

SHARP TROUBLE & ERROR CODES

AR-M351U, AR-M355U, AR-M451U, AR-M455U

[11] TROUBLE CODES

1. General

When a trouble occurs in the machine or when the life of a consumable part is nearly expired or when the life is expired, the machine detects and displays it on the display section. This allows the user and the serviceman to take the suitable action. In case of a trouble, this feature notifies the occurrence of a trouble and stops the machine to minimize the damage.

- 1) Securing safety. (The machine is stopped on detection of a trouble.)
- 2) The damage to the machine is minimized. (The machine is stopped on detection of a trouble.)
- 3) By displaying the trouble content, the trouble position can be quickly identified. (This allows to perform an accurate repair, improving the repair efficiency.)
- 4) Preliminary warning of running out of consumable parts allows to arrange for new parts in advance of running out. (This avoids stopping of the machine due to running out the a consumable part.)

2. Trouble codes list

| Trouble codes | Contents | Remark | Trouble detection |
|--|---|---------------------------------|-------------------|
| C1 00 | MC trouble | | PCU |
| E6 | 11 CSI shading trouble (White correction) | When the scanner is installed | SCANNER |
| | 14 CIS communication trouble | When the scanner is installed | SCANNER |
| E7 | 01 System data trouble | | ICU |
| | 02 Laser trouble | | PCU |
| | 03 HDD trouble | With HDD installed | ICU |
| | 06 Decode error trouble | | ICU |
| | 10 Shading trouble (Black correction) | When the scanner is installed | SCANNER |
| | 11 Shading trouble (White correction all pixel adjustment) | When the scanner is installed | SCANNER |
| | 14 CCD communication trouble | When the scanner is installed | SCANNER |
| | 17 SPF scanning position adjustment trouble (Detected only when executing an adjustment SIM.) | | |
| | 50 LSU connection trouble | | PCU |
| | 60 Controller skating trouble | | |
| | 80 Communication trouble (ICU detection) between ICU and scanner | When the scanner is installed | ICU |
| 90 Communication trouble (ICU detection) between ICU and PCU | When the scanner is installed | ICU | |
| F1 00 | Finisher communication trouble | With Finisher installed | PCU |
| | Mail-bin stacker communication trouble | With Mail bin stacker installed | PCU |

| Trouble codes | Contents | Remark | Trouble detection |
|---------------|--|---------------------------------|-------------------|
| F1 02 | Finisher transport motor abnormality | With Finisher installed | PCU |
| | Mail-bin stacker transport motor abnormality | With Mail bin stacker installed | |
| 03 | Console finisher paddle motor trouble | With Console Finisher installed | PCU |
| 06 | Console finisher slide motor trouble | With Console Finisher installed | PCU |
| 08 | Finisher staple shift motor trouble | With Finisher installed | PCU |
| 10 | Finisher stapler motor trouble | With Finisher installed | PCU |
| | Console finisher stapler motor trouble | With Console Finisher installed | PCU |
| 11 | Finisher bundle exit motor trouble | With Finisher installed | PCU |
| | Console finisher bundle exit motor trouble | With Console Finisher installed | PCU |
| 12 | Mail-bin stacker gate trouble | With Mail bin stacker installed | PCU |
| 15 | Finisher lift motor trouble | With Finisher installed | PCU |
| | Console finisher lift motor trouble | With Console Finisher installed | PCU |
| 19 | Finisher front alignment motor trouble | With Finisher installed | PCU |
| | Console finisher front alignment motor trouble | With Console Finisher installed | PCU |
| 20 | Finisher rear alignment motor trouble | With Finisher installed | PCU |
| | Console finisher rear alignment motor trouble | With Console Finisher installed | PCU |
| 30 | Console finisher communication trouble | With Console Finisher installed | PCU |
| 31 | Console finisher fold sensor trouble | With Console Finisher installed | PCU |
| 32 | Communication trouble between the console finisher and the punch unit. | With Console Finisher installed | PCU |
| 33 | Console finisher punch side registration motor trouble | With Console Finisher installed | PCU |
| 34 | Console finisher punch motor trouble | With Console Finisher installed | PCU |
| 35 | Console finisher punch side registration sensor trouble | With Console Finisher installed | PCU |

| Trouble codes | Contents | Remark | Trouble detection | |
|---------------|---|------------------------------------|---------------------------------|-----|
| F1 | 36 Console finisher punch timing sensor trouble | With Console Finisher installed | PCU | |
| | 37 Console finisher backup RAM trouble | With Console Finisher installed | PCU | |
| | 38 Console finisher punch backup RAM trouble | With Console Finisher installed | PCU | |
| | 39 Console finisher punch dust sensor trouble | With Console Finisher installed | PCU | |
| | 40 Console finisher punch power interruption trouble | With Console Finisher installed | PCU | |
| | 80 Finisher power abnormality | | With Finisher installed | PCU |
| | | Mail-bin stacker power abnormality | With Mail bin stacker installed | PCU |
| | 81 Console finisher transport motor abnormality | With Console Finisher installed | PCU | |
| | 87 Finisher staple rotation motor trouble | With Finisher installed | | |
| F2 | 00 Toner control sensor open/sensor trouble | | PCU | |
| | 02 Toner supply abnormality | | PCU | |
| | 04 Improper cartridge (life cycle error, etc.) | | PCU | |
| | 05 CRUM error | | PCU | |
| | 39 Process thermistor trouble | | PCU | |
| F3 | 12 Machine no. 1 tray lift-up trouble | | PCU | |
| | 22 Machine tray 2 lift-up trouble | Multi-purpose tray | PCU | |
| F6 | 00 Communication trouble (ICU detection) between ICU and FAX | When the Fax board is installed | ICU | |
| | 01 FAX expansion flash memory abnormality (ICU detection) | When the Fax board is installed | ICU | |
| | 04 FAX modem operation abnormality | When the Fax board is installed | FAX | |
| | 20 FAX write protect cancel | When the Fax board is installed | FAX | |
| | 21 Combination abnormality of the TEL/LIU PWB and the FAX soft switch | When the Fax board is installed | FAX | |
| | 97 FAX-BOX skating trouble | When the Fax board is installed | FAX | |
| | 98 Combination error of the FAX-BOX destination information and the machine destination information | When the Fax board is installed | FAX | |
| F7 | 01 FAX board EEPROM read/write error | When the Fax board is installed | FAX | |
| | | | | |
| H2 | 00 Thermistor open (HL1) | | PCU | |
| | 01 Thermistor open (HL2) | | PCU | |
| H3 | 00 Fusing section high temperature trouble (HL1) | | PCU | |
| | 01 Fusing section high temperature trouble (HL2) | | PCU | |

