

Fault Codes

When a fault occurs, the touch screen displays a message on how to clear the fault. Some faults indicate customer maintenance, while others require the attention of the Key Operator and/or System Administrator. The following table represents some of the fault codes and their corresponding corrective actions. These may appear in the Print Queue or Faults List available in the Machine Status mode.

Code	Description and Remedy
002-770	The job template could not be processed due to insufficient hard disk space. Delete unnecessary data from the hard disk.
003-750	No document was saved for the double-sided Booklet Creation feature. Check the setting of the double-sided Booklet Creation feature.
003-751	The specified document area is too small. Select a higher resolution or a larger scan area.
003-754 003-755	An error occurred in the document scanner. Reset the document, and scan again.
003-756	The fax document is completely white. Check that the original is not white, or that the front and back sides have been reversed.
003-760	Incompatible features are selected in the document scan conditions. Check the selected options.
003-761	The paper size in the tray selected by auto tray switching, differs from the paper size in the tray selected at the tray selection. Either change the paper size for the tray, or change the paper type priority setting.
003-763	An error occurred when reading the Gradation Adjustment Chart. Place the chart properly on the document glass.
003-780	Compression of scanned data was unsuccessful. Lower the resolution or reduction/enlargement ratio to reduce the data size, or send the document in smaller segments.
003-795	The reduction/enlargement ratio exceeds the setting range when the scanned document is enlarged/reduced to the specified paper size. Directly enter the reduction/enlargement ratio, or change the paper size.
003-981	Stapling mixed size documents is available only for documents with the same width. Cancel the staple feature or reset the documents with the same width.
005-210 005-275 005-280 005-283 005-284 005-285 005-286	An error occurred in the document feeder. Contact the Xerox Welcome Center.

Code	Description and Remedy
012-211 012-212 012-221 012-223 012-224	The finisher malfunctioned. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
012-259 012-260 012-263 012-280 012-282 012-283 012-284 012-285 012-291 012-293 012-294 012-295 012-296	The finisher malfunctioned. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
016-210	An error occurred on the software option settings. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
016-211	An error occurred due to insufficient memory. Check if memory is installed correctly. If memory is installed correctly, and not being able to identify the cause of the problem, contact the Xerox Welcome Center.
016-212	An error occurred due to insufficient memory. Check if memory is installed correctly. If memory is installed correctly, and not being able to identify the cause of the problem, contact the Xerox Welcome Center.
016-213	The software feature does not function properly, because the printer card is not properly installed. Reinstall the printer card correctly.
016-214	The software feature does not function properly, because the fax card is not properly installed. Reinstall the fax Card correctly.
016-450	The SMB host name already exists. Change the host name.
016-454	Unable to retrieve the IP address from DNS. Check the DNS configuration and IP address retrieve setting.
016-455	Connection to the SNTP server was timed out. Check the network cable connection and IP address of the SNTP server.
016-456	Received a message from the SNTP server saying that it was not synchronized with the standard time source. Check the SNTP server settings.
016-502	An error occurred during writing data. Contact the Xerox Welcome Center.
016-503	Unable to resolve the name of the SMTP server when e-mail was transmitted. Check if the SMTP server is set correctly using CentreWare Internet Services. Also, check that the DNS server is set correctly.

Code	Description and Remedy
016-504	Unable to resolve the name of the POP3 server when e-mail was transmitted. Check if the POP3 server is set correctly using CentreWare Internet Services. Also, check that the DNS server is set correctly.
016-505	Unable to log in to the POP3 server when transmitting e-mail. Check if the user name and password used for the POP3 server are set correctly using CentreWare Internet Services.
016-522	There was a LDAP server SSL authentication error. An SSL client certificate could not be acquired. The LDAP server requires an SSL client certificate. Set the SSL client certificate on the machine.
016-523	There was a LDAP server SSL authentication error. The server certificate data was incorrect. The machine does not trust the LDAP server's SSL certificate. Register the root certificate of the LDAP server SSL certificate on the machine.
016-524	There was a LDAP server SSL authentication error. The server certificate is not yet valid. Change to a valid LDAP server SSL certificate. The [Authentication with SSL] setting in [LDAP Server/Directory Service] can be set to [Disabled] to avoid an error, but the connected LDAP server security is not guaranteed.
016-525	There was a LDAP server SSL authentication error. The server certificate has expired. Change to a valid LDAP server SSL certificate. The [Authentication with SSL] setting in [LDAP Server/Directory Service] can be set to [Disabled] to avoid an error, but the connected LDAP server security is not guaranteed.
016-526	There was a LDAP server SSL authentication error. The server name does not match the certificate. Set the LDAP server address on the machine to match the address on the LDAP server SSL certificate. The [Authentication with SSL] setting in [LDAP Server/Directory Service] can be set to [Disable] to avoid an error, but the connected LDAP server security is not guaranteed.
016-527	There was a LDAP server SSL authentication error. There was an SSL authentication internal error. This error was generated by the software. Contact the Xerox Welcome Center.
016-533	There was a Kerberos server authentication protocol error. The machine and the Kerberos server clocks have a time difference that exceeds the Kerberos server clock skew value. Check that the machine and the Kerberos server clocks have the correct time.
016-534	There was a Kerberos server authentication protocol error. The realm assigned to the machine does not exist on the Kerberos server or the machine is not connecting to the Kerberos server address. Check that the realm name and Kerberos server address settings on the machine are correct. If connected with Windows 2000 or Windows 2003 Server, make sure the realm name is in upper case characters.
016-539	There was a Kerberos server authentication protocol error. This error was generated by the software. Contact the Xerox Welcome Center.
016-701	An error occurred due to insufficient memory for the PCL decomposer. Lower the resolution if possible.

