

3. ERROR INDICATIONS

This machine includes a self-diagnosis function. If the machine does not work normally it judges that an error has occurred, and indicates the corresponding error message on the LCD, which in turn helps the service personnel to quickly find out the problem.

3.1 Error Codes

Errors in shaded column do not usually occur during normal use. The possible causes are noise around the installation site, fluctuation of the power supply voltage, and failures in the software.

Error codes	Description	Refer to:	Error codes	Description	Refer to:
0101	—		0504	After the heat unit was heated normally, the center thermistor of the fuser unit detected a temperature lower than the specified value.	2-40
0102	Communication error between the engine ASIC and motor driver or faulty motor driver.	2-38	0505	The center thermistor of the fuser unit detected a temperature rise greater than the specified value within the specified time.	2-40
0201	Cannot detect the synchronized signal of the paper feed motor. The speed of the paper feed motor does not stabilize within the specified time.	2-38	0506	The center thermistor of the fuser unit detected a temperature fall greater than the specified value within the specified time.	2-40
0202	—		0508	The side thermistor of the fuser unit did not detect a temperature rise when the heater was ON.	2-40
0203	Eject motor failure was detected.	2-38	050A	The hardware detected a temperature error through the center thermistor or the side thermistor of the fuser unit.	2-41
0300	Cannot detect the lock signal of the polygon motor for the laser unit (second time).	2-39	050B	When the center thermistor of the fuser unit was lower than the idle temperature, the side thermistor detected a temperature higher than the specified temperature.	2-41
0305	Cannot detect the lock signal of the polygon motor for the laser unit (first time).	2-39	050C	When the center thermistor of the fuser unit was higher than the idle temperature, the side thermistor detected a temperature lower than the specified temperature.	2-41
0401	Cannot detect the synchronized signal of the polygon motor for the laser unit (second time).	2-39	050D	—	
0402	—		050F	—	
0405	Cannot detect the synchronized signal of the polygon motor for the laser unit (first time).	2-39	0800	An error occurred in the internal temperature sensor.	2-41
0501	The center thermistor of the fuser unit has not reached the specified temperature within the specified time.	2-40	0900	Detected irregular power supply for more than 100 times.	2-42
0502	The center thermistor of the fuser unit has not reached the specified temperature within the specified time after it was heated normally to the certain level.	2-40	0A01	—	
0503	The center thermistor of the fuser unit detected a temperature higher than the specified value.	2-40	0A02	Detected a main fan failure.	2-42

Error codes	Description	Refer to:	Error codes	Description	Refer to:
0B01	An error occurred in the high-voltage power supply PCB ASSY while operating.	2-42	2102	—	
0B02	An error occurred in the high-voltage power supply PCB ASSY when the machine was in the ready state.	2-42	2103	—	
0C00	—		2104	—	
0D01	—		2105	—	
0D02	—		2201	—	
0D03	—		2202	—	
0D04	—		2203	—	
0E00	—		2204	—	
1003	—		2205	—	
1004	—		2206	—	
1100	—		2207	—	
1200	—		2301	—	
1300	—		2302	—	
1400	—		2401	—	
1701	Detected a TT fan failure.	2-43	2402	—	
1801	A communication error occurred between the ASIC and T2LT control PCB in the engine. (LT only)	2-43	2403	—	
1802	A communication error occurred between the ASIC and T3LT control PCB ASSY in the engine. (LT only)	2-43	2404	—	
1803	—		2405	—	
1808	A communication error occurred between the ASIC and TT control PCB in the engine.	2-43	2408	—	
1901	Detected a TT motor failure.	2-44	2409	—	
1A01	—		2501	—	
1B01	—		2502	—	
1C00	—		2503	—	
1D01	—		2504	—	
1D02	—		2601	—	
1D03	—		2602	—	
1D04	—		2603	—	
1E01	—		2604	—	
1E02	—		2605	—	
1F00	When the TT was connected, TT balance sensor L/R wasn't connected properly.	2-44	2701	—	
2001	—		2702	—	
2002	—		2703	—	
2003	—		2801	—	
2004	—		2802	—	
2005	—		2803	—	
2006	—		2804	—	
2101	—		2805	—	

Error codes	Description	Refer to:	Error codes	Description	Refer to:
2806	—		3202	—	
2901	—		3301	—	
2902	—		3302	—	
2903	—		3401	—	
2904	—		3402	—	
2905	—		3501	—	
2906	—		3601	—	
2A01	—		3701	—	
2A02	—		3702	—	
2A03	—		3703	—	
2B01	—		3801	A temperature error occurred in the external temperature/humidity sensor.	2-44
2B02	—		3802	—	
2C01	—		3900	—	
2C02	—		3A00	—	
2D01	—		4000	The number of rotations of the drum unit is reaching the upper limit.	2-44
2E01	—		4001	—	
2E02	—		4002	—	
2E03	—		4003	—	
2E04	—		4004	—	
2E05	—		4200	The number of rotations of the drum unit has reached the upper limit. (Printing does not stop.)	2-44
2E06	—		4201	—	
2E07	—		4202	—	
2E08	—		4203	—	
2E0A	—		4204	—	
2F01	—		4300	—	
2F02	—		4400	—	
2F03	—		4500	The number of printable pages of the fuser unit has reached the upper limit.	2-45
2F04	—		4600	The number of printable pages of the laser unit has reached the upper limit.	2-45
2F05	—		4700	—	
2F06	—		4800	—	
2F07	—		4900	—	
2F08	—		4A00	—	
2F0A	—		4B01	Dot counter or develop roller counter of the toner is reaching the upper limit.	2-45
3001	—		4B02	—	
3002	—		4B03	—	
3003	—		4B04	—	
3102	—		4C01	Dot counter or develop roller counter of the toner has reached the upper limit.	2-45

Error codes	Description	Refer to:	Error codes	Description	Refer to:
4C02	—		5902	—	
4C03	—		5A02	—	
4C04	—		5B02	—	
4C05	—		5C02	—	
4D01	—		6001	The front cover sensor detected that the front cover was open.	2-47
4E01	—		6002	—	
4F01	The new toner sensor could not detect the new toner cartridge correctly.	2-46	6003	—	
4F02	—		6004	The eject sensor detected that the fuser cover was open.	2-47
4F03	—		6007	—	
4F04	—		6101	The toner amount detection sensor detected that the toner cartridge was not set.	2-47
5001	Printable pages set for PF kit MP have reached the upper limit.	2-46	6102	—	
5002	Printable pages set for PF kit 1 have reached the upper limit.	2-46	6103	—	
5003	Printable pages set for PF kit 2 have reached the upper limit.	2-46	6104	—	
5004	Printable pages set for PF kit 3 have reached the upper limit.	2-46	6200	Detected that the drum unit was not set by detecting the GRID terminal current.	2-48
5005	Printable pages set for PF kit 4 have reached the upper limit.	2-46	6201	—	
5006	Printable pages set for PF kit 5 have reached the upper limit.	2-46	6202	—	
5100	—		6203	—	
5200	—		6204	—	
5301	—		6208	—	
5302	—		6209	—	
5401	—		620A	—	
5402	—		6300	—	
5406	—		6400	—	
5502	—		6602	—	
5602	—		6701	—	
5702	—		6801	The side thermistor of the fuser unit or internal temperature sensor detected a temperature higher than the specified value.	2-49
5801	—		6802	—	
5802	—		6901	An error occurred in the fuser unit when the power switch was turned ON or sleep mode was released.	2-49

Error codes	Description	Refer to:	Error codes	Description	Refer to:
6902	Rechecking the error after the power switch was turned OFF and then ON again because an error was detected in the fuser unit. (This message is displayed for approximately 15 minutes when the machine is restarted after error code 6901 has occurred.)	2-49	7100	The eject sensor remains ON (paper pass detected) even after the registration rear sensor detected the end of paper pass.	2-51
6A00	Detected discharge that may be attributable to dirty corona wire on the drum unit.	2-50	7101	—	
6B01	—		7102	—	
6B02	—		7103	—	
6B03	—		7104	—	
6B04	—		7105	—	
6B0A	—		7106	—	
6C01	—		7200	When feeding from the MP tray, the registration rear sensor does not detect paper pass within the specified time after the registration front sensor detected paper pass.	2-52
6C02	—		7201	—	
6C03	—		7300	—	
6C04	—		7301	When printing from the paper tray 1, the T1 paper feed sensor does not detect paper pass within the specified time while the T1 paper empty sensor detects some paper set.	2-53
6D00	Detected more LTs than connectible limit.	2-50	7302	When printing from the paper tray 1, the registration front sensor does not detect paper pass within the specified time after the T1 paper feed sensor detected paper pass.	2-53
6E00	—		7400	—	
6F00	Detected irregular power supply for less than 100 times.	2-50	7401	When printing from the paper tray 2, the T2(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T2(LT or TT) paper empty sensor detects some paper set.	2-54
7000	The eject sensor does not detect paper pass after the registration rear sensor detected the paper pass.	2-51	7402	When printing from the paper tray 2, the registration front sensor or the T2TT jam sensor does not detect paper pass within the specified time after the T2(LT or TT) paper feed sensor detected paper pass.	2-55
7001	—		7500	—	
7002	—		7501	When printing from the paper tray 3, the T3(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T3(LT or TT) paper empty sensor detects some paper set.	2-56
7003	—		7502	When printing from the paper tray 3, the registration front sensor or the T2/T3TT jam sensor does not detect paper pass within the specified time after the T3(LT or TT) paper feed sensor detected paper pass.	2-57
7004	—		7601	When printing from the paper tray 4, the T4(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T4(LT or TT) paper empty sensor detects some paper set.	2-58

Error codes	Description	Refer to:	Error codes	Description	Refer to:
7602	When printing from the paper tray 4, the registration front sensor or the T2/T3/T4TT jam sensor does not detect paper pass within the specified time after the T4(LT or TT) paper feed sensor detected paper pass.	2-59	7C00	—	
7701	When printing from the paper tray 5, the T5TT paper feed sensor does not detect paper pass within the specified time while the T5TT paper empty sensor detects some paper set.	2-60	7D00	—	
7702	When printing from the paper tray 5, the registration front sensor or the T2/T3/T4/T5TT jam sensor does not detect paper pass within the specified time after the T5TT paper feed sensor detected paper pass.	2-61	7E00	—	
7800	The registration front sensor does not detect paper pass within the specified time after the first side was printed in duplex printing mode.	2-62	7F00	—	
7801	—		8000	—	
7802	—		8100	—	
7803	—		8401	—	
7804	—		8402	—	
7805	—		8403	—	
7900	—		8501	When printing from paper tray 1 to 5, the T1 paper feed sensor detected open paper tray 1 (before registering printing data to engine).	2-63
7A01	—		8502	When printing from paper tray 2 to 5, the T2(LT or TT) paper feed sensor detected open paper tray 2 (before registering printing data to engine).	2-63
7A02	—		8503	When printing from paper tray 3 to 5, the T3(LT or TT) paper feed sensor detected open paper tray 3 (before registering printing data to engine).	2-63
7B01	—		8504	When printing from paper tray 4 to 5, the T4(LT or TT) paper feed sensor detected open paper tray 4 (before registering printing data to engine).	2-63
7B02	—		8505	When printing from paper tray 1 to 5, the T1 paper feed sensor detected open paper tray 1 (after registering printing data to engine).	2-64
7B03	—		8506	When printing from paper tray 2 to 5, the T2(LT or TT) paper feed sensor detected open paper tray 2 (after registering printing data to engine).	2-64
7B04	—		8507	When printing from paper tray 3 to 5, the T3(LT or TT) paper feed sensor detected open paper tray 3 (after registering printing data to engine).	2-64
7B05	—		8508	When printing from paper tray 4 to 5, the T4(LT or TT) paper feed sensor detected open paper tray 4 (after registering printing data to engine).	2-64

Error codes	Description	Refer to:	Error codes	Description	Refer to:
8601	—		8903	The back cover/duplex tray sensor detected that the cover was open when duplex printing is started. (Before registering printing data to engine)	2-65
8602	—		8904	The back cover/duplex tray sensor detected that the cover was open during duplex printing. (After registering printing data to engine)	2-65
8603	—		8A01	The registration rear sensor detected that the paper fed was smaller or larger than the specified size in duplex printing mode.	2-65
8604	—		8A02	—	
8701	—		8B01	Detected that the TT was not turned ON.	2-66
8702	Machine stack sensor detected the ejected paper full state at the start of printing.	2-64	8C00	—	
8703	—		8D01	—	
8708	—		8D02	—	
8709	—		8E01	—	
870A	—		8E02	Detected that the size of paper set in the paper tray was over 10 mm shorter than letter size during receiving fax data or printing a list or report.	2-66
870B	—		8F01	—	
870C	—		8F02	—	
870D	—		8F03	—	
870E	—		9001	When printing from the MP tray, the size of paper set in the MP tray does not match the size specified by the driver.	2-67
870F	—		9002	When printing from the paper tray 1, the size of paper set in the paper tray 1 does not match the size specified by the driver.	2-67
8801	—		9003	When printing from the paper tray 2, the size of paper set in the paper tray 2 does not match the size specified by the driver.	2-67
8802	—		9004	When printing from the paper tray 3, the size of paper set in the paper tray 3 does not match the size specified by the driver.	2-67
8808	—		9005	When printing from the paper tray 4, the size of paper set in the paper tray 4 does not match the size specified by the driver.	2-67
8809	—		9006	When printing from the paper tray 5, the size of paper set in the paper tray 5 does not match the size specified by the driver.	2-67
880A	—		9102	—	
8901	—		9103	—	
8902	—		9104	—	

