



Troubleshooting

To better help our customers - this HP Laserjet 8100 & 8150 series troubleshooting page is simply a guide / additional information for your convenience, as you search for assistance in repairing your machine. Although this information is provided for your convenience it is recommended, for the most part, that a technician inspects your office equipment.

It is recommended to consult with a professional when ordering your printer part(s).

Chapter contents

Self-Diagnostics on Paper-handling Devices

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Self-Diagnostics on Paper-handling Devices

2000-sheet Input Tray Standalone Diagnostics

The 2000-sheet Input Tray can run stand-alone diagnostic tests to test the device's motors, functionality, and sensors. You will need one power cord, one #2 Phillips screwdriver, and a small flat-blade screwdriver for the DIP switches.

2000-sheet Input Tray Motor Test

This test verifies that the three motors on the 2000-sheet Input Tray are functioning properly.

- 1 Identify the Back Cover (opposite from the tray door). Remove the four screws in the Back Cover. Remove the Back Cover (see Back Cover on page 273).
- 2 Pull open the paper tray, and open the Vertical Transfer Unit (VTU).
- 3 Set the DIP switches on the Controller PCA to Motor Test Mode. (See Table 7-35 on page 683 for an explanation of the DIP switch settings.)
- 4 To turn the Power Supply switch to Diagnostic Mode pull out on the blue handle.
 - If the motors are working properly, you will hear them as they rotate continuously.
 - If the motors do not rotate, replace the corresponding field-replaceable unit: either the Paper Pickup Assembly, the VTU, or the Paper Deck Drive Assembly.
- 5 To stop the test, set the power switch back to Operational Mode (push in), and reset the DIP switches on the Controller PCA to the off position (see Table 7-35 on page 683).

2000-sheet Input Tray Standalone Running Test

This test verifies that the 2000-sheet Input Tray is functioning properly. For this test, use the LED located on the Controller PCA on the 2000-sheet Input Tray. (See Table 7-36 on page 684 for an interpretation of the LED patterns.)

CAUTION

If the 2000-sheet Input Tray is setting underneath the printer, paper jams may occur because the printer will not pick up the paper. To prevent excessive paper jams during this test, feed only 6 to 8 pages.

- 1 Make sure that paper is in the tray.
- 2 Set the DIP switches on the Controller PCA for stand-alone running mode. (See Table 7-35 for an explanation of the settings).
- 3 To set the power supply switch to Diagnostic Mode, pull the blue power supply switch outward. The motors will start. Paper should now be lifted from the tray and fed through the VTU.
 - If the unit does not work properly, the lower Service LED on the Controller PCA flashes in a pattern that indicates the problem. (See Table 7-36 on page 684 for an interpretation of the LED patterns.)
- 4 To stop the test, set the power supply switch back to Operational Mode, and set the DIP switches on the Controller PCA to the off position (see Table 7-35). Open the VTU, and remove any media from the paper path.

2000-sheet Input Tray Sensor Test

This test manually activates the sensors on the 2000-sheet Input Tray to test if they are working properly.

- 1 Set the DIP switches on the Controller PCA for sensor test mode. (See Table 7-35 for an explanation of the settings.)
- 2 For each paper sensor:
 - a. Pull open the paper tray, and open the VTU.
 - b. Remove the metal spring that holds the sensor unit in place (secured by 1 screw). (See Figure 6-76, callouts 2 and 5.)
 - c. Pull out the sensor unit.
- 3 To set the power supply switch to Diagnostic Mode, pull the blue power supply switch outward.
- 4 To manually activate each sensor, press it in with your finger.
 - When you activate the sensor, the bottom Service LED on the Controller PCA comes on. When you release the sensor, the LED goes off.
 - If the LED does not come on, there is a problem with the sensor. Replace the corresponding field-replaceable unit.
- 5 To stop the test, set the power supply switch back to Operational Mode, and set the DIP switches on the Controller PCA to the off position (see Table 7-35).

NORMAL SETTING	TEST SETTING
<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="checkbox"/>
OFF POSITION	ON POSITION

Table 7-35. DIP Switch Settings

DIP Switch	Normal	Motor Test	Stand-alone Running Test	Sensor Test
1	Off	On	On	Off
2	Off	On	Off	Off
3	Off	Off	Off	On
4	Off	On	On	On

Note

Be sure to turn the power supply off and set all the DIP switches to the off position (normal settings) when you finish the diagnostics or the unit will not work properly. Then, replace the back cover.

