

OKI B721/B731/MPS5501 Printer – Important Information Update

543 Toner Sensor Error after installing a new or replacement print cartridge into the printer. Check the print cartridge for the following problem before checking any other possible causes.

Confirm that all shipping restraints have been removed from the print cartridge.

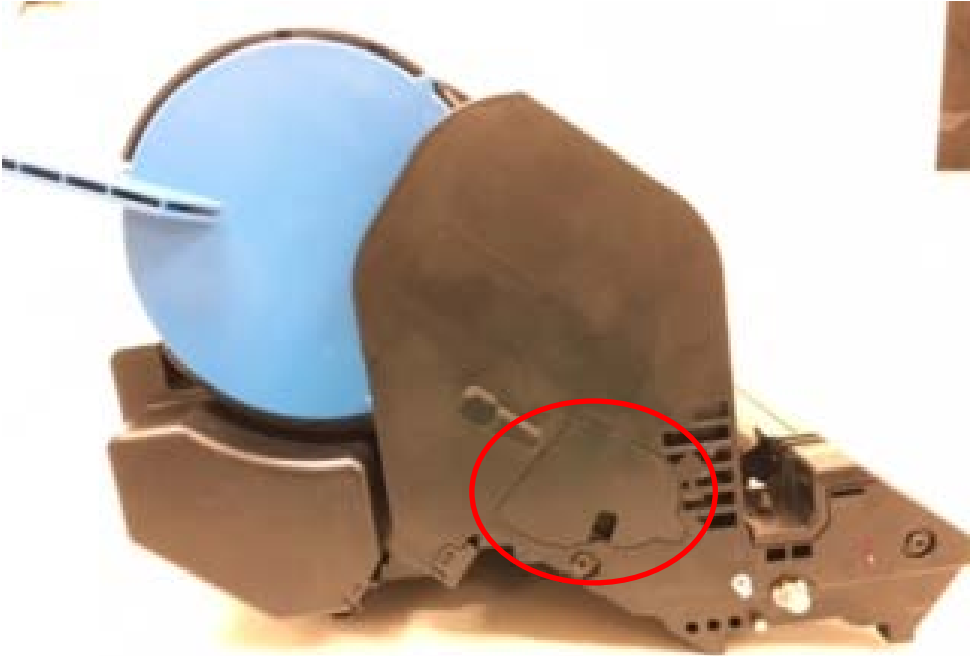
While the print cartridge is still installed in the printer confirm that the Blue Lock Lever is in the UP / Locked Position (see red arrow below).

Note: If the Blue Lock Lever is in the Down / Unlocked position when the print cartridge is installed in the printer the 543 Toner Sensor Error will appear.

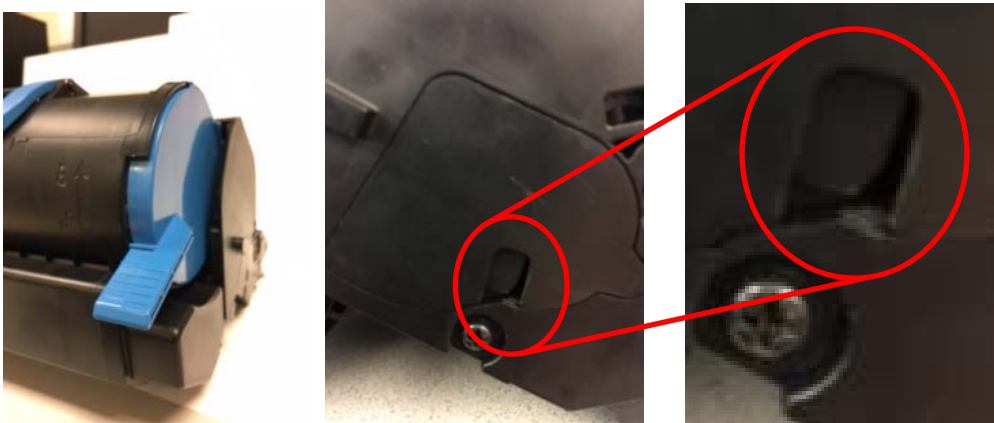


Ensure blue lever is in up position, then close the front cover and see if the 543 Toner Sensor Error clears. If the error clears, there is no need to read beyond this point. Procedure completed.

