



Control Panel Message	Explanation	Recommended Action
PERFORM PRINTER MAINTENANCE	To ensure optimum print quality, the printer prompts the customer to have routine maintenance kit installed.	Install the printer maintenance kit. You must reset the maintenance page count after performing printer maintenance. The printer maintenance kit is a consumable item and is not covered under warranty.
02	Warming up	Wait until printer signals ready.
10	Supplies Memory Error 10.XX.YY Exact format is dependent on printer model.	The printer is unable to read the electronic information (e-label) on the print cartridge. XX Description 00 memory error on the cartridge or 01 memory device not found YY Description 00 black print cartridge 1. Supplies used in newer printer models contain a memory chip. This information contained on this chip is dependent on the printer model and the supply. The error 10 indicates a problem with the printer obtaining the information from this chip. The chip may be missing or defective or contain incorrect information. Turn the printer off/on to attempt to clear or reset the message. Remove and reinstall the supply, replace the supply. 2. Replace the memory chip cable/connector or the DC controller.
11	Paper Out	Paper tray is empty. If there is paper in the tray and the printer still displays 11, verify the tray is all the way in.
12	Printer open or no cartridge installed.	The printer is not closed properly; the print cartridge is missing, broken, or defective.
13.XX PAPER JAM [LOCATION]	Media is jammed at the specified location (and possibly at other locations). If the message persists after all jams have been cleared, a sensor or sensor lever might be stuck or broken.	For all jam messages, do the following: 1. Remove jammed print media from specified location. Check the entire paper path for other pieces of media in the path. 2. Open and close the top cover to clear the message. 3. Check sensors and flags in the paper path for proper operation
13.1 PAPER JAM OPEN INPUT TRAYS	Paper-delay jam at paper feed area.	1. Ensure that paper trays are loaded and adjusted properly so media can feed from the tray. It might be necessary to reduce the stack height of media in the tray. 2. Check the input area for obstructions such as media in the path. Also check to see if the registration assembly damaged or unseated. 3. Replace any defective sensors or flags. 4. Verify the media meets the specifications. 5. Check the pickup feed and separation rollers for unusual wear. Replace as needed. 6. Rotate the media in the input tray by 180° and/or turn it over.
13.2 PAPER JAM OPEN INPUT TRAYS	Paper-stopped jam at paper-feed area.	1. Check the input area for obstructions such as paper in the path. Also check to see if the registration assembly is damaged or if the transfer roller is out of place. 2. Replace any defective sensors or flags. 3. Ensure the media does not exceed the maximum length. 4. If multiple sheets are feeding, it might be necessary to fan the media and reduce the stack height. Also, replace separation pad. 5. Verify that the fuser is properly installed.
13.5 PAPER JAM CHECK REAR DOOR	Paper-delay jam at fuser.	1. Check the transfer roller and small media belt to ensure they are operating and can feed print media. 2. Check the paper path for obstructions at the transfer roller, toner cartridge, paper feed assembly, and fuser. 3. Replace any defective sensors or flags. 4. Turn the media stack over and/ or rotate it by 180° in the input tray.
13.6 PAPER JAM CHECK REAR DOOR	Paper-stopped jam at fuser.	1. Check the paper path for obstructions at the fuser and output/delivery area. 2. Replace any defective sensors or flags.
13.10 PAPER JAM CHECK DUPLEXER	Jam at duplexer.	1. Check the duplexer and the rear area of the printer for obstructions or damage. 2. Check the duplexer for proper operation. Replace the



		duplexer if a sensor is defective.
13.20 PAPER JAM CHECK REAR DOOR	Media stopped in the paper path during power on or when the top door was closed.	<ol style="list-style-type: none"> 1. Remove all media in the paper path, and then open and close the top cover. 2. If the message persists after all media is removed: Check if media is jammed in the pre-feed area. Replace any defective sensors or flags
13.21 DOOR OPEN JAM	The top cover was open while printing.	<ol style="list-style-type: none"> 1. Clear the jam and close the top door. 2. If the message persists, check the top door switch for proper operation.
