

6.2 SC TABLES: SC1XX (SCANNING)

6.2.1 SC101-01 TO SC195-00

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC101-01	D	Lamp Error (Scanning)
		The white level peak did not reach the prescribed threshold when the white plate was scanned.
		▪ LED defective ▪ IDB (LED driver) defective ▪ SBU defective ▪ IPU defective ▪ Power/signal harness defective ▪ Condensation in scanner unit ▪ Mirrors or lenses dirty or positioned incorrectly ▪ White plate dirty or installed incorrectly
		1. Turn the power off/on. 2. Perform the following operations: ▪ Reconnect the power/signal harness. ▪ Reattach/clean the mirrors/lenses. ▪ Reattach/clean the white plate. 3. Replace the following parts: ▪ Replace the scanner lamp (LED board). ▪ Replace the SIO board. ▪ Replace the lens block (SBU board). ▪ Replace the IPU board. ▪ Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC101-02	D	Lamp Error (LED illumination adjustment)
		LED error was detected.
		▪ LED defective ▪ IDB (LED driver) defective ▪ Power/signal harness defective
		1. Turn the power off/on. 2. Perform the following operations: ▪ Reconnect the power/signal harness. 3. Replace the following parts: ▪ Replace the scanner lamp (LED board). ▪ Replace the SIO board. ▪ Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC102-00	D	LED Illumination Adjustment Error
		The white level peak reached the prescribed threshold when the white plate was scanned after a specified number of adjustments.
		▪ LED defective ▪ IDB (LED driver) defective ▪ SBU defective ▪ IPU defective ▪ Power/signal harness defective
		1. Turn the power off/on. 2. Reconnect the power/signal harness. 3. Replace the following parts: ▪ Replace the scanner lamp (LED board). ▪ Replace the lens block (SBU board). ▪ Replace the SIO board. ▪ Replace the IPU board. ▪ Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC120-00	D	Scanner Home Position Error 1
		The scanner home position sensor does not go OFF. Details: Error detection timing ▪ During homing (when the machine is turned ON or when it returns from energy save mode) ▪ During an automatic adjustment (when the machine is turned ON or when it returns from energy save mode) ▪ During a scan from the ADF or exposure glass.
		▪ Scanner motor driver defective ▪ Scanner motor defective ▪ Scanner HP sensor defective ▪ Harness defective ▪ Timing belt, pulley, wire, or carriage not installed correctly
		Replace the following parts: ▪ Replace the HP sensor ▪ Replace the scanner motor ▪ Replace the harness. ▪ Reattach or replace the timing belt, pulleys, wires, or carriage unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC121-00	D	Scanner Home Position Error 2
		The scanner home position sensor does not go ON. Details: Error detection timing ▪ During homing ▪ During an automatic adjustment ▪ During a scan from the ADF or exposure glass.
		▪ Scanner motor driver defective ▪ Scanner motor defective ▪ Scanner HP sensor defective ▪ Harness defective ▪ Timing belt, pulley, wire, or carriage not installed correctly
		Replace the following parts: ▪ Replace the home position sensor ▪ Replace the scanner motor ▪ Replace the harness. ▪ Reattach or replace the timing belt, pulleys, wires, or carriage unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC141-00	D	Black Level Detection Error
		The black level cannot be adjusted within the target during auto gain control.
		▪ SBU defective ▪ IPU defective ▪ Power/signal harness defective
		1. Turn the power off/on. 2. Reconnect the power/signal harness. 3. Replace the following parts: ▪ Replace the lens block (SBU board). ▪ Replace the IPU board. ▪ Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC142-00	D	White Level Detection Error
		The white level cannot be adjusted to the second target level within the target during auto gain control.
		▪ SBU defective ▪ LED defective ▪ IDB (LED driver) defective ▪ IPU defective ▪ Power/signal harness defective ▪ Scanner drive error ▪ Condensation in scanner unit ▪ Mirrors or lenses dirty or positioned incorrectly ▪ White plate dirty or installed incorrectly
		1. Turn the power off/on. 2. Perform the following operations: ▪ Reconnect the power/signal harness. ▪ Reattach/clean the mirrors/lenses. ▪ Reattach/clean the white plate. 3. Replace the following parts: ▪ Replace the lens block (SBU board). ▪ Replace the scanner lamp (LED board). ▪ Replace the IPU board. ▪ Replace the SIO board. ▪ Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC144-00	D	SBU Communication Error
		▪ Connection to SBU cannot be confirmed. (Connection detection error) ▪ Cannot communicate with the SBU, or the communication result is abnormal.
		▪ SBU defective ▪ The other side of the communication (BCU, IPU etc.) defective ▪ Power/signal harness defective
		1. Turn the power off/on. 2. Reconnect the power/signal harness. 3. Replace the following parts: ▪ Replace the lens block (SBU board). ▪ Replace the IPU board. ▪ Replace the BCU board. ▪ Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC165-00	D	Copy Data Security Unit Error
		▪ The copy data security option is enabled in the User Tools but the option board is detected as missing or defective. ▪ The copy data security option was detected as defective when the machine was turned on or returned from energy save mode.
		▪ Copy data security unit board not installed correctly ▪ Copy data security unit board defective
		▪ Reinstall the copy data security unit board. ▪ Replace the copy data security unit board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC185-00	D	CIS Transmission Error
		The data read from the ASIC register on the CIS were not as expected. Details: - Occurs when a serial communication error between the CIS board and the DF board is detected. Occurs also when an error is detected during initialization of the ASIC on the CIS. - This can happen during initialization and feeding. The first and second consecutive occurrences of each constitute jams. The third occurrence constitutes an SC.
		- Connector or harness between DF board and CIS board is disconnected or defective - ASIC on the CIS is defective - Boot failure of ASIC on the CIS
		- Reconnect the power/signal harness. - Replace the CIS unit (CIS and CIPB). - Replace the ADF control board. - Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC186-00	D	CIS LED Error
		During initialization: ▪ The ratio between the average values of leading-edge area and rear-edge area is out of specification. ▪ Shading data peak value is below specification. During scanning: ▪ Shading data peak value is below specification. Details: During initialization: ▪ Occurs when one out of two CIS LEDs is malfunctioning, causing the difference between the average values of leading-edge area and rear-edge area to be large (CIS LED error detection). ▪ Occurs when both of the CIS LEDs are malfunctioning (unlit), causing the shading data peak value to be extremely low (CIS white level adjustment). During scanning: ▪ Occurs when both of the CIS LEDs are malfunctioning (unlit), causing the shading data peak value to be extremely low (CIS scan control, gray balance adjustment / confirmation). ▪ The first and second consecutive occurrences of each constitute initial/feed jams. The third occurrence constitutes an SC.
		During initialization: ▪ One or two out of two CIS LEDs are defective During scanning: ▪ Both of the CIS LEDs are defective.
		▪ Reconnect the power/signal harness. ▪ Replace the CIS unit (CIS and CIPB). ▪ Replace the CIS background white roller. ▪ Replace the power/signal harness. ▪ Replace the ADF main control board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC187-00	D	CIS Black Level Error
		The black level scanned by CIS is abnormal. Details: - Occurs when abnormality is detected in the process of black level generation – detection. - The first and second consecutive occurrences constitute initial jams. The third occurrence constitutes an SC.
		CIS defective
		Replace the CIS unit (CIS and CIPB).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC188-00	D	CIS White Level Error
		- The shading data peak value read out from the CIS is abnormal. Details: - Occurs when abnormality is detected in the process of CIS shading data peak detection. - The first and second consecutive occurrences constitute initial jams. The third occurrence constitutes an SC.
		- CIS defective - CIS background white roller is scratched, dirt, or improperly connected.
		- Reconnect the power/signal harness. - Replace the CIS unit (CIS and CIPB). - Replace the CIS background white roller. - Replace the power/signal harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC189-00	D	CIS Gray Balance Adjustment Error
		The difference between gray balance adjustment target value and the value scanned from the GS20 chart was out of specification upon execution of gray balance adjustment confirmation (SP4-705-002). Details:
		- Occurs when gray balance adjustment fails. - The first occurrence constitutes an SC (not an initial jam).
		- CIS defective - The GS20 chart is scratched or deteriorated due to dirty.
		- Replace the GS20 chart. - Replace the CIS unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC195-00	D	Machine Serial Number Error
		Comparison of the product identification code in the machine serial number (11 digits).
		The product identification code in the machine serial number (11 digits) does not match.
		Re-enter the machine serial number.

6.3 SC TABLES: SC2XX (EXPOSURE)

6.3.1 SC202-00 TO SC270-10

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC202-00	D	Polygon Motor: ON Timeout Error
		After the polygon motor turned on, or within 10 sec. after the rpm's changed, the motor did not enter READY status.
		▪ The interface harness to the polygon motor driver damaged or not connected correctly. ▪ Polygon motor or polygon motor driver defective ▪ Polygon motor drive pulse cannot be output correctly. (Polygon controller) ▪ XSCRDY signal observation failing (Polygon controller)
		▪ Turn the power off/on. ▪ Replace the laser unit. ▪ Replace the harness. ▪ Replace the IPU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC203-00	D	Polygon Motor: OFF Timeout Error
		The XSCRDY signal (polygon ready) never becomes inactive (H) within 3 sec. after the polygon motor went OFF.
		▪ The interface harness to the polygon motor driver damaged or not connected correctly. ▪ Polygon motor or polygon motor driver defective ▪ Polygon motor drive pulse cannot be output correctly. (Polygon controller) ▪ XSCRDY signal observation failing (Polygon controller)
		▪ Turn the power off/on. ▪ Replace the laser unit. ▪ Replace the harness. ▪ Replace the IPU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC204-00	D	Polygon Motor: XSCRDY Signal Error
		During polygon motor rotation, the XSCRDY signal was inactive (H) for longer than one rotation of the polygon.
		▪ The interface harness to the polygon motor driver damaged or not connected correctly. ▪ Polygon motor or polygon motor driver defective
		▪ Turn the power off/on. ▪ Replace the laser unit. ▪ Replace the harness. ▪ Replace the IPU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC220-00	D	Laser Synchronization Detection Error: Leading Edge
		The laser synchronizing detection signal for the start position of the LD was not output for 200msec. after LDB unit turned on with the polygon motor rotating normally.
		▪ The interface harness to the synchronization detection unit damaged or not connected correctly. ▪ Synchronization detection board defective ▪ Beam does not enter photo detector. ▪ Abnormality around GAVD ▪ IDB (LED driver) defective ▪ LDB defective ▪ IPU defective
		▪ Turn the power off/on. ▪ Replace the laser unit. ▪ Replace the harness. ▪ Replace the IPU board

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC230-00	D	FGATE ON Error
		The FGATE signal did not turn ON within the given time period after the writing process started.
		▪ GAVD defective ▪ Image processing ASIC defective ▪ BCU, controller board not connected correctly or defective ▪ Harness between BCU and LDB defective
		▪ Turn the power off/on. ▪ Replace the harness between IPU and laser unit. ▪ Replace the IPU board. ▪ Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC231-00	D	FGATE OFF Error
		The FGATE signal did not turn OFF within the given time period after the writing process ended.
		▪ GAVD defective ▪ Image processing ASIC defective ▪ IPU, controller board not connected correctly or defective ▪ Harness between IPU and LDB defective
		▪ Turn the power off/on. ▪ Replace the harness between IPU and laser unit. ▪ Replace the IPU board. ▪ Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC240-00	D	LD Error
		▪ The LD error status of LD driver is asserted after the LD is initialized. ▪ The LD driver's error signal is detected during LD initialization.
		▪ LD degradation (LD broken, shift of output characteristics etc.) ▪ The interface harness damaged or not connected correctly. ▪ LD driver defective
		▪ Cycle the main power off/on. ▪ Replace the laser unit. ▪ Replace the harness. ▪ Replace the IPU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC270-00	D	GAVD Communication Error
		When machine starts or cancels the energy saving
		▪ GAVD defective ▪ CPU defective ▪ BCU defective
		▪ Cycle the main power off/on. ▪ Replace the IPU board. ▪ Replace the controller board. ▪ Replace the BCU board. ▪ Set the FCC between BCU and IPU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC272-01	D	LD Driver Communication Error
		If the value is not same when the machine reads and writes the same registration at the machine start-up. If the communication parity retries three consecutive times, the SC is generated.
		▪ CPU defective ▪ IPU defective ▪ BCU defective ▪ Harness defective
		▪ Cycle the main power off/on. ▪ Replace the laser unit. ▪ Replace the harness ▪ Replace the IPU board
SC272-10	D	LD Driver Communication Error: Others
		If the “Door Open” status does not change to “Door Close” after closing the door.
		▪ CPU defective ▪ IPU defective ▪ BCU defective ▪ Harness defective
		▪ Cycle the main power off/on. ▪ Replace the laser unit. ▪ Replace the harness. ▪ Replace the IPU board.

6.4 SC TABLES: SC3XX (IMAGE PROCESSING1 (CHARGE, DEVELOPMENT))

6.4.1 SC302-00 TO SC392-01

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC302-00	D	High Voltage Power Source: Charge: Output Error
		The machine detects the error detection signal "L (unexpected)" 10 times for 200 msec consecutively when monitoring the error signal every 20 msec during outputting the PWM signal.
		Hardware error - Input / Output connector is disconnected. - Input / Output harness is short-circuited. - Surface/air clearance insufficient (arc discharge) - BCU error (signal error) - HVPS defective Load error - Grounding fault of charging output, short-circuit with other outputs - Surface/air clearance insufficient in charging output path (including distance from other outputs) - Unexpected deterioration of drum and over current due to pinholes gap error between the drum and charge roller (PCU error). - Over current due to drum surface condensation - PCU is disconnected.
		- Cycle the main power off/on. - Replace the high HVPS. - Replace the harness of the HVPS. - Replace the harness of the PCU. - Replace the PCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC324-01	D	Development Motor: Bk: Lock
		Lock signals are observed at 2 sec intervals during motor ON, and a High level is detected at least 20 times
		▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective ▪ Unit torque increased
		▪ Replace the development motor. ▪ Reconnect the connector. ▪ Replace the harness. ▪ Replace the IOB. ▪ Replace the development unit. ▪ Replace the driven unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC360-01	D	TD Sensor Adjustment Error
		▪ When Mu count exceeds the judgment threshold of no developer status. ▪ When Mu count does not satisfy the following target ranges for 3 times in a row. ▪ Upper threshold ▪ Lower threshold
		▪ TD sensor defective ▪ Loose connection ▪ Harness broken ▪ Developer toner density differs from initial developer
		▪ Replace the TD sensor. ▪ Replace the development unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC361-01	D	TD Sensor Output Error: Upper Limit (K)
		The following condition continuously exceeds the upper limit threshold value (SP3-211-003). TD sensor output: V_t (SP3-210-001) > output upper limit error threshold (SP3-211-002)
		TD sensor connector dropout (connection fault)
		- Check if the TD sensor connector is connected. - Check the harness of the TD sensor (disconnection, etc.). - Replace the TD sensor.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC362-01	D	TD Sensor Output Error: Lower limit (K)
		TD sensor output: V_t (SP3-210-001) < output lower limit error threshold (SP3-211-004) is continuously below the lower limit occurrence threshold value (SP3-211-005)
		TD sensor connector missing/dropout
		- Check if the TD sensor connector is connected. - Check the harness of the TD sensor (disconnection, etc.). - Replace the TD sensor.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC370-00	C	ID Sensor Calibration Error
		Regular reflection optical output voltage of the ID sensor: Vsg_reg cannot be adjusted to within target range. Upper limit (SP3-320-013: initial value 4.5V) Lower limit (SP3-320-014: initial value 3.5V)
		▪ ID sensor connector missing/ connection fault ▪ ID sensor detection window dirt ▪ ID sensor malfunction
		▪ Check for ID sensor connector missing. If it is missing, reconnect it. ▪ Check for dirt on the ID sensor detection window. If the detection window is dirty, clean by predetermined method (do not wipe dry). ▪ If neither of the above have occurred, perform ID sensor replacement.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC391-00	D	High Voltage Power Source: Development : Output Error
		When the machine detects the error detection signal “L (abnormal)” 10 times for 200 ms consecutively by monitoring the error detection signal every 20ms during output of the PWM signal used as an error detection target.
		Hardware error - Input / Output connector is disconnected. - Surface/air clearance insufficient (arc discharge) - Input / Output harness is short-circuited. - BCU error (signal error) - HVPS defective Load error - Grounding fault of charging output, short-circuit with other outputs - Surface/air clearance insufficient in charging output path (including distance from other outputs) - Unexpected deterioration of drum, and over current due to pinholes - Over current due to drum surface condensation - PCDU is not set properly.
		- Cycle the main power off/on - Replace the harness between the BCU and HVPS. - Reconnect or replace the harness between the BCU and HVPS. - Reinstall or replace the development unit. - Check if the contact and separation movement of the transfer works correctly. - Replace the HVPS. - Replace the BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC396-01	D	Drum Motor Lock
		Lock signals are observed at 2 sec intervals during motor ON, and a High level is detected at least 20 times.
		▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective ▪ PCU torque increased
		▪ Reconnect the connector. ▪ Replace the harness of the drum/waste toner motor. ▪ Replace the drum/waste toner motor. ▪ Replace the PCU. ▪ Replace the IOB.

