SHARP

Digital Multifunctional System

BP-1360M/BP-1250M

Information for error codes

Error Code

> - This manual may not be edited, modified or copied in whole or part without the written consent of the publisher.
> - Parts of this manual is subject to change without prior notice.

If an error code is displayed, any print data remaining in the device and information stored in the device's memory is not secured.

If an error code is displayed that is not listed in the following table, or if you cannot resolve an error despite following the instructions described in the table, contact your dealer or nearest SHARP Service Department.

Error Code	Cause	Remedy
002-500	An error occurred during the scan job.	Execute the operation again. Also, check whether or not the account limit for the Scan service is set.
003-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-313	Failed to access the RAM.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-314	Failed to access the NVRAM.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-318	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-338	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-339	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-340	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-341	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-342	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-343	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-344	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-345	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-346	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-347	Failed to access the SD card.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-348	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
003-701	A digital code is embedded in the document to restrict duplication.	Use a document in which no digital code is embedded.

Error Code	Cause	Remedy
003-703	The Calibration Chart is not detected correctly.	Place the Calibration Chart properly.
003-704	An error is found in the calibration pattern read, and the device may be out of order.	Execute the calibration again.
003-705	Copying is started before the device exits the Power Saver mode and detects the change for the tray size, when the paper size set in the tray that has been changed during the Power Saver mode.	Cancel copying, and perform the operation for copying again.
003-750	Unable to store any documents using the 2 Sided Book Copying feature.	Check the 2 Sided Book Copying settings.
003-751	Unable to process the document because the specified scan area is too small.	Increase the resolution or scan area.
003-752	A mix sized document was to be scanned at 600 dpi in Color/2 sided.	Set [Resolution] to [400dpi] or lower, and try scanning again.
003-760	An incompatible combination of feature is specified for document scan conditions.	Confirm the selected options.
003-764	Although [Form Overlay] is specified, only one document page is loaded.	Set a document to use as the form document and a document to overlay.
003-780	Failed to compress the scanned document.	Reduce the resolution or the ratio for [Reduce/Enlarge] to decrease the data size, or split the data to send it separately.
003-795	When enlarging/reducing a scanned document to the paper size specified, the reduction/enlargement ratio exceeds the allowed range.	Take one of the following measures: • Manually enter a reduction/enlargement ratio. • Change the paper size.
005-275	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
005-280	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
005-281	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
005-282	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
005-283	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
005-284	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
005-500	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
010-327	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-211	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-212	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-213	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-215	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-216	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-218	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-219	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-221	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-222	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-223	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-224	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-225	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-226	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-227	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-228	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-229	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
012-230	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-231	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-232	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-233	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-234	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-235	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-236	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-237	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-238	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-239	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-240	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-243	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-246	The Booklet Maker is not fully inserted completely into the Finisher.	Completely insert the Booklet Maker into the Finisher, and turn the device off and then on.
012-247	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-254	An error occurred in the finisher.	When you pull out a folio storing tray, make sure that it is not in a position where it touches you and is not to be pulled out. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-260	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-263	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-265	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-266	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-269	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-272	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-273	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-274	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-279	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
012-282	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-283	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If the same message is displayed again, remove paper from the finisher tray, and then switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-284	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-288	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-290	The finisher front cover is open.	Close the finisher front cover. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-291	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-292	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-295	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-296	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-297	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-298	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-299	An error occurred in the finisher.	The error occurs when the first paper in a setting that comes to a finisher tray is taken out before completely coming out to the finisher tray. Make sure to take out the paper after it completely comes out. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-319	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-326	An error occurred in the finisher.	Make sure that a paper folding unit is plugged in. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-327	An error occurred while download the software for Inserter controlling.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
012-328	An error occurred while download the software for Mini-Hub controlling.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
012-333	An error occurred while download the software for Hole punch unit controlling.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
012-334	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-340	An error occurred while download the software for the Crease/Two-sided Trimmer controlling.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
012-352	An error occurred in the Inserter.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
012-355	An error occurred while downloading the software for the stapleless stapler controlling.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-356	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
012-403	An error occurred in the finisher.	Replace the staple cartridge.
012-405	The staple cartridge needs to be replaced soon.	Prepare a new staple cartridge.
012-406	The booklet staple cartridge [R2] needs to be replaced soon.	Prepare a new staple cartridge.
012-407	The booklet staple cartridge [R3] needs to be replaced soon.	Prepare a new staple cartridge.
012-417	The finisher's hole punch waste container is full.	Empty the hole punch waste container.
012-419	The trimmer dust box is full.	Dispose cut-off paper waste in the trimmer dust box.
012-420	The punch dust box is full.	Dispose paper waste from hole punching in the punch dust box.
012-421	The staple dust box is full.	Dispose staple waste in the staple dust box.
012-422	The dust box is full.	Dispose cut-off paper waste in the dust box.
012-500	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-214	An error occurred in the folder unit.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-215	An error occurred in output mechanism of the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-216	An error occurred in output mechanism of the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-217	An error occurred in output mechanism of the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-218	An error occurred in the Inserter.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-219	An error occurred in the Inserter.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-221	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-222	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-223	An error occurred in Square Back Fold Trimmer.	Open and close the Finisher Right Door, and then execute the operation again.

Error Code	Cause	Remedy
013-224	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-225	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-226	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-227	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-228	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-229	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-230	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-231	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-232	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-233	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-234	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-235	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-236	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-237	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-238	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-239	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-240	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
013-241	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-242	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-243	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-246	An error occurred in Square Back Fold Trimmer.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-247	An error occurred in the Inserter.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-248	An error occurred in the Inserter.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-250	An error occurred in the Hole punch unit.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-255	The High Capacity Stacker malfunction.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-256	An error occurred in the Crease/Two-sided Trimmer.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-257	An error occurred in the Crease/Two-sided Trimmer.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-258	An error occurred in the Crease/Two-sided Trimmer.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-259	An error occurred in the Crease/Two-sided Trimmer.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-260	An error occurred in the Crease/Two-sided Trimmer.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-261	An error occurred in the Crease/Two-sided Trimmer.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-262	An error occurred in the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-263	An error occurred in the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-264	An error occurred in the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-265	An error occurred in the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-266	An error occurred in the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-267	An error occurred in the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-268	An error occurred in the finisher.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.

Error Code	Cause	Remedy
013-269	An error occurred in the Hole punch unit.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-270	An error occurred in the Hole punch unit.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
013-271	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-272	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-273	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-274	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-275	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-276	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-277	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-278	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-279	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-280	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-281	Failed to verify that Mini-Hub, a Finisher component to control Finishing Transport, is installed.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-282	Failed to verify that Mini-Hub, a Finisher component to control Finishing Transport, is installed.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-283	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-284	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-285	An error occurred in the finisher.	Remove the jammed paper, and then give print command again.

Error Code	Cause	Remedy
013-291	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-292	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-293	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-294	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-295	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-296	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
013-297	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
013-298	An error occurred in the Crease/Two-sided Trimmer.	Open and close the cover of the Crease/Two-sided Trimmer, and then perform the same operation again.
014-213	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-214	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-215	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-216	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-217	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-218	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-219	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-220	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-221	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-222	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-223	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-224	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-225	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-226	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-227	An error occured.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-228	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
014-229	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-230	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-231	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-232	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-233	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-234	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-235	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-236	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-237	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-238	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-239	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-240	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-241	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-242	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-243	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-244	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-245	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-246	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-247	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
014-248	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-210	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-211	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-212	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-213	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-214	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
016-215	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-217	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-218	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-219	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-220	An error occurred in the document feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-230	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-232	An error occurred during initialization of the high compression board. Otherwise, the high compression board is not supported on your device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-233	An error occurred in the software.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-234	An error occurred in the Authentication feature of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-235	An error occurred in the Authentication feature of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-236	An error occurred in the Authentication feature of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-237	An error occurred in the Authentication feature of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-238	An error occurred in the Authentication feature of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-239	An error occurred in the Authentication feature of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-242	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-244	Automatic update of the self-signed certificate failed.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-248	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
016-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-318	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-321	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-324	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-325	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-327	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-335	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-336	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-337	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-345	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-346	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-347	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-348	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-349	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-350	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-351	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-353	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-354	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
016-355	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-356	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-359	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-361	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-364	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-365	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-366	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-367	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-369	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-370	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-371	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-372	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-383	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-384	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-400	The user name or password for 802.1x authentication does not match in the setting of Ethernet 1.	Confirm and correctly enter the user name or password in the setting of Ethernet 1. If the error still is not resolved, check whether the network environment is set correctly.
016-401	The 802.1x authentication method cannot be processed in the setting of Ethernet 1.	Set the authentication method of the device to the same method as set for the authentication server in the setting of Ethernet 1.
016-402	The authentication connection of Ethernet 1 timed out.	Confirm the network connection of Ethernet 1 and switch setting of the authentication device physically connected to the device via a network, and check whether it is connected to the device correctly.
016-403	The root certificate of Ethernet 1 did not match.	Confirm the authentication server and store the root certificate of the server certificate of the authentication server into the device. If you cannot acquire the root certificate of the server certificate, disable [Server Certificate Verification] of [IEEE 802.1X Settings] of Ethernet 1 on the touch screen.
016-404	802.1x authentication error for Ethernet 1 occurred.	Execute the operation again.

Error Code	Cause	Remedy
016-405	An error occurred in the certificate stored in the device.	Initialize the certificate.
016-406	An error occurred in the SSL client certificate.	Take one of the following measures: 1. Store an SSL client certificate in the device, and set it as the SSL client certificate. 2. If an SSL client certificate cannot be set on the device, select an option other than [EAP-TLS] in [Authentication Method].
016-407	There is a problem with the customization program set for the machine.	Modify the customized program and install it again.
016-408	There is a problem with the customization program set for the machine.	Modify the customized program and install it again.
016-409	There is a problem with the customization program set for the machine.	Modify the customized program and install it again.
016-410	There is a problem with the customization program set for the machine.	Modify the customized program and install it again.
016-411	There is a problem with the customization program set for the machine.	Modify the customized program and install it again.
016-412	There is a problem with the customization program set for the machine.	Modify the customized program and install it again.
016-421	A paper tray is removed from the device.	Insert the removed paper tray to the device.
016-422	The device is off-line.	Perform the following: • When another error message is displayed, solve the problem first. • When the printer is in maintenance mode, complete the maintenance operation. • When another device is accessing the device, wait until the access is complete. If the problem persists, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-423	The device is off-line.	Perform the following: • When another error message is displayed, solve the problem first. • When a user is using the device control panel, complete the user operation. • When another device is accessing the device, wait until the access is complete. If the problem persists, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-424	The device is in Power Saver mode.	Exit the Power Saver mode. If the problem persists, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-425	The device is in Power Saver mode.	Exit the Power Saver mode. If the problem persists, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
016-427	The user name or password for 802.1x authentication did not match in the setting of Ethernet 2.	Confirm and correctly enter the user name or password in the setting of Ethernet 2. If the error still is not resolved, check whether the network environment is set correctly.
016-428	The 802.1x authentication method cannot be processed in the setting of Ethernet 2.	Set the authentication method of the device to the same method as set for the authentication server in the setting of Ethernet 2.
016-429	The authentication connection of Ethernet 2 timed out.	Confirm that the setting of the authentication server connected to Ethernet 2 of the device is correct, and check whether the authentication server is connected correctly.
016-430	Set root certificate on Ethernet2 side did not match.	Confirm the authentication server and store the root certificate of the server certificate of the authentication server into the device. If you cannot acquire the root certificate of the server certificate, disable [Server Certificate Verification] of [IEEE 802.1X Settings] of Ethernet 2 on the touch screen.
016-431	An internal error occurred.	Execute the operation again.
016-432	An error occurred in the SSL client certificate of Ethernet 2.	Take one of the following measures: • Store an SSL client certificate in the device to set the SSL client certificate. • If an SSL client certificate cannot be set on the device, select an option other than [EAP-TLS] in [Authentication Method].
016-438	An error occurred.	Check if the network cable disconnected or the Syslog Server is not active. Ensure the connection between device and the Syslog Server.
016-439	There is firmware that can be updated.	No measure is required.
016-440	The machine is warming up.	No measure is required.
016-441	The image quality is being adjusted.	No measure is required. Wait for a while.
016-442	It is currently under automatic maintenance.	No measure is required. Wait for a while.
016-443	The dew condensation may occur.	Follow the instruction displayed on the control panel screen and perform the operation.
016-444	The number of accumulated pages is approaching the upper limit.	Consult your system administrator.
016-445	The number of accumulated pages is reached the upper limit.	Consult your system administrator.
016-446	The machine is warming up.	No measure is required.
016-450	The SMB host name already exists.	Change the host name.
016-453	Updating of the IPv6 address and host name for the DNS server failed.	Check whether the IP address of the DNS server is set correctly.
016-454	Unable to retrieve the IP address from DNS.	Confirm the DNS configuration and IP address retrieve setting.
016-455	Connection to the SNTP server timed out.	Confirm the network cable connection and the IP address of the SNTP server are correct.

Error Code	Cause	Remedy
016-456	Received a message from the SNTP server stating that the server is not synchronized with the standard time source.	Confirm the SNTP server settings.
016-461	When [Assurance Level] under the [Transfer Image Log] is set to [High], you may not be able to create a new job because of a restriction resulting from the congestion of unforwarded image logs.	Confirm the status of the server managing the image logs and the network status, and eliminate the source obstructing image log forwarding to the image log server. Take one of the following measures: • Confirm the forwarding settings, and then forward all un-forwarded logs. • Change the [Assurance Level] to [Low]. In this case, the image logs may not be forwarded and may be deleted successively. When using the Image Log Kit (PostScript), and you switch the device power off and then on, or when the device restarts automatically, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-500	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-501	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-503	Unable to resolve the SMTP server name when sending e-mail.	Check on Internet Services whether the SMTP server settings are correct. Also, confirm whether the DNS server settings are correct.
016-504	Unable to resolve the POP3 server name when sending e-mail.	Check on Internet Services whether the POP3 server settings are correct. Also, confirm whether the DNS server settings are correct.
016-505	Unable to log into the POP3 server when sending e-mail.	Check on Internet Services whether the user name and password used on the POP3 server are correct.
016-506	Unable to write the image log because the image log storage space is insufficient on the device.	Execute the job again. If the error still is not resolved, take one of the following measures: • Delete unnecessary image logs • Change the [Assurance Level] for image logs to [Low] In this case, the contents of the logs are not secured.
016-507	When using the Image Log Control feature, failed to forward the image log to the server.	Either set the forwarding rule for image logs from the server to the device, or set [Log Transfer] in [Transfer Image Log] to [Disabled].
016-508	When using the Image Log Control feature, failed to forward the image log to the server.	Either set the forwarding rule for image logs from the server to the device, or set [Log Transfer] in [Transfer Image Log] to [Disabled].
016-509	When using the Image Log Control feature, failed to forward the image log to the server because the forwarding rule for image logs from the server to the device has not been set.	Set the forwarding rule for image logs from the server to the device.
016-510	When using the Image Log Control feature, failed to forward the image log to the server because the forwarding rule for image logs from the server to the device has not been set.	Set the forwarding rule for image logs from the server to the device.

Error Code	Cause	Remedy
016-511	When using the Image Log Control feature, failed to forward the image log to the server because the forwarding rule for image logs from the server to the device has not been set correctly.	Confirm the forwarding rule for image logs from the server to the device.
016-512	When using the Image Log Control feature, failed to forward the image log to the server because the forwarding rule for image logs from the server to the device has not been set correctly.	Confirm the forwarding rule for image logs from the server to the device.
016-513	An error occurred in connecting to the SMTP server. Probable causes are as follows: 1. The SMTP server or network may be overloaded. 2. The source port number for SMTP is incorrect.	For 1, wait for a while, and then execute the operation again. For 2, confirm whether the source port number for SMTP is correct.
016-514	An error occurred during processing of an XPS document.	If an error occurred while printing from a driver which supports XPS, print from the application using another print driver (PCL, etc.). If an error occurred while direct printing an XPS document (such as E-mail, and Media Print - Text), print using the print driver (PCL, etc.) from XPS Document Viewer. Note • XPS stands for XML Paper Specification.
016-515	There was insufficient memory during processing of an XPS document.	Take one of the following measures: • Set [Image Quality] to [Standard] in the printer driver. • Increase the amount of memory. • Print using the print driver (PCL, etc.) from XPS Document Viewer. Note • XPS stands for XML Paper Specification.
016-516	The Print Ticket included in the XPS document includes an invalid description or a print setting not supported by the device.	Check whether there is a problem with the method of using the application that sent the print job, or with the content of the print instruction. If your application usage and print instruction are correct, check with the application manufacturer that sent the print job for operations of the application, not with our company. Note • XPS stands for XML Paper Specification.
016-517	There is an error in the content described in the PostScript file.	Print with the PostScript driver. Furthermore, modify ProcessColorModel described in the PostScript file so that the color mode does not change.
016-518	With the PostScript driver, booklet and Watermark were specified at the same time.	With the PostScript driver, specifying a combination of booklet and Watermark/UUID is not possible. Cancel one of them.

