

Troubleshooting Guide



**DocuColor 2240/1632
Printer/Copier**

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5. User Guide (Troubleshooting)

The DocuColor Series 2240/1632 is designed to help you find and solve problems as they happen. The printer/copier can detect problems and display the corrective action on the screen.

This section describes the printer/copier faults and how to perform the appropriate recovery procedure.

Sometimes you may not succeed in your efforts to clear a fault. When this happens you should call the Xerox Customer Support Center. Before calling for assistance, perform the steps provided on the following pages.

Paper Jam Clearance

When paper jams in the machine, the machine stops and a tone sounds. A message display in the message area of the Touch Screen with the corrective actions to take. Occasionally, simultaneous multiple paper jams occur or multiple sheets of paper jam during an extended copy job. A paper message displays until all paper jams in the printer/copier have been cleared. The Touch Screen displays the appropriate message screen for the area of the printer/copier, which needs to be checked until all jams are cleared.



WARNING: *When clearing the paper path in the Fuser area (located in the Paper Path Module), remember that the surfaces are hot. To avoid injury, proceed with caution when clearing the path.*

Paper may jam in several areas inside the printer/copier.

- Behind the Top Cover
- Behind the Left Center Cover
- Behind the Bottom Left Cover
- In Trays 1 to 4
- At Tray 5 (Bypass)
- In the Duplex Paper Path
- In the DADF
- In the Finisher (Optional Accessory)

NOTE: *Gradually remove the jammed paper so you do not rip it. If the jammed paper rips, be sure to remove all of the pieces.*

The action required to clear a paper jam varies with the location of the jam. Clearance procedures for each of these areas are provided in the actions that follow.

When the jam is cleared successfully and all doors are closed, printing is automatically resumed from the state before the paper jam occurred.

If the jam occurred during copying, press **Start**. Copying is resumed from the state before the jam occurred.

Paper Jams at the Top Left Cover

This section describes how to clear paper jams that occur at the top left cover of the machine.

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- 1 Gently open the top left cover while lifting up the release lever.
- 2 If the edge of the jammed paper can be reached at the output tray, pull the jammed paper in the direction of the feed-out tray.



WARNING: *The fuser area is very hot. Be careful when clearing a jam in this area.*

- 3 Remove the jammed paper.
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 4 If you cannot remove paper jammed inside the fuser unit, lift up the lever and remove the jammed paper.
NOTE: *After you have removed the jammed paper, return the lever to its original position.*
- 5 Press the center section of the top left cover to gently close the cover, and lift up Tray 5 (Bypass).

Paper Jams at the Left Center Cover

This section describes how to clear paper jams that occur at the left center cover of the machine.

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- 1** Gently open the left center cover while pulling the release lever.
- 2** Remove the jammed paper.
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 3** Gently close the left center cover.

Paper Jams at the Bottom Left Cover

This section describes how to clear paper jams that occur at the bottom left cover of the machine.

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- 1** Gently open the bottom left cover while pulling the release lever.
- 2** Remove the jammed paper.
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 3** Gently close the bottom left cover.

Paper Jams in Trays 1 to 4

This section describes how to clear paper jams that occur in Trays 1 to 4.

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- 1 Open the tray where the paper jam occurred.
- 2 Remove the jammed paper.
- 3 Push the tray in gently until it comes to a stop.

Paper Jams in Tray 5 (Bypass)

This section describes how to clear paper jams that occur in Tray 5 (Bypass).

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- 1 Inspect the paper feed entrance of Tray 5 (Bypass), and remove any jammed paper.
NOTE: *When two or more sheets of paper are loaded, remove all of the sheets from the tray.*
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 2 Fan the paper you removed making sure that all four corners are neatly aligned.
- 3 Insert the paper into the Tray with the printed side facing down until its lead edge lightly touches the paper feed entrance.

Paper Jams in the Duplex Unit

This section describes how to clear paper jams that occur on the duplex unit.



