1.0 Introduction

The Service Call Procedures section is used to identify a suspected problem. This section contains Call Flow, Initial Actions, Corrective Actions, and Final Actions.

Call Flow illustrates the normal activities and flow of a service call.

Initial Actions are used to gather information regarding the performance of the machine and prepare the product for servicing.

Corrective Actions are used to verify the normal operation of the machine. In the Y/N (Yes/No) steps of the corrective actions, a Yes response will lead you to the next step. A No response will indicate the next step to perform or will direct you to a Repair Analysis Procedure (RAP).

RAPs will provide the instructions to isolate the faulty part or provide a list of suspect parts, when isolation is not appropriate. Wire harnesses are not included in the repair actions and problems with loose connections or damaged harnesses should be isolated using visual inspection and the wiring data in section 7.

Final Actions are used to evaluate the total operation of the system and to identify the actions required to complete the service call.

1.1 Machine Orientation

For servicing the DocuPrint N2025/N2825, all references to machine orientation are as illustrated in Figure 1.
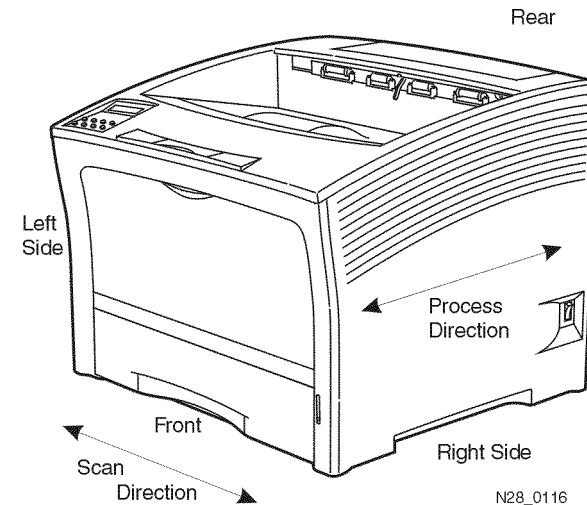
Figure 1 Machine Orientation

1.2 Call Flow

The call flow diagram shows the relationship of actions during a typical service call Figure 1.

The functions in Call Flow correspond to service manual sections as follows:

Section 1 - Initial Actions, Corrective Actions, and Final Actions

Section 2 - Status Indicator Repair Analysis Procedures (RAPs)

Section 3 - Image Quality Repair Analysis Procedures (IQ RAPs)

Section 4 - Repair / Adjustment (REPs)

Section 5 - Parts Lists (PLs)

Section 6 - General Procedures

Section 7 - Wiring

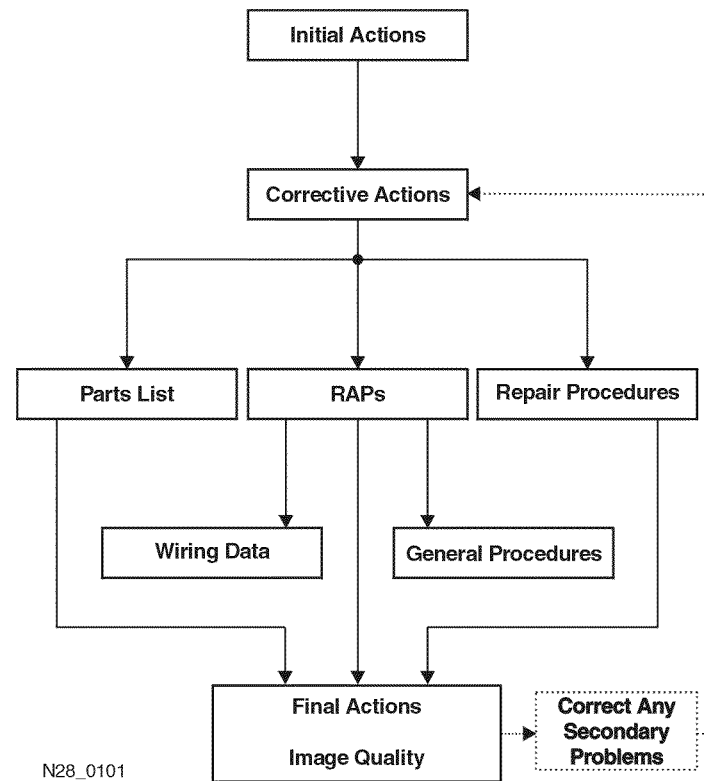All service calls start with Initial Actions and all service calls end with Final Actions.

