

MODEL: GP605 / 555
SUBJECT: Error Code E999
LOCATION: MFC Unit

Details:

The Error Code E999 has been reported several times from the field and is not listed in the current Service Manual.

The factory have listed the following conditions that this might occur, and we have interpreted this as:

- Condition 1** A job is requested but the data has been lost.

If several jobs are requested in succession E999 might be indicated between jobs.
- Condition 2** Data is scanned in but for some reason cannot be printed out.

Paper is fed to the registration roller the machine operation hesitates and five minutes later E999 appears.
- Condition 3** The scanned image has an electronic index which is not correct.

The machine tries to process two jobs at the same time.
- Solution** Turning the power on and off will solve this problem. However, if the error keeps appearing, changing the hard disk on the MFC unit is recommended.