- 1** Open the duplex cover above Tray 5 (Bypass).
- 2** Remove the jammed paper.
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 3** Close the duplex unit cover, and lift up Tray 5 (Bypass).

Paper Jams in the Finisher

This section describes how to clear paper jams that occur inside the Finisher when the Finisher (optional accessory) is installed.

Paper Jams on the Finisher Top Cover



- 1** Press the button on the Finisher top cover. Open the Finisher top cover.
- 2** Remove the jammed paper.
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 3** Close the Finisher top cover.

Paper Jams on the Finisher Interface

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- 1 Move the Finisher to the right.
- 2 Open the top cover on the Finisher.
- 3 Remove the jammed paper.
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 4 Close the top cover on the Finisher.
- 5 Slide the Finisher back to the left.

Paper Jams on the Center Tray Exit

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- 1 Move the Finisher to the right.
- 2 Remove the jammed paper.
NOTE: *If paper is torn, check for any torn pieces of paper inside the machine.*
- 3 If the jammed paper is hidden from view, open the exit cover and check inside.
- 4 Slide the Finisher back to the left.

Document Jams

If a document jams on the DADF, the machine stops, and an error message appears on the display. Clear the document jam according to the instructions displayed, then reload the document.

Document Jams on the Left Cover (Top)

This section describes how to clear document jams on the left cover (top) of the DADF.



- 1** Pull up the handle at the center of the left cover on the DADF, and open the cover until it comes to a stop. The inside cover also rises up interlocked with the other cover.

NOTE: *Unlatch the document scanner cover completely to stabilize it. Gently open the covers.*

- 2** Remove the jammed paper.

- 3** Close the left cover of the DADF until you hear it click into place.

- 4** Make sure that the document is not torn, wrinkled, or folded, and load the document again following the instructions displayed.

NOTE: *After removing the jammed document, load the entire document again including delivered document sheets. Already scanned document sheets will automatically be skipped and scanning will resume from the previous document sheet.*

NOTE: *Torn, wrinkled, or folded documents may cause document jams and damage. To scan such documents, directly place the document on the document glass to make copies.*

Jams on Original Input Area and Document Glass

A message is displayed if a document jam occurs in the Original Input Area of the DADF, or on the Document Glass. Follow the instructions displayed to clear the problem.



- 1** If there is a document jammed in the Original Input Area, remove it gently.
- 2** Gently lift up the DADF.
- 3** Remove the jammed paper.
- 4** Gently return the DADF to the original position.
- 5** Make sure that the document is not torn, wrinkled, or folded, and load the document again following the instructions displayed.

NOTE: *After removing the jammed document, load the entire document again including delivered document sheets. Already scanned document sheets will automatically be skipped, and scanning will resume from the previous document sheet.*

NOTE: *Torn, wrinkled, or folded documents may cause document jams and damage. To scan such documents, directly place the document on the document glass to make copies.*

Stapler Faults

This section describes how to clear stapler faults. Follow the procedures on the following pages when copies are not stapled or when staples are bent.

NOTE: *To staple copies, the Finisher (optional accessory) must be installed.*



- 1** Make sure that the machine has stopped, then open the front cover in the Finisher.
- 2** Hold the staple cartridge by its lever, and pull the staple cartridge out to the right toward you.
- 3** Lift up the staple cartridge to remove it.
- 4** After removing the staple cartridge, check the inside of the Finisher for any remaining staples.
- 5** Pull up the lever on the front of the staple cartridge.
- 6** Remove the jammed staples together with the staple sheet.

NOTE: *When removing jammed staples, also remove the staple sheet. Do not remove unused staples from the staple cartridge.*

CAUTION: *Be careful when removing jammed staples to avoid hurting your fingers.*



- 7** Close the lever on the front of the staple cartridge until you hear it click into place.
- 8** Return the staple cartridge to its original position until you hear it click into place.
- 9** Close the Finisher front cover.