| Trouble codes | Contents | Remark | Trouble detection |
|---------------------------------|---|---------------------------------|-------------------|
| H4 | 00 Fusing section low temperature trouble (HL1) | | PCU |
| | 01 Fusing section low temperature trouble (HL2) | | PCU |
| H5 | 01 5-time continuous POD1 not-reaching jam detection | | PCU |
| L1 | 00 Scanner feed trouble | When the scanner is installed | SCANNER |
| L3 | 00 Scanner return trouble | When the scanner is installed | SCANNER |
| L4 | 01 Main motor lock detection | | PCU |
| | 02 Drum motor lock detection | | PCU |
| | 30 Controller fan motor lock detection | | |
| L6 | 10 Polygon motor lock detection | | PCU |
| L8 | 01 No fullwave signal | | PCU |
| | 02 Full wave signal width abnormality | | PCU |
| U1 | 01 FAX battery abnormality | With FAX board installed | Controller |
| | 02 RTC read abnormality (common with FAX, on ICU PWB) | When the Fax board is installed | ICU |
| U2 | 00 EEPROM read/write error (ICU) | | Controller |
| | 11 Counter check sum error (ICU) | | Controller |
| | 12 Adjustment value check sum error (ICU) | | Controller |
| | 22 SRAM memory check sum error (ICU) | | ICU |
| | 23 SRAM memory individual data check sum error (ICU) | | |
| | 50 HD section individual data check sum error (ICU) | | |
| | 80 EEPROM read/write error (Scanner) | When the scanner is installed | SCANNER |
| | 81 Memory check sum error (Scanner) | When the scanner is installed | SCANNER |
| | 90 EEPROM read/write error (PCU) | | PCU |
| 91 Memory check sum error (PCU) | | PCU | |
| U6 | 00 Desk/LCC communication trouble | With Paper feed desk installed | PCU |
| | 01 Desk/LCC No. 1 tray lift-up trouble | With Paper feed desk installed | PCU |
| | 02 Desk No. 2 tray/LCC1 lift-up trouble | With Paper feed desk installed | PCU |
| | 03 Desk No. 3 tray/LCC2 lift-up trouble | With Paper feed desk installed | PCU |
| | 10 Desk/LCC transport motor trouble | With Paper feed desk installed | PCU |
| U7 | 00 RIC communication trouble | | Controller |

| Trouble codes | | Contents | Remark | Trouble detection |
|---------------|----|---|------------------|-------------------|
| CH | -- | Door open (CH ON) | | PCU |
| | 00 | No developer cartridge | | PCU |
| | 01 | No toner cartridge | | PCU |
| | 02 | No drum cartridge | | PCU |
| EE | EL | Auto developer adjustment trouble (Over-toner) | Only during DIAG | PCU |
| | EU | Auto developer adjustment trouble (Under-toner) | Only during DIAG | PCU |
| PC | -- | Personal counter not installed | | Controller |
| PF | -- | RIC copy inhibit signal is received. | | Controller |
| -- | -- | Auditor not ready | | Controller |

3. Details of trouble codes

| MAIN | SUB | Details | |
|------|-----|------------------|--|
| C1 | 00 | Content | MC trouble |
| | | Detail | Main charger output abnormality (Output open) Trouble signal is outputted from the high voltage transformer. |
| | | Cause | The main charger is not installed properly. The main charger is not assembled properly. Disconnection of connector of high voltage transformer. High voltage harness disconnection or breakage. |
| | | Check and remedy | Use the SIM 8-2 to check the main charger output. Check for disconnection of the main charger. Replace the high voltage unit. |
| E6 | 11 | Content | CSI shading trouble (White correction) |
| | | Details | The CIS white reference plate scan level is abnormal when the lamp is on. |
| | | Cause | Abnormal harness installation to CIS unit Dirt on the white reference plate. CIS lighting error CIS unit installation trouble CIS unit abnormality Scanner PWB abnormality |
| | | Check & Remedy | Clean the white reference plate. Check CIS light quantity (SIM 5-3) and lighting. Check CIS unit harness. Check scanner PWB. |
| | 14 | Content | CIS communication trouble |
| | | Details | Communication trouble (clock sync) between scanner PWB and CIS-ASIC |
| | | Cause | Abnormal harness installation to CIS unit CIS unit abnormality Scanner PWB abnormality |
| | | Check & Remedy | Check CIS unit harness. Check CIS unit. Check scanner PWB. |

| MAIN | SUB | Details | | |
|-------|-----|---|--|--|
| E7 | 01 | Content | System data trouble | |
| | | Detail | When in data storage/acquiring of the HDD system area, the HDD responds an error and does not respond for 30sec, it is judged as a trouble. | |
| | | Cause | The HDD is not properly installed to the ICU PWB. The HDD does not work for the ICU PWB. ICU PWB abnormality | |
| | | Check and remedy | Check installation of the HDD to the ICU PWB. Check harness connection of the HDD from the ICU PWB. Use SIM62-2, 3 to check the HDD read/write. Replace the HDD. Replace the ICU PWB. | |
| E7 | 02 | Content | Laser trouble | |
| | | Detail | BD signal from LSU is kept OFF, or ON. | |
| | | Cause | The connector of LSU or the harness in LSU is disconnected or broken. The polygon motor does not rotate normally. The laser home position sensor in LSU is shifted. The proper voltage is not supplied to the power line for laser. Laser emitting diode trouble PCU PWB trouble ICU PWB trouble | |
| | | | Check and remedy | Check for disconnection of the LSU connector. Use SIM 61-1 to check LSU operation. Check that the polygon motor rotates normally or not. Check light emission of laser emitting diode. Replace the LSU unit. Replace the PCU PWB. Replace the ICU PWB. |
| | 03 | Content | HDD trouble | |
| | | Detail | HDD connection failure If the HDD responds an error or does not respond for 30sec, it is judged as an error. (Other than the system area) Data abnormality in the file management area (when the cluster chain is broken) | |
| Cause | | HDD is not installed properly to the ICU PWB. HDD does not operate properly in the ICU PWB. ICU PWB trouble | | |
| | | Check and remedy | Check installation of HDD to the ICU PWB. Check connection of the harness of HDD to the ICU PWB. Use SIM 62-2, -3 to check read/write of HDD. Replace HDD. Replace ICU PWB. | |

