15.1 Error Code Table

15.1.1 Error Code

0009-6175

iR5570 / iR6570

T-15-1

Code	Description
E000	the heater fails to heat
E001	there is an abnormal rise in temperature
E002	there is an error in the rise in temperature
E003	there is an error in the rise in temperature
E004	there is an error in the IH power supply/IH control mechanism
E005	there is no fixing web/there is an error in the detection of web solenoid connection
E010	there is a feed motor error
E012	there is a drum motor error
E013	the waste toner pipe is clogged
E014	there is a fixing motor error
E020	there is no toner in the developing assembly; there is an error in the detection of developing assembly toner sensor connection; there is an error in the detection of developing hopper toner sensor connection
E025	there is an error in the detection of toner feed motor over-current, there is an error in the detection of toner bottle motor over-current, there is an error in the detection of toner bottle motor connection
E032	the counter of the NE controller has malfunctioned
E061	there is a potential control error/there is an APC error
E100	there is a BD error
E110	there is a polygon motor error
E121	there is a controller cooling error
E196	the EEPROM is faulty
E202	there is an HP error
E225	there is an error in the intensity of light
E227	there is an error in the power supply (24 V)
E240	there is an error in the communication between the main controller PCB and the DC controller PCB

Code	Description
E248	there is an EEPROM error
E315	there is an image data error
E400	there is an ADF communication error
E413	there is an ADF shift motor error
E490	the ADF type is wrong
E503	there is a finisher internal communication error (finisher)
E505	there is a backup memory error in the finisher (finisher)
E514	there is a trailing edge assist motor error (finisher)
E519	there is a gear change motor error (finisher)
E530	there is a front alignment error (finisher)
E531	there is a staple error (finisher)
E532	there is a stapler shift error (finisher)
E535	there is a swing error (finisher)
E537	there is a rear alignment error (finisher)
E540	there is an upper tray ascent/descent error (finisher)
E542	there is a lower tray ascent/descent error (finisher)
E584	there is a shutter unit error (finisher)
E590	there is a punch motor error (punch unit)
E591	there is a punch dust sensor error (punch unit)
E592	there is a punch horizontal registration sensor error (punch unit)
E593	there is a punch shift motor error (punch unit)
E5F0	there is a saddle paper positioning error
E5F1	there is a saddle paper folding error
E5F2	there is a saddle guide error
E5F3	there is a saddle alignment error
E5F4	there is a saddle rear staple error
E5F5	there is a saddle front staple error
E5F6	there is a saddle butting error
E5F9	there is a saddle switch error
E602	the hard disk is faulty
E604	the image memory is faulty or inadequate
E609	the hard disk is faulty
E610	the HDD encryption key is faulty

Code	Description
E674	there is a fault in the communication between the fax controller PCB (2-line) and the main controller PCB
E710	the IPC initialization is faulty
E711	the IPC communication is faulty
E713	the communication with the finisher is faulty
E717	the communication with the NE controller is faulty
E719	the coin vendor is faulty
E730	the PDL software is faulty
E732	the reader communication is faulty
E733	the printer communication is faulty
E740	the Ethernet board is faulty
E743	the DDI communication is faulty
E744	the language file/boot ROM is faulty
E745	the TokenRing board is faulty
E746	the accessories board type is wrong
E748	the controller board and the SDRAM size do not match
E749	a change in the product composition has been detected
E804	there is a DC power supply fan error/there is an IH power supply cooling fan error
E805	there is a heat discharge fan error/there is a feed fan error
E821	the cleaner is clogged
E824	there is a primary charging cooling fan error
E840	there is a shutter error
E841	there is an error in the detection of fixing inlet guide solenoid connection

15.2 Error Code Details

15.2.1 Detail Error Code

0009-6176

iR5570 / iR6570

T-15-2

Code	Description	Remedy
E000	The heater fails to heat. After correcting the fault, be sure to reset the error. (COPIER>FUNCTION>CLEAR>ERR)	
0000	After power-on, the reading of the main thermistor does not increase to 70 deg C or higher within 20 sec.	- Replace the main/shutter thermistor. - Replace the DC controller PCB.
0010	The power has been turned off and then on without resetting the error.	- Reset the error. (COPIER>FUNCTION>CLEAR>ERR)
E001	There is an abnormal rise in temperature. After correcting the fault, be sure to reset the error. (COPIER>FUNCTION>CLEAR>ERR)	
0001	There is an error or an open circuit in the main thermistor, shutter thermistor, or sub thermistor.	- Check the connector of each thermistor for any fault in connection and wiring. - Replace the thermistor in question. - Replace the DC controller PCB.
0002	The reading of the main thermistor, shutter thermistor, or sub thermistor is 230 deg C or higher for 2 sec.	- Replace the thermistor in question. - Replace the DC controller PCB.
0003	The reading is not 150 deg C or higher or 210 deg C or lower within 30 sec.	- Turn off and then back on the power.
0010	The power has been turned off and then back on without resetting the error.	- Reset the error. (COPIER>FUNCTION>CLEAR>ERR)
E002	There is an abnormal rise in temperature. After correcting the fault, be sure to reset the error. (COPIER>FUNCTION>CLEAR>ERR)	

Code	Description	Remedy
0000	The reading of the main thermistor is not 100 deg C 12 sec after it has exceeded 70 deg C.	- Check the connector of the main/shutter thermistor for any fault in connection and wiring. - Check the main/shutter thermistor for mounting condition. - Replace the main/shutter thermistor. - Replace the fixing heater unit. - Replace the DC controller PCB.
0001	The reading of the main thermistor is not 150 deg C 15 after it has exceeded 100 deg C.	
0010	The power has been turned off and then back on without resetting the error.	- Reset the error. (COPIER>FUNCTION>CLEAR>ERR)
E003	There is an abnormal rise in temperature. After correcting the fault, be sure to reset the error. (COPIER>FUNCTION>CLEAR>ERR)	
0000	The reading of the main thermistor is lower than 70 deg C for 2 sec or more after it has exceeded 100 deg C.	- Check the connector of the main/shutter thermistor for any fault in connection and wiring. - Check the main/shutter thermistor for mounting condition. - Replace the main/shutter thermistor. - Replace the fixing heater unit. - Replace the DC controller PCB.
0010	The power has been turned off and then back on without resetting the error.	- Reset the error. (COPIER>FUNCTION>CLEAR>ERR)
E004	The IH power supply is faulty/the IH control mechanism is faulty. After correcting the fault, be sure to reset the error. (COPIER>FUNCTION>CLEAR>ERR)	
0101	There is a mismatch between the input voltage and the IH power supply ID.	Replace the fixing heater power supply with one designed for the country of installation (voltage).

Code	Description	Remedy
0102	The IH current is faulty. (current leakage)	- Check the connector for any fault in connection. - Replace the fixing heater power supply. - Replace the DC controller PCB.
0103	The IH current is faulty. (no current)	
0104	There is an IH over-current.	
0105	The IH input voltage is too high.	
0106	The IH input voltage is too low.	
0201	At power-on (or, when IH is at reset), the IH control mechanism is not in an initial state.	
0202	At IH start-up, the IH control enable flag is not set within 1 sec after the start flag is set.	
0203	With IH at rest, the IH control flag is not released.	
0204	The 12-V power supply (IH relay) is identified as being off.	
0205	At IH start-up, the PWM_ON data is faulty ('0' or 'FFFF').	- Replace the DC controller PCB.
E005	There is no fixing web/there is an error in the detection of web solenoid connection.	
0000	The absence of the fixing web has been detected for 5 sec or more.	- Replace the fixing web. - Replace the fixing web length sensor. - Replace the DC controller PCB. After correcting the fault, be user to reset the fixing web counter reading. (COPIER>COUNTER>MISC>FIX-WEB)
0001	At power-on, the connection of the web solenoid is not detected.	- Check the connector for any fault in connection. - Replace the solenoid.
0010	The power has been turned off and then back on without resetting the error.	- Reset the fixing web counter. (COPIER>COUNTER>MISC>FIX-WEB)
E010	There is a feed motor error.	
0000	The FG signal of the feed motor does not arrive for 2 sec or more even when the feed motor has been turned on.	- Check the connector for any fault in connection. - Replace the motor
E012	There is a drum motor error.	
0000	The FG signal of the drum motor does snot arrive for 2 sec or more even when the drum motor has been turned on.	- Check the connector for any fault in connection. - Replace the motor.