NOTE: *A message will be displayed and the machine will not operate if the Finisher front cover is not closed completely.*

Resolving Hardware Problems

Toner Cartridge

Problem	Suggested Solutions
<ul style="list-style-type: none"> <li data-bbox="172 506 524 636">– Operator mistakenly removed the wrong toner cartridge and wishes to reinsert it. <li data-bbox="172 688 524 819">– Operator cannot reinsert a partially full toner cartridge after it has been removed. 	<ul style="list-style-type: none"> <li data-bbox="553 506 1370 646">– Reinstall the toner cartridge using the following procedure: NOTE: <i>The following procedure may result in dry ink spillage on the floor. To protect the floor, put a disposable covering or drop cloth beneath and in front of the printer/copier.</i> <li data-bbox="553 667 1328 766">– Reinstall the used and partially full toner cartridge by pushing in the cartridge until it is fully seated against the rear stop.

NOTE: *Inform the Xerox service representative at the next service call about the above action since he or she may need to clean up the dry ink on internal printer/copier components.*

Resolving Programming Problems

Problem	Suggested Solution
<p>The Control Panel Touch Screen does not respond to a touch command</p>	<ul style="list-style-type: none"> – Press Clear All on the Control panel – Touch a selectable button on the Touch Screen with one finger. A slight pressure is required to cause the printer/copier to react. – If the problem persists, open the Front Door of the printer/copier. Close the Front Door and make a selection on the Touch Screen. If the Touch Screen does not respond to any touch commands, switch off the power. Wait 15 seconds, then switch on the power. Reprogram the printer/copier for the copy features that are desired.
<p>You cannot program a job while a screen is open</p>	<ul style="list-style-type: none"> – Jobs cannot be programmed or copies made while some screens, such as administration screens, jam clearance screens, or consumable status information screens, are open. – Follow the directions on the information screen. Then program the desired job.
<p>Printer/copier features are not selectable</p>	<p>Certain features cannot be selected because of the previous selections. Generally, features or buttons you can select appear selectable to indicate you can use them with the previous selection.</p>
<p>You cannot complete the programming. The printer/copier times out too quickly and resets to the default settings.</p>	<p>Attempt to complete all the programming more quickly. The time-out values have been exceeded during the programming. The values can be changed.</p> <p><i>For more information about adjusting the machine timeouts, refer to the section entitled Setting the Common Settings, in the User Guide (Machine Administrator).</i></p>

Resolving Processor Problems

Problem	Suggested Solution
Transparencies	Load transparencies by following the instructions in the section Loading Stock, in the User Guide (Copier).
11 x 17 (A3) transparencies jam when exiting the printer/copier to the output tray	Remove each copy of 11x17 inch (A3) transparencies from the Output Tray before subsequent copies exit the printer/copier
Transparencies stick together after copying	Select the Transparency Separators feature to eliminate the problem. <i>For more information about this feature refer to the section entitled Transparency Separators, in the User Guide (Copier).</i>
Multiple sheets feed from the Trays	<ul style="list-style-type: none"> – Do not fill the paper trays above the MAX fill line indicator. Trays 1 and 2 hold approximately 520 sheets each of 24 lb. (90 gsm) paper. Tray 3 850 sheets 24 lb. (90 gsm) paper, Tray 4: 1150 sheets 24 lb. (90 gsm) paper – Remove the paper from the Tray and fan the sheets to separate the joined sheets. – Predrilled sheets may stick together at the holes. Remove the paper from the Tray and fan the sheets to separate the joined sheets
Multiple sheets feed from Tray 5 (Bypass)	<ul style="list-style-type: none"> – Paper and transparencies may stick together if environmental conditions are too dry and cause excessive static. Increase the humidity level in the printer/copier room to minimize static. – Do not overload Tray 5 (Bypass). – Gently fan transparencies to separate the sheets before you load them into Tray 5 (Bypass). If multiple sheet feeding continues, feed the transparencies one at a time from Tray 5 (Bypass).
Sheets will not feed from the Tray 5 (Bypass)	<ul style="list-style-type: none"> – Ensure that the height of the stack does not exceed the MAX fill line. – Check that the paper guide is not too tight. The paper guide should be adjusted to be just snug against the paper stack.
Paper jams when exiting the Trays	<ul style="list-style-type: none"> – Ensure that the edge guides of the paper trays fit snugly against the paper stack. – Do not fill the paper trays above the MAX fill line indicator. Tray 1 and 2 hold approximately 520 sheets of 24 lb. (90gsm) paper. Tray 3 holds approximately 850 sheets of 24 lb. (90gsm) paper and tray 4 holds approximately 1150 sheets of 24lb (90 gsm) paper. Close the Tray slowly to avoid shifting the paper stack.

