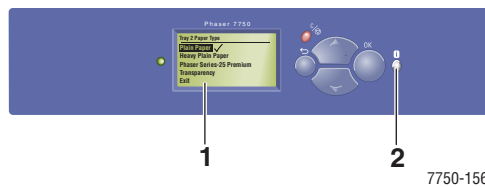# Front Panel Messages

This topic includes:

■ "Status Messages" on page 4-59
■ "Errors and Warnings" on page 4-60

Your printer's front panel provides you with information and troubleshooting help. When an error or warning condition occurs, the front panel displays a message informing you of the problem. In many cases, the front panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam.

To view information about how to fix the problem, press the front panel's **information** button, which is labeled with an "**i**". You can press the **i** button at any time to get additional information about the message or menu displayed on the front panel.

1. Front panel display
2. Information button

Some of the status messages that appear in the front panel are listed below:

Status Messages

Status Message	Description
Ready to Print	The printer is ready to receive print jobs.
Processing data - Please wait	The printer is processing data; wait until **Ready to Print** or **Printing** is displayed.
Receiving data - Please wait	The printer is receiving data; wait until **Ready to Print** or **Printing** is displayed.
Printing page x of y	A print job is printing; wait until **Ready to Print** is displayed.
Warming up - Please wait	The printer is warming up. Print jobs can be processed but not printed.

Errors and Warnings

The printer displays error or warning messages in the front panel display.

When an error occurs, PrintingScout displays an instant notification on your computer screen that the printer needs attention.

The front panel **i** button also provides valuable information about errors and warnings.

Hardware or software failures that may require service support are presented as fatal errors. When the printer's front panel displays a fatal error message, the LED blinks red. A fatal error message replaces the status lines.

For more information on jams, see Reference/Troubleshooting/Paper Jams on the *User Documentation CD-ROM*.

Error or Warning Messages

Message	Description
Close Door [A| B| C| D| E| F| G| H| J]	Close the specified door to continue printing.
Close Printer Front Door	Close the Printer Front Door to continue printing.
Configuration Card Missing	Without a properly functioning Configuration Card, the printer will perform as a base model (non-networking) printer. **1.** Turn off power. **2.** Open interface cover. **3.** Insert Configuration Card, ensuring proper orientation. **4.** Close interface cover. **5.** Turn on power.
Drum Cartridge Failure (J7-1)	The Drum Cartridge has failed and it must be replaced. Warning - Use caution, some components inside Door A may be hot. **1.** Open Door A. **2.** Open the Printer Front Door. **3.** Lift the Drum Cartridge latch and remove the cartridge. **4.** Replace with P/N 113R00670. **5.** Close Door A. **6.** Close the Printer Front Door.
Drum Cartridge Failure (J4-1)	The Drum Cartridge has failed and it must be reseated. Warning - Use caution, some components inside Door A may be hot. **1.** Open Door A. **2.** Open the Printer Front Door. **3.** Lift the Drum Cartridge latch and remove the cartridge. **4.** Reinsert the Drum Cartridge. **5.** Close Door A. **6.** Close the Printer Front Door. **7.** If error continues, replace Drum Cartridge with P/N 113R00670.

Error or Warning Messages (Continued)

Message	Description
Drum Cartridge Is Near End Of Life	The Drum Cartridge is near the end of its life. Order replacement P/N 113R00670.
Duplex Unit Failure	An error was detected in the Duplex Unit. Printing continues single-sided. **1.** Turn power off. **2.** Verify Duplex wire harness is properly connected by unplugging and reconnecting. **3.** Turn power on. **4.** If error continues, call Service
Duplicate IP address detected	Another device on the network is using the IP address assigned to this printer. Change the IP address of the printer or the other device.
Exit Unit Failure	An error was detected in the Exit Unit. Printing continues single-sided. **1.** Turn power off. **2.** Remove and reinstall the Exit Unit. **3.** Turn power on. **4.** If error continues, call Service.
Finisher Failure	An error was detected in the Finisher. **1.** Turn power off. Printing continues using the Standard Output Tray. **2.** Verify Finisher wire harnesses are properly connected by unplugging and reconnecting. **3.** Turn power on. **4.** If error continues, call Service.
Finisher Logic Board Failure	An error was detected from the Finisher Logic Board NVRAM memory. Printing continues using the Standard Output Tray. **1.** Turn power off, then on. **2.** If error continues, call Service.
Humidity Sensor Failure	An error was detected in the humidity sensor. Print quality may be degraded. **1.** Turn power off, then on. **2.** If error continues, call Service.
Insert Tray [2 | 3 | 4 | 5 | 6]	Reinsert the indicated tray to continue printing.