| MAIN | SUB | Details | |
|------|-----|------------------|---|
| E7 | 06 | Content | Decode error trouble |
| | | Detail | A decode error occurs during making of an image. |
| | | Cause | Data error during input from PCI to PM. PM trouble Data error during image compression/ transfer. ICU PWB abnormality |
| | | Check and remedy | Check insertion of the PWB. (PCI bus) If the error occurred in a FAX job, check installation of the FAX PWB. For the other cases, check the ICU PWB. Replace the ICU PWB. |
| | 10 | Content | Shading trouble (Black correction) |
| | | Details | CCD black scan level abnormality when the copy lamp is off. |
| | | Cause | Abnormal installation of flat cable to CCD unit. CCD unit abnormality Scanner PWB abnormality |
| | | Check & Remedy | Check installation of CCD unit flat cable. Check CCD unit. Check scanner PWB. |
| | 11 | Content | Shading trouble (White correction all pixel adjustment) |
| | | Details | CCD white reference plate scan level abnormality when the copy lamp is ON. |
| | | Cause | Abnormal installation of flat cable to CCD unit. Dirt on mirror, lens, white reference plate Copy lamp lighting abnormality Abnormal installation of CCD unit CCD unit abnormality Scanner PWB abnormality |
| | | Check & Remedy | Clean mirror, lens, and white reference plate. Check copy lamp light quantity (SIM 5- 3) and lighting. Check CCD unit. Check scanner PWB. |
| | 14 | Content | CCD communication trouble |
| | | Details | Communication trouble (clock sync) between scanner PWB and CCD-ASIC |
| | | Cause | Abnormal installation of harness to CCD unit CCD unit abnormality Scanner PWB abnormality |
| | | Check & Remedy | Check CCD unit harness. Check CCD unit. Check scanner PWB. |
| | 17 | Content | SPF scanning position adjustment trouble (Detected only when executing an adjustment SIM.) |
| | | Details | The black Mylar which serves as the reference of the SPF scanning position is not detected. |
| | | Cause | Black Mylar installing failure on the SPF side |
| | | Check & Remedy | Check the SPF black Mylar. |

| MAIN | SUB | Details | | |
|------|-----|---------------------|--|---|
| E7 | 50 | Content | LSU connection trouble | |
| | | Detail | An LSU which does not conform to the machine is installed. | |
| | | Cause | LSU connection trouble PCU PWB trouble LSU trouble | |
| | | Check and remedy | Check LSU PWB. Check PCU PWB. Check connection of the connector and the harness between PCU and LSU. | |
| | 60 | Content | Controller skating trouble | |
| | | Detail | Occurrence of an error in controller skating check | |
| | | Cause | Discrepancy in the combination of the controller PWB and the ROM | |
| | | Check and remedy | Check the controller PWB. Check the combination of the controller PWB and the ROM. | |
| | 80 | Content | Communication trouble (ICU detection) between ICU and scanner | |
| | | Details | Communication establishment error/ Fleming/Parity/Protocol error | |
| | | Cause | Defective connection of slave unit PWB connector Defective harness between slave unit PWB and ICU PWB Slave unit PWB mother board connector pin breakage | |
| | | Check & Remedy | Check connector and harness of slave unit PWB and ICU PWB. Check grounding of machine. | |
| | 90 | Content | Communication trouble (ICU detection) between ICU and PCU | |
| | | Details | Communication establishment error/ Fleming/Parity/Protocol error | |
| | | Cause | Defective connection of slave unit PWB connector Defective harness between slave unit PWB and ICU PWB Slave unit PWB mother board connector pin breakage | |
| | | Check & Remedy | Check connector and harness of slave unit PWB and ICU PWB. Check grounding of machine. | |
| | F1 | 00 | Content | Finisher communication trouble |
| | | | Detail | Communication cable test error after turning on the power or exiting from SIM. Communication error with the finisher |
| | | Cause | Improper connection or disconnection of connectors and harness between the machine and the finisher. Finisher control PWB trouble Control PWB (PCU) trouble Malfunction by noises | |
| | | Check and remedy | Canceled by turning OFF/ON the power. Check connectors and harness in the communication line. Replace the finisher control PWB or PCU PWB. | |

| MAIN | SUB | Details | |
|------------------|-----|---|---|
| F1 | 00 | Content | Mail-bin stacker communication trouble |
| | | Detail | Communication cable test error after turning on the power or exiting from SIM. Communication error with the Mail-bin stacker. |
| | | Cause | Improper connection or disconnection of connector and harness between the machine and the Mail-bin stacker. Mail-bin stacker control PWB trouble Control PWB (PCU) trouble Malfunction by noises |
| | | Check and remedy | Canceled by turning OFF/ON the power. Check harness and connector in the communication line. Replace the Mail-bin stacker PWB or PCU PWB. |
| | 02 | Content | Finisher transport motor abnormality |
| | | Detail | Transport motor drive trouble |
| | | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Motor RPM abnormality Overcurrent to the motor Finisher control PWB trouble |
| | | Check and remedy | Use SIM 3-3 to check the transport motor operation. |
| | 02 | Content | Mail-bin stacker transport motor abnormality |
| | | Detail | Transport motor trouble |
| | | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Motor rpm abnormality Overcurrent to the motor Mail-bin stacker control PWB trouble |
| | | Check and remedy | Use SIM3-21 to check the transport motor operation. |
| | 03 | Content | Console finisher paddle motor trouble |
| | | Detail | Paddle motor operation abnormality |
| | | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the motor operation. |
| | 06 | Content | Console finisher slide motor trouble |
| | | Detail | Slide motor operation abnormality |
| Cause | | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble | |
| Check and remedy | | Use SIM3-3 to check the motor operation. | |