Error Code	Cause	Remedy
016-519	The number of pages reached the maximum number of pages specified, and the print job is terminated.	Have your system administrator change the maximum limit of printable pages.
016-520	An error occurred with the storage.	Execute the operation again. Also change the output file format and color mode. If the problem is not resolved, switch off the device power, make sure that the touch screen is blank, and then switch on the device power. And then perform the above operation again.
016-521	The IC Card Reader (optional) is disconnected from the device while scanning the data with digital signature.	Switch off the device power and connect the IC Card Reader, and then switch on the device power.
016-522	LDAP server SSL authentication error. Unable to acquire an SSL client certificate.	The LDAP server is requesting an SSL client certificate. Set an SSL client certificate on the device.
016-523	LDAP server SSL authentication error. The server certificate data is incorrect.	The device cannot trust the SSL certificate of the LDAP server. Register the root certificate for the LDAP server's SSL certificate to the device.
016-524	LDAP server SSL authentication error. The server certificate will expire soon.	Change the SSL certificate of the LDAP server to a valid one. You can clear this error by selecting [System] > [Security Settings] > [SSL/TLS Settings] of the Internet Services on the device, and selecting [Disabled] for [LDAP - SSL/TLS Communication]; however, note that selecting this option does not ensure the validity of the LDAP server.
016-525	LDAP server SSL authentication error. The server certificate has expired.	Change the SSL certificate of the LDAP server to a valid one. You can clear this error by selecting [System] > [Security Settings] > [SSL/TLS Settings] of the Internet Services on the device, and selecting [Disabled] for [LDAP - SSL/TLS Communication]; however, note that selecting this option does not ensure the validity of the LDAP server.
016-526	LDAP server SSL authentication error. The server name does not match the certificate.	Set the same LDAP server address to the device and to the SSL certificate of the LDAP server. You can clear this error by selecting [System] > [Security Settings] > [SSL/TLS Settings] of the Internet Services on the device, and selecting [Disabled] for [LDAP - SSL/TLS Communication]; however, note that selecting this option does not ensure the validity of the LDAP server.
016-527	LDAP server SSL authentication error. This is an SSL authentication internal error.	An error occurred in the software.
016-528	You are logged out of the IC Card authentication mode while scanning the data with a digital signature.	Log in to the device with the IC Card, and then execute the operation again.
016-529	An error occurred when connecting to the Remote Download server. There was no response from the server within the specified time (45 seconds).	Confirm the network connection. Check whether the Remote Download server is correctly set on the network.

Error Code	Cause	Remedy
016-533	Kerberos server authentication protocol error.	The time difference between the device and the Kerberos server exceeded the clock skew limit value set on the Kerberos server. Check whether the clocks on the device and Kerberos server are correctly set. Also check whether the summer time and the time zone are correctly set on the device and Kerberos server.
016-534	Kerberos server authentication protocol error.	The domain set on the device does not exist on the Kerberos server, or the Kerberos server address set on the device is invalid for connection. Check whether the domain name and the server address have been correctly set on the device. For connection to Windows Server, specify the domain name in uppercase.
016-535	The specified file does not exist on the Remote Download server.	Confirm the file.
016-536	An error occurred when accessing the DNS prior to connecting to the Remote Download server.	Confirm the connection with the DNS. Also check whether the Remote Download server name is registered to the DNS.
016-537	Could not connect to the Remote Download server. The port of the destination Remote Download server is not open.	Confirm the port in the network settings.
016-538	An error occurred when writing the remote download file to the storage. The file obtained from the Remote Download server could not be written to the storage.	Confirm the amount of available space, and delete files that are no longer required. Alternatively, replace the storage.
016-539	Kerberos server authentication protocol error.	An error occurred in the software.
016-543	The specified domain was deleted from the application linked.	Select [Save] on the [Domain] screen, and update the domain information, or add the domain to the application linked.
016-545	The time difference between the application linked and Active Directory exceeds the maximum clock skew of the Kerberos sever specified in Active Directory.	Adjust the times of the computer of the active directory and the computer on which the application linked is installed. Also, if the Windows Time Service of the computer on which the application linked is installed has stopped, start the service.
016-546	A Local User tried to obtain the information of another user.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
016-548	The device is not registered in the application linked.	Register the device in the application linked.
016-553	The application linked does not support the interface version of the device.	You must upgrade the version of the application linked. Check whether the device supports the upgrade version.

Error Code	Cause	Remedy
016-554	The login name or password used for domain user authentication of the application linked is invalid.	Correctly set the login name and password used for domain user authentication of the application linked.
016-555	Connection to the application linked to the database or the active directory timed out.	Check whether you can connect from the application linked to the database or the active directory.
016-556	Connection to the application linked to the database timed out because of an overload.	Because the service is overloaded, wait for a while, and then execute authentication again. If the error still is not resolved, check the application linked.
016-557	An internal error of the application linked occurred.	Check the application linked.
016-558	The device received an unknown error from the application linked.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
016-559	A remote download parameter error occurred. An invalid value is set for essential system data.	Confirm the settings for essential system data.
016-560	A communications error occurred between the device and the application linked.	Check whether the network cable is connected, and confirm the settings of the application linked. Also, print a Configuration Report, and if the DNS address of the server is set to "Server Name / IP Address", check whether DNS is enabled.
016-562	Multiple entries containing the same IC Card information were found in the guest database of Active Directory or the application linked.	Correct the guest database entries of Active Directory or the application linked so that they do not contain the same IC Card information.
016-563	The job cannot continue because there is insufficient memory for the Image Extension Kit.	Select Standard for the image quality.
016-564	Failed to authenticate the Remote Download server.	Confirm the login name and password to access the Remote Download server.
016-565	Backup failed.	Make sure that the USB memory device is inserted securely. If this error occurs during data backup, make sure on your computer that a folder named "backup" exists in the USB memory device.
016-566	Backup or restoration failed.	For backup, store the firmware download file in the "dwld" folder of your USB memory device, and attach the USB memory device to the printer. For restoration, make sure that the versions of software are the same as those for backup. Make sure that the backup files are created by your printer.
016-567	The capacity is not sufficient for backup or for data encryption.	Delete existing backup files to make free space.
016-568	Access to storage or USB failed, or the backup file for restoration may have a problem.	Delete existing backup files. For USB backup or restoration, make sure that the USB memory device is installed correctly. If the error is repeated, format the USB memory device on your computer.

Error Code	Cause	Remedy
016-569	An error of the application linked.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
016-574	The device failed to transfer data using FTP of the Scan service because the host or server name of the FTP server could not be resolved when accessing the DNS server.	Confirm the connection to the DNS server. Check whether the FTP server name is registered correctly on the DNS server.
016-575	The device failed to transfer data using FTP of the Scan service because the DNS server address was not registered on the device.	Specify the correct DNS server address. Or, specify the destination FTP server by using its IP address.
016-576	The device failed to transfer data using FTP of the Scan service because it could not connect to the FTP server.	Ensure that both the destination FTP server and the device are available for network communications, by checking the following conditions: • The IP address of the server is set correctly. • The network cables are plugged in securely.
016-577	Unable to connect to the FTP service of the destination server.	Take one of the following measures: • Check whether the FTP service of the server is activated. • Check whether the FTP port number of the server is correctly registered on the device.
016-578	The device failed to transfer data using FTP of the Scan service because of unsuccessful login to the FTP server.	Check whether the login name (user name) and password are correct.
016-579	The device failed to transfer data using FTP of the Scan service because the scanned image could not be saved in the FTP server after connection.	Check whether the FTP server's save location is correct.
016-580	The device failed to transfer data using FTP of the Scan service because the file or folder name on the FTP server could not be retrieved after connection.	Confirm the access privilege for the FTP server.
016-581	The device failed to transfer data using FTP of the Scan service because the suffix of the name of the file or folder exceeded the limit value when the device was connected to the server and the name of a file or folder on the server was determined.	Change the file name or forwarding destination folder of the scan server. Also try moving or deleting the files within the forwarding destination folder.

Error Code	Cause	Remedy
016-582	The device failed to transfer data using FTP of the Scan service because files could not be created on the FTP server after connection.	Take one of the following measures: • Check whether the specified file name can be used in the save location. • Check whether enough space is available in the save location.
016-583	The device failed to create the lock folder on the FTP server while transferring data using FTP of the Scan service.	Handle using one of the following methods. • If an existing lock directory (*.LCK) remains at the transfer destination, perform the same operation again after deleting the directory manually. • Check whether the specified name is a folder name that can be created at the save location. • Check whether a folder with the same name as the specified name already exists. • Check whether there is empty space at the save location.
016-584	The device failed to transfer data using FTP of the Scan service because folders could not created on the FTP server after connection.	Take one of the following measures: • Check whether the specified folder name can be used in the save location. • Check whether the same folder name exists in the save location. • Check whether enough space is available in the save location.
016-585	The device failed to transfer data using FTP of the Scan service because files could not be deleted on the FTP server after connection.	Confirm the access privilege for the FTP server.
016-586	The device failed to delete the lock folder while transferring data using FTP of the Scan service.	Take one of the following measures: • Confirm the access privilege for the server. • If the lock directory (*.LCK) exists in the destination, delete it manually, and then execute the operation again.
016-587	The device failed to transfer data using FTP of the Scan service because folders could not be deleted on the FTP server after connection.	Confirm the access privilege for the FTP server.
016-588	The device failed to transfer data using FTP of the Scan service because the data could not be written on the FTP server after connection.	• Check whether there is empty space at the save location. • Check that there is write permission to the save destination folder.
016-589	The device failed to transfer data using FTP of the Scan service because the data could not be read from the FTP server after connection.	Confirm the access privilege for the FTP server.
016-590	The device failed to transfer data using FTP of the Scan service because there are duplicate file names.	Set [Do Not Save] for the action for file name conflict.

Error Code	Cause	Remedy
016-591	The device failed to perform the additional processing for the file name conflict using FTP of the Scan service.	If [Add to Existing Folder] is set for the additional processing for file name conflict, confirm that the file format is not multi-page.
016-592	The device failed to access the NEXTNAME.DAT file using FTP of the Scan service.	When [Add to Existing Folder] is set as the process to be executed in case of a file name duplication, check the NEXTNAME.DAT file is correct.
016-593	The device failed to transfer data using FTP of the Scan service because an internal error occurred after connection to the FTP server.	Execute the operation again.
016-594	The device failed to transfer data using FTP of the Scan service because a network error occurred.	Execute the operation again.
016-595	The device failed to transfer data using FTP of the Scan service because a network error occurred.	Execute the operation again.
016-596	The device failed to transfer data using FTP of the Scan service because a network error occurred.	Execute the operation again.
016-597	The device failed to transfer data using FTP of the Scan service because a network error occurred.	Stop all accesses from the other devices, and then execute the operation again.
016-598	The size of an e-mail page exceeds the maximum message size because of page splitting.	Take one of the following measures: • Reduce the file size for [Quality/File Size]. • Increase the value for [Maximum Split Count].
016-599	The size of an e-mail page exceeds the maximum message size because of page splitting.	Take one of the following measures: • Reduce the file size for [Quality/File Size]. • Increase the value for [Maximum Split Count].
016-613	Unauthorized access has been detected.	Report it to the system administrator and check the time of unauthorized access recorded in audit logs. After removing the network cable, restart the machine to check if it starts normally.
016-700	The job was suspended because the number of the digits for the Secure Print or Charge Print passcode set on the print driver was less than the value specified in [Minimum Passcode Length for Stored Job] on the device.	On the print driver, set the passcode string equal to or longer than the value specified in [Minimum Passcode Length for Stored Job].
016-701	Unable to process print data because of insufficient memory.	Use the printer driver to reduce the resolution, or cancel 2 sided or N up feature, and then print again.

Error Code	Cause	Remedy
016-702	Unable to process print data because of insufficient print page buffer.	Take one of the following measures: • Set [Image Quality] to [Standard] in the printer driver. • Increase the print page buffer size.
016-703	The device received an e-mail specified with an invalid folder number.	Take one of the following measures: • Register the specified folder number, and request the sender to send the e-mail again. • Request the sender to send to an available folder.
016-704	The storage space is insufficient.	Delete unnecessary files from the folder, and save the file.
016-705	Probable causes are as follows: 1. You have specified the device for the folder registry for the scanned document. However, the Scanner Kit is not installed. 2. You have not used the print driver for the device. 3. The device received a Secure Print, Print Stored File, Charge Print, or Private Charge Print job with no storage installed.	For 1: Press the Home button, and check whether [Scan to Folder] is displayed. If [Scan to Folder] is displayed, then check whether the scanned document can be stored in a folder. If unable to store it in the folder, install the Scanner Kit. For 2: Use the print driver appropriate for the device. For 3: Check whether the storage is installed on the device. If the storage is not installed: • If you do not need to use the feature, select [Not Installed] under [Storage] on the [Options] tab of the print driver. • If you need to use the feature, install the storage. If the storage is installed: • Select [Installed] under [Storage] on the [Options] tab of the print driver.
016-706	The storage space is insufficient.	Delete unnecessary files from the device, and delete unnecessary Secure Print users.
016-707	Unable to print with the Sample Set feature because the storage is not installed.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
016-708	Unable to annotate because of insufficient storage space.	Delete unnecessary data from the storage to free up storage space.
016-709	An error occurred during print processing.	Execute the print job again.
016-710	Unable to register the Delayed Print document because the storage is not installed.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
016-711	The upper limit for the e-mail size has been exceeded.	Take one of the following measures, and then try sending the mail again. • Reduce the number of pages of the document. • Lower the resolution with [Resolution]. • Reduce the magnification with [Reduce/Enlarge]. • Ask your system administrator to increase the value set for [Maximum Total Data Size]. • For color scanning, put a check mark on [MRC High Compression] under [File Format].
016-712	Unable to process the document because the specified scan area is too small.	Increase the resolution or scan area.

Error Code	Cause	Remedy
016-713	The passcode entered does not match the passcode set on the folder.	Enter the correct passcode.
016-714	The specified folder does not exist.	Create a new folder or specify an existing folder.
016-715	The device failed to access the ESCP form because the password of the ESCP form does not match.	Enter the correct password of the ESCP form.
016-716	Unable to spool TIFF file because of insufficient storage space.	Delete unnecessary files and users from the device, or install the storage.
016-718	Unable to process the PCL print data because of insufficient memory.	Reduce the resolution, or cancel 2 sided or N up feature, and then print again.
016-719	Unable to process the PCL print data because of insufficient print page buffer.	Increase the size of the print page buffer.
016-720	An invalid command is included in PCL print data.	Confirm the print data and try printing again.
016-721	An error occurred during print processing. Probable causes are as follows: 1. Printing was instructed by the Auto Paper selection when [Paper Type Priority] is set to [Auto Paper Off] for all paper under [Device] > [Paper Tray Settings] > [Common Settings]. 2. ESC/P-K command error occurred.	For 1, when printing by the Auto Paper selection, set one of the paper types to other than [Auto Paper Off] in [Common Settings]. For 2, confirm the print data.
016-722	The specified staple position is not supported by the device, or the paper size specified is not supported by the finisher.	Confirm the staple position and the paper size, and try printing again.
016-723	The specified punch position is not supported by the device, or the paper size specified is not supported by the finisher.	Confirm the punch position and the paper size, and try printing again.
016-724	The specified staple and punch position combination is unsupported.	Specify the staple and punch positions on the same side, and try printing again.
016-726	Unable to automatically select a printer language. HP-GL/2,201H or PCL data was sent with no Emulation Kit installed.	Emulation Kit must be installed.

Error Code	Cause	Remedy
016-727	A print job was canceled without storing a file into a folder because the file was determined as not containing any pages.	Disable [Skip Blank Pages] on the [Advanced] tab on the print driver, or add text to the file if the file is blank.
016-728	An unsupported tag is included in the TIFF file.	Confirm the print data.
016-729	Unable to print because the number of colors or the resolution of the TIFF file exceeds the allowed range.	Change the number of colors or resolution for the TIFF file, and execute the operation again.
016-730	Detected a command unsupported by ART IV.	Confirm the print data and delete the command, try printing again.
016-731	Unable to print TIFF data because it was interrupted.	Retry printing.
016-732	The form specified by emulation has not been registered at the host side.	Resend the form data.
016-733	Probable causes are as follows: 1. Unable to obtain the IP address (the string after "@" in the destination e-mail address) when e-mail is sent. 2. DNS server was unable to resolve the Internet address (the string after "@") by the DNS server when e-mail is sent.	For 1, confirm the e-mail address. For 2, confirm the DNS server address.
016-735	Attempted to print [Job Template List] while updating the job template.	Retry printing after waiting for a while.
016-738	Unsupported paper size was specified when specifying booklet creation with PostScript.	Specify a paper size supported for booklet creation, and try printing again.
016-739	Used an unsupported combination of document size and paper size when specifying booklet creation with PostScript.	Specify a combination of document size and paper size supported for booklet creation, and try printing again.
016-740	Used an unsupported paper tray when specifying booklet creation with PostScript.	Specify a paper tray supported for booklet creation, and try printing again.
016-741	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
016-742	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-743	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-744	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-745	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-746	An unsupported feature is included in the received PDF.	Print using a print driver.
016-747	The memory became insufficient when using the Repeat Image feature and the Annotations features simultaneously.	Take one of the following measures: • Increase the annotation image size. • Reduce the usage of Repeat Image. • Increase memory (only for the device with the optional add-on memory).
016-748	Unable to print because of insufficient storage space.	Reduce the number of print pages by dividing the print data or by printing one copy at a time when printing multiple copies.
016-749	The printer language received from the print driver is unsupported by this device.	Use the device's print driver for printing.
016-750	The device received a printing job ticket with a PDF, an XPS from an application that allows direct transmissions of files, but the printing job ticket data had a grammar or print instruction unsupported by the device.	Check whether you are correctly using the application and whether the print instruction was correct. If your application usage and print instruction are correct, check with the application manufacturer that sent the print job for operations of the application. Note • XPS stands for XML Paper Specification.