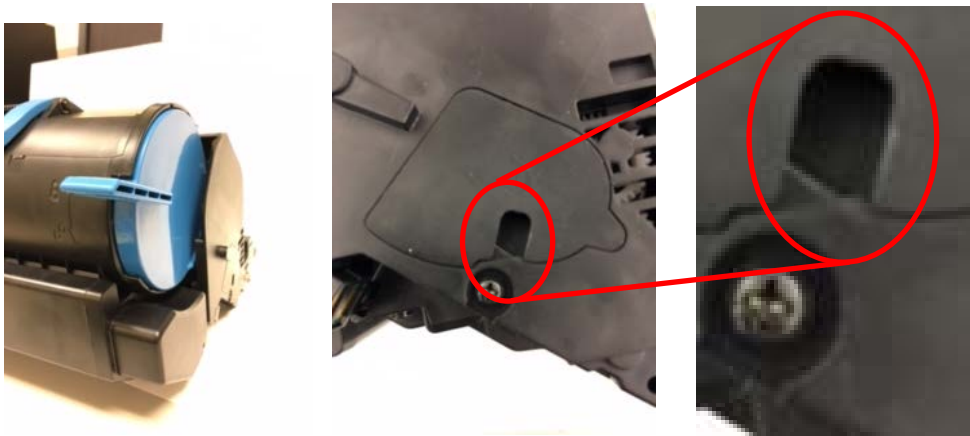
If the error persists remove the print cartridge from the printer and place it onto a flat surface. Look for the small access panel on the right side of the printer cartridge.



With the print cartridge sitting on the flat surface look into the small window in the access panel. Move the blue lock lever to the down / unlocked position. You should see the black lever behind the access panel blocking the small window (see red circles below).



Now move the blue lock lever in the up / locked position. You should not see the black lever behind the access panel blocking the small window (see red circle below).



Repeat moving the blue lock lever up and down 2 or 3 times to insure everything is working properly.

Normally you should not see the black lever in the access panel window when the blue lock lever is in the up / locked position.

Blue Lever Position	Window View	Comments
DOWN	Black lever blocks window	Correct Position
UP	Black lever DOES NOT block window	Correct Position
UP	Black lever blocks window	Incorrect Position

If moving the Blue lever results in the correct position, cartridge is ok, procedure complete.

Based on this result - recheck cartridge installation, if a 543 condition persists, please contact **1-800-OKIDATA** for additional troubleshooting.

With the blue lever UP, if it results in the black lever blocking the window, (in red above), please continue below.

Based on above, the window is being blocked by the black lever, when the blue lock lever is in the up / locked position. This is the source of the 543 toner sensor error condition.

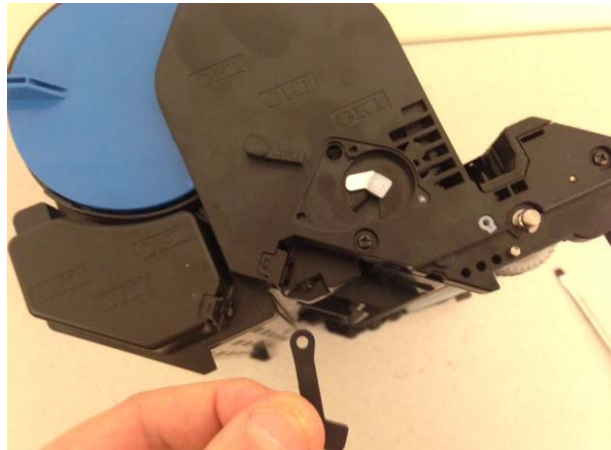
To resolve the 543 Toner Sensor Error condition, and to continue to use the print cartridge, you need to perform the following procedure:

Carefully insert a screw driver blade into the opening to lift the access panel off of the print cartridge.

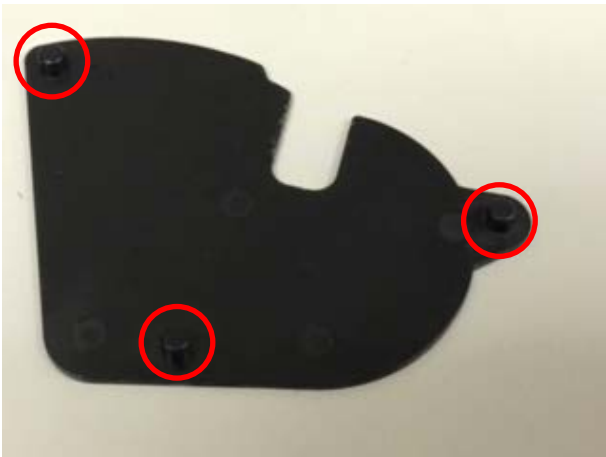
WARNING: Do not insert the screwdriver blade too far into the opening as you could lift the light colored toner flag off of its mounting (see red arrow below).



Once the access panel has been lifted off the print cartridge you can remove the malfunctioning black lever (see red arrow below).



Now that the black lever has been removed replace the access cover. Line up the three studs on the back side of the of the access cover with the corresponding holes in the print cartridge. Then press the access cover into place with your finger.



Modification is now complete.

Insert the print cartridge into the printer. Make sure the blue lock lever is in the up / locked position. Close the printer front cover and the 543 Toner Sensor Error will clear.

If the error does not clear make sure the print cartridge is properly in position. If it still does not clear you need to trouble shoot the printer.

Important Note: This modification will not cause any problems with the cartridge; it will function normally until it is time to replace the cartridge.

Please call **1-800-OKIDATA** to get help with any part of this process, or to trouble shoot the printer if the 543 Toner Sensor Error is not cleared when you are finished.