| MAIN | SUB | Details | |
|------|------------------|--|---|
| F1 | 08 | Content | Finisher staple shift motor trouble |
| | | Detail | Staple motor drive trouble |
| | | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Home position sensor abnormality Motor rpm abnormality Finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check operations of the staple motor. |
| | 10 | Content | Finisher stapler motor trouble |
| | | Detail | Stapler motor operation abnormality |
| | | Cause | Motor lock Defective connection or disconnection between the PWB and the motor. Home position sensor abnormality Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the motor operation. |
| | 10 | Content | Console finisher stapler motor trouble |
| | | Detail | Stapler motor operation abnormality |
| | | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the motor operation. |
| | 11 | Content | Finisher bundle exit motor trouble |
| | | Detail | Bundle exit motor operation abnormality |
| | | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Home position sensor abnormality Motor rpm abnormality Console finisher control PWB trouble |
| | | Check and remedy | Use SIM 3-3 to check the bundle exit motor operation and the paddle solenoid operation, or use SIM 3-2 to check the boomerang rotations sensor. |
| | 11 | Content | Console finisher bundle exit motor trouble |
| | | Detail | Bundle exit motor operation abnormality |
| | | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the motor operation. |
| 12 | Content | Mail-bin stacker gate trouble | |
| | Detail | Gate operation abnormality | |
| | Cause | Gate lock Defective connection or disconnection between the PWB and the solenoid. Mail-bin stacker control PWB trouble | |
| | Check and remedy | Use SIM3-21 to check the transport gate operation. | |

| MAIN | SUB | Details | |
|------|------------------|--|--|
| F1 | 15 | Content | Finisher lift motor trouble |
| | | Detail | Lift motor operation abnormality |
| | | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the lift motor operation. |
| | 15 | Content | Console finisher lift motor trouble |
| | | Detail | Lift motor operation abnormality |
| | | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Upper/lower limit sensor trouble Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the motor operation. |
| | 19 | Content | Finisher front alignment motor trouble |
| | | Detail | Front alignment motor operation abnormality |
| | | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Home position sensor abnormality Motor rpm abnormality Finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the motor operation. |
| | 19 | Content | Console finisher front alignment motor trouble |
| | | Detail | Front alignment motor operation abnormality |
| | | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble |
| | | Check and remedy | Use SIM3-3 to check the motor operation. |
| 20 | Content | Finisher rear alignment motor trouble | |
| | Detail | Rear alignment motor operation abnormality | |
| | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Home position sensor abnormality Motor rpm abnormality Finisher control PWB trouble | |
| | Check and remedy | Use SIM3-3 to check the motor operation. | |
| 20 | Content | Console finisher rear alignment motor trouble | |
| | Detail | Rear alignment motor operation abnormality | |
| | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble | |
| | Check and remedy | Use SIM3-3 to check the motor operation. | |

| MAIN | SUB | Details | |
|------------------|------------------|---|---|
| F1 | 30 | Content | Console finisher communication trouble |
| | | Detail | Communication cable test error after turning on the power or exiting from SIM. Communication error with the console finisher |
| | | Cause | Improper connection or disconnection of connector and harness between the machine and the console finisher. Console finisher control PWB trouble Control PWB (PCU) trouble Malfunction by noises |
| | | Check and remedy | Canceled by turning OFF/ON the power. Check connectors and harness in the communication line. Replace the console finisher control PWB or PCU PWB. |
| | 31 | Content | Console finisher fold sensor trouble |
| | | Detail | Sensor input value abnormality |
| | | Cause | Sensor breakage harness breakage Console finisher control PWB trouble |
| | 31 | Check and remedy | Use SIM3-2 to check the sensor operation. |
| | | 32 | Content |
| | 32 | Detail | Communication err between the console finisher and the punch unit. |
| | | Cause | Improper connection or disconnection of connector and harness between the console finisher and the punch unit. Console finisher control PWB trouble Control PWB (PCU) trouble Malfunction by noise |
| | 32 | Check and remedy | Canceled by turning OFF/ON the power. Check connectors and harness in the communication line. Replace the console finisher control PWB. |
| | | 33 | Content |
| | Detail | | Punch side registration motor operation abnormality |
| | Cause | | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble |
| | Check and remedy | | Use SIM3-3 to check the motor operation. |
| 34 | Content | Console finisher punch motor trouble | |
| | Detail | Punch motor operation abnormality | |
| | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble | |
| 34 | Check and remedy | Use SIM3-3 to check the motor operation. | |
| | 35 | Content | Console finisher punch side registration sensor trouble |
| Detail | | Sensor input value abnormality | |
| Cause | | Sensor breakage Harness disconnection Console finisher control PWB trouble | |
| Check and remedy | | Use SIM3-2 to check the sensor operation. | |

| MAIN | SUB | Details | |
|------|------------------|---|--|
| F1 | 36 | Content | Console finisher punch timing sensor trouble |
| | | Detail | Sensor input value abnormality |
| | | Cause | Sensor breakage Harness disconnection Console finisher control PWB trouble |
| | | Check and remedy | Use SIM3-2 to check the sensor operation. |
| | 37 | Content | Console finisher backup RAM trouble |
| | | Detail | Backup RAM contents are disturbed. |
| | | Cause | Console finisher control PWB trouble Malfunction by noise |
| | | Check and remedy | Replace the console finisher control PWB. |
| | 38 | Content | Console finisher punch backup RAM trouble |
| | | Detail | Punch unit backup RAM contents are disturbed. |
| | | Cause | Punch control PWB trouble Malfunction by noise |
| | | Check and remedy | Replace the punch control PWB. |
| | 39 | Content | Console finisher punch dust sensor trouble |
| | | Detail | Punch dust sensor detection trouble |
| | | Cause | When the punch dust sensor is not normally detected. |
| | | Check and remedy | Sensor breakage Harness disconnection Punch control PWB trouble |
| | 40 | Content | Console finisher punch power interruption trouble |
| | | Detail | When power interruption of the punch unit is detected |
| | | Cause | Though 24V is supplied to the punch unit, the punch unit detects power interruption. |
| | | Check and remedy | Harness disconnection Punch control PWB trouble |
| 80 | Content | Finisher power abnormality | |
| | Detail | The 24V power is not supplied to the finisher PWB. | |
| | Cause | Improper connection or disconnection of connector and harness Finisher control PWB trouble Power unit trouble | |
| | Check and remedy | Use SIM3-2 to check the sensor. | |
| 80 | Content | Mail-bin stacker power abnormality | |
| | Detail | The 24V power is not supplied to the Mail-bin stacker PWB. | |
| | Cause | Improper connection or disconnection of connector and harness Mail-bin stacker control PWB trouble Power unit trouble | |
| | Check and remedy | Use SIM3-20 to check the sensor operation. | |
| 81 | Content | Console finisher transport motor abnormality | |
| | Detail | Transport motor trouble | |
| | Cause | Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble | |
| | Check and remedy | Use SIM3-3 to check the motor operation. | |