Code	Description and Remedy
016-702	Unable to process PCL print data due to insufficient print page buffer. Take one of the following actions: <ul style="list-style-type: none"> • Set [Print Mode] to [High Speed]. • Check if memory is installed correctly. • Set [Page Print Mode] to [On] in order to change the printing method, then try printing again. For more information on Page Print Mode, refer to the print driver's online help.
016-703	An e-mail specifying a non-registered or invalid mailbox number was received. <p>When sending a fax or Internet Fax:</p> <ul style="list-style-type: none"> • Contact the Xerox Welcome Center. <p>When receiving e-mail, fax, or Internet Fax:</p> <ul style="list-style-type: none"> • Register the mailbox with the specified number. • Send an e-mail to a valid mailbox. • Contact the Xerox Welcome Center if the problem persists.
016-704	The hard disk ran out of space, because the mailboxes are full. Delete unnecessary documents from the mailboxes.
016-705	Unable to register the secure print document, mailbox document, or billing data using the print driver, or unable to register the scanned document in the mailbox, because the hard disk drive may not be installed properly on the machine, or may be damaged. Contact the Xerox Welcome Center.
016-706	The hard disk ran out of space, because the number of users for secure printing reached its maximum. Delete unnecessary documents or users registered for the Secure Print feature.
016-707	Sample prints cannot be made due to the malfunction of the hard disk. Contact the Xerox Welcome Center.
016-708	An annotation cannot be added due to insufficient hard disk space. Delete unnecessary documents from the disk.
016-710	Delayed print job could not be executed. Take one of the following actions: <ul style="list-style-type: none"> • Delete unnecessary data from the hard disk to increase free space. • Reset the settings of mailbox print and sample print. • Reduce the number of stored delayed print jobs to less than 100 jobs.
016-711	Refer to 016-985.
016-712	Refer to 003-751.
016-713	The input password does not match the mailbox password. Enter the correct password.
016-714	The specified mailbox does not exist. Create a new mailbox or specify an existing mailbox.
016-716	The TIFF file could not be spooled as the size of the file exceeded the remaining space on disk. Increase the size of the PCL form area.

Code	Description and Remedy
016-717	<p>A [Transmission Report - Undelivered] or [Activity Report] was requested, but the the required transmission result information is not stored in memory, and the report was not generated. Take one of the following actions:</p> <ul style="list-style-type: none"> • Partition memory intensive jobs (iFax) to limit the memory and the hard disk use. • Execute any pending scan and iFax jobs after other scan and iFax jobs are finished. • Request the report before 200 or more subsequent jobs have been executed.
016-718	<p>Unable to process PCL print data due to insufficient memory. Take one of the following actions:</p> <ul style="list-style-type: none"> • Lower the resolution. • Use no multiple-up or 2 sided print feature, and try printing again.
016-719	<p>Unable to process PCL print data due to insufficient print page buffer memory. Increase the print page buffer.</p>
016-720	<p>PCL print data contained a command that could not be processed. Check the print data, and then try printing again.</p>
016-721	<p>An error occurred while printing a job. The Auto Tray Switching feature was enabled when [Auto Paper Off] is selected for all paper trays on the [Paper Type Priority] screen. When the Auto Tray Switching feature is enabled, select a paper type other than [Auto Paper Off] on the [Paper Type Priority] screen.</p>
016-722	<p>The specified stapling position is not supported. Check the staple position, and try printing again.</p>
016-723	<p>The specified punch position is not supported. Check the punch position, and try printing again.</p>
016-724	<p>The combination of specified staple and punch options was incompatible. Specify punch and staple position along the same edge of the paper and try printing again.</p>
016-725	<p>A scanned document saved in a mailbox could not be converted to fax data during transmission processing using the job flow sheet. Do not use the job flow sheet. Instead scan the document, and send the fax directly.</p>
016-726	<p>The printer language cannot be automatically selected when the print mode is set to [Auto], including:</p> <ul style="list-style-type: none"> • PostScript data was sent without the PostScript Kit installed. Install the PostScript Kit. • A PDF file is sent directly to the machine, but unable to process the job. The hard disk drive may not be installed properly on the machine or may be damaged. Contact the Xerox Welcome Center. • HP-GL/2 or PCL data is sent to the machine without the optional emulation kit. Install the emulation kit.
016-727	<p>The result of a print request is a zero-page document that cannot be stored in a mailbox, and the job is canceled. Set the print option to print blank pages, and reprint to confirm if the output is not blank. Add text if the output is blank, and try printing again.</p>

Code	Description and Remedy
016-728	The TIFF file contains unsupported tags. Check the print data.
016-729	The TIFF file could not be printed, because the number of colors and resolution of the TIFF file exceeded the limit. Change the number of colors and resolution of the TIFF file, and instruct it to print again.
016-731	Printing of the TIFF data was interrupted. Instruct it to print again.
016-732	The form specified in the emulation setting is not registered in the host computer. Resend the form data.
016-733	<ul style="list-style-type: none"> • Could not acquire the IP address from the text string after the @ character in an e-mail address. Enter the mail address correctly. • The DNS internet address after the @ character could not be resolved. Enter the DNS server address correctly.
016-734	Printing a simple recipient result report failed. Set the [E-mail Receive Protocol] on the sender's end to [SMTP].
016-735	An attempt was made to print a job template while it was being updated. Wait a while, and then instruct it to print again.
016-736	<p>Data is not stored in a forwarding address directory.</p> <ul style="list-style-type: none"> • Check that there is space on the target disk. • Check the directory access permissions. • Delete any [.LCK] lock files in the target directory.
016-737	Data is not stored in a forwarding address directory. Delete any [.LCK] lock files in the target directory.
016-741	Unable to move onto the downloading mode.
016-742	Detected mismatching downloaded data product ID due to corrupt downloaded data. Try downloading again.
016-744	An error occurred to the data being downloaded. Check if the connection between the external device and the machine is secured, and try executing the operation again.
016-745	An XPJL error occurred while downloading. Try executing the job again. Contact the Xerox Welcome Center if the problem persists.
016-746	Received a PDF file that contains unsupported functions. Use a print driver to print the file.
016-747	<p>An error occurred while processing the annotation image data due to insufficient memory. Take one of the following actions:</p> <ul style="list-style-type: none"> • Increase the annotation image size. • Reduce the number of the images in [Repeat Image]. <p>Contact the Xerox Welcome Center if the problem persists.</p>
016-748	Unable to print due to insufficient hard disk space. Reduce the number of pages in print data, for instance by dividing the print data, or by printing one copy at a time when making multiple copies.

