Application
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Caution
Use of this manual should be strictly supervised to avoid disclosure of confidential information.
### Explanation of Symbols

The following symbols are used throughout this Service Manual.

<table>
<thead>
<tr>
<th>Symbols</th>
<th>Explanation</th>
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<tr>
<td><img src="check.png" alt="Check icon" /></td>
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<td><img src="check_visually.png" alt="Check visually icon" /></td>
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<tr>
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<td>Tighten the screw.</td>
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<td><img src="remove_claw.png" alt="Remove the claw icon" /></td>
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<tr>
<td><img src="insert_claw.png" alt="Insert the claw icon" /></td>
<td>Insert the claw.</td>
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<td><img src="use_bundled_part.png" alt="Use the bundled part icon" /></td>
<td>Use the bundled part.</td>
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<td>Push the part.</td>
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<tr>
<td><img src="plug_power_cable.png" alt="Plug the power cable icon" /></td>
<td>Plug the power cable.</td>
</tr>
<tr>
<td><img src="turn_on_power.png" alt="Turn on the power icon" /></td>
<td>Turn on the power.</td>
</tr>
</tbody>
</table>

**The following rules apply throughout this Service Manual:**

1. Each chapter contains sections explaining the purpose of specific functions and the relationship between electrical and mechanical systems with reference to the timing of operation.

   In the diagrams, ![mechanical drive icon](mechanical_drive.png) represents the path of mechanical drive; where a signal name accompanies the symbol, the arrow ![electric signal arrow](electric_signal_arrow.png) indicates the direction of the electric signal.

   The expression "turn on the power" means flipping on the power switch, closing the front door, and closing the delivery unit door, which results in supplying the machine with power.

2. In the digital circuits, '1' is used to indicate that the voltage level of a given signal is "High", while '0' is used to indicate "Low". (The voltage value, however, differs from circuit to circuit.) In addition, the asterisk (*) as in "DRMD*" indicates that the DRMD signal goes on when '0'.

   In practically all cases, the internal mechanisms of a microprocessor cannot be checked in the field. Therefore, the operations of the microprocessors used in the machines are not discussed: they are explained in terms of from sensors to the input of the DC controller PCB and from the output of the DC controller PCB to the loads.

The descriptions in this Service Manual are subject to change without notice for product improvement or other purposes, and major changes will be communicated in the form of Service Information bulletins.

All service persons are expected to have a good understanding of the contents of this Service Manual and all relevant Service Information bulletins and be able to identify and isolate faults in the machine.
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Specifications

- Product composition
- Specifications
Overview

Features:

By activating the Remote Fax Kit license option on a unit without an installed fax board, it becomes possible to send faxes via a separate unit on which a fax board is installed. It is necessary to satisfy the following conditions to use the Remote Fax Kit.

- No fax board is installed on the unit.
- The unit is connected on the same network by TCP/IP to an imageRUNNER ADVANCE with an installed fax board.

The Remote Fax Kit is only for sending faxes. It does not handle fax receiving.

Sending:

Using the PCFAX system, you can send fax image data from the unit on which the Remote Fax Kit is activated to a unit with a fax board.

- With the Remote Fax Kit activated, configure the settings for connecting to the separate unit with a fax board.
- On the separate unit with a fax board, set the [Use Remote Fax] setting to [On].

Receiving:

Use the following procedure to receive faxes on the unit without a fax board.

Reception is performed with the host machine equipped with the FAX Board using FAX transfer function, which has been available from existing models.

- Using the receive/forward setting on the unit with a fax board, specify the unit with the activated Remote Fax Kit.

Receiving faxes is possible even without the Remote Fax Kit. With the iFAX function, which allows for serverless sending, even a conventional iR unit can receive faxes.
Specifications > Specifications > Receive Function > Receiving:

Specifications

Send Function

■ Sending:

Using the PCFAX system, you can send fax image data from the unit on which the Remote Fax Kit is activated to a unit with a fax board.
The unit with a fax board sends faxes to the destination by standard fax operation via the telephone line.
• Once the Remote Fax Kit is activated, configure the settings for connecting to the another unit (with a fax board).
• On the another unit (with a fax board), set the [Use Remote Fax] setting to [On].

Receive Function

■ Receiving:

Use the following procedure to receive faxes on the unit without a fax board.
Perform receiving/forwarding from the unit with a fax board (imageRUNNER ADVANCE or conventional model).
[iFAX function] -> unit on the same network (imageRUNNER ADVANCE or conventional model).
• Using the receive/forward setting on the unit with a fax board, specify the unit with the activated Remote Fax Kit.

Important

If only the receiving function is needed, an iR unit with iFAX functionality can be used.
In the case that Remote FAX sends result to FAX when reception completes (Full Mode function) and performs communication without a mail server, Direct MDN is required.
In the case of performing communication via a mail server without need of sending result, Direct MDN is not required.
It is supported from iR C5180/4580/3880 Series or later series.
When specifying address using IP address format, it is necessary to put an IP address in brackets like 123@[172.16.1.100].
Functions

Basic Function
Basic Function

Sending Fax Procedure

Remote Fax Machine (Sub device) → Fax Server (Main device)

Address Selection
Initiate Sending
Finish Scanning
Convert Image Data

Begin Fax Sending (to Main device) → Receive Fax Job

Call Fax Number
Connect to Fax Destination

Begin/Finish Fax Sending
End Connection

Record Sending Results to Log → Notify (Sub device) Fax Sending Complete

Confirming Remote Fax Activation

Important
To change uses for the remote fax machine once a fax board is installed, you must reset the unit with the service mode switch.

To change uses for the fax board is installed once a remote fax machine, you must reset the unit with the service mode switch.

FAX > Clear > ALL
When the reset operation is performed, the settings for each line are restored to the default value. The settings for remote faxing are not reset.
Reference
When installing/removing the Fax Board, a fax icon on the Touch Panel becomes as follows.

