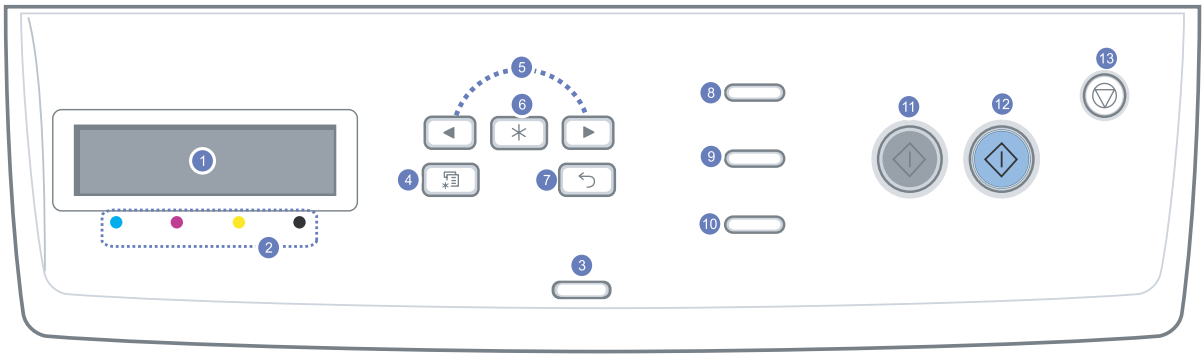
4. Adjustment and Troubleshooting

This chapter describes some of the main service procedures including:
Using the Tech mode; Clearing paper jam and test patterns.
- Tips for avoiding paper jams, Clearing paper jams.
- Solving other problems.

4.1 Alignment and Adjustments

4.1.1 Control Panel



1	**Display:** Shows the current status and prompts during an operation.
2	**Toner col ors:** The toner colors shown below the LCD display co-works with display messages.
3	**Status:** Shows the status of your machine.
4	**Menu:** Enters Menu mode and scrolls through the available menus.
5	**Scroll buttons:** Scroll through the options available in the selected menu, and increase or decrease values.
6	**OK:** Confirms the selection on the screen.
7	**Back:** Sends you back to the upper menu level.

8	**ID copy:** You can copy both sides of the ID Card like a driver's license to a single side of paper.
9	**USB Print:** Allows you to directly print files stored on a USB flash drive when it is inserted into the USB port in the front of your machine.
10	**Scan to:** Allows you to access a list of the PC software programs that an image can be scanned to.
11	**Black :** Starts a job in Black and White mode.
12	**Color:** Starts a job in Color mode.
13	**Stop/Clear:** Stops an operation at any time. In Standby mode, clears/cancels the copy options, such as the darkness, the document type setting, the copy size, and the number of copies.

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4.1.2 LED Function

The Status LED on the control panel shows the status of your machine.
See the table below to know your machine's status.

Status" LED		Description
Off		· The machine is off-line. · The machine is in Power Save mode. When data is received, or any button is pressed, it switches to on-line automatically.
Green	Blinking	· When the backlight slowly blinks, the machine is receiving data from the computer. · When the backlight fast blinks, the machine is printing data.
	On	The machine is on-line and can be used.
Red	Blinking	· A minor error occurs and the machine is waiting an error to be cleared. Check the display message, and solve the problem referring to Understanding display messages. · The toner cartridge is low. Order a new toner cartridge. You can temporarily improve print quality by redistributing the toner.
	On	· The toner cartridge is totally exhausted. Remove the old toner cartridge and install a new one. · A problem has occurred such as a paper jam, opened cover or no paper in the tray, so that the machine can not continue the job. Check the message on the display, and refer to Understanidng display messages. · The toner cartridge is low, empty, or needs to be installed a new one. See Understanding the toner cartridge messages on the display

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4.1.3 Jam Removal

■ Jam area

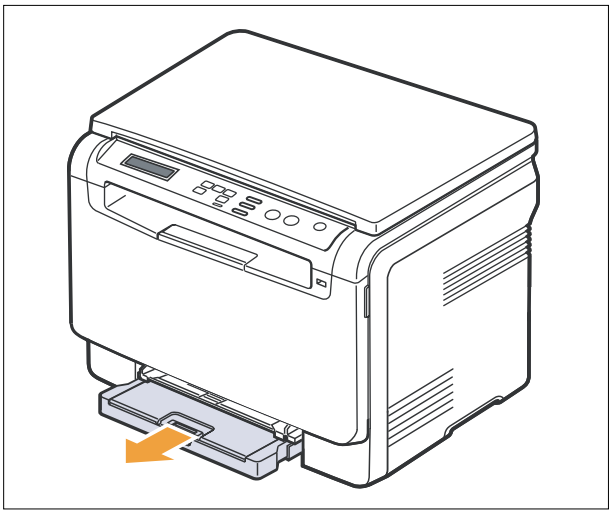
When a paper jam occurs, Paper Jam appears on the display. Refer to the table below to locate and clear the paper jam.

Message	Location of jam
Paper Jam 0 **Open/Close Door**	In the paper feed area
Paper Jam 1 **Open/Close Door**	In the paper exit area
Paper Jam 2 **Check Inside**	In the fuser area or around the toner cartridge
Manual Feeder **Paper Jam 0**	In the paper feed area

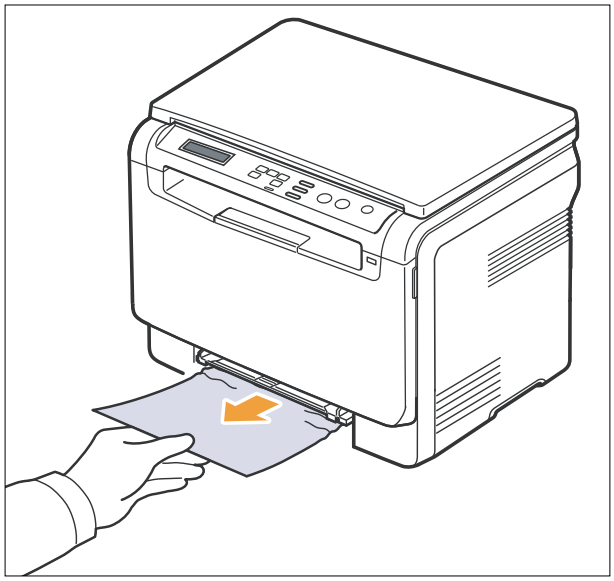
4.1.3.1 In the tray

1. Open and close the front cover. The jammed paper is automatically ejected from the machine.
   If the paper does not exit, go to the next step.

2. Pull the tray out of the machine.



3. Remove the jammed paper by gently pulling it straight out.



   If the paper does not move when you pull, or if you do not see the paper in this area, check the paper exit area.

4. Insert the tray into the machine until it snaps into place. Printing automatically resumes.

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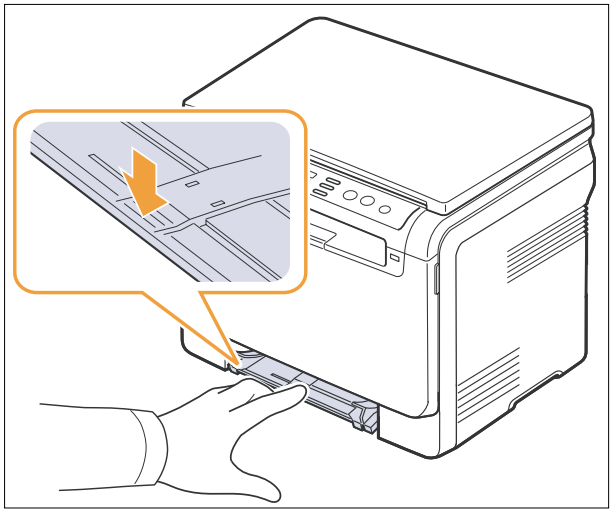
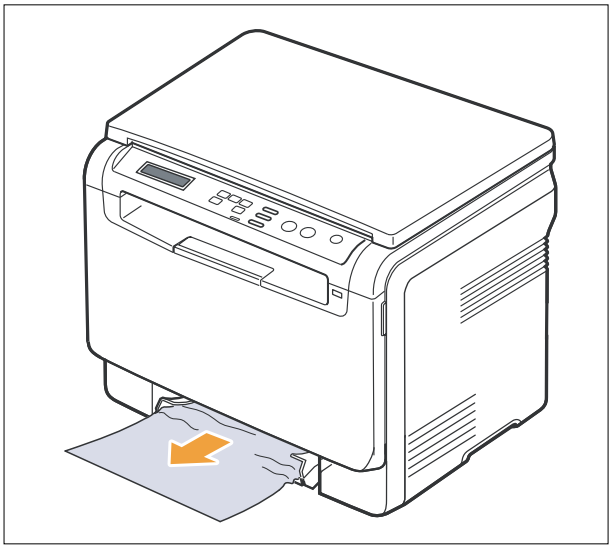
4.1.3.2 In the mamual feeder

1. Pull the tray out.

2. Push the manual feeder tab down.



3. Pull the Jammed paper out of the manual feeder.

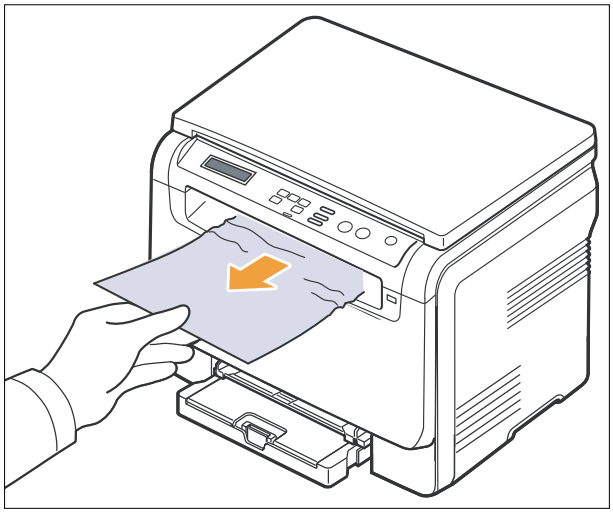


4. Insert the tray into the machine until it snaps into place. Printing automatically resumes.

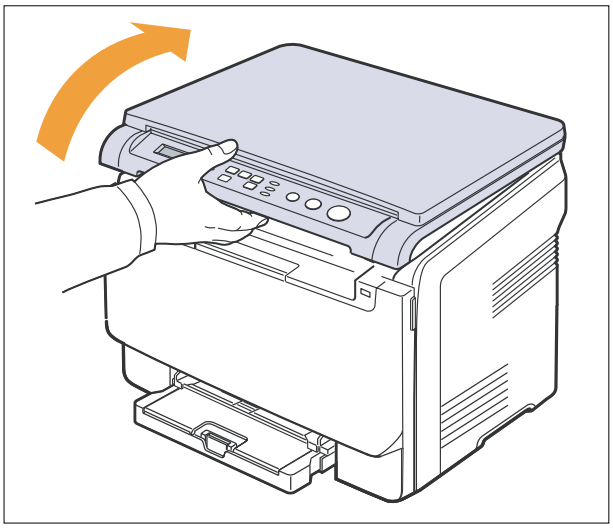
4.1.3.3 In the paper exit area

1. Open and close the front cover. The jammed paper is automatically ejected from the machine.

2. Gently pull the paper out of the output tray. If you do not see the jammed paper or if there is any resistance when you pull, stop and go to the next step.



3. Lift the scan unit.



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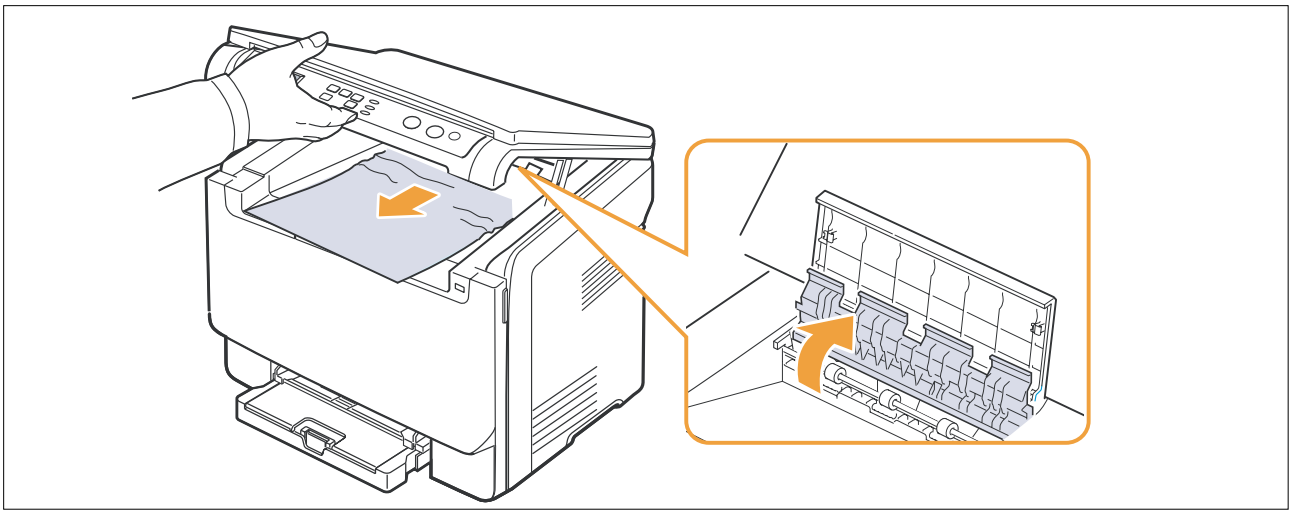
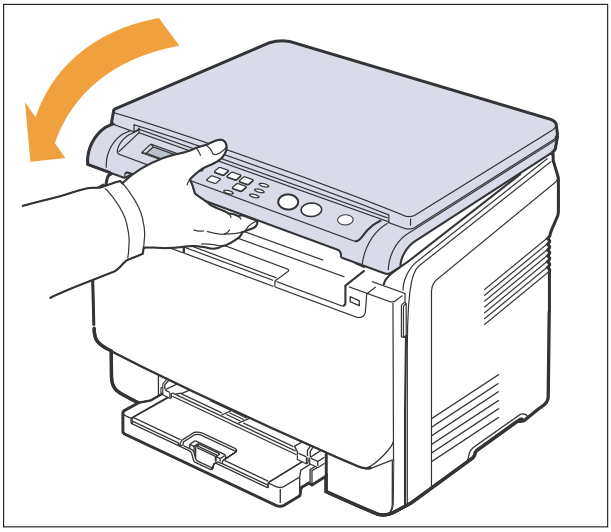
4. Holding the inner cover open, carefully take the jammed paper out of the machine.



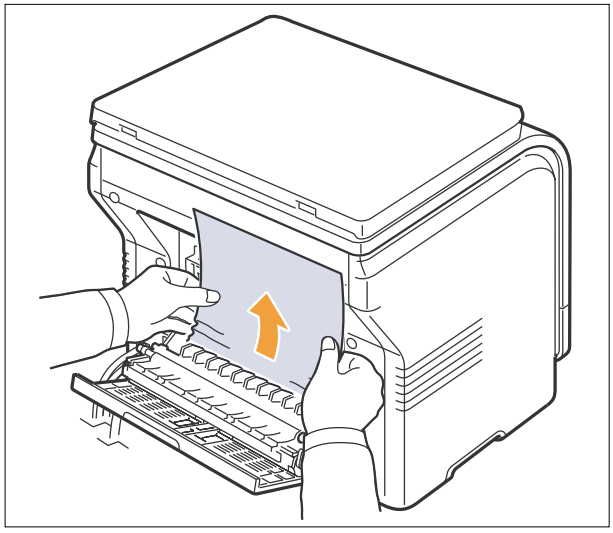
5. Holding down the scan unit gently and slowly until it is completely closed. The inner cover will be closed automatically by the scan unit closed. Be careful not to pinch your fingers!



If there is any resistance and the paper does not move when you pull or if you cannot see the paper under the scan unit, continue to the next step.