Code	Description	Remedy
E013	The waste toner pipe is clogged.	
0000	The waste toner pipe is identified as being clogged for 4 sec or more.	- Check the connector for any fault in connection. - Replace the waste toner feedscrew lock detecting switch. - Replace the waste toner feed unit. - Replace the DC controller PCB.
E014	There is a fixing motor error.	
0000	The PULL lock signal of the fixing motor does not arrive for 2 sec even when the fixing motor has been turned on.	- Check the connector for any fault in connection. - Replace the motor.
E020	There is no toner in the developing assembly; there is an error in the detection of developing toner sensor connection; there is an error in the detection of hopper toner sensor connection	
0000	The presence of toner is detected inside the sub hopper and, in addition, the absence of toner is detected inside developing assembly for 120 sec continuously even when operation has been under way for the supply of toner to the developing assembly.	- Check the connector of the developing toner sensor for any fault in connection. - Replace the developing toner sensor. - Replace the hopper toner sensor.
0001	At power-on, the connection of the developing assembly toner sensor is not detected.	- Check the connector for any fault in connection. - Replace the sensor.
0002	At power-on, the connection of the developing hopper toner sensor is not detected.	- Replace the connector for any fault in connection. - Replace the sensor.
E025	There is a toner feed motor over-current detection error, there is a toner bottle motor connection detection error.	
0001	An over-current has been detected in the toner feed motor.	- Check the connector for any fault in connection. - Replace the motor.
0002	An over-current has been detected in the toner bottle motor.	- Check the connector for any fault in connection. - Replace the motor.
0003	At power-on, the connection of the toner bottle motor is not detected.	- Check the connector for any fault in connection. - Replace the motor.
E032	The NE controller counter has malfunctioned.	

Code	Description	Remedy
0001	An open circuit has been detected for the count pulse signal.	Turn off the main power, and check for an open circuit in the cable; then, turn the main power back on.
E061	There is a potential control error/there is an APC error.	
0001	As a result of potential control, the drum surface potential (VL2) of the background is 200 V or higher (i.e., causing a solid black image).	- Replace the potential sensor unit. - Replace the laser scanner unit. - Replace the DC controller PCB.
0002	The primary charging output used at time of printer output and the drum surface potential after laser output is identified as being 200 V or more (i.e., causing a solid black image).	
E100	There is a BD error.	
0001	A check is made of VLOCK at intervals of 100 msec while the laser is on. An error will be identified if it is not detected 10 times in sequence.	- Replace the laser scanner unit. - Replace the DC controller PCB.
E110	There is a polygon motor error.	
0001	- Although the polygon motor has been turned on, VLOCK is not detected at all within 76.5 sec. - At time of a shift from full-speed to half-speed control, VLOCK is not detected at all for 7.5 sec. - At time of half-speed control, a check is made of VLOCK at intervals of 100 msec. An error will be identified if it is not detected 10 times continuously.	- Replace the laser scanner unit. - Replace the DC controller PCB.
E121	There is a controller cooling fan error.	
0001	Even though the controller cooling fan has been turned on, the controller cooling fan stop signal has been detected for 5 sec or more.	- Check the connector for any fault in connection. - Replace the fan.
E196	The EEPROM is faulty.	

Code	Description	Remedy
1abb	There is a mismatch between the data that has been written in EEPROM and the data that has been read. (a: chip No. 0 through 5; bb: chip faulty address)	- Initialize the RAM. - Replace the EEPROM. - Replace the DC controller PCB.
2abb	The ID in EEPROM that has been read and the ID in ROM are compared. An error will be identified if they do not match. (a: chip No. 0 through 5; bb: chip faulty address)	
3abb	When the main power is turned on, the ID in EEPROM and the ID in ROM are compared. An error will be identified if they do not match. (a: chip No. 0 through 5; bb: chip faulty address)	- Check the position and condition of the EEPROM. - Initialize the RAM. - Replace the EEPROM. - Replace the DC controller PCB.
E202	There is a scanner HP error.	
0001	An error has occurred when the sensor was moved to home position. The scanner HP sensor is faulty; the scanner motor is faulty; the reader controller PCB is faulty.	- Check the connector for any fault in connection. - Replace the scanner HP sensor. - Replace the scanner motor. - Replace the reader controller PCB.
0002	An error has occurred when the sensor was moved from home position. The scanner HP sensor is faulty; the scanner motor is faulty; the reader controller PCB is faulty.	
E225	The intensity of light is inadequate.	
0001	At time of shading, the intensity if below a specific level.	- Check the connector for any fault in connection. - Replace the scanning lamp. - Replace the inverter PCB. - Replace the reader controller PCB.
0002	ADFThe intensity is below a specific level between sheets (ADF).	
E227	there is an error in the power supply (24 V).	
0001	At power-on, the 24-V port is OFF.	- Check the connector for any fault in connection. - Replace the power supply.
0002	At the start of a job, the 24-V port is OFF.	
0003	At the end of a job, the 24-V port is off.	
0004	When a load is driven, the 24-V port is OFF.	
E240	The communication between the main controller PCB and the DC controller PCB is faulty.	

Code	Description	Remedy
0000	There is an error in the communication between the main controller PCB and the CPU of the DC controller PCB.	- Check the connector for any fault in connection. - Replace the DC controller PCB. - Replace the main controller PCB.
E248	There is an EEPROM error.	
0001	An error has occurred at power-on.	- Replace the EEPROM. - Replace the reader controller PCB.
0002	An error has occurred at time of write operation.	
0003	An error has occurred at time of read operation after write operation.	
E315	There is a fault in the image data.	
0007	There is a JIBIG encode error.	- Turn off and then back on the power.
000d	There is a JBIG decode error.	
E400	There is an ADF communication error.	
0001	There is a check sum error.	- Check the connector for any fault in connection. - Replace the reader controller PCB. - Replace the ADF controller PCB.
0002	There is a reception status error.	
0003	There is a reception interrupt error.	
E413	There is a fault in the ADF shift motor.	
0001	The output of the shift HP sensor is identified as indicating open.	- Check the connector for any fault in connection. - Replace the sensor and motor in question. - Check the mounting condition of the area around the cam.
0002	The output of the shift HP sensor is identified as indicating closed.	
E490	The ADF type is wrong.	
0001	The ADF is not of a supported type.	- Replace the ADF with a supported type.
E503	There is an error in the finisher internal communication (finisher).	
0002	There is an error in the communication between the finisher and the saddle unit.	- Check the connection between the saddle stitcher controller PCB and the finisher controller PCB.
0003	There is an error in the communication between the finisher and the punch unit.	- Check the communication between the saddle stitcher controller PCB and the finisher controller PCB.
E505	There is a finisher backup memory error (finisher).	

Code	Description	Remedy
0001	An error has occurred in the data stored in the backup memory.	- Turn off the main power; check the DC controller PCB and the finisher controller PCB for wiring; check the 24-V system fuse; then, turn the main power back on.
0002	There is an error in the punch unit EEPROM data.	- Turn off the main power; check the DC controller PCB and the puncher controller PCB for wiring; then, check the 24-V system fuse; then, turn the main power back on.
E514	There is a trailing edge assist motor error (finisher).	
8001	The home position sensor does not go off even when the trailing edge assist motor has rotated for a specific period of time.	1. Check the trailing edge assist home position sensor. Is the sensor normal? 2. Check the wiring between the finisher controller PCB and the trailing edge assist motor. Is it normal? 3. Check the trailing edge assist mechanism. Is there a fault? 4. Try replacing the trailing edge assist motor. Is the problem corrected?
8002	The home position sensor does not go on even when the trailing edge assist motor has rotated for a specific period of time.	
E519	There is a gear change motor error (finisher).	
8001	The home position sensor does not go off even when the gear change motor has rotated for a specific period of time.	1. Check the gear change home position sensor. Is the sensor normal? 2. Check the wiring between the finisher controller PCB and the change motor. Is it normal? 3. Check the gear change mechanism. Is there a fault? 4. Try changing the gear change motor. Is the problem corrected?
0002	The home position sensor does not go on even when the gear change motor has rotated for a specific period of time.	
E530	There is a front alignment error. (finisher)	
8001	The home position sensor does not go off even when the front alignment motor has rotated for a specific period of time.	1. Check the aligning plate home position sensor. Is it normal? 2. Check the wiring between the finisher controller PCB and the aligning plate front motor. Is it normal? 3. Is there any mechanical obstacle in the path in which the aligning plate moves? 4. Try replacing the aligning plate front motor. Is the problem corrected?
8002	The home position sensor does not go on even when the front alignment sensor has rotated for a specific period of time.	
E531	There is a stapling error. (finisher)	