1. When using the Remote Fax, the fax icon is displayed.
2. When the Fax Board is added for fax, the Remote Fax is controlled exclusively and cannot be used.
3. The Fax Board is removed.
   In this case, it is detected as "no fax", so the Remote Fax Client is enabled and the fax icon is displayed.

When the Remote Fax is not used, the fax icon is displayed/hidden by inserting/removing the Fax Board. When there is the Remote Fax, the fax icon is displayed even if the Fax Board is removed since the Remote Fax is enabled.
Fax Server Settings

Install the fax server to allow for standard fax transmission.
Configure the server settings to enable remote faxing.

Setting/Registration > Function Settings > Send > Fax Settings > Use Remote Fax > On

• To apply the settings, the unit must be restarted.

Remote Fax Machine Settings

Remote Fax Settings

From the menu, select: [Setting/Registration] > [Function Settings] > [Send] > [Fax Settings] > [Remote Fax TX Settings], and then configure the [Remote Fax Server Address], [TX Timeout], [No. of Sending Lines], and [Select Priority Line] settings.

• When performing transmission with a line which does not exist in a FAX server while No. of Sending Lines or modem dial-in setting of Remote FAX differ from those of the FAX server, it will be a transmission error (end code#25).
• When the line information registered in destination does not exist in a FAX server while No. of Sending Lines or modem dial-in setting of Remote FAX are the same as those of the FAX server, select a line with the following order: Logical Line> Physical Line> Priority Line.
Sending a Remote Fax

To send a remote fax, follow the same steps as for a standard fax.

Remote Fax Record

Once a fax job has been sent to the fax server, the remote fax machine waits to receive notification of the result.

The setting range is 1 to 99 hours. The default value is 24 hours. The fax server does not have a function for resending error messages. Therefore, it does not retain the text of the fax job sent from the remote fax machine.
Specifying Addresses

Up to 256 broadcast addresses and 64 new addresses can be set per job.

Power Interruption

If power to the remote fax machine is interrupted during sending, the fax will be resent from page 1 the next time the machine returns to standby mode.

If power to the fax server is interrupted before it has finished receiving a fax job from the remote fax machine, it deletes the partial data.

Once the fax server has finished receiving a fax job from the remote fax machine, it sends notification that receiving is complete to the remote fax machine.

If the remote fax machine is shutting down and does not receive the notification of completion, the fax server does not resend the notification.
Authentication Method

Department ID Authentication

To make use of department ID authentication on the remote fax machine, you must register
the same ID and password on both the remote fax machine and the fax server.
If this condition is not satisfied, it will result in remote fax transmission errors.
If you are using SSO-H and department ID authentication concurrently, it is decided whether
or not to allow transmission by department ID authentication.

Incoming Fax Procedure (iFAX)

Once a fax is received by the fax server from the phone line, it can be forwarded to a
separate iR unit, using the iFAX function.
Configure the receiving/forwarding settings on the fax server.
To return confirmation of sending when using MDN, the SMTP settings must be configured on
the separate iR unit as well.

When sending by iFAX, the number of simultaneous connections allowed is 5 sessions.
Successive jobs are put in queue.

Broadcast Sending

When sending by iFax, a maximum of 256 destinations can be specified at one time.
The image for each destination differs, because an iFAX header with an abbreviated
destination name is included in each sent image.
As a result, the data is created and sent separately to each destination.
When multiple destinations are specified for broadcast sending, therefore, an equal number
of transmissions are performed.

Cancel Sending (when iFAXed by receive/forward from the fax
machine)

When the data is actually sent over the network, a #99 (STOP) code is written to the log.
If there are multiple unsent destinations, the first destination is recorded as #995 (Broadcast
Sending Cancel), and the remaining unsent destinations are not written to the log.

Retry Sending

If sending fails, you can retry sending to that destination.
The maximum number of retries can be set from 0 to 5 under [Number of sending retries] in
the user mode. (The default value is 3.)
The interval between retries is fixed at 30 seconds. The number of retries and the retry
interval can be used in conjunction with other sending components.
If an address error (#550) is detected while connecting, sending is not retried. Images are not
resent (retried) in Full Mode if the delivery confirmation results (MDN) report an error from the
receiving machine.

Holding Send Requests

When several faxes are sent simultaneously via I-Fax, the status of the 5th job becomes
"sending".
The status of the 6th job becomes "waiting".
For example, if the settings have been configured so that an error is generated when a fax is
sent via I-Fax, the status of the 6th job becomes "waiting" when 6 jobs are input continuously
during sending retry.
"Sending" and "waiting" are displayed on the job status screen.
For each individual send request job, it will hold up to 256 destinations between Simple Mode and Full Mode combined. If send requests exceeding the job storage capacity described above arrive from Universal Send, the iFAX sending component returns an error. The origin of the iFAX notified of the error tries to resend the fax, and the send request job remains in the iFAX sending queue. New sending actions cannot be performed if a new sending job is added and the iFAX sending queue becomes full.

■ Mode Selection
If a fax is sent in Full Mode to a machine that does not support Full Mode, delivery confirmation cannot be performed. As a result, even though the sending itself is complete, the job is not finished. Jobs like this appear on the job status screen as [Waiting for Send Confirmation] until the time set for [Full mode sending timeout] under [Setting/Registration] > [Function Settings] > [E-Mail/I-Fax Settings] has elapsed. Once the sending timeout in Full Mode has elapsed, the job is moved to the job history. The send result is shown as "--."

■ iFAX Address
If the destination IP address is not registered on the DNS server when sending directly without the server, enter "user@[destination IP address]". Enter any text string for "user".

■ Reception_Transfer setting(FAX Server)
Below a reception / transfer setting example without E-Mail Server.

■ I-FAX
Setting/Registration > Set Destination > Register Destinations > iFAX

■ Name:
Input it voluntarily.

■ Mode:
When You want to confirm the transfer situation by FAX Server, You make it Full. As for the Full case, setting of the SMTP is necessary for iR according to a thing of a destination.

■ I-FAX Address:
Because it is an address of iFAX, Input [xxx@receiving side of IP address]. (Ex: 1234@172.16.1.10)

■ Send via Server:
Turn it off without going by way of a Mail server when You transmit iFAX between iR to iR.

