

Table 6-1 (1/9)

Category	LCD status message	Problem or status	Remedy	
Controller errors	<div style="border: 1px solid black; padding: 5px; display: inline-block;">                     ERROR On                      aaaaaaaaa                 </div>	An error occurred in the controller. n = Exception Code aaaaaaaaa = Error Address	<ul style="list-style-type: none"> <li>- Normal operation cannot be ensured. Turn the power off, then back on to restart.</li> <li>- If normal operation is not recovered by this restart procedure, replace the main control board.</li> </ul>	
		Code (nn)		Error
		1~3 D~F		Reserved
		4		Address Error Exception (Load command, command fetch)
		5		Address Error Exception (Store command)
		6		Bus Error Exception (Command fetch)
		7		Bus Error Exception (Load command, store command)
		8		System Call Extension
		9		Break Point Exception
		A		Reserved Instruction Exception
		B		Coprocessor Unusable Exception
		C		Arithmetic Overflow Exception

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Category	LCD status message	Problem or status	Remedy	
Controller errors (continued)	<div style="border: 1px solid black; padding: 2px; display: inline-block;">  ERROR nn                 </div>	An error occurred in the controller.	<ul style="list-style-type: none"> <li>- Turn the power off, then back on to recover from the error.</li> <li>- If normal operation is not recovered by this restart procedure, use the following remedial actions.</li> </ul>	
		Code (nn)	Error	Remedy
		10	An error was detected by program ROM check.	Replace the main control board.
		20	An error was detected by font ROM check.	Replace the main control board.
		30	An error was detected by resident RAM check.	Replace the main control board.
		40	An error was detected by EEPROM check.	Replace the EEPROM or main control board.
		50	An error was detected by optional software ROM check.	Check the optional software ROM board for proper connection or replace it.
		51	An error was detected by Flash SIMM.	Check the optional Flash SIMM for proper connection or replace it.
		60	An error was detected by optional RAM check.	<ul style="list-style-type: none"> <li>- Check the optional RAM board for proper connection.</li> <li>- Check the mounting position of short plugs and additional RAM chips (see Section 7.4).</li> <li>- Replace the optional RAM board.</li> </ul>
		61	Data bus Error between Cos and Databus for Option DRAMs.	Check the optional DRAM SIMM for proper connection or replace it.
		70	A failure occurred with the Fan motor.	<ul style="list-style-type: none"> <li>- Check the fan motor for proper connection and for any presence of foreign matter in the fan (see Section 6.5.2-⑥).</li> <li>- Replace the fan or the main control board.</li> </ul>
71	A failure occurred with the fuser (timeout error etc.).	See Section 6.5.2 - ④.		

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Category	LCD status message	Problem or status		Remedy
		Code (nn)	Error	
Controller errors (continued)		72	A failure occurred with the fuser (thermistor open error).	See Section 6.5.2 - (4).
		73	A failure occurred with the fuser (thermistor short error).	See Section 6.5.2 - (4).
		74	SSIO Error	<ul style="list-style-type: none"> <li>- Check the connection between the main control board and the power supply/sensor board.</li> <li>- Replace the main control board or power supply/sensor board.</li> </ul>
		77	A toner sensor fault has occurred when the TOTAL DRUM COUNT is 30 or less.	<ul style="list-style-type: none"> <li>- Check the installing of Image drum unit.</li> <li>- Replace the power supply/sensor board.</li> </ul>
		80	I/F timeout occurred between the main control board and the operator panel.	<ul style="list-style-type: none"> <li>- Check the operator panel for proper connection.</li> <li>- Replace the flexible cable, operator panel or main control board.</li> </ul>
		81	I/F timeout occurred between the main control board and the optional tray (High Capacity Second Paper Feeder, Power Envelope Feeder, etc.).	See Section 6.5.2 - (5).
		90	A watchdog timer timeout occurred.	<ul style="list-style-type: none"> <li>- Turn the power off, then back on again.</li> <li>- Replace the main control board.</li> </ul> <b>Note:</b> When replacing the main control board, be sure to install the EEPROM from the old board onto the new board.
		91	CPU Error	
		F0	Monitor error (double weight)	
		F1	Monitor error (argument error)	
		F2	Optional Timeout error	
		F3	Optional status error	
		F4	BG program error	

