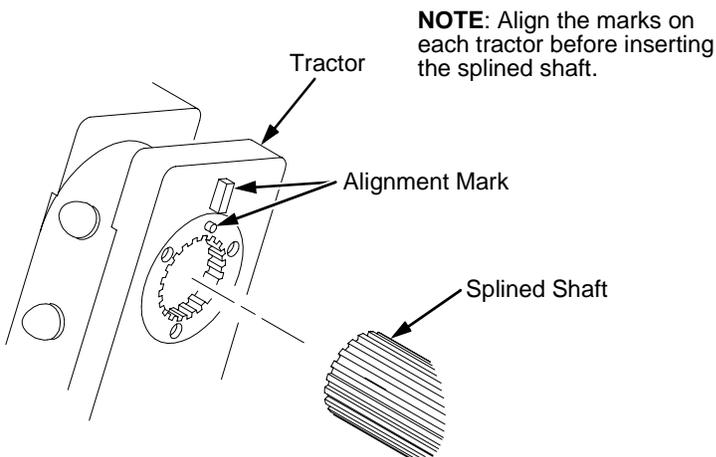


Figure 39. Splined Shaft and Tractor Installation

Shaft, Support

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Unlock the tractors and slide them to the far right.
4. Remove the paper supports from the splined shaft and support shaft. (See Figure 50, page 274, item 21.)
5. Remove the E-ring (page 274, Figure 50).

ATTENTION

Hold the tractors while removing the support shaft, and be careful not to lose the curved spring washers. (See Figure 50, page 274, item 5.)

6. Slide the support shaft assembly—consisting of the support shaft, two curved washers, bushing, horizontal adjustment knob, washer and screw—to the left, out of the tractors and the left side plate.

Installation

1. Slide the support shaft assembly—consisting of the support shaft, two curved washers, bushing, horizontal adjustment knob, washer, and screw—into the left side plate. (See Figure 50, page 274.)
2. Slide the tractors onto the support shaft.
3. Slide the support shaft assembly through the right side plate.
4. While pushing on the knob to compress the curved washers, install the E-ring in the groove on the bushing.
5. Install the paper supports on the splined shaft and support shaft. (See Figure 50, page 274, item 21.)
6. Return the printer to normal operation (page 153).

Shuttle Frame Assembly

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle cover assembly (page 203).
3. Disconnect the MPU cable connector (page 272, Figure 49).

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

4. Disconnect the shuttle motor cable connector (page 272, Figure 49).
5. Disconnect the hammer drive and hammer logic cables connectors from the terminator board on the shuttle frame assembly.
6. Loosen the side 5/32 inch socket head clamp screws and pull the clamps back and off the guide shaft. Do not remove the clamps.
7. Loosen the center 5/32 inch socket head screw enough to release the shuttle frame assembly from the base casting.
8. Unlock and slide the tractors outward as far as they will go on the tractor support shaft.
9. Grasping the support legs cast on both sides of the shuttle motor, lift the shuttle frame assembly out of the base casting. **Lift it slowly and carefully: the shuttle frame assembly is heavy.**

Installation

1. Install the hammer bank / ribbon mask cover assembly (page 200), if it was removed.

ATTENTION

To prevent electrostatic damage to electronic components, wear a properly grounded static wrist strap when handling circuit boards, the shuttle frame assembly, and any other electronic component.

Do not remove the grease from the shaft of the replacement shuttle frame assembly. The shuttle shaft is aluminum, and the clamped ends of the shaft must be greased to prevent galling.

2. Holding the shuttle frame assembly by the support legs cast on both sides of the shuttle motor, set it into the base casting. **Use both hands: the shuttle frame assembly is heavy** (page 264, Figure 47).
3. Align the center 5/32 inch socket head screw in the base casting and hand turn the screw until only two or three threads have started.
4. Pull the shuttle frame assembly toward the front of the printer and hold it in this position while you do step the next step.

IMPORTANT

Do not over tighten the shuttle frame assembly hold-down screws.

5. Slide the side clamps over the guide shaft and torque the 5/32 inch socket head clamp screws to 20 ± 2 inch-pounds (2.26 ± 0.23 N•m).
6. Torque the center captive 5/32 inch socket head screw to 20 ± 2 inch-pounds (2.26 ± 0.23 N•m).
7. Connect the hammer drive and hammer logic cable connectors to the terminator board on the shuttle frame assembly.
8. Connect the shuttle motor cable connector.
9. Route the MPU cable under the extension spring and connect the MPU cable connector. (See Figure 49, page 272, item 4.) Make sure the MPU cable does not touch the extension spring after it is connected.
10. If the shuttle frame assembly is a new or refurbished unit, adjust the platen gap (page 162); otherwise, skip to step 11.
11. Install the shuttle cover assembly (page 203).
12. Models -014 and -015 only: adjust the coil temperature if the original shuttle frame assembly was replaced (page 181).
13. Models -004, -04P, -005, and -05P only: set shuttle speed if the original shuttle frame assembly was replaced (page 182).
14. Adjust the hammer phasing (page 173).
15. Return the printer to normal operation (page 153).

Spring, Extension

ATTENTION

Do not let the hammer bank rotate toward the platen during spring replacement.

Removal

1. Prepare the printer for maintenance (page 152).
2. Open the printer cover.
3. Remove the shuttle cover assembly (page 203).
4. Unhook the extension spring from the spring lugs on the hammer bank and shuttle frame. (See Figure 49, page 272.)

Installation

1. Put a dab of IBM #20 bearing lubricant on both spring lugs.

ATTENTION

Make sure the extension spring does not touch the MPU cable after installation.

2. Hook the extension spring over the spring lugs. (See Figure 49, page 272.)
3. Install the shuttle cover assembly (page 203).
4. Return the printer to normal operation (page 153).

Switch Assembly, Cover Open

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the shuttle cover assembly (page 203).
3. Carefully lift and pry the cover open switch assembly out of its well in the base casting to the right of the shuttle motor. (See Figure 47, page 264, item 18.)
4. Trace the cover open switch cable back to the controller board, releasing the cable from the restraints under the base casting. (See cable routing diagrams on page 300 and page 302.)
5. Disconnect connector shell P107 (P7) from the controller board.
6. Trace the ribbon motor wires to the connector shell, and remove the cable connector from the connector shell (page 195).

Installation

1. Remove the protective covering from the adhesive backing on the cover open switch assembly.
2. Feed the switch cable down into the cover open switch well to the right of the shuttle motor. Position the cover open switch assembly in the base casting and press it into place. (See Figure 47, page 264, item 18.)
3. Route the cover open switch cable back to the controller board, installing the cable in the restraints under the base casting. (See cable routing diagrams on page 300 and page 302.)
4. Connect the cover open cable to the connector shell (page 195), then connect the connector shell P107 (P7) to the controller board.
5. Install the shuttle cover assembly (page 203).
6. Return the printer to normal operation (page 153).

Switch Assembly, Paper Detector

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Cabinet Model: Loosen four screws and remove the barrier shield.
(See page 258, Figure 44, items 3 and 4.)
Pedestal Model: Remove the paper guide, barrier shield, and four screws.
(See page 260, Figure 45, items 3, 4, and 5.)
4. Remove the two screws securing the paper detector switch assembly.
(See Figure 52, page 278.)
5. Trace the paper detector switch cables back to the controller board, releasing the cables from the restraints under the base casting. (See cable routing diagrams on page 300 and page 302.)
6. Disconnect connector shell P106 from the controller board.
7. Remove switch cable connectors PMD and POD from connector P106 (page 195).
8. Remove the paper detector switch assembly.

Installation

1. Holding the slotted wheel against the PMD sensor, position the paper detector switch assembly and install the screws securing it to the printer base. (See Figure 52, page 278.)
2. Check the PMD sensor arm range: make sure it travels freely and completely back into the sensing cavity.
3. Route switch cables PMD and POD back to the controller board, installing the cables in the restraints under the base casting. (See cable routing diagrams on page 300 and page 302.)
4. Connect switch cables PMD and POD to the connector P106 (page 195), then connect P106 to controller board connector J106.
5. Cabinet Model: Install the barrier shield and tighten the four screws.
(See page 258, Figure 44, items 3 and 4.)
Pedestal Model: Install the paper guide, barrier shield, and four screws.
(See page 260, Figure 45, items 3, 4, and 5.)
6. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
7. Check and adjust the End of Forms Distance (page 169).
8. Return the printer to normal operation (page 153).

Switch Assembly, Platen Interlock

Removal

1. Prepare the printer for maintenance (page 152).
2. Cabinet Model: Remove the paper guide assembly (page 229).
Pedestal Model: Remove the top cover assembly (page 204).
3. Fully close the forms thickness lever (position 'A').
4. Trace the platen interlock switch cable back to the controller board. Remove tie wraps as necessary to free the cable. (See cable routing diagrams on page 300 and page 302.)
5. Disconnect connector shell P107 (P7) from the controller board.
6. Remove the platen interlock cable connector from the connector shell (page 195).
7. Remove two screws securing the platen interlock switch assembly. (See Figure 51, page 276.)
8. Remove the platen interlock switch assembly from the switch bracket.
9. Remove the switch cable from the cutout in the right side plate.

Installation

1. Fully close the forms thickness lever (position 'A').
2. Position the platen interlock switch assembly on the switch bracket and install the two screws securing it to the bracket. (See Figure 51, page 276.)
3. Route the switch cable through the cutout in the right side plate and to the controller board. (See cable routing diagrams on page 300 and page 302.)
4. Connect the platen interlock switch cable to the connector shell P107 (P7) (see page 195), then connect the connector shell to the controller board.
5. Cabinet Model: Install the paper guide assembly (page 229).
Pedestal Model: Install the top cover assembly (page 204).
6. Return the printer to normal operation (page 153).

Tractor (L/R)

Removal

1. Prepare the printer for maintenance (page 152).
2. Remove the splined shaft (page 239).
3. Remove the support shaft (page 241).
4. Remove the tractors.

Installation

1. Using the replacement tractors, install the support shaft (page 241).
2. Install the splined shaft (page 239).
3. Return the printer to normal operation (page 153).

Section II: Illustrated Parts Lists

Only field-replaceable spares are given part numbers in the illustrated parts lists. Part numbers are not listed for common fasteners and attachment hardware. Items marked “Ref” in the illustrations refer to parts that are not spared or are part of another assembly.

Illustrations Of Printer Components

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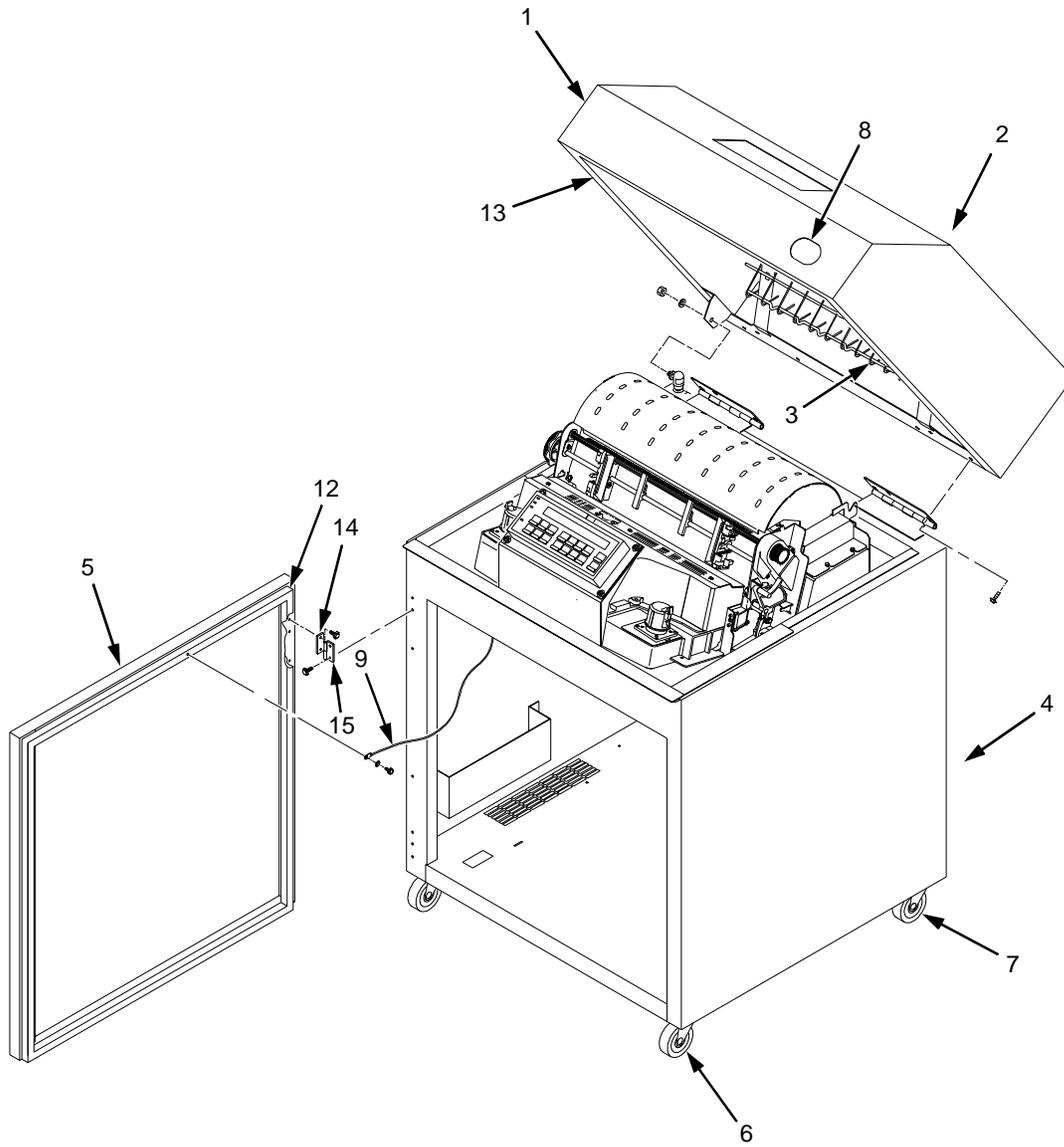


Figure 40. Top Cover, Doors, and Casters, Cabinet Model

Item No.	Part No. (Order No.)	Description	Notes
1	24H8961	Top Cover Kit	Includes mounting hardware
2	57G1492	Window, Top Cover	Not visible in Figure 40
3	14H5567	Wireform Paper Guide Assembly	Includes mounting hardware
4	24H8960	Rear Door Kit	Includes item 14
5	24H8959	Front Door Kit	Includes item 14
6	57G1485	Caster, with Brake	Two at front
7	57G1486	Caster, without Brake	Two at rear
8	14H5603	Logo, 6400	
9	30H4008	Wire Rope, Front and Rear	One on each door (Rear not shown in Figure 40)
10	30H3986	Shipping Container Kit	Cabinet models only (Not shown in Figure 40)
11	14H5572	Hardware Kit	Not shown in Figure 40
12	63H7510	Door Seal Kit	
13	63H7398	Top Cover Seal Kit	
14	93F7037	Hinge Plate, Top	Included in items 4 and 5
15	57G1484	Hinge Plate, Bottom	

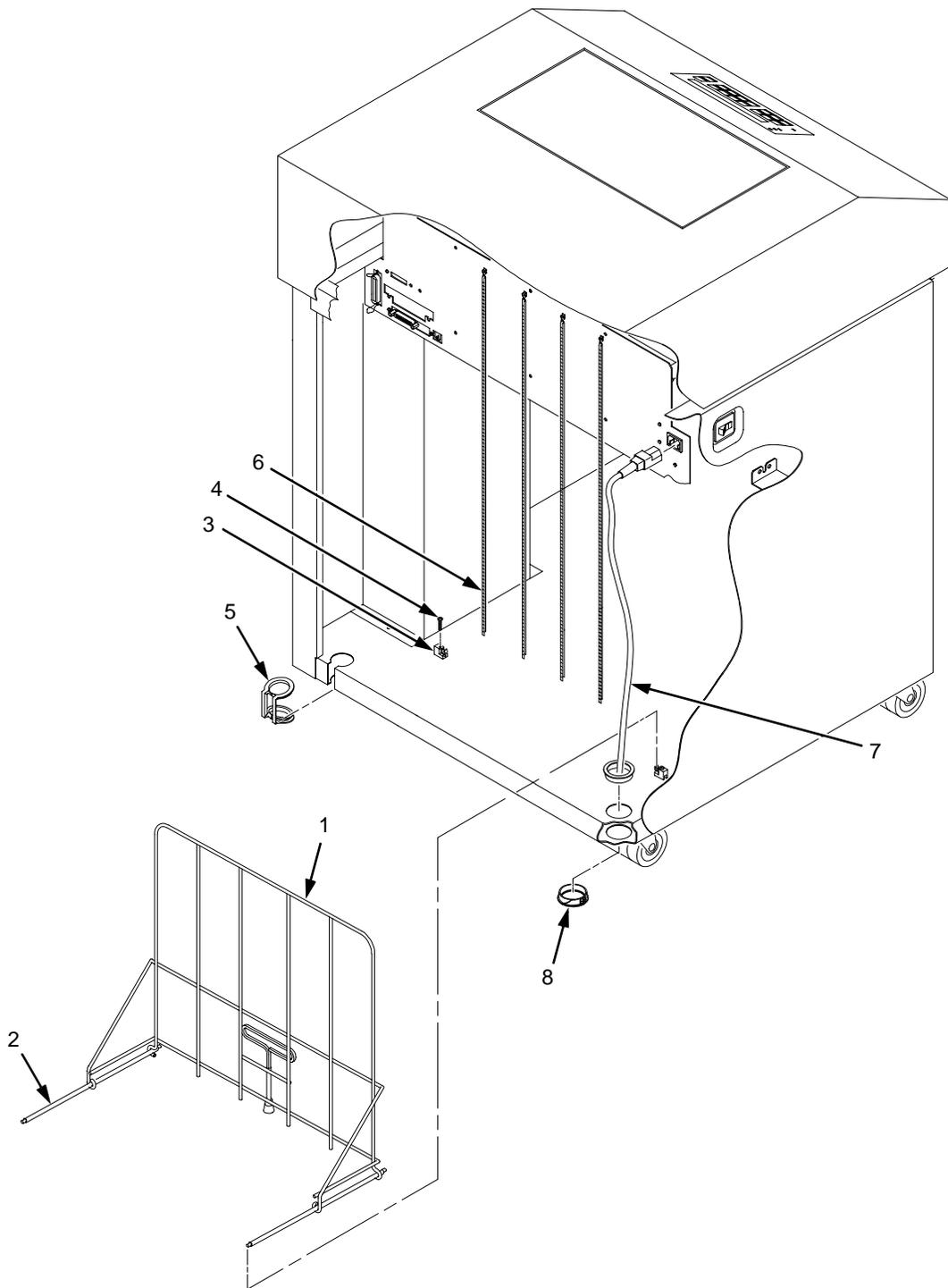


Figure 41. Paper Stacker and Chains

Item No.	Part No. (Order No.)	Description	Notes
1	57G7176	Stacker	
2	30H3981	Runner, Stacker	
3	04H4779	Riser, Stacker Runner	
4	Ref	Screw (4)	
5	14H5296	Spares Kit, Grommet	
6	14H5272	Chain Assembly Kit	Kit contains eight chains
7	57G7260	Power Cord, U.S.	
9	Ref	Grommet, Power Cord (2)	Included in item 5

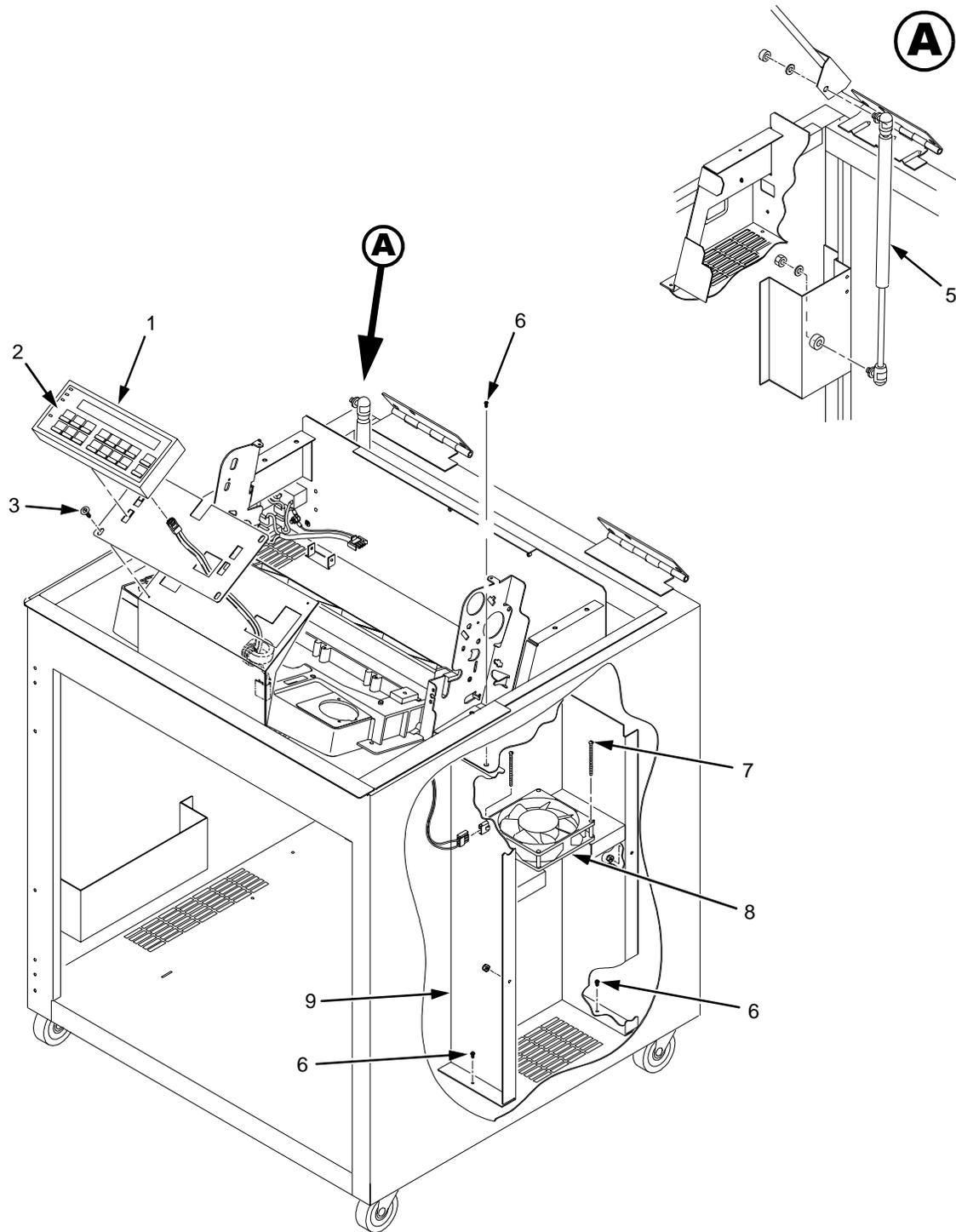


Figure 42. Operator Panel and Cabinet Details

Item No.	Part No. (Order No.)	Description	Notes
1	14H5299	Operator Panel, Cabinet	Includes mounting hardware
2	57G1598	Operator Panel Overlay	English
	57G1599	Operator Panel Overlay	Spanish
	57G1600	Operator Panel Overlay	French
	57G1601	Operator Panel Overlay	Italian
	57G1602	Operator Panel Overlay	German
	57G1603	Operator Panel Overlay	Dutch
	57G1604	Operator Panel Overlay	Brazilian Portuguese
3	Ref	Screw, Hex w/Lock Washer (4)	6-32x.375
4	14H5300	Cable Assy, Operator Panel	
5	57G1481	Dashpot Kit	Includes ball studs, spring clips, and mounting hardware
6	Ref	Screw w/Lock Washer (3)	6-32x.375
7	Ref	Screw w/Lock Washer (2)	6-32x.175
8	57G1440	Fan Assembly	
9	Ref	Duct, Air Exhaust	

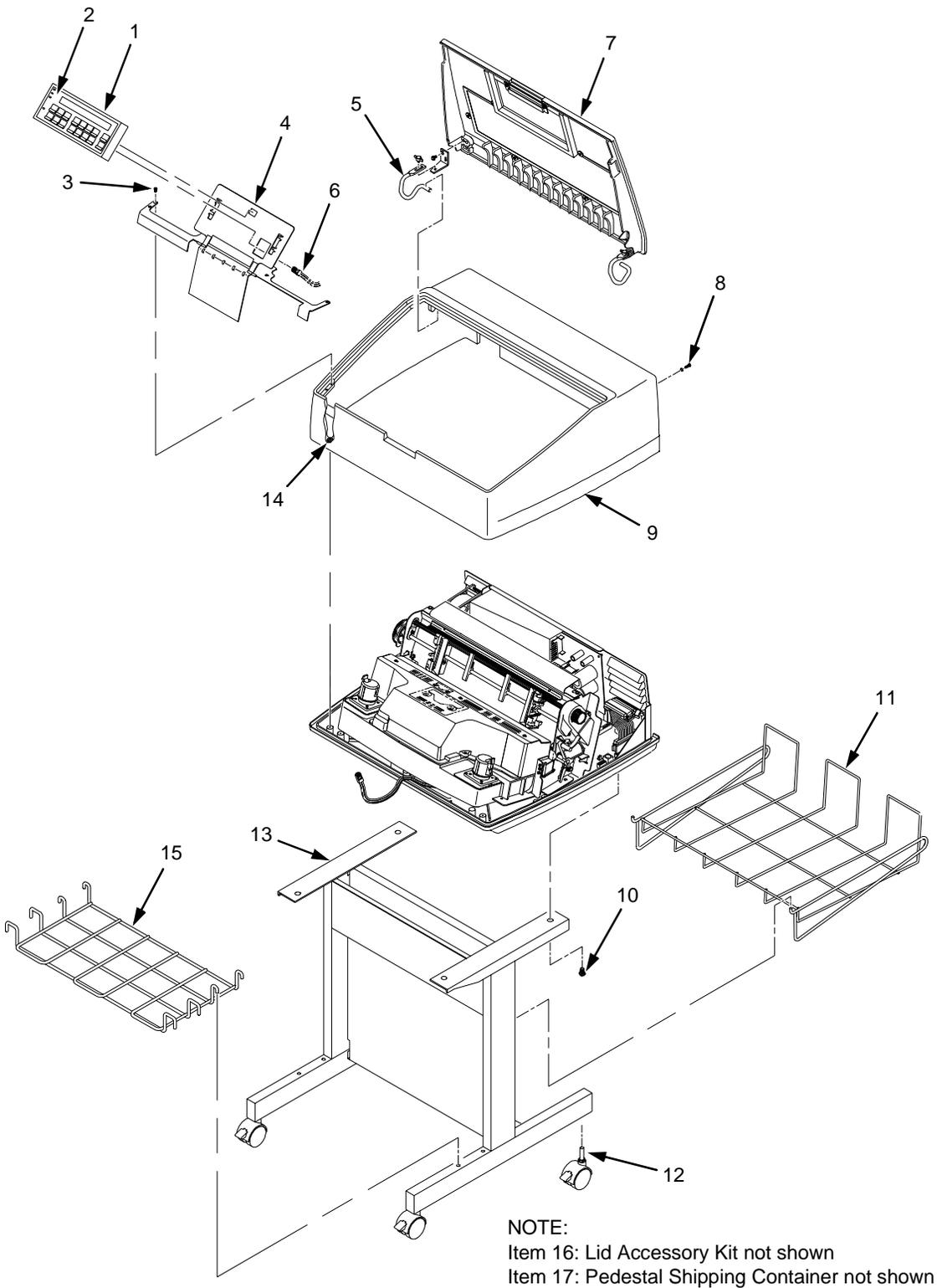


Figure 43. Pedestal Details

Item No.	Part No. (Order No.)	Description	Notes
1	63H5124	Operator Panel, Pedestal	Models 04P, 05P, 08P, 09P
2	57G1598	Operator Panel Overlay	English
	57G1599	Operator Panel Overlay	Spanish
	57G1600	Operator Panel Overlay	French
	57G1601	Operator Panel Overlay	Italian
	57G1602	Operator Panel Overlay	German
	57G1603	Operator Panel Overlay	Dutch
	57G1604	Operator Panel Overlay	Brazilian Portuguese
3	Ref	Screw (5)	6-32x.50
4	63H5125	Bracket, Operator Panel	Models 04P, 05P, 08P, 09P
5	63H5121	Hinge Lid Kit	Models 04P, 05P, 08P, 09P
6	14H5300	Cable Assy, Operator Panel	
7	63H5119	Lid, Pedestal Model	Models 04P, 05P, 08P, 09P
8	Ref	Screw (2)	
9	63H5120	Top Cover	Models 04P, 05P, 08P, 09P
10	Ref	Screw (4)	10-32x.625
11	63H5118	Paper Basket	Models 04P, 05P, 08P, 09P
12	63H7509	Caster, Pedestal	Models 04P, 05P, 08P, 09P
13	63H5117	Pedestal Kit	Models 04P, 05P, 08P, 09P
14	Ref	Screw, Captive (2)	
15	24H8533	Input Tray	Optional item on models 04P, 05P, 08P, 09P
16	63H5122	Lid Accessory Kit	Replacement acoustic seals (Not shown in Figure 13)
17	64H5123	Shipping Container, Pedestal	Models 04P, 05P, 08P, 09P (Not shown in Figure 13)

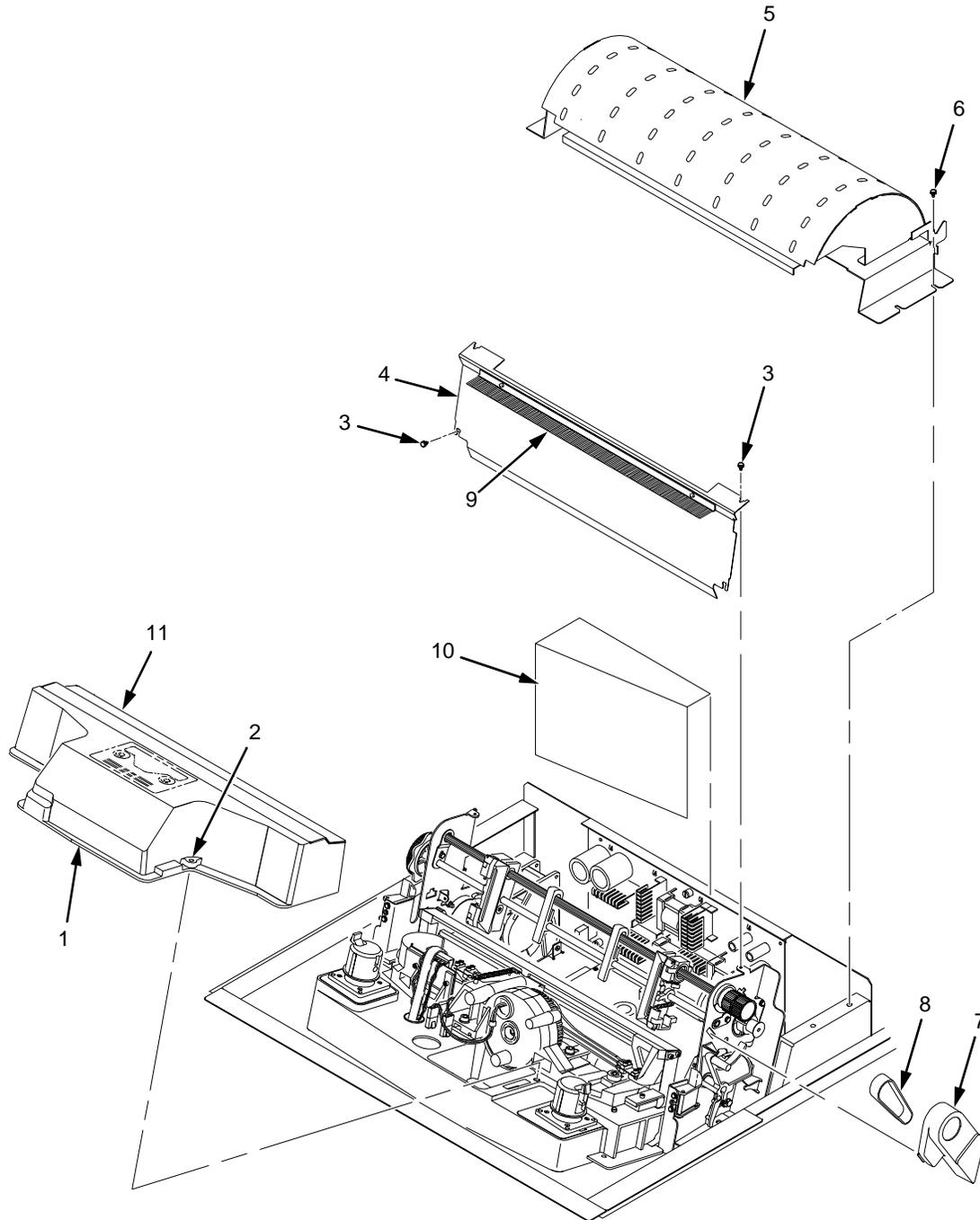


Figure 44. Inside Covers, Cabinet Model

Item No.	Part No. (Order No.)	Description	Notes
1	14H5235	Shroud Assembly, Air	Shuttle Cover Assembly
2	Ref	Screw, Captive (2)	10-24x.62 with O-ring, .125x.250x.06
3	Ref	Screw, Thread Forming (4)	6-32x.25
4	Ref	Barrier Shield	
5	14H5271	Paper Guide Assembly	Models 004, 005, 008, 009, 012, 014
6	Ref	Screw, w/Lock Washer (3)	6-32x.25 and #6 Flat Washer
7	14H5174	Platen/Paper Feed Cover Kit	Paper feed belt cover shown in Figure 44. Platen open belt cover: item 24, page 276.
8	57G1468	Belt, Timing, 050P, 100 Teeth	Paper Feed Belt
9	08H7954	Anti-Static Brush Kit	
10	Ref	Power Supply Shield	Taped to card cage along upper edge
11	14H5179	Paper Scale	

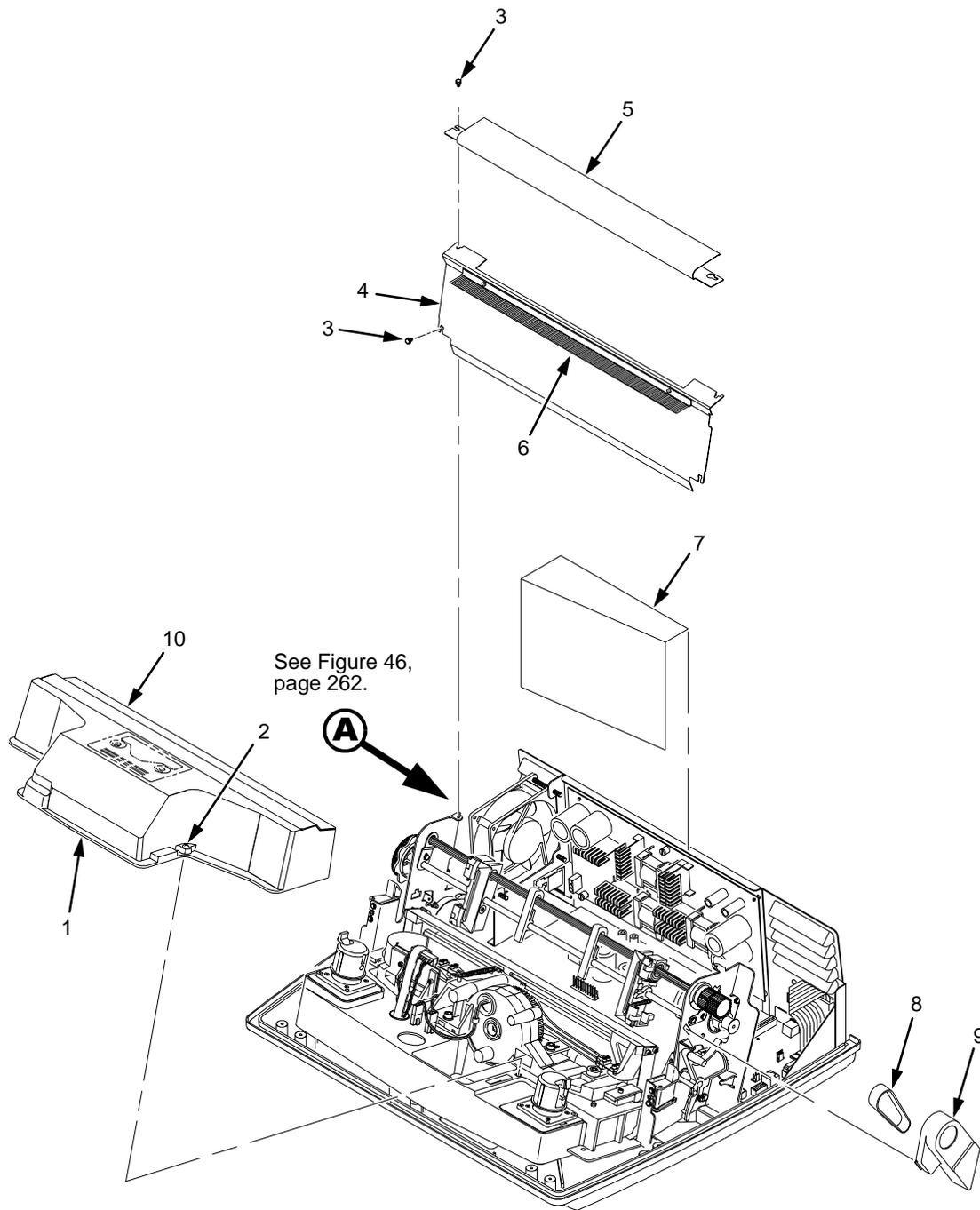


Figure 45. Inside Covers and Card Cage, Pedestal Model

Item No.	Part No. (Order No.)	Description	Notes
1	14H5235	Shroud Assembly, Air	Shuttle Cover Assembly
2	Ref	Screw, Captive (2)	10-24x.62 with O-ring, .125x.250x.06
3	Ref	Screw, Thread Forming (4)	6-32x.25
4	Ref	Barrier Shield	
5	63H5116	Paper Path Assembly	Models 04P, 05P, 08P, 09P
6	08H7954	Anti-Static Brush Kit	
7	Ref	Power Supply Shield	Taped to card cage along upper edge
8	57G1468	Belt, Timing, 050P, 100 Teeth	Paper Feed Belt
9	14H5174	Platen/Paper Feed Cover Kit	Paper feed belt cover shown in Figure 45. Platen open belt cover: item 24, page 276.
10	14H5179	Paper Scale	

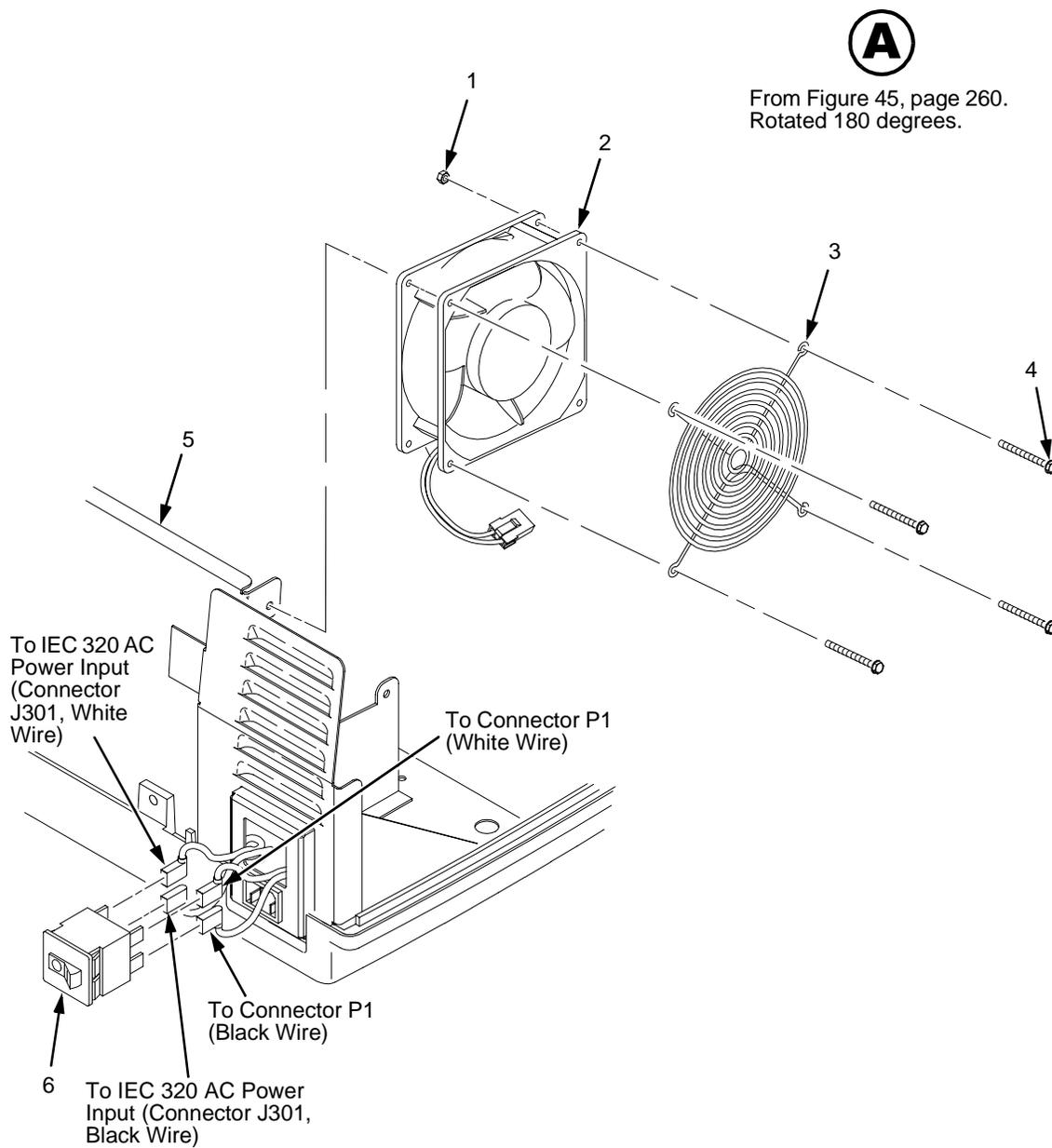


Figure 46. Card Cage Detail, Pedestal Model

Item No.	Part No. (Order No.)	Description	Notes
1	Ref	Nut, 6-32 (1)	Upper right fan corner only
2	57G1440	Card Cage Fan Assembly	Air flow is into card cage
3	Ref	Fan Guard	
4	Ref	Screw, w/Lock Washer (4)	6-32x.1.75
5	Ref	Card Cage, Pedestal	
6	14H5571	Circuit Breaker	

Two places:
Exploded to show
assembly. Do not
remove holddown
clamps and
screws.