6. Open the rear cover.

7. If you see the jammed paper, pull it straight up.



8. Close the rear cover. Printing automatically resumes.

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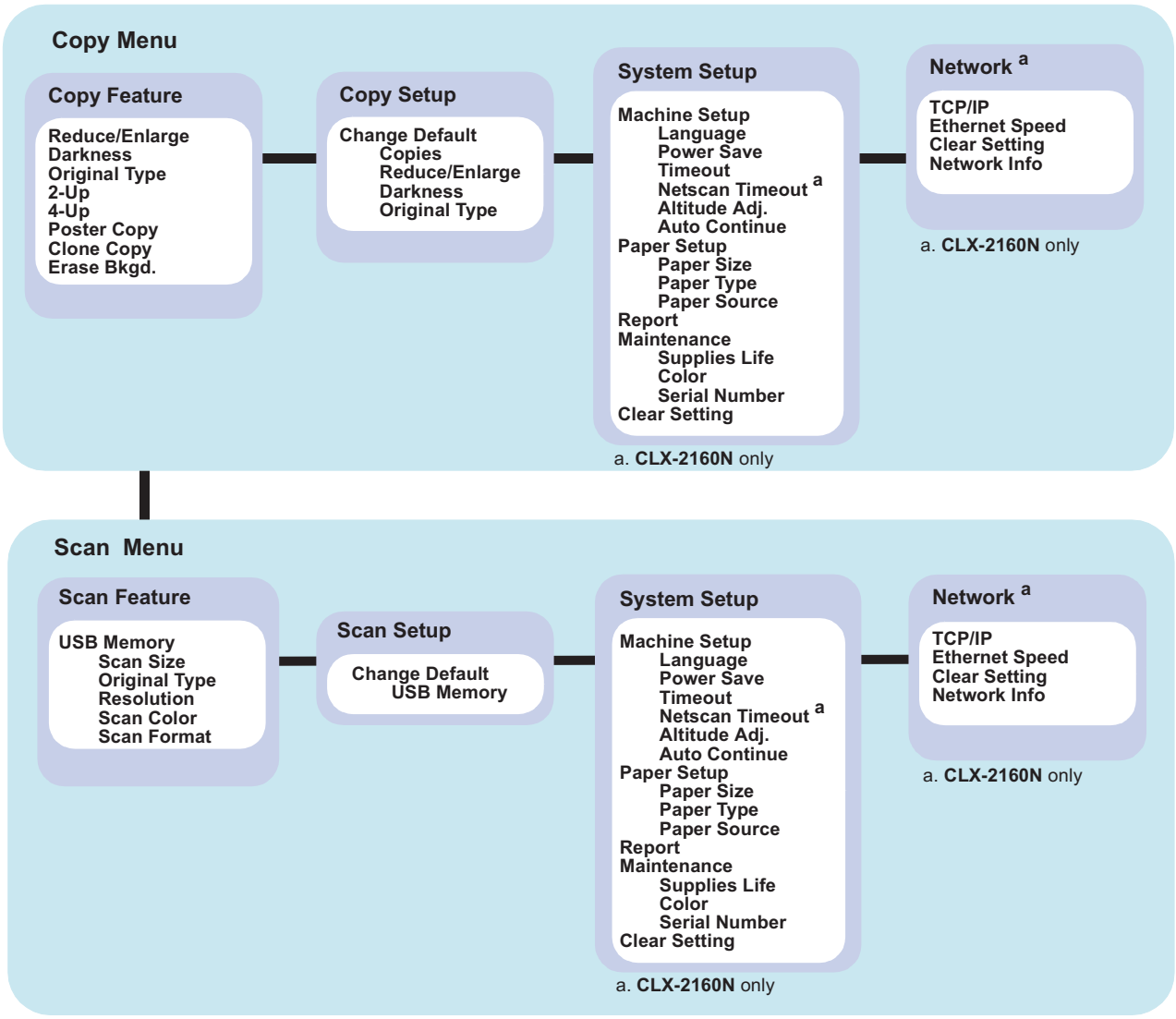
4.1.4 System setup

4.1.4.1 Menu overview

The control panel provides access to various menus to set up the machine or use the machine's functions. These menus can be accessed by pressing Menu. Refer to the following diagram. Menus available in Fax, Copy, or Scan mode vary.



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4.1.4.2 Changing the display language

To change the language that appears on the control panel, follow these steps:

1. Press Menu until Copy Menu appears on the bottom line of the display and press OK.
2. Press the Scroll buttons until System Setup appears and press OK.
3. Press the Scroll buttons until Machine Setup appears and press OK.
4. Press the Scroll buttons until Language appears and press OK.
5. Press the Scroll buttons until the language you want appears and press OK.
6. Press Stop/Clear to return to Standby mode.

4.1.4.3 Using the power save mode

Power Save mode allows your machine to reduce power consumption when it is not in actual use. You can turn this mode on and select a length of time for which the machine waits after a job is printed before it switches to a reduced power state.

1. Press Menu until Copy Menu appears on the bottom line of the display and press OK.
2. Press the Scroll buttons until System Setup appears and press OK.
3. Press the Scroll buttons until Machine Setup appears and press OK.
4. Press the Scroll buttons until Power Save appears and press OK.
5. Press the Scroll buttons until the time setting you want appears and press OK.
6. Press Stop/Clear to return to Standby mode.

4.1.4.4 Altitude Adjustment

The atmospheric pressure could affect the printing quality. If you use the machine in over 1,000 m height altitude area, set the Altitude as recommended in step 4 below.

1. Press Menu until Copy Menu appears on the bottom line of the display and press OK.
2. Press Scroll buttons until System Setup appears and press OK.
3. Press Scroll buttons until Machine Setup appears and press OK.
4. Press the Scroll buttons until Altitude Adj. appears and press OK.
5. Press the Scroll buttons until the binding option you want appears.
6. Press OK to save your selection.
7. Press Stop/Clear to return to Standby mode.

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4.1.4.5 Auto Continue

This is the option to set the machine to continue printing or not, in case the paper size you have set and the paper within the tray mismatches.

1. Press Menu until Copy Menu appears on the bottom line of the display and press OK.
2. Press Scroll buttons until System Setup appears and press OK.
3. Press Scroll buttons until Machine Setup appears and press OK.
4. Press the Scroll buttons until Auto Continue appears and press OK.
5. Press the Scroll buttons until the binding option you want appears.
   - On: automatically prints after set time passes, when the paper size mismatches the tray paper size.
   - Off: waits until you press Start on the control panel, when the paper size mismatches the tray paper size.
6. Press OK to save your selection.
7. Press Stop/Clear to return to Standby mode.

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4.1.5 Sample Pattern

This product provides several printable test patterns for maintenance purposes. These patterns can be used to aid the diagnosis of print quality problems.

4.1.5.1 Printing a Demo Page

Press "OK(Okay)" button for 2 or 3 seconds when "Ready" message displays on LCD panel.
Then demo page will be printed out.

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4.1.5.2 Printing a Configuration Page

You can print a configuration page from the printer's control panel. Use the configuration page to view the current settings, to help troubleshoot problems.
To print a configuration page: In ready mode, press and hold the Stop button on the control panel for 5 seconds.
A configuration page prints out.

Configuration Report

Model Name : CLX-2160 Series

Options	Item	Status
Default Copies	[1-99]	1
Default Reduce/Enlarge	[Org.(100%/A4->A5(71%)...]	Org.(100%)
Default Darkness	[Light/Normal...]	Normal
Default Original Type	[Text/Text/Photo...]	Test
Paper Size(Tray)	[Letter/A4...]	Letter
Paper Size(Manual Feeder)	[Letter/A4...]	Letter
Paper Type	[Plain Paper/Bond...]	Plain Paper
Paper Source(Copy Tray)	[Tray/Manual Feeder...]	Auto
Language	[English/FRANCAIS...]	English
Power Save	[5/10/20...]	20 Min
Timeout	[15/30/60...]	[30 Sec]
Altitude Adjustment	[Normal/High 1...]	Normal
Color Adjustment	Color(C/M/Y/K)	0/0/0/0
Firmware/Engine Version	: OSV1.01.00.06 03-30-2007	1.00.01
SPLC Version	: 5.24 06-28-2006	
Total Image Count	: 242 Images	
Total Page Count	: 58/9Pages (color/mono)	
IP Address/Memory Size	: 192.168.10.34	128 Mbyte

■ Reports

Supplies Information Report

- Total Image Count, Total Page Count (color/mono)
  Image Unit / Deve Roller / Fuser / Transfer Roller / Transfer Belt Life
  Toner Image, Toner Dot Count
  Toner Remains Percent, Toner Average Coverage
  Tray Roller Life
  Scan Page Counts
  Beam Size (Draft/Normal)

Toner Supply Page

- Two cases
  - Insert new OPC (Check count = 0)
  - Change bottle (Check the difference of serial number)

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Etc.

- Network Info. / NetScan Report
  Error Info. / Usage Page / Component Check / Service Support

■ Network Configuration Report

- General information : Host name, Contact, Mac address ,N/W firmware Version

  TCP/IP Information : IP Assignment, IP Address, Subnet Mask, Default Gateway

  IPP Information / LPD Information / SLP Information / IP Filtering Information / UPnp Information

  Network Connection Status:
  It describe the network line status by checking the physical line.
  O.K - Network connection has no problem and connected
  Disconnected - Network connection is not connected.
  Defective Network line is connected but line has some defect (Short or Open)

■ Messages (Printer & Engine)

Consumables Life

- Toner Low(95%,K(97.5%)) / Replace(100%) / Empty(110%,K(105%))
  Replace transfer belt soon(90%) / Replace transfer belt(100%) - 100k
  Replace fuser soon(90%) / Replace fuser(100%) - 100k
  Replace imaging unit soon(90%) / Replace imaging unit(100%) - 50k (OPC)
  Replace Transfer(T2) roller(100%) - 100k
  Replace Tray1 Pick-Roller(100%) - 50k

Service call error

- Low heat error Cycle power / Over heat error cycle power / LSU motor error cycle power / LSU Hsync error cycle power / Open Heat error cycle power / Main Motor Locked / Deve Home error / Fuser Fan Locked

Paper

- Jam0 / Jam1/ Jam2
  TrayPaper Mismatch, Load Manual Press Start Key
  Manual Feeder Empty / Tray1 Empty

Etc.

- Invalid Black/C/M/Y Toner, Install Black/C/M/Y Toner Door Open, SCF Cover Open, Out-Bin Full, Toner Supply Error

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■ Special Operation

Low Speed Mode

- Objective : To improve toner supply, it lowers the speed sometimes

1. Check the toner level 3 times, consecutively
2. If its level does not satisfy the normal condition, It lowers the speed followed by coverage

   Color - 25~49%(1/2), 50 ~74%(1/3), 75%~(1/4)

   Mono - 15~24%(1/3), 25~34%(1/4), 35~44%(1/5), 45~54%(1/6), 65~74%(1/8), 75%~(1/9)

Toner Supply Mode

- It enters to the toner supply mode after replacing toner cartridge or insert new toner cartridge It takes 1min 30 sec maximum

Auto Continue

- If auto continue set to ON, Printer automatically paper out after 15 sec in paper mismatch state

Altitude

- Altitude Adj : It can adjust voltage conditions

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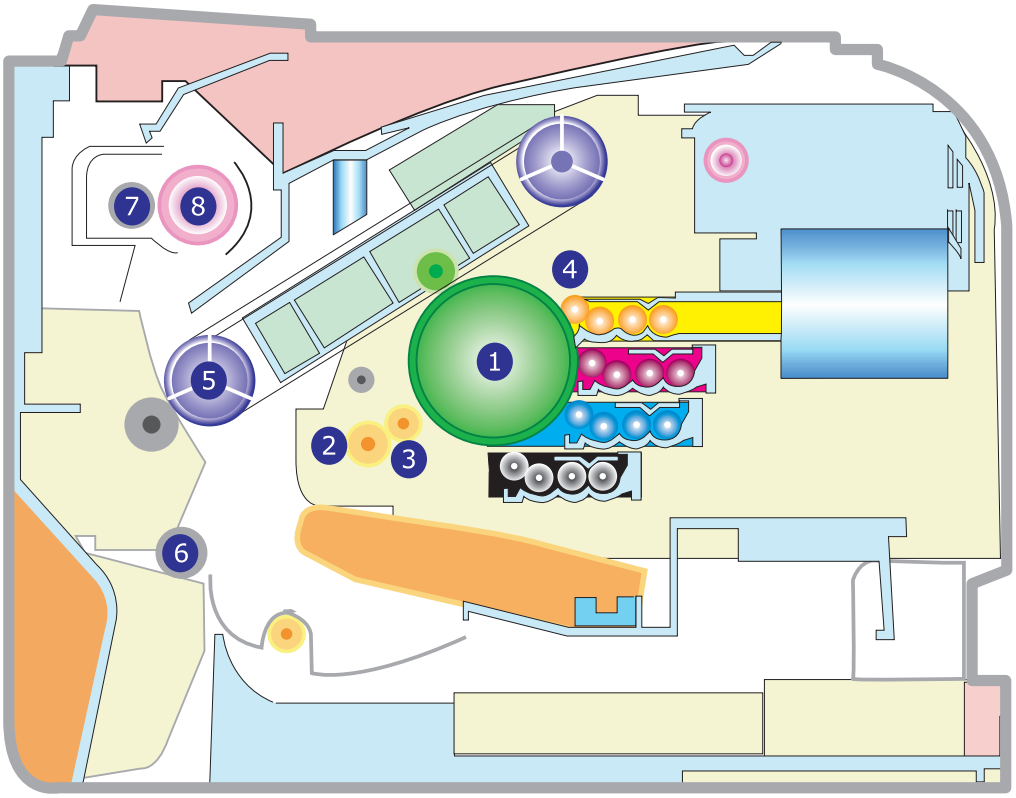
4.1.6 Periodic Defective Image

If an image defects appears at regular intervals on the printed-paper, it is due to a faulty or damaged roller. Refer to the table below and check the condition of the appropriate roller.

No	Roller	Period	Phenomenon
1	OPC Drum	188.5 mm	White and Black Spots
2	Charge Roller	37.7mm	Black Spot and line and Periodic Band
3	Supply Roller	47.5mm	Periodic Band by little difference of density
4	Developing Roller	26.0mm	White Spot, Horizontal black band
5	1st Transfer Roller	32.7mm	Ghost, Damaged Image by abnormal tranfer
6	2nd Transfer Roller	57.5mm	Ghost, Damaged Image by abnormal tranfer
7	Heat Roller	86.6mm	Black Spots or Vertical Black Band
8	Pressure Roller	86.6mm	Background



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4.1.7 Tech Mode

4.1.7.1 How to Enter Tech Mode

In service (tech) mode, the technician can check the machine and perform various test to isolate the cause of a malfunction.

While in Tech mode, the machine still performs all normal operations.

■ Tech Mode

Instruction

- You can switch the mode (User->Tech or Tech->User) by pressing menu->ID Copy->Left->Right->Menu->Black Start consecutively
  You can refer to the F/W Version Info. By pressing menu->ID Copy->Left->Right->Menu->Stop

Data Setup

- Clear All Mem.

  Clear Count : Total Page / FLT Scan / ADF Scan / Imaging Unit / Transfer Belt / Fuser / TransferRoller / Tray1 Roller / Tray2 Roller

  Color Regi.

Machine Test

- Switch Test / Modem Test / Dram Test / Rom Test / Shading Test

Report

- Protocol / Configuration / Error Info / Usage Page / Component Check Service Support

Supplies Information Report

- Total Image Count, Total Page Count (color/mono)

  Image Unit / Deve Roller / Fuser / Transfer Roller / Transfer Belt Life

  Toner Image, Toner Dot Count

  Toner Remains Percent, Toner Average Coverage

  Tray Roller Life

  Scan Page Counts

  Beam Size (Draft/Normal)

Toner Supply Page

- Two cases
  - Insert new OPC (Check count = 0)
  - Change bottle (Check the difference of serial number)

Etc.

- Network Info. / NetScan Report

  Error Info. / Usage Page / Component Check / Service Support

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4.1.7.2 F/W Upgrade

· USB and Network port are used to update

· Network applications (SWAS, SWS) can be used to update

· Normal Update
Send ROM file via USB, network port in Ready state It will automatically update and reset

· Special Mode Update
1. Power On While Pressing “Stop / Clear” Button
   - It displays download mode message
2. Send ROM file via USB
3. It will automatically update and reset

* If necessary you should perform factory clearing (menu + ID Copy + Left + Right + Menu + Black Start) after updating Rom file
Notice : All of count values and data saved in MFP will be cleared

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■ Machine Test

SWITCH TEST

Use this feature to test all keys on the operation control panel. The result is displayed on the LCD window each time you press a key.

MODEM TEST

Use this feature to hear various transmission signals to the telephone line from the modem and to check the modem. If no transmission signal sound is heard, it means the modem part of the main board malfunctioned.

DRAM TEST

Use this feature to test the machine's DRAM. The result appears in the LCD display.
If all memory is working normally, the LCD shows << O K >>

ROM TEST

Use this feature to test the machine'S ROM. The result and the software version appear in the LCD display.

- FLASH VER : 1.00 V
- ENGINE VER :1.00V

PATTERN TEST

Using this pattern printout, you can check if the printer mechanism is functioning properly.
It is needed in the production progress. Service person doesn't need to use it.

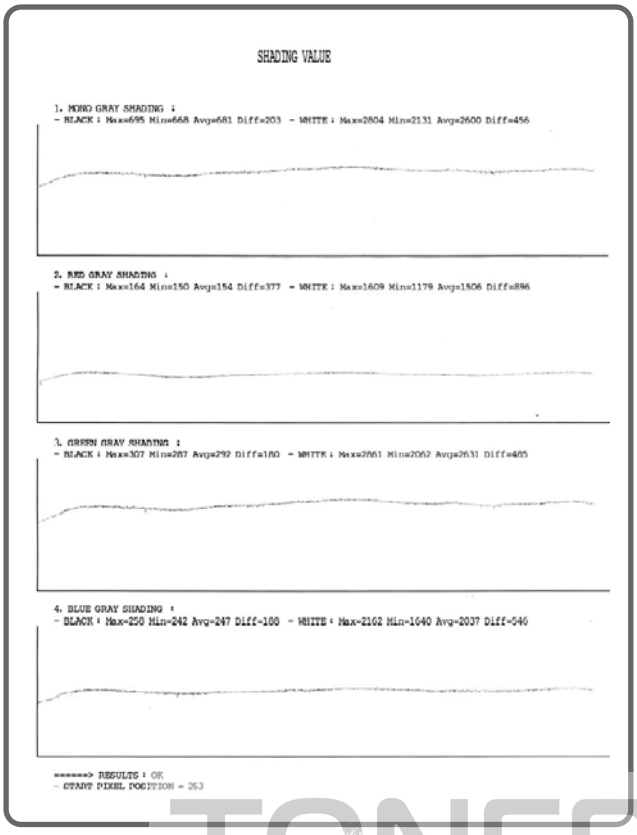
SHADING TEST

The function is to get the optimum scan quality by the specific character of the CCD(Charge Coupled Device). If the copy image quality is poor, perform this function to check the condition CCD unit.