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Category	LCD status message	Problem or status		Remedy
		Code (nn)	Error	
Controller errors (continued)	<div style="border: 1px solid black; padding: 2px; display: inline-block;">                     ■ ERROR nn                 </div>	F5	System timer program error. Defect in the cable of the front feeder paper sensor and the 2-pin connector on the main control board. Poor connection of connectors.	- Turn the power off, then back on again. - Repair or replace the defective front feeder paper sensor cable and 2-pin connector on the main control board or reconnect the connectors. - Replace the main control board.
		F6	IPT2 program error	- Turn the power off, then back on again. - Replace the main control board.
		F7	IPT1 program error	- Turn the power off, then back on again. - Replace the main control board.
Interface errors	<div style="border: 1px solid black; padding: 2px; display: inline-block;">                     ■ HOST I / F ERROR                 </div>	An error occurred in the serial I/F. This message is displayed when a parity error, a framing error or an overrun error is detected. (When an error occurred in serial I/F)		- Press the operator panel <i>RECOVER</i> key to release the error display. When serial I/F board has been installed, - Check the settings relating to the serial I/F in the menu. - Replace the serial I/F cable or main control board.
Cover open	<div style="border: 1px solid black; padding: 2px; display: inline-block;">                     ■ COVER OPEN                 </div>	The upper cover was opened.		- Close the cover to release the error display. - If the display does not change after this procedure, replace the power supply/sensor board.
		<div style="border: 1px solid black; padding: 2px; display: inline-block;">                     ■ COVER T2 OPEN                 </div>	The High Capacity Second Paper Feeder option cover was opened.	
Jam errors	<div style="border: 1px solid black; padding: 2px; display: inline-block;">                     ■ tray INPUTJAM                 </div>	A jam occurred during paper hopping from the tray.  tray : TRAY1, TRAY2, FEEDER, MANUAL		- Check the paper in the cassette. Open and then close the cover. When the cover is closed, recovery printing is performed and the error display is released. - If this error occurs frequently, see Section 6.5.2. ②-1.

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





Category	LCD status message	Problem or status	Remedy
Jam errors (continued)	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">tray FEED JAM</div>	A jam occurred during paper feeding after completion of paper hopping from the tray. tray : TRAY1, TRAY2, FEEDER	<ul style="list-style-type: none"> <li>- Open the cover, remove the paper, then close the cover. When the cover is closed, recovery printing is performed and the error display is released.</li> <li>- If this error occurs frequently, see Section 6.5.2. ②-2.</li> </ul>
	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">tray EXIT JAM</div>	A jam occurred during paper ejecting. tray : TRAY1, TRAY2, FEEDER, MANUAL	<ul style="list-style-type: none"> <li>- Open the cover, remove the paper, then close the cover. When the cover is closed, recovery printing is performed and the error display is released.</li> <li>- If this error occurs frequently, see Section 6.5.2. ②-3.</li> </ul>
Paper size error	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">tray SIZE ERR</div>	Paper of improper size is being fed from the tray. tray : TRAY1, TRAY2, FEEDER, MANUAL	<ul style="list-style-type: none"> <li>- Check the paper in the tray or check to see if more than one sheet of paper were being fed simultaneously.</li> <li>- Set the designated paper in the tray.</li> <li>- Open the cover, then close it to perform recovery printing and release the error display.</li> <li>- If this error occurs frequently, see Section 6.5.2. ③.</li> </ul>
Tray paper out	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">tray PAPEROUT</div>	The tray has run out of paper. tray : TRAY1, TRAY2, FEEDER	Load paper in the tray.
Size error	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">tray #PAPER REQUEST</div>	Loading of paper indicated by the first line message is requested. The paper size may be one of the following: tray : TRAY1, TRAY2, FEEDER Paper : LETTER, EXECUTIV, LEGAL 14, LEGAL 13, A4 SIZE, A5 SIZE, A6 SIZE, B5 SIZE, COM-9, COM-10, MONARCH, DL ENV, C5 ENV	Load the requested paper in the tray.
	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">MANUAL #REQUEST</div>	Manual loading of paper indicated by the first line message is requested. The paper size one of the followings: LETTER, EXECUTIV, LEGAL 14, LEGAL 13, A4 SIZE, A5 SIZE, A6 SIZE, B5 SIZE, FREE SIZE, COM-10, MONARCH, DL ENV, C5 ENV	