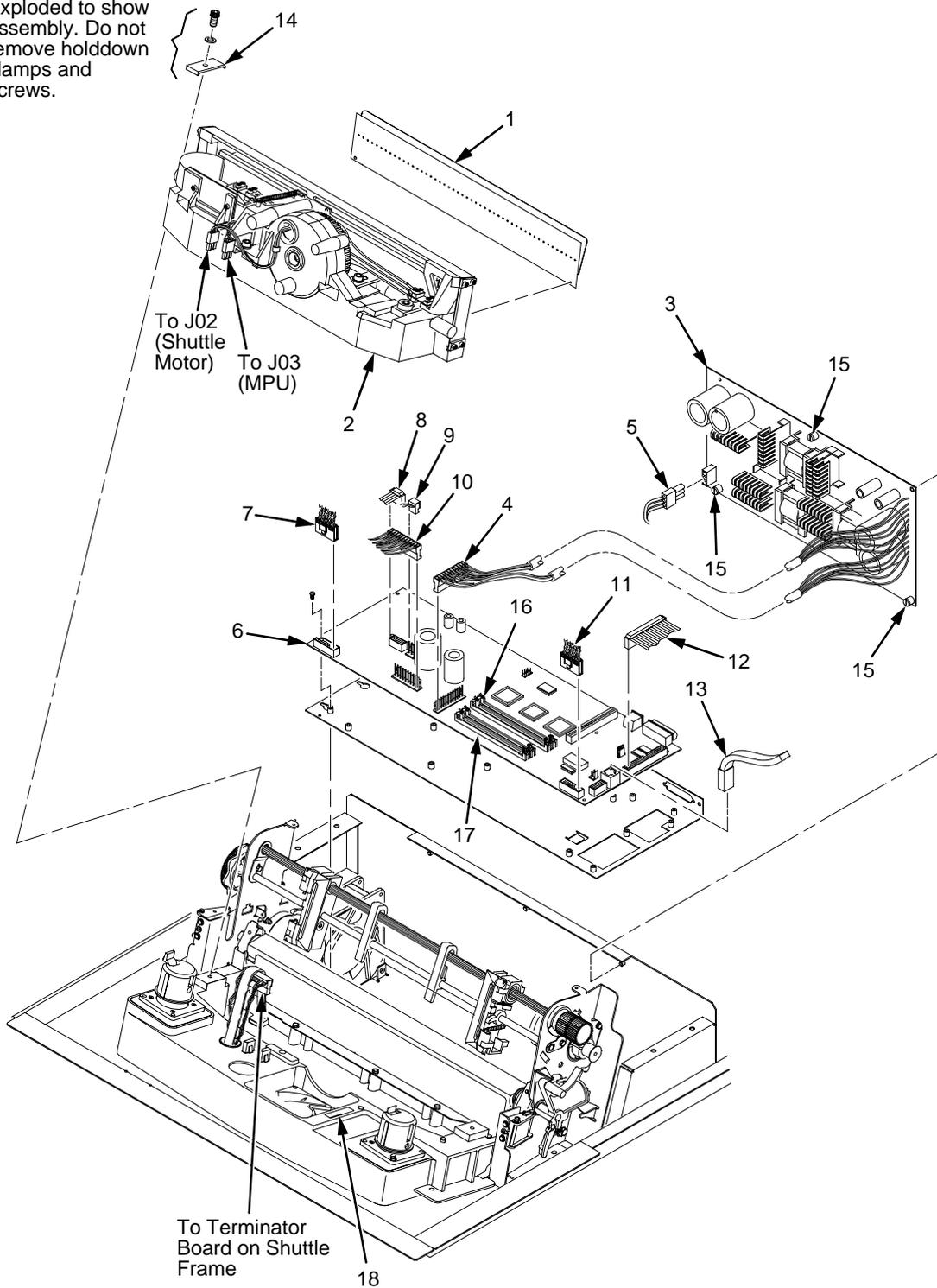


Figure 47. Print Mechanism and Circuit Boards: Early Models

Item No.	Part No. (Order No.)	Description	Notes
1	63H7518	Hammer Bank/Rbn Mask Cover	Models 004, 04P, 005, 05P
	63H7519	Hammer Bank/Rbn Mask Cover	Models 008, 08P, 009, 09P
	63H7520	Hammer Bank/Rbn Mask Cover	Models 012, 014
2	14H5274	Shuttle Frame Assembly	Models 004, 04P
	24H8648	Shuttle Frame Assembly	Models 005, 05P
	14H5516	Shuttle Frame Assembly	Models 008, 08P
	24H9625	Shuttle Frame Assembly	Models 009, 09P
	14H5517	Shuttle Frame Assembly	Model 012
	90H3269	Shuttle Frame Assembly	Model 014
	14H5275	Hammer Spring Assembly	Models 004, 04P, 005, 05P
	14H5512	Hammer Spring Assembly	Models 008, 08P, 009, 09P
3	14H5644	Power Supply PCBA	Models 004, 04P, 005, 05P, 008, 08P, 012
	90H3268	Power Supply PCBA	Models 009, 09P, 014
4	Ref	P101 Cable Connector	
5	Ref	Cable Assy, AC-In, Power Supply	Part of Field Kit, AC Assy 14H5289
6	14H5643	Controller Board, CMX, V5.0	All models 004 and 04P. Models 008 and 012 with Ser. Nos. 01AXXXX, 01BXXXX and 01CXXXX
	24H8647	Controller Board, CMX, V5.5, 25 MHz	All models 005, 05P, and 08P. Models 008 and 012 with Ser. Nos. 01DXXXX, 01EXXX, and higher. All models 009, 09P.
	90H3271	Controller Board, CMX, V5.5, 40 MHz	Model 014, 050, P50, 010, P10, 015
7	Ref	Motor Sensor, Left, Cable Assy	Housing Connector Kit 14H5288
8	Ref	Hammer Bank Logic Cable Assy	
9	Ref	Shuttle Motor Cable Assy	
10	Ref	Hammer Bank Power Cable Assy	
11	Ref	Motor Sensor, Right, Cable Assy	Housing Connector Kit 14H5288
12	14H5287	Centronics I/O Cable Assy	
	14H5522	Centronics/Dataproducts Adapter	Optional cable assembly
13	Ref	Control Panel Cable Assy	
14	14H5211	Clamp, Shaft, Receiving	
15	Ref	Screw, Captive, Power Supply (3)	

Item No.	Part No. (Order No.)	Description	Notes
16	Ref	SIMM, Flash Memory	See also page 217
17	Ref	SIMM, DRAM	See also page 217
18	14H5282	Switch Assembly, Cover Open	

(Illustrated parts lists continue on next page.)

Two places:
Exploded to show
assembly. Do not
remove holddown
clamps and
screws.

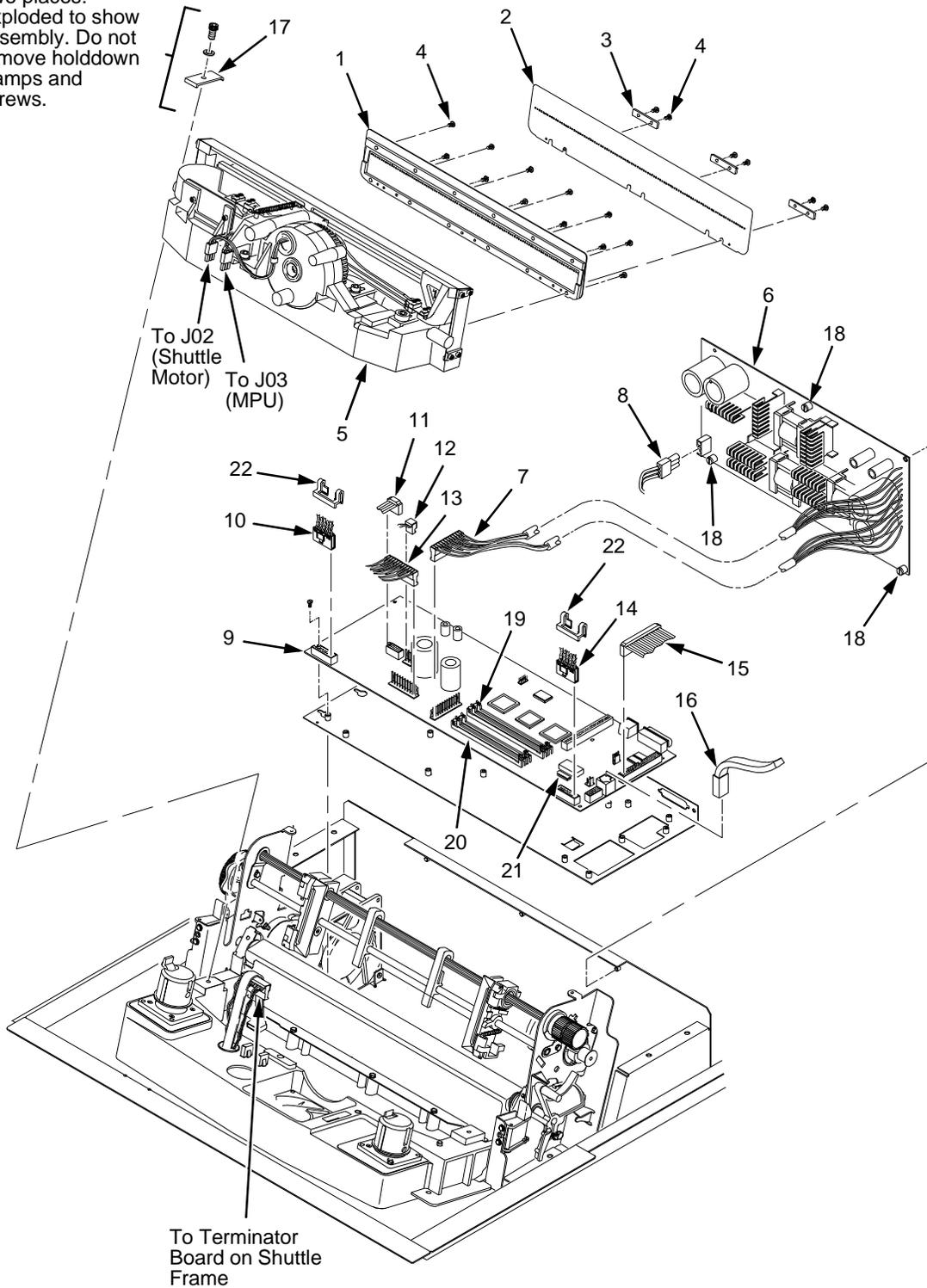


Figure 48. Print Mechanism and Circuit Boards: Later Models

Item No.	Part No. (Order No.)	Description	Notes
1	24H8872 24H8886 24H8924 63H7520	Hammer Bank Cover Assy, 500 Hammer Bank Cover Assy, 1000 Hammer Bank Cover Assy, 1500 Hammer Bank Cover Assy, Hanzi	Models 050, P50 Models 010, P10 Model 015 Models C05, C5P
2	24H8828 24H8844 24H8858	Ribbon Mask, 500 Ribbon Mask, 1000 Ribbon Mask, 1500	Models 050, P50 Models 010, P10 Model 015
3	Ref	Ribbon Mask Clamp Plate (3)	
4	Ref	Screw, Torx T-10 (18)	12 for hammer bank cover 6 for ribbon mask
5	24H8925 24H8927 24H8929 24L5207 24H8931 24H8932 24H8933 24L5209	Shuttle Frame Assembly, 500 Shuttle Frame Assembly, 1000 Shuttle Frame Assembly, 1500 Shuttle Frame Assembly, Hanzi Hammer Spring Field Kit, 500 Hammer Spring Field Kit, 1000 Hammer Spring Field Kit, 1500 Hammer Spring Field Kit, Hanzi	Models 050, P50 Models 010, P10 Model 015 Models C05, C5P Models 050, P50 Models 010, P10 Model 015 Models C05, C5P
6	90H3268	Power Supply PCBA	
7	Ref	P101 Cable Connector	
8	Ref	Cable Assy, AC-In, Power Supply	Part of Field Kit AC Assy 14H5289
9	90H3271	Controller Board, CMX, V5.5, 40 MHz	Models 050, P50, 010, P10, 014, 015, C05, C5P
10	Ref	Motor Sensor, Left, Cable Assembly	Housing Connector Kit 14H5288
11	Ref	Hammer Bank Logic Cable Assembly	
12	Ref	Shuttle Motor Cable Assembly	
13	Ref	Hammer Bank Power Cable Assy	
14	Ref	Motor Sensor, Right, Cable Assembly	Housing Connector Kit 14H5288
15	14H5287 14H5522	Centronics I/O Cable Assembly Centronics/Dataproducts Adapter	Optional cable assembly
16	Ref	Control Panel Cable Assembly	
17	14H5211	Clamp, Shaft, Receiving	
18	Ref	Screw, Captive, Power Supply (3)	

Item No.	Part No. (Order No.)	Description	Notes
19	Ref	SIMM, Flash Memory	See also page 217
20	Ref	SIMM, DRAM	See also page 217
21	14H5282	Switch Assembly, Cover Open	
22	02N8261	Connector Clip	

(Illustrated parts lists continue on next page.)

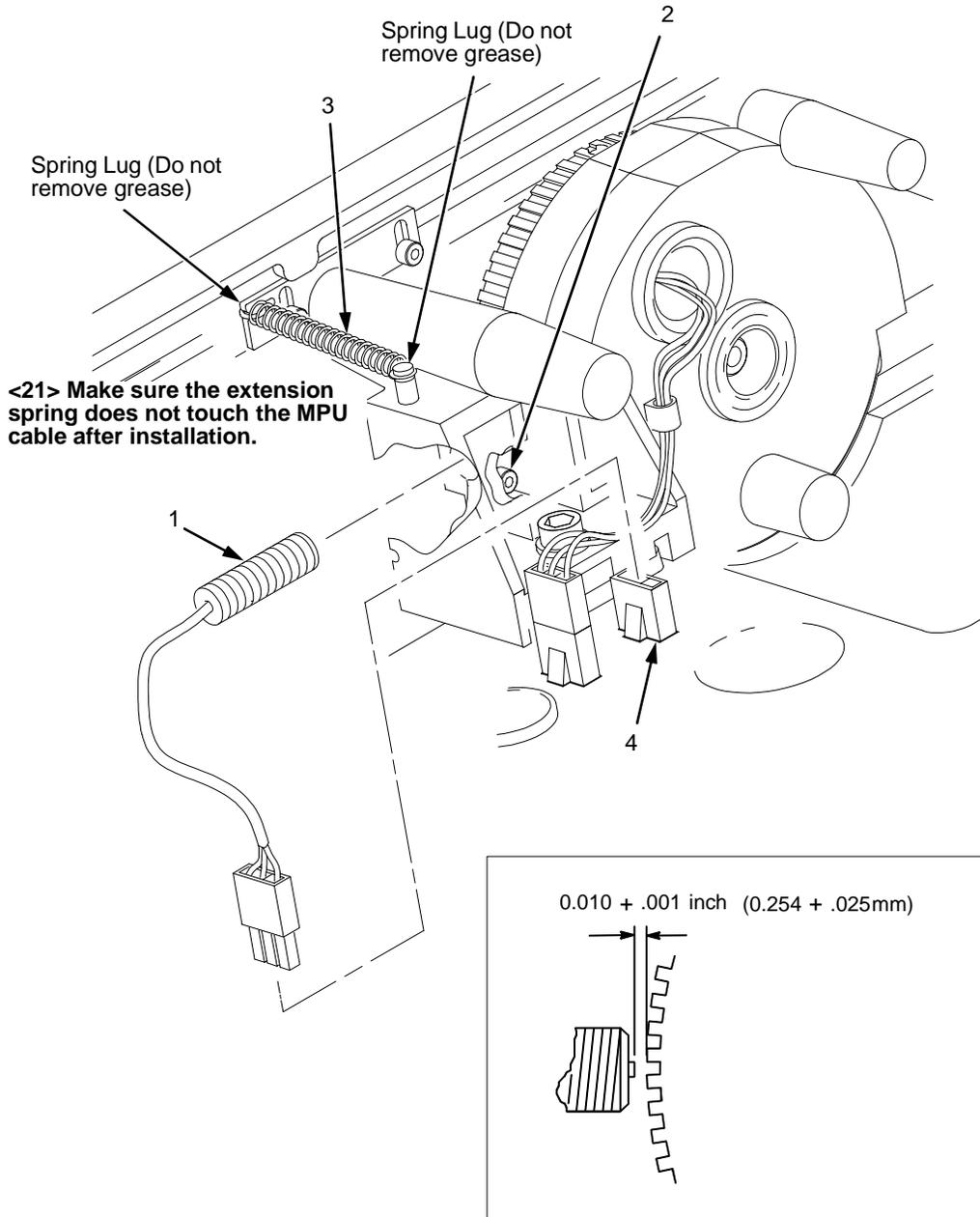
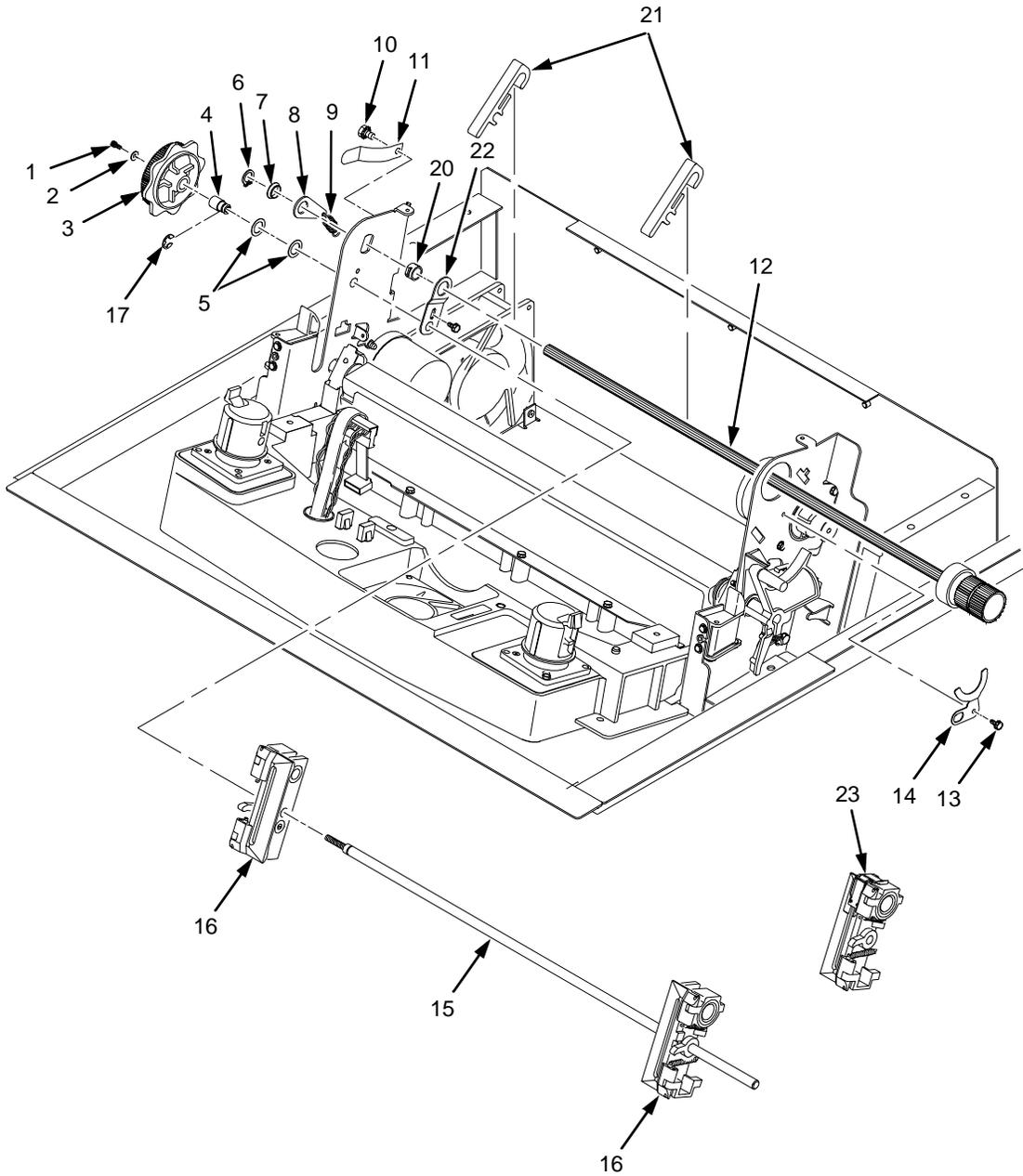


Figure 49. Magnetic Pickup Unit (MPU) and Extension Spring

Item No.	Part No. (Order No.)	Description	Notes
1	57G1476	Magnetic Pickup Assy (MPU)	
2	Ref	Screw, Socket Cap, 6-32x.38	
3	30H3985	Extension Spring	
4	14H5329	Cable Assembly, MPU	



NOTE
 Item 18: Tractor Shaft Hardware Kit not shown
 Item 19: Tractor Shaft Kit not shown

Figure 50. Tractor Shafts

Item No.	Part No. (Order No.)	Description	Notes
1	Ref	Screw, Socket Cap, 4-40x.25	Part of item 19
2	Ref	Washer, Flat #4	Part of item 19
3	Ref	Knob, Tractor Adjust	Part of item 19
4	Ref	Bushing, Tractor Adjust	Part of item 19
5	Ref	Washer, Curved Spring (2)	Part of item 19
6	Ref	Ring, Grip	Part of item 18
7	Ref	Bearing, Nylon .626	Part of item 18
8	Ref	Link Spring	Part of item 18
9	Ref	Spring, Extension 1.00L	Part of item 18
10	Ref	Screw, Hex w/Lock Washer, 4-20x.50	Part of item 11
11	57G1521	Ground Clip, Splined Shaft	
12	57G1460	Splined Shaft Assembly	
13	Ref	Screw, Thread Forming, 6-32x.25	Part of item 18
14	Ref	Clamp, Bearing	Part of item 18
15	Ref	Tractor Support Shaft	Part of item 19
16	57G1466	Tractor Set	Includes L and R tractors
17	Ref	E-Ring	Part of item 19
18	14H5217	Tractor Shaft Hardware Kit	
19	14H5214	Tractor Shaft Kit	
20	Ref	Bushing	Part of item 18
21	24H8593	Paper Support (2)	
22	Ref	Link, Splined Shaft Skew Adjustment	
23	01P4611	Tractor Assembly, Power Stacker	Installed at factory on models with power stacker.

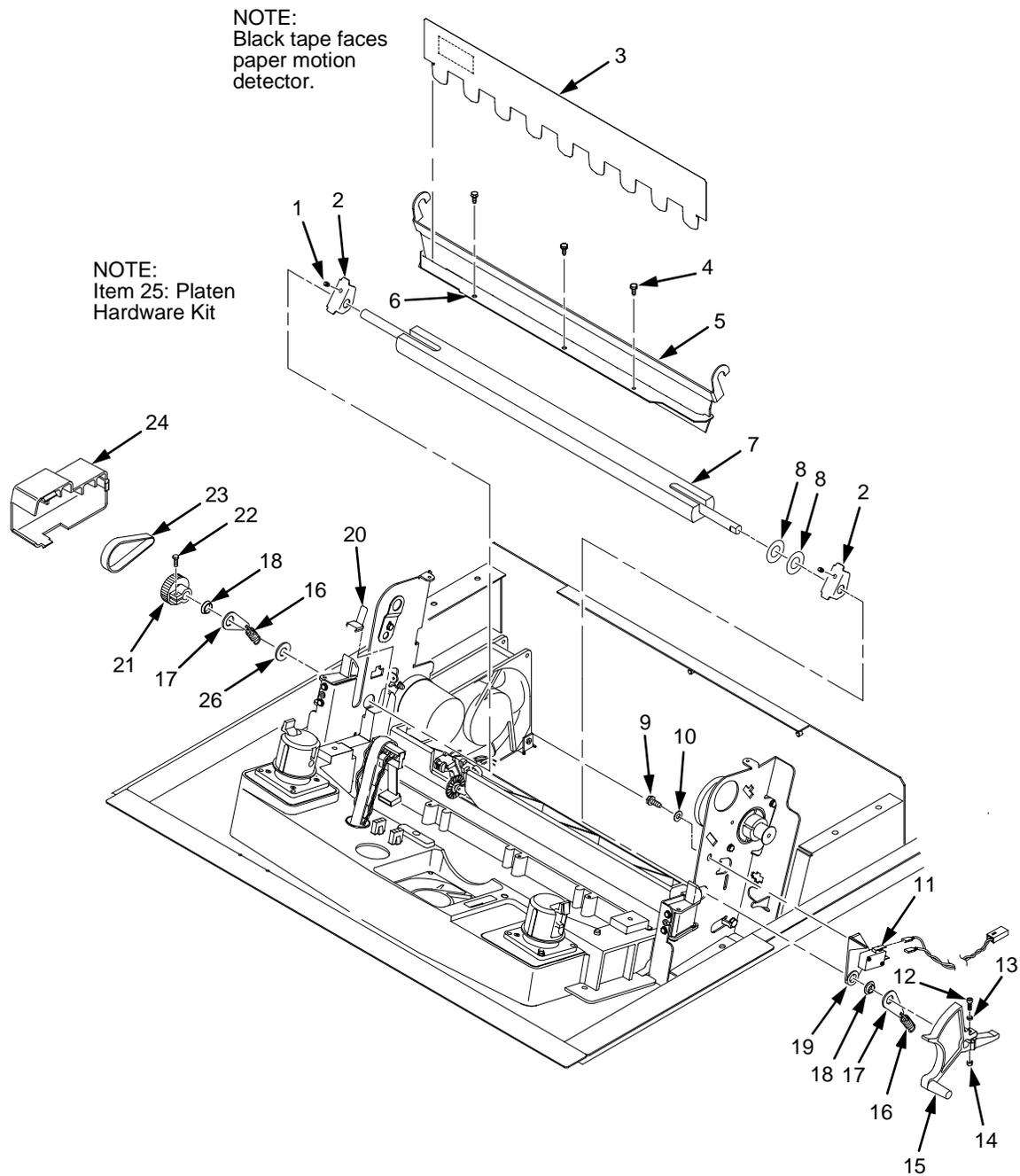


Figure 51. Platen

Item No.	Part No. (Order No.)	Description	Notes
1	Ref	Setscrew	Part of item 25
2	Ref	Bracket, Platen (2)	Part of item 25
3	57G1469	Ironer Assembly	Reverser Paper Feed
4	Ref	Screw, Thread Forming (3)	6-32x.25
5	57G1571	Bracket, Ironer	
6	Ref	Plate, Ironer	
7	08H7936	Platen Assembly	
8	Ref	Washer, Flat (2)	Part of item 25
9	Ref	Screw (2)	Part of item 11
10	Ref	Washer, Flat #4 (2)	Part of item 11
11	14H5280	Platen Switch Kit	Platen Interlock Switch
12	Ref	Screw, Socket Cap, 6-32x.75	Part of item 15
13	Ref	Washer	Part of item 15
14	Ref	Nut	Part of item 15
15	63H7478	Platen Lever Kit	
16	Ref	Spring, Extension 1.12L	Part of item 25
17	Ref	Link, Spring	Part of item 25
18	Ref	Bearing, Nylon .376	Part of item 25
19	Ref	Bracket, Switch Mount	Part of item 11
20	Ref	Wear Saddle, Platen (2)	Part of item 25
21	57G1514	Platen Pulley, Driven	
22	Ref	Screw, Socket Cap, 6-32x.44	Part of item 21
23	57G1467	Belt, Timing, 312W, 87 Teeth	Platen Open Belt
24	14H5174	Platen/Paper Feed Cover Kit	Platen open belt cover shown in Figure 51. Paper feed belt cover: page 258, item 7.
25	14H5169	Platen Hardware Kit	
26	Ref	Platen Washer	Part of item 25

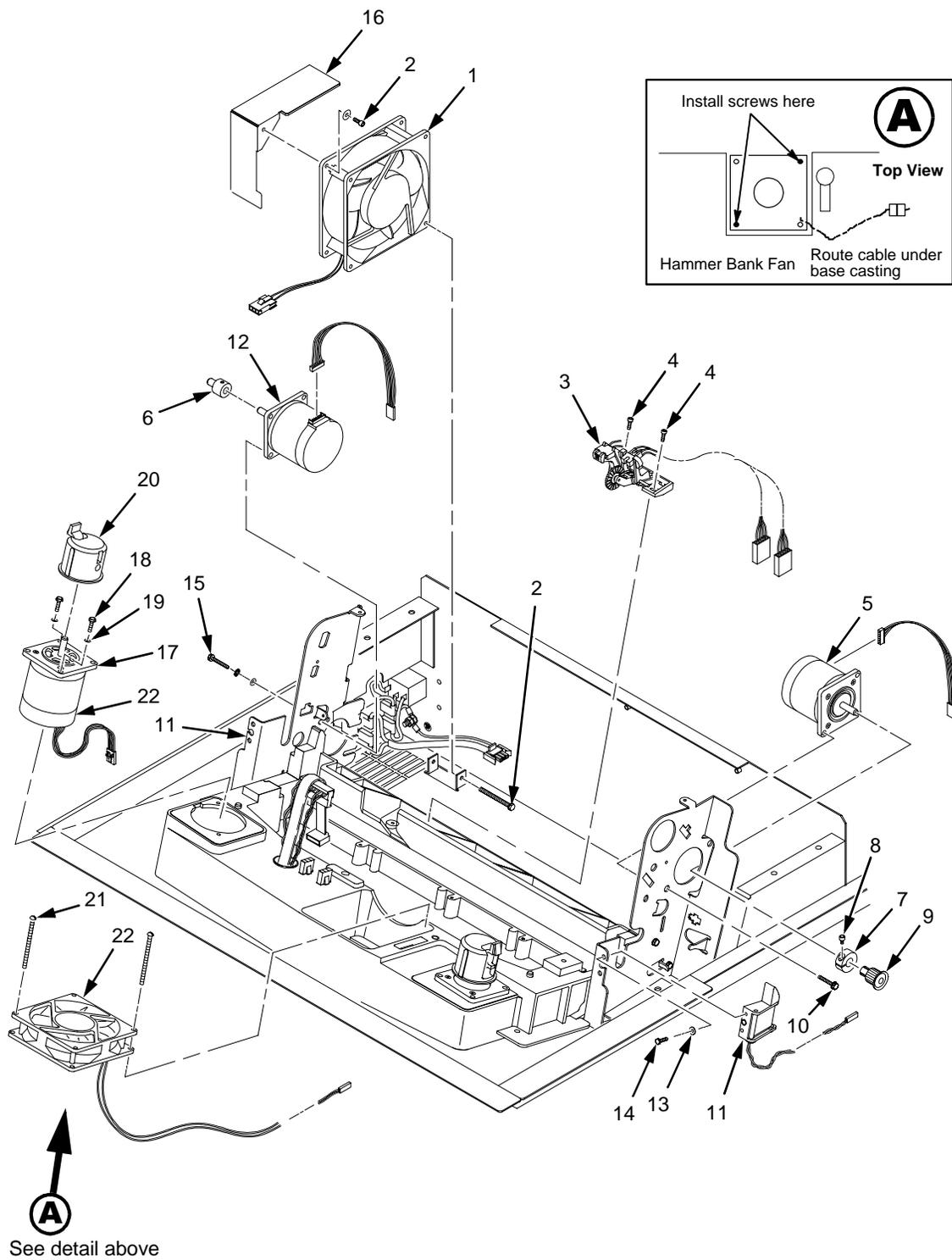


Figure 52. Motors, Card Cage Fan, and Paper Detector Switch

Item No.	Part No. (Order No.)	Description	Notes
1	57G1440	Fan Assembly	Air flow is into card cage
2	Ref	Screw, w/Lock Washer (3)	Two 6-32x1.75 on botton One 6-32x0.50 on top left
3	14H5281 14H5570	Paper Detector Switch Assy Paper Detector Switch Assy	Standard Black Back forms
4	Ref	Screw, Thread Forming, 6-32x.375	
5	14H5520	Paper Feed Motor Assy	Includes items 7 through 9
6	08H7934	Motor Pulley, Platen Open	Part of Platen Open Motor Assy 57G1509 and includes collar setscrew 6-32x.25
7	Ref	Collar	Part of item 9
8	Ref	Screw, Socket Head, 6-32x.51	
9	57G1421	Motor Pulley, Paper Feed	
10	Ref	Screw, Hex w/Lock Washer (2)	10-32x.50
11	24H8894	Ribbon Guide Kit	Includes left and right ribbon guides
12	14H5154	Platen Open Motor Assembly	Includes item 6
13	Ref	Washer, Flat #4 (2)	
14	Ref	Screw, Hex w/Lock Washer (2)	4-40x.38
15	Ref	Screw, Hex w/Lock Washer (2)	10-32x.50
16	Ref	Shield, Card Cage Fan	
17	14H5521	Motor Assembly, Ribbon	
18	Ref	Screw, Hex w/Lock Washer (2)	6-32x.50
19	Ref	Washer, Flat #6 (2)	
20	57G1479	Ribbon Hub Kit	
21	Ref	Screw, w/Lock Washer (2)	6-32x1.25
22	14H5159	Hammer Bank Fan Assembly	Air flow is up
23	Ref	Boot	Cabinet models only

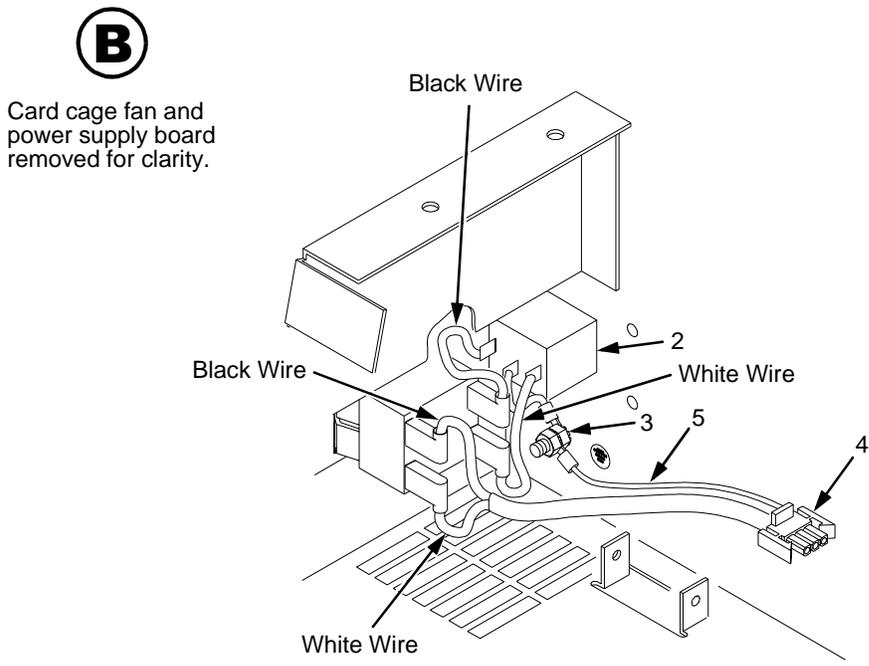
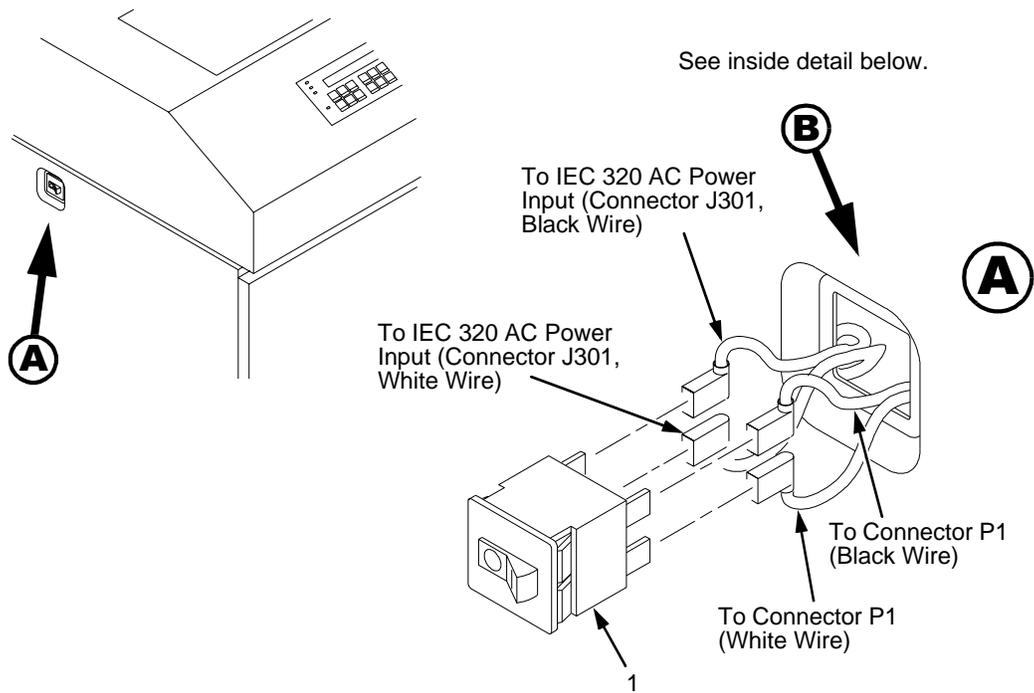


Figure 53. Circuit Breaker

Item No.	Part No. (Order No.)	Description	Notes
1	14H5571	Circuit Breaker	
2	Ref	IEC 320 AC Power Connector	Connector J301
3	Ref	Chassis Ground Stud	
4	Ref	Connector P1	To power supply board connector J1 AC
5	Ref	Cable Assy, AC-In, Power Supply	Part of Field Kit, AC Assy 14H5289

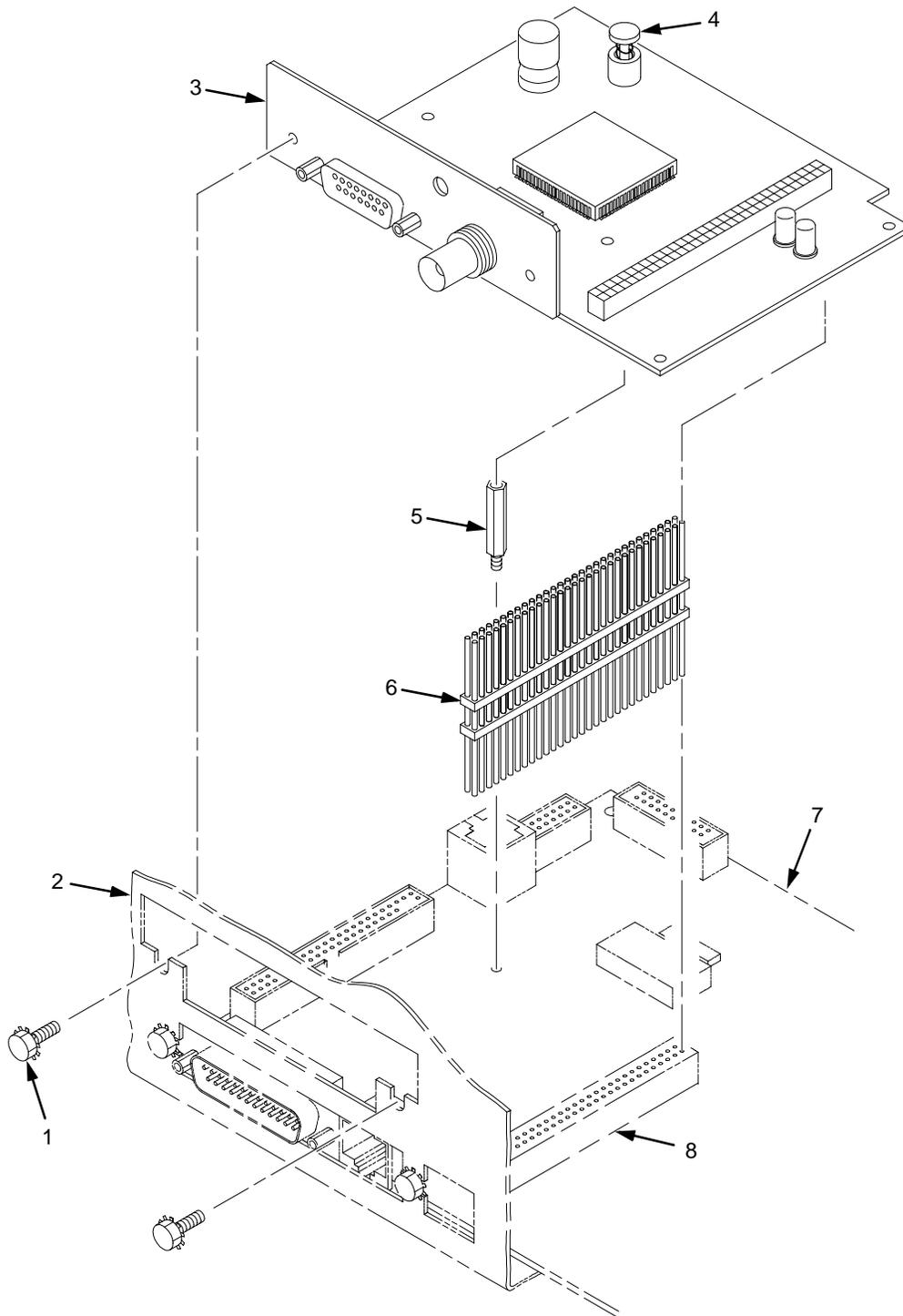


Figure 54. IBM Coax/Twinax Expansion Board

Item No.	Part No. (Order No.)	Description	Notes
1	Ref	Screw (2)	
2	Ref	Card Cage	
3	24H9011	IBM Coax/Twinax Expansion	
4	Ref	Screw, Captive	
5	Ref	Standoff, Hex, 3/16 inch	M/F, .813 Lg.
6	24H8535	Adapter, Expansion Connector	60-pin
7	Ref	CMX Controller Board	
8	Ref	Controller Board Connector J111	

