

Printing

Paper handling

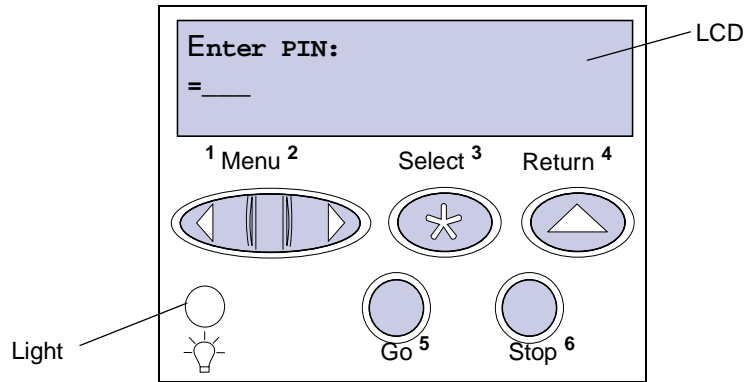
Maintenance

Troubleshooting

Administration

Index

The printer operator panel displays messages describing the current state of the printer and indicates possible printer problems you must resolve. This topic provides a list of all printer messages, explains what they mean, and tells you how to clear the messages.



Click a letter or number at the bottom of the page to locate information about a message beginning with that character.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## A

[Activating Menu Changes](#)

## B

[Bin <x> Full](#)

[Busy](#)

## C

[Canceling Job](#)

[Change Tray <x>](#)

[Check <device> Connection](#)

[Clear Job from Finisher](#)

[Clearing Job Accounting Stat](#)

[Close Door or Insert Cartridge](#)

## D

[Defragmenting](#)

[Delete All Jobs. Go/Stop?](#)

[Deleting Jobs](#)

[Disabling Menus](#)

[Disk Corrupted. Reformat?](#)

[Disk Recovery x/5.yyy%](#)

## E

[Enabling Menus](#)

[Energy Conserve SAVED](#)

[Enter PIN: = \\_\\_\\_\\_\\_](#)

## F

[Flushing Buffer](#)

[Formatting Disk.yyy%](#)

[Formatting Flash](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## G

## H

[Held Jobs may be lost.](#)

## I

[Infrared <x>](#)

[Insert Staple Cartridge](#)

[Insert Tray <x>](#)

[Install <device> or Cancel Job](#)

[Invalid Network <x> Code](#)

[Invalid Standard Network Code](#)

## J

## K

## L

[Leave Job in Finisher](#)

[Load Manual](#)

[Load Staples](#)

[Load Tray <x>](#)

[LocalTalk <x>](#)

## M

[Maintenance](#)

[Menus Disabled](#)

## N

[Network Card Busy](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

[Network <x>](#)

[Network <x>, <y>](#)

[No Jobs Found. Retry?](#)

[Not Ready](#)

**O**

[Overflow Bin Full](#)

**P**

[Parallel <x>](#)

[Performing Self Test](#)

[Power Saver](#)

[Priming Failed. Retry?](#)

[Priming Stapler](#)

[Print Jobs on Disk. Go/Stop?](#)

[Printing Directory List](#)

[Printing Font List](#)

[Printing Job Accounting Stat](#)

[Printing Menu Settings](#)

[Prog Engine Code](#)

[Prog System Code](#)

[Program Flash](#)

[Programming Disk](#)

**Q**

[Queuing and Deleting Jobs](#)

[Queuing Jobs](#)

**R**

[Ready](#)

[Ready Hex](#)

[Reattach <device>](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

[Remove Paper <specified bin>](#)

[Res Reduced](#)

[Resetting Active Bin](#)

[Resetting the Printer](#)

[Resetting Maint Cnt Value](#)

[Restore Held Jobs. Go/Stop?](#)

[Restoring Factory Defaults](#)

[Restoring Held Jobs](#)

## **S**

[Serial <x>](#)

[Staples Empty](#)

[Staples Low](#)

[Std Bin Full](#)

## **T**

[Toner Low](#)

[Tray <x> Empty](#)

[Tray <x> Low](#)

[Tray <x> Missing](#)

## **U**

[USB <x>](#)

## **V**

## **W**

[Waiting](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

X

[37 Insufficient Collation Area](#)

