

錯誤與故障	說明	解決方式
擋門開啓。	後蓋及上蓋未確實關閉。	關閉擋門直到確實卡入定位。 如果故障仍未排除，請聯絡技術服務人員。
紙匣中無紙。	紙匣中的紙張已用盡。	將紙張裝載至警告訊息所指定的紙匣。
手送紙匣中無紙。	紙匣 1 (手送) 中的紙張已用盡。	將紙張裝載至紙匣 1 (手送)。
紙匣開啓。	紙匣未確實關閉。	關閉紙匣直到紙匣確實卡入定位。
紙匣卡紙。	紙匣出現卡紙。	打開指定的紙匣並取出卡紙。 打開後蓋與上蓋並取出卡紙。
雙面列印卡紙雙	雙面列印區域出現卡紙。	依照印表機背面的指示操作。

錯誤與故障	說明	解決方式
碳粉不足。	碳粉卡匣即將用盡。	打開上蓋，並取出碳粉卡匣並輕輕搖晃。 這麼做可以暫時繼續列印作業。 重新裝入碳粉卡匣，關閉上蓋。 訂購新的碳粉卡匣。
碳粉用盡。	碳粉卡匣已用盡。	打開上蓋。 更換新的碳粉卡匣。
碳粉卡匣未安裝。	碳粉卡匣未安裝或未正確安裝。	安裝碳粉卡匣。 若已安裝，請檢查是否已正確安裝。 如果問題仍未解決，請聯絡技術服務人員。
碳粉供應錯誤。	碳粉並未正確供應。	檢查碳粉卡匣是否已確實裝入。
無效的碳粉卡匣。	已安裝的碳粉卡匣並非有效的 Xerox 碳粉卡匣。	檢查碳粉卡匣， 如有需要，請安裝有效的 Xerox 碳粉卡匣。 如果問題仍未解決，請聯絡技術服務人員。
輸出紙匣已滿。	輸出紙匣已滿。	從輸出紙匣取出印妥的紙張
裝釘卡匣未安裝。	裝釘卡匣未安裝。	安裝裝釘卡匣。
裝釘器故障。	裝釘器單元未能正常運作。	打開裝釘器門並檢查裝釘器，然後關閉裝釘器。 如果故障仍未排除，請關閉 / 開啓電源。 如果問題仍未解決，請聯絡技術服務人員。

Error Code	問題	解決方法
01-100-00	Top Door Open RAP	The Top Door is not latched.
01-102-00	Rear Door Open RAP	The Rear Door is not latched.
01-500-00	Finisher Door Open RAP	The Finisher Rear Door is not latched.
01-700-00	Stapler Door Open RAP	The Staple Cartridge Door is not latched securely.
01-900-00	Mailbox Rear Door Open RAP	The Mailbox Rear Door is not latched securely.
03-100-00, 03-110-00	Finisher Interface Error RAP	Communications between the Finisher and IOT has failed.
03-115-00	Mailbox Interface Error RAP	Communications between the Mailbox and IOT has failed.
03-120-00, 03-940-00	Tray 3 Communications Fault RAP	A communication error has occurred between the MCU Board and Tray 3.
03-130-00, 03-950-00	Tray 4 Communications Fault RAP	A communication error has occurred between the MCU Board and Tray 4.
03-140-00, 03-960-00	Tray 5 Communications Fault RAP	A communication error has occurred between the MCU Board and Tray 5.