Error or Warning Messages (Continued)

Message	Description
Install Or Reseat Drum Cartridge	The Drum Cartridge is missing or misinstalled. Warning - Use caution, some components inside Door A may be hot. **1.** Open Door A. **2.** Open the Printer Front Door. **3.** If the Drum Cartridge is present, reseat it. If not, install P/N 113R00670. **4.** Close Door A. **5.** Close the Printer Front Door.
Install Or Reseat Toner Cartridge Or Cartridge Failure	The Toner Cartridge is missing, misinstalled or failed. **1.** Open the Printer Front Door. **2.** If the Toner Cartridge is present, reseat it. If not, install P/N 113R00668. **3.** Close the Printer Front Door. **4.** If error continues, install a new Toner Cartridge.
Invalid Configuration Card	Without a properly functioning Configuration Card, the printer will perform as a base model (non-networking) printer. **1.** Turn off power. **2.** Open interface cover. **3.** Replace Configuration Card, ensuring proper orientation. **4.** Close interface cover. **5.** Turn on power.
Jam At A; Open Door A To Clear (Jam E1-2, E1-6, E3-1, E3-2, E3-6, E4-1, E4-3, E4-5, F4-12, F4-16, F4-22)	Warning - Use caution, some components inside Door A may be hot. **1.** Open Door A. **2.** Remove the jammed paper. Press the green handle if necessary. **3.** Close Door A.
Jam At B And C; Open Doors B And C To Clear (Jam C3-2, C4-2)	**1.** Open Door B. **2.** Remove the jammed paper. **3.** Close Door B. **4.** Open Door C. **5.** Remove the jammed paper. **6.** Close Door C.
Jam At B; Open Door B To Clear (Jam C3-3, C4-3, C5-3, C8-2)	**1.** Open Door B. **2.** Remove the jammed paper. **3.** Close Door B.
Jam At C; Open Door C To Clear (Jam C8-3, C8-4)	**1.** Open Door C. **2.** Remove the jammed paper. **3.** Close Door C.

Error or Warning Messages (Continued)

Message	Description
Jam At D And A; Open Doors D and A To Clear (Jam C6-1, C6-2)	Warning - Use caution, some components inside Door A may be hot. **1.** Open Door D. **2.** Remove the jammed paper. **3.** Close Door D. **4.** Open Door A. **5.** Remove the jammed paper. Press the green handle if necessary. **6.** Close Door A.
Jam At D; Open Door D To Clear (Jam C8-6)	**1.** Open Door D. **2.** Remove the jammed paper. **3.** Close Door D.
Jam At E; Open Door A Then E To Clear (Jam E4-6, E8-2)	Warning - Use caution, some components inside Door A may be hot. **1.** Open Door A. **2.** Open Door E. **3.** Remove the jammed paper. **4.** Close Door E **5.** Close Door A.
Jam At F; Open Door F To Clear (Jam F4-17, F4-23, F4-26, F4-32, F4-36, F4-51, F4-52, F4-71, F4-72, F4-76, F4-82, F4-83, F4-86)	**1.** Open Door F. **2.** Pull the jammed paper out to the right. **3.** Close Door F.
Jam At G; Open Door G To Clear (Jam F4-42, F4-43, F4-47, F4-48, F4-54, F4-74, F4-78, F4-85, F4-88)	**1.** Open Door G. Follow the instructions inside the door. **2.** Open handle 2a, 2b, or 3. **3.** Remove the jammed paper. **4.** Close handle 2a, 2b, or 3. **5.** Close Door G.
Jam At G; Open Door G To Clear (Jam F4-46, F4-53, F4-73, F4-77, F4-84, F4-87)	**1.** Open Door G. Follow the instructions inside the door. **2.** Open handle 2a or 2b. **3.** Turn knob 2c to the left. **4.** Remove the jammed paper. **5.** Close handle 2a or 2b. **6.** Close Door G.
Jam At H; Lift Door H To Clear (Jam F4-55, F4-56, F4-61, F4-66)	**1.** Lift Door H. **2.** Remove the jammed paper. **3.** Close Door H.
Jam At Stacker Upper Tray; Open Door G To Clear (Jam F4-75)	**1.** Remove the jammed paper from the Stacker Upper Tray. **2.** Open Door G. **3.** Close Door G.