Code	Description and Remedy
016-749	<ul style="list-style-type: none"> • The printer language received from a printer driver cannot be printed on the machine. Use the machine's print driver. If the problem persists, contact the Xerox Welcome Center. • The printer language received in an iFax cannot be printed on the machine. Request that the sender sends the document using a printer language supported by the machine.
016-750	Printing banner sheets is canceled. Enter the System Settings mode on the touch screen, [Print Mode Settings] > [Other Settings], select [Banner Sheet] and set [Start Sheet], also select [Banner Sheet Tray] and set [Tray 1].
016-751	An error occurred due to insufficient memory, when the PDF direct print function print mode is set to PostScript. Use the machine print driver, or increase the PostScript memory.
016-753	The entered password does not match with that of the PDF file. Set the correct password on ContentsBridge.
016-755	An error occurred when processing a print job of a print-prohibited PDF file. Use Adobe Reader to release the print prohibition, and print the file.
016-756	The use of the service is restricted. Contact the Key Operator.
016-757	A wrong password was entered. Enter the correct password.
016-758	The account is not authorized for copying. Contact the Key Operator.
016-759	The maximum number of copies has been reached. Contact the Key Operator.
016-760	<p>An error occurred during PostScript processing. Take one of the following actions.</p> <ul style="list-style-type: none"> • Set for optimized speed in the print driver. • Increase PostScript memory.
016-761	An error occurred during image processing. Set [Image Options] > [Image Quality] > [High Speed] on the print driver, and print again. If this does not rectify printing, set [Detailed Settings] > [Other Settings] > [Print Page Mode] on the print driver, and try again.
016-762	The specified print language is not supported on the machine. Specify the print language in [Print Mode] under [Port Settings].
016-764	Unable to connect to the SMTP server. Contact the System Administrator.
016-765	Unable to send e-mail due to insufficient hard disk space on the SMTP server. Contact the System Administrator.
016-766	An error occurred on the SMTP server. Contact the System Administrator.
016-767	Unable to send e-mail due to the wrong e-mail address. Verify the e-mail address, and try sending the e-mail again.
016-768	Unable to connect to the SMTP server due to the incorrect e-mail address of the machine. Check the e-mail address of the machine.

Code	Description and Remedy
016-769	The SMTP server does not support delivery confirmation (DSN). Send e-mail without setting confirmation.
016-770	The direct fax function is prohibited. Check with the System Administrator whether the function is enabled. If enabled, contact the Xerox Welcome Center.
016-771	Unable to retrieve the scan data repository address. Confirm the DNS connection. Alternatively, set the scan data repository domain name to the DNS.
016-772	Unable to retrieve the scan data repository address. Specify the correct DNS address. Alternatively, set scan data repository address to the IP address.
016-773	The IP address of the machine is not set correctly. Check the DHCP environment. Alternatively, manually specify an IP address of the machine.
016-774	Unable to process compression conversion due to insufficient hard disk space. Delete unnecessary data from the disk.
016-775	Unable to process the image conversion due to insufficient hard disk space. Delete unnecessary data from the disk.
016-776	An error occurred during image conversion processing. Check the data in CentreWare Internet Services.
016-777	An error occurred on the hard disk during image processing, probably due to a hard disk malfunction. For details on replacing the hard disk, contact the Xerox Welcome Center.
016-778	Conversion of the scanned image was discontinued due to insufficient disk space. Delete unnecessary data from the disk.
016-779	An error occurred during conversion processing of the scan image. Instruct scanning again.
016-780	An error occurred on the disk during conversion processing of the scanned image, probably due to a disk malfunction. For details on replacing the hard disk, contact the Xerox Welcome Center.
016-781	Unable to connect to the server during file forwarding by CentreWare Scan Services. Ask the System Administrator to check the network and server.
016-782	Unable to connect to the server for CentreWare Scan Services. Verify that the login user name, password and other information that are entered.
016-783	Unable to find the specified server path during file forwarding by CentreWare Scan Services. Check the path name of the server currently set to the job template.
016-784	A write to server error occurred during file forwarding by CentreWare Scan Services. Confirm that there is sufficient space in the directory on the server, and that access rights are present.
016-785	The file could not be sent by CentreWare Scan Services due to insufficient space on the server. Delete unnecessary data from the server.

Code	Description and Remedy
016-786	The scanned data could not be written due to insufficient space on the hard disk. Delete unnecessary data, or initialize the hard disk if the saved data are not needed anymore.
016-787	The server IP address set to the job template is incorrect. Specify the correct job template.
016-788	Failed to retrieve the file from the web browser. Take one of the following actions, and then try retrieving again. <ul style="list-style-type: none"> • Refresh the browser page. • Restart the browser. • Switch the machine off then back on.
016-789	The mail processing was interrupted due to insufficient hard disk space. Lower the image resolution or reduction/enlargement ratio, or divide the document into smaller segments to send.
016-791	The access to the specified destination or job template server failed when using Scan To FTP/SMB or CentreWare Scan Services. Check if you are authorized to access the specified destination or server.
016-792	The specified job history could not be retrieved when printing a job history report. The specified job history is not available.
016-793	The hard disk has run out of space. Delete unnecessary data or initialize the hard disk if the saved data are not needed anymore.
016-794	The media was incorrectly inserted. Reinsert the media correctly.
016-795 016-796 016-797	A read error occurred when reading data on the media. Check the contents stored on the media using a computer.
016-798	The print could not be processed. The hard disk drive or memory may not be installed properly on the machine, or may be damaged. Contact the Xerox Welcome Center.
016-799	The print data contains invalid parameters. Check the print data and print options and try printing again.
016-982	The hard disk has run out of space. Delete unnecessary data from the hard disk or documents in mailboxes.
016-985	The e-mail size exceeds the maximum size. Try one of the following procedures, and resend the e-mail. <ul style="list-style-type: none"> • Reduce the number of pages in the document. • Lower the resolution in [Scan Resolution]. • Reduce the document size using [Reduce/Enlarge]. • Increase the maximum value in [Maximum E-mail Size] using the Key Operator access.
018-505	An authentication error occurred due to an incorrect user name and/or password. Check that the user name and password are correct.