Problem	Suggested Solution
Output jams when exiting the printer/copier to the Center Output Tray (when the Finisher is installed)	<ul style="list-style-type: none"> - Ensure the paper matches the type defined for the paper tray. When the Finisher Transport is present the Center Output Tray can hold up to 200 sheets of 24 lb. (90 gsm) paper. Empty the Tray when output approaches this limit, to ensure continuous production. - Ensure the first sheet is not blocking the paper exit, particularly for 11x17 inch output.
Output jams when exiting the printer/copier to the Center Output Tray (when the Finisher is not installed)	<ul style="list-style-type: none"> - Ensure the paper matches the type defined for the Tray. - The Center Output Tray has a capacity of 400 sheets of 24lb (90gsm) paper. Remove the output when it approached this limit to ensure continuous production. Ensure the first sheet is not blocking the paper exit, particularly for 11x17 inch output.
11 x 17 inch output blocks exit	Ensure the first sheet of 11x17 inch output exits completely.
Copies originating from Tray 5 (Bypass) are skewed. Jams may be occurring	The paper guide on Tray 5 (Bypass) may not be set correctly or may be too tight against the paper stack. Ensure that the paper guide snugly touches the paper stack.
Printer/copier does not make copies when Auto Paper is selected.	For the Auto Paper selection to function correctly, the size of the original document must be the same size as the paper supply that is loaded in at least one of the trays. If not, select the paper tray size that best meets your needs. Or if you wish to continue to use the Auto Paper feature, load one of the trays with the same size paper as the original document.
Loss of information or image deletions on copies made on paper that has been folded or creased.	<ul style="list-style-type: none"> - If you must use folded or creased paper, use a lightweight paper, 24 lb. (90 gsm). Also, avoid imaging the copy paper in the are of the fold or the crease. - Handle the copy paper carefully. Slight folds or creases may result in output deletions.

Problem	Suggested Solution
Excessive paper curl	<ul style="list-style-type: none"> – Paper curl may be a result of: <ul style="list-style-type: none"> – The mass of toner coverage on the copy - the greater the toner mass, the greater the paper curl. – The paper weight. – The humidity conditions at the printer/copier. – You can sometimes minimize curl problems by flipping the paper over in the tray and making the copies again. If excessive curl is still present, use a heavier paper. – Ensure the paper matches the type defined for the Paper Tray. – Attempt to minimize the amount of toner on the copy paper by selecting the Photo feature as the Original Type and /or the lighter and/or less contrast image quality options. – When the Finisher is present the Center Output Tray can hold up to 200 sheets of 24 lb. (90 gsm) paper. Empty the output tray when output approaches this limit to ensure continuous production. – The Center Output Tray has a capacity of 400 sheets of 24 lb. (90 gsm) paper. Remove the output when it approaches this limit to ensure continuous production. – Copying high density background areas or documents with alternating high and low density areas results in more curl. Attempt to reduce the amount of curl by adjusting the copy quality controls to reduce the amount of toner on the copies. – Place the printer/copier and paper in a room with air conditioning and low humidity to minimize the moisture in the environment. – Attempt to copy on thicker paper or on paper stock that is less sensitive to moisture.