| MAIN | SUB | Details | | | |
|------------------|---|--|--|--|--|
| F1 | 87 | Content | Finisher staple rotation motor trouble | | |
| | | Detail | Front staple rotation motor trouble | | |
| | | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Home position sensor abnormality Motor rpm abnormality Overcurrent to the motor Finisher control PWB trouble | | |
| | | Check and remedy | Use SIM3-3 to check the motor operation. | | |
| | | F2 | 00 | Content | Toner control sensor open/sensor trouble |
| | | | | Detail | Toner control sensor output open |
| Cause | Connector harness trouble Connector disconnection Sensor trouble | | | | |
| Check and remedy | Check connection of the toner control sensor. Check connection of connector and harness to the main PWB. Check for disconnection of harness. Replace the sensor. | | | | |
| 02 | Content | | | Toner supply abnormality | |
| | Detail | | | Toner control sensor output value becomes under-toner too earlier. | |
| | Cause | Connector harness trouble Toner concentration sensor trouble Toner cartridge trouble | | | |
| | Check and remedy | Check connection of the connector in the toner motor section. Check connection of connector and harness to the main PWB. Check for disconnection of harness. Toner concentration sensor output check SIM25-1. Replace the toner cartridge. | | | |
| 04 | Content | Improper cartridge (life cycle error, etc.) | | | |
| | Detail | An improper process cartridge is inserted. | | | |
| | Cause | IC chip trouble Improper cartridge | | | |
| | Check and remedy | Insert a proper cartridge. | | | |
| 05 | Content | CRUM error | | | |
| | Detail | Communication with IC chip cannot be made. | | | |
| | Cause | IC chip trouble IC chip contact failure Improper cartridge | | | |
| | Check and remedy | Insert a proper cartridge. Is the cartridge installed properly? | | | |
| 39 | Content | Process thermistor trouble | | | |
| | Detail | Output value abnormality of the temperature sensor of temperature/humidity sensor | | | |
| | Cause | Temperature/humidity sensor abnormality Temperature/humidity sensor harness connection failure PCU PWB trouble | | | |
| | Check and remedy | Check connection of the harness and the connector of the temperature/humidity sensor. Replace the temperature/humidity sensor. Check PCU PWB. | | | |

| MAIN | SUB | Details | |
|------|------------------|---|---|
| F2 | 58 | Content | Process humidity sensor breakdown |
| | | Detail | Process humidity sensor open or short |
| | | Cause | Temperature/humidity sensor harness connection failure Temperature/humidity sensor abnormality PCU PWB trouble |
| | Check and remedy | Check connection of the harness and the connector of the temperature/humidity sensor. Replace the temperature/humidity sensor. Check PCU PWB. | |
| F3 | 12 | Content | Machine no. 1 tray lift-up trouble |
| | | Detail | LUD does not turn ON in the specified time. |
| | | Cause | LUD trouble No. 1 tray lift-up trouble Check connection of harness between the PCVU PWB, lift-up unit, and paper feed unit. |
| | Check and remedy | Check LUD, and their harness and connectors. Check the lift-up unit. | |
| F3 | 22 | Content | Machine tray 2 lift-up trouble |
| | | Detail | MCLUD does not turn ON in the specified time. |
| | | Cause | MCLUD trouble No. 2 tray lift-up motor trouble Harness disconnection of the PCU PWB, the lift-up unit, and the paper feed unit. |
| | Check and remedy | Check MCLUD, and their harness and connectors. Check the lift-up unit. | |
| F6 | 00 | Content | Communication trouble (ICU detection) between ICU and FAX |
| | | Details | Communication establishment error/ Fleming/Parity/Protocol error |
| | | Cause | Slave unit PWB connector disconnection Harness abnormality between slave unit PWB and ICU PWB. Slave unit PWB mother board connector pin breakage Slave unit ROM abnormality/No ROM/ Reverse insertion of ROM/ROM pin breakable |
| | | Check & Remedy | Check connector harness between slave unit PWB and ICU PWB. Check grounding of machine. Check slave unit PWB ROM. |
| | 01 | Content | FAX expansion flash memory abnormality (ICU detection) |
| | Details | Flash memory cannot be deleted. | |
| | Cause | Flash memory cannot be deleted. | |
| | Check & Remedy | Check the FAX image storage Flash memory. Use SIM 66-10 to clear the flash memory. | |

| MAIN | SUB | Details | | |
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| F6 | 04 | Content | FAX modem operation abnormality | |
| | | Details | FAX PWB modem chip operation abnormality | |
| | | Cause | SW101 in the FAX PWB tries to perform normal operation on the boot side. Modem chip operation abnormality in FAX PWB | |
| | | Check & Remedy | Set SW101 on the FAX PWB to other than the boot side, and turn on the power again. Replace FAX PWB. | |
| | 20 | Content | FAX write protect cancel | |
| | | Detail | The write protect JP is released. | |
| | | Cause | The write protect JP is set to "write allow." FAX interface PWB trouble FAX PWB trouble | |
| | | Check and remedy | Check the write protect JP. Replace the FAX PWB. Replace the FAX interface PWB. | |
| | 21 | Content | Combination abnormality of the TEL/LIU PWB and the FAX soft switch | |
| | | Detail | Combination abnormality of the TEL/LIU PWB and the FAX PWB information (soft switch) Or the TEL/LIU PWB is not a new one for new MDMC PWB. | |
| Cause | | The destination of the installed TEL/LIU PWB differs. The FAX PWB information (soft switch) differs. TEL/LIU PWB trouble | | |
| Check and remedy | | Check the destination of the TEL/LIU PWB. Check the FAX PWB information (soft switch). Replace the TEL/LIU PWB. | | |
| 97 | Content | FAX-BOX skating trouble The FAX-BOX PWB is not one for the AR-FX12. (FAX detection) | | |
| | Detail | The FAX-BOX MODEM controller is not one for the AR-FX12. | | |
| | Cause | The FAX-BOX Modem controller PWB information (hard detection) is not for the AR-FX12. (The Modem controller PWB for the AR-FX5 or the AR-FX6 is used.) | | |
| | Check and remedy | Check the FAX-BOX modem controller PWB. Replace it with a modem controller PWB for the AR-FX12. | | |
| 98 | Content | Combination error of the FAX-BOX destination information and the machine destination information | | |
| | Detail | Combination error of the FAX-BOX destination information and the machine destination information | | |
| | Cause | Because of improper combination between the destination information stored in the EEPROM on the FAX-BOX PWB and that of the machine (set with SIM 26-6). | | |
| | Check and remedy | Check the destination of the FAX-BOX. Check the machine destination with SIM 26-6. Use a proper combination of the machine and the FAX-BOX. | | |