Code	Description	Remedy
0001	The home position sensor does not go off even when the stapler motor has rotated for a specific period of time.	1. Check the wiring between the finisher controller PCB and the stapler. Is it normal? 2. Try replacing the stapler. Is the problem corrected?
0002	The home position sensor does not go on even when the stapler motor has rotated for a specific period time.	
E532	There is a stapler shift error. (finisher)	
8001	The home position sensor does not go off even when the stapler shift motor has rotated for a specific period of time.	1. Check the stapler shift home position sensor. Is the sensor normal? 2. Check the wiring between the finisher controller PCB and the stapler shift motor. Is it normal? 3. Is there any mechanical obstacle in the path of the stapler shift base? 4. Try replacing the stapler shift motor. Is the problem corrected?
8002	The home position sensor does not go on even when the stapler shift motor has rotated for a specific period of time.	
E535	There is a swing error. (finisher)	
8001	The home position sensor does not go off even when the wiring motor has rotated for a specific period of time.	1. Check the wiring home position sensor. Is it normal? 2. Check the wiring between the finisher controller PCB and the swing motor. Is it normal? 3. Is there a fault in the swing mechanism? 4. Try replacing the swing motor. Is the problem corrected?
8002	The home position sensor does not go on even when the swing motor has rotated for a specific period of time.	
E537	There is a rear alignment error. (finisher)	
8001	The home position sensor does not go off even when the swing motor has rotated for a specific period of time.	1. Check the aligning plate rear home position sensor. Is it normal? 2. Check the wiring between the finisher controller PCB and the aligning plate rear motor. Is it normal? 3. Is there a mechanical obstacle in the path of the aligning plate? 4. Try replacing the aligning plate rear motor. Is the problem corrected?
8002	The home position sensor does not go on even when the swing motor has rotated for a specific period of time.	
E540	There is an upper tray ascent/decent error. (finisher)	

Code	Description	Remedy
8001	There is a fault in the upper tray ascent/ descent motor clock.	1. Check the No. 1 tray area sensors 1 through 3. Are they normal? 2. Check the wiring between the finisher controller PCB and the No. 1 tray shift motor. Is it normal? 3. Is there a fault in the tray ascent/ descent mechanism? 4. Try replacing the No. 1 tray shift motor. Is the problem corrected?
8002	There is an area fault.	
8003	The safety switch has gone on.	
E542	There is a lower tray ascent/descent error. (finisher)	
8001	There is a fault in the lower tray ascent/ descent motor clock signal.	1. Check the No. 2 tray area sensors 1 through 3. Are the sensors normal? 2. Check the wiring between the finisher controller PCB and the No. 2 tray shift motor. Is it normal? 3. Is there a fault in the tray ascent/ descent mechanism? 4. Try replacing the No. 2 tray shift motor. Is the problem corrected?
8002	There is an area error.	
0003	The safety switch has activated.	
E584	There is a shutter unit error. (finisher)	
8001	The shutter open sensor fails to go off. (The shutter does not close.)	1. Check the shutter home position sensor. Is it normal? 2. Check the wiring between the finisher controller PCB and the stack feeding motor and between the finisher controller PCB and the shutter open/close clutch. Is it normal? 3. Is there a fault in the shutter mechanism? 4. Try replacing the stack edging motor and the shutter open/close clutch. Is the problem corrected?
0002	The shutter open sensor does not go on. (The shutter does not open.)	
E590	There is a punch motor error. (punch unit)	
8001	The punch home position sensor is not detected even when the punch motor has been driven for 200 msec.	- Check the punch home position sensor, horizontal registration motor, and punch driver PCB; thereafter, turn off and then back on the main power.
8002	The puncher does not detect the punch home position sensor while the motor is at rest at time of punch motor initialization.	
E591	There is a punch dust sensor error. (punch unit)	

Code	Description	Remedy
8001	The incoming light voltage is faulty in the presence of light.	- Turn off and then back on the main power.
8002	The incoming light voltage is faulty in the absence of light.	
E592	There is a punch horizontal registration sensor error. (punch unit)	
8001	The incoming light voltage is faulty in the presence of light. (trailing edge sensor)	- turn off and then back on the main power.
8002	The incoming light is faulty in the absence of light and voltage. (trailing edge sensor)	
8003	The incoming light voltage is faulty in the presence of light. (horizontal registration sensor 1)	
8004	The incoming light voltage is faulty in the absence of light. (horizontal registration sensor 1)	
8005	The incoming light voltage is faulty in the presence of light. (horizontal registration sensor 2)	
8006	The incoming light voltage is faulty in the absence of light. (horizontal registration sensor 2)	
8007	The incoming light voltage is faulty in the presence of light. (horizontal registration sensor 3)	
8008	The incoming light voltage is faulty in the absence of light. (horizontal registration sensor 3)	
8009	The incoming light voltage is faulty in the presence of light. (horizontal registration sensor 4)	
800A	The incoming light voltage is faulty in the absence of light. (horizontal registration sensor 4)	
E593	There is a punch shift motor error. (punch unit)	
8001	In the presence of light, the incoming light voltage HP sensor does not go off.	- Turn off and the back on the main power.
8002	In the absence of light, the incoming light voltage HP sensor does not go on.	
E5F0	There is a saddle paper positioning error.	

Code	Description	Remedy
0001	The paper positioning plate home position sensor does not go on even when the paper positioning plate motor has been driven for 1.33 sec. paper positioning plate motor (M4S), paper positioning plate home position sensor (PI7S)	- Check the paper positioning plate motor (M4S) and the paper positioning plate home position sensor (PI7S).
0002	The paper positioning plate home position sensor does not go off even when the paper positioning plate motor has been driven for 1 sec. paper positioning plate motor (M4S), paper positioning plate home position sensor (PI7S)	
E5F1	There is a saddle paper folding error.	
0001	The number of detection pulses of the paper folding motor clock sensor is lower than a specific value. paper folding motor (M2S), paper folding motor clock sensor (PI4S)	- Check the paper folding motor (M2S) and the paper folding motor clock sensor (PI4S).
0002	The start of the paper folding home position sensor does not change even when the paper folding motor has been driven for 3 sec. paper folding motor (M2S), paper folding motor clock sensor (PI4S)	
E5F2	There is a saddle guide error.	
0001	The guide home position sensor does not go on even when the guide motor has been driven for 0.455 sec. guide motor (M3S), guide home position sensor (PI13S)	- Check the guide motor (M3S) and the guide home position sensor (PI13S).
0002	The guide home position sensor does not go off even when the guide motor has been driven for 1 sec. guide motor (M3S), guide home position sensor (PI13S)	
E5F3	There is a saddle alignment error.	

Code	Description	Remedy
0001	The aligning plate home position sensor does not go on even when the aligning motor has been driven for 0.5 sec. (if at time of initialization, 1.67 sec) alignment motor (M5S), aligning plate home position sensor (PI5S)	- Check the alignment motor (M5S) and the aligning plate home position sensor (PI5S).
0002	The aligning plate home position sensor does not go off even when the aligning plate has been driven for 1 sec. alignment motor (M5S), aligning plate home position sensor (PI5S)	
E5F4	There is a saddle rear stapler error.	
0001	The stitching hone position sensor does not go on even when the stitching motor (rear) has been driven in reverse for 0.5 sec or more. stitching motor (rear, M6S), stitching home position sensor (rear, MS5S)	- Check the stitching motor (rear, M6S) and the stitching home position sensor (rear, MS5S).
0002	the stitching home position sensor does not go off even when the stitching motor (rear) has been driven in normal direction for 0.5 sec or more. stitching motor (rear, M6S), stitching home position sensor (rear, MS5S)	
E5F5	There is a saddle front stapling error.	
0001	The stitching home position sensor does not go on even when the stitching motor (front) has been driven in reverse for 0.5 sec or more. stitching motor (front, M7S), stitching home position sensor (front, MS7S)	- Check the stitching motor (front, M7S) and the stitching home position sensor (front, MS7S).
0002	The stitching home position sensor does not go off even when the stitching motor (front) has been driven in normal direction for 0.5 sec or more. stitching motor (front, M7S), stitching home position sensor (front, MS7S)	
E5F6	There is a saddle butting error.	