Error codes	Description	Refer to:	Error codes	Description	Refer to:
9105	—		9502	—	
9200	—		9503	—	
9201	When printing from the MP tray, paper type setting in the machine does not match the setting in the driver.	2-68	9504	—	
9202	When printing from the paper tray 1, paper type setting in the machine does not match the setting in the driver.	2-68	9505	—	
9203	When printing from the paper tray 2, paper type setting in the machine does not match the setting in the driver.	2-68	9601	—	
9204	When printing from the paper tray 3, paper type setting in the machine does not match the setting in the driver.	2-68	9608	—	
9205	When printing from the paper tray 4, paper type setting in the machine does not match the setting in the driver.	2-68	9701	A tray set to duplex printing-incompatible size was specified in duplex printing.	2-72
9206	When printing from the paper tray 5, paper type setting in the machine does not match the setting in the driver.	2-68	9702	When printing from paper tray 1, a paper size not supported for paper tray 1 was specified from the driver.	2-72
9301	When printing from the MP tray, the MP paper empty sensor detected that there was no paper set in the MP tray.	2-69	9703	When printing from paper tray 2, a paper size not supported for paper tray 2 was specified from the driver.	2-72
9302	When printing from paper tray 1, the T1 paper empty sensor or the T1 paper feed sensor detected that there was no paper set in paper tray 1.	2-69	9704	When printing from paper tray 3, a paper size not supported for paper tray 3 was specified from the driver.	2-72
9303	When printing from paper tray 2, the T2(LT or TT) paper empty sensor detected that there was no paper set in paper tray 2.	2-69	9705	When printing from paper tray 4, a paper size not supported for paper tray 4 was specified from the driver.	2-72
9304	When printing from paper tray 3, the T3(LT or TT) paper empty sensor detected that there was no paper set in paper tray 3.	2-69	9706	When printing from paper tray 5, a paper size not supported for paper tray 5 was specified from the driver.	2-72
9305	When printing from paper tray 4, the T4(LT or TT) paper empty sensor detected that there was no paper set in paper tray 4.	2-69	9801	—	
9306	When printing from paper tray 5, the T5TT paper empty sensor detected that there was no paper set in paper tray 5.	2-69	9802	—	
9309	Detected that there was no paper set in all trays when TrayAuto was selected for printing.	2-70	9803	—	
930A	Paper ran out during Fax / List continuous printing.	2-71	9804	—	
9400	Firmware version of the main PCB is older than that of the TT and LT.	2-71	9901	—	
9501	—		9902	—	

Error codes	Description	Refer to:	Error codes	Description	Refer to:
9903	—		A700	Color parameter in the ROM does not match the first side or second side CIS.	2-75
9A01	—		A800	—	
9A02	—		A900	A scanning error occurred while processing the scanned image.	2-75
9A03	—		AA00	—	
9B01	—		AB00	—	
9B02	—		AC00	When scanning the fax, white or black correction data for the second side CIS was not within the correct range (first time).	2-75
9B03	Only T2 tray is set for A4 / Letter / Legal / Folio but T2 is set as "Skip Tray".	2-72	AD00	Image processing cannot be completed correctly because the number of pixels required for image processing is insufficient in the scanned first side data.	2-75
9B04	Only T3 tray is set for A4 / Letter / Legal / Folio but T3 is set as "Skip Tray".	2-72	AE00	Unit home position could not be detected after the power switch was turned ON.	2-76
9B05	Only T4 tray is set for A4 / Letter / Legal / Folio but T4 is set as "Skip Tray".	2-72	AF00	Home position is still being detected even after the first side CIS unit was moved.	2-76
9B06	Only T5 tray is set for A4 / Letter / Legal / Folio but T5 is set as "Skip Tray".	2-72	B000	Detected that the first side CIS flat cable or second side CIS flat cable was not inserted correctly when function code 55 was executed.	2-76
9C01	—		B700	—	
9C02	—		B800	—	
9C03	—		B900	—	
9C06	—		BB00	A white level not within the standard was scanned when function code 55 was executed.	2-77
9C07	—		BC00	When scanning the fax, white or black correction data for the second side CIS was not within the correct range (second time).	2-77
A000	Image processing was not completed correctly because the number of pixels required for image processing is insufficient in the scanned second side data.	2-73	BD00	A black level not within the standard was scanned when function code 55 was executed.	2-77
A200	The document scanning position sensor detected that the document length was 90 cm or more during the one-side scanning.	2-73	BF00	The document scanning position sensor detected that the document length was 400 mm or longer and could not be fed to ADF (double-side restoration).	2-78
A300	The document scanning position sensor has not detected the document passing even after the document has been fed for the specified time.	2-73	C001	Access request to the server timed out because the server address was wrong, network was not connected, or server was not working.	2-78
A400	The ADF cover sensor detected that the ADF cover was open.	2-74	C002	User authentication error due to wrong user name, wrong password, or date and time was not synchronized between the machine and server.	2-78
A500	When scanning the fax, white or black correction data for the first side CIS unit was not within the correct range (first time).	2-74	C003	Cannot access to the file because the directory name is wrong, writing into directory is not permitted, or writing into file is locked or not permitted.	2-78
A600	When scanning the fax, white or black correction data for the first side CIS unit was not within the correct range (second time).	2-74	C004	Cannot acquire current time which is required for user authentication because the time has not been acquired.	2-78

Error codes	Description	Refer to:	Error codes	Description	Refer to:
C100	Failed to save data to an USB flash memory.	2-78	E400	—	
C700	There is insufficient memory to expand PC print data.	2-79	E500	An error occurred during access to the DRAM in the main PCB ASSY.	2-80
C800	The memory size allotted for Secure Print was exceeded when saving Secure Print data.	2-79	E600	Write error in the EEPROM of the main PCB ASSY	2-80
C900	—		E701	System error in the flash ROM	2-80
CA00	—		E702	Read error in the flash ROM	2-80
D100	An error occurred while initializing the modem.	2-79	E900	An error occurred while initializing the NFC.	2-80
D200	Detected that the modem PCB is not connected.	2-79	EC00	A USB device not within the specification is connected to the USB terminal, resulting in over current.	2-81
D800	An error occurred while initializing the touch panel.	2-79	ED00	Failed to authenticate the firmware for the self test.	2-81
D900	—		EE00	Failed to authenticate the NVRAM for the self test.	2-81
DA00	—		F900	The spec code was not entered correctly.	2-81
DB00	—		FA01	—	
E000	An error occurred in the ROM check sum.	2-80	FA02	—	
E100	Program error	2-80	FA03	—	

3.2 Error Messages

Error message		Description	Error codes	Refer to:
First line	Second line			
Cartridge Error	Put the Toner Cartridge back in.	The new toner sensor could not detect the new toner cartridge correctly.	4F01	2-46
Cooling Down	Wait for a while.	The side thermistor of the fuser unit or internal temperature sensor detected a temperature higher than the specified value.	6801	2-49
Cover is Open	Close the ADF cover.	The ADF cover sensor detected that the ADF cover was open.	A400	2-74
	Close the Back Cover of the Machine.	The eject sensor detected that the fuser cover was open.	6004	2-47
	Close the Front Cover.	The front cover sensor detected that the front cover was open.	6001	2-47
Document Jam	Clear the scanner jam, then press Stop.	The document scanning position sensor detected that the document length was 90 cm or more during the one-side scanning.	A200	2-73
		The document scanning position sensor has not detected the document passing even after the document has been fed for the specified time.	A300	2-73
Drum !	Slide the Green tab on Drum Unit.	Detected discharge that may be attributable to dirty corona wire on the drum unit.	6A00	2-50
Firmware Update	You must update the firmware.	Firmware version of the main PCB is older than that of the TT and LT.	9400	2-71
Ignore Data	Press Stop.	Detected undecodable data during printing. Received undecodable PS data.	---	4.14.1
Jam 2-sided	Pull out the 2-sided Tray at the back of the machine and remove the jammed paper.	The registration front sensor does not detect paper pass within the specified time after the first side was printed in duplex printing mode.	7800	2-62
Jam Inside	Open the Front Cover, pull out the Drum Unit completely and remove the jammed paper.	The eject sensor does not detect paper pass after the registration rear sensor detected the paper pass.	7000	2-51
Jam MP Tray	Remove the jammed paper from MP Tray and press [Retry].	When feeding from the MP tray, the registration rear sensor does not detect paper pass within the specified time after the registration front sensor detected paper pass.	7200	2-52

Error message		Description	Error codes	Refer to:
First line	Second line			
Jam Rear	Open the Back Cover and remove the jammed paper.	The eject sensor remains ON (paper pass detected) even after the registration rear sensor detected the end of paper pass.	7100	2-51
Jam Tray1	Remove the jammed paper from Tray 1.	When printing from the paper tray 1, the registration front sensor does not detect paper pass within the specified time after the paper feed sensor detected paper pass.	7302	2-53
Jam Tray2	Remove the jammed paper from Tray 2.	When printing from the paper tray 2, the registration front sensor or the T2TT jam sensor does not detect paper pass within the specified time after the T2(LT or TT) paper feed sensor detected paper pass.	7402	2-55
Jam Tray3	Remove the jammed paper from Tray 3.	When printing from the paper tray 3, the registration front sensor or the T2/T3TT jam sensor does not detect paper pass within the specified time after the T3(LT or TT) paper feed sensor detected paper pass.	7502	2-57
Jam Tray4	Remove the jammed paper from Tray 4.	When printing from the paper tray 4, the registration front sensor or the T2/T3/T4TT jam sensor does not detect paper pass within the specified time after the T4(LT or TT) paper feed sensor detected paper pass.	7602	2-59
Jam Tray5	Remove the jammed paper from Tray 5.	When printing from the paper tray 5, the registration front sensor or the T2/T3/T4/T5TT jam sensor does not detect paper pass within the specified time after the T5TT paper feed sensor detected paper pass.	7702	2-61

Error message		Description	Error codes	Refer to:
First line	Second line			
Log Access Error	Authentication Error, contact your administrator.	User authentication error due to wrong user name, wrong password, or date and time was not synchronized between the machine and server.	C002	2-78
	File Access Error, contact your administrator.	Cannot access to the file because the directory name is wrong, writing into directory is not permitted, or writing into file is locked or not permitted.	C003	2-78
	Server Timeout, contact your administrator.	Access request to the server timed out because the server address was wrong, network was not connected, or server was not working.	C001	2-78
	Wrong Date & Time, contact your administrator.	Cannot acquire current time which is required for user authentication because the time has not been acquired.	C004	2-78
Machine Error	—	Detected that the modem PCB is not connected.	D200	2-79
Machine Error **	—	A machine error occurred. Refer to error code "***".	---	---
Maintenance	Replace Fuser	The number of printable pages of the fuser unit has reached the upper limit.	4500	2-45
	Replace Laser	The number of printable pages of the laser unit has reached the upper limit.	4600	2-45
	Replace PF Kit MP	Printable pages set for PF kit MP have reached the upper limit.	5001	2-46
	Replace PF Kit 1	Printable pages set for PF kit 1 have reached the upper limit.	5002	2-46
	Replace PF Kit 2	Printable pages set for PF kit 2 have reached the upper limit.	5003	2-46
	Replace PF Kit 3	Printable pages set for PF kit 3 have reached the upper limit.	5004	2-46
	Replace PF Kit 4	Printable pages set for PF kit 4 have reached the upper limit.	5005	2-46
	Replace PF Kit 5	Printable pages set for PF kit 5 have reached the upper limit.	5006	2-46

Error message		Description	Error codes	Refer to:
First line	Second line			
Media Type Mismatch	Reload correct paper in MP Tray, then press [Retry].	When printing from the MP tray, paper type setting in the machine does not match the setting in the driver.	9201	2-68
	Reload correct paper in Tray1, then press [Retry].	When printing from the paper tray 1, paper type setting in the machine does not match the setting in the driver.	9202	2-68
	Reload correct paper in Tray2, then press [Retry].	When printing from the paper tray 2, paper type setting in the machine does not match the setting in the driver.	9203	2-68
	Reload correct paper in Tray3, then press [Retry].	When printing from the paper tray 3, paper type setting in the machine does not match the setting in the driver.	9204	2-68
	Reload correct paper in Tray4, then press [Retry].	When printing from the paper tray 4, paper type setting in the machine does not match the setting in the driver.	9205	2-68
	Reload correct paper in Tray5, then press [Retry].	When printing from the paper tray 5, paper type setting in the machine does not match the setting in the driver.	9206	2-68
No Drum Unit	Open the Front Cover, then install the Drum Unit.	Detected that the drum unit was not set by detecting the GRID terminal current.	6200	2-48
No HUB Support	No HUB Support.	A USB device with a built-in hub is connected.	---	4.14.3

