



Prepared by CCS Training Coordinator · November 27, 2008

If an abnormal condition arises in the machine or an incorrect operation is performed, a message indicating the nature of the error is displayed on the User Interface Touch Screen.

Follow the on-screen prompts to correct the error. If the error or fault persists, turn the Power Off, and then turn the Power On. If the problem persists, call CCS for support at 613-562-5800, extension 6555.

Errors & Faults	Description	Solution
↻Door Open	The side cover or front covers are not securely latched.	<input type="checkbox"/> Close the cover until it locks into place. <input type="checkbox"/> If fault persists, call CCS for support
↻Tray Paper Low	Paper supply in tray has run low (fewer than 50 sheets).	<input type="checkbox"/> Load paper in the tray indicated by the warning message.
↻Paper Empty at Tray	The copy paper in the paper tray has run out.	<input type="checkbox"/> Load paper in the tray indicated by the warning message.
↻Paper Empty at Bypass Tray	The copy paper in the bypass tray has run out.	<input type="checkbox"/> Load paper in the bypass tray.
↻Tray Cassette Out	Paper tray is not securely closed.	<input type="checkbox"/> Close the paper tray until it locks into place.
↻Tray Door Open	The side cover of tray is not securely latched.	<input type="checkbox"/> Close the door of the tray until it locks into place.
↻Tray Elevating Error	Tray elevating top sensor does not function correctly.	<input type="checkbox"/> Open and close the paper tray. <input type="checkbox"/> If the problem persists, call CCS for support
↻Jam from Tray	Copy paper has jammed in the paper tray.	<input type="checkbox"/> Open the indicated tray and remove the jammed paper. <input type="checkbox"/> Open side cover and remove jam.
↻Duplex Jam	Copy paper has jammed in the side cover.	<input type="checkbox"/> Open the side cover &/or door and remove the jammed paper
↻Out Bin Full	Output tray is more than 90% full.	<input type="checkbox"/> Remove printed material from page output area.
↻Toner Low	Toner cartridge is almost empty.	<input type="checkbox"/> Open side cover and right side front door. <input type="checkbox"/> Remove toner cartridge and gently shake it. (By doing this, printing operations can be temporarily resumed.) <input type="checkbox"/> Reinstall toner cartridge. <input type="checkbox"/> Reorder toner cartridge.
↻Toner Empty	Toner cartridge is empty.	<input type="checkbox"/> Open side cover and right side front door. <input type="checkbox"/> Replace with new toner cartridge.
↻Drum Warning	The drum cartridge is near the end of life.	<input type="checkbox"/> Ensure a replacement cartridge is in stock.
↻Replace Drum	The drum cartridge has reached the end of life.	<input type="checkbox"/> Replace the 'Smart Kit' Drum Cartridge.

☞ Toner Cartridge Not Installed	The toner cartridge is not installed, or is not installed correctly.	<input type="checkbox"/> Install the toner cartridge. <input type="checkbox"/> If already installed, check it has been installed correctly. <input type="checkbox"/> If problem persists, call CCS for support.
☞ Toner Supplying Error	Toner is not being supplied correctly.	<input type="checkbox"/> Remove the seal tape from the 'Smart Kit' Drum Cartridge. <input type="checkbox"/> Check the toner cartridge is installed securely.
☞ Invalid Toner Cartridge	The installed toner cartridge is not a valid Xerox cartridge.	<input type="checkbox"/> Check the toner cartridge and install a valid Xerox cartridge if necessary. <input type="checkbox"/> If problem persists, call CCS for support.
☞ Invalid Drum Cartridge	The installed drum cartridge is not a valid Xerox cartridge.	<input type="checkbox"/> Check the drum cartridge and install a valid Xerox cartridge if necessary. <input type="checkbox"/> If problem persists, call CCS for support.
☞ Finisher Jam	Copy paper jammed in finisher.	<input type="checkbox"/> Open finisher front cover and remove jammed paper in the finisher and fuser area.
☞ Full Stack	Output tray full.	<input type="checkbox"/> Remove printed material from Output tray.
☞ Staple Cartridge Not Installed	Staple cartridge not installed.	<input type="checkbox"/> Install staple cartridge.
☞ Door Open	Finisher door open.	<input type="checkbox"/> Close finisher door.
☞ Finisher Fault	Finisher component not functioning correctly.	<input type="checkbox"/> Open finisher door and check the finisher; close finisher door. <input type="checkbox"/> If fault persists, Power Off/Power On. <input type="checkbox"/> If problem persists, call CCS for support.
☞ Stapler Fault	Stapler unit doesn't work.	<input type="checkbox"/> Open finisher door and check the finisher; close finisher door. <input type="checkbox"/> If fault persists, Power Off/Power On. <input type="checkbox"/> If problem persists, call CCS for support.
☞ Stacker Fault	Stacker unit doesn't work.	<input type="checkbox"/> Open finisher door and check the finisher; close finisher door. <input type="checkbox"/> If fault persists, Power Off/Power On. <input type="checkbox"/> If problem persists, call CCS for support.