

Table 6-1

Category	PC display status message	Trouble or status	Remedy
Controller errors	Controller Error	An error occurred in the controller.	<ul style="list-style-type: none"> – Normal operation cannot be ensured. Turn the power off, then back on to restart. – If normal operation is not recovered by this restart procedure, replace the Main Control PCB.
	Program ROM Check Error	An error was detected by program ROM check.	<ul style="list-style-type: none"> – Replace the Main Control PCB. – When replacing the Main Control PCB, upload/download the EEPROM data. (Refer to 4.3.1-④.)
	Font ROM Check Error	An error was detected by font ROM check.	<ul style="list-style-type: none"> – Replace the Main Control PCB. – When replacing the Main Control PCB, upload/download the EEPROM data. (Refer to 4.3.1-④.)
	Resident RAM Check Error	An error was detected by resident RAM check.	<ul style="list-style-type: none"> – Replace the Main Control PCB. – When replacing the Main Control PCB, upload/download the EEPROM data. (Refer to 4.3.1-④.)
	EEPROM Check Error	An error was detected by EEPROM check.	<ul style="list-style-type: none"> – Replace the Main Control PCB. – When replacing the Main Control PCB, upload/download the EEPROM data. (Refer to 4.3.1-④.)

Table 6-1 (Cont'd)

Category	PC display status message	Trouble or status	Remedy
Controller errors	Optional Software ROM Check Error	An error was detected by optional software ROM check.	Check the optional software ROM board for proper connection or replace it.
	Optional RAM Check Error	An error was detected by optional RAM check.	<ul style="list-style-type: none"> – Check the optional RAM board for proper connection. – Check the mounting position of short plugs and additional RAM chips. (See 7.4.) – Replace the optional RAM board.
	FAN Motor Error	A fault occurred in the fan motor.	<ul style="list-style-type: none"> – Check the fan motor for proper connection and for any presence of foreign matter in the fan. (See 6.5.2-⑤.) – Replace the fan motor or the Main Control PCB.
	Fuser Error	A fault occurred in the fusing unit. (Timeout error, etc.)	See 6.5.2-④.
	Thermistor Open Check Error	A fault occurred in the fusing unit. (Thermistor open check error)	See 6.5.2-④.
	Thermistor Short Check Error	A fault occurred in the fusing unit. (Thermistor short check error)	See 6.5.2-④.
	SSIO Interface Error	Power supply board SSIO I/F error	Replace the power supply board or the Main Control PCB.

Table 6-1 (Cont'd)

Category	PC display status message	Trouble or status	Remedy
Controller errors	Second Tray Timeout Error	I/F timeout occurred between the Main Control Board and the 2nd Tray.	Check the 2nd tray for proper connection.
	Multipurpose Feeder Timeout Error	I/F timeout occurred between the Main Control Board and the multi feeder.	Check the multi feeder for proper connection.
	Watch Dog Timeout Error	A watch dog timeout occurred.	<ul style="list-style-type: none"> – Turn the power off, then back on to recover from the error. – Replace the Main Control PCB. When replacing the Main Control PCB, upload/download the EEPROM data. (Refer to 4.3.1-④.)
Cover Open	Cover Open	The upper cover was opened.	<ul style="list-style-type: none"> – Check the cover to release the error display. – If the display does not change after this procedure, replace the power supply board.
Jam errors	Paper Input Jam	A jam occurred during paper hopping from the tray being displayed. Tray: Tray1, Tray2, Feeder	<ul style="list-style-type: none"> – Check the paper in the cassette. Open and then close the cover. When the cover is closed, recovery printing is carried out and the error display is released. – If this error occurs frequently, see 6.5.2 ②-1.

