Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

RTB Reissue

The items in ***bold italics*** have been corrected or updated.

Subject: Service remarks at installation			Prepared by: T. Itoh
From: Technical Service Sec. Service Planning Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other (Specification change)		

Please note the following change in counter specification. Although a production line modification will not be applied to some products, the action described in *4. Important Notes for Installation* below must be taken for **all products** at installation.

Overview:

Electronic counters will now be set to **0** when released from the factory, instead of being set to a negative value.

Background:

Previously, counters were set to a negative value when shipped from the factory, and later set to "0" at installation, following installation test copies/prints. However this may cause confusion among some customers as to why the counter value at the commencement of the contract is "0", even though some installation test copies have already been made.

Details:

1. Specification Change

	Specification
Current	• The initial value of the electrical counter is **negative** when products are shipped from the factory. **Note:** After making test samples at installation, the negative counter value can be set to "0" with SP mode.
New	• The initial value of the electrical counter is **"0"** when products are shipped from the factory. **Note:** After making test samples at installation, the (positive) counter value cannot be set back to "0" with SP mode.

2. Firmware Modification

Due to the counter modification, SP5-849 has also been changed as follows for products that have this SP mode (listed below).

	SP mode name:	Specification:
Current	Counter Clear Day	• When the electrical counter is changed **from a negative value to 0**, the machine recognizes this as the counter clear day and stores this date in the NVRAM.
New	Installation Date	• When the electrical counter **reaches a value of 20**, the machine recognizes this as the installation date and stores this date in the NVRAM.

NOTE: The following products have SP5-849. The new firmware for these products has not yet been released. However the release notes for each will clearly mention the new firmware version.

New products: Bellini-C2, Adonis C3
Current products: Martini C1, Model-U C1

3. Schedule for the Counter Modification

The following is the current schedule for when the counter modification will be applied. Please note that there are some models to which the change will not be applied (marked as "---"), due to production schedules, production lot quantities and sales figures.

NOTE: The actual cut-in months that have been confirmed appear in the "Cut-in production month" column below. This RTB will be reissued when these dates have been confirmed for the remaining products.

(1) New products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Bellini C2	B070	2003.03	***April '03 production***
Adonis C3	B079/82	2003.03	First mass production lot
Model J-P2	G080	2003.03	***March '03 production***
Model J-P2 CF	G367	2003.03	***March '03 production***
Model AR- P1	G081/92	2003.03	***March '03 production***
Model K-C1a	B120	2003.03	***March '03 production***

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

(2) Current products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Digital B&W Copiers			
Bellini C1	A294	---	***---***
Martini C1	B064/65	2003.03	***April '03 production (see Note)***
Model M-C2b	B098	2003.03	***March '03 production***
Adonis C2	B003/04/06/07	---	***---***
Russian C2	B022/27/31	2003.03	February ***'03*** production
Model K-C1	B039/40/43	2003.03	***March '03 production***
Stella C1	B044/45/46/49	2003.03	***March '03 production***
Digital WF Copiers			
Dolphin	B010	2003.03	***March '03 production***
Analog Copiers			
All products	-	---	***---***
J2SS-C3	***B047/48***	***(See Note)***	***March '03 production***
Whale	***A174***		***March '03 production***
Color Copiers			
Model I2	B018	---	***---***
Model L2	B017	---	***---***
Model C2	B023	2003.02	February ***'03*** production
Model U-C1	B051/52	2003.03	***April '03 production***
Color Printers			
Model J-P1	G060	---	***---***
Model J-P1 CF	G570	---	***---***
Model U-P1	G071	2003.03	***March '03 production***
Pomelo P3	G063	2003.03	***March '03 production***

NOTE: The counter change will be applied as a running change to production units only. For machines already shipped out or in the field, please be sure to take the action described below in Section 4.

NOTE: ***For Martini-C1 mainframes assembled in Japan, the counter change will be applied from the first unit of April '03 production. For mainframes assembled at REI, the change will be applied midway through April production. These cut-in serial numbers will be announced as soon as they have been confirmed.***

NOTE: ***The change will also be applied to analog models J2SS-C3 and Whale, as production will continue for a while. However, as these models use only mechanical counters, the initial value when shipped from the factory will be 1 or 2 (not 0), following the 1 or 2 factory test copies.***

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

4. Important Notes for Machine Installation – All Products

Please be sure to perform the following at machine installation:

1. If the product is from before the counter modification, i.e. the counter is at a negative value, be sure to set the counter value to 0 **first**, then make the installation test samples.

Digital products	Set the electrical counter to 0 with SP mode.
Analog products	Set the mechanical counter to 0 with a reset key (tool).