13.99 PAPER JAM [LOCATION]	A non-specific paper jam occurred.	<ol style="list-style-type: none"> 1. Remove jammed media from the specified location. 2. Verify the paper tray is fully closed. 3. Inspect and/or replace the feed and separation rollers. 4. Ensure there is no obstruction in the path, such as a torn piece of paper. 5. Open and close the top cover to clear the message. 6. Check sensors and flags for proper operation
14	No cartridge	There is no toner cartridge in the printer, or this message indicates the possibility of a broken or damaged toner cartridge.
16	TONER LOW	Check / replace cartridge
18	MIO not ready	Network card not detecting network
20 INSUFFICIENT MEMORY	The printer received more data than can fit in available memory.	You might have tried to transfer too many macros, soft fonts, or complex graphics. Press GO to print the transferred data (some data might be lost). Simplify the print job or install additional memory.
21 PAGE TOO COMPLEX	The data (dense text, rules, raster or vector graphics) sent to the printer is too complex.	Press GO to print the transferred data. (Some data might be lost.) Simplify the print job or install additional memory.
40 EIO x BAD TRANSMISSION	The connection has been broken between the printer and the EIO card in the specified slot. (Data loss might occur in this situation.)	<ol style="list-style-type: none"> 1. Press GO to clear the error message and continue printing. 2. Reseat the EIO card in slot [X].
41.1 41.3 41.4 41.5		<p>A temporary error occurred while printing. This error most commonly occurs when:</p> <ol style="list-style-type: none"> 1. The printer picks two sheets of paper at once. Remove the page from the output tray and press Continue. The previous page is reprinted automatically. 2. The wrong size media are loaded into a tray. Print a self-test to verify paper size settings for trays.
41.2 / 51	Beam Detect error.	Press the Continue key and the printer will repeat the page. If the printer cannot correct the error after two seconds, a Beam Detect '51 Error' will occur. Replace the toner cartridge and retest the printer.
49.XX PRINTER ERROR	A firmware error occurred.	<ol style="list-style-type: none"> 1. Press CANCEL JOB to clear the print job from the printer memory. 2. Turn the printer off, and then turn the printer on. 3. Try printing a job from a different software application. If the job prints, go back to the first application and try printing a different file. (If the message only appears with a certain software application or print job, contact the software vendor for assistance.) 4. If the message persists with different software applications and print jobs, disconnect all cables to the printer that connect it to the network or printer. 5. Turn the printer off. 6. Remove all memory DIMMs or third-party DIMMs from the printer. (Do not remove the firmware DIMM in the lowest DIMM slot.) 7. Remove all EIO devices from the printer. 8. Turn the printer on. 9. If the error no longer exists, install each DIMM and EIO device one at a time, making sure to turn the printer off and back on as you install each device. 10. Replace a DIMM or EIO device if you determine that it causes the error. 11. Remember to reconnect all cables that connect the printer to the network or computer. 12. If the error persists, replace the firmware DIMM. 13. Replace the formatter.

50.X FUSER ERROR	A fuser error has occurred.	<ol style="list-style-type: none"> <u>1.</u> Turn the printer off, wait 10 minutes, and then turn the printer on. <u>2.</u> If the message persists, reseal the fuser. If that does not work, replace the fuser
51.X PRINTER ERROR	A loss of beam-detect occurred. X description: 1 = Beam-detect error 2 = Laser error	<ol style="list-style-type: none"> <u>1.</u> Press GO. The page containing the error will automatically be reprinted. <u>2.</u> Turn the printer off and then on. <u>3.</u> Reseat cables to the laser/ scanner and engine controller. <u>4.</u> Replace the laser/scanner. <u>5.</u> Replace the DC controller.