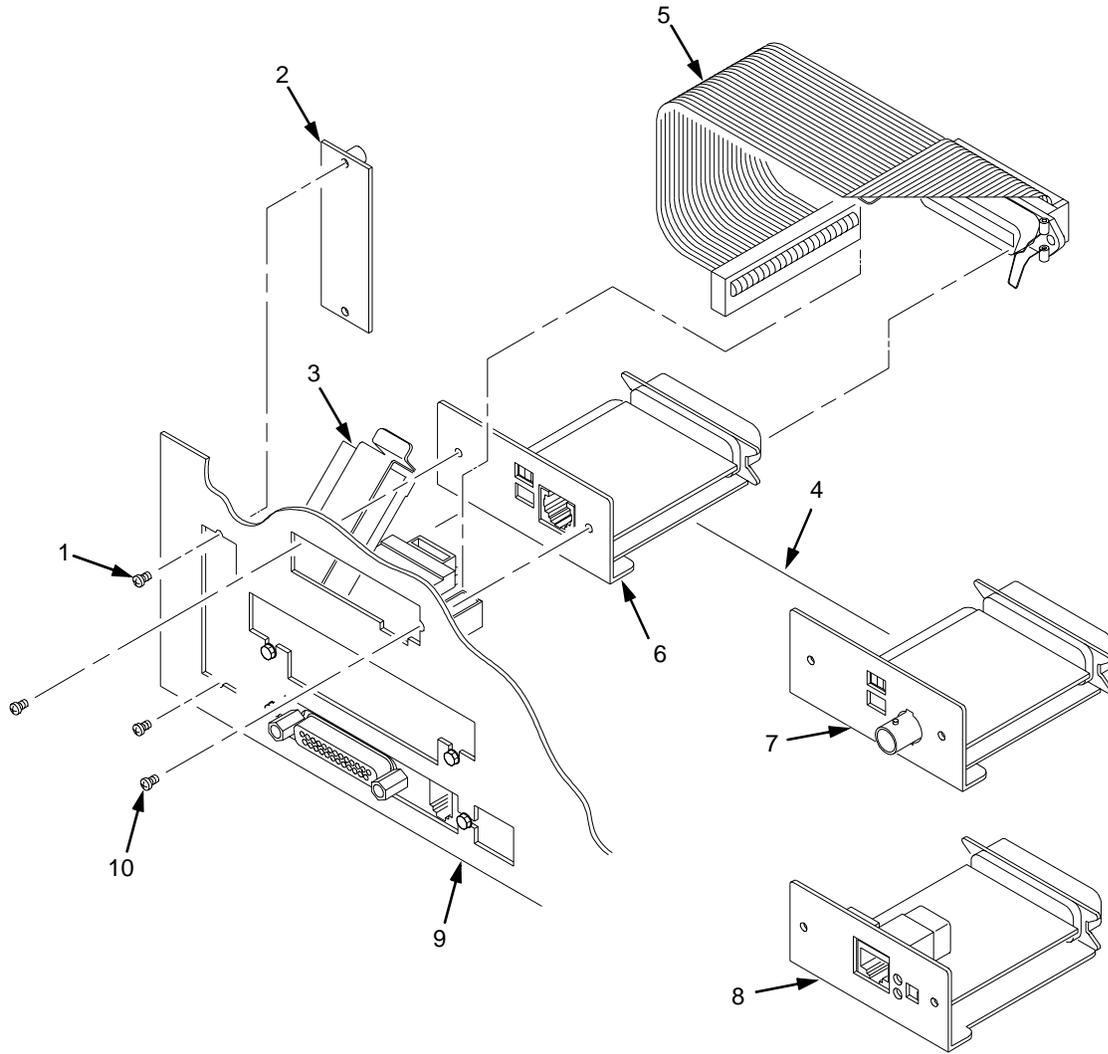


Figure 55. Ethernet Interface Assemblies

Item No.	Part No. (Order No.)	Description	Notes
1	Ref	Screw, Connector Cover (2)	
2	Ref	Cover Plate, Centronics	
3	Ref	Ferrite Clamp	See also Appendix I
4	Ref	CMX Controller Board	
5	14H5287	Centronics I/O Cable Assembly	
6	24H8995	Ethernet LAN PCBA, 10Base-T	
7	24H8994	Ethernet LAN PCBA, 10Base2	
8	02N8315	Ethernet LAN PCBA, 10/100Base-T	
9	Ref	Rear of Card Cage	
10	Ref	Screw (2)	

A

Wire Data

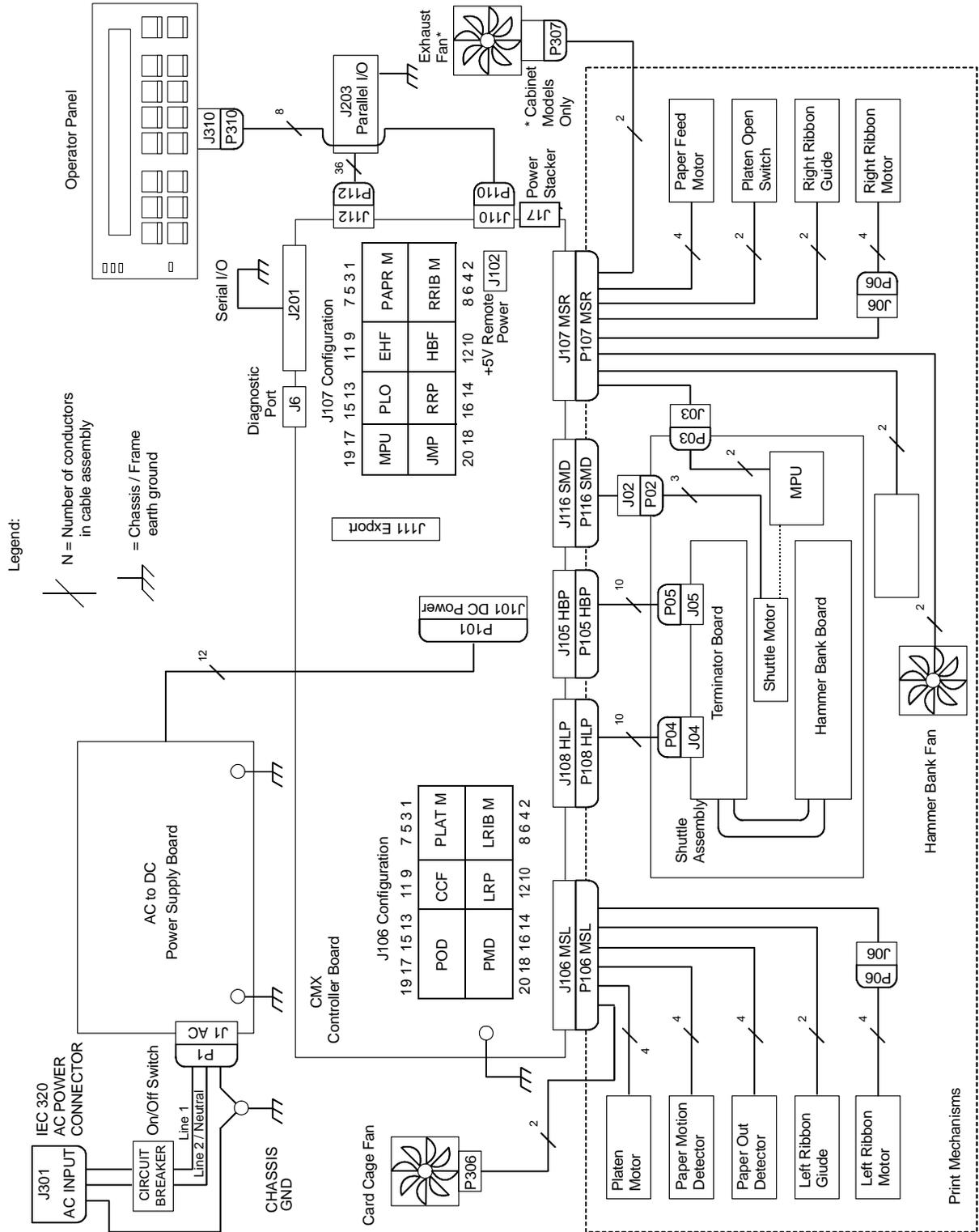
Circuit Board And Cable Pinouts

NOTE: Acronyms and signal mnemonics are defined in Appendix C.

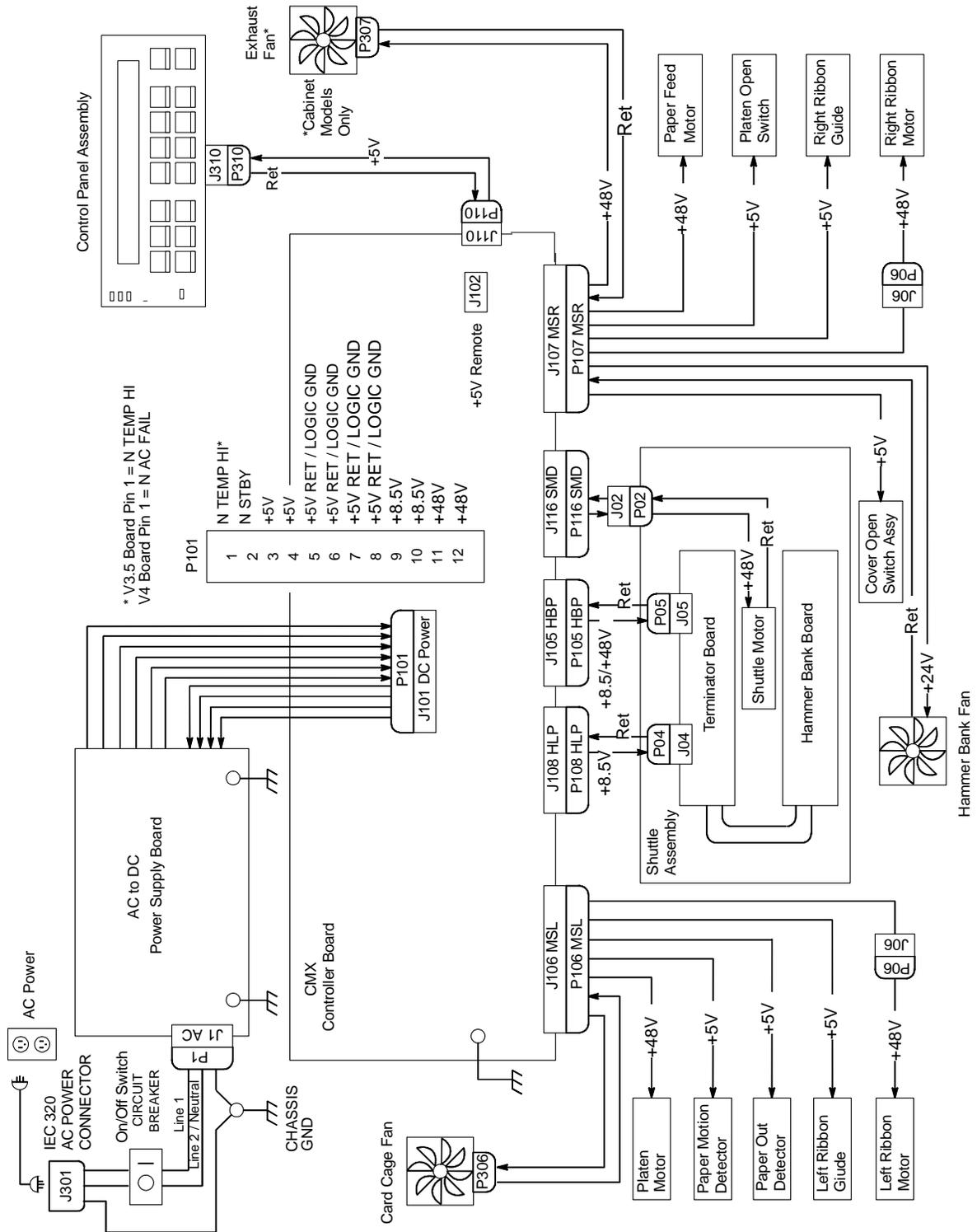
Interconnection Diagram	page 289
Power Distribution Diagram	page 290
Main Wire Harness Test Tables	page 291
Circuit Board Pinouts	
Controller, CMX	page 292
Power Supply.....	page 296
IBM Coax/Twinax Expansion Board	page 297
SureStak** Power Stacker PCBA	page 298
Cable Routing	
Cabinet Model.....	page 299
Cabinet Model, Mechanism Base	page 300
Pedestal Model.....	page 301
Pedestal Model, Mechanism Base	page 302
Cable Assemblies	
Centronics I/O.....	page 303
Centronics/Dataproducts Adapter.....	page 304
+5V Remote Power	page 305
Twinax Auto-Termination.....	page 306
AC-In, Power Supply	page 307
AC Power Input.....	page 308
Card Cage Fan	page 309
Control Panel.....	page 310
Exhaust Fan.....	page 311
Hammer Bank Logic	page 312
Hammer Bank Power.....	page 313
MPU.....	page 314
Ribbon Guide Kit.....	page 315
Ribbon Motor, Extension	page 316

Shuttle Motor Drive	page 317
Power Stacker Cables	
Frame Cable, Power Stacker	page 318
Logic Cable, Power Stacker	page 319
Power Cable, Power Stacker	page 320
Vertical Rail Cable, Power Stacker	page 321
Fan Assembly, Hammer Bank	page 322
Magnetic Pickup (MPU) Assembly	page 323
Switch Assemblies	
Switch Assembly, Paper Detector	page 324
Switch Assembly, Platen Interlock.....	page 325
Switch Assembly, Cover Open	page 326

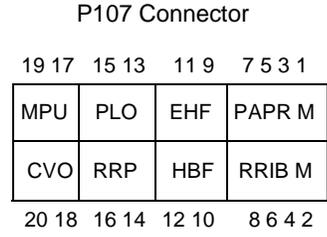
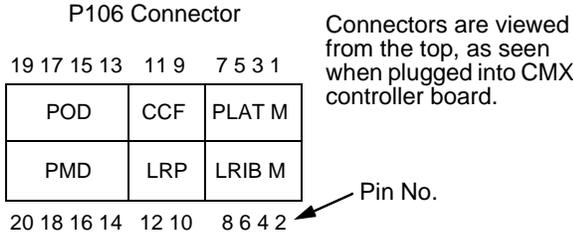
Interconnection Diagram



Power Distribution Diagram



Main Wire Harness Test Tables



Resistance

Device	P106 Pins	Normal
LRIB M	2, 4 and 6,8	7.2 - 8.8 Ω
PLAT M	1, 3 and 5, 7	1.35 - 1.65 Ω
LRP	10, 12	Open across pins Short across post
CCF	9, 11	4.6 KΩ
PMD	14, 16 18, 20	8 Meg Ω Open
POD	13, 15 17, 19	8 Meg Ω Open

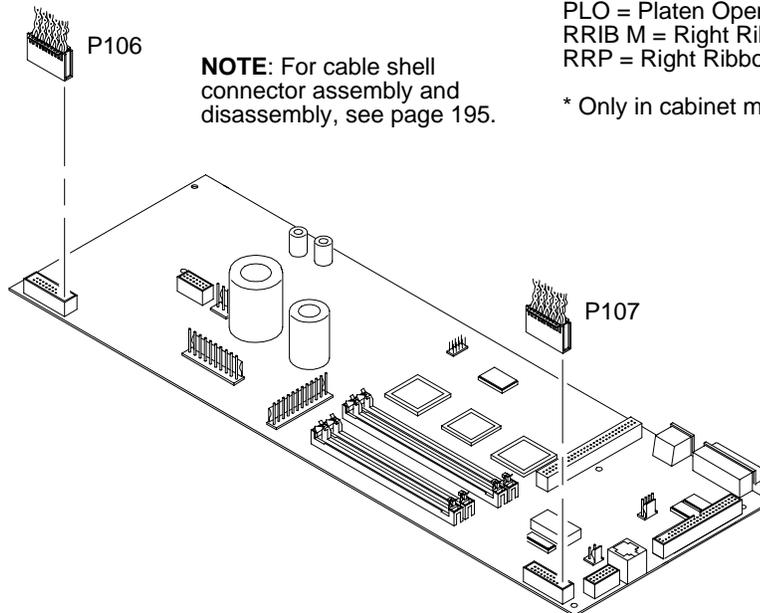
Resistance

Device	P107 Pins	Normal
RRIB M	2, 4 and 6,8	7.2 - 8.8 Ω
PAPR M	1, 3 and 5, 7	0.417 - 0.681 Ω
HBF	10, 12	2.7 KΩ
EHF	9, 11	4.6 KΩ
RRP	14, 16	Open across pins Short across post
PLO	13, 15	Continuity: switch closed Open: switch open
CVO	18, 20	Continuity: switch closed Open: switch open
MPU	17, 19	670 Ω

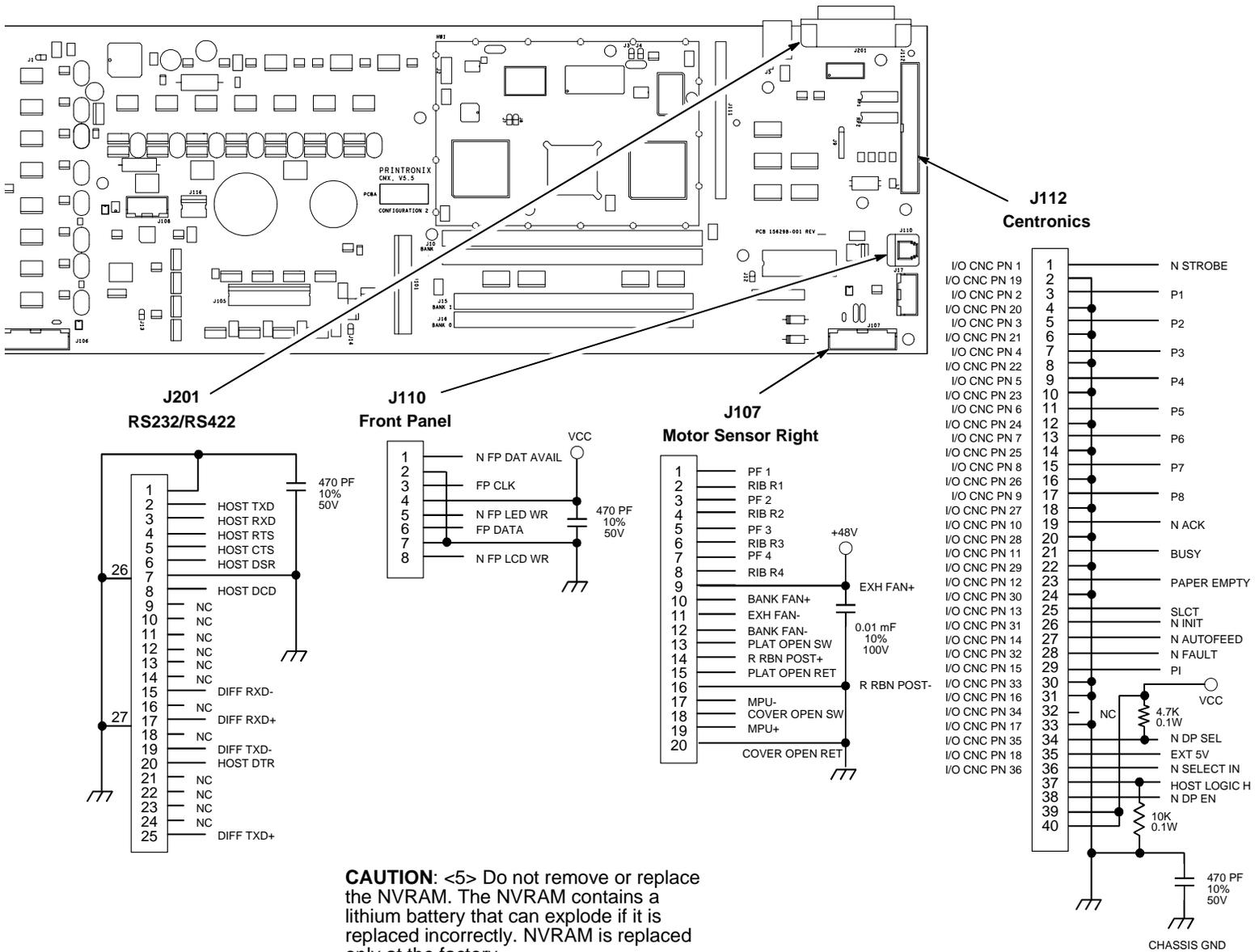
CCF = Card Cage Fan
 LRIB M = Left Ribbon Motor
 LRP = Left Ribbon Guide
 PLAT M = Platen Open Motor
 PMD = Paper Motion Detector (Switch)
 POD = Paper Out Detect (Switch)

CVO = Cover Open Switch
 EHF* = Exhaust Fan
 HBF = Hammer Bank Fan
 MPU = Magnetic Pickup
 PAPR M = Paper Feed Motor
 PLO = Platen Open (Switch)
 RRIB M = Right Ribbon Motor
 RRP = Right Ribbon Guide

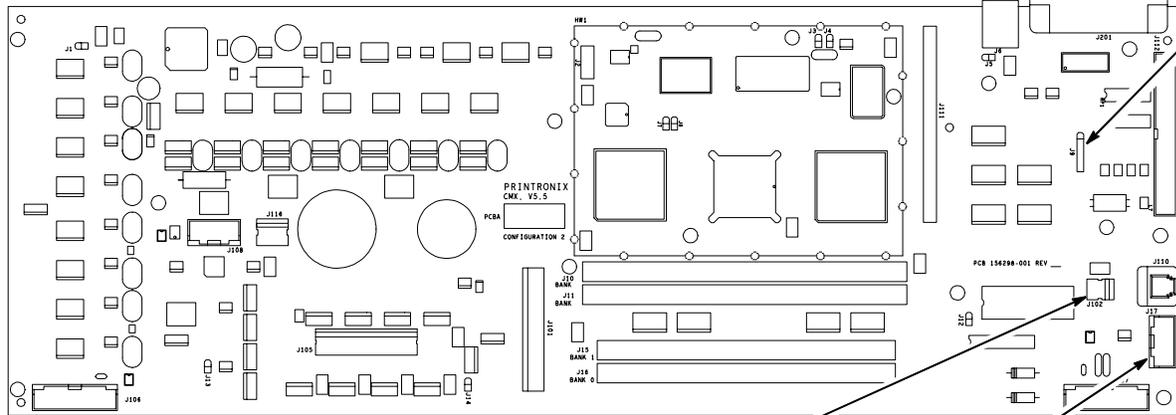
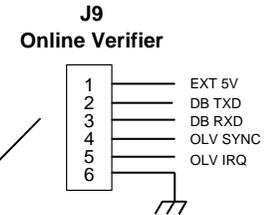
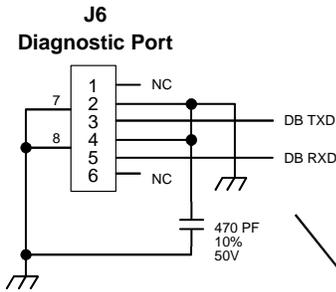
* Only in cabinet models



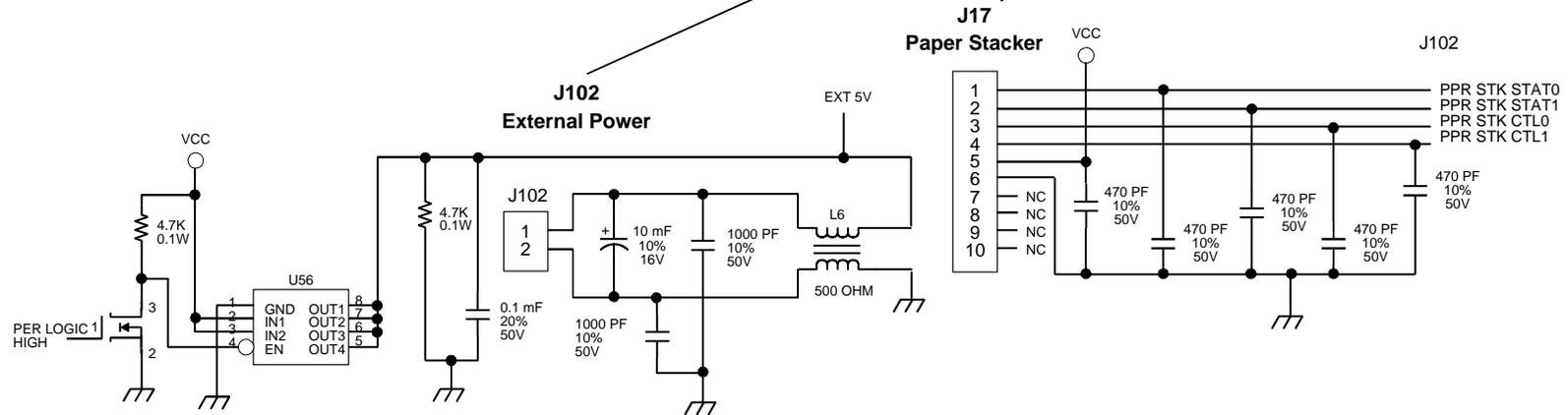
Controller, CMX



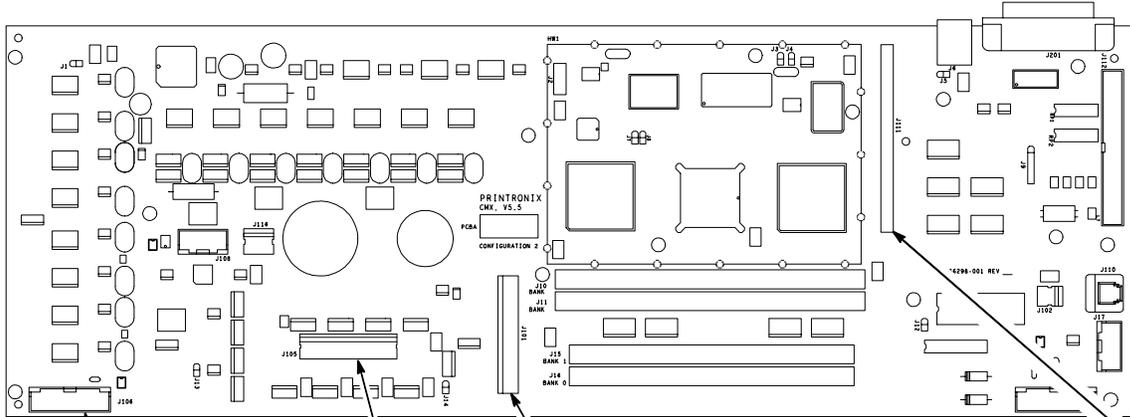
CAUTION: <5> Do not remove or replace the NVRAM. The NVRAM contains a lithium battery that can explode if it is replaced incorrectly. NVRAM is replaced only at the factory.



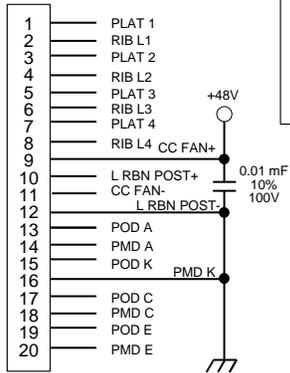
Controller (continued)



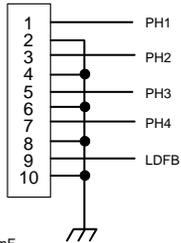
Controller (continued)



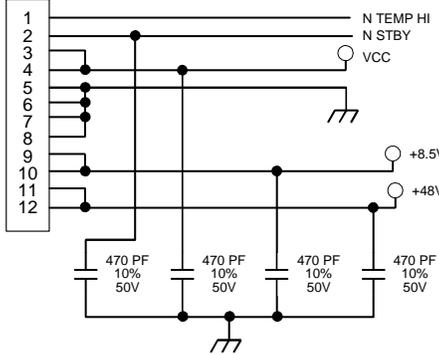
**J106
Motor Sensor Left**



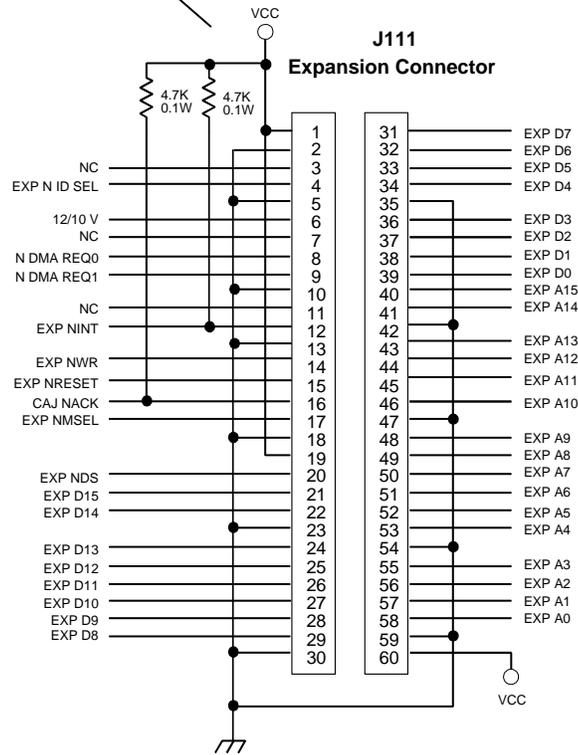
**J105
Hammer Bank Power**



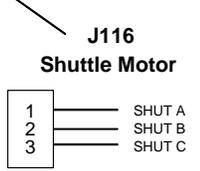
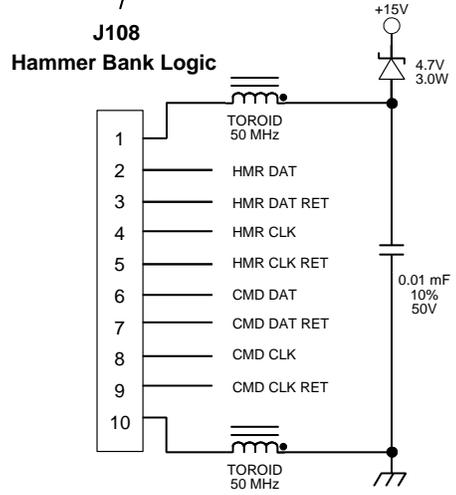
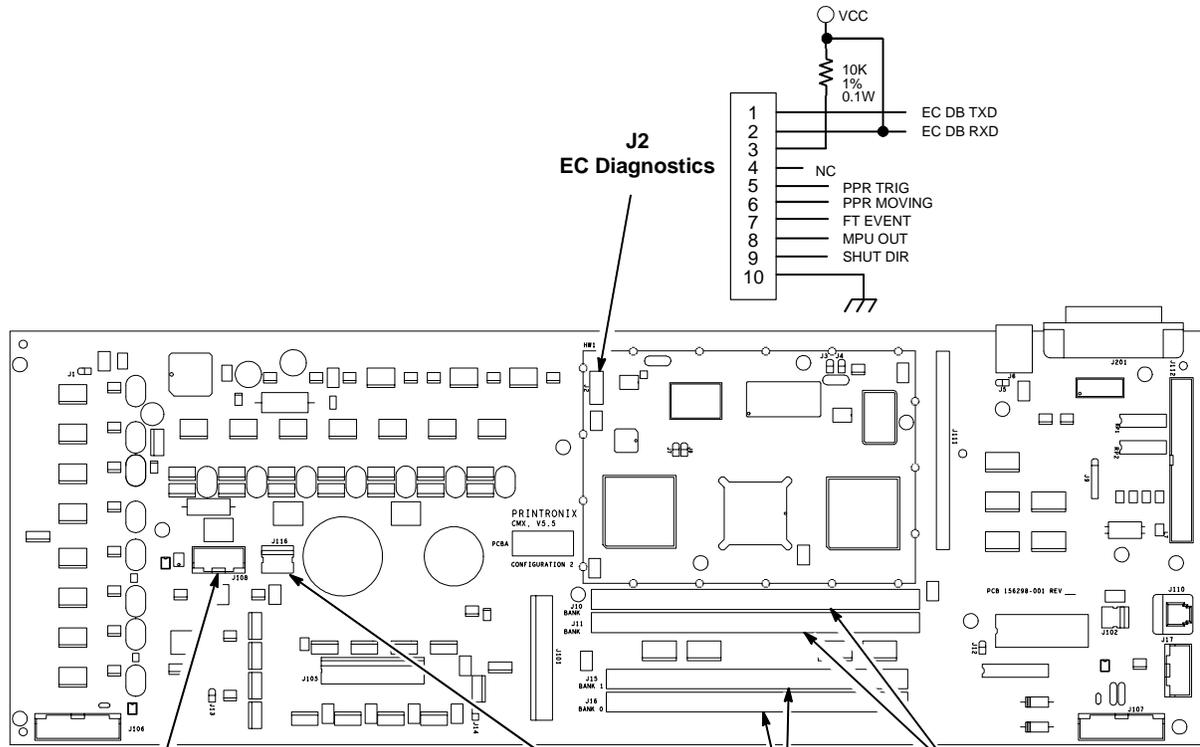
**J101
Power Supply**



**J111
Expansion Connector**



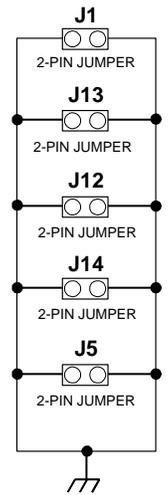
CAUTION: <5> Do not remove or replace the NVRAM. The NVRAM contains a lithium battery that can explode if it is replaced incorrectly. NVRAM is replaced only at the factory.



Flash:
 80-pin SIMM
 J10 = Bank1
 J11 = Bank0
 (See page 217.)

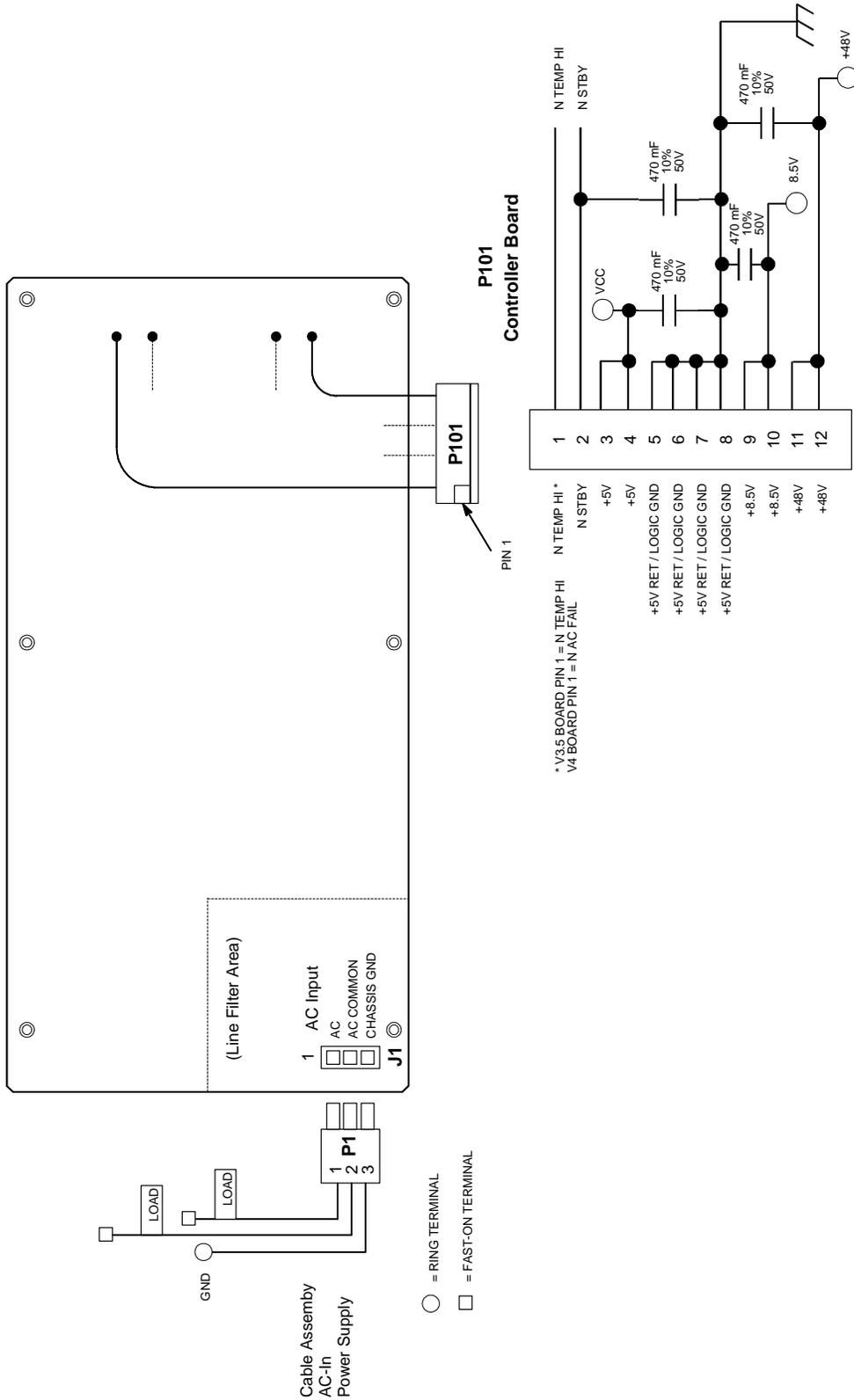
DRAM:
 72-pin SIMM
 J15 = Bank1
 J16 = Bank0
 (See page 217.)

CAUTION: <5> Do not remove or replace the NVRAM. The NVRAM contains a lithium battery that can explode if it is replaced incorrectly. NVRAM is replaced only at the factory.