| MAIN | SUB | Details | |
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| F7 | 01 | Content | FAX board EEPROM read/write error |
| | | Details | EEPROM access error (read/write) |
| | | Cause | EEPROM trouble FAX PWB EEPROM access circuit trouble |
| | | Check & Remedy | When replacing the EEPROM, use SIM66-4/5 (Signal send level) and SIM66-14/15/16 (Dial test) for adjustment. However, note that all the soft switches are reset to the initial values. No need to adjust when the PWB is replaced. |
| H2 | 00... HL1 | Content | Thermistor open Fusing unit not installed |
| | 01... HL2 | Detail | Thermistor is open. (An input voltage of 2.92V or above is detected.) Fusing unit not installed |
| | | Cause | Thermistor trouble Control PWB trouble Fusing section connector disconnection AC power trouble Fusing unit not installed |
| | | Check and remedy | Check harnesses and connectors from the thermistor to the control PWB. Use SIM14 to clear the self diag display. |
| H3 | 00... HL1 | Content | Fusing section high temperature trouble |
| | 01... HL2 | Detail | The fusing temperature exceeds 242°C. (An input voltage of 0.27V or above is detected.) Fusing temperature control is started, and 242°C is detected three or more times continuously in sampling in the specified interval. (Every 300msec) |
| | | Cause | Thermistor trouble Control PWB trouble Fusing section connector disconnection AC power trouble |
| | | Check and remedy | Use SIM5-2 to check the heater lamp Blinking operation. If the heater lamp blinks normally: Check the thermistor and its harness. Check the thermistor input circuit in the control PWB. If the heater lamp keep lighting: Check the AC PWB and the lamp control circuit in the control PWB. Use SIM14 to cancel the trouble |

| MAIN | SUB | Details | |
|------|--------------|------------------|---|
| H4 | 00... HL1 | Content | Fusing section low temperature trouble |
| | 01... HL2 | Detail | The set temperature is not reached within the specified time (3 min) after turning on the power relay, or the temperature does not reach 80°C within 80 sec. When the heater lamp is not turned off in the specified time (3 min) from starting warm-up, or the temperature does not reach 80°C within 80 sec. After completion of warm-up operation, a temperature 50°C lower than the temperature control level is detected 5 times continuously in sampling in the specified interval. (every 300msec) |
| | | Cause | Thermistor trouble Heater lamp trouble Control PWB trouble Thermostat trouble AC power trouble Interlock switch trouble |
| | | Check and remedy | Use SIM5-2 to check the heater lamp Blinking operation. If the heater lamp blinks normally: Check the thermistor and its harness. Check the thermistor input circuit in the control PWB. If the heater lamp does not light: Check for heater lamp disconnection and thermostat disconnection. Check the interlock switch. Check the AC PWB and the lamp control circuit in the control PWB. Use SIM14 to cancel the trouble. |
| H5 | 01 | Content | 5-time continuous POD1 not-reaching jam detection |
| | | Detail | 5-time continuous POD1 not-reaching jam detection |
| | | Cause | A fusing section jam is not properly removed. (Jam paper remains.) POD1 sensor trouble, or harness disconnection Improper installation of fusing unit |
| | | Check and remedy | Check jam paper in the fusing section. (winding, etc.) Check POD1 sensor harness, and check the fusing unit installation. Use SIM14 to cancel the trouble. |
| L1 | 00 | Content | Scanner feed trouble |
| | | Details | Scanner feed is not completed within the specified time. |
| | | Cause | Scanner unit abnormality Scanner wire disconnection |
| | | Check & Remedy | Check scanning with SIM 1-1. |
| L3 | 00 | Content | Scanner return trouble |
| | | Details | Scanner return is not completed within the specified time. |
| | | Cause | Scanner unit abnormality Scanner wire disconnection |
| | | Check & Remedy | Check scanning with SIM 1-1. |

| MAIN | SUB | Details | |
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| L4 | 01 | Content | Main motor lock detection |
| | | Detail | The motor lock signal is detected for 1.5sec during rotation of the main motor. |
| | | Cause | main motor trouble Check connection of harness between the PCU PWB and the main motor. Control circuit trouble |
| | | Check and remedy | Use SIM25-1 to check the main motor operation. Check harness and connector between the PCU PWB and the main motor. |
| | 02 | Content | Drum motor lock detection |
| | | Detail | The motor lock signal is detected for 1.5sec during rotation of the drum motor. |
| | | Cause | Drum motor trouble Improper connection of harness between the PCU PWB and the drum motor. Control circuit trouble |
| | | Check and remedy | Use SIM6-1 to check the drum motor operation. Check harness and connector between the PCU PWB and the drum motor. |
| | 30 | Content | Controller fan motor lock detection |
| | | Detail | The motor lock signal is detected during rotation of the controller fan motor. The motor lock signal is detected during rotation of the HDD fan motor. |
| | | Cause | Fan motor trouble Improper connection of the harness between the controller PWB and the fan motor. Control circuit trouble |
| | | Check and remedy | Use SIM 6-2 to check the fan motor operation. Check the harness and the connector between the controller PWB and the fan motor. |
| L6 | 10 | Content | Polygon motor lock detection |
| | | Detail | It is judged that the polygon motor lock signal is not outputted. Lock signal is checked in the interval of 10sec after starting the polygon motor, and it is judged that the polygon motor does not rotate normally. |
| | | Cause | The LSU connector or harness in the LSU is disconnected or broken. Polygon motor trouble |
| | | Check and remedy | Use SIM61-1 to check the polygon motor operation. Check connector and harness connection. Replace LSU. |