Table 6-1 (Cont'd)

Category	PC display status message	Trouble or status	Remedy
Jam errors	Paper Feed Jam	A jam occurred during paper feeding after completion of paper hopping from the tray being displayed.	<ul style="list-style-type: none"> – Check the paper in the cassette. Open and then close the cover. When the cover is closed, recovery printing is carried out and the error display is released. – If this error occurs frequently, see 6.5.2 ②-2.
	Paper Exit Jam	Jam occurred during paper ejecting.	<ul style="list-style-type: none"> – Check the paper in the cassette. Open and then close the cover. When the cover is closed, recovery printing is carried out and the error display is released. – If this error occurs frequently, see 6.5.2 ②-3.
Paper size error	Paper Size Error	Paper of improper size is being fed from the tray being displayed.	<ul style="list-style-type: none"> – Check the paper in the tray or check to see if more than one sheet of paper were being fed simultaneously. – Set the designated paper in the tray. – Open the cover, then close it to carry out recovery printing and release the error display. – If this error occurs frequently, see 6.5.2-③.

Table 6-1 (Cont'd)

Category	PC display status message	Trouble or status	Remedy
Tray paper out	Tray# Paper Out	The tray being displayed has run out of paper. Tray# : Standard Tray, Second Tray, Multipurpose Feeder # : Executive, Letter, Legal14, Legal13, A4, A5, A6, B5, Monarch, COM-10, COM-9, DL, C5	Load paper in the tray.
Size errors	Tray# #Paper Request	Loading of paper indicated by the second line message to the first line's tray is requested. Tray# : Standard Tray, Second Tray, Multipurpose Feeder, Manual # : Executive, Letter, Legal14, Legal13, A4, A5, A6, B5, Monarch, COM-10, COM-9, DL, C5	Load the requested paper in the tray.
Buffer overflow	Receive Buffer Overflow	The receive buffer is overflowing.	
	Page Buffer Overflow	The page buffer is overflowing because it received too much data for printing on the page.	
	DLL Buffer Overflow	The DLL buffer is overflowing.	
	Macro Buffer Overflow	Macro buffer is overflowing.	

Table 6-1 (Cont'd)

Category	PC display status message	Trouble or status	Remedy
Buffer overflow	Send Buffer Overflow	The send buffer is overflowing.	Normal operation
	Print Overrun Error	The printer overrun because the print data is too complicated to be printed.	
Daily status	Ready Warming Up	The printer is warming up.	
	Initializing	Message displayed to indicate that the controller is undergoing an initialization when the power is turned on.	
	Ready	The printer is the on-line mode.	
	Ready Power Saving	The printer is in the power-saving mode.	
	Printing Demo	The printer is printing a demo page.	
	Printing Menu	The printer is printing a menu page.	
	Printing Fonts	The printer is printing a font page.	
	Printing	The printer is printing a page.	
Ejecting	The printer is ejecting a page.		

Table 6-1 (Cont'd)

Category	PC display status message	Trouble or status	Remedy
Daily status	Manual Paper In	There is a paper on the manual tray.	
	Reset	The data which remained unprinted in the buffer is deleted and the printer is initialized to user default settings. The temporary DLLs and macro are deleted.	
	Ready Toner Low Ready Toner Sensor Problem	Toner is running out. Normal operation can be continued.	– Replace the toner cartridge.
	Toner Sense	A fault occurred in the toner sensor. Normal operation can be continued.	– Replace the power supply board.
	Ready Change Drum Unit	Image drum is running out. Normal operation can be continued.	– Replace the image drum unit. – After replacing the drum unit, reset the drum counter. (Refer to the User's Manual.)

Table 6-2

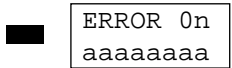

Category	LCD status message	Trouble or status	Remedy
Controller errors		An error occurred in the controller. n = Exception Code aaaaaaaa = Error Address	<ul style="list-style-type: none"> – Normal operation cannot be ensured. Turn the power off, then back on to restart. – If normal operation is not recovered by this restart procedure, replace the Main Control PCB.
		An error occurred in the controller.	<ul style="list-style-type: none"> – Turn the power off, then back on to recover from the error. – If the normal operation is not recovered by this restart procedure, use the following remedial actions.