2. If the product is modified, i.e. the counter is already at 0 (or above 0 following pre-installation at a service depot), simply make the installation test samples.

3. After completing the installation, make sure to **record the counter value**. This is very important, as this value will be used for billing with Meter Click contracts. Also, inform the customer of the value along with the reason why the counter does not start from "0".

Model: Adonis-C3	Date: 28-Mar-03	No.: RB082001

Subject: Page sequence of PCL booklet print job becomes strange	Prepared by: Nobutaka Hanaoka
From: Overseas DTS Sec. Service Planning Dept.	

Classification:			
	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other (Printer Driver)		

SYMPTOM

The page sequence of PCL booklet print jobs becomes strange, when printing booklets with center stapling using the SR890 finisher (booklet finisher).

Example: Printing an 8 page job with the booklet + 2 at Center.

Page Order will be 5 → 6 → 7 → 8 → 1 → 2 → 3 → 4. (NT/2K/XP Driver)

Page Order will be 7 → 8 → 5 → 6 → 3 → 4 → 1 → 2. (9x Driver)

This problem occurs in the following conditions.

Conditions:

- PCL5e/PCL6 driver Version 1.0.0.0 in the Drivers and Utilities CD-ROM Version 1.00
  - AND -
- A-C3 with SR890 finisher
  (Note: Printing with SR790 or SR880 finisher does not cause this problem, even if booklet is selected in the PCL drivers)

Frequency of Occurrence:

- 100% in the above combination

CAUSE

PCL driver bug

SOLUTION

Temporary Workaround:

- Printing with the RPCS driver (The RPCS drivers do not have this problem.)
- Printing through Document Server (all PDL)

Permanent Solution:

- Updating the PCL5e/PCL6 drivers to Version 1.1.0.0 to be posted on the Global Server [Web].
- Release date: April 4th 2003

Notes:

- The Printer/Scanner Kit for the North American market will have CD-ROMs with fixed PCL drivers from the 1st production.
- The Printer/Scanner Kit for other markets will have updated CD-ROMs with fixed PCL drivers from April production.

Reissued: 18-Dec-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082002c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Controller.

Version	Program No.	C. SUM	Effective Date
1.04.2	B0825931C	92DA	February 2003 production
1.05.1	B0825931D	2A5B	July 2003 production
1.05.2	B0825931E	A123	September 2003 production
1.05.4	***UC_LIST***	***FB34***	***Temporary release, not for application to production line (official release scheduled for March 2004).***

Version	Symptom Corrected
1.05.4	***Registered users #41 and onward are overwritten on the Fax Tx Counter List printout by registered user #1.***
1.05.2	1. CSS (RSS) communication interrupted if the machine initiates Auto Off mode, after which RSS communication cannot be reestablished. 2. Copies show both the correct image and the image from the following original when feeding from the bypass tray in Thick Paper mode on the 45cpm model.
1.05.1	1. Not able to view thumbnails from WebImageMonitor of FAX reception documents received from specific senders (machine fails to create thumbnails). 2. SC863 (damaged HDD sector) cannot be cleared and HDD does not come back on line, as the sector backup mechanism does not function correctly for specific sectors.
1.04.2	1st Mass Production

Reissued: 28-Oct-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082003c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (BICU)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:			
	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the BICU.

Version	Program No.	C. SUM	Effective Date
1.09	B0825162D	1C5E	February 2003 production
1.10	B0825162E	A5CF	April 2003 production
1.12	B0825162F	C79D	July 2003 production
1.13	***B0825162G***	***A38C***	***November 2003 production***

Version	Symptom Corrected
1.13	***1. Background (toner oversupply) caused by fluctuating TD sensor output when taking a large number of copies first thing in the morning with Toner Recovery activated.*** ***2. Black lines on the trailing edges of DF copies taken at 71% reduction.*** ***3. Vertical white lines appear on copies when the shading plate is dirty.*** ***4. Significant drop in image quality with Fax and Scanner binary scanning at a sub scan resolution of 64-95.9dpi or 96-191.9dpi.***
1.12	5. Image density problems when printing out SP mode test copies. 6. SC390 due to ID sensor misdetection when a copy job is initiated following an extended period of storage (non-use) in high temperature environments. 7. Drive control program modifications applied to ensure pressure roller maintains proper shape (applied from the A-C2, previously missing in A-C3 firmware). 8. SC350 detection conditions changed from 2 times → 10 times to eliminate unnecessary occurrences.
1.10	Charge voltage rises if the machine is kept from entering OFF mode (e.g. DF open) under low-temperature conditions due to an error with charge voltage correction processing.
1.09	1st Mass Production

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082004

Subject: Firmware Release History (LCDC)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:			
	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

Firmware release information for the LCDC (LCD controller).