Y

[37 Insufficient Defrag Memory](#)

Z

[37 Insufficient Memory](#)

0

[38 Memory Full](#)

1

[39 Complex Page](#)

2

**4**

[2<xx> Paper Jam](#)

**5**

3

[51 Defective Flash](#)

[31 Defective Print Cartridge](#)

[52 Flash Full](#)

[32 Unsupported Print Cartridge](#)

[53 Unformatted Flash](#)

[34 Short Paper](#)

[54 Network <x> Software Error](#)

[35 Res Save Off Deficient Memory](#)

[54 Par <x> ENA Connection Lost](#)

[54 Parallel Error](#)

[54 Parallel Option <x> Error](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

[54 Serial Option <x> Error](#)

[54 Standard Serial Error](#)

[54 Std Network Software Error](#)

[54 Std Par ENA Connection Lost](#)

[55 Insufficient Fax Buffer](#)

[56 Parallel Port <x> Disabled](#)

[56 Serial Port <x> Disabled](#)

[56 Standard Serial Disabled](#)

[56 Std Parallel Port Disabled](#)

[58 Too Many Bins Attached](#)

[58 Too Many Disks Installed](#)

[58 Too Many Flash Options](#)

[58 Too Many Trays Attached](#)

[59 Incompatible <device>](#)

**6**

[61 Defective Disk](#)

[62 Disk Full](#)

[63 Unformatted Disk](#)

**7**

[70–79 <message>](#)

**8**

[80 Scheduled Maintenance](#)

[81 Engine Code CRC Failure](#)

[88 Toner Low](#)

**9**

[900–999 Service <message>](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Activating Menu Changes

### What this message means:

The printer is activating changes made to the printer settings.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**Bin <x> Full**

**What this message means:**

The specified bin is full.

**What you can do:**

Remove the stack of paper from the bin to clear the message. If you assigned the bin a name, the bin name is displayed instead of the bin number.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Busy

### What this message means:

The printer is busy receiving, processing, or printing data.

### What you can do:

- Wait for the message to clear.
- Press **Menu** to open the Job Menu and cancel the current job.

### See also:

**Cancel Job**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Canceling Job

### What this message means:

The printer is processing a request to cancel the current print job.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Change Tray <x>

### What this message means:

The printer is requesting different paper than what is loaded in the specified tray or defined by the Paper Size or Paper Type settings for that tray.

### What you can do:

- Load paper of the requested size and type in the tray specified on the display. The printer automatically clears the message and continues printing the job.
- Press **Select** to clear the message and continue printing on the paper currently loaded in the tray.
- Press **Menu** to open the Job Menu and cancel the current job.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Check <device> Connection

### What this message means:

The specified device is either not fully connected to the printer or is experiencing a hardware failure.

### What you can do:

- Reestablish communication by removing the specified device and reattaching it to the printer.
- Press **Go** to clear the message and continue printing.
- If a hardware failure occurs, turn the printer off and back on. If the error recurs, turn the printer off, remove the specified device, and call for service.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Clear Job from Finisher

### What this message means:

The printer detects a paper jam, and you must remove the stack of paper in the finisher as well as clear the jam.

**Note:** Clear Job from Finisher alternates with the 2xx Paper Jam or the 28x Staple Jam message.

### What you can do:

Clear paper from the entire paper path. Press **Go** to clear the message and continue printing.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Clearing Job Accounting Stat

### What this message means:

The printer is deleting all job statistics stored on the hard disk.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Close Door or Insert Cartridge

### What this message means:

The upper front door is open or the print cartridge is not installed.

### What you can do:

- Close the upper front door.
- Install the print cartridge.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Defragmenting

### What this message means:

The printer is defragmenting the flash memory to reclaim storage space occupied by deleted resources.

### What you can do:

Wait for the message to clear. No button actions are possible while this message is displayed.

**Warning:** Do not turn the printer off while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Delete All Jobs. Go/Stop?

### What this message means:

The printer is requesting confirmation to delete all held jobs.

### What you can do:

- Press **Go** to continue. The printer deletes all held jobs.
- Press **Stop** to cancel the operation.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Deleting Jobs

### What this message means:

The printer is deleting one or more held jobs.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Disabling Menus

### What this message means:

The printer is responding to a request to disable the menus.