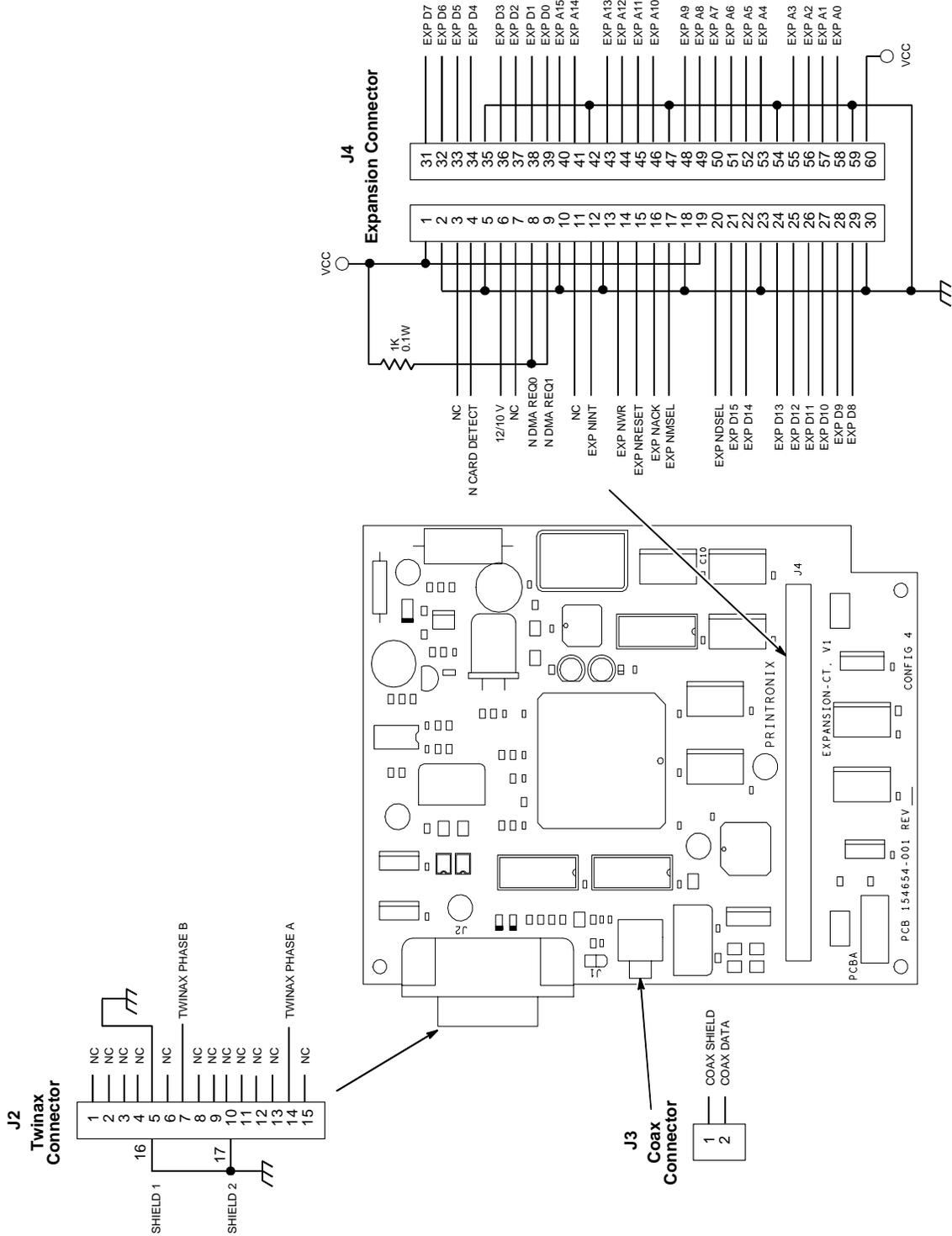


Controller (continued)

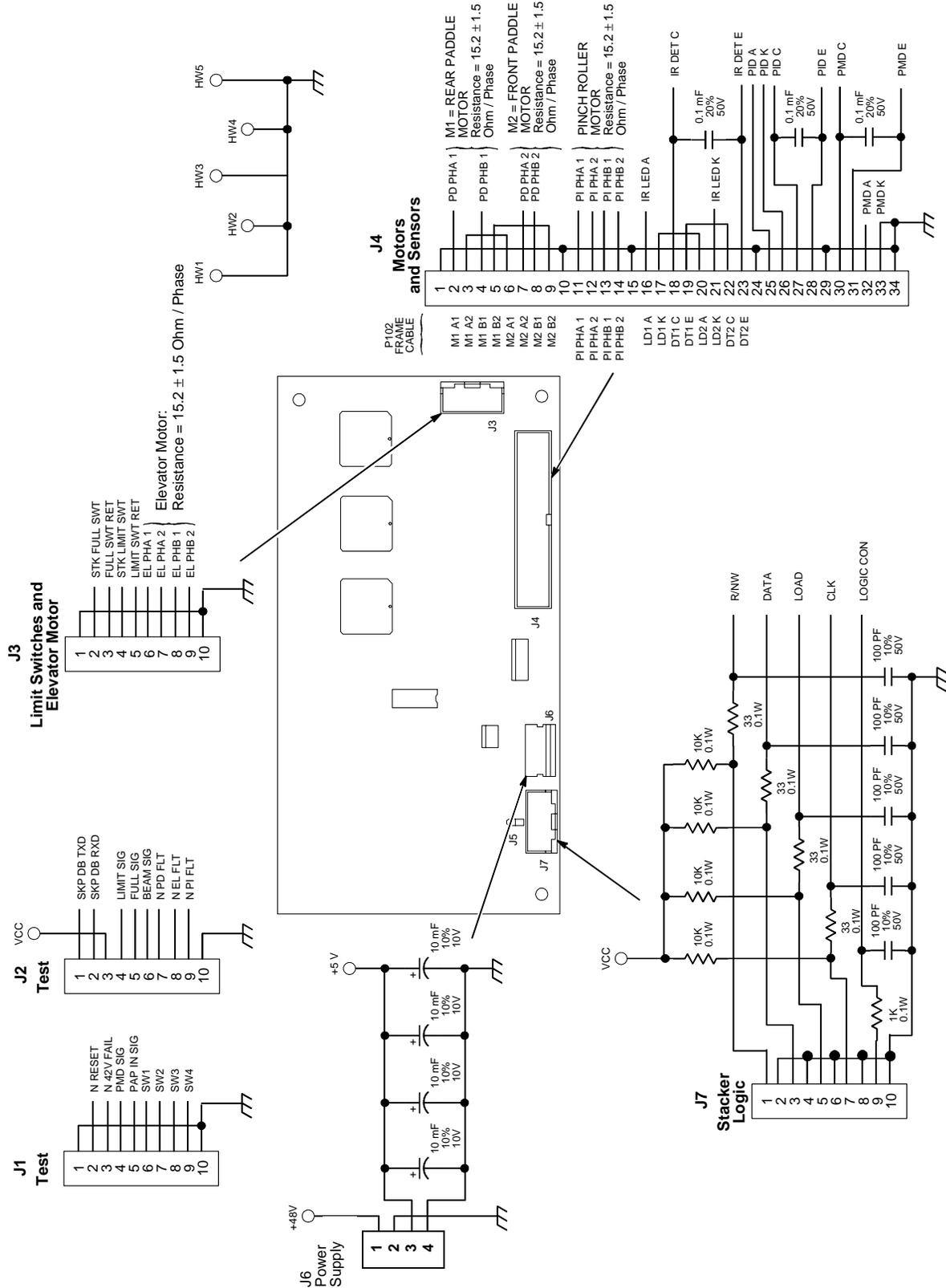
Power Supply



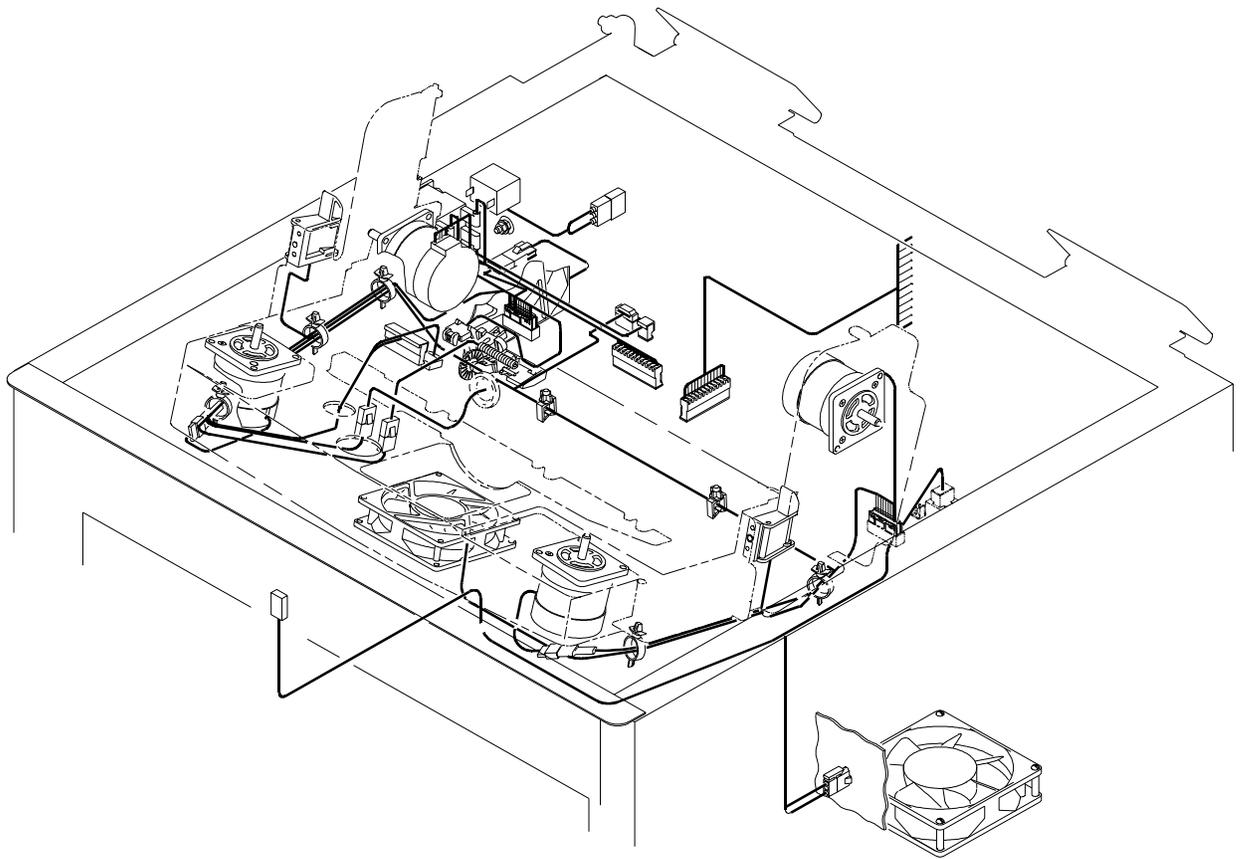
IBM Coax/Twinax Expansion Board



SureStak Power Stacker PCBA



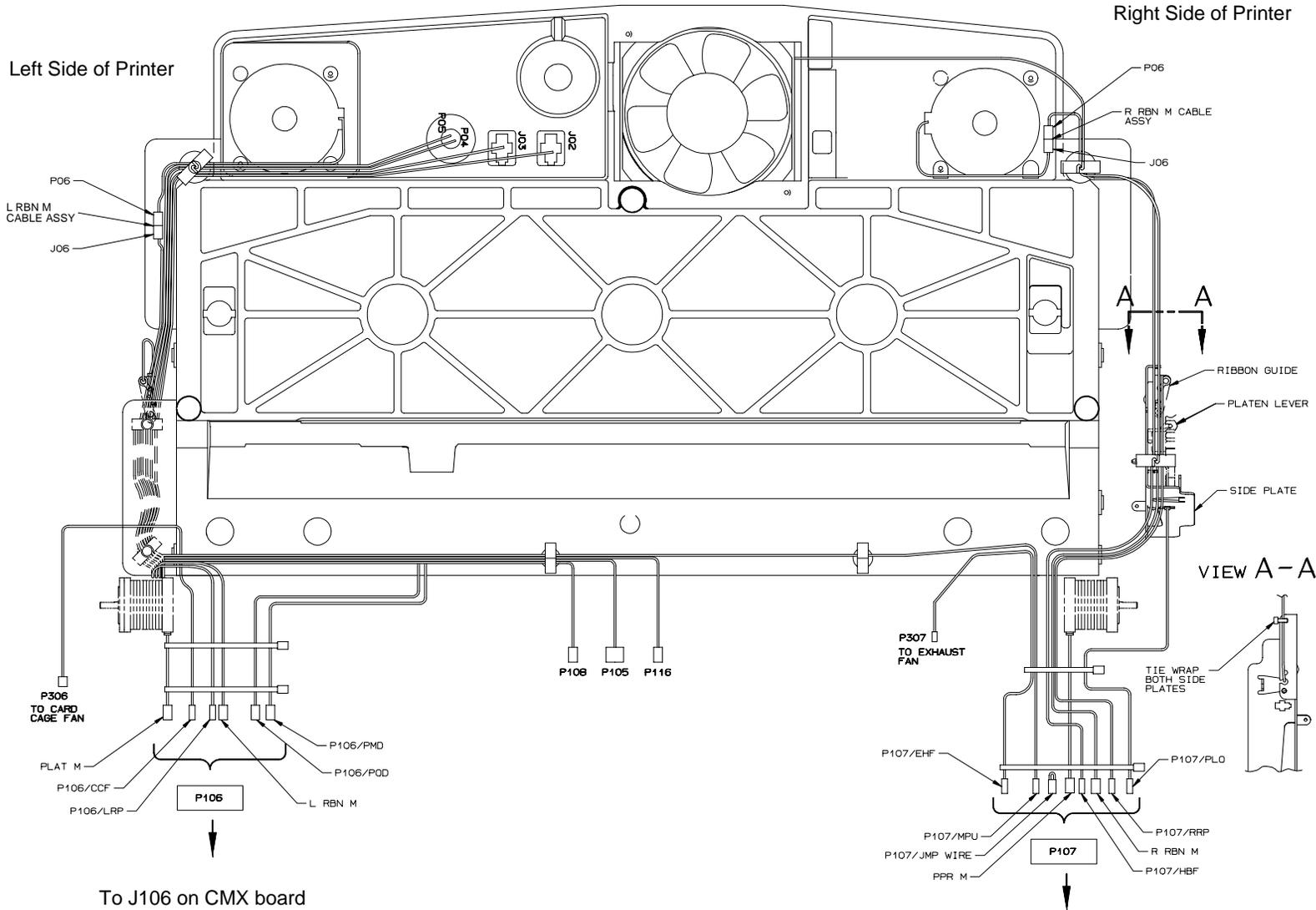
Cable Routing, Cabinet Model



Front of Printer

Right Side of Printer

Left Side of Printer



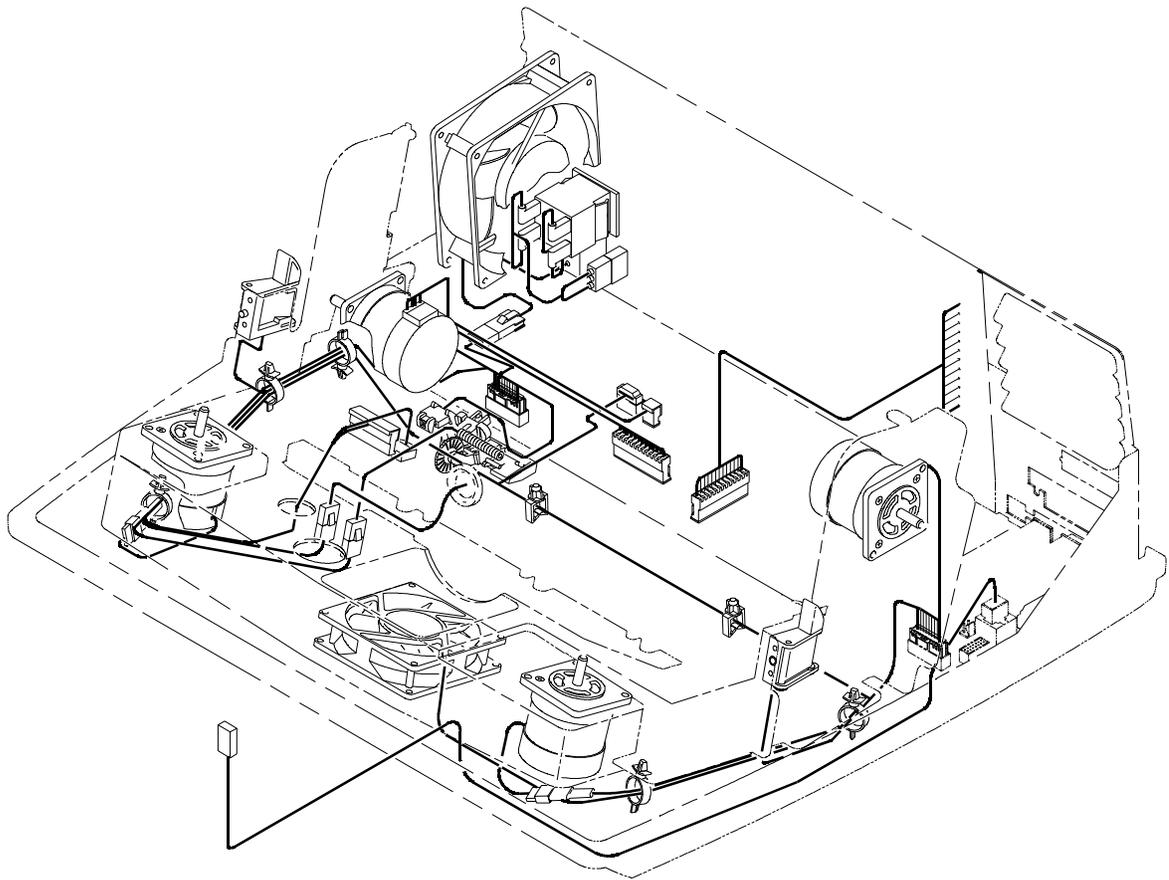
To J106 on CMX board

NOTE: This view shows the underside of the mechanism base.

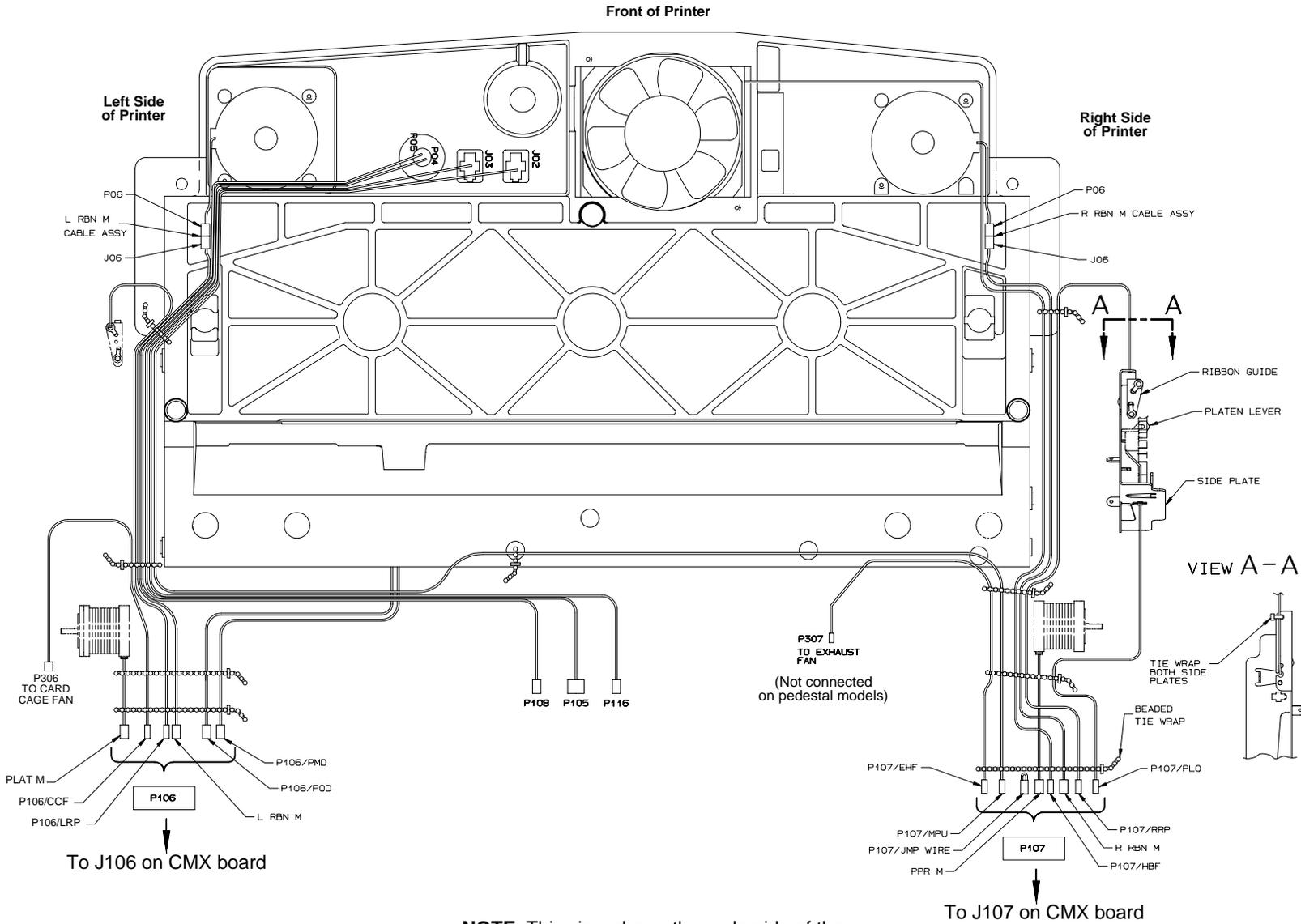
To J107 on CMX board

Cable Routing, Mechanism Base, Cabinet Model

Cable Routing, Pedestal Model



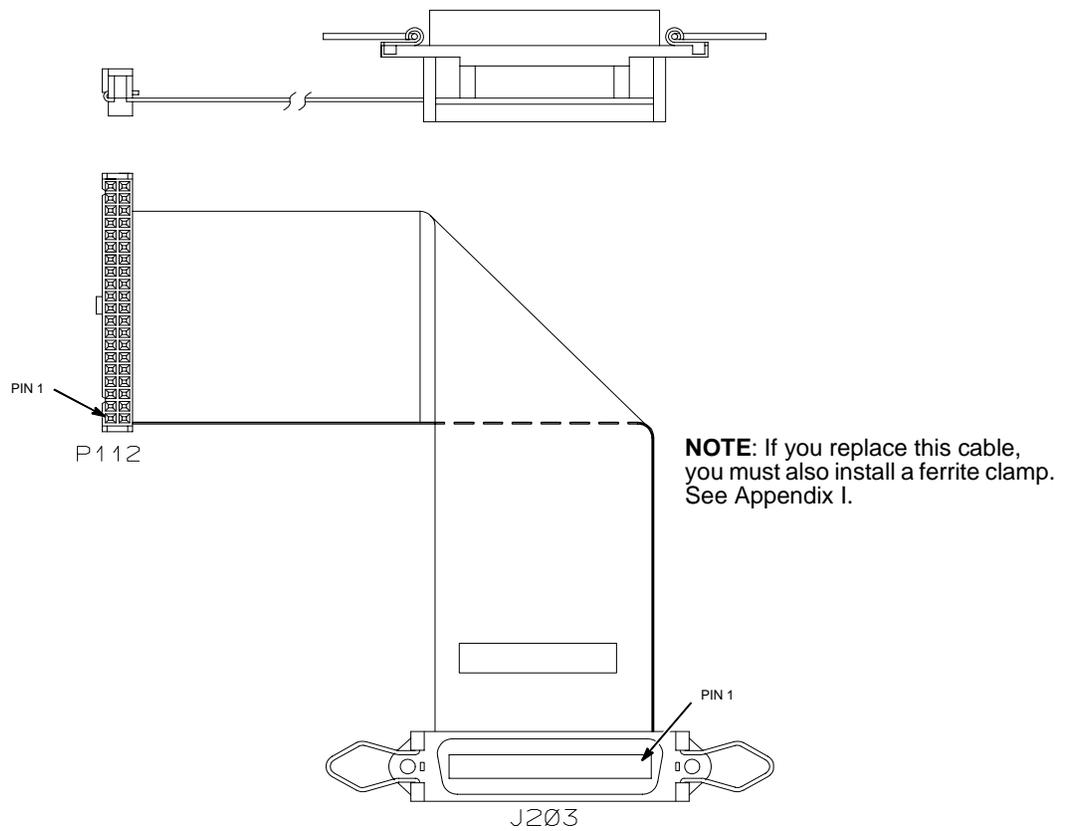
Cable Routing, Mechanism Base, Pedestal Model



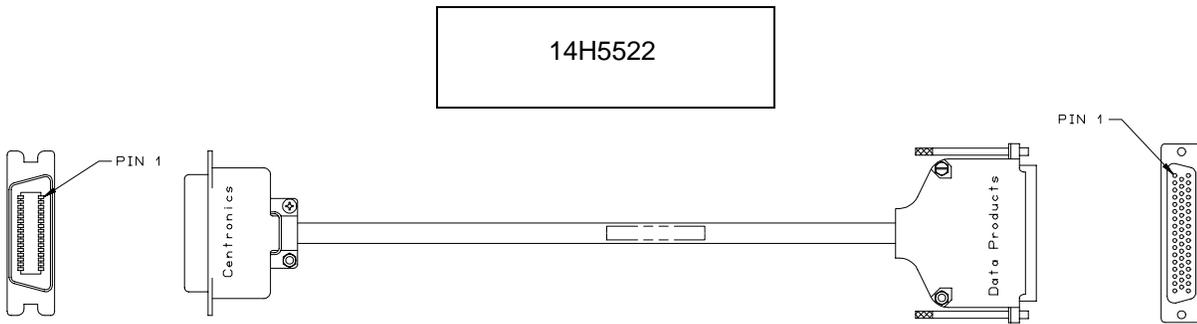
NOTE: This view shows the underside of the mechanism base.

Cable Assembly, Centronics I/O

14H5287



Cable Assembly, Centronics/Dataproducts Adapter

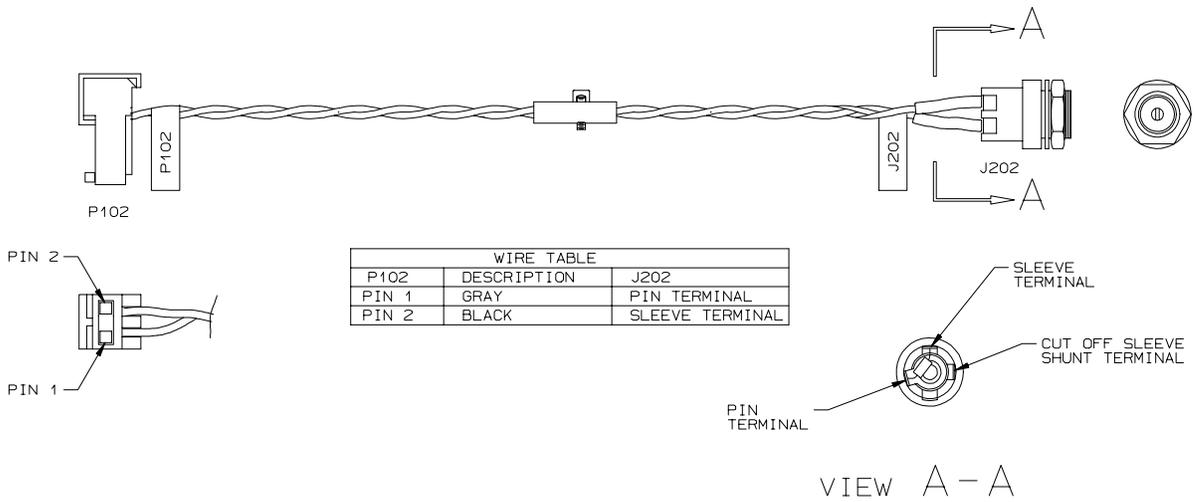


WIRING TABLE		
CENTRONICS	TWISTED PAIR	DATAPRODUCTS
PIN 1	#1	PIN 38
* PIN 19		* PIN 37
PIN 2	#2	PIN 19
* PIN 20		* PIN 3
PIN 3	#3	PIN 20
* PIN 21		* PIN 4
PIN 4	#4	PIN 1
* PIN 22		* PIN 2
PIN 5	#5	PIN 41
* PIN 23		* PIN 40
PIN 6	#6	PIN 34
* PIN 24		* PIN 18
PIN 7	#7	PIN 43
* PIN 25		* PIN 42
PIN 8	#8	PIN 36
* PIN 26		* PIN 35
PIN 9	#9	PIN 28
* PIN 27		* PIN 44
PIN 10	#10	PIN 23
* PIN 28		* PIN 7
PIN 12	#11	PIN 22
* PIN 30		* PIN 6
PIN 13	#12	PIN 21
* PIN 29		* PIN 5
PIN 15	#13	PIN 30
* PIN 33		* PIN 14
PIN 31	#14	PIN 31
* PIN 16		* PIN 15
* PIN 16,35	#15	* PIN 11,27
* PIN 17		* PIN 39
		PIN 45
		* PIN 46

* GROUND JUMPER WIRE

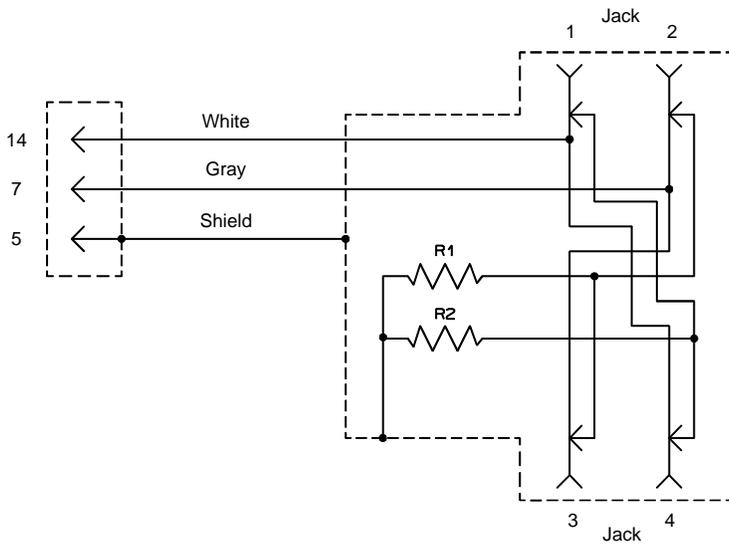
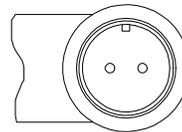
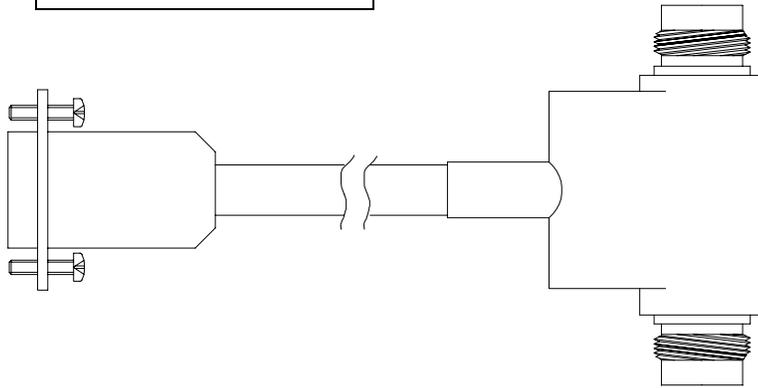
Cable Assembly, +5V Remote Power

14H5589



Cable Assembly, Twinax Auto-Termination

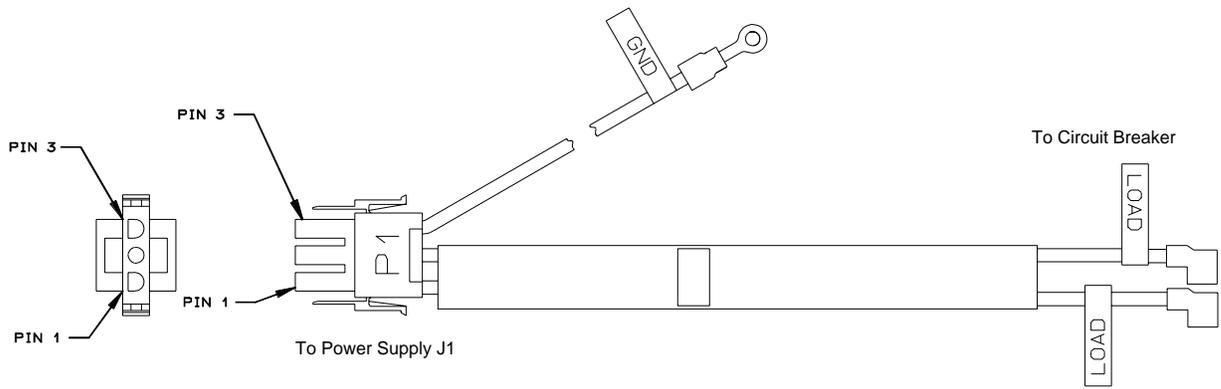
38F8254



Resistance Chart		
Pin	Pin	Ohms
1	2	110
3	4	110
1, 2, 3, 4	Shield	55
5	Shield	0
14	1, 4	0
7	2, 3	0

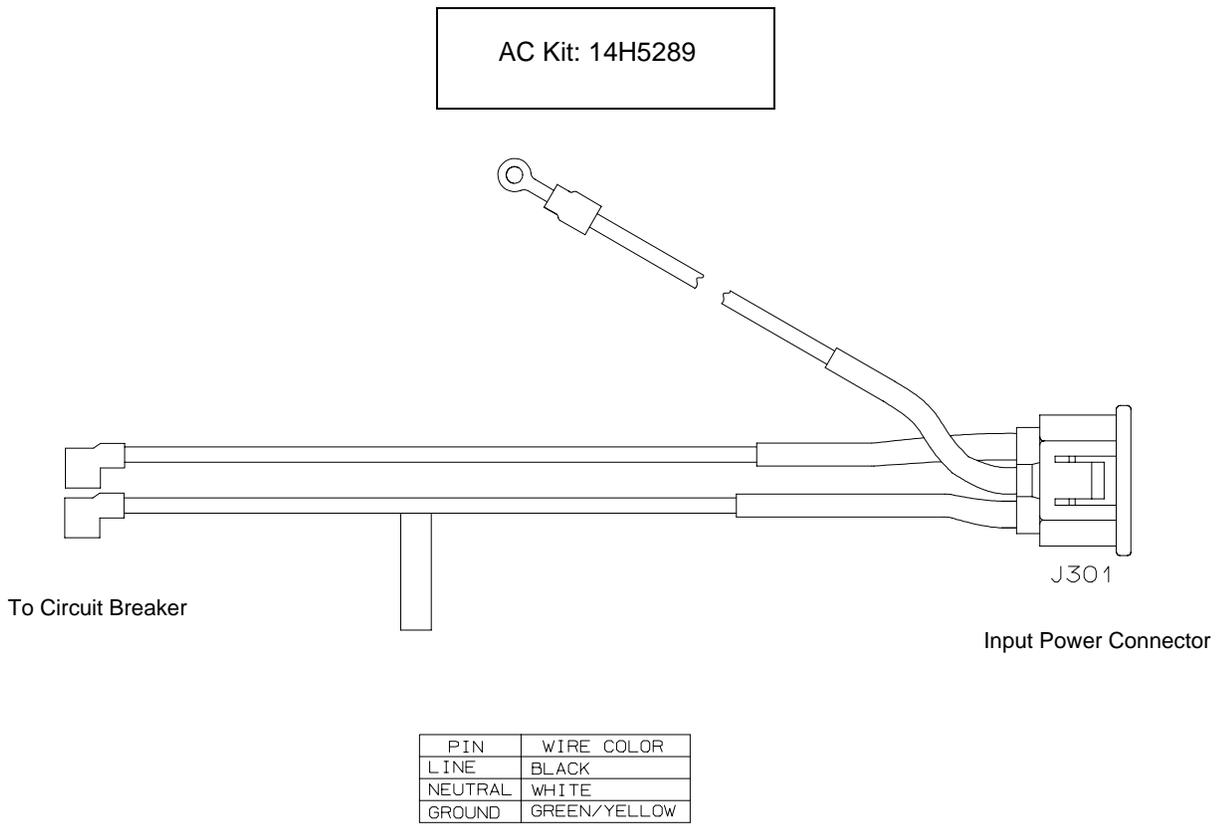
Cable Assembly, AC-In, Power Supply

AC Kit: 14H5289



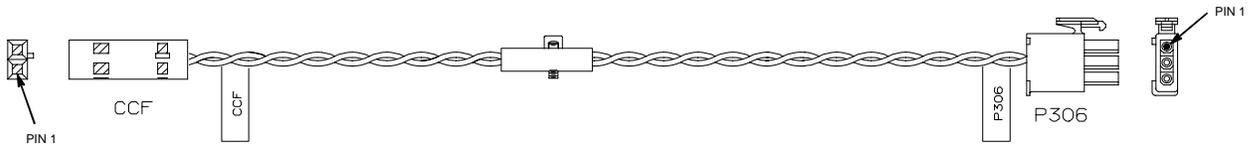
PIN	WIRE COLOR
1	BLACK
2	WHITE
3	GREEN/YELLOW

Cable Assembly, AC Power Input



Cable Assembly, Card Cage Fan

14H5285

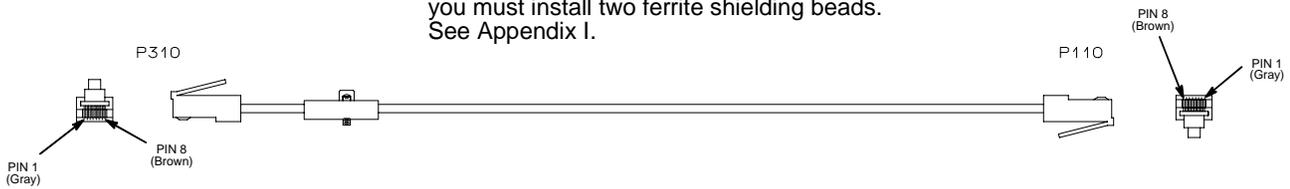


WIRE TABLE		
CCF	P306	WIRE COLOR
PIN 1	PIN 3	BLACK
PIN 2	PIN 2	GRAY
	PIN 1	N/C

Cable Assembly, Operator Panel

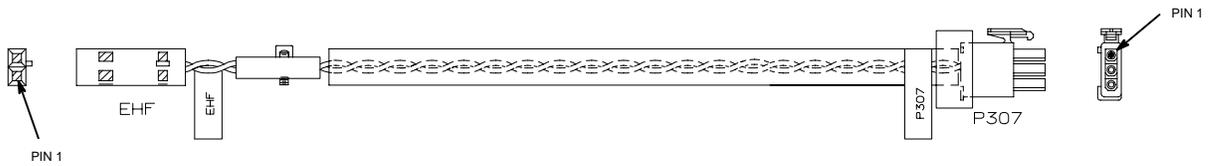
14H5300

NOTE: If you replace the control panel cable, you must install two ferrite shielding beads. See Appendix I.



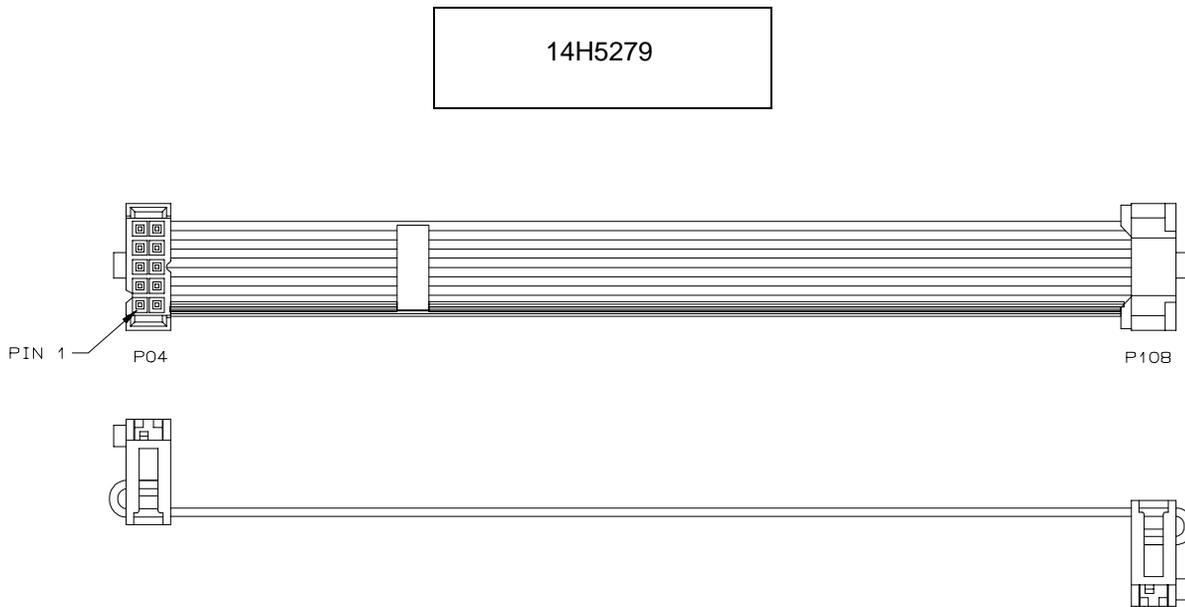
Cable Assembly, Exhaust Fan

14H5286



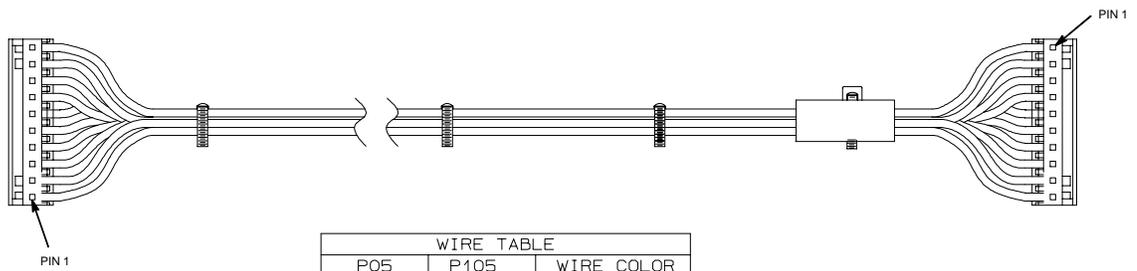
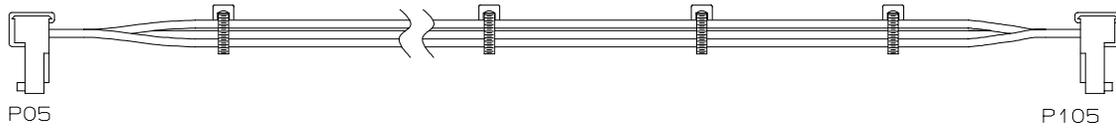
WIRE TABLE		
EHF	P307	WIRE COLOR
PIN 1	PIN 3	BLACK
PIN 2	PIN 2	GRAY
	PIN 1	N/C

Cable Assembly, Hammer Bank Logic



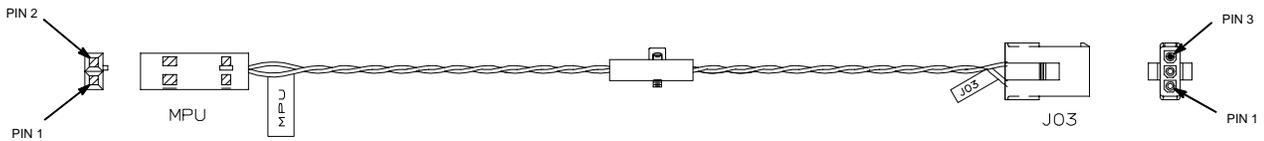
Cable Assembly, Hammer Bank Power

02N6214



Cable Assembly, MPU

14H5329

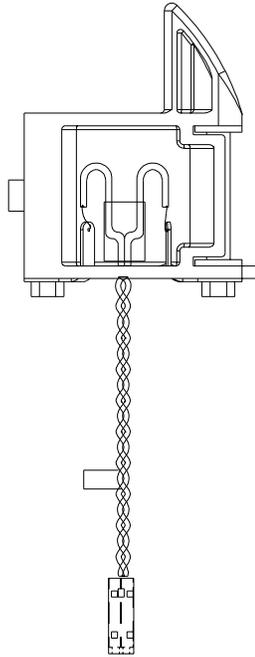


WIRE TABLE		
MPU	J03	WIRE COLOR
1	1	BLACK
2	2	GRAY
	3	N/C

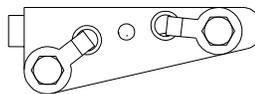
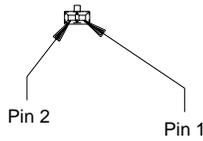
Cable Assembly, Ribbon Guide Kit

24H8894

NOTE: Left ribbon guide shown.
Right is mirror image.



