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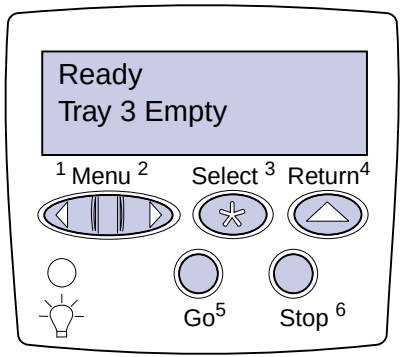
The printer operator panel displays messages describing the current state of the printer and indicates possible printer problems you must resolve. This topic provides a list of all printer messages, explains what they mean, and tells you how to clear the messages.



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

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Activating Menu Changes

What this message means:

The printer is activating changes made to the printer settings.

What you can do:

Wait for the message to clear.

See also:

Disabling the operator panel menus

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Bin <x> Full

What this message means:

The specified bin is full.

What you can do:

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

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Box M Full

What this message means:

The hole punch box is full.

What you can do:

Empty the hole punch box.

See also:

Emptying the hole punch box

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Box M Missing

What this message means:

The hole punch box is either not installed, or is installed incorrectly.

What you can do:

Install the hole punch box.

See also:

Emptying the hole punch box

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Box M Near Full

What this message means:

The hole punch box is almost full.

What you can do:

Empty the hole punch box.

See also:

Emptying the hole punch box

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Busy

What this message means:

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

What you can do:

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

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Canceling Job

What this message means:

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

What you can do:

Wait for the message to clear.

See also:

Canceling a print job

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Change Tray <x>

What this message means:

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

What you can do:

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

See also:

Paper Size; **Paper Type**; **Loading the trays**; **Cancel Job**; **Canceling Job**

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Check Finisher Installation

What this message means:

The optional finisher is detached from the printer.

What you can do:

Make sure the optional finisher is properly attached. Refer to the *Setup Guide* for information on installing a finisher.

See also:

Setup Guide

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Check <source>
Paper Guide

What this message means:

The guide in the specified tray is set incorrectly or the print media is loaded incorrectly.

What you can do:

Move the guide to the proper position or load the print media correctly.

See also:

Loading the trays; **Loading the multipurpose feeder**; **Loading the envelope feeder**

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Clearing Job Accounting Stat

What this message means:

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

What you can do:

Wait for the message to clear.

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Close Cover <x>

What this message means:

The specified cover is open.

What you can do:

Close the cover to clear the message. Look for a label on the printer to help you locate the cover specified in the message.

See also:

Message maps

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Close Deflector G

What this message means:

The plastic deflector (Deflector G) on the finisher is open.

What you can do:

Close the deflector to clear the message. Use the label on the printer to locate Deflector G.

See also:

Message maps; **Clearing jams from the optional finisher**

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Close Door <x>

What this message means:

The specified door is open.

What you can do:

Close the door to clear the message. Look for a label on the printer to help you locate the door specified in the message.

See also:

Message maps

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Defragmenting

What this message means:

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

What you can do:

Wait for the message to clear.

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

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Delete All Jobs

What this message means:

The printer is requesting confirmation to delete all held jobs.

What you can do:

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

See also:

Printing and deleting held jobs

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0 1 2 3 4 5 6 7 8 9

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Deleting Jobs

What this message means:

The printer is deleting one or more held jobs.

What you can do:

Wait for the message to clear.

See also:

Printing and deleting held jobs

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Disabling Menus

What this message means:

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

What you can do:

Wait for the message to clear.

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

See also:

Disabling the operator panel menus

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Disk Corrupted. Reformat?

What this message means:

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

What you can do:

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

See also:

Disk Recovery x/5 yyy%

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Disk Recovery x/5 yyy%

What this message means:

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

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

What you can do:

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

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Empty Box M

What this message means:

The hole punch box is full.

What you can do:

Empty the hole punch box.