2000-sheet Input Tray LED Status Interpretation

If the 2000-sheet Input Tray is working properly, it will pick up paper from the tray and feed it through the VTU, and the bottom Service LED will flash regularly every 0.5 seconds.

Table 7-36. 2000-sheet Input Tray LED Status Interpretation

Long (1 sec.)	Short (.03 sec.)	Error Number/ Meaning	Recommended Action
3	1	66.11.01 Lifter Malfunction	Lift the tray by hand to make sure that it lifts freely. Make sure that the paper size plates are correctly installed (in the same corresponding slots) and are not bent. If neither of these is the problem, replace Tray 4.
2	1	13.11.11 Registration Sensor Delay Jam	The media does not reach the sensor. Open the VTU door, and remove the media. Replace the VTU assembly or the paper pickup assembly.
2	2	13.11.3B Registration Sensor Station Jam/Initial Jam	Open the VTU door, and remove the media. Check the sensors, and replace the corresponding field-replaceable unit.
2	3	13.11.31 Jam Sensor Delay Jam	The media did not reach the sensor. Open the VTU door, and remove the media. Replace the VTU or the paper pickup assembly.
2	4	13.11.21 13.11.2B Jam Sensor Stationary Jam/Initial Jam	Open the VTU door and remove the media.
1	1	VTU Door Open	Close the door.
1	2	Paper Tray Open	Close the tray.
		Wrong Size Paper Loaded.	Load the correct size of paper, or check the sensors.
1	3	No Paper in Tray	Load paper, or check the sensors.

Note

If the LED does not come on, replace the Paper Deck PCA or the Universal Power Supply Assembly.

2 x 500-sheet Input Tray Standalone Diagnostics

The standalone diagnostics are designed to test the 2 x 500-sheet Input Tray's motors, functionality, and sensors. You will need a power cord, a #2 Phillips screwdriver, and a small flatblade screwdriver for the DIP switches.

If the 2 x 500-sheet Input Tray is working properly, it picks paper up from the tray and feeds it into the VTU, while the bottom service LED flashes regularly every 0.5 seconds.

Note

To go from one test to another or to change the DIP switch settings, set the blue power supply switch to Operational Mode (push in). Reset the DIP switches on the Controller PCA, and then switch the power supply back to Diagnostic Mode (pull out) to enable the new diagnostic test. See figure 7-38 on page 688 for DIP switch settings.

2 x 500-sheet Input Tray Motor Test

This test verifies that the three motors on the 2 x 500-sheet Input Tray are functioning properly.

- 1 Identify the Back Cover (opposite side from tray door). Remove the 4 screws in the Back Cover. Remove the Back Cover.
- 2 Pull open Trays 4 and 5, and open the Vertical Transfer Unit (VTU).
- 3 Set the DIP switches on the Controller PCA to Motor Test Mode. (See table 7-7 on page 624 for an explanation of the DIP switch settings.)
- 4 To turn the power supply switch to Diagnostic Mode, pull out on the blue handle.
 - If the motors are working properly, you will hear them as they rotate continuously.
 - If the motors do not rotate, replace the corresponding field-replaceable unit: either the Paper Pickup Assembly, the VTU, or the Paper Deck Drive Assembly.
- 5 To stop the test, set the power supply switch back to Operational Mode (push in), and reset the DIP switches on the Controller PCA to the off position.

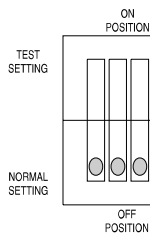


Table 7-37. DIP Switch Settings for troubleshooting test procedures

DIP Switch	Normal	Motor Test	Stand-alone Running Test	Sensor Test
1	Off	On	On	Off
2	Off	On	Off	Off
3	Off	Off	Off	On
4	Off	On	On	On

Note

The DIP switch is on if it is set to the top. The DIP switch is off if it is set to the bottom.