For NA Models

Version	Program No.	C. SUM	Effective Date
1.07	*B0825211B*	*2E6C*	*February 2003 production*

For EU Models

Version	Program No.	C. SUM	Effective Date
1.07	*B0825212B*	*A191*	*February 2003 production*

For Asia/Taiwan Models

Version	Program No.	C. SUM	Effective Date
1.06	*B0825213*	*69B8*	*February 2003 production*

Version	Symptom Corrected
1.07	*1st Mass Production*

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082005

Subject: Firmware Release History (MFP Service Card)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:

☐ Troubleshooting	☐ Part information	☐ Action required
☐ Mechanical	☐ Electrical	☐ Service manual revision
☐ Paper path	☐ Transmit/receive	☐ Retrofit information
☒ Other ( )		

Firmware release information for the MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	*B5485935*	*E539*	*February 2003 production*

Contents

Version	Programs/Versions			
	Printer		Scanner	
1.00	*1.00*	*B5485931A*	*1.01*	*B5485932A*

Printer

Version	Description
1.00	*1st mass production*

Scanner

Version	Description
1.01	*1st mass production*

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082006

Subject: Firmware Release History (NET Service Card)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:
- ☐ Troubleshooting
- ☐ Part information
- ☐ Action required
- ☐ Mechanical
- ☐ Electrical
- ☐ Service manual revision
- ☐ Paper path
- ☐ Transmit/receive
- ☐ Retrofit information
- ☒ Other ( )

Firmware release information for the Network Firmware Service Card.

Net Service Card

Version	Program No.	C. SUM	Effective Date
1.04.2	*B5485936*	*F22D*	*February 2003 production*

Contents

Version	Programs/Versions							
	NCS		NFA		WebSys		WebDocBox	
1.04.2	*4.02*	*B0825933B*	*1.03*	*B0825934A*	*1.04*	*B0825935A*	*1.11*	*B0825936A*

NCS (NIB)

Version	Description
4.02	*1st mass production*

NFA (Netfile)

Version	Description
1.03	*1st mass production*

WebSys

Version	Description
1.04	*1st mass production*

WebDocBox

Version	Description
1.11	*1st mass production*

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082007

Subject: Firmware Release History (FAX Service Card)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:

☐ Troubleshooting	☐ Part information	☐ Action required
☐ Mechanical	☐ Electrical	☐ Service manual revision
☐ Paper path	☐ Transmit/receive	☐ Retrofit information
☒ Other ( )		

Firmware release information for the Fax Firmware Service Card.

FAX Service Card

Version	Program No.	C. SUM	Effective Date
0.02	*B5485933*	*C4D5*	*February 2003 production*

Contents

Version	Programs/Versions			
	Fax Application		FCU	
0.02	*1.00*	*B0825932A*	*4.00*	*B0785770D*

Fax Application

Version	Description
1.00	*1st mass production*

FCU

Version	Description
4.00	*1st mass production*

Reissued: 5-Nov-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082008c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (PostScript3)			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for PostScript3.

Version	Program No.	C. SUM	Effective Date
1.00	G3545906	56EF	February 2003 production
1.01	G3545906A	E9FE	March 2003 production
1.02	***G3545906B***	***7E7A***	***August 2003 production***

Descriptions of the changes

Version	Description
1.02	***Modified for use with Model A-C3e/f.***
1.01	1. Only the first duplex command is applied when the PS file contains a mixture of simplex and duplex short/long stapling orientations. Note: This does not occur when printing from Windows. 2. Configuration error when MediaType is set to an undefined value in the PS file (modified to a default of 1). Refer to FPR R030020001.
1.00	1st Mass Production

Reissued: 6-Nov-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082009a

RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (Language)			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the software release information for the Language Kit.

Language 1

Version	Program No.	C. SUM	Effective Date
2.95	B0825220	4B95	1st mass production

Language 2

Version	Program No.	C. SUM	Effective Date
2.95	B0825221	92CF	1st mass production

Using the Language Kit.

1. Insert the IC card containing the firmware into the controller IC card slot.
2. Turn ON the main power. Then, chose either the First or Second display language for the update.
   Note: It is also possible to write to both the First and Second languages.
3. Start the update.
4. Select the appropriate display language in User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082009a

Possible Display Languages for Operation Panel Software

Key:
✓: Can be displayed.
∆: Can be displayed, but printer application window is not displayed correctly.
--: Cannot be displayed.

