

Smart Call Center Phone Fix

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Product:

imageRUNNER ADVANCE 6000/8000 Series

Title:

E315-000d

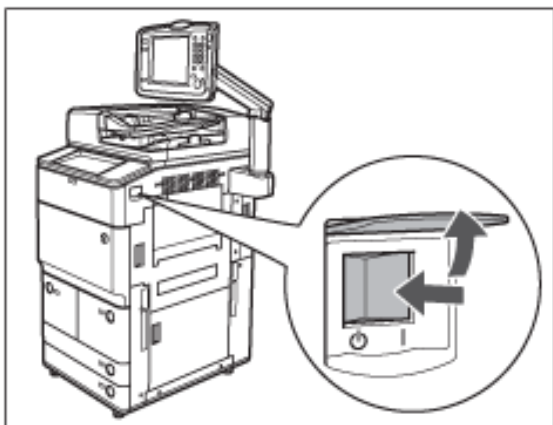
Problem:

E315-000d

Solution:

Perform the following actions:

Turn off the imageRUNNER ADVANCE 8000/6000 Series machine.



Shut down or restart the imagePASS-U1. (procedures on next page)



TO SHUT DOWN, RESTART, OR REBOOT THE IMAGEPASS SERVER

Always verify that the imagePASS Server is not in use before you begin the following procedure.

1. **Ensure that the imagePASS Server is not receiving, processing, or printing any files.**

When Printing or Ripping appear on the Control Panel, the imagePASS Server is currently processing a job. Idle appears on the Info screen when the imagePASS Server is finished processing the job. Check power and cable displays when the imagePASS Server does not detect connection to the copier (normal when the interface cable is not connected or the copier is turned off.)

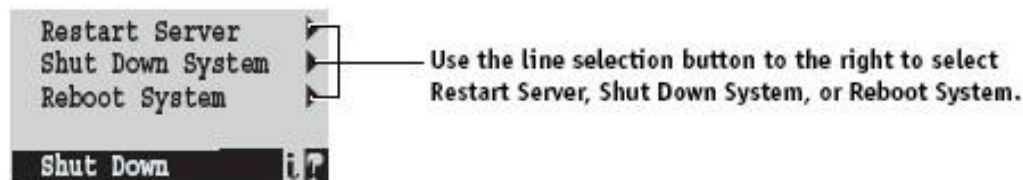
If the system has just finished processing, wait at least 10 seconds after the system reaches Idle before beginning the shutdown procedure.

NOTE: Notify the network administrator before you remove the imagePASS Server from the network.

2. **At the Idle screen, press the Menu button once to display the Functions menu.**
3. **Scroll down and select Shut Down from the Functions menu.**



4. **At the next screen, select Restart Server, Shut Down System, or Reboot System.**



Restart Server (soft reset)—Resets the imagePASS Server server software but does not reboot the entire system. Network access to the imagePASS Server is temporarily interrupted and all currently processing jobs are aborted and may be lost.

Shut Down System—Shuts down all imagePASS Server server software and powers off the system. You should always select this option when you want to power off the system.

Reboot System (hard reset)—Shuts down all imagePASS Server activity properly and then reboots.

- Allow the system to shut down and power off or restart. If you are going to power the system back on, wait at least 10 seconds after shutting down before doing so.
- If you selected Restart Server, you may need to wait 1 minute or more for the server software to restart.
- Before accessing internal components, make sure that all cables are disconnected from the back of the imagePASS Server.

Turn on the imagePASS-U1 first.



While the imagePASS-U1 boots up, turn on the imageRUNNER 8000/6000 Series machine.

