



3340 Frequently Asked Questions

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DESCRIPTION: How to disable 1:2 mode, auto shut-off and auto low power mode defaults.

RESOLUTION: To set 1:1 mode as the default:

1. Access the key operator mode (hold the OK key and turn the copier ON).
2. Press 1: Initial settings.
3. Press 1: Copy settings and press the OK key.
4. Use the arrows to select 1:1 and press the OK key.
5. Turn the machine OFF then ON to exit the key operator mode.

Refer to page 9-39 in the user's manual.

To program auto shut-off mode:

1. Access the key operator mode (hold the OK key and turn the copier ON).
2. Press the down arrow key once to access 8: Memory switch settings and press the OK key.
3. Press the up arrow key twice to access 3: auto shut off timer and press OK.
4. Choose from 30, 60, 90, 120, 240 minutes and press OK.
5. Turn the machine OFF then ON to exit the key operator mode.

To eliminate the auto shut-off feature:

1. Access the key operator mode (hold the OK key and turn the copier ON).
2. Press the down arrow key once to access 8: Memory switch settings and press the OK key.
3. Press the down arrow key once to access 25: Auto shut off setting and press OK.
4. Choose ON or OFF and press OK.
5. Turn the machine OFF then ON to exit the key operator mode.

Refer to page 9-39 in the user's manual.

The auto low power mode cannot be disabled, however it can be set to a 240 minute default. To program auto low power mode:

1. Access the key operator mode (hold the OK key and turn the copier ON).
2. Press the down arrow key once to access 8: Memory switch settings and press the OK key.
3. Press the down arrow key once to access 2: Auto low power timer and press OK.
4. Choose from 5, 10, 15, 30, 60, 90, 120, 240 minutes and press OK.
5. Power the machine OFF then ON to exit the key operator mode.

Refer to page 9-39 in the user's manual.

DESCRIPTION: PLEASE UNLOAD DUPLEX TRAY message when a duplex mode (1:2 or 2:2) is selected.

RESOLUTION: CAUSE: Paper remains in the ADU.

SOLUTION: To clear the message, perform the following:

1. Pull out the drawer labeled ADU.
2. Pull up on the ADU top cover (bright green decal designates area to hold when lifting the cover).
3. Remove paper.
4. Lower the ADU cover and push in the ADU drawer.

DESCRIPTION: How to add toner.

RESOLUTION: To add toner, perform the following:

1. Vigorously shake the new toner cartridge, then remove the flexible outer cap (if present).
2. Open the copier front door, and pull toner unit out 90 degrees to the right.
3. Invert cartridge over the unit with arrow pointing toward you, inserting it at the front, then at rear, until the cartridge is fully seated within the unit.
4. Press down on rear of cartridge and slowly slide the toner release lever fully toward you to release toner, then move the lever back and forth a few times alternating with Step 5.
5. Tap cartridge several times to free the toner, until cartridge is empty.
6. Remove and discard empty cartridge.
7. Push toner unit back to original position.
8. Close the copier front door.

The procedure above is outlined on a decal located inside the front door of the machine. The User's Reference Guide maintenance, and supplies section explains how to add toner.

Note: Toner is very fine plastic powder, if toner gets on clothing, brush it off. DO NOT rub forcefully or use any liquid to remove toner from clothing, the toner may permanently fuse to clothing.

DESCRIPTION: Which transparencies can be used in the 3340?

RESOLUTION: The standard transparency is (PCUA 946-427) which is equivalent to the 3M type PP2500 688/503.

DESCRIPTION: How to program auto reset (initial) mode.

RESOLUTION: To program the auto reset time, perform the following:

1. Access the memory switches by powering the machine ON while pressing the OK button.
2. Scroll to #8 (memory switches). Memory switch #01 is for auto reset.
3. Set to OFF or to reset from 30 seconds to 3 minutes in 30 second increments.

DESCRIPTION: BTU data.

RESOLUTION:	Warm-Up	Standby	Running
	136	646	4036

DESCRIPTION: How to program APS.

RESOLUTION: To turn APS ON or OFF:

1. Access the key operator mode (Power the machine OFF. Hold down the OK key, and power the machine ON).
2. Press the OK key.
3. Press the UP arrow 3 times. (The display will change to 4. APS/paper tray).
4. Press OK.
5. To turn the APS off, press the button below APS on the display so that APS is not highlighted and the desired default paper size is highlighted.
6. Press OK.
7. To turn APS on, press the button below APS so the APS is highlighted.
8. Press OK.
9. Power the machine OFF/ON to exit the key operator mode.

DESCRIPTION: How to enable the mixed original mode at power up.

RESOLUTION: To have mixed original mode on all the time, perform the following steps:

1. Select mixed original mode from the application screen
 2. Store the selection under job #12 in job memory
 3. Access the key operator menu by holding down the OK button while turning the machine on
 4. Select #8 from the key operator menu (memory switch)
 5. Use the up arrow to memory switch #21 and turn on.
- Mixed original mode will now be selected at power up.

DESCRIPTION: How many passwords are available in ECM mode?

RESOLUTION: A total of 256 passwords are available in the ECM mode.

DESCRIPTION: PCUA numbers for 3340 supplies.

RESOLUTION: PM Kit (947-434) contains:

Cleaning blade, cleaning web, charging wire, charging control plate, optics filter, toner filter, discharge wire, and dust bag.
Toner (947-435)
Toner filter (947-432)
Developer (947-436)
Drum (947-437)
Cleaning web (947-433)
ST216 staples (947-381)
ST217 staples (946-762)

DESCRIPTION: Decibels (sound level) output.

RESOLUTION: In standby mode <50 dB.
In running mode <71 dB.

DESCRIPTION: How to program auto-original counting feature for the sheet insertion mode?

RESOLUTION: To enable Auto original counting in sheet insertion mode, perform the following:

1. Hold the OK key and turn the copier ON.
2. Press the down arrow key once to access (8) Memory Switch Setting. Press OK.
3. Press the up arrow key eight times to access (9) Orig. Cnt. - Sheet Insert Mode. Press OK.
4. Press the up or down arrow key to select Automatic Count. Press OK.
5. Power the copier OFF/ON.

DESCRIPTION: Unable to close the left side cover.

RESOLUTION: CAUSE: The fuser access plate is open resulting in the obstruction of the left side cover.

SOLUTION: Look into the machine interior exposed by the opening of the left cover. If a silver colored roller and red colored roller can be observed, the fuser access plate has been lowered into its open position. Lift the fuser access plate until it latches to the fuser unit, blocking the visibility of the fuser rollers. The left side cover should now close properly.

DESCRIPTION: PLEASE CLOSE TOP LEFT SIDE COVER is displayed at power up. Cover is closed.

RESOLUTION: PROBABLE CAUSES:

1. The rear portion of the paper exit actuator (p/n 40AA46040) is dislodged. This six-sided actuator is on the end of a black plastic shaft located on the upper paper exit cover (p/n 40AA46100). When correctly positioned, it sits beneath the white paper exit driving gear (p/n 40AA77270). To reposition the paper exit actuator perform the following:
 - a. Power OFF the copier.
 - b. Open the left side door after removing the catch tray or sliding the sorter away from the main body.
 - c. Carefully bend the black plastic shaft while inserting the dislodged end into a small hole on the upper paper exit cover. This hole can be seen when viewed from the front of the copier.
 - d. When the actuator is in position, close the left side door, reinstall the catch tray or slide the sorter up to the main body of the copier.
 - e. Power ON the copier.
2. Paper is jammed behind the left side cover. Remove the jam.