Code	Description	Remedy
8001	The paper pushing plate home position sensor does not go on even when the paper pushing plate motor has been driven for 0.3 sec or more. paper pushing plate motor (M8S), paper pushing plate home position sensor (PI14S)	- Check the paper pushing plate motor (M8S) and the paper pushing plate home position sensor (PI14S).
8002	The paper pushing plate home position sensor does not go off even when the paper pushing plate motor has been driven for 80 msec. paper pushing plate motor (M8S), paper pushing plate home position sensor (PI14S)	
8003	The number of detection pulses of the paper pushing plate motor clock sensor is lower than a specific value. paper pushing plate motor (M8S), paper pushing plate motor clock sensor (PI1S)	- Check the paper pushing plate motor (M8S) and the paper pushing plate motor clock sensor (PI1S).
8004	The paper pushing plate leading edge sensor does not go off even when the paper pushing plate motor has been driven for 80 msec. paper pushing plate motor (M8S), paper pushing plate leading edge position sensor (PI15S)	- Check the power pushing plate motor (M8S) and the paper pushing plate leading edge position sensor (PI15S).
8005	The paper pushing plate leading edge position sensor does not go on even when the paper pushing plate has been driven for 0.3 sec or more. paper pushing plate motor (M8S), paper pushing plate leading edge position sensor (PI15S)	
E5F9	There is a saddle switch error.	

Code	Description	Remedy
0001	With any of the sensor identifying its respective cover as being closed, the inlet cover switch is identified as being open for 1 sec from the start of initial rotation or printing: - inlet cover sensor (PI9S) - front cover open/closed sensor (PI2S) - delivery power sensor (PI3S) Or, the front cover switch (MS2S) or the delivery cover switch (MS3S) is open. inlet cover switch (MS1S), front cover switch (MS2S), delivery cover switch (MS3S)	- Check the inlet cover switch (MS1S), front cover switch (MS2S), and the delivery cover switch (MS3S).
0002	With any of the following sensors identifying its respective cover as being closed, the front cover switch is identified as being open for 1 sec or more after the start of initial rotation or printing. - inlet cover sensor (PI9S) - front cover open/closed sensor (PI2S) - delivery cover sensor (PI3S) - front cover switch (MS2S), delivery cover switch (MS3S)	- Check the front cover switch (MS2S) and the delivery cover switch (MS3S).
0003	With any of the following sensors identifying its respective cover as being closed, the delivery cover switch is identified as being open for 1 sec or more from the start of initial rotation or printing: - inlet cover sensor (PI9S) - front cover open/closed sensor (PI2S) - delivery cover sensor (PI3S) - delivery cover switch (MS3S)	- Check the delivery cover switch (MS3S).
E602	There is a fault on the hard disk.	
0001	[Cause] HD detection error: the HD cannot be detected; the machine fails to turn ready; an error state is returned. [Description] at time of Bootrom processing, BARSAC is started up and mounted (usrIde). [Timing] once at power-on	- See details for E602.

Code	Description	Remedy
0002	[Cause] start-up file absent: the main CPU program does not exist on the HD (/BOOTDEV/BOOT/and lower). [Description] at time of Bootrom processing, when the system files are being loaded (usrIde). [Timing] once at start-up	- See details for E602.
0003	[Cause] HD write abort error: /BOOTDEV sector on the HD cannot be read. [Description] BARSAC (all areas at Bootable start-up) [Timing] once at start-up	- See details for E602.
0006	[Cause] SubBootable compatible with the PDL type does not exist in /BOOTDEV/BOOT. [Description] when SubBoot in oclibroot is being loaded [Timing] once at start-up of Bootable	- See details for E602.
0007	[Cause] ICC-Profile compatible with the PDL type does not exist in /BOOTDEV/PDL. [Description] beginning of oclibroot; the PDL team function is called and determined [Timing] once at start-up of Bootable	- See details for E602.
01XX	/DOSDEV is faulty.	- See details for E602.
02XX	/FSTDEV is faulty.	- See details for E602.
03XX	/DOSDEV2 is faulty.	- See details for E602.
04XX	/FSTPDEV is faulty.	- See details for E602.
05XX	/DOSDEV3 is faulty.	- See details for E602.
06XX	/PDLDEV is faulty.	- See details for E602.
07XX	/DOSDEV4 is faulty.	- See details for E602.
08XX	/BOOTDEV is faulty.	- See details for E602.
09XX	/DOSDEV5 is faulty.	- See details for E602.
FFXX	There is an error in a partition that cannot be identified.	- See details for E602.
E604	The image memory is faulty or inadequate.	
0000	The memory is inadequate for the model.	- Add memory.
E609	The hard disk is faulty.	

Code	Description	Remedy
0008	At time of start-up, the HDD fails to reach a specific temperature within a specific period of time.	- Replace the hard disk. - Replace the DC controller PCB.
0009	At time of a sleep shift, the temperature is below a specific level.	
E610	The HDD encryption key is faulty. (hardware composition error, initialization error, ID key error, ID processing error)	
0001	There is no encryption board.	- Check the hardware composition.
0002	The memory configuration is inadequate for the use of encryption.	
0101	The attempt to initialize the memory used for storage of the key has failed.	- Turn off and then on the main power.
0102	The attempt to initialize the encryption processing area has failed.	
0201	There is an error in the encryption processing area.	
0202	There is an error in the encryption processing area.	
0301	The attempt to create an ID key has failed.	
0302	A fault has been detected in the encryption key.	- Turn off and then on the main power. This error will reset all content on the HDD.
0303	A fault has been detected in the encryption key.	
0401	An error has been detected at time of coding.	- Turn off and then on the main power.
0402	An error has been detected at time of decoding.	
E674	There is a fault in the communication between the fax controller PCB (2-line) and the main controller PCB.	
0001	An attempt to set fax device mode has failed.	- Check the connection of the cable between the fax controller PCB (2-line) and the main controller PCB. - Replace the ROM DIMM of the fax controller PCB (2-line). - Replace the fax controller PCB (2-line). - Replace the main controller PCB.
E710	There is a fault in IPC initialization.	

Code	Description	Remedy
0001	At time of power-on, the communications IC on the main controller PCB does not become ready within 3 sec after start-up.	- Check the connection of the cable.
0002	At time of power-on, the communications IC on the DC controller PCB cannot be initialized.	
E711	There is a fault in the IPC communication.	
0001	After power-on, the occurrence of an error has been written 4 times in 1.5 sec to the error register of the communications IC on the main controller PCB.	- Check the connection of the cable.
0002	After power-on, a fault has been detected by the communications IC on the DC controller PCB.	
E713	There is a fault in the communication with the finisher.	
0000	A fault has been detected in the communications IC on the finisher side.	- Check the connection of the cable. - Replace the finisher controller PCB. - Replace the DC controller PCB.
E717	There is a fault in the communication with the NE controller. After correcting the fault, be sure to reset the error. (COPIER>FUNCTION>CLEAR>ERR)	
0001	An error has occurred at time of NE controller start-up. The NE controller that was connected before power-off is not connected at power-on.	- Check the connection of the cable.
0002	There is an IP error while the NE controller is in operation. The IPC may have an open circuit or the IPC communication cannot be recovered.	
E719	There is a fault in the coin vendor. After correcting the fault, be sure to reset the error. (COPIER>FUNCTION>CLEAR>ERR)	

Code	Description	Remedy
0001	An error has occurred at time of coin vendor start-up. The coin vendor was connected before power-off, but is not connected at power-on.	- Check the connector of the cable.
0002	An IPC error has occurred while the coin vendor is in operation. The IPC may have an open circuit, or the IPC communication cannot be removed. The pickup/delivery signal line has an open circuit. An illegal connection has been detected.	
0003	While a unit price is being obtained at start-up, an error has occurred in the communication with the coin vendor.	
0011	An error has occurred at card reader start-up. The card reader that was connected before power-off is not connected at power-on.	
0012	An IPC error has occurred while the card reader is in operation. The IPC may have an open circuit, or the IPC communication cannot be recovered.	
E730	There is a fault in the PDL software.	
1001	There is an initialization error.	- Execute PDL resetting. - Turn off and then on the main power.
100A	An error has occurred that can be fatal to the system (e.g., initialization error).	
9004	There is a fault in the PAI communication with an outside controller.	- Turn off and then back on the main power. - Check the open I/F board and cable connection. - Replace the external controller open I/F board. - Replace the main controller PCB.
9005	There is a fault in video connection with an external controller.	
A006	absence of PDL response: there is no PDL response because of a fault in or the absence of Subbootable.	- Execute PDL resetting. - Turn off and then on the main power. - Check the connection of the SURF board. - Re-install the firmware. - Replace the main controller PCB.