< Method >

1. Select the [ADJUST SHADING] at the TECH MODE.
2. Push the SET UP button then an image will be scanned.
3. After the scan, CCD SHADING PROFILE will be print out.
4. If the printed image is different to the image, the CCD is defect.

NOTICE : When you test CCD, make sure that the cover is closed.



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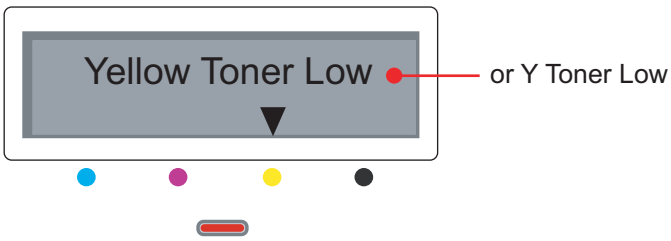
■ Toner low & Empty



status led+lcd display

lcd	led	status	Description
	○	off	normal(0~90%)
▼	●	bink	toner low(91~100%)
▼	●	on	replace toner(101~120%)
▼	●	on	toner empty(121~?)

■ Consumables alarm state

	Low	Replace	Empty
Toner (C/M/Y)	91% ~ 100%	101% ~ 120%	121% ~
Toner (K)	91% ~ 100%	101% ~ 120%	121% ~
Imaging Unit	90% ~ 100%	100% ~ 120%	120% ~
Fuser	90% ~ 100%	100% ~ 120%	120% ~
Transfer Belt	90% ~ 100%	100% ~	N/A
Tray1 Roller	90% ~ 100%	100% ~	N/A

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4.1.8 Error Message

Messages in the colored cells are available only with CLX-2160 Series.

Display	Meaning	Suggested solutions
Toner Empty	The color toner cartridge has run out. The machine stops printing. The arrow indicates which color toner cartridge.	Replace the color toner cartridge with a new one.
Toner Low	The corresponding color toner cartridge is almost empty. The arrow indicates which color toner cartridge.	Take out the toner cartridge and thoroughly shake it. By doing this, you can temporarily reestablish printing operations.
TonerSupply Err.	The machine received several papers with many images, and it can not supply the toner properly. The arrow indicateswhich color toner cartridge.	Unplug the power cord and plug it back in.
Data Read Fail Check USB Mem.	Time expired while reading data.	Try again.
Data Write Fail Check USB Mem.	Storing to the USB memory failed.	Check the available USB memory space.
Door Open	The front cover or rear cover is not securely latched.	Close the cover until it locks into place.
File Format Not Supported	The selected file format is not supported.	Use the correct file format.
Fuser Fan Locked	There is a problem in the cooling fan of the machine.	Open and then close the front cover.
Install Toner	The color toner cartridge is not installed. The arrow indicates which color toner cartridge.	Install the color toner cartridge.
Install Imaging Unit	The corresponding Imaging Unit of the machine is not installed.	Install Imaging Unit into your machine.
Invalid Toner	The color toner cartridge you have installed is not for your machine. The arrow indicates which color toner cartridge.	Install the a Samsung-genuine color toner cartridge designed for your machine.
Invalid Imaging Unit	The Imaging Unit of the machine is not for your machine.	Install the a Samsung-genuine part designed for your machine.
Low Heat Error Cycle Power	There is a problem in the fuser unit.	Unplug the power cord and plug it back in.
LSU Hsync Error Cycle Power	A problem has occurred in the LSU (Laser Scanning Unit).	Unplug the power cord and plug it back in.
LSU Motor Error Cycle Power	A problem has occurred in the LSU (Laser Scanning Unit).	Unplug the power cord and plug it back in.
Main Motor Locked	There is a problem in the main motor.	Open and then close the front cover.
Manual Feeder Paper Empty	There is no paper in the manual feeder.	Load paper in the manaul feeder.
Manual Feeder Paper Jam 0	Paper has jammed in the feeding area of the manual feeder.	Clear the jam.
Not Enough Space In USB Memory	The space for USB memory device is not enough, which is for scanning and saving.	Check the available USB memory space.

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Display	Meaning	Suggested solutions
Open Heat Error Cycle Power	There is a problem in the fuser unit.	Unplug the power cord and plug it back in.
Out-Bin Full	The output tray of the machine is full of paper.	Remove paper.
Over Heat Error Cycle Power	There is a problem in the fuser unit.	Unplug the power cord and plug it back in.
Paper Jam 0 Open/Close Door	Paper has jammed in the feeding area of the tray.	Clear the jam.
Paper Jam 1 Open/Close Door	Paper has jammed in the paper exit area.	Clear the jam.
Paper Jam 2 Check Inside	Paper has jammed In the fuser area or around the toner cartridge	Clear the jam.
Tray Paper Mismatch	The paper size specified in the printer properties does not match the paper you are loading.	Load the correct paper in the tray 1.
Refilled Toner	The toner cartridge you have installed is not genuine or refilled. The arrow indicateswhich color toner cartridge.	The print quality may get poor if the refilled toner cartridge is installed, since its characteristics may significantly differ from the genuine. We recommend Samsung-genuine color toner cartridge.
Replace Toner	This message appears between Toner Empty and Toner Low status. The arrow indicates which color toner cartridge.	Replace the toner cartridge with a new one.
Replace [zzz] * zzz indicates the part of the machine.	The life of the part expires totally.	Replace the part with a new one.
Replace [zzz] Soon * xxx indicates the part of the machine.	The life of the part expires soon.	Replace to each Maintenane item.
Replace/Install Waste Toner Tank	The life span of the waste toner tank has expired and the printer will stop printing until a new waste toner tank is placed into the printer.	Replace to Imagine Unit.
Scanner locked	The scanner module is locked	Unlock the scanner and press Stop/Clear.
Transfer Belt Error	A problem has occurred in the transfer belt in the machine.	Unplug the power cord and plug it back in.
Tray Paper Empty	There is no paper in the tray 1.	Load paper in the tray 1.

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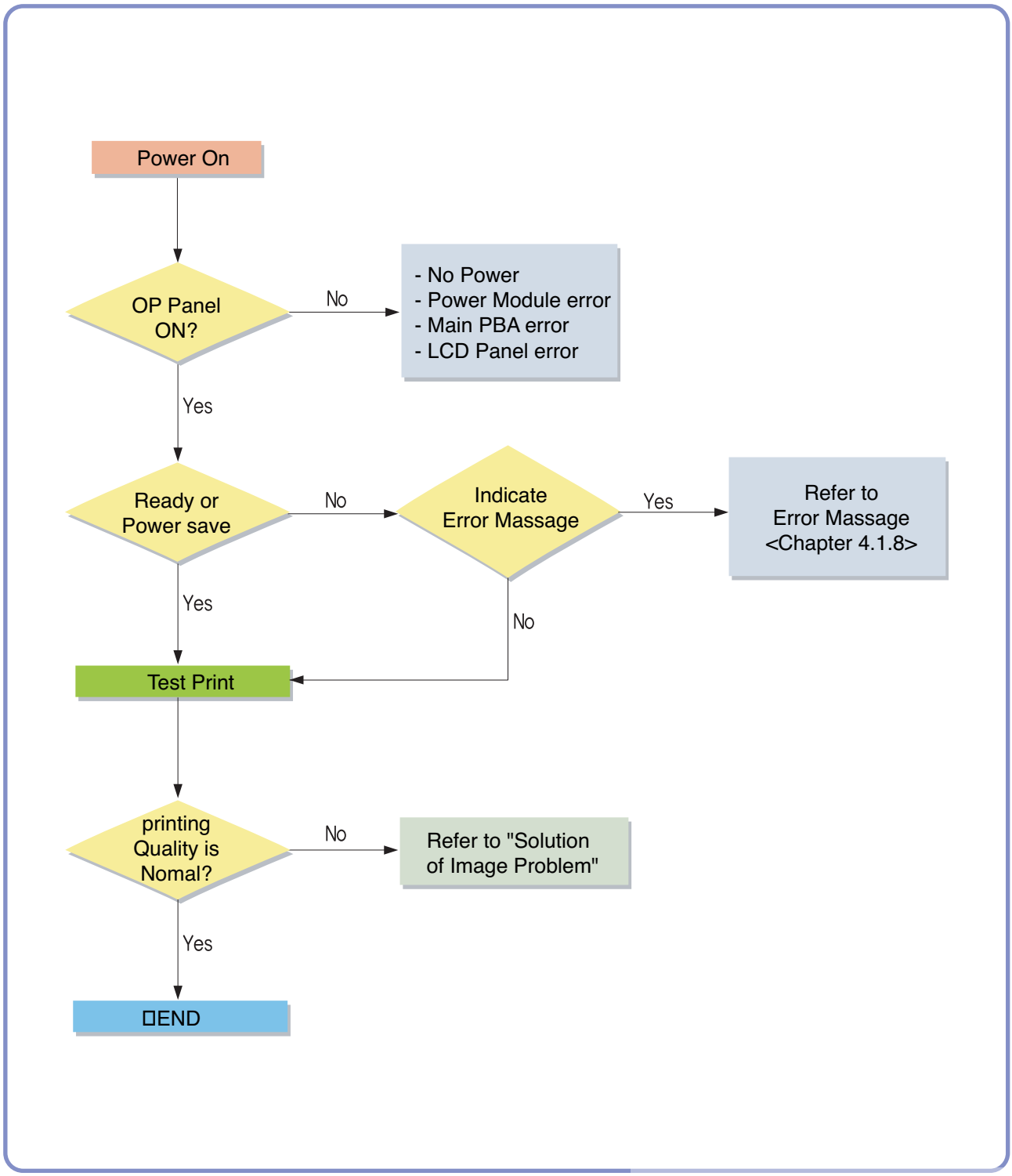
4.2 Troubleshooting

4.2.1 Procedure of Checking the Symptoms

Before attempting to repair the printer first obtain a detailed description of the problem from the customer.



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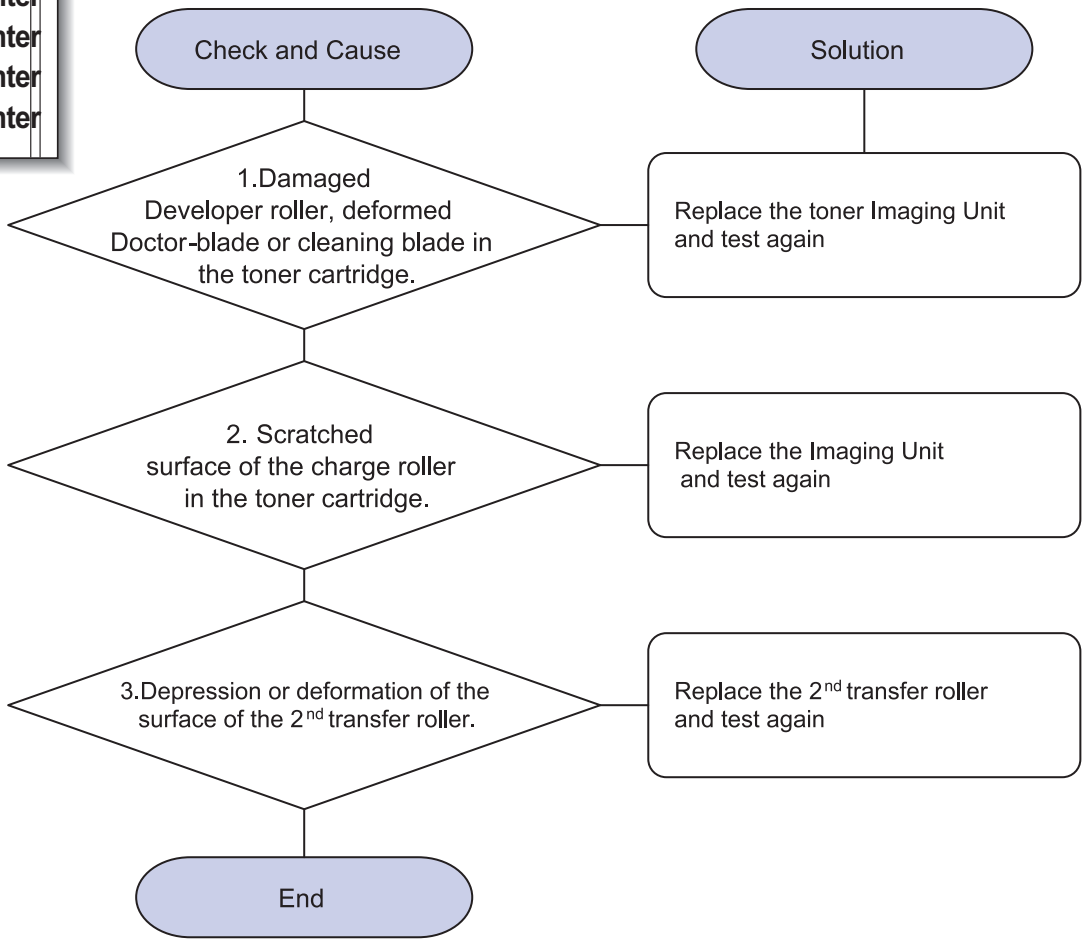
4.2.2 The cause and solution of image quality

1) Vertical Black Line and Band

Description: 1. Straight thin black vertical lines are shown in the print-out.
2. Dark black vertical bands are shown in the print-out.



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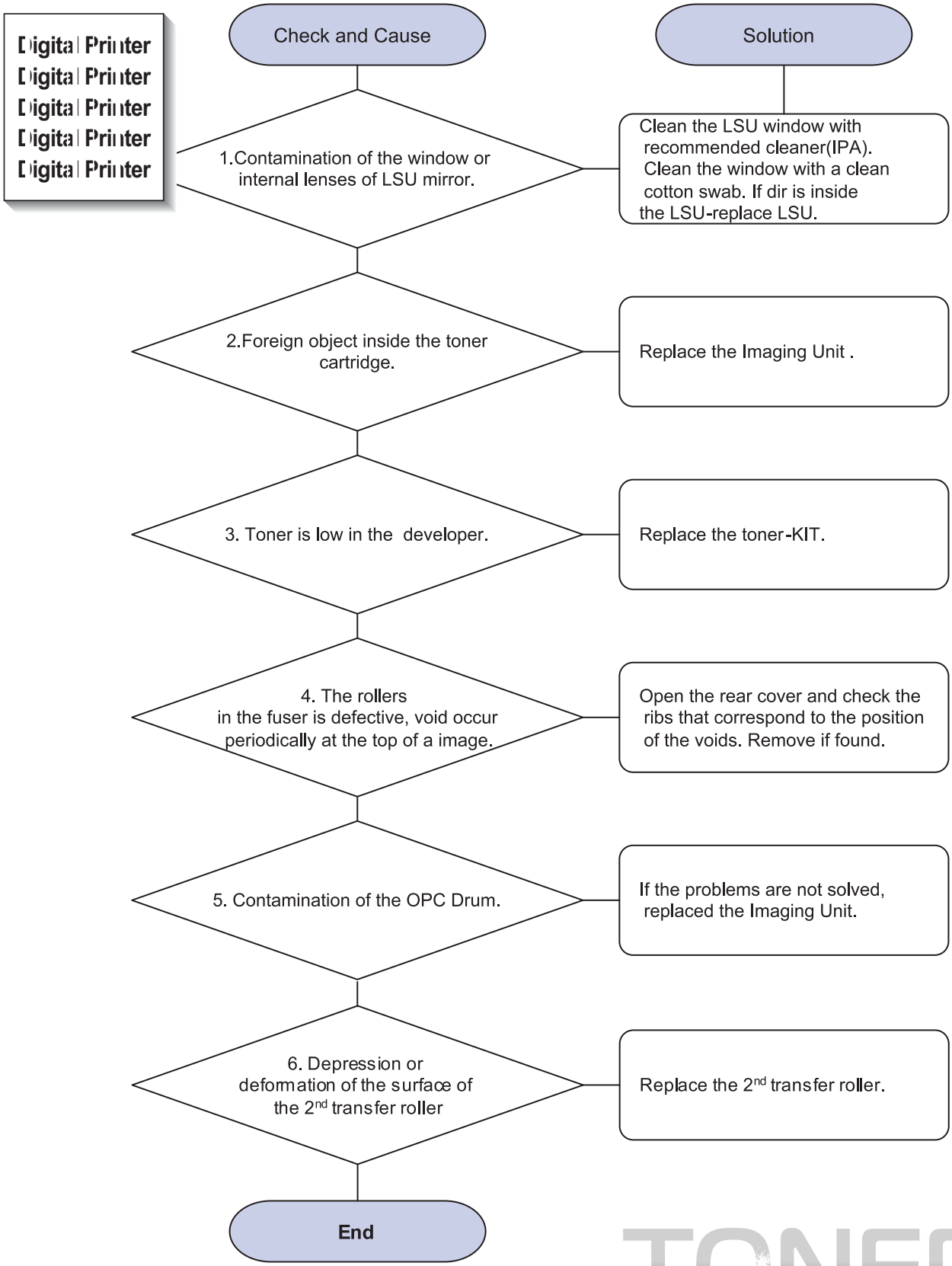
2) Vertical White Line

Description: White vertical voids in the image.