Important
When specifying address using IP address format, it is necessary to put an IP address in brackets like 123@[172.16.1.100].
Functions > Reception_Transfer setting (FAX Server) > Assumed Error

**Forwarding Settings**

Setting/Registration > Function Settings > Receive/Forward > Common Settings > Forwarding Settings > Forward w/o Conditions

Default file format is the PDF, the file format chooses TIFF/JPEG. In iFAX, you cannot transmit a file except TIFF/JPEG.

**Assumed Error**

The limitations of iFAX are shown below. When these upper limit values are exceeded, transfer is not completed.

- Confirm error code in FAX server at sender of the transfer.
  - Document full: More than 1500 document
  - Page full: More than 6000 page
  - Disk full: HDD capacity limit

- 1500 documents of more -> \#019
- 6000 pages or more -> \#040
- Over HDD capacity limit -> \#040

- TCP/IP error -> \#755/753
- DNS error -> \#802
- SMTP error -> \#752/801/843

- There is no encryption module -> \#841
- Certificate is not authorized -> \#842

- Receiving side disconnects the communication -> \#803

- MDN Delivery fails -> \#834

- End Transfer \#899
MDN(iFAX)

MDN (Message Disposition Notifications) is a function regulated by RFC2298. It can only be activated when Full Mode sending is selected. When [Use MDN] is selected on the iFAX origin, the destination e-mail server returns a report for each e-mail it receives. This allows a history of successfully sent jobs to remain on the originating machine. If [Send via Server] is set to [OFF], an e-mail server is required for iFAX delivery confirmation when sending in Full Mode. Because MDN requires communication via SMTP Server, the signal sent from the iR unit is delivered to the destination iR unit via the e-mail server.

SMTP Settings

Configure settings for the fax server and the separate iR unit on the receiving end. When Remote FAX performs reception with SMTP, it is necessary to set the SMTP reception to ON. Default of SMTP reception is OFF. When perform reception with POP3, it is necessary to set POP3.

Important
When Remote FAX performs reception with SMTP, it is necessary to set the SMTP reception to ON. Default of SMTP reception is OFF. When perform reception with POP3, it is necessary to set POP3.
### Example of MDN Output Results

From: IR_Advance@xxx.co.jp  
Subject: Your message was processed successfully.(MDN)  
Date: Mon, 03 Aug 2009 19:55:59 +0900  
From: IR_Advance@xxx.co.jp  
Subject: Your message was processed successfully.(MDN)  
To: 123456@xxx.co.jp  
Message-ID <200908031955591004@2pdf-IR_Advance.xxx.xxx.co.jp>

This is a Return Receipt for the mail that you sent to IR_Advance@xxx.co.jp/. The message and attached files may have been printed, sent or saved. This is no guarantee that the message has been read or understood.

Reporting-UA: 2pdf-IR_Advance@xxx.xxx.co.jp  
Final-Recipient: rfc822; IR_Advance@xxx.co.jp  
Original-Masssage-ID: 20090803195753.CanonTxNo003400100130001d@SERVER-971259.canon.net  
Disposition: automatic-action/MDN-sent-automatically; dispatched

X-Priority: 1 (Highest)  
From: "imageRUNNER" <IR_Advace@xxx.co.jp>  
Sender. Advance.advanc@xxx.co.jp  
To: IR_Advance-XXX  
111@172.16.182.133

Subject: Attached Image  
Date: Mon, 3 Aug 2009 19:57:53 +0900  
Message-Id: 20090803195753.CanonTxNo003400100130001d@SERVER-971259.canon.net  
Disposition-Notification-To: xxx@xxx.co.jp  
Mime-Version: 1.0  
X-Mailer: Canon MFP  
Content-Type: multipart/mixed;
boundary="ADAInAHCDcIDADADcDcFDjBDAA"

### Direct MDN

To confirm delivery with MDN, an SMTP server is required.  
With Direct MDN, the receiving unit performs the MDN function of an SMTP server, so communication via SMTP server is not required.  
To use Direct MDN, configure the following settings on the receiving machine.

Setting/Registration > Function Settings > Send > E-Mail/I-Fax Settings > Allow MDN Not via Server
Serverless Sending (iFAX)

If there is the [Send via Server] setting for an address in the address book and the setting is set to [OFF], the fax is sent directly to the address specified as the destination. If it is set to [ON], the fax is sent to the mail server that is set in the user mode.

If the destination address is described in IP address format like ifax@[172.22.10.82], the fax is sent to this IP address.

It is specified in RFC2821 that e-mail addresses in IP address format should be put in brackets "[]". When describe the e-mail address of the IP address, you should enclosed by brackets such as [123.255.37.2].

In the case of IPv6, it is ifax@[IPv6::X::X::X::X::X]

In a security-critical environment, a layer 3 switch and the like may be used to set SMTP so that it cannot exceed the domain even in an IP reachable environment.

If a fax is accidentally sent to a mail server in a different domain, the reception may be rejected depending on the setting of the mail server.

Use of serverless sending requires prior consultation with the system manager.

Data Size Limit

During serverless sending with COPIER > OPTION > USER > IFAX-SZL in the service mode set to "1," if an e-mail exceeds the data size limit ([Maximum Data Size for Sending] in the user mode), it can be sent divided into parts, or it can be sent without causing a sending error even though it exceeds the limit.

IFAX-SZL is "1" by default.

How to Set [Send via Server] to [OFF]
The [Use Send via Server] setting is set to [ON] by default. To set the setting to [OFF], follow the following steps.

Setting/Registration > Function Settings > Send > E-Mail/I-Fax Settings > Use Send via Server > ON
Setting/Registration > Function Settings > Send > E-Mail/I-Fax Settings > Use Send via Server > OFF
Restricting the Destination Domain (iFAX)

When [Setting/Registration] > [Function Settings] > [Send] > [E-Mail/I-Fax Settings] > [Restrict TX Destination Domain] ON/OFF switch is available and this switch is set to [ON], the Send to Domain restriction is enabled, so if a fax is sent to a destination domain to which sending is not allowed, a #762 error ends the session.