Code	Description	Remedy
A007	There is a mismatch in version between the machine control software and the PDL control software.	- Execute PDL resetting. - Turn off and then on the main power. - Execute full formatting and install the system software.
B013	The font data is corrupted.	- Turn off and then on the main power. - Re-install the system software. - Execute full formatting and install the system software.
E732	There is a fault in the reader communication.	
0001	There is a DDI-S communication error.	- Check the communication between the reader unit and the main controller. - Check the power supply of the reader unit. (Check to see if initialization takes place at start-up.) - Replace the reader controller PCB, reader relay PCB, or main controller PCB.
E733	There is a fault in the printer communication.	
0000	The attempt at communication with the printer fails at start-up.	- Check the connection of the cable between the DC controller and the main controller. - Check the power supply of the printer. (Check to see if initialization takes place at start-up.) - Replace the DC controller PCB or the main controller PCB.
0001	There is a DDI-P communication error.	
E740	There is a fault in the Ethernet board.	
0002	The MAC address is illegal.	- Replace the main controller PCB.
E743	There is a fault in the DDI communication.	
0000	An SCI error has occurred; the reception data is faulty; a reception time-out error has occurred; a SEQ time-out error has occurred	- Disconnect and then connect the connector between the reader unit and the printer unit. - Replace the cable, reader controller PCB, and main controller PCB.
E744	There is a fault in the language file/boot ROM.	

Code	Description	Remedy
0001	There is a mismatch between the language version on the HDD and the version of Bootable.	- Download the language file of the correct version.
0002	The size of the language file on the HDD is too big.	
0003	There is no language file that is described in CONfig.txt on the HDD.	
0004	A switchover to a language file on the HDD cannot be made.	
1000	The boot ROM in question is one designed for a different model.	- Replace the boot ROM with one of the appropriate version.
2000	The engine ID is illegal.	- Turn off and then on the main power.
E745	There is a fault in the TokenRing board.	
0001	The attempt to execute PCI initialization has failed.	- Disconnect and connect the TokeRing board. - Replace the TokenRing board.
0002	The MAC address is faulty.	- Replace the TokenRing board.
0003	There is an error in the collection/setting of board information.	
0004	There is a connection error.	- Check the connection of the cable. - Replace the cable. - Check the MAU power supply. - Replace the MAU. - Replace the TokenRing board.
0005	An error other than the foregoing has occurred.	- Turn off and the on the main power.
E746	There is an error caused by a mismatch of the accessories board.	
0003	At start-up, a UFR board for a different mode has been detected.	- Replace the UFR board with one for the model in question.
E748	There is a fault in the combination of the controller board and the DRAM size.	
1001	The combination of the main controller PCB and the SDRAM is wrong.	- Check the correct SDRAM for the model in question.
E749	A change has been detected in the product composition.	
0000	A change has been made to the product composition (by PDL type, by MEAP type).	- Turn off and then on the main power. This error code is not indicated on the control panel. It is used in the error history.
E804	There is a DC power supply fan error/there is an IH power supply cooling fan error.	

Code	Description	Remedy
0000	The DC power supply fan stop signal has been detected for 5 sec or more even when the DC power fan is on.	- Check the connection of the connector. - Replace the fan.
0001	The IH power supply cooling fan stop signal has been detected for 5 sec or more even when the IH power supply cooling fan is on.	- Check the connection of the connector. - Replace the fan.
E805	There is a heat discharge fan error/there is a feed fan error.	
0001	The heat discharge fan stop signal has been detected for 5 sec or more even when the heat discharge fan is on.	- Check the connection of the connector. - Replace the fan.
0002	The feed fan stop signal has been detected for 5 sec even when the feed fan is on.	- Check the connection of the connector. - Replace the fan.
E821	There is a cleaner clogging error.	
0001	Clogging of toner inside the cleaner has been detected with reference to an abnormal rise in the cleaner thermistor.	- Remove the waste toner from inside the cleaner. - Replace the air filter of the heat discharge fan.
E824	There is a primary charging cooling fan error.	
0001	The primary charging cooling fan stop signal has been detected for 5 sec or more even when the primary charging cooling fan is on.	- Check the connection of the connector. - Replace the fan.
E840	There is a shutter error.	
0001	While the shutter is in operation, the sensor signal is not detected and, in addition, it is still not detected after 3 retires.	- Check the connection of the connector of the shutter motor and the shutter HP sensor. - check the mounting of the pin used to match the shutter gear phase of the fixing unit (See descriptions under "Points to Note When Mounting the Fixing Roller.") - Replace the shutter HP sensor and the shutter motor.
0002	The interval of ON-OFF detection by the sensor in response to shutter operation is shorter than a specific time period.	
E841	There is an error in the detection of fixing inlet guide connection.	
0001	At power-on, the connection of the fixing inlet guide solenoid is not detected.	- Check the connection of the connector. - Replace the solenoid.

15.2.2 E602 in Detail

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<E602-XXYY>

- XX= '00'

T-15-3

XX	YY	Description	Remedy
00	01	The HDD is not recognized. At start-up, the start-up partition (BOOTDEV) is not found.	1. Turn off the power, and check the HDD cable for disconnection; then, turn the power back on. 2. Turn on the power, and put your ear or finger against the HDD to see if the disk inside it is rotating. 3. Replace the HDD. 4. Replace the main controller PCB.
	02	The system software for the main CPU is absent.	1. Start up in safe mode, and execute full formatting using the SST; then, re-install the system software, and turn off and then on the power. 2. Replace the HDD.
	03	An interrupt has been detected during writing to BootDevice.	1. Turn off the power, and turn it back on while holding down the 1 and 9 keys. See that the auto write interrupt sector repair routine starts and the control panel goes black. 2. See the progress of operation on the display (at the start, the upper left cursor will flash). When the display goes white, turn off and then back on the power. 3. Start in safe mode, and execute full formatting using the SST. Then, re-install the system software, and turn off and then back on the power.

- XX= '01 to FF'

XX				YY					
XX	CHK-TYPE	Partition	Description	At start-up			During operation		
				1	2	3	11,21	13,25	10,12,14,22,23,24
				Remedy			Remedy		
01	1	FSTDEV	compressed image data (e.g., Box)	*1	*5	*9	*10	*11	*12
02		IMG_MNG	file management table, profile						
03		FSTCDEV	job archiving (chasing)						
04	2	APL_GEN	general data						
05		TMP_GEN	general data (temporary file)						
06		TMP_FAX	for fax (temporary file)						
07		TMP_PSS	for PDL spool (temporary file)						
08	3	PDLDEV	for PDL spool (e.g., font)						
09	4	BOOTDEV	firmware (system, MEAP, key, certificate, PDF dictionary, RUI content, audio dictionary)	*3	*8				
10	5	APL_MEAP	MEAP application	*1	*5				
11	6	APL_SEND	address book, filter	*2	*6				
FF	0	Not identified	full check on HDD for faulty sector and recovery	*4	*7				

	YY	Description	Remedy
*1	01	An ongoing write operation is interrupted (at start-up).	1. Set '0' to CHK-TYPE, and execute HD-CHECK; then, turn off and then back on the power. 2. Type in CHK-TYPE that corresponds to the partition in question, and execute HD-CLEAR; then, turn off and then back on the power.
*2			1. Ask the user to download the address book data using a remote UI. 2. Set '0' to CHK-TYPE, and execute HD-CHECK; thereafter, turn off and then on the power. 3. Start download mode, and execute full formatting using the SST; thereafter, turn off and then back on the power.
*3			The recovery operation for the boot partition necessarily requires the use of the SST in safe mode. 1. Set '0' for CHK-TYPE, and execute HD-CHECK; thereafter, turn off and then back on the power. 2. Start download mode, and execute full formatting and re-install the system software; thereafter, turn off and then back on the power.
*4			1. Set '0' to CHK-TYPE, and execute HD-CHECK; then, turn off and then back on the power. 2. Execute HD-CLEAR by setting '1', '2', '3', and '5' to CHK-type; then, turn off and then back on the power.

