


Updated: 20th December 2004: *Changes in bold italics*

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|-------------------|-----------------|----------------|
| Model: Martini-C1 | Date: 26-Jun-03 | No.: RB064000f |
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| Subject: Troubleshooting | | Prepared by: S.Watanabe | |
| From: 1st Tech. Support Sec. Service Support Dept. | |  | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Other () | | |

This bulletin is a troubleshooting guide for symptoms that have occurred in the past, all with known solutions. For most items below, there are related MBs and RTBs containing modification details and adjustment procedures.

Note: This RTB is numbered "000" since the information contained in it has already been announced.

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1. Image Quality

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------------------|---|-------------------|---|---|----------------------|
| Black Line | Black line appears when using ADF (front side, along feed direction). | 001 003 004 | Dirty DF exposure glass | - Install the latest BCU/GW/LCDC firmware. - Advise the customer to clean the DF exposure glass when black lines appear on the front side along the feed direction. Set SP4999-001 to 1 (ON) if the customer requires this, which will activate an alert message for DF glass cleaning. | |
| Black Line | With DF 2-sided scanning, the edge of the original is sometimes visible on the rear side of the copy when the image is shifted by Create Margin for stapling. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.14e or later |
| Black Line | Black lines appear when running a job of 1 to 30 or more (a while after installation). | 035 | Toner/paper dust that accumulates on the blade edge. | - Replace with the Mojito drum and SP5 cleaning brush. - Remove the cleaning blade release mechanism. | |
| Image Problem | Image problem occurs when using Magazine Copy together with Margin Adjustment. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.01.2 or later |
| Dirty Image | When copying originals for reduction through the DF with nearly 100% image area coverage, part of the trailing edge shows dirtying. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.16b or later |
| Dirty Background | Dirty background occurs. | 035 | PCU brush roller gear damage due to the cleaning blade release mechanism. | - Replace with the Mojito drum and SP5 cleaning brush. - Remove the cleaning blade release mechanism. | |
| Toner Scattering | Toner scattering occurs. | 035 | PCU brush roller gear damage due to the cleaning blade release mechanism. | - Replace the drum and cleaning brush. - Remove the cleaning blade release mechanism. | |
| Toner Scattering | Toner scattering occurs. | | Cleaning brush has reached its lifetime. | Replace the cleaning brush. | PM parts |
| Poor Fusing or Offset Image | Poor fusing occurs around a few months after installation. | | Surface layer of the fusing roller peels off. | Replace the hot roller. | B064 MB46 |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------------|---|-------|-----------------|---------------------------------|-------------------|
| Blank page in duplex mode | The rear side of the last sheet comes out blank when feeding A4 sheets from the bypass tray in duplex mode. | 03f | GW software bug | Install the latest GW firmware. | Ver 3.53 or later |

2. Jamming

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------|---|-------|---|--|-----------|
| Jamming | Jam codes 3, 4, 5, 8, 9, 10, 12, 53, 54, 55, 58, 59, 60 | 020 | 1. Wrong material used for paper feed roller on prod. line. 2. Incorrect belt tension (paper feed unit). 3. PFU gear failure. | 1. Replace the rollers. 2. Adjust the tension of the belt. 3. Replace the gears. | |
| Tandem Tray | Jamming occurs when feeding Tandem Tray. | | PFC board failure | Replace PFC board. | B064 MB30 |
| Exit Roller | Jamming occurs at exit section. | | Wrong position of plastic rollers | Do not insert (lock) plastic rollers into rubber exit roller. | B064 MB19 |
| Fusing Unit | Jamming occurs at fusing unit. | | Surface layer of the fusing roller peels off. | Replace the hot roller. | B064 MB46 |
| By-pass | Paper set in the bypass tray is fed along with the paper selected, causing a jam. | 039 | Bypass feed roller rotates even though bypass tray is not selected. | Add Feed Lever (B0656445). | |