6.5 SC TABLES: SC4XX (IMAGE PROCESSING2 (AROUND THE DRUM))

6.5.1 SC440-00 TO SC498-00

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC440-00	D	High Voltage Power Source: Paper Transfer : Output Error
		The machine detects the error detection signal "L (unexpected)" 10 times for 200 msec consecutively when monitoring the error signal every 20 msec during outputting the PWM signal.
		Hardware error ▪ Input / Output connector is disconnected. ▪ Input / Output harness is short-circuited. ▪ IOB error (signal error) ▪ HVPS defective Load error ▪ Transfer roller's impedance increases. ▪ Transfer unit is not set properly.
		▪ Cycle the main power off/on. ▪ Reconnect or replace the harness of the HVPS (power pack). ▪ Reconnect or replace the harness between the BCU and the HVPS. ▪ Rset or replacee the transfer unit. ▪ Check if the contact and separation movement of the transfer unit works correctly. ▪ Replace the HVPS. ▪ Replace the BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC452-00	D	Transfer Roller Contact Motor Error
		When the machine does not detect the high/low signal for a specified time after the transfer roller contact motor has been turned on.
		▪ Motor overload, Motor defective ▪ Connector disconnected ▪ Harness broken ▪ Interlock mechanism is defective.
		▪ Cycle the main power off/on ▪ Check if the contact and separation movement of the transfer unit works correctly. ▪ Replace the transfer roller contact motor.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC460-00	D	High Voltage Power Source: Separation : Output Error
		The machine detects the error detection signal "L (unexpected)" 10 times for 200 msec consecutively when monitoring the error signal every 20 msec during outputting the PWM signal.
		Hardware error ▪ Input / Output connector is disconnected. ▪ Input / Output harness is short-circuited. ▪ Transfer unit is not set properly. ▪ IOB error (signal error) ▪ HVPS defective
		Load error ▪ Grounding fault of separation power output, short-circuit with other outputs ▪ Surface/air clearance insufficient in separation power output path (including distance from other outputs)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Cycle the main power off/on ▪ Reconnect or replace the harness of the HVPS (power pack). ▪ Reconnect or replace the harness between the BCU to the HVPS. ▪ Reset or replace the transfer unit. ▪ Check if the contact and separation movement of the transfer unit works correctly. ▪ Replace the HVPS. ▪ Replace the BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC497-00	C	Machine Temperature Detection Thermistor Error
		The output of the temperature sensor is out of the following range. ▪ 0.56 V or less (90°C or more) ▪ 3.0 V or more (-18°C or less)
		▪ Connector disconnected or broken ▪ Temperature sensor defective
		▪ Reconnect or replace the harness. ▪ Replace the temperature sensor.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC498-00	C	Temperature and Humidity Sensor Error (Main machine)
		The output of the temperature/humidity sensor is out of the following range. ▪ 0.76 V or less/ 2.90 V or more (temperature sensor) ▪ 2.4 V or more (humidity sensor)
		▪ Connector disconnected or broken ▪ Temperature/Humidity sensor defective
		▪ Reconnect or replace the harness. ▪ Replace the temperature/humidity sensor.

6.6 SC TABLES: SC5XX (PAPER FEED AND FUSING)

6.6.1 SC501-01 TO SC589-02

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC501-01	B	1st Tray Lift Error
		The machine detects the error of the 1st tray lift motor 3 times consecutively when the 1st tray is lifted.. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		1st tray limit sensor connector disconnection, malfunction or sensor's dirt. 1st tray lift motor connector disconnection, malfunction - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor. - Paper set fault
		- Reset the paper. - Remove the foreign matter. 1st tray limit sensor, 1st tray lift motor - Check the harness. - Reset the connector. - Replacement 1st paper feed unit, 1st tray - Replacement Paper transport IOB - Replacement
SC501-02	B	1st Tray Lowering Error
		The machine detects the error of the 1st tray lift motor 5 times consecutively when the 1st tray is lowered. (The message of resetting the tray is displayed when the machine detects the error consecutively 4 times or less.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		1st tray limit sensor connector disconnection, malfunction or sensor's dirt. 1st tray lift motor connector disconnection, malfunction - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor. - Paper set fault - Paper overload
		- Reset the paper. - Remove the foreign matter. 1st tray limit sensor, 1st tray lift motor - Check the harness. - Reset the connector. - Replacement 1st paper feed unit, 1st tray - Replacement Paper transport IOB - Replacement

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC502-01	B	2nd Tray Lift Error
		The machine detects the error of the 2nd tray lift motor 3 times consecutively when the 2nd tray is lifted.. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		2nd tray limit sensor connector disconnection, malfunction, dirt 2nd tray lift motor connector disconnection, malfunction - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor - Paper set fault

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Reset the paper. - Remove the foreign matter. 2nd tray limit sensor, 2nd tray lift motor - Check the harness. - Reset the connector. - Replacement 2nd paper feed unit, 2nd tray - Replacement Paper transport IOB - Replacement
SC502-02	B	2nd Tray Lowering Error
		The machine detects the error of the 2nd tray lift motor 5 times consecutively when the 2nd tray is lowered. (The message of resetting the tray is displayed when the machine detects the error consecutively 4 times or less.)
		- The 2nd paper feed tray limit sensor connector disconnection, malfunction, and dirt 2nd tray lift motor connector disconnection, malfunction - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor - Paper set fault - Paper overload
		- Reset the paper. - Remove the foreign matter. 2nd tray limit sensor, 2nd tray lift motor - Check the harness. - Reset the connector. - Replacement 2nd paper feed unit, 2nd tray - Replacement Paper transport IOB - Replacement

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC503-01	B	3rd Tray Lift Error (D694)
		The machine detects the lift error of the tray lift motor for the PFU (D694) 3 times consecutively when the 3rd tray is lifted at the machine's initialization. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		▪ Tray lift motor connector disconnected ▪ Limit sensor harness disconnected or broken ▪ Control board defective ▪ Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor ▪ Paper set fault
		▪ Reset the paper. ▪ Remove the foreign matter. ▪ Replace the tray lift motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the limit sensor. ▪ Replace the control board for the optional PFU (D694). ▪ Replace the tray. ▪ Replace the paper feed roller. ▪ Replace the pick-up arm.
SC503-02	B	3rd Tray Lowering Error (D694)
		The machine detects the lowering error of the tray lift motor for the PFU (D694) 3 times consecutively when the 3rd tray is lowered at the machine's initialization. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Tray lift motor connector disconnected - Limit sensor harness disconnected or broken - Control board defective - Paper overload - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor - Paper set fault
		- Reset the paper. - Remove the foreign matter. - Replace the tray lift motor. - Reset the connector. - Replace the harness. - Replace the limit sensor. - Replace the control board for the optional PFU (D694). - Replace the tray. - Replace the paper feed roller. - Replace the pick-up arm.
SC503-11	B	3rd Tray Lift Error (D787)
		The machine detects the lift error of the tray lift motor for the PFU (D787) 3 times consecutively when the 3rd tray is lifted at the machine's initialization. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		- Tray lift motor connector disconnected - Limit sensor harness disconnected or broken - Control board defective - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor - Paper set fault

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Reset the paper. - Remove the foreign matter. - Replace the tray lift motor. - Reset the connector. - Replace the harness. - Replace the limit sensor. - Replace the control board for the optional PFU (D787). - Replace the tray. - Replace the paper feed roller. - Replace the pick-up arm.
SC503-12	B	3rd Tray Lowering Error (D787)
		The machine detects the lowering error of the tray lift motor for the PFU (D787) 3 times consecutively when the 3rd tray is lowered at the machine's initialization. (The message of resetting the tray is displayed when the machine detects the error 2 times consecutively.)
		- Tray lift motor connector disconnected - Limit sensor harness disconnected or broken - Control board defective - Paper overload - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor - Paper set fault
		- Reset the paper. - Remove the foreign matter. - Replace the tray lift motor. - Reset the connector. - Replace the harness. - Replace the limit sensor. - Replace the control board for the optional PFU (D787). - Replace the tray. - Replace the paper feed roller. - Replace the pick-up arm.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC503-31	B	3rd Tray Lift Error (LCIT: D695)
		- The machine detects the lift error of the tray lift motor for the LCIT (D695) 3 times consecutively when the 3rd tray is lowered at the machine's initialization. - The machine detects the lift error of the tray lift motor for the LCIT (D695) 3 times consecutively when the 3rd tray is lifted at the machine's initialization. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		- Tray lift motor connector disconnected - Limit sensor harness disconnected or broken - Control board defective - Foreign matter, such as paper scrap, is caught between the right tray and the tray lift motor. - Paper set fault - Timing belt damage or dropout - Timing pulley damage or dropout - Base plate damaged or plate horizontality fault - Paper feed roller missing - Pickup arm damage - Foreign matter, such as paper scrap, is caught inside the right tray.
		- Reset the paper. - Remove the foreign matter. - Replace the tray lift motor. - Reset the connector. - Replace the harness. - Replace the limit sensor. - Replace the control board for the optional LCIT (D695). - Replace the tray. - Replace the paper feed roller. - Replace the pick-up arm. - Replace the timing belt. - Replace the timing pulley. - Replace the base plate.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC503-32	B	3rd Tray Lowering Error (LCIT: D695)
		▪ The machine detects the lift error of the tray lift motor for the LCIT (D695) 3 times consecutively when the 3rd tray is lowered at the machine's initialization. ▪ The machine detects the lift error of the tray lift motor for the LCIT (D695) 3 times consecutively when the 3rd tray is lifted at the machine's initialization. (The message of resetting the tray is displayed when the machine detects the error consecutively 2 times or less.)
		▪ Tray lift motor connector disconnected ▪ Lower limit sensor harness disconnected or broken ▪ Control board defective ▪ Foreign matter, such as paper scrap, is caught between the right tray and the tray lift motor. ▪ Paper set fault ▪ Timing belt damage or dropout ▪ Timing pulley damage or dropout ▪ Base plate damaged or plate horizontality fault ▪ Foreign matter, such as paper scrap, is caught inside the right tray.
		▪ Reset the paper. ▪ Remove the foreign matter. ▪ Replace the tray lift motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the lower limit sensor. ▪ Replace the control board for the LCIT (D695). ▪ Replace the tray. ▪ Replace the timing belt. ▪ Replace the timing pulley. ▪ Replace the base plate.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC503-33	B	3rd Tray Paper Overload Error (LCIT: D695)
		Both of the upper limit and lower limit detects the base plate 3 times consecutively at the machine's initialization. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)
		▪ Paper overload ▪ Paper set fault ▪ Limit sensor harness disconnected or broken ▪ Lower limit sensor harness disconnected or broken ▪ Control board defective ▪ Foreign matter, such as paper scrap, is caught inside the right tray.
		▪ Reset the paper. ▪ Remove the foreign matter. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the limit sensor. ▪ Replace the lower limit sensor. ▪ Replace the control board for the LCIT (D695).
SC503-34	B	3rd Tray Paper Position Error (LCIT: D695)
		During left/right tray set, or when power is switched ON, or when transfer is complete, "open" is detected 3 times consecutively by end fence open/close detection. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)
		▪ Paper set fault (paper is offset from position for pushing end fence) ▪ Foreign matter entry (foreign matter is caught in the position for pushing end fence) ▪ End fence open/close sensor error/connector missing ▪ Harness broken ▪ Bank control board defective

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Reset the paper. - Remove the foreign matter. - Reset the connector. - Replace the harness. - Replace the sensor. - Replace the control board for the optional paper feed tray.
SC503-35	B	3rd Tray Transfer Error (LCIT: D695)
		Transfer end detection error At right tray paper end (right tray lower limit detection, left tray paper detection), left tray paper is transferred to the right tray, but the left tray paper sensor is detected although a predetermined time elapsed (transfer paper missing is not detected), for 3 times consecutively. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)
		- Transfer motor error/connector missing - Left tray paper sensor error/connector missing - Harness broken - Bank control board defective - Paper overload - Foreign matter, such as paper scrap, is caught between the left tray and the tray transfer motor - Paper set fault - Timing belt damage/dropout - Timing pulley damage/dropout - Transfer fence defective - Foreign matter, such as paper scrap, is caught inside the left tray