	YY	Description	Remedy
***5**	**02**	A file system error has occurred.	1. Type in CHK-TYPE corresponding to the partition in question, and execute HD-CLEAR; then, turn off and then back on the power. 2. Replace the HDD, and re-install the system software.
***6**			The machine does not permit execution of HD-CLEAR in service mode (to prevent loss of partition information such as address book and filter data). 1. Ask the user to download the address book data using a remote UI. 2. Start download mode from service mode; then, execute full formatting using the SST, and re-install the system software. Thereafter, turn off and then back on the power.
***7**			1. Execute HD-CLEAR by setting "1', '2', '3', and '5' to CHK-TYPE; then, turn off and then back on the power. 2. Replace the HDD, and re-install the system software.
***8**			Recovery operation for the Boot partition necessarily requires the use of the SST in safe mode. 1. Start in safe mode, and execute full formatting in the SST, and re-install the system software. Thereafter, turn off and then on the power. 2. Replace the HDD, and re-install the system software.
***9**	**03**	There is poor contact for the HDD, or there is a system error.	1. Check the cables and power cord for disconnection. 2. Start up in safe mode; then, execute full formatting using the SST, and re-install the system software. Thereafter, turn off and then back on the power. 3. Replace the HDD, and re-install the system software.
***10**	**11** **21**	There is poor connection of the HDD.	1. Check the cable and the power connectors for disconnection. 2. Replace the HDD, and re-install the system software.
***11**	**13** **25**	A write operation has been suspended.	File data as of Box on the HDD may be damaged. 1. Set '0' for CHK-TYPE, and execute HD-CHECK; then, turn off and then back on the power. 2. Set '1' for CHK-TYPE, and execute HD-CLEAR. (In the case of APL_SEND or BOOTDEV, reformat using the SST and re-install the system software.) 3. Replace the HDD, and re-install the system software.

	YY	Description	Remedy
*12	10 12 14 22 23 24	There is a system error or a packet data error.	1. Start up in safe mode; then, execute full formatting using the SST, and re-install the system software. Thereafter, turn off and then back on the power. 2. Replace the HDD, and re-install the system software.

15.3 Error Code (SEND)

15.3.1 Results of Self-Diagnosis

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T-15-6

Cause	Remedy
There is a shortage of TCP/IP resources. Try again later.	
While continuous transmission is under way or has ended in FTP or Windows (SMB), a shortage of TCP/IP resources has occurred, not permitting reference.	Wait a while; then, try again.
Set the IP address.	
The IP address of the machine has yet to be set.	In user mode, set the IP address; thereafter, turn off and then on the machine.
The server does not respond. Check the settings.	
The settings of the selected server are not correct, or the server has not been turned on. Or, there may be a shortage of resources.	Wait a while; then, try again. If browsing is still not permitted, select a different server.
NetWare is in use. Try again later.	
NetWare is printing using PSeve or NDSPServer, not permitting browsing.	Wait until NetWare finishes printing; then, try again.
The layer in question at the target is too deep to browse.	
The number of characters is in excess of the number allowed.	The layer in question cannot be specified. Specify a different address.
There is no response.	
The server is not ready for file transmission.	Check the target.
The network is cut for file transmission. (An attempt to connect to the target of transmission may have failed, or there is an open circuit in the middle.)	Check the network.
The tree name is not specified for NetWare transmission.	Type in the tree name.
An error has occurred for TCP/IP in the course of e-mail or i-fax transmission.	Check the condition of the network cable and the connector.
Check TCP/IP.	

Cause	Remedy
The machine's TCP/IP is not in operation.	In user mode, check the TCP/IP settings (IP address, DHCP, RARP, BOOTP).
The selected server cannot be found. Check the settings.	
The IP address in question cannot be identified.	1. In user mode, check the DNS settings. 2. On the DNS side, check the DNS data settings.
If the login information for the LDAP server is set to 'use (security authentication)', the host name in question cannot be identified.	In user mode, check the TCP/IP settings (DNS settings).
The selected server cannot be connected. Check the settings.	
An attempt to connect to the IP address/port in question fails.	1. In user mode, check the TCP/IP settings (gateway address of the IP address settings). 2. In user mode, check the LDAP server settings. 3. Check to see that the LDAP server is operating normally. 4. If the login information of the LDAP server is set to 'use (security authentication)', check to see if the UDP packet is blocked by a filter.
Check the user name, password, or the settings.	
If the login information of the LDAP server is set to 'use' or 'use (security authentication)', the user name or the password is wrong.	In user mode, check the LDAP server settings (user name, password).
If the login information of the LDAP server is set to 'use (security authentication)', the domain name is wrong.	In user mode, check the LDAP server settings (domain name).
A timeout condition has occurred, and a search cannot be completed. Check the settings.	
The search cannot be completed within the specified period of time.	In user mode, increase the length of time before a timeout condition occurs (part of LDAP server settings).
An upper limit for search results has been exceeded. If the desired address is not indicated in the results, change the search conditions.	
The number of matches has exceeded the number of results brought up in response to the search.	1. Narrow down the search conditions, and try again. 2. Try increasing the upper limit.
The search conditions include a character that cannot be used for the selected server.	
The symbol \ is used in the search condition.	Remove the symbol \ from the search condition, and try once again.

Cause	Remedy
The combination of characters used in the search condition fails to make up a correct search condition. There must be as many "s as there are "s The symbol * is not included within parentheses.	Check to be sure that the combination of characters is in keeping with the rule; then, try once again.
If LDAP of the server and the character code is version 2 (JIS), there is a character that is not part of the ASCII code (0x20-0x7E).	Remove any character that cannot be used; then, try once gain.
The version setting of the server is wrong, and the search cannot be initiated. Check the settings.	
In user mode, the LDAP server settings (server LDAP version and character code) is set for version 3; however, the LDAP server is operating for version 2.	In user mode, set the LDAP server settings so that the LDAP server version and the character code are both version 2.

15.3.2 Error Codes

0009-7942

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T-15-7

Cause	Remedy
# 001	
There is a paper or original jam.	Remove the jammed paper or original.
# 003	
A communication lasting longer than a specific period of time (64 min) will cause an error state.	1. Decrease the resolution for transmission. 2. In the case of reception, ask the source to decrease the resolution or divide the original.
# 005	
The target does not respond within 35 sec.	Check to be sure that the target is ready to communicate; then, try once again.
The target is a non-G3 model.	Check the target.
# 009	
There is no paper.	Supply paper.
The cassette is not fitted properly.	Fit the cassette correctly.
# 011	

Cause	Remedy
The original to be transmitted is not placed properly.	Start over from the beginning.
# 012	
The target is out of recording paper, and transmission has failed.	Ask the target to supply recording paper.
# 018	
There is no response to a redial attempt.	Check to make sure that the target is ready for communication; then, try once again.
The target is engaged for a different communication, and transmission has failed.	Check to make sure that the target is ready for communication; then, try once again.
The settings do not match the settings of the target, and the transmission has failed.	Check to make sure that the target is ready for communication; then, try once again.
# 022	
The particulars of the group address selected as the forwarding target may have been deleted, or there is no more than a user box, thus causing the transmission to fail.	Try transmitting once again.
The attempt to transmit to an address registered in the address book has failed because the address has been removed from the address table while in wait for transmission.	Try once again.
# 037	
There is a shortage of memory, not permitting reception.	Remove error files and unnecessary files to increase available memory.
# 080	
F code is not set on the target.	Check the F code of the target, and start over.
# 081	
The appropriate password is not set on the target.	Check the password of the target, and start over.
# 099	
The transmission has been suspended in the middle.	Start over.
# 102	
There is a mismatch of F code or password.	Check the F code and the password of the target, and start over.
# 107	