Error Code	Cause	Remedy
016-751	Probable causes are as follows: 1. During the PDF Bridge processing, a syntax or parameter error occurred, an undefined command was used, and a PDF file was damaged. 2. When [Print Processing Mode ([408])] for the PDF Direct Print feature has been set to [PS([1])], memory is insufficient. 3. When [Print Processing Mode ([408])] for the PDF Direct Print feature has been set to [PS([1])], a PDF file including OpenType fonts is processed.	For 1, use the print driver to print the document. For 2, take one of the following measures: • Use the print driver to print the document. • Increase PostScript memory. For 3, create a PDF file in which OpenType fonts are not included.
016-752	Unable to process for PDF Bridge because of insufficient memory space.	Change the [Image Quality] setting from [High Resolution] to [High Quality], or from [High Quality] to [Standard]. Or, add memory.
016-753	The password entered does not match that of the PDF file.	Set the correct password on ContentsBridge.
016-755	Attempted to process a print-protected PDF file.	Cancel the print protection using Acrobat® Reader®, and try printing again.
016-756	Do not have permission to use the service.	Consult your system administrator.
016-757	The account information is incorrect.	Check the account information you entered and the account information registered for the device, and then try again.
016-758	The division does not have permission to use the service.	Consult your system administrator.
016-759	The number of pages reached the maximum number of pages for this service.	Consult your system administrator.
016-760	An error occurred during PostScript processing.	Take one of the following measures: • Set [Image Quality] to [High Speed] in the printer driver. • Increase PostScript memory.
016-761	An error occurred during image processing.	Set [Image Quality] to [Standard] and execute the operation again. If the error still is not resolved, set [Print Page Mode] to [On].
016-762	The specified printer language is not installed on the device.	In [Port Settings], specify correct printer language for the print mode of the port used by the device.
016-763	Unable to connect to the POP server.	Confirm the POP server IP address set on the device.
016-764	Unable to connect to the SMTP server.	Consult the SMTP server administrator.

Error Code	Cause	Remedy
016-765	Unable to send the e-mail because the storage on the SMTP server is full.	Consult the SMTP server administrator.
016-766	An error occurred on the SMTP server.	Consult the SMTP server administrator.
016-767	Unable to send the e-mail because the address is not correct.	Confirm the address, and try sending again.
016-768	Unable to connect to the SMTP server because the device's mail address is incorrect.	Confirm the device's mail address.
016-769	The SMTP server does not support delivery receipts (DSN).	Send e-mail without setting delivery receipts (DSN).
016-772	The DNS server address is not set.	Set the DNS server address.
016-774	Unable to process compression conversion because of insufficient storage space.	Delete unnecessary data from the storage to free up storage space.
016-775	Unable to process image conversion because of insufficient storage space.	Delete unnecessary data from the storage to free up storage space.
016-776	An error occurred during image conversion processing.	For errors occurring when forwarding with Scan to Folder: The image conversion processing for the part of the data may be completed. Retrieve each converted page from the folder using Internet Services. For errors occurring after instructing encryption or signature using a certificate: Take one of the following measures: • Check whether the certificate is valid. • Set the correct date and time on the device.
016-777	A storage error occurred during image processing.	The storage may be defective.
016-778	The conversion processing of the scanned image was interrupted because of insufficient storage space.	Delete unnecessary data from the storage to free up storage space.
016-779	An error occurred during scanned image conversion processing.	Retry scanning. If scanning stops by an error using large-size paper such as A3 with [Resolution] set to [600 dpi], specify [Resolution] to [400 dpi] or lower.
016-780	A storage error occurred during scanned image conversion processing.	The storage may be defective.
016-781	Probable causes are as follows: 1. The mail server cannot be found during e-mail sending (TCP/IP session establishment failed). 2. The device received an SMTP server error from the mail server during e-mail sending.	For 1, take one of the following measures: • Check whether the network cables are plugged in securely. • Check whether the IP address of the SMTP server when an IP address is used for server specification. For 2, enter the host name using ASCII characters. Available ASCII characters are as follows: • alphabets • numerals Check whether or not ASCII characters are used in [Device] > [Network Settings] > [Device Email Address/Host Name].

Error Code	Cause	Remedy

016-786	When using the Scan feature, the device could not write the file to the storage.	Take one of the following measures:
		• Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
		• Load paper on the paper tray as necessary.
		• If the error occurs when sending an e-mail, take one of the following measures:
		   - Lower the resolution.
		   - Reduce the size.
		   - Reduce the number of pages, and divide the job into several e-mails to send.
		   - Send the job by setting [Color Scanning] to [Black & White].

016-788	Failed to retrieve a file from the Web browser.	Take one of the following measures, and then execute the operation again: • Reload the browser page. • Restart the browser. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
016-790	Unable to send an e-mail with Split Send because of exceeding the maximum number of splits allowed.	Take one of the following measures: • Reduce the file size for [Quality/File Size]. • Increase the value for [Maximum Split Count].
016-792	Failed to acquire the specified job history when printing a Job Report.	The specified job history does not exist.
016-794	Media is not inserted correctly.	Check whether the media is inserted correctly.
016-795	An error occurred when reading the data on the media.	On a computer, confirm the content recorded on the media.
016-796	An error occurred when reading the data on the media.	On a computer, confirm the content recorded on the media.
016-797	An error occurred when reading the data on the media.	On a computer, confirm the content recorded on the media.
016-798	Unable to print a document because the storage is not installed.	Install the storage, and try printing again.
016-799	An invalid print parameter is included in the print data of the application, or the print data and the Print Setup settings may not match.	Check the print data of the application and the Print Setup settings, and try printing again.
017-501	You are not permitted to print.	Consult your system administrator to change your authorization.
017-503	The number of digits of the print job password exceeded the maximum limit.	Use the smaller number of digits for your print job password and try the same operation.
017-516	Failed to retrieve file/folder names from the connected SFTP server.	Verify the server permissions.
017-517	Failed to delete folders from the SFTP server.	Verify the server permissions to grant proper access to the server.

Error Code	Cause	Remedy
017-518	Failed to load data from the SFTP server.	Verify the server permissions.
017-519	Failed to write data to the SFTP server.	• Ensure that enough space is available on the destination. • Check the privilege for writing to the destination folder.
017-520	Failed to log in to the server.	Ensure that the login name (user name) and password are valid.
017-521	Failed to delete files from the SFTP server.	Verify the server permissions.
017-522	Failed to create files in the SFTP server.	• Ensure that the specified filename is valid on the destination. • Ensure that enough space is available on the destination.
017-523	Failed to create folders in the SFTP server.	• Ensure that the specified folder name is valid on the destination. • Ensure that an folder with the same folder name does not exist on the destination. • Ensure that enough space is available on the destination. • Check theprivileg for writing to the destination folder.
017-524	Failed to access the file path on the connected SFTP server.	• Ensure that the scanned image file location in the SFTP scan server is correct. • Check the privileges for reading and writing to the destination folde for the scanned image.
017-525	DNS resolution for the SFTP server name (hostname) failed.	• Check the connection with DNS. • Ensure that the destination server name is registered in DNS.
017-526	Failed to connect to the SFTP server.	Verify that the network communication is enabled between the destination SFTP server and the device. To do that, check the following: • The IP address of the server is correct. • The network cable is connected.
017-527	An error occurred during SFTP data transfer through the Scan service.	Execute the operation again.
017-529	Access denied to the Folder via the route of the specified network interface. The action cannot be performed.	Ensure that the Folder where you are accessing is correct. You need to specify the Folder that allows the route you are using.
017-530	Failed to transfer files because the transfer protocol you specified is unavailable on the selected network interface.	• Verify that the specified transfer protocol is valid. • Ensure that the Folder where you are accessing is correct.
017-531	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-532	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-533	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-534	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-535	An error occurred during the update process of the device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
017-537	The print job was canceled because the print description language (PDL) that is prohibited by the security setting is used.	1) Consult your system administrator to check whether the security settings are properly operated. 2) If the security settings are properly operated, print with the unrestricted method (PCL/PostScript print driver).
017-538	An authentication error occurred because any of the access token, refresh token or ID token acquired from Microsoft Entra ID exceeded the region size held in the device.	Consult your directory administrator of Microsoft Entra ID.
017-539	An error occurred during Microsoft Entra ID authentication because the information entered or the domain selected is incorrect. The authentication failed.	Comfirm the information entered and try again. If the error still is not resolved, consult your system administrator or directory administrator of Microsoft Entra ID.
017-540	An error occurred during Microsoft Entra ID authentication because the selected domain is incorrect. The authentication failed.	Choose another domain or consult your system administrator.
017-541	An error occurred during Microsoft Entra ID authentication because the settings of Microsoft Entra ID on the device are incorrect. The authentication failed.	Consult your system administrator.
017-542	An error occurred during Microsoft Entra ID authentication because failed to connect to Microsoft Entra ID or Microsoft Graph. The authentication failed.	Consult your network administrator or system administrator.
017-543	The authentication failed because an error occurred during Microsoft Entra ID authentication.	Consult your system administrator.
017-544	The authentication failed because the information of user entered is inconsistent between the device and Microsoft Entra ID.	Have your system administrator set [Allow Deletion of Mismatched Users] to "On" in Internet Services. Login the device again and the dialogbox confirming if delete or not is displayed. Delete the user information in the dialogbox. Thereafter, you can login with the same user ID. (You do not need to change any settings in Microsoft Entra ID.)
017-546	The job cannot be processed.	Have the system administrator confirm that [PJL File System Command] is set to [Disabled] under [System] > [Defaults] in Internet Services.
017-547	Unable to print because of insufficient memory for job tickets.	Increase the size of memory for job tickets in [Job Ticket Memory] under [Device] > [App Settings] > [Print Settings], power off the device, be sure that the touch screen has gone out, and then power on the device again. Then, start the print job again.

Error Code	Cause	Remedy
017-548	There is inconsistency in the parameter specified by the print job.	Check the parameter specified by the print job, and then send the job again.
017-549	Unable to print because the paper attribute specified for the job ticket is for paper (paper size, paper quality, or paper color) that cannot be used on this device.	Check whether the paper specified for printing can be used by this device.
017-550	Unable to print because the content of the job ticket is incorrect.	Check whether the print driver is correctly installed on the computer that specified printing, whether the operating conditions are satisfied, and whether the driver is one that can be used with this device.
017-552	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-553	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-554	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-556	An error occurred while communicating with the Remote Download server.	Check the followings: • LAN cable connection • DNS server address setting • The default gateway setting • The subnet mask setting • SSL/TLS version setting If the error still is not resolved after checking the above settings, the SSL/TLS version may be blocked, or there may be a network failure or the proxy server settings may be changed or failed. Consult your system administrator.
017-700	ThinPrint.Engine connection timed out.	Confirm the connection to the ThinPrint.Engine.
017-701	An error occurred while connecting to ThinPrint.Engine.	Confirm the connection to the ThinPrint.Engine.
017-702	The data sent to ThinPrint.Engine is invalid.	Confirm the connection to the ThinPrint.Engine.
017-703	The print data sent from ThinPrint.Engine exceeded the maximum size of the device.	Split the job, and try printing again.
017-704	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-705	ThinPrint.Engine SSL authentication error.	Check the server certificate information (expiry date and address) that is registered to ThinPrint.Engine.
017-706	ThinPrint.Engine SSL authentication error.	Check the server certificate information (expiry date and address) that is registered to ThinPrint.Engine.
017-707	ThinPrint.Engine SSL authentication error.	Check the server certificate information (expiry date and address) that is registered to ThinPrint.Engine.
017-708	ThinPrint.Engine SSL authentication error.	Check the server certificate information (expiry date and address) that is registered to ThinPrint.Engine.
017-709	An SSL communication error occurred between ThinPrint Engine and the device.	Check the settings of the device.

Error Code	Cause	Remedy
017-713	The SMTP server does not support STARTTLS.	Change SSL/TLS communication setting to other than [STARTTLS].
017-714	SSL connection to the SMTP server failed.	Confirm whether the SMTP server supports SSL connection. If the server supports it, check the port number of the SMTP server.
017-715	SMTP server SSL server authentication error. The server certificate is invalid.	The device cannot trust the SSL certificate of the SMTP server. Register the root certificate for the SMTP server's SSL certificate to the device.
017-716	SMTP server SSL server authentication error. It is before the valid period of the server certificate.	Use the valid SSL server certificate of the SMTP server. You can avoid this error by setting [SMTP-SSL/TLS Communication] in [SSL/TLS Settings] to [Disabled], however the validity of the server cannot be warranted.
017-717	SMTP server SSL server authentication error. The server certificate expired.	Use the valid SSL server certificate of the SMTP server. You can avoid this error by setting [SMTP-SSL/TLS Communication] under [SSL/TLS Settings] to [Disabled], however the validity of the server cannot be warranted.
017-718	SMTP server SSL server authentication error. The server name and certificate do not match.	Use the valid SSL server certificate of the SMTP server. You can avoid this error by setting [SMTP-SSL/TLS Communication] in [SSL/TLS Settings] to [Disabled], however the validity of the server cannot be warranted.
017-719	SMTP server SSL server authentication error. SSL authentication internal error.	Execute the operation again.
017-725	An error occurred while receiving a print job when the Force Annotation is enabled.	Incorrect name is set for the template of the Force Annotation. Confirm the name of the template registered in the device.
017-729	When the device is used as a print job storage device, print job sending was stopped temporarily because the number of jobs in the device exceeded the maximum receivable volume or the space for spool data was insufficient.	Take one of the following measures: • Enable the spooling of print data from the setting of the storage destination device. • Set [IPP] to [Spool] under [System] > [Defaults] > [Memory Settings] in Internet Services. • Wait for a while and send the job again.
017-730	When the device is used as a print job storage device, the computer failed to send a job to the device because a network error occurred.	Confirm the followings: • The network cable is connected properly. • The storage destination device is powered on. • The IPP port of the storage destination device is enabled.
017-731	Unable to connect to the POP server.	Confirm the followings: • The IP address of the POP server is set on the device. • The network cable is connected properly.
017-732	When the device is used as a print job storage device, the computer failed to send a job because the device is off-line.	Select [On-line] for [Print Mode] on the Home screen of the storage destination device.

Error Code	Cause	Remedy
017-733	When the device is used as a print job storage device, an internal error in the software is occurred while the job sending to the device.	Execute the operation again.
017-735	Device usage is prohibited.	Consult the System Administrator.
017-737	Data could not be sent due to memory capacity shortage.	Have your system administrator stop or delete the unnecessary plug-ins. If the error still is not resolved, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-738	Data could not be sent due to an internal error.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-739	Data could not be sent due to an internal error.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-740	Data could not be sent due to a plug-in activation failure.	Check the followings: • A check mark is put on [Embedded Plug-ins] in Internet Services under [System] > [Plug-in Settings]. • [Activated] is displayed for [Status] of the corresponding plug-in in Internet Services under [System] > [Plug-in Settings] > [Embedded Plug-ins].
017-741	The job flow cannot be activated.	Take one of the following measures: • Install the latest plug-in. • Confirm the job flow settings.
017-742	An error occurred while connecting to the forwarding server.	Check the network connection and the address of the forwarding server.
017-743	Cannot login to the forwarding server.	Confirm the user ID and the password.
017-744	An error occurred while connecting to the forwarding server.	Confirm the followings: You can access to the same path using a computer. There is enough memory capacity left in the storage destination.
017-745	Data could not be sent due to the lack of storage memory capacity.	Take one of the following measures: • Send with lower resolution. • Send in smaller size. • Send with fewer pages by dividing the job. • Send with [Black & White] set as the [Output Color].
017-746	A storage error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-747	Timeout occurred during connection with the transfer destination.	Wait for a while, and then execute the same operation again.
017-748	Data could not be sent due to the incorrect device setting.	Confirm the network setting of the device.
017-749	An error occurred.	Confirm the job flow settings.
017-750	A plug-in error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If the same message is displayed again, reinstall the plug-in.
017-751	A plug-in error occurred.	Confirm the detail from [Transmission Report - Job Undelivered].
017-755	Cannot download a software.	Confirm that [Enabled] is selected for [Software Download via Network] in Internet Services under [System] > [Software Update].
017-756	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
017-759	An error occurred during firmware update in the device.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
017-760	An error occurred in connecting to the POP3 server. Probable causes are follows. 1. When connecting to the POP3 server by the TLS communication, the port number is incorrect. 2. When connecting to the POP3 server by the SSL communication, an internal error occurred.	For 1, set the correct port number for the POP3 server. For 2, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-761	A SSL server authentication error occurred because the server certificate for the POP3 server is invalid.	Use the valid server certificate for the POP3 server.
017-762	The server certificate for the POP3 server is before the valid period.	Be sure to match the time set on the POP3 server and the device. If the time matches, use the valid server certificate.
017-763	The server certificate for the POP3 server is expired.	Be sure to match the time set on the POP3 server and the device. If the time matches, use the valid server certificate.
017-764	The server addresses of the POP3 server and the server certificate are not same.	Use the valid server certificate in which the correct server address is written.
017-765	An error occurred in connecting to the POP3 server.	Execute the operation again.
017-766	An error occurred in connecting to the POP3 server. Probable causes are follows. 1. When connecting to the POP3 server by the TLS communication, the port number is incorrect. 2. When connecting to the POP3 server by the SSL communication, an internal error occurred.	For 1, set the correct port number for the POP3 server. For 2, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
017-767	A SSL server authentication error occurred because the server certificate for the POP3 server is invalid.	Use the valid server certificate for the POP3 server.
017-768	The server certificate for the POP3 server is before the valid period.	Be sure to match the time set on the POP3 server and the device. If the time matches, use the valid server certificate.