See also:

Emptying the hole punch box

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Enabling Menus

What this message means:

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

What you can do:

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

See also:

Enabling the menus

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Energy Conserve SAVED

What this message means:

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

What you can do:

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

See also:

Power Saver; **Disabling Power Saver**; *Technical Reference*

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Enter PIN:
=___

What this message means:

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

What you can do:

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

See also:

Entering a personal identification number (PIN)

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Fax <x>

What this message means:

The printer is processing an incoming fax.

What you can do:

Wait for the message to clear.

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Flushing Buffer

What this message means:

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

What you can do:

Wait for the message to clear.

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0 1 2 3 4 5 6 7 8 9

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Formatting Disk
yyy%

Formatting Disk
DO NOT POWER OFF

What this message means:

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

What you can do:

Wait for the message to clear.

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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Formatting Flash

What this message means:

The printer is formatting the flash memory.

What you can do:

Wait for the message to clear.

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

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Held Jobs may be lost

What this message means:

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

What you can do:

- Press **Go** to clear the message and continue printing. The printer frees memory by deleting the oldest held job and continues deleting held jobs until there is enough printer memory to process the job.
- Press **Stop** to clear the message without deleting any held jobs. The current job may not print correctly.
- Press **Menu** to open the Job Menu and cancel the current job.

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- To avoid this error in the future:
  - Delete fonts, macros, and other data stored in printer memory.
  - Install more printer memory.

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

See also:

Using the Print and Hold function; **`37 Insufficient Memory`**

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Held Jobs May Not Be Restored

What this message means:

The printer was unable to restore some or all of the confidential or held jobs on the hard disk.

Note: This message may alternate with **37 Insufficient Memory** or **57 Configuration Change**.

What you can do:

Press **Go** to clear the message.

See also:

Using the Print and Hold function; **37 Insufficient Memory**; **57 Configuration Change**

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Infrared <x>

What this message means:

An infrared interface is the active communication link.

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Insert Box M

What this message means:

The hole punch box is either not installed, or is installed incorrectly.

What you can do:

Correctly install the hole punch box to clear the message.

See also:

Emptying the hole punch box

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0 1 2 3 4 5 6 7 8 9

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Insert Print Cartridge

What this message means:

The print cartridge is either not installed, or is installed incorrectly.

What you can do:

Correctly install the print cartridge to clear the message.

See also:

Installing the new print cartridge

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Insert Staple Cartridge

What this message means:

The staple cartridge is either not installed, or is installed incorrectly.

What you can do:

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

Note: If you choose to ignore the message, the printer handles the job as if the stapler is out of staples. If the **Load Staples** message appears, press **Go** again to ignore the message and print the job without stapling it.

See also:

Replacing a staple cartridge

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Insert Tray <x>

What this message means:

The specified tray is either missing or not fully inserted.

What you can do:

Insert the specified tray completely.

See also:

Loading the trays

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Invalid Network <x> Code

What this message means:

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

What you can do:

Download valid code to the printer internal print server.

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

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Load Env Feeder

What this message means:

The printer is trying to feed envelopes from the envelope feeder. The printer detects it is empty.

What you can do:

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

See also:

Loading the envelope feeder

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

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Load Manual

What this message means:

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

What you can do:

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

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

See also:

Loading the multipurpose feeder

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0 1 2 3 4 5 6 7 8 9

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Load MP Feeder

What this message means:

The printer is trying to feed paper from the multipurpose feeder. The printer detects it is empty.

What you can do:

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

See also:

Loading the multipurpose feeder

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Load Staples

What this message means:

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

What you can do:

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

See also:

Replacing a staple cartridge

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Load Tray <x>

What this message means:

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

What you can do:

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

See also:

Loading the trays

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LocalTalk <x>

What this message means:

A LocalTalk interface is the active communication link.

