13   Troubleshooting

Calling for Service

If you have an error with the machine and can not correct the error using the tables, contact the Customer Support Center. Have available the serial number of the machine and any messages displayed.

Contact the support center at the following telephone number:

- USA   1-800-821-2797

- Canada   1-800-939-3768

- South America   Contact your local service provider.

- Xerox LTD Markets   Refer to the Warranty Pack for support center and telephone numbers.

Error Messages and Codes

If an abnormal condition arises in the machine or an incorrect operation is performed, an alarm signal is generated for about 4 seconds and a message to indicate the nature of the error is displayed. If this happens, take corrective action per the following table.

Error Message	Probable Cause	Corrective Action
BROKEN REGISTRATION PRESS [STOP] CONFIRM DIAL LIST	Phonebook numbers and machine settings have been deleted due to a power failure, etc.	Press the *Stop* key to restore the idle state. If the same error message is displayed again, reprogram the machine.
COMM ERROR - Retry	An error occurred during the communication.	Retry the communication.

Troubleshooting

Error Message	Probable Cause	Corrective Action
CHECK PROCESS UNIT	No developer assembly detected.	Check for proper installation of the developer/drum unit assembly. See Chapter 14.
CONTROL PANEL OPEN	The Operator Control Panel is open.	Close the Operator Control Panel.
DOCUMENT JAM	A document jam occurred.	Remove the jammed document. See the "Document Jam" section in this chapter.
DISPLAY QUALITY IS POOR	Display quality of the received document is poor.	Retry the transmission.
DRUM LIFE WARNING	The drum counter has reached 9,000 pages.	Replace the Drum Unit. See Chapter 14, "Replacing the Drum Unit".
ENTRY MEMORY FULL	The maximum number of Speed Dial, One Touch or Group Dial numbers have been used.	Delete some numbers.
FEATURE UNAVAILABLE	The remote station does not have the desired feature to complete the communication.	Verify the remote station is compatible with the desired feature.
JOB MEMORY FULL	The job reservation memory area is full.	Wait until some jobs have completed and try again.
LINE BUSY	Remote fax number is busy.	Retry the transmission.
LOAD DOCUMENT	A document is not fully inserted into the Document Tray.	Reload the document.
LOWER PAPER EMPTY	The lower paper tray is empty.	Add paper to the Lower Paper Tray. Ensure the Lower Paper Tray is closed.
MEMORY FULL	The remaining memory becomes full while storing the document into memory.	Send the document in sections, or use the Direct Send Transmission Mode.

Error Message	Probable Cause	Corrective Action
MEMORY OVERFLOW	The memory became full during a Transmission, etc.	Press the **Stop** key to cancel the message then retry the communication when adequate residual memory is gained.
DOCUMENT IN MEMORY	A document was received to memory because printing could not occur.	Add paper to the paper tray or check for a paper jam. If a paper jam exists, see the "Paper Jam" section in this chapter.
NOT ALLOWED NOW	The specified feature is not enabled now.	Refer to the correct procedure.
OUT OF TONER	The toner cartridge is empty.	Replace the toner cartridge. See Chapter 14, "Replacing the Toner Cartridge and Fuser Cleaner".
PAGE NUMBERS DIFFER	The designated number of pages does not match the actual document.	Verify the designated number is correct. If the document misfed, resend the document.
PAPER JAM	A recording paper misfeed was detected.	Open the Top Cover and remove the jammed recording paper.
PAPER TRAY IS EMPTY	All paper tray are empty.	Add paper to the paper tray. Ensure the paper tray is closed.
PAPER SIZE CHECK	The paper in the paper tray is not the correct size.	Insert the correct paper.
PIX ERROR	The image of the document transmitted or received is deficient.	Retry the communication.
POLLING ERROR	The password or Tel Number in the Polling communication is wrong.	Retry the communication with the correct password or Telephone Number.
PRINTER PROBLEM NOTIFY THE SERVICEMAN	A power failure occurred which resulted in loss of data stored in memory.	A Power Failure list is printed when power is restored. See Chapter 12, "Reports".

Troubleshooting

Error Message	Probable Cause	Corrective Action
PRINTER DISORDER	The printer system is out of order.	Call for service and provide two digit code in lower right of the display.
REPLACE DRUM	The drum unit has reached the end of its life.	Replace the drum unit. See Chapter 14, "Replacing the Drum Unit".
SORRY NOT POSSIBLE	Neither the printer nor scanner can work because of paper jam or paper empty condition.	Clear the jam or insert paper.
TONER LOW	The toner cartridge is approaching the end of its life.	Replace the toner cartridge. See Chapter 14, "Replacing the Toner Cartridge and Fuser Cleaner".
TONER EMPTY	The toner cartridge has reached the end of its life.	Replace the toner cartridge. See Chapter 14, "Replacing the Toner Cartridge and Fuser Cleaner".
TOP COVER IS OPEN	The Top Cover is open.	Close the Top Cover.
UPPER PAPER EMPTY	The upper paper tray is empty.	Add paper to the upper paper tray. Ensure the upper tray is closed.
WARMING UP	The fuser heater must warm up after periods of inactivity.	Wait approximately 40 seconds for the fuser heater to warm up.