### What you can do:

Wait for the message to clear.

**Note:** While the menus are disabled, you cannot change the printer settings from the operator panel.

### See also:

[Disabling operator panel menus](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Disk Corrupted. Reformat?

### What this message means:

The printer has attempted a disk recovery process and cannot repair the disk. The disk cannot be used unless it is reformatted.

### What you can do:

- Press **Go**. All disk data will be lost when the disk is reformatted.
- Press **Stop** to clear the message without reformatting the disk. **Disk Recovery** may be displayed again and the printer will attempt to recover the disk.

### See also:

**Disk Recovery x/5 yyy%**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Disk Recovery

x/5 yyy%

### What this message means:

The printer is attempting to recover the hard disk after finding errors on it. The disk recovery takes place in five phases. The second line on the operator panel shows the percent complete of the current phase.

**Note:** Errors can occur if the printer is powered off while writing to the disk.

### What you can do:

- Wait for the message to clear. No button actions are possible while this message is displayed.
- To avoid this error in the future, do not turn off the printer unless **Ready** is displayed on the operator panel.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Enabling Menus

### What this message means:

The printer is responding to a request to make the menus available to all users.

### What you can do:

Wait for the message to clear and then press **Menu** to view the menus from the operator panel.

### See also:

[Disabling operator panel menus](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Energy Conserve SAVED

### What this message means:

Someone has changed the Energy Conserve setting in the Config Menu. This setting determines the values available for the Power Saver menu item.

### What you can do:

- Wait for the message to clear.
- Open the Power Saver menu item in the Setup Menu to verify the current default setting or select a new setting.

### See also:

[Power Saver](#); [Disabling Power Saver](#); *Technical Reference*

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)





Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

**Enter PIN:**

= \_\_\_\_\_

**What this message means:**

The printer is waiting for you to enter your four-digit personal identification number (PIN).

**What you can do:**

Use the operator panel buttons to enter the PIN you identified in the driver when you sent the confidential job to the printer.

**See also:**

**Confidential jobs**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Flushing Buffer

### What this message means:

The printer is flushing corrupted print data and discarding the current print job.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Formatting Disk YYY%

### What this message means:

The printer is formatting the hard disk. Since formatting the disk may take longer in some cases, the second line may show the percent complete.

### What you can do:

Wait for the message to clear.

**Warning:** Do not turn the printer off while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Formatting Flash

### What this message means:

The printer is formatting the flash memory.

### What you can do:

Wait for the message to clear.

**Warning:** Do not turn the printer off while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Held Jobs may be lost.

### What this message means:

The printer memory is too full to continue processing print jobs.

### What you can do:

- Press **Go** to clear the message and continue printing. The printer frees memory by deleting the oldest held job and continues deleting held jobs until there is enough printer memory to process the job.
- To avoid this error in the future:
  - Delete fonts, macros, and other data stored in printer memory.
  - Install more printer memory.

**Note:** The messages 37 **Insufficient Memory** and **Held Jobs may be lost** alternate on the display.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Infrared <x>

### What this message means:

An infrared interface is the active communication link.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Insert Staple Cartridge

### What this message means:

The stapler is either not installed or not installed correctly.

### What you can do:

- Correctly install the staple cartridge holder to clear the message.
- Press **Go** to clear the message and continue printing without stapling.

**Note:** If you choose to ignore the message, the printer handles the job as if the staple cartridge holder were installed but out of staples. If the **Load staples** message appears, press **Go** again to ignore the message and print the job without stapling it.

### See also:

*Setup Guide*

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Insert Tray <x>

### What this message means:

The specified tray is either missing or not fully inserted.

### What you can do:

Insert the specified tray completely.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Install <device> or Cancel Job

### What this message means:

The printer is requesting that a specified device be installed so it can print a job.

### What you can do:

- Turn the printer off, install the specified device, and restart the printer.
- Press **Menu** to open the Job Menu and cancel the current job.

### See also:

*Setup Guide*

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**Invalid  
Network <x> Code**

**Invalid Standard  
Network Code**

### What this message means:

The code in an internal print server is not valid. The printer cannot receive and process jobs until valid code is programmed into the internal print server.