Up to 3 permitted domains can be registered, and a switch to allow or reject Send to Subdomain of the registered domains is available.

When Send to Subdomain is set to Allow for a domain, sending to the subdomains of that domain is allowed without restriction.

When Send to Subdomain is set to [Reject]:
Sending to “111@advance.com” is allowed.
Sending to “111@ir.advance.com” is rejected.
Access Management System Restrictions

If device use is restricted in Access Management System, the fax server discards a job received from a remote fax. Therefore, not only can a fax not be sent but also the results are not reported to the remote fax machine.

To cancel the use restriction, configure the following setting. Clear the check box for [SSO-H] > [Configuration] > [Access mode in Sites] > [Access Mode in Sites] > [Set: access mode in sites].

![Configuration Settings]

- **Permitted Domains**
  - 123: Allow Send
  - 456: Allow Send
  - advance.com: Allow Send

**Settings/Registration**

**<Restrict TX Destination Domain>**

- **Restrict Sending to Domains**
  - On
  - Off

**Clear the check box for [SSO-H] > [Configuration] > [Access mode in Sites] > [Access Mode in Sites] > [Set: access mode in sites].**
Register Sender Name

When using FAX, the sender name is printed at the top of the FAX. When using Remote Fax, the Sender Name cannot be specified with the line setting name. Sender Name is specified on a Remote Fax basis.

Whenever fax to add Sender Name of the FAX to a header, Option > In Sender Name(TTI), You set it.

Register Sender Name(TTI)

Option > Sender Name(TTI)
Installation

- Installation procedure
- Customization Sample
Installation Procedure

Overview of the Installation Procedure

As a rule, the user is expected to obtain a license key and register it to the device. Detailed instructions are found in the User's Guide. The following is an outline of the instructions:

1. Using the following URL, access the LMS, and obtain the license key by following the instructions shown on the screen:

   http://www.canon.com/lms/license/

   **Memo**
   A license key is issued in exchange for the 16-digit number indicated on the License Access Number Certificate and the serial number of the device (e.g., ABC01234) to which the license will be registered. The device serial number will be indicated in response to a press on the Counter key on the iR device (under [Serial Number]).

2. Copy the 24-digit number shown on the Web browser screen in the space given for the purpose on the License Access Number Certificate sheet.

   **Important**
   Be sure to double-check the number to avoid an error. Be sure that the user is aware of the importance of the License Access Number Certificate and that it must be stored away in a safe place.

3. Make the following selections: user mode>system control setup>license control. Then, type in the 16-digit number, and click [Execute]. In response, the license key will be registered and the appropriate functions will be enabled. Otherwise, any of the following error messages will appear:

   "The number of the license key is not correct. Check the license key."
   >> Make sure that the license key is not issued for a different device.
   >> Make sure that the number has been correctly typed in.

   "The function has already been enabled."
   >> Make sure that the Kit has not already been enabled.

4. Turn off the main power switch and turn it back on.

5. The registered license will become valid when the device is turned back on. When it has started normally, press the Counter key, and click the Device Configuration button to make sure that the Kit is indicated as part of the options.
Customization Sample

Hide FAX Sending

Customer's request: The FAX is used only for receiving and not used for sending. For this purpose, they want to hide FAX sending including FAX address book.

Action Sample

1. Hide FAX icon in the first screen. => Settings/Registration > Preferences > Display Settings > Display Fax Function > Off

2. In service mode (level 2), select COPIER > OPTION > DSPLY-SW > UI-FAX, and set "0: Hide"
Maintenance

- Notes when service
- Reference matter in market service
- Troubleshooting
- Related Error code
Notes when service

Send/Receive Control

Send/Receive Control allows you to refer to the history in the communication control report. When performing control using CSV files, select RUI > [Status Monitor/Cancel] and perform saving from Job Log in Store in CAV Format.

<table>
<thead>
<tr>
<th>Job Number (Return Job Number)</th>
<th>Result</th>
<th>Start Time</th>
<th>End Time</th>
<th>Dept. ID</th>
<th>Job Type</th>
<th>Destination</th>
<th>User Name</th>
<th>File Name</th>
<th>Originals</th>
</tr>
</thead>
<tbody>
<tr>
<td>35(5022) NG</td>
<td>2009-08-19 09:03:33</td>
<td>2009-08-19 09:03:33</td>
<td>I-Fax</td>
<td>AdvanceRx</td>
<td>test1</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33 OK</td>
<td>2009-08-03 19:40:45</td>
<td>2009-08-03 19:40:52</td>
<td>I-Fax</td>
<td>IR5075-1111</td>
<td>111</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Send Control

When a fax is sent, it is recorded in the communication control history. Reception numbers are not identical on the fax server and remote fax machine.

Receive Control

History received via a fax line is recorded as a fax transmission. Transmission history forwarded from the fax server is recorded as iFAX transmission. Reception history of the forward destination iR unit is recorded as iFAX transmission. The reception number in the fax reception history of the fax server is taken over by the fax server for the history of iFAX transmission and by the forward destination iR unit for the reception history.
Reference matter in market service

Invalidate the License for Transfer to a Different Device data recovery method

Here the keys required to invalidate the license for transfer to a different device will be described. The following is not an explanation of how to validate such license.

‘Invalidating the License for Transfer to a Different Device’ can be executed in the Service Mode in order to make accessories validated by the license information available to another host machine.

License history data is required when invalidating the license for transfer to a different device. License history data is stored threefold in 3 different locations - HDD, Counter PCB, and SRAM on the Main Controller.

Once the HDD and / or Main Controller are replaced with new ones, it may not be possible to invalidate the license for transfer to a different device for options validated by the license information.

License key history data

License history data is used in order that the transferred license key cannot be used in the same iR host machine again.