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Maintenance

What this message means:

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

What you can do:

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

See also:

Replacing the items in the maintenance kit; **Replacing the fuser**; **Replacing the transfer roller**; **Replacing pick rollers**

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0 1 2 3 4 5 6 7 8 9

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Menus Disabled

What this message means:

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

What you can do:

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

See also:

Disabling the operator panel menus

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Network Card Busy

What this message means:

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

What you can do:

Wait for the message to clear.

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Network <x>

What this message means:

A network interface is the active communication link.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Network <x>.<y>

What this message means:

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

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No Jobs Found. Retry?

What this message means:

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

What you can do:

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

See also:

Entering a personal identification number (PIN)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Not Ready

What this message means:

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

What you can do:

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

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Ovrflow Bin Full

What this message means:

The mailbox designated overflow bin is full.

What you can do:

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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Parallel <x>

What this message means:

A parallel interface is the active communication link.

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Performing Self Test

What this message means:

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

What you can do:

Wait for the message to clear.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Power Saver

What this message means:

The printer is ready to receive and process data. It is reducing its electricity consumption while idle. If the printer remains inactive for the period of time specified in the Power Saver menu item, the **Power Saver** message replaces the **Ready** message.

What you can do:

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

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Priming Failed, Retry

What this message means:

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

What you can do:

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

See also:

Priming the stapler

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Priming Stapler

What this message means:

The printer is preparing the stapler to staple print jobs. After the printer feeds a sheet of paper from the tray specified in the Staple Prime Source menu item, the stapler attempts to staple the page until it is successful.

What you can do:

Wait for the message to clear.

See also:

Priming the stapler

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Print Jobs on Disk

What this message means:

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

What you can do:

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

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Printing Directory List

What this message means:

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

What you can do:

Wait for the message to clear.

See also:

Print Directory

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Printing Font List

What this message means:

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

What you can do:

Wait for the message to clear.

See also:

Print Fonts

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Printing Job Accounting Stat

What this message means:

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

What you can do:

Wait for the message to clear.

See also:

Job Acct Stat

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Printing Menu Settings

What this message means:

The printer is processing or printing the menu settings page.

What you can do:

Wait for the message to clear.

See also:

Print Menus; **Printing a menu settings page**

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Prog System Code

What this message means:

The printer is programming new system code.

What you can do:

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

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

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Program Flash

What this message means:

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

What you can do:

Wait for the message to clear.

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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Programming Disk

What this message means:

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

What you can do:

Wait for the message to clear.

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

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Queuing and Deleting Jobs

What this message means:

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

What you can do:

Wait for the message to clear.

See also:

Printing and deleting held jobs

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

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Queuing Jobs

What this message means:

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

What you can do:

Wait for the message to clear.

See also:

Using the Print and Hold function

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Ready

What this message means:

The printer is ready to receive and process print jobs.

What you can do:

Send a job to print.

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Ready Hex

What this message means:

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

What you can do:

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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Reattach <device>

What this message means:

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

What you can do:

- Reestablish communication by removing the specified device and reattaching it to the printer.
- If hardware fails, turn the printer off and back on. If the error recurs, turn the printer off, remove the specified device, and call for service.

See also:

Removing printer parts; *Setup Guide*; **Calling for service**

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Release Surface L

What this message means:

Surface L, the green tab located between the two finisher bins, is up.

What you can do:

Release Surface L to clear the message. Look for a label on the printer to help you locate Surface L.

See also:

Message maps

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Remove Paper <specified bin>

What this message means:

The specified output bin, or bins, is full.

What you can do:

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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Res Reduced

What this message means:

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

What you can do:

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

See also:

38 Memory Full

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

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Resetting the Printer

What this message means:

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

What you can do:

Wait for the message to clear.

See also:

Changing menu settings

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Resetting Maint Cnt Value

What this message means:

The printer is resetting the counter that tracks wear on the items included in a maintenance kit.

What you can do:

Wait for the message to clear.

See also:

Resetting the maintenance page counter;
Replacing the items in the maintenance kit

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Restore Held Jobs. Go/Stop?

What this message means:

The printer recognizes held jobs stored on the hard disk during its power-on cycle.