Error message		Description	Error codes	Refer to:
First line	Second line			
No Paper	No Paper T1	Detected that there was no paper set in the paper tray 1 when printing from the paper tray 1.	---	4.2.1
	No Paper T2	Detected that there was no paper set in the paper tray 2 when printing from the paper tray 2.	---	4.2.1
	No Paper T3	Detected that there was no paper set in the paper tray 3 when printing from the paper tray 3.	---	4.2.1
	No Paper T4	Detected that there was no paper set in the paper tray 4 when printing from the paper tray 4.	---	4.2.1
	No Paper T5	Detected that there was no paper set in the paper tray 5 when printing from the paper tray 5.	---	4.2.1
	Reload paper in Tray.	Detected that there was no paper set in all trays when TrayAuto was selected for printing. (At Fax / List printing)	---	4.2.1
		Detected that there was no paper set in all trays when TrayAuto was selected for printing.	9309	2-70
No Paper Fed T1	Reload paper in Tray 1, then press [Retry].	When printing from the paper tray 1, the T1 paper feed sensor does not detect paper pass within the specified time while the T1 paper empty sensor detects some paper set.	7301	2-53
No Paper Fed T2	Reload paper in Tray 2, then press [Retry].	When printing from the paper tray 2, the T2(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T2(LT or TT) paper empty sensor detects some paper set.	7401	2-54
No Paper Fed T3	Reload paper in Tray 3, then press [Retry].	When printing from the paper tray 3, the T3(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T3(LT or TT) paper empty sensor detects some paper set.	7501	2-56
No Paper Fed T4	Reload paper in Tray 4, then press [Retry].	When printing from the paper tray 4, the T4(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T4(LT or TT) paper empty sensor detects some paper set.	7601	2-58

Error message		Description	Error codes	Refer to:
First line	Second line			
No Paper Fed T5	Reload paper in Tray 5, then press [Retry].	When printing from the paper tray 5, the T5TT paper feed sensor does not detect paper pass within the specified time while the T5TT paper empty sensor detects some paper set.	7701	2-60
No Paper MP	Reload paper in MP Tray.	When printing from the MP tray, the MP paper empty sensor detected that there was no paper set in the MP tray. (At Fax / List printing)	---	4.2.4
		When printing from the MP tray, the MP paper empty sensor detected that there was no paper set in the MP tray.	9301	2-69
No Paper T1	Reload paper in Tray 1.	When printing from paper tray 1, the T1 paper empty sensor or the T1 paper feed sensor detected that there was no paper set in paper tray 1. (At Fax / List printing)	---	4.2.1
		When printing from paper tray 1, the T1 paper empty sensor or the T1 paper feed sensor detected that there was no paper set in paper tray 1.	9302	2-69
No Paper T2	Reload paper in Tray 2.	When printing from paper tray 2, the T2(LT or TT) paper empty sensor detected that there was no paper set in paper tray 2. (At Fax / List printing)	---	4.2.1
		When printing from paper tray 2, the T2(LT or TT) paper empty sensor detected that there was no paper set in paper tray 2.	9303	2-69
No Paper T3	Reload paper in Tray 3.	When printing from paper tray 3, the T3(LT or TT) paper empty sensor detected that there was no paper set in paper tray 3. (At Fax / List printing)	---	4.2.1
		When printing from paper tray 3, the T3(LT or TT) paper empty sensor detected that there was no paper set in paper tray 3.	9304	2-69

Error message		Description	Error codes	Refer to:
First line	Second line			
No Paper T4	Reload paper in Tray 4.	When printing from paper tray 4, the T4(LT or TT) paper empty sensor detected that there was no paper set in paper tray 4. (At Fax / List printing)	---	4.2.1
		When printing from paper tray 4, the T4(LT or TT) paper empty sensor detected that there was no paper set in paper tray 4.	9305	2-69
No Paper T5	Reload paper in Tray 5.	When printing from paper tray 5, the T5TT paper empty sensor detected that there was no paper set in paper tray 5. (At Fax / List printing)	---	4.2.1
		When printing from paper tray 5, the T5TT paper empty sensor detected that there was no paper set in paper tray 5.	9306	2-69
No Toner	Open the Front Cover, then install Toner Cartridge.	The toner amount detection sensor detected that the toner cartridge was not set.	6101	2-47
No Tray Attachment	Please install the Tower Tray Attachment Brackets.	When the TT was connected, TT balance sensor L/R wasn't connected properly.	1F00	2-44
No Tray T1	Reinstall Tray.	When printing from paper tray 1 to 5, the T1 paper feed sensor detected open paper tray 1 (before registering printing data to engine).	8501	2-63
		When printing from paper tray 1 to 5, the T1 paper feed sensor detected open paper tray 1 (after registering printing data to engine).	8505	2-64
No Tray T2	Reinstall Tray 2.	When printing from paper tray 2 to 5, the T2(LT or TT) paper feed sensor detected open paper tray 2 (before registering printing data to engine).	8502	2-63
		When printing from paper tray 2 to 5, the T2(LT or TT) paper feed sensor detected open paper tray 2 (after registering printing data to engine).	8506	2-64

Error message		Description	Error codes	Refer to:
First line	Second line			
No Tray T3	Reinstall Tray 3.	When printing from paper tray 3 to 5, the T3(LT or TT) paper feed sensor detected open paper tray 3 (before registering printing data to engine).	8503	2-63
		When printing from paper tray 3 to 5, the T3(LT or TT) paper feed sensor detected open paper tray 3 (after registering printing data to engine).	8507	2-64
No Tray T4	Reinstall Tray 4.	When printing from paper tray 4 to 5, the T4(LT or TT) paper feed sensor detected open paper tray 4 (before registering printing data to engine).	8504	2-63
		When printing from paper tray 4 to 5, the T4(LT or TT) paper feed sensor detected open paper tray 4 (after registering printing data to engine).	8508	2-64
Out of Memory	Press Stop[x].	There is insufficient memory to expand PC print data.	C700	2-79
Output Tray Full	Remove the paper from the Standard Output Tray.	Machine stack sensor detected the eject paper full state at the start of printing when the machine output tray was selected as the output tray.	8702	2-64
Paper Low	Paper Low T1	Tray1 paper level is low.	---	4.14.4
	Paper Low T2	Tray2 paper level is low.	---	4.14.4
	Paper Low T3	Tray3 paper level is low.	---	4.14.4
	Paper Low T4	Tray4 paper level is low.	---	4.14.4
	Paper Low T5	Tray5 paper level is low.	---	4.14.4
Print Data Full	Print Data is full. Press Stop[x] Key and delete the previously stored data.	The memory size allotted for Secure Print was exceeded when saving Secure Print data.	C800	2-79
Print Unable ZC	Turn the power off and then back on again.	Detected irregular power supply for less than 100 times.	6F00	2-50
Print Unable **	Turn the power off and then back on again.	Printing related error. Refer to error code "***".	---	---

Error message		Description	Error codes	Refer to:
First line	Second line			
Received Fax XX	Set the appropriate paper in except Tray 2.	Only T2 tray is set for A4 / Letter / Legal / Folio but T2 is set as "Skip Tray".	9B03	2-72
	Set the appropriate paper in except Tray 3.	Only T3 tray is set for A4 / Letter / Legal / Folio but T3 is set as "Skip Tray".	9B04	2-72
	Set the appropriate paper in except Tray 4.	Only T4 tray is set for A4 / Letter / Legal / Folio but T4 is set as "Skip Tray".	9B05	2-72
	Set the appropriate paper in except Tray 5.	Only T5 tray is set for A4 / Letter / Legal / Folio but T5 is set as "Skip Tray".	9B06	2-72
Replace Toner	Open the Front Cover, replace Toner Cartridge.	Dot counter or develop roller counter of the toner has reached the upper limit.	4C01	2-45
Scan Unable	Document is too long for 2-sided scanning. Press Stop[x].	The first side document scanning position sensor detected that the document length was 400 mm or longer and could not be fed to ADF (double-side restoration).	BF00	2-78
	Remove the original document. Turn the power off, then on again.	Image processing was not completed correctly because the number of pixels required for image processing is insufficient in the scanned second side data.	A000	2-73
		Image processing cannot be completed correctly because the number of pixels required for image processing is insufficient in the scanned first side data.	AD00	2-75
Scan Unable **	Turn the power off and then back on again.	A machine error occurred. Refer to the error code "***".	---	---
Scanner Error **	—	A white level not within the standard was scanned when function code 55 was executed.	BB00	2-77
		A black level not within the standard was scanned when function code 55 was executed.	BD00	2-77

Error message		Description	Error codes	Refer to:
First line	Second line			
Self-Diagnostic	Turn the power off, then on again. Leave the machine for 15 min.	An error occurred in the fuser unit when the power switch was turned ON or sleep mode was released.	6901	2-49
	Will automatically restart within 15 minutes.	Rechecking the error after the power switch was turned OFF and then ON again because an error was detected in the fuser unit. (This message is displayed for approximately 15 minutes when the machine is restarted after error code 6901 has occurred.)	6902	2-49
Service Error XX	Please contact service engineer.	Failed to authenticate the firmware for the self test.	ED00	2-81
		Failed to authenticate the NVRAM for the self test.	EE00	2-81
Size Error	Specify the correct paper size for Tray1.	When printing from paper tray 1, a paper size not supported for paper tray 1 was specified from the driver.	9702	2-72
	Specify the correct paper size for Tray2.	When printing from paper tray 2, a paper size not supported for paper tray 2 was specified from the driver.	9703	2-72
	Specify the correct paper size for Tray3.	When printing from paper tray 3, a paper size not supported for paper tray 3 was specified from the driver.	9704	2-72
	Specify the correct paper size for Tray4.	When printing from paper tray 4, a paper size not supported for paper tray 4 was specified from the driver.	9705	2-72
	Specify the correct paper size for Tray5.	When printing from paper tray 5, a paper size not supported for paper tray 5 was specified from the driver.	9706	2-72
Size Error 2-sided	Press [OK]. Specify the correct paper and load the same size paper as the Printer driver setting.	A tray set to duplex printing-incompatible size was specified in duplex printing.	9701	2-72
	Specify the correct paper.	The registration rear sensor detected that the paper fed was smaller or larger than the specified size in duplex printing mode.	8A01	2-65

Error message		Description	Error codes	Refer to:
First line	Second line			
Size Mismatch	Reload correct paper.	Detected that the size of paper set in the paper tray was over 10 mm shorter than letter size during receiving fax data or printing a list or report.	8E02	2-66
	Reload correct paper in MP Tray, then press [Retry].	When printing from the MP tray, the size of paper set in the MP tray does not match the size specified by the driver.	9001	2-67
	Reload correct paper in Tray1, then press [Retry].	When printing from the paper tray 1, the size of paper set in the paper tray 1 does not match the size specified by the driver.	9002	2-67
	Reload correct paper in Tray2, then press [Retry].	When printing from the paper tray 2, the size of paper set in the paper tray 2 does not match the size specified by the driver.	9003	2-67
	Reload correct paper in Tray3, then press [Retry].	When printing from the paper tray 3, the size of paper set in the paper tray 3 does not match the size specified by the driver.	9004	2-67
	Reload correct paper in Tray4, then press [Retry].	When printing from the paper tray 4, the size of paper set in the paper tray 4 does not match the size specified by the driver.	9005	2-67
	Reload correct paper in Tray5, then press [Retry].	When printing from the paper tray 5, the size of paper set in the paper tray 5 does not match the size specified by the driver.	9006	2-67
Supplies	Toner Low	Dot counter or develop roller counter of the toner is reaching the upper limit.	4B01	2-45
	Drum End Soon.	The number of rotations of the drum unit is reaching the upper limit.	4000	2-44
	Replace Drum	The number of rotations of the drum unit has reached the upper limit. (Printing does not stop.)	4200	2-44
Too Many Trays	Turn the power off and remove additional trays.	Detected more LTs than connectible limit.	6D00	2-50
Touchscreen initialization failed	Remove any material which is on the touchscreen.	An error occurred while initializing the touch panel.	D800	2-79
Unable to Update:**	Check the firmware update file and try again.	Cannot execute USB Memory Firm UPDATE.	---	4.14.2

Error message		Description	Error codes	Refer to:
First line	Second line			
Unusable Device	Remove the Device. Turn the power off and back on again.	A USB device not within the specification is connected to the USB terminal, resulting in over current.	EC00	2-81
	—	The connected USB device is not supported.	---	4.14.3
USB Device Error	Only insert one USB device at a time.	When the power switch was ON, multiple USB flash memories are connected to the USB host.	---	4.14.3
Wrong Paper Size T1	Reload correct paper in Tray 1 or press [Retry].	When printing from the paper tray 1, the size of paper set in the paper tray 1 does not match the size specified by the driver.	---	4.14.1
Wrong Paper Size T2	Reload correct paper in Tray 2 or press [Retry].	When printing from the paper tray 2, the size of paper set in the paper tray 2 does not match the size specified by the driver.	---	4.14.1
Wrong Paper Size T3	Reload correct paper in Tray 3 or press [Retry].	When printing from the paper tray 3, the size of paper set in the paper tray 3 does not match the size specified by the driver.	---	4.14.1
Wrong Paper Size T4	Reload correct paper in Tray 4 or press [Retry].	When printing from the paper tray 4, the size of paper set in the paper tray 4 does not match the size specified by the driver.	---	4.14.1
Wrong Paper Size T5	Reload correct paper in Tray 5 or press [Retry].	When printing from the paper tray 5, the size of paper set in the paper tray 5 does not match the size specified by the driver.	---	4.14.1
Wrong Paper Size MP	Reload correct paper in MP Tray or press [Retry].	When printing from the MP tray, the size of paper set in the MP tray does not match the size specified by the driver.	---	4.14.1
2-sided Disabled	Close the Back Cover and put the 2-sided Tray back in.	The back cover/duplex tray sensor detected that the cover was open when duplex printing is started. (Before registering printing data to engine)	8903	2-65
		The back cover/duplex tray sensor detected that the cover was open during duplex printing. (After registering printing data to engine)	8904	2-65

3.3 Communication Errors

How to print the communication error list (Communication List) can be found in [“2.1 Print Communication Error List” in Chapter 5.](#)