- License history data has a total of the number of the iR accessory license key and the MEAP applications and only 30 of the total are doubly stored in HDD and the counter board.
- Only 30 of the total are doubly stored. The rest is stored in HDD only.

When HDD is broken

If turning on the power of the iR host machine after the replacement of HDD, max. 30 items of license key/transferred license key history data are automatically recovered in HDD from the license key history data on the counter board.

Lost license key history, which has been stored only in HDD, becomes as follows:
- The transfer license key cannot be issued to unrecoverable license key history.
- The transfer license key for unrecoverable license key history of the license key that the transfer license key has been issued is not displayed in service mode.

When Counter board is broken

If turning on the power after the replacement of the counter board due to the breakage, following operations are performed.

- Automatically recovered from the SRAM on the main controller board.
- If it is impossible that the history is automatically recovered from SRAM to the counter board, the license key/transferred license key history data is automatically recovered to the counter board from the license key history data on HDD.

When HDD and Counter board are broken

Recover the data from SRAM to the counter board. Then, recover the data from the counter board to HDD.

When the data cannot be recovered from SRAM to the counter board, all history data of license key/transfer license key will be lost.

The accessories continue to be available even in such cases, although ‘Invalidating the License for Transfer to a Different Device’ cannot be executed.
**Send Result "--"**

**Q:**
The send result is shown as "--."

**A:**
If a fax is sent in Full Mode to a machine that does not support Full Mode, delivery confirmation cannot be performed. Therefore, the job does not end even though sending itself is completed. Jobs like this appear on the job status screen as [Waiting for Send Confirmation] until the time set for [Full mode sending timeout] under [Settings/Registration] > [Function Settings] > [E-Mail/I-Fax Settings] has elapsed. Once the sending timeout in Full Mode has elapsed, the job is moved to the job history. The send result is shown as "--."

[Settings/Registration] > [Function Settings] > [Send] > [E-mail/I-Fax Settings] > [Communication Settings]

SMTP Sending: ON
SMTP Server: Mail server address

---

**A received fax cannot be forwarded via I-Fax**

When a fax can be sent via I-Fax but a received fax cannot be forwarded via I-Fax,

[Settings/Registration]

### Forwarding / settings

- **Receive Method:** All
- **Condition Name:** Forward w/o Conditions (Fax: Receive from Line 1)
- **Type:** On

### Communication Error

The product name for the Remote FAX is "Remote Fax Kit". Basically, it has only sending function, and the conventional receiving/forwarding function is used for receiving.

As for sending, there is correlation between the communication management report of the Main Device and that of the Sub Device.

As for receiving, the conventional fax receiving/forwarding function is used, so there is no correlation between them.

### Sending:

As for sending operation, the log of the Main Device and that of the Sub Device are basically the same, and the same logs are stored in both of them.

The Main Device can be connected with more than one Sub Device. In that case, all the job logs are stored the Main Device, and only the logs of jobs sent by the Sub Device itself are stored in each Sub Device.

However, if sending from the Sub Device to the Main Device ended in failure, the relation between them is lost when the network with the Sub Device goes wrong while the Main Device is sending the fax.
Receiving:
As for receiving, the fax receiving logs and the sending logs of forwarding via I-Fax are stored in the Main Device. In the Sub Device, I-Fax receiving logs are stored. Tracking is possible by comparing these logs.

- **Sending Failure**

- **The Remote FAX (the Sub Device) > Error in communication with the Fax Server (the Main Device) (error in the Remote FAX)**

Example 1:
A fax cannot be sent because the Remote FAX (the Sub Device) is not connected with the network.

- Main Device: No log is stored.
- Sub Device: The following errors can occur.
  - 771 Server connection error
  - 753 Network connection error
  - 755 TCP/IP error
  - 701 Department ID Manager Error

Example 2:
The network connection of the Remote FAX (the Sub Device) was disconnected after the FAX Server (the Main Device) started sending a fax to the other party’s fax and before the sending is completed.

- Main Device: Fax sending OK
- Sub Device: The status remains “sending”. After a time-out, “—” and an end code #899 are displayed.

**NOTE**
As long as an abnormal state such as network disconnection after sending from the Sub Device to the Main Device does not occur, the sending result of the Main Device is typically stored also in the Sub Device.
If such an abnormal state occurs, the sending result “—”#899 is stored in the Sub Device and the sending result (OK/NG) is stored in the Main Device.

Example 3:
An error occurred in the Remote FAX (the Sub Device).

- Main Device: No logs are stored.
- Sub Device: The following errors can occur.
  - 856 Job archive error

856 Job archive error
The FAX Server (the Main Device) > Error in communication with the other party’s fax (error in fax sending)

Example:
The Telephone Modular Jack of the FAX Server (the Main Device) is not connected to the telephone line connector.

Main Device: A fax sending error code
Sub Device: A fax sending error code

Remote FAX(Sub Device) Job Log (RUI > Status Monitor/Cancel : Send : Job Log)

<table>
<thead>
<tr>
<th>Job Number(Return Job Number)</th>
<th>Result</th>
<th>Destination</th>
<th>Communication Mode</th>
<th>End Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>22(6)</td>
<td>OK</td>
<td>MFP_FAX</td>
<td>ECM</td>
<td>OK</td>
</tr>
<tr>
<td>20(4)</td>
<td>NG</td>
<td>MFP_FAX</td>
<td>#018</td>
<td></td>
</tr>
</tbody>
</table>

Job numbers: the Main Device -> 20 and the Sub Device -> (4)
#018 is an error in which the FAX Server (the Main Device) cannot get through to the other party’s fax when sending a fax.

Receiving Failure

The FAX Server (the Main Device) > Error in communication with the Remote FAX (the Sub Device) (error in I-Fax)

Example:
After receiving from the other party’s fax, the FAX Server (the Main Device) starts to forward it via I-Fax, but it cannot be received because the network cable of the Sub Device is not connected.