### What you can do:

Download valid code to the printer internal print server. No button actions are possible while this message is displayed.

**Note:** You can download network code while this message is displayed.

### See also:

*Technical Reference*

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Leave Job in Finisher

### What this message means:

The printer detects a paper jam while printing a job that must be stapled.

**Note:** Leave Job in Finisher alternates with the ~~2xx~~ Paper Jam message.

### What you can do:

Clear paper from the entire paper path, but leave the job waiting to be stapled in the finisher. Press **Go** to clear the message and continue printing.

### See also:

[Clearing paper jams](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Load Manual

### What this message means:

A request for a manual feed job has been sent to the printer. The printer is ready for insertion of a single sheet into the manual feed slot.

### What you can do:

- Load a sheet of the paper specified on the second line of the display in the multipurpose feeder.
- Press **Select** or **Go** to ignore the manual feed request and print on paper already installed in one of the input sources. If the printer finds a tray that has paper of the correct type and size, it feeds paper from that tray. If the printer cannot find a tray with the correct paper type and size, it prints on whatever paper is installed in the default input source.
- Press **Menu** to open the Job Menu and cancel the current job.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

See also:

Loading the multipurpose feeder

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Load Staples

### What this message means:

The printer is trying to staple a print job, but the stapler is empty.

### What you can do:

- Install a new staple cartridge in the stapler.
- Press **Go** to clear the message and continue printing without stapling.
- Press **Menu** to open the Job Menu and cancel the current job.

### See also:

[Replacing the staple cartridge](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Load Tray <x>

### What this message means:

The printer is trying to feed paper from a source it detects is empty.

### What you can do:

- Load paper of the size and type requested on the second line of the display in the specified tray. The printer automatically clears the message and continues printing the job.
- Press **Menu** to open the Job Menu and cancel the current job.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**LocalTalk <x>**

**What this message means:**

A LocalTalk interface is the active communication link.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Maintenance

### What this message means:

The printer requires replacement of routine maintenance items to maintain top performance and to avoid print quality and paper feed problems.

### What you can do:

Replace the maintenance items and reset the printer maintenance counter (if necessary).

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Menus Disabled

### What this message means:

The printer menus are disabled. You cannot change the printer settings from the operator panel.

### What you can do:

You can still open the Job Menu to cancel a job that is printing or to select a confidential job or a held job that you want to print. If you need access to the printer menus, contact your network administrator.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Network Card Busy

### What this message means:

An internal print server (also called an internal network adapter or INA) is being reset.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**Network <x>**

**What this message means:**

A network interface is the active communication link.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**Network <x>, <y>**

**What this message means:**

A network interface is the active communication link, where <x> represents the active communication link and <y> represents the channel.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## No Jobs Found. Retry?

### What this message means:

The four-digit personal identification number (PIN) you entered is not associated with any confidential print job.

### What you can do:

- Press **Go** to enter another PIN.
- Press **Stop** to clear the PIN entry prompt.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Not Ready

### What this message means:

The printer is not ready to receive or process data. Someone pressed **Stop** to take the printer offline.

### What you can do:

Press **Go** to make the printer ready to receive jobs.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Overflow Bin Full

### What this message means:

The printer designated overflow bin is full.

### What you can do:

Remove the stack of paper from the bin to clear the message.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**Parallel <x>**

**What this message means:**

A parallel interface is the active communication link.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Performing Self Test

### What this message means:

The printer is running the series of start-up tests it performs after it is turned on.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Power Saver

### What this message means:

The printer is ready to receive and process data. It is reducing its electricity consumption while idle. If the printer remains inactive for the period of time specified in the Power Saver menu item (factory default settings are 30 minutes on the T620 and 60 minutes on the T622), the **Power Saver** message replaces the **Ready** message.

### What you can do:

- Send a job to print.
- Press **Go** to quickly warm the printer to normal operating temperature and display the **Ready** message.

**Note:** This message does not appear on the T620 printer.

### See also:

**Power Saver** (Setup Menu)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Priming Failed. Retry?

### What this message means:

The printer failed to prepare the stapler to staple print jobs.

