

Troubleshooting

| 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". |