Main Device: Fax receiving OK -> the job number 5013 in the following list
Main Device: I-Fax sending NG -> the job number 25(5013) in the following list
Sub Device: No job log

Fax Server(Main Device) Job Log

<table>
<thead>
<tr>
<th>Job Number(Return Job Number)</th>
<th>Result</th>
<th>Job Type</th>
<th>Destination</th>
<th>Communication Mode</th>
<th>End Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>5013</td>
<td>OK</td>
<td>FAX</td>
<td>ECM</td>
<td>OK</td>
<td></td>
</tr>
<tr>
<td>5012</td>
<td>OK</td>
<td>FAX</td>
<td>ECM</td>
<td>OK</td>
<td></td>
</tr>
</tbody>
</table>

An end code #752 of the FAX Server (the Main Device) indicates a network connection error. The return job number shown in the job log of the Main Device is issued by the Main Device, and it has no connection with the job number on the Sub Device side.

The other party’s fax > Error in communication with the FAX Server (the Main Device) (error in fax sending)

Example:
The Main Device started to receive a fax from the other party’s fax, but the connection of the telephone line was disconnected during the receiving.

Main Device: Fax receiving error (Refer to the fax error code.)
Sub Device: No job log
Remote FAXSend

**Remote FAXSend**

- **RFAX Start**
  - Are the conditions of the Sub Device satisfied?
    - No
    - Yes
      - Has the Sub Device been connected to the Main Device?
        - No
        - Yes
          - Has the telephone line connected to the other party’s fax?
            - No
            - Yes
              - Has the Main Device completed the fax sending?
                - No
                - Yes
                  - Has the Sub Device received “successfully sent” from the Main Device?
                    - No
                    - Yes
                      - End Transfer #899

  - 702 HDD Full
  - 703 HDD Full
  - 704 Address is unidentified
  - 706 An address book lock by the other user
  - 856 Job archive error

  - 771 A server connection error
  - 753 A network connection error
  - 755 TCP/IP error
  - 701 Department ID certification error

I-FAXForwarding(DestinationFAX > FaxServer(Maindevice) > RemoteFaxMachine(Subdevice))

**I-FAXForwarding**

- **Start Transfer**
  - Are the transfer conditions met?
    - No
    - Yes
      - Is the connection to the transfer destination successful?
        - No
        - Yes
          - Is SSL encryption sending successful?
            - No
            - Yes
              - Is the transfer completed?
                - No
                - Yes
                  - Receiving side disconnects the communication. -> #803

      - TCP/IP error -> #755/753
      - DNS error -> #802
      - SMTP error -> #752/801/843

  - Is the connection to the transfer destination successful?
    - No
    - Yes
      - Is SSL encryption sending successful?
        - No
        - Yes
          - Receiving side disconnects the communication. -> #803

  - There is no encryption module -> #841
  - Certificate is not authorized -> #842

  - Is MDN received?
    - No
    - Yes
      - MDN Delivery fails. -> #834

End Transfer #899
### List of Error Codes without Messages


Fax > Using the Machine to Send/Receive a Fax > Error Messages > List of Error Codes without Messages