### What you can do:

- Press **Go** to try priming the stapler again.
- Make sure staples are loaded and there is no jam in the stapler.
- Make sure paper is loaded in the tray specified in the Staple Prime Source menu item.
- Press **Return** or **Stop** to cancel priming.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Priming Stapler

### What this message means:

The printer is preparing the stapler to staple print jobs. The printer tests the stapler several times before returning to the Ready state.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Print Jobs on Disk. Go/Stop?

### What this message means:

Jobs that were spooled to the hard disk before the printer was last turned off have not yet printed.

### What you can do:

- Press **Go** to print the jobs.
- Press **Return** or **Stop** to delete the jobs from the hard disk without printing them.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Printing Directory List

### What this message means:

The printer is processing or printing a directory of all files stored in flash memory or on a hard disk.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Printing Font List

### What this message means:

The printer is processing or printing a list of all available fonts for the specified printer language.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Printing Job Accounting Stat

### What this message means:

The printer is processing or printing all job accounting statistics stored on the hard disk.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Printing Menu Settings

### What this message means:

The printer is processing or printing the menu settings page.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Prog Engine Code

### What this message means:

The printer is programming new code into the flash memory.

### What you can do:

Wait for the message to clear.

**Warning:** Do not turn the printer off while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Prog System Code

### What this message means:

The printer is programming new system code.

### What you can do:

Wait for the message to clear and the printer to reset.

**Warning:** Do not turn the printer off while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Program Flash

### What this message means:

The printer is storing resources, such as fonts or macros, in flash memory.

### What you can do:

Wait for the message to clear.

**Warning:** Do not turn the printer off while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Programming Disk

### What this message means:

The printer is storing resources, such as fonts or macros, on the hard disk.

### What you can do:

Wait for the message to clear.

**Warning:** Do not turn the printer off while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Queuing and Deleting Jobs

### What this message means:

The printer is deleting one or more held jobs and sending one or more jobs to print.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Queuing Jobs

### What this message means:

The printer is sending one or more held jobs to print.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Ready

### What this message means:

The printer is ready to receive and process print jobs.

### What you can do:

Send a job to print.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Ready Hex

### What this message means:

The printer is in Hex Trace mode and is ready to receive and process print jobs.

### What you can do:

- Send a job to print. All data sent to the printer is printed in hexadecimal and character representation. Control strings are printed, not executed.
- Turn the printer off and then on to exit Hex Trace mode and return to Ready status.
- Reset the printer.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Reattach <device>

### What this message means:

The specified device is either not fully connected to the printer or is experiencing a hardware failure.

### What you can do:

- Reestablish communication by removing the specified device and reattaching it to the printer.
- Press **Go** to clear the message and continue printing without using the device.
- If a hardware failure occurs, turn the printer off and back on. If the error recurs, turn the printer off, remove the specified device, and call for service.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Remove Paper <specified bin>

### What this message means:

The specified output bin, or bins, is full.

### What you can do:

Remove the stack of paper from the specified bin(s) to clear the message.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Res Reduced

### What this message means:

The printer is reducing the resolution of a page in the current job from 600 dots per inch (dpi) to 300 dpi to prevent a 38 **Memory Full** error. **Res Reduced** remains on the display while the job prints.

### What you can do:

Press **Menu** to open the Job Menu and cancel the current job.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Resetting Active Bin

### What this message means:

The printer is resetting to the active bin in a linked set of bins.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Resetting the Printer

### What this message means:

The printer is resetting to the current default settings. Any active print jobs are canceled.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Resetting Maint Cnt Value

### What this message means:

The printer is resetting the counter that tracks wear on the fuser.

### What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Restore Held Jobs. Go/Stop?

### What this message means:

The printer detects Print and Hold jobs stored on the hard disk during a power-on cycle or a printer reset.

### What you can do:

- Press **Go**. All Print and Hold jobs on the hard disk are restored to printer memory.
- Press **Return** or **Stop**. No Print and Hold jobs are restored to printer memory. The printer returns to the Ready state.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Restoring Factory Defaults

### What this message means:

The printer is restoring the factory default printer settings. When factory default settings are restored:

- All downloaded resources (fonts, macros, symbol sets) in the printer memory are deleted.
- All menu settings return to the factory default setting *except*:
  - The Display Language setting in the Setup Menu.
  - All settings in the Parallel Menu, Serial Menu, Network Menu, Infrared Menu, LocalTalk Menu, USB Menu, and Fax Menu.