B0825220: Language1

LCDC Software: / Language:	B0825210 (Japan)	B0825211 (NA)	B0825212 (EU)	B0825213 (Asia/TWN)
English-NA	✓	✓	✓	✓
English-UK	✓	✓	✓	✓
French	∆	✓	✓	✓
German	∆	✓	✓	✓
Italian	∆	✓	✓	✓
Spanish	∆	✓	✓	✓
Dutch	∆	✓	✓	✓
Norwegian	∆	✓	✓	✓
Danish	∆	✓	✓	✓
Swedish	∆	✓	✓	✓
Portuguese	***∆***	✓	✓	✓
Czech	∆	✓	✓	✓

B0825221: Language2

LCDC Software: / Language:	B0825210 (Japan)	B0825211 (NA)	B0825212 (EU)	B0825213 (Asia/TWN)
Japanese	✓	✓	✓	--
English-NA	✓	✓	✓	✓
English-UK	✓	✓	✓	✓
French	∆	✓	✓	✓
German	∆	✓	✓	✓
Italian	∆	✓	✓	✓
Spanish	∆	✓	✓	✓
Polish	∆	✓	✓	✓
Hungarian	∆	✓	✓	✓
Finnish	∆	✓	✓	✓
Russian	∆	✓	✓	✓

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082009a

B0825220: Language1

Version	Symptom Corrected
2.95	*1st mass production*

B0825221: Language2

Version	Symptom Corrected
2.95	*1st mass production*

Model: Adonis-C3	Date: 25-Apr-03	No.: RB082010

Subject: Firmware Release History (BICU)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:
- ☐ Troubleshooting
- ☐ Part information
- ☐ Action required
- ☐ Mechanical
- ☐ Electrical
- ☐ Service manual revision
- ☐ Paper path
- ☐ Transmit/receive
- ☐ Retrofit information
- ☒ Other ( )

Firmware release information for the BICU.

Version	Program No.	C. SUM	Effective Date
1.09	B0825162D	1C5E	February 2003 production
1.10	***B0825162E***	***A5CF***	***April 2003 production***

Version	Symptom Corrected
1.10	Charge voltage rises if the machine is kept from entering OFF mode (e.g. DF open) under low-temperature conditions due to an error with charge voltage correction processing.
1.09	1st Mass Production

Model: Adonis-C3	Date: 8-May-03	No.: RB082011

Subject: Controller Handling	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

The data stored in the NVRAM (e.g. time, S/N, SP data) is sometimes overwritten when the controller is removed and reattached.

CAUSE

Static electricity builds up on the board when it is removed.

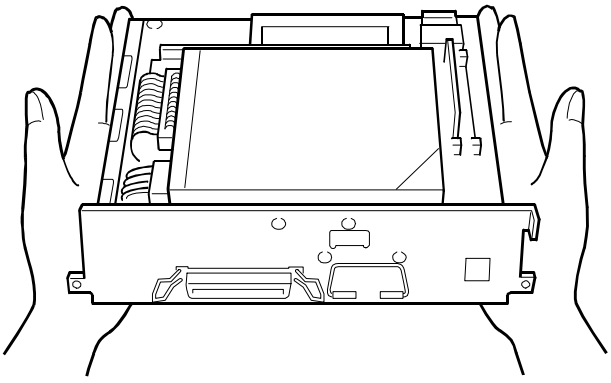
SOLUTION

As a temporary measure, please observe the following cautionary notes whenever removing/reattaching the controller, such as when repairing the machine or installing an option.

Important:

1. Before removing the controller board, make sure to unplug the main power cord and all interface cables first.
2. Before touching the controller board or other components, make sure to discharge any static electricity from your hands by touching a metallic surface nearby (machine frame or other).
3. Make sure not to touch the controller board circuit pattern or any of the contact pins (especially the NVRAM pins). Always make sure to hold the board by its insulated areas (see illustration below).
4. Whenever removing the controller from the machine, never lay the board down directly onto a metallic surface. Always be sure and place the board onto a sheet of non-conductive material (e.g. paper or bubble wrap).