Error Code	問題	解決方法
03-150-00, 03-965-00	Tray 6 Communications Fault RAP	A communication error has occurred between the MCU Board and Tray 6.
03-160-00, 03-990-00	HCF Communications Fault RAP	A communication error has occurred between the MCU Board and the HCF.
03-305-00	Configuration Card Not Present RAP	The Configuration Card is missing from its slot on the rear panel.
03-315-00, 03-325-00	Manufacturer ID RAP	The Configuration Card is invalid for this system.
03-335-00	Configuration Card Not Configured RAP	The Configuration Card did not initialize.
03-410-00	Tray 2 Paper Mismatch RAP	Media size setting for Tray 2 differs from the media size reported by the Tray 2 Size Switch.
03-420-00	Tray 3 Paper Mismatch RAP	Media size setting for Tray 3 differ from those reported by the Size Switch.
03-430-00	Tray 4 Paper Mismatch RAP	Media size setting for Tray 4 differ from those reported by the Size Switch.
03-440-00	Tray 5 Paper Mismatch RAP	Media size setting for Tray 5 differ from those reported by the Size Switch.
03-450-00	Tray 1 Paper Mismatch RAP	Tray 1 is not configured with the proper media resources for the current job.
03-470-00	Tray 6 Paper Mismatch RAP	Media size setting for Tray 6 differ from those reported by the Size Switch.
03-480-00	HCF Paper Mismatch RAP	Media size setting for the HCF differs from those reported by the Size Switch.
03-600-00	Memory Failure RAP	A memory access failure has been detected within the Network Controller.
03-800-00	Hard Disk Drive Failure RAP	A Hard Disk Drive access failure detected.
03-970-00	Software Lock Up RAP	A problem has been detected with software running on the MCU Board.
04-100-00	Tray 2 Lift Error RAP	Tray 2 Level Sensor did not change state within 13 seconds of Lift Motor activation.
04-110-00	Tray 6 Lift Error RAP	Tray 6 Level Sensor did not change state within 13 seconds of Lift Motor activation.
04-200-00	Tray 3 Lift Error RAP	Tray 3 Level Sensor did not change state within 13 seconds of Lift Motor activation.
04-300-00	Tray 4 Lift Error RAP	Tray 4 Level Sensor did not change state within 13 seconds of Lift Motor activation.
04-400-00	Tray 5 Lift Error RAP	Tray 5 Level Sensor did not change state within 13 seconds of Lift Motor activation.
04-500-00	Main Motor Failure RAP	An error occurred in the Main Drive Assembly.
04-730-00	HCF Lift Error RAP	HCF Level Sensor did not change state within 13 seconds of Lift Motor activation.
04-810-00	Rear Fan Failure RAP	The Rear Door Fan has failed.
04-930-00	Main Fan Failure RAP	The SMPS Fan has failed.
06-100-00	LSU Error RAP	The Laser Unit has failed. The Laser Unit did not reach ready within a defined time.
06-200-00	LSU Error RAP	LSU Hsync Error. The Laser Unit has failed.