### What you can do:

Wait for the message to clear.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Restoring Held Jobs

### What this message means:

The printer is restoring held jobs from the hard disk.

### What you can do:

Wait for the message to clear. No button actions are possible while this message is displayed.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

**Serial <x>**

**What this message means:**

A serial interface is the active communication link.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Staples Empty

### What this message means:

The stapler is out of staples, or the stapler is not installed.

### What you can do:

If necessary, install a new staple cartridge. Reinsert the stapler to clear the message.

**Note:** A partial sheet of staples will remain in the staple cartridge holder when this message appears. Do not remove this sheet. Install a new staple cartridge to properly feed the partial sheet of staples.

### See also:

[Replacing the staple cartridge](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## Staples Low

### What this message means:

The stapler has only a few staples remaining.

### What you can do:

Install a new staple cartridge to clear the message.

**Note:** A partial sheet of staples will remain in the staple cartridge holder when this message appears. Do not remove this sheet. Install a new staple cartridge to properly feed the partial sheet of staples.

### See also:

[Replacing the staple cartridge](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Std Bin Full

### What this message means:

The standard output bin is full.

### What you can do:

Remove the stack of paper in the bin to clear the message.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Toner Low

### What this message means:

The print cartridge is low on toner.

### What you can do:

- To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press **Go**.
- Press **Go** to clear the message and continue printing. You may notice reduced print quality.
- Replace the print cartridge.

### See also:

[Replacing the print cartridge](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**Tray <x> Empty**

**What this message means:**

The specified tray is out of paper.

**What you can do:**

Load paper in the tray to clear the message.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Tray <x> Low

### What this message means:

The specified tray is low on paper.

### What you can do:

Add paper to the tray to clear the message.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Tray <x> Missing

### What this message means:

The specified tray is either missing or not fully inserted into the printer.

### What you can do:

Insert the tray completely into the printer.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

USB <x>

## What this message means:

The printer is processing data through the specified USB port.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## Waiting

### What this message means:

The printer has received a page of data to print but is waiting for an End of Job command, a Form Feed command, or additional data.

### What you can do:

- Press **Go** to print the contents of the buffer.
- Press **Menu** to open the Job Menu and cancel the current job.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 2<xxx> Paper Jam

### What this message means:

The printer detects a paper jam. Although the location of the paper jam appears on the second line of the display, you must clear paper from the entire paper path.

### What you can do:

Clear the paper path.

### See also:

[Clearing paper jams](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 31 Defective Print Cartridge

### What this message means:

A defective print cartridge is installed.

### What you can do:

Remove the print cartridge and install a new one.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 32 Unsupported Print Cartridge

### What this message means:

An unsupported print cartridge is installed.

### What you can do:

Remove the print cartridge and install a supported one.

### See also:

**Replacing the print cartridge**

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 34 Short Paper

### What this message means:

The printer has determined that the length of the paper in the source specified on the second line of the display is too short to print the formatted data. For auto-size sensing trays, this error occurs if the paper guides are not in the correct position.

### What you can do:

- Press **Go** to clear the message and continue printing. The printer does not automatically reprint the page that prompted the message.
- Make sure the Paper Size setting in the Paper Menu is correct for the size paper you are using. If MP Feeder Size is set to Universal, make sure your paper is large enough for the formatted data.
- Press **Menu** to open the Job Menu and cancel the current job.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 35 Res Save Off Deficient Memory

### What this message means:

The printer lacks the memory needed to enable Resource Save. This message usually indicates too much memory is allocated for one or more of the printer link buffers.

### What you can do:

- Press **Go** to disable Resource Save and continue printing.
- To enable Resource Save after you get this message:
  - Make sure the link buffers are set to Auto, and exit the menus to activate the link buffer changes.
  - When **Ready** is displayed, enable Resource Save from the Setup Menu.
- Install additional memory.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 37 Insufficient Collation Area

### What this message means:

The printer memory (or hard disk, if installed) does not have the free space necessary to collate the print job.