Code 1	Code 2	Cause	Refer to:
10	07	No document set when calling.	2-123
10	08	Wrong fax number called.	2-123
11	01	No dial tone detected before dialing.	2-123
11	02	Busy tone detected before dialing.	2-123
11	03	2nd dial tone not detected.	2-123
11	05	No loop current detected.	2-123
11	06	Busy tone detected after dialing or receiving a call.	2-123
11	07	No response from the receiver in sending.	2-123
11	08	No response from the remote station in sending Session Initiation Protocol (SIP).	2-123
11	10	No tone detected after dialing.	2-123
11	11	No acknowledgement returned after Fax2 net command was sent.	2-123
13	12	Error signal received after Fax2 net command was sent.	2-123
16	09	No Cipher registration	2-123
17	01	Called using a dial number that cannot be used for the NGN line (33 digits or longer or non numeric characters).	2-123
17	07	No response from the caller in receiving.	2-123
1C	01	Detected that access to the NGN line was not authorized. (T38: 403 Forbidden)	2-123
1C	02	No file or folder (directory) found as a result of search via the NGN line. (T38: 404 Not Found)	2-123
1C	03	Remote station does not support the NGN line. (T38: 488 Not Acceptable Here)	2-123
1C	04	SIP (Session Initiation Protocol) connection not possible. (T38) USW NGN fax setting is OFF or calling attempted before acquisition of SIP information.	2-123
1C	05	Internal error detected in the communication network. (T38)	2-123
1C	06	SIP Server timeout (T38)	2-123
1C	08	An error other than 1C01,1C02,1C03,1C04,1C06,1D01,1D02 or 1D04 was detected.	2-123
1D	01	Detected that the NGN line was busy. (T38: 486 Busy)	2-123
1D	02	Detected that the NGN line was temporarily unavailable. (T38: 480 Temporarily Unavailable)	2-123
1D	04	Network cable not connected (Link Down detected) or not connected to the Network. (T38)	2-123

Code 1	Code 2	Cause	Refer to:
20	01	Unable to detect flag field.	2-123
20	02	Carrier was OFF for 200 ms or longer.	2-123
20	03	Abort detected ("1" in succession for 7 bits or more).	2-123
20	04	Overrun detected.	2-123
20	05	A frame received for 3 seconds or more.	2-123
20	06	CRC error in answerback.	2-123
20	07	Echo command received.	2-123
20	08	Invalid command received.	2-123
20	09	Command ignored in document setting or damping-out at turn-around transmission.	2-123
20	0A	T5 time-out error	2-123
20	0B	CRP received.	2-123
20	0C	EOR or NULL received.	2-123
20	0D	Corresponding command not received although the FIF command sending bit is ON.	2-123
20	0E	EOR command received.	2-123
20	13	Line disconnected without receiving DCN after receiving the last page. (After receiving EOP and sending CFR, received BYE before receiving DCN.) (T38)	2-123
32	01	Remote terminal only with V.29 capability in 2,400 or 4,800 bps transmission.	2-123
32	02	Remote terminal not ready for polling.	2-123
32	10	Remote terminal not equipped with password function or its password switch is OFF.	2-123
32	11	Remote terminal not equipped with or not ready for confidential mailbox function.	2-123
32	12	Remote terminal not equipped with or not ready for relay broadcasting function.	2-123
32	13	No confidential mail in the remote terminal.	2-123
32	14	Available memory space of the remote terminal is less than that required for reception of confidential mails or relay broad-casting instruction.	2-123
32	15	Remote terminal not equipped with Cipher receiving function.	2-123
32	16	Remote terminal not equipped with SEP function.	2-123
32	17	Remote terminal not equipped with SUB function.	2-123
32	18	Remote terminal not equipped with color function.	2-123
40	02	Illegal coding system requested.	2-123
40	03	Illegal recording width requested.	2-123

Code 1	Code 2	Cause	Refer to:
40	05	ECM requested although not allowed.	2-123
40	06	Polled while not ready.	2-123
40	07	No document to be sent when polled.	2-123
40	10	Nation code or manufacturer code not correct.	2-123
40	11	Group number not registered for relay broad-casting was specified or the number of addressees specified exceeded the maximum allowable number.	2-123
40	12	Retrieval attempted while not ready for retrieval.	2-123
40	13	Polled by any other manufacturers' terminal while waiting for secure polling.	2-123
40	14	Common key not registered although it needs to be used.	2-123
40	15	Black / Red data reception is requested when Black / Red receiving function is disabled.	2-123
40	16	Cipher transmission is requested when Cipher receiving function is disabled.	2-123
40	17	Invalid resolution selected.	2-123
40	20	Invalid full color mode selected.	2-123
50	01	Vertical resolution capability changed after compensation of background color.	2-123
63	01	"Password + last 4 digits of telephone number" does not match.	2-123
63	02	Password not correct	2-123
63	03	Polling ID not correct	2-123
63	04	Specified confidential ID and MailBox ID do not match.	2-123
63	05	Relay broad-casting ID not correct	2-123
63	06	Specified Retrieval ID and MailBox Retrieval ID do not match.	2-123
63	07	Select receiving ID not correct	2-123
63	08	Cipher Key not correct	2-123
74	XX	DCN received	2-123
80	01	Fallback impossible.	2-123
90	01	Unable to detect video signals or commands within 6 seconds after CFR is transmitted.	2-123
90	02	Received PPS containing invalid page count or block count.	2-123
A0	03	Error correction sequence not terminated even at final transmission speed after fallback.	2-123
A0	11	Receive buffer empty (5-second time-out)	2-123
A0	12	Receive buffer full during operation except receiving into memory.	2-123
A0	13	Decoding error continued on 500 lines or more.	2-123
A0	14	Decoding error continued for 15 seconds or more.	2-123

Code 1	Code 2	Cause	Refer to:
A0	15	Time-out: 13 seconds or more for one-line transmission.	2-123
A0	16	RTC not found or carrier OFF detected for 6 seconds.	2-123
A0	17	RTC found but no command detected for 60 seconds or longer.	2-123
A0	19	No video data to be sent.	2-123
A0	20	Cannot continue receiving color fax (remaining ink low).	2-123
A8	01	RTN, PIN, or ERR received (sending terminal).	2-123
A9	01	RTN, PIN, or ERR sent (receiving terminal).	2-123
AA	18	Receive buffer full during receiving data into memory.	2-123
B0	01	Polarity reversion detected.	2-123
B0	02	Unable to receive the next-page data.	2-123
B0	03	Unable to receive polling during turn-around transmission due to call reservation.	2-123
B0	04	PC interface error	2-123
C0	01	No common modulation mode or failed to poll.	2-123
C0	02	Unable to detect JM.	2-123
C0	03	Unable to detect CM.	2-123
C0	04	Unable to detect CJ.	2-123
C0	10	Cannot finish V. 34 negotiation or training.	2-123
C0	11	Modem error detected during V. 34 negotiation or training.	2-123
C0	20	Modem error detected while sending commands.	2-123
C0	21	Modem error detected while receiving commands.	2-123
C0	22	Control channel connection time-out.	2-123
C0	30	Modem error detected while sending video signals.	2-123
C0	31	Modem error detected while receiving video signals.	2-123
E0	01	Failed to detect 1,300 Hz signal in burn-in operation.	2-123
E0	02	Failed to detect PB signals in burn-in operation.	2-123
E0	03	Unable to detect commands in burn-in operation when RS232C is used.	2-123

4. TROUBLESHOOTING

4.1 Error Cause and Remedy

■ Error code 0102

Communication error between the engine ASIC and motor driver or faulty motor driver.

Step	Cause	Remedy
1	Connection failure of the paper feed motor harness	Reconnect the paper feed motor harness.
2	Paper feed motor failure	Replace the paper feed motor.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 0201

Cannot detect the synchronized signal of the paper feed motor. The speed of the paper feed motor does not stabilize within the specified time.

Step	Cause	Remedy
1	Connection failure of the paper feed motor harness	Reconnect the paper feed motor harness.
2	Damaged fuser gear	Replace the fuser gear.
3	Paper feed motor failure	Replace the paper feed motor.
4	Damaged fuser unit	Replace the fuser unit.
5	Low-voltage power supply PCB failure	Replace the low-voltage power supply PCB ASSY.
6	Damaged part in drive sub ASSY	Replace the main frame L ASSY.
7	Main PCB failure	Replace the main PCB ASSY.

■ Error code 0203

Eject motor failure was detected.

Step	Cause	Remedy
1	Connection failure of the eject motor harness	Reconnect the eject motor harness.
2	Eject motor failure	Replace the eject motor.
3	Low-voltage power supply PCB failure	Replace the low-voltage power supply PCB ASSY.
4	Damaged part in eject gears	Replace the main frame L ASSY.
5	Main PCB failure	Replace the main PCB ASSY.

■ **Error code 0300**

Cannot detect the lock signal of the polygon motor for the laser unit (second time).

Error code 0305

Cannot detect the lock signal of the polygon motor for the laser unit (first time).

Error code 0401

Cannot detect the synchronized signal of the polygon motor for the laser unit (second time).

Error code 0405

Cannot detect the synchronized signal of the polygon motor for the laser unit (first time).

Step	Cause	Remedy
1	Connection failure of the laser unit flat cable	Reconnect the laser unit flat cable.
2	Laser unit flat cable failure	Replace the laser unit flat cable.
3	Laser unit failure	Replace the laser unit.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code 0501

The center thermistor of the fuser unit has not reached the specified temperature within the specified time.

Error code 0502

The center thermistor of the fuser unit has not reached the specified temperature within the specified time after it was heated normally to the certain level.

Error code 0503

The center thermistor of the fuser unit detected a temperature higher than the specified value.

Error code 0504

After the heat unit was heated normally, the center thermistor of the fuser unit detected a temperature lower than the specified value.

Error code 0505

The center thermistor of the fuser unit detected a temperature rise greater than the specified value within the specified time.

Error code 0506

The center thermistor of the fuser unit detected a temperature fall greater than the specified value within the specified time.

Error code 0508

The side thermistor of the fuser unit did not detect a temperature rise when the heater was ON.

<User Check>

- Turn OFF the power switch. After several seconds, turn ON the power again and check that this error is reset.

Step	Cause	Remedy
1	Connection failure of the center or side thermistor harness of the fuser unit	Reconnect the center or side thermistor harness of the fuser unit.
2	Connection failure of the fuser unit heater harness	Reconnect the fuser unit heater harness.
3	Connection failure of the eject sensor harness	Reconnect the eject sensor harness.
4	Connection failure of the low-voltage power supply harness	Reconnect the low-voltage power supply harness.
5	Eject sensor PCB failure	Replace the eject sensor PCB ASSY.
6	Fuser unit failure	Replace the fuser unit.
7	Low-voltage power supply PCB failure	Replace the low-voltage power supply PCB ASSY.
8	Main PCB failure	Replace the main PCB ASSY.

■ Error code 050A

The hardware detected a temperature error through the center thermistor or the side thermistor of the fuser unit.

Error code 050B

When the center thermistor of the fuser unit was lower than the idle temperature, the side thermistor detected a temperature higher than the specified temperature.

Error code 050C

When the center thermistor of the fuser unit was higher than the idle temperature, the side thermistor detected a temperature lower than the specified temperature.

<User Check>

- Turn OFF the power switch. After several seconds, turn ON the power again and check that this error is reset.

Step	Cause	Remedy
1	Connection failure of the center or side thermistor harness of the fuser unit	Reconnect the center or side thermistor harness of the fuser unit.
2	Connection failure of the fuser unit heater harness	Reconnect the fuser unit heater harness.
3	Connection failure of the eject sensor harness	Reconnect the eject sensor harness.
4	Connection failure of the low-voltage power supply harness	Reconnect the low-voltage power supply harness.
5	Eject sensor PCB failure	Replace the eject sensor PCB ASSY.
6	Fuser unit failure	Replace the fuser unit.
7	Low-voltage power supply PCB failure	Replace the low-voltage power supply PCB ASSY.
8	Main PCB failure	Replace the main PCB ASSY.

■ Error code 0800

An error occurred in the internal temperature sensor.

Step	Cause	Remedy
1	Connection failure of the internal temperature sensor harness	Reconnect the internal temperature sensor harness.
2	Internal temperature sensor failure	Replace the main frame L ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 0900

Detected irregular power supply for more than 100 times.

<User Check>

- Turn OFF the power switch. After several seconds, turn ON the power again and check that this error is reset.

Step	Cause	Remedy
1	Low-voltage power supply PCB failure	Replace the low-voltage power supply PCB ASSY. Refer to "1.3.31 Reset counters for consumable parts (function code: 88)" in Chapter 5 to reset the irregular power supply detection counter after the replacement.
2	Main PCB failure	Replace the main PCB ASSY.

Note:

- The irregular power supply detection error of the low-voltage power supply PCB (error code: 0900) occurs when there is a large distortion in the power supply voltage supplied to the machine. In this case, if the same power supply is used, the same error may occur even when the low-voltage power supply PCB ASSY is replaced. Ask the user to review the installation environment.
- Do not reset the power supply PCB counter before replacing it with a new one. It may cause fire.

■ Error code 0A02

Detected a main fan failure.

Step	Cause	Remedy
1	Connection failure of the main fan harness	Reconnect the main fan harness.
2	Connection failure of the toner amount detection sensor PCB harness (light emission)	Reconnect the toner amount detection sensor PCB harness (light emission).
3	Main fan failure	Replace the main fan.
4	Low-voltage power supply PCB failure	Replace the low-voltage power supply PCB ASSY.
5	Toner amount detection sensor PCB (light emission) failure	Replace the toner amount detection sensor PCB ASSY (light emission).
6	Main PCB failure	Replace the main PCB ASSY.