3. Noise

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------|---|------------|---|--|------|
| Cleaning Brush Gear | Noise from the PCU brush roller gear. | 035 | PCU brush roller gear damage due to the cleaning blade release mechanism. | - Replace with the Mojito drum and SP5 cleaning brush. - Remove the cleaning blade release mechanism. | |
| Toner Supply Unit | Noise generated due to damaged toner supply unit gears. | 014 021 | Poor toner transportation in the Toner Transport Coil. | Replace toner supply unit and waste toner vertical transport unit, and remove the steel ball. | |
| Toner Supply Case | Noise is heard from the Toner Supply Case. | 032 | The agitator in the toner supply case is deformed. | Replace the toner supply case. | |

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4. Skew

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------|---|-------|-------------------|------------------------|-----------|
| Tandem Tray | Skewing occurs when feeding from the Tandem Tray. | | PFC board failure | Replace the PFC board. | B064 MB30 |

5. Operation Panel

| Subject | Symptom | RTB # | Cause | Solution | Note |
|--|---|-------|---------------------------------------|--|----------------------|
| Translation Error | Translation error | 001 | Translation error (language firmware) | Install the latest language firmware. | |
| Display Error (Touch Screen Calibration) | A display error occurs if the Reset key is pressed while performing touch screen calibration. | 001 | LCDC software bug | Install the latest LCDC firmware. | Ver. 1.13 or later |
| Display Error (Document Server) | The filename of a Document Server file appears garbled on the document delete screen if the name is written in Chinese. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.51 or later |
| Waiting Display | The "Waiting" display sometimes does not clear when the machine recovers from Energy Saver Mode. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.01.2 or later |
| Not Displayed Job Name | The job name is not displayed on the LCD panel, and the job is not listed in the job history with PCL5e/PCL6 printing, | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Blank screen | Blank screen when 70 or more scan-to-emails are sent since the last power ON with the mainframe POP3 Encryption set to Auto Select. | 017e | Scanner software bug | Install the latest scanner firmware. | Ver. 2.14 or later |
| Display error (Korean) | Display error with operation panel keyboard (Korean display language). | 017e | Scanner software bug | Install the latest scanner firmware. | Ver. 2.14 or later |

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6. SC

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------|---|-------------------|----------------------------------|---|--|
| SC181 | SC181 occurs when the DF is opened and the main power is turned on with a specific timing. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.16b or later |
| SC181 SC183 | SC181 or SC183 occurs. | | CIS failure | Replace the CIS. | B064 MB14 |
| SC310 SC541 | SC310 and SC541 occur at the same time. | | Dirty potential sensor | Clean the potential sensor | RTB will be issued. |
| SC335 SC337 | SC335/337 occur when BCU board warm-up is performed with a specific timing. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.16b or later |
| SC345 | SC345 occurs during the initial paper feed just after the main power is turned on, or at the end of a job while the ID sensor pattern is being created. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.14e or later |
| SC441 | SC441 occurs. | 021 | Waste toner lock | Replace toner supply unit and waste toner vertical transport unit, and remove the steel ball. | |
| SC441 | SC441 occurs at installation. | | Development drive motor failure | Replace the development drive motor. | B064 MB47 |
| SC501 SC502 SC503 | SC501, 502, or 503 occurs. | | PFC board failure | Replace PFC board. | B064 MB30 |
| SC542 SC544 | SC542/544 occurs. | | Middle thermistor failure. | Replace the middle thermistor. | B064 MB41 |
| SC544 | SC544 | 047 | Damaged middle thermistor | Replace with a new type of thermistor. | B064 MB41 |
| SC550 | SC550 occurs when installing BCU firmware Ver. 3.14e or later. | 004 009 016 | BCU software bug | Replace the web. | Ver. 3.14e or later |
| SC550 | SC550 (Web End) occurs prematurely. | 004 033 | BCU software bug | Install the latest BCU firmware. | Ver. 4.02a or later |
| SC590 | SC590 occurs. | 021 | Waste toner lock | Replace toner supply unit and waste toner vertical transport unit, and remove the steel ball. | |
| SC620 | SC620 occurs. | | Finisher software bug. | Replace with the latest finisher ROM (B4685132 or later). | B468 MB24 |
| SC670 | Immediately after you turn the main power on; 'Please Wait' stays on the display | 045 | Soldering error on the IPU board | Replace the IPU board with P/N B1105140. You cannot modify existing boards. | See the RTB for serial numbers of affected machines. |