Error Code	問題	解決方法
07-110-00	Paper Empty at Tray 2 RAP	The Tray 2 No Paper indicates the Tray is empty.
07-120-00	Tray 2 is Open RAP	The Size Switch indicates the Tray is not fully installed.
07-130-00	Jam 0 in Tray 2 RAP	Media present at the Take Away Sensor.
07-210-00	Paper Empty at Tray 3 RAP	The Tray 3 No Paper indicates the Tray is empty.
07-220-00	Tray 3 is Open RAP	The Size Switch indicates the Tray is not fully installed.
07-230-00	Jam in Tray 3 RAP	Jam 0 at Tray 3. Media did not exit the Tray 3 Pick Assembly.
07-231-00	Jam in Tray 3 RAP	Check Tray 3 Feed Area. Media remains at the Tray 3 Take Away Sensor.
07-310-00	Paper Empty at Tray 4	The Tray 4 No Paper Sensor indicates Tray 4 is empty.
07-320-00	Tray 4 is Open RAP	The Tray 4 Size Switch indicates Tray 4 is open.
07-330-00	Jam in Tray 4 RAP	Jam 0 in Tray 4. Media remains in the Tray 4 Pick-up Assembly.
07-331-00	Jam in Tray 4 RAP	Check Tray 4 Feed Area. Media remains at the Tray 4 Take Away Sensor.
07-410-00	Paper Empty at Tray 5	The No Paper Sensor indicates Tray 5 is empty.
07-420-00	Tray 5 is Open RAP	The Size Switch indicates Tray 5 is not completely installed.
07-430-00	Jam in Tray 5 RAP	Jam 0 in Tray 5. Media remains in the Tray 5 Pick-up Assembly.
07-431-00	Jam in Tray 5 RAP	Check Tray 5 Feed Area. Media remains at the Tray 5 Take Away Sensor.
07-500-00	Paper Empty in Tray 1 RAP	The Tray 1 No Paper Sensor indicates Tray 1 is empty.
07-510-00	Paper Empty at Tray 6	The Tray 6 No Paper Sensor indicates Tray 6 is empty.
07-700-00	Paper Empty at Tray 6	Tray 6 Out of Paper.
07-520-00	Tray 6 is Open RAP	The Size Switch indicates Tray 6 is not completely installed.
07-530-00	Jam 0 in Tray 1 RAP	Media remains in the Tray 1 Feeder.
07-531-00	Jam in Tray 6 RAP	Check Tray 6 Feed Area. Media remains in the Tray 6 Take Away Sensor.
07-630-00	Jam in Tray 6 RAP	Jam 0 in Tray 6. Media remains at the Tray 6 Pick-up Assembly.
07-710-00	HCF Out of Paper	The HCF No Paper Sensor indicates the HCF is empty.
07-720-00	HCF Door is Open RAP	The Front Door Interlock Switch indicates the HCF Front Door is open.
07-730-00	Jam in HCF RAP	Jam 0 in HCF. Media remains in the Pick Assembly.
07-731-00	Jam in HCF RAP	Media jam at the HCF take away roller.
08-100-00	Jam 1 in Registration RAP	Media remains in the Registration Rollers.
08-110-00	Feed Motor Failure RAP	The Feed Drive Assembly failed to rotate.
08-200-00	Jam in Tray 2 RAP	Media remains in the Tray 2 Pick-up Assembly.
08-300-00	Jam in Tray 3 RAP	Media remains in the Tray 3 Pick-up Assembly.
08-400-00	Jam in Tray 4 RAP	Media remains in the Tray 4 Pick-up Assembly.
08-450-00	Jam in Tray 5 RAP	Media remains in the Tray 5 Pick Assembly.
08-500-00	Jam 2 in Fuser Exit RAP	Media remains in the Fuser exit.

Error Code	問題	解決方法
08-600-00	Jam 0 in Duplex Unit RAP	Media jam at the rear of the Duplex Unit.
08-610-00	Jam 1 in Duplex Unit RAP	Media jam at the front of the Duplex Unit.
08-650-00	Duplex Unit Not Installed RAP	Duplex Unit Detect Sensor indicates the Duplex Unit is not installed.
08-800-00	Jam in Tray 6 RAP	Media remains in the Tray 6 Pick Assembly.
08-850-00	Jam in HCF RAP	HCF jam.
09-003-00	Developer Motor Failure RAP	A drum motor error occurred in the Main Drive Assembly.
09-100-00	Toner Low RAP	Toner is almost empty. Possible low Toner, or toner unevenly distributed.
09-200-00, 09-220-00	Toner Empty RAP	Toner Cartridge has reached end of life.
09-210-00	Toner (ADC) Sensor Error RAP	ADC Sensor error.
09-270-00	Toner (ADC) Sensor Error RAP	ADC Sensor communications errors or failure.
09-230-00	Toner Cartridge CRUM Write/Read Error RAP	Fail to write the information to the Toner Cartridge CRUM.
09-250-00	Toner Cartridge CRUM Write/Read Error RAP	Fail to read the information from the Toner Cartridge CRUM.
09-240-00	Toner Cartridge Communications	Fail to communicate with the Toner Cartridge CRUM.
09-271-00	Clean ID (ADC) Sensor RAP	ADC Sensor is dirty.
09-290-00	Adjusting Image Quality RAP	Automated image quality routine in progress. The printer idles and adjusts process parameters until they fall within established setpoints.
09-300-00	Drum Warning RAP	The drum cartridge is near end of life.
09-400-00	Replace Drum Cartridge RAP	The Drum Cartridge has reached end of life.
09-500-00	Toner Cartridge Not Installed RAP	The toner cartridge is not installed or the CRUM did not properly connect.
09-508-00	Waste Toner Cartridge Near Full RAP	Waste Toner Cartridge is near end of life.
09-589-00	Waste Toner Cartridge Full RAP	The Waste Toner Full Sensor indicates the cartridge is full.
09-590-00	Waste Toner Cartridge Not Installed RAP	The Waste Toner Cartridge Detect Sensor indicates the Waste Toner Cartridge is not installed.
09-591-00	Waste Toner Full Sensor Error RAP	An error occurred in the Waste Toner Cartridge Full Sensor.
09-600-00	Drum Cartridge Not Installed RAP	The Drum Cartridge is not installed or the CRUM did not properly connect.
09-700-00	Toner Supply Error RAP	Inadequate toner supply to the Drum Cartridge.
09-800-00	Invalid Toner Cartridge RAP	Invalid Toner Cartridge detected. Unmatched area code, or CRU plan code error.
09-810-00	Invalid Toner Cartridge RAP	Non-Xerox Toner Cartridge detected.
09-900-00, 09-910-00	Invalid Drum Cartridge RAP	Non-Xerox Drum Cartridge detected.
09-920-00	Transfer Unit Error RAP	The Transfer Roller high voltage contact point is not connected or is dirty.