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Replace the motor. - Reset the connector. - Replace the harness. - Replace the sensor. - Replace the control board for the optional paper feed tray. - Reset the paper. - Remove the foreign matter. - Replace the tray. - Replace the timing belt. - Replace the timing pulley. - Replace the end fence of the left tray.
SC503-36	B	3rd Tray Transfer HP Error (LCIT: D695) - HP detection error (during transfer start) At right tray paper end (right tray lower limit detection, left tray paper detection), left tray paper is transferred to the right tray, but the left tray transfer fence HP sensor is detected although a predetermined time elapsed (HP sensor missing cannot be detected). - HP detection error (during transfer fence HP return) During left tray transfer fence HP not detected (stop after paper transfer, during power supply ON, during left tray set), the left tray transfer fence is moved to HP, but the left tray HP sensor is not detected although a predetermined time elapsed. *If an error occurs 3 times consecutively: LCIT transmits "3rd paper feed tray transfer HP error" to the main machine. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Transfer motor error/connector missing ▪ Left tray transfer fence HP sensor error/connector missing ▪ Harness broken ▪ Bank control board defective ▪ Paper overload ▪ Foreign matter, such as paper scrap, is caught between the left tray and the tray transport motor ▪ Paper set fault ▪ Timing belt damage/dropout ▪ Timing pulley damage/dropout ▪ Transfer fence defective ▪ Foreign matter, such as paper scrap, is caught inside the left tray
		▪ Replace the motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the sensor. ▪ Replace the control board for the optional paper feed tray. ▪ Reset the paper. ▪ Remove the foreign matter. ▪ Replace the tray. ▪ Replace the timing belt. ▪ Replace the timing pulley. ▪ Replace the end fence of the left tray.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC504-21	B	4th Tray Lift Error (D787)
		Lift motor ascent error detection During tray initialization (upper limit not detected/lower limit detection), the tray base plate is raised to check the tray base plate position, but the limit sensor is not detected although a predetermined time elapsed, for 3 times consecutively. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)
		- Lift motor error/connector missing - Limit sensor error/connector missing - Harness broken - Bank control board defective - Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor - Paper set fault
SC504-22	B	- Reset the paper. - Remove the foreign matter. - Replace the motor. - Reset the connector. - Replace the harness. - Replace the sensor. - Replace the control board for the optional paper feed tray. - Replace the tray. - Replace the paper feed roller. - Replace the pick-up arm.
		Lift motor descent error detection During tray initialization, the tray base plate is lowered to check the tray base plate position, but the limit sensor is detected although a predetermined time elapsed, for 3 times consecutively. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Lift motor error/connector missing ▪ Limit sensor error/connector missing ▪ Harness broken ▪ Bank control board defective ▪ Paper overload ▪ Foreign matter, such as paper scrap, is caught between the paper feed tray and the tray lift motor ▪ Paper set fault
		▪ Reset the paper. ▪ Remove the foreign matter. ▪ Replace the motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the sensor. ▪ Replace the control board for the optional paper feed tray. ▪ Replace the tray. ▪ Replace the paper feed roller. ▪ Replace the pick-up arm.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC505-41	B	Side LCIT Limit Detection Error (D696)
		- Upper limit detection error (during descent) During tray initialization (upper limit detection/lower limit not detected), the tray base plate is lowered to check the tray base plate position, but the limit sensor is detected although a predetermined time elapsed. - Upper limit detection error (during ascent) During tray initialization (upper limit not detected /lower limit detection), the tray base plate is raised to check the tray base plate position, but the limit sensor is not detected although a predetermined time elapsed. *If an error occurs for 3 times consecutively: the side LCIT transmits a "5th paper feed tray upper limit detection error" to the main machine. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)
		- Lift motor error/connector missing - Limit sensor error/connector missing - Harness broken - Bank control board defective - Paper set fault - Timing belt damage/dropout - Timing pulley damage/dropout - Base plate damage/horizontality fault - Paper feed roller missing item - Pickup arm defective - Foreign matter, such as paper scrap, is caught inside the tray

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Reset the paper. ▪ Remove the foreign matter. ▪ Replace the motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the sensor. ▪ Replace the control board for the optional side LCT. ▪ Replace the tray. ▪ Replace the paper feed roller. ▪ Replace the pick-up arm. ▪ Replace the timing belt. ▪ Replace the timing pulley. ▪ Replace the base plate.
SC505-42	B	Side LCIT Lower Limit Detection Error (D696) ▪ Lower limit detection error (during descent) During tray initialization (upper limit not detected /lower limit eject detection), the tray base plate is lowered to check the tray base plate position, but the lower limit sensor is not detected although a predetermined time elapsed. Alternatively, at paper end, the tray base plate is lowered, but the lower limit sensor is not detected although a predetermined time elapsed. ▪ Lower limit detection error (during ascent) During tray initialization (upper limit not detected/lower limit detection), the tray base plate is raised to check the tray base plate position, but the lower limit sensor is detected although a predetermined time elapsed. *If an error occurs for 3 times consecutively: the side LCIT transmits a "5th paper feed tray upper limit detection error" to the main machine. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Lift motor error/connector missing ▪ Lower limit sensor error/connector missing ▪ Harness broken ▪ Bank control board defective ▪ Paper set fault ▪ Timing belt damage/dropout ▪ Timing pulley damage/dropout ▪ Base plate damage/horizontality fault ▪ Foreign matter, such as paper scrap, is caught inside the tray
		▪ Reset the paper. ▪ Remove the foreign matter. ▪ Replace the motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the sensor. ▪ Replace the control board for the optional side LCT. ▪ Replace the tray. ▪ Replace the timing belt. ▪ Replace the timing pulley. ▪ Replace the base plate.
SC505-43	B	Side LCIT Paper Overload Error (D696)
		During tray initialization, both the upper limit and lower limit are detected for 3 times consecutively. (The message of resetting the tray is displayed when the both sensors detect the error consecutively 2 times or less.)
		▪ Paper overload ▪ Paper set fault ▪ Limit sensor error/connector missing ▪ Lower limit sensor error/connector missing ▪ Harness broken ▪ Bank control board defective ▪ Foreign matter, such as paper scrap, is caught inside the tray

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Reset the paper. - Remove the foreign matter. - Reset the connector. - Replace the harness. - Replace the sensor. - Replace the control board for the optional side LCT.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC520-01	C	Registration Motor: Lock
SC520-02	C	Paper feed Motor: Lock
SC520-03	C	Transport Motor: Lock
		During motor ON, after checking the motor error notification registers (err_velo and err_posi) for 500msec, the error state of either register was detected at least 5 times. - Motor defective - Connector disconnected - Harness broken - IOB defective - Encoder defective - Replace the motor. - Reset the connector. - Replace the harness. - Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC521-01	C	Duplex Entrance Motor: Lock
SC521-02	C	Duplex By-pass Motor: Lock
		During motor ON, after checking the motor error notification registers (err_velo and err_posi) for 500msec, the error state of either register was detected at least 5 times. ▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective ▪ Encoder defective ▪ Replace the motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC522-00	C	Paper Exit Motor: Lock
		During motor ON, after checking the motor error notification registers (err_velo and err_posi) for 500msec, the error state of either register was detected at least 5 times. ▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective ▪ Encoder defective ▪ Replace the motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC530-00	D	Fusing Fan Lock
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective
		▪ Replace the fusing fan. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC531-00	D	Development Bearing Cooling Fan Lock
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective
		▪ Replace the development bearing cooling fan ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC533-00	D	PSU Cooling Fan Lock
SC533-01	D	Development Bearing Cooling Fan
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively. ▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective ▪ Replace the development bearing cooling fan. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC534-00	D	Development Exhaust Fan
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively. ▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective ▪ Replace the development exhaust fan. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC535-00	D	Paper Exit Cooling Fan Lock
		In the motor ON state, the value of the lock sensor is checked every 100msec. If a lock signal is not obtained for 50 times consecutively.
		▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective
		▪ Replace the paper exit cooling fan. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC540-00	D	Fusing/paper Exit Motor: Lock
		During motor ON, after checking lock signals for 2sec, a High level was detected at least 20 times.
		▪ Motor defective ▪ Connector disconnected ▪ Harness broken ▪ IOB defective ▪ Unit torque increased
		▪ Replace the fusing/paper exit motor. ▪ Reset the connector. ▪ Replace the harness. ▪ Replace the IOB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC541-01	A	Fusing Central Thermopile Disconnection
		Below a predetermined temperature (or below CB) is detected for specified seconds continuously. Detection frequency: 10 times or more.
		- Disconnection - Connector disconnected
		- Replace the thermopile. - Reset the connector. - Replace the connector.
SC541-02	A	Central NC Sensor Disconnection
		3ED - 3FF (FB voltage: 3.243V-3.300V) is detected for specified seconds continuously (NC sensor center: detection & compensation NC sensor edge: detection & compensation). Detection period: 100 ms, detection frequency: 10 times or more.
		- NC sensor disconnection - Connector disconnected
		- Reset the NC sensor. - Reset the connector. - Replace the connector.
SC541-03	A	Central NC Sensor Short-circuit
		AD value: 0-13 (FB voltage: 0.000V-0.041V) is detected for specified seconds continuously. Detection period: 100 ms, detection frequency: 10 times or more.
		- NC short-circuit - Connector disconnected
		- Reset the NC sensor. - Reset the connector. - Replace the connector.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC542-02	A	Fusing Central Thermopile Does Not Reload
		When the fusing central thermopile does not reach a predetermined temperature for 7 seconds consecutively.
SC542-03	A	Fusing Central Thermopile Does Not Reload
		When the fusing central thermopile does not reach the permission temperature of heat central reloading for specified seconds continuously.
SC542-05	D	Fusing Central Thermopile Does Not Reload (Low Voltage)
		When the fusing central thermopile does not reach a predetermined temperature for 7 seconds consecutively.
SC542-06	D	Fusing Central Thermopile Does Not Reload (Low Voltage)
		When the fusing central thermopile does not reach the permission temperature of heat central reloading for specified seconds continuously.
		▪ Thermopile lens dirt ▪ Thermopile modification/float ▪ Outside input voltage guarantee ▪ After excessive temperature rise prevention unit operation
		▪ Replace the thermopile. ▪ Check that the input voltage is within acceptable limits.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC543-00	A	Fusing Central Thermopile High Temperature Detection (Software)
		When the fusing central thermopile detects a predetermined temperature or above for specified seconds consecutively. Detection period 100ms, detection count: 10 times or more.
		▪ Triac short-circuit ▪ IOB board defective ▪ BCU board defective
		▪ Replace the IOB board. ▪ Replace the BCU board. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC544-01	A	Fusing High Temperature Detection (hardware) (Central Thermopile High Temperature Error)
		In the event of an error
		▪ Triac defective (short-circuit) ▪ Engine controller defective ▪ Heating central thermopile defective ▪ Fusing control software: out of control
		▪ If the triac is defective, replace the AC power supply board. ▪ If necessary, replace the BCU or the heating central thermopile.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC544-02	A	Fusing High Temperature Detection (hardware) (Non-Contact thermistor High Temperature Error)
		In the event of an error
		▪ Triac defective (short-circuit) ▪ Engine controller defective ▪ Heating central thermopile defective ▪ Fusing control software: out of control
		▪ Attach the new fusing unit, then run SP-5-810-002. ▪ If the triac is defective, replace the AC power supply board. ▪ If necessary, replace the BCU or the Fusing central NC sensor.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC545-01	A	Fusing Central Heater Continuously Heat
		After waiting for full power for more than specified seconds continuously, not detected for specified seconds. ▪ Definition of heater full power Continuously heating rate set point (maximum heating rate) ▪ Measurement start point After reload (after heater extinguished, after rotation complete) below the standby temperature (target temperature), measurement starts after a heater heat-up request is issued. ▪ Measurement stop condition Rotation started due to a print signal during measurement or other. ▪ Maximum heat-up Duty (SP interlinked value) 0% is excluded.
		▪ Thermistor deformation/float ▪ Heater disconnection ▪ After excessive temperature rise prevention unit operates

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Replace the thermistor. - Replace the fusing lamp. - Replace the fusing unit.
SC545-05	D	Fusing Central Heater Continuously Heat (Low Voltage)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC547-01	D	Zero cross Error (relay-contact soldering)
		In the event of an error
		- Fusing relay defective (contact soldering) - Fusing relay drive circuit fault
		- Turn the main power supply switch OFF/ON - If the fusing relay is damaged, replace the PSU. - Check the connection between PSU and control board, and replace harness and board if necessary.
SC547-02	D	Zero cross Error (relay contact fault)
		In the event of an error
		- Fusing relay damage (contact open) - Fusing relay drive circuit fault - PSU fuse (24VS) blowout
		- Turn the main power supply switch OFF/ON. - If the fusing relay is damaged, replace the PSU. - Check the connection between PSU and control board, and replace harness and board if necessary. - If the PSU fuse (24VS) blows out, replace the fuse.

SC547-03	D	Zero cross Error (low-frequency error)
		In the event of an error
		Frequency instability of commercial power line
		▪ Turn the main power supply switch OFF/ON. ▪ Check the power source. ▪ Check the connection between PSU and control board, and replace harness and board if necessary.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC551-01	A	Fusing Edge Thermopile Disconnection
		When the fusing edge thermopile detects a predetermined temperature or less for specified seconds consecutively.
		▪ Thermopile disconnection ▪ Connector disconnected
		▪ Replace the thermopile. ▪ Reset the connector. ▪ Replace the connector. ▪ Replace the fusing unit.
SC551-02	A	Edge NC Sensor Disconnection
		3ED - 3FF (FB voltage: 3.243V-3.300V) is detected for specified seconds continuously (NC sensor center: detection & compensation NC sensor edge: detection & compensation). Detection period: 100 ms, detection frequency: 10 times or more.
		▪ NC sensor disconnection ▪ Connector disconnected
		▪ Replace the NC sensor. ▪ Reset the connector. ▪ Replace the connector. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC551-03	A	Edge NC Sensor Short-circuit
		AD value: 0-13 (FB voltage: 0.000V-0.041V) is detected for specified seconds continuously. Detection period: 100 ms, detection frequency: 10 times or more.
		- NC sensor short-circuit - Connector disconnected
		- Replace the NC sensor. - Reset the connector. - Replace the connector. - Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC552-02	A	Fusing Edge Thermopile Does Not Reload
		When the fusing edge thermopile does not reach a predetermined temperature for specified seconds consecutively.
SC552-03	A	Fusing Edge Thermopile Does Not Reload
		Heating edge reload permission temperature not reached after heater 1 ON for specified seconds.
SC552-05	D	Fusing Edge Thermopile Does Not Reload (Low Voltage)
		When the fusing edge thermopile does not reach a predetermined temperature for specified seconds consecutively.
SC552-06	D	Fusing Edge Thermopile Does Not Reload (Low Voltage)
		When the fusing edge thermopile does not reach the permission temperature of heat edge reloading for specified seconds continuously.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Thermopile lens dirt ▪ Thermopile modification, float ▪ Outside input voltage guarantee ▪ After excessive temperature rise prevention unit operation
		▪ Replace the thermopile. ▪ Make sure that the input voltage is within acceptable limits. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC553-00	A	Fusing End Thermopile High Temperature Detection (software)
		Above a predetermined temperature detected for specified seconds continuously. Detection period: 100ms, detection count: 10 times or more.
		▪ Triac short-circuit ▪ IOB defective ▪ BCU defective
		▪ Replace the IOB. ▪ Replace the BCU. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC554-01	A	Fusing End Thermopile High Temperature Detection (hardware)
		In the event of an error
		▪ Triac defective (short-circuit) ▪ Engine controller defective ▪ Heating edge thermopile defective ▪ Fusing control software: out of control
		▪ If the triac is defective, replace the AC power supply board. ▪ If necessary, replace the BCU or heating edge thermopile.
SC554-02	A	Fusing End NC Sensor High Temperature Detection (hardware)
		In the event of an error
		▪ Triac defective (short-circuit) ▪ Engine controller defective ▪ Heating edge thermopile defective ▪ Fusing control software: out of control
		▪ Attach the new fusing unit, then run SP-5-810-002. ▪ If necessary, replace the BCU or Fusing edge NC sensor.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC555-01	A	Fusing Edge Heater Continuously Heat
SC555-05	D	Fusing Edge Heater Continuously Heat (Low Voltage)
		After waiting for full power for more than specified seconds continuously, not detected for specified seconds. ▪ Definition of heater full power Continuously heating rate set point (maximum heating rate) ▪ Measurement start point After reload (after heater extinguished, after rotation complete) below the standby temperature (target temperature), measurement starts after a heater heat-up request is issued. ▪ Measurement stop condition Rotation started due to a print signal during measurement or other ▪ Maximum heat-up Duty (SP interlinked value) 0% is excluded
		▪ Thermistor deformation/float ▪ Heater disconnection ▪ After excess temperature rise prevention unit operation
		▪ Replace the thermistor. ▪ Replace the fusing lamp. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC557-00	C	Zero Cross Frequency Exceeded
		In the event of an error
		Frequency instability of commercial power line/Noise
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC559-00	A	Fusing Jam Detected for 3 Times Consecutively
		Fusing jam (does not reach fusing exit sensor) is detected for 3 times consecutively. Detection conditions Displays the SC559-00 at the time of integrating the counter each time fusing jam occurs, became fusing jam counter value = 3. The counter value is retained without fusing jam also reset by OFF/ON the power supply. Control ON/OFF And enables ON / OFF is this SC, the default is set to OFF, then ON at the time of customer requirements. SP1-142-001 0: OFF (default), 1: ON (Set at the time of customer requirements) Counter reset condition occurs fusing jam - Normal paper exit has been done during this continuous fusing jam, fusing jam counter is reset. - When "1" is changed to "0" SP1-142-001, to reset the (SP9-912-001) fusing jam counter. - When after displaying SC559, SC release is made, reset the (SP9912-001) fusing jam counter.
		Fusing unit paper jam
		Remove the jam.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC561-00	A	Pressurized Central Thermistor Disconnection
		When the pressurized central thermistor detects a predetermined temperature or less for specified seconds consecutively. Detection period 100ms, detection count: 10 times or more.
		▪ Thermistor disconnection ▪ Connector disconnected
		▪ Replace the thermistor. ▪ Reset the connector. ▪ Replace the connector. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC562-02	A	Pressurized Central Thermistor Does Not Reload
SC562-05	D	Pressurized Central Thermistor Does Not Reload (Low Voltage)
		When the pressurized central thermistor does not reach a predetermined temperature for specified seconds consecutively.
		▪ Thermistor dirt ▪ Thermistor deformation, float ▪ Outside input voltage guarantee ▪ After excess temperature rise prevention unit operation
		▪ Replace the thermistor. ▪ Make sure that the input voltage is within acceptable limits. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC563-00	A	Pressurized Central Thermistor High Temperature Detection (software)
		Above a predetermined temperature detected for specified seconds continuously. Detection period: 100ms, detection count: 10 times or more.
		▪ Triac short-circuit ▪ IOB defective ▪ BCU defective
		▪ Replace the IOB. ▪ Replace the BCU. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC564-00	A	Fusing High Temperature Detection (hardware) (Pressure Roller Thermistor Error)
		In the event of an error
		▪ Triac short-circuit ▪ Pressure roller thermistor defective ▪ BCU controller defective ▪ Fusing control: out of control
		▪ Replace the BCU. ▪ Replace the pressure roller thermistor. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC571-00	A	Pressurized Edge Thermistor Disconnection
		When the pressurized edge thermistor detects a predetermined temperature or less for specified seconds consecutively. Detection period: 100 ms, detection counts: 10 times or more.
		▪ Thermistor disconnection ▪ Connector disconnected
		▪ Replace the thermistor. ▪ Reset the connector. ▪ Replace the connector. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC572-02	A	Pressurized Edge Thermistor Does Not Reload
		When the temperature does not reach 40 degrees Centigrade for 100 seconds consecutively.
		▪ Thermistor dirt ▪ Thermistor deformation, float ▪ Outside input voltage guarantee ▪ After excess temperature rise prevention unit operation
		▪ Replace the thermistor. ▪ Make sure that the input voltage is within acceptable limits. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC573-00	A	Pressurized Edge Thermistor High Temperature Detection (software)
		When the pressurized edge thermistor detects a predetermined temperature or above for specified second consecutively.
		▪ Triac short-circuit ▪ IOB defective ▪ BCU defective
		▪ Replace the IOB. ▪ Replace the BCU. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC574-00	A	Pressurized Edge Thermistor High Temperature Detection (hardware)
		Above a predetermined temperature detected
		▪ Triac short-circuit ▪ Pressure roller thermistor defective ▪ BCU defective ▪ Fusing control: out of control
		▪ Replace the BCU. ▪ Replace the pressure roller thermistor. ▪ Replace the fusing unit.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC589-01	D	Fusing center: Low Temperature Detection
		When the fusing center thermopile detects the temperature which is 180 degrees Centigrade lower than target Temperature for 12 seconds consecutively.
		▪ Heater harness disconnected ▪ Connector defective
		▪ Replace the Heater harness. ▪ Replace the connector.
SC589-02	D	Fusing edge: Low Temperature Detection
		When the fusing edge thermopile detects the temperature which is 180 degrees Centigrade lower than target Temperature for 12 seconds consecutively.
		▪ Heater harness disconnected ▪ Connector defective
		▪ Replace the Heater harness. ▪ Replace the connector.