Cause	Remedy
There is a shortage of memory, not permitting transmission.	1. Decrease the resolution, and try once again. 2. Remove unnecessary files to increase available space.
# 701	
The group ID set when the job was introduced no longer exits. Or, the password has been changed.	Type in the correct group ID or the ID No. (using the keypad); then, start over.
# 702	
The memory is full, not permitting transmission.	1. Wait a while. Try again until the ongoing transmission of a job ends. 2. Try not to transmit to too many addresses at once; rather, try dividing the address into smaller groups.
# 703	
The memory image area is full, not permitting further writing.	1. Wait a while. Try transmitting after the ongoing transmission of a job ends. 2. Remove files from the Box; if the operation still fails to return to normal, turn off and then back on the main power.
# 704	
An error has occurred while an attempt is made to obtain address information from the address book.	Check the settings of the address, and try once again; if the operation is still not normal, try turning off and then back on the main power.
# 705	
The image data size is in excess of the upper limit imposed on transmission data size set in user mode, thus causing suspension of transmission.	Try changing the upper limit imposed on transmission data size as part of the communication control settings of system control settings (user mode). When selecting low resolution mode or using i-fax, try decreasing the number of images to send at one time so that the transmission will not be in excess of the upper limit imposed on transfer data size.
# 706	
An address table is being imported from or to the remote UI; or, a different transmission component is being used.	Start over once again.
# 711	
All memory of the Box is used.	Delete files from the Box.

Cause	Remedy
# 712	
The Box is full of files.	Remove file from the Box.
# 713	
The file has been removed from the Box before transmitting the URL.	Put the file in question back into the Box, and start over.
# 751	
The server is yet to start up. The network is disconnected. (The connection to the target may have failed, or the connection may have been cut in the middle.)	Check the target. Check the network.
# 752	
The SMTP server name of the e-main/i-fax in question may be wrong, or the server in question is yet to start up. Or, the appropriate domain name or e-mail address has not been set. Or, the network has been disconnected.	Using the network settings of the system control setup (user mode), check the SMTP server name, domain name, and e-mail address. Check to see that the SMTP server is operating normally. Check the connection of the network.
# 753	
A TCP/IP error has occurred in the course of e-mail transmission. (e.g., socket, select error)	Check the condition of the network cable and the connector. If the operation does not return to normal, try turning off and then back on the main power of the machine.
# 754	
The server has not been started up for transmission, or the network is disconnected. Or, the target settings are wrong.	Check the server and the network. Check the settings of the target.
# 755	
The TCP/IP settings are not operating normally, thus not permitting transmission.	In user mode, check the TCP/IP settings.
The appropriate IP address has not been set up.	In user mode, check the TCP/IP settings.
When the machine is started up, its IP address is not assigned by means of DHCP, RARP, or BOOTP.	In user mode, check the TCP/IP settings.
# 756	
In system control setup (user mode), 'use NetWare' is set to 'off' in NetWare settings.	In network settings of system control setup (user mode), set 'use NetWare' to 'on'.
# 801	

Cause	Remedy
While e-mail is being transmitted or i-fax is transmitted/received, the communication with the SMTP server encountered a timeout error because of a factor associated with the main server.	1. Check to see that SMTP is operating normally. 2. Check the condition of the network.
While an SMTP connection is being used, the SMTP server has returned an error. The address setting is not correct. When data is transmitted to the file server, an error has occurred owing to a factor associated with the server.	1. Check to see if SMTP is operating normally. 2. Check the condition of the network. 3. Check the address setting. 4. Check the condition of the file server and the setting.
An attempt has been made to transmit data to an address not authorized for a write operation.	Check the address setting.
In the course of transmitting data (file server), it was found that there is a file having the same name, and an overwrite operation to the file is prohibited.	Change the setting of the file server so that overwriting may be permitted.
In relation to transmission (file server), the folder name or the password that has been specified is wrong.	Check the address setting.
# 802	
In the system control setup (user mode), the settings of the SMTP server for e-mail/i-fax are wrong. The setting of the DNS server is wrong. The attempt to connect to the DNS server has failed.	In the network settings under system control settings (user mode), check the SMTP server name and the DNS server name. Check to see if the DNS server is operating normally.
# 803	
Before all pages have been transmitted, the target has cut off the network.	Try once again.
# 804	
When an attempt is made to transmit to the file server, it has been found that no match exits in the specified directory.	Check the address.
You are not authorized for access to the folder.	Set the server so that you will be authorized to access the folder.
# 806	
When an attempt to transmit to the file server is made, it has been found that the specified user name or password is wrong.	Change the user name or the password of the address.

Cause	Remedy
The address specified for e-mail/i-fax transmission is wrong.	Check the address of the e-mail/i-fax in question.
# 810	
When an attempt is made to receive i-fax, a POP server connection error has occurred.	1. In user mode, check the POP server name setting. 2. Check the operation of the POP server. 3. Check the condition of the network.
While a connection is made to the POP server, an error has been returned by the POP server.	1. In user mode, check the POP server name setting. 2. Check the operation of the POP server. 3. Check the condition of the network.
While a connection is made to the POP server, a timeout error has occurred owing to a factor associated with the server.	1. In user mode, check the POP server name setting. 2. Check the operation of the POP server. 3. Check the condition of the network.
# 815	
If a file that has been transmitted to the file server is being printed, you will not be able to log in to the server in question.	Wait a while, and then try once again. Or, change the NetWare server settings of the target, or stop PServer.
# 818	
The data that has been received is in a format that does not permit printing.	Ask the source to change the file format and transmit it once again.
# 819	
The data that has been received is of a type that cannot be handled (i.e., its MIME information is illegal).	Ask the target to check the settings and transmit it once again.
# 820	
The data that has been received is of a type that cannot be handled (i.e., BASE64 or Unicode is illegal).	Ask the source to check the settings and transmit it once again.
# 821	
The data that has been received is of a type that cannot be handled (i.e., TIFF interpretation error has occurred).	Ask the target to check the settings and transmit once again.
# 822	
The data that has been received is of a type that cannot be handled (i.e., the image cannot be decoded).	Ask the source to check the settings and transmit once again.
# 827	

Cause	Remedy
The data that has been received is of a type that cannot be handed (i.e., part of its MIME information is not supported).	Ask the source to check the settings and transmit once again.
# 828	
HTML data has been received.	Ask the source to use a format other than HTML.
# 829	
The data that is being received consists of 100 pages or more.	The machine is designed so that it removes data for the 100th and subsequent pages and prints or saves in memory up to the 999th page. Ask the source to transmit the remaining pages one again.
# 830	
A DSN error notice has been received because of the following: the i-fax address or the target settings are wrong, or the data of the file that has been transmitted is greater than the size permitted by the mail server.	1. Check the i-fax address and the target settings. 2. In user mode, decrease the upper limit imposed on the size of transmission data so that it is lower than the size permitted by the mail server. 3. Check the condition of the mail server, DNS server, and network.
# 831	
An attempt to receive i-fax in SMTP has failed because of the reception/printing range settings made as part of the IP address range setting in user mode.	Change the reception/printing range settings made as part of the IP address range setting in user mode.
# 832	
In user mode, the e-mail setting or the network setting is yet to be made, causing a mail server fault and, thus, preventing reception of MDN (transmission confirmation) mail.	1. In user mode, check the DNS setting, e-mail/ i-fax setting, and IP address made as part of the network settings. 2. Check the condition of the mail server and the DNS server.
# 833	
The network settings have not been made in user mode or there is a mail-server related fault, thus preventing the transmission of the mail (MDN; transmission acknowledgement).	1. In user mode, check the DNS setting, e-mail/ i-fax setting, and IP address made as part of the network settings. 2. Check the condition of the mail server and the DNS server.
# 834	