Resolving Output Quality Problems Using *Basic Copying*, *Added Features*, and *Image Quality* Tabs

For more information on the features on these tabs, refer to the section entitled *Copier Features*, in the *User Guide (Copier)*.

Problem	Suggested Solution
Moiré patterns on the copies	<p>This problem occurs when original documents have halftone images. Perform the suggested solutions in the following order:</p> <ul style="list-style-type: none"> – Use the Sharpness feature to select Softer options until the moiré patterns are not visible. – If using Photo mode, switch to Text & Photo mode. – Select Halftone as the Original Type. – Rotate the original on the Document Glass by 180 degrees. – Reduce or enlarge the output by 5%.
The entire document is not being copied	<ul style="list-style-type: none"> – Enter the Original Size. – Reduce the image. – Ensure that the document placement matches the Original Orientation setting.
Scattered, very light show-through images occur when copying a document that is on thin paper	<ul style="list-style-type: none"> – Select Background Suppression in the Preset Color Balance feature on the <i>Image Quality</i> tab. – To eliminate the unwanted show-through images, place the thin (translucent) document on the Document Glass. Cover the document with a black (or very dark) sheet of paper that is the same size as the document you are copying. – Place the 2-sided original document on the document Glass with a blank sheet of paper on top of it.
A black border appears at the edge of the copy when a reduction option is selected	<p>Select Auto Center in the Margin Shift feature or Border Erase on the <i>Added Features</i> tab.</p>
A black border appears on the copy of a small document	<ul style="list-style-type: none"> – Select Auto Center in the Margin Shift feature or Border Erase on the <i>Added Features</i> tab. <p>Or</p> <ul style="list-style-type: none"> – Program the Original Size on the <i>Scan Options</i> tab for the dark bordered document that you wish to copy.
Colors are incorrect or have shifted over time.	<ul style="list-style-type: none"> – Perform an Auto Gradation Adjustment. <p>For more information on Auto Gradation Adjustment, refer to the User Guide (Machine Administrator).</p>

Problem	Suggested Solution
Deletions on the copy edges.	<ul style="list-style-type: none"> – Edge deletion on all sides of the copy is normal, and is greatest on the lead edge of the copy. Set the Border Erase feature, Variable Erase option, to 4mm to minimize the deletion. Select the size for the original document on the <i>Scan Options</i> tab and an appropriate setting from the Reduce/Enlarge option from the <i>Basic Copying</i> tab. – Moisture may be present in the paper. Load a fresh supply of paper into the trays. – Some deletions may be caused by small pieces of paper remaining in the printer/copier components after a paper jam has been cleared. When clearing a paper jam, be sure to look for and remove any paper fragments.
Copies made from photographs show color or background on output edges	<p>Most emulsions used to develop photographs have color. Sometimes this color shows on the border of the photograph. To prevent the color from being copied as part of the image or as background, use one of the following suggested solutions:</p> <ul style="list-style-type: none"> – Select Background Suppression in the Image Quality Presets feature on the <i>Image Quality</i> tab. – Use the Border Erase feature on the <i>Added Features</i> tab to deliberately erase the unwanted color or background from the edge.
The copies made using 100% Reduce/Enlarge feature do not include the entire image along the edge of the document.	Select the Original Size feature and program the exact size of the dark bordered document that you wish to copy.
Output is too light	Use the Lighter/Darker feature to select a darker level. Select the Text or Maps option in the Original Type feature.
Output is too dark	Use the Lighter/Darker feature to select a lighter level. Select the Photo option in the Original Type feature
Output has too much contrast	<ul style="list-style-type: none"> – Select less Contrast (toward Lower) on the Light/Dark/Contrast feature on the <i>Image Quality</i> tab. – Select less Color Saturation (toward Lower) on the Sharpness/Saturation feature on the <i>Image Quality</i> tab.
Output has low contrast	<ul style="list-style-type: none"> – Select more Contrast (toward Higher) on the Light/Dark/Contrast feature on the <i>Image Quality</i> tab. – Select more Color Saturation (toward Higher) on the Sharpness/Saturation feature on the <i>Image Quality</i> tab.