6.7 SC TABLES: SC6XX (COMMUNICATION AND OTHERS)

6.7.1 SC620-01 TO SC687-00

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC620-01	D	ADF Communication Error
SC620-02	D	ADF Communication Error
		SC620-01 After ADF connection was recognized on startup, an error is detected. (disconnection detection) SC620-02: After ADF connection was recognized on startup, an error is detected. (Retry out due to communication error) ▪ ADF connection fault ▪ ADF defection ▪ IPU board defection ▪ Noise contamination ▪ ADF machine code unmatched ▪ Check the ADF cable connection ▪ Replace the ADF ▪ Replace the IPU board ▪ Replace the ADF which matches the machine code

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC621-00	D	Finisher Communication Error
		▪ Detected an error when connecting the communication line. ▪ Received a communication error notification from the UART.
		▪ Finisher control board defective. ▪ BCU defective ▪ Connection fault between finisher and main machine.
		▪ Turn the power off/on. ▪ Reconnect the Finisher interface cable ▪ Replace the BCU ▪ Replace the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC622	D	Paper Bank Communication Error
SC622-01	D	Paper Bank 1 Communication Error (D694)
SC622-11	D	Paper Bank 1 Communication Error (D787)
SC622-12	D	Paper Bank 1 Communication Error (D787)
SC622-31	D	Paper Bank 1 Communication Error (D695)
		Detected an error when connecting the communication line.
		▪ Paper bank control board defective ▪ BCU defective ▪ Paper bank-main machine connection fault
		▪ Turn the power off/on. ▪ Reconnect the optional paper tray connection cable. ▪ Replace the BCU. ▪ Replace the optional paper tray.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC623-00	D	Paper Bank Communication Error (D696)
		When two trays PFU (D787) and side LICIT (D696) or LCIT (D695) and side LCIT (D696) are installed, 1. When the upper stream unit (D787 or D695) recognizes the lower stream unit (D696), the break of the lower stream unit is not canceled within predetermined milliseconds. 2. After the upper stream unit (D787 or D695) recognizes the lower stream unit (D696), there is no ACK within predetermined milliseconds after transmission of a data frame to the lower stream unit, and a timeout error occurs for 3 times consecutively even if retransmission is performed.
		- Bank control board fault - Connector disconnected
		- Turn the power off/on. - Reset the optional paper tray connecting cable. - Replace the BCU. - Replace the optional paper tray.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC632-00	B	Counter Device Error 1
		After 3 attempts to send a data frame to the optional counter device via the serial communication line, no ACK signal was received within 100 ms.
		Serial line between the optional counter device, the relay board and copier control board is disconnected or damaged.
		- Turn the main power off/on. - Check the serial communication line.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC633-00	B	Counter Device Error 2
		After communication was established, the controller received the brake signal from the accounting device.
		Serial line between the optional counter device, the relay board and copier control board is disconnected or damaged.
		▪ Turn the main power off/on. ▪ Check the serial communication line.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC634-00	B	Counter Device Error 3
		A backup RAM error was returned by the counter device.
		Counter device control board or the backup battery of counter device defective
		▪ Replace the counter device control board. ▪ Replace the backup battery.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC635-00	B	Counter Device Error 4
		A backup battery error was returned by the counter device.
		Counter device control board or the backup battery of counter device defective
		▪ Replace the counter device control board. ▪ Replace the backup battery.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC636-01	D	IC Card Error (Expanded Authentication Module Error)
		Issued when expanded authentication management is set to "ON" but either of the following occur. - There is no expanded authentication module in the machine. - The SD card or the file of the expanded authentication module is broken. - There is no DESS module in the machine.
		- There is no DESS module in the machine (models on which the function is optional). - There is no expanded authentication module in the machine. - The SD card or the file of the expanded authentication module is broken.
		- Set a working SD card/expanded authentication module file. - Install the DESS module. - In the SSP mode set SP5-401-160 to "0". - In the SSP mode, set SP5-401-161 to "0". - Replace the NVRAM.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC636-02	D	IC Card Error (Version error)
		The version of the expanded authentication module is not correct.
		Incorrect module version
		Install the correct file of the expanded authentication module.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC636-11	D	IC Card Error (OSM user code file error)
		- The correct "usercode" file could not be found in the root folder of the SD card. - The "usercode" file on the SD card could not be read.
		- The "usercode" file does not exist on the SD card. - The "usercode" file on the SD card is an invalid file. - Data in the "usercode" file on the SD card is invalid. "usercode" file was not moved when moving the application to another SD card
		Use the user code configuration tool for OSM users (ldissuer.exe) to create the "usercode" and store it in the root folder of the SD card containing the IC card module (eccm.mod).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC637-01	D	Tracking Information Notification Error (Tracking application error)
		Tracking information was lost.
		- Tracking SDK application error - Internal notification error
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC637-02	D	Tracking Information Notification Error (Management server error)
		Tracking information was lost.
		Communication with tracking management server failed. ▪ Network error ▪ tracking management server error ▪ Tracking SDK application error
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC641-00	D	Communication Error between Engine and Controller
		Although frame is sent from controller, engine does not reply to it.
		▪ Controller Board soft error ▪ BCU soft error ▪ BCU and controller board connection error
		▪ Turn the main power off/on. ▪ Check the connection between the BCU and controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC650-01	B	Remote Service Modem Communication Error (Dialup authentication failure)
		- An error related to communication (dialup connection, modem board etc.) using the RC Gate Type M was detected or an error that prevents RC Gate operation was detected at power on. - Displayed only when an error is detected while RC Gate is operating. - SC is not issued if an error occurs during RC Gate installation (because it can be referenced using SP).
		Dialup authentication failure
		Check the following SPs. - SP5-816-156 - SP5-816-157

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC650-04	B	Remote Service Modem Communication Error (dialup failing because of incorrect modem configuration)
		- An error related to communication (dialup connection, modem board etc.) using the RC Gate Type M was detected or an error that prevents RC Gate operation was detected at power on. - Displayed only when an error is detected while RC Gate is operating. - SC is not issued if an error occurs during RC Gate installation (because it can be referenced using SP).
		Dialup failing because of incorrect modem configuration
		Check if the setting of SP5-816-160 is correct. If it is correct, then there is a software bug.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC650-05	B	Remote Service Modem Communication Error (insufficient current or connection fault)
		- An error related to communication (dialup connection, modem board etc.) using the RC Gate Type M was detected or an error that prevents RC Gate operation was detected at power on. - Displayed only when an error is detected while RC Gate is operating. - SC is not issued if an error occurs during RC Gate installation (because it can be referenced using SP).
		Insufficient current or connection fault
		The line is not supported and nothing can be done.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC650-13	B	Remote Service Modem Communication Error (RC Gate Type M was installed but modem is not present (detected during operation))
		- An error related to communication (dialup connection, modem board etc.) using the RC Gate Type M was detected or an error that prevents RC Gate operation was detected at power on. - Displayed only when an error is detected while RC Gate is operating. - SC is not issued if an error occurs during RC Gate installation (because this error can be referred by using SP).
		RC Gate Type M was installed but modem is not present (detected during operation).
		- If a modem board is not installed, install it. - Check again if the modem driver configurations (SP5-816-160, SP5-816-165 to 171, SP5-816-165 to 171) are correct. - If the problem is not solved, replace the modem.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC650-14	B	Remote Service Modem Communication Error (RC Gate Type N was installed but modem is present or wired/wireless LAN is not working correctly)
		- An error related to communication (dialup connection, modem board etc.) using the RC Gate was detected or an error that prevents RC Gate operation was detected at power on. - Displayed only when an error is detected while RC Gate is operating. - SC is not issued if an error occurs during RC Gate installation (because this error can be referred by using SP).
		RC Gate Type N was installed but modem is present or wired/wireless LAN is not working correctly
		- If a modem board is attached, remove it. - Check if wired/wireless LAN works.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC651-01	C	Illegal Remote Service Dial-up (Chat program parameter error)
		An unexpected error occurred when RC Gate Type M dialed up the NRS Center.
		Software bug
		Logging only.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC651-02	C	Illegal Remote Service Dial-up (Chat program execution error)
		An unexpected error occurred when RC Gate dialed up the NRS Center.
		Software bug
		Logging only.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC652-00	D	Remote service ID2 mismatching
		There was an authentication mismatch between ID2 for @Remote, the controller board, and NVRAM.
		▪ Used controller board installed ▪ Used NVRAM installed (such action is not allowed.)
		▪ If this occurs during RC Gate installation: Check the validity of the certificate and the NVRAM, check the machine serial number, write the common certificate, and then begin installation again. ▪ If this occurs after RC Gate installation: Clear the RC Gate install status, check the validity of the certificate and the NVRAM, check the machine serial number, write the common certificate, and then begin installation again.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC653-00	D	Incorrect remote service ID2
		ID2 stored in the NVRAM has either of the following problems. ▪ Number of characters is not 17. ▪ Includes a character that cannot be printed. ▪ All spaces ▪ NULL
		Replace the NVRAM.
		Clear the RC Gate install status, write the common certificate, and then begin installation again.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC664		ASIC on the BCU SRAM Program Expansion Error
SC664-01	D	Access Permission Error to ASIC on the BCU SRAM (write permission fails)
SC664-02	D	Write Error to ASIC on the BCU SRAM (write result error)
SC664-03	D	ASIC on the BCU Program Startup Error
		▪ Electrical Noise. ▪ Hardware defection.
		▪ Replace the imaging BCU and paper transport BCU. ▪ Check the harness.