Error Code	Cause	Remedy
017-769	The server addresses of the POP3 server and the server certificate are not same.	Use the valid server certificate in which the correct server address is written.
017-770	There is a difference in the server address between the POP3 server and server certificate.	Register a server certificate with a correct server address to this device.
017-771	An error occurred.	Execute the operation again.
017-772	The scanned documents is completely blank.	Take one of the following measures: • Check whether the document is blank or whether the side of the document to be scanned is loaded correctly. • Select [Lighten/Darken] and set the scan density to be [Darken]. Note • For more information on this service, contact your dealer or nearest SHARP Service Department.
017-780	When [Enabled] is set to [Auto Job Promotion], a bypassed job is automatically deleted after a certain period of time.	No measure is required. If necessary, select [Device] > [System Settings] > [Other Settings] on the touch screen, and then select [Disabled] for [Auto Job Promotion].
017-782	An internal error occurred during image processing.	Execute the operation again.
017-783	The memory became insufficient during image processing.	Take one of the following measures: • Transmit data with lower resolution. • Transmit data in the setting [Output Color] to [Black & White].
017-784	An internal error occurred during image processing.	Execute the operation again.
017-785	An internal image processing error occurred. When your document contains a QR code, the probable cause is that the QR code is not read correctly.	Check the document and take the following measures: • Make sure that the QR code (code area) is a square shape. • Print the QR code (code area) and its margin space (print area) with correct sizes. • Increase the print density for the QR code. • Make sure that any part of the QR code is not missing. • Make sure that the document is not a header sheet only, or is not a header sheet and blank pages.
017-786	An internal error occurred during image processing.	Execute the operation again.
018-400	The IPsec settings of the device are incorrect.	Set the passcode again when the authentication method is set to [Preshared Key], or set the IPsec certificate again when set to [Authenticate by Digital Signature].

Error Code	Cause	Remedy
018-401	The settings in [IP Mode] and [SIP Server IP Address Resolution] or [IPv4 - IP Address Resolution] is inconsistent.	Take one of the following measures: • When [IP Mode] is [IPv4 Mode] and [IPv4 - IP Address Resolution] is [STATIC], set [SIP Server IP Address Resolution] to [STATIC]. • When [IP Mode] is [IPv4 Mode] and [IPv4 - IP Address Resolution] is other than [STATIC], set [SIP Server IP Address Resolution] to [DHCP]. • When [IP Mode] is [IPv6 Mode], set [SIP Server IP Address Resolution] to [STATIC] or [DHCP V6]. • When [SIP IP Address Resolution] is set to [STATIC] and the IP address is specified in FQDN, configure DNS server settings to resolve an address using DNS. • When [IP Mode] is [IPv4 Mode] and [IPv4 - IP Address Resolution] is [STATIC], set the SIP server IP address using IPv4 address or the FQDN. • When [IP Mode] is [IPv6 Mode], set the SIP server IP address using IPv6 address or the FQDN. • The Primary SIP Registrar Server Address and Primary SIP Proxy Server Address must be entered.
018-402	Failed to register the information of the device to the SIP registrar server because of one of the following reasons: • The SIP server address information could not be obtained using DHCP or DHCP v6. • Communication with a SIP registrar server that is configured manually could not be established. • Communication with a SIP registrar server that is obtained using DHCP or DHCP v6 could not established. • Communication with the SIP registrar server could not be established.	Take one of the following measures: • When [SIP Server IP Address Resolution] is [DHCP] or [DHCP v6], confirm whether the device and the DHCP or DHCP v6 server can communicate properly. Check whether the cable is plugged or a switch or a hub works properly. • When [SIP Server IP Address Resolution] is [DHCP] or [DHCP v6], confirm whether the DHCP or DHCP v6 server is turned on. Also, confirm the setting whether a SIP server address can be allocated or not. • When [SIP IP Address Resolution] is set to [STATIC], check whether the address set is correct. And when the IP address is specified in FQDN, configure DNS server settings to resolve an address using DNS. • When [SIP Server IP Address Resolution] is [DHCP] or [DHCP v6], confirm whether or not the address that the DHCP or DHCP v6 server allocates is correct. • Confirm whether the device and the DHCP or DHCP v6 server can communicate properly. Check whether the cable is plugged or a switch or a hub works properly.
018-403	Failed to register the information of the device to the SIP registrar server because of an authentication error.	If the SIP registrar server requires authentication, set the login user name and login password in [SIP Registrar Server Setup] of the device.
018-404	Failed to register the information of the device to the SIP registrar server because of other errors than authentication error.	Check whether the SIP registrar server is set to accept information registration from the device.
018-405	An error occurred during LDAP authentication.	The account is disabled in the active directory of the authentication server, or the access is set to disabled. Consult your network administrator.
018-406	The device detects the identical IPv4 addresses when each of the interfaces is connected to different network and the setting of identical addresses is prohibited.	Set different IP addresses to each of the interfaces.

Error Code	Cause	Remedy
018-407	The device detects the identical IPv6 addresses when each of the interfaces is connected to different network and the setting of identical addresses is prohibited.	Set different IP addresses to each of the interfaces.
018-408	The IPv4 address already exists in the network of Ethernet2.	Change the IPv4 address of Ethernet2.
018-409	The IPv6 address already exists in the network of Ethernet2.	Change the IPv6 address of the network in which the address already exists.
018-410	Updating of the IPv4 address and host name for the DNS server failed on the network of Ethernet2.	Check whether the IP address of the DNS server is set correctly.
018-411	Updating of the IPv6 address and host name for the DNS server failed on the network of Ethernet2.	Check whether the IP address of the DNS server is set correctly.
018-412	The IPv6 address already exists in the network of Ethernet2.	Change the IPv6 address of the network in which the address already exists.
018-413	The IPv6 address already exists in the network of Ethernet2.	Change the IPv6 address of the network in which the address already exists.
018-414	IP address for IPv6 set manually in Ethernet2 is incorrect.	Set the IP address correctly.
018-415	IP address for IPv6 set manually in Ethernet2 is incorrect.	Change the [Manually Configured IPv6 Address] on the device, or the IP address of IPv6 on the network device, to remove the duplication of addresses.
018-416	The IPv6 address already exists in the network of Ethernet2.	Change the IPv6 address of the network in which the address already exists.
018-424	The root or client certificate for WPA-Enterprise does not exist.	Register the root or client certificate in the device. If you cannot obtain any of these certificates, use an option other than WPA-Enterprise.
018-425	The root or client certificate for WPA-Enterprise is invalid or could not be obtained.	Check the certificate properties and register a valid root or client certificate in the device. If you cannot obtain any of these certificates, use an option other than WPA-Enterprise.
018-426	The server certificate for WPA Enterprise is invalid or could not be obtained.	• Check if the server certificate has not expired. Check the certificate format and digital signature algorithm are correct. • If you cannot have a valid server certificate, select an option other than WPA-Enterprise.
018-452	An error occurred during POP reception.	Set the POP settings from Internet Service again.
018-453	The certificate of Universal Print is about to expire.	Unregister Universal Print and register it again.

Error Code	Cause	Remedy
018-454	The Universal Print server cannot be accessed or the settings of the device are inconsistent.	Take one of the following measures: • When the authentication setting of the device is Microsoft Entra ID, set the same tenant as Universal Print. • Enable the IPP setting. • Set the settings of the clock, Time Zone, and Daylight Savings, etc. of the device correctly. If you still have the problem after taking the above measures, switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If you still have the problem, unregister Universal Print and register it again.
018-500	The certificate does not exist in the authentication server.	Configure the server certificate. Or, cancel authentication.
018-501	Communications with the CA server set in the device failed.	Check the network connection and the address of the CA server.
018-502	Received permission denied error from the SMB server.	Re-enter the server name or IP address of the destination SMB server. Check with your network administrator about the property information for the specified user, and check whether the computers allowed to login to the server are restricted.
018-503	Communications with the CA server set in the device failed.	Execute the authentication operation again.
018-504	Communications with the CA server set in the device failed.	Execute the authentication operation again.
018-505	Failed to log into the destination computer while transferring data using SMB of the Scan service.	Re-enter the server name or IP address of the destination SMB server. Check with your network administrator whether the user name and password of the SMB server registered in the device is correct. When the destination computer is macOS, you need to change the account settings of the shared folder so that file sharing with Windows users becomes available. For information about necessary accounting settings, consult your system administrator.
018-506	Communications with the CA server set in the device failed.	Execute the authentication operation again.
018-507	The authentication failed because the user name or password entered is not correct.	Enter the correct user name or password.
018-508	A server error occurred during authentication.	Check the status of the authentication server.
018-533	Received a malformed email message.	The email message has been discarded. If the receiving protocol is POP3, the malformed email is left in the POP server. Retrieve the email message using other email clients such as the one on your computer to remove it.
018-534	The attribute value of the user name for authentication or the attribute value used for IC Card authentication that is acquired from the LDAP server database exceeds 32 characters.	Correct the attribute value of the user name for authentication or the attribute value used for IC Card authentication, defined on the LDAP server database, not to exceed 32 characters.

Error Code	Cause	Remedy
018-535	An error occurred when accessing the server of Universal Print.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If you still have the problem, check if the following settings of Universal Print are correct. • Universal Print client setting - Client ID - Tenant name - Scope • Universal Print registration destination setting - Host name - End point path
018-536	An error occurred when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if network is blocked between the device and Microsoft Azure. - Check if a PC that is connected to the same network of the device can access the Microsoft Azure portal from a Web browser. • Check if the settings of your computer are correct. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
018-537	Since the certificate of Universal Print is expired, an error occurred in the printer registration process of Universal Print.	Register Universal Print again.
018-538	Address solution of the Universal Print host name failed when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if the Azure host name and Universal Print host name are correctly set.
018-539	The proxy server cannot be accessed when accessing the server of Universal Print.	Check if the addresses of the DNS server and proxy server are correctly set in the device.
018-540	An error occurred in the server when accessing the server of Universal Print.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If you still have the problem, wait for a while, and then execute the operation again.
018-541	An error occurred when accessing the server of Universal Print.	• Check the [HTTP] setting in [Ethernet] and [Protocols] in [Network] of the Internet Services. • Check the network connection state. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
018-542	An error occurred when accessing the server of Universal Print.	• Select [System] > [Security] > [SSL/TLS Settings] of the Internet Services and check the settings. • Check the network connection state. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If you still have the problem, import the root certificate provided by Microsoft 365 to the device.

Error Code	Cause	Remedy
018-543	Probable causes are as follows: 1. The device failed to transfer data using SMB of the Scan service because the specified shared name does not exist. 2. The device failed to transfer data using SMB of the Scan service because Invalid characters are used in the specified shared name. 3. The device failed to transfer data using SMB of the Scan service because access privilege does not set on the specified shared name when the server is macOS.	For 1, confirm that the specified shared name exits in the destination PC. For 2, take one of the following measures: • Check whether the following invalid characters are included in the shared name set in the device: " / : | < > ; , * ? \ [ ] + = • Check whether a space character is included at the top or end of the shared name set in the device. • Check whether the shared name set in the device is specified only by a period. For 3, when the destination computer is macOS, you need to change the access privileges for the user for shared folder. For information about necessary accounting settings, consult your system administrator.
018-544	An error occurred when accessing the server of Universal Print.	• Check the [HTTP] setting in [Ethernet] and [Protocols] in [Network] of the Internet Services. • Check the network connection state. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
018-545	An error occurred when accessing the server of Universal Print.	• Check the [HTTP] setting in [Ethernet] and [Protocols] in [Network] of the Internet Services. • Check the network connection state. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
018-546	An error occurred when accessing the server of Universal Print.	• Select [System] > [Security] > [SSL/TLS Settings] > [Verify Remote Server Certificate] of the Internet Services and check the settings. • Check the network connection state. • If you still have the problem, import the root certificate provided by Microsoft 365 to the device.
018-547	The device failed to transfer data using SMB of the Scan service because the number of users logging into the SMB server exceeded the limit when logging in to the SMB server.	Take one of the following measures: • Try the operation again later. • Confirm how many users can access the shared folder. • Check whether the number of login users have exceeded the limit.
018-548	An error occurred when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if network is blocked between the device and Microsoft Azure. - Check if a PC that is connected to the same network of the device can access the Microsoft Azure portal from a Web browser. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
018-549	An error occurred when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if network is blocked between the device and Microsoft Azure. - Check if a PC that is connected to the same network of the device can access the Microsoft Azure portal from a Web browser. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
018-550	An error occurred when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if network is blocked between the device and Microsoft Azure. - Check if a PC that is connected to the same network of the device can access the Microsoft Azure portal from a Web browser. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
018-551	An error occurred when accessing the server of Universal Print.	Check if the addresses of the DNS server and proxy server are correctly set in the device.
018-552	An error occurred when accessing the server of Universal Print.	Check if the addresses of the DNS server and proxy server are correctly set in the device.
018-553	An error occurred when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if network is blocked between the device and Microsoft Azure. - Check if a PC that is connected to the same network of the device can access the Microsoft Azure portal from a Web browser. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If you still have the problem, import the root certificate provided by Microsoft 365 to the device.
018-554	An error occurred when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if network is blocked between the device and Microsoft Azure. - Check if a PC that is connected to the same network of the device can access the Microsoft Azure portal from a Web browser. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. • Import the root certificate provided by Microsoft 365 to the device. • Set the clock of the device to the correct time.
018-555	An error occurred when accessing the server of Universal Print.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If you still have the problem, unregister Universal Print and register it again.
018-571	An internal error occurred.	Execute the operation again.
018-587	There are duplicate file names. [Do Not Save] is set as a handling method when names are duplicated for scanned files.	Set the process to be executed in case of a file name duplication to other than [Do Not Save].
018-590	A file or folder of the same name was detected on the server.	Execute the operation again by not accessing the same folder or the same server from multiple devices.

Error Code	Cause	Remedy
018-591	When the device was connected to the server and the name of a file or folder on the server was determined, the suffix of the name of the file or folder exceeded the limit value.	Change the file name or forwarding destination folder of the scan server. Also try moving or deleting the files within the forwarding destination folder.
018-594	An error occurred when accessing the server of Universal Print.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If you still have the problem, wait for a while, and then execute the operation again.
018-595	Multiple entries containing the same IC Card information were detected in the database of the LDAP server.	Correct the temporary user entries of the LDAP server so that they do not contain the same IC Card information.
018-596	An error occurred during LDAP server authentication.	Execute the operation again.
018-597	An error occurred when using Universal Print.	Execute the job again. If the same error still occurs, the print data size may be too large. Delete the job in the administrator page of Universal Print, and reduce the data size, then execute the job.
018-598	An error occurred when using Universal Print.	Execute the job again.
018-599	An error occurred when accessing the server of Universal Print.	Take one of the following measures: • Check if the addresses of the DNS server and proxy server are correctly set in the device. • Check if network is blocked between the device and Microsoft Azure. - Check if a PC that is connected to the same network of the device can access the Microsoft Azure portal from a Web browser. • Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
018-700	The network for Web Applications is being initialized.	Wait for a while, and then execute the operation again.
018-701	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "1" (operations error) for Address Book query.	Check whether [LDAP Server/Directory Service Settings] under [Remote Authentication/Directory Service] has been set correctly. Or, the server may have a problem. Consult your network administrator.
018-702	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "2" (protocol error) for Address Book query.	Have your network administrator confirm the LDAP server settings, and execute the operation again.

Error Code	Cause	Remedy
018-703	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "3" (time limit exceeded) for Address Book query.	Change the search conditions/start position to narrow the search range, and execute the operation again. If the error still is not resolved, consult your network administrator.
018-704	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "4" (size limit exceeded) for Address Book query.	Change the search conditions/start position to narrow the search range, and execute the operation again. If the error still is not resolved, consult your network administrator.
018-705	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "5" (compare false) for Address Book query.	The result may differ from the specified content. Have your network administrator confirm the LDAP server status.
018-706	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "6" (compare true) for Address Book query.	The desired result has been achieved. No problem occurred.
018-707	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "7" (specified authentication method not supported) for Address Book query.	The LDAP server does not support the specified authentication method. Change the authentication method. Consult your system administrator for another method.
018-708	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "8" (strong authentication required) for Address Book query.	Check whether the authentication settings are correct. Consult your system administrator about the authentication, and execute the operation again.

Error Code	Cause	Remedy
018-709	An error occurred for external access (Web Applications).	Take one of the following measures depending on the setting: For IPv4 environment • Check the IPv4 address of the device. • Confirm whether the network cable is connected correctly. • Check the address of the DHCP server. For IPv6 environment • Confirm whether the global address distributed from an IPv6 router is assigned to the IPv6 address of the device. • Confirm whether the network cable is connected correctly. • Confirm whether the IPv6 router is set correctly.
018-710	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "10" (referral) for Address Book query.	No registered items were found in the specified retrieval range. Have your network administrator confirm the authentication settings.
018-711	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "11" (admin limit exceeded) for Address Book query.	Have your network administrator confirm the operational status of the server.
018-712	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "12" (unavailable extension) for Address Book query.	Have your network administrator confirm the operational status of the server.
018-713	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "13" (confidentiality required) for Address Book query.	Have your network administrator confirm the operational status of the server.
018-714	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "14" (SASL bind in progress) for Address Book query.	Retry after waiting for a while. If the error still is not resolved, consult your network administrator.
018-715	Kerberos server authentication protocol error. There is no authentication method which supports both the device authentication and Kerberos server authentication.	Take one of the following measures: • Set the appropriate authentication method in the Kerberos server. • Disable the FIPS140 validation mode of the device.

