Customer Tips

… for the user

Retrieving Fault Codes from Xerox Multifunction Devices

Purpose

A Xerox representative may ask you to provide fault code information to assist in troubleshooting. This document helps you access and report fault code information during a service call or as necessary. The product development engineers use fault code information as a tool to help understand the status of a Xerox multifunction device.

Several multfunction devices can display (but cannot print) the log codes on the user interface.

Display the Fault Codes on a DC 265/255/240 (LO.17.x) or WCP 32/40 Color

1. Press the [**Machine Status**] button located on the right side of the control panel.

2. Select the [**Faults**] tab located on the user interface.

3. Select the [**Error Log**] button located at the right within the [**Faults**] tab.

After a few seconds, the fault codes display on the user interface. Because these multifunction devices cannot print the fault codes, we recommend you manually record this information for at least the 6 most recent fault codes (or more if necessary).

Produce a "Print Call for Service Report"

The following procedure applies to these groups of multifunction devices:

- DC 490/480/470/460

- DC 555/545/535

- WC M35/M45/M55 and WCP 35/45/55

- WCP 65/75/90

1. Press the [**Machine Status**] button located on the right side ot the control panel.

2. Select the [**Machine Information**] tab located on the user interface (if not already selected).

This document applies to these Xerox products:

x	**WC Pro 32/40 Color**
x	**WC Pro 65/75/90**
x	**WC Pro 35/45/55**
x	**WC M35/M45/M55**
x	**DC 555/545/535**
x	**DC 490/480/470/460**
	DC 440/432/425/420
	DC 340/332
x	**DC 265/255/240**
	DC 230/220
	DCCS 50

3. Select the [**Print Reports**] button located at the lower left on the [**Machine Information**] tab. A new screen appears with:

   a. DC 490/480/470/460 or WCP 65/75/90: [**Print Call for Service Report**].

   b. DC 555/545/535, WC M35/M45/M55, or WCP 35/45/55: [**Print Call for Assistance Report**]

4. Press [**Print Call for Service Report**] or [**Print Call for Assistance Report**].The report prints within 30 seconds.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA),
TTY 1-800-855-2880 or at http://www.xerox.com.

Other Tips about Xerox multifunction devices are available at the following URL:
http://www.xerox.com/DocumentCentreFamily/Tips.

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