Table 6-2 (Cont'd)

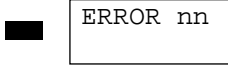
Category	LCD status message	Trouble or status		Remedy
Controller errors		Code (nn)	Error	Remedy
		0n	A fault occurred in the controller. n = Exception Code	Replace the Main Control PCB.
		10	An error was detected by program ROM check.	Replace the Main Control PCB.
		20	An error was detected by font ROM check.	Replace the Main Control PCB.
		30	An error was detected by resident RAM check.	Replace the Main Control PCB.
		40	An error was detected by EEPROM check.	<ul style="list-style-type: none"> – Replace the EEPROM or Main Control PCB. – EEPROM
		50	An error was detected by optional software ROM check.	Check the optional software ROM board for proper connection or replace it.

Table 6-2 (Cont'd)

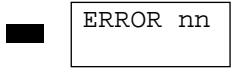
Category	LCD status message	Trouble or status		Remedy
Controller errors		Code (nn)	Error	Remedy
		60	An error was detected by optional RAM check.	<ul style="list-style-type: none"> – Check the optional RAM board for proper connection. – Check the mounting position of short plugs and additional RAM chips (see 7.4). – Replace the option RAM board.
		70	A fault occurred in the Fan motor.	<ul style="list-style-type: none"> – Check the fan motor for proper connection and for any presence of foreign matter in the fan (see 6.5.2-⑤). – Replace the fan or the Main Control PCB.
		71	A fault occurred in the fuser (timeout error etc.).	See 6.5.2-④.
		72	A fault occurred in the fuser (thermistor open error).	See 6.5.2-④.
		73	A fault occurred in the fuser (thermistor short error).	See 6.5.2-④.
		74	Power supply board SSIO I/F error	Replace the power supply board or the Main Control PCB.
		80	I/F timeout occurred between the Main Control PCB and the operator panel.	<ul style="list-style-type: none"> – Check the operator panel for proper connection. – Replace the flexible cable, operator panel or Main Control PCB.

Table 6-2 (Cont'd)

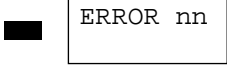

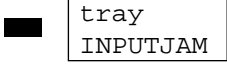
Category	LCD status message	Trouble or status		Remedy
Controller errors		Code (nn)	Error	Remedy
		81	I/F timeout occurred between the Main Control PCB and the optional tray (2nd tray, envelope feeder, etc.).	Check the optional tray for proper connection.
		90	A watchdog timer timeout occurred.	<ul style="list-style-type: none"> – Turn the power off, then back on to recover from the error. – Replace the Main Control PCB.
		91	Invalid CPU was used.	– Check valid CPU list.
Cover open		The upper cover was opened.		<ul style="list-style-type: none"> – Close the cover to release the error display. – If the display does not change after this procedure, replace the power supply board.
Jam errors		<p>A jam occurred during paper hopping from the tray being displayed .</p> <p>tray: TRAY 1, TRAY 2, FEEDER</p>		<ul style="list-style-type: none"> – Check the paper in the cassette. Open and then close the cover. When the cover is closed, recovery printing is carried out and the error display is released. – If this error occurs frequently, see 6.5.2 ②-1.

Table 6-2 (Cont'd)