Code	Description and Remedy
018-701	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 1 (operations error) during the address book query. Check that the [LDAP Server/Directory Service] settings in [Remote Authentication Server/Directory Service] are correct, and check if the problem occurred on the server side.
018-702	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 2 (protocol error) during the address book query. Review the LDAP server settings and repeat the same operation.
018-703	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 3 (time limit exceeded) during the address book query. Review the search conditions and search root entry, then repeat the same operation. Contact the network administrator if the problem persists.
018-704	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 4 (size limit exceeded) during the address book query. Review the search conditions and search root entry, then repeat the same operation. Contact the network administrator if the problem persists.
018-705	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 5 (compare false) during the address book query. The compare operation returned false. Check the LDAP server status.
018-706	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 6 (compare true) during the address book query. The compare operation returned true, indicating there is no problem.
018-707	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 7 (authentication method not supported) during the address book query. Change the authentication method and review the authentication settings.
018-708	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 8 (strong authentication required) during the address book query. Check that there are no errors in the authentication settings, and strengthen subsequent authentication.
018-710	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 10 (referral) during the address book query. There is nothing registered in the specified search range. Check the authentication settings status.
018-711	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 11 (admin limit exceeded) during the address book query. Check the server operating status.

Code	Description and Remedy
018-712	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 12 (unavailable critical extension) during the address book query. Check the server operating status.
018-713	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 13 (confidentiality required) during the address book query. Check the server operating status.
018-714	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 14 (SASL bind in progress) during the address book query. Wait a while, then repeat the same operation. Contact the network administrator if the problem persists.
018-716	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 16 (no such attribute) during the address book query. The specified attribute does not exist. Check the LDAP server status.
018-717	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 17 (undefined attribute type) during the address book query. The attribute type specified is invalid. Check the LDAP server status.
018-718	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 18 (inappropriate matching) during the address book query. Filter type not supported for the specified attribute. Check the LDAP server status.
018-719	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 19 (constraint violation) during the address book query. An attribute value specified violates some constraint. Check the LDAP server status.
018-720	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 20 (attribute or value exists) during the address book query. An attribute type or value already exists. Check the LDAP server status.
018-721	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 21 (invalid attribute syntax) during the address book query. An invalid attribute syntax was specified. Check the LDAP server status.
018-732	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 32 (no such object) during the address book query. The specified e-mail address does not exist in the directory. Review the input e-mail address and check the e-mail address is registered on the LDAP server.
018-733	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 33 (alias problem) during the address book query. The alias (name) in the directory points to a nonexistent entry. Check the LDAP server status.

Code	Description and Remedy
018-734	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 34 (invalid DN syntax) during the address book query. An invalid DN syntax was specified. Check the user name and password. Check the LDAP server authentication settings and other status.
018-735	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 35 (is leaf) during the address book query. The object specified is a leaf node. Check the LDAP server status.
018-736	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 36 (alias dereferencing problem) during the address book query. The error occurred while dereferencing an alias. Check the LDAP server status.
018-748	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 48 (inappropriate authentication) during the address book query. Inappropriate authentication was specified. Check the LDAP server authentication settings.
018-749	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 49 (invalid credentials) during the address book query. Invalid credentials (user name or password) was specified. Check the user name and password. Check the LDAP server authentication settings.
018-750	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 50 (insufficient access rights) during the address book query. User has insufficient access to perform the operation. Check the LDAP server access rights.
018-751	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 51 (busy) during the address book query. The server is too busy. Wait a while, then repeat the same operation. Contact the network administrator if the problem persists.
018-752	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 52 (unavailable) during the address book query. The server is unavailable. Wait a while, then repeat the same operation. Contact the network administrator if the problem persists.
018-753	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 53 (unwilling to perform) during the address book query. The server is unwilling to perform the operation. Wait a while, then repeat the same operation. Contact the network administrator if the problem persists.
018-754	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 54 (loop detect) during the address book query. A loop was detected (service-related problem). Check the LDAP server service operating status.

Code	Description and Remedy
018-764	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 64 (naming violation) during the address book query. A naming violation occurred (update-related problem). Check the LDAP server status.
018-765	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 65 (object class violation) during the address book query. An object class violation occurred (update-related problem). Check the LDAP server status.
018-766	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 66 (not allowed on nonleaf) during the address book query. The operation is not allowed on a nonleaf object (update-related problem). Check the LDAP server status.
018-767	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 67 (not allowed on RDN) during the address book query. The operation is not allowed on an RDN (update-related problem). Check the LDAP server status.
018-768	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 68 (entry already exists) during the address book query. The entry already exists (update-related problem). Check the LDAP server status.
018-769	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 69 (object class mods prohibited) during the address book query. Object class modifications are prohibited (update-related problem). Check the LDAP server status.
018-770	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 70 (search result too large) during the address book query. Review the search conditions and search root entry, then repeat the same operation. Contact the network administrator if the problem persists.
018-771	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 71 (affects multiple DSAs) during the address book query. Check the LDAP server status.
018-780	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 80 (unknown error) during the address book query. Check the LDAP server status.
018-781	An LDAP server protocol error occurred in the address book operation. Could not connect to the server. Use the following methods: <ul style="list-style-type: none"> • Check the network cables are connected. • Check the target server's operating status. • Check that the server name in the [LDAP Server/Directory Service] settings in [Remote Authentication Server/Directory Service] are correct.

Code	Description and Remedy
018-782	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 82 (program error or SASL authentication error) during the address book query. Check the LDAP server status.
018-783	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 83 (send message encoding error) during the address book query. Check the LDAP server status.
018-784	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 84 (receive message decoding error) during the address book query. Check the LDAP server status.
018-785	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 85 (search result timeout) during the address book query. Review the search conditions and search root entry, then repeat the same operation. Contact the network administrator if the problem persists.
018-786	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 86 (unknown authentication method specified) during the address book query. Check the LDAP server status.
018-787	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 87 (invalid search filter supplied) during the address book query. Review the search conditions. Contact the network administrator if the problem persists.
018-788	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 88 (operation canceled) during the address book query. Check the LDAP server status.
018-789	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 89 (parameter error) during the address book query. Check the LDAP server status.
018-790	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 90 (memory allocation error) during the address book query. Check the LDAP server status.
018-791	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 91 (server connection error) during the address book query. Check the LDAP server status.
018-792	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 92 (unsupported function) during the address book query. Check the LDAP server status.
018-793	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 93 (result not returned) during the address book query. Check the LDAP server status.

