Troubleshooting a Toner Supply Switch Error 144, 145, 146 or 147 for a C9600, C9800 or ES3640

1. Reseat the Magenta Toner Cartridge in the Image Drum.

2. Remove the Magenta Drum and verify the flag in the drum is all the way left and is not broken. (See Fig. 1 & 2) →

3. If the error continues to display, to eliminate an issue with the toner and drum, swap the Magenta and Yellow toner-drums:

4. DO NOT Unlock the blue lever on the toner. Pull the Magenta Toner and Drum for the effected color out as ONE locked piece. Do the same with Yellow.

5. On the back inside wall of the printer, to the right of the Magenta arrow label, over the 3 prong contact, there is a black plastic piece held in place by one screw. It’s just a lockout, so you can remove it with a Phillips screwdriver (preferably magnetic). Be very careful not to drop the screw into the printer. Do the same thing for Yellow: (See Fig. 3)

6. Place the Magenta toner and drum where Yellow was and put Yellow where Magenta was. Restart the printer.

7. If the error changes to 144 - Yellow, replace the Magenta Toner, then replace the Magenta Drum.

8. If the error remains 145, shut down the printer. Press RESTART then immediately press and hold the [UP], [DOWN] and [HELP] keys at the same time while restarting the printer to go to the System Maintenance Mode.

9. Press the [DOWN] button until DIAGNOSTIC MODE is displayed, then press [ENTER]

10. Press the [UP] button until MOTOR & CLUTCH TEST comes up, then press [ENTER].

11. Press the [DOWN] button until TONER SUPPLY MC is displayed, then press [ENTER].
    Apply light pressure to the Magenta cam lobe. (See Fig. 4) →

12. If it is slipping and clicking when pressure is applied, the tech will need to reseat, and possibly replace the Toner Motor (Part # 42863901).
    If you are unsure, repeat the test for TONER SUPPLY KY. If it feels the same, move on to the next test.

13. Press the [BACK] button until DIAGNOSTIC MODE / S-MODE is displayed.

14. Press the [UP] button until SWITCH SCAN is displayed and press [ENTER].

15. Press the [UP] button until TONER SENS is displayed and press [ENTER].


17. Cover and uncover the sensor for both with your finger.
    Number 3 and 4 should change back and forth from H to L. If they do not, the Sensor board (Part # 42868301) will need to be replaced. (See Fig. 5) →

Fig. 1  Fig. 2

Fig. 3

Fig. 4

Fig. 5
18. To exit the System Maintenance Mode on units without a HDD, press the [BACK] button until Initializing is displayed. On units with a HDD, press the [BACK] button to System Maintenance mode then press [ShutDown /Restart] button.

19. If the TONER SUPPLY MC and TONER SENS tests both pass, the motor is not loose, and the error doesn’t follow the toner-drum, replace the Motor Driver Board OR-S2M (Part # 42868111)