What you can do:

- Press **Go** to restore held jobs from the hard disk to printer memory.
- Press **Return** or **Stop** to not restore held jobs at this time.

See also:

Using the Print and Hold function

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Restoring Factory Defaults

What this message means:

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

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

What you can do:

Wait for the message to clear.

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See also:

Restoring factory default settings

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Restoring Held Job xxx/yyy

What this message means:

The printer is restoring held jobs from the hard disk to printer memory.

Note: **xxx** represents the number of the job being restored currently.
yyy represents the total number of jobs to be restored.

What you can do:

- Wait for the message to clear.
- Select the Abort Restore menu item in the Job Menu.

See also:

Using the Print and Hold function; **Abort Restore**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Serial <x>

What this message means:

A serial interface is the active communication link.

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Staples Empty

What this message means:

The staple cartridge is out of staples, or a staple cartridge is not installed.

What you can do:

Install a new staple cartridge to clear the message.

See also:

Replacing a staple cartridge

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

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Staples Low

What this message means:

The stapler has only a few staples remaining.

What you can do:

Install a new staple cartridge to clear the message.

See also:

Replacing a staple cartridge

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

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Std Bin Full

What this message means:

The standard bin is full.

What you can do:

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

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

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Toner Low

What this message means:

The print cartridge is low on toner.

What you can do:

Replace the print cartridge.

Note: If you do not replace the print cartridge, you may experience print quality problems.

See also:

Replacing the print cartridge

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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Tray <x> Empty

What this message means:

The specified tray is out of paper.

What you can do:

Load paper in the tray to clear the message.

See also:

Loading the trays

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Tray <x> Low

What this message means:

The specified tray is low on paper.

What you can do:

Add paper to the tray to clear the message.

See also:

Loading the trays

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Tray <x> Missing

What this message means:

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

What you can do:

Insert the tray completely into the printer.

See also:

Loading the trays

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USB <x>

What this message means:

The printer is processing data through the specified USB port.

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Waiting

What this message means:

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

What you can do:

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

See also:

Canceling a print job

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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2<xx> Paper Jam

What this message means:

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

What you can do:

Clear the paper path.

See also:

Clearing print media jams

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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31 Defective Print Cartridge

What this message means:

A defective print cartridge is installed.

What you can do:

Remove the print cartridge and install a new one.

See also:

Replacing the print cartridge

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34 Wrong Paper Size in Tray <x>

What this message means:

The printer was expecting to pick a different size paper from the specified tray than what it now detects is moving through the paper path.

What you can do:

- Press **Go** to clear the message and continue printing. The printer does not automatically reprint the page that prompted the message.
- Verify that the Tray x Size setting in the Paper Menu matches the size paper loaded in the tray.
- Make sure the tray paper guides are in the proper position for the size of the paper loaded.
- Make sure the paper is correctly oriented in the tray.
- Press **Menu** to open the Job Menu and cancel the current job.

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See also:

Print media specifications; **Loading the trays**; **Tray <x> Size**; **Canceling a print job**

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35 Res Save Off
Deficient Memory

What this message means:

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

What you can do:

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

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37 Insufficient Collation Area

What this message means:

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

What you can do:

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

See also:

Canceling a print job

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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37 Insufficient Defrag Memory

What this message means:

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

What you can do:

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

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37 Insufficient Memory

What this message means:

The printer cannot process print jobs or restore held jobs from the hard disk because printer memory is full.

Note: The message **37 Insufficient Memory** alternates with either **Held Jobs may be lost** or **Held Jobs May Not Be Restored**.

What you can do:

If **Held Jobs may be lost** is the alternating message, you can:

- Press **Go** to clear the message and continue the current print job. The printer frees memory by deleting the oldest held job and continues deleting held jobs until there is enough printer memory to process the job.
- Press **Stop** to clear the message without deleting any held jobs. The current job may not print correctly.
- Press **Menu** to open the Job Menu and cancel the current job.