N28_0101

Figure 1 Call Flow Diagram

1.3 Initial Actions

Initial Actions are used to gather information from the operator concerning problems at the local machine. Make note of symptoms, error messages, error codes or other information concerning the problem that the operator may provide. This information may help identify an intermittent or unusual problem.

Procedure

1. Ensure that the power cord is connected to the wall outlet and to the machine.
2. Check for paper or other objects in the paper path.
3. Remove all paper from the output tray(s).
4. The Rear Cover and Top Cover are closed.
5. The paper is loaded correctly in the Paper Tray(s).
6. Ask the operator to describe, or if possible, demonstrate the problem.
7. If the problem is the result of incorrect operator action, refer the operator to the User documentation or to another customer support function.
8. Refer to Section 2 if an error message is displayed.
9. If possible, print the "Configuration Sheet". To print the Configuration Sheet, press and release [1] or [5] until "Print Menu" is displayed. Then press and release [2] or [6] until "Config Sheet" is displayed. Press Enter [4] to print the sheet. If the sheet is blank, go to IQ RAP 2.
10. Determine that the configuration settings are correct.
11. If possible, print the "Fault History". To print the "Fault History" press and release [1] or [5] until "Print Menu" is displayed. Then press and release [2] or [6] until "Fault History" is displayed. Next, press Enter [4] to print the sheet. The Fault History will list the error codes and the meter count when the event happened. Use the Fault History to determine the frequency of a problem. Access the Error Code Tables (Table 1 or Table 2) and perform the corrective action as instructed.
12. If the Fault History can not be printed, the fault history can be displayed on the Control Panel. To display the "Fault History" press and release [1] or [5] until "Print Menu" is displayed. Then press and release [2] or [6] until "Display Faults" is displayed. Next, press press [3] to display the last fault that occurred. Continue to press and release [3] to display the error codes in order from the newest to the oldest. Pressing and releasing the [4] key will display the codes in order from the oldest to the newest. The Display Faults will display the error code and the meter count when the event happened. An example of the display "E9-2 #820", where E9-2 is the error code and #820 is the meter count.
13. Proceed to Corrective Actions.

1.4 Corrective Actions

Procedure

Ensure that Initial Conditions are met and that the Initial Actions have been completed. Switch the main power off, wait 10 seconds, then switch the main power on. **The Main Drive Motor runs.**
Y   N
    Perform RAP 2.

The display indicates an upper row of 16 solid squares that remain on for 1 second (Figure 1). **The display is correct.**
Y   N
    If machine indicates an error message, see the Error Code Table in section 2. If the display is blank or has garbled text, perform RAP 25.

The Main Drive Motor runs for 8 seconds, then stops.
Y   N
    Perform RAP 16.

The Fuser Fan runs at high speed for 5 seconds, then switches to low speed.
Y   N
    Perform RAP 20.

The LCD Panel will come on again and display "Power On" and the Power On Diagnostic (POD) software "Version x.xxx" (Figure 2). **The display is correct.**
Y   N
    Perform RAP 25/ RAP 26.

The Control Panel LEDs 1, 2, 3, and 4 turn on momentarily then turn off (blink).
Y   N
    Perform RAP 25/ RAP 26.

The display comes on and (*) shows in the upper row (Figure 3). **The display is correct.**
Y   N
    Perform RAP 25/ RAP 26.

A row of (*) (16) form across the top of the display (Figure 4). **The display indications are correct.**
Y   N
    Perform RAP 25/ RAP 26.

A second row of (*) (16) form across the bottom of the display (Figure 5). **The display indications are correct.**
Y   N
    Perform RAP 25/ RAP 26.

Control Panel LED 1 comes on and remains on.
Y   N
    Perform RAP 25/ RAP 26.

The LCD Panel now displays the Controller Software and Version level (x.xx-xx) (Figure 6). **The display indications are correct.**

Y   N

  Perform RAP 25/ RAP 26.

The Controller Software Version switches off and the display shows "Initializing . . ." (Figure 7). **The display is correct.**

Y   N

  Perform RAP 25/ RAP 26.

The display now shows "Copyright Xerox Corp." (Figure 8). **The display is correct.**

Y   N

  Perform RAP 25/ RAP 26.