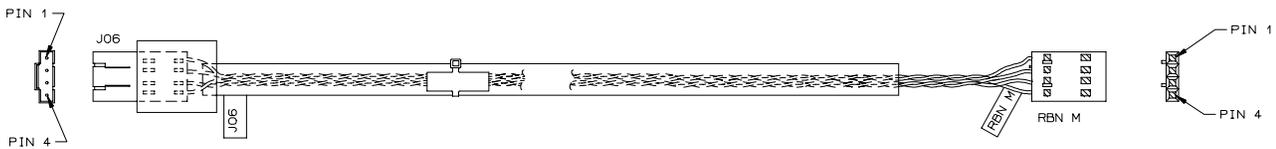
Left Guide = P106 / LRP
Right Guide = P107 / RRP



Pin Connection	
P106 (LRP) / P107 (RRP)	Wire Color
Pin 1	Black
Pin 2	Black

Cable Assembly, Ribbon Motor, Extension

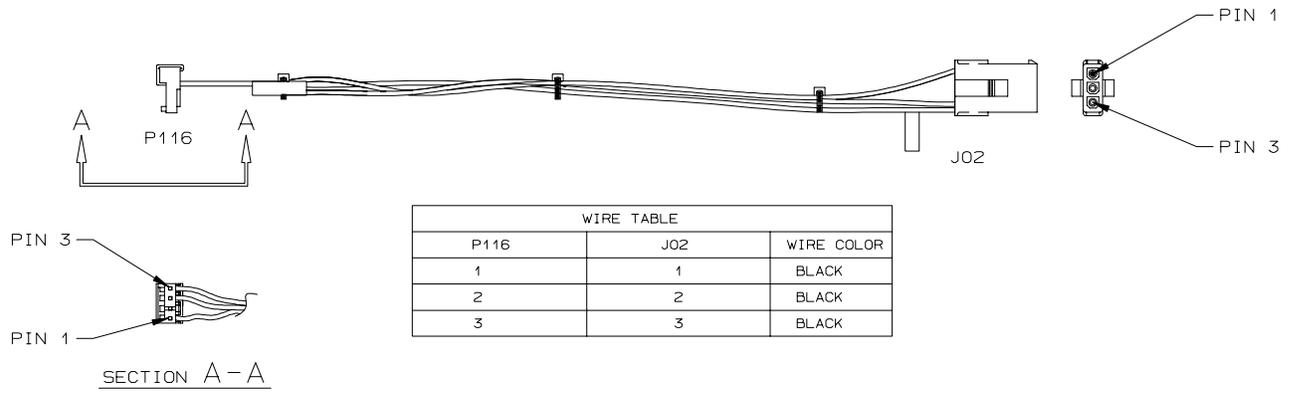
63H7464



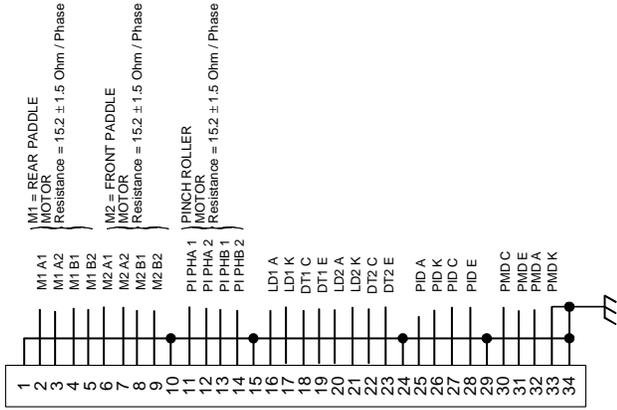
PIN CONNECTION		
J06	RBN M	WIRE COLOR
PIN 1	PIN 1	BROWN
PIN 2	PIN 2	ORANGE
PIN 3	PIN 3	RED
PIN 4	PIN 4	YELLOW

Cable Assembly, Shuttle Motor Drive

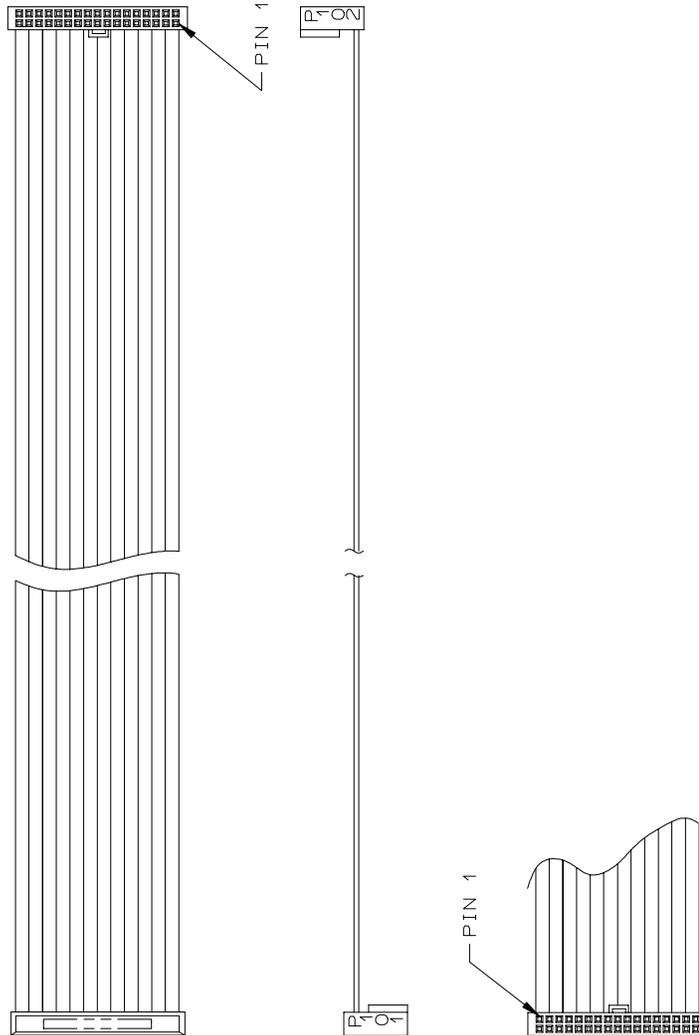
14H5330



Frame Cable, Power Stacker

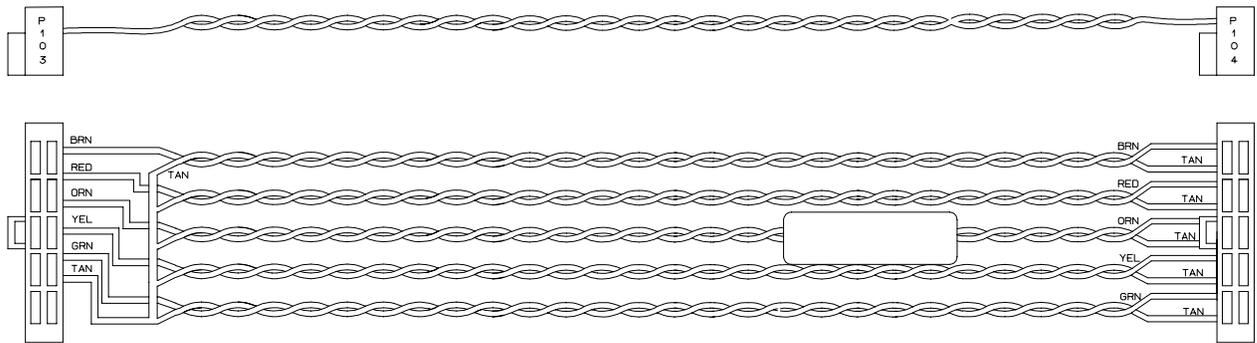


(Reference only: not spared.)



Logic Cable, Power Stacker

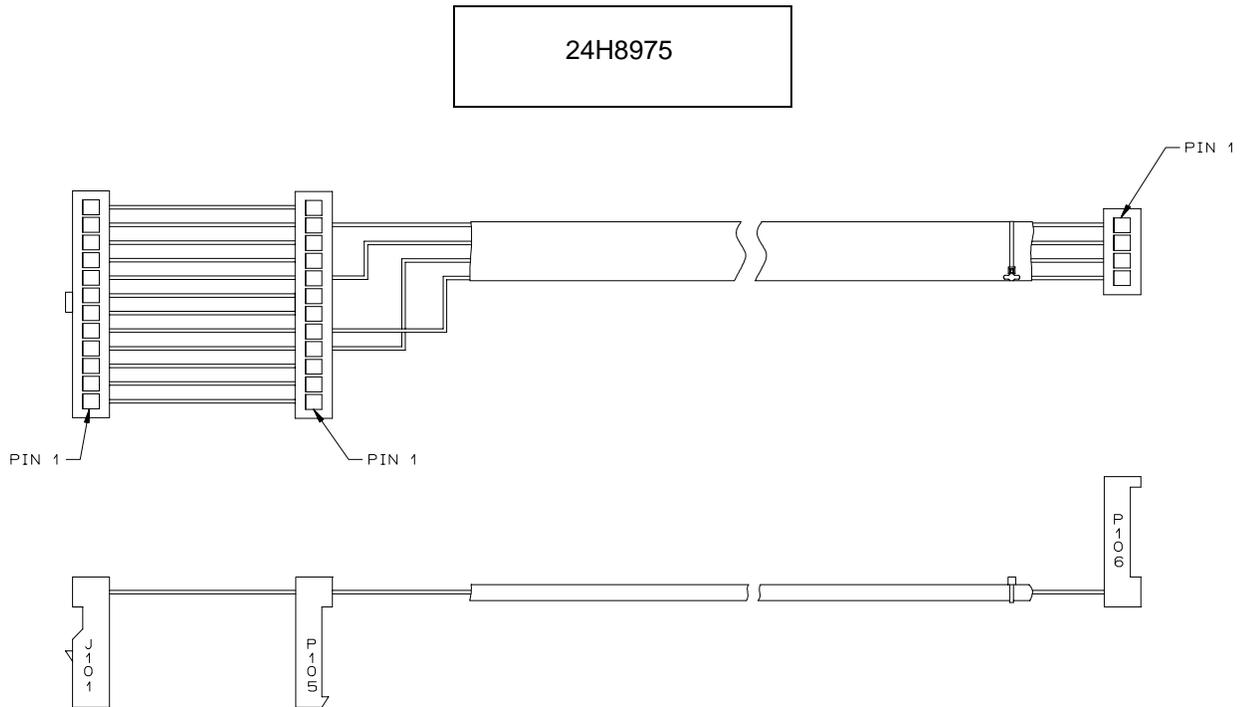
24H8976



TWISTED PAIR COLOR CODING		
PAIR	LINE	COLOR
1	1	BRN
	2	TAN
2	3	RED
	4	TAN
3	5	ORN
	6	TAN
4	7	YEL
	8	TAN
5	9	GRN
	10	TAN

CONNECTION TABLE			
P103	LINE	P104	LINE
PIN 1	1/BRN	PIN 1	1/BRN
PIN 2	3/RED	PIN 2	2/TAN
PIN 3	5/ORN	PIN 3	3/RED
PIN 4	7/YEL	PIN 4	4/TAN
PIN 5	9/GRN	PIN 5	5/ORN
PIN 6	2, 4, 6, 8, 10	PIN 6	6/TAN
PIN 7	N/C	PIN 7	7/YEL
PIN 8	N/C	PIN 8	8/TAN
PIN 9	N/C	PIN 9	9/GRN
PIN 10	N/C	PIN 10	10/TAN

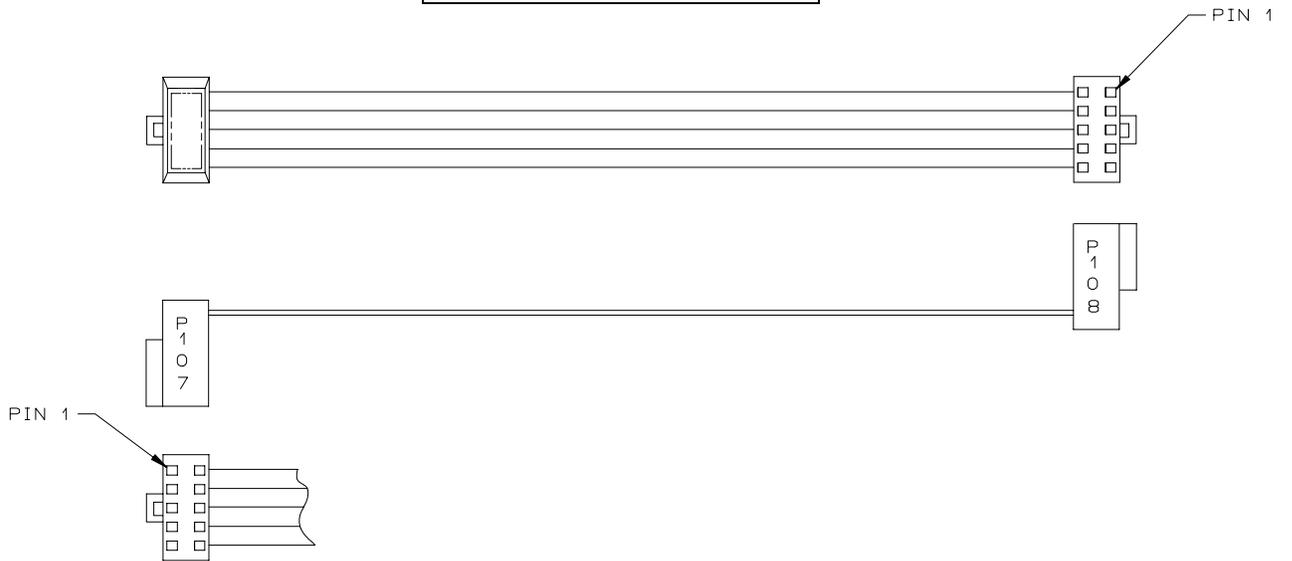
Power Cable, Power Stacker



CONNECTION TABLE			
J101	P105	P105	P106
PIN 1	PIN 1	PIN 11	PIN 1
PIN 2	PIN 2	PIN 8	PIN 2
⋮	⋮	PIN 4	PIN 3
PIN 11	PIN 11	PIN 5	PIN 4
PIN 12	PIN 12		

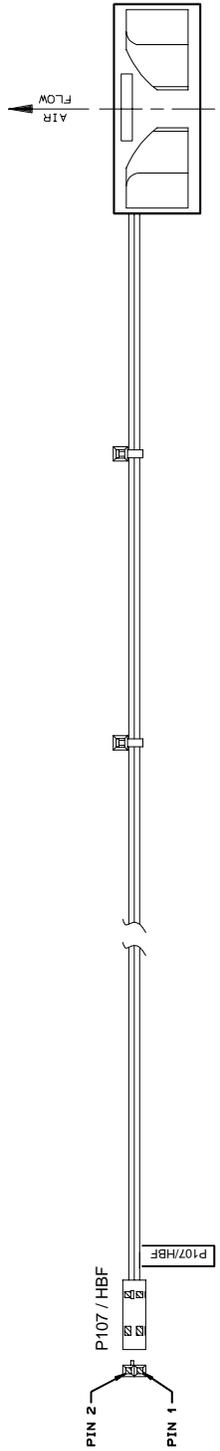
Vertical Rail Cable, Power Stacker

(Reference only: not spared.)



Fan Assembly, Hammer Bank

14H5159

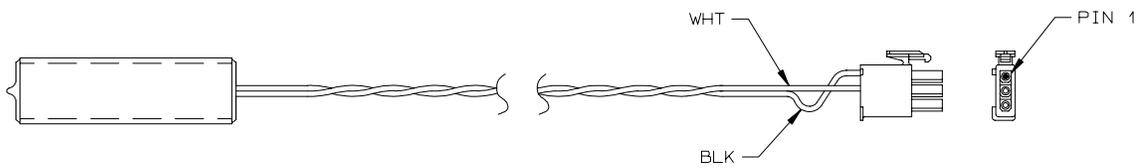


WIRE TABLE

P107	POLARITY	HBF (J)
PIN 2	-	BLACK
PIN 1	+	RED

Magnetic Pickup (MPU) Assembly

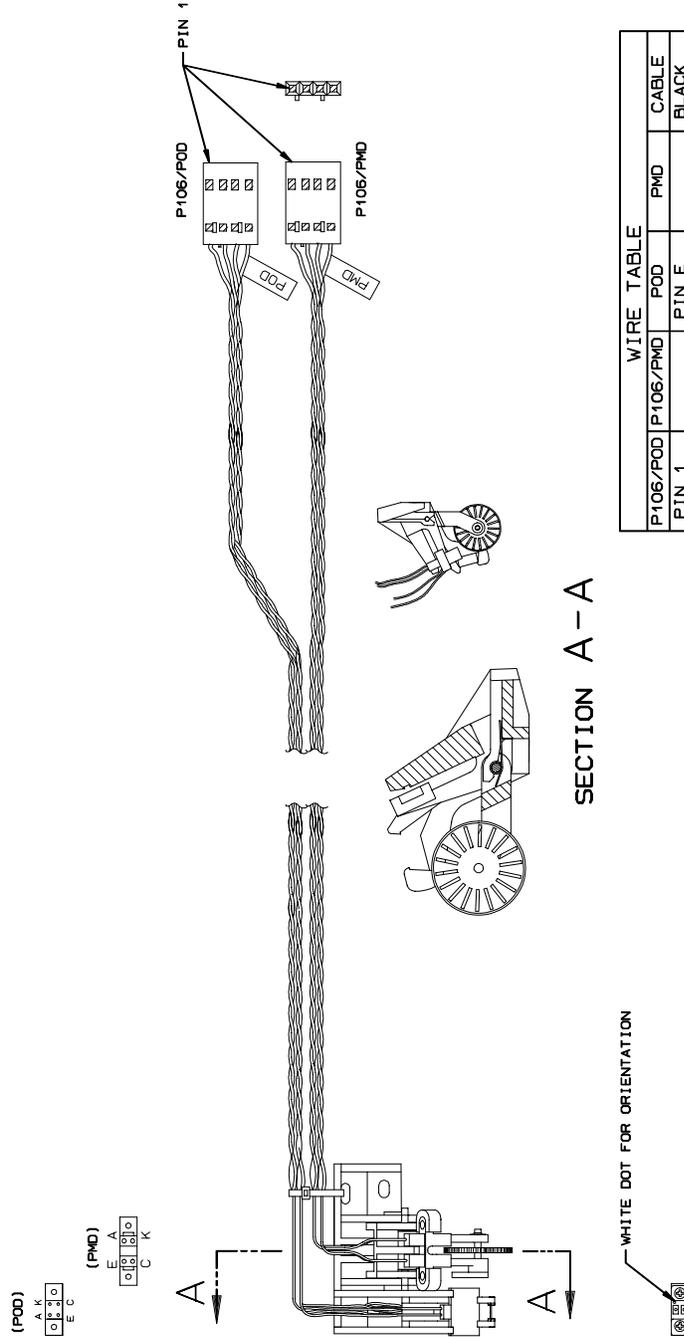
57G1476



WIRE TABLE	
CONN PIN NO.	WIRE COLOR
1	BLACK
2	WHITE
3	N/C

Switch Assembly, Paper Detector

Standard: 14H5281
Black Back Forms Kit: 14H5570

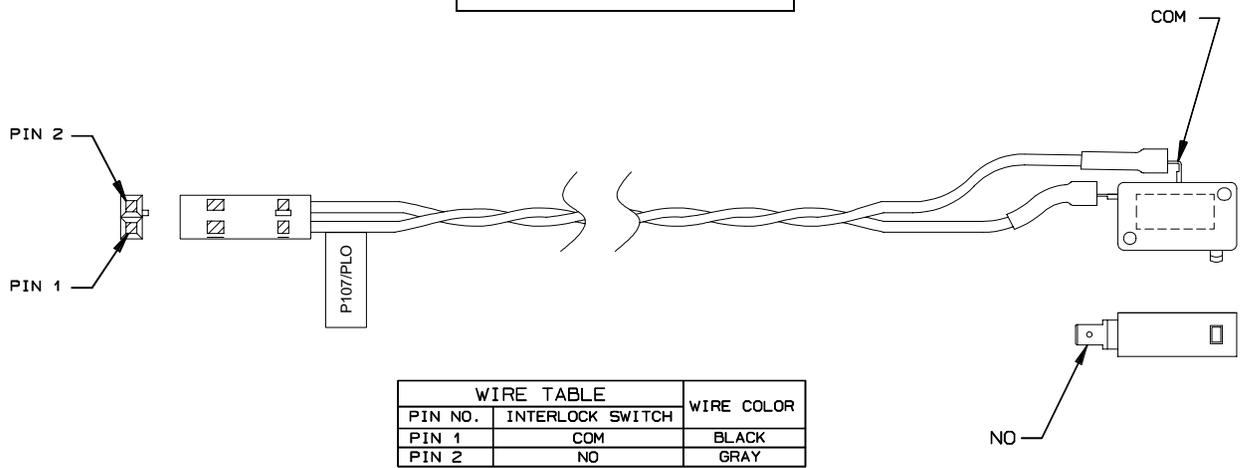


WIRE TABLE				
P106/POD	P106/PMD	POD	PMD	CABLE
PIN 1		PIN E		BLACK
PIN 2		PIN C		GRAY
PIN 3		PIN K		WHITE
PIN 4		PIN A		RED
	PIN 1		PIN A	BLACK
	PIN 2		PIN K	BROWN
	PIN 3		PIN C	ORANGE
	PIN 4		PIN E	RED

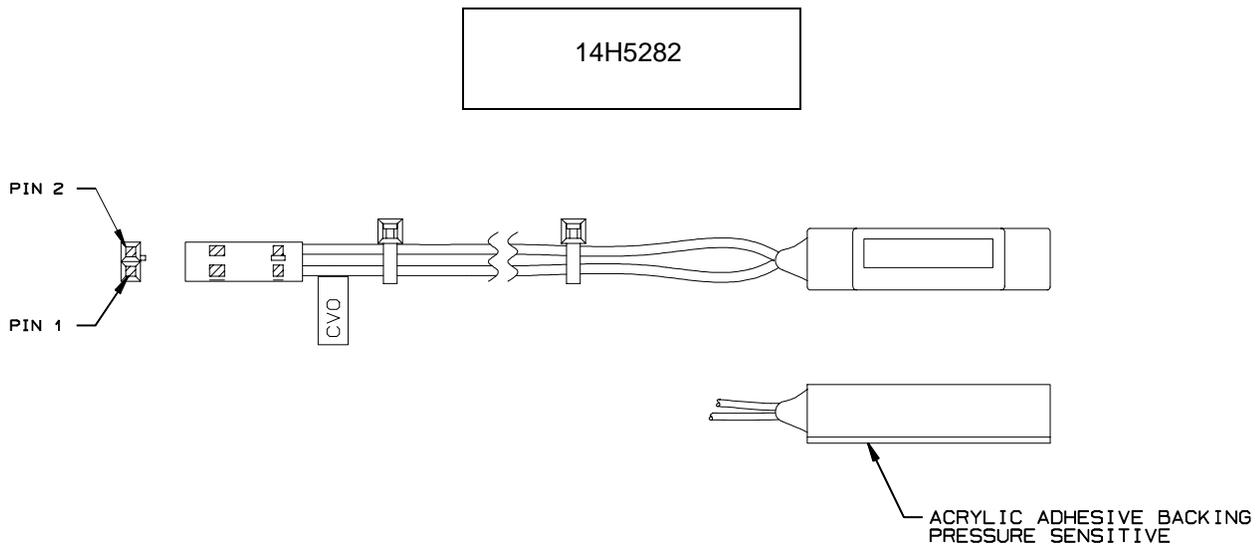
SECTION A - A

Switch Assembly, Platen Interlock

14H5280



Switch Assembly, Cover Open



B

Printer Specifications

Ribbon Specifications

The ribbon life figures listed below are based on IBM tests conducted in accordance with ANSI Standard X3A.182. Actual ribbon life may vary, depending on the user's quality criteria, printer condition, machine settings, paper quality, and bar code requirements. Label yield depends on label format, bar code symbology, and other parameters. Label yield with high-performance scanning equipment may exceed these yields. Use only the ribbons listed below.

- IBM General Purpose Ribbon: P/N 1040990
Used for general text printing such as data and word processing.
Average yield: 20 million DP characters
- IBM General Purpose Ribbon: P/N 1040995
Average yield: 30 million DP characters
- IBM High Contrast Ribbon: P/N 1040993
Used for general text printing as well as OCR, graphics and bar code printing.
Average yield: 20 million DP characters, 2500 AIAG-B3 labels with visible light source scanning equipment, or 1300 AIAG-B3 labels with infrared light source scanning equipment.
- IBM High Contrast Ribbon: P/N 1040998
Average yield: 30 million DP characters, 3600 AIAG-B3 labels with visible light source scanning equipment, or 1800 AIAG-B3 labels with infrared light source scanning equipment.
- IBM Hanzi Ribbon: P/N 1402739
100 Yard, Hi Resolution ribbon for all Hanzi printing requirements

Ordering Ribbons In The U.S.

Ribbons can be purchased from Lexmark Authorized IBM Supplies Dealers or directly from Lexmark by calling **1-800-438-2468**.

Send fax orders to **1-800-522-3422**

Send mail orders to Lexmark International, Inc., 1221 Alverser Drive, Midlothian, VA 23113.

Ordering Ribbons Outside Of The U.S.

Order supplies by contacting your local Lexmark International distributor or by writing to Lexmark International, Inc., P.O. Box 11427, Lexington, KY, 40575-1427, USA

Paper Specifications

The paper specifications in this section are guidelines only. Always test paper stock with applications to determine print quality.

Paper

Type: Edge-perforated, fan-fold, 3 to 17 inches (7.62 to 43.18 cm) wide*, 2 to 24 inches (5.08 to 60.96 cm) long**

- Single-part: 15 pound (57 g/m²) to 100 pound (377 g/m²) stock.
- Multi-part carbon: 1- to 6-part forms, maximum 12 pound (45 g/m²) ply of upper plies
- Multi-part carbonless. Verify readability of greater than 4-part.

Thickness: 0.025 inches (0.064 cm) maximum

Drive: Adjustable tractors, 6-pin engagement

Labels

On Backing: One-part continuous perforated fan-fold back form. Labels must be placed at least 1/6 inch (0.42 cm) from the fan-fold perforation. Backing adhesive must not be squeezed out during printing.

Sheet Size: 3 to 17 inches (7.62 to 43.18 cm) wide*, including the two standard perforated tractor feed strips. A maximum sheet length of 16 inches (40.64 cm) between top and bottom perforations.**

Thickness: Not to exceed 0.025 inch (0.064 cm), including backing sheet.

* On pedestal models, when using the rear paper exit, the maximum width is 16 inches (40.64 cm).

** On cabinet models, forms longer than 12 inches (30.48 cm) can be printed by opening the front and rear printer doors.

Printer Dimensions

	Cabinet Model	Pedestal Model
Height	42.5 inches (108 cm)	35.5 inches (90.2 cm)
Width	27 inches (68.6 cm)	24.6 inches (62.5 cm)
Depth	29 inches (73.7 cm) 32.5 inches (82.6 cm) with power stacker	30 inches (76.2 cm)
Weight	225 lbs. (102.1 kg) 285 lbs. (129.3 kg) packaged	120 lbs. (54.4 kg) 160 lbs. (72.6 kg) packaged

Environmental Characteristics

Temperature

Operating:

41° to 104° F (5° to 40° C) up to 5000 feet (1524 meters)

41° to 90° F (5° to 32° C) up to 8000 feet (2438 meters)

Storage:

-40° to 158° F (-40° to 70° C)

Relative Humidity

Operating:

15% to 80% (noncondensing)

Storage:

15% to 90% (noncondensing)

ENERGY STAR**

IBM 6400 Series Printers comply with the requirements of the ENERGY STAR Computers Program of the U.S. Environmental Protection Agency.

Electrical Characteristics

Input Voltage

Line Voltage Design Range	Line Frequency	RMS Current									
		-04, -04P	-05, -05P	-50, -P50	-08, -08P	-09, -09P	-010, -P10	-012	-014	-015	-C05, -C5P
88-135V RMS	47-63 Hz	6A @ 100 V	6A @ 100 V	6A @ 100 V	6A @ 100 V	6A @ 100 V	6A @ 100 V	6A @ 100 V	8A @ 100 V	8A @ 100 V	6A @ 100 V
178-270V RMS	47-63 Hz	3A @ 200 V	3A @ 200 V	3A @ 200 V	3A @ 200 V	3A @ 200 V	3A @ 200 V	3A @ 200 V	5A @ 200 V	5A @ 200 V	3A @ 200 V

Power Consumption

6400-004

6400-04P

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	212	232	80	20
BTU/Hour	723	791	273	71
VA	321	348	133	34

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	212	227	82	21
BTU/Hour	723	775	279	71
VA	390	426	164	39

**6400-005
6400-05P**

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	223	244	84	21
BTU/Hour	761	833	287	75
VA	338	366	140	36

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	223	239	86	22
BTU/Hour	761	816	294	75
VA	410	449	173	41

**6400-050
6400-P50**

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	223	244	84	21
BTU/Hour	761	833	287	75
VA	338	366	140	36

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	223	239	86	22
BTU/Hour	761	816	294	75

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
VA	410	449	173	41

6400-008
6400-08P

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	330	370	84	25
BTU/Hour	1126	1263	287	85
VA	450	492	140	48

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	320	360	86	25
BTU/Hour	1092	1228	294	85
VA	528	600	173	55

6400-009
6400-09P

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	287	327	80	25
BTU/Hour	980	1116	273	85
VA	425	475	132	48

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	281	314	86	25
BTU/Hour	959	1072	294	85
VA	497	569	173	55

**6400-010
6400-P10**

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	332	360	86	25
BTU/Hour	1133	1229	294	85
VA	457	527	143	48

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	306	360	81	25
BTU/Hour	1044	1229	276	85
VA	554	662	170	55

6400-012

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	410	480	81	25
BTU/Hour	1399	1638	276	85
VA	540	624	170	48

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	400	470	81	25
BTU/Hour	1365	1604	276	85
VA	660	780	170	55

6400-014

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	410	430	84	25
BTU/Hour	1399	1468	287	85
VA	540	564	139	48

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	410	420	81	25
BTU/Hour	1399	1433	276	85
VA	540	768	170	55

6400-015

120 VAC 60 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	426	513	84	27
BTU/Hour	1453	1751	287	92
VA	587	727	139	50

240 VAC 50 Hz	Operating HS Mode		Standby	
	All H's	Max Typical	Not Energy Star	Energy Star
Watts	424	490	79	27
BTU/Hour	1447	1672	270	92
VA	722	857	163	58

6400-C05
6400-C5P

120 VAC 60 Hz	Max Typical	Standby	
		Not Energy Star	Energy Star
Watts	341	49	25
BTU/Hour	1163	167	85
VA	475	79	48

240 VAC 50 Hz	Max Typical	Standby	
		Not Energy Star	Energy Star
Watts	310	59	25
BTU/Hour	1058	201	85
VA	624	130	55

Interfaces

Standard:	PC Parallel, RS-232 serial, RS-422 serial
Optional:	Coax/Twinax, Ethernet 10Base-T, Ethernet 10Base2, Ethernet 10/100Base-T
Logic Levels:	TTL, EIA-232E, EIA-422B
Data Format	ASCII
Compatibility	PC Parallel, EIA-232E, EIA-422B
Transfer Rates	Up to 200 Kilobytes on parallel interface. Up to 19.2K baud on RS-232 serial interface. Up to 115.2K baud on RS-422 serial interface

Duty Cycle

The duty cycles for IBM 6400 printers are listed below. These figures are averages, subject to the conditions specified following the list.

6400-004, 04P	130, 000 pages per month
6400-005, 05P	130, 000 pages per month
6400-050, P50	130, 000 pages per month
6400-008, 08P	205, 000 pages per month
6400-009, 09P	205, 000 pages per month
6400-010, P10	205, 000 pages per month
6400-012	320, 000 pages per month
6400-014	376, 000 pages per month
6400-015	376, 000 pages per month
6400-C05, C5P	130, 000 pages per month

Under the following conditions:

- Uppercase text characters only (no graphics)
- 6 lines per inch
- 10 characters per inch
- 63% character density or 83 characters per line
- 63% line density or 42 lines per 11-inch page
- Single part (18 lb) paper
- Printer is installed in accordance with the *Setup Guide*
- Printer is maintained in accordance with this maintenance manual

C

Metric Conversion Tables

Length

Multiply	By	To Obtain
foot	0.3048*	meter
foot	30.48*	centimeter
foot	304.8*	millimeter
inch	0.0254*	meter
inch	2.54*	centimeter
inch	25.4*	millimeter
meter	3.280840	foot
centimeter	0.03280840	foot
millimeter	0.003280840	foot
meter	39.37008	inch
centimeter	0.3937008	inch
millimeter	0.03937008	inch

* Figure is exact

Torque and Force

Multiply	By	To Obtain
inch-pound	0.11298	Newton-meter
foot-pound	1.3558	Newton-meter
Newton-meter	8.8511	inch-pound
Newton-meter	0.7376	foot-pound

Multiply	By	To Obtain
pound	4.4482	Newton
inch	0.22481	pound

Mass and Density

Multiply	By	To Obtain
pound*	0.4535924	kilogram
ounce*	28.34952	gram
kilogram	2.204622	pound
gram	0.03527397	ounce
* avoirdupois		

Temperature

From	To	Use Formula
temperature Celsius (tc)	temperature Fahrenheit (tf)	$tf = 1.8tc + 32$
temperature Fahrenheit (tf)	temperature Celsius (tc)	$tc = (tf - 32)/1.8$

Power

Multiply	By	To Obtain
<u>Btu (International Table)</u> hour	0.2930711	Watt
Watt	3.412141	<u>Btu (International Table)</u> hour
Watt	0.001359621	horsepower (metric)
horsepower (metric)	735.499	Watt

D

Torque Table

The table below establishes the torque requirements for routine installation of threaded fasteners. These requirements apply to fasteners made of steel, at a minimum engagement of 3.5 threads, including chamfer and countersink. For the most accurate torquing, apply anti-seize compound to fastener threads before you torque the fastener.

Fastener sizes are listed as *Numbered Size - Threads Per Inch*. (For example, 2-56 represents "No. 2 Screw, 56 Threads Per Inch.")

Carbon Steel Fasteners (ANSI B18.6.3 - 1972)				
Fastener Size	Into Alum. or Brass 25,000 psi ultimate tensile strength	Into Steel 60,000 psi ultimate tensile strength	Into Weld/ Press Studs or Nuts	Into Medium Carbon Steel Fasteners 100,000 psi ultimate tensile strength
2-56	25 ± 2 in oz	36 ± 2 in oz	30 ± 2 in oz	*
4-40	62 ± 4 in oz	75 ± 5 in oz	70 ± 5 in oz	*
6-32	122 ± 7 in oz	150 ± 10 in oz	135 ± 10 in oz	*
8-32	11 ± in lb	18 ± 1 in lb	18 ± 1 in lb	*
10-24	20 ± 1 in lb	25 ± 1.5 in lb	21 ± 1 in lb	*
10-32	15 ± 1 in lb	29 ± 2 in lb	29 ± 1 in lb	*
1/4 - 20	40 ± 3 in lb	62 ± 4 in lb	62 ± 4 in lb	105 ± 5 in lb
Fastener Sizes		Torque for Routine Tightening of Threaded Fasteners		
4-40 UNC & 4-48 UNF		4 ± 1 in lb		
6-32 UNC & 6-40 UNF		11 ± 1 in lb		
8-32 UNC & 8-36 UNF		19 ± 1 in lb		
10-24 UNC & 10-32 UNF		25 ± 1 in lb		

E

Safety Inspection Guide

Safety Inspections

Safety devices to protect customers, operators, and service personnel from injury are installed in all IBM 6400 printers. Use this inspection guide as an aid in identifying possible unsafe conditions in a 6400 series printer.

Perform the inspection steps outlined in this guide before the normal inspection for Maintenance Agreement Qualification, or any time you are instructed to make a safety inspection.

If you find any unsafe conditions, determine the severity of the hazard and whether or not you can continue the inspection without first correcting the problem.

NOTE: The correction of any unsafe condition is the customer's responsibility.

Preparation

You must have completed the "Electrical Safety Training Course for IBM Customer Engineers" (self-study course 77170 or existing level) to do the Safety Inspection.

Have the following items available:

- *Electrical Safety for IBM Customer Engineers*, Order No. S229-8124.
- A Fluke** meter (P/N 8496278) or similar device for resistance and voltage measurements.
- An ECOS** Electrical Safety Tester (P/N 6339695) in the United States or a similar safety tester in other countries.

For each safety check on the following pages, do the steps in the order presented. Do not omit any steps.

Prepare The Printer for Inspection

To prepare the printer for a safety inspection, read the safety notices below, then do the following steps.



- <3> **Hazardous voltages are present in the printer with the power cord connected to the power source. Switch off printer power and unplug the printer power cord before proceeding.**
- <4> **Do not connect or disconnect any communication port, teleport, attachment connector, or power cord during an electrical storm.**
- <5> **Power off the printer and disconnect the power cord *before* connecting or disconnecting a communication port, teleport, or attachment cable connector.**

1. Have the operator take the printer off-line.
2. Power off the printer.
3. Unplug the printer power cord from the customer's power outlet.

Inspect Mechanical Parts

Top Cover And Cabinet Doors

1. Inspect the top cover:
 - a. Open the top cover. On cabinet models, make sure the gas spring assembly holds the cover up in the open position.
 - b. Make sure the window is not cracked or broken.
 - c. Make sure the seal around the top cover is not cracked or broken.
 - d. Make sure there are no exposed or sharp edges.
 - e. Make sure the wireform paper path is undamaged.
 - f. Make sure the electrostatic discharge (ESD) fingers are not loose or damaged. Make sure they touch the contact strips on the frame when the cover is closed.
 - g. Close the top cover. Make sure the operator panel is centered in the opening of the cover.
2. On cabinet models, inspect the front and rear cabinet doors:
 - a. Make sure the seals and magnetic strips are not loose or damaged.

- b. Make sure the restraining cable is attached and unbroken.
- c. Make sure there are no exposed or sharp edges.
- d. Open the rear cabinet door and inspect the lower rear paper path:
- e. Make sure the service panel permitting access to the I/O plate and circuit breaker (on/off switch) is installed.
- f. Make sure the paper stacker tray assembly or optional power stacker is in place and undamaged.

Print Mechanism

1. Open the printer top cover.
2. Make sure the shuttle cover is correctly installed and undamaged. (See page 203.)
3. Make sure the paper guide assembly is correctly installed and undamaged. (See page 229.)

Inspect Electrical Parts

Safety Ground Path

1. Make sure the printer power cord is unplugged.
2. Remove the paper guide assembly (page 229).
3. Make sure the ground cable from the circuit breaker power leads is undamaged and firmly attached to the ground lug on the wall of the card cage, as shown in Figure 56.

NOTE: Ground paths for the entire printer are summarized in Figure 57.

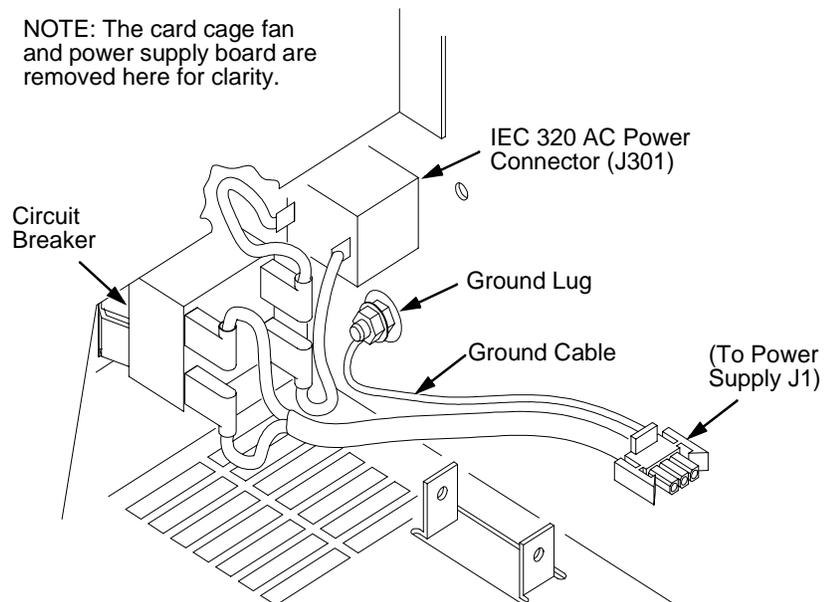


Figure 56. Circuit Breaker Ground, Cabinet Models

4. Set a Fluke meter (P/N 8496278) or similar device to the lowest resistance scale. Measure the resistance between the power cable ground pin and the printer frame: safety ground circuits should measure 0.1 Ohm or less.
5. Install the paper guide assembly (page 229).

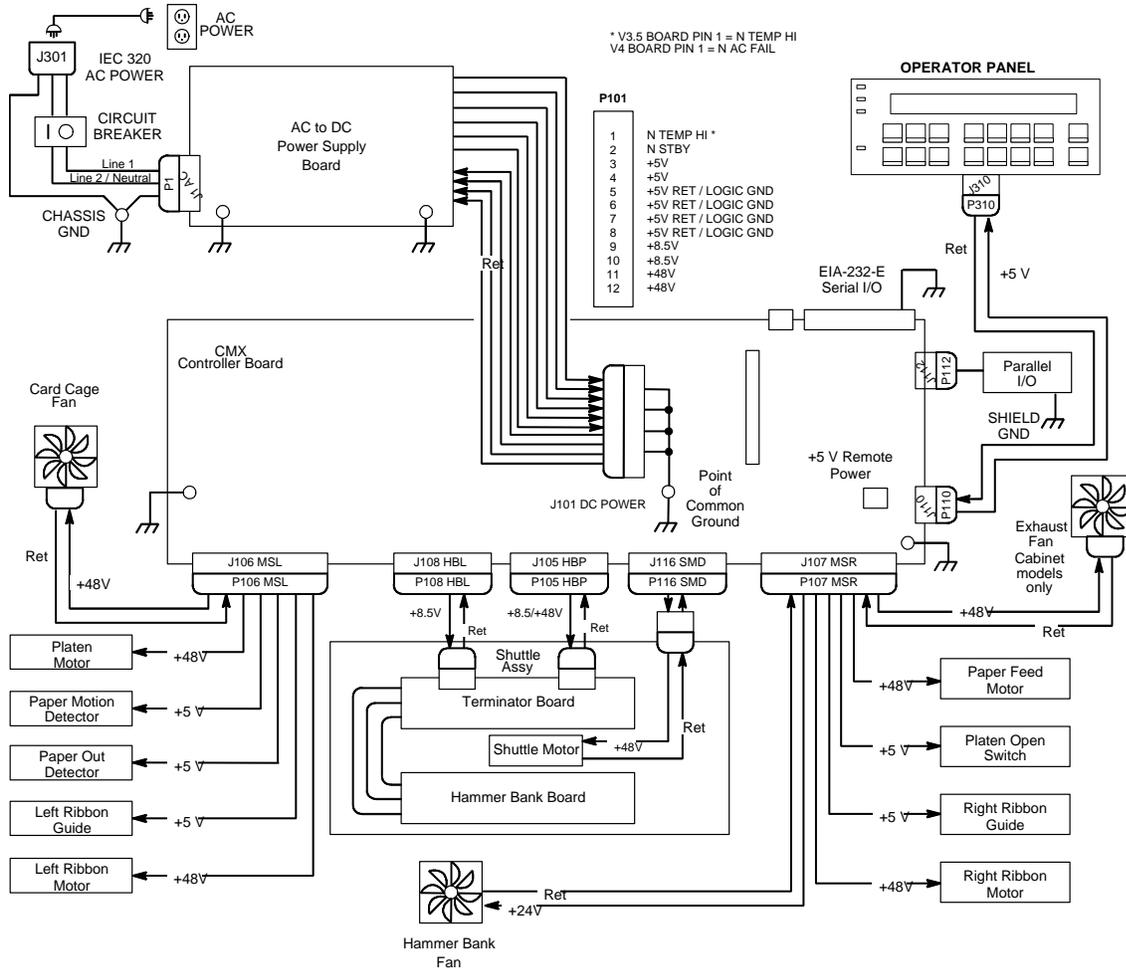


Figure 57. Ground Path Diagram

Customer Power Source Service Check

Use an ECOS Electrical Safety Tester (P/N 6339695) in the United States or a similar safety tester in other countries.

NOTE: The ECOS tester will trip ground fault detector protected outlets. This is a good test of the ground fault detector. Reset the outlet as needed.

Plug the ECOS meter into the customer's outlet. Follow the instructions supplied with the meter to test for the following:

- Wiring errors
- Low voltage
- Neutral to ground short
- Ground path impedance
- Neutral impedance

NOTE: The customer is responsible for correcting problems with the power source. Inform the IBM Installation Planning Representative (IPR) of any problems with the customer's power source.

Each branch circuit must be grounded for safety and correct operation of the printer. This ground must be connected either to the electrical service ground or to a suitable building ground. The printer power cable has a green or green/yellow insulated grounding conductor. This is *not* a neutral line.

Power Cable

1. Make sure the power cable is not damaged.
2. Make sure the power plug is the correct type.

Power On / Off Verification

1. Make sure all covers are installed.
2. Plug the power cable into the customer's power outlet.
3. Power on the printer and watch the LCD.
4. Verify that the power on diagnostic tests and initialization routines are successful.
5. After successful initialization, the printer should cycle automatically to either the READY or NOT READY mode, depending on which power on state was selected when the printer was configured.
6. Power off the printer. Verify that the LCD goes completely blank and all fans stop.