<table>
<thead>
<tr>
<th>Error Codes</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>#001</td>
<td>Different sized originals were scanned without setting the Different Size Originals mode.</td>
<td>Set the Different Size Originals mode, and then try scanning again.</td>
</tr>
<tr>
<td></td>
<td>Different sized originals were scanned in the 2-Sided Original without setting the Different Size Originals mode.</td>
<td>Set the Different Size Originals mode, and then try scanning again.</td>
</tr>
<tr>
<td>#003</td>
<td>Communications that take longer than the preset time (64 minutes) caused the error.</td>
<td>Reduce the resolution or divide the document into two or more parts, and then try sending the document again.</td>
</tr>
<tr>
<td></td>
<td>When receiving a document, ask the remote party to either reduce the resolution at which the document is scanned, or divide the document into two or more parts before sending it.</td>
<td></td>
</tr>
<tr>
<td>#005</td>
<td>The recipient did not answer within 35 seconds.</td>
<td>Confirm that the recipient's machine is able to communicate, and then try again.</td>
</tr>
<tr>
<td></td>
<td>The receiving machine is not a G3 fax.</td>
<td>Check the type of machine that the recipient has.</td>
</tr>
<tr>
<td>#009</td>
<td>There is no paper.</td>
<td>Load paper.</td>
</tr>
<tr>
<td></td>
<td>The paper drawer is not correctly inserted into the machine.</td>
<td>Insert the paper drawer properly.</td>
</tr>
<tr>
<td>#011</td>
<td>The document that you are sending is not placed correctly.</td>
<td>Place the document properly into the feeder or on the platen glass, and try sending again.</td>
</tr>
<tr>
<td>#012</td>
<td>The document could not be sent because the receiving fax machine was out of paper.</td>
<td>Ask the recipient to load paper into their fax machine.</td>
</tr>
<tr>
<td>#018</td>
<td>The recipient's machine did not respond when your machine redialed.</td>
<td>Confirm that the recipient's machine is able to communicate, and then try again.</td>
</tr>
<tr>
<td></td>
<td>The documents could not be sent because the recipient's machine was performing another task.</td>
<td></td>
</tr>
<tr>
<td>#019</td>
<td>When sending fax from the Remote Fax client machine, the document cannot be sent because there was insufficient memory available in the Remote Fax Server.</td>
<td>Wait a few moments, and then try again after the other send jobs in the Remote Fax Server are complete.</td>
</tr>
<tr>
<td></td>
<td>Delete unnecessary documents and documents with errors from the Remote Fax Server to make more memory available.</td>
<td></td>
</tr>
<tr>
<td>#022</td>
<td>Forwarding could not be performed because all of the addresses stored in the specified group destination have been deleted, or a Mail Box is specified as the group destination.</td>
<td>Re-enter the group destination, and try sending again.</td>
</tr>
<tr>
<td></td>
<td>When transmitting to a destination stored in the Address Book, transmission could not be performed because the specified destination stored in the Address Book was deleted while the documents were waiting to be sent.</td>
<td>Re-enter the destination in the Address Book, and try sending again.</td>
</tr>
<tr>
<td></td>
<td>Transmission via fax driver is not allowed.</td>
<td>Allow Fax Driver TX in Send in Function Settings (Settings/Registration) is set to ‘Off’. Set Allow Fax Driver TX to ‘On’.</td>
</tr>
<tr>
<td>#025</td>
<td>A telephone line not connected to the Remote Fax server machine was specified when sending fax from the Remote Fax client machine.</td>
<td>First, check the telephone line number for the server machine. Then, set the correct telephone line number for the server machine in Remote Fax TX Settings on the client machine.</td>
</tr>
<tr>
<td>Error Codes</td>
<td>Cause</td>
<td>Remedy</td>
</tr>
<tr>
<td>-------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>#037</td>
<td>The document could not be sent because there was insufficient memory available.</td>
<td>Delete unnecessary documents and documents with errors to make more memory available.</td>
</tr>
<tr>
<td></td>
<td>Data that contains more than 1,000 pages is received.</td>
<td>This machine can print or store up to 999 pages of data in memory, but will delete any data that exceeds this limit. Ask the sender to resend the remaining pages.</td>
</tr>
<tr>
<td></td>
<td>Delayed sending or redial failed because the image data is not stored in memory.</td>
<td>Try scanning the document again, and then resend. Press [Direct Send] when trying again.</td>
</tr>
<tr>
<td></td>
<td>When sending fax to the multiple destinations, the document cannot be sent because there was insufficient memory available.</td>
<td>Delete unnecessary documents and documents with errors to make more memory available. Divide the document into two or more parts. Resend the document at a lower resolution.</td>
</tr>
<tr>
<td>#040</td>
<td>When sending fax from the Remote Fax client machine, the document cannot be sent because there was insufficient memory available in the Remote Fax Server.</td>
<td>Delete unnecessary documents and documents with errors to make more memory available. Divide the document into two or more parts. Resend the document at a lower resolution.</td>
</tr>
<tr>
<td>#080</td>
<td>A subaddress is not set in the recipient's machine.</td>
<td>Try sending the document without a subaddress, or request that the recipient set the same subaddress as the sender's subaddress.</td>
</tr>
<tr>
<td>#081</td>
<td>A password is not set in the recipient's machine.</td>
<td>Try sending the document without a password, or request that the recipient set the same password as the sender's password.</td>
</tr>
<tr>
<td>#102</td>
<td>The subaddress and/or password do not match.</td>
<td>Check the subaddress and/or password of the recipient's machine, make sure that the subaddress and password you are sending with the document matches the recipient's, and then try again.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Codes</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>#107</td>
<td>The document could not be sent because there was insufficient memory available.</td>
<td>Resend the document at a lower resolution. Delete unnecessary documents in the Mail Box and the Fax/I-Fax Inbox to make more memory available. If this problem occurs frequently, contact your local authorized Canon dealer.</td>
</tr>
<tr>
<td>#071</td>
<td>The specified Department ID does not exist, or the password has changed.</td>
<td>Enter the correct Department ID or password using - (numeric keys) on the control panel, and then try sending again.</td>
</tr>
<tr>
<td></td>
<td>The Department ID or password was changed during the job.</td>
<td>Try performing the job again with the new Department ID and password. If you do not know the password, contact your System Manager.</td>
</tr>
<tr>
<td></td>
<td>&lt;Allow Printer Jobs with Unknown IDs&gt; in Department ID Management in Management Settings (Settings/Registration) is set to ‘Off’.</td>
<td>Set &lt;Allow Printer Jobs with Unknown IDs&gt; in Department ID Management in Management Settings (Settings/Registration) to ‘On’.</td>
</tr>
<tr>
<td>#072</td>
<td>The document could not be sent because the authentication failed between the Remote Fax client machine and Remote Fax Server.</td>
<td>If the Department ID is set in the Remote Fax Server, log in to the Remote Fax client machine with the Department ID and password registered in the Remote Fax Server.</td>
</tr>
<tr>
<td></td>
<td>The document cannot be sent because the authentication failed between the Remote Fax client machine and Remote Fax Server.</td>
<td>Wait a few moments, and then try again after the other send jobs are complete. Do not send the document to too many recipients at the same time. Send the document to a smaller number of recipients.</td>
</tr>
<tr>
<td></td>
<td>The memory for the image data is full.</td>
<td>Wait a few moments, and then try again after the other send jobs are complete. Delete documents stored in the Mail Box and Fax/I-Fax Inbox. If the machine still does not operate normally, turn the main power OFF, and then back ON.</td>
</tr>
<tr>
<td>#074</td>
<td>An error occurred while reading address information from the Address Book.</td>
<td>Check the address settings. If the machine still does not operate normally, turn the main power OFF, and then back ON.</td>
</tr>
<tr>
<td>Error Codes</td>
<td>Cause</td>
<td>Remedy</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>#706</td>
<td>The Address Book is being imported or exported from the Remote UI, or it is being used by another sending component.</td>
<td>Wait until the Address Book Import/Export function from the Remote UI or the other sending component is complete, and then try sending again.</td>
</tr>
<tr>
<td>#711</td>
<td>The Mail Box and Fax/I-Fax Inbox memory is full.</td>
<td>Delete the unnecessary documents stored in the Mail Box and Fax/I-Fax Inbox.</td>
</tr>
<tr>
<td>#712</td>
<td>The maximum number of documents is already stored in the Mail Box and the Fax/I-Fax Inbox.</td>
<td>Delete the unnecessary documents stored in the Mail Box and Fax/I-Fax Inbox.</td>
</tr>
<tr>
<td>#713</td>
<td>The document in the Mail Box and the Fax/I-Fax Inbox was deleted before its link was sent via e-mail.</td>
<td>Store the necessary document in the Mail Box and Fax/I-Fax Inbox again, and then try to send the link via e-mail.</td>
</tr>
<tr>
<td>#753</td>
<td>A TCP/IP error occurred while sending fax from the Remote Fax client machine. (Socket, Select error, etc.)</td>
<td>Check the network cables and connectors. If the machine still does not operate normally, turn the main power OFF, and then back ON.</td>
</tr>
<tr>
<td>#755</td>
<td>The document cannot be sent from the Remote Fax client machine because TCP/IP is not functioning correctly.</td>
<td>Check TCP/IP Settings in Network in Preferences (Settings/Registration).</td>
</tr>
<tr>
<td>#801</td>
<td>You are sending a file to a destination to which you have no write permission.</td>
<td>Check the destination setting.</td>
</tr>
<tr>
<td>#829</td>
<td>Data that contains more than 1,000 pages is received.</td>
<td>This machine can print or store up to 999 pages of data in memory, but will delete any data that exceeds this limit. Ask the sender to resend the remaining pages.</td>
</tr>
<tr>
<td>#847</td>
<td>Could not save the received document in the Confidential Fax Inbox, as the memory of the Confidential Fax Inbox is full.</td>
<td>Delete unnecessary documents stored in the Confidential Fax Inbox or the Memory RX Inbox.</td>
</tr>
<tr>
<td>#851</td>
<td>There is insufficient memory remaining in the system.</td>
<td>Check the system's available memory, and delete unnecessary documents in the Mail Box and Fax/I-Fax Inbox.</td>
</tr>
<tr>
<td>#852</td>
<td>An error occurred because the main power was turned OFF due to an unspecified cause while a job was being processed.</td>
<td>Check to see that the power plug is firmly inserted into the power outlet and that it is not in a situation where the power can easily be turned OFF. Try processing the job again, if necessary.</td>
</tr>
<tr>
<td>#859</td>
<td>A compression error occurred with the image data.</td>
<td>Check the print settings, and try printing again.</td>
</tr>
<tr>
<td>#855</td>
<td>The scanned document cannot be stored because there are more than 1,500 documents in the specified Mail Box and Fax/I-Fax Inbox.</td>
<td>Delete unnecessary documents to make more memory available.</td>
</tr>
<tr>
<td>#857</td>
<td>An original was not scanned properly, or the orientation of the original was incorrect.</td>
<td>Check the scan settings, and try scanning again. Turn the main power OFF, wait for 10 or more seconds, and turn the main power back ON.</td>
</tr>
<tr>
<td>#995</td>
<td>Reserved communication jobs were cleared.</td>
<td>Reserve the jobs again, if necessary.</td>
</tr>
</tbody>
</table>
Related Error Code