■ Error code 0B01

An error occurred in the high-voltage power supply PCB ASSY while operating.

Error code 0B02

An error occurred in the high-voltage power supply PCB ASSY when the machine was in the ready state.

<User Check>

- Replace the drum unit. (corona wire breakage)

Step	Cause	Remedy
1	Connection failure of the HVPS flat cable	Reconnect the HVPS flat cable.
2	High-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 1701

Detected a TT fan failure.

Step	Cause	Remedy
1	Malfunction of the TT control PCB	Install the latest main firmware.
2	Connection failure of the TT fan harness	Reconnect the TT fan harness.
3	LT/TT connector failure (machine side or TT side)	Replace the LT/TT connector of the machine side or TT side.
4	TT fan failure	Replace the TT fan.
5	TT control PCB failure	Replace the TT control PCB.
6	Main PCB failure	Replace the main PCB ASSY.

■ Error code 1801

A communication error occurred between the ASIC and T2LT control PCB in the engine. (LT only)

Error code 1802

A communication error occurred between the ASIC and T3LT control PCB ASSY in the engine. (LT only)

Step	Cause	Remedy
1	Malfunction of the LT control PCB	Install the latest main firmware.
2	An LT/TT connector failure (machine side or LT side)	Replace the appropriate LT/TT connector of the machine side or LT side.
3	An LT control PCB failure	Replace the appropriate LT control PCB.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code 1808

A communication error occurred between the ASIC and TT control PCB in the engine.

Step	Cause	Remedy
1	Malfunction of the TT control PCB	Install the latest main firmware.
2	LT/TT connector failure (machine or TT side)	Replace the LT/TT connector on the machine side or TT side.
3	TT control PCB failure	Replace the TT control PCB.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code 1901

Detected a TT motor failure.

Step	Cause	Remedy
1	Malfunction of the TT control PCB	Install the latest main firmware.
2	Connection failure of the TT motor harness	Reconnect the TT motor harness.
3	LT/TT connector failure (machine side or TT side)	Replace the LT/TT connector of the machine side or TT side.
4	TT motor failure	Replace the TT motor.
5	TT control PCB failure	Replace the TT control PCB.
6	Main PCB failure	Replace the main PCB ASSY.

■ Error code 1F00

When the TT was connected, TT balance sensor L/R wasn't connected properly.

Step	Cause	Remedy
1	Connection failure of the TT balance sensor L/R harness.	Reconnect the TT balance sensor L/R harness or relay connector harness.
2	TT balance sensor L/R attachment failure	Reattach the TT balance sensor L/R.
3	LT/TT connector failure (machine side or TT side)	Replace the LT/TT connector of the machine side or TT side.
4	TT balance sensor L/R failure	Replace the TT balance sensor L/R.
5	TT control PCB failure	Replace the TT control PCB ASSY.
6	Main PCB failure	Replace the main PCB ASSY.

■ Error code 3801

A temperature error occurred in the external temperature/humidity sensor.

Step	Cause	Remedy
1	Connection failure of the external temperature/humidity sensor harness	Reconnect the external temperature/humidity sensor harness.
2	External temperature/humidity sensor failure	Replace the main frame L ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 4000

The number of rotations of the drum unit is reaching the upper limit.

Error code 4200

The number of rotations of the drum unit has reached the upper limit. (Printing does not stop.)

Step	Cause	Remedy
1	Replace the drum unit with a new one and reset the drum counter. If the error display is not cleared, the main PCB is faulty.	Replace the main PCB ASSY.

■ Error code 4500

The number of printable pages of the fuser unit has reached the upper limit.

Step	Cause	Remedy
1	End of life of the fuser unit	Replace the fuser unit. Refer to "1.3.31 Reset counters for consumable parts (function code: 88)" in Chapter 5 to reset the fuser unit counter after the replacement.
2	Replace the fuser unit with a new one and reset the fuser unit counter. If the error display is not cleared, the main PCB is faulty.	Replace the main PCB ASSY.

■ Error code 4600

The number of printable pages of the laser unit has reached the upper limit.

Step	Cause	Remedy
1	End of life of the laser unit	Replace the laser unit. Refer to "1.3.31 Reset counters for consumable parts (function code: 88)" in Chapter 5 to reset the laser unit counter after the replacement.
2	Replace the laser unit with a new one and reset the laser unit counter. If the error display is not cleared, the main PCB is faulty.	Replace the main PCB ASSY.

■ Error code 4B01

Dot counter or develop roller counter of the toner is reaching the upper limit.

Error code 4C01

Dot counter or develop roller counter of the toner has reached the upper limit.

Step	Cause	Remedy
1	Replace the toner cartridge with a new one. If the error display is not cleared, the main PCB is faulty.	Replace the main PCB ASSY.

■ Error code 4F01

The new toner sensor could not detect the new toner cartridge correctly.

<User Check>

- If the machine is on the uneven surface, place it on a level surface.

Step	Cause	Remedy
1	Connection failure of the relay front harness	Reconnect the relay front harness.
2	New toner actuator coming off or caught in some sections of the machine	Reattach the new toner actuator.
3	Develop joint coming off or caught in some sections of the machine	Reattach the develop joint.
4	New toner sensor failure	Replace the relay front PCB ASSY.
5	Paper feed drive gears failure	Replace the main frame L ASSY.
6	If the error display is not cleared after replacing the toner cartridge with a new one again, the main PCB is faulty.	Replace the main PCB ASSY.

■ Error code 5001

Printable pages set for PF kit MP have reached the upper limit.

Error code 5002

Printable pages set for PF kit 1 have reached the upper limit.

Error code 5003

Printable pages set for PF kit 2 have reached the upper limit.

Error code 5004

Printable pages set for PF kit 3 have reached the upper limit.

Error code 5005

Printable pages set for PF kit 4 have reached the upper limit.

Error code 5006

Printable pages set for PF kit 5 have reached the upper limit.

Step	Cause	Remedy
1	End of life of the applicable PF kit	Replace the applicable PF kit. Refer to "1.3.31 Reset counters for consumable parts (function code: 88)" in Chapter 5 to reset the applicable PF kit counter after the replacement.
2	If the error display is not cleared after the applicable PF kit counter has been reset, the main PCB is faulty.	Replace the main PCB ASSY.

■ Error code 6001

The front cover sensor detected that the front cover was open.

<User Check>

- Close the front cover.

Step	Cause	Remedy
1	Connection failure of the front cover sensor harness	Reconnect the front cover sensor harness.
2	Connection failure of the relay front harness	Reconnect the relay front harness.
3	Front cover sensor attachment failure	Reattach the front cover sensor.
4	Front cover failure	Replace the front cover.
5	Front cover sensor failure	Replace the relay front PCB ASSY.
6	Relay front PCB failure	Replace the relay front PCB ASSY.
7	Main PCB failure	Replace the main PCB ASSY.

■ Error code 6004

The eject sensor detected that the fuser cover was open.

<User Check>

- Close the fuser cover.

Step	Cause	Remedy
1	Eject actuator coming off or caught in some sections of the machine	Reattach the eject actuator.
2	Fuser cover attachment failure	Reattach the fuser cover.
3	Connection failure of the eject sensor harness	Reconnect the eject sensor harness.
4	Eject sensor PCB failure	Replace the eject sensor PCB ASSY.
5	Main PCB failure	Replace the main PCB ASSY.

■ Error code 6101

The toner amount detection sensor detected that the toner cartridge was not set.

<User Check>

- Set the toner cartridge correctly.

Step	Cause	Remedy
1	Toner amount detection sensor PCB (light reception) failure	Replace the toner amount detection sensor PCB ASSY (light reception).
2	Relay front PCB failure	Replace the relay front PCB ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 6200

Detected that the drum unit was not set by detecting the GRID terminal current.

<User Check>

- Set the drum unit correctly.

Step	Cause	Remedy
1	Dirt on the GRID terminals of the drum unit and those of the machine	Clean the CHG and GRID terminals of the drum unit and those of the machine. (Refer to Fig. 2-8 and Fig. 2-9.)
2	Dirt on the high-voltage power supply PCB terminal	Clean the high-voltage power supply PCB terminal.
3	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
4	Main PCB failure	Replace the main PCB ASSY.

■ Electrodes location of the toner cartridge and drum unit

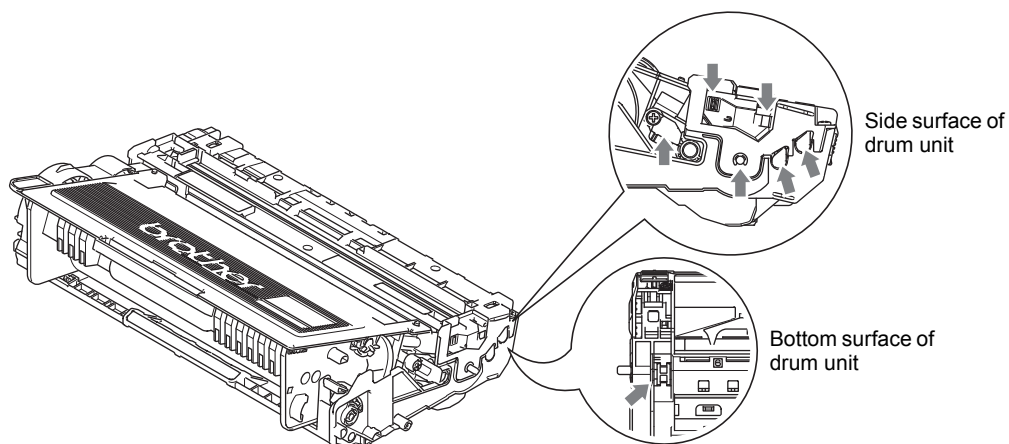


Fig. 2-8

■ Electrodes location of the machine

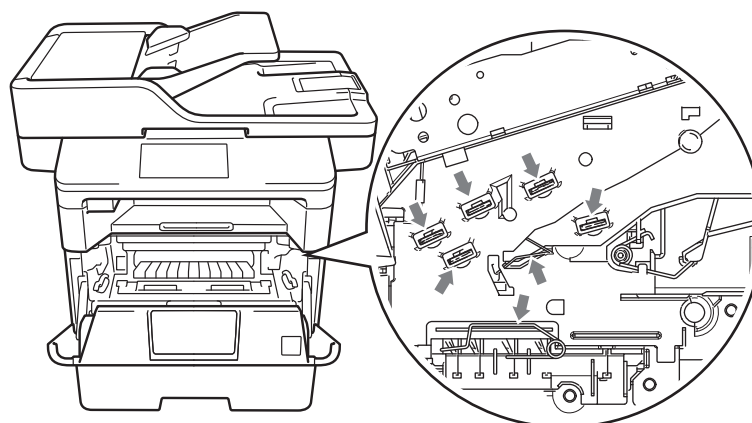


Fig. 2-9

■ Error code 6801

The side thermistor of the fuser unit or internal temperature sensor detected a temperature higher than the specified value.

<User Check>

- Lower the room temperature.
- Keep the machine away from heating appliances.

Step	Cause	Remedy
1	Connection failure of the internal temperature sensor harness	Reconnect the internal temperature sensor harness.
2	Internal temperature sensor failure	Replace the main frame L ASSY.
3	Fuser unit side thermistor failure	Replace the fuser unit.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code 6901

An error occurred in the fuser unit when the power switch was turned ON or sleep mode was released.

Error code 6902

Rechecking the error after the power switch was turned OFF and then ON again because an error was detected in the fuser unit.

(This message is displayed for approximately 15 minutes when the machine is restarted after error code 6901 has occurred.)

Step	Cause	Remedy
1	Connection failure of a fuser unit harness	Reconnect the fuser unit harness.
2	Connection failure of the eject sensor harness	Reconnect the eject sensor harness.
3	Eject sensor PCB failure	Replace the eject sensor PCB ASSY.
4	Fuser unit failure	Replace the fuser unit.
5	Low-voltage power supply PCB failure	Replace the low-voltage power supply PCB ASSY.
6	Main PCB failure	Replace the main PCB ASSY.

Note:

- Turn OFF the power switch. After the fuser unit has cooled sufficiently, turn ON the power switch again and leave the machine for 15 minutes. This problem may then be cleared.
- To release the fuser unit error after taking appropriate measures, enter the maintenance mode once and quit it with the function code 99.

■ Error code 6A00

Detected discharge that may be attributable to dirty corona wire on the drum unit.

<User Check>

- Slide the green tab of the drum unit to left and right for two to three times to clean the corona wire.
- Clean the electrode of the drum unit.
- Replace the drum unit.

Step	Cause	Remedy
1	Dirt on the high-voltage power supply PCB terminal	Clean the electrodes of the machine. (Refer to Fig. 2-9 .)
2	High-voltage power supply PCB attachment failure	Check if each electrode comes back smoothly after pressing it. If not, reattach each electrode.
3	High-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code 6D00

Detected more LTs than connectible limit.

<User Check>

- Reduce LTs to acceptable numbers.
- Reconnect LTs.

Step	Cause	Remedy
1	Dust around the LT/TT connector	Clean the LT/TT connector.
2	Malfunction of the LT control PCB	Install the latest main firmware.
3	Machine or LT/TT connector failure	Replace the machine or LT/TT connector.
4	LT control PCB failure	Replace a LT control PCB ASSY.
5	Main PCB failure	Replace the main PCB ASSY.

■ Error code 6F00

Detected irregular power supply for less than 100 times.