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

Category	LCD status message	Problem or status	Remedy
Buffer overflow	 <div style="border: 1px solid black; padding: 2px; display: inline-block; text-align: center;">REC BUFF OVERFLOW</div>	The receive buffer is overflowing.	<ul style="list-style-type: none"> <li>- Press the panel <i>RECOVER</i> key on the operator panel to release the error display.</li> <li>- Change the setting of the host or printer so that the host can detect the busy status of the printer. Resend the data from the host to the printer.</li> <li>- Replace the interface cable or main control board.</li> </ul>
	 <div style="border: 1px solid black; padding: 2px; display: inline-block; text-align: center;">MEMORY OVERFLOW</div>	The page buffer is overflowing because it received too much data for printing on the page. Macro buffer is overflowing. The DLL buffer is overflowing.	<ul style="list-style-type: none"> <li>- Press the <i>RECOVER</i> key to release the error display.</li> <li>- Install additional optional RAM board or reduce the print data.</li> </ul>
	 <div style="border: 1px solid black; padding: 2px; display: inline-block; text-align: center;">PRINT OVERRUN</div>	The buffer was overrun because the print data is too complicated to be printed.	Press the <i>RECOVER</i> key on the operator panel to release the error display. <ul style="list-style-type: none"> <li>- Simplify page data formatting.</li> </ul>
Daily status	 <div style="border: 1px solid black; padding: 2px; display: inline-block; text-align: center;">OFF-LINE emulate</div>	The printer is in the off-line mode. The second line indicates the emulation.  emulate : AUTO, PCL, PPR, FX, HEX	Normal operation.
	 <div style="border: 1px solid black; padding: 2px; display: inline-block; text-align: center;">ACTIVE</div>	The printer is processing data.	
	 <div style="border: 1px solid black; padding: 2px; display: inline-block; text-align: center;">PRINTING</div>	The printer is printing a page.	
	 <div style="border: 1px solid black; padding: 2px; display: inline-block; text-align: center;">DATA emulate</div>	The printer is processing data in the on-line mode. Ready ON : The data that is not printed remains in the buffer. Ready flashing : The printer is receiving data or in printing process.  emulate : AUTO, PCL, PPR, FX, HEX	

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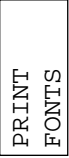

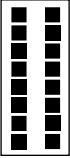



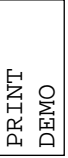
Category	LCD status message	Problem or status	Remedy
Daily status (continued)		All fonts of the printer are being printed during self-test.	Normal operation.
		The current menu setting is being printed. Ready ON : Executed by command entry. Ready flashing : Executed by key operation.	
		Message displayed when the power is turned on. When the power is turned on, the LEDs are turned on for approximately 1 second, conducting a test to verify the conditions of the LEDs and LCD.	
		Message displayed to indicate that the controller is undergoing an initialization when the power is turned on. This message is displayed after the turning on of the LEDs as described above.	
		Indicates in Cold mode due to downloading to flash memory.	
		Indicates that an error occurs during downloading to flash memory or deleting.	
		The demo page is being printed. Ready LED on : Executed by command entry. Ready LED blinking : Executed by key operation.	

