

Information Codes

When something unusual occurs, the display shows one of the information codes below. These help you identify problem.

Information Code	Meaning	Action
010	No recording paper	Load the paper.
020	Thermal recording head temperature is too high	Open the Control panel for a few minutes to permit cooling.
030	Document is not set properly	Set the document and try again.
031	Document paper is jammed or document length exceeds 39 inches (1 meter)	Open the transmitting guide and remove the document. Then reset the document.
060	Control panel is open	Close the control panel
400	During initial hand-shake, receiving station did not respond or communication error occurred	<ol style="list-style-type: none"> 1. Check with the other party. 2. Reload the document and try again.
402 404 405	During initial hand-shake, communication failure occurred.	Reload the document and try again.
403	No polling capability at the other side	Ask other side to set "POLLED=ON".
407	No confirmation from the receiving station for the previous page sent.	Wait a few minutes and send again.
408 409	Other side confirmation of previous page is illegible.	Wait a few minutes and transmit again.
411 414	Polling password does not match	Check polling password.
412	No data from the transmitting side	Check with the other party.
415	Polling function is incompatible	Inform the other party that your machine does not have the polling transmission

		features.
416 417 418 419 420	Received data has too many errors	Check with the other party.
420 421	Machine went into receiving mode, but no command from the transmitting side	1. Other side misdialed. 2. Check with the other party.
422	Interface is incompatible	Check with the other party.
434 459 493 484	Communication error occurred while receiving.	Check with the other party.
451 495	Telephone line disconnected	Check with the other party.
623	No document was on document tray	Reload the document and try again.
625	Machine went into receiving mode when documents were on the document tray.	Reload the document and try again.
630	Redialing was not successful because of a busy line or no response.	Try again.

CLEARING A DOCUMENT JAM

If a document becomes jammed in the machine, the display will show the information code 031.

To clear a jam,

1. Press the latch on the right panel to open the control panel. Remove the recording paper.
2. Gently press the two tabs located at the both ends of the fax paper tray and unlock the document scanning guide. Swing the document scanning guide forward.
3. Remove the jammed paper.
4. Press the document scanning guide back so that it locks into place. Replace the recording paper and then gently close the control panel with both hands. Tear off the excess recording paper.

CLEANING THE HEAD ROLLER AND DOCUMENT SCANNING GUIDE

The head roller in your fax machine gradually accumulates dust and black, soot-like particles. Clean these rollers once every three months. We recommend the use of our fax cleaning kit, Radio Shack Cat. No. 43-1250.

1. Press the latch to open the control panel. Remove the recording paper.
2. Gently press the two tabs located at both ends of the fax paper tray to unlock the document scanning guide. Swing the guide forward.
3. Wipe the black roller gently with a soft, clean cloth dampened with fax cleaning fluid, while rotating the roller slowly toward the back of the fax machine with your fingers.
4. Wipe the Document Scanning Guide with a soft, clean cloth dampened with fax cleaning fluid.
5. Press the document scanning guide back so that it locks into place. Reset the recording paper and then gently close the control panel with both hands. Tear off the excess recording paper.

CLEANING THE THERMAL HEAD

You need to clean the thermal head in your fax machine occasionally to ensure clear facsimile reproduction. How often depends on how much you use your fax machine. We recommend that you clean the thermal head whenever you clean the head roller. Radio Shack stores sell a cleaning kit designed for your fax machine (Cat. No. 43-1250).

To clean the thermal head:

1. Press the latch to open the control panel.
2. Wipe the surface of the thermal head unit gently with a soft cloth or gauze dampened with fax cleaning fluid.

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