Important: Always make sure to hold the board by its insulated areas, as shown below:



Reissued: 19-May-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082005a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (MFP Service Card)			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	B5485935	E539	February 2003 production
1.01	***B5485935A***	***0E49***	***May 2003 production***

Contents

Version	Programs/Versions			
	Printer		Scanner	
1.00	1.00	B5485931A	1.01	B5485932A
1.01	***1.02***	***B5485931B***	1.01	B5485932A

Printer

Version	Description
1.02	**Software Bug Fixes** **1. The downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR #RC03010004).** **2. The Courier font is not printed out with the correct font pitch (GFPR #RC03010001).** **3. Barcodes appear separated (shifted) (GFPR#RE03010016).** **4. Duplex face commands (front/rear) are not applied correctly when the PCL page length command is used (GFPR #RC02120014).** **Specification Changes:** **1. Selecting a HDD font or DIMM font may reduce the available memory.** ***2.*** **Supports SAP Barcode & OCR printing.**
1.00	1st mass production

Reissued: 19-May-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082005a

Scanner

Version	Description
1.01	1st mass production

Model: Adonis-C3	Date: 20-May-03	No.: RB082012

Subject: SR790 Finisher Installation	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

The SR790 Finisher is compatible with the Model A-C3 from the following finisher production lots.

1. Cut in serial numbers – SR790

- B408-17 (EDP 410972: For N.A., Europe, Asia)
  S/N: **J1021201907 ~** (from mid Dec '02 production)

- B408-26 (EDP 410973: For Infotec)
  S/N: **4N50130001 ~** (from Jan '03 production)

2. Marking

Two black round stickers "● ●" appear on the top right of the box.

3. Differences

1. A rear joint bracket has been added for use with the Model A-C3.
   P/N: A6971144

2. The joint bracket screws have been changed (length, qty).
   Old P/N: A6804351 (3 pcs.)
   New P/N: B4081431 (4 pcs.)

3. The Installation Procedure has been revised.

Model: Adonis-C3	Date: 26-May-03	No.: RB082013

Subject: Offset with 128 mm pitch	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Ghost images appear in solid image and highlight areas at a pitch of approximately 128mm (circumference of the fusing roller).

CAUSE

A relatively large amount of toner is applied to the development roller and then transferred onto the paper, which cannot be completely fused to the paper surface. The extra toner then attaches to the fusing roller and is transferred onto the copy when the roller rotates around again, causing the ghost image.

SOLUTION

1. Increase SP2201-2 (Development Bias Adjustment – ID Sensor Pattern) **by 50V**, then change SP2210 (ID Sensor Pattern Interval) to a value of **1**.
2. Print out about 5 pages of an image containing a high Bk coverage ratio, such as a photograph.
3. Check the value of SP3103-2 (Vsp) and make sure it is between 0.2–0.3V. If it is not, repeat **Step 2** until it falls within this range.
4. Check to see if the symptom still occurs, and if it does, repeat **Steps 1–3** until copy quality returns to normal.

Important:

1. After completing the above procedure, return SP2210 (ID Sensor Pattern Interval) to its default of **10**.
2. The image density can decrease if the development bias (SP2201-2) is raised too high, so be sure to raise it gradually as described in Step 1 above, i.e. only by 50V.

Reissued: 25-Jun-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082007a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (FAX Service Card)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:

☐ Troubleshooting	☐ Part information	☐ Action required
☐ Mechanical	☐ Electrical	☐ Service manual revision
☐ Paper path	☐ Transmit/receive	☐ Retrofit information
☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Fax Firmware Service Card.

Fax Service Card

Version	Program No.	C. SUM	Effective Date
0.02	B5485933	C4D5	February 2003 production
0.03	***B5485933A***	***6C44***	***June 2003 production***
0.04	***B5485933B***	***DB0B***	***July 2003 production***

Contents

Version	Programs/Versions			
	Fax Application		FCU	
0.02	1.00	B0825932A	4.00	B0785770D
0.03	1.00	B0825932A	***5.00***	***B0785770E***
0.04	1.00	B0825932A	***6.00***	***B0785770F***

Fax Application

Version	Symptom Corrected
1.00	***1st mass production***

FCU

Version	Symptom Corrected
6.00	• ***(Transmission): If the level of the CED signal the machine receives is much higher than its own V21 signal level, it is unable to receive any V21 signals following that.***

Reissued: 25-Jun-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082007a

Version	Symptom Corrected
5.00	• ***The machine freezes if error 6-06 (G3 ECM – coding/decoding error) occurs while receiving.*** • ***Corrected the following two, which occurred when Batch Transmission was enabled (default):*** ***- When a document is set for Priority Transmission to destination A, a separate document already in memory for transmission to destination B is mistakenly sent to destination A.*** ***- A document set for Broadcasting to destinations A and B is sent to destination A twice instead.***
4.00	1st mass production

Model: Adonis-C3	Date: 26-Jun-03	No.: RB082014

Subject: Incorrect Batch Transmission	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

- When a document is set for Priority Transmission to destination A, a separate document already in memory for transmission to destination B is mistakenly sent to destination A.
- A document set for Broadcasting to destinations A and B is sent to destination A twice instead.