Error Code	Cause	Remedy
018-716	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "16" (no such attribute) for Address Book query.	The LDAP server has an attribute problem. Have your network administrator confirm the LDAP server status.
018-717	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "17" (undefined type) for Address Book query.	The LDAP server has an attribute problem. Have your network administrator confirm the LDAP server status.
018-718	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "18" (inappropriate matching) for Address Book query.	The LDAP server has an attribute problem. Have your network administrator confirm the LDAP server status.
018-719	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "19" (constraint violation) for Address Book query.	The LDAP server has an attribute problem. Have your network administrator confirm the LDAP server status.
018-720	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "20" (attribute exists) for Address Book query.	The LDAP server has an attribute problem. Have your network administrator confirm the LDAP server status.
018-721	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "21" (invalid syntax) for Address Book query.	The LDAP server has an attribute problem. Have your network administrator confirm the LDAP server status.
018-725	The user password set in the Kerberos server expired.	Extend the expiration date of the password.
018-726	The root (or intermediate) CA certificate on the IC Card is not registered on the device.	Register the root (or intermediate) CA certificate on the IC Card on the device.
018-727	Authentication by the Kerberos server failed.	Check the certificate on the IC Card, and then update the certificate if it is invalid or revoked. Also, check whether the certificate is enabled in the server.

Error Code	Cause	Remedy
018-728	Authentication by the Kerberos server failed.	Take one of the following measures: • When the root CA certificate of the KDC certificate is not registered, register the root CA certificate. • When the KDC certificate is revoked, update the KDC certificate of the server. • Confirm that the address of the Kerberos server set in the device and the address on the KDC certificate of the server match.
018-732	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "32" (no such object) for Address Book query.	The specified e-mail address does not exist. Confirm the e-mail address you entered or the e-mail address registered on the LDAP server.
018-733	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "33" (incorrect alias) for Address Book query.	The LDAP server has a name problem. Have your network administrator confirm the LDAP server status.
018-734	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "34" (invalid DN syntax) for Address Book query.	The LDAP server has a name problem. Confirm the user name and password to cancel an incorrect password. If the error still is not resolved, have your network administrator confirm the authentication settings and status of the LDAP server.
018-735	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "35" (object is leaf) for Address Book query.	The LDAP server has a name problem. Have your network administrator confirm the LDAP server status.
018-736	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "36" (alias differencing problem) for Address Book query.	The LDAP server has a name problem. Have your network administrator confirm the LDAP server status.

Error Code	Cause	Remedy
018-747	The SMB server of the destination computer cannot be found while transferring data using SMB of the Scan service.	Take one of the following measures. • Re-enter the SMB server name. • Check with your network administrator about the name and operation status of the server. • Confirm the connection of the network cable. • Check whether the IP address is correct when an IP address is used for the transferring destination address. • Ensure that the port to be used for SMB transfer (*1) is not blocked on the server, or on the router between the device and the server. • <SMB server> Check that the port to be used for SMB transfer (*1) is not blocked by virus scan software or firewall software on the server. • <Name resolution server> When the server name is 15 characters long or shorter and the communication is done through subnet, check the WINS server settings to see if the server address is resolved correctly. • <Windows networks> For Windows networks, ensure that an unexpected master browser (*2) is running. If the master browser is an unexpected PC, existing servers may not be displayed and this problem may occur. After the remedy written above, try logging in to the SMB server from a computer using the same user name, and then try saving a file in the same location on the server. If this is successful, try the same operation from your device. • (*1) File sharing service: port 137/NetBIOS Name Service (UDP), port 138/NetBIOS Datagram Service (UDP), port 139/NetBIOS Session Service (TCP) Direct hosting service: port 445 (TCP) • (*2) A master browser manages a list of computers on Windows networks as a browse list. In general, the domain controller is a master browser.
018-748	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "48" (inappropriate authentication) for Address Book query.	The LDAP server has a security problem. Have your network administrator confirm the authentication settings on the LDAP server.
018-749	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "49" (invalid credentials) for Address Book query. The address search was performed with an incorrect authentication user name and password.	The LDAP server has a security problem. Confirm your authentication user name and password to cancel an incorrect login name. If the error still is not resolved, have your network administrator confirm the authentication settings on the LDAP server.
018-750	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "50" (insufficient access) for Address Book query.	The LDAP server has a security problem. Have your network administrator confirm the access rights for the LDAP server.

Error Code	Cause	Remedy
018-751	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "51" (busy) for Address Book query.	The service has a problem. Retry after waiting for a while. If the error still is not resolved, consult your network administrator.
018-752	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "52" (unavailable) for Address Book query.	The LDAP server has a service problem. Retry after waiting for a while. If the error still is not resolved, consult your network administrator.
018-753	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "53" (unwilling to perform) for Address Book query.	The LDAP server has a service problem. Retry after waiting for a while. If the error still is not resolved, consult your network administrator.
018-754	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "54" (loop detected) for Address Book query.	The LDAP server has a service problem. Have your network administrator confirm the operational status of the service on the LDAP server.
018-755	The SMB server specified as the destination does not respond to the device while transferring data using SMB of the Scan service.	Could not connect to the SMB server. Re-enter the server name. Check with your network administrator about operation status of the server. Confirm the file Sharing service (communicating via port 139 (TCP), and port 445 (TCP)) is authorized for the transferring destination server, router between the device and server, and virus security software or firewall software on the forwarding destination server. If two or more gateways exist and the communication over subnet fails, check the gateway address configuration on the device. After the remedy written above, try logging in to the SMB server from a computer using the same user name, and then try saving a file in the same location on the server. If this is successful, try the same operation from your device.
018-756	A response from the server are not received within the specified time while transferring data using SMB of the Scan service.	The SMB server is crowded. The response for AV1575 authentication was not returned. Try the operation again later. AV1990 When the transferring destination server belongs to the Microsoft Entra ID domain, check whether the communication between the destination server and domain controller is delayed using the following ways: • Check whether it takes time or not by accessing the destination server from the PC client. • If it takes time, consult your system administrator.

Error Code	Cause	Remedy
018-757	Failed to name resolution of the SMB server specified as destination to transfer data using SMB of the Scan service.	Take one of the following measures: • When the destination server name is specified using the FQDN, confirm that the DNS server address is set correctly in the Network Settings of the device. • If the connection with the DNS server does not have any problem, check whether the destination server name set in the device is registered on the DNS server.
018-758	The save location or file name of a scanned image has a problem while transferring data using SMB of the Scan service. Probable cause is that the specified save location does not exist on the server.	Take one of the following measures. • Check whether the save location is correct. • Check whether the specified folder name can be used in the SMB server.
018-759	Invalid characters are used for the save location or file name of a scanned image while transferring data using SMB of the Scan service.	Could not write the file to the SMB server. Re-enter the shared name, folder name, and file name. Consult your network administrator for the permission. Check the followings for the save location or file name of a scanned image set to the device. • Confirm the save location name does not include the following 10 invalid characters:" / : | < > ; , * ?. • Confirm the file name does not include the following 11 invalid characters: " / : | < > ; , * ? \ • Confirm there is no space in the head and end of a string of characters. • Confirm there is no period in the head and end of a string of characters. It is recommended that you do not use device-dependent characters. If you use MacOS, there are more invalid characters. After the remedy written above, try logging in to the SMB server from a computer using the same user name, and then try saving a file in the same location on the server. If this is successful, try the same operation from your device.
018-760	Because the specified save location has the Distributed File System (DFS) settings, it is linked to another shared folder while transferring data using SMB of the Scan service.	1. Select [Start] > [Programs] > [Administrative Tools] >[Distributed File System] on the SMB server. 2. Select the specified save location from the left side frame of the [Distributed File System] window, and then confirm the target information displayed on the right side frame of the window. 3. Specify the SMB server, shared name, and save location based on the information you confirmed in step 2.
018-761	The memory stored in the saving destination PC is insufficient while transferring data using SMB of the Scan service.	Check the usage condition of he memory. If the remaining capacity of the device's memory is low, exit out of the applications which are not used.
018-762	A time out error occurred because it takes time to receive a response from the saving destination PC while transferring data using SMB of the Scan service.	Try the operation again later. If the same error persists, consult your network administrator. Check whether the virus security software is working on the saving destination PC. Some software takes time to receive a response from the PC. If the software is working, reduce the number of document pages to scale down the file size.
018-763	The character code conversion is failed in the device while transferring data using SMB of the Scan service.	Confirm the server name, share name, and pass name does not include the letters unique to the device model. If the letters are included, change the name not to include the letters.

Error Code	Cause	Remedy
018-764	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "64" (naming violation) for Address Book query.	The LDAP server has an update problem. Have your network administrator confirm the LDAP server status.
018-765	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "65" (object class violation) for Address Book query.	The LDAP server has an update problem. Have your network administrator confirm the LDAP server status.
018-766	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "66" (not allowed on nonleaf) for Address Book query.	The LDAP server has an update problem. Have your network administrator confirm the LDAP server status.
018-767	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "67" (not allowed on RDN) for Address Book query.	The LDAP server has an update problem. Have your network administrator confirm the LDAP server status.
018-768	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "68" (already exists) for Address Book query.	The LDAP server has an update problem. Have your network administrator confirm the LDAP server status.
018-769	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "69" (no object class modifications) for Address Book query.	The LDAP server has an update problem. Have your network administrator confirm the LDAP server status.
018-770	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "70" (results too large) for Address Book query.	Change the search conditions/start position to narrow the search range, and execute the operation again. If the error still is not resolved, consult your network administrator.

Error Code	Cause	Remedy
018-771	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "71" (affecting multiple DSAs) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-772	Failed to transfer data using SMB of the Scan service because the specified shared name does not exist.	Re-enter the shared name. Check with your network administrator whether the shared name is correct. Confirm that the specified shared name exits in the destination PC. If the shared name does not exists, create a new shared name or specify the existing shared name.
018-773	Probable causes are as follows: 1. The device failed to transfer data using SMB of the Scan service because Invalid characters are used in the specified shared name. 2. The device failed to transfer data using SMB of the Scan service because access privilege does not set on the specified shared name when the server is macOS.	For 1, take one of the following measures: • Check whether the following invalid characters are included in the shared name set in the device: " / : | < > ; , * ? \ [ ] + = • Check whether a space character is included at the top or end of the shared name set in the device. • Check whether the shared name set in the device is specified only by a period. For 2, when the destination computer is macOS, you need to change the access privileges for the user for shared folder. For information about necessary accounting settings, consult your system administrator.
018-780	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "80" (unknown error) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-781	An LDAP server protocol error occurred as a result of the Address Book operation. Connection to the server cannot be established for the Address Book query.	Take one of the following measures: • Confirm the network cable connection. • If the network cable connection has no problem, confirm the active status of the target server. • Check whether the server name has been correctly set for [LDAP Server/Directory Service Settings] under [Remote Authentication/Directory Service].
018-782	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "82" (program error or SASL authentication error) for Address Book query.	Have your network administrator confirm the LDAP server status.

Error Code	Cause	Remedy
018-783	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "83" (encoding error) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-784	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "84" (decoding error) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-785	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "85" (timeout) for Address Book query.	Change the search conditions/start position to narrow the search range, and execute the operation again. If the error still is not resolved, consult your network administrator.
018-786	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "86" (unknown authentication method) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-787	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "87" (search filter error) for Address Book query.	Confirm the search conditions set on Address Book. If the error still is not resolved, consult your network administrator.
018-788	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "88" (user cancelled operation) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-789	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "89" (incorrect parameter) for Address Book query.	Have your network administrator confirm the LDAP server status.

Error Code	Cause	Remedy
018-790	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "90" (no memory) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-791	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "91" (server connection error) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-792	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "92" (unsupported feature) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-793	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "93" (no results returned) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-794	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "94" (no more results) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-795	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "95" (results remaining) for Address Book query.	Have your network administrator confirm the LDAP server status.
018-796	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "96" (client loop detected) for Address Book query.	Have your network administrator confirm the LDAP server status.

Error Code	Cause	Remedy
018-797	An LDAP server protocol error occurred as a result of the Address Book operation. The server returned RFC2251 Result Message No "97" (referral limit exceeded) for Address Book query.	Have your network administrator confirm the LDAP server status.
021-210	An error occurred in the IC Card Reader (optional).	Check the connection between the IC Card Reader and the device. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If the error still is not resolved, the IC Card Reader may be defective. Connect an unbroken IC Card Reader and execute the operation again.
021-211	An error occurred in the IC Card Reader (optional).	Check the connection between the IC Card Reader and the device. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If the error still is not resolved, the IC Card Reader may be defective. Connect an unbroken IC Card Reader and execute the operation again.
021-212	An error occurred in the IC Card Reader (optional).	Check the connection between the IC Card Reader and the device. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. If the error still is not resolved, the IC Card Reader may be defective. Connect an unbroken IC Card Reader and execute the operation again.
021-213	There is a problem with the unit price table settings for the related product.	The system administrator should export the unit price table and modify it using Internet Services. Set a number from 1 to 9,999,999 and import the table modified to the device.
021-214	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
021-215	The accounting/billing device connected does not match the device set on the device.	Change the setting on the device or connect the correct accounting/billing device, and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
021-360	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
021-401	The number of authentication devices such as IC Card Reader (optional) connected exceeds the setting value.	Disconnect the authentication device connected.
021-700	The USB cable is unplugged or the USB interface may be out of order.	Confirm that the USB cable is connected and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
021-701	The USB interface error occurred.	Retry after waiting for a while or confirm that the USB cable is connected and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
023-500	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
024-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-321	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-324	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-367	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-370	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-371	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-372	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-373	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-375	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-376	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-700	The memory capacity or storage required to use the optional feature is not installed.	Switch off the device power, and then switch it on again after the touch screen goes out.
024-701	The specified paper type is not compatible with the Face Up/Down Output setting selected.	Specify a paper type that is compatible with the Face Up/ Down setting.
024-702	Paper jam occurred while [When Paper Jam Occurs] is set to [Delete Job] under [Device] > [App Settings] > [Print Settings] > [Other Settings].	Remove the jammed paper, and then try printing again.
024-703	Unable to print because the number of booklet pages exceeds the maximum number allowed.	Use paper of less weight. Or, cancel the booklet creation.
024-704	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
024-705	The template of the specified force annotation was not found in the device.	Delete the document in the folder of the device, and then select [Scan to Folder] again from the print driver to store the document.

Error Code	Cause	Remedy
024-706	A print job from the related product is sent when [Force Watermark - Client Print] or [Force Secure Watermark] > [Client Print] is set to [On].	Set [Allow User to Disable Active Settings] to [Disable Active Settings] under [Device] > [Authentication/Accounting] > [Authentication / Security Settings].
024-707	The paper type is not supported for duplex or inversion.	Change the paper type, or change to 1-sided printing.
024-708	The paper type is not supported for duplex or inversion.	Change the paper type, or change to face-up printing.
024-742	Booklet printing was specified for printer properties, but the number of print pages for the job exceeded the maximum number allowed for booklet creation.	Change the printer properties setting to split the pages appropriately to create separate volumes, or to cancel the booklet creation setting.
024-746	The specified paper type is not compatible with the specified paper size, paper tray, output tray, or 2 sided.	Confirm the print data.
024-747	The combination of the specified features such as Document Size, Paper Size, Paper Tray, 2 Sided, and Output Tray is incompatible.	Confirm the print data, and try printing again.
024-748	The number of digits specified in [Bates Stamp - Number of Digits] screen does not match the value specified in [Starting Number].	Set [Bates Stamp - Number of Digits] to the value specified in [Starting Number] or to [Auto Assign].
024-775	Booklet printing was specified for printer properties, but the number of print pages for the job exceeded the maximum number allowed for booklet creation.	Change the printer properties setting to split the pages appropriately to create separate volumes, or to cancel the booklet creation setting.
025-596	An error occurred with the storage.	The storage should be replaced.
025-597	An error occurred with the storage.	The storage should be replaced.
026-400	More than two devices are connected to the USB host port.	Disconnect the third or more devices so that the number of connected devices becomes two. If the error still is not resolved, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
026-404	The toner is being adjusted.	No measure is required. Wait for a while.

Error Code	Cause	Remedy
026-405	There are consumables to be delivered.	No measure is required.
026-700	By Address Book operation, the device received an unsupported protocol from the LDAP server.	Execute the operation again.
026-701	The number of queries submitted to the Address Book exceeded the device's processing capability.	Wait for a while and execute the operation again. If the only one query is being submitted to the Address Book, the device's software may be defective.
026-702	The number of accesses from the LDAP server to the device by Address Book operation exceeded the device's processing capability.	Wait for a while and execute the operation again.
026-703	Authentication is canceled when adding documents during scanning.	Authenticate when adding documents.
026-708	Exceeded the maximum limit for the scan data size that can be stored for one job with Scan (URL) service.	Take one of the following measures: 1. Reduce the resolution (Resolution) of the scan parameters and execute the operation again. 2. Reduce the image with magnification (Reduce/Enlarge) of the scan parameters and then execute the operation again. (Such as A3 > A4) 3. If [Store & Send Link - Maximum File Size] is set to a small value, increase the value.
026-709	The capacity of the storage that can be used to store scan data with Scan (URL) service is insufficient.	Wait around one day, and when capacity becomes available as a result of the automatic deletion of files, execute the operation again.
026-710	The device has received and e-mail encrypted by S/ MIME, but does not support the encryption method.	Take one of the following measures: • Ask the sender to send the e-mail encrypted by 3DES. • Disable the FIPS140 validation mode of the device.
026-711	Exceeded the maximum size allowed for a multi-page file when scanning.	Take one of the following measures: 1. Reduce the resolution (Resolution) of the scan parameters and execute the operation again. 2. Reduce the number of document pages and then execute the operation again. The maximum size is 2 GB for TIFF, XPS, and PDF. Note • XPS stands for XML Paper Specification.
026-712	An error occurred while operating from Internet Services.	Retry after waiting for a while.