Problem	Suggested Solution
Background on copies	<ul style="list-style-type: none"> – Examine the input document for the source of the problem. – Ensure that the document is held flat on the Document Glass and that the document cover is closed. – From the <i>Image Quality</i> tab, adjust the Lighter/Darker control to lighter. – When making Black copies, select Black as the output color. Reduce the color Balance-Low Density values so that the background does not appear on the copies. – When copying colors, set the Output Color to Auto Color and select Auto Exposure so that the background does not appear on the copies. – Determine the type of document you are copying. From the Original Type feature, indicate whether the original is Photo & Text, Text, Photo or other color originals (Maps) for best copy quality. <p>NOTE: <i>You can select the Photo option for documents other than photographs if the document contains areas of different density, from light to dark, and all levels of density need to be copied.</i></p>
The copies are blurred when copying thick documents, three-dimensional objects, or books	<ul style="list-style-type: none"> – Increase the Sharpness. – Select the Text or Other Color Originals (Maps) option in the Original Type feature – Ensure that the document is held flat on the Document Glass and that the Document cover (DADF) is closed as much as possible. DO NOT force the cover closed.
Copies have dark bands on the lead edge and a corner when 100% Reduce/Enlarge is selected.	<ul style="list-style-type: none"> – The bands may be caused by curled edges on the document or by misregistration of the document on the Document Glass. – Ensure that the document is registered correctly. – Ensure that the Border Erase is at No Erase (2mm). Increasing the amount of the Border Erase should remove more of the dark bands. Increasing the amount of Border Erase, however, may eventually cause image loss.
Copies have dark bands on the lead edge and a corner when 100% Reduce/Enlarge is selected and the DADF is used.	<ul style="list-style-type: none"> – The bands may be caused by curled edges on the document or by misregistration of the document by the Duplex Automatic Document Feeder (DADF). – Ensure that the document is registered correctly. – Ensure that the Border Erase is at No Erase (2mm). Increasing the amount of the Border Erase should remove more of the dark bands. Increasing the amount of Border Erase, however, may eventually cause image loss.

Problem	Suggested Solution
Corner Shift appears in the wrong area on the copy	<p>If the document is positioned on the Document Glass in the short edge direction, and the paper used for copying is in the long edge feed direction, the copy will appear to be positioning the corner shift selection in the wrong corner. Corner shift selections are referenced from the Document Glass location.</p> <p>NOTE: <i>Corner Shift is also intended only for documents that are smaller than the copy paper selected.</i></p>
Copies have black borders. Large black borders appear on the copies with documents smaller than the copy paper size.	<ul style="list-style-type: none"> – No shift is selected. Select Auto Center to eliminate the black borders. – Also, select the Auto Center feature to eliminate the black when using the Duplex Automatic Document Feeder (DADF).
Copies made from a newspaper, a map, or a photograph have background when Original Type is defined as Map or Photo.	<ul style="list-style-type: none"> – The DocuColor Series printer/copier detects low densities of color and reproduces them. This is especially true with the Maps and Photo options. The background can be reproduced or eliminated by adjusting the Lighter/Darker feature toward lighter. – Newspaper show-through can be reduced or eliminated by backing the document with a black sheet of paper. – Use the Auto Exposure option in the <i>Image Quality</i> tab.
The image density of the copy seems lighter toward the trail edge	<p>This defect is noticeable only when the input document has large solid areas. To reduce or eliminate this defect, select the Photo option in the Original Type feature of the <i>Image Quality</i> tab.</p>

Calling for Service

There is information and support available at www.Xerox.com. There you can find answers to many of your questions, solutions to problems, order toner and supplies, and request service support.