Error or Warning Messages (Continued)

Message	Description
Jam At Tray 1 (MPT); Open Door A To Clear (Jam C9-3)	1. Open Door A. 2. Remove the jammed paper from Door A and Tray 1 (MPT). 3. Close Door A.
Jam At Tray 2; Open Door A And Remove Tray To Clear (Jam C1-3)	Warning - Use caution, some components inside Door A may be hot. 1. Open Door A. 2. Remove the jammed paper. Press the green handle if necessary. 3. Close Door A. 4. Remove Tray 2. 5. Remove the jammed paper. 6. Reinsert Tray 2.
Jam At Tray 2; Remove Tray To Clear (Jam C1-2)	1. Remove Tray 2. 2. Remove the jammed paper. 3. Reinsert Tray 2.
Jam At Tray 3; Open Door B And Remove Tray To Clear (Jam C2-2)	1. Open Door B. 2. Remove the jammed paper. 3. Close Door B. 4. Remove Tray 3. 5. Remove the jammed paper. 6. Reinsert Tray 3.
Jam At Tray 3; Remove Tray To Clear (Jam C2-1, C2-3)	1. Remove Tray 3. 2. Remove the jammed paper. 3. Reinsert Tray 3.
Jam At Tray 4; Open Door C And Remove Tray To Clear (Jam C3-1)	1. Open Door C. 2. Remove the jammed paper. 3. Close Door C. 4. Remove Tray 4. 5. Remove the jammed paper. 6. Reinsert Tray 4.
Jam At Tray 4; Remove Tray To Clear (Jam C3-0)	1. Remove Tray 4. 2. Remove the jammed paper. 3. Reinsert Tray 4.
Jam At Tray 5; Open Door C And Remove Tray To Clear (Jam C4-0, C4-1)	1. Open Door C. 2. Remove the jammed paper. 3. Close Door C. 4. Remove Tray 5. 5. Remove the jammed paper. 6. Reinsert Tray 5.

Error or Warning Messages (Continued)

Message	Description
Jam At Tray 5; Remove Tray To Clear (Jam C4-4)	1. Remove Tray 5. 2. Remove the jammed paper. 3. Reinsert Tray 5.
Jam At Tray 6; Slide Out Tray 6 Feeder And Open Door J To Clear (Jam C5-1, C5-2, C8-5)	1. Lift Tray 1 (MPT). 2. Slide the Tray 6 feeder away from the printer. 3. Open Door J and lift the handle inside. 4. Remove the jammed paper. 5. Close the access handle and Door J. 6. Slide in Tray 6 feeder. 7. Lower Tray 1 (MPT).
Maintenance Kit Is Near End Of Life	The Maintenance Kit (Fuser, Transfer Roller, and feed rollers) is near the end of its life. Warning - when the Fuser is replaced, use caution, some components inside Door A may be hot. Order replacement P/N 115R00033 if the printer is powered by 110V or P/N 115R00034 if powered by 220V.
Manual Feed [size*] [type*]	The print job has requested manual feeding. 1. Remove all paper from Tray 1 (MPT). 2. Load paper of the indicated size and type into Tray 1 (MPT).
No Paper in Tray [2 | 3 | 4 | 5 | 6].	Load paper in the indicated tray.
Non-Xerox Drum Cartridge	The Drum Cartridge is not a genuine Xerox product. Any damage caused by non- Xerox consumables will not be covered under the printer warranty. Status reporting is reduced. Only Standard Print Quality is supported. Warning - Use caution, some components inside Door A may be hot. 1. Open Door A. 2. Open the Printer Front Door. 3. Lift the Drum Cartridge latch and remove the cartridge. 4. Replace with P/N 113R00670. 5. Close Door A. 6. Close the Printer Front Door.
Non-Xerox Toner Cartridge	The Toner Cartridge is not a genuine Xerox product. Any damage caused by non- Xerox consumables will not be covered under the printer warranty. Status reporting is reduced. Only Standard Print Quality is supported. 1. Open the Printer Front Door. 2. Pull out the Toner Cartridge. 3. Replace with P/N 113R00668. 4. Close the Printer Front Door.