Cause	Remedy
The i-fax address or the condition settings of the target may be wrong, there may be a fault in the network or the mail server, or the target may have encountered a memory full condition, thus causing an MDS error notice.	Check the specified i-fax address and the target conditions.
# 835	
The number of text lines is more than the maximum number of lines permitted for i-fax.	Ask the target to decrease the number of text lines and try once again.
# 837	
A request has been made by a host that comes under the restrictions imposed by 'IP address range setting' in user mode.	Check the setting of the IP address range in user mode. The attempt to access in question may be illegal.
# 839	
The SMTP authentication (SMTPAUTH) user name or password for e-mail/i-fax (network settings) may be wrong.	Check the user name and password used for SMTP authentication (SMTPAUTH) as part of the network settings under system control settings (user mode).
# 841	
In relation to an attempt for transmission for e-mail/i-fax, there is no coding algorithm that may be used in common with the mail server.	1. Set 'SSL' to 'OFF' as part of the network settings under system control settings (user mode). 2. Add a coding algorithm that may be used in common (mail server settings).
# 842	
In relation to an attempt for transmission of e-mail/i-fax, a request has been made for the use of a client certificate by the mail server.	1. Set 'SSL' to 'OFF' as part of the network settings under the system control settings (user mode). 2. Change the mail server settings so that it will not request a client certificate.
# 843	
The time used by the KDC (key distribution center) server and the time used by the machine are different significantly.	1. Correct the time as part of the date/time settings under the system control settings (user mode). 2. Correct the time used by the KDC (key distribution center) server.
# 847	
The memory of the Box has been used up, not permitting the storage of the received file in the fax box.	Remove unnecessary files from the fax box or the system box.

Cause	Remedy
# 851	
The remaining memory of the machine is running short.	Check the remaining memory of the machine; then, remove unnecessary files for the Box.
There are more than 100 files in the specified box, not permitting additional storage.	Remove unnecessary files from the specified box.
# 852	
The main power switch has been turned off while a job is being executed, causing an error.	Check to see that the main power switch is on; as necessary, try once again.
# 899	
The transmission of e-mail or i-fax has ended. However, the transmission has gone through multiple servers, and there is no way of finding out whether the transmission has reached the target.	1. Check with the target to see if the transmission has arrived. 2. Check to see if an error notice has arrived.
# 995	
The reservation for the transmission has been cancelled.	As necessary, start over.

15.4 Jam Code

15.4.1 Jam Code (machine proper)

0009-2966

iR5570 / iR6570

T-15-8

Code	Jam
01xx	delay jam
02xx	stationary jam
0Axx	residual jam
0Bxx	cover open jam

T-15-9

Code	Sensor	Notation
xx01	registration sensor	PS29
xx02	write check sensor	PS28
xx03	vertical path 1 sensor	PS24
xx04	vertical path 2 sensor	PS25
xx05	vertical path 3 sensor	PS26
xx06	vertical path 4 sensor	PS27
xx07	right deck pull-off sensor	PS32
xx08	left deck pull-off sensor	PS33
xx0B	right deck retry sensor	PS19
xx0C	left deck retry sensor	PS20
xx0D	cassette 3 retry sensor	PS21
xx0E	cassette 4 delivery sensor	PS22
xx0F	fixing claw jam sensor	PS4
xx10	inside delivery sensor	PS35
xx11	outside delivery sensor	PS36
xx12	delivery assembly jam sensor	PS46
xx13	reversal sensor 2	PS38
xx14	delivery sensor 1	PS37

Code	Sensor	Notation
xx15	duplexing paper sensor	PS34
xx16	duplexing pre-registration sensor	PS30
xx17	fixing inlet sensor	PS51
xx18	fixing outlet sensor	PS52

15.4.2 Jam Code (finisher-related)

0009-2967

iR5570 / iR6570

T-15-10

Code	jam
1001	inlet path sensor delay jam
1002	punch path sensor feed delay jam
1003	escape path sensor feed delay jam
1004	delivery path sensor delay jam
1101	inlet path sensor stationary jam
1102	punch path sensor feed stationary jam
1103	escape path sensor feed stationary jam
1104	delivery path sensor stationary jam
1200	finisher timing jam
1500	stapler staple jam
1300	power-on jam
1400	door open jam
1644	punch jam
1645	punch residual jam
1791	saddle feed path sensor feed delay jam
1792	saddle delivery sensor feed delay jam
1793	saddle inlet sensor feed delay jam
17A1	saddle feed path sensor feed stationary jam
17A2	saddle delivery sensor feed stationary jam
17A3	saddle inlet sensor feed stationary jam
1786	saddle stapler staple jam
1787	saddle power-on jam

Code	jam
1788	saddle door open jam

15.4.3 Jam Code (ADF-related)

0009-2965

iR5570 / iR6570

T-15-11

Code	Sensor	Notation	Description
0001	post-separation sensor	PI7	The post-separation sensor does not detect paper when paper has been moved 452 mm after the start of separation.
0002	post-separation sensor	PI7	- The separation sensor detects paper when paper has been moved 500 mm (if extra-length, +200 mm) -45.5 mm after registration pickup. - the sensor goes on (paper with hole) before paper has been fed 12 mm after the detection of the trailing edge; the separation sensor detects paper after paper has been fed 50 mm from when the separation senor has gone on.
0003	registration sensor	PI1	The registration sensor does not detect paper a feed length of 134.8 mm after the post-separation sensor has gone on.
0004	registration sensor	PI1	The read sensor goes off before the registration sensor goes off.
0005	read sensor	PI8	- The read sensor does not detect paper a feed length of 364.2 mm (182.1 x 2) from the point of registration. - The read sensor does not detect paper a feed length of 157.4 mm (78.7 x 2) from the point of No. 2 registration.
0006	read sensor	PI8	- The read sensor detects paper a feed length of 500 mm (if extra-length, +200 mm) after the start of feed, resumed after a temporary stop for reading. - At time of LTRR/LGL identification in mix mode, the read sensor detects paper a feed length of 514 mm after the start of feed from the edging wait point.

Code	Sensor	Notation	Description
0008	delivery reversal sensor	PI9	The delivery sensor detects paper a feed length of 161.9 mm after the trailing edge read end point.
0042	post-separation sensor	PI7	1st sheet, post-separation sensor, stationary
0043	registration sensor	PI1	1st sheet, registration sensor, non arrival
0044	registration sensor	PI1	1st sheet, registration sensor, stationary
0045	read sensor	PI8	1st sheet, read sensor, non arrival
0046	read sensor	PI8	1st sheet, read sensor, stationary
0047	delivery reversal sensor	PI9	1st sheet, delivery sensor, non arrival
0048	delivery reversal sensor	PI9	1st sheet, delivery sensor, stationary
0071	TIMING NG	-	fault in software timing
0073	TIMING NG	-	fault in shift motor
0090	ADF open/closed sensor 1	PS502	The ADF has been opened while in operation.
0091	ADF open/closed sensor 1	PS502	The ADF has been opened while in operating (paper wait).
0092	DF cover open/closed sensor	PI6	The cover has been opened while in operation (drive system in operation).
0093	DF cover open/closed sensor	PI6	The cover has been opened while in operation (paper wait).
0094	registration sensor, separation sensor, feed sensor, delivery reversal sensor	PI1, PI7, PI8, PI9	Paper has been detected in the path while the 1st sheet is being picked up.
0095	original set sensor, DF cover open/closed sensor, ADF open/ closed sensor 1	PI5, PI6, PS502	With no paper in the tray or while the tray is open, the start of pickup operation is detected.

15.5 Alarm Code

15.5.1 Alarm Code

0009-2981

iR5570 / iR6570

T-15-12

Location		Description	
04	pickup/feed system	0001	right deck lifter error
		0002	left deck lifer error
		0003	3rd cassette lifter error
		0004	4th cassette lifter error
		0008	optional deck lifter error
		0009	horizontal registration HP detection error
06	fixing system	0003	fixing web absent
11	drum cleaner system, waste toner collection system	0001	waste other case full
30	high-voltage system	0001	primary charging assembly leakage
		0002	transfer charging assembly leakage
		0003	separation charging assembly leakage
33	fan system	0001	delivery assembly curl-removing fan alarm
		0009	duplexing feed fan alarm
		0016	exhaust fan 1 alarm
60	sorter, finisher, shift tray as a whole	0001	shift tray alarm
61	sorter/finisher stapling system	0001	staple absent
62	saddle stitching system	0001	stitch absent
65	sorter/finisher puncher system	0001	punch case full