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| SC819 | SC819 occurs if "Continue to Program" is performed 196 times in the address book programming screen. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 1.12.2 or later |
| | | 015d | NIB/Netfile software bug | Install the latest NIB/Netfile firmware | RTB 15d for details. |
| SC819 | When capturing PCL data and sending to eCabinet, if the data contains a blank page. | 003h | GW controller software bug Only for machines with the Copy Connector Kit or MLB option installed | Install the latest GW controller firmware. | Ver. 5.07.3.1 or later |
| SC870 | SC870 occurs after multiple groups are selected and assigned a number in the address book programming screen. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 1.12.2 or later |
| SC870 | Occurs when the machine leaves Energy Saver Mode if the #B5145970 hard drive is installed. | 003g | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.53.3 or later |
| SC925 | SC925 occurs when installing. | | HDD failure | 1. Perform the HDD formatting (SP5832) 2. If unsuccessful, replace the HDD. | HDD will be modified. |
| SC955 | SC955 (Memory Setting Error) occurs with large print jobs (approx. 1,500 sheets). | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 4.02a or later |
| SC955 | When printing out a Printer Document Server file in Magazine mode, if the data contains a blank page and was originally stored with Paper Saving mode disabled in the driver settings. | 003h | GW controller software bug Only for machines with the Copy Connector Kit or MLB option installed | Install the latest GW controller firmware. | Ver. 5.07.3.1 or later |
| SC990 | SC990 occurs during a print job if 100 sheets is specified for Desig/Chapter. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.51 or later |
| SC990 | SC990 occurs when cover sheets are added at the end of a sample copy trial and the job is initiated. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.01.2 or later |
| SC990 | SC990 occurs if performing continuous print jobs using the LPR port when network traffic is high. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.01.2 or later |
| SC990 | SC990 occurs if the signal timing during scanning and | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 1.12.2 or later |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
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| | printing causes a delay in the scanning process. | | | | |
| SC990 | Sometimes occurs with simplex originals → duplex copies when a jam occurs during rear side feeding. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 4.02 or later |
| SC990 | SC990 occurs with jobs using Stapling. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 4.01 or later |
| SC990 | SC990 occurs at power ON. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.14e or later |
| SC990 | SC990 occurs with continuous LPR print jobs sent from a Windows NT station. | 015 | NIB software bug | Install the latest NIB firmware. | Ver. 3.56 or later |
| SC990 | Finisher does not stop then SC990 occurs. | | Finisher software bug. | Replace the latest finisher ROM (B4685131 or later). | B468 MB24 |
| SC990 | A transmission error occurs during fragmented mail transmission, followed by a connection error on the first retry. then SC990 (should not be displayed) on the second retry. | 017 | Scanner software bug | Install the latest scanner firmware. | Ver. 1.20 or later |
| SC990 | Finisher does not stop then SC990 occurs. | | Finisher software bug. | Replace the latest finisher ROM (B4685131 or later). | B468 MB24 |
| SC990 | 70 or more scan-to-emails are sent since the last power ON with the mainframe POP3 Encryption set to Auto Select. | 017e | Scanner software bug | Install the latest scanner firmware. | Ver. 2.14 or later |

7. Cover Interposer

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-------------------------|--|-------|---|-------------------------------|---------------------------------------|
| Side Guide Plate Damage | Side guide plate is damaged when installing the finisher with cover interposer tray. | 012 | Shock when finisher is docked to mainframe. | Replace the side guide plate. | The side guide plate will be changed. |