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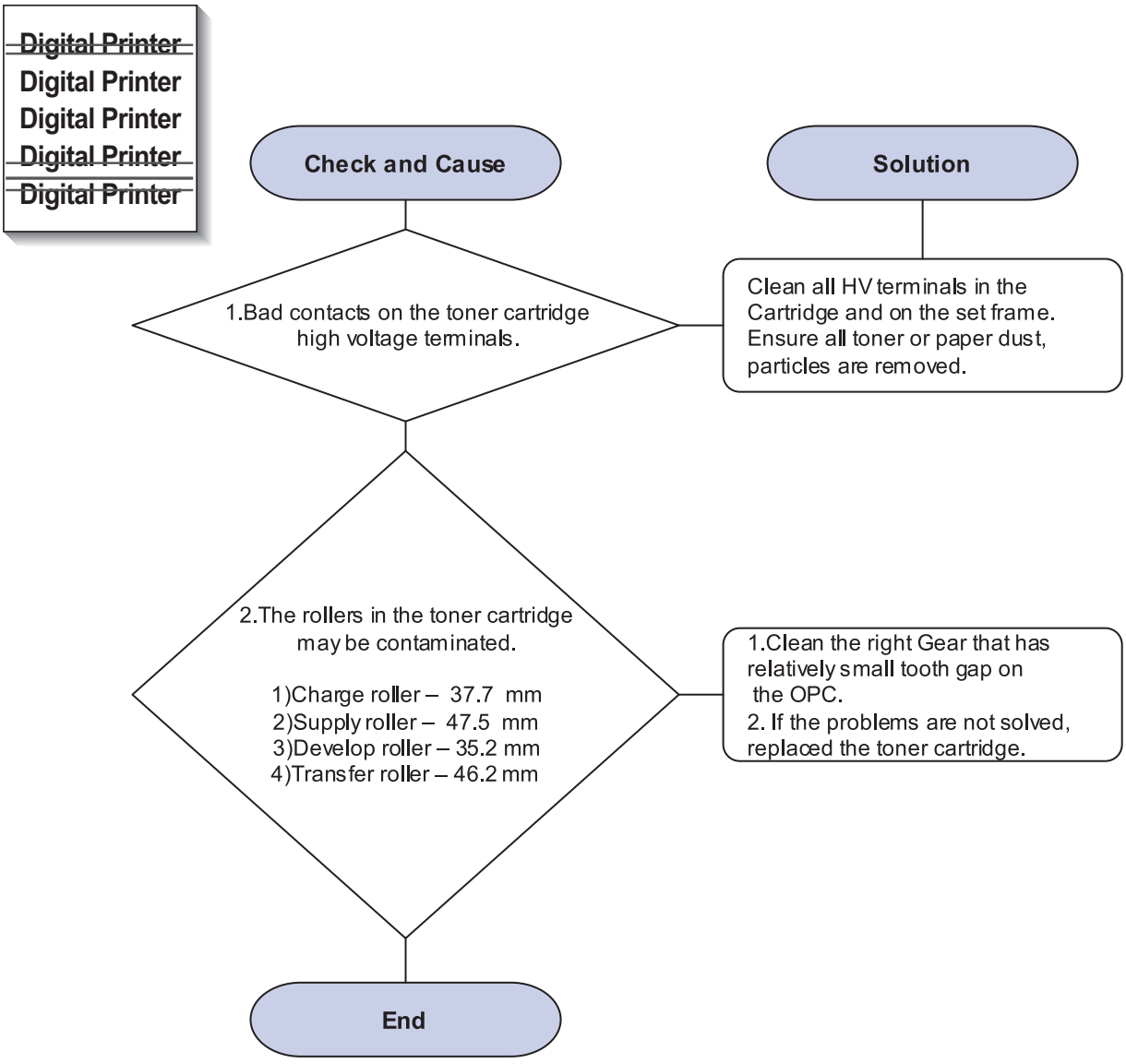
3) Horizontal Black Bands

Description: Dark or blurry horizontal stripes occur in the printing periodically
(These may occurs at regular intervals down the page.)



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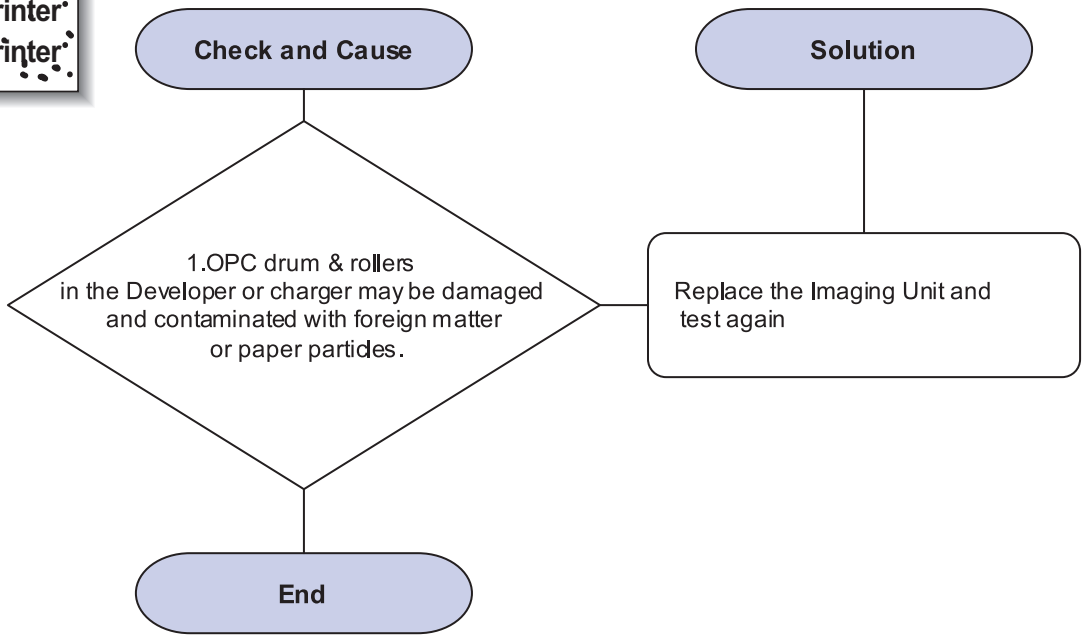
4) Black/White Spot

Description: 1. Dark or blurry spots occur periodically in the printing
2. White spots occur periodically in the printing



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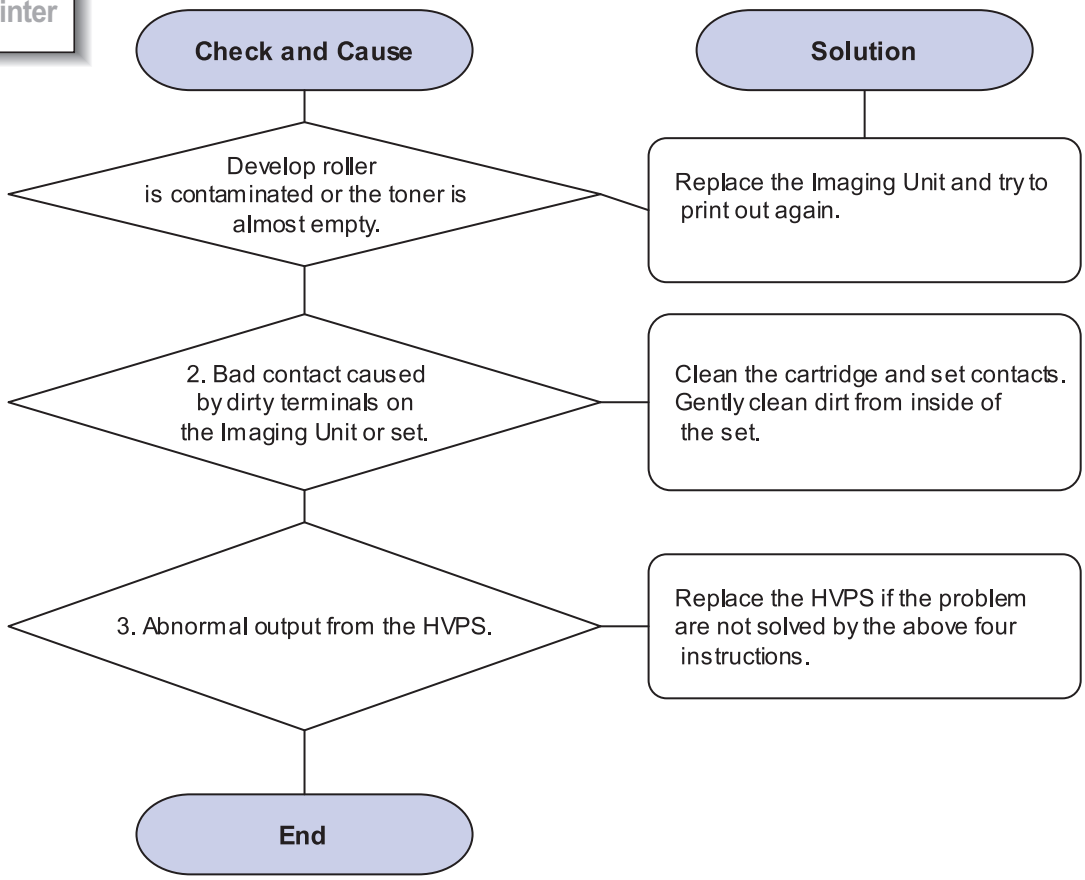
5) Light Image

Description: The printed image is light, with no ghost.

Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer



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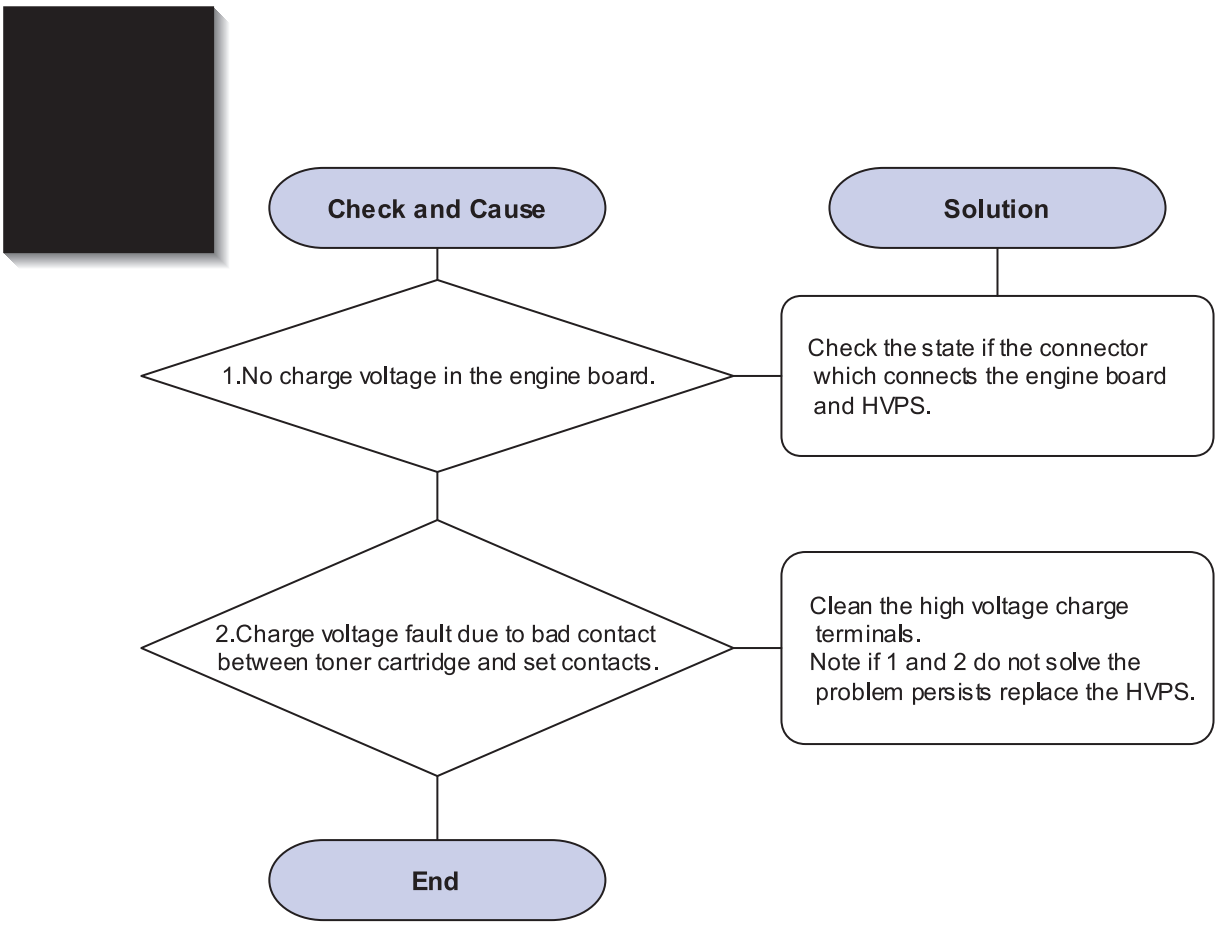
6) Dark image or Black

Description: The printed image is dark.



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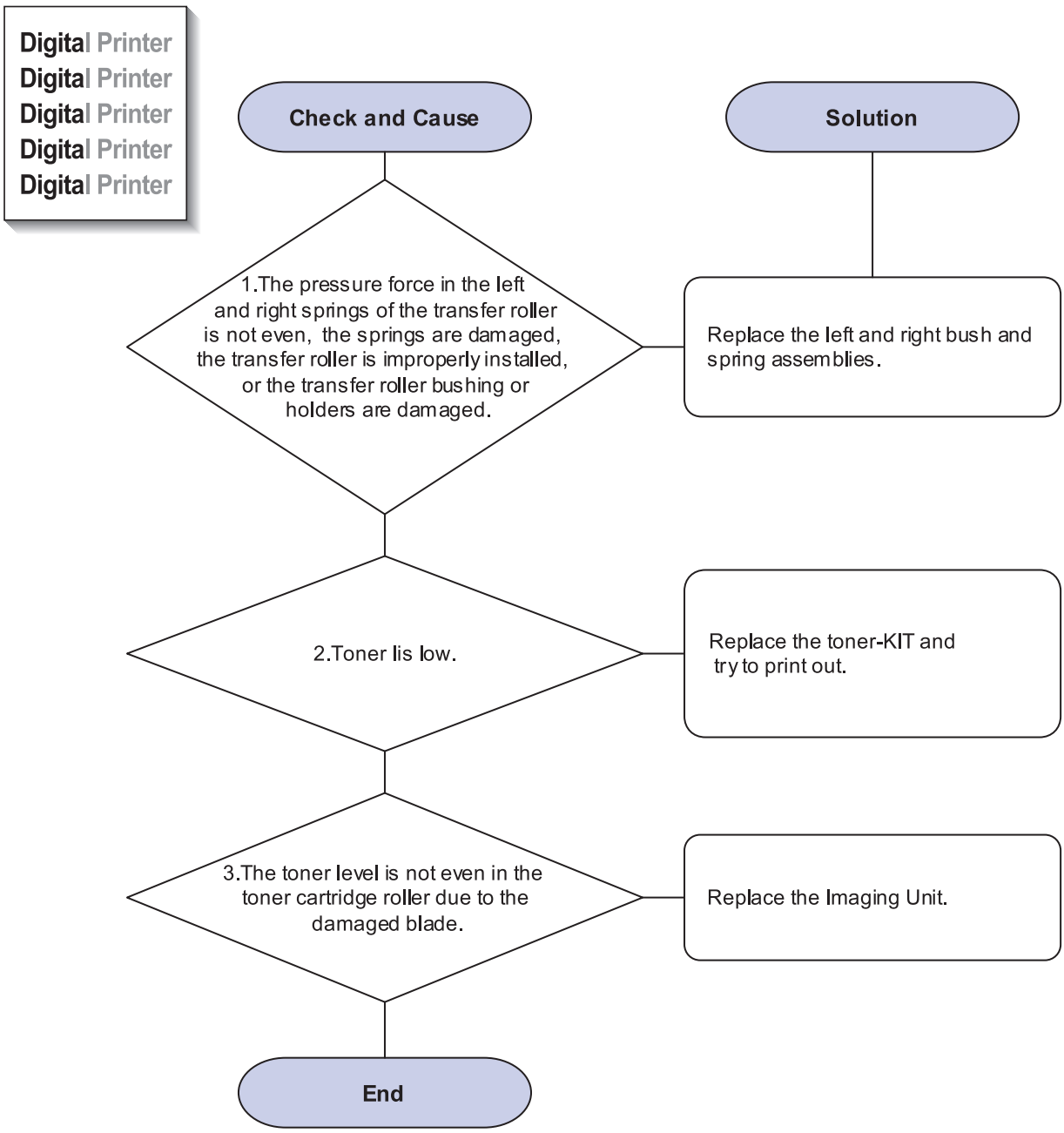
7) Uneven Density

Description: Print Density is uneven between left and right.



