

## 8. ERROR CODE and TROUBLESHOOTING

### 8.1 General Descriptions

This chapter explains the procedures for solving troubles occurring in the equipment.


When a trouble occurs, check if an error code is displayed on the LCD screen of the control panel first. If displayed, refer to “8.2Error Code List” to figure out the classification and contents of the error, and then refer to “8.3Diagnosis and Prescription for Each Error Code” to remove its cause.

If not displayed and the equipment does not operate properly or images are not printed properly, refer to “8.4Other errors” or “8.5Troubleshooting for the Image” to remove its cause.

#### Notes:

If unusual odor is detected or if smoke or fire comes out of the equipment, immediately turn the power OFF.

Even in the cases other than the above, fully observe safety precautions.

If any PC board or HDD shall be replaced, refer to  P. 9-19 "9.2 Precautions, Procedures and Settings for Replacing PC Boards and HDD".

#### 8.1.1 If a problem continues even after performing all troubleshooting

If a problem continues even after performing all troubleshooting and technical tips, report the problem to the appropriate Toshiba service center along with the following information. This information will help the service center understand your problem and take quick action to find the solution.

1. Serial Number
2. List Print

Refer to the appropriate Service Manual / Service Handbook for the detailed procedure to obtain a List Print.

A. Enter the value given below to obtain a List Print by CSV file.

FS-30-300: All CSV files

B. Enter the value given below to obtain a List Print by printing it out.

FS-30-101: 05 code

FS-30-102: 08 code

FS-30-104: Pixel counter data (Toner cartridge standard)

FS-30-106: Error history (1000 cases max)

FS-30-108: Firmware update log (200 cases max)

FS-30-110: Power on/off log (100 cases max)

3. For image-related problems, collect image samples with the problem areas and the feeding direction marked first. Then provide information about the media type and weight, and the print data / spool files for duplicating the problem.
  4. For abnormal acoustic noise, describe the situation in as much detail as possible.
  5. For hardware-related problems, provide photos of any broken parts, paper jams, etc.  
In case of paper jams, include the type of paper and its manufacturer.
  6. For software-related problems, provide list prints, TopAccess Logs and the detailed procedure needed to duplicate the problem.
- \* This is the minimum information required to report a complaint. It would be appreciated if you could obtain additional information.
- \* Follow the directions of the service center if they request additional information as each issue is unique to some degree.