

Smart Call Center Phone Fix

THIS IS NOT AN OFFICIAL TECHNICAL PUBLICATION. THIS KNOWLEDGEBASE ENTRY IS THE PROPERTY OF CANON U.S.A. AND IS CONFIDENTIAL INFORMATION TO BE RETAINED FOR REFERENCE PURPOSES BY THE AUTHORIZED DEALER WITH WHOM SERVICE AGREEMENTS HAVE BEEN ENTERED INTO. USER AGREES TO INDEMNIFY CANON U.S.A., INC. AND TO HOLD IT HARMLESS AGAINST ANY CLAIM ARISING BY REASON OF THE POSSESSION OR USE THEREOF. ITS UNAUTHORIZED USE IS PROHIBITED.

Product:

imageRUNNER ADVANCE 8000 Series > Accessory > Professional Puncher-C1

Title:

E503-0003

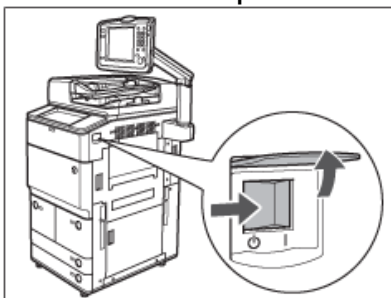
Problem:

E503-0003

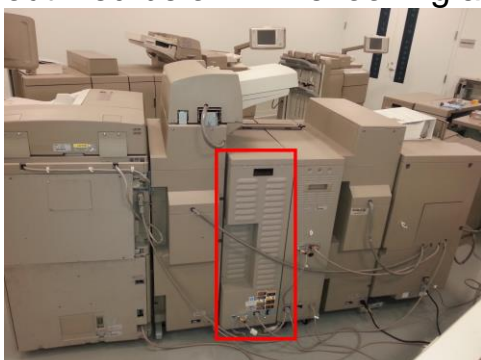
Solution:

Perform the following actions:

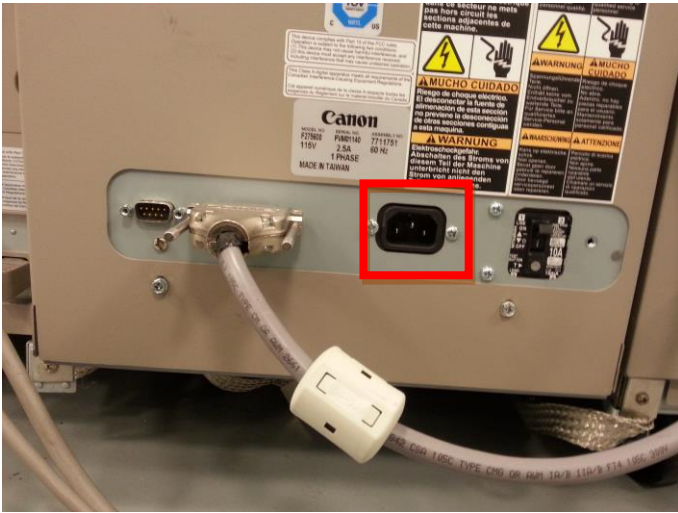
1. Turn off the power switch on the Main Engine.



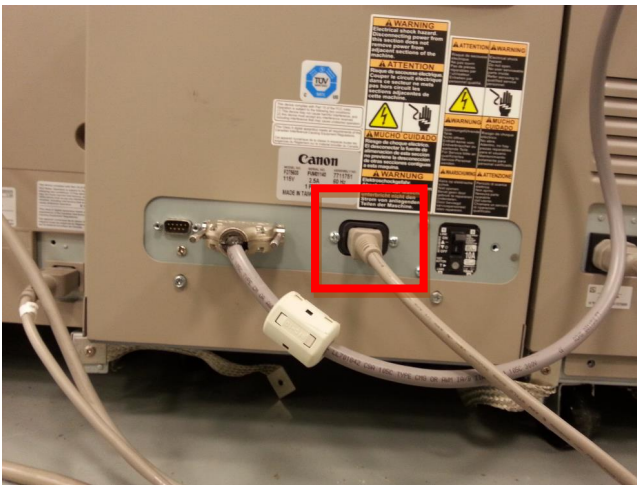
2. From the rear side of the machine, make sure to check that the Professional Puncher-C1 power cables are plugged in properly. The location of the Professional Puncher-C1 is outlined below while looking at the rear side of the machine:



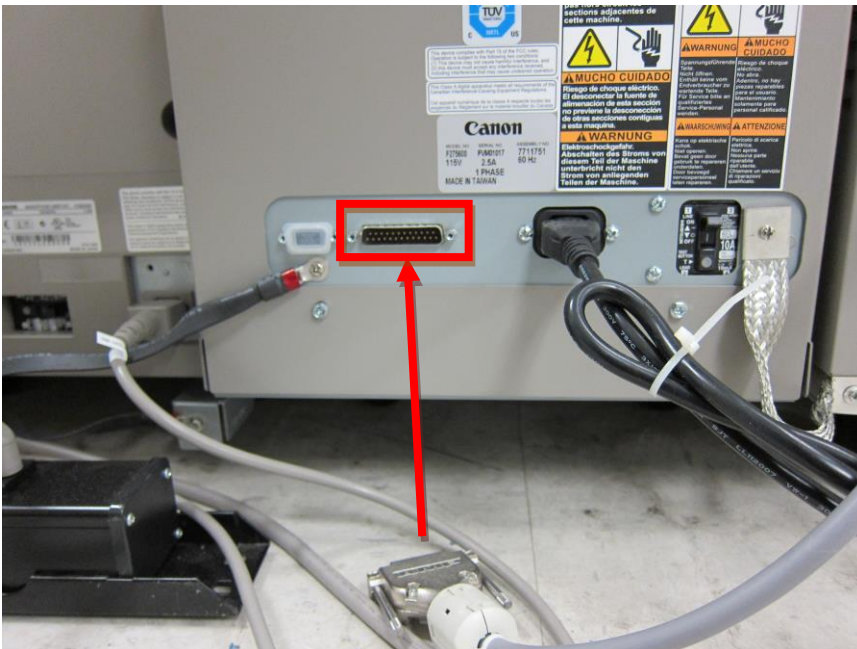
3. Check to see if the **Power Cable** for the Professional Puncher-C1 has been disconnected or if it is loose.