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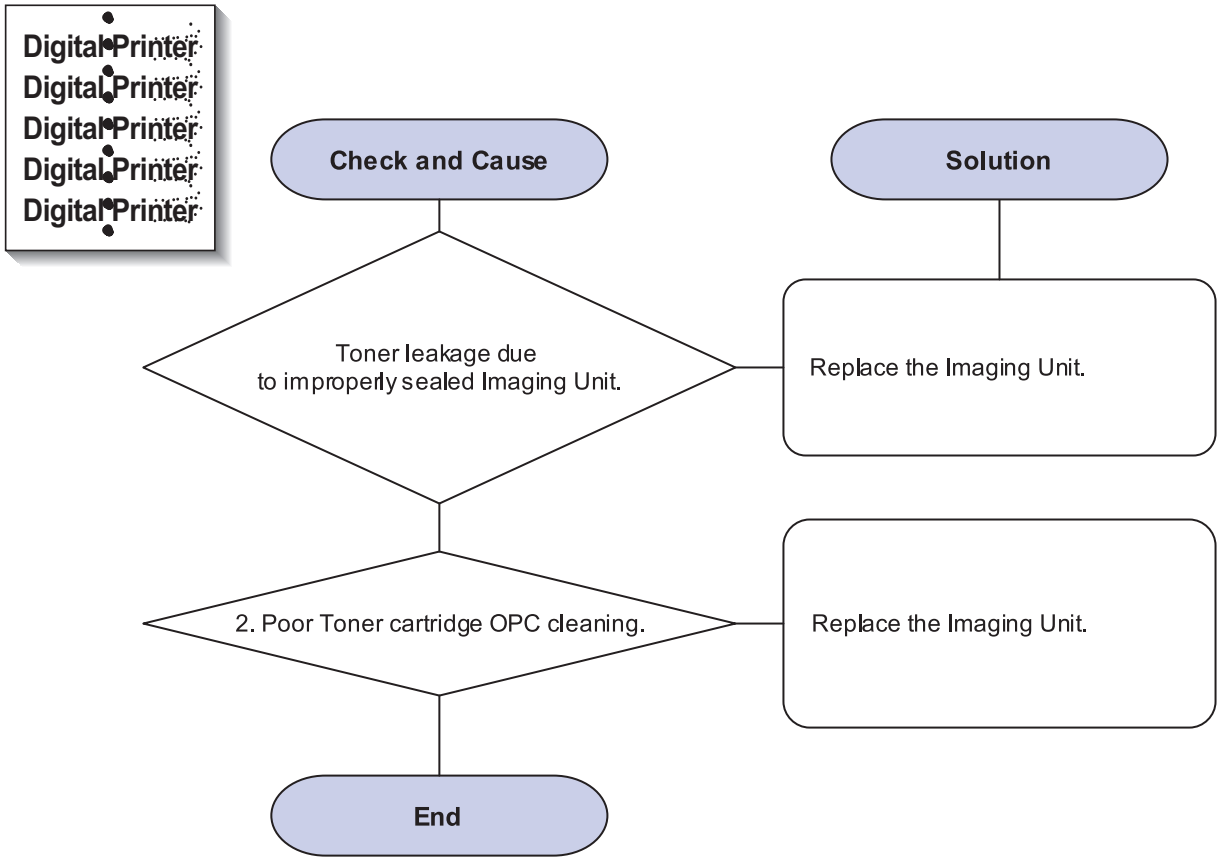
8) Strain in the Face of the Page

Description:The background on the face of the printed page strained



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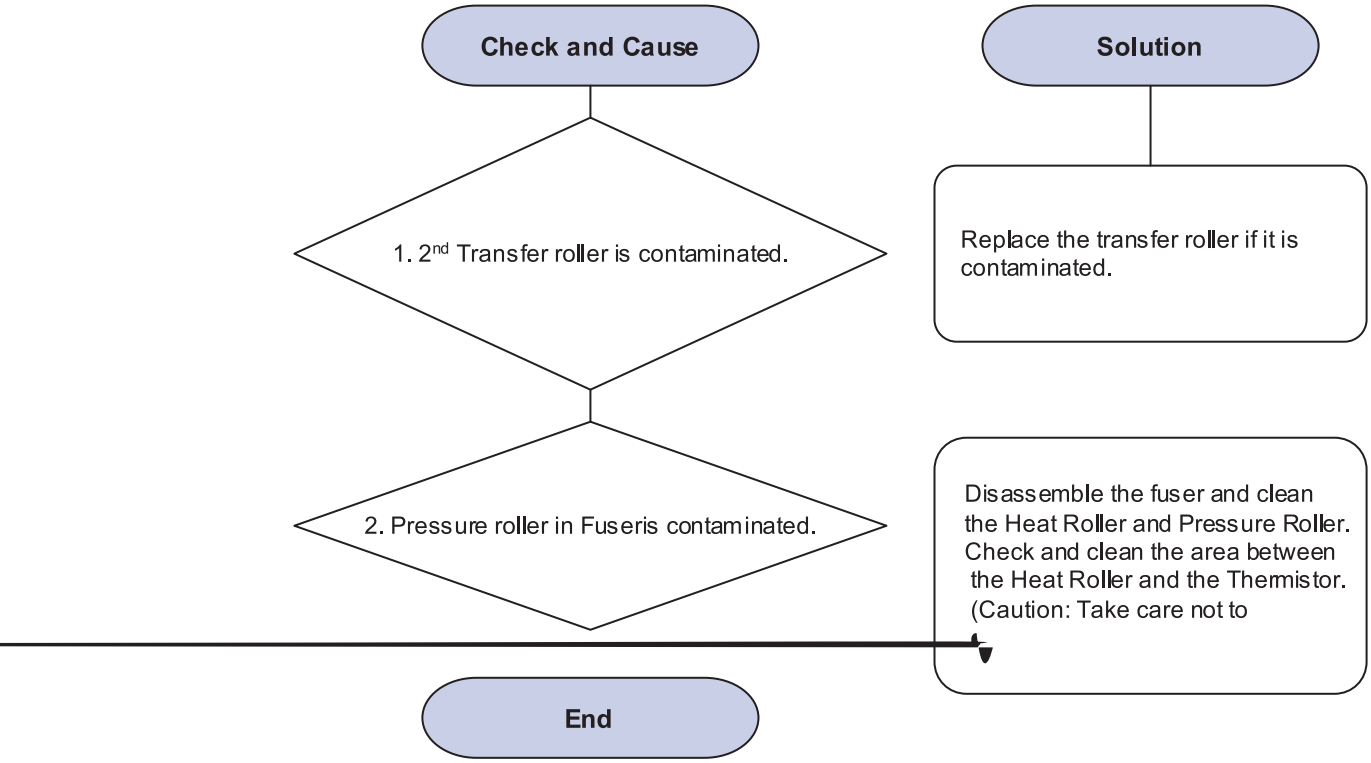
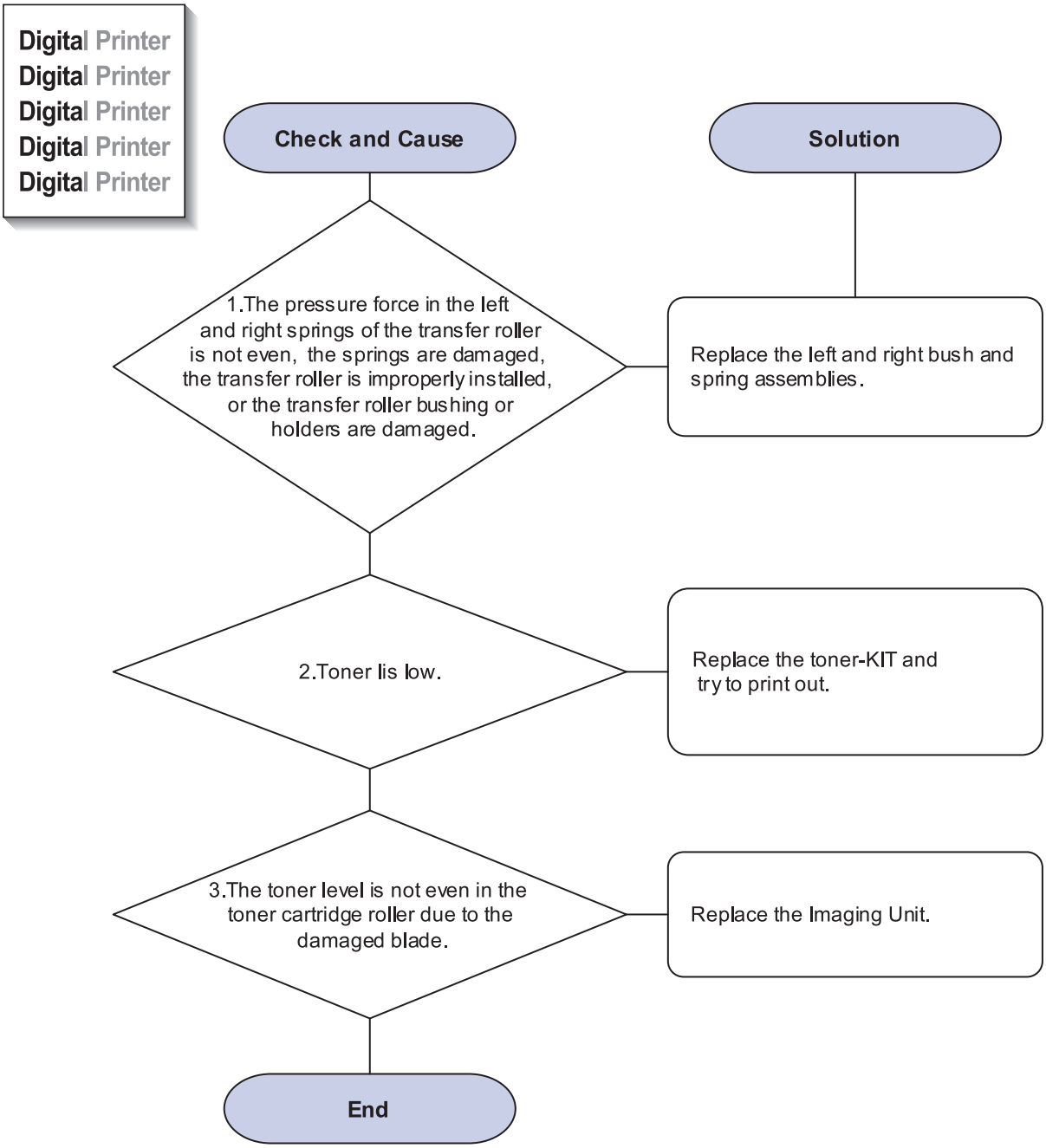
9) Strains on Back of Page

Description: The back of the page is strained at 46.2 or 75.5 mm intervals.



10) Uneven Density

Description: Print Density is uneven between left and right.



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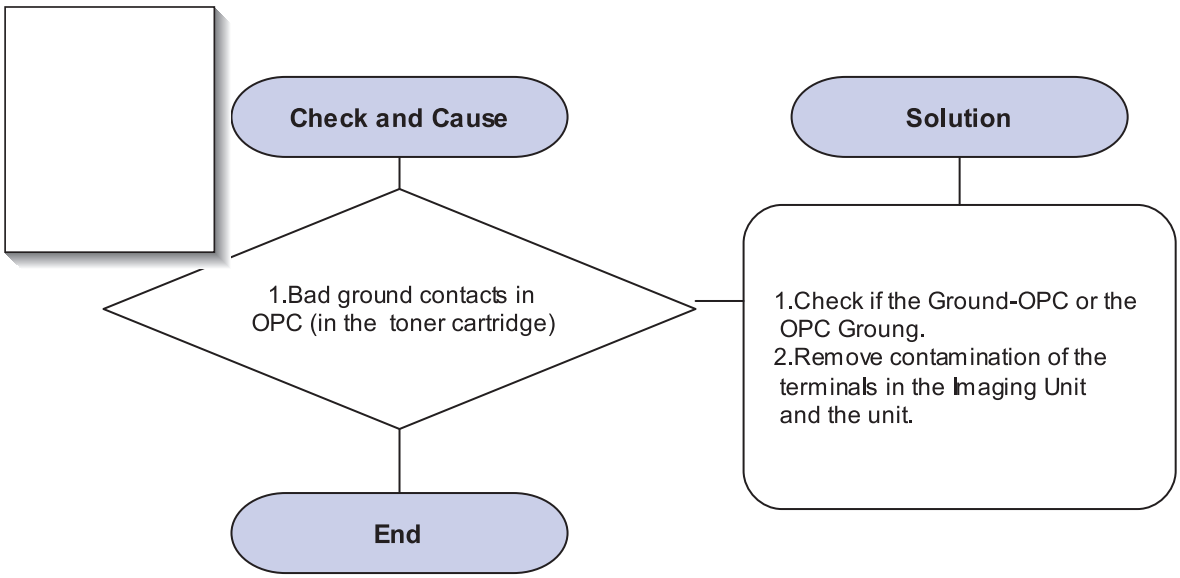
11) Blank Page Print out(1)

Description: Blank page is printed.



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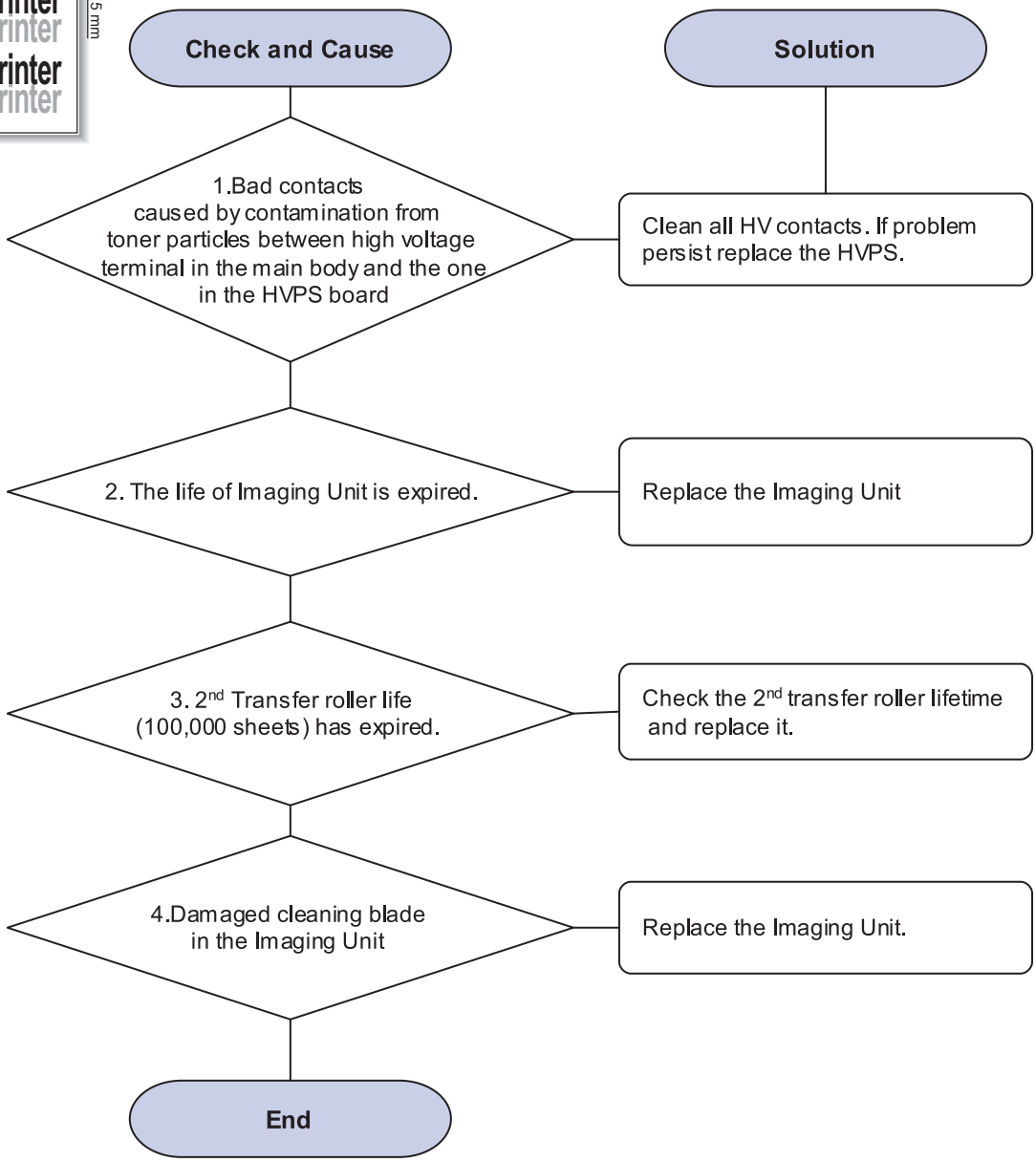
12) Ghost

Description: Ghost occur at 75.4mm intervals of the OPC drum or 27mm intervals of the developing roller in the whole Printing



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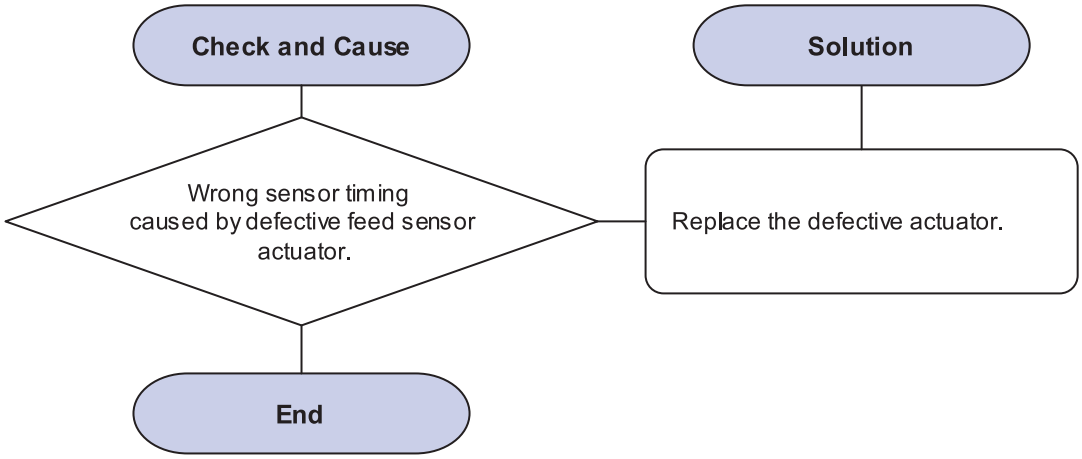
4.2.3 The cause and solution of the paper feeding

1) Wrong Print Position

Description: Printing begins at wrong position on the paper.