Error Code	Cause	Remedy
026-718	Incompatible print parameters are used. The combination of the specified features such as Document Size, Paper Size, Paper Tray, 2 Sided, and Output Tray is incompatible.	Confirm the print data, and try printing again.
026-719	An error occurred while operating the Scan to USB service.	Wait for a while and execute the operation again.
026-720	The capacity of the USB memory device of the recipient is insufficient while operating the Scan to USB service.	Confirm the amount of available space.
026-721	An error occurred while operating the Scan to USB service.	Check the following conditions: • The USB memory device is inserted into the USB memory slot. • The USB memory device is accessible from your computer. • The unencrypted USB memory device is used.
026-722	The USB memory device is not initialized.	Initialize the USB memory device on a computer with the following file format, and then execute the operation again. • Supported file formats: FAT12, FAT16 (FAT), FAT32 Note • NTFS is not supported. • A software-encrypted USB memory device is not supported.
026-723	An error occurred while operating the Scan to USB service.	1. Check that the media is not inserted or removed, or the other media is not inserted, while the device is referencing the media. 2. Check that the file in the media can be accessed via a computer.
026-727	Probable causes are as follows: 1. Unusable characters are included in the path name of the file location. 2. The length of the path name of the file location (including extension) exceeds the number of characters available.	Take one of the following measures: 1. Change the path name of the file location. 2. Set the path in the range of 1 to 255 bytes.
026-728	An error occurred during WSD communications.	Check whether the network cable is correctly connected or check the amount of available memory of the destination device. Note • WSD stands for Web Services on Devices.
026-729	Probable causes are as follows: 1. An error occurred during WSD communications. 2. Application other than [Windows Fax and Scan] was used to scan a document while operating the Scan to Desktop service.	For 1, check whether the network cable is correctly connected or check the amount of available memory of the destination device. For 2, Use [Windows Fax and Scan] to scan. If using another application, set the document on the document glass. Note • WSD stands for Web Services on Devices.

Error Code	Cause	Remedy
026-730	The size of paper loaded in the specified tray is unknown.	Check whether the paper guides are correctly positioned in the tray, and then try again.
026-735	When authentication or logout succeeds, all jobs are canceled because there is a pending job.	No measure is required.
026-736	An internal error occurred while sending the scanned document to the HTTP server.	Execute the operation again.
026-737	Unable to send the scanned document to the HTTP server because a network error occurred.	Consult your network administrator whether the network or the server have any problem.
026-738	The device failed to send scanned document data to the HTTP server because Web application is closed during it.	Execute the operation again.
026-739	When authentication or logout succeeds, all jobs are canceled because there is a pending job.	No measure is required.
027-310	An error occurred.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
027-311	An error occurred.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
027-312	An error occurred.	Switch off the power of the device. Once the display on the control panel turns off, switch on the power of the device.
027-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
027-442	The IP address of IPv6 already exists.	Change the [Auto Stateless Address 1] for IPv6 on the device, or the IP address of IPv6 on the network device, to remove the duplication of addresses.
027-443	The IP address of IPv6 already exists.	Change the [Auto Stateless Address 2] for IPv6 on the device, or the IP address of IPv6 on the network device, to remove the duplication of addresses.
027-444	The IP address of IPv6 already exists.	Change the [Auto Stateless Address 3] for IPv6 on the device, or the IP address of IPv6 on the network device, to remove the duplication of addresses.
027-445	IP address for IPv6 set manually is incorrect.	Set the IP address correctly.
027-446	The IP address of IPv6 set manually already exists.	Change the [Manually Configured IPv6 Address] on the device, or the IP address of IPv6 on the network device, to remove the duplication of addresses.
027-447	The IP address of IPv6 network already exists.	Change the [Link-local Address] for IPv6 on the device, or the IP address of IPv6 on the network device, to remove the duplication of addresses.
027-452	IP address of IPv4 already exists.	Change the IP address of IPv4 set on the device or the IP address of IPv4 on the network device.
027-500	Unable to connect to the SMTP server.	Specify the SMTP server name correctly or specify the server by using its IP address.
027-501	Unable to connect to the POP server.	Specify the POP server name correctly or specify the server by using its IP address.

Error Code	Cause	Remedy
027-502	Failed to log into the POP3 server when using the POP3 protocol.	Check on Internet Services whether the user name and password used on the POP3 server are correct.
027-503	A POP server error occurred.	Execute the operation again.
027-504	An SMTP server error occurred.	Execute the operation again.
027-513	The device failed to transfer data using SMB of the Scan service because access to the SMB server was not permitted.	Consult your system administrator for settings.
027-514	The device failed to transfer data using SMB of the Scan service because an error has been occurred between the SMB server and the DNS server.	Check the following conditions: • Re-enter the destination SMB server name. • The SMB server is connected to the DNS server. • The SMB server name is registered on the DNS server.
027-515	The device failed to transfer data using SMB of the Scan service because an error has been occurred.	Take the following measures: • Set the DNS server address. • Set the target SMB server address using IP address.
027-516	Probable causes are as follows: 1. The SMB server of the destination computer cannot be found while transferring data using SMB of the Scan service (TCP/IP session establishment failed). 2. The SMB server specified as the destination does not respond to the device while transferring data using SMB of the Scan service. 3. Failed to name resolution of the SMB server specified as destination to transfer data using SMB of the Scan service.	For 1, take one of the following measures: • Confirm the connection of the network cable. • For communications over subnet, confirm the WINS server settings, and check whether the server address can be resolved correctly. • File Sharing service (communicating via port 137 (UDP), port 138 (UDP), and port 139 (TCP)) is authorized for the Firewall settings of the destination SMB server. For 2, check whether the file sharing service is enabled on the destination SMB server. • The file sharing service of Microsoft network is enabled. If the error still is not resolved, check the following setting. • NetBIOS over TCP/IP for TCP/IP is activated. For 3, take one of the following measures: • When the destination SMB server name is specified using the FQDN, confirm that the DNS server address is set correctly in the Network Settings of the device. • If the connection with the DNS server does not have any problem, check whether the destination server name set in the device is registered on the DNS server.

Error Code	Cause	Remedy
027-518	The device failed to transfer data using SMB of the Scan service because the specified password was incorrect. When the server is macOS, the specified user may not have been registered as a user who is permitted to use File Sharing.	Confirm the password for the shared folder. When the server is macOS, specify a user who is permitted to use File Sharing.
027-519	The device failed to transfer data using SMB of the Scan service because the save location or file name specified for the scanned image had a problem. • The save location or the file name has a problem. • The specified save location does not exist on the server. • Invalid characters are used in the save location or the file name. • Because the specified save location has the Distributed File System (DFS) settings, it is linked to another shared folder.	Take one of the following measures: • Check whether the save location is correct. • Check whether the specified file name can be used on the SMB server. • Confirm the Distributed File System (DFS) settings with your system administrator. To confirm the settings, execute the following procedures: 1. Select [Start] > [Programs] > [Administrative Tools] > [Distributed File System] on the SMB server. 2. Select the specified save location from the left side frame of the [Distributed File System] window, and then confirm the target information displayed on the right side frame of the window. 3. Specify the SMB server, shared name, and save location based on the information you confirmed in step 2.
027-520	The device failed to transfer data using SMB of the Scan service because the file name or folder name could not be retrieved.	Confirm the access privilege to the SMB server.
027-521	The device failed to transfer data using SMB of the Scan service because the suffix of the name of the file or folder exceeded the limit value.	Change the file name or forwarding destination folder of the scan server. Or, try moving or deleting the files within the forwarding destination folder.

Error Code	Cause	Remedy
027-522	During forwarding using SMB of the Scan service, the scanned image file could not be created on the SMB server because of one of the following reasons: • The specified file name already exists. • The specified file name has already been used. • The specified file name exists as a directory. • Invalid characters are used in the file name.	Take one of the following measures: • Check whether the specified file name can be used in the save location. • Check whether the specified file name has been used by another user. • Check whether the specified file name has been used for another file or folder.
027-523	The device failed to create the lock folder on the SMB server while transferring data using SMB of the Scan service. The specified folder already exists.	Check whether the specified name is being used for another file or folder on the SMB server.
027-524	The device failed to create the lock folder on the SMB server while transferring data using SMB of the Scan service. The specified folder already exists.	Check whether the specified name is being used for another file or folder on the SMB server.
027-525	During forwarding using SMB of the Scan service, a file could not be deleted from the SMB server because of one of the following reasons: • The file does not exist. • The file is opened. • The specified file name is being used as a directory.	Check whether the file is not being used by another user at the specified save location.
027-526	The device failed to delete the lock folder on the SMB server while transferring data using SMB of the Scan service.	If the lock directory (*.LCK) exists in the destination, delete it manually, and then execute the operation again.
027-527	During forwarding using SMB of the Scan service, a folder could not be deleted from the SMB server because of one of the following reasons: • The file does not exist. • The directory is not empty. • The specified directory name does not exist.	Check whether the file is not being used by another user at the specified save location.

Error Code	Cause	Remedy
027-528	The device failed to transfer data using SMB of the Scan service because no space is available at the save location on the SMB server.	Check whether the save location has free space.
027-529	The device failed to transfer data using SMB of the Scan service because an unexpected error has been received from the SMB server, or an unexpected internal error has occurred on the device.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
027-530	There are duplicate file names. [Do Not Save] is set as a handling method when names are duplicated for scanned files.	Set the process to be executed in case of a file name duplication to other than [Do Not Save].
027-531	Detected an incorrect filing policy (when add was selected) after connecting to the server.	When [Rename New File] is set as the process to be executed in case of a file name duplication, confirm that the file format is not multi-page.
027-532	Failed to access the NEXTNAME.DAT file.	When [Rename New File] is set as the process to be executed in case of a file name duplication, check the NEXTNAME.DAT file is correct.
027-533	An internal error occurred.	Execute the operation again.
027-543	The SMB server (NetBIOS) name is invalid.	Check whether the server name of the SMB server is correct.
027-547	SMB protocol error. An invalid character was detected in the specified domain name.	If the error occurred during SMB authentication: Consult your network administrator for the domain name, and then set it correctly. Also, check whether the domain name set on the device is correct. To confirm the settings, execute the following procedures: 1. Enter the System Administration mode, and select [Device] > [Network Settings] > [Remote Authentication/Directory Service] > [SMB Server Settings]. 2. Select the SMB server to confirm the domain name. If the error occurred during transferring using SMB of the Scan service: Consult your network administrator whether the domain name specified when entering login name is correct. To confirm the domain name on the server, execute the following procedures: 1. Select [Start] > [Programs] > [Administrative Tools] > [Active Directory Domains and Trusts] on the Active Directory domain controller. 2. From the left side frame of the [Active Directory Domains and Trusts] window, select [Active Directory Domains and Trusts] > [Domains]. Right-click [Domains] to select [Properties]. 3. Select [General] tab in the domain properties window, and confirm the domain name (prior to Windows 2000).

Error Code	Cause	Remedy
027-548	SMB protocol error. An invalid character has been detected in the specified user name.	Ask your network administrator to set the user name with valid characters. To confirm the user name on the server, execute the following procedures: 1. Select [Start] > [Programs] > [Administrative Tools] > [Active Directory Users and Computers] on the Active Directory domain controller where the user information is set. 2. Select [Active Directory Users and Computers] > [Server] > [Domains] > [Users] from the left side frame of the [Active Directory Users and Computers] window, to display the user information. 3. Right-click the target user from the right side frame of the [Active Directory Domains and Trusts] window to select [Properties]. 4. Select the [Account] tab in the [User Properties] window, and confirm the user name of [User Log On Name (Prior to Windows 2000)].
027-549	SMB protocol error.	Execute the operation again.
027-564	SMB protocol error. The SMB server was not found.	Check whether the connection between the authentication server and the device has been established via a network. For example, confirm the following conditions: • Network cable connection • TCP/IP settings • Connection via Port 137 (UDP), Port 138 (UDP), and Port 139 (TCP)
027-565	SMB protocol error.	Execute the operation again.
027-566	SMB protocol error. SMB (TCP/IP) is not active.	Enter the System Administration mode, and select [Device] > [Network Settings] > [Port Settings]. On this screen, confirm [SMB Client] is set to [Enabled].
027-569	The SMB (TCP/IP) port is not activated.	Enter the System Administration mode, and select [Device] > [Network Settings] > [Port Settings]. On this screen, confirm [SMB Client] is set to [Enabled].
027-572	SMB protocol error.	Execute the operation again.
027-573	SMB protocol error.	Execute the operation again.
027-574	SMB protocol error.	Execute the operation again.
027-576	SMB protocol error.	Execute the operation again.
027-578	SMB protocol error.	Execute the operation again.
027-584	SMB protocol error. The SMB server is in shared security mode.	The SMB server may be set on Windows 95, Windows 98, or Windows Me OS. Set the SMB server on an OS other than Windows 95, Windows 98, or Windows Me OS.
027-585	SMB protocol error. Login is disabled at this time.	Confirm the period login permitted with your system administrator.
027-586	SMB protocol error. The password has expired.	Obtain a valid password from your system administrator.
027-587	SMB protocol error. The password must be changed.	Log into Windows, and change the password. Ask your system administrator to change the setting so that you do not need to change the login password next time.
027-588	SMB protocol error. The user is invalid.	Ask your system administrator to validate the user.
027-589	SMB protocol error. The user was locked out.	Ask your system administrator to cancel the lockout status.
027-590	SMB protocol error. The user account has expired.	Obtain a valid user account from your system administrator. Or, ask your system administrator to extend the account expiration date.
027-591	SMB protocol error. Users are restricted. A blank password is invalid.	Set the password for the user.

Error Code	Cause	Remedy
027-700	The domain section of the recipient's e-mail address is a prohibited domain.	Specify a domain that is not prohibited for the domain section of the recipient's e-mail address.
027-701	The network cable is disconnected from the device.	Connect the network cable securely if the cable is disconnected.
027-702	The specified recipient's certificate does not exist.	Register the certificate for the recipient on the device.
027-703	The specified recipient's certificate has expired.	Register a valid certificate for the recipient on the device.
027-704	The CA certificate of the specified recipient's certificate does not exist.	Confirm the path to the recipient's certificate, and register the required CA certificate on the device.
027-705	The specified recipient's certificate has been revoked.	Specify a valid certificate for the recipient.
027-706	Unable to find the S/MIME certificate associated with the device's e-mail address when sending e-mail.	Import the S/MIME certificate corresponding to the mail address to the device.
027-707	The S/MIME certificate associated with the device's e-mail address has expired when sending e-mail.	Ask the sender to issue a new S/MIME certificate, and then import the certificate to the device.
027-708	The S/MIME certificate associated with the device's e-mail address is not reliable when sending e-mail.	Import a reliable S/MIME certificate to the device.
027-709	The S/MIME certificate associated with the device's e-mail address has been discarded when sending e-mail.	Import a new S/MIME certificate to the device.
027-710	No S/MIME certificate is attached to the received e-mail.	Ask the sender to send the e-mail with an S/MIME certificate attached.
027-711	No S/MIME certificate can be obtained from the received e-mail.	Import the sender's S/MIME certificate to the device, or ask the sender to send S/MIME signature mail with an S/ MIME certificate attached.
027-712	The received S/MIME certificate has expired, or is an unreliable certificate.	Ask the sender to send the e-mail with a valid S/MIME certificate attached.
027-713	The received e-mail has been discarded because it may have been altered on its transmission route.	Inform this error to the sender, and ask the sender to send the e-mail again.

Error Code	Cause	Remedy
027-714	The received e-mail has been discarded because the address in its From field is different from the mail address in the S/MIME signature mail.	Inform the sender that the mail addresses differ, and ask the sender to send the e-mail again.
027-715	The received S/MIME certificate has not been registered on the device, or has not been set for use on the device.	Import the sender's S/MIME certificate to the device, or change settings to use the S/MIME certificate on the device if the S/MIME certificate has already been registered.
027-716	The received S/MIME certificate has been discarded because the certificate was unreliable.	Ask the sender to send the e-mail with a reliable S/MIME certificate attached.
027-717	Unable to obtain SMTP server address for e-mail transmissions from the DNS server.	Check whether the DNS server is set correctly.
027-720	Unable to find the server of an application interface destination.	Confirm the DNS server address. Or, check whether the computer on which the application linked is installed has been registered on the DNS server.
027-721	An application interface destination does not exist.	Check whether the application linked is operating correctly.
027-722	The jobs timed out during connection with an application interface destination.	Try processing the job flow again.
027-723	Authentication of the application interface destination failed.	Confirm the user name and password that is used when creating a job flow.
027-724	An application interface destination could not be accessed.	Check whether the application linked is operating correctly. If it is operating correctly, confirm the log.
027-725	A job operation failed using an application interface.	Check whether the application linked is operating correctly. If it is operating correctly, confirm the log. If it is not operating, confirm the network environment.
027-726	The status of the application interface destination is unknown.	Check whether the application linked is operating correctly. If it is operating correctly, confirm the log.
027-727	A parameter is illegal during an application interface.	Try processing the job flow again.
027-728	The number of files that are to be sent to external services exceeded the maximum number.	Reduce the number of files, and send them again.
027-730	The number of the document pages attached to the SMTP mail exceeds the maximum number of pages allowed for the Split Send feature.	Increase the number of pages allowed for the Split Send feature, or reduce the number of the document pages.