2 x 500-sheet Input Tray Standalone Running Test

This test verifies that the 2 x 500-sheet Input Tray is functioning properly. For this test, use the LED located on the Controller PCA. (See table 7-38 on page 688 for an interpretation of the LED patterns.)

CAUTION

If the 2 x 500-sheet Input Tray is underneath the printer, paper jams may occur because the printer will not pick up the paper. To prevent excessive paper jams during this test, feed only 6 to 8 pages.

- 1 Make sure that there is paper in both trays.
- 2 Set the DIP switches on the Controller PCA for standalone running mode. (See table 7-37 on page 686 for an explanation of the settings).
- 3 To test Tray 5, open Tray 4. To test Tray 4, open Tray 5.

- 4 To set the power supply switch to Diagnostic Mode, pull the blue power supply switch outward. The motors will start. Paper should now be lifted from the tray and fed through the VTU. The service LED flashes regularly every 0.5 seconds.
 - If the unit does not work properly, the service LED on the Controller PCA flashes in a pattern that indicates the problem. (See table 7-38 on page 688 for an interpretation of the LED patterns.)
- 5 To stop the test, set the power supply switch back to Operational Mode. Open the VTU, and remove any media from the paper path.
- 6 To test Tray 4, close Tray 4 and open Tray 5. Repeat step 4.
- 7 To stop the test, set the power supply switch back to Operational Mode, and set the DIP switches on the Controller PCA to the off position (see table 7-37 on page 686). Open the VTU, and remove any media from the paper path.

2 x 500-sheet Input Tray Sensor Test

Note

Be sure that trays 4 and 5 and the VTU are closed before starting the sensor test.

This test manually activates the sensors on the 2 x 500-sheet Input Tray to test if they are working properly.

- 1 Set the DIP switches on the Controller PCA for sensor test mode. (See table 7-7 on page 624 for an explanation of the settings.)
- 2 To set the power supply switch to Diagnostic Mode, pull the blue power supply switch outward.
- 3 To manually activate each sensor, press it in with your finger.
 - When you activate the sensor, the service LED on the Controller PCA comes on. When you release the sensor, the LED goes off.
 - If the LED does not come on, there is a problem with the sensor. Replace the corresponding field-replaceable unit.
- 4 To stop the test, set the power supply switch back to Operational Mode, and set the DIP switches on the Controller PCA to the off position (see table 7-7 on page 624).

Note

Be sure to turn the power supply off, and set all the DIP switches to the off position (normal settings) when you finish the diagnostics or the printer will not work properly. Replace the back cover.

2 x 500-sheet Input Tray LED Status Interpretation

If the 2 x 500-sheet Input Tray is working properly, it will pick up paper from the tray and feed it through the VTU and the bottom service LED will flash regularly every 0.5 seconds.

See page 624 for 2 x 500-sheet Input Tray error messages.

Table 7-38. Patterns of LED flashing (2-second pause between each pattern)

Long (1 sec)	Short (0.3 sec)	Error Number/ Meaning	Recommended Action
3	1	65.11.04 Lifter malfunction	Verify that the tray lifts up freely by lifting it by hand. Verify that the paper size plates are installed correctly (in the same corresponding slots) and are not bent. If neither of these is the problem, replace Tray 4 or 5.
2	1	13.11.11 Registration sensor delay jam	The media did not reach the sensor. Open the VTU door, and remove the media. Replace the paper feed (VTU) assembly or the paper pickup assembly.
2	2	13.11.31 Registration sensor stationary/jam initial jam	Open the VTU door, and remove the media. Check the sensors, and replace the corresponding field-replaceable unit.
2	3	13.11.1B Jam sensor delay jam	The media did not reach the sensor. Open the VTU door, and remove the media. Replace the paper feed (VTU) assembly or the paper pickup assembly.
2	4	13.11.3B Jam sensor stationary jam/initial jam	Open the VTU door, and remove the media.
1	1	The VTU door is open	Close the door.
1	2	Trays 4/5 are open Wrong paper size loaded	Close the tray(s). Check the sensors. Load the correct size of paper. Check the sensors.
1	3	No paper in trays 4/5	Load paper. Check the sensors.

Note

If the LEDs will not come on, replace the paper deck PCA or the universal power supply assembly.

