

Error Codes

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

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