For information on clearing fault codes, refer to the section entitled Fault Codes, in this chapter.

There may be times when you will not be able to correct a problem. When this happens, you should call for service. The numbers for calling for service are as follows.

- [United States](#) 800-821-2797
- [Canada](#) 800-821-2797

Be prepared to provide a complete description of the problem to the service operator. This includes the following information:

- **Machine Serial Number** -
Press the **Machine Status** button, then select **Machine Information** to view the serial number.
- **Fault Codes**
The Fault Code will appear on the screen when a fault occurs.

Defining the problem accurately may help to solve the problem over the phone and minimize downtime. If the problem cannot be resolved by telephone, a service representative will be dispatched to your machine promptly.

Fault Codes

This section describes fault codes that are displayed on the screen. Fault codes, such as those described below, are displayed when an error occurs, preventing printing from ending normally, or when trouble has occurred on the machine.

When a fault has occurred, refer to the following table to remedy the problem.

Fault Code	Cause/Remedy
003-747	<ul style="list-style-type: none"> • Cause - An illegal print feature combination was set. • Remedy - Check the print data.
003-761	<ul style="list-style-type: none"> • Cause - The paper size in the Tray selected by Auto Tray Switching is different from the paper in the Tray selected in Tray Selection. • Remedy - Change the paper size for the Tray, or change the paper type priority setting.
003-795	<ul style="list-style-type: none"> • Cause - The Reduce/Enlarge ratio exceeds the setting range when the scanned document is enlarged/reduced to the specified paper size. • Remedy - Enter the Reduce/Enlarge ratio, or change the paper size.
015-790	<ul style="list-style-type: none"> • Cause - The scanned document is a copy-prohibited document • Remedy - See the section entitled Illegal Copies in the front section of the User Guide to check the types of documents that can be copied.
016-450	<ul style="list-style-type: none"> • Cause - The SMB host name has been set twice. • Remedy - Change the host name.
016-452	<ul style="list-style-type: none"> • Cause - The IP address has been set twice. • Remedy - Change the IP address.
016-453	<ul style="list-style-type: none"> • Cause - Failed to acquire the IP address from the DHCP server. • Remedy - Set the IP address manually.
016-454	<ul style="list-style-type: none"> • Cause - Could not acquire the IP address from DNS. • Remedy - Confirm the DNS settings and IP address acquisition method setting.

Fault Code	Cause/Remedy
016-701	<ul style="list-style-type: none"> • Cause - PCL print data could not be processed due to insufficient memory. • Remedy - Lower the resolution, or instruct printing again without setting 2 Sided printing or N Up.
016-702	<ul style="list-style-type: none"> • Cause - PCL print data could not be processed due to insufficient space in the print page buffer. • Remedy - Set Print Mode to Speed Priority, or use Ensure Print, or increase the size of the print page buffer, or add memory.
016-735	<ul style="list-style-type: none"> • Cause - An attempt was made to print a job template while it was being updated. • Remedy - Wait a while before instructing printing again.
016-737	<ul style="list-style-type: none"> • Cause - An error occurred during reading of data from the job template pool server. • Remedy - Check the access rights of the directory to which the job template is stored.
016-739	<ul style="list-style-type: none"> • Cause - Could not find the specified job template pool server. • Remedy - Check the path name to the job template pool server.
016-740	<ul style="list-style-type: none"> • Cause - Could not log into the job template pool server. • Remedy - Check the login user name, password, and other information.
016-741	<ul style="list-style-type: none"> • Cause - Could not connect to the job template pool server. • Remedy - Ask the network administrator to check the network environment or server environment.
016-742	<ul style="list-style-type: none"> • Cause - The job template could not be stored to memory due to insufficient hard disk space. • Remedy - Delete unwanted data from the hard disk to increase hard disk space.
016-743	<ul style="list-style-type: none"> • Cause - The settings on the job template pool server are incorrect. • Remedy - Check the settings of the job template pool server.
016-748	<ul style="list-style-type: none"> • Cause - Printing is not possible due to insufficient hard disk space. • Remedy - Reduce the number of pages of print data, for example, by dividing up the print data or printing one copy at a time when making multiple copies.