7-bin Tabletop Mailbox Standalone Diagnostics

The standalone diagnostics are designed to test the device's motors, functionality, and sensors. You will need a power cord, a #2 Phillips screwdriver, and a small flatblade screwdriver for the DIP switches.

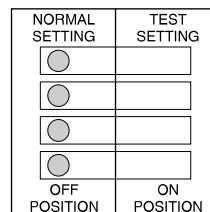
Note For information on the 3,000-sheet Stapler/Stacker, see HP 3,000-sheet Stapler/Stacker Service Manual Supplement for Paper-Handling Accessories (C4788-90904).

Note To change from one test to another or change the DIP switch settings, push the blue power supply switch in (off position), then set to the new test positions.

- 1 To remove the back cover remove 2 screws (see page 410).
- 2 Identify the interlock switch. This black switch is set when the 7-bin Tabletop Mailbox comes into contact with the printer. (Look on opposite side from the paper trays.) This interlock can be defeated by holding it in with a finger or a piece of tape.
- 3 Identify the DIP switch, SW1 (upper-right corner of the controller PCA).
- 4 Identify the service LED, LED1 (near the C-link connectors).

Table 7-39. DIP switch settings for troubleshooting test

DIP Switch	Normal Settings	Motor Test	Standalone Running Test Mailbox	Standalone Running Test Stacker	Sensor Test
1	Off	On	On	Off	Off
2	Off	On	Off	On	Off
3	Off	Off	On	Off	On
4	Off	On	Off	On	On



Note

The DIP switch is on if it is set to the right. The DIP switch is off if it is set to the left.

7-bin Tabletop Mailbox Motor Test

This test allows you to verify the functionality of the main motor, Face-down solenoid, and face-up diverter solenoid.

- 1 The top cover and paper access door must be closed to perform this test.
- 2 Set the DIP switches for the motor test (see table 7-39).
- 3 Pull out the power supply switch to the test position.
- 4 Press and hold in the interlock switch. A self-test should be performed, then the main motor will start moving continuously until the interlock switch is released. The service LED will flash every 0.5 seconds. If any other pattern results with the service LED, see table 7-40 on page 691 for the possible causes.
- 5 Push in the power supply switch to the normal position.

7-bin Tabletop Mailbox Standalone Running Test

This test allows you to feed paper into the unit to test the paper path without a connection to the printer. You can configure either the Mailbox Mode or the Stacker Mode to ensure the paper path is working properly.

- 1 The top cover and paper access door must be closed to perform this test.
- 2 Set the DIP switches for the standalone running test in either Mailbox Mode or the Stacker Mode (see table 7-39 on page 689).
- 3 Pull out the power supply switch to the test position.
- 4 Press and hold in the interlock switch. Perform a self-test. Then manually start feeding paper.
 - In Mailbox Mode, the unit will deliver paper to all bins, starting with the Face-up Bin, then down to the bottom bin.
 - In Stacker Mode, the unit will stack paper starting at the bottom bin until the top-of-stack is reached on each bin.
- 5 If problems are found, the possible cause will be indicated by the Service LED (see table 7-40 on page 691).
- 6 Push in the power supply switch to the normal position.

7-bin Tabletop Mailbox Sensor Test

This test allows you to check if all unit sensors are working properly. By activating any unit sensor flag, the service LED should turn on.

- 1 Make sure that all bins are empty to perform the sensor test.
- 2 Set the DIP switches for the sensor test (see table 7-39 on page 689).
- 3 Do NOT press the interlock switch in at this time.
- 4 Pull out the power supply switch to the test position.
- 5 Make sure that the service LED is off.
- 6 Manually activate any sensor flag. The service LED should turn on if the sensor is functional.

Note

To test the top cover or paper access door sensors, you need to press the interlock switch and simultaneously open and close each cover. A self-test should be performed, and the LED should remain on.

To test the bin full sensors, press the sensor in the paper tray closest to the back of the 7-bin Tabletop Mailbox (on your left as you face the bins). The test will not work if you press the sensor closest to the front of the device.

CAUTION

Be sure to turn the power supply off and set all the DIP switches to the off position (normal settings) when you finish the diagnostics or the printer will not work properly. Replace the back cover.

See page 629 for 7-bin Tabletop Mailbox error messages.