Error Code	Cause	Remedy
027-750	Attempted to print a scanned document.	The Print feature is unavailable for scanned documents. Set the job flow correctly.
027-751	An error occurred during job flow processing.	Confirm the settings of the job flow.
027-752	A mandatory entry field is blank in the job flow.	Take one of the following measures: • Do not link folders to job flows that have mandatory entry fields. • Set the default values to the mandatory fields of the job flow.
027-753	1. Attempted to execute the service while the port necessary for the job flow is either deactivated or disabled. 2. Attempted to execute a job flow to send e-mail using the Encryption or Digital Signature feature while S/MIME communication is disabled.	For 1, have your system administrator confirm the port status. For 2, enable S/MIME communication, or modify the job flow so that e-mail is sent by not using the Encryption or Digital Signature feature.
027-754	[PDF Signature] is set inconsistency in the job flow.	Check the [PDF signatures] for both the system data settings (device's current settings) and the executed job flow settings. If these settings differ, coordinate them.
027-757	Probable causes are as follows: 1. An error occurred while connecting the server. 2. The reliable certificate has not been registered on the device. 3. The server addresses of the SSL server and the destination server are not same. 4. The device tries to communicate with the server using the encryption method which is not supported on the device. 5. The SSL client certificate has not been registered on the device. 6. The server certificate has been expired or will be expired soon.	For 1), check connection between the device and the server, or the device and the DNS server using ping or trace route. For 2), import the CA certificate and intermediate certificate reliable to the SSL server to the device. For 3), check whether or not the device communicates via the SSL proxy server which enables you to confirm the SSL communication. When the device uses the server, set the device not to use the SSL proxy server. For 4), check the encryption method supported on the device. Set the available encryption method to the SSL server setting. For 5), import the SSL client certificate and configure the setting to use the certificate. For 6), check the date and time registered on the device is precise. If they are not, adjust the gap.
027-758	The remote authentication is tried when [Login Name] and [Password] are not correctly set in [LDAP Server/Directory Service Settings]. As the result, the LDAP server sent back RFC2251 Result Message No "49" (invalid credentials).	A security error occurred. Make sure [Login Name] and [Password] are correctly set in [LDAP Server/Directory Service Settings].

Error Code	Cause	Remedy
027-759	The connection to the LDAP server referred by the LDAP server specified in [LDAP Server/Directory Service Settings] is failed.	Make sure the network settings of the device are correctly set. If the same message is displayed again, consult the network administrator and check the connection from the device to the server.
027-760	An invalid parameter is specified by XJT command.	Confirm the specified parameter.
027-761	An on-demand print job was sent to the device using the Web Applications feature, but the time interval from receiving the print job until starting the print processing exceeded the time limit specified on the device.	When multiple documents are to be printed, reduce the number of documents, and then execute the operation again. If the error still is not resolved, enter the System Administration mode, and then select [Device] > [System Settings] > [System Clock / Timers] > [Print-On-Demand Duration], and specify a larger value or "0". When on-demand printing is executed using the Web Application feature, the print processing time is limited. Consequently if many documents are to be printed or if print processing takes time, a timeout may occur before all the data are received. To resolve this problem, change the time limit value according to the document volume and type.
027-762	An on-demand print job is sent to the device using the Web Applications feature, however, the specified job ticket is invalid because of one of the following causes: • Abnormal change to the job ticket because of the device software failure • Abnormal change to the job ticket because of a bug on the sender's remote server • Abnormal change to the job ticket because of network trouble • Intentional alteration to the job ticket	Execute the print job again.
027-763	The device failed to verify the user information against the remote accounting server.	Take one of the following measures: • Check whether the remote accounting server is operating properly. • Check whether there is no network failure. • Connect the network cable securely. • Confirm the settings on the device.
027-764	An error occurred in the communication with the Client Scan client, or the client canceled the job.	Check the network communication with the Client Scan client by checking the following. • Check that the amount of space of the Client Scan client is enough. • Check the connection of the network cable.
027-765	DNS name resolution failed.	• Check if the destination WebDAV server is registered in the DNS server. • Check the connection to the DNS server. • Check the setting of the DNS server address.
027-766	Proxy server name resolution failed.	• Check if the Proxy server is registered in the DNS server. • Check the connection to the DNS server. • Check the setting of the DNS server address.
027-767	SSL/TSL connection failed.	• Check if the destination WebDAV server is accessible from a computer. • Check the SSL settings in the destination WebDAV server. • Check the name of the destination WebDAV server. • Check the path to the destination in the WebDAV server.

Error Code	Cause	Remedy
027-768	Certificate validation error.	• Check if the destination WebDAV server is accessible from a computer. • Check if the SSL server certificate for the destination WebDAV server is registered in the device. • Check if the SSL server certificate for the destination WebDAV server is not expired, or is not in the certificate revocation list. Check the time setting in the device. Check the certificate path for the SSL server certificate, and import the CA certificate. • If a certificate is not registered in the destination WebDAV server, disable certificate validation.
027-769	WebDAV server connection error.	• Check the network cable connection. • Check if the destination WebDAV server is accessible from a computer. • Check the network interface.
027-770	The print job has a problem.	Submit the print job again.
027-771	The storage of the server connected to the device is full.	Delete unnecessary data from the server.
027-772	An error occurred during communication with the SMTP server.	Use ASCII characters to modify the host name that has been specified under [Device] > [Network Settings] > [Device Email Address/Host Name]. If the error still is not resolved, confirm with your network administrator whether the SMTP server supports the HELO command.
027-773	An error occurred during communication with the SMTP server.	Wait for a while, and then execute the operation again.
027-774	The specified e-mail address contains unsupported characters.	Specify the e-mail address using only ASCII characters.
027-775	Too many destination addresses have been specified.	Reduce the number of destination addresses. If the error still is not resolved, confirm with your network administrator whether the SMTP server supports the EHLO command.
027-776	An error occurred during communication with the SMTP server.	Use ASCII characters to modify the host name that has been specified under [Device] > [Network Settings] > [Device Email Address/Host Name]. If the error still is not resolved, confirm with your network administrator whether the SMTP server supports the EHLO command.
027-777	The destination SMTP server does not support SMTP-AUTH.	Set [Email Send Authentication] to [Off] under [Device] > [Network Settings] > [Outgoing / Incoming Email Settings] > [SMTP Server Settings].
027-778	The destination SMTP server does not support the SMTP-AUTH system set on the device.	Confirm the authentication type supported by the SMTP server with your network administrator. The device supports the following authentication types: AUTH GSSAPI (only for Kerberos), AUTH NTLMv2, AUTH NTLMv1, AUTH PLAIN, AUTH LOGIN, AUTH CRAM-MD5.
027-779	Failed to authenticate the SMTP server.	Confirm the login name and password set to SMTP-AUTH.
027-780	Network interface error.	Check the network interface.
027-781	The data exceeded the available capacity.	Split the scan data.
027-782	Maximum redirects have been reached.	Check the re-direct setting in the WebDAV server to see if a re-direct loop occurs.
027-783	Authorization failed.	• Check if the destination WebDAV server is accessible from a computer. • Check the login user name and password. • Check the name of the destination WebDAV server. • Check the path to the destination in the WebDAV server.
027-784	Authorization failed.	Check the user name and password for the proxy server set in the device.

Error Code	Cause	Remedy
027-785	WebDAV server connection timeout.	Wait for a while and try the same operation again. Consult your network administrator if this failure is repeated.
027-786	WebDAV server connection timeout.	Wait for a while and try the same operation again. Consult your network administrator if this failure is repeated.
027-787	The same file name already exists.	Select an option other than [Do Not Save] for the file name duplication setting.
027-788	Request failed.	• Check if the specified drive and directory in the destination WebDAV server is accessible. • Try the same operation.
027-789	Access forbidden.	• Share the destination file and folder to permit reading and writing. • Check the path to the destination.
027-790	File not found.	Check if the specified directory exists in the destination WebDAV server.
027-791	The method specified in the request is not allowed.	• Check if the destination is a WebDAV server. • Share the destination file and folder to permit reading and writing. • Check the path to the destination.
027-792	Invalid file path.	Check the path to the destination.
027-793	The request failed.	• Check if the destination WebDAV server is accessible from a computer. • Try the same operation.
027-794	An internal error occurred.	• Check the WebDAV server is working correctly. • Check if the destination WebDAV server is accessible from a computer.
027-795	Unknown method.	• Check if the destination is a WebDAV server. • Share the destination file and folder to permit reading and writing.
027-796	The received e-mail was discarded because no documents were attached to it. (The device is set to print attached documents only.)	To print the mail body or header information also, change settings in the [Properties] screen of Internet Services.
027-797	The output destination of the received e-mail is invalid.	Specify a correct output destination, and send the e-mail again.
027-798	The specified document did not exist.	Check the job flow setting.
027-799	The destination server does not have sufficient storage space.	Make sure that there is available space in the server.
029-700	The request failed.	• Check the WebDAV server is working correctly. • Check if the destination WebDAV server is accessible from a computer.
029-701	An invalid response was received.	• Check if the destination WebDAV server is accessible from a computer. • Check the server settings.
029-702	An unexpected error occurred.	Try the same operation.
029-703	An error occurred in the communication with the Client Scan client, or the client canceled the job.	Check the network communication with the Client Scan client by checking the following. • Check that the amount of space of the Client Scan client is enough. • Check the connection of the network cable.
029-711	Ethernet 1 error. The proxy auto-config (PAC) file is invalid.	Ask your network administrator to see if the format is appropriate for JavaScript, and if the file size is 64 KB or less.

Error Code	Cause	Remedy
029-712	Ethernet 1 error. A timeout error occurred when the device obtains a proxy auto-config (PAC) file.	Check and correct the following: • LAN cable connection • Default gateway configuration • Subnet mask configuration • DNS server address configuration If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.
029-713	Ethernet 1 error. A connection error occurred when the device obtains a proxy auto-config (PAC) file.	Check and correct the following: • LAN cable connection • Default gateway configuration • Subnet mask configuration • DNS server address configuration If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.
029-716	Ethernet 1 error. A timeout error occurred when the device obtains the URL of a proxy auto-config (PAC) file.	Check and correct the following: • LAN cable connection • Default gateway configuration • Subnet mask configuration If the failure persists, the network or the DHCP server may have a problem. Consult your network administrator.
029-717	Ethernet 1 error. An error occurred when the device obtains the URL of a proxy auto-config (PAC) file. The file was not found.	The PAC file location setting on the DHCP server may have a problem. Consult your network administrator.
029-730	Access denied to the Folder via the route of the specified network interface. The action cannot be performed.	Ensure that the Folder where you are accessing is correct. You need to specify the Folder that allows the route you are using.
029-731	An error occurred in the secondary Ethernet. The proxy auto-config (PAC) file is invalid.	Ask your network administrator to see if the format is available for JavaScript, and if the file size is 64 KB or less.
029-732	An error occurred in the secondary Ethernet. A timeout error occurred when the device obtains a proxy auto-config (PAC) file.	Check and correct the following: • LAN cable connection • Default gateway configuration • Subnet mask configuration • DNS server address configuration If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.
029-733	An error occurred in the secondary Ethernet. A connection error occurred when the device obtains a proxy auto-config (PAC) file.	Check and correct the following: • LAN cable connection • Default gateway configuration • Subnet mask configuration • DNS server address configuration If the failure persists, the network or the HTTP server may have a problem. Consult your network administrator.
029-736	An error occurred in the secondary Ethernet. A timeout error occurred when the device obtains the URL of a proxy auto-config (PAC) file.	Check and correct the following: • LAN cable connection • Default gateway configuration • Subnet mask configuration If the failure persists, the network or the DHCP server may have a problem. Consult your network administrator.

Error Code	Cause	Remedy
029-737	An error occurred in the secondary Ethernet. An error occurred when the device obtains the URL of a proxy auto-config (PAC) file. The file was not found.	The PAC file location setting on the DHCP server may have a problem. Consult your network administrator.
035-550	An error occurred while writing data to FaxG3-ROM.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
036-550	An error occurred while writing data to FaxG4-ROM.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
041-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-340	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-341	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-344	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-345	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-346	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-348	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-349	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-350	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-351	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-352	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-353	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-354	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-355	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-356	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-388	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-391	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-395	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
041-397	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-398	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-399	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-500	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
041-501	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-318	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-321	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-327	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-328	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-330	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-331	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-332	An error occurred in the Fusing Unit.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-333	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
042-349	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-350	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-351	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-360	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-361	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-390	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-391	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-392	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-393	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
042-395	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
043-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
043-327	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
043-328	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
043-329	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
043-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
043-374	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-329	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-331	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-333	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-335	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-337	An error occured.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-339	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
044-341	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-343	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-345	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-347	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-349	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-352	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-353	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-355	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-356	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-389	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-391	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-392	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-394	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
044-396	A cable is not connected correctly.	Switch off the device power, make sure that the cable is connected correctly, and then switch on the device power.
044-397	A cable is not connected correctly.	Switch off the device power, make sure that the cable is connected correctly, and then switch on the device power.
044-398	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-343	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-368	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-369	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-377	An error occured.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
045-382	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
045-395	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
046-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
046-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
046-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
047-210	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
047-213	Detected the installation of a finisher of a different type than expected.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
047-216	An error occurred while detecting the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
047-320	An error occurred.	Follow these steps to reboot the device: 1. Make sure that the device has completed all copy or print jobs, and then press the Power button. 2. Select [Reboot].
048-310	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-311	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-318	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-319	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-320	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-322	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-323	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-324	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-325	An error occurred in the interface module.	Turn the device off and then on, and execute the operation again.
048-327	An error occurred in the interface module.	Turn the device off and then on, and execute the operation again.
048-328	An error occurred in the finisher.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
048-331	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.

Error Code	Cause	Remedy
048-335	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-336	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-338	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-339	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-340	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-341	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-342	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-343	An error occurred in the Interface Decurler Module.	Turn the device off and then on, and execute the operation again.
048-500	An error occurred during writing to the ROM of the interface module.	Turn the device off and then on, and execute the operation again.
049-210	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-211	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-212	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-213	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-214	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-215	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-216	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-217	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-218	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-219	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-220	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-221	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.

Error Code	Cause	Remedy
049-224	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-225	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-228	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-229	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-232	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-233	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-234	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-235	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-236	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-237	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-238	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-239	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-240	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-241	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-242	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-243	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-248	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-251	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-252	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-253	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-280	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-281	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-282	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-283	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and rexecute the operation again.
049-284	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.

Error Code	Cause	Remedy
049-285	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-286	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-287	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-288	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-310	A malfunction occurred in the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-500	An error occurred during writing to ROM of the High Capacity Stacker.	Turn the device off and then on, and execute the operation again.
049-700	Probable causes are as follows: 1. The output destination was changed to the Finisher Output Tray although you selected the High Capacity Stacker. because the tab paper cannot be output to the stacker. 2. The output destination was changed to the Finisher Output Tray although you selected the High Capacity Stacker, because the loaded paper is smaller than the supported paper size for outputting to the stacker. 3. The stacker is not connected correctly or it is defective.	For 1), use other paper than tab paper. For 2), use the paper whose size is supported by the stacker. For 3), confirm that the stacker is connected correctly.
051-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
051-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
051-701	The specified Finisher is not connected, or the profile name is incorrect.	Check the connection state of the Finisher and the specified profile name, and then send the job again.
057-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
057-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
058-335	The type of paper to be used is different from the paper type configured for the paper tray.	Change the paper type setting for the paper tray.

Error Code	Cause	Remedy
058-337	The type of paper to be used is different from the paper type configured for the paper tray.	Change the paper type setting for the paper tray.
058-345	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
058-346	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
058-349	An error occurred in the fusing unit.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
058-350	An error occurred in the fusing unit.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
060-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
060-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-311	An error occurred.	Switch off the device power, and then switch it on again after the touch screen goes out.
061-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-325	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-329	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-332	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-339	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-340	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-348	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-363	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-364	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-365	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-366	An error occured.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-367	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
061-368	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-369	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-370	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-371	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-372	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-373	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
061-383	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-277	A communication error occurred between the document scanning unit and the document feeder.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
062-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-345	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-360	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-371	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-380	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. Important • If condensation has occurred in the device, the message may be also displayed. Wait for a while, and then switch on the device power again.
062-386	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-389	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-393	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-395	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-397	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
062-398	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
062-790	Copying of the scanned document is prohibited.	Understand the document types that are not prohibited to be copied.
065-221	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
065-222	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
065-223	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
065-224	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
065-225	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
071-210	Tray 1 malfunction.	Confirm the paper loading condition for the Tray, and then switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 1.
071-212	Tray 1 malfunction.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 1.
071-452	Tray 1 is open.	Close Tray 1.
071-461	Tray 1 is not working properly.	Ensure that Tray 1 is inserted securely into the slot.
072-210	Tray 2 malfunction.	Confirm the paper loading condition for the Tray 2, and then switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 2.
072-212	Tray 2 malfunctioned.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 2.
072-452	Tray 2 is open.	Close Tray 2.
072-461	Tray 2 is not working properly.	Ensure that Tray 2 is inserted securely into the slot.
073-210	Tray 3 malfunction.	Confirm the paper loading condition for the Tray, and then switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 3.
073-212	Tray 3 malfunction.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 3.
073-452	Tray 3 is open.	Close Tray 3.
073-461	Tray 3 is not working properly.	Ensure that Tray 3 is inserted securely into the slot.
074-210	Tray 4 malfunction.	Confirm the paper loading condition for the Tray, and then switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 4.
074-212	Tray 4 malfunction.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. You can use a tray other than Tray 4.
074-452	Tray 4 is open.	Close Tray 4.
074-461	Tray 4 is not working properly.	Ensure that Tray 4 is inserted securely into the slot.

