

5. SERVICE MODE

Function	Procedures	Remarks
Service test print - Model name - Destination - ROM version - USB serial number - Ink absorber counter value (ink amount in the ink absorber) - LF / Eject correction value - CD / DVD sensor correction value - Ink system function check result - CD / DVD sensor correction result	See "Service mode operation procedures" below.	Set a sheet of A4 or Letter size paper in the rear tray (cassette not usable).
EEPROM initialization	See "Service mode operation procedures" below.	The following items are NOT initialized, and the shipment arrival flag is not on: - USB serial number - Destination settings - Ink absorber counter value (ink amount in the ink absorber) - CD / DVD correction value - LF / Eject correction value - Left margin correction value - Record of disabling the function to detect the remaining ink amount
Ink absorber counter reset	See "Service mode operation procedures" below.	If the ink absorber counter value is 7% or more, replace the ink absorber kit.
LF / Eject correction	See "Service mode operation procedures" below.	
Left margin correction	See "Service mode operation procedures" below.	
Destination settings	See "Service mode operation procedures" below.	

Note: At the end of the service mode, press the Power button. The paper lifting plate of the sheet feed unit will be raised.

<Service mode operation procedures>

- 1) With the printer power turned off, while pressing the Resume/Cancel button, press and hold the Power button. (DO NOT release the buttons). The Power LED lights in green to indicate that a function is selectable.
- 2) While holding the Power button, release the Resume/Cancel button. (DO NOT release the Power button.)
- 3) While holding the Power button, press the Resume/Cancel button 2 times, and then release both the Power and Resume/Cancel buttons. (Each time the Resume/Cancel button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green, starting with Alarm LED.)
- 4) When the Power LED lights in green, press the Resume/Cancel button the specified number of

time(s) according to the function listed in the table below. (Each time the Resume/Cancel button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green, starting with Alarm LED.)

Time(s)	LED indication	Function	Remarks
0 times	Green (Power)	Power off	When the print head is not installed, the carriage returns and locks in the home position capped.
1 time	Orange (Alarm)	Service test print	
2 times	Green (Power)	EEPROM information print	
3 times	Orange (Alarm)	EEPROM initialization	
4 times	Green (Power)	Ink absorber counter resetting	Set a sheet of A4 or Letter sized plain paper in the rear tray or cassette, and reset the ink absorber counter. After the ink absorber counter is reset, the counter value is printed automatically. See "Ink absorber counter resetting" below.
5 times	Orange (Alarm)	Destination settings	Press the Resume/Cancel button the specified number of time(s) according to the destination.
6 times	Green (Power)	Print head deep cleaning	Cleaning of both Black and Color
7 times	Orange (Alarm)	CD / DVD check pattern print	Not used in servicing.
8 times	Green (Power)	CD / DVD print position correction (horizontal: X direction)	Not used in servicing.
9 times	Orange (Alarm)	CD / DVD print position correction (vertical: Y direction)	Not used in servicing.
10 times	Green (Power)	LF / Eject correction	
11 times	Orange (Alarm)	Left margin correction	
12 times	Green (Power)	Return to the menu selection	
13 times	Orange (Alarm)	Register the ink amount in the ink absorber	
14 to 16 times	Green (Power) / Orange (Alarm)	Return to the menu selection	

Note: If the Resume/Cancel button is pressed 16 or more times, the Alarm LED (orange) lights steadily without any changes.

<Destination settings>

In the destination settings mode, press the Resume/Cancel button the specified number of time(s) according to the destination listed in the table below, and press the Power button.

Time(s)	LED indication	Destination	CD / DVD print
0 times	Green (Power)	No change of the destination	
1 time	Orange (Alarm)	Japan	Supported
2 times	Green (Power)	Korea	Not supported
3 times	Orange (Alarm)	US	Not supported
4 times	Green (Power)	Europe	Supported
5 times	Orange (Alarm)	Australia	Supported

6 times	Green (Power)	Asia	Supported
7 times	Orange (Alarm)	China	Supported
8 times	Green (Power)	Taiwan	Supported
9 times	Orange (Alarm)	LAM	Supported
10 times	Green (Power)	Brazil	Not released
11 times	Orange (Alarm)	Canada	Supported
12 times or more	Green (Power)	Return to the menu selection	Supported

Note: After setting the destination, confirm the model name and destination in service test print or EEPROM information print.

<Ink absorber counter resetting>

Reset the ink absorber counter (to 0%) when the ink absorber is replaced, or when necessary after the logic board is replaced.

- 1) In the service mode, press the Resume/Cancel button 4 times, then press the Power button. The ink absorber counter value of the EEPROM is reset to 0%.
- 2) The flag for resetting of the ink absorber counter is set to ON, and the ink absorber counter value is automatically printed from the selected paper source. ("D=000.0" is printed at the top left of the paper.)

<Ink absorber counter setting>

Set the ink absorber counter value to a new EEPROM after the logic board is replaced in servicing.

- 1) Before replacement of the logic board, check the ink absorber counter value in EEPROM information print.
- 2) In the service mode, press the Resume/Cancel button 13 times, then press the Power button to enter the ink absorber counter setting mode.
- 3) In the ink absorber counter setting mode, press the Power button again to enter the main ink absorber counter setting mode. (Since the procedure for setting the ink absorber counter is common among all the models, this step is necessary to set the counter value for the main ink absorber.)
- 4) The ink absorber counter value can be set in 10% increments by pressing the Resume/Cancel button. Press the Resume/Cancel button the appropriate number of time(s) to select the value which is closest to the actual ink absorber counter value.

Time(s)	Ink absorber counter value to be set (%)
0 times	0%
1 time	10%
2 times	20%
3 times	30%
4 times	40%
5 times	50%
6 times	60%
7 times	70%
8 times	80%
9 times	90%
10 times or more	Not valid. Press the Power button to return to the ink absorber counter setting mode.

- 5) Press the Power button to set the selected value to the EEPROM. Print EEPROM information to confirm that the value is properly set to the EEPROM.

<LF / Eject correction>

After replacement of the LF / Eject roller, logic board, or platen unit in repair servicing or in refurbishment operation, perform the same level of adjustment as the one performed in the production site. In the production site, the correction method that the scanner automatically reads the printing pattern in order to enhance the correction accuracy (E-MIP correction) is used, however, in the service mode, perform the same LF / Eject correction as the one performed for the 2006 products.

Details: Print the LF / Eject correction pattern on a sheet of paper. Select the Pattern No. (0 to 2) in which streaks or lines are the least noticeable, press the Resume/Cancel button the same number of time(s) as the selected Pattern No., then press the Power button. (See the flowchart below.)

- 1) In the LF /Eject correction mode, press the Resume/Cancel button the specified number of time(s) according to the paper to be used in LF / Eject correction listed in the table below, then press the Resume/Cancel button. (Set a sheet of selected paper in the rear tray.)

Time(s) (L)	Paper
1 time	HR-101
2 times	GF-500, Office Planner
3 times	HP BrightWhite
4 times	Canon Extra, STEINBEIS

Note:

- Each time the Resume/Cancel button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green.
- If the Resume/Cancel button is NOT pressed, and only the Power button is pressed, the printer remains in the LF / Eject correction mode.
- If the Resume/Cancel button is pressed 5 times or more, then the Power button is pressed, the printer returns to the service mode menu selection.

- 2) The LF / Eject correction pattern for the selected paper is printed. (LF correction values from 0 to 2 on the right, Eject correction values from 0 to 2 on the left).