Code	Description and Remedy
018-794	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 94 (result no longer available) during the address book query. Check the LDAP server status.
018-795	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 95 (result still available) during the address book query. Check the LDAP server status.
018-796	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 96 (client loop detected) during the address book query. Check the LDAP server status.
018-797	An LDAP server protocol error occurred in the address book operation. The server returned the RFC2251 specification protocol error 97 (maximum number of reference hops exceeded) during the address book query. Check the LDAP server status.
024-742	The number of print pages, using print options, in a booklet creation job exceeds the number of maximum pages. Divide the job into manageable jobs or cancel book creation.
024-746	The selected option (i.e., paper size, document tray, output tray, or double-sided printing) is incompatible with the specified paper quality. Check the print data.
024-747	An invalid print parameter combination was set. Check the print data. For example, a custom size was specified, and [Paper Supply] was set to [Auto]. In this case, select the bypass tray.
024-985	An error occurred in the bypass tray. Check the document size, orientation, and paper type, then try executing the same operation again.
026-700	A protocol which is not supported on the machine was received from the LDAP server during an address book query. Try executing the same operation again. Contact the Xerox Welcome Center if the problem persists.
026-701	The number of address book requests exceeded the handling capacity of the machine. Wait a while, and perform the same operation again. If there is only one address book request, the problem may be in the machine software. Contact the Xerox Welcome Center.
026-702	The number of transactions from the LDAP server exceeded the handling capacity of the machine. Wait a while and perform the same operation. Contact the Xerox Welcome Center if the problem persists.
027-452	The specified IP address already exists. Change the IP address.
027-500	Unable to resolve the name of the SMTP server when reply e-mail was transmitted. Check from CentreWare Internet Services to see if the SMTP server is set correctly.
027-501	Unable to resolve the name of the POP3 server when using the POP3 protocol. Check from CentreWare Internet Services to see if the POP3 server is set correctly.

Code	Description and Remedy
027-502	Unable to login to the POP3 server when using the POP3 protocol. Check from CentreWare Internet Services to see if the user name and password used for the POP3 server are set correctly.
027-547	An SMB protocol error occurred. Prohibited characters were detected in the specified domain name. Check the domain name, and that the correct domain name is set on the machine. Check the domain by: 1. Select [System Settings] > [Network Settings] > [Remote Authentication Server/Directory Service] > [SMB Server Settings] in System Administrator mode. 2. Select the corresponding SMB server and check the domain name.
027-548	An SMB protocol error occurred. Prohibited characters were detected in the specified user name. Check the user name settings.
027-549	An SMB protocol error occurred. Perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
027-564	An SMB protocol error occurred. The SMB server cannot be found. Check that the authentication server and the machine can communicate across the network. For example, check the following: • Check the network cable connections. • Check the TCP/IP settings. • Check the port settings; port 137 (UDP), port 138 (UDP), port 139 (TCP).
027-565	An SMB protocol error occurred. Perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
027-566	An SMB protocol error occurred. SMB (TCP/IP) is not activated. Using CentreWare Internet Services, open the [Port Status] window in the [Properties] tab, and check that TCP/IP for SMB is enabled.
027-572 027-573 027-574 027-576 027-578	An SMB protocol error occurred. Perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
027-584	An SMB protocol error occurred. The SMB server is operating in share security mode. The SMB server is probably set on an Windows 95, Windows 98, or Windows ME OS. Set the SMB server on an OS other than Windows 95, Windows 98, or Windows ME.
027-585	An SMB protocol error occurred. Login prohibited time interval. Check allowed login time with the System Administrator.
027-586	An SMB protocol error occurred. The password valid interval has expired. Obtain a valid password from the System Administrator.
027-587	An SMB protocol error occurred. The password change interval has expired. Login on Windows, and change the password. Ask the System Administrator to change the change interval settings to avoid being prompted the next time you login.

Code	Description and Remedy
027-588	An SMB protocol error occurred. The user account is disabled. Ask the System Administrator to enable the user.
027-589	An SMB protocol error occurred. The user account is locked out. Ask the System Administrator to release the lockout.
027-590	An SMB protocol error occurred. The user valid interval has expired. Obtain a valid user account from the System Administrator, or ask the System Administrator to extend the account interval.
027-591	An SMB protocol error occurred. The user account is restricted. The blank password is invalid. Set the user account password.
027-593 027-599	An SMB protocol error occurred. Perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
027-706	There was no S/MIME certificate tied to the e-mail address when sending e-mail. Import an S/MIME certificate for the e-mail address into the machine.
027-707	The S/MIME certificate tied the e-mail address when sending e-mail has expired. Obtain a new S/MIME certificate, and import into the machine.
027-708	The S/MIME certificate tied the e-mail address when sending e-mail is untrusted. Import a trusted S/MIME certificate into the machine
027-709	The S/MIME certificate tied the e-mail address when sending e-mail has been revoked. Import a new S/MIME certificate into the machine
027-710	The S/MIME certificate to receive e-mail was not present. Contact the sender, and ask them to send e-mail with an S/MIME certificate.
027-711	The sender's S/MIME certificate was not retrieved from the received e-mail. Import the sender's S/MIME certificate into the machine, or attach an S/MIME certificate to the sender's S/MIME signature e-mail.
027-712	The received e-mail S/MIME certificate has expired or is untrusted. Contact the sender, and ask them to send e-mail with a valid certificate.
027-713	The received e-mail was rejected, because it had been altered, possibly the transmission route had been falsified. Contact the sender to notify them about the possibility of falsification, and request them to resend the e-mail.
027-714	The received e-mail was rejected, because the "From" field differs from the S/MIME signature e-mail address. Contact the sender, tell them about the possibility of impersonation, and ask them to resend the e-mail.
027-715	The received e-mail S/MIME certificate is not registered on the machine or is not supported on the machine. Import the sender's S/MIME certificate into the machine, or if already registered, enable the certificate so that it can be used on the machine.
027-716	The received e-mail was rejected, because the S/MIME certificate was untrusted. Contact the sender, and ask them to send e-mail with a trusted certificate.