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8. Finisher

| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------|---|-------|---|---|------------------------------|
| Wrong Stapling | When a 1-page, non-stapling printing job is sent in between two stapling jobs, it is stapled along with the following (2nd stapling) job. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.16b or later |
| Screw detaches | The screw for the slide rail bracket comes loose or detaches. | 005 | Vibration during transport | Re-attach the screw. | |
| Jamming | Jamming occurs under the following conditions: - LT LEF - Punching - Shift mode | | Finisher software bug. | Replace with the latest finisher ROM (B4685124 or later). | B468 MB6 |
| Jamming | Jamming occurs under the following conditions: - LT LEF - Punching - 75cpm machine - Proof tray exit | | Finisher software bug. | Replace with the latest finisher ROM (B4685126 or later). | B468 MB6 |
| Jamming | Jamming (side effect of a previous modification). | | Finisher software bug. | Replace with the latest finisher ROM (B4685127 or later). | B468 MB6 |
| Jamming | Paper jam in the finisher exit area when using the B468/B469. | 043 | Insufficient tension in the guide plate motor timing belt | Adjust the tension of the timing belt (P/N: AA043054). | |
| Booklet Skew | Booklet skew when using the B468 finisher. | 006b | 1. The front and rear jogger fences are not parallel. 2. The paper is not transported straight. 3. The jogger fences are too close or too far from the paper edges, and the paper is not fed out of the booklet maker straight. 4. The jogger fences are bent. | Adjust the jogger fence position. Change to the new type of jogger fence that does not deform with heat. | New jogger fence: B468 MB28a |
| Booklet skew | Booklet skew when using the B468 finisher: The center folding position is not perpendicular to the side edges. | 041 | The jogger fences are not perpendicular to the center folding position. | Adjust the vertical orientation of the jogger fences. | RTB 006b |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
|--------------|---|-------|---|---|-------------------|
| Booklet skew | Booklet skew when using the B468 finisher: The center folding and stapling positions are perpendicular to the side edges and lined up with each other, but are not centered vertically. | 041 | The belt pawl does not lift up the paper stack the correct amount | Adjust the center stapling folding position using SP6902 (Fold Position Adjustment). Adjust the position of the belt HP sensor. | |
| | | | Incorrect belt home positioning, so the belt stops in the wrong position | Make sure there is at least 2.3mm clearance between the belt and HP sensor feeler. | |
| Booklet skew | Booklet skew when using the B468 finisher: The center folding and stapling positions are perpendicular to the side edges, but the folding position is shifted toward the upper edge (stapling position normal). | 041 | The jogger fences are not parallel with one another. Specifically, the upper ends of the fences are pointed inward (gap too narrow). | Check if the jogger fences are parallel to one another. Make them parallel if necessary. | Also see RTB 006b |
| | | | The jogger fences are parallel to one another, but the gap between the two is too narrow (too tight against the paper). | Check the current width of the jogger fence gap, and if necessary adjust the gap using SP6120 (in the "+" direction). | |
| Booklet skew | Booklet skew when using the B468 finisher: Both the center stapling and folding positions are correct and the paper is stacking correctly, but the stack remains in the stapling tray and jams. | 041 | The jogger fences are parallel to one another but the fence gap is too narrow, or the upper ends are in closer than the lower ends (fences not parallel). | Check the current width of the jogger fence gap, and if necessary adjust the gap using SP6120 (in the "+" direction). Check if the jogger fences are parallel to one another. Make them parallel if necessary. | Also see RTB 006b |
| | | | Incorrect belt home positioning causes the belt to stop in the wrong position | Make sure there is at least 2.3mm clearance between the belt and HP sensor feeler. | |
| | | | | | |
| Booklet skew | Booklet skew when using the B468 finisher: The center stapling position is shifted toward the upper edge, and there is vertical shifting within the stack itself. | 041 | The jogger fence gap is too narrow, causing the central area of the stack to bulge out when aligned. | Check the current width of the jogger fence gap, and if necessary adjust the gap using SP6120 (in the "+" direction). | |