Error Code	問題	解決方法
10-100-00	Fuser Thermal Errors RAP	Open Fuser Circuit Error. The Fuser did not warm up during operation. Thermistor did not connect or contact point is not coupled tightly in power on.
10-200-00	Fuser Thermal Errors RAP	Fuser Low Heat Error. The Fuser could not reach proper temperature, or improper thermistor reading.
10-300-00	Fuser Thermal Errors RAP	Fuser Overheat Error. The Fuser temperature has risen to a very high degree. If the temperature of the Heat Roller increases above the toner-fusing-temperature, parts of Fuser may be thermally degraded. The thermistor is disconnected or providing erroneous readings.
10-308-00	Fuser Motor Error RAP	The Fuser Drive Assembly failed to rotate.
10-500-00	Fuser End of Life RAP	The Fuser life count indicates the Fuser is near end of life.
10-510-00	Fuser End of Life RAP	Fuser has reached end of life.
10-700-00	Fuser Initial Fuse Error RAP	The fuse on the replacement Fuser did not open after installation.
10-710-00	Fuser Initial Fuse Error RAP	The status of the initialization fuse is unknown after installation.
12-100-00	Jam at Finisher Entrance RAP	Media jam at Finisher entrance as indicated by the Finisher entrance sensor.
12-487-00	Jam at Finisher Entrance RAP	Media jam at Finisher entrance as reported by the Finisher entrance sensor.
12-200-00	Jam 1 in Finisher RAP	Media did not reach the exit sensor and remains inside the Finisher.
12-300-00	Jam in Finisher Exit RAP	Media jam at Finisher exit.
12-488-00	Jam in Finisher Exit RAP	Media did not clear the Finisher exit sensor.
12-489-00	Jam in Finisher Exit RAP	Media did not reach the Finisher exit sensor on time.
12-500-00	Full Stack RAP	The Stack Full Sensor indicates the Finisher Stacker Tray is full.
12-605-00	Staples Low RAP	The Staple Cartridge is near empty as indicated by the low staple sensor in the Stapler.
12-610-00	Out of Staples RAP	The Stapler Cartridge is empty as indicated by the Stapler self priming sensor.
12-855-00	Out of Staples RAP	The Stapler is not properly primed with staples as reported by the self priming sensor.
12-715-00	Front Jogger Home Fault RAP	The left tamper did not move from home position as indicated by the Left Tamper Home Position Sensor.
12-716-00	Front Jogger Home Fault RAP	The left tamper did not move to home position as indicated by the Left Tamper Home Position Sensor.
12-725-00	Rear Jogger Home Fault RAP	The right tamper did not move from home position as indicated by the Right Tamper Home Position Sensor.
12-726-00	Rear Jogger Home Fault RAP	The right tamper did not move to home position as indicated by the Right Tamper Home Position Sensor.