Error or Warning Messages (Continued)

Message	Description
Out Of Paper **Load Tray [1 (MPT) | 2 | 3 | 4 | 5 | 6]** **with [size*] [type*]**	Load the indicated paper size and type into the indicated tray.
Paper Not Available **Load Tray [1 (MPT) | 2 | 3 | 4 | 5 | 6]** **with [size*] [type*]**	Replace the paper in the indicated tray with paper of the indicated size and type; or select Print with Available Paper to use a paper size and type currently in the printer.
Paper Size Jam **Tray [1 (MPT) | 2 | 3 | 4 | 5 | 6]** **Check Paper Tray Guides And Open** **Door A to Clear Jam**	Warning - Use caution, some components inside Door A may be hot. 1. Confirm that the paper guides in the specified tray are pressed against the paper. 2. Open Door A. 3. Remove the jammed paper. 4. Close Door A.
Paper Size Jam **Tray [1 (MPT) | 2 | 3 | 4 | 5 | 6]** **Check Size And Open Door A To** **Clear**	Warning - Use caution, some components inside Door A may be hot. 1. Confirm that the paper guides in the specified tray are pressed against the paper. 2. Select Printer Setup, Paper Handling Setup, Tray(n) Setup. 3. Confirm that the paper size selected in the menu matches the paper size loaded in the tray. 4. Open Door A. 5. Remove the jammed paper. 6. Close Door A.
Punch Failure	An error was detected in the Punch. Printing continues without punching 1. Turn power off. 2. Verify Finisher wire harnesses are properly connected by unplugging and reconnecting. 3. Turn power on 4. If error continues, call Service.
Punch Waste Box is Full, Unload It	Remove the contents from the punch waste box to continue printing punched jobs. Printing continues without punching. 1. Open Door G. 2. Pull out the punch waste box R4 and discard its contents. 3. Reinsert the punch waste box. 4. Close Door G.
Punch Waste Box is Missing	Reinsert the punch waste box to continue printing punched jobs. Printing continues without punching. 1. Open Door G. 2. Reinsert the punch waste box R4. 3. Close Door G.

Error or Warning Messages (Continued)

Message	Description
Replace Drum Cartridge	The Drum Cartridge is not a genuine Xerox product. Warning - Use caution, some components inside Door A may be hot. 1. Open Door A. 2. Open the Printer Front Door. 3. Lift the Drum Cartridge latch and remove the cartridge. 4. Replace with P/N 113R00670. 5. Close Door A. 6. Close the Printer Front Door.
Replace Incorrect Drum Cartridge	The Drum Cartridge is incorrect for this printer and must be replaced. Warning - Use caution, some components inside Door A may be hot. 1. Open Door A. 2. Open the Printer Front Door. 3. Lift the Drum Cartridge latch and remove the cartridge. 4. Replace with P/N 113R00670. 5. Close Door A. 6. Close the Printer Front Door.
Replace Incorrect Toner Cartridge	The Toner Cartridge is incorrect for this printer and must be replaced. 1. Open the Printer Front Door. 2. Pull out the Toner Cartridge. 3. Replace with P/N 113R00668. 4. Close the Printer Front Door.
Replace Maintenance Kit	The Maintenance Kit (Fuser, Transfer Roller, and feed rollers) is at the end of its life. Warning - when the Fuser is replaced, use caution, some components inside Door A may be hot. Order replacement P/N 115R00033 if the printer is powered by 110V or P/N 115R00034 if powered by 220V.
Replace Toner Cartridge	The Toner Cartridge is not a genuine Xerox product. 1. Open the Printer Front Door. 2. Pull out the Toner Cartridge. 3. Replace with P/N 113R00668. 4. Close the Printer Front Door.
Slide in Tray 6 Feeder	Slide the Tray 6 Feeder into the printer to continue printing.

Error or Warning Messages (Continued)