Table 7-40. Patterns of Flashing LEDs

Long	Short	Error Number/ Meaning	Recommended Action
3	1	66.12.16 66.22.16 Paper exit solenoid malfunction	<ul style="list-style-type: none">● Perform the motor test to check the solenoids.● Perform the sensor test.● Replace the sensor bin full PCA, solenoids, or controller board.
2	1	13.12.31 13.22.31 Initial jam	<ul style="list-style-type: none">● Open the top cover and paper access door to remove any remaining paper, then perform a sensor test.● Replace the sensor bin full PCA or controller PCA.

Table 7-40. Patterns of Flashing LEDs (continued)

Long	Short	Error Number/ Meaning	Recommended Action
2	2	13.12.01 13.22.01 Jam without delivery notice	<ul style="list-style-type: none"> ● Open all covers and doors in the device, and remove any jammed paper. ● Check for paper jammed in the printer. ● Try printing again.
2	3	13.12.11 13.22.11 Entry sensor delay	<ul style="list-style-type: none"> ● Open all covers and doors in the device, and remove any remaining media. ● Check each output bin. ● Perform a sensor check. ● Check the sensor flag, the optical sensor, or cabling. ● Replace the sensor PCAs. ● Replace the controller PCA.
2	5	13.12.17 13.22.17 Face-up sensor delay	
2	7	Reversing area delay	
2	9	13.12.15 13.22.15 Vertical sensor delay	
2	4	13.12.21 13.22.21 Entry sensor activated too long	
2	6	13.12.27 13.22.27 Face-up sensor activated too long	<ul style="list-style-type: none"> ● Check the sensor flag, the optical sensor, or cabling. ● Replace the sensor PCAs. ● Replace the controller PCA.
2	8	13.12.21 13.22.21 13.12.27 13.22.27 Reversing area sensor activated too long	
2	10	13.12.22 13.22.22 13.12.25 13.22.25 Vertical sensor activated too long	
1	1	Door open or interlock switch deactivated	<ul style="list-style-type: none"> ● Close the top cover and paper access door. ● Firmly attach the 7-bin Tabletop Mailbox to the printer. ● Perform a sensor check. ● Check the bin full and interlock sensor PCA, cabling, and controller PCA.

Table 7-40. Patterns of Flashing LEDs (continued)

Long	Short	Error Number/ Meaning	Recommended Action
1	2	Bin full when running the standalone test	● Remove paper from all the bins.

8-bin Mailbox Standalone Diagnostics

Note

For information on the 3,000-sheet Stapler/Stacker, see HP 3,000-sheet Stapler/Stacker Service Manual Supplement for Paper-Handling Accessories (C4788-90904).

The stand-alone diagnostics are designed to test the device's motors and functionality without connection to the printer. Note that the diagnostics do not test the functionality of the stapler. You will need one power cord and a small flat-blade screwdriver for the power supply switch.

8-bin Mailbox LEDs Description

The 8-bin Mailbox has two sets of LEDs:

- **User LED.** The first is a single LED located on the right side of the top cover (Figure 7-23, callout 1). This User LED provides information to the end user about the 8-bin Mailbox power-on status and the attachment and alignment to the printer.
- **Service LEDs.** The second set is formed by three independent LEDs located in the middle of the left side cover (Figure 7-23, callout 2). This group is called the Service LEDs, and they show additional technical information to decode the 8-bin Mailbox status.

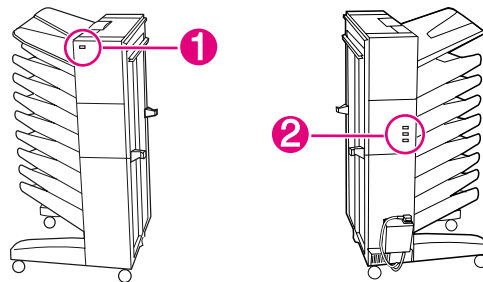


Figure 7-23 8-bin Mailbox LEDs Description

8-bin Mailbox Standalone Diagnostic Test

Each time you run the stand-alone diagnostic test, proceed as follows:

- 1 Turn off the printer, and pull the 8-bin Mailbox away from the printer.