Code	Description and Remedy
027-737	An error occurred during reading of data from the job template server. Check the access rights of the directory in which the job template is stored.
027-739	Unable to find the specified job template server. Check the path name to the job template server.
027-740	Unable to log in to the job template server. Verify that the correct log-in user name, password and other information are entered.
027-741	Unable to connect to the job template server. Ask the network administrator to check the network or server.
027-742	The job template could not be stored to memory due to insufficient disk space. Delete unnecessary data from the disk.
027-743	The settings on the job template server are incorrect. Check the settings of the job template server.
027-744	There is a problem in the domain name of the job template server. Make sure that the DNS server connection and the domain name are registered to the DNS server.
027-745	The address of the DNS server is not registered on the machine. Register the address of the DNS server on the machine, or set the address of the job template server as an IP address.
027-746	The protocol setting of the job template server is not correct. Set up the correct port.
027-750	Fax forwarding, printing, or Internet Fax forwarding was attempted for a scanned document. Fax forwarding, printing, and Internet Fax forwarding cannot be performed for scanned documents.
027-751	An error occurred while processing a job flow sheet. Check the job flow sheet.
027-752	The job flow has a parameter that requires user input that was not entered. Perform one of the following: <ul style="list-style-type: none"> • Do not tie the job flow with required user input to a mailbox. • Set the default values for the job flow required user input parameters.
027-753	The required port was not open to the job attempted by a job flow sheet. Contact the Key Operator.
027-754	The settings for [DocuWorks Signature] or [PDF Signature] on the job flow are incorrect. Check the DocuWorks and PDF signatures for both the system data settings (machine's current settings) and the executed job flow settings. If these settings are not the same, change either of them.
027-796	E-mail without an attachment was discarded, because the machine is set to print only the attached document of e-mail. To print body text and the header of e-mail in addition to its attachments, change settings in [Properties] on CentreWare Internet Services.
027-797	The output destination is not correct. Specify the correct destination, and resend the e-mail.

Code	Description and Remedy
033-363	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
033-710	The document for polling has been deleted. Store the original document again.
033-712	The processing could not continue due to insufficient system memory. Delete unnecessary data.
033-713	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
033-716	The mailbox specified by the remote machine does not exist. Register the mailbox on the machine.
033-717	The mailbox password specified by the remote machine is incorrect, or the password-receive password is incorrect. Notify the correct password to the sender.
033-718	There are no fax documents or no documents for polling in the mailbox specified by the remote machine. If required, store the fax document or document for polling in the mailbox.
033-719	The fax job was canceled when the supply was turned off and on. Send the document again.
033-721	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
033-722	The scan job was canceled due to power supply problem, or because the document exceeds the maximum number of pages that can be stored. Check the power supply, or set documents that are smaller than the maximum number of pages.
033-724	Unable to receive the image data, because the data size that can be received per a fax transmission exceeds its upper limit. Request the sender to divide the document into smaller segments to send, or lower the resolution. If the problem persists, check if memory is installed correctly. If memory is installed correctly, and not being able to identify the cause of the problem, contact the Xerox Welcome Center.
033-725	The hard disk is full. Delete unnecessary data on the hard disk to increase the available hard disk space.
033-726	The received document was printed single sided, because the 2-sided printing is not available for a mixed size document. No user action is required.
033-727	The received page data size is too large to rotate automatically to shift the document orientation on the page. The pages are printed without rotation. No user action is required.
033-728	The Auto Print formatting of the received fax document was interrupted by a manual print operation. No user action is required. The machine will automatically resume the Auto Print job after manual printing is done.
033-731	The Auto Print processing for the received fax document was interrupted by a manual print operation. No user action is required.

Code	Description and Remedy
033-733	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
033-734	The fax print was suspended, because a job report was generated while preparing the fax print job. No user action is required.
033-735	An error occurred using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
033-736	The transmission was canceled, because the transmit data size exceeded its upper limit. No user action is required.
033-737	An error occurred using the fax. Perform the same operation again.
033-738	Abnormal JBIG image data was received. No user action is required.
033-740	The print job for the received fax document was canceled. No user action is required.
033-741 033-742	An error occurred when using the fax. Perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
033-743 033-744 033-745 033-746	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
033-747	The job was suspended. No user action is required.
033-749	The machine rectified a memory problem automatically for printout. No user action is required.
033-750	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
033-751	An attempt was made to output the maintenance report unsuccessfully, while the machine is in Sleep Mode when any printing is prohibited. The report print job will be resumed as soon as the print prohibited Sleep Mode interval ends.
033-755	Unable to print the fax document due to the fax malfunction. Take one of the following actions: <ul style="list-style-type: none"> • Turn the power off and on. • Make sure that the cable connecting the machine and the Fax Card is plugged in securely. • Check the touch screen message, or print out the error job history report to find out the fault code. Contact the Xerox Welcome Center if the problem persists.
034-211 034-212	An error occurred in the fax controller. Contact the Xerox Welcome Center.
034-500	An incorrect telephone/fax number was dialed. Check the number, then perform the same operation again.