<User Check>

- Turn the power switch OFF and then back ON again.
- Use a noise filter on the power supply.
- Install a voltage stabilizer to the power supply unit.

■ Error code 7000

The eject sensor does not detect paper pass after the registration rear sensor detected the paper pass.

<User Check>

- Remove the jammed paper.
- Replace the drum unit with a new one.

Step	Cause	Remedy
1	Foreign object inside the machine	Remove the foreign object.
2	Connection failure of the eject sensor harness	Reconnect the eject sensor harness.
3	Eject actuator coming off or caught in some sections of the machine	Reattach the eject actuator.
4	Fuser cover attachment failure	Reattach the fuser cover.
5	Eject sensor failure	Replace the eject sensor PCB ASSY.
6	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
7	Fuser unit failure	Replace the fuser unit.
8	Damaged fuser gears or drum gears	Replace the main frame L ASSY.
9	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7100

The eject sensor remains ON (paper pass detected) even after the registration rear sensor detected the end of paper pass.

<User Check>

- Remove the jammed paper.
- Check if the back cover is open during duplex printing.

Step	Cause	Remedy
1	Foreign object in the rear of the machine	Remove the foreign object.
2	Eject actuator caught in some sections of the machine	Reattach the eject actuator.
3	Fuser cover attachment failure	Reattach the fuser cover.
4	Eject sensor failure	Replace the eject sensor PCB ASSY.
5	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
6	Fuser cover failure	Replace the fuser cover.
7	Damaged eject roller 1 drive gears	Replace the main frame L ASSY.
8	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7200

When feeding from the MP tray, the registration rear sensor does not detect paper pass within the specified time after the registration front sensor detected paper pass.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the MP tray paper guide.
- Close the front cover correctly.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Registration rear actuator coming off or caught in some sections of the machine	Reattach the registration rear actuator.
3	Connection failure of the registration front/rear sensor harness	Reconnect the registration front/rear sensor harness.
4	Connection failure of the registration clutch harness	Reconnect the registration clutch harness.
5	MP feed frame attachment failure	Reattach the MP feed frame.
6	Registration rear sensor failure	Replace the registration front/rear sensor PCB ASSY.
7	Registration clutch failure	Replace the registration clutch.
8	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
9	Damaged gears in the paper feeding system	Replace the main frame L ASSY.
10	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7301

When printing from the paper tray 1, the T1 paper feed sensor does not detect paper pass within the specified time while the T1 paper empty sensor detects some paper set.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 1 paper guide.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	T1 paper pick up roller holder attachment failure	Reattach the T1 paper pick up roller holder.
3	T1 paper feed actuator attachment failure	Reattach the T1 paper feed actuator.
4	Connection failure of the T1 pickup clutch harness	Reattach the T1 pickup clutch harness.
5	Connection failure of the T1 paper feed sensor harness	Reconnect the T1 paper feed sensor harness.
6	Connection failure of the HVPS flat cable	Reconnect the HVPS flat cable.
7	PF kit 1 failure	Replace the PF kit 1.
8	T1 pickup clutch failure	Replace the T1 pickup clutch.
9	T1 paper feed sensor PCB failure	Replace the T1 paper feed sensor PCB ASSY.
10	T1 paper empty sensor PCB failure	Replace the T1 paper empty sensor PCB ASSY.
11	Damaged gears in the paper feeding system	Replace the main frame L ASSY.
12	High-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
13	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7302

When printing from the paper tray 1, the registration front sensor does not detect paper pass within the specified time after the T1 paper feed sensor detected paper pass.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 1 paper guide.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Registration front actuator attachment failure	Reattach the registration front actuator.
3	Connection failure of the registration front/rear sensor harness	Reconnect the registration front/rear sensor harness.
4	Registration front/rear sensor PCB failure	Replace the registration front/rear sensor PCB ASSY.
5	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
6	Damaged gears in the paper feeding system	Replace the main frame L ASSY.
7	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7401

When printing from the paper tray 2, the T2(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T2(LT or TT) paper empty sensor detects some paper set.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 2 paper guide.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Malfunction of the LT control PCB or TT control PCB	Install the latest main firmware.
3	T2(LT or TT) paper pick up roller holder attachment failure	Reattach the T2(LT or TT) paper pick up roller holder.
4	T2(LT or TT) paper feed actuator attachment failure	Reattach the T2(LT or TT) paper feed actuator.
5	Connection failure of the T2(LT or TT) pickup clutch harness	Reconnect the T2(LT or TT) pickup clutch harness.
6	Connection failure of the T2(LT or TT) paper feed sensor harness	Reconnect the T2(LT or TT) paper feed sensor harness.
7	PF kit 2 failure	Replace the PF kit 2.
8	T2(LT or TT) pickup clutch failure	Replace the T2(LT or TT) pickup clutch.
9	T2(LT or TT) paper feed sensor PCB failure	Replace the T2(LT or TT) paper feed sensor PCB ASSY.
10	T2(LT or TT) paper empty sensor PCB failure	Replace the T2(LT or TT) paper empty sensor PCB ASSY.
11	T2LT control PCB failure	Replace the T2LT control PCB ASSY.
12	TT control PCB failure	Replace the TT control PCB ASSY.
13	TT low-voltage power supply PCB failure	Replace the TT low-voltage power supply PCB ASSY.
14	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7402

When printing from the paper tray 2, the registration front sensor or the T2TT jam sensor does not detect paper pass within the specified time after the T2(LT or TT) paper feed sensor detected paper pass.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 2 paper guide.
- Install the latest main firmware.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Registration front actuator attachment failure	Reattach the registration front actuator.
3	T2TT jam sensor attachment failure	Reattach the T2TT jam sensor.
4	Connection failure of the registration front/rear sensor harness	Reconnect the registration front/rear sensor harness.
5	Connection failure of the T2TT jam sensor harness	Reconnect the T2TT jam sensor harness.
6	Connection failure of the TT control PCB harness	Reconnect the TT control PCB harness.
7	Connection failure of the T2LT control PCB harness	Reconnect the T2LT control PCB harness.
8	Connection failure of the T2LT release clutch harness	Reconnect the T2LT release clutch harness.
9	T2LT release clutch failure	Replace the T2LT release clutch.
10	Registration front/rear sensor PCB failure	Replace the registration front/rear sensor PCB ASSY.
11	T2TT jam sensor PCB failure	Replace the T2TT jam sensor PCB ASSY.
12	TT control PCB failure	Replace the TT control PCB ASSY.
13	T2LT control PCB failure	Replace the T2LT control PCB ASSY.
14	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
15	Damaged gears in the paper feeding system	Replace the main frame L ASSY.
16	Damaged gears in the LT paper feeding system	Replace the LT.
17	Damaged gears in the TT paper feeding system	Replace the TT.
18	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7501

When printing from the paper tray 3, the T3(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T3(LT or TT) paper empty sensor detects some paper set.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 3 paper guide.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Malfunction of the LT control PCB or TT control PCB	Install the latest main firmware.
3	T3(LT or TT) paper pick up roller holder attachment failure	Reattach the T3(LT or TT) paper pick up roller holder.
4	T3(LT or TT) paper feed actuator attachment failure	Reattach the T3(LT or TT) paper feed actuator.
5	Connection failure of the T3(LT or TT) pickup clutch harness	Reconnect the T3(LT or TT) pickup clutch harness.
6	Connection failure of the T3(LT or TT) paper feed sensor harness	Reconnect the T3(LT or TT) paper feed sensor harness.
7	PF kit 3 failure	Replace the PF kit 3.
8	T3(LT or TT) pickup clutch failure	Replace the T3(LT or TT) pickup clutch.
9	T3(LT or TT) paper feed sensor PCB failure	Replace the T3(LT or TT) paper feed sensor PCB ASSY.
10	T3(LT or TT) paper empty sensor PCB failure	Replace the T3(LT or TT) paper empty sensor PCB ASSY.
11	T3LT control PCB failure	Replace the T3LT control PCB ASSY.
12	TT control PCB failure	Replace the TT control PCB ASSY.
13	TT low-voltage power supply PCB failure	Replace the TT low-voltage power supply PCB ASSY.
14	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7502

When printing from the paper tray 3, the registration front sensor or the T2/T3TT jam sensor does not detect paper pass within the specified time after the T3(LT or TT) paper feed sensor detected paper pass.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 3 paper guide.
- Install the latest main firmware.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Registration front actuator attachment failure	Reattach the registration front actuator.
3	T2/T3TT jam sensor attachment failure	Reattach the T2/T3TT jam sensor.
4	Connection failure of the registration front/rear sensor harness	Reconnect the registration front/rear sensor harness.
5	Connection failure of the T2/T3TT jam sensor harness	Reconnect the T2/T3TT jam sensor harness.
6	Connection failure of the TT control PCB harness	Reconnect the TT control PCB harness.
7	Connection failure of the T2/T3LT control PCB harness	Reconnect the T2/T3LT control PCB harness.
8	Connection failure of the T2/T3LT release clutch harness	Reconnect the T2/T3LT release clutch harness.
9	Connection failure of the T3TT release clutch harness	Reconnect the T3TT release clutch harness.
10	T2/T3LT release clutch failure	Replace the T2/T3LT release clutch.
11	T3TT release clutch failure	Replace the T3TT release clutch.
12	Registration front/rear sensor PCB failure	Replace the registration front/rear sensor PCB ASSY.
13	T2/T3TT jam sensor PCB failure	Replace the T2/T3TT jam sensor PCB ASSY.
14	TT control PCB failure	Replace the TT control PCB ASSY.
15	T2/T3LT control PCB failure	Replace the T2/T3LT control PCB ASSY.
16	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
17	Damaged gears in the paper feeding system	Replace the main frame L ASSY.
18	Damaged gears in an LT paper feeding system	Replace the LT.
19	Damaged gears in the TT paper feeding system	Replace the TT.
20	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7601

When printing from the paper tray 4, the T4(LT or TT) paper feed sensor does not detect paper pass within the specified time while the T4(LT or TT) paper empty sensor detects some paper set.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 4 paper guide.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Malfunction of the LT control PCB or TT control PCB	Install the latest main firmware.
3	T4(LT or TT) paper pick up roller holder attachment failure	Reattach the T4(LT or TT) paper pick up roller holder.
4	T4(LT or TT) paper feed actuator attachment failure	Reattach the T4(LT or TT) paper feed actuator.
5	Connection failure of the T4(LT or TT) pickup clutch harness	Reconnect the T4(LT or TT) pickup clutch harness.
6	Connection failure of the T4(LT or TT) paper feed sensor harness	Reconnect the T4(LT or TT) paper feed sensor harness.
7	PF kit 4 failure	Replace the PF kit 4.
8	T4(LT or TT) pickup clutch failure	Replace the T4(LT or TT) pickup clutch.
9	T4(LT or TT) paper feed sensor PCB failure	Replace the T4(LT or TT) paper feed sensor PCB ASSY.
10	T4(LT or TT) paper empty sensor PCB failure	Replace the T4(LT or TT) paper empty sensor PCB ASSY.
11	T4LT control PCB failure	Replace the T4LT control PCB ASSY.
12	TT control PCB failure	Replace the TT control PCB ASSY.
13	TT low-voltage power supply PCB failure	Replace the TT low-voltage power supply PCB ASSY.
14	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7602

When printing from the paper tray 4, the registration front sensor or the T2/T3/T4TT jam sensor does not detect paper pass within the specified time after the T4(LT or TT) paper feed sensor detected paper pass.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 4 paper guide.
- Install the latest main firmware.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Registration front actuator attachment failure	Reattach the registration front actuator.
3	T2/T3/T4TT jam sensor attachment failure	Reattach the T2/T3/T4TT jam sensor.
4	Connection failure of the registration front/rear sensor harness	Reconnect the registration front/rear sensor harness.
5	Connection failure of the T2/T3/T4TT jam sensor harness	Reconnect the T2/T3/T4TT jam sensor harness.
6	Connection failure of the TT control PCB harness	Reconnect the TT control PCB harness.
7	Connection failure of the T2/T3/T4LT control PCB harness	Reconnect the T2/T3/T4LT control PCB harness.
8	Connection failure of the T2/T3/T4LT release clutch harness	Reconnect the T2/T3/T4LT release clutch harness.
9	Connection failure of the T3/T4TT release clutch harness	Reconnect the T3/T4TT release clutch harness.
10	T2/T3/T4LT release clutch failure	Replace the T2/T3/T4LT release clutch.
11	T3/T4TT release clutch failure	Replace the T3/T4TT release clutch.
12	Registration front/rear sensor PCB failure	Replace the registration front/rear sensor PCB.
13	T2/T3/T4TT jam sensor PCB failure	Replace the T2/T3/T4TT jam sensor PCB ASSY.
14	TT control PCB failure	Replace the TT control PCB ASSY.
15	T2/T3/T4LT control PCB failure	Replace the T2/T3/T4LT control PCB ASSY.
16	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
17	Damaged gears in the paper feeding system	Replace the main frame L ASSY.
18	Damaged gears in an LT paper feeding system	Replace the LT.
19	Damaged gears in the TT paper feeding system	Replace the TT.
20	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7701

When printing from the paper tray 5, the T5TT paper feed sensor does not detect paper pass within the specified time while the T5TT paper empty sensor detects some paper set.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 5 paper guide.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Malfunction of the TT control PCB	Connect the TT and install the latest main firmware.
3	T5TT paper pick up roller holder attachment failure	Reattach the T5TT paper pick up roller holder.
4	T5TT paper feed actuator attachment failure	Reattach the T5TT paper feed actuator.
5	Connection failure of the T5TT pickup clutch harness	Reconnect the T5TT pickup clutch harness.
6	Connection failure of the T5TT paper feed sensor harness	Reconnect the T5TT paper feed sensor harness.
7	PF kit 5 failure	Replace the PF kit 5.
8	T5TT pickup clutch failure	Replace the T5TT pickup clutch.
9	T5TT paper feed sensor PCB failure	Replace the T5TT paper feed sensor PCB ASSY.
10	T5TT paper empty sensor PCB failure	Replace the T5TT paper empty sensor PCB ASSY.
11	TT control PCB failure	Replace the TT control PCB ASSY.
12	TT low-voltage power supply PCB failure	Replace the TT low-voltage power supply PCB ASSY.
13	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7702

When printing from the paper tray 5, the registration front sensor or the T2/T3/T4/T5TT jam sensor does not detect paper pass within the specified time after the T5TT paper feed sensor detected paper pass.