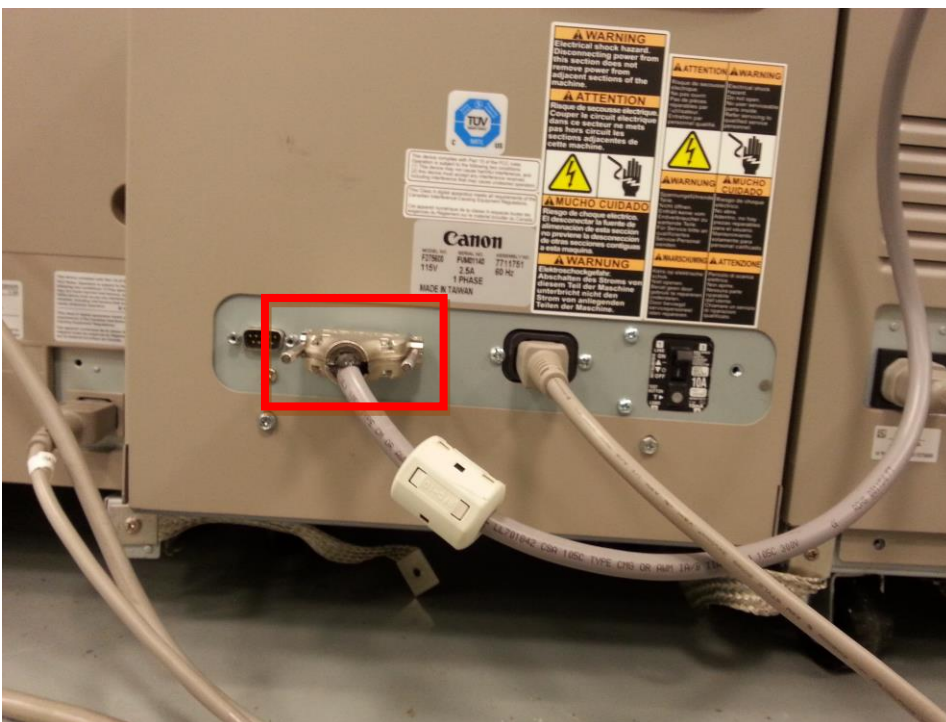
4. Reconnect or reset it as illustrated below.



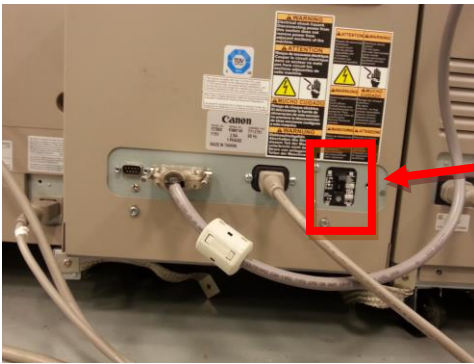
5. Check to see if the **Communication Cable** is disconnected from the Professional Puncher-C1.



6. If the Communication Cable is disconnected, reconnect it or reseal it.



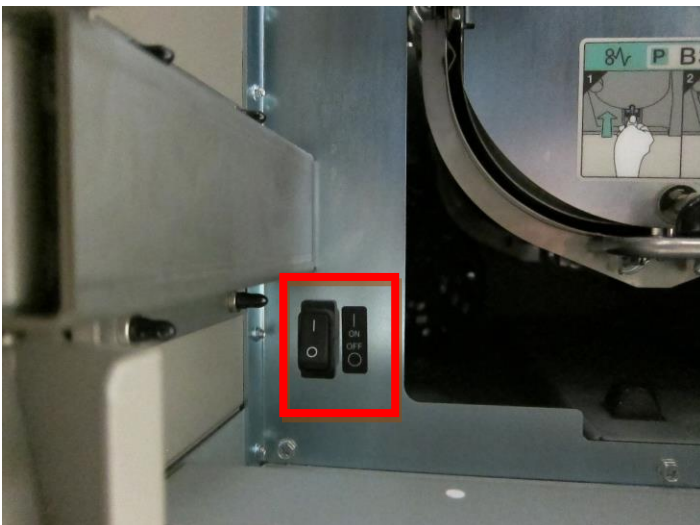
7. Check to make sure the circuit breaker to the right of the power plug is in the “ON” position (up) as shown.



8. From the front inside cover of the Professional Puncher-C1 perform the following action:
-Open the Front Cover.



-In the lower left hand corner of the Professional Puncher-C1 check to see if the switch is in the "ON" Position. If it is in the "Off" position, turn it to the "On" position as shown.



9. After connecting any cables in the rear of the machine that have may have been disconnected and checking the switches in the rear and front, turn on the Main Power switch.