| MAIN | SUB | Details | | |
|------------------|---|--|---|--------------------------------------|
| L8 | 01 | Content | No fullwave signal | |
| | | Detail | Full wave signal is not detected. | |
| | | Cause | The PCU PWB connector or the power unit harness is disconnected or broken. PCU PWB trouble 12V power source trouble | |
| | | Check and remedy | Check connection of the harness and connector. Replace PCU PWB. Replace the power unit. Replace the controller connection mother board. | |
| | 02 | Content | Full wave signal width abnormality | |
| | | Detail | It is judged as full wave signal frequency abnormality. (When the detection cycle is judged as 69Hz or above or 42.5Hz or below) | |
| | | Cause | The connector or harness of the PCU PWB and the power PWB is disconnected. PCU PWB trouble Power unit trouble | |
| | | Check and remedy | Check connection of the harness and connector. Replace the PCU PWB. Replace the power unit. | |
| | U1 | 01 | Content | FAX battery abnormality |
| | | | Detail | FAX backup SRAM battery voltage fall |
| Cause | | | Battery life Battery circuit abnormality | |
| Check and remedy | | Check that the battery voltage is about 2.5V or above. Check the battery circuit. | | |
| 02 | | Content | RTC read abnormality (common with FAX, on ICU PWB) | |
| | | Details | The value read from RTC on ICU PWB is [EE]h (abnormal). | |
| | Cause | RTC circuit abnormality Battery voltage fall Battery circuit abnormality | | |
| Check & Remedy | Set the time again with key operation, and check that time advances properly. Check RTC circuit. Check that battery voltage is about 2.5V or above. Check battery circuit. | | | |
| U2 | 00 | Content | EEPROM read/write error (ICU) | |
| | | Detail | EEPROM write error | |
| | | Cause | EEPROM trouble EEPROM is not initialized. ICU PWB EEPROM access circuit trouble | |
| | | Check and remedy | Check that EEPROM is properly inserted. Save the counter/adjustment values with the simulation. Use SIM16 to cancel U2 trouble. Replace the ICU PWB. | |

| MAIN | SUB | Details | |
|------|------------------|---|--|
| U2 | 11 | Content | Counter check sum error (ICU) |
| | | Detail | Counter data area check sum error |
| | | Cause | EEPROM trouble Control circuit trouble by noise ICU PWB EEPROM access circuit trouble |
| | Check and remedy | Check that EEPROM is properly inserted. Save the counter/adjustment values with the DIAG simulation. Use DIAG (SIM16) to cancel U2 trouble. Replace the ICU PWB. | |
| | 12 | Content | Adjustment value check sum error (ICU) |
| | | Detail | Adjustment data area check sum error |
| | | Cause | EEPROM trouble Control circuit trouble by noise ICU PWB EEPROM access circuit trouble |
| | Check and remedy | Check that EEPROM is properly inserted. Save the counter/adjustment values with the simulation. Use SIM16 to cancel U2 trouble. Replace the ICU PWB. | |
| | 22 | Content | SRAM memory check sum error (ICU) |
| | | Detail | MFPC section SRAM memory check sum error |
| | | Cause | SRAM trouble Control circuit runaway due to noises ICU PWB SRAM access circuit trouble |
| | Check and remedy | Initialize the communication management table registered in the SRAM and the FAX soft switch. Since the registered data are deleted, register the data again. Use SIM16 to cancel U2 trouble. Replace the ICU PWB. | |
| 23 | Content | SRAM memory individual data check sum error (ICU) | |
| | Detail | Check sum error for every data in the SRAM memory of the MFPC section (Communication management table, sender registration data, etc.) | |
| | Cause | SRAM trouble Control circuit runaway due to noises ICU PWB SRAM access circuit trouble | |
| | Check and remedy | Automatically initialize the data related to the check sum error by turning OFF/ON the power. Since the registered data are deleted, register the data again. Use SIM16 to cancel U2 trouble. Replace the ICU PWB. | |

| MAIN | SUB | Details | |
|------|------------------|---|---|
| U2 | 50 | Content | HD section individual data check sum error (ICU) |
| | | Detail | Check sum error for every individual data in HD of the MFPC section (One-touch, Group, Program, etc.) |
| | | Cause | HDD write/read error Control circuit runaway due to noises ICU PWB HD access circuit trouble |
| | | Check and remedy | Automatically initialize the data related to the check sum error by turning OFF/ON the power. Since the registered data are deleted, register the data again. Use SIM 16 to cancel the U2 trouble. Replace the HD PWB. Replace the ICU PWB. |
| | 80 | Content | EEPROM read/write error (Scanner) |
| | | Details | Scanner EEPROM write error |
| | | Cause | EEPROM abnormality Scanner PWB EEPROM access circuit abnormality |
| | Check & Remedy | Check that EEPROM is set properly. Record counter/adjustment values with the simulation to protect the data from being deleted. Cancel U2 trouble with SIM 16. Replace scanner PWB. | |
| | 81 | Content | Memory check sum error (Scanner) |
| | | Details | Scanner memory check sum error |
| | | Cause | EEPROM trouble EEPROM which is not initialized is installed. Control circuit freeze by noises Scanner PWB EEPROM access circuit trouble |
| | Check & Remedy | Check that EEPROM is set properly. Record counter/adjustment values with the simulation to protect the data from being deleted. Cancel U2 trouble with SIM 16. Replace scanner PWB. | |
| 90 | Content | EEPROM read/write error (PCU) | |
| | Detail | PCU EEPROM write error | |
| | Cause | EEPROM trouble PCU PWB EEPROM access circuit trouble | |
| | Check and remedy | Check that EEPROM is properly inserted. Record counter/adjustment values with the simulation to protect the data from being deleted. Use SIM16 to cancel U2 trouble. Replace the Controller PWB. | |
| 91 | Content | Memory check sum error (PCU) | |
| | Detail | PCU memory check sum error | |
| | Cause | EEPROM trouble EEPROM which is not initialized is installed. EEPROM is not initialized. PCU PWB EEPROM access circuit trouble Hang of control circuit due to noises | |
| | Check and remedy | Check that EEPROM is properly inserted. Save the counter/adjustment values with the simulation. Use SIM16 to cancel U2 trouble. Replace the Controller PWB. | |