Print Interlock Service Check

1. Power on the printer.
2. Open the printer top cover.
3. Open the forms thickness lever. The LCD should display "057 CLOSE PLATEN" and the audible alarm should sound if it is enabled.

4. Press **Stop**. The audible alarm should stop.
5. Close the forms thickness lever. The fault message should clear.

F

Abbreviations And Signal Mnemonics

NOTE: Mnemonics with the first letter “N” are negative true.

Abbreviation or Mnemonic	Definition
KΩ	1,000 Ohms
MegΩ	1,000,000 Ohms
μF	microfarad (10 ⁻⁶ farad)
μs	microsecond (10 ⁻⁶ second)
μsec	microsecond (10 ⁻⁶ second)
A0, A1, etc. Address 0, Address 1, etc.	
AC	Alternating Current
ACC	Access
ACK	Acknowledge
AMP	Amplitude; Ampere
AMPL	Amplitude
AN	Anode
ASIC	Application-Specific Integrated Circuit
ATTN	Attention
B	
B	Buffered
BANK FAN	Hammer Bank Fan
BCOM	Buffered Communication
BCP	Bi-phase Communications Processor
BHSC	Buffered Hammer Shift Clock
BN	Buffered, Low True
BNLD	Buffered, Low True, Lower Driver
BPS	Bits Per Second
BSY	Busy
BTU	British Thermal Unit

BUD	Buffered Upper Driver
CA	Cathode
CC	Card Cage
CCF	Card Cage Fan
CE	Customer Engineer
CHNG	Change
CIR	Circuit
CLK	Clock
CO	Cover Open
COLL	Collector
COMM	Communication
CONTLR	Controller
CMD	Command
CMX	Manufacturer's designation of the controller board
CNC	Connector, Connection
CPI	Characters Per Inch
CR	Carriage Return
CT	Coaxial/Twinaxial
CTL	Control
CTS	Clear to Send
CUR	Current
CVO	Cover Open (Switch)
D0, D1, etc. Data Bit 0, Data Bit 1, etc.	
DAT	Data
DC	Direct Current, Data Controller (a functional unit of the CMX controller board)
DCD	Data Carrier Detect
DIAG	Diagnostic
DIFF	Differential
DMA	Direct Memory Access
DP	Data Processing, DataProducts
DPMC	Dot Plucker Memory Controller
DPU	Data Processing Unit
DRAM	Dynamic Random-Access Memory
DRV	Drive or Driver
DRVR	Driver

DSR	Data Set Ready
DTR	Data Terminal Ready
EC	Engine Controller (a functional unit of the CMX board)
EEPROM	Electrically Erasable/Programmable Read-Only Memory
EHF	Exhaust Fan
EL	Elevator (motor), Power Stacker
EMI	ElectroMagnetic Interference
EMIT	Emitter
EPROM	Electrically Programmable Read-Only Memory
ERR	Error
ESD	Electrostatic Discharge
EX	Exhaust, Extra
EXH	Exhaust
EXF	Exhaust Fan
EXP	Expansion
EXPND	Expand
FD	Feed
FF	Form Feed
FIFO	First In, First Out
FLT	Fault
FLTR	Filter
FP	Front Panel (Operator Panel)
FTIC	Fire Timer Integrated Circuit
GND	Ground
HB	Hammer Bank
HBA	Hammer Bank ASIC
HBF	Hammer Bank Fan
HBL	Hammer Bank, Left
HBP	Hammer Bank Power
HBR	Hammer Bank, Right
HD	Hammer Driver
HDIC	Hammer Driver Integrated Circuit
HDPH	Hammer Driver Phase

HLP	Hammer Bank Logic, Signals and Power
IC	Integrated Circuit
ID	Identification
IGP	Intelligent Graphics Processor
IML	Initial Microcode Load
INST	Instruction
INT	Interrupt
I/O	Input/Output
IRQ	Interrupt Request
(J)	Jack connector
L	Left
LCD	Liquid Crystal Display
LED	Light Emitting Diode
LF	Line Feed
LO	Low
LPI	Lines Per Inch
LPM	Lines Per Minute
LRIB	Left Ribbon
LRP	Left Ribbon Guide
M1	Rear Paddle Motor, Power Stacker
M2	Front Paddle Motor, Power Stacker
M	Motor
MAIN	Maintenance Jack, RS-232 (Optional)
MECA	Mechanism Engine Control ASIC
MECH	Mechanism
MF	microfarad (10^{-6} farad)
MH	Mounting Hole
MOSFET	Metal Oxide Semiconductor Field Effect Transistor
MOT	Motor
MPU	Magnetic Pickup (Unit)
ms	millisecond (10^{-3} second)
MSL	Motor and Sensors, Left
MSR	Motor and Sensors, Right

N	Negative True
N/C	Not Connected
NC	Not Connected
NIC	Network Interface Card (an optional Ethernet interface)
NLQ	Near Letter Quality
No.	Number
NOVRAM	Non-volatile Random-Access Memory
ns	nanosecond (10^{-9} second)
NVRAM	Non-volatile Random-Access Memory
NT	Not
OLV	On Line Verify
OP	Operand
P5	+ 5 V dc
(P)	Pin connector
P(1), P(2), etc.	Parallel data 1, data 2, etc.
PAL	Programmable Array Logic
PAP	Paper
PAPR	Paper
PARM	Parameter
PCBA	Printed Circuit Board Assembly
PCB	Printed Circuit Board
PE	Printer Error, Paper Empty
PER	Peripheral Device
PF	picofarad (10^{-12} farad)
PFC	Paper Feed Controller
PFM	Paper Feed Motor
PHA	Phase A
PHB	Phase B
PI	Paper Instruction
PLAT	Platen
PLM	Platen Motor
PLO	Platen Open (Switch)
PMD	Paper Motion Detect (Switch)
PN	Pin

P/N	Part Number
PO	Paper Out
POD	Paper Out Detect (Switch)
PPR	Paper
PROM	Programmable Read-Only Memory
PS	Power Supply
PS5	Power Supply + 5 Volt
PTR	Pointer or Printer
PWM	Pulse Width Modulation
PWR	Power
R	Right
RBN	Ribbon
RD	Read
RET	Return
RIB	Ribbon
RG	Ribbon Guide
RGL	Ribbon Guide, Left
RGR	Ribbon Guide, Right
RM	Ribbon Motor
RML	Ribbon Motor, Left
RMR	Ribbon Motor, Right
RQ	Request
RRIB	Right Ribbon
RRP	Right Ribbon Guide
RSP	Ribbon and Shuttle Processor
RST	Reset
RTPU	Real-Time Processing Unit
RTS	Request to Send
RXD	Receive Data
SCS	SNA Character Stream
SEC	Security (Key)
SEL	Select
SEN	Sense, Sensor
SF	Structured Field
SG	Signal Ground

SHH	Shuttle Hall (Effect)
SHM	Shuttle Motor
SHUT	Shuttle
SHUTL	Shuttle
SIMM	Single Inline Memory Module
SLCT	Select (On-line)
Slew	Rapid vertical paper movement
SMD	Shuttle Motor Drive
SNA	Systems Network Architecture
SPU	Shuttle Processor Unit
SRAM	Static Random-Access Memory
STAT	Status
STBY	Standby
STK	Power Stacker
SW	Switch
SYNC	Synchronize
TCB	Task Control Block
TEMP	Temperature
TOF	Top of Form (first print line)
TP	Test Point
TTL	Transistor-Transistor Logic
TXD	Transmit Data
UART	Universal Asynchronous Receiver/Transmitter
UDPH	Upper Drive Phase
UNDEF	Undefined
USART	Universal Synchronous/Asynchronous Receiver/Transmitter
V	Volts
V _{CC}	Voltage at Collector
V _{DD}	Voltage at Drain
V _{SS}	Voltage at Source
VX	A special ASIC containing circuits that help the DC controller operate. The letters VX do not stand for anything; they simply designate this ASIC.

WR	Write
w/	With
w/o	Without
XMT	Transmit

G

Cords And Adapters

Part Number	Description
1332167	Line Cord, IBM, Japan
1838573	Line Cord, IBM, 12 Feet, United States, 220 Volt
1838574	Line Cord, 220V 6 Feet Non-Lock, United States, Canada
6952299	Power Cord, 110V 12 Feet Non-Lock, United States, Canada, Brazil, Cayman Islands, Costa Rica, Dominican Republic, El Salvador, Guatemala, Mexico, Liberia, Panama, Saudi Arabia, Phillipines, Honduras, Peru, Columbia, Nicaragua, Bermuda, Bahamas, Barbados, Bolivia, Guyana, Ecuador, Haiti, Jamaica, Venezuela, Netherlands, Antilles, Trinidad, Suriname, Taiwan, Tobago, Saint Lucia, Indonesia
8509386	Cable, PC RS-232, IBM
08H7968	Coax Adapter Cable for use with Multi-Platform Interface
13F9941	Line Cord, IBM, Australia
13F9980	Line Cord, IBM, Europe (EMEA)
13F9998	Line Cord, IBM, Denmark
14F0016	Line Cord, IBM, Pakistan, South Africa
14F0034	Line Cord, IBM, India, United Kingdom
14F0052	Line Cord, IBM, Switzerland
14F0070	Line Cord, IBM, Chile, Italy
14F0088	Line Cord, 9 Feet, Israel
14H5301	Line Cord, 6400, 12 Foot, United States, 125 Volt
14H5303	Line Cord, 6400, 8 Foot, Chicago
14H5305	Line Cord, 6400, 12 Foot, United States, 220 Volt
14H5309	Line Cord, 6400, Denmark
14H5311	Line Cord, 6400, Israel
14H5313	Line Cord, 6400, Chile, Italy

Part Number	Description
14H5315	Line Cord, 6400, Switzerland
14H5317	Line Cord, 6400, India, United Kingdom
14H5319	Line Cord, 6400, Europe (EMEA)
14H5321	Line Cord, 6400, Pakistan, South Africa
14H5323	Line Cord, 6400, Australia
14H5325	Line Cord, 6400, Japan
14H5335	Twinax Auto-Termination Cable (47 Inches)
14H5541	DP Adapter, 6400
21F4342	Cable, AS/400*, RS-232, IBM
38F8254	Twinax Auto-Termination Cable
57G7261	Power Cord, 6 Feet, Non-Lock, United States, Canada, 110 Volt
58F2861	Conn, Cable, RISC System/6000*, IBM
63H7362	Cable, RISC System/6000
63H7364	Cable, AS/400, RS-232
63H7366	Cable, PC Parallel
63H7368	Cable, PC RS-232
63H7456	LAN Power Coupling
92F3176	Cable, PC Parallel, IBM

H

Part Numbers

Part Number	Location	Description
01P4611	page 274	Tractor Assembly, Power Stacker
01P4698	page 401	Fence, Wireform (Power Stacker)
01P4699	page 399	Field Kit, Power Stacker, Limit Switch
02N6214	page 313	Cable Assembly, Hammer Bank Power
02N8261	page 268	Connector Stiffening Clip
02N8315	page 284	Ethernet LAN PCBA, 100Base-T
02N8327	page 409	Field Kit, Power Stacker, PMD
02N8329	page 399	Pivot Arm Block
04H4779	page 252	Riser, Stacker Runner
08H7934	page 278	Platen Open Motor Pulley
08H7936	page 276	Platen Assembly
08H7954	page 258	Anti-Static Brush Kit
14H5154	page 278	Platen Open Motor Assembly
14H5159	page 278, page 322	Hammer Bank Fan Assembly
14H5169	page 276	Platen Hardware Kit
14H5174	page 258	Platen/Paper Feed Cover Kit
14H5179	page 258	Paper Scale
14H5211	page 264	Clamp, Shaft, Receiving
14H5214	page 274	Tractor Shaft Kit
14H5217	page 274	Tractor Shaft Hardware Kit
14H5235	page 258	Shroud Assembly, Air (Shuttle Cover)

Part Number	Location	Description
14H5271	page 258	Paper Guide Assembly (Models 004, 005, 008, 009, 010, 012, 014, C05)
14H5272	page 252	Chain Assembly Kit
14H5274	page 264	Shuttle Frame Assy (Models 004, 04P)
14H5275	page 264	Hammer Spring Kit (Models 004, 04P, 005, 05P)
14H5279	page 312	Cable Assy, Hammer Bank Logic
14H5280	page 276, page 325	Platen Switch Kit
63H5133	page 278, page 324	Paper Detector Switch Assembly (Standard)
14H5282	page 264, page 326	Switch Assembly, Cover Open
14H5285	page 309	Cable Assy, Card Cage Fan
14H5286	page 311	Cable Assy, Exhaust Fan
14H5287	page 264, page 284, page 303	Centronics I/O Cable Assembly
14H5288	page 197	Housing, Connector Kit
14H5289	page 307	Cable Assy, AC-In, Power Supply (Part of AC Field Kit)
14H5289	page 308	Cable Assy, AC Power Input (Part of AC Field Kit)
14H5296	page 252	Spares Kit, Grommet
14H5299	page 254	Operator Panel Assembly (Cabinet)
14H5300	page 254, page 256, page 310	Cable Assembly, Operator Panel
14H5329	page 272, page 314	Cable Assembly, MPU
14H5330	page 317	Cable Assembly, Shuttle Motor Drive
14H5490	page 220	Security Module, Graphics
14H5509	page 220	Security Module, Base
14H5512	page 264	Hammer Spring Kit (Models 008, 08P, 009, 09P)
14H5513	page 264	Hammer Spring Kit (Models 012, 014)
14H5516	page 264	Shuttle Frame Assy (Models 008, 08P)
14H5517	page 264	Shuttle Frame Assy (Model 012)

Part Number	Location	Description
14H5520	page 278	Paper Feed Motor
14H5521	page 278	Motor Assembly, Ribbon
14H5522	page 264, page 304	Cable Assy, Centronics/Dataproducts Adapter
14H5525	page 236	Resistor Kit
14H5589	page 305	Cable Assy, +5V Remote Power
14H5567	page 250	Wireform Paper Path
14H5570	page 278, page 324	Paper Detector Switch Assembly (Black Back Forms)
14H5571	page 262, page 280	Circuit Breaker
14H5572	page 250	Hardware Kit
14H5592	page 194	Cable, Data, Coax/Twinax Multi-Platform Interface
14H5593	page 194	I/O Bracket Assembly, Coax/Twinax Multi-Platform Interface
14H5595	page 194	PROM, Coax/Twinax Multi-Platform Interface
14H5603	page 250	Logo, 6400
14H5643	page 264	CMX Controller Board, V5.0 (All models 004 and 04P. Models 008 and 012 with Serial Nos. 01AXXXX, 01BXXXX, and 01CXXXX.)
14H5644	page 264	Power Supply PCBA, (Models 004, 04P, 005, 05P, 008, 08P, 012)
24H8533	page 256	Input Tray (Optional)
24H8535	page 282	Adapter, Expansion Connector, 60-pin
24H8593	page 274	Paper Support
24H8647	page 264	CMX Controller Board, V5.5, 25 MHz (All models 005, 05P, and 08P. Models 008 and 012 with Ser. Nos. 01DXXXX, 01EXXXX, and higher. All models 009 and 09P.)
24H8648	page 264	Shuttle Frame Assy (Models 005, 05P)
24H8766	page 18	6400 Operator's Guide, English
24H8767	page 18	6400 Operator's Guide, Spanish
24H8768	page 18	6400 Line Matrix Printer Setup Guide, French
24H8769	page 18	6400 Operator's Guide, Italian
24H8770	page 18	6400 Operator's Guide, German

Part Number	Location	Description
24H8771	page 18	6400 Operator's Guide, Dutch
24H8772	page 18	6400 Operator's Guide, Brazilian Portuguese
24H8773	page 18	6400 Line Matrix Printer Operator's Guide, Japanese
24H8774	page 18	6400 Line Matrix Printer Setup Guide, English
24H8775	page 18	6400 Line Matrix Printer Setup Guide, Spanish
24H8776	page 18	6400 Operator's Guide, French
24H8777	page 18	6400 Line Matrix Printer Setup Guide, Italian
24H8778	page 18	6400 Line Matrix Printer Setup Guide, German
24H8779	page 18	6400 Line Matrix Printer Setup Guide, Dutch
24H8780	page 18	6400 Line Matrix Printer Setup Guide, Brazilian Portuguese
24H8781	page 18	6400 Line Matrix Printer Setup Guide, Japanese
24H8828	page 268	Ribbon Mask, 500 (Models 050, P50)
24H8844	page 268	Ribbon Mask, 1000 (Models 010, 10P)
24H8858	page 268	Ribbon Mask, 1500 (Model 015)
24H8872	page 268	Hammer Bank Cover Assy, 500 (Models 050, P50)
24H8886	page 268	Hammer Bank Cover Assy, 1000 (Models 010, 10P)
24H8888	page 18	6400 ASCII Programmer's Reference
24H8889	page 18	6400 IGP User's Manual
24H8890	page 18	6400 Code V User's Manual
24H8891	page 18	6400 CTA Programmer's Reference
24H8892	page 18	6400 IPDS Programmer's Reference
24H8893	page 18	Ethernet Interface User's Manual
24H8894	page 278, page 315	Ribbon Guide Kit
24H8924	page 268	Hammer Bank Cover Assy, 1500 (Model 015)
24H8925	page 268	Shuttle Frame Assembly, 500 (Models 050, P50)
24H8927	page 268	Shuttle Frame Assembly, 1000 (Models 010, 10P)
24H8929	page 268	Shuttle Frame Assembly, 1500 (Model 015)
24H8931	page 268	Hammer Spring Field Kit, 500 (Models 050, P50)
24H8932	page 268	Hammer Spring Field Kit, 1000 (Models 010, 10P)
24H8933	page 268	Hammer Spring Field Kit, 1500 (Model 015)

Part Number	Location	Description
24H8959	page 250	Front Door Kit
24H8960	page 250	Rear Door Kit
24H8961	page 250	Top Cover Kit
24H8962	page 399	Rear Door, Extended, Power Stacker
24H8963	page 399	RE Ship Kit, Printer w/Power Stacker
24H8966	page 399	Paper Deflector (Power Stacker)
24H8968	page 399	Timing Belt (Power Stacker)
24H8969	page 399, page 401	Motor (Power Stacker)
24H8970	page 399	Constant Force Spring (Power Stacker)
24H8971	page 399	Chain (Power Stacker)
24H8973	page 399	Cable (Power Stacker)
24H8974	page 399	Control Panel Assembly (Power Stacker)
24H8975	page 320	Power Cable, Power Stacker
24H8976	page 319	Logic Cable, Power Stacker
24H8978	page 401	Anti-Static Brush (Power Stacker)
24H8981	page 401	Extension Spring (Power Stacker)
24H8982	page 401	Idler Roller (Power Stacker)
24H8983	page 401	Paddle, Power Stacker
24H8985	page 403	Compression Spring (Power Stacker)
24H8988	page 403	Drive Roller (Power Stacker)
24H8989	page 405	LED, IR, T-1, 3/4 (Power Stacker)
24H8990	page 407, page 409	Photodarlington, NPN, Rectifier (Power Stacker)
24H8991	page 409	LED, IR, Rectangular (Power Stacker)
24H8994	page 284	Ethernet LAN PCBA, 10Base2
24H8995	page 284	Ethernet LAN PCBA, 10Base-T
24H8996	page 399	Shaft, Lift (Power Stacker)
24H8997	page 401	Support Shaft (Power Stacker)
24H8999	page 405	Holder, LED, Round (Power Stacker)

Part Number	Location	Description
24H9000	page 407, page 409	Holder, LED, Flat (Power Stacker)
24H9001	page 399	Pulley, Motor (Power Stacker)
24H9002	page 399	Pulley, Timing, Belt (Power Stacker)
24H9003	page 401	Collar Clamp (Power Stacker)
24H9004	page 399	Stacker Hardware Kit (Power Stacker)
24H9005	page 401	Shaft, Drive Roller (Power Stacker)
24H9006	page 401	Spacer, Drive Roller (Power Stacker)
24H9007	page 409	Sensor Assembly, PMD (Power Stacker)
24H9009	page 220	SIMM, Flash, Blank, 4 MB
24H9010	page 220	SIMM, DRAM, Blank, 8MB
24H9011	page 282	Expansion-CT PCBA
24H9625	page 264	Shuttle Frame Assy (Models 009, 09P)
24L5203	page 18	6400 Line Matrix Printers Operator's Guide, Hanzi
24L5204	page 18	6400 -C05/-C5P Line Matrix Printers Setup Guide
24L5205	page 18	6400 -C05/-C5P Line Matrix Printers Programmer's Reference-LQ1600K
24L5207	page 268	Shuttle Frame Assembly, Models C05, C5P
24L5209	page 268	Hammer Spring Field Kit, Models C05, C5P
30H3981	page 252	Runner, Stacker
30H3985	page 272	Extension Spring
30H3986	page 250	Shipping Container Kit
30H4008	page 250	Wire Rope
30H4056	page 18	Print Server User's Guide
38F8254	page 306	Twinax Auto-Termination ("Smart T")
38L0821	page 220	Security Module (Hanzi)
57G1421	page 278	Motor Pulley, Paper Feed
57G1440	page 278	Fan Assembly
57G1453	page 278, page 324	Paper Detector Switch Assy
57G1460	page 274	Splined Shaft

Part Number	Location	Description
57G1466	page 274	Tractor Set
57G1468	page 258	Belt, Timing, 050P, 100 Teeth (Paper Feed)
57G1467	page 276	Belt, Timing, 312W, 87 Teeth (Platen Open)
57G1469	page 276	Ironer Assembly, Reverse Paper Feed
57G1476	page 272	Magnetic Pickup Assembly (MPU)
57G1479	page 278	Ribbon Hub Kit
57G1481	page 254	Dashpot Kit
57G1484	page 250	Hinge Plate, Bottom
57G1485	page 250	Caster, with Brake
57G1486	page 250	Caster, without Brake
57G1492	page 250	Window, Top Cover
57G1514	page 276	Platen Pulley, Driven
57G1521	page 274, page 399	Ground Clip, Splined Shaft and/or Power Stacker
57G1571	page 276	Bracket, Ironer
57G1598	page 254	Operator Panel Overlay, English
57G1599	page 254	Operator Panel Overlay, Spanish
57G1600	page 254	Operator Panel Overlay, French
57G1601	page 254	Operator Panel Overlay, Italian
57G1602	page 254	Operator Panel Overlay, German
57G1603	page 254	Operator Panel Overlay, Dutch
57G1604	page 254	Operator Panel Overlay, Braz. Portuguese
57G7176	page 252	Stacker
57G7260	page 252	Power Cord, U.S. (See also Appendix G)
63H5116	page 260	Paper Path Assembly (Models 04P, 05P, 08P, 09P, C5P)
63H5118	page 256	Paper Basket
63H5119	page 256	Lid, Pedestal Model
63H5120	page 256	Top Cover, Complete (Pedestal Model)
63H5121	page 256	Hinge Lid Kit (Pedestal Model)
63H5122	page 256	Lid Accessory Kit (Pedestal Model)
63H5123	page 256	Shipping Container, Pedestal

Part Number	Location	Description
63H5124	page 256	Operator Panel (Pedestal)
63H5125	page 256	Bracket, Control Panel
63H7379	page 26	6400 Line Matrix Printer Configuration Utility Disk
63H7398	page 250	Top Cover Seal Kit
63H7464	page 316	Cable Assembly, Ribbon Motor, Extension
63H7478	page 276	Platen Lever Kit
63H7509	page 256	Caster, Pedestal
63H5117	page 256	Pedestal Kit
63H7510	page 250	Door Seal Kit
63H7518	page 264	Hmr Bank/Rbn Mask Cov Assy (Models 004, 04P, 005, 05P)
63H7519	page 264	Hmr Bank/Rbn Mask Cov Assy (Models 008, 08P, 009, 09P)
63H7520	page 264	Hmr Bank/Rbn Mask Cov Assy (Models 012, 014, C05, C5P)
83F2834	page 26	Torx T-10 Bit
90H3268	page 264	Power Supply PCBA (Models 050, P50, 009, 09P, 010, P10, 014, 015, C05, C5P)
90H3269	page 264	Shuttle Frame Assy (Model 014)
90H3271	page 268	CMX Controller Board, V5.5, 40 MHz (Models 050, P50, 010, P10, 014, 015, C05, C5P)
93F7037	page 250	Hinge Plate, Top
S246-0149	page 18	6400 Coax/Twinax Multi-Platform Interface Option Installation and Operation Guide

I

Noise Suppression Devices

Ferrite noise suppressors are installed in the printer to reduce radio frequency interference (RFI) to and from electronic equipment located near the printer.

Two kinds of ferrite noise suppressors are used:

1. **Shielding Bead:** a cylindrical core, through and around which the control panel cable assembly is wound. Two are required.
2. **Ferrite Clamp:** a noise suppression core in a hinged plastic case and attached to the wall of the card cage with adhesive. The parallel I/O cable assembly passes through this core.

Figure 58 shows how these devices are installed.

IMPORTANT

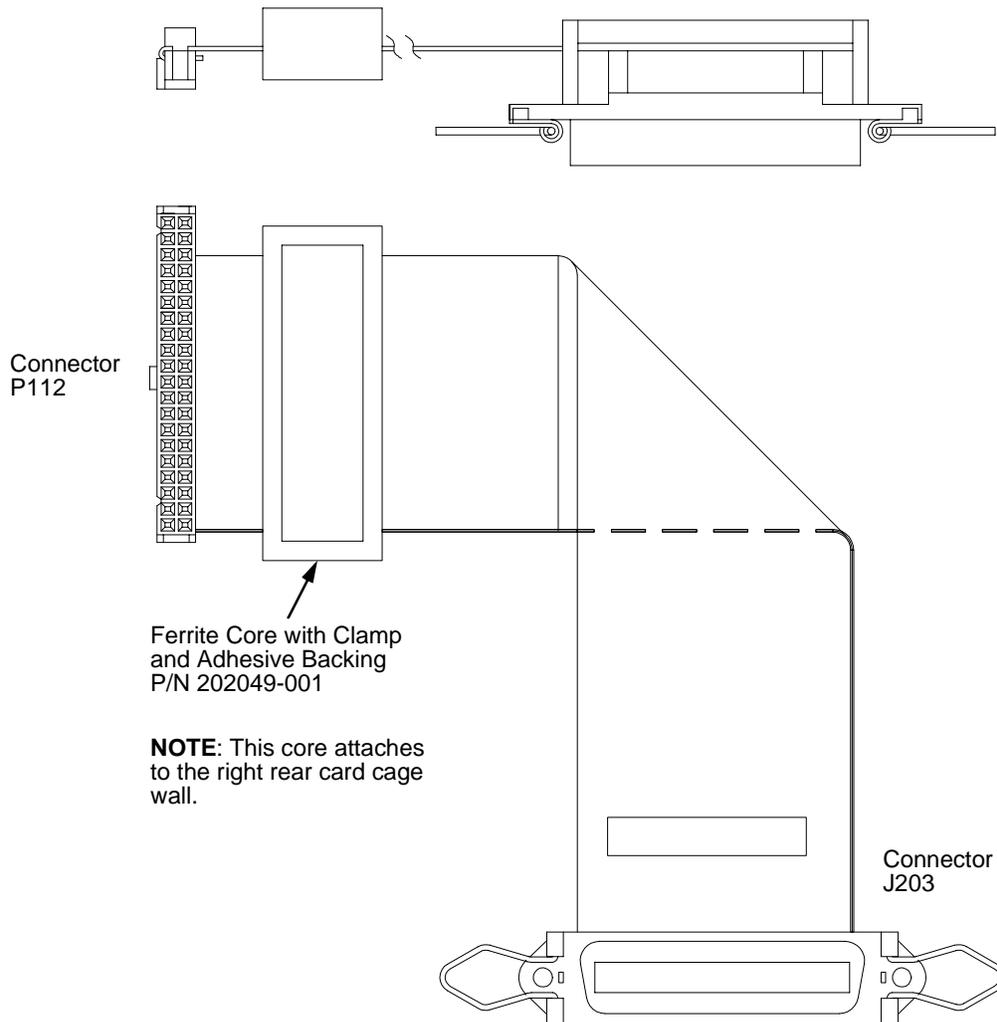
Duplicate the number of turns around the shielding beads when installing or replacing the control panel cable. See Figure 58.

Control Panel Cable Assembly



NOTE: Two turns around each bead.

Parallel I/O Cable Assembly



NOTE: This core attaches to the right rear card cage wall.

Figure 58. Ferrite Core Installation

J

SureStak Power Stacker

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Removing The Power Stacker	page 375
Installing The Power Stacker	page 380
Replacement Procedures:	
Constant Force Spring.....	page 391
Timing Belts	page 394
Illustrated Parts Breakdown	page 398

Introduction

The SureStak Power Stacker is an option available for cabinet model printers. Most of the stacker assembly is inside the cabinet, so usually you will have to remove the stacker assembly from the printer in order to service it or replace components.

The power paper stacker is designed to work with forms from 5 to 12 inches (12.7 to 30.5 cm) long. Using longer or shorter paper can cause error messages and unpredictable behavior of the stacker.

This appendix consists of three parts:

- An overview of stacker operation.
- Removal/installation instructions for the power stacker assembly and components that require the most frequent replacement.
- An illustrated parts breakdown (IPB) showing how the entire power stacker unit is assembled. The IPB also lists the part numbers for replaceable parts.

NOTE: Only replaceable parts have part numbers in the IPB. If you need to replace a part for which no part number is shown, replace the entire power stacker assembly.

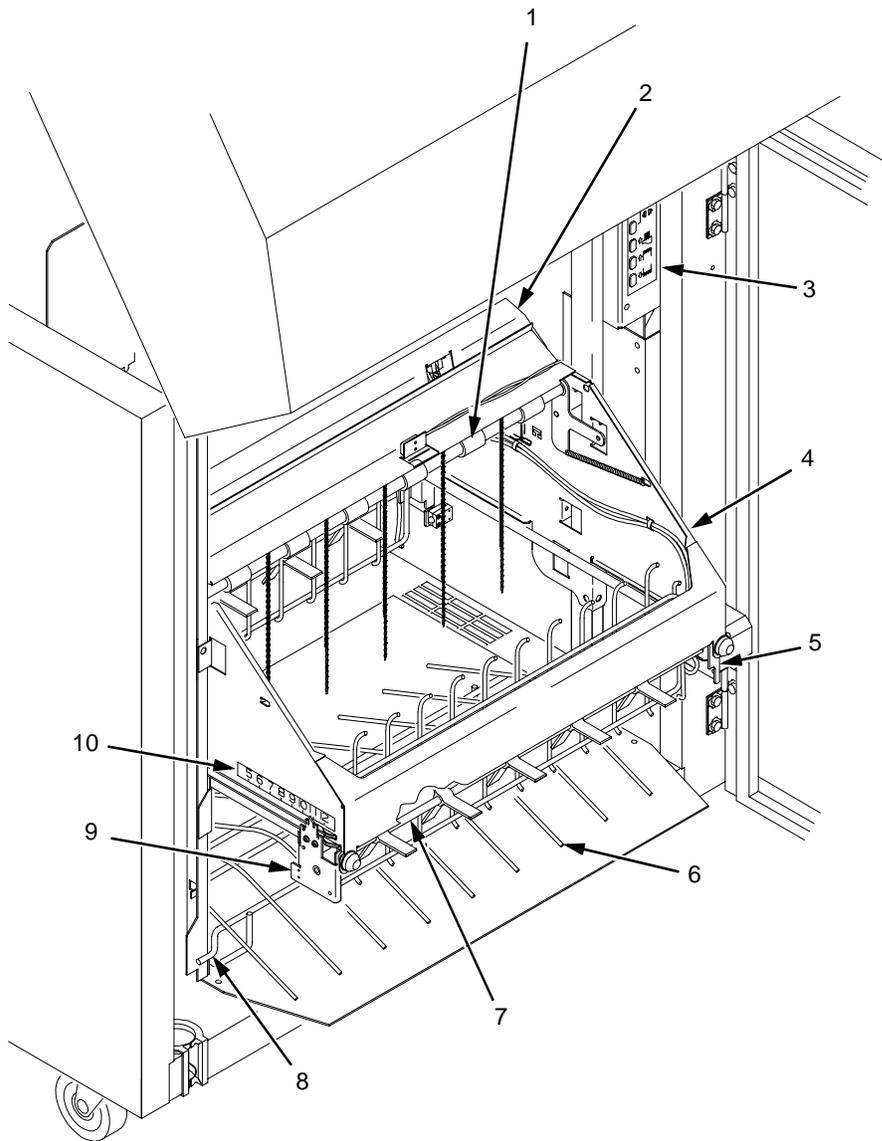
Stacker Operation

The power stacker mechanically directs the paper from the printer to the paper stack. It is mounted in the rear of the cabinet and has its own control panel.

This section explains briefly how to use the power stacker.

Component Locations

Figure 59 shows the names and locations of the major components of the paper stacker.



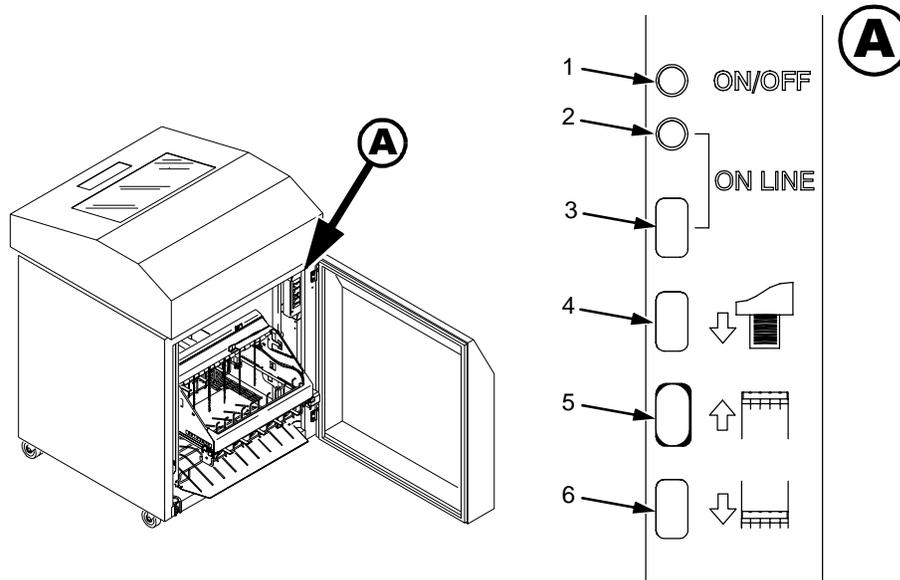
Legend:

- 1) Pinch Rollers
- 2) Paper Throat
- 3) Stacker Control Panel
- 4) Elevator Assembly
- 5) Motor Bracket
- 6) Wire Paper Tent
- 7) Paddle Shaft
- 8) Alignment Rod (2)
- 9) Bearing Bracket
- 10) Paper Length Indicator

Figure 59. Power Stacker Component Locations

Stacker Control Panel

To gain access to the stacker control panel, open the rear door of the cabinet. The control panel has two indicator lamps and four keys. (See Figure 60.)



Legend:

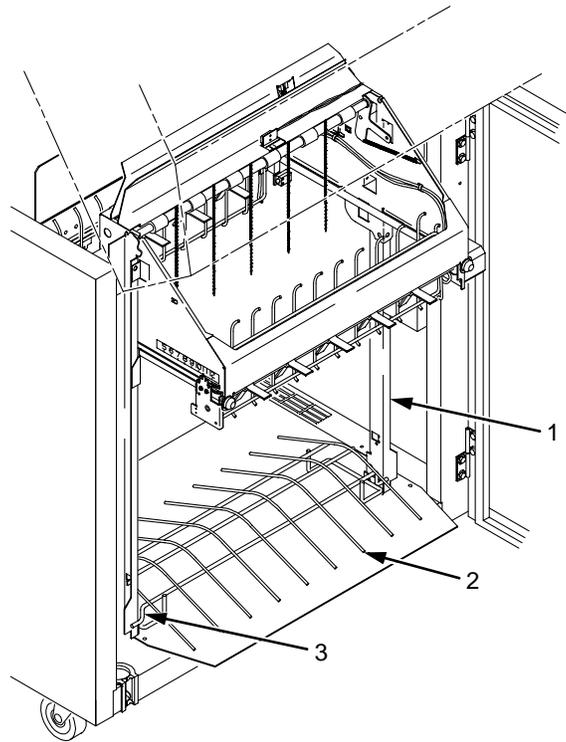
- 1) ON/OFF Indicator Lamp
- 2) On Line Indicator Lamp
- 3) On Line Key
- 4) Form Feed Key
- 5) Stacker Elevator Up Key
- 6) Stacker Elevator Down Key

Figure 60. Power Stacker Control Panel

- **ON/OFF Indicator Lamp**—Lit when printer power is on. Unlit when printer power is off.
- **ON LINE Indicator Lamp**—Lit when printer is online to host computer (READY). Unlit when printer is offline (NOT READY).
- **ON LINE Key**—Toggles the printer between the READY and NOT READY operational states.
- **FORM FEED Key**—Moves paper one form length as defined by the currently active form length. This key is active only when the printer is in the NOT READY state.
- **ELEVATOR UP Key**—Moves the elevator to its highest position. This key is active only when the printer is in the NOT READY state.
- **ELEVATOR DOWN Key**—Moves the elevator to its lowest position. This key is active only when the printer is in the NOT READY state.

Using The Power Stacker

1. Set the printer power switch to | (On).
2. Open the rear door of the cabinet.
3. On the stacker control panel, press ON LINE to take the printer to the NOT READY state. (See Figure 60.)
4. Press the ELEVATOR UP key and wait for the stacker to reach the top of its travel. (See Figure 60.)
5. Make sure the wire paper tent is in the base of the stacker with the alignment rods against the vertical rails. (See Figure 61.)

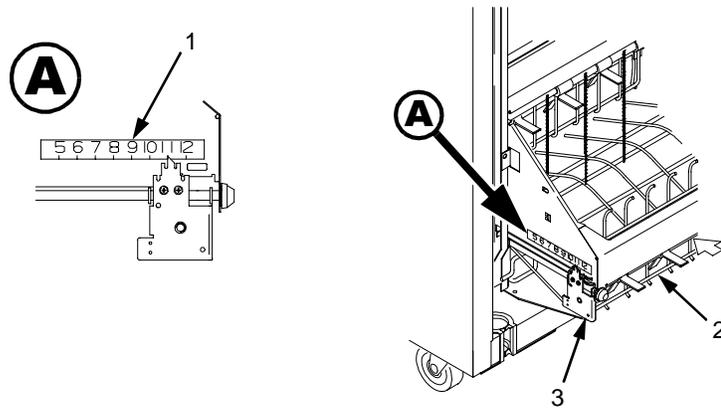


Legend:

- 1) Vertical Rail
- 2) Paper Tent
- 3) Alignment Rod

Figure 61. Positioning the Paper Tent

6. Push or pull the paddle shaft toward the front or the rear of the printer and set the paper length by aligning indicator notch on the bearing bracket with the paper length indicator. (Length range: 5 to 12 inches.) (See Figure 62.)



Legend:

- 1) Paper Length Indicator
- 2) Paddle Shaft
- 3) Bearing Bracket

Figure 62. Setting Paper Length

Loading and Starting the Power Stacker

1. Press the **FORM FEED** key on the the stacker control panel and hand feed the paper down into the paper throat. Continue to advance the paper until it reaches the wire tent and there are 3 to 5 extra sheets in the stacker. Make sure the paper passes through the throat of the paper stacker. (See Figure 63.)

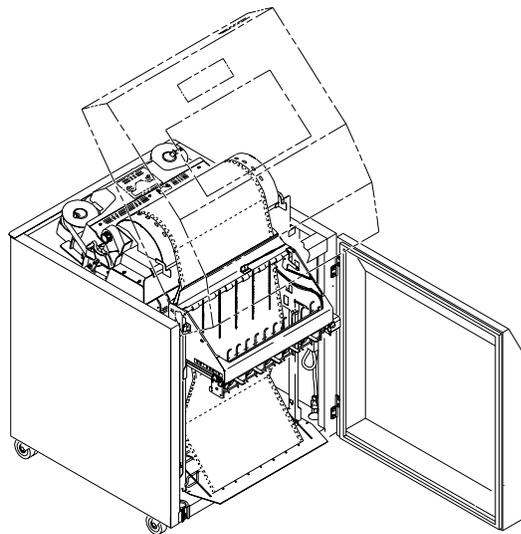


Figure 63. Paper Path in the Power Stacker

2. Stack the 3 to 5 sheets of paper on top of the wire paper tent, making sure the paper lies with the natural fold.

-
3. Press the ON LINE key on the rear control panel or the Start key on the front control panel to put the printer in the READY state. The stacker elevator will descend to its lowest position. (See Figure 64.)

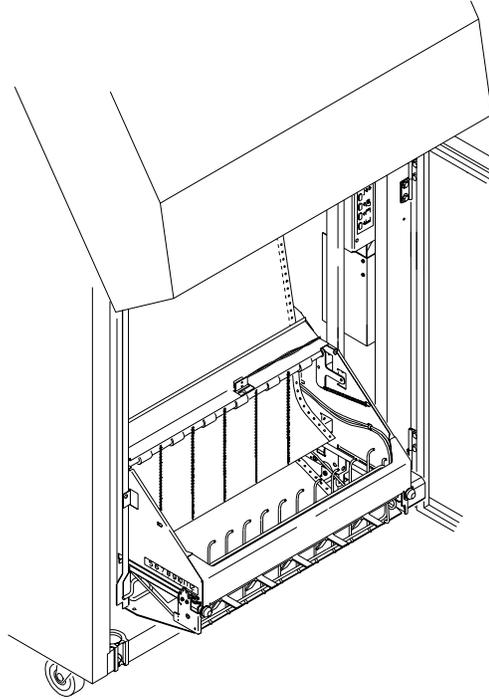


Figure 64. Power Stacker in Print Position

4. Check that the paper is still centered between the paper guides.
5. Close the cabinet rear door.
6. If necessary, set Top Of Form.