FFC set error is detected by port lead and AD value read-out

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC665		FFC Set Detection (* See "page 6-189")
SC665-01	D	BCU-IPU Connection Error
		The machine checks the FFC (Flat Flexible Cable) connections at the HORUS module on the BCU to see whether the connections are "H" or "L" to determine whether the connections are correct and secure. ▪ The check returns an "H" if the connection is secure, and returns an "L" if the connection is not secure. ▪ This SC is issued if the check returns an "L".
		▪ FFC harness between BCU and IPU broken ▪ FFC harness between BCU and IPU not connected fully ▪ BCU damaged ▪ IPU damaged
		▪ Replace the FFC harness between BCU and IPU. ▪ Reconnect the FFC harness between BCU and IPU. ▪ Replace the BCU board. ▪ Replace the IPU.
SC665-04	D	IO ASIC Does Not Start
		The IO ASIC start-up signal is checked every 10 milliseconds. The SC is issued when the IO ASIC start-up signal is not detected although 3 seconds elapsed.
		BCU defective
		Replace the BCU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC669		EEPROM Communication Error
SC669-01	D	EEPROM OPEN: ID error
SC669-02	D	EEPROM OPEN: Channel error
SC669-03	D	EEPROM OPEN: Device error
SC669-04	D	EEPROM OPEN: Communication abort error
SC669-05	D	EEPROM OPEN: Communication timeout error
SC669-06	D	EEPROM OPEN: Operation stopped error
SC669-07	D	EEPROM OPEN: Buffer full
SC669-08	D	EEPROM OPEN: No error code
SC669-09	D	EEPROM CLOSE: ID error
SC669-10	D	EEPROM CLOSE: No error code
SC669-11	D	EEPROM Data write: ID error
SC669-12	D	EEPROM Data write: Channel error
SC669-13	D	EEPROM Data write: Device error
SC669-14	D	EEPROM Data write: Communication abort error
SC669-15	D	EEPROM Data write: Communication timeout error
SC669-16	D	EEPROM Data write: Operation stopped error
SC669-17	D	EEPROM Data write: Buffer full
SC669-18	D	EEPROM Data write: No error code
SC669-19	D	EEPROM Data read: ID error
SC669-20	D	EEPROM Data read: Channel error
SC669-21	D	EEPROM Data read: Device error
SC669-22	D	EEPROM Data read: Communication abort error
SC669-23	D	EEPROM Data read: Communication timeout error

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC669-24	D	EEPROM Data read: Operation stopped error
SC669-25	D	EEPROM Data read: Buffer full
SC669-26	D	EEPROM Data read: No error code
		Received an error notification during EEPROM communication and does not resume after 3 retries.
		▪ Electrical noise. ▪ EEPROM damaged.
		▪ Turn the power off/on. ▪ Replace the EEPROM.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC669-36	D	EEPROM: Verify Error
		The machine receives an error notification during EEPROM (BCU) communication and does not resume after 2 retries.
		Electrical noise
		Turn the power off/on.
SC669-37	D	EEPROM: Failure Detection Error
		The machine receives an error notification during EEPROM (BCU) communication and does not resume after 2 retries.
		▪ Electrical noise ▪ EEPROM damaged
		▪ Turn the power off/on. ▪ Replace the EEPROM on the BCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC670-00	D	Engine start up error (* See “page 6-189”)
		Case 1 ▪ /ENGRDY signal was not asserted when the machine was turned on or returned from energy saver mode. ▪ /IPURDY signal was not asserted when the machine was turned on or returned from energy saver mode. ▪ EC response was not received within specified time from power on. ▪ PC response was not received within specified time from power on. ▪ SC response was not received within specified time from power on. ▪ Writing to Rapi driver failed (the other party not found through PCI). Case 2 ▪ Unexpected down status was detected after /ENGRDY assertion.
		Case 1 ▪ Engine board does not start up. Case 2 ▪ Engine board reset unexpectedly.
		Check the connection between the engine board and the controller board. ▪ If it is always reproduced, replace the engine board. If the problem persists, consider replacing the controller board or other boards between them. ▪ If reproducibility is low, multiple causes are to be considered, such as software, engine board, controller board, and PSU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-10	D	Controller start up error
		After the machine was powered on, communication between the controller and the operation panel was not established.
		▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-11	D	Controller start up error
		After the machine was powered on, communication between the controller and the operation panel was not established, or communication with controller was interrupted after a normal startup.
		▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-12	D	Controller start up error
		Communication with controller was interrupted after a normal startup.
		▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-13	D	Controller start up error
		The operation panel detected that the controller is down.
		▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-99	D	Controller start up error
		The operation panel software ended abnormally.
		▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC682		PCU: ID Chip Communication Error
SC682-01	D	Invalid Device ID
SC682-06	D	Channel Error
SC682-11	D	Device Error
SC682-16	D	Communication Aborted (error during communication)
SC682-21	D	Communication Timeout
SC682-26	D	Device Stopped (logically stopped)
SC682-31	D	Requested Buffer Full
		Received an error notification during EEPROM communication and does not resume after 3 retries.
		▪ Device ID date error ▪ Mu sesnsor / EEPROM defective ▪ Electrical noise ▪ PCU is not set properly.
		▪ Turn the power off/on. ▪ Replace the PCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC682-36	D	PCU: Verify Error
		Received a error notification during EEPROM communication and does not resume after 2 retries.
		▪ Device ID date error ▪ Mu sesnsor / EEPROM defective ▪ Electrical noise ▪ PCU is not set properly.
		▪ Turn the power off/on. ▪ Replace the PCU.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC687-00	D	PER Not Received Error
		Unable to receive the PER command from the controller.
		Communication error
		▪ Turn the power off/on.

6.8 SC TABLES: SC7XX (PERIPHERALS)

6.8.1 SC700-01 TO SC792-00

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC700		SPDF error
SC700-01	D	Base Plate Lift Motor Error (SPDF)
SC700-02	D	Original Pick-up Error (SPDF)
SC700-04	D	Paper Feed Motor Error (SPDF)
SC700-05	D	Pullout Motor Error (SPDF)
SC700-06	D	Intermediate Motor Error (SPDF)
SC700-07	D	Scanning Motor Error (SPDF)
SC700-09	D	Paper Exit Motor Error (SPDF)
		SC700-01 Even if the base plate motor is rotated in the base plate ascent direction, the base plate paper feed correct position sensor does not detect. Even if the base plate motor is rotated in the base plate descent direction, the base plate home position sensor does not detect. SC700-02 Even if the pick up arm motor is rotated, the pick up arm home position sensor does not detect. SC700-04, 05, 06, 07, 09 When an error notification signal is detected during the motor drive period.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		SC700-01 - Base plate paper feed correct position sensor error (output error) - Base plate home position sensor error (output error) - Base plate motor error (does not rotate) - Controller error SC700-02 - Pick-up home position sensor error (output error) - Pick-up motor error (does not rotate) - Controller error SC700-04, 05, 06, 07, 09 - Motor defective - Connector disconnected - Harness broken - Overload
		SC700-01, 02 - Check the sensor harness and motor harness connection - Replace the sensor harness and motor harness - Replace the sensor - Replace the motor - Replace the controller SC700-04, 05, 06, 07, 09 - Check the harness connection - Replace the harness - Replace the motor

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC701-02	D	Original Pick-up Motor Driver Error (SPDF)
		When the protective function of motor driver IC detects: - Over current - Heating and an error is output
		Motor driver IC detects an error

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Check the motor harness connection ▪ Check of paper scrap in transport path, and foreign matter contamination in drive unit ▪ Replace the motor harness ▪ Replace the motor ▪ Replace the ADF control board.
SC701-03	D	Paper Feed Motor Driver Error (ARDF)
		Detection of error signal from motor driver
		▪ Encoder disconnection ▪ Encoder connector dropout ▪ Encoder defective ▪ Overload ▪ Motor deterioration
		▪ Replace the encoder harness ▪ Check the harness connection ▪ Replace the motor
SC701-08	D	Paper Exit Motor Driver Error (ARDF)
		Detection of error signal from motor driver.
		▪ Encoder disconnection ▪ Encoder connector dropout ▪ Encoder defective ▪ Overload ▪ Motor deterioration
		▪ Replace the encoder harness ▪ Check the harness connection ▪ Replace the motor

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC702-01	D	Protection Device Intercept Error 1 (ARDF)
		When original source 5V power supply is ON, protection device intercept of 24V power supply system is detected.
		Any of feed motor, transport motor, reverse solenoid, paper feed solenoid, paper feed clutch and FAN motor defective, a harness short-circuit occurs, and the protection device of the 24V power supply system intercepts.
		▪ Replace the blown fuse or circuit board ▪ Replace the short-circuited parts
SC702-02	D	Protection Device Intercept Error 2 (ARDF)
		When original source 5V power supply is ON, protection device intercept of 24V OUT power supply system is detected.
		Solenoid defective or harness short-circuit occurs in 24VOUT power supply system.
		▪ Replace the blown fuse or circuit board ▪ Replace the short-circuited parts
SC702-03	D	Protection Device Intercept Error 3 (ARDF)
		When original source 5V power supply is ON, protection device intercept of 5VE power supply system is detected.
		Sensor defective or a harness short-circuit occur in 5VE power supply system.
		▪ Replace the blown fuse or circuit board ▪ Replace the short-circuited parts

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC702-04	D	Protection Device Intercept Error 4 (SPDF)
		Motor defective in any of the pickup motor, completion stamp, base plate motor or FAN motor, or a harness short-circuit occurs, and the protection device of the non-interlocking power supply system intercepts.
		Motor defective or a harness short-circuit occurs in the non-interlocking power supply system.
		▪ Replace the blown fuse or circuit board ▪ Replace the short-circuited parts
SC702-05	D	Protection Device Intercept Error 5 (SPDF)
		Motor defective in the paper feed motor, pullout motor, intermediate motor, scanner motor or paper exit motor, or a harness short-circuit occurs, and the protection device of the interlocking power supply system intercepts.
		Motor defective or a harness short-circuit occurs in the interlocking power supply system.
		▪ Replace the blown fuse or circuit board ▪ Replace the short-circuited parts

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC720		2K/3K Sheet finisher Error
SC720-03	B	Protection Device Intercept Error 1 (2K/3K sheet finisher)
		Protection device intercept error state (fuse break) is detected.
		▪ Short-circuit defective ▪ Overload defective ▪ Motor defective ▪ Solenoid defective
		▪ Check the harness ▪ Replace the main board of the finisher ▪ Replace the motor ▪ Replace the solenoid

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC720		2K/3K Sheet Finisher Error
SC720-10	B	Entrance Transport Motor Error (2K/3K sheet finisher)
SC720-11	B	Horizontal Transport Motor Error (2K/3K sheet finisher)
SC720-12	B	Prestack Transport Motor Error (2K/3K sheet finisher)
SC720-13	B	Intermediate Transport Motor Error (2K/3K sheet finisher)
SC720-16	B	Paper Exit Motor Error (2K/3K sheet finisher)
		Motor driver detects an error state (DC motor control error). (1st time is jam notification, 2nd time is SC notification)
		▪ Motor defective ▪ Connector disconnected ▪ Overload ▪ Encoder defective
		▪ Check the motor connection ▪ Replace the motor ▪ Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC720		2K/3K Sheet Finisher Error
SC720-20	B	Lower Separation Claw Motor Error (2K/3K sheet finisher)
SC720-24	B	Paper Exit Open/Close Guide Plate Motor Error (2K/3K sheet finisher)
SC720-25	B	Punching Motor Error (2K/3K sheet finisher)
SC720-27	B	Punch Displacement Motor Error (2K/3K sheet finisher)
SC720-28	B	Horizontal Registration Detection Displacement Motor Error (2K/3K sheet finisher)
SC720-30	B	Jogger Motor Error (2K/3K sheet finisher)
SC720-33	B	Strike Roller Drive Motor Error (2K/3K sheet finisher)
SC720-41	B	Release Motor Error (2K/3K sheet finisher)
SC720-42	B	Edge Stapler Displacement Motor Error (2K/3K sheet finisher)
SC720-50	B	Booklet Jogger Motor Error (2K/3K sheet finisher)
SC720-51	B	Booklet Adjustment Claw Displacement Motor Error (2K/3K sheet finisher)
SC720-53	B	Booklet Reference Fence Motor Error (2K/3K sheet finisher)
SC720-65	B	Press Folding Motor Error (2K/3K sheet finisher)
SC720-71	B	Shift Motor Error (2K/3K sheet finisher)
SC720-72	B	Shift Jogger Front Motor Error (2K/3K sheet finisher)
SC720-73	B	Shift Jogger Rear Motor Error (2K/3K sheet finisher)
SC720-74	B	Shift Jogger Retreat Motor Error (2K/3K sheet finisher)
SC720-77	B	Edge Guide Motor Error (2K/3K sheet finisher)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Motor driver detects an error (short-circuit/ overheating) (1st time, SC). - During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - Encoder defective (*SC720-25 only) - Home position sensor defective
		- Check the motor - Check the home position sensor connection - Replace the motor - Replace the home position sensor - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC720		2K/3K Sheet Finisher Error
SC720-44	B	Edge Stapler Motor Error (2K/3K sheet finisher)
SC720-60	B	Booklet Stapler Motor Error (2K/3K sheet finisher)
SC720-75	B	Reverse Roller Rocking Motor Error (2K/3K sheet finisher)
SC720-78	B	Rear End Press Motor Error (2K/3K sheet finisher)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Motor driver detects an error (DC motor control error) (1st time is jam notification, 2nd time is SC notification) *SC720-75, 78 only. - During movement to home, the home position could not be detected within a predetermined time (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined time (t1sec) (1st time is jam notification, 2nd time is SC notification). The time to return to home without fail, the time coming from home, and the time for which the encoder output can be counted during normal operation, are taken as t0, t1 and t2.
		- Motor defective - Connector disconnected - Overload - Home position sensor defective
		- Check the motor - Check the home position sensor connection - Replace the motor - Replace the home position sensor - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC720		2K/3K Sheet Finisher Error
SC720-62	B	Transfer Roller Transport Motor Error (2K/3K sheet finisher)
SC720-63	B	Folding Transport Motor Error (2K/3K sheet finisher)
		- SC720-62 Motor driver detects an error (DC motor control error) (1st time is jam notification, 2nd time is SC notification). - SC720-63 Motor driver detects an error (short-circuit/ overheating) (1st time is jam notification, 2nd time is SC notification).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Motor defective - Connector disconnected - Overload - Encoder defective
		- Check the motor - Replace the motor - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC720-70	B	Tray Lift Motor Error (2K/3K sheet finisher)
		- Motor controller detects an error (overload) (1st time is jam notification, 2nd time is SC notification). - During descent, the paper surface sensor still detects paper even after a predetermined time elapses (1st time is jam notification, 2nd time is SC notification). - During ascent, the paper surface sensor could not detect the paper surface even after a predetermined time elapses (1st time is jam notification, 2nd time is SC notification). The time to return to home without fail, the time coming from home, and the time for which the encoder output can be counted during normal operation, are taken as t0, t1 and t2.
		- Motor defective - Connector disconnected - Overload - Home position sensor defective
		- Check the motor - Check the home position sensor connection - Replace the motor - Replace the home position sensor - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-03	B	Protection Device Intercept Error 1 (1K sheet finisher)
		Fuse blowout is detected
		Overload (board defective, harness short-circuit, solenoid defective)
		- Replace the main board of the finisher - Replace the harness - Replace the solenoid