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| Subject | Symptom | RTB # | Cause | Solution | Note |
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| Booklet skew | Booklet skew when using the B468 finisher: Poor Stacking Within a Booklet Stack Sheets in the booklet stack shift, primarily in the horizontal (short-edge) direction. | 041 | The jogger fence gap is too wide, which prevents proper aligning of the stack's side edges. | Check the current width of the jogger fence gap, and if necessary adjust the gap using SP6120 (in the "-" direction). | |
| Paper Damaged | The center of the paper edge is damaged during 2-spot stapling. | | Finisher software bug. | Replace with the latest finisher ROM (B4685125 or later). | B468 MB6 |
| Wrinkling | Wrinkling occurs near by saddle-stitch area. | | Finisher software bug. | Replace with the latest finisher ROM (B4685129 or later). | B468 MB12 |
| Punch Full Message | The "Hole punch receptacle is full" message is displayed when the punch unit is not installed and the client PC is using SmartNet Monitor for Admin on a Win98/2000 platform. | | Finisher software bug. | Replace with the latest finisher ROM (B4685129 or later). | B468 MB12 |
| Short-circuit | Short-circuit in the stapler harness (SR850, SR860) | 046 | Harness rubs against rear plate | Attach insulating tape to rear plate. | |

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9. Printer

| Subject | Symptom | RTB | Cause | Solution | Note |
|-----------------------|--|------------|----------------------|--------------------------------------|--------------------|
| Sample Print Error | Sample Prints are not shifted when printed out to the shift tray. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.11 or later |
| Barcodes Error | Barcodes are shifted when printed out. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.11 or later |
| Duplex Error | Duplex face settings (front/rear) not applied correctly when specified with PCL commands. | 017 026 | Printer software bug | Install the latest printer firmware. | Ver. 1.10 or later |
| CAD Error | CAD files not printed out correctly. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.10 or later |
| Duplex Error | Duplex printing does not function. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.10 or later |
| Duplex Error | The printing orientation is in reverse after changing back from landscape to portrait with duplex jobs containing mixed printing orientations. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.09 or later |
| Cover Sheet | The paper is not stapled/punched as expected when specifying "Front and Back Cover Sheet". | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.09 or later |
| Mixed Binding Error | The function that the mixed binding orientations with duplex jobs using cover sheets is not worked correctly. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.09 or later |
| Chinese Fonts Error | Some Chinese fonts do not print out correctly. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.09 or later |
| Overlapped Characters | Some characters overlap with Booklet printing. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.09 or later |
| Stop Printing | Printing stops with files sent from INFCO. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.09 or later |
| Form Lines Setting | The Form Lines setting (PCL menu) is changed when the machine is rebooted. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.08 or later |
| Slow Printing | When performing forced print/error skip printing with the PCL, a delay occurs when printing out each page, slowing down the printing speed markedly. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.08 or later |
| Resetting Job Message | If the host cancels the spool-printing job of a large file (10MB or more) while it is being printed out, the display reads, "Resetting job" and does not change. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |

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| Subject | Symptom | RTB | Cause | Solution | Note |
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| Alert When Printing Bypass Tray | An alert is displayed and does not clear if a slip-sheet size different from the original is specified (Bypass Tray printing). | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Wrong Punch Position | 4 holes are punched in the left side when specifying 4 holes to be punched in the right side of the paper. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Waiting Display | "Waiting" is displayed even after the I/F switching time has been reached when sending with Centro. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Continuous Printing | The machine continues printing if "Clear" is pressed on the error clear alert. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Current Job is Canceled | Only the current job is canceled when using job cancel while printing out multiple jobs with locked printing (all other jobs are printed out). | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Bold Not Function | Bold does not work with some True Type fonts. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Slow Printing | Slow printing from AutoCAD. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| CAD Error | Same line width when bitSW3 #3 is ON in CAD printer. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Lost Extended A4 Width Menu | The Orientation, Edge to Edge Print and Extend A4 Width menu settings are lost when the power is turned Off/On (not saved in NARAM), and are returned to their defaults. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| Stall | Stall occurs when there is little memory installed (PCL). | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.06 or later |
| Euro Symbol is not Printed | Euro currency symbol is not printed. | 017 Gen. 011 | Printer software bug | Install the latest printer firmware. | Ver. 1.06 or later |
| Short Black Lines | Short lines may appear around text characters when using bold fonts. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.06 or later |
| Text Characters | Text characters appear too thick with some bolded fonts, removing the fine detail. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.06 or later |
| Printing or Waiting | Data In (Buffer) Light keeps blinking, machine indicates "Printing" or "Waiting" but nothing prints. | 022 | Printer software bug | Install the latest printer firmware. | Ver. 1.09 or later |