Stacker Troubleshooting

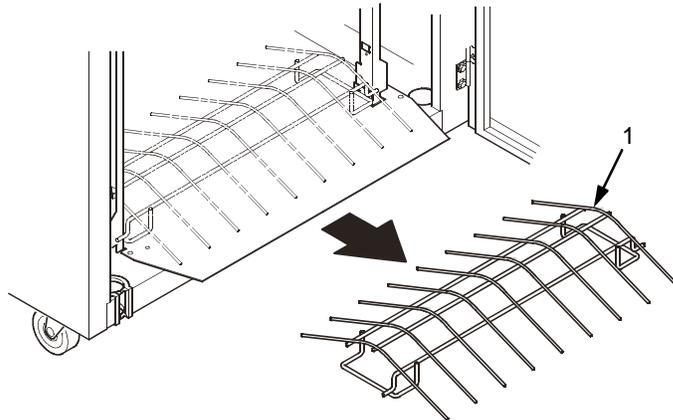
The power stacker augments the paper feed system of the printer. The most frequently occurring problems in the paper feed system are paper jams. Because of the electromechanical nature of the system, other problems that can occur are worn or poor electrical connections and cabling, worn or defective feed motors, worn or damaged mechanical components, or incorrect installation of the stacker assembly. Table 10 shows some of the problems that may occur with the power stacker and the page where you can find the troubleshooting procedure.

Table 10. Power Stacker Troubleshooting

Symptom	Origin of Symptom	Explanation	Solution
Printer does not detect presence of power stacker	Reported by customer.	Various causes possible.	page 116
017 STACKER JAM CHECK STACKER	Message on control panel LCD.	Paper is bunching above the elevator or the paper motion detector is not working properly.	page 68
018 STACKER FULL CHECK STACKER	Message on control panel LCD.	Status message: the power paper stacker is full.	page 69
019 STACKER FAULT CHECK STACKER	Message on control panel LCD.	This message is triggered when the elevator cannot reach the top or bottom limit switch before timing out.	page 70
Stacker “chatters” at upper or lower limit	Reported by customer.	Various causes possible.	page 117
Stacker does not stack properly	Reported by customer.	Various causes possible.	page 118
Stacker elevator does not move	Reported by customer.	Various causes possible.	page 118
Stacker elevator moves by itself	Reported by customer.	Various causes possible.	page 118
Stacker not operating	Reported by customer.	Same symptom as “Printer does not detect presence of power stacker”	page 116

Removing The Power Stacker

1. Set the printer power switch to O (off).
2. Unplug the power cord.
3. Unload paper from the stacker area. (Refer to the *Setup Guide*.)
4. Remove the paper tent. (See Figure 65.)

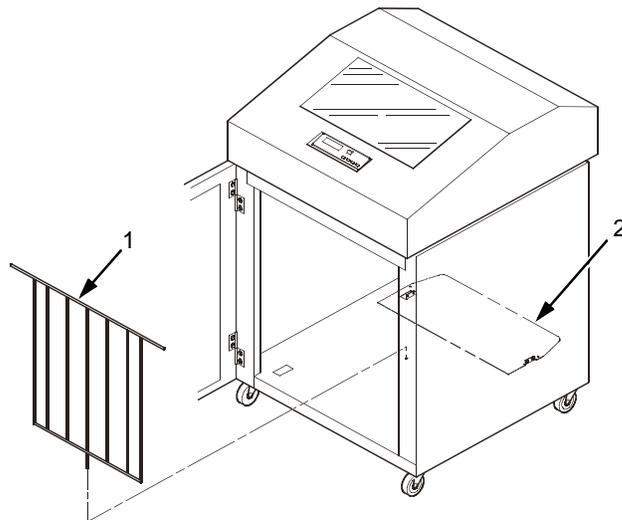


Legend:

1. Paper Tent

Figure 65. Removing the Paper Tent

5. Cut the tie wrap and remove the paper fence. (See Figure 66.)

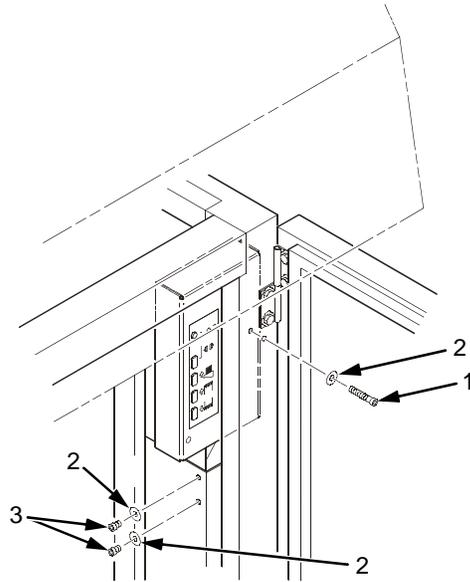


Legend:

1. Paper Fence
2. Stackers Base

Figure 66. Removing the Paper Fence

6. Remove three screws and washers from the stacker control panel. (See Figure 67.)

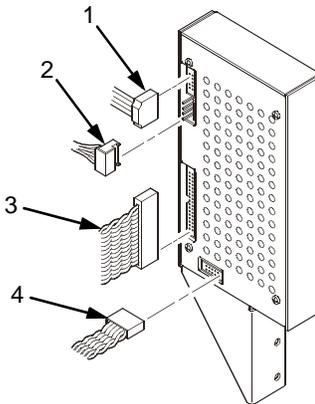


Legend:

1. Long Screw
2. Washer
3. Short Screw

Figure 67. Removing the Stacker Control Panel

7. Remove four cables from the stacker control panel, and remove the stacker control panel. (See Figure 68.)

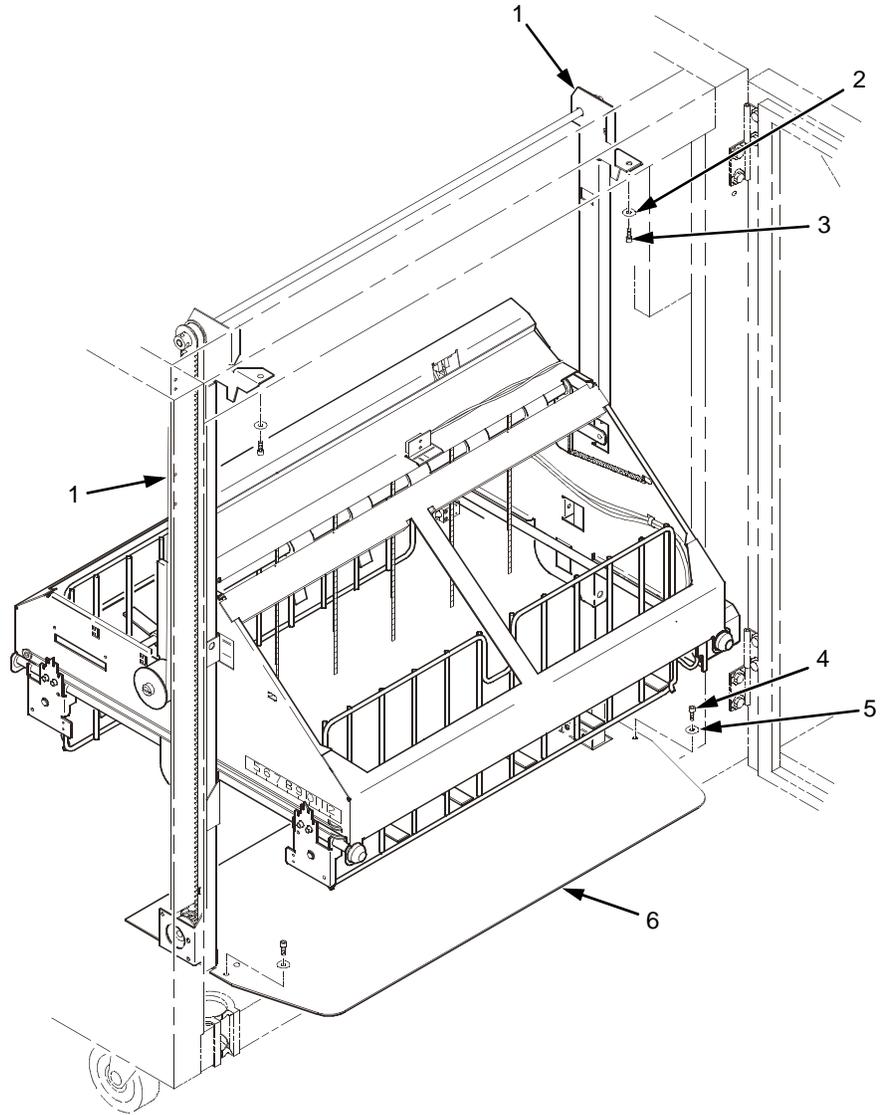


Legend:

1. Logic Cable (P104)
2. Power Cable
3. Frame Cable (P102)
4. Rail Cable (P107)

Figure 68. Removing Cables from the Stacker Control Panel

8. Remove the two 5/32 x 3/4 inch screws and washers securing the vertical rails to the upper frame cross-member at the rear of the cabinet. (See Figure 69.)
9. Raise the elevator assembly.

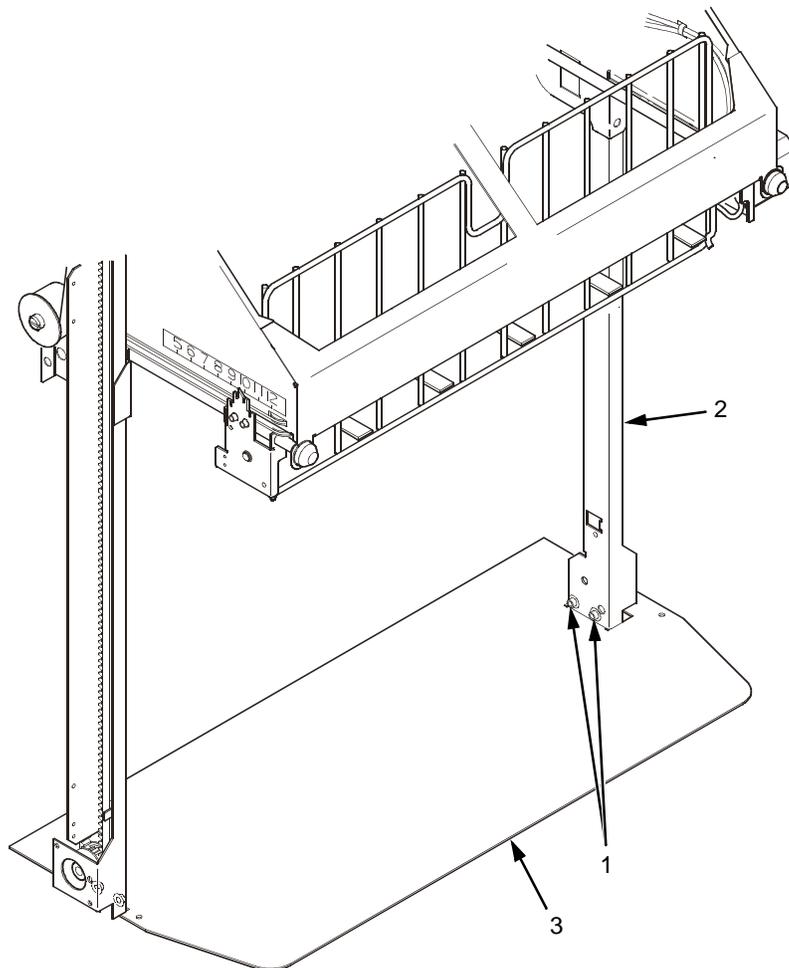


Legend:

1. Vertical Rail
2. Washer (2)
3. Screw, 5/32 x 3/4 inch (2)
4. Screw, 7/64 x 1/2 inch or Torx T-10 (2)
5. Washer (2) but no washers with Torx T-10 screws
6. Stacker Base

Figure 69. Preparing the Stacker for Removal

10. Loosen one turn—**DO NOT REMOVE**—the Torx T-10 screws securing the vertical rails to the stacker base. Each rail is secured by two screws. (See Figure 70.)

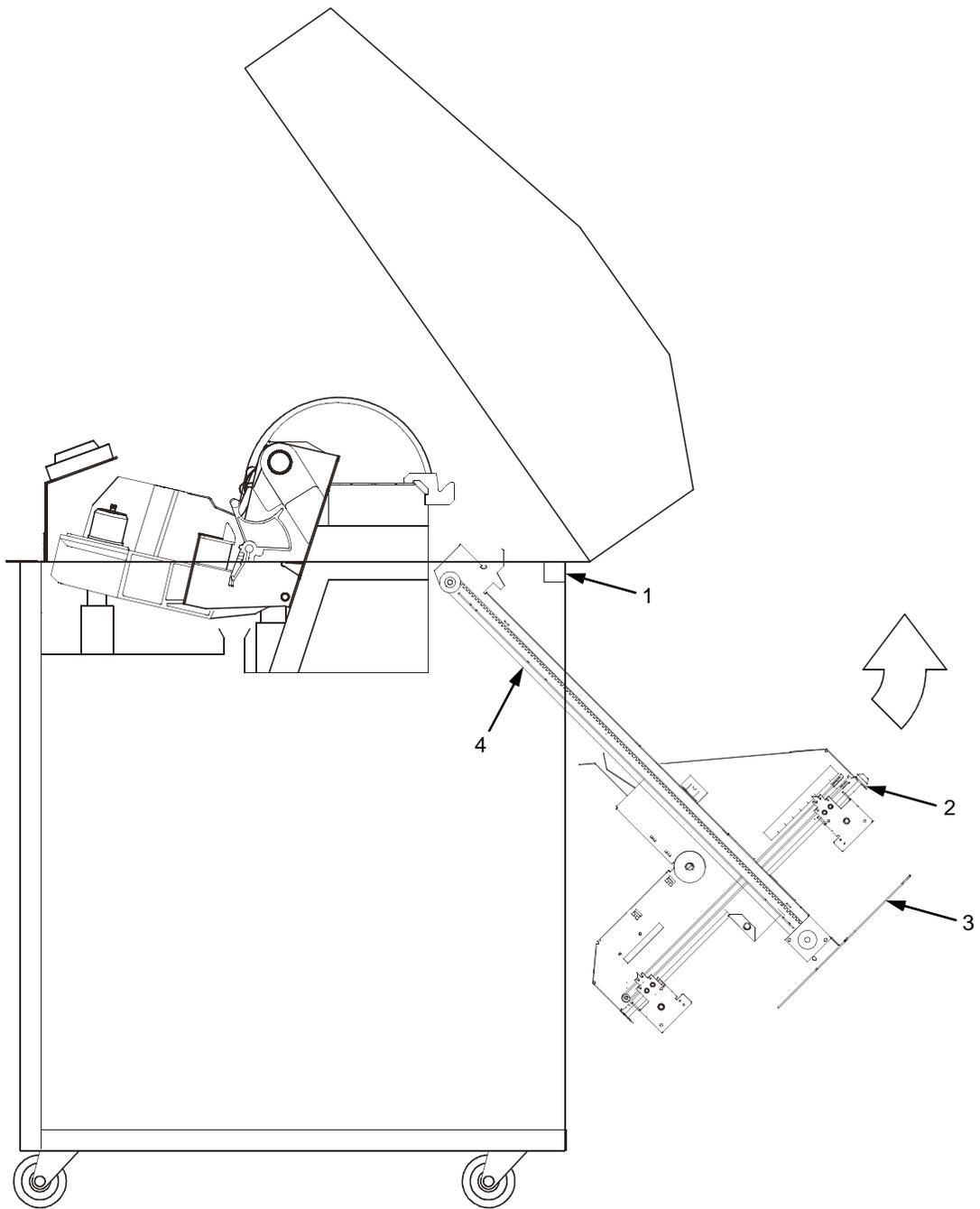


Legend:

1. Screw, 6-32x1/4, Torx T-10: two at bottom of each rail
2. Vertical Rail
3. Stacker Base

Figure 70. Loosening the Lower Screws in the Vertical Rails

11. Remove the 7/64 x 1/2 inch screws and washers (or Torx T-10 screws) securing the base plate to the cabinet floor. (See Figure 69.)
12. Lower the elevator assembly to its lowest position.
13. Slide the stacker assembly slightly to the right to clear the air exhaust duct. Tilt the vertical rails toward the front of the printer until they clear the upper frame cross-member. Slide the stacker assembly to rear and angle it out of the cabinet, as shown in Figure 71.



Legend:

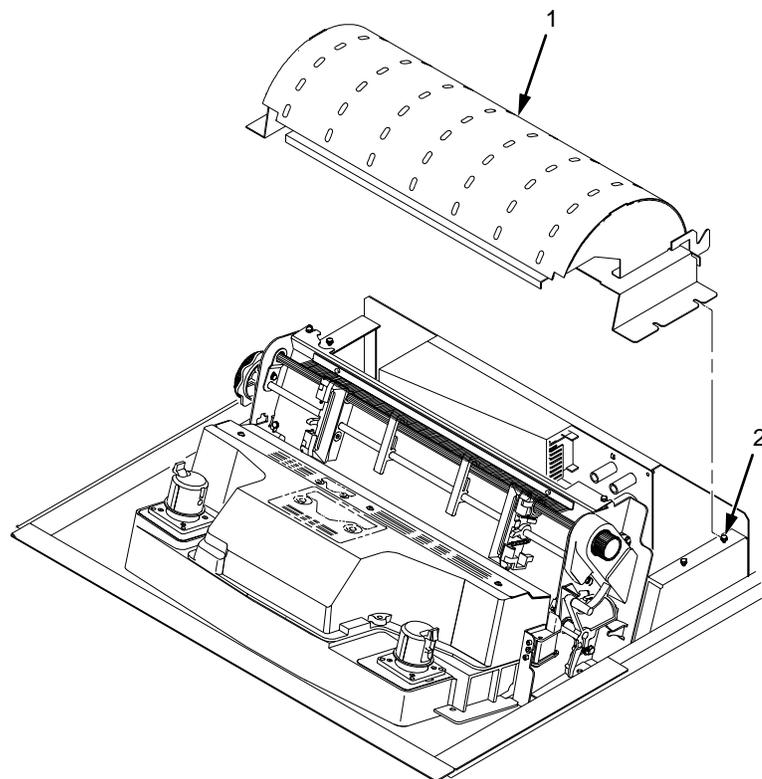
- 1. Upper Frame Cross-Member
- 2. Elevator Assembly
- 3. Stacker Base
- 4. Vertical Rail

Figure 71. Removing the Stacker Assembly

Installing The Power Stacker

NOTE: This procedure is for complete installation of the power stacker, including cable assemblies and the stacker control panel.

1. Set the printer power switch to O (off).
2. Unplug the power cord.
3. Remove paper.
4. Loosen the three paper guide hold-down screws. Slide the paper guide to the left and lift it off the card cage. (See Figure 72.)

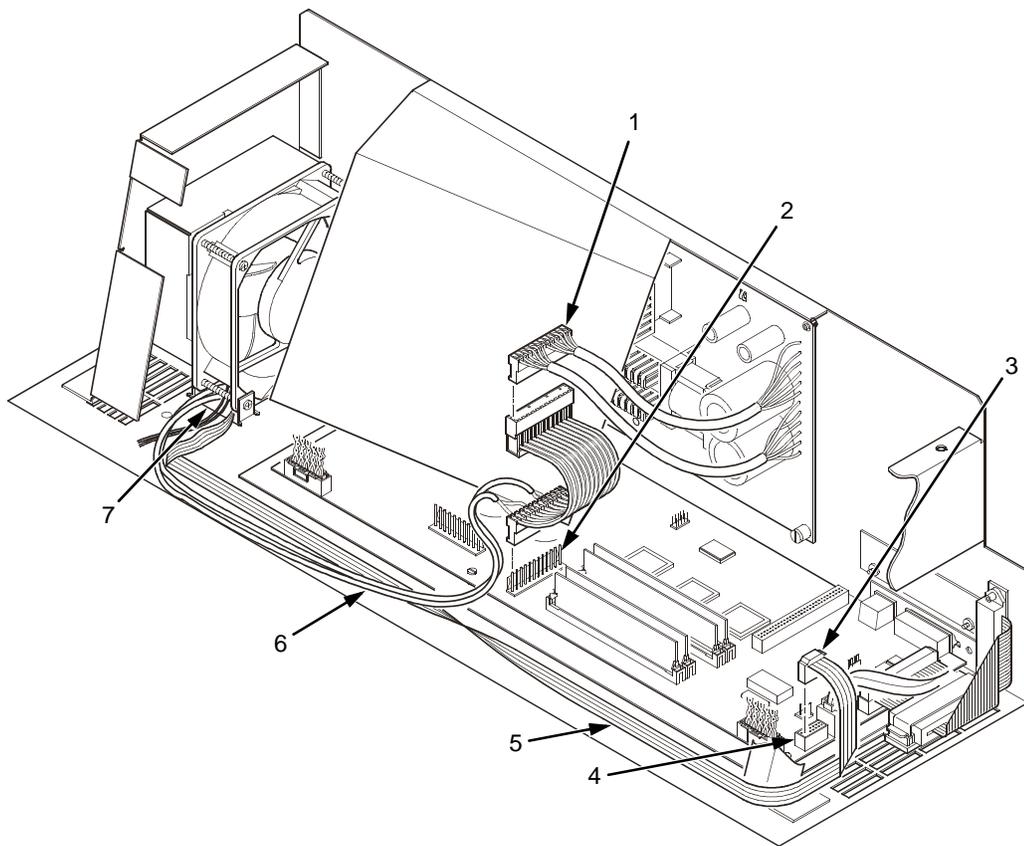


Legend:

1. Paper Guide
2. Hold-Down Screw (3)

Figure 72. Remove the Paper Guide

5. Connect the power stacker logic cable P103 to connector J17 on the CMX controller board. (See Figure 73.)
6. Disconnect the power supply cable from connector J101 on the CMX controller board. (See Figure 73.)
7. Connect power supply cable connector P101 to the stacker power cable, then connect the stacker power cable to connector J101 on the CMX controller board. (See Figure 73.)
8. Route the stacker power cable and the stacker logic cable in front of the CMX board and through the cutout beneath the card cage fan, as shown in Figure 73.



Legend:

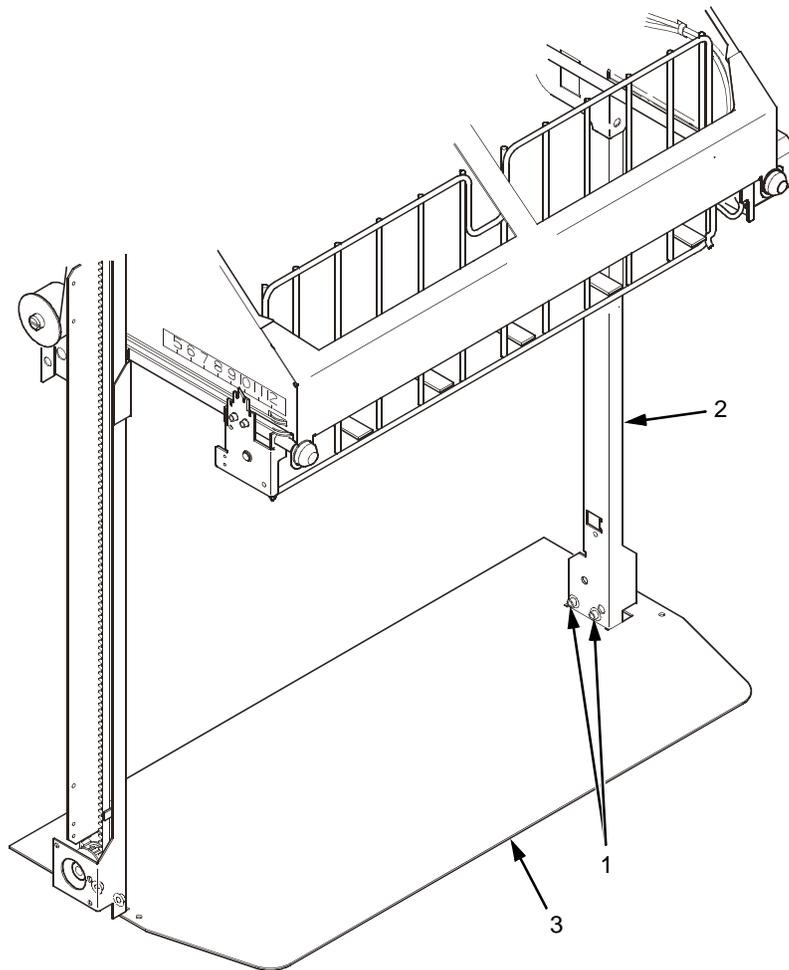
1. Power Supply Connector P101
2. CMX Board Connector J101
3. Connector P103
4. CMX Board Connector J17
5. Stacker Logic Cable
6. Stacker Power Cable
7. Cutout Beneath Card Cage Fan

Figure 73. Stacker Power and Logic Connections on the CMX Controller Board

ATTENTION

The paper stacker assembly mounts to the rear upper frame cross-member and the cabinet floor. It is a snug fit. During installation, take care to avoid scratching painted surfaces or damaging the stacker.

9. Loosen one turn—**DO NOT REMOVE**—the Torx T-10 screws securing the vertical rails to the stacker base. Each rail is secured by two screws. (See Figure 74.)

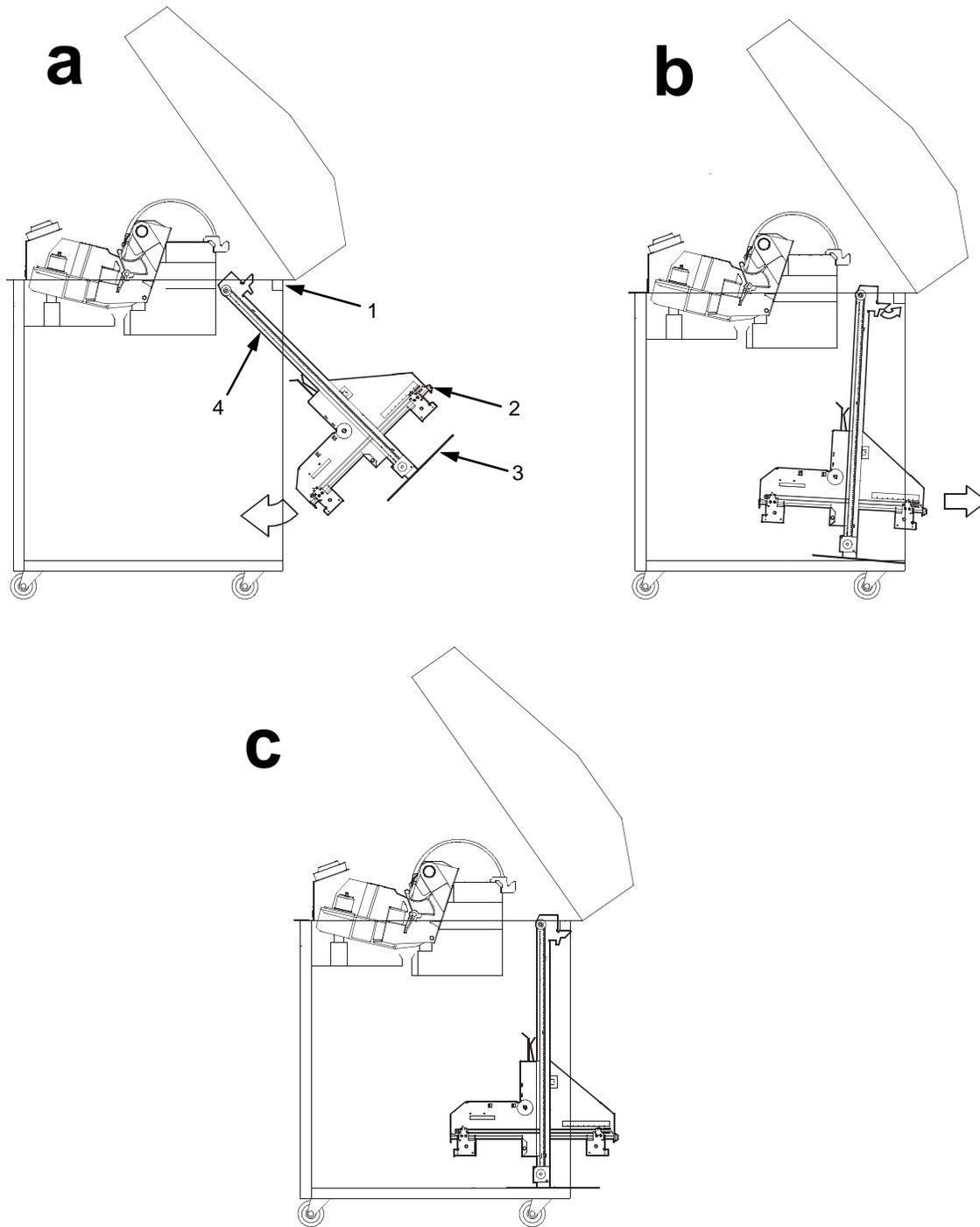


Legend:

1. Screw, 6-32x1/4, Torx T-10: two at bottom of each rail
2. Vertical Rail
3. Stacker Base

Figure 74. Loosening the Lower Screws in the Vertical Rails

-
10. Position the elevator assembly at the bottom of the vertical rails. (See Figure 75a.)
 11. Position the stacker assembly slightly to the right in order to clear the air exhaust duct, insert the vertical rails inside and under the upper frame cross-member, then slowly swing the base of the stacker assembly into the cabinet. (See Figure 75a.)
 12. Work the stacker base rearward and engage the upper brackets of the vertical rails under the upper frame cross-member. (See Figure 75b.)
 13. Align the holes in the vertical rail brackets with the holes in the upper frame cross-member. (See Figure 75c and Figure 76.)

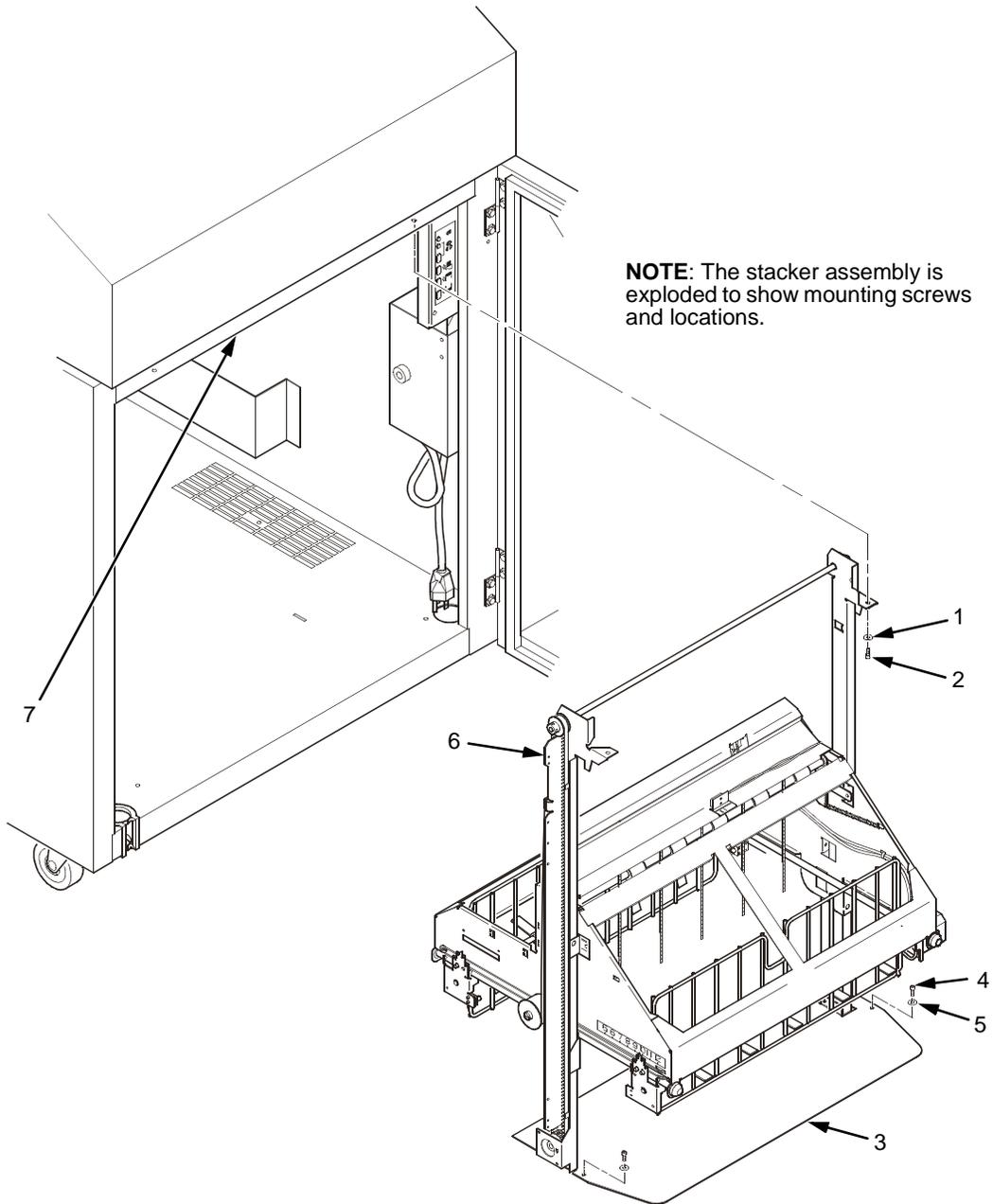


Legend:

- 1. Upper Frame Cross-Member
- 2. Elevator Assembly
- 3. Stacker Base
- 4. Vertical Rail

Figure 75. Stacker Installation

-
14. Align the holes in the stacker base with the holes in the cabinet floor. (See Figure 75c and Figure 76.)
 15. Install finger tight the two 5/32 x 3/4 inch screws and washers securing the vertical rails to the upper frame cross-member.
 16. Install and tighten the four 7/64 x 1/2 inch screws and washers (or Torx T-10 screws) securing the stacker base to the cabinet floor. (See Figure 76.)
 17. Move the elevator assembly up and down on the vertical rails until it travels smoothly with no binding.
 18. Tighten the two 5/32 x 3/4 inch screws and washers securing the vertical rails to the upper frame cross-member.
 19. Move the elevator assembly up and down again to make sure it travels smoothly with no binding.
 20. Tighten the screws securing the vertical rails to the stacker base. Each rail is secured by two screws. (See Figure 74.)
 21. Move the elevator assembly up and down to make sure it travels smoothly with no binding. If the elevator binds or catches anywhere along its path of travel, slightly loosen the upper and lower rail screws and repeat steps 17 through 20 until the elevator moves smoothly.

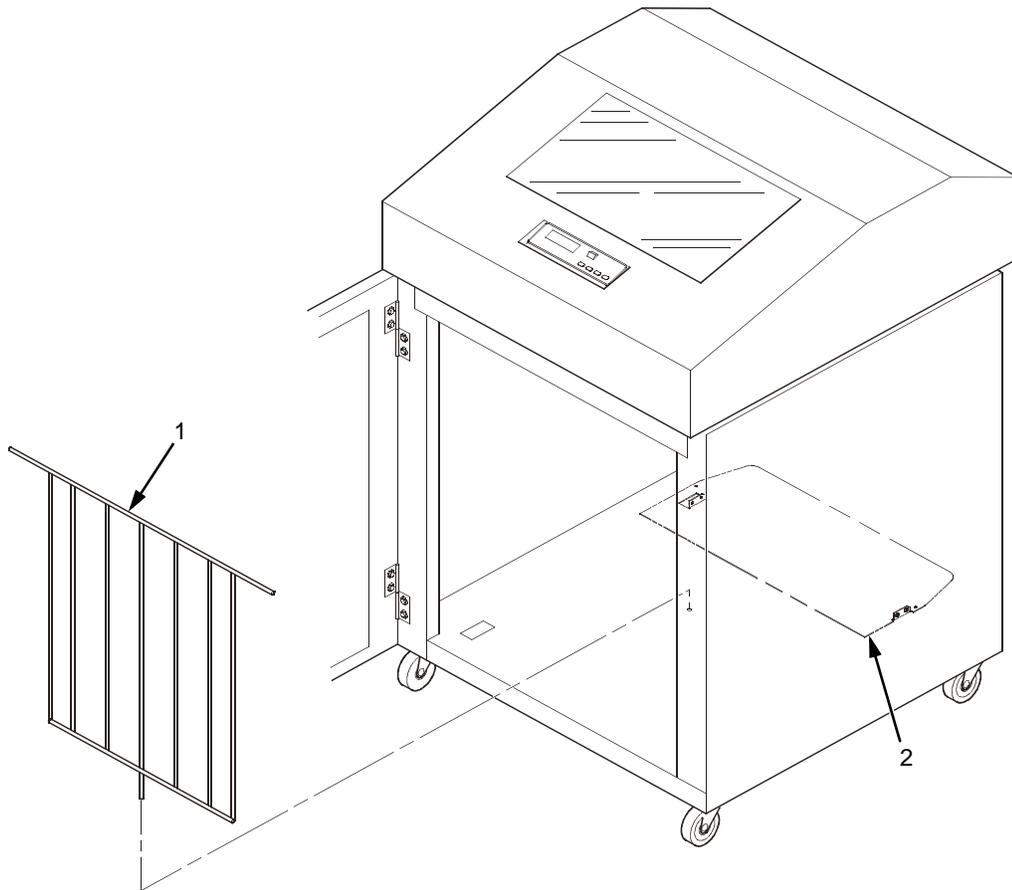


Legend:

- 1. Washer (2)
- 2. Screw, 5/32 x 3/4 inch (2)
- 3. Stacker Base
- 4. Screw, 7/64 x 1/2 inch or Torx T-10 (2)
- 5. Washer (2) but no washers with Torx T-10 screws
- 6. Vertical Rail
- 7. Upper Frame Cross-Member

Figure 76. Stacker Fasteners

22. Install the paper fence. (See Figure 77.)

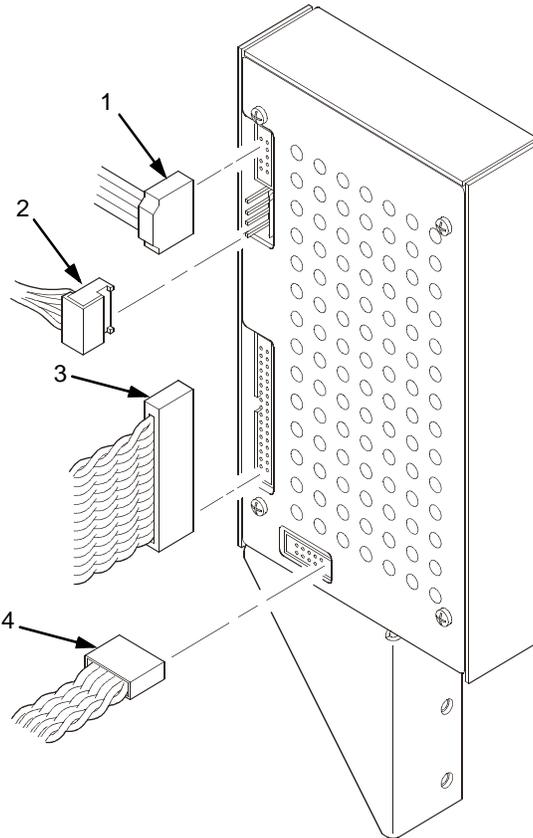


Legend:

- 1. Paper Fence
- 2. Stacker Base

Figure 77. Paper Fence

23. Gather the rail cable, frame cable, logic cable, and power cable. Route the cables outboard of the elevator assembly.
24. Connect the stacker cables to the rear of the stacker control panel assembly, as shown in Figure 78.