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-10	B	Entrance Transport Motor Error (1K sheet finisher)
		Motor driver detects an error state (DC motor control error). 1st error detection is determined as a jam and 2nd error detection is determined as an SC.
		- Motor defective - Connector disconnected - Overload - Encoder error
		- Replace the entrance transport motor - Reset the connector - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-11	B	Proof Transport Motor Error (1K sheet finisher)
		Motor driver detects an error state (DC motor control error). 1st error detection is determined as a jam and 2nd error detection is determined as an SC.
		▪ Motor defective ▪ Connector disconnected ▪ Overload ▪ Encoder error
		▪ Replace the proof transport motor ▪ Reset the connector ▪ Replace the harness ▪ Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-17	B	Paper Eject Transport Motor Error (1K sheet finisher)
		Motor driver detects an error state (DC motor control error). 1st error detection is determined as a jam and 2nd error detection is determined as an SC.
		▪ Motor defective ▪ Connector disconnected ▪ Overload ▪ Encoder error
		▪ Replace the paper eject transport motor ▪ Reset the connector ▪ Replace the harness ▪ Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-24	B	Paper Eject Cover Open/Close Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the paper eject cover open/close motor - Reset the connector - Replace the paper guide plate open/close sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-25	B	Punch Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined time (t0 sec) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected even after a predetermined time (t1 sec) elapsed (1st time is jam notification, 2nd time is SC notification). - Output from the encoder could not be counted for a predetermined number of times within a predetermined time (t0 sec) (1st time is jam notification, 2nd time is SC notification). The time to return to home without fail, the time coming from home, and the time for which the encoder output can be counted during normal operation, are taken as t0, t1 and t2.
		- Motor defective - Connector disconnected - Overload - HP sensor defective - Encoder error
		- Replace the punch motor - Reset the connector - Replace the punch rotation pulse sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-27	B	Punch Movement Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the punch movement motor - Reset the connector - Replace the punch movement HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-28	B	Punch Horizontal Registration Detection Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the paper position sensor slide motor - Reset the connector - Replace the paper position sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-30	B	Jogger Motor 1 Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the jogger motor - Reset the connector - Replace the jogger HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-33	B	Positioning Roller Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the positioning roller motor - Reset the connector - Replace the positioning roller HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-41	B	Release Claw Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected even after a predetermined pulse (p1 pulse) elapsed (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the release claw motor - Reset the connector - Replace release claw HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-42	B	Stapler Transfer Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected even after a predetermined pulse (p1 pulse) elapsed (1st time is jam notification, 2nd time is SC notification). - During movement from home, retreat sensor ON could not be detected even after a predetermined pulse (p2 pulse) elapsed (1st time is jam notification, 2nd time is SC notification). - During initialization, retreat sensor ON was detected simultaneously when the home position is detected (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0, p1 and p2.
		- Motor defective - Connector disconnected - Overload - HP sensor defective - Retreat sensor error
		- Replace the stapler transfer motor - Reset the connector - Replace the stapler transfer HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-44	B	Stapler Error (1K sheet finisher)
		- Motor driver detects an error (short-circuit and overheating) (1st time is SC). - During movement to home, the home position could not be detected even after a predetermined time (t0 sec) elapsed (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected even after a predetermined time (t1 sec) elapsed (1st time is jam notification, 2nd time is SC notification). - During motor drive, the output from the encoder could not be counted for a predetermined number of times within a predetermined time (t0 sec) (1st time is jam notification, 2nd time is SC notification). The time to return to home without fail, the time coming from home, and the time for which the encoder output can be counted during normal operation, are taken as t0, t1 and t2.
		- Staple jam - Motor defective - Connector disconnected - Overload - HP sensor defective - Encoder error
		- Replace the stapler unit - Reset the connector - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-52	B	Folding Blade Motor Error (1K sheet finisher)
		- Motor driver detects an error (short-circuit and overheating) (1st time is SC). - During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - Center-folding blade HP sensor, or center-folding cam HP sensor defective
		- Replace the folding blade motor - Reset the connector - Replace the center-folding blade HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-53	B	Trailing Edge Stopper Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the trailing edge stopper motor - Reset the connector - Replace the trailing edge stopper HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-58	B	Paper Bundle Transport Upper Pressure Release Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the paper bundle transport upper pressure release motor - Reset the connector - Replace the stapler tray paper detection sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-59	B	Paper Bundle Transport Lower Pressure Release Motor Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the paper bundle transport lower pressure release motor - Reset the connector - Replace paper bundle transport lower pressure release HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-70	B	Tray Lift Motor Error (1K sheet finisher)
		- Motor driver detects an error (short-circuit or overheating) (1st time is SC). - During descent, the paper surface sensor still detects paper even after a predetermined time (t0sec) elapses (1st time is jam notification, 2nd time is SC notification). - During ascent, the paper surface sensor could not detect the paper surface even after a predetermined time (t0sec) elapses (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - Paper surface sensor defective
		- Replace the tray lift motor - Reset the connector - Replace the following sensors: Shift tray paper surface sensor, Shift tray lower limit sensor (upper) or Shift tray upper limit sensor (lower) - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-71	B	Shift Motor 1 Error (1K sheet finisher)
		- During movement to home, the home position could not be detected within a predetermined pulse (p0 pulse) (1st time is jam notification, 2nd time is SC notification). - During movement from home, the home position was detected for longer than a predetermined pulse (p1 pulse) (1st time is jam notification, 2nd time is SC notification). The return pulse to home and pulse coming from home during normal operation are calculated and measured. The pulses which are 1.5-2 times the normal operation pulse are taken as p0 and p1.
		- Motor defective - Connector disconnected - Overload - HP sensor defective
		- Replace the shift motor - Reset the connector - Replace the shift HP sensor - Replace the harness - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC721-80	B	Folding Transport Motor Error (1K sheet finisher)
		Motor driver detects an error (short-circuit or overheating) (1st time is SC)
		- Motor defective - Connector disconnected - Overload
		- Replace folding transport motor - Reset the connector - Replace the main board of the finisher

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC723-03	B	Power Supply Error (Internal Finisher: Non-Staple Bind)
		When original source 24V power supply is ON, protection device intercept of non-interlock power supply system is detected.
		A motor failure or harness short-circuit occur in the non-interlock power supply system.
		▪ Replace the short-circuited harnesses ▪ Replace the protection devices
SC723-10	B	Transport Motor Error (Internal Finisher: Non-Staple Bind)
		The DCM driver error detection is started after reset, and predetermined milliseconds error signal is detected. This SC will be issued when the above phenomenon repeated 2 times.
		▪ Transport Motor failure ▪ Harness short-circuit ▪ Circuit board failure ▪ Over current ▪ Abnormal temperature
		▪ Replace the motor ▪ Replace the harness ▪ Replace the circuit board.
SC723-20	B	Junction Solenoid Motor Error (Internal Finisher: Non-Staple Bind)
		When the junction claw HP sensor was not turned off while predetermined seconds applied to the solenoid motor with the HP sensor turned on. When the junction claw HP sensor was not turned on while predetermined seconds applied to the solenoid motor with the HP sensor turned off. This SC will be issued when the above phenomenon repeated 2 times.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Junction Solenoid Motor failure ▪ Connector disconnected ▪ Over load ▪ Junction claw HP sensor error
		▪ Check the connection ▪ Replace the motor/sensor ▪ Replace the harness
SC723-24	B	Exit Paper Pressure Motor Error (Internal Finisher: Non-Staple Bind)
		When the exit paper pressure HP sensor was not turned off while predetermined seconds applied to the exit pressure release motor with the HP sensor turned on. When paper output pressure HP sensor was not turned on while predetermined seconds applied to the exit pressure release motor with the HP sensor turned off. This SC will be issued when the above phenomenon repeated 2 times.
		▪ Exit Pressure Release Motor failure ▪ Connector disconnected ▪ Over load ▪ Exit pressure release HP sensor error
		▪ Check the connection ▪ Replace the motor/sensor ▪ Replace the harness

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC723-44	B	Stapler Motor Error (Internal Finisher: Non-Staple Bind)
		When the stapler drive HP sensor was not turned off while predetermined seconds applied to the stapler motor with the HP sensor turned on. When stapler drive HP sensor was not turned on while predetermined seconds applied to the stapler motor with the HP sensor turned off. The STM driver error detection is started after reset, and predetermined seconds error signal is detected. This SC will be issued when the above phenomenon repeated 2 times.
		▪ Stapler Motor failure ▪ Connector disconnected ▪ Stapler Motor overload ▪ Stapler HP sensor error ▪ Harness short-circuit ▪ Circuit board failure ▪ Excess current ▪ Abnormal temperature
		▪ Check the connection ▪ Replace the motor/sensor ▪ Replace the harness ▪ Replace the circuit board
SC723-71	B	Shift Motor Error (Internal Finisher: Non-Staple Bind)
		When the shift HP sensor was not turned off while predetermined seconds applied to the shift motor with the HP sensor turned on. When shift HP sensor was not turned on while predetermined seconds applied to the shift motor with the HP sensor turned off. The STM driver error detection is started after reset, and predetermined seconds error signal is detected. This SC will be issued when the above phenomenon repeated 2 times.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		▪ Shift Motor failure ▪ Connector disconnected ▪ Shift Motor overload ▪ Shift HP sensor error ▪ Harness short-circuit ▪ Circuit board failure ▪ Excess current ▪ Abnormal temperature
		▪ Check the connection ▪ Replace the motor/sensor ▪ Replace the harness ▪ Replace the circuit board

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC724		Internal Finisher Error
SC724-24	B	Paper Output Open/Close Guide Plate Motor Error (Internal finisher) ▪ When Paper Output Open/Close Guide Plate Motor is driven for predetermined seconds after paper exit guide plate HP sensor ON, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). ▪ When Paper Output Open/Close Guide Plate Motor is driven for predetermined seconds after paper exit guide plate HP sensor OFF, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).
SC724-25	B	Punch Motor Error (Internal finisher) ▪ When punch motor is driven for predetermined seconds after punch HP sensor ON, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). ▪ When punch motor is driven for predetermined seconds after punch HP sensor OFF, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC724-27	B	Horizontal Registration Movement Unit Motor Error (Internal finisher)
		- When Horizontal Registration Movement Unit Motor is driven for predetermined seconds when horizontal registration movement HP sensor is ON, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). - When Horizontal Registration Movement Unit Motor is driven for predetermined seconds when horizontal registration movement HP sensor is OFF, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).
SC724-28	B	Punch Horizontal Registration Detection Unit Motor Error (Internal finisher)
		- When Punch Horizontal Registration Detection Unit Motor is driven for predetermined seconds when horizontal registration detection HP sensor is ON, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). - When Punch Horizontal Registration Detection Unit Motor is driven for predetermined seconds when horizontal registration detection HP sensor is OFF, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).
SC724-31	B	Jogger Fence Motor (Front) Error (Internal finisher)
		- When Jogger Fence Motor (Front) is driven for predetermined seconds when front jogger HP sensor is ON, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). - When Jogger Fence Motor (Front) is driven for predetermined seconds when front jogger HP sensor is OFF, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC724-32	B	Jogger Fence Motor (Rear) Error (Internal finisher)
		- When Jogger Fence Motor (Rear) is driven for predetermined seconds when rear jogger HP sensor is ON, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). - When Jogger Fence Motor (Rear) is driven for predetermined seconds when rear jogger HP sensor is OFF, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).
SC724-33	B	Strike Roller Motor Error (Internal finisher)
		- During initialization/strike descent, even when the strike roller motor is driven for predetermined seconds when the strike roller HP sensor is ON, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). - During initialization, even when the strike roller motor is driven for predetermined seconds when the strike roller HP sensor is OFF, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification). - When the strike roller is lifted from the press position, even when driven for predetermined seconds the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).
SC724-38	B	Paper Bail Motor Error (Internal finisher)
		- When the paper press HP sensor is ON and the paper press motor is driven for predetermined seconds, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). - When the paper press HP sensor is OFF and the paper press motor is driven for predetermined seconds, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC724-42	B	Stapler Displacement Movable Motor Error (Internal finisher)
		▪ Sifter stapler displacement HP sensor ON, even when the stapler displacement motor is driven for predetermined seconds, the HP sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). ▪ After stapler displacement HP sensor OFF, even when the stapler displacement motor is driven for predetermined seconds, the HP sensor does not switch ON (1st time is jam notification, 2nd time is SC notification).
SC724-70	B	Tray Lift Motor Error (Internal finisher)
		▪ During ascent from paper surface sensor ON, even after predetermined seconds elapses, the paper surface sensor does not switch OFF (1st time is jam notification, 2nd time is SC notification). ▪ During descent from paper surface sensor OFF, the paper surface sensor does not switch ON even after predetermined seconds elapses (1st time is jam notification, 2nd time is SC notification). ▪ During descent to the packing position, the full sensor does not switch ON even if predetermined seconds elapses.
SC724-71	B	Shift Motor Error
		If the shift sensor has no response after the shift motor starts moving 1.86 sec.
SC724-80	B	Shift Motor Error (Internal finisher)
		▪ When the shift roller HP sensor is ON, the HP sensor does not switch OFF even when the shift roller motor is driven for predetermined seconds (1st time is jam notification, 2nd time is SC notification) ▪ When the shift roller HP sensor is OFF, the HP sensor does not switch ON even when the shift roller motor is driven for predetermined seconds (1st time is jam notification, 2nd time is SC notification).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC724-86	B	Stapler Motor Error (Internal finisher)
		- HP sensor does not switch OFF even when the stapler motor is driven for predetermined seconds after the stapler HP sensor switches ON (1st time is jam notification, 2nd time is SC notification). - HP sensor does not switch ON even when the stapler motor is driven for predetermined seconds after the stapler HP sensor switches OFF (1st time is jam notification, 2nd time is SC notification).
		- Motor defective - Connector disconnected - Motor overload - Home position sensor error - Paper surface sensor error (*SC724-38, 70 only) - Staple jam (*SC724-86 only)
		- Reset the connector - Replace the motor - Replace the sensor - Replace the harness - Remove the staple jam (*SC724-86 only)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC761		Protection Device Intercept Error *V (Bridge unit or Side Tray)
SC761-03	B	Protection Device Intercept Error 5V
SC761-04	B	Protection Device Intercept Error 24V
		Fuse blowout occurs due to over current during power injection (output detected for longer than 2 seconds).
		- Over current of bridge unit motor - Over current due to short-circuit in PCB
		- Replace the bridge unit - Replace the PCB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC780-01	D	Bank 1 (Upper optional paper tray) Protection Device Intercept Error
		When original source of 5V power supply is ON, protection device intercept of 24V power system is detected.
		In 24V power supply system: ▪ Motor defective ▪ Solenoid defective ▪ Harness short- circuit
		▪ Replace the PCB ▪ Replace the short-circuited part (harness, motor, solenoid)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC781-01	D	Bank 2 (Lower optional paper tray) Protection Device Intercept Error
		When original source of 5V power supply is ON, protection device intercept of 24V power system is detected.
		In 24V power supply system: ▪ Motor defective ▪ Solenoid defective ▪ Harness short- circuit
		▪ Replace the PCB ▪ Replace the short-circuited part (harness, motor, solenoid)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC791-00	D	No Bridge Unit when Finisher is Present
		When power supply is switched on or paper is transported, finisher set is detected but bridge unit set is not detected. (during internal finisher connection, not detected)
		▪ Bridge unit not attached ▪ Bridge unit defective
		▪ Reset the bridge unit ▪ Turn the power off/on

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC792-00	B	No Finisher, Bridge Unit Provided
		When a machine which has a bridge unit is powered on, no finisher is detected
		▪ Finisher connector set fault ▪ In a machine which has a bridge unit connected, a finisher is not fitted ▪ Finisher defective
		Connect finisher or disconnect bridge unit, and turn the power off/on

6.9 SC TABLES: SC8XX

6.9.1 SC816 TO SC899

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC816	[0x0000]	Energy save I/O subsystem error
SC816-01	D	Subsystem error
SC816-02	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-03	D	Transition to STR was denied.
SC816-04	D	Interrupt in kernel communication driver
SC816-05	D	Preparation for transition to STR failed.
SC816-07	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-08	D	Sysarch (LPUX_ENGINE_TIMERCTRL) error
SC816-09	D	Sysarch (LPUX_RETURN_FACTOR_STR) error
SC816-10 to 12	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-13	D	open() error
SC816-14	D	Memory address error
SC816-15 to 18	D	open() error
SC816-19	D	Double open() error
SC816-20	D	open() error
SC816-22	D	Parameter error
SC816-23, 24	D	read() error
SC816-25	D	write () error
SC816-26 to 28	D	write() communication retry error

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC816-29, 30	D	read() communication retry error
SC816-35	D	read() error
SC816-36 to 94	D	Subsystem error
		Energy save I/O subsystem detected some abnormality.
		▪ Energy save I/O subsystem defective ▪ Energy save I/O subsystem detected a controller board error (non-response). ▪ Error was detected during preparation for transition to STR.
		▪ Turn the main power off/on. ▪ Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC817-00	D	Monitor error: File detection / Digital signature error
		▪ Bootloader cannot read any of diagnostic module, kernel, or root filesystem. ▪ In a bootloader SD card, the digital signature checking for any of diagnostic module, kernel, or root filesystem is failed.
		▪ Any of the following items does not exist or is broken: OS Flash ROM, Diagnostic module in SD card, Kernel, Root filesystem ▪ Any of the following items is revised fraudulently: Diagnostic module in SD card, Kernel, Root filesystem
		▪ ROM update for controller system ▪ Use another booting SD card having a valid digital signature

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC818-00	D	Watchdog timer error
		The system program fell into a bus-hold state or an endless loop of the program interruption occurred, causing other process to stop.
		- System program defective - Controller board defective - Optional board defective
		- Turn the main power off/on. - Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC819-00	D	Kernel halt error [xxxx]: Detailed error code
		Due to a control error, a RAM overflow occurred during system processing. One of the following messages was displayed on the operation panel.
	[0x5032]	HAIC-P2 error
		HAIC-P2 decompression error (An error occurred in the ASIC compression/decompression module.)
		- Turn the main power off/on. - Replace the HDD. - Replace the memory - Replace the controller board. - Fix the software
	[0x6261]	HDD defective
		6261 6420 6469 7200 00 -> "bad dir"
		Replace the HDD.
	[0x696e]	gwinit processing end
		If the SCS process is ended for some reason