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If **Held Jobs May Not Be Restored** is the alternating message, you can press **Go** to clear the message.

To avoid this error in the future:

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

See also:

Using the Print and Hold function; **Held Jobs may be lost**; **Held Jobs May Not Be Restored**

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38 Memory Full

What this message means:

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

What you can do:

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

See also:

Canceling a print job

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39 Complex Page

What this message means:

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

What you can do:

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

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See also:

Page Protect; **Canceling a print job**; *Setup Guide*

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51 Defective Flash

What this message means:

The printer detects defective flash memory.

What you can do:

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

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52 Flash Full

What this message means:

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

What you can do:

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

See also:

Setup Guide

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

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53 Unformatted Flash

What this message means:

The printer detects unformatted flash memory.

What you can do:

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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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54 Network <x> Software Error

54 Std Network Software Error

What these messages mean:

The printer cannot establish communications with an installed network port.

What you can do:

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

See also:

Reset Printer

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54 Serial Option <x> Error

54 Standard Serial Error

What this message means:

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

What you can do:

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

See also:

Reset Printer

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

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54 Std Par ENA Connection Lost

54 Par <x> ENA Connection Lost

What this message means:

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

What you can do:

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

See also:

Reset Printer

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

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55 Insufficient Fax Buffer

What this message means:

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

What you can do:

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

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

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56 Parallel Port <x> Disabled

56 Std Parallel Port Disabled

What this message means:

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

What you can do:

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

See also:

Parallel Buffer

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

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56 Serial Port <x> Disabled

56 Standard Serial Disabled

What this message means:

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

What you can do:

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

See also:

Serial Buffer

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

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56 USB Port <x> Disabled

56 Standard USB Port Disabled

What this message means:

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

What you can do:

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

See also:

USB Buffer

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

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57 Configuration Change

What this message means:

The printer was unable to restore confidential or held jobs on the hard disk because the print configuration has changed.

Note: The messages **57 Configuration Change** and **Held Jobs May Not Be Restored** alternate on the display.

What you can do:

Press **Go** to clear the message.

See also:

Using the Print and Hold function; **Held Jobs May Not Be Restored**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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58 Too Many Disks Installed

What this message means:

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

What you can do:

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

See also:

Removing option cards

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

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58 Too Many Flash Options

What this message means:

Too many flash memory options are installed on the printer.

What you can do:

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

See also:

Removing memory cards

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

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61 Defective Disk

What this message means:

The printer detects a defective hard disk.

What you can do:

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

See also:

Removing option cards; *Setup Guide*

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
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62 Disk Full

What this message means:

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

What you can do:

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

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

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63 Unformatted Disk

What this message means:

The printer detects an unformatted hard disk.

What you can do:

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

See also:

Format Disk

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

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70–79 <message>

What these messages mean:

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

What you can do:

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

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

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80 Scheduled Maintenance

What this message means:

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

What you can do:

Replace the maintenance items and reset the printer maintenance page counter.

See also:

Replacing the items in the maintenance kit; **Replacing the fuser**; **Replacing the transfer roller**; **Replacing pick rollers**; **Cleaning the wiper blade**; **Resetting the maintenance page counter**

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0 1 2 3 4 5 6 7 8 9

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88 Toner Low

What this message means:

The print cartridge is low on toner.

What you can do:

- Replace the print cartridge.
- Press **Go** to clear the message and continue printing. You may notice reduced print quality.

See also:

Replacing the print cartridge

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

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900–999 Service <message>

What these messages mean:

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

What you can do:

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

See also:

Calling for service

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

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1565 Emul Error
Load Emul Option

What this message means:

The download emulator version on the firmware card does not match the printer code version.

This could occur if you updated printer firmware or moved a firmware card from one printer to another.

What you can do:

The message automatically clears in 30 seconds. The printer returns to the **Ready** message and disables the download emulator on the firmware card.

Download the correct download emulator version from the Lexmark Web site at www.lexmark.com to the firmware card. ▲

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