### What you can do:

- Press **Go** to print the portion of the job already stored and begin collating the rest of the job.
- Press **Menu** to open the Job Menu and cancel the current job.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 37 Insufficient Defrag Memory

### What this message means:

The printer cannot defragment flash memory, because the printer memory used to store undeleted flash resources is full.

### What you can do:

- Delete fonts, macros, and other data in printer memory.
- Install additional printer memory.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 37 Insufficient Memory

### What this message means:

The printer memory is full and cannot continue processing current print jobs.

### What you can do:

- Press **Go** to clear the message and continue the current print job. The printer frees memory by deleting the oldest held job and continues deleting held jobs until there is enough printer memory to process the job.
- To avoid this error in the future:
  - Delete fonts, macros, and other data in printer memory.
  - Install additional printer memory.

**Note:** The messages 37 **Insufficient Memory** and **Held Jobs may be lost** alternate on the display.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 38 Memory Full

### What this message means:

The printer is processing data, but the memory used to store pages is full.

### What you can do:

- Press **Go** to clear the message and continue printing the job. The job may not print correctly.
- Press **Menu** to open the Job Menu and cancel the current job.
- To avoid this error in the future:
  - Simplify the print job by reducing the amount of text or graphics on a page and deleting unnecessary downloaded fonts or macros.
  - Install additional printer memory.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 39 Complex Page

### What this message means:

The page may not print correctly because the print information on the page is too complex.

### What you can do:

- Press **Go** to clear the message and continue printing the job. The job may not print correctly.
- Press **Menu** to open the Job Menu and cancel the current job.
- To avoid this error in the future:
  - Reduce the complexity of the page by reducing the amount of text or graphics on the page and deleting unnecessary downloaded fonts or macros.
  - Set Page Protect to On in the Setup Menu.
  - Install additional printer memory.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 51 Defective Flash

### What this message means:

The printer detects defective flash memory.

### What you can do:

Press **Go** to clear the message and continue printing. You must install different flash memory before you can download any resources to flash.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 52 Flash Full

### What this message means:

There is not enough free space in the flash memory to store the data you are trying to download.

### What you can do:

- Press **Go** to clear the message and continue printing. Downloaded fonts and macros not previously stored in flash memory are deleted.
- Delete fonts, macros, and other data stored on the flash memory.
- Install flash memory with more storage capacity.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 53 Unformatted Flash

### What this message means:

The printer detects unformatted flash memory.

### What you can do:

- Press **Go** to clear the message and continue printing. You must format the flash memory before you can store any resources on it.
- If the error message remains, the flash memory may be defective and require replacing.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

**54 Serial  
Option <x> Error**

**54 Standard  
Serial Error**

### What this message means:

The printer has detected a serial interface error on a serial port.

### What you can do:

- Make sure the serial link is set up correctly and you are using the appropriate cable.
- Press **Go** to clear the message and continue printing. The job may not print correctly.
- Press **Menu** to open the Job Menu and reset the printer.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

54 Network <x>  
Software Error

54 Std Network  
Software Error

## What these messages mean:

The printer cannot establish communications with an installed network port.

## What you can do:

- Press **Go** to clear the message and continue printing. The job may not print correctly.
- Program new firmware for the network interface by way of the USB or parallel port.
- Press **Menu** to open the Job Menu and reset the printer.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

54 Std Par ENA  
Connection Lost

54 Par <x> ENA  
Connection Lost

## What this message means:

The printer has lost the connection to an external print server (also called an external network adapter or ENA).

## What you can do:

- Make sure the cable connecting the ENA and the printer is securely attached. Turn the printer off and then on to reset the printer.
- Press **Go** to clear the message. The printer erases any reference to the ENA and then resets.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 54 Parallel Error

54 Parallel  
Option <x> Error

### What this message means:

The printer has detected a protocol error on a parallel interface.

### What you can do:

- Press **Go** to clear the message and continue printing. The job may not print correctly.
- Make sure the cable connecting the printer and the computer is securely attached and that the cable is not defective.
- Reset the printer.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 55 Insufficient Fax Buffer

### What this message means:

The buffer used to process data is too full to receive an incoming fax. This has broken the connection between the printer and the sending fax machine. The printer will not accept additional fax data until sufficient fax buffer space is made available.