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		If an unexpected error occurs at SCS processing end, gwint processing also halts (this result is judged a kernel stop error, by gwinit specification) "0x69742064" -> "init died"
		Turn the main power off/on.
	[0x766d]	VM full error
		Occurs when too much RAM is used during system processing
		"vm_pageout: VM is full"
		Turn the main power off/on.
	Console string	Other error (characters on operation panel)
		System detected internal mismatch error
		▪ Software defective ▪ Insufficient memory ▪ Hardware driver defective (RAM, FLASH memory)
		▪ Turn the main power off/on. ▪ Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC820-00	D	Self-diagnostics error: CPU [xxxx]: Detailed error code
[0001] to [06FF] [0801] to [4005]		CPU error During the self-diagnosis, the controller CPU detects an error. There are 47 types of error code (0001 to 4005) depending on the cause of the error. The CPU detects an error and displays the specific error code with the program address where the error occurs.
		▪ System firmware problem ▪ Defective controller
		1. Turn the main power switch off and on. 2. Reinstall the controller system firmware. 3. Replace the controller. When the problem cannot be fixed with the above procedure, the following information displayed on the screen needs to be reported to the technical support center. - SC code - Detailed error code - Program address
[0701] to [070A]		CPU/Memory Error
		▪ System firmware problem ▪ Defective RAM-DIMM ▪ Defective controller
		▪ Reinstall the controller system software. ▪ Replace the RAM-DIMM. ▪ Replace the controller.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC821-00	D	Self-diagnostics error: ASIC [xxxx]: Detailed error code
	[0B00]	ASIC register check error
		The write-&-verify check has occurred in the ASIC.
		Defective ASIC device
		Replace the controller board.
	[0D05]	Comparison error of CPU and ASIC timer
		The CPU checks if the ASIC timer works correctly compared with the CPU timer. If the ASIC timer does not function in the specified range, this SC code is displayed.
		▪ Defective ASIC timer device ▪ Defective CPU device
		Replace the controller board.
	[50A2]	Video bridge device (ASIC) register error
		The CPU detects the video bridge device, but detects error data from the video bridge device.
		Defective I/F between the video bridge device and the controller
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC822-00	B	Self-diagnostic error: HDD [xxxx]: Detailed error code
	[3003]	HDD timeout
		Check performed only when HDD is installed: ▪ HDD device busy for over 31sec. ▪ After a diagnostic command is set for the HDD, but the device remains busy for over 6sec..
		▪ HDD defective ▪ HDD harness disconnected, defective ▪ Controller board defective
		▪ Replace the HDD. ▪ Replace the HDD connector. ▪ Replace the controller board.
	[3004]	Diagnostic command error
		No response to the self-diagnostic command from the ASIC to the HDD.
		HDD defective
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC823-00	B	Self-diagnostics error: NIC [XXXX]: Detailed error code
	[6101]	MAC address check sum error
		The result of the MAC address check sum does not match the check sum stored in ROM.
		▪ Defective SEEP ROM ▪ Defective I2C bus (connection)
		Replace the controller board.
	[6104]	PHY IC error
		The PHY IC on the controller cannot be correctly recognized.
		▪ Defective PHY chip ▪ Defective ASIC MII I/F
		Replace the controller board.
	[6105]	PHY IC loop-back error
		An error occurred during the loop-back test for the PHY IC on the controller.
		▪ PHY chip ▪ Defective MAC of ASIC (SIMAC/COMIC/CELLO) ▪ Defective I/F with the PHY board ▪ Defective solder on the PHY board
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC824-00	D	Self-diagnostics error: NVRAM (resident) [XXXX]: Detailed error code
	[1401]	NVRAM verify error
		NVRAM device is missing or NVRAM device is damaged.
		▪ The NVRAM device is missing. ▪ The NVRAM device is damaged. ▪ NVRAM backup battery exhausted ▪ NVRAM socket damaged
		Replace the NVRAM device.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC827-00	D	Self-diagnostic error: Standard SDRAM DIMM [XXXX]: Detailed error code
	[0201]	Verification error
		Error detected during a write/verify check for the standard RAM (SDRAM DIMM).
		▪ Loose connection ▪ Defective SDRAM DIMM ▪ Defective controller
		Replace the controller board or RAM DIMM.
	[0202]	Resident memory error
		The SPD values in all RAM DIMM are incorrect or unreadable.
		▪ Defective RAM DIMM ▪ Defective SPD ROM on RAM DIMM ▪ Defective 12C bus
		Replace the RAM DIMM

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC828-00	D	Self-diagnostic error: ROM [xxxx]: Detailed error code
	[0101]	Check sum error 1
		The boot monitor and OS program stored in the ROM DIMM is checked. If the check sum of the program is incorrect, this SC code is displayed.
		- Defective FLASH ROM device - Defective CPU device
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC835-00	B	Self-diagnostic error: Centronic device [xxxx]: Detailed error code
	[1102]	Verify error
		The loopback connector is connected but check results is an error.
		- IEEE1284 connector error - Centronic loopback connector defective
		Replace the controller board.
	[110C]	DMA verify error
		The loopback connector is connected but check results is an error.
		- ASIC device error - IEEE1284 connector error - Centronic loopback connector is defective
		Replace the controller board.
	[1120]	Loopback connector undetected
		Centronic loopback connector is not connected for detailed self-diagnostic test.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Centronic loopback connector not connected correctly - Centronic loopback connector is defective - ASIC device is defective
		- Connect the centronic loopback connector - Replace the centronic loopback connector - Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC838-00	D	Self-diagnostic Error: Clock Generator [xxxx]: Detailed error code
	[2701]	Verify error
		A verify error occurred when setting data was read from the clock generator via the I2C bus.
		- Defective clock generator - Defective I2C bus - Defective I2C port on the CPU
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC839-00	D	Self-diagnostic Error: Serial Flash [xxxx]: Detailed error code
	[9001]	Serial Flash access error
		USB NAND Flash ROM cannot be read.
		Defective controller board
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC840-00	D	EEPROM access error
		- During the I/O processing, a reading error occurred. The 3rd reading failure causes this SC code. - During the I/O processing, a writing error occurred.
		Defective EEPROM
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC841-00	D	EEPROM read data error
		Mirrored data of the EEPROM is different from the original data in EEPROM.
		Data in the EEPROM is overwritten for some reason.
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC842-01	B	Insufficient Nand-Flash blocks (threshold exceeded)
		At startup, or when machine returned from low power mode, the Nand-Flash status was read and judged that the number of unusable blocks had exceeded threshold, and then SCS generated the SC code.
		Number of unusable blocks exceeded threshold for Nand-Flash
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC842-02	B	Number of Nand-Flash block deletions exceeded
		At startup, or when the machined returned from low power mode, the Nand-Flash was read and judged that the number of deleted blocks had exceeded threshold, and then SCS generated this SC code.
		Number of blocks deleted exceeded threshold for Nand-Flash
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC853-00	B	Bluetooth device connection error
		The Bluetooth hardware (USB type) was connected after the machine was turned on.
		The Bluetooth hardware (USB type) was connected after the machine was turned on.
		Always connect the Bluetooth device (USB type) before the machine is turned on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC854-00	B	Bluetooth device disconnected
		The Bluetooth hardware (USB type) was disconnected after the machine was turned on.
		The Bluetooth hardware (USB type) was disconnected after the machine was turned on.
		Never remove Bluetooth (USB type) after machine starts

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC855-01	B	Wireless LAN board error (driver attachment failure)
		Wireless LAN board error (wireless LAN card: 802.11 is covered)
		- Defective wireless LAN board - Loose connection
		- Turn the main power off/on. - Replace wireless LAN board

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC855-02	B	Wireless LAN board error (driver initialization failure)
		Wireless LAN board error (wireless LAN card: 802.11 is covered)
		- Defective wireless LAN board - Loose connection
		- Turn the main power off/on. - Replace wireless LAN board

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC857-00	B	USB I/F Error
		The USB interface is unusable because of a driver error.
		USB driver error (There are three causes of USB error: RX error/CRC error/STALL. SC is issued only in the case of STALL.)
		- Check USB connection. - Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-00	A	Data encryption conversion error (Key Setting Error)
		A serious error occurred during an attempt to update the encryption key.
		▪ USB Flash, other data, corrupted ▪ Communication error caused by electrostatic noise ▪ Controller board defective
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-01	A	Data encryption conversion error (HDD Key Setting Error)
		A serious error occurred during an attempt to update the encryption key.
		▪ USB Flash, other data, corrupted ▪ Communication error caused by electrostatic noise ▪ Controller board defective
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-02	A	Data encryption conversion error (NVRAM Read/Write Error)
		A serious error occurred after data conversion during an attempt to update the encryption key.
		NVRAM defective
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-30	A	Data encryption conversion error (NVRAM Before Replace Error)
		A serious error occurred after data conversion during an attempt to update the encryption key.
		Software error such as conversion parameters being invalid.
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-31	A	Data encryption conversion error (Other Error)
		A serious error occurred after data conversion during an attempt to update the encryption key.
		Controller board defective
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC859-00	B	Data encryption conversion HDD conversion error
		When the data encryption key was updated, HDD data was converted, but not correctly. Image displayed at conversion only (this SC is not displayed), but SC is displayed after machine is cycled off/on.
		▪ HDD conversion was set with the data encryption key update function, but the HDD was removed. ▪ Machine lost power during data encryption key update ▪ Electrostatic noise, or an HDD error occurred, during data encryption key update, and data was not encrypted.
		▪ Check HDD connection. ▪ Format the HDD. ▪ If there is a problem with the HDD, it has to be replaced.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC859-01	B	Data encryption conversion HDD conversion error (HDD check error)
		When the data encryption key was updated, HDD data was converted, but not correctly. Image displayed at conversion only (this SC is not displayed), but SC is displayed after machine is cycled off/on.
		▪ HDD conversion was set with the data encryption key update function, but the HDD was removed. ▪ Machine lost power during data encryption key update ▪ Electrostatic noise, or an HDD error occurred, during data encryption key update, and data was not encrypted.
		▪ Check HDD connection. ▪ Format the HDD. ▪ If there is a problem with the HDD, it has to be replaced.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC859-02	B	Data encryption conversion HDD conversion error (Power failure during conversion)
		When the data encryption key was updated, HDD data was converted, but not correctly. Image displayed at conversion only (this SC is not displayed), but SC is displayed after machine is cycled off/on. Details: NVRAM/HDD conversion is incomplete.
		Power failure occurred during encryption key update.
		None
		The display after restart instructs the user to format the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC859-10	B	Data encryption conversion HDD conversion error (Data read/write command error)
		When the data encryption key was updated, HDD data was converted, but not correctly. Image displayed at conversion only (this SC is not displayed), but SC is displayed after machine is cycled off/on. Details: Abnormal DMAC return value has been received two or more times (DMAC timeout, serial communication error etc.)
		HDD was not successfully converted during encryption key update due to HDD errors or cable noises.
		▪ Check HDD connection. ▪ Format the HDD. ▪ If there is a problem with the HDD, it has to be replaced.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC860-00	B	HDD startup error at main power on (HDD error)
		▪ The HDD is connected but the driver detected the following errors. ▪ SS_NOT_READY:/* (-2)HDD does not become READY*/ ▪ SS_BAD_LABEL:/* (-4)Wrong partition type*/ ▪ SS_READ_ERROR:/* (-5)Error occurred while reading or checking the label*/ ▪ SS_WRITE_ERROR:/* (-6)Error occurred while writing or checking the label*/ ▪ SS_FS_ERROR:/* (-7)Failed to repair the filesystem*/ ▪ SS_MOUNT_ERROR:/* (-8)Failed to mount the filesystem*/ ▪ SS_COMMAND_ERROR:/* (-9)Drive not responding to command*/ ▪ SS_KERNEL_ERROR:/* (-10)Internal kernel error*/ ▪ SS_SIZE_ERROR:/* (-11)Drive size too small*/ ▪ SS_NO_PARTITION:/* (-12)The specified partition does not exist*/ ▪ SS_NO_FILE:/* (-13)Device file does not exist*/ ▪ Attempted to acquire HDD status through the driver but there has been no response for 30 seconds or more.
		▪ Unformatted HDD ▪ Label data corrupted ▪ HDD defective
		Format the HDD through SP mode.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-01	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in an area that does not belong to a partition, such as the disklabel area.)
		Guide for when to replace the HDD - When SC863 has occurred ten times or more - The interval is short. - Repeatedly occurs in the same situation (At power-on, etc.). - Startup takes a long time when the main power is turned on. - It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863 -02 to 23	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "a" (SC863-02) to partition "v" (SC863-23)).
		Guide for when to replace the HDD - When SC863 has occurred ten times or more - The interval is short. - Repeatedly occurs in the same situation (At power-on, etc.). - Startup takes a long time when the main power is turned on. - It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-00	D	HD data CRC error
		During HD operation, the HD cannot respond to a CRC error query. Data transfer did not execute normally while data was being written to the HD.
		HD defective
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-01	D	HDD data CRC error
		During HDD operation, the HDD cannot respond to a CRC error query. Data transfer did not execute normally while data was being written to the HDD.
		Bad sectors were generated during operation. (An error occurred in an area that does not belong to a partition, such as the disklabel area.)
		- Format the HDD. - Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-02 to 23	D	HDD data CRC error
		During HDD operation, the HDD cannot respond to a CRC error query. Data transfer did not execute normally while data was being written to the HDD.
		Bad sectors were generated during operation. (An error occurred in partition "a" (SC864-02) to partition "v" (SC864-23)).
		- Format the HDD. - Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-00	D	HD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error).
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-01	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in an area that does not belong to a partition, such as the disklabel area.)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865 -02 to 23	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "a" (SC865-02) to partition "v" (SC865-23)).
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865 -50 to 73	D	HDD time-out error
		The machine does not detect a reply from the HDD during the HDD operation.
		The HDD does not respond to the read/ write command from the machine.
		▪ Check the harness connections between the controller board and HDD. ▪ Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC866-00	B	SD card authentication error
		A license error of an application that is started from the SD card was detected.
		Invalid program data is stored on the SD card.
		Store a valid program data on the SD card.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC867-00	D	SD card removed
		The SD card was removed while the machine is on.
		An application SD card has been removed from the slot (mount point of /mnt/sd0).
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC867-01	D	SD card removed
		The SD card was removed while the machine is on.
		An application SD card has been removed from the slot (mount point of /mnt/sd1).
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC868-00	D	SD card access error
		The SD controller returned an error during operation. (An error occurred at the mount point of /mnt/sd0)
		▪ SD card defective ▪ SD controller defective
		▪ Reformat the SD card (using the "SD Formatter" made by Panasonic).* ▪ Check the SD card insertion status. ▪ Replace the SD card. ▪ Replace the controller board.

* Do not format an SD card supplied with the main machine or sold as an option. You may only format SD cards used for Firmware Update by a Customer Engineer.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC868-01	D	SD card access error
		The SD controller returned an error during operation. (An error occurred at the mount point of /mnt/sd1)
		▪ SD card defective ▪ SD controller defective

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		SD card that starts an application ▪ Turn the main power off and check the SD card insertion status. ▪ If no problem is found, insert the SD card and turn the main power on. ▪ If an error occurs, replace the SD card. ▪ SD card for users ▪ In case of a file system error, reformat the SD card (using the "SD Formatter" made by Panasonic).* ▪ In case of a device access error, turn the main power off and check the SD card insertion status. ▪ If no problem is found, insert the SD card and turn the main power on. ▪ If an error occurs, use another SD card. ▪ If the error persists even after replacing the SD card, replace the controller board.