<User Check>

- Remove the jammed paper.
- Add the paper properly using the paper tray 5 paper guide.
- Install the latest main firmware.

Step	Cause	Remedy
1	Foreign object in the front of the machine	Remove the foreign object.
2	Registration front actuator attachment failure	Reattach the registration front actuator.
3	T2/T3/T4/T5TT jam sensor attachment failure	Reattach the T2/T3/T4/T5TT jam sensor.
4	Connection failure of the registration front/rear sensor harness	Reconnect the registration front/rear sensor harness.
5	Connection failure of the T2/T3/T4/T5TT jam sensor harness	Reconnect the T2/T3/T4/T5TT jam sensor harness.
6	Connection failure of the TT control PCB harness	Reconnect the TT control PCB harness.
7	Connection failure of the T3/T4/T5TT release clutch harness	Reconnect the T3/T4/T5TT release clutch harness.
8	T3/T4/T5TT release clutch failure	Replace the T3/T4/T5TT release clutch.
9	Registration front/rear sensor PCB failure	Replace the registration front/rear sensor PCB ASSY.
10	T2/T3/T4/T5TT jam sensor PCB failure	Replace the T2/T3/T4/T5TT jam sensor PCB ASSY.
11	TT control PCB failure	Replace the TT control PCB ASSY.
12	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
13	Damaged gears in the TT paper feeding system	Replace the TT.
14	Main PCB failure	Replace the main PCB ASSY.

■ Error code 7800

The registration front sensor does not detect paper pass within the specified time after the first side was printed in duplex printing mode.

<User Check>

- Remove the jammed paper.
- Close the back cover correctly.
- Attach the duplex tray correctly.

Step	Cause	Remedy
1	Foreign object in the rear of the machine or duplex tray	Remove the foreign object.
2	Connection failure of the eject motor harness	Reconnect the eject motor harness.
3	Duplex tray failure	Replace the duplex tray.
4	Eject motor failure	Replace the eject motor.
5	Damaged gears in the paper feeding system	Replace the main frame L ASSY.
6	Paper eject roller failure	Replace the paper eject roller.
7	Main PCB failure	Replace the main PCB ASSY.

■ Error code 8501

When printing from paper tray 1 to 5, the T1 paper feed sensor detected open paper tray 1 (before registering printing data to engine).

Error code 8502

When printing from paper tray 2 to 5, the T2(LT or TT) paper feed sensor detected open paper tray 2 (before registering printing data to engine).

Error code 8503

When printing from paper tray 3 to 5, the T3(LT or TT) paper feed sensor detected open paper tray 3 (before registering printing data to engine).

Error code 8504

When printing from paper tray 4 to 5, the T4(LT or TT) paper feed sensor detected open paper tray 4 (before registering printing data to engine).

<User Check>

- Close the appropriate paper tray correctly.

Step	Cause	Remedy
1	Malfunction of an LT control PCB or TT control PCB	Install the latest main firmware.
2	An LT/TT paper feed actuator coming off or caught in some sections of the machine	Reattach the appropriate LT/TT paper feed actuator.
3	An LT/TT paper feed sensor failure	Replace the appropriate LT/TT paper feed sensor PCB ASSY.
4	High-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
5	An LT control PCB failure	Replace the appropriate LT control PCB ASSY.
6	TT relay PCB failure	Replace a TT relay PCB ASSY.
7	TT control PCB failure	Replace the TT control PCB ASSY.
8	Main PCB failure	Replace the main PCB ASSY.

■ Error code 8505

When printing from paper tray 1 to 5, the T1 paper feed sensor detected open paper tray 1 (after registering printing data to engine).

Error code 8506

When printing from paper tray 2 to 5, the T2(LT or TT) paper feed sensor detected open paper tray 2 (after registering printing data to engine).

Error code 8507

When printing from paper tray 3 to 5, the T3(LT or TT) paper feed sensor detected open paper tray 3 (after registering printing data to engine).

Error code 8508

When printing from paper tray 4 to 5, the T4(LT or TT) paper feed sensor detected open paper tray 4 (after registering printing data to engine).

<User Check>

- Close the appropriate paper tray correctly.

Step	Cause	Remedy
1	Malfunction of an LT control PCB or TT control PCB	Install the latest main firmware.
2	An LT/TT paper feed sensor failure	Replace the appropriate LT/TT paper feed sensor PCB ASSY.
3	An LT control PCB failure	Replace the appropriate LT control PCB ASSY.
4	TT relay PCB failure	Replace a TT relay PCB ASSY.
5	TT control PCB failure	Replace the TT control PCB ASSY.
6	Main PCB failure	Replace the main PCB ASSY.

■ Error code 8702

Machine stack sensor detected the ejected paper full state at the start of printing.

<User Check>

- Remove the paper from the machine output tray.

Step	Cause	Remedy
1	Machine stack actuator coming off or caught in some sections of the machine	Reattach the machine stack actuator.
2	Machine stack sensor failure	Replace the machine stack sensor.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 8903

The back cover/duplex tray sensor detected that the cover was open when duplex printing is started. (Before registering printing data to engine)

Error code 8904

The back cover/duplex tray sensor detected that the cover was open during duplex printing. (After registering printing data to engine)

<User Check>

- Close the back cover correctly.
- Attach the duplex tray correctly.

Step	Cause	Remedy
1	Back cover/duplex tray sensor attachment failure	Reattach the back cover/duplex tray sensor.
2	Connection failure of the back cover/duplex tray sensor harness	Reconnect the back cover/duplex tray sensor harness.
3	Damaged back cover	Replace the back cover.
4	Damaged duplex tray	Replace the duplex tray.
5	Main PCB failure	Replace the main PCB ASSY.

■ Error code 8A01

The registration rear sensor detected that the paper fed was smaller or larger than the specified size in duplex printing mode.

<User Check>

- Use specified paper.

Step	Cause	Remedy
1	Registration rear actuator caught in some sections of the machine	Reattach the registration rear actuator.
2	Registration rear sensor failure	Replace the registration front/rear sensor PCB ASSY.
3	high-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code 8B01

Detected that the TT was not turned ON.

<User Check>

- Turn ON the TT.
- Reconnect the AC cord of the TT.

Step	Cause	Remedy
1	Malfunction of the TT control PCB	Install the latest main firmware.
2	Connection failure of the TT low-voltage power supply PCB harness	Reconnect the TT low-voltage power supply PCB harness.
3	TT AC cord breakage	Replace the AC cord.
4	TT low-voltage power supply PCB failure	Replace the TT low-voltage power supply PCB ASSY.
5	TT control PCB failure	Replace the TT control PCB ASSY.
6	Main PCB failure	Replace the main PCB ASSY.

■ Error code 8E02

Detected that the size of the paper set to paper tray was over 10 mm shorter than letter size when receiving fax or printing a list/report.

<User Check>

- Set A4 or Letter-size paper.

Step	Cause	Remedy
1	Registration rear actuator caught in some sections of the machine	Reattach the registration rear actuator.
2	Registration rear sensor failure	Replace the registration front/rear sensor PCB ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 9001

When printing from the MP tray, the size of paper set in the MP tray does not match the size specified by the driver.

Error code 9002

When printing from the paper tray 1, the size of paper set in the paper tray 1 does not match the size specified by the driver.

Error code 9003

When printing from the paper tray 2, the size of paper set in the paper tray 2 does not match the size specified by the driver.

Error code 9004

When printing from the paper tray 3, the size of paper set in the paper tray 3 does not match the size specified by the driver.

Error code 9005

When printing from the paper tray 4, the size of paper set in the paper tray 4 does not match the size specified by the driver.

Error code 9006

When printing from the paper tray 5, the size of paper set in the paper tray 5 does not match the size specified by the driver.

<User Check>

- Change the driver setting to be matched with the size of the paper set in the paper tray.

Step	Cause	Remedy
1	Registration rear actuator caught in some sections of the machine	Reattach the registration rear actuator.
2	Registration rear sensor failure	Replace the registration front/rear sensor PCB ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code 9201

When printing from the MP tray, paper type setting in the machine does not match the setting in the driver.

Error code 9202

When printing from the paper tray 1, paper type setting in the machine does not match the setting in the driver.

Error code 9203

When printing from the paper tray 2, paper type setting in the machine does not match the setting in the driver.

Error code 9204

When printing from the paper tray 3, paper type setting in the machine does not match the setting in the driver.

Error code 9205

When printing from the paper tray 4, paper type setting in the machine does not match the setting in the driver.

Error code 9206

When printing from the paper tray 5, paper type setting in the machine does not match the setting in the driver.

<User Check>

- Use the same paper type setting for the machine and driver.

Step	Cause	Remedy
1	Malfunction of the main PCB	Install the latest main firmware.
2	Main PCB failure	Replace the main PCB ASSY.

■ Error code 9301

When printing from the MP tray, the MP paper empty sensor detected that there was no paper set in the MP tray.

Error code 9302

When printing from paper tray 1, the T1 paper empty sensor or the T1 paper feed sensor detected that there was no paper set in paper tray 1.

Error code 9303

When printing from paper tray 2, the T2(LT or TT) paper empty sensor detected that there was no paper set in paper tray 2.

Error code 9304

When printing from paper tray 3, the T3(LT or TT) paper empty sensor detected that there was no paper set in paper tray 3.

Error code 9305

When printing from paper tray 4, the T4(LT or TT) paper empty sensor detected that there was no paper set in paper tray 4.

Error code 9306

When printing from paper tray 5, the T5TT paper empty sensor detected that there was no paper set in paper tray 5.

<User Check>

- Set paper in the appropriate paper tray.

Step	Cause	Remedy
1	Malfunction of an LT control PCB or TT control PCB	Install the latest main firmware.
2	Connection failure of a LT/TT paper empty sensor harness	Reconnect the appropriate LT/TT paper empty sensor harness.
3	An LT/TT paper empty actuator caught in some sections of the machine	Reattach the appropriate LT/TT paper empty actuator.
4	An LT/TT paper empty sensor PCB failure	Replace the appropriate LT/TT paper empty sensor PCB ASSY.
5	High-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
6	An LT control PCB failure	Replace the appropriate LT control PCB ASSY.
7	TT relay PCB failure	Replace a TT relay PCB ASSY.
8	TT control PCB failure	Replace the TT control PCB ASSY.
9	Main PCB failure	Replace the main PCB ASSY.

■ Error code 9309

Detected that there was no paper set in all trays when TrayAuto was selected for printing.

<User Check>

- Set paper in the paper tray.

Step	Cause	Remedy
1	Malfunction of an LT control PCB or TT control PCB	Install the latest main firmware.
2	Connection failure of an LT/TT paper empty sensor harness	Reconnect the appropriate LT/TT paper empty sensor harness.
3	Connection failure of the T1 paper feed sensor harness	Reconnect the T1 paper feed sensor harness. (Models with 250-sheet only)
4	An LT/TT paper empty actuator caught in some sections of the machine	Reattach the appropriate LT/TT paper empty actuator.
5	T1 paper feed actuator caught in some sections of the machine	Reattach the T1 paper feed actuator. (Models with 250-sheet only)
6	Abrasion of a PF kit	Replace the appropriate PF kit.
7	An LT/TT paper empty sensor PCB failure	Replace the appropriate LT/TT paper empty sensor PCB ASSY.
8	T1 paper feed sensor PCB failure	Replace the T1 paper feed sensor PCB ASSY. (Models with 250-sheet only)
9	T1, T2, or T3(LT or TT) pickup clutch failure	Replace the T1, T2, or T3(LT or TT) pickup clutch.
10	Paper feed motor failure	Replace the paper feed motor. (Models with 250-sheet only)
11	High-voltage power supply PCB failure	Replace the high-voltage power supply PCB ASSY.
12	An LT control PCB failure	Replace the appropriate LT control PCB ASSY.
13	TT relay PCB failure	Replace a TT relay PCB ASSY.
14	TT control PCB failure	Replace the TT control PCB ASSY.
15	Damaged gears in the paper feeding system	Replace the main frame L ASSY. (Models with 250-sheet only)
16	Main PCB failure	Replace the main PCB ASSY.

■ Error code 930A

Paper ran out during Fax / List continuous printing.

<User Check>

- Set paper in the appropriate paper tray.
- Install the latest main firmware.