Next, "1996-1999 All Rights Reserved" is displayed on the LCD Panel (Figure 9). **The display is correct.**

Y   N

  Perform RAP 25/ RAP 26.

Next, "Processing. . ." is displayed on the LCD Panel(Figure 10). **The display is correct.**

Y   N

  Perform RAP 25/ RAP 26.

The final display is "Ready". **The display is correct.**

Y   N

  Perform RAP 25/ RAP 26.

Press [1] twice to select "Print Menu", then press and release [2] until "Menu Map" is displayed. Press Enter [4] to print the "Menu Map". First, "Processing Menu Map" is displayed, immediately followed by "Processing Tray X". **The display is correct.**

Y   N

  Perform RAP 25/ RAP 26.

When the Main Driver Motor runs, the motor and all drive gears sound normal.

Y   N

  Perform RAP 29.

Paper is fed from the paper tray to the Registration Roller and is undamaged.

Y   N

  Perform RAP 8.

The paper feeds out of the machine and is undamaged.

Y   N

  Perform RAP 10/ RAP 11.

The print contains readable text.

Y   N

  If the print is black or blank perform IQ RAP 10 or IQ RAP 2. If the text is garbled, Perform RAP 44.

The print quality of the Menu Map is acceptable.

Y   N

  Perform Image Quality Checkout.

A

A

Enter Diagnostics and select "Print Menu". Scroll to "Test Print". Feed at least 5 test prints from all available trays to the Standard output tray. **Test prints were successfully delivered from each tray.**

Y   N

  If the failure occurred with:
  MBF. Go to RAP 41.
  Tray 1. Go to RAP 49.
  Tray 2/3. Go to RAP 7.
  2000 Sheet Feeder. Go to RAP 62.

If the Duplex Assembly is installed, select "Duplex On" press Enter [4]. Run at least 5 duplexed prints. If a Duplex Assembly is not installed, follow the "Y" path. **The prints were delivered successfully.**

Y   N

  Go to RAP 56.

If a Offset Catch Tray (OCT) is installed, select "OCT" and run at least 5 prints to the OCT. If an OCT is not installed, follow the "Y" path. **Prints were successfully delivered to the OCT.**

Y   N

  Go to RAP 68.

Ensure that all normal printer conditions are set i.e. paper loaded, machine in Ready condition, internet cable connected. Have the customer send a document to the printer. **The print is successful.**

Y   N

  Try a sending a document from a different application. **The print was successful.**

  Y   N

    There may be a problem with the print drivers. Have the customer contact Xerox Customer Support.
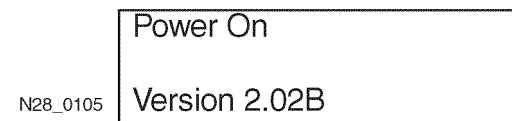
  There may be a problem with the application software. Have the customer contact Xerox Customer Support.

Go to Final Actions.

N28_0104

Figure 1

Power On

Version 2.02B
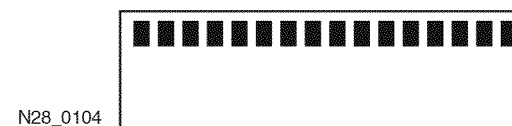
N28_0105

Figure 2

N28_0106

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*
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Figure 3

N28_0107

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Figure 4

N28_0108

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***************
***************
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Figure 5

N28_0109

```
2.00 - 07
```

Figure 6

N28_0110

```
Initializing . . .
```

Figure 7

N28_0111

```
Copyright

Xerox Corp.
```

Figure 8

N28_0112

```
1996 - 1999 All

Rights Reserved
```

Figure 9

N28_0113

```
Processing . . .
```

Figure 10

N28_0114

```
Ready
```

Figure 11

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Processing . . .

Menu Map
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N28_0115

```
Processing . . .

Tray 3
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Figure 12

1.5 Final Actions

Procedure

1. Switch the main power off.

2. Update the tag matrix as required.

3. Reinstall all the covers removed during the service call and complete all required administrative tasks.

4. Clean the covers and ensure all labels are readable.

5. Switch the printer power on. If any of the customer selections were changed return them to the customer's preferred settings.

6. Run final prints and verify image quality. For Image Quality problems, go to section 3.

7. Clean the general area.

8. Communicate with the customer to inform them of actions taken and to ensure all problems have been solved.