Message	Description
Stacker Lower Tray Failure	An error was detected in the Stacker Lower Tray. Printing continues using the Standard Output Tray. **1.** Turn power off. **2.** Verify Finisher wire harnesses are properly connected by unplugging and reconnecting. **3.** Turn power on. **4.** If error continues, call Service. or **1.** Remove the paper from the Stacker Lower Tray. **2.** If error continues, turn power off. **3.** Verify Finisher wire harnesses are properly connected by unplugging and reconnecting. **4.** Turn power on. **5.** If error continues, call Service.
Stacker Upper Tray Is Full, Unload Paper	Remove the paper from the indicated output tray.
Standard Output Tray Is Full, Unload Paper	Remove the paper from the indicated output tray.
Staple Cartridge Is Low Or Missing	Install a Staple Cartridge. **1.** Open Door G. **2.** Insert Staple Cartridge P/N 008R12941 above R1 area. **3.** Close Door G.
Stapler Failure	An error was detected in the Stapler. Printing continues without stapling. **1.** Turn power off. **2.** Verify Finisher wire harnesses are properly connected by unplugging and reconnecting. **3.** Turn power on. **4.** If error continues, call Service.
Stapler Failure	An error was detected in the Stapler. Printing continues without stapling. **1.** Lift Door H and remove the paper. **2.** Close Door H. **3.** Open and close Door G. **4.** If error continues, turn power off. **5.** Verify Finisher wire harnesses are properly connected by unplugging and reconnecting. **6.** Turn power on. **7.** If error continues, call Service.

Error or Warning Messages (Continued)

Message	Description
Stapler Is Empty.	Replace the Staple Cartridge. Printing continues without stapling. **1.** Open Door G. **2.** Replace Staple Cartridge P/N 008R12941 above R1 area. **3.** Close Door G.
Temperature Sensor Failure	An error was detected in the temperature sensor. Print quality may be degraded. **1.** Turn power off, then on. **2.** If error continues, call Service.
Toner Cartridge Failure	The Toner Cartridge has failed and it must be replaced. **1.** Open the Printer Front Door. **2.** Pull out the Toner Cartridge. **3.** Replace with P/N 113R00668. **4.** Close the Printer Front Door.
Toner Is Low	The Toner Cartridge is almost empty. Order replacement P/N 113R00668.
Tray [2 | 3 | 4 | 5 | 6] Failure	Open And Close Tray [2 | 3| 4 | 5 | 6]. An error was detected in Tray [2 | 3 | 4 | 5 | 6]. Printing continues using other input trays. **1.** Open and close Tray [2 | 3 | 4 | 5 | 6]. **2.** If error continues, call Service.
Tray [2 | 3 | 4 | 5 | 6] is missing	Reinstall the indicated tray.
Tray [2 | 3 | 4 | 5 | 6] Paper Is Low.	The indicated tray is nearly empty. Reload the same size and type of paper soon.
Tray [2 | 3 | 4 | 5] Failure	Open And Close Tray [2 | 3 | 4| 5]. An error was detected in Tray [2 | 3 | 4 | 5]. Printing continues using other input trays. **1.** Open and close Tray [2 | 3 | 4 | 5]. **2.** If error continues, call Service.
Tray [2 | 3 | 4 | 5] Paper Guide Does Not Match Size Menu	**1.** Check that the tray's paper guides are against the paper stack. **2.** Set the tray's Change Paper Size menu to the size of paper in this tray.
Tray 1 (MPT) Paper Guide Does Not Match Size Menu	**1.** Check that the Tray 1 (MPT) paper guides are against the paper stack. **2.** Set the tray's Change Paper Size menu to the size of paper in this tray.

Error or Warning Messages (Continued)

Message	Description
Tray 4-5 Logic Board Failure	An error was detected from the Tray 4-5 Unit Logic Board NVRAM memory. Printing continues using other input trays. **1.** Turn power off, then on. **2.** If error continues, call Service.
Tray 4-5 Logic Board Failure	An error was detected in the Tray 4-5 Logic Board communication. Printing continues using other input trays. **1.** Turn power off. **2.** Verify Tray 4-5 wire harness is properly connected by unplugging and reconnecting. **3.** Turn power on. **4.** If error continues, call Service.
Tray 6 Logic Board Failure	An error was detected in the Tray 6 Logic Board communication. Printing continues using other input trays. **1.** Turn power off. **2.** Verify Tray 6 wire harness is properly connected by unplugging and reconnecting. **3.** Turn power on. **4.** If error continues, call Service.
Tray 6 Logic Board Failure	An error was detected from the Tray 6 Logic Board NVRAM memory. **1.** Turn power off, then on. **2.** If error continues, call Service.
Wrong Paper Size **Load Tray [1 (MPT) | 2 | 3 | 4 | 5 | 6]** **with [size*] [type*]**	Replace the paper in the indicated tray with paper of the indicated size and type.
Wrong Paper Type **Load Tray [1 (MPT) | 2 | 3 | 4 | 5 | 6]** **with [size*] [type*]**	Replace the paper in the indicated tray with paper of the indicated size and type.