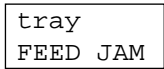
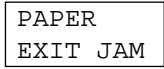
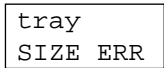
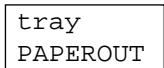
Category	LCD status message	Trouble or status	Remedy
Jam errors		<p>A jam occurred during paper feeding after completion of paper hopping from the tray being displayed.</p> <p>tray: TRAY 1, TRAY 2, FEEDER</p>	<ul style="list-style-type: none"> – Open the cover, remove the paper, then close the cover. When the cover is closed, recovery printing is carried out and the error display is released. – If this error occurs frequently, see 6.5.2 ②-2.
		<p>Jam occurred during paper ejecting.</p>	<ul style="list-style-type: none"> – Open the cover, remove the paper, then close the cover. When the cover is closed, recovery printing is carried out and the error display is released. – If this error occurs frequently, see 6.5.2 ②-3.
Paper size error		<p>Paper of improper size is being fed from the tray being displayed.</p> <p>tray: TRAY 1, TRAY 2, FEEDER</p>	<ul style="list-style-type: none"> – Check the paper in the tray or check to see if more than one sheet of paper was being fed simultaneously. – Set the designated paper in the tray. – Open the cover, then close it to carry out recovery printing and release the error display. – If this error occurs frequently, see 6.5.2-③.
Tray paper out		<p>The tray being displayed has run out of paper.</p> <p>tray: TRAY 1, TRAY 2, FEEDER</p>	<p>Load paper in the tray.</p>

Table 6-2 (Cont'd)



Category	LCD status message	Trouble or status	Remedy
Size error	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">tray #REQUEST</div>	Loading of paper indicated by the second line message to the first line's tray is requested. tray: TRAY 1, TRAY 2, FEEDER #: LETTER, EXECUTIV, LEGAL 14, LEGAL 13, A4 SIZE, A5 SIZE, A6 SIZE, B5 SIZE, FREE SIZE	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 second 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	Load the requested paper in the manual tray.

Table 6-2 (Cont'd)




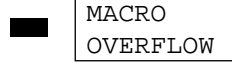

Category	LCD status message	Trouble or status	Remedy
Buffer overflow	 (for OKIPAGE 6ex, in HP 4 mode)	The receive buffer is overflowing.	<ul style="list-style-type: none"> – Press the operator panel RECOVER key to release the error display. – Change the setting of the host or printer so the host can detect the busy status of the printer. Resend the data from the host to the printer. – Replace the interface cable or control board.
	 (for OKIPAGE 6ex, in HP 4 mode)	The page buffer is overflowing because it received too much data for printing on the page.	<ul style="list-style-type: none"> – Press the operator panel RECOVER key to release the error display. – Install additional optional RAM board or reduce the print data.
	 (for OKIPAGE 6ex, in HP 4 mode)	The DLL buffer is overflowing.	<ul style="list-style-type: none"> – Press the operator panel RECOVER key to release the error display. – Install additional optional RAM board or reduce the DLL data.
	 (for OKIPAGE 6ex, in HP 4 mode)	Macro buffer is overflowing.	<ul style="list-style-type: none"> – Press the operator panel RECOVER key to release the error display. – Install additional optional RAM board or reduce the macros.
		The printer overrun because the print data is too complicated to be printed.	<ul style="list-style-type: none"> – Press the operator panel RECOVER key to release the error display. – Simplify page data formatting.

Table 6-2 (Cont'd)

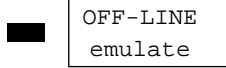
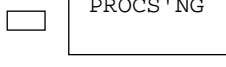
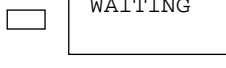
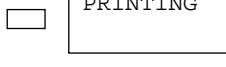
Category	LCD status message	Trouble or status	Remedy
Daily status		The printer is in the off-line mode. The second line indicates the emulation. emulate: HP4, AdobePS	Normal operation.
	 (OKIPAGE6ex in PS mode)	Post Script mode only. The printer is processing data	
	 (OKIPAGE6ex in PS mode)	Post Script mode only. The printer is in the middle of a job and waiting for data to be processed.	
		The printer is printing a page.	

Table 6-2 (Cont'd)




Category	LCD status message	Trouble or status	Remedy
Daily status	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">DATA HP4</div> (for OKIPAGE6ex, in HP 4 mode)	The printer is processing data in on-line mode. Ready ON: The data that is not printed remains in the buffer. Ready flashing: The printer is receiving data.	Normal operation.
	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">PRINT FONTS</div>	All fonts of the printer are being printed during self-test.	
	 <div style="border: 1px solid black; padding: 2px; display: inline-block;">PRINT MENU</div>	The current menu setting is being printed. Ready ON: Executed by command entry. Ready flashing: Executed by key operation.	