- 2 With the 8-bin Mailbox unplugged, configure the power supply switch to the test mode by sliding the power supply switch up with a small flat-blade screwdriver (Figure 7-24, callout 1).



Figure 7-24 8-bin Mailbox Power Supply Test Mode Switch

- 1 Plug in the power cord. The User LED should be solid green, and the Service LEDs should be 'Off, Solid Red, Off' to indicate the test mode has been entered.

Note

Be sure to reset the power supply switch to the normal operation when you finish the diagnostics; otherwise the unit will not work properly.

Power-on Test

- 1 Push the 8-bin Mailbox interlock switch and keep it pressed. A sequence of tests will begin to test the device.
- 2 The head assembly will move up and down twice, scanning that all unit bins are properly installed and that all unit motors have started.
- 3 At the end of the power-on test, the flipper motor remains on and waits for paper to be fed.

- 4 The User LED remains solid green and the service LEDs remain 'Off, Solid Red, Off' as an indication that the power-on test was successful.
- 5 If a problem exists, an error code will be shown in the Service LEDs. (See table 3-3 for an interpretation of the LEDs.)

8-bin Mailbox Paper Path Test

- 1 If the power-on test is successful, then manually feed paper through the input paper guide in the horizontal position.
- 2 The paper will pass across the flipper assembly and move down to the bottom bin by the double belt system through the head assembly.
- 3 If after feeding several pages the paper path test is successful, then reattach the 8-bin Mailbox to the printer.
- 4 If a problem exists, an error code will be shown in the Service LEDs. (See table 7-41 for an interpretation of the LEDs.)

Note

Be sure to reset the power supply switch to the normal operation when you finish the diagnostics; otherwise the unit will not work properly.

8-bin Mailbox LEDs Status Interpretation

Table 7-41. 8-bin Mailbox LED Status Interpretation

Message Description/Number	User LED	Service LEDs	Recommended Action
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>● solid green</p> <p>○ solid amber</p> <p>● blinking amber</p> </div> <div style="width: 45%;"> <p>● solid red</p> <p>○ blinking red</p> <p>○ blank</p> </div> </div>			
<p>MBM Ready The 8-bin Mailbox was successfully connected and initialized by the printer.</p>	●	○ ○ ○	No action required.
<p>PowerSave Mode The 8-bin Mailbox is in PowerSave mode.</p>	●	○ ○ ●	No action required.
<p>Self-test Mode The 8-bin Mailbox is in test mode.</p>	●	○ ● ○	<ul style="list-style-type: none"> ● Run the power-on test. ● Run the paper path test.
<p>MBM Unlatched from the Printer The 8-bin Mailbox is not properly attached to the printer.</p>	●	○ ○ ○	<ul style="list-style-type: none"> ● Check for proper alignment. ● Check the attachment clips. ● Check the Adjustable Casters. ● Check the Interlock Switch.
<p>Face-up Bin is Too Full The Face-up Bin has too much paper and it has reached the PSFaceUp flat, avoiding the flipping operation.</p> <p>65.12.01 65.22.01</p>	●	○ ○ ○	<ul style="list-style-type: none"> ● Remove the paper from the Face-up Bin. ● Check for a stuck Sensor Flag. ● Replace the Flipper Assembly. ● Check for the proper cable connections.

Table 7-41. 8-bin Mailbox LED Status Interpretation (continued)

Message Description/Number	User LED	Service LEDs	Recommended Action
<ul style="list-style-type: none"> ● solid green ○ solid amber ● blinking amber 		<ul style="list-style-type: none"> ● solid red ○ blinking red ○ blank 	
<p>Jam in Flipper Area A time-out condition occurred at the entry area.</p> <p>13.12.02 13.22.02 65.12.01 65.22.01</p>	<p>●</p>	<p>○ ○ ○</p>	<ul style="list-style-type: none"> ● Open the Jam Access Door, and check for a paper jam or an out-of-place Flipper Assembly shaft. ● Check for a stuck paper sensor. ● Replace the Flipper Assembly. ● Replace the 8-bin Mailbox PCA.
<p>Jam in Belt A time-out condition occurred in the Transport Belt.</p> <p>13.12.03 13.22.03</p>	<p>●</p>	<p>○ ○ ○</p>	<ul style="list-style-type: none"> ● Check for paper jammed at the Transport Belt System/Delivery Head Assembly. ● Make sure that the Transport Belt (both belts) move freely. ● Make sure that the belts are parallel in the Transport Belt system. ● Make sure that the Metal Tape is in place and in good condition. ● Replace the Transport Belt Motor. ● Replace the 8-bin Mailbox PCA. ● Replace the Delivery Head Assembly.



