### What you can do:

- Press **Go** to clear the message and print any fax data stored in the fax buffer. The job may not print correctly.
- Increase the size of the Fax Buffer in the Fax Menu.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

**56 Serial  
Port <x> Disabled**

**56 Standard  
Serial Disabled**

### What this message means:

Data has been sent to the printer through a serial port, but the serial port is disabled.

### What you can do:

- Press **Go** to clear the message. The printer discards any data received through the serial port.
- Make sure the Serial Buffer menu item in the Serial Menu is not set to Disabled.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)





Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

56 Parallel  
Port <x> Disabled

56 Std Parallel  
Port Disabled

## What this message means:

Data has been sent to the printer through a parallel port, but the parallel port is disabled.

## What you can do:

- Press **Go** to clear the message. The printer discards any data received through the parallel port.
- Make sure the Parallel Buffer menu item in the Parallel Menu is not set to Disabled.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 58 Too Many Bins Attached

### What this message means:

- Too many output bins are installed on the printer.
- An unsupported configuration of output bins is installed on the printer.

### What you can do:

Turn off and unplug the printer. Remove or reconfigure the output bins. Plug in the printer and turn it on.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 58 Too Many Disks Installed

### What this message means:

Too many hard disks are installed on the printer. The printer only supports one hard disk at a time.

### What you can do:

Turn off and unplug the printer. Remove the excess hard disks from the printer. Plug in the printer and turn it on.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 58 Too Many Flash Options

### What this message means:

Too many flash memory options are installed on the printer.

### What you can do:

Turn off and unplug the printer. Remove the excess flash memory. Plug in the printer and turn it on.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 58 Too Many Trays Attached

### What this message means:

Too many drawers with matching trays are installed on the printer.

### What you can do:

Turn off and unplug the printer. Remove the additional drawers. Plug in the printer and turn it on.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 59 Incompatible <device>

### What this message means:

The printer detects that an incompatible device is installed.

### What you can do:

Remove the specified device.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 61 Defective Disk

### What this message means:

The printer detects a defective hard disk.

### What you can do:

- Press **Go** to clear the message and continue printing.
- Install a different hard disk before you perform any operations that require one.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 62 Disk Full

### What this message means:

There is not enough memory on the hard disk to store the data sent to the printer.

### What you can do:

- Press **Go** to clear the message and continue processing. Any information not previously stored on the hard disk is deleted.
- Delete fonts, macros, and other data stored on the hard disk.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9





Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 63 Unformatted Disk

### What this message means:

The printer detects an unformatted hard disk.

### What you can do:

- Press **Go** to clear the message and continue printing.
- Format the disk before performing any disk operations. To format the disk, select Format Disk from the Utilities Menu.
- If the error message remains, the hard disk may be defective and require replacing. Install a new hard disk and format it.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 70–79 <message>

### What these messages mean:

Messages labeled 70–79 identify problems related to the internal print server.

### What you can do:

Refer to the drivers CD for more information. Click **View Documentation**, and then click **MarkNet™ Print Servers**.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

**Troubleshooting**

Administration

Index

## 80 Scheduled Maintenance

### What this message means:

The printer requires replacement of routine maintenance items to maintain top performance and avoid print quality and paper feed problems.

### What you can do:

Replace the maintenance items and reset the printer maintenance counter, if necessary.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 81 Engine Code CRC Failure

### What this message means:

Microcode in the engine flash code module has failed a system check.

### What you can do:

Press **Go** to clear the message and discard the code. Retransmit the microcode data from the host computer.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

## 88 Toner Low

### What this message means:

The print cartridge is low on toner.

### What you can do:

- To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press **Go**.
- Press **Go** to clear the message and continue printing. You may notice reduced print quality.
- Replace the print cartridge.

### See also:

[Replacing the print cartridge](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)  
[0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

### 900–999 Service <message>

#### What these messages mean:

Messages labeled 900–999 relate to printer problems that may require printer service.

#### What you can do:

Turn the printer off and check all cable connections. Turn the printer back on. If the service message recurs, call for service and report the message number and description of the problem. ▲