Conditions:
- Only when Batch Transmission is enabled (default)
- Only with the Adonis-C3 fax option

CAUSE

A bug with the FCU firmware/Batch Transmission module causes some destinations to be assigned the same Batch ID.

SOLUTION

Action in the Field

Update the FCU firmware for the Fax Option Type 2045 (B547-17, 27, 29) to Fax Service Card B5485933B (**v0.04**):

- Since this concerns data security, please make immediate site visits for update on MIF with the Fax Option already installed.
- Perform the update at Fax Option installation for options still in stock from before the cut-in listed below.

Production

The above firmware version has been applied from June '03 Fax Option production.

Cut-in Serial Numbers

- B547-17: From J6730600001
- B547-27: From J6730601571
- B547-29: From J6730601970

Model: Adonis-C3	Date: 27-Jun-03	No.: RB082015

Subject: Service Manual Correction (Mainframe)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please apply the following corrections to your Model A-C3 Service Manuals (machine code: B079/B082).

Revised items are underlined and items to be deleted are in *italics.*

1. Section 1 (Installation Procedure)
1.3 Main Machine Installation – Set Paper Size for Paper Trays (page 1-16)

DELETE the following, as Trays 3 and 4 also have paper size selection dials.

7. The 3rd and 4th paper trays of the paper output unit are not equipped with paper size selection dials, so you must do the Paper Size UP settings for the 3rd and 4th trays.

2. Section 4 (Troubleshooting)
4.1.2 SC Code Descriptions (page 4-2)

ADD the following SCs:

Code No.		Symptom		Possible Cause
740	**D**	**1,000-sheet finisher error in finisher area**		
		01	**Shutter movement error**	• Transport motor defective • Shutter position switch defective • Shift tray safety switch defective
			1) The shutter position switch does not turn on within 1 second after the transport motor starts to turn in reverse. 2) The shutter sensor does not deactivate within 1 second after the transport motor starts to turn in reverse. 3) The shutter position switch is off when the shift tray safety switch is off.	
		02	**Exit motor error**	• Exit motor defective • Exit motor sensor defective
			1) After the exit motor turns on, the exit motor sensor does not send the proper signal to the finisher board. 2) The exit motor sensor does not send the clock signal to the finisher board for certain period while the exit motor is on.	

		03	**Upper exit plate movement error** 1) The upper exit guide 2 switch does not turn on within 1s after the guide plate motor turns on. 2) The upper exit guide sensor does not activate within 1s after the guide plate motor turns on. 3) The upper exit guide 2 switch does not turn on when the shift tray safety switch is off.	• Guide plate motor defective • Upper exit guide 2 switch defective • Upper exit guide sensor defective • Shift tray safety switch defective
		04	**Jogger motor error** 1) After the jogger motor turns on to move the jogger fence from its home position, the jogger HP sensor does not deactivate within 2s. 2) After the jogger motor turns on to return the jogger fence to its home position, the jogger HP sensor does not activate within 2s.	• Jogger motor defective • Jogger HP sensor defective
		05	**Stapler motor error** 1) After the stapler motor turns on to move the stapler unit from its home position, the stapler unit HP sensor does not deactivate within 4s. 2) After the stapler motor turns on to return the stapler unit to its home position, the stapler unit HP sensor does not activate within 4s.	• Stapler motor defective • Stapler unit HP sensor defective
		06	**Staple hammer motor error** 1) The staple hammer HP sensor does not deactivate within 0.5s after the staple hammer motor turns on. 2) The staple hammer HP sensor does not activate within 0.5s after the staple hammer motor turns on.	• Staple hammer motor defective • Staple hammer HP sensor defective
		07	**Tray lift motor error** 1) The tray lift motor does not stop within 15s after being turned on. 2) The shift tray HP sensor does not activate within 15s after the tray lift motor turns on. 3) The shift tray upper limit switch turns on while the shift tray is being raised. 4) Lift motor sensors 1 & 2 do not send the clock signals to the finisher board every 200ms while the tray lift motor is on.	• Tray lift motor defective • Lift motor sensor 1 defective • Lift motor sensor 2 defective • Shift tray HP sensor defective • Shift tray upper limit switch defective