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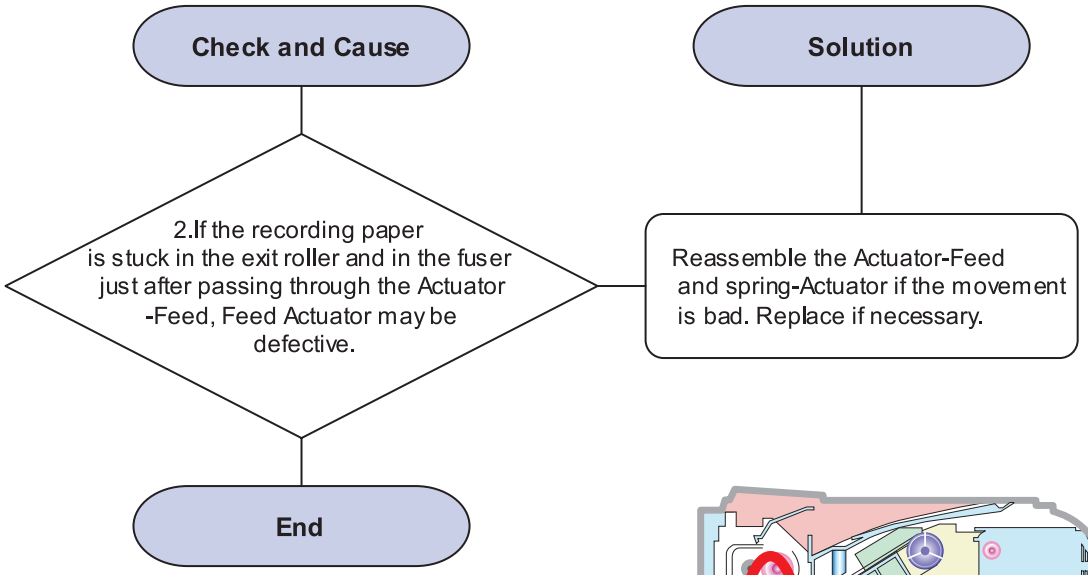
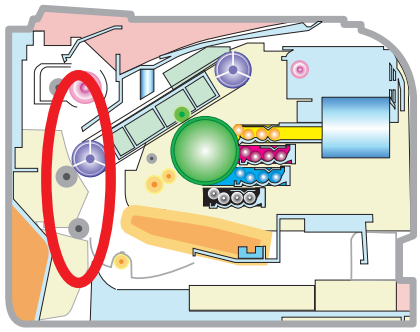
3) JAM 1

Description: 1. Paper is jammed in front of or inside the fuser.
2. Paper is stuck in the exit roller and in the fuser just after passing through the Actuator-Feed





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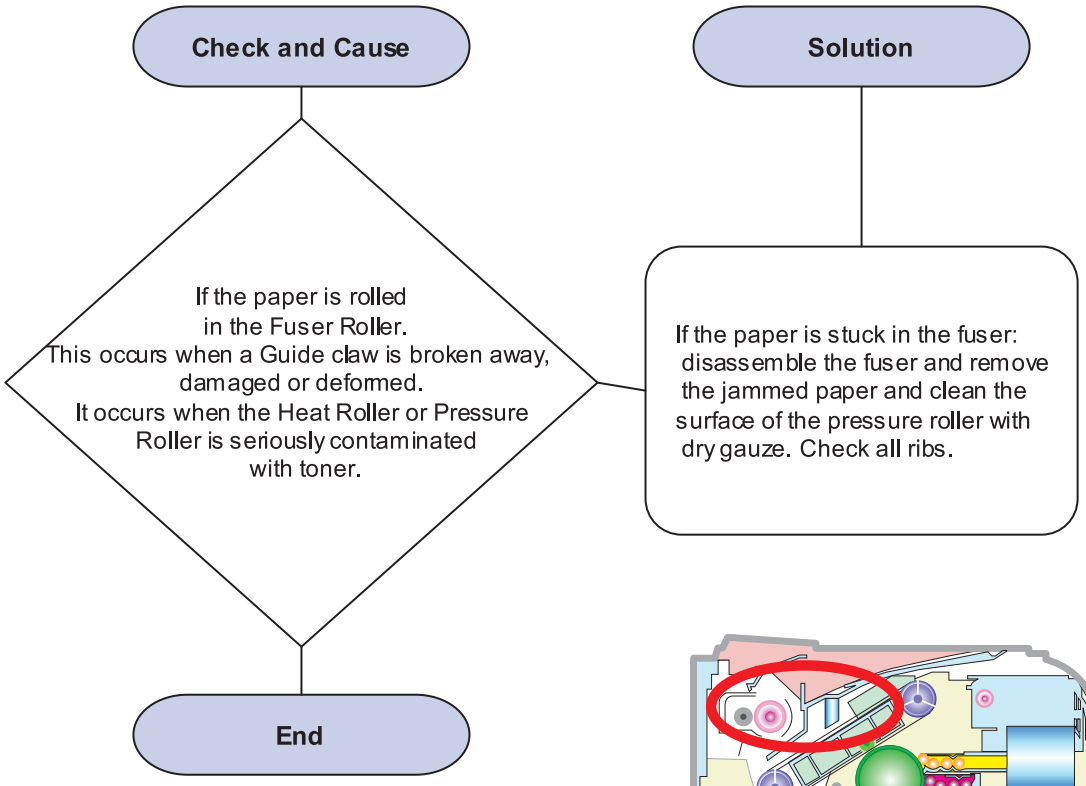
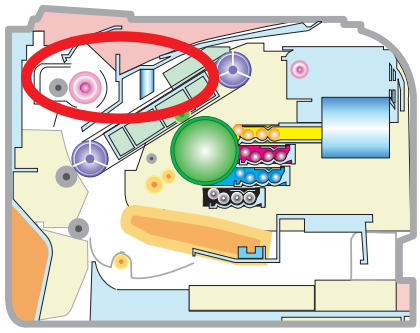
4) JAM 2

Description: 1. Recording paper is jammed in front of or inside the fuser.
2. Recording paper is stuck in the discharge roller and in the fuser just after passing through the Actuator-Feed.





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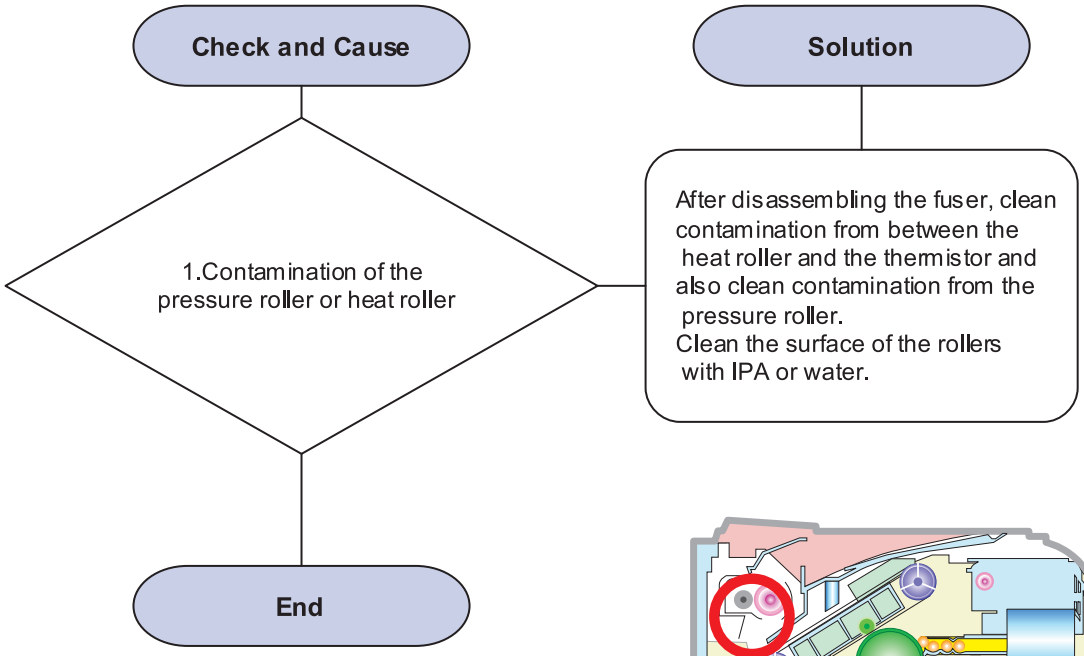
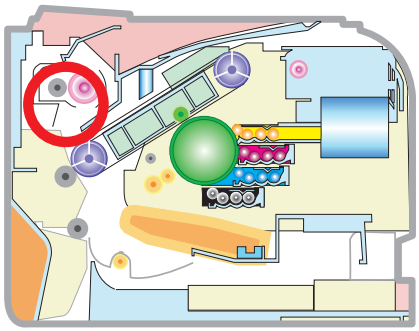
5) Paper rolled in the fuser

Description: Paper rolled around fuser rollers or 'Concertina' jam





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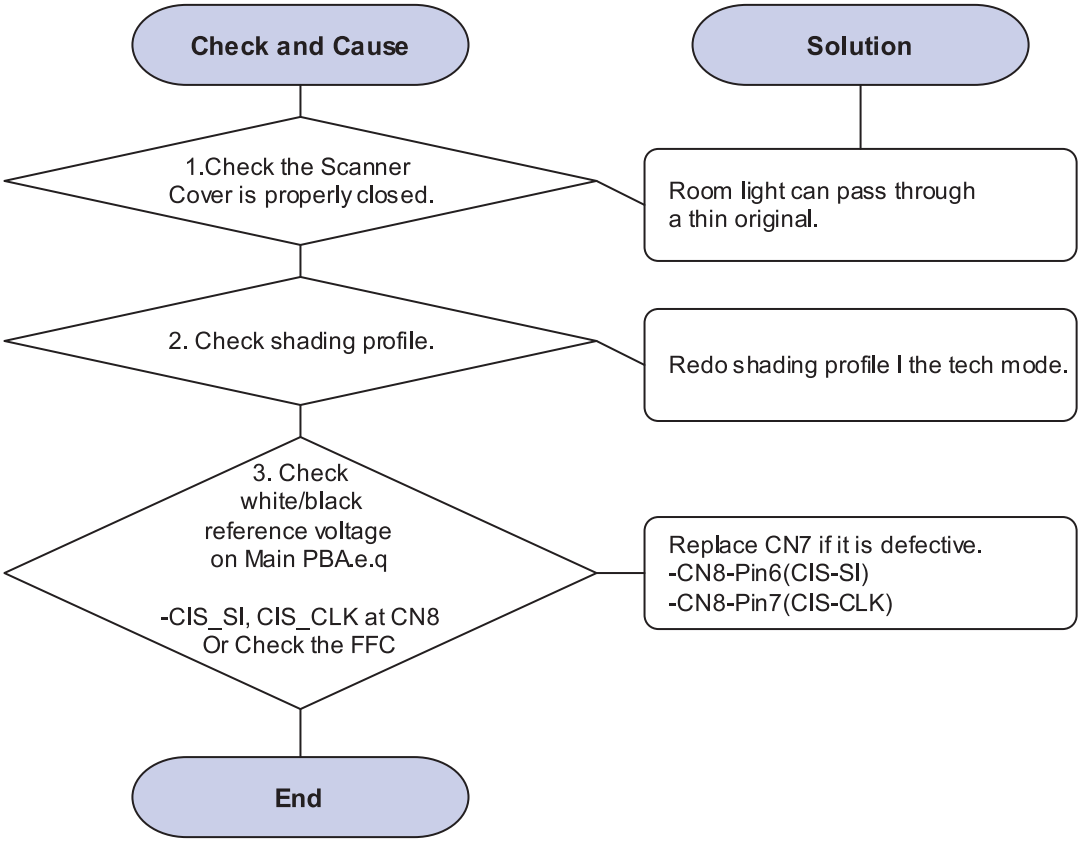
4.2.4 Copy Problems

1) White Copy

Description: Blank page is printed out when copying.



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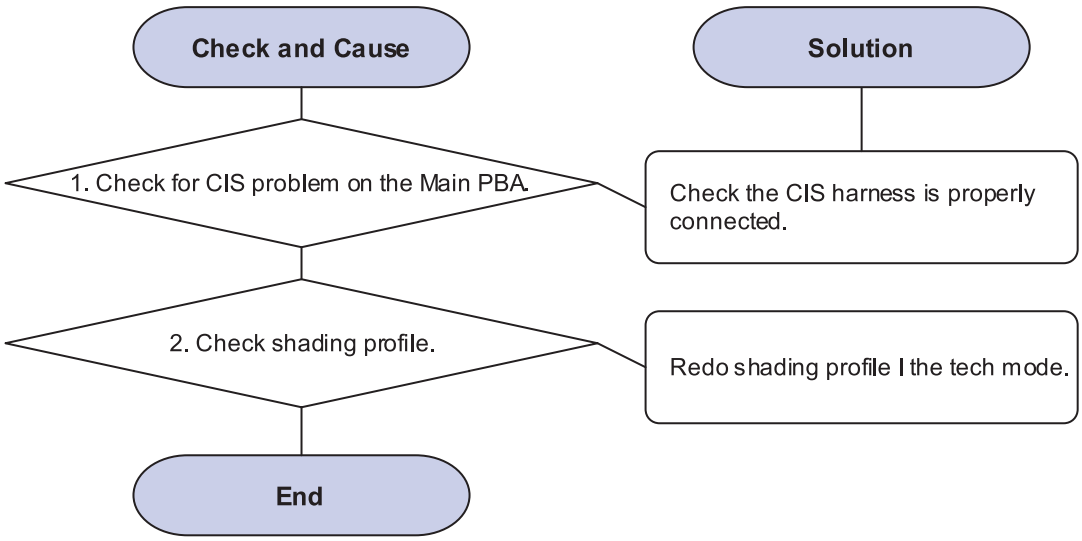
2) Black Copy

Description: Black page is printed out when Copying.



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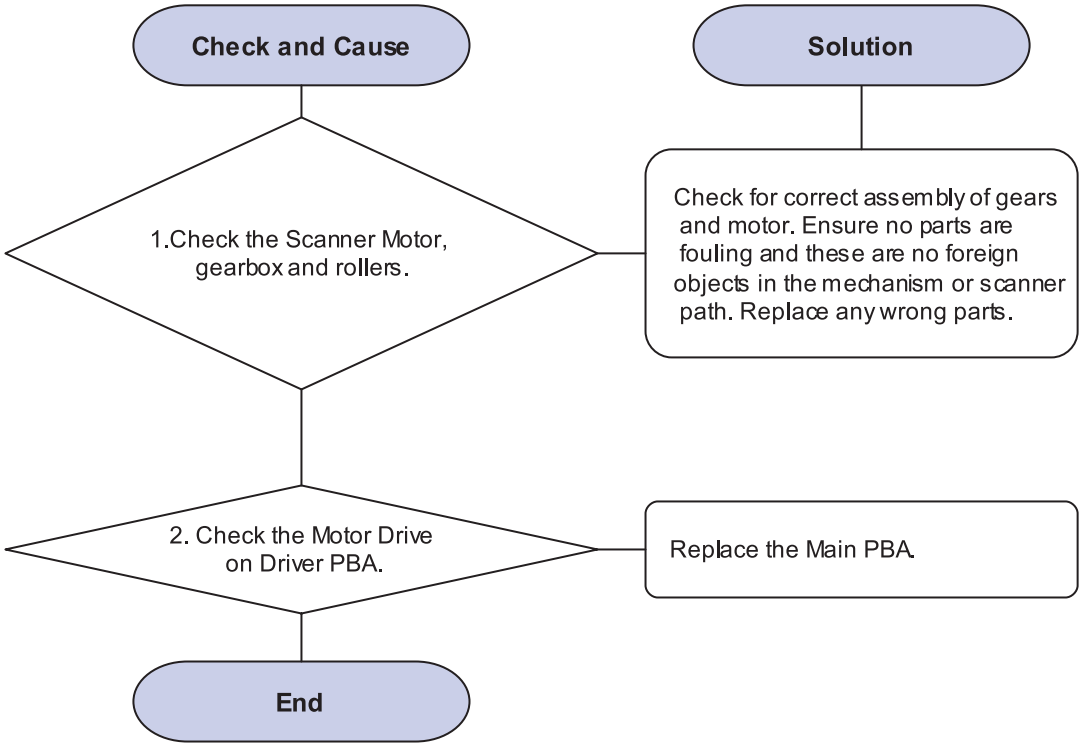
3) Abnormal Noise

Description: There is noise when copying.