| MAIN | SUB | Details | |
|------|------------------|--|---|
| U6 | 00 | Content | Desk/LCC communication trouble |
| | | Detail | Desk/LCC communication error Communication cable test error after turning on the power or exiting SIM. |
| | | Cause | Improper connection or disconnection of connector and harness Desk control PWB trouble Control PWB (PCU) trouble Noise or interference |
| | | Check and remedy | Canceled by turning OFF/ON the power. Check connection of the harness and connector in the communication line. |
| | 01 | Content | Desk/LCC No. 1 tray lift-up trouble |
| | | Detail | Desk/LCC No. 1 tray lift-up trouble |
| | | Cause | Sensor trouble Tray trouble Defective connection or disconnection between the PWB and the motor. Desk control PWB trouble Lift-up motor trouble |
| | | Check and remedy | Use SIM4-2 to check the upper limit sensor detection. Use SIM4-3 to check the lift-up motor operation. |
| | 02 | Content | Desk No. 2 tray/LCC1 lift-up trouble |
| | | Detail | Desk No. 2 tray/LCC lift-up trouble |
| | | Cause | Sensor trouble Tray trouble Defective connection or disconnection between the PWB and the motor. Desk control PWB trouble Lift-up motor trouble |
| | | Check and remedy | Use SIM4-2 to check the upper limit sensor detection. Use SIM4-3 to check the lift-up motor operation. |
| | 03 | Content | Desk No. 3 tray/LCC2 lift-up trouble |
| | | Detail | Desk no. 3 tray lift-up trouble |
| | | Cause | Sensor trouble Tray trouble Defective connection or disconnection between the PWB and the motor. Desk control PWB trouble Lift-up motor trouble |
| | | Check and remedy | Use SIM4-2 to check the upper limit sensor detection. Use SIM4-3 to check the lift-up motor operation. |
| 10 | Content | Desk/LCC transport motor trouble | |
| | Detail | Desk/LCC transport motor operation trouble | |
| | Cause | Motor lock Drive abnormality Defective connection or disconnection between the PWB and the motor. Motor rpm abnormality Overcurrent to the motor Desk control PWB trouble | |
| | Check and remedy | Use SIM4-3 to check the transport motor operation. | |

| MAIN | SUB | Details | | |
|------------------|-----|------------------|--|--|
| U7 | 00 | Content | RIC communication trouble | |
| | | Detail | RIC communication trouble Communication cable test error after turning on the power or exiting SIM. | |
| | | Cause | Disconnection of connector and harness RTC control PWB trouble Control PWB (ICU) trouble Noise or interference | |
| | | Check and remedy | Canceled by turning OFF/ON the power. Check connector and harness in the communication line. | |
| | EE | EL | Content | Auto developer adjustment trouble (Over-toner) |
| | | | Detail | The toner concentration output is detected as 1.5V or below in the auto development adjustment. |
| | | | Cause | Toner concentration sensor trouble Charging voltage, developing voltage abnormality Insufficient toner concentration Developing unit trouble PCU PWB trouble |
| | | | Check and remedy | Use SIM25-2 to perform auto developer adjustment. |
| | | EU | Content | Auto developer adjustment trouble (Under-toner) |
| | | | Detail | The toner concentration output is detected as 3.5V or above in the auto development adjustment. |
| | PF | 00 | Content | RIC copy inhibit signal is received. |
| | | | Detail | Copy inhibit command from RIM (host) is received. |
| Cause | | | Judged by the host. | |
| Check and remedy | | | Inform to the host. | |
| CE | 00 | Content | Another communication error occurs. | |
| | | Detail | Communication error | |
| | | Cause | Improper connection of the network cable | |
| | | Check and remedy | Check the connection of the network cable. | |
| | 01 | Content | The print server card is broken down or is not installed. | |
| | | Detail | Print server card connection trouble | |
| CE | 01 | Cause | The print server card is not installed on the controller. Print server card control PWB trouble | |
| | | Check and remedy | 1. Check that the print server card is installed on the controller. 2. Output the NIC Config. Page to check the NIC version. 3. Replace the NIC. | |

| MAIN | SUB | Details | |
|------|-----|------------------|---|
| CE | 02 | Content | The specified mail server or FTP server is not found. |
| | | Detail | The specified mail server or the FTP server is not found. |
| | | Cause | Improper connection of the network cable Network setup trouble An error occurs in the SMTP server/ FTP server/ NTS. |
| | | Check and remedy | 1. Check that the network cable is properly connected. 2. Check that the connected network supports TCP/IP protocol. 3. Check from the web page that the address of the FTP server or the desktop PC is properly set as the primary/secondary e-mail server address. 4. When the above address is described with the Hostname, check that the DNS server is properly set or not. 5. Check the SMTP server/ FTP server/ NTS for any trouble. |
| | 03 | Content | The specified server suspends response during transmission of images. |
| | | Detail | The specified server suspends response during transmission of images. |
| | | Cause | Improper connection of the network cable An error occurs in the SMTP server/ FTP server/ NTS. |
| | | Check and remedy | 1. Check that the network cable is properly connected. 2. Check the SMTP server/ FTP server/ NTS for any trouble. |
| | 04 | Content | The account name or the password for the FTP server is invalid. |
| | | Detail | The entered account name of the FTP server or the password for authentication is invalid. |
| | | Cause | Improper connection of the network cable Improper registration of the account name or improper password registered in the FTP server as the destination |
| | | Check and remedy | 1. Check that the network cable is properly connected. 2. Check the account name or the password registered in the FTP server as the destination. |
| | 05 | Content | The directory of the FTP server is invalid. |
| | | Detail | The entered directory of the FTP server is invalid. |
| | | Cause | Improper connection of the network cable Check for existence of the directory name in the FTP server registered as the destination. |
| | | Check and remedy | 1. Check that the network cable is properly connected. 2. Check for existence of the directory name in the FTP server registered as the destination. |

| MAIN | SUB | Details | |
|------|-----|------------------|--|
| CE | 06 | Content | The specified mail server (POP3) is not found. |
| | | Detail | The specified mail server (POP3) is not found. POP3 server access error |
| | | Cause | Improper connection of the network cable Network setup trouble An error occurs in the POP3 server. |
| | | Check and remedy | 1. Check connection of the network cable. 2. Check that the connected network supports TCP/IP protocol. 3. Check on the Web page that the POP3 server address is correctly set. 4. When the above address is described with the Hostname, check that the DNS server is properly set or not. 5. Check for any error in the POP3 server. |
| | 07 | Content | The entered account name of the POP3 server or the password for authentication is invalid. |
| | | Detail | The entered account name of the POP3 server or the password for authentication is invalid. POP3 server authentication check error |
| | | Cause | Improper connection of the network cable Improper account name or password registered in the POP3 server |
| | 08 | Content | The specified mail server (POP3) is not found. |
| | | Detail | The specified mail server (POP3) is not found. POP3 server time out error |
| | 08 | Cause | Improper connection of the network cable An error occurs in the POP3 server. |
| | | Check and remedy | 1. Check connection of the network cable. 2. Check for any error in the POP3 server. |