Updated: 20th December 2004: *Changes in bold italics*

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| Model: Martini-C1 | Date: 26-Jun-03 | No.: RB064000f |
|-------------------|-----------------|----------------|

| Subject | Symptom | RTB | Cause | Solution | Note |
|-------------|--------------------------------------|------|----------------------|---|--------------------|
| No Function | Printer does not function. | 008 | Wrong installation | 1. Replace GW controller. 2. Install the DIMM correctly. | |
| SNMP error | SNMP trap not sent when an SC occurs | 017e | Printer software bug | Install the latest printer firmware. | Ver. 1.13 or later |

10. Scanner

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---|--|-------|----------------------|--|--------------------|
| Start Key Standby Condition not cleared | The Start key standby condition (machine waiting to scan second side of original) cannot be cleared if the number of sheets specified for scanning is 1. | 017 | Scanner software bug | Install the latest scanner firmware. | Ver. 1.20 or later |
| Cleared Scanner History | The job for the scanner history report is cleared when the machine switches over to Night Mode while printing. | 017 | Scanner software bug | Install the latest scanner firmware. | Ver. 1.20 or later |
| No Paper Message | "No paper in the bypass tray" is displayed if there is no paper in the LCT while printing out the scanner history. | 017 | Scanner software bug | Install the latest scanner firmware. | Ver. 1.20 or later |
| Stop Key not working | The Stop key cannot be used with re-forwarding mode. | 017 | Scanner software bug | Install the latest scanner firmware. | Ver. 1.20 or later |
| Memory Leak | Memory leak occurs after repeatedly canceling documents in standby for forwarding. | 017 | Scanner software bug | Install the latest scanner firmware. | Ver. 1.20 or later |
| No Function | Printer and/or Scanner does not function. | 008 | Installation error | 1. Replace GW controller. 2. Be sure to install the DIMM correctly. | |
| Scanner freezes | Scanner sometimes freezes when an email address is 123 characters or longer. | 017e | Scanner software bug | Install the latest scanner firmware. | Ver. 2.14 or later |
| Garbled report | Garbled text when printing out SP5990-23 report (Scanner User Program). | 017e | Scanner software bug | Install the latest scanner firmware. | Ver. 2.14 or later |

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11. Wireless LAN

| Subject | Symptom | RTB # | Cause | Solution | Note |
|-----------------------------|---|---------|----------------------------|--|----------------------|
| Communication Error | Wireless LAN communication error when using 802.11 adhoc mode. | 003 030 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.51 or later |
| No Function | The "Wireless LAN Signal" (Interface Settings) sometimes does not function. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.01.2 or later |
| AP MAC Address is Displayed | The AP MAC address is displayed even when the wireless LAN is set for Adhoc mode. | 017 | Printer software bug | Install the latest printer firmware. | Ver. 1.07 or later |
| X1325 wireless LAN cards | Error message displayed | 015e | NIB/NetFile software | Install the latest NIB/NetFile software | Ver. 3.74 or later |

12. File Format Converter

| | | | | | |
|-------------------|---|-----|---|---|--|
| Not enough memory | "Insufficient Memory Error" is displayed. | 040 | DeskTopBinder V2 Lite/Pro must be version 3.0.0.0. or later | Install the correct version of DeskTopBinder V2 Lite/Professional | |
|-------------------|---|-----|---|---|--|