Error Code	問題	解決方法
12-735-00	Support Finger Home Fault RAP	The eject assembly did not move from home position as indicated by the Eject Home Position Sensor.
12-736-00	Support Finger Home Fault RAP	The Compile Tray eject assembly did not move to home position as indicated by the Eject Home Position Sensor.
12-750-00	Stapler Fault RAP	The Stapler failed.
12-755-00	Stapler Fault RAP	The Stapler jaw did not move to home position as indicated by the staple home sensor.
12-760-00	Stacker Fault RAP	The Stacker Tray failed to reach home position.
12-770-00	Stacker Fault RAP	The Stacker Tray failed to lower.
12-870-00	Stapler Safety Not Detected	The Stapler Interlock Switch is open.
12-906-00	Jam in Mailbox Entrance RAP	Media did not reach the mailbox Entrance Sensor on time. Media remains in the IOT exit.
12-907-00	Jam in Mailbox Entrance RAP	Media did not clear the Mailbox entrance sensor on time.
12-908-00	Jam in Mailbox Entrance RAP	Media is blocking the Mailbox Entrance Sensor.
12-910-00	Mailbox Bin Full	Mailbox Bin 1 is full.
12-920-00	Mailbox Bin Full	Mailbox Bin 2 is full.
12-930-00	Mailbox Bin Full	Mailbox Bin 3 is full.
12-940-00	Mailbox Bin Full	Mailbox Bin 4 is full.
12-911-00	Mailbox Bin Jam	Mailbox Bin 1 jam to exit.
12-921-00	Mailbox Bin Jam	Mailbox Bin 2 jam to exit.
12-931-00	Mailbox Bin Jam	Mailbox Bin 3 jam to exit.
12-941-00	Mailbox Bin Jam	Mailbox Bin 4 jam to exit.
12-912-00	Mailbox Bin Jam	Mailbox Bin 1 jam from exit.
12-922-00	Mailbox Bin Jam	Mailbox Bin 2 jam from exit.
12-932-00	Mailbox Bin Jam	Mailbox Bin 3 jam from exit.
12-942-00	Mailbox Bin Jam	Mailbox Bin 4 jam from exit.
12-913-00	Mailbox Bin Jam	Mailbox Bin 1 jam in bin.
12-923-00	Mailbox Bin Jam	Mailbox Bin 2 jam in bin.
12-933-00	Mailbox Bin Jam	Mailbox Bin 3 jam in bin.
12-943-00	Mailbox Bin Jam	Mailbox Bin 4 jam in bin.
12-915-00	Diverter Fault RAP	The Finisher IOT exit gate diverter could not find home position as indicated by the Finisher Exit Gate Sensor.
12-925-00	Upper Diverter Fault Home RAP	The Mailbox upper diverter did not move from home position.
12-935-00	Upper Diverter Fault Home RAP	The Mailbox upper diverter did not move to home position.
12-945-00	Lower Diverter Fault Home RAP	The Mailbox lower diverter did not move from home position.
12-955-00	Lower Diverter Fault Home RAP	The Mailbox lower diverter did not move to home position.
15-110-00	Email Send Failed RAP	Email SMTP server returned an error during transmission.
15-120-00	Invalid Recipient Email Address RAP	Email address has either been restricted or is in an improper format.

Error Code	問題	解決方法
15-300-00	Network Connection Failure RAP	A communication or network failure occurred during SMTP or LDAP operations.
15-310-00	Authentication Failure RAP	An authentication failure for invalid account or password was entered by the user.
15-600-00	Authentication Failure RAP	Account authentication is required by the mail server.
15-320-00	Mail Server Connection Failure RAP	The printer can not contact the SMTP server.
15-330-00	Mail Server Connection Failure RAP	The printer can not contact a DNS server to resolve the SMTP host name.
15-700-00	DNS Error RAP	A DNS resolution failure or the DNS server is not reachable.
17-100-00	IP Address Conflict RAP	Two devices are trying to use the same IP address.
17-110-00	Connection Error RAP	A connection error occurred while establishing a connection to the server.
17-120-00	Server Not Found RAP	The designated server is not found.
17-200-00	Network Cable Disconnected RAP	Network cable is not connected.
17-700-00, 17-710-00	BOOTP Server Error RAP	BOOTP and auto IP is not working.
17-800-00, 17-810-00	DHCP Server Error RAP	DHCP and auto IP is not working.
17-900-00	802.1X Authentication Error	802.1X Authentication failed.
17-910-00	Firmware Upgrade Fault RAP	Upgrade aborted invalid file.