Step	Cause	Remedy
1	A paper empty actuator caught in some sections of the machine ^{*1}	Reattach the appropriate paper empty actuator. ^{*1}
2	A paper feed actuator caught in some sections of the machine ^{*2}	Reattach the appropriate paper feed actuator. ^{*2}
3	Connection failure of a paper feed sensor harness ^{*2}	Reconnect the appropriate paper feed sensor harness. ^{*2}
4	Connection failure of the HVPS flat cable ^{*2}	Reconnect the HVPS flat cable. ^{*2}
5	Connection failure of the LT control PCB harness ^{*2}	Reconnect the LT control PCB harness. ^{*2}
6	A paper empty sensor PCB failure ^{*1}	Replace the appropriate paper empty sensor PCB ASSY. ^{*1}
7	A paper feed sensor PCB failure ^{*2}	Replace the appropriate paper feed sensor PCB ASSY. ^{*2}
8	LT control PCB failure	Replace the LT control PCB.
9	High-voltage power supply PCB failure ^{*2}	Replace the high-voltage power supply PCB. ^{*2}
10	A TT relay PCB failure ^{*1}	Replace the TT relay PCB. ^{*1}
11	TT control PCB failure ^{*1}	Replace the TT control PCB. ^{*1}
12	Low-voltage power supply PCB failure ^{*2}	Replace the Low-voltage power supply PCB ASSY. ^{*2}
13	Main PCB failure	Replace the main PCB ASSY.

Note:

Only for when each tray above is set for A4 / Letter / Legal / Folio.

^{*1} Models with 520-sheet only

^{*2} Models with 250-sheet only

■ Error code 9400

Firmware version of the main PCB is older than that of the TT and LT.

<User Check>

- Install the latest main firmware.

Step	Cause	Remedy
1	Main firmware version and firmware version of the TT and LT do not match	Install the latest main firmware.

■ Error code 9701

A tray set to duplex printing-incompatible size was specified in duplex printing.

Error code 9702

When printing from paper tray 1, a paper size not supported for paper tray 1 was specified from the driver.

Error code 9703

When printing from paper tray 2, a paper size not supported for paper tray 2 was specified from the driver.

Error code 9704

When printing from paper tray 3, a paper size not supported for paper tray 3 was specified from the driver.

Error code 9705

When printing from paper tray 4, a paper size not supported for paper tray 4 was specified from the driver.

Error code 9706

When printing from paper tray 5, a paper size not supported for paper tray 5 was specified from the driver.

<User Check>

- Select the specified paper size in the driver and set paper with the same size to the specified paper tray.

Step	Cause	Remedy
1	Main PCB failure	Replace the main PCB ASSY.

■ Error code 9B03

Only T2 tray is set for A4 / Letter / Legal / Folio but T2 is set as "Skip Tray".

Error code 9B04

Only T3 tray is set for A4 / Letter / Legal / Folio but T3 is set as "Skip Tray".

Error code 9B05

Only T4 tray is set for A4 / Letter / Legal / Folio but T4 is set as "Skip Tray".

Error code 9B06

Only T5 tray is set for A4 / Letter / Legal / Folio but T5 is set as "Skip Tray".

<User Check>

- Check the paper or Skip Tray setting.

Step	Cause	Remedy
1	Main PCB failure	Replace the main PCB ASSY.

■ Error code A000

Image processing was not completed correctly because the number of pixels required for image processing is insufficient in the scanned second side data.

Step	Cause	Remedy
1	Incorrect correction data for second side CIS unit	Execute "Set CIS scan area (function code: 55)".
2	Second side CIS unit failure	Replace the second side CIS unit.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code A200

The document scanning position sensor detected that the document length was 90 cm or more during the one-side scanning.

<User Check>

- Set the specified size paper.
- Remove the jammed document.

Step	Cause	Remedy
1	Document scanning position actuator caught in some sections of the machine	Reattach the document scanning position actuator.
2	Document scanning position sensor failure	Replace the ADF unit.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code A300

The document scanning position sensor has not detected the document passing even after the document has been fed for the specified time.

<User Check>

- Set A4 or Letter size paper.
- Remove the jammed document.

Step	Cause	Remedy
1	Document scanning position actuator caught in some sections of the machine	Reattach the document scanning position actuator.
2	Connection failure of the document scanning position sensor harness	Reconnect the document scanning position sensor harness.
3	Document scanning position sensor failure	Replace the ADF unit.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code A400

The ADF cover sensor detected that the ADF cover was open.

<User Check>

- Close the ADF cover correctly.

Step	Cause	Remedy
1	A part to push the ADF cover sensor in the ADF cover is broken.	Replace the ADF cover ASSY.
2	ADF cover sensor failure	Replace the ADF unit.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code A500

When scanning the fax, white or black correction data for the first side CIS unit was not within the correct range (first time).

Error code A600

When scanning the fax, white or black correction data for the first side CIS unit was not within the correct range (second time).

Step	Cause	Remedy
1	Incorrect correction data for first side CIS unit	Execute "Acquire white level data (function code: 55)".
2	Dirt on the white tape on the second side document hold	Clean the white tape on the second side document hold.
3	First side CIS unit failure	Replace the first side CIS unit.
4	White tape failure	Replace the document scanner unit.
5	Main PCB failure	Replace the main PCB ASSY.

■ Error code A700

Color parameter in the ROM does not match the first side or second side CIS.

Error code A900

A scanning error occurred while processing the scanned image.

Step	Cause	Remedy
1	Incorrect correction data for first side or second side CIS unit	Execute "Acquire white level data (function code: 55)".
2	Damaged first side CIS flat cable	Replace the first side CIS flat cable.
3	Damaged second side CIS flat cable	Replace the second side CIS flat cable.
4	First side CIS unit failure	Replace the first side CIS unit.
5	Second side CIS unit failure	Replace the second side CIS unit.
6	Main PCB failure	Replace the main PCB ASSY.

■ Error code AC00

When scanning the fax, white or black correction data for the second side CIS was not within the correct range (first time).

Step	Cause	Remedy
1	Incorrect correction data for second side CIS unit	Execute "Acquire white level data (function code: 55)".
2	Dirt on the white tape on the second side document hold	Clean the white tape on the second side document hold.
3	Second side CIS unit failure	Replace the second side CIS unit.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code AD00

Image processing cannot be completed correctly because the number of pixels required for image processing is insufficient in the scanned first side data.

Step	Cause	Remedy
1	Incorrect correction data for first side CIS unit	Execute "Acquire white level data (function code: 55)".
2	First side CIS unit failure	Replace the first side CIS unit.
3	White tape failure	Replace the document scanner unit.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code AE00

Unit home position could not be detected after the power switch was turned ON.

Step	Cause	Remedy
1	Incorrect correction data for first side CIS unit	Execute "Acquire white level data (function code: 55)".
2	First side CIS unit drive belt coming off	Reattach the first side CIS unit drive belt.
3	First side CIS unit failure	Replace the first side CIS unit.
4	FB motor failure	Replace the document scanner unit.
5	Main PCB failure	Replace the main PCB ASSY.

■ Error code AF00

Home position is still being detected even after the first side CIS unit was moved.

Step	Cause	Remedy
1	Dust on the CIS guide shaft	Remove the dust on the CIS guide shaft.
2	CIS drive belt coming off	Reattach the CIS drive belt.
3	CIS carriage coming off	Reattach the CIS carriage.
4	Connection failure of the FB motor harness	Reconnect the FB motor harness.
5	First side CIS unit failure	Replace the first side CIS unit.
6	FB motor failure	Replace the document scanner unit.
7	Main PCB failure	Replace the main PCB ASSY.

■ Error code B000

Detected that the first side CIS flat cable or second side CIS flat cable was not inserted correctly when function code 55 was executed.

Step	Cause	Remedy
1	Connection failure of the first side CIS flat cable	Reconnect the first side CIS flat cable.
2	Connection failure of the second side CIS flat cable	Reconnect the second side CIS flat cable.
3	First side CIS unit failure	Replace the first side CIS unit.
4	Second side CIS unit failure	Replace the second side CIS unit.
5	Main PCB failure	Replace the main PCB ASSY.

■ Error code BB00

A white level not within the standard was scanned when function code 55 was executed.

Step	Cause	Remedy
1	Dirt on the second side document hold	Clean the second side document hold.
2	Dirt on the white tape	Clean the white tape.
3	First side CIS unit failure	Replace the first side CIS unit.
4	Second side CIS unit failure	Replace the second side CIS unit.
5	Second side document hold failure	Replace the ADF unit.
6	White tape failure	Replace the document scanner unit.
7	Main PCB failure	Replace the main PCB ASSY.

■ Error code BC00

When scanning the fax, white or black correction data for the second side CIS was not within the correct range (second time).

Step	Cause	Remedy
1	Incorrect correction data for second side CIS unit	Execute "Acquire white level data (function code: 55)".
2	Dirt on the white tape on the second side document hold	Clean the white tape on the second side document hold.
3	Second side CIS unit failure	Replace the second side CIS unit.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code BD00

A black level not within the standard was scanned when function code 55 was executed.

Step	Cause	Remedy
1	Dirt on the second side document hold	Clean the second side document hold.
2	Dirt on the white tape	Clean the white tape.
3	First side CIS unit failure	Replace the first side CIS unit.
4	Second side CIS unit failure	Replace the second side CIS unit.
5	Second side document hold failure	Replace the ADF unit.
6	White tape failure	Replace the document scanner unit.
7	Main PCB failure	Replace the main PCB ASSY.

■ Error code BF00

The document scanning position sensor detected that the document length was 400 mm or longer and could not be fed to ADF (double-side restoration).

<User Check>

- Set the specified size paper.

Step	Cause	Remedy
1	Document scanning position actuator caught in some sections of the machine	Reattach the document scanning position actuator.
2	Document scanning position sensor failure	Replace the ADF unit.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code C001

Access request to the server timed out because the server address was wrong, network was not connected, or server was not working.

Error code C002

User authentication error due to wrong user name, wrong password, or date and time was not synchronized between the machine and server.

Error code C003

Cannot access to the file because the directory name is wrong, writing into directory is not permitted, or writing into file is locked or not permitted.

Error code C004

Cannot acquire current time which is required for user authentication because the time has not been acquired.

<User Check>

- Refer to the online User's Guide to set the network again.
- Check the LAN cable routing.
- Check the wireless LAN settings.

Step	Cause	Remedy
1	Connection failure of the wireless LAN PCB connector	Reconnect the wireless LAN PCB connector.
2	Wireless LAN PCB failure	Replace the wireless LAN PCB ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code C100

Failed to save data to a USB flash memory.

<User Check>

- Change the USB flash memory.
- Check if there is sufficient memory in the USB flash memory.

Step	Cause	Remedy
1	Main PCB failure	Replace the main PCB ASSY.

■ Error code C700

There is insufficient memory to expand PC print data.

<User Check>

- Print the print data stored in the memory.
- Divide the print data and print them separately.

Step	Cause	Remedy
1	Main PCB failure	Replace the main PCB ASSY.

■ Error code C800

The memory size allotted for Secure Print was exceeded when saving Secure Print data.

<User Check>

- Print the print data stored in the memory.
- Divide the print data and print them separately.

Step	Cause	Remedy
1	Main PCB failure	Replace the main PCB ASSY.

■ Error code D100

An error occurred while initializing the modem.

Step	Cause	Remedy
1	Connection failure of the modem flat cable	Reconnect the modem flat cable.
2	Modem PCB failure	Replace the modem PCB ASSY.
3	Main PCB failure	Replace the main PCB ASSY.

■ Error code D200

Detected that the modem PCB is not connected.

Step	Cause	Remedy
1	Modem PCB failure	Replace the modem PCB ASSY.
2	Main PCB failure	Replace the main PCB ASSY.

■ Error code D800

An error occurred while initializing the touch panel.

Step	Cause	Remedy
1	Panel firmware version and main firmware version do not match	Install the latest main firmware.
2	Connection failure of the panel flat cable	Reconnect the panel flat cable.
3	LCD relay PCB failure	Replace the LCD panel ASSY.
4	Main PCB failure	Replace the main PCB ASSY.

■ Error code E000

An error occurred in the ROM check sum.

Error code E100

Program error

Step	Cause	Remedy
1	Malfunction of the main firmware	Install the latest main firmware.
2	Main PCB failure	Replace the main PCB ASSY.

■ Error code E500

An error occurred during access to the DRAM in the main PCB ASSY.

Error code E600

Write error in the EEPROM of the main PCB ASSY

Error code E701

System error in the flash ROM

Error code E702

Read error in the flash ROM

Step	Cause	Remedy
1	Malfunction of the main firmware	Install the latest main firmware.
2	Main PCB failure	Replace the main PCB ASSY.

■ Error code E900

An error occurred while initializing the NFC.

Step	Cause	Remedy
1	Connection failure of the panel flat cable	Reconnect the panel flat cable.
2	Connection failure of the NFC flat cable	Reconnect the NFC flat cable.
3	Panel PCB failure	Replace the panel PCB ASSY.
4	NFC PCB failure	Replace the NFC PCB ASSY.
5	Main PCB failure	Replace the main PCB ASSY.

■ Error code EC00

A USB device not within the specification is connected to the USB terminal, resulting in over current.

<User Check>

- Disconnect the USB device from the USB flash memory port and turn the machine OFF. Turn the machine ON again after a while.
- Replace the USB device with a different one.

Step	Cause	Remedy
1	USB host PCB failure	Replace the USB host PCB ASSY.
2	Main PCB failure	Replace the main PCB ASSY.

■ Error code ED00

Failed to authenticate the firmware for the self test.

Error code EE00

Failed to authenticate the NVRAM for the self test.

<User Check>

- Turn the power switch OFF and then ON again.

Step	Cause	Remedy
1	Main PCB failure	Replace the main PCB ASSY.

■ Error code F900

The spec code was not entered correctly.

Step	Cause	Remedy
1	The power was turned OFF while function code 74 was running.	Reenter the spec code.
2	Main PCB failure	Replace the main PCB ASSY.