13. Network

| Subject | Symptom | RTB # | Cause | Solution | Note |
|----------------|-------------------------|-------|----------------------|---|--------------------|
| Netware server | Cannot access or log on | 015e | NIB/NetFile software | Install the latest NIB/NetFile software | Ver. 3.74 or later |

Updated: 20th December 2004: *Changes in bold italics*

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| Model: Martini-C1 | Date: 26-Jun-03 | No.: RB064000f |
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14. Other

| Subject | Symptom | RTB # | Cause | Solution | Note |
|---------------------------------|--|------------|--|--|----------------------|
| Weekly Timer | Weekly Timer does not function unless the Auto Off timer expires first. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.51 or later |
| Job Deleted | Reserved jobs are sometimes deleted when the current copy job is halted by a jam or other cause. | 003 | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.01.2 or later |
| Duplex Error | When making duplex copies from the exposure glass, sometimes both the front and rear sides come out as the front side of the original. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.14e or later |
| Developer Carrier Scattering | Developer carrier scattering. | 004 | BCU software bug | Install the latest BCU firmware. | Ver. 3.14e or later |
| Transfer Belt Damage | The transfer belt moves, contacting and sometimes damaging the edge of the transfer belt unit. | 007 031 | Incorrect gap between the positioning plate securing the transfer belt unit and right edge of the machine frame. | Adjust the side plate position. | |
| Toner Spill | Toner spill from the development filter. | 014 018 | 1. Waste Toner Clog. 2. The Development filter was not set correctly. | 1. Replace toner supply unit and waste toner vertical transport unit, and remove the steel ball. 2. Install the Filter Plate. | |
| Loose Drum Shaft Screw | Loose screw on drum shaft. | 027 | 1. Boss attachment error. 2. Incorrect torque driver used during production. | Re-attach the boss. | N.A. only |
| Pinched Web Drive Motor Harness | The Web Drive Motor Harness is pinched. | 029 | Harness was led incorrectly during factory assembly. | Leading the harness correctly. | N.A. only |
| Oil Web Unravels | Oil Web unravels | 034 | Factory assembly error. | Setting the ratchet in the correct position. | N.A. only |
| Real time clock | Real time clock time is shifted slightly if any of the weekly timer setup settings are changed. | 003g | GW controller software bug | Install the latest GW controller firmware. | Ver. 3.53.3 or later |

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15. Notes when installing new firmware

| Subject | Details | RTB | Note |
|--|---|--------------|------|
| Upgrading BCU firmware | With BCU firmware ver 4.x or later, please use GW firmware ver 3.x or later. | 028 | |
| Upgrading BCU firmware | With BCU firmware ver 4.01 or later, please use GW firmware ver 3.01.2 or later. | 004c | |
| Upgrading GW firmware | With GW firmware ver 3.x or later, please use BCU firmware ver 4.x or later. | 028 | |
| Upgrading GW firmware | With GW firmware ver 3.01.2 or later, please use BCU firmware ver 4.02a or later. | 003c 033a | |
| Upgrading scanner firmware | When installing Scanner Version 2.08 or later, it is necessary to install the following GW controller and NIB firmware: GW Controller: V3.51 or later NIB: V3.72 or later | 017c | |
| Upgrading scanner firmware | When installing Scanner Version 2.14 or later, it is necessary to install the following GW controller and NIB firmware: GW Controller: V3.51 or later NIB: V3.72 or later | 017e | |
| Machines with and without the Copy Connector Kit or MLB option | With the Copy Connector/MLB modifications, the machine firmware (BCU, GW, NIB/Netfile, LCDC, Printer/Scanner) has been divided into 2 main groups: 1) The usual firmware used up to the present, i.e. for machines <u>without</u> the Copy Connector or MLB options. 2) The Copy Connector/MLB group, i.e. for machines <u>with</u> the Copy Connector or MLB options. <u>Firmware from these two groups cannot be used interchangeably. Always update within the same group, or the machine will not operate correctly.</u> | 001e | |