		08	**Shift tray height sensor error** 1) Abnormal communication data between finisher board and shift tray height sensor. 2) No communication between finisher board and shift tray height sensor for a certain period. 3) The finisher board detects a connection error with the connector for the shift tray height sensor. 4) Adjustment error during shift tray height sensor adjustment.	• Shift tray height sensor defective • Finisher board defective
		09	**Back-up RAM error** The check sum is abnormal when the main switch is turned on.	• Finisher board defective
		10	**Communication error** Communication error between finisher board and booklet unit board.	• Finisher board defective • Booklet unit board defective • Poor connection of the interface harness
741	D	**1000 sheet finisher error in saddle stitching area**		
		01	**Positioning plate motor error** 1) After the positioning plate motor turns on to move the positioning plate from its home position, the positioning plate HP sensor does not deactivate within 1.25s. 2) After the positioning plate motor turns on to return the positioning plate to its home position, the positioning plate HP sensor does activate within 1s.	• Positioning plate motor defective • Positioning plate HP sensor defective
		02	**Folder roller motor error** 1) The folder roller motor sensor doesn't send the clock pulse to the booklet unit board within a certain period after the folder roller motor turns on.	• Folder roller motor defective • Folder roller motor sensor defective
		03	**Shutter guide motor error** 1) After the shutter guide motor turns on to move the shutter guide from its home position, the shutter guide HP sensor does not deactivate within 0.4s. 2) After the shutter guide motor turns on to return the shutter guide to its home position, the shutter guide HP sensor does not activate within 1s.	• Shutter guide motor defective • Shutter guide HP sensor defective
		04	**Booklet jogger motor error** 1) After the booklet jogger motor turns on to move the booklet jogger plate from its home position, the booklet jogger HP sensor does not deactivate within 0.5s. 2) After the booklet jogger motor turns on to return the booklet jogger plate to its home position, the booklet jogger HP sensor does not activate within 1s.	• Booklet jogger motor defective • Booklet jogger HP sensor defective

		05	**Stapler motor error** 1) The front staple hammer HP switch does not turn off within 0.5s after the front stapler motor turns on. 2) The front staple hammer HP switch does not turn on within 0.5s after the front stapler motor turns on during jam recovery. 3) The rear staple hammer HP switch does not turn off within 0.5s after the rear stapler motor turns on. 4) The rear staple hammer HP switch does not turn on within 0.5s after the rear stapler motor turns on during jam recovery.	• Front stapler motor defective • Front staple hammer HP switch defective • Rear stapler motor defective • Rear staple hammer HP switch defective
		06	**Folder plate motor error** 1) After the folder plate motor turns on to return the folder plate to its home position, the folder plate HP sensor does not activate within 0.3s. 2) After the folder plate motor turns on to move the folder plate from its home position, the folder plate HP sensor does not deactivate within 0.3s. 3) After the folder plate motor turns on to return the folder plate to its home position, the folder plate return sensor does not deactivate within 0.3s. 4) The folder plate return sensor does not activate within 0.3s after the HP sensor deactivates. 5) The pulse count from the folder plate motor sensor is lower than the target minimum.	• Folder plate motor defective • Folder plate HP sensor defective • Folder plate return sensor defective • Folder plate motor sensor defective
		07	**Connector error** 1) The connector of the shutter guide HP sensor is not connected. 2) The connector of the folder plate HP sensor is not connected. 3) The connector of the folder plate return sensor is not connected.	• Poor connection or no connection of the shutter guide HP sensor connector • Poor connection or no connection of the folder plate HP sensor connector • Poor connection or no connection of the folder plate return sensor connector

		08	**Switch error** 1) When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the booklet entrance guide safety switch does not turn on within 1s after a copy job or warm-up idling begins. 2) When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the lower door safety switch does not turn on within 1s after a copy job or warm-up idling begins. 3) When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the booklet exit cover safety switch does not turn on within 1s after a copy job or warm-up idling begins.	• Booklet entrance guide safety switch defective • Lower door safety switch defective • Booklet exit cover safety switch defective
		09	**Electrical total counter error** The total counter contains something that is not a number.	• NVRAM defective

3. Section 5 (Service Tables)
5.1.2 Service Tables: SP5104 (Page 5-38)

REVISE the following:

If ① is selected, the total counter counts up twice when A3 or DLT paper is used.

5.1.7 Memory Clear: SP5-801 (Page 5-78)

REVISE the following (underlined portions):

5. Make sure that you perform the following settings:
   - Do the laser beam pitch adjustment (SP2-109).
   - Do the printer and scanner registration and magnification adjustments (☛ 3.21 Replacement and Adjustment, "Copy Adjustments" in the B003/B004 Service Manual).
   - Do the touch screen calibration (☛ 3.21.4 Replacement and Adjustment, "touch screen calibration" in the B003/B004 Service Manual).
   - Referring to the SMC data lists, re-enter any values, which had been changed from their factory settings.
   - Do SP 3-001-2 (ID Sensor Initial Setting).