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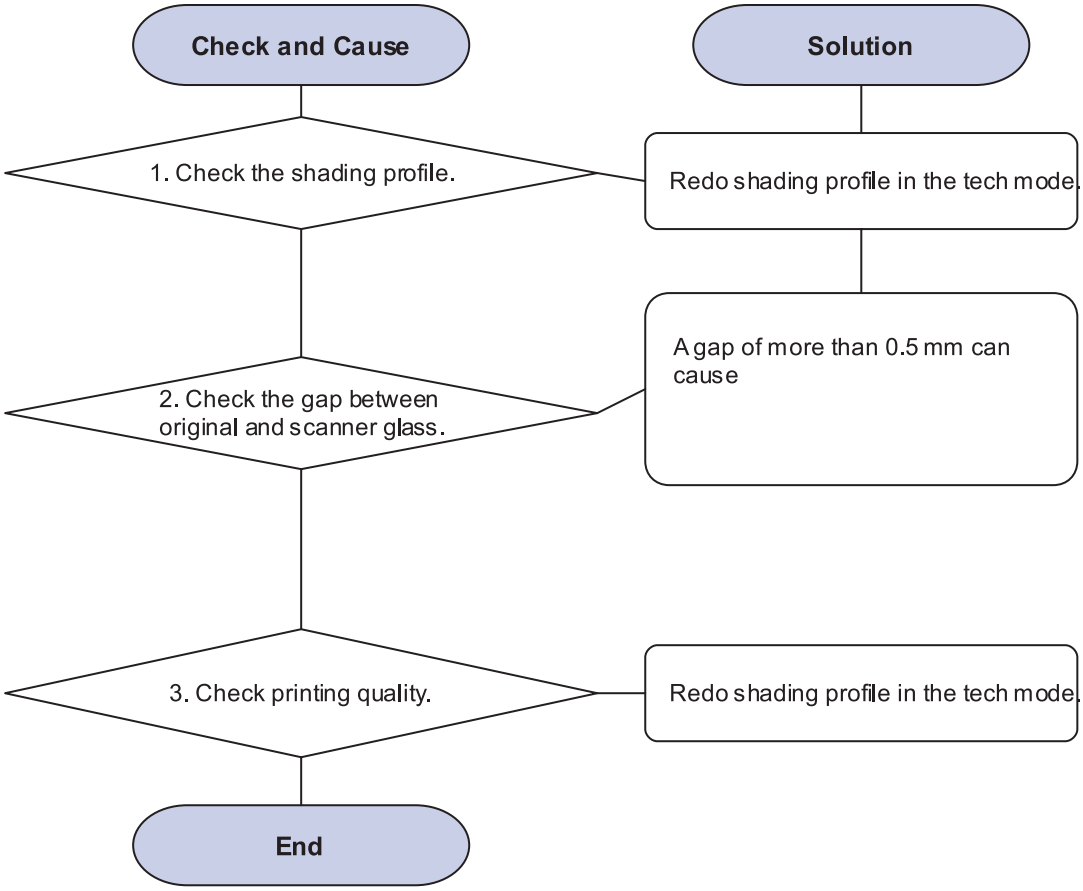
4) Defective Image Quality

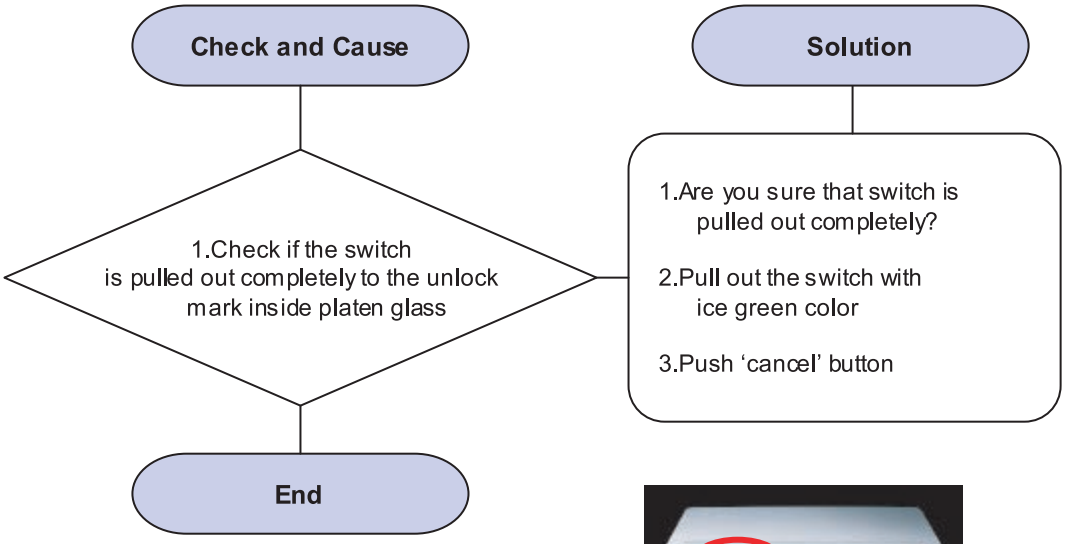
Description: There is noise when copying.



4.2.5 Scanner, OPE Problems

1) Scan Lock Error

Description: CIS doesn't move. Display 'scan lock error' on LCD



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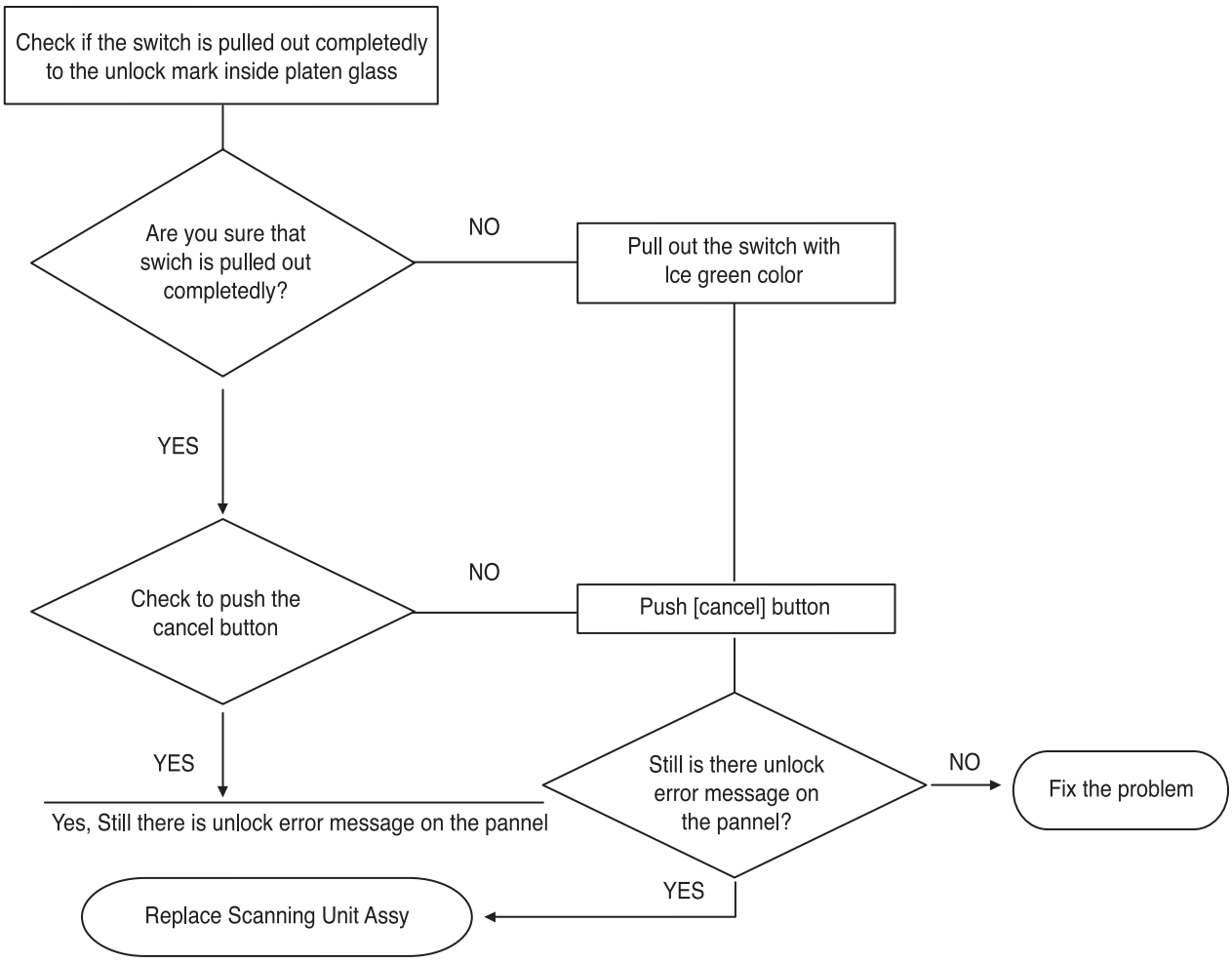

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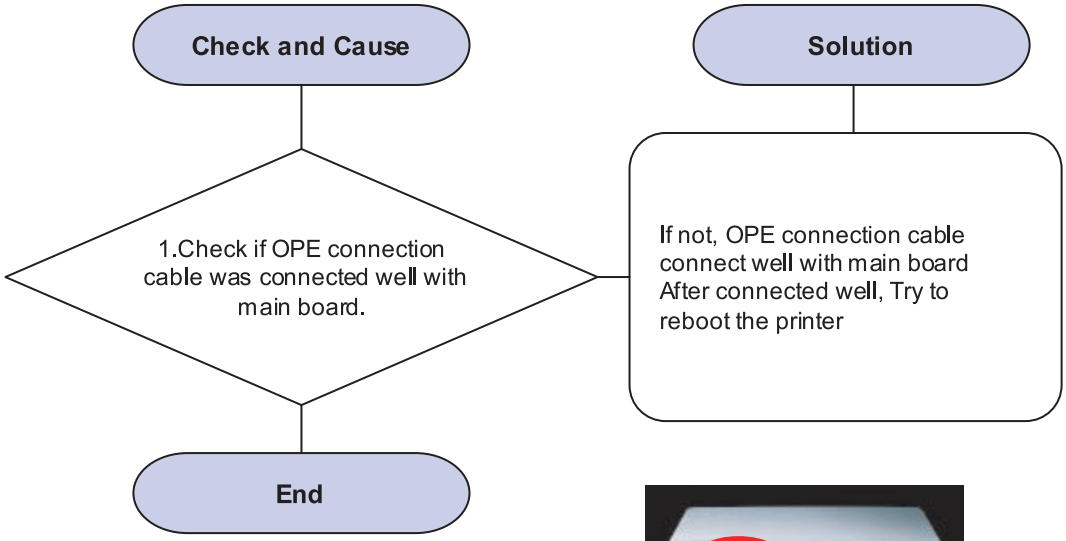
2) Nothing Displayed on LCD

Description: LCD does not display anything



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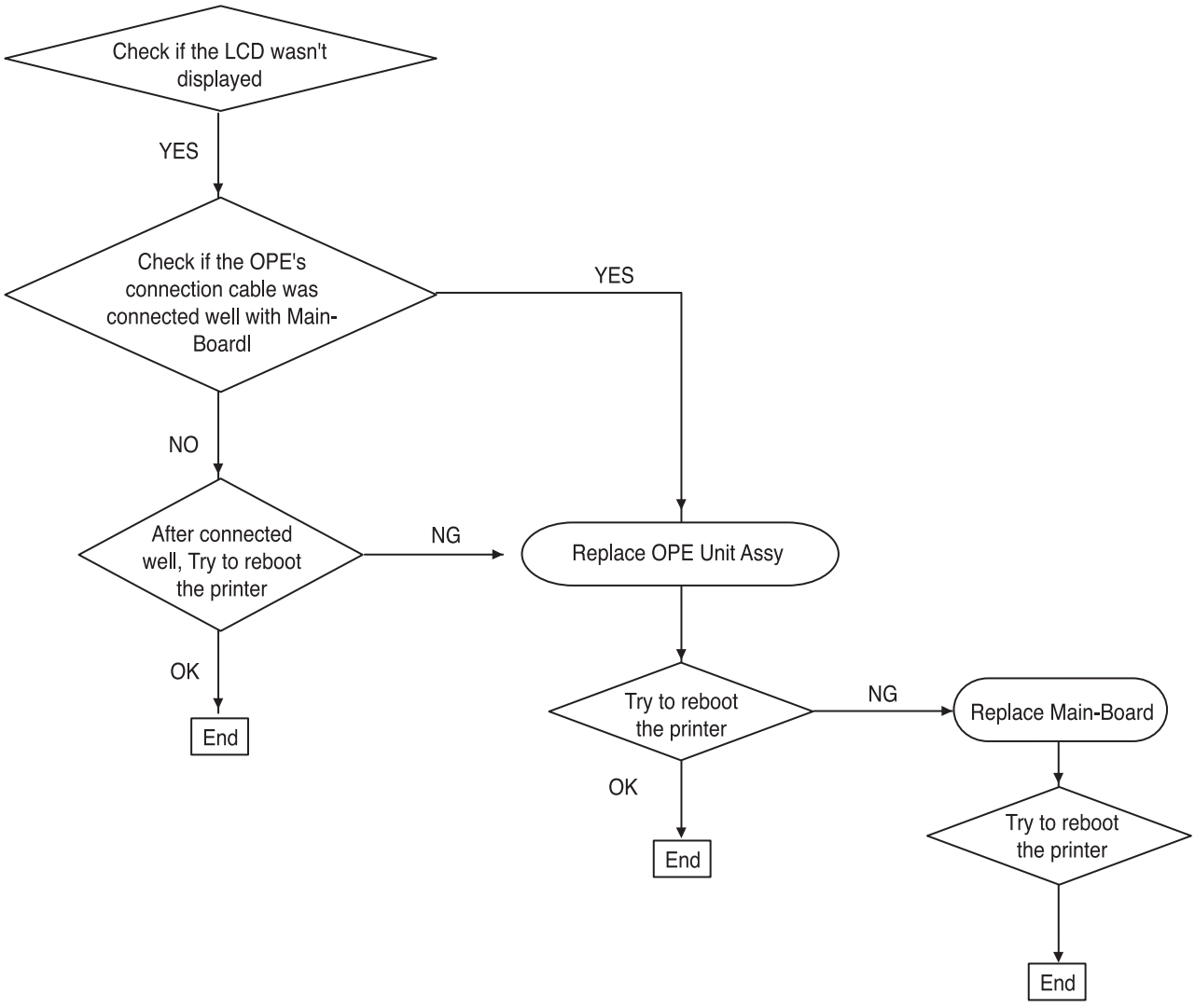

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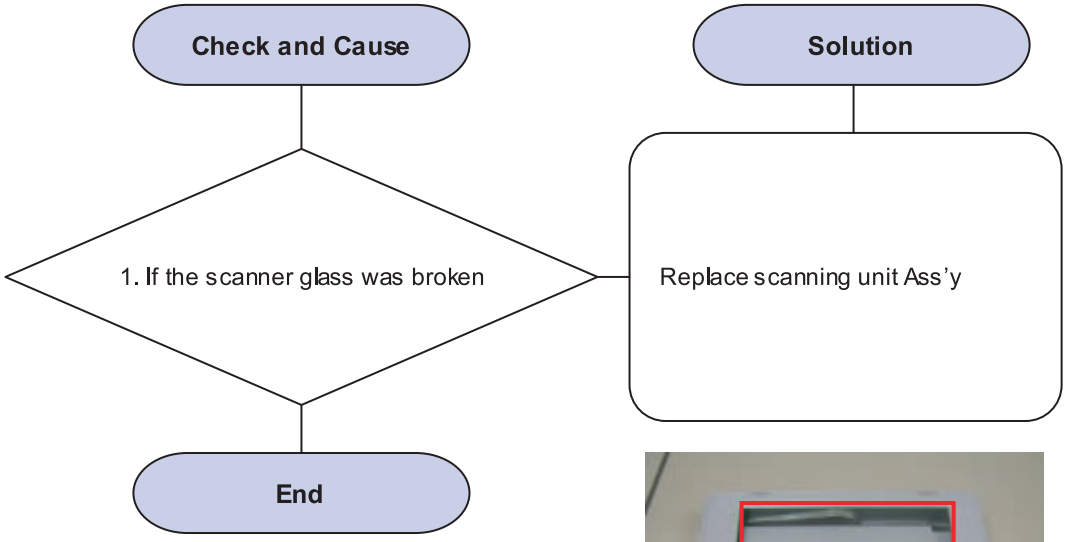
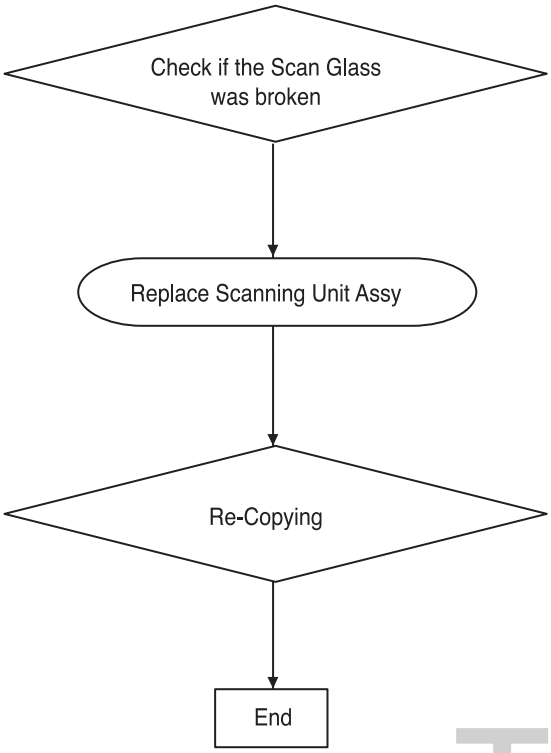
3) Glass Broken

Description: Scanner glass was broken





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4.2.6 Other Problems

1)Fusing Problems

· The fuser consists of the Heat Lamp, Heat Roller, Pressure Roller, Thermistor, and Thermostat.