Table 6-1 (8/9)

Category	LCD status message	Problem or status	Remedy
Daily status (continued)	<input type="checkbox"/> <span style="border: 1px solid black; padding: 2px;">nnn / mmm</span>	When the number of copies being printed is two or more, the number of copies is displayed. This message is displayed together with another message on the first line.  nnn : Current page mmm : Total page	Normal operation.
	<input type="checkbox"/> <span style="border: 1px solid black; padding: 2px;">PRINT CLEANING</span>	This message is displayed when the printer is performing the cleaning print.	
	<input checked="" type="checkbox"/> <span style="border: 1px solid black; padding: 2px;">CLEANING MANUAL#</span> (The indicate rotate)	Manual loading of paper indicated by the second line message is being requested for cleaning. The paper size(#) may be one of the following:  # : LETTER REQUEST, A4 SIZE REQUEST	
	<input checked="" type="checkbox"/> <span style="border: 1px solid black; padding: 2px;">RESET</span>	The data which remained unprinted in the buffer is deleted and the printer is initialized to user default settings. The temporary DLLs, macros and user patterns are deleted.	
	<input checked="" type="checkbox"/> <span style="border: 1px solid black; padding: 2px;">RESET TO SAVE</span>	This message is displayed when the printer cannot reset automatically to exit from the menu because there are data and DLL's and macros having temporary attributes when the printer is changed from set mode to another mode.	
	<input type="checkbox"/> <span style="border: 1px solid black; padding: 2px;">TONERLOW</span>	Toner is running out. This message is displayed together with another message on the first line. Normal operation can be continued.	Replace the toner cartridge.
	<input type="checkbox"/> <span style="border: 1px solid black; padding: 2px;">TONERSNS</span>	A fault occurred with the toner sensor. This message is displayed together with another message on the first line. Normal operation can be continued.	Replace the power supply/sensor board.



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Category	LCD status message	Problem or status	Remedy
Daily status (continued)	<input type="checkbox"/> TONEREMP	<p>Displays that the amount of toner is near empty (this status will appear after 100 sheets from a TONER LOW indication). It is indicated by being combined with other messages in the first line. Normal operation can be continued.</p>	
	<input type="checkbox"/> TONEREMP CHG CART	<p>Displays that the amount of toner is near empty. After 100 sheets from a TONER LOW indication, this status will appear and the printing be stopped. If the on-line button is pressed then another 31 sheets can be printed. Then the printer will stop and only print one sheet at a time.</p>	
	<input type="checkbox"/> PWR SAVE	<p>The printer is in the power-saving mode. This message is displayed together with another message on the first line.</p>	Normal operation.
	<input type="checkbox"/> CHG DRUM	<p>Informs of drum life end. (It can be temporarily released by opening and closing the cover or pressing the "ON-LINE" switch, but basically, the drum must be replaced.)</p>	
	<input type="checkbox"/> EEPROM RESET'NG	<p>Indicates an error from the result of checking EEPROM ID No. The printer will display this for a few seconds and reset the EEPROM to the factory default for a continuous operation. It will occur with a new EEPROM.</p>	
	<input type="checkbox"/> ROM-SIMM ERROR	<p>Reformat error including CPCMCIA header of ROM-SIMM and byte sum. It will be displayed for 2 seconds at power-on or just before a shift to ON LINE.</p>	

## 6.5.2 LCD Message Troubleshooting

If the problems cannot be corrected by using the LCD status message/problem list, follow the troubleshooting flowcharts given here to deal with them.

No.	Trouble	Flowchart number
1.	The printer does not work normally after the power is turned on.	①
2.	Jam alarm ├── Paper input jam ├── Paper feed jam └── Paper exit jam	②-1 ②-2 ②-3
3.	Paper size error	③
4.	Fusing unit error	④
5.	SSIO (Synchronous Serial Input/Output) error I/F timeout (no response) between the printer and an optional tray (High Capacity Second Paper Feeder, Power Envelope Feeder).	⑤
6.	Fan error	⑥