5.1.7 Retrieving the Debug Log (Page 5-84)

DELETE the following:

A software application (GWLOG.EXE) is provided to convert the binary data file to a text file which can be read on screen or printed.

On the DOS command line, type:

C:\GWLOG<Path>

and press ENTER. The <Path> is the path to the directory (folder) where the converted binary file created in the previous was saved.

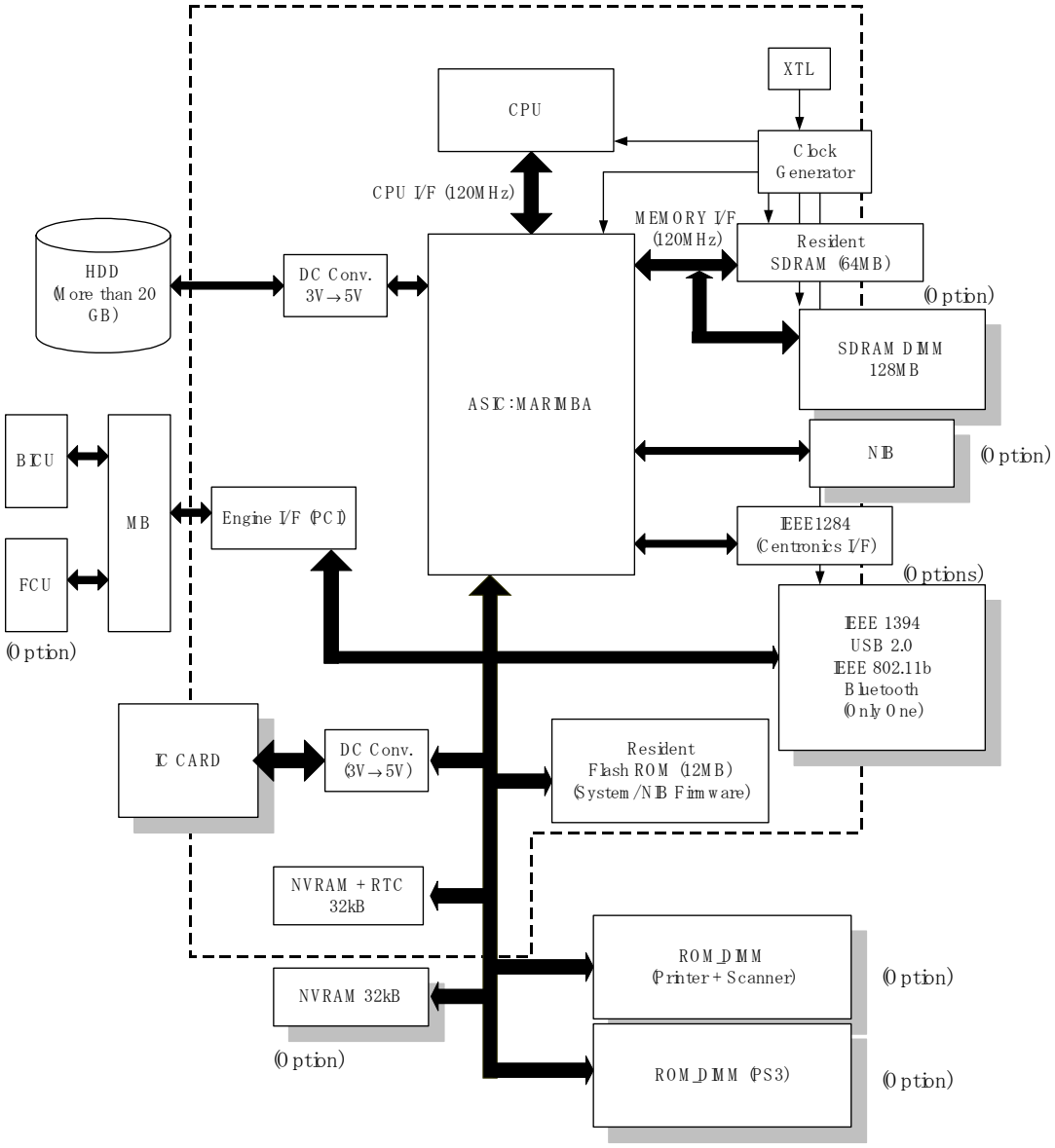
NOTE: *1) The program converts binary file to a text file in the same directory.*

2) The target file name for the text file is generated automatically.

3) If the debug log was copied to an IC card of the wrong format, then an error is issued and the program halts.

4. Section 6 (Detailed Section Descriptions)
6.1.2 Controller (Page 6-4)