Fault Code	Cause/Remedy
016-749	<ul style="list-style-type: none"> • Cause - A JCL command syntax error occurred. • Remedy - Confirm the print settings, or correct the JCL command.
016-757	<ul style="list-style-type: none"> • Cause - The entered password is wrong. • Remedy - Enter the correct password.
016-758	<ul style="list-style-type: none"> • Cause - The account is not registered as an authorized copy user. • Remedy - Contact the System Administrator.
016-759	<ul style="list-style-type: none"> • Cause - The maximum number of copies has been reached. • Remedy - Contact the System Administrator.
016-760	<ul style="list-style-type: none"> • Cause - An error occurred during PostScript processing. • Remedy - Set Print Mode to Print Priority, or increase the size of the print page buffer, or increase PostScript memory.
016-761	<ul style="list-style-type: none"> • Cause - An error occurred during image processing. • Remedy - Set Print Mode to Speed Priority and instruct printing again. If this does not remedy the problem, print using Ensure Print.
016-778	<ul style="list-style-type: none"> • Cause - Conversion of the scanned image was discontinued due to insufficient hard disk space. • Remedy - Delete unwanted data from the hard disk to increase hard disk space.
016-779	<ul style="list-style-type: none"> • Cause - An error occurred during conversion processing of the scanned image. • Remedy - Instruct scanning again.
016-780	<ul style="list-style-type: none"> • Cause - An error occurred on the hard disk during conversion processing of the scanned image. • Remedy - A probable cause is hard disk malfunction. For information about replacing hard disks, contact your Xerox Customer Support Center.
016-781	<ul style="list-style-type: none"> • Cause - Could not connect to the server during file forwarding by Scan Services. • Remedy - Ask the network administrator to check the network environment or server environment.
016-782	<ul style="list-style-type: none"> • Cause - Could not login to the server during file forwarding by Scan Services. • Remedy - Check the login user name, password, and other information.

Fault Code	Cause/Remedy
016-783	<ul style="list-style-type: none"> • Cause - Could not find the specified server path during file forwarding by Scan Services. • Remedy - Check the path name of the server currently set to the job template.
016-784	<ul style="list-style-type: none"> • Cause - A write to server error occurred during file forwarding by Scan Services. • Remedy - Confirm that there is sufficient space in the directory on the server, and that access rights are present.
016-785	<ul style="list-style-type: none"> • Cause - The file could not be sent due to insufficient space on the server's hard disk by Scan Services. • Remedy - Delete unwanted data from the server's hard disk to increase hard disk space.
016-787	<ul style="list-style-type: none"> • Cause - The server IP address set to the job template is illegal. • Remedy - Specify the correct job template.
016-788	<ul style="list-style-type: none"> • Cause - Failed to retrieve the file from the Web browser. • Remedy - Refresh the browser page, or restart the browser, or turn the machine off then on again. Try retrieving the file again.
020-530	<ul style="list-style-type: none"> • Cause - No correct operations were performed in a certain period of time. • Remedy - Perform an operation within a certain period of time.
An error occurred. Switch the machine Off then back On again. (**-**)	<ul style="list-style-type: none"> • Cause - An error occurred. • Remedy - Turn the machine Off, wait for the display on the control panel to go out, then turn the machine back On again. If the same message is displayed, record the message in (**-**). Next, turn the machine Off, wait for the display on the Control Panel to go out, then contact your Xerox Customer Support Center.
Abnormal End (**-**)	<ul style="list-style-type: none"> • Cause - An error occurred causing the operation to end abnormally. • Remedy - Program the same operation again.