Table 6-2 (Cont'd)




Category	LCD status message	Trouble or status	Remedy
Daily status	 <div style="border: 1px solid black; padding: 2px; display: inline-block;"> PRINT DEMO </div>	The demo page is being printed.	Normal operation.
	 <div style="border: 1px solid black; padding: 2px; display: inline-block;"> nnn / mmm CPYnn / mm </div> <p>(for OKIPAGE6ex, in HP 4 mode)</p>	<p>When the number of copies being printed is two or more, the number of copies being printed is displayed.</p> <p>This message is displayed together with another message on the first line.</p>	
	 <div style="border: 1px solid black; padding: 2px; display: inline-block;"> PR BUSY </div> <p>(OKIPAGE6ex in PS mode)</p>	<p>Post Script mode only</p> <p>This message is displayed when ON-LINE key is pressed when the printer is processing the job, if the JOB RESET menu is OFF.</p> <p>The printer will go off-line after completing the job.</p>	

Table 6-2 (Cont'd)

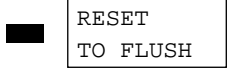
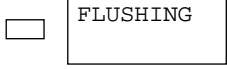
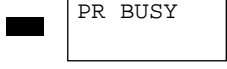
Category	LCD status message	Trouble or status	Remedy
Daily status	 (OKIPAGE6ex in PS mode)	Post Script mode only This message is displayed when ON-LINE key is pressed while the printer is processing the job, if the JOB RESET menu is ON. Even while this message is being displayed, the printer continues to process processing the job normally.	- Press ON-LINE key again The printer goes back to on-line mode and continues processing the job. - Press RESET key. The job is cancelled.
	 (OKIPAGE6ex in PS mode)	Post Script mode only This message is displayed during cancelling of a job. The message goes off when the job cancellation is completed.	Normal operation.
	 (for OKIPAGE6ex, in HP 4 mode)	The data which remained unprinted in the buffer is deleted and the printer is initialized to user default settings. The temporary DLLs and macros are deleted.	

Table 6-2 (Cont'd)

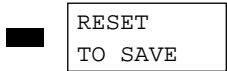

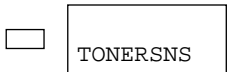

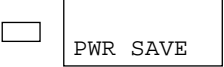
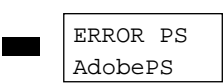
Category	LCD status message	Trouble or status	Remedy
Daily status	 (for OKIPAGE6ex, in HP 4 mode)	This message is displayed when the printer cannot reset automatically to exit from the menu because there are data and DLL's and macros having temporary attributes when the printer is changed from set mode to other mode.	Normal operation.
		Toner is running out. This message is displayed together with other message on the first line. Normal operation can be continued.	– Replace the toner cartridge.
		A fault occurred in the tonersensor. This message is displayed together with other message on the first line. Normal operation can be continued.	– Replace the power supply board.
		This message is displayed together with other message on the first line. Normal operation can be continued.	– Replace the image drum cartridge. – After replacing the drum cartridge, reset the drum counter (refer to the User's Manual).

Table 6-2 (Cont'd)

Category	LCD status message	Trouble or status	Remedy
Daily status	 <p>PWR SAVE</p>	<p>The printer is in the power-saving mode.</p> <p>This message is displayed together with other message on the first line.</p>	<p>Normal operation.</p>
	 <p>ERROR PS AdobePS (OKIPAGE6ex in PS mode)</p>	<p>PostScript mode only</p> <p>This message will appear when the interpreter detects an error during a job processing. The remainder of the job will be ignored.</p>	<ul style="list-style-type: none"> - Check the printer setting of the host. - Check the printer job data to see if there is any un-supported or illegal operation in the data.