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Device Hangs With 'Initialising' Displayed on UI

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Source of Info:

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Attachments:

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SourceName: **WorkCentre 3335, 3345, Phaser 3330 Tech Eureka**

Applies to: Phaser 3330

Distribution: Xerox Use Only

Fault Codes: n/a

Chains:

Problem:

Device hangs when booting up, with 'Initialising' splash screen showing on UI without clearing.

Cause:

SD card not installed/faulty. If this appears after Main PBA replacement, check the original board for the SD card that is held on the rear of the board and easy to miss when swapping components to the new board.

Solution: **Fixed!** **Did not fix.**

Please provide feedback on this record, ONLY if you tried the information contained in the record.

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Install SD card from original board if issue occurs after Main PBA replacement. For other cases reseat then replace SD card, PL 1.0, item 15.

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