Table 7-41. 8-bin Mailbox LED Status Interpretation (continued)

Message Description/Number	User LED	Service LEDs	Recommended Action
<ul style="list-style-type: none"> ● solid green ○ solid amber ● blinking amber 		<ul style="list-style-type: none"> ● solid red ○ blinking red ○ blank 	
<p>Jam in Delivery Head Assembly A time-out condition occurred in the PSExit1 sensor.</p> <p>13.12.05 13.22.05</p>	<ul style="list-style-type: none"> ● 	<ul style="list-style-type: none"> ○ ○ ○ 	<ul style="list-style-type: none"> ● Check for paper jammed in the Delivery Head Assembly. ● Make sure that both the PSExit1 and PSExit2 sensors on the Delivery Head Assembly move freely. ● Make sure that the fingers are over the Ejector Rollers on the Delivery Head Assembly. ● Replace the flat ribbon cable that connects to the Delivery Head Assembly. ● Replace the Delivery Head Assembly. ● Replace the 8-bin Mailbox PCA.

Table 7-41. 8-bin Mailbox LED Status Interpretation (continued)

Message Description/Number	User LED	Service LEDs	Recommended Action
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>● solid green</p> <p>○ solid amber</p> <p>● blinking amber</p> </div> <div style="width: 45%;"> <p>● solid red</p> <p>○ blinking red</p> <p>○ blank</p> </div> </div>			
<p>Jam in the Delivery Head Position System The elevator motor detected an invalid window when scanning.</p> <p>13.12.06 13.22.06 65.12.03 65.22.03 65.12.03 65.22.03</p>	<p>●</p>	<p>○</p> <p>○</p> <p>○</p>	<ul style="list-style-type: none"> ● Make sure that the Blind Cover and Scan Bar are installed properly. ● Check for paper jammed in the Transport Belt System and the Delivery Head Assembly. ● Make sure that the Delivery Head Assembly (up and down) moves freely. ● Make sure that all paper bins are seated correctly. ● Make sure that the paper bins and the Blind Cover are not broken. ● Replace the Delivery Head Position Motor. ● Replace the Delivery Head Assembly. ● Replace the 8-bin Mailbox PCA.
<p>Slider Problem at the Head Assembly The sliders do not activate the slider photosensor.</p> <p>65.12.04 65.22.04</p>	<p>●</p>	<p>○</p> <p>○</p> <p>○</p>	<ul style="list-style-type: none"> ● Check for paper jammed in the Delivery Head Assembly. ● Make sure that all the paper bins are seated correctly. ● Replace the Delivery Head Assembly.

Table 7-41. 8-bin Mailbox LED Status Interpretation (continued)

Message Description/Number	User LED	Service LEDs	Recommended Action
<ul style="list-style-type: none">  solid green  solid amber  blinking amber 		<ul style="list-style-type: none">  solid red  blinking red  blank 	
<p>Wrong Page Request A page request was received with an invalid output bin or invalid paper size information.</p> <p>13.12.0A 13.22.0A</p>		<ul style="list-style-type: none">    	<ul style="list-style-type: none">  Check the bin destination.  Check the paper size configuration.  Turn on the printer.
<p>Flipper Error During the flipper calibration, an abnormal reference voltage was encountered.</p> <p>66.12.08 66.22.08</p>		<ul style="list-style-type: none">    	<ul style="list-style-type: none">  Check for paper jammed in the Flipper Assembly area.  Check the cable connections.  Replace the Flipper Assembly.  Replace the 8-bin Mailbox PCA.
<p>External Memory Error The 8-bin Mailbox's nonvolatile RAM (NVRAM) is damaged.</p> <p>66.12.09 66.22.09</p>		<ul style="list-style-type: none">    	<ul style="list-style-type: none">  Replace the 8-bin Mailbox PCA.