

**Error Codes**

<b>Code</b>	<b>Probable Cause</b>	<b>Corrective Action</b>
<b>10</b>	The Paper tray is Empty	Add paper to the tray. Ensure the tray is closed.
<b>11</b>	A Paper Jam occurred.	Open the Top Cover, and clear the copy paper jam. See the "Paper Jam" section in this chapter.
<b>12</b>	A document jam occurred.	Remove the jammed document. See the "Paper Jam" section in this chapter.
<b>13</b>	Operator control panel or Top Cover, is open.	Close the panel or cover.
<b>20</b>	A power failure occurred.	Check the Power Failure Report and retry the operation.
<b>22</b>	File Error due to a Directory Error.	Call for Service.
<b>30</b>	The <b>Stop</b> key was pressed during the communication.	Retry the operation.
<b>32</b>	The designated number of pages does not match the actual document.	Verify the designated number is correct. If the document misfed, resend the document.
<b>33</b>	Polling Error. The security code does not match.	Check the security code and retry the operation.
<b>42</b>	The Free Memory is zero causing the communication to stop.	Recover sufficient memory by completing reserved job, then retry the communication.
<b>50</b>	The remote party cannot be reached even after redialing.	Confirm the telephone number is correct, then retry the communication.
<b>53</b>	Security mismatch in Relay or Mailbox transmission. The functions of the remote machine and yours do not match.	Confirm the remote party's security code, password and telephone number.

## Troubleshooting

<b>Code</b>	<b>Probable Cause</b>	<b>Corrective Action</b>
<b>87</b>	No residual memory was remaining on the remote party's machine in a Relay or Mailbox transmission.	Check the remote machine. Retry the transmission.
<b>B0</b> <b>B1</b>	The functions of the remote machine and yours do not match.	Verify the remote station is compatible, then retry the communication.
<b>B2</b> <b>B3</b> <b>B4</b> <b>B5</b>	Network communication problem.	Check the remote machine and retry the operation.
<b>C0</b> <b>C1</b> <b>C2</b> <b>C3</b> <b>C4</b>	Picture signal problem.	Retry the operation.
<b>D0</b> <b>D1</b> <b>D2</b>	Communication error.	Retry the operation
<b>E0</b>	Picture memory error.	Retry the operation.
<b>E6</b>	Printer problem.	Call for service.
<b>E7</b>	Power was turned off, stopping this communication.	Retry the operation.
<b>F0</b> <b>F1</b>	Communication error.	Turn power off, wait 3 seconds and turn power on. Retry the operation.