Confirm method of error code

The error code is displayed in the touch panel by the figure of # XXX. There is an error message list in the user guide. The corresponding content of the error is confirmed.
(Sending) to the Fax Server

Errors occurring when sending from a remote fax machine to the fax server.

<table>
<thead>
<tr>
<th>Display</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD full (temporary)</td>
<td>702</td>
</tr>
<tr>
<td>HD full (image and document control)</td>
<td>703</td>
</tr>
<tr>
<td>Destination unknown</td>
<td>704</td>
</tr>
<tr>
<td>Address book locked by another user</td>
<td>706</td>
</tr>
<tr>
<td>Server connection error</td>
<td>771</td>
</tr>
<tr>
<td>Server-side factor error</td>
<td>801</td>
</tr>
<tr>
<td>Network connection error</td>
<td>753</td>
</tr>
<tr>
<td>Server unknown</td>
<td>802</td>
</tr>
<tr>
<td>TCP/IP error</td>
<td>755</td>
</tr>
<tr>
<td>Department ID authentication error</td>
<td>701</td>
</tr>
<tr>
<td>Access Management System error</td>
<td>856</td>
</tr>
<tr>
<td>User name/password error</td>
<td>806</td>
</tr>
<tr>
<td>User name/password error</td>
<td>762</td>
</tr>
</tbody>
</table>

(Receiving) from the Fax Server

Errors occurring when receiving from the fax server to a remote fax machine.

Examples of error recorded in Remote FAX and FAX server at transmission from Remote FAX are indicated below.

<table>
<thead>
<tr>
<th>Display</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is no recording paper</td>
<td>9</td>
</tr>
<tr>
<td>&quot;SUPPLY REC. PAPER&quot;</td>
<td></td>
</tr>
<tr>
<td>There is no paper on the destination side</td>
<td>12</td>
</tr>
<tr>
<td>&quot;NO RX PAPER&quot;</td>
<td></td>
</tr>
<tr>
<td>Check the document</td>
<td>11</td>
</tr>
<tr>
<td>&quot;CHECK DOCUMENT&quot;</td>
<td></td>
</tr>
<tr>
<td>The document is too long</td>
<td>3</td>
</tr>
<tr>
<td>&quot;DOCUMENT TOO LONG&quot;</td>
<td></td>
</tr>
<tr>
<td>Waiting to redial</td>
<td>-</td>
</tr>
<tr>
<td>&quot;REDIALING&quot;</td>
<td></td>
</tr>
<tr>
<td>Unregistered</td>
<td>22</td>
</tr>
<tr>
<td>&quot;NO TEL #&quot;</td>
<td></td>
</tr>
<tr>
<td>The line was busy</td>
<td>18</td>
</tr>
<tr>
<td>&quot;LINE BUSY&quot;</td>
<td></td>
</tr>
<tr>
<td>The server disc is full</td>
<td>37</td>
</tr>
<tr>
<td>Try again from the beginning</td>
<td>19</td>
</tr>
<tr>
<td>&quot;START AGAIN&quot;</td>
<td></td>
</tr>
<tr>
<td>There is no answer on the destination side</td>
<td>5</td>
</tr>
<tr>
<td>&quot;NO ANSWER&quot;</td>
<td></td>
</tr>
<tr>
<td>F code cannot be sent</td>
<td>80</td>
</tr>
<tr>
<td>&quot;NO SUB TX&quot;</td>
<td></td>
</tr>
<tr>
<td>The password cannot be sent</td>
<td>81</td>
</tr>
<tr>
<td>&quot;NO PWD TX&quot;</td>
<td></td>
</tr>
</tbody>
</table>

T-4-4
T-4-5