Error Code	Cause	Remedy
075-210	Tray 5 (Bypass) malfunction.	Switch off the device power, and then switch it on again after the touch screen goes out.
075-211	Tray 5 (Bypass) malfunction.	Switch off the device power, and then switch it on again after the touch screen goes out.
077-220	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-222	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-223	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-325	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-330	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-332	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-333	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
077-358	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-210	Tray 6 (HCF) malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-211	Tray 7 (HCF) malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-213	Tray 5 (Bypass) malfunction.	Confirm the paper loading condition of Tray 5 (Bypass), and then turn the device off and then on.
078-214	Tray 5 (Bypass) malfunction.	Confirm the paper loading condition of Tray 5 (Bypass), and then turn the device off and then on.
078-216	An error occurred in Tray 6 (HCF) (optional).	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-217	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for the Tray 6 (HCF), and then switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-218	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for the Tray 6 (HCF), and then switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
078-219	An error occurred in Tray 6 (HCF) (optional).	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-222	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-223	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-224	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-225	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-226	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-227	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-228	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-229	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-230	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-232	An error occurred in Tray 7 (HCF).	Confirm the paper loading condition for Tray 7 (HCF), and switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-233	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-234	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-235	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-245	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-246	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-247	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-250	An error occurred in Tray 6 (HCF) (optional).	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
078-251	An error occurred in Tray 6 (HCF).	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-260	Tray 6 (HCF) or Tray 7 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF) or Tray 7 (HCF), and then turn the device off and then on.
078-261	Tray 6 (HCF) or Tray 7 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF) or Tray 7 (HCF), and then turn the device off and then on.
078-262	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.

Error Code	Cause	Remedy
078-263	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-264	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-265	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-266	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-267	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-268	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-269	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-270	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-271	Tray 6 (HCF) malfunction.	Confirm the paper loading condition for Tray 6 (HCF), and then turn the device off and then on.
078-272	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-273	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-274	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-275	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-276	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-277	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-278	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-279	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-280	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-281	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-282	Tray 5 (Bypass) malfunction.	Confirm the paper loading condition for Tray 5 (Bypass), and then turn the device off and then on.
078-283	Tray 5 (Bypass) malfunction.	Confirm the paper loading condition for Tray 5 (Bypass), and then turn the device off and then on.

Error Code	Cause	Remedy
078-285	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-286	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-287	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-288	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-289	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-290	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-291	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-293	HCF malfunction.	Switch off the device power, and then switch it on again after the touch screen goes out.
078-294	HCF malfunction.	Switch off the device power, and then switch it on again after the touch screen goes out.
078-298	HCF malfunction.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
078-500	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-210	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-211	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-212	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-213	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-214	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-215	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-217	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-218	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-219	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-220	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-221	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
079-222	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-223	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-224	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-225	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-226	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-227	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-228	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-229	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-230	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-231	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-232	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-233	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-234	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-235	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-236	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-237	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-238	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-239	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-240	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-241	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-242	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-243	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-244	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-245	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-246	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
079-247	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-250	An error occurred in the High Capacity Feeder.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
079-460	Tray 7(HCF) is open.	Close Tray 7(HCF).
079-461	Tray 7 (HCF) is not working properly.	Ensure that Tray 7 (HCF) is inserted securely into the slot.
089-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
089-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-324	An error occurred in the drum cartridge.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-325	An error occurred in the drum cartridge.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-326	An error occurred in the drum cartridge.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-327	An error occurred in the drum cartridge.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-328	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-329	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-330	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-331	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-332	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
091-407	An error occurred in the drum cartridge [R1].	Pull out the drum cartridge [R1], and then insert the cartridge again.
092-324	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
092-325	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
092-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
092-327	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
092-335	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
092-336	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
092-337	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
092-338	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
092-339	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-210	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-211	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-331	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-332	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-333	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-334	The toner cartridge [K] (black) is not finished with replacement.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-335	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-336	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-337	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-338	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-340	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-341	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
093-426	An error occurred in the toner cartridge [K] (black).	Pull out the toner cartridge [K] (black), and then insert the cartridge again.
093-430	The toner cartridge [K] (black) is not installed correctly or not installed.	Pull out the toner cartridge [K] (black), and then insert the cartridge again. Or, Install the toner cartridge [K] (black).
094-318	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
094-331	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
094-333	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
094-334	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
099-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
099-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-318	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
102-356	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
103-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
103-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
103-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
103-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
112-700	The finisher's hole punch waste container is full.	Empty the hole punch waste container.
116-210	An error occurred in the USB memory device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-211	An error occurred in the USB memory device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-212	An error occurred in the USB memory device.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-220	Failed to enter the Download mode.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department

Error Code	Cause	Remedy
116-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-321	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-324	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-325	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-330	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-331	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-332	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-334	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-336	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-337	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-338	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-340	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-342	An error occurred.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
116-343	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-346	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-348	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-349	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
116-353	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-354	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-355	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-356	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-359	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-360	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-361	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-364	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-365	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-366	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-367	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-370	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-371	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-372	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-373	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-374	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-375	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-376	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-377	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-378	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-379	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-381	An error occured.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-382	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
116-383	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-384	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-385	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-387	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-388	The optional storage is not installed.	Install the storage.
116-389	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-391	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-392	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-393	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-394	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-395	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-396	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-399	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
116-701	Unable to use the 2 Sided feature because of insufficient memory.	Increase memory or install the storage.
116-702	A print job was processed using a substitute font.	Check the print data.
116-703	Probable causes are as follows: 1. An error occurred during PostScript processing. 2. An error occurred because of insufficient memory. 3. An error occurred because of insufficient memory for PostScript processing.	For 1, check the print data. For 2, increase memory. For 3, increase the value for [PostScript Memory].
116-704	An error occurred when reading data on the media.	Check whether the media is inserted correctly.
116-705	An error occurred when reading data on the media.	Use a computer to confirm the content recorded on the media.
116-706	An error occurred when reading data on the media.	Use a computer to confirm the content recorded on the media.

Error Code	Cause	Remedy
116-707	An error occurred when reading data on the media.	Use a computer to confirm the content recorded on the media.
116-708	An error occurred when reading data on the media.	Use a computer to confirm the content recorded on the media.
116-709	An error occurred when reading data on the media.	Use a computer to confirm the content recorded on the media.
116-710	The correct document size could not be judged because the receive data exceeded the HP-GL/2 spool size.	Increase the size assigned to HP-GL/2 auto layout memory.
116-711	The size and orientation of the form specified are not matched with the paper to be printed.	Match the size and orientation of the paper with the form specified, and print again.
116-712	The form data cannot be registered because memory for the form is insufficient.	Delete unnecessary data, or free up the space for the form memory.
116-713	The data has been divided into a number of jobs because of insufficient storage space.	Delete unnecessary data from the storage to free up storage space.
116-714	An HP-GL/2 command error occurred.	Check the print data.
116-715	The form cannot be registered because the number of the form registration exceeds the maximum number allowed.	Delete unnecessary form.
116-716	An error occurred when reading the data on the media.	On a computer, confirm the content recorded on the media.
116-717	An error occurred when reading the data on the media.	On a computer, confirm the content recorded on the media.
116-718	The form specified is not registered.	Use the form registered, or register the form.
116-720	An error occurred during print processing because of insufficient memory.	Stop unnecessary ports or delete unnecessary data to free up disk space.
116-725	Failed to write the image log because the image log storage area on the device is insufficient.	Execute the operation again. If this error still is not resolved, take one of the following measures: • Delete unnecessary image logs. • Change the [Assurance Level] setting for image logs to [Low].
116-730	A feature not supported by the printer was executed.	Cancel the parameters not supported by the printer.

Error Code	Cause	Remedy
116-737	The user-defined data cannot be registered because memory for the user-defined data is insufficient.	Delete unnecessary data, or free up the space for the user-defined data memory.
116-738	The size and orientation of the form specified are not matched with the paper to be printed.	Match the size and orientation of the paper with the form specified, and print again.
116-739	The form or logo data cannot be registered because memory for the form and logo data or memory capacity for the storage is insufficient.	Delete unnecessary data, or free up the space for the form memory.
116-740	A numerical value operation error occurred because a value exceeding the value limit of the device was used in the print data.	Check the print data.
116-741	The form cannot be registered because the number of the form registration exceeds the maximum number allowed.	Delete unnecessary form.
116-742	The logo data cannot be registered because the number of the logo data registration exceeds the maximum number allowed.	Delete unnecessary logo data.
116-743	The logo data or form cannot be registered because the memory for the form and logo data is insufficient.	Increase memory.
116-745	ART IV command error occurred.	Confirm the print data.
116-746	The form specified is not registered.	Use the form registered, or register the form.
116-747	The paper margin value is too large for the HP-GL/2 active coordinates area.	Decrease the paper margin value, and then execute the operation again.
116-748	There is no plot data in the HP-GL/2 print data.	Check the print data.
116-749	The job was cancelled because the specified font does not exist.	Install the font, or set the print driver to replace the font.
116-750	Banner sheet tray malfunction.	Restore the tray to normal condition or change the Banner sheet tray.
116-751	The process has been canceled because the storage is full.	Delete stored job in the storage. If the error still is not resolved, split the file and send the job again.

Error Code	Cause	Remedy
116-752	The descriptions of the PDF or XPS printing job ticket have a problem.	Execute the operation again. Note • XPS stands for XML Paper Specification.
116-771	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-772	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-773	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-774	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-775	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-776	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-777	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-778	The data was automatically modified because it included an invalid parameter.	The printed image may be incomplete. Confirm with the sender whether the image has a problem, or ask the sender to send the data again.
116-780	There is a problem with the document attached to the received e-mail.	Check the attached document.
116-790	No set of the document is stapled.	Check whether the staple position has been correctly specified, and try printing again.
117-310	An error occurred while scanning a document via WSD.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power. Execute the same operation again. Note • WSD stands for Web Services on Devices.
117-311	An error occurred.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
117-312	An error occurred.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
117-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
117-321	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-324	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-327	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-329	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-331	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-332	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-333	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-339	No non-volatile memory backup found.	Install the former storage back to the device after removing a new one. Turn off the device to back up the non-volatile memory.
117-340	Invalid storage.	Install a correct or unformatted storage.
117-343	Probable causes are follows. 1. When [Image Log Control] on Tools is invalid and [Enabled] is set for [Log Transfer] under [Transfer Image Log], [Transfer Per Job] is set for [Logs to Transfer]. 2. When [Transfer Image Log] is invalid, [Log Transfer] is set to [Enabled].	For 1, set other than [Transfer Per Job] for [Logs to Transfer]. For 2, install the storage to the device, or set [Pause] for [Logs To Transfer].
117-345	The data is being set.	Wait until the process finishes without turning off the device.
117-347	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-348	The unformatted SD card used in the other device is installed.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-350	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-355	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-357	TPM fail occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-358	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
117-360	The value of the year in the Date & Time setting exceeded the available range.	Turn the device off and then on. Change the year setting to the correct value.
117-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-363	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-364	The key information is illegal.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-367	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-373	Data conversion failed.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-375	Storage encryption failed.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-376	Storage encryption failed. Possible causes for this error could be: • An invalid key for storage encryption • Filesystem corruption • A damaged storage	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-379	An error occurred.	Check if the network cable disconnected or the Syslog Server is not active. Ensure the connection between device and the Syslog Server. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-380	An error occurred during the signature verification of the firmware.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
117-381	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-382	An error occurred during the signature verification of the firmware.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
117-383	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-384	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-385	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-386	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-387	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
117-388	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
118-210	An error occurred in the Print Server.	Switch off the power of the Print Server, and then switch on again.
118-211	Print Server Service Error.	Take the implementation according to the error displayed, and reboot the Print Server.

Error Code	Cause	Remedy
118-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-314	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-317	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-318	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-322	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-325	The device detects unacceptable combination. The unacceptable combination are as follows: • Both the USB IC card reader and the EP related equipment are used • [Authentication/ Accounting Settings] is set to [Local] • [IC Card or Control Panel Login] is set to [When IC Card Reader is Connected]	Take one of the following measures: • When both IC Card and Control Panel Login are not used, the setting of [When IC Card Reader is Connected] will be automatically changed to [IC Card Login]. No measure is required. • Only the USB IC card reader is connected to the device and both IC Card and Control Panel Login are used.
121-327	The device does not support the connected product.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-329	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-330	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-331	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-332	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
121-333	An error occurred between the device and the connected equipment.	Confirm that the device is switched on, and then switch off the device power, make sure that the touch screen is blank, and switch on the device power.
121-334	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-335	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-336	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-337	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-338	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-340	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-341	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-342	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-343	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-350	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
121-370	An error occurred between the device and the connected equipment.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
123-325	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-326	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-333	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-343	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-344	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-368	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-369	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-371	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-374	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-377	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-379	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-380	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-381	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-382	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-383	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-384	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-389	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-390	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-392	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-393	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-395	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-396	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-397	An error occured.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
123-398	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
123-399	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-317	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-318	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-321	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-323	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-324	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-325	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-326	An error occurred.	Follow the on-screen instruction to enter information.
124-327	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-328	The punch unit settings are required.	Follow the on-screen instruction to set the punch unit.
124-329	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-332	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-335	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-339	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-340	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
124-341	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-342	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-343	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-344	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-345	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-346	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-347	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-348	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-349	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-350	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-351	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-352	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-353	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-354	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-355	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-356	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-357	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-359	An error occurred.	Wait until the device restarts.
124-360	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-361	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-362	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-363	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-367	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-368	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-369	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
124-370	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-371	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-372	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-373	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-374	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-375	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-376	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-380	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-381	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-382	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-383	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-390	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-391	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-392	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-393	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-700	Printed without trimming because the finishing size after specified trimming exceeded the range allowed for trimming.	Specify a finishing size allowable for trimming, and then try printing again.
124-701	The output destination was changed because of the malfunction of the specified output tray (Side Tray).	You can use any output trays other than the defective output tray.
124-702	The output destination was changed because of the malfunction of the specified output tray (Finisher Tray).	You can use any output trays other than the defective output tray.
124-705	The punch setting was cancelled.	Confirm the punch position, and then execute the operation again.
124-706	The folding setting was cancelled.	Confirm the folding setting, and then execute the operation again.

Error Code	Cause	Remedy
124-708	The output destination has been changed to an unexpected tray. The probable causes are as follows: 1. Paper of a different size from the specified is loaded for 2 sided. 2. The Punching feature of the Finisher has malfunctioned.	For 1, check whether the specified size paper is loaded in the tray. For 2, switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
124-709	The document exceeded the maximum number of pages that can be stapled.	Reduce the number of pages, or cancel the stapling setting, then try printing again.
124-710	The device cannot output to the output destination specified. A paper size or a paper type that cannot be output is specified or the output destination fails.	No measure is required. The device automatically selects the available output destination.
124-714	Unable to fold due to unknown error.	Print without folding.
124-717	The print speed is slow.	Wait the job to finish.
125-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-210	A communication error occurred between the device and the Print Server.	Disconnect the print server cable, and then securely insert the cable into the connector. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-211	A communication error occurred between the device and the Print Server.	Disconnect the print server cable, and then securely insert the cable into the connector. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-212	A communication error occurred between the device and the Print Server.	Disconnect the print server cable, and then securely insert the cable into the connector. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-213	A communication error occurred between the device and the Print Server.	Update the device and the Print Server software to the latest versions.
127-220	A communication error occurred between the device and the Print Server.	Disconnect the print server cable, and then securely insert the cable into the connector. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-221	A communication error occurred between the device and the Print Server.	Disconnect the print server cable, and then securely insert the cable into the connector. Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-310	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-311	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
127-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-353	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-398	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-399	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
127-700	The SIP registrar server cannot be used.	Check if the SIP registrar server is available. Also, confirm that [SIP Registrar Server Setup] is set correctly in the device settings.
132-312	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
132-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
132-314	An error occurred.	Contact one of the following support desks according to the product you are using for inquiries. • Contact your dealer or nearest SHARP Service Department
132-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
140-700	The waste container is about to be full soon.	Empty the punch waste container.
149-210	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-211	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-212	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-213	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-214	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-215	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-216	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-217	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
149-218	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-219	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-220	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-221	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-224	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-225	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-228	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-229	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-232	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-233	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-234	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-235	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-236	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-237	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-238	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-239	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-240	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
149-241	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-242	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-243	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-248	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-251	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-252	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-253	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-280	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-281	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-282	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-283	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-284	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-285	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-286	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-287	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-288	A hardware malfunction occurred in the High Capacity Stacker.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
149-500	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

Error Code	Cause	Remedy
149-700	The output destination was changed to the Finisher Output Tray although you selected the High Capacity Stacker.	Check whether the paper specified for printing can be used by this device.
161-313	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
161-314	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
161-315	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
161-316	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
161-319	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
161-320	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
161-321	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
161-322	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.
178-500	An error occurred.	Switch off the device power, make sure that the touch screen is blank, and then switch on the device power.

SHARP

SHARP CORPORATION