* Do not format an SD card supplied with the main machine or sold as an option. You may only format SD cards used for Firmware Update by a Customer Engineer.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC868-02	D	SD card access error
		The SD controller returned an error during operation. (An error occurred at the mount point of /mnt/sd1)
		▪ SD card defective ▪ SD controller defective

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		SD card that starts an application ▪ Turn the main power off and check the SD card insertion status. ▪ If no problem is found, insert the SD card and turn the main power on. ▪ If an error occurs, replace the SD card. ▪ SD card for users ▪ In case of a file system error, reformat the SD card (using the "SD Formatter" made by Panasonic).* ▪ In case of a device access error, turn the main power off and check the SD card insertion status. ▪ If no problem is found, insert the SD card and turn the main power on. ▪ If an error occurs, use another SD card. ▪ If the error persists even after replacing the SD card, replace the controller board.

* Do not format an SD card supplied with the main machine or sold as an option. You may only format SD cards used for Firmware Update by a Customer Engineer.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC870-00	B	Address Book data error (Anytime: Address Book Error.)
SC870-01	B	Address Book data error (On startup: Media required for storing the Address Book is missing.)
SC870-02	B	Address Book data error (On startup: encryption is configured but the module required for encryption (DESS) is missing.)
SC870-03	B	Address Book data error (Initialization: Failed to generate a file to store internal Address Book.)
SC870-04	B	Address Book data error (Initialization: Failed to generate a file to store delivery sender.)
SC870-05	B	Address Book data error (Initialization: Failed to generate a file to store delivery destination.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC870-06	B	Address Book data error (Initialization: Failed to generate a file to store information required for LDAP search.)
SC870-07	B	Address Book data error (Initialization: Failed to initialize entries required for machine operation.)
SC870-08	B	Address Book data error (Machine configuration: HDD is present but the space for storing the Address Book is unusable.)
SC870-09	B	Address Book data error (Machine configuration: Inconsistency in the NVRAM area used for storing settings required for Address Book configuration.)
SC870-10	B	Address Book data error (Machine configuration: Cannot make a directory for storing the Address Book in the SD/USB FlashROM.)
SC870-11	B	Address Book data error (On startup: Inconsistency in Address Book entry number.)
SC870-20	B	Address Book data error (File I/O: Failed to initialize file.)
SC870-21	B	Address Book data error (File I/O: Failed to generate file.)
SC870-22	B	Address Book data error (File I/O: Failed to open file.)
SC870-23	B	Address Book data error (File I/O: Failed to write to file.)
SC870-24	B	Address Book data error (File I/O: Failed to read file.)
SC870-25	B	Address Book data error (File I/O: Failed to check file size.)
SC870-26	B	Address Book data error (File I/O: Failed to delete data.)
SC870-27	B	Address Book data error (File I/O: Failed to add data.)
SC870-30	B	Address Book data error (Search: Failed to obtain data from cache when searching in the machine Address Book. delivery destination/sender.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC870-31	B	Address Book data error (Search:Failed to obtain data from cache during LDAP search.)
SC870-32	B	Address Book data error (Search:Failed to obtain data from cache while searching the WS-Scanner Address Book.)
SC870-41	B	Address Book data error (Cache: failed to obtain data from cache.)
SC870-50	B	Address Book data error (On startup: Detected abnormality of the Address Book encryption status.)
SC870-51	B	Address Book data error (Encryption settings: Failed to create directory required for conversion between plaintext and encrypted text.)
SC870-52	B	Address Book data error (Encryption settings: Failed to convert from plaintext to encrypted text.)
SC870-53	B	Address Book data error (Encryption settings: Failed to convert from encrypted text to plaintext.)
SC870-54	B	Address Book data error (Encryption settings: Detected data inconsistency when reading the encrypted Address Book.)
SC870-55	B	Address Book data error (Encryption settings: Failed to delete file when changing encryption setting.)
SC870-56	B	Address Book data error (Encryption settings: Failed to erase the file that records the encryption key during an attempt to change the encryption setting.)
SC870-57	B	Address Book data error (Encryption settings: Failed to move a file during an attempt to change the encryption setting.)
SC870-58	B	Address Book data error (Encryption settings: Failed to delete a directory during an attempt to change the encryption setting.)

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC870-59	B	Address Book data error (Encryption settings: Detected a resource shortage during an attempt to change the encryption setting.)
SC870-60	B	Address Book data error (Unable to obtain the on/off setting for administrator authentication (06A and later).)
		When an error related to the Address Book is detected during startup or operation.
		▪ Software bug ▪ Inconsistency of Address Book source location (machine/delivery server/LDAP server) ▪ Inconsistency of Address Book encryption setting or encryption key (NVRAM or HDD was replaced individually without formatting the Address Book) ▪ Address Book storage device (SD/HDD) was temporarily removed or hardware configuration does not match the application configuration. ▪ Address Book data corruption was detected.
		▪ Check the HDD connection. ▪ Initialize all UCS settings and address/authentication information (SP5-846-046). ▪ Initialize the Address Book partition (SP5-832-006).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC872-00	B	HDD mail reception error
		An error was detected on the HDD immediately after the machine was turned on.
		▪ HDD defective ▪ Power was turned of while the machine used the HDD.
		▪ Format the HDD (SP5-832-007). ▪ Replace the HDD. When you do the above, the following information will be initialized. ▪ Partly received partial mail messages. ▪ Already-read statuses of POP3-received messages (All messages on the mail server are handled as new messages).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC873-00	B	HDD mail reception error
		An error was detected on the HDD immediately after the machine was turned on.
		▪ HDD defective ▪ Power was turned of while the machine used the HDD.
		▪ Format the HDD (SP5-832-007). ▪ Replace the HDD. When you do the above, the following information will be initialized. ▪ Default sender name/password (SMB/FTP/NCP) ▪ Administrator mail address ▪ Scanner delivery history

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC875-01	D	Delete all error (HDD erasure) (hddchack -i error)
SC875-02	D	Delete all error (HDD erasure) (Data deletion failure)
		An error was detected before HDD/data erasure starts. (Failed to erase data/failed to logically format HDD)
		- HDD logical formatting failed. - The modules failed to erase data.
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-00	D	Log Data Error
		An error was detected in the handling of the log data at power on or during machine operation.
		- Damaged log data file. - Log encryption is enabled but encryption module is not installed. - Inconsistency of encryption key between NV-RAM and HDD. - Software bug.
		Try the SC876-01 to -99 solutions listed below. If it is not solved, do the following steps (for when only an HDD is replaced): 1. Disconnect the HDD and turn on the main power. 2. Execute SP5-801-019. 3. Turn off the main power. 4. Connect the HDD and turn on the main power. 5. Execute SP5-832-004. 6. Turn off the main power. * The following step is to configure the logging/encryption setting again. 7. Turn of the main power. 8. Set SP9-730-002 through -004 to 1. 9. Turn off/on the main power.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-01	D	Log Data Error 1
		An error was detected in the handling of the log data at power on or during machine operation.
		Damaged log data file
		Initialize the HDD (SP5-832-004).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-02	D	Log Data Error 2
		An error was detected in the handling of the log data at power on or during machine operation.
		Log encryption is enabled but encryption module is not installed.
		▪ Replace or set again the encryption module. ▪ Disable the log encryption setting.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-03	D	Log Data Error 3
		An error was detected in the handling of the log data at power on or during machine operation.
		Inconsistency of encryption key between NV-RAM and HDD.
		▪ Disable the log encryption setting. ▪ Initialize LCS memory (SP5801-019). ▪ Initialize the HDD (SP5-832-004).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-04	D	Log Data Error 4
		An error was detected in the handling of the log data at power on or during machine operation.
		- Log encryption key is disabled but the log data file is encrypted. (NVRAM data corruption) - Log encryption key is enabled but the log data file is not encrypted. (NVRAM data corruption)
		Initialize the HDD (SP5-832-004).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-05	D	Log Data Error 5
		An error was detected in the handling of the log data at power on or during machine operation.
		- Only the NV-RAM has been replaced with one previously used in another machine. - Only the HDD has been replaced with one previously used in another machine.
		- Attach the original NV-RAM. - Attach the original HDD. - With the configuration that caused the SC, initialize the HDD (SP5-832-004).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-99	D	Log Data Error 99
		An error was detected in the handling of the log data at power on or during machine operation.
		Other causes
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-00	D	TPM authentication error
		TPM electronic recognition failure
		▪ Update of system module attempted without correct update path ▪ USB flash memory not operating correctly
		Replace the controller board.

Trusted Platform Module

- In computing, Trusted Platform Module (TPM) is both the name of a published specification detailing a secure crypto processor that can store cryptographic keys that protect information, as well as the general name of implementations of that specification, often called the "TPM chip" or "TPM Security Device" (as designated in certain Dell BIOS settings).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-01	D	USB flash error
		There is a problem in the file system of the USB flash memory.
		USB Flash system files corrupted
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-02	D	TPM error
		An error occurred in either TPM or the TPM driver
		TPM not operating correctly
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-03	D	TCSD dffof
		An error occurred in the TPM software stack.
		▪ TPM, TPM software cannot start ▪ A file required by TPM is missing
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC880-00	D	MLB error
		Reply to MLB access was not returned within a specified time.
		MLB defective
		▪ Replace the MLB. ▪ Remove the MLB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC881-01	D	Management area error
		▪ A problem was detected in the software ▪ This error may even occur is an IC card option is not installed.
		▪ This is caused by accumulation of abnormal authentication information in the software. (User operation will not directly cause it.) ▪ At login Example: When a job is sent to the printer/when logged on from the operation panel/when logged on from a Web browser
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC899-00	D	Software performance error (signal reception end)
		Unknown software error occurred.
		Occurs when an internal program behaves abnormally.
		In case of a hardware defect ▪ Replace the hardware. In case of a software error ▪ Turn the main power off/on. ▪ Try updating the firmware.

6.10 SC TABLES: SC9XX (OTHERS)

6.10.1 SC900-00 TO SC995-04

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC900-00	D	Electrical total counter error
		The total counter contains data that is not a number.
		▪ NVRAM incorrect type ▪ NVRAM defective or corrupted ▪ Unexpected error from external source ▪ When PRT received signals at SRM, the requested count did not complete.
		Replace the NVRAM.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC920-00	B	Printer application error (No response within determined time in Printing)
SC920-01	B	Printer application error (Timeout during Printing)
SC920-02	B	Printer Error 1 (WORK memory not acquired)
SC920-03	B	Printer application error (Filter process not started)
SC920-04	B	Printer Error 1 (Filter processing ended abnormally)
		When an error is detected in the application, which makes continued operation impossible.
		▪ Software bug ▪ Unexpected hardware configuration (such as insufficient memory)
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC921-00	B	Printer application error (Resident font not found)
		Resident font was not found at printer startup.
		Preinstalled font files not found.
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC925-00	B	NetFile function error
SC925-01	B	NetFile function error
		The NetFile file management on the HDD cannot be used, or a NetFile management file is corrupted and operation cannot continue. The HDDs are defective and they cannot be debugged or partitioned, so the Scan Router functions (delivery of received faxes, document capture, etc.), Web services, and other network functions cannot be used. HDD status codes are displayed below the SC code:
		▪ HDD defective ▪ Power loss while data was writing to HDD ▪ Software bug
		See the table and the procedure below.

Here is a list of HDD status codes:

Display	Meaning
(-1)	HDD not connected
(-2)	HDD not ready
(-3)	No label
(-4)	Partition type incorrect
(-5)	Error returned during label read or check
(-6)	Error returned during label read or check
(-7)	"filesystem" repair failed
(-8)	"filesystem" mount failed
(-9)	Drive does not answer command
(-10)	Internal kernel error
(-11)	Size of drive is too small
(-12)	Specified partition does not exist
(-13)	Device file does not exist

Recovery from SC 925

Procedure 1

1. If the machine shows SC codes for HDD errors (SC860 to SC865) with SC 925, do the recovery procedures for SC860 to SC865.

Procedure 2

1. If the machine does not show one of the five HDD errors (SC860 to SC865), turn the machine power off and on.
2. If this is not the solution for the problem, then initialize the NetFile partition on the HDD with SP5-832-11 (HDD Formatting - Ridoc I/F).

NetFiles: These are jobs printed from the document server using a PC and DeskTopBinder.

Before you initialize the NetFile partition on the HDD, tell the customer:

- Received faxes on the delivery server will be erased
- All captured documents will be erased
- Desk Top Binder/Print Job Manager/Desk Top Editor job history will be erased
- Documents on the document server, and scanned documents, will not be erased.

- The first time that the network gets access to the machine, the management information must be configured again (this will use a lot of time).
3. Before you initialize the Netfile partition with SP5-832-11, do these steps:
 4. In the User Tools mode, do Document Management> Batch Delete Transfer Documents.
 5. Do SP5-832-11, and turn the machine off and on.

Procedure 3

1. If "Procedure 2" is not the solution for the problem, do SP5-832-1 (HDD Formatting - All)
1. Cycle the machine off/on.

Note

- SP5-832-001 erases all document and address book data on the hard disks. Consult with the customer before you do this SP code.

Procedure 4

1. If "Procedure 3" does not solve the problem, replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC994-00	C	Application Item Error
		The numbers of executed application items on the operation panel reach the maximum limit for the operation panel structure.
		Too many executed application items
		Logging only

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC990-00	D	Software operation error
		Software attempted an unexpected operation.
		• Parameter error • Internal parameter error • Insufficient work memory • Operation error caused by abnormalities that are normally undetectable.
		• Turn the main power off/on. • Reinstall the software of the controller and BCU board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC991-00	C	Recoverable software operation error
		Software attempted an unexpected operation.
		SC991 covers recoverable errors as opposed to SC990.



SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		- Parameter error - Internal parameter error - Insufficient work memory - Operation error caused by abnormalities that are normally undetectable.
		Logging only

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC995-01	D	CPM setting error 1
		Comparison of machine serial number (11 digits) and machine identification code. Details: - Machine serial number cannot be identified because of BICU replacement or malfunctioning. - Machine serial number cannot be identified because of NV-RAM replacement
		Machine serial number (11 digits) or machine identification code does not match.
		- Enter the machine serial number using SP5-811, and then turn the power on/off. - Attach the NV-RAM that was installed previously.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC995-02	D	CPM setting error 2
		Comparison of machine serial number (11 digits) and machine identification code. Details: Machine serial number cannot be identified because of NV-RAM replacement or malfunctioning.
		Machine serial number (11 digits) or machine identification code does not match.
		- Attach the NV-RAM that was installed previously. - Download data on the NV-RAM using SP5-825.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC995-03	D	CPM setting error 3
		Comparison of machine serial number (11 digits) and machine identification code. Details: Unable to recognize machine identification code because the controller was replaced incorrectly or is malfunctioning.
		Machine serial number (11 digits) or machine identification code does not match.
		Replace it with a specified controller.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC995-04	D	CPM setting error 4
		Comparison of machine serial number (11 digits) and machine identification code.
		Machine serial number (11 digits) or machine identification code does not match.
		Return the parts to the original configuration, and then replace them according to the manual.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC997-00	D	Application function selection error
		The application selected by the operation panel key operated abnormally (No response, abnormal ending).
		Software bug (mainly the application)
		- Check the optional RAM, DIMM, boards required by the application program. - Check if the combination of downloaded programs are correct.