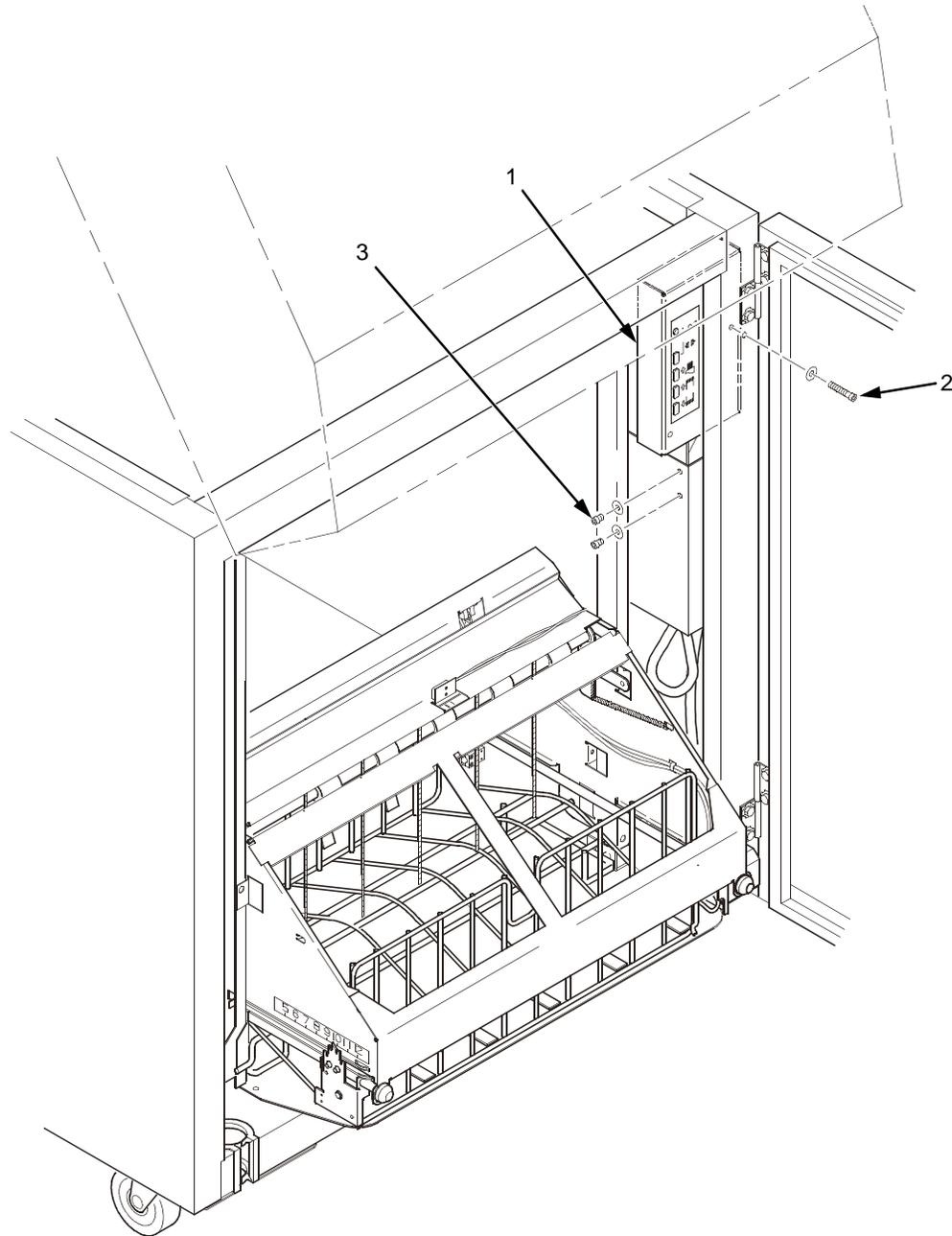


Legend:

1. Logic Cable (P104)
2. Power Cable
3. Frame Cable (P102)
4. Rail Cable (P107)

Figure 78. Stacker Control Panel Cables

25. Position the stacker control panel as shown in Figure 79, and install the mounting screws.

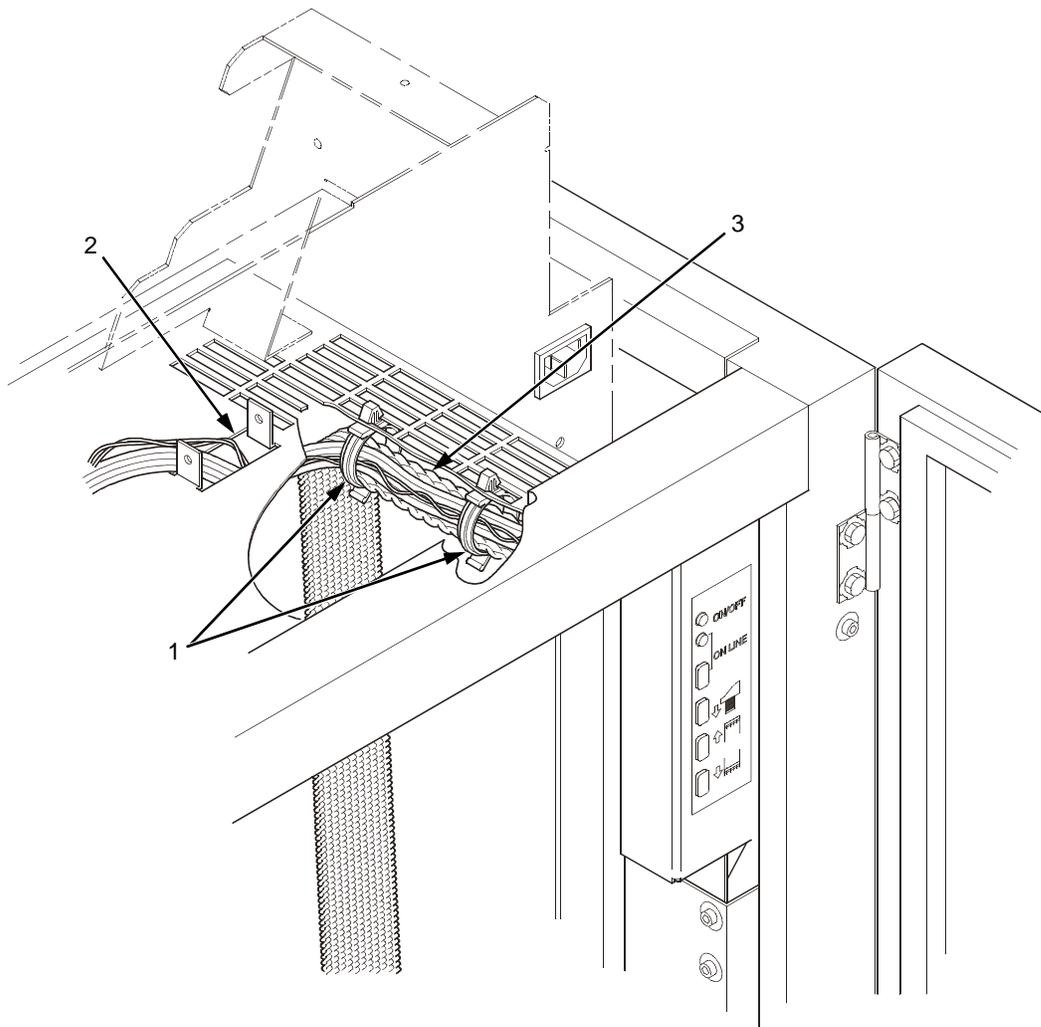


Legend:

- 1. Stacker Control Panel
- 2. Long Screw
- 3. Short Screw (2)

Figure 79. Installing the Stacker Control Panel

26. Bundle the stacker control panel cables in the wire harness clips located under the card cage. (See Figure 80.) Tie wrap the cables so they do not catch in the stacker mechanism as it moves up and down. Route the stacker rail and frame cables so they move without snagging as the elevator assembly moves up and down.



Legend:

- 1. Wire Saddle (2 places)
- 2. Cutout Beneath Card Cage Fan
- 3. Cable Bundle

Figure 80. Securing Stacker Cables

27. Install the paper path that you removed in step 4.
28. Install paper and test stacker operation. (Refer to the *Setup Guide*.)

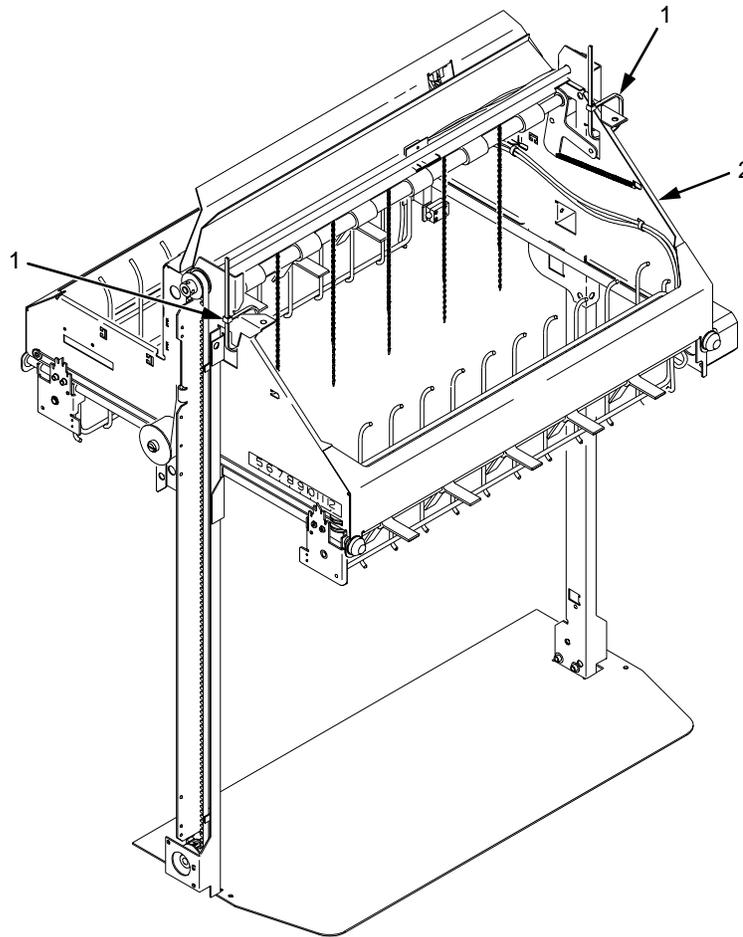
Replacing The Constant Force Spring

1. Remove the stacker assembly from the printer. (See page 375.)

ATTENTION

In the next step, do not over-tighten the tie wraps or string. Tighten the tie wraps or string just enough to hold the elevator up.

2. Raise the elevator assembly to its highest position and secure it to the vertical rails using tie wraps or string. (See Figure 81.)



Legend:

1. Tie Wrap
2. Elevator Assembly

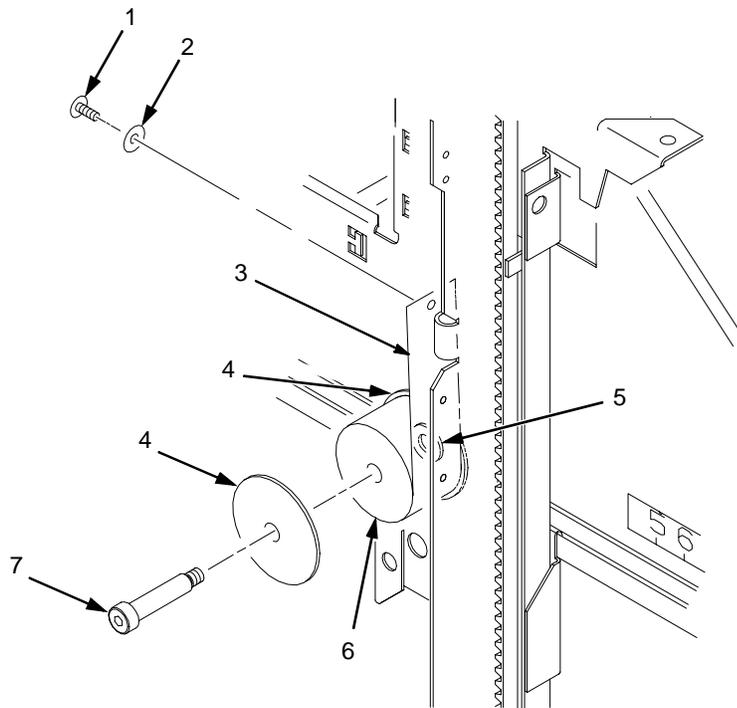
Figure 81. Securing the Elevator Assembly



CAUTION

The constant force spring is a high tension spring. To avoid pinching your fingers, coil the spring slowly and carefully. Do not let the spring twist or crimp.

3. Remove the shoulder screw, washers, and spacer from the constant force spring and drum. Let the spring coil itself up until it reaches the screw that secures it to the vertical rail. (See Figure 82.)
4. Firmly gripping the spring and drum, remove the screw securing the spring to the vertical rail. (See Figure 82.)

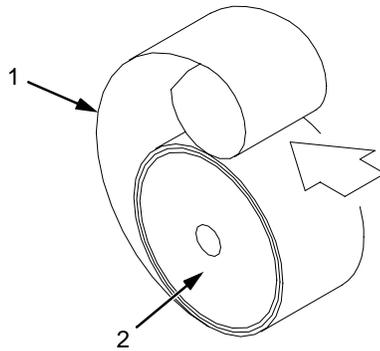


Legend:

1. Rail Screw
2. Washer
3. Constant Force Spring
4. Large Washer
5. Spacer
6. Drum
7. Shoulder Screw

Figure 82. Removing the Constant Force Spring

-
5. Lift the loose end of the constant force spring and let it curl up on the outside of the remaining spring and drum. (See Figure 83.)
 6. While holding the drum tightly, continue to curl the spring until it is completely unwound from the drum. (See Figure 83.)
 7. To install a new constant force spring, reverse the steps of this procedure.



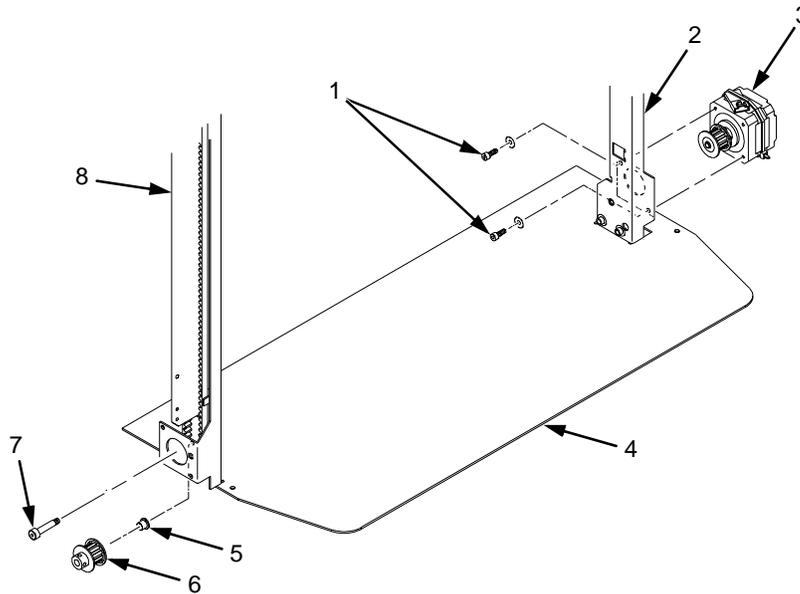
Legend:

1. Spring
2. Drum

Figure 83. Removing the Constant Force Spring from the Drum

Replacing The Timing Belts

1. Remove the stacker assembly from the printer. (See page 375.)
2. Raise the elevator assembly to its highest position and secure it to the vertical rails using tie wraps or string. (See Figure 81, page 391.)
3. If you are removing the left timing belt, remove the shoulder screw from the pulley at the bottom of the left vertical rail, and remove the pulley. (See Figure 84.) Go to step 6.
4. If you are removing the right timing belt, remove the two metric Allen screws that secure the timing belt motor to the right vertical rail. (See Figure 84.) Go to step 5.

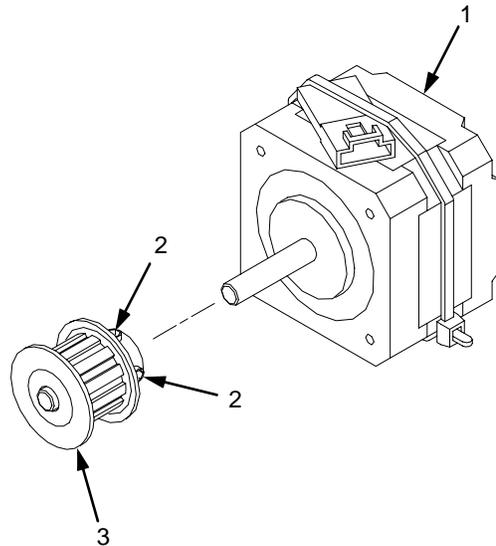


Legend:

1. Metric Allen Screw and Washer
2. Right Vertical Rail
3. Timing Belt Motor
4. Stacker Base
5. Bushing
6. Pulley
7. Shoulder Screw
8. Left Vertical Rail

Figure 84. Removing the Timing Belt Pulley and Motor

5. Loosen the two setscrews on the motor pulley and remove the pulley. Unplug the motor cable, if necessary. (See Figure 85.) Go to step 6.

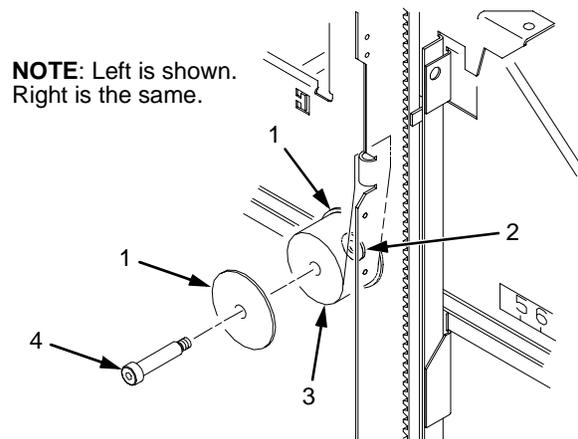


Legend:

- 1. Timing Belt Motor
- 2. Setscrew
- 3. Pulley

Figure 85. Removing the Timing Belt Motor Pulley

6. Remove the shoulder screw, washers, and spacer that secures the constant force spring to the vertical rail. (See Figure 86.)

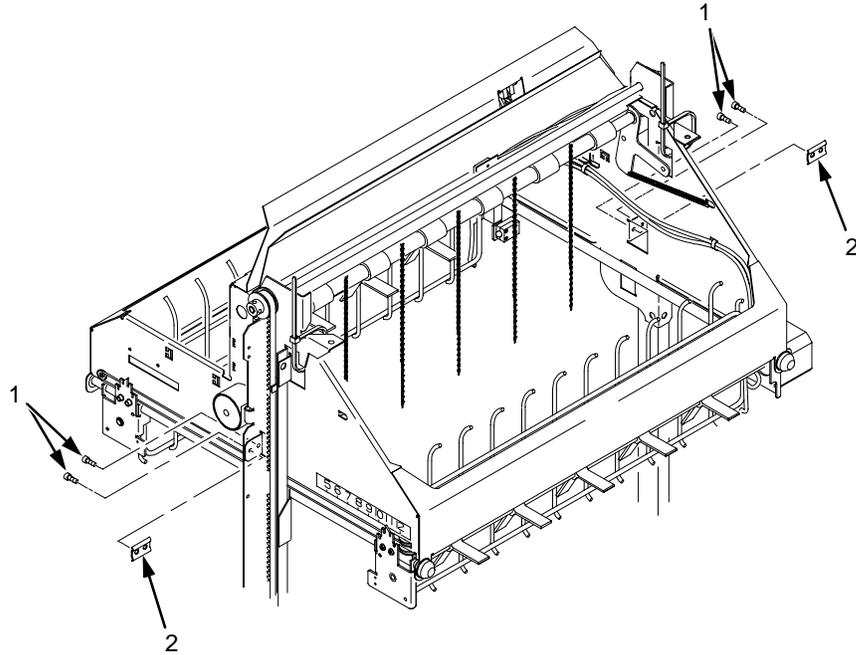


Legend:

- 1. Large Washer
- 2. Spacer
- 3. Constant Force Spring
- 4. Shoulder Screw

Figure 86. Releasing the Constant Force Spring

7. Remove two Allen screws from the belt clamp that secures the timing belt to the stacker frame. (See Figure 87.)

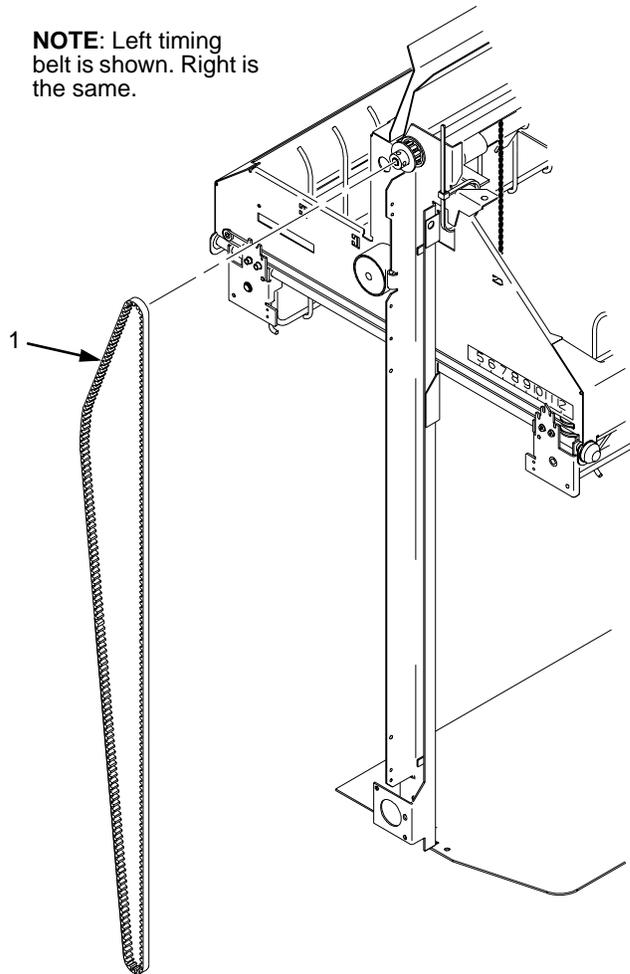


Legend:

1. Allen Screw
2. Belt Clamp

Figure 87. Removing the Belt Clamps

-
8. Remove the timing belt by working it around the vertical rail and constant force spring. (See Figure 88.)



Legend:

1. Timing Belt

Figure 88. Removing the Timing Belt

9. To install a timing belt, reverse the steps of this procedure.

Illustrated Parts Breakdown

The Illustrated Parts Breakdown (IPB) consists of exploded drawings of the power stacker assembly and subassemblies. Parts are listed next to each drawing.

Only replaceable parts are assigned part numbers. If a part or assembly is damaged but does not have a part number, replace the entire power stacker assembly.

The IPB starts on the next page.

See page 401.

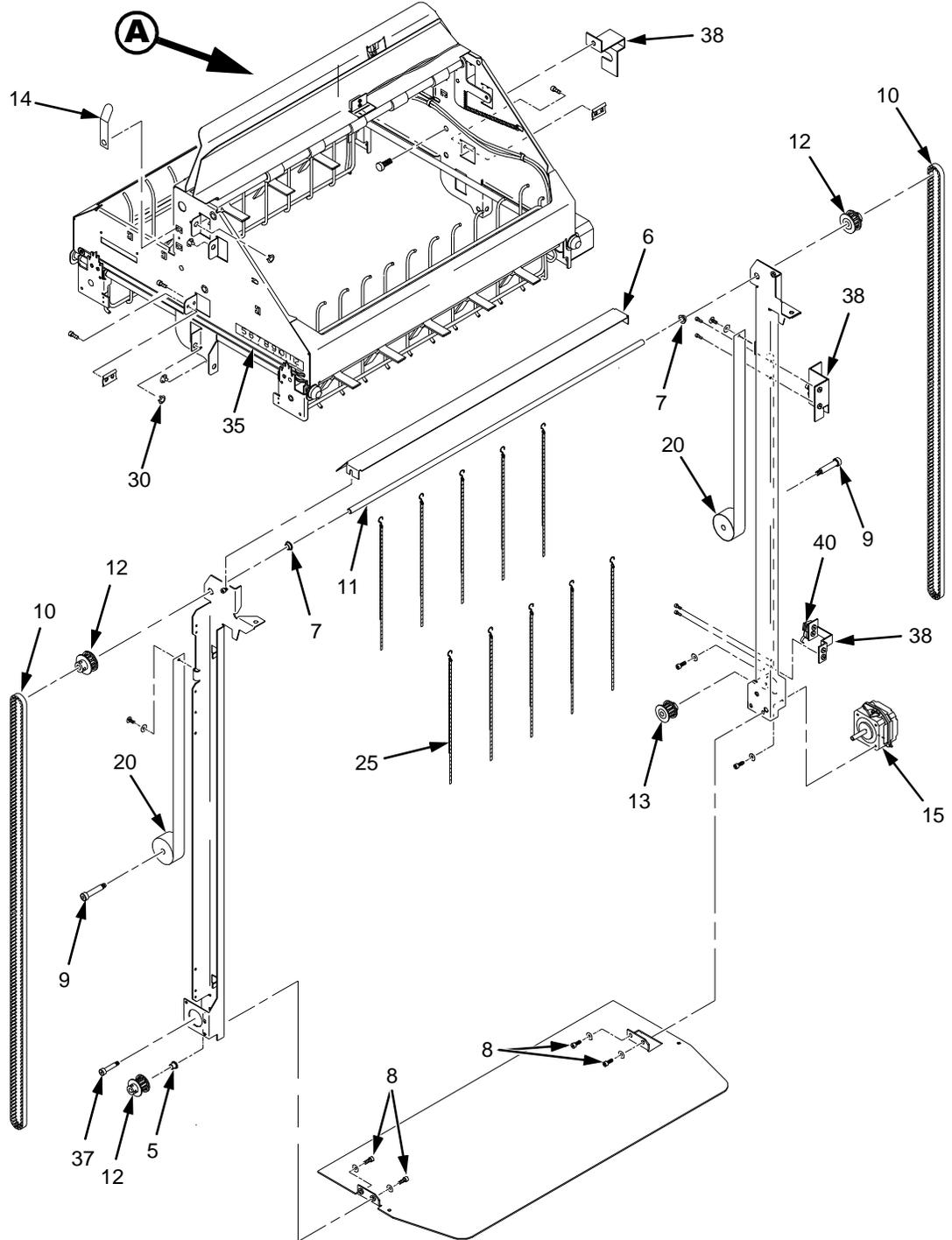


Figure 89. Stacker Assembly

Item No.	Part No.	Description	Notes
5	Ref	Flanged Bearing	Part of item 36
6	24H8966	Paper Deflector	
7	Ref	Clip-On Bearing	Part of item 36
8	Ref	Screw, Torx, 6-32 x .25	Part of item 36
9	Ref	Screw, Shoulder, 10-32	Part of item 36
10	24H8968	Timing Belt	
11	24H8996	Shaft, Lift	
12	24H9002	Pulley, Timing Belt	
13	24H9001	Pulley, Motor	
14	57G1521	Clip, Grounding	
15	24H8969	Motor	
20	24H8970	Constant Force Spring	
25	24H8971	Chain	Mount chains outboard of shafts
30	Ref	Nylon Plug	
35	24H8973	Cable	
36	24H9004	Stacker Hardware Kit	Kit not illustrated
37	Ref	Screw, Shoulder, 8-32	Part of item 36
38	01P4699	Power Stacker Limit Switch Kit	Replaces earlier limit switches
40	170870-901	Limit Switch Assembly	Replacement switch if item 38 is installed
	24H8974	Control Panel Assembly	Figure 78, page 388
	Ref	Rail Cable, Power Stacker	See page 321
	24H8975	Power Cable, Power Stacker	See page 320
	24H8976	Logic Cable, Power Stacker	See page 319
	Ref	Frame Cable, Power Stacker	See page 318
	24H8962	Rear Door, Extended, Power Stacker	Not illustrated
	24H8963	RE Ship Kit, Printer w/Power Stacker	Not illustrated

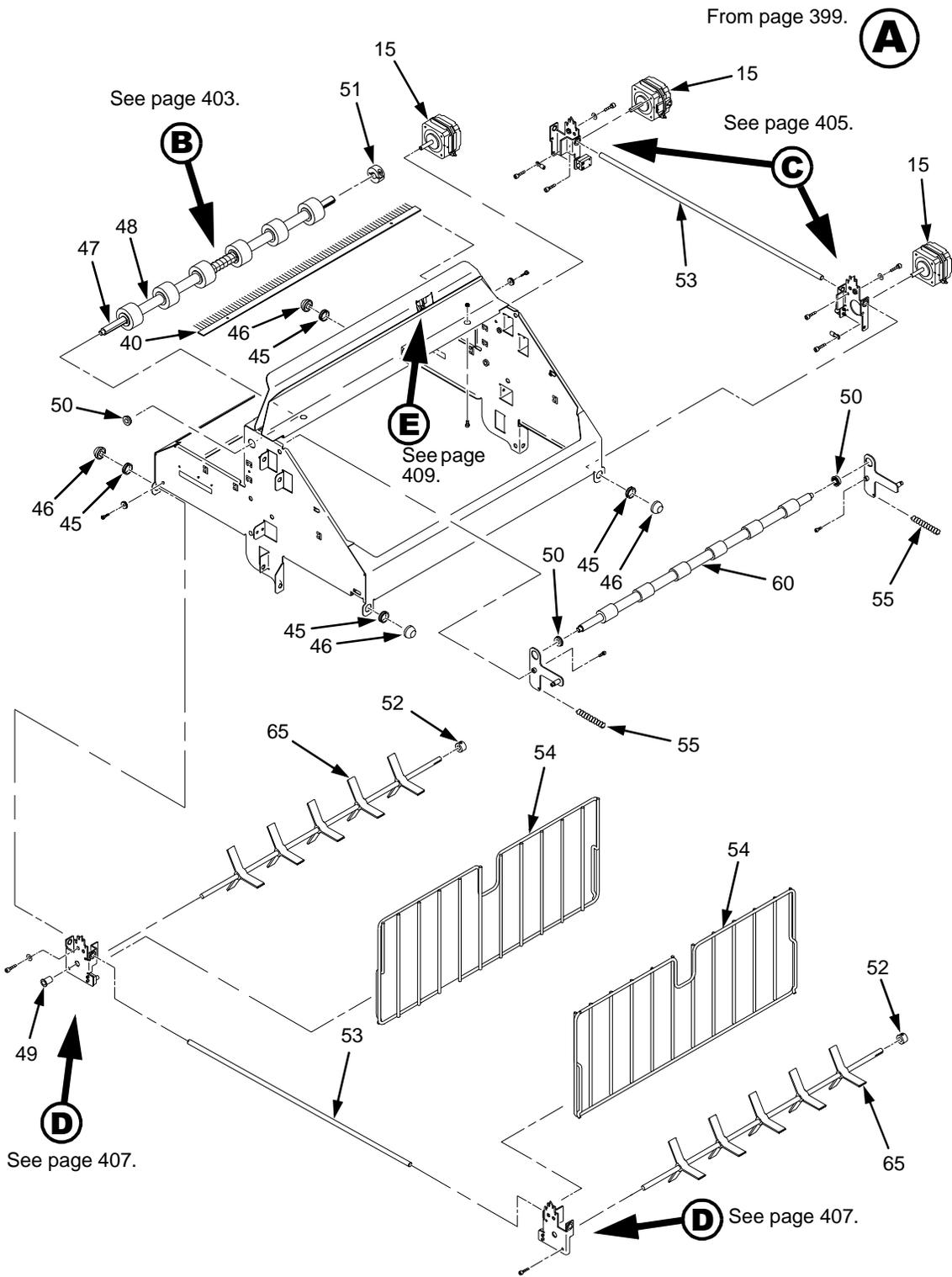


Figure 90. Stacker Detail: Motors, Rollers, and Paddles

Item No.	Part No.	Description	Notes
15	24H8969	Motor	
36	24H9004	Stacker Hardware Kit	Kit not illustrated
40	24H8978	Anti-Static Brush	
45	Ref	Shear Grommet	Part of item 36
46	Ref	Cap Nut	Part of item 36
47	24H9005	Shaft, Drive Roller	
48	24H9006	Spacer, Drive Roller	
49	Ref	Bearing, Flanged	Part of item 36
50	Ref	Bearing	Part of item 36
51	24H9003	Collar Clamp	
52	Ref	Collar, Setscrew	Part of item 36
53	24H8997	Support Shaft	
54	01P4698	Fence, Wireform	
55	24H8981	Extension Spring	
60	24H8982	Idler Roller	Five on early models
65	24H8983	Paddle, Power Stacker	

From page 401.

B

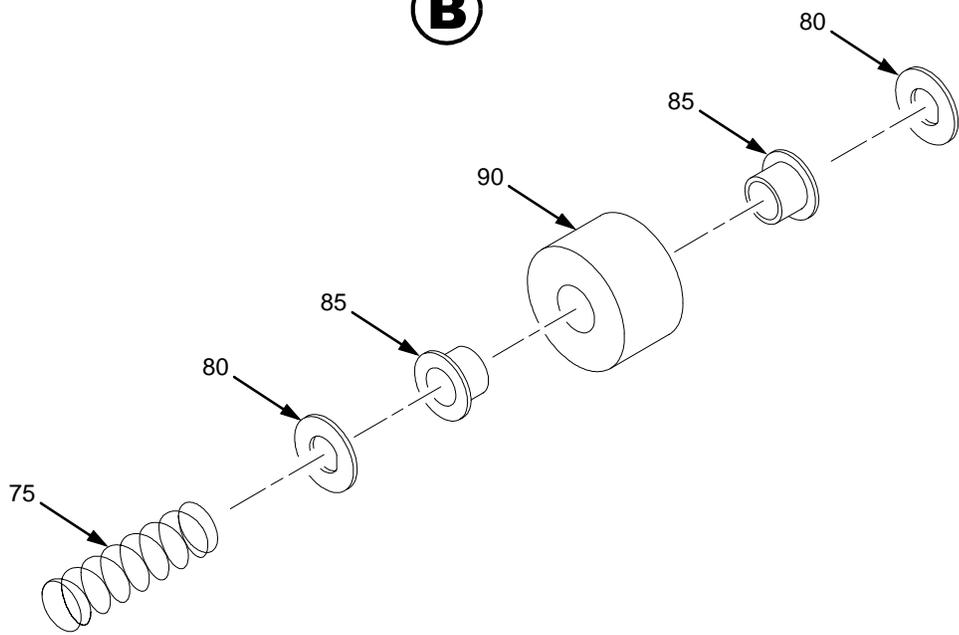


Figure 91. Stacker Detail: Rollers

Item No.	Part No.	Description	Notes
36	24H9004	Stacker Hardware Kit	Kit not illustrated
75	24H8985	Compression Spring	On left end of shaft on early models
80	Ref	Friction Washer	Part of item 36
85	Ref	Flanged Bushing	Part of item 36
90	24H8988	Drive Roller	Five on early models

From page 401.

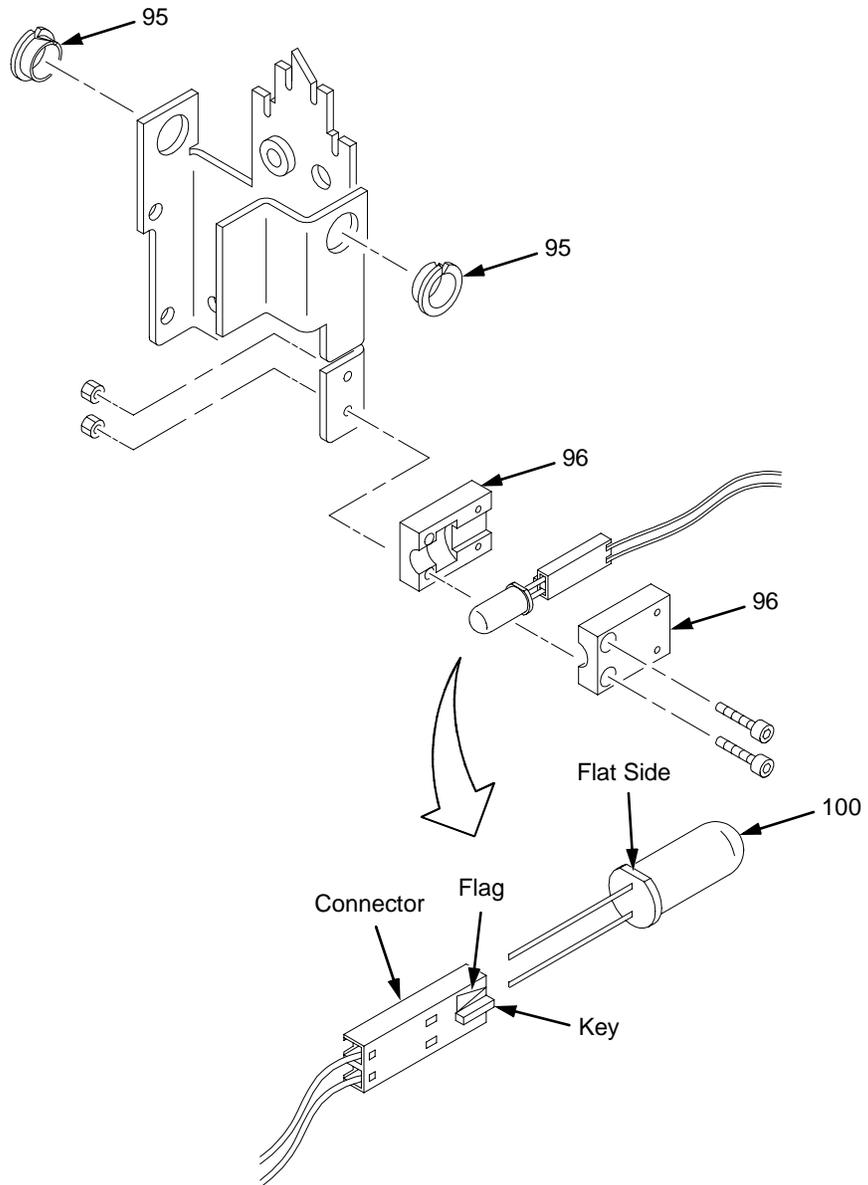


Figure 92. Stacker Detail: Motor Bracket

Item No.	Part No.	Description	Notes
36	24H9004	Stacker Hardware Kit	Kit not illustrated
95	Ref	Clip-On Bearing	Part of item 36
96	24H8999	Holder, LED, Round	
100	24H8989	LED, IR, T-1, 3/4	

From page 401.

D

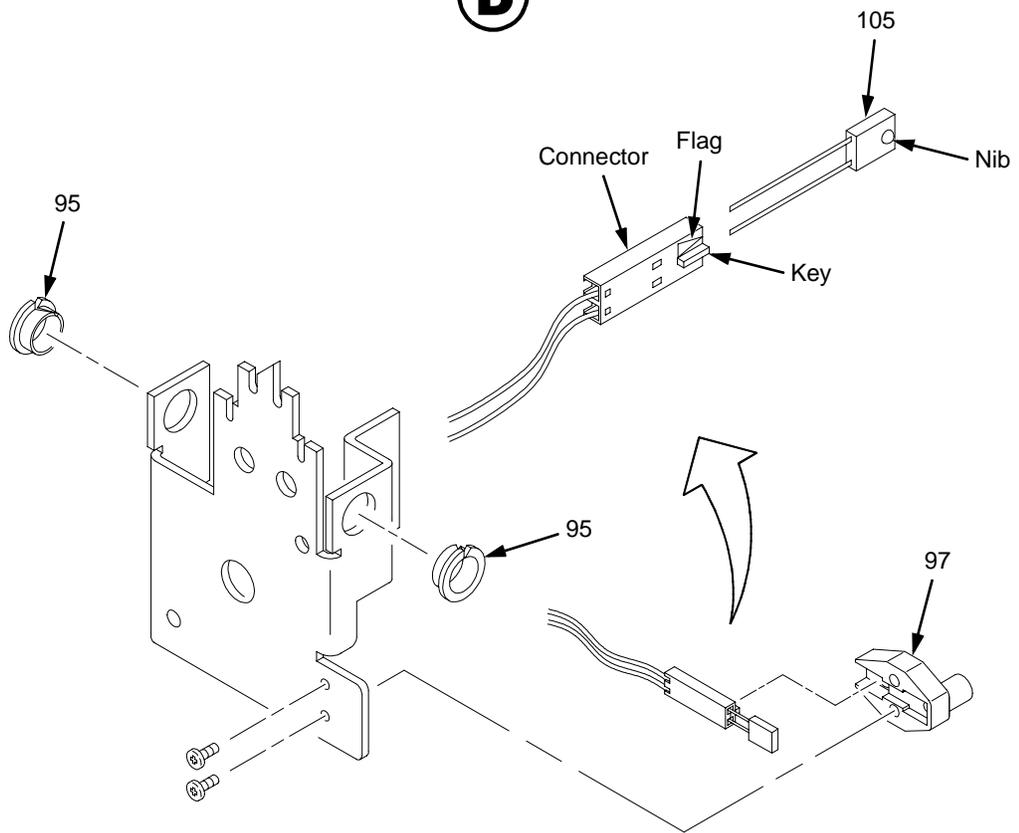


Figure 93. Stacker Detail: Elevator Bracket

Item No.	Part No.	Description	Notes
36	24H9004	Stacker Hardware Kit	Kit not illustrated
95	Ref	Clip-On Bearing	Part of item 36
97	24H9000	Holder, LED, Flat	
105	24H8990	Photodarlington, NPN, Rectifier	

From page 401.



Rotated 180 Degrees

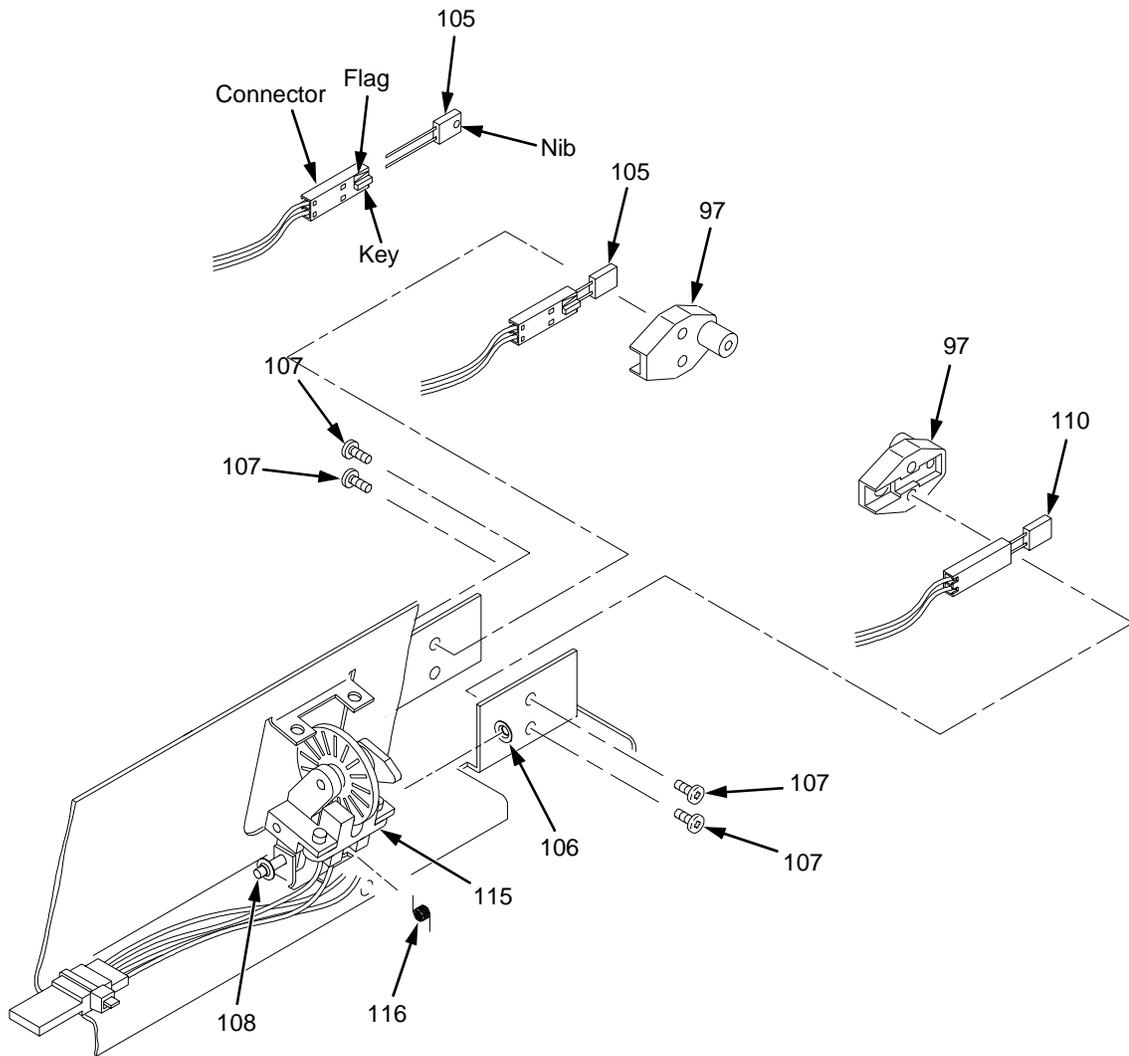


Figure 94. Stacker Detail: Paper Motion Detector

Item No.	Part No.	Description	Notes
36	24H9004	Stacker Hardware Kit	Kit not illustrated
97	24H9000	Holder, LED, Flat	
105	24H8990	Photodarlington, NPN, Rectifier	
106	Ref	Retaining Ring, External, 0.093 inch	Part of item 115
107	Ref	Screw, Panhead, Type B, 2 x 3/16	Part of item 36
108	Ref	Shaft, Paper Detector Switch, Long	Part of item 115
110	24H8991	LED, IR, Rectangular	
115	02N8327	Field Kit, Power Stacker, PMD	
116	Ref	Spring, Torsion	Part of item 115

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