52.X PRINTER ERROR	The laser scanner speed is incorrect. X description: 1 = Scanner start up error 2 = Scanner rotation error	<ol style="list-style-type: none"> <u>1.</u> Press GO. The page containing the error will automatically be reprinted. <u>2.</u> Turn the printer off and then on. <u>3.</u> Reseat cables to the laser/ scanner and engine controller. <u>4.</u> Replace the laser/scanner.
53.XY.ZZ PRINTER ERROR	There is a memory error with an accessory. The DIMM that caused the error will not be used. Values of X, Y, and ZZ are as follows: X = DIMM type 0 = ROM 1 = RAM Y = Device location 0 = internal memory (ROM or RAM) 1 to 4 = DIMM slots 1, 2, 3, or 4 ZZ = Error number 0, 1, 2 = Unsupported or unrecognised memory 3 = Failed RAM test 4, 5 = Exceeded maximum RAM or ROM size 6 = Invalid DIMM speed 7 = DIMM reporting information incorrectly 8 = DIMM RAM parity error 9 = ROM needs to be mapped to an unsupported address 10 = DIMM address conflict 11 = PDC XROM out of bounds 12 = Unable to make a temporary mapping	<ol style="list-style-type: none"> <u>1.</u> Turn the printer off, and reseal or replace the specified DIMM. <u>2.</u> Try the DIMM in another slot. (The firmware DIMM must remain in slot 4—the lowest DIMM slot.) <u>3.</u> Replace the DIMM that caused the error.
54.X PRINTER ERROR	X Description 1 Low fuser temperature 3 Dmax density sensor 5 CPR sensor 6 OHT sensor 7 Yellow drum phase (home) position sensor 8 Magenta drum phase (home) position sensor 9 Cyan drum phase (home) position sensor 10 Black drum phase (home) position sensor 11 Yellow density sensor 12 Magenta density sensor 13 Cyan density sensor 14 Black density sensor 15 Yellow CPR sensor 16 Magenta CPR sensor 17 Cyan CPR sensor 18 Black CPR sensor 19 ETB speed control sensor 20 Colour plane registration sensor 21-24 toner level sensors	Turn the printer off and then on, and then check the following items in the order listed. 54.1 errors: Check the fuser. See 50.X fuser error . 54.3 errors: Check the connections. Replace the colour registration detection assembly. 54.5 errors: Check the connections. Replace the colour registration detection assembly. 54.6 errors: Check the connections. Replace the paper pickup unit. 54.7, 54.8, 54.9, or 54.10 error: Check the connections. Replace the drum-phase sensor for the indicated colour. 54.11, 54.12, 54.13, or 54.14 error: Check the connections. Check the cartridge and replace it if necessary. Replace the colour-registration detection assembly. 54.15, 54.16, 54.17, 54.18: Check the connections. Replace the colour-registration detection assembly. 54.19 errors: Check the ETB connection. Replace the ETB. Replace the DC controller. Calibrate the printer. 54.20 errors: Check the connection. Replace the colour-registration detection assembly. 54.21, 54.22, 54.23, or 54.24 error: Check the connections. Replace the toner-level sensing PCA. Replace the DC controller. Calibrate the printer.
54.2 PRINTER ERROR	Indicates that a problem exists with the carousel assembly. Either the carousel is not rotating or the sensor has failed.	<ol style="list-style-type: none"> <u>1.</u> Turn the printer off and then on to reset the printer. <u>2.</u> Open the colour toner door and look for an obstruction. If necessary, remove the toner cartridges individually by manually releasing the carousel brake and rotating the carousel around to each cartridge position and removing the cartridges. Turn

		the printer off and on to reset the printer.
54.3 PRINTER ERROR	The printer is not receiving data back from the density sensor.	<ol style="list-style-type: none"> 1. Verify the density sensor is clean 2. If the error persists, replace the density sensor assembly.