Code	Description and Remedy
034-501	The telephone cable may not be connected securely. Check that the telephone cable is connected correctly, and resend the document. Refer to <i>Telephone socket in the Product Overview chapter on page 34</i> .
034-505	An error occurred using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
034-506	The remote copy function (printing multiple copies of a received document) is not supported on the destination machine. Check if the destination machine supports the remote copy function.
034-507	Communication failed, because the password you specified does not match with the ID number of the destination machine. Make sure that the password and telephone number are correct. The destination machine may be set not to send its own ID number. This code is also displayed when a polling request is rejected.
034-508 034-509 034-510	An error occurred when using the fax. If sending a fax, check the fax setting, fax number, and other settings, then perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
034-511	A document for relay broadcasting cannot be transmitted. Check that the relay station is correctly registered in the specified speed dial code. Also, check the contents of the address number registered at the relay station.
034-513	Received an invalid command. This is a Xerox remote maintenance system operational error. No user action is required.
034-514	Received an unsupported request. This is a Xerox remote maintenance system operational error. No user action is required.
034-512	An endless loop was detected in the remote relay broadcasting. Check that the relay station is correctly registered in a speed dial number, and check the speed dial number points to the relay station.
034-515	There is a problem on the remote machine. Check the remote machine status.
034-519	The number of destinations exceeded the maximum number during broadcast transmission. Wait for the pending jobs to decrease or reduce the number of destinations, then repeat the same operation.
034-520	The number of jobs to be received exceeds the maximum number. Wait for the pending jobs to reduce and then repeat the operation.
034-521	An internal error occurred. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
034-522	There is no phone line available for manual send communication. Wait until current transmissions to end, then perform the same operation again.
034-523	The fax service has been disabled, and jobs cannot be received. Wait a while, then perform the same operation again.
034-527	A dial control error occurred. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.

Code	Description and Remedy
034-528	Unable to perform manual send during dialing. Try executing the same operation again when not dialing.
034-529	The received document cannot be printed on the paper loaded on the machine. Try one of the following. <ul style="list-style-type: none"> • Check that the correct paper size is loaded in the machine. • Check that the tray is correctly placed in the machine.
034-530	Operation timed out. Perform the operation within the specified time frame.
034-550	An error occurred while processing to write onto the FaxCard-ROM. Contact the Xerox Welcome Center.
034-700	The G3 DP (Dial Pulse) connection timed out. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
034-701	The software needs to be reset. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
034-702	Communication failed due to an incorrect telephone or fax number. Check the number, and perform the same operation again. If a speed dial button was used, check the correct number is registered appropriately.
034-728	An invalid number was specified. Check the destination number, and perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
034-730 034-731	Refer to 034-508.
034-734	An internal error occurred. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
034-796	An invalid data was found in the dialing data. Dial the number again, then perform the same operation.
034-797	An communication parameter error occurred. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
034-798	A data parameter error occurred. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
034-799	Dialing data is not registered, even though the auto dial feature was specified. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
035-700	An error occurred using the fax. Perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
035-701	Unable to communicate due to an incorrect phone number. Check the phone number, and perform the same operation again. If DP (Dial Pulse) is used for G3, check that "*" and "#" are not included in the phone number.
035-702 035-703	The other party cancelled the transmission. Ask the other party to check their machine status, and resend the document if necessary.

Code	Description and Remedy
035-704	The specified feature (such as polling) is not supported by the remote machine. Contact the other party to check the supported functions.
035-705 035-706	The remote machine may have encountered a problem. Contact the other party and resend the document if necessary.
035-707	No password was specified or an invalid password was specified. This only notifies that the machine received such document, so that no user action is required.
035-708 035-709 035-710 035-712 035-713	The remote machine may have encountered a problem. Contact the other party and resend the document if necessary.
035-714	Refer to 035-702.
035-715	Refer to 035-507.
035-716 035-717 035-718 035-719	A communication error occurred. Contact the other party, and resend the document if necessary.
035-720	<p>The destination machine cannot receive the document that you sent. Ask the other party to check the following:</p> <ul style="list-style-type: none"> • Their machine has paper in the tray • Their machine has no paper jam • Their machine has enough memory • Their machine supports G3 reception. <p>When specifying features such as relay broadcasting or a remote mailbox, ask the other party if their machine supports these features, and if the password is correct.</p>
035-721 035-722	A communication error occurred. Ask the other party to resend the document if necessary.
035-723 035-724	A communication error occurred. If sending, check the telephone/fax number, Check if the features you specified are supported on the destination machine, then perform the same operation again. If receiving, ask the other party to resend the document if necessary.
035-725	Refer to 034-511.
035-726	A communication error occurred. If sending, check the telephone/fax number, Check if the features you specified are supported on the destination machine, then perform the same operation again. If receiving, ask the other party to resend the document if necessary.
035-727 035-728 035-729	A communication error occurred. Ask the other party to resend the document if necessary.

Code	Description and Remedy
035-730 035-731 035-732 035-733 035-734 035-735 035-736 035-737 035-738 035-739 035-740 035-741 035-742	A communication error occurred. If sending, check the telephone/fax number, Check if the features you specified are supported on the destination machine, then perform the same operation again. If receiving, ask the other party to resend the document if necessary.
035-743 035-744 035-745	Communication failed due to an incorrect telephone/fax number, or because the specified function is not available on the remote machine. Check the telephone/fax number, functions supported on the remote machine, and other settings and repeat the same operation.
035-746	The fax network does not respond. Check the following, and send the document again. <ul style="list-style-type: none"> • Is the telephone line correctly connected to the machine? • The other party may not be connected to the fax network, or there may be some problem with the network. When you are connected to a fax network that requires an access code, enter two pauses after the access code, and then dial the telephone number.
035-747 035-748	Transmission was stopped, because the <Stop> button was pressed while dialing or sending. No user action is required.
035-749	The other party's telephone number was redialed the set number of times but the remote machine did not answer. Ask the other party to check the telephone line and connection to the machine.
035-750	Transmission was stopped because the <RESET> button was pressed while dialing or sending. Turn the machine on again and resend the document. Contact the Xerox Welcome Center if the problem persists.
035-751 035-752	Transmission was stopped, because the <Stop> button was pressed while dialing or sending. No user action is required.
035-762	Refer to 034-508.
036-500 to 036-542 036-700 to 036-777	An error occurred when using the fax. If sending a fax, check the contents, fax number, and other settings, then perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
036-778 036-779	Communication was interrupted on the destination machine side. Ask the other party to resend the document if necessary.