Error	Phenomenon
Low Heat Error	In warm-up - When the Fuser is under 50 ℃ for 45 seconds and more In ready - When the Fuser is under 130 ℃ for 10 seconds and more In Printing state - When the Fuser is under 40 ℃ of target temperature for 10 seconds and more
Over Heat Error	When the set is over 210 ℃ for 4 seconds and more

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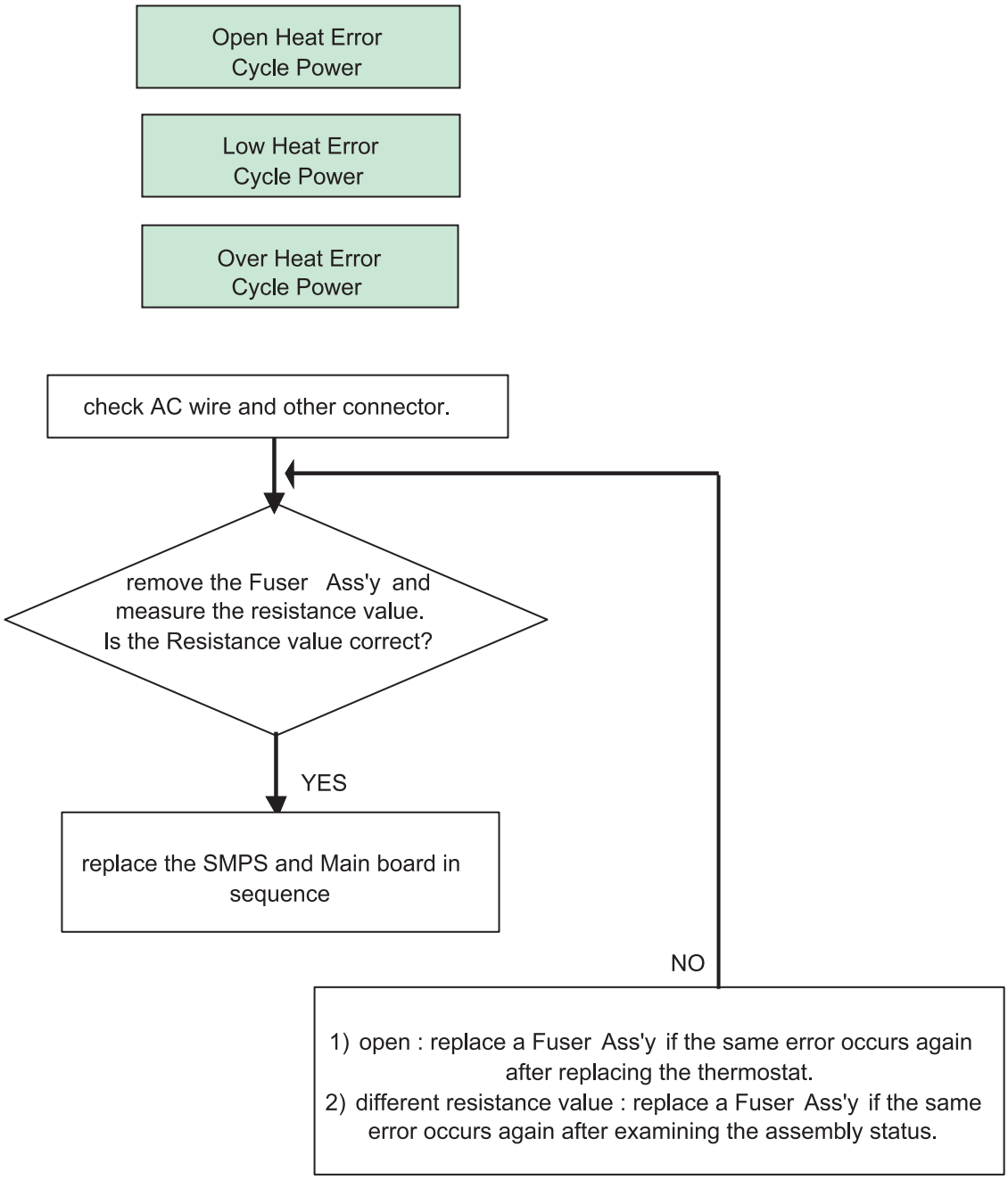
Fuser error

Description : A message below is displayed in a LCD panel.



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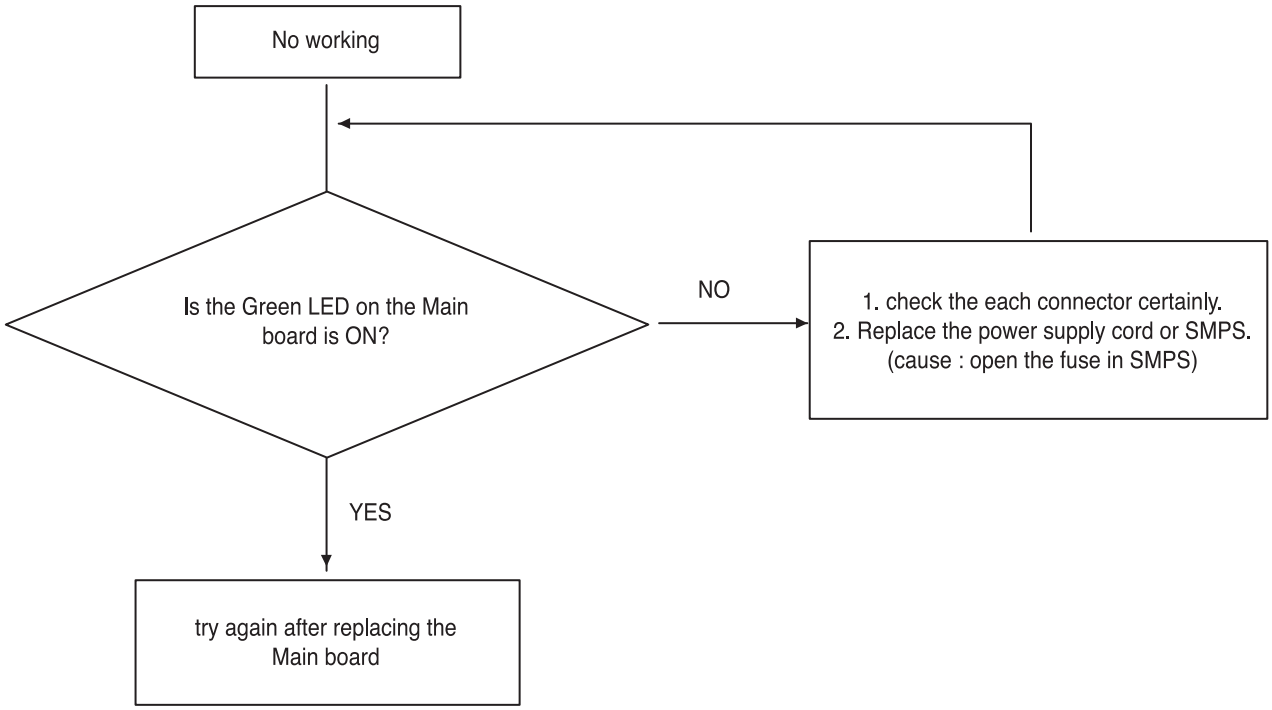
2) No Power(1)

Description : When system power is turned on, all LED on the operator panel do not come on.



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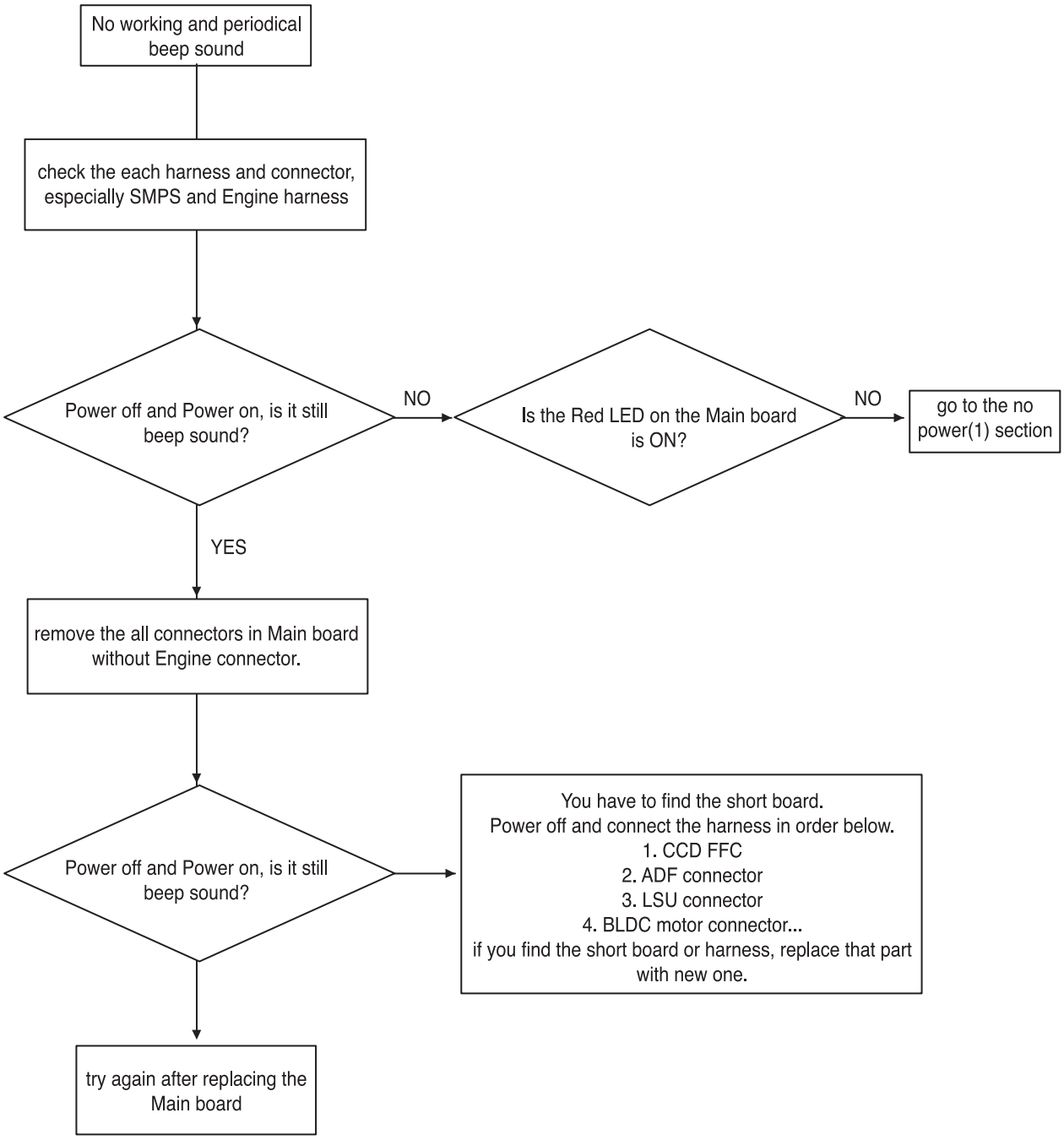
2) No Power(2)

Description : When system power is turned on, you can hear short beep sound continuously.



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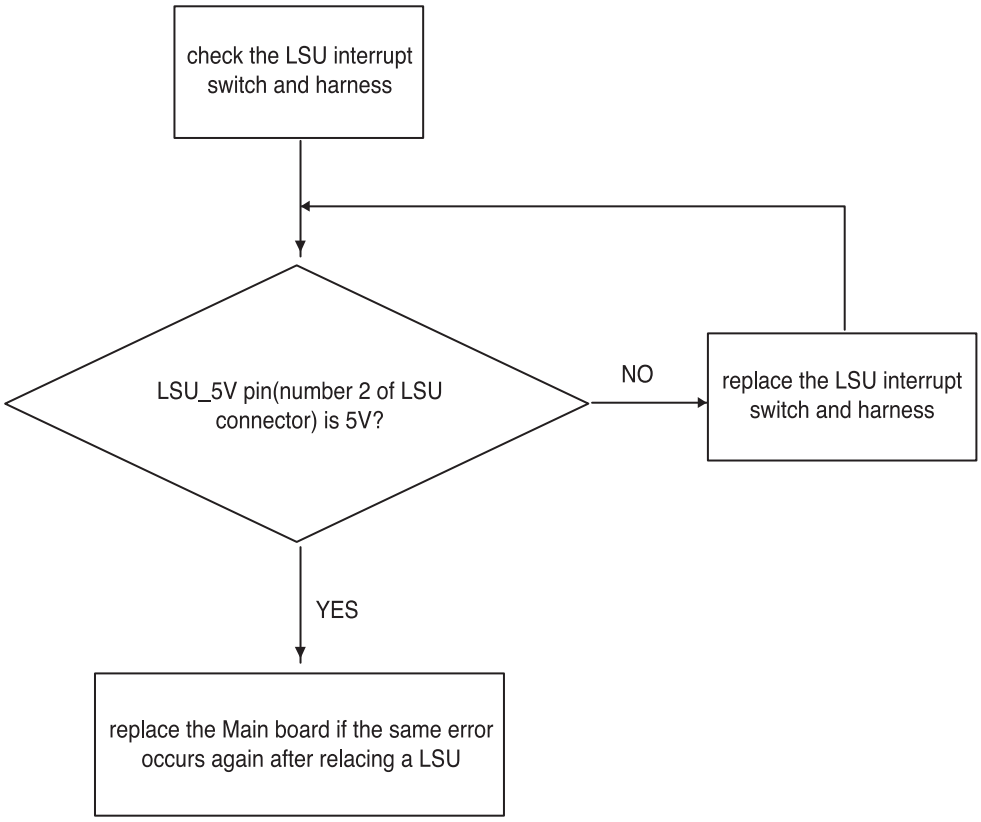
3) LSU Error

Description : A message below is displayed in a LCD panel.

LSU Motor Error
Cycle Power

LSU Hsync Error
Cycle Power

Self Diagnostics
LSU



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4) Toner Problems

*** Cautions**

OPC unit

- No sunlight & white light exposure
- No touch (no finger print)
- No OPC cleaning with Acetone or Ethanol

ITB Unit

- No touch
- No finger print
- No sharp object
- No sunlight
- Use only IPA or Ethanol when cleaning

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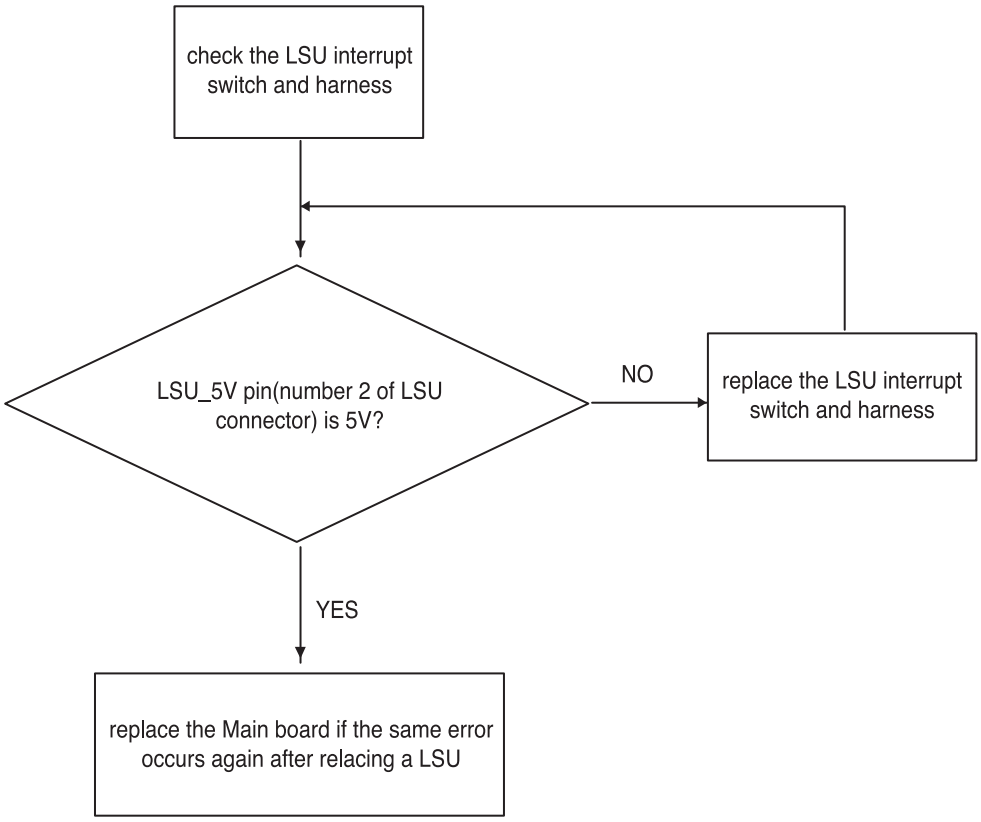
Toner Error

Description : A message below is displayed in a LCD panel.

LSU Motor Error
Cycle Power

LSU Hsync Error
Cycle Power

Self Diagnostics
LSU



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