54.5 PRINTER ERROR	Indicates a waste toner sensor malfunction.	<ol style="list-style-type: none"> 1. Turn the printer off and on to reset the printer. 2. Remove the drum cartridge and clean the waste toner detection window with a dry cloth. 3. Clean the waste toner sensor unit at the printer side with a dry cloth. 4. Check the light guide and clean it if necessary. Replace the light guide if the ends are scarred. 6. Replace the waste toner sensor.
54.6 PRINTER ERROR	The OHT sensor has reported an error condition. This can be caused by contamination in the connectors, a blocked sensor, or a defective sensor.	<ol style="list-style-type: none"> 1. Remove the ITB and verify that the OHT sensor prism is in place. 2. Lift the registration flap and verify that the OHT sensor is not blocked. 3. Remove the ITB drawer and inspect the drawer connectors for contamination such as a piece of paper. 4. If the error persists, verify that all connectors are firmly seated. 5. Replace ITB drawer.
55.xx PRINTER ERROR alternates with CYCLE POWER TO CONTINUE	An internal communications error occurred.	<p>The page containing the error will automatically be reprinted.</p> <ol style="list-style-type: none"> 1. Check the power at location. 2. Replace the formatter and/or firmware DIMM. 3. Replace the engine controller board. 4. Replace the formatter board.
56.X PRINTER ERROR	An incompatible combination of input/ output bins was selected. X = description: 1 = Illegal input or bad accessory connector 2 = Illegal output The page containing the error will automatically be reprinted.	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on. 2. Check the printer's configuration. 3. Verify accessory connection
57.X PRINTER ERROR	A fan failure was detected. X = description: 4 = Printer fan 7 = Duplex fan	<ol style="list-style-type: none"> 1. Check the fan's connector and make sure the fan is not blocked. 2. Replace the fan.
58.2 PRINTER ERROR	An environmental thermistor (TH3) failure occurred.	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on. 2. Verify the environmental thermistor cable is securely connected. 3. Replace the environmental thermistor. 4. If the error persists, replace the engine controller board.
59.X PRINTER ERROR	A main motor error occurred. X = description: 0 = Motor error 1 = Motor start up error 2 = Motor rotation error	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on. 2. Check and reseal the fuser and toner cartridge to make sure they are not hindering gear movement in the drive train. 3. Check the main motor's cable to ensure that it is seated properly. 4. If the error persists, replace the main motor.
62.X PRINTER ERROR	There is a problem with the printer memory. The X value refers to the location of the problem: 0 = Internal memory 1 to 4 = DIMM slots 1, 2, 3, or 4	<ol style="list-style-type: none"> 1. Reseat the specified DIMM. 2. Replace the specified DIMM
64 PRINTER ERROR alternates with CYCLE POWER	A scan buffer error occurred	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on. 2. Perform a cold reset. 3. If the message persists, replace the formatter or firmware DIMM.
66.XX.YY [TYPE] FAILURE alternates with CHECK CABLES AND CYCLE POWER	An error occurred in an external paper-handling device. 1st X = Device number in chain 2nd X = Device type 1 Input 2 Output 3 Stapler/stacker unit YY = Device specific error	<p>Press GO to clear the message. If the message will not clear:</p> <ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on. 2. Check and reseal all cables between the printer and the specified device. 3. Reseat the external paper handling device. 4. Replace the unit.
69.X PRINTER ERROR alternates with CYCLE POWER TO CONTINUE	A temporary printing error occurred. X description: 0 = The duplex mechanism has failed	<ol style="list-style-type: none"> 1. Turn the printer off, and then turn the printer on. 2. Reseat the duplexer. 3. Replace the duplexer
79 & 80 errors	The printer detected an error.	<ol style="list-style-type: none"> 1. Press CANCEL JOB to clear the print job from the printer memory. 2. Turn the printer off, and then turn the printer on.



3. Try printing a job from a different software application. If the job prints, go back to the first application and try printing a different file. (If the message only appears with a certain software application or print job, contact the software vendor for assistance.)
 4. If the message persists with different software applications and print jobs, disconnect all cables to the printer that connect it to the network or printer.
 5. Turn the printer off.
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