Code	Description and Remedy
036-780 036-781 036-782 036-783 036-784 036-785	An error occurred when using the fax. If sending a fax, check the contents, fax number, and other settings, then perform the same operation again. Contact the Xerox Welcome Center if the problem persists.
036-786 036-787	Refer to 034-507.
036-788 036-789	A transmission when using polling was specified, but there is no document for polling on the destination machine. Contact the other party to confirm, and perform the same operation if necessary.
036-790 036-791	Communication failed due to invalid request. Check the procedure in the User Guide and perform the operation again.
036-792 036-793	Refer to 034-508.
036-795	The remote copy function (printing multiple copies of a received document) is not supported on the destination machine. Check if the remote copy function exists on the destination machine.
036-796	The transmission mode switched to normal operating mode, because the remote copy function (printing multiple copies of a received document) was not supported on the destination machine. No user action is required.
036-797 036-798 036-799	Refer to 034-508.
047-211	A hardware problem occurred in the paper output assembly. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists..
047-214	An error occurred in the Duplex Module. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
047-216	An error occurred in the finisher. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
062-210	The document feeder malfunctioned. Contact the Xerox Welcome Center.
062-211	An error occurred in the document feeder. Contact the Xerox Welcome Center.
062-220	Refer to 062-210.
062-277	A communication error occurred between scanning and feeding components of the machine. Contact the Xerox Welcome Center.
062-278	An error occurred in the document feeder. Contact the Xerox Welcome Center.
062-790	The scanned document is copy-prohibited. Refer to <i>Illegal Copies in the Before Using the Machine</i> chapter on page 29, and verify the types of documents that can be copied.

Code	Description and Remedy
071-210 071-212	An error occurred when using Tray 1. Turn the machine off and on. Contact the Xerox Welcome Center if the problem persists.
072-210 072-212	An error occurred when using Tray 2. Turn the machine off and on. Contact the Xerox Welcome Center if the problem persists.
073-210 073-212	An error occurred when using Tray 3. Turn the machine off and on. Contact the Xerox Welcome Center if the problem persists.
077-215	An error occurred when using Two Tray Module. Turn the machine off and on. Contact the Xerox Welcome Center if the problem persists.
078-210	An error occurred when using High Capacity Feeder Tray 1. Turn the machine off and on. Contact the Xerox Welcome Center if the problem persists.
078-211	An error occurred when using High Capacity Feeder Tray 2. Turn the machine off and on. Contact the Xerox Welcome Center if the problem persists.
081-799	The fax job was cancelled due to the fax transmission limit when sending the job using e-mail. Try executing the job again.
116-220	Download failed to start after switching to download mode. Contact the Xerox Welcome Center.
116-701	Unable to print double-sided due to insufficient memory. Check if memory is installed correctly. If memory is installed correctly, and not being able to identify the cause of the problem, contact the Xerox Welcome Center.
116-702	Printing was performed using a substitute font. Check the print data.
116-703	An error occurred during PostScript processing. Either confirm the print data, or open spool settings on the details tab in the print driver to disable bi-directional communication.
116-713	The job was printed out in parts because the hard disk ran out of space. Delete unnecessary data.
116-714	A HP-GL/2 command error occurred. Check the print data.
116-720	An error occurred during printing due to insufficient memory. Close unused ports or delete unnecessary data.
116-740	A numerical value operation error occurred, because the print data contains a value that exceeds the limit of the printer. Check the print data.
116-749	The print job was stopped, because the specified font was not found. Install the font or enable font replacement in the print driver.
116-752	There was a warning in the PDF print job ticket description. Repeat the same procedure. Contact the Xerox Welcome Center if the problem persists.

Code	Description and Remedy
116-771 116-772 116-773 116-774 116-775 116-776 116-777 116-778	The parameter values were corrected, because the machine encountered a problem when printing the data. If the received image is incomplete or damaged, ask the other party to check the image or to resend the data. When Internet Fax forwarding is enabled, check with the recipient if they received the image intact.
116-780	There is a problem with the document attached to the received e-mail. Check the attached document.
116-790	<ol style="list-style-type: none"> 1. If the operator stops stapling while printing a confidential fax or confidential iFax document, the first copy is printed without staples. Staple the first copy manually, or otherwise do not stop stapling while printing. 2. If the operator stops stapling in all other cases: all copies are printed without staples. Check that the stapling position is correctly specified, and perform the same operation again.
123-400	The machine has detected a software-related problem. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
124-701	Due to a malfunction in the specified tray (side tray), the output destination was changed to the center output tray. Contact the Xerox Welcome Center. A different paper tray can still be used.
124-702	Due to a malfunction in the specified tray (finisher tray), the output destination was changed to the center output tray. Contact the Xerox Welcome Center. A different paper tray can still be used.
133-210 133-211 133-212 133-213 133-214 133-215 133-216 133-217 133-218 133-219 133-220 133-221 133-222 133-223 133-224	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.
133-226	A country code not compatible with the machine that was specified. Contact the Xerox Welcome Center.
133-280 133-281 133-282 133-283	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.

Code	Description and Remedy
134-210 134-211	An error occurred when using the fax. Turn the power off and on. Contact the Xerox Welcome Center if the problem persists.

Screen Messages

Along with fault codes, the following messages are displayed on the touch screen on some occasions.

Message	Description and Remedy
A fault has occurred. Switch off the machine. Ensure that the screen disappears before switching it on. If the problem persists, call for service.	A fault has occurred. Switch off the machine and wait until the touch screen is turned off completely, and then restart the machine. If the problem persists, write down the fault code (xxx-yyy) displayed on the screen. Switch off the machine and contact the Xerox Welcome Center.
A fault has occurred. The machine has rebooted. If the problem persists, call for service.	The machine was restarted due to a fault. Resume normal operations. If the problem persists, contact the Xerox Welcome Center.
Processing has been cancelled due to an error. See User Guide for information on fault code.	The machine operation has stopped due to a fault. Restart the job.

Xerox Welcome Center

For additional help. If you need any additional help on using your WorkCentre copier/printer, you can:

- 1) Refer to this User Guide
- 2) Contact the Key Operator
- 3) Visit our Customer Web Site at www.xerox.com or contact the Xerox Welcome Center.

Please have your serial number at hand when contacting Xerox.

The Welcome Center will want to know the following information: The nature of the problem, the serial number of the machine, the fault code (if any), as well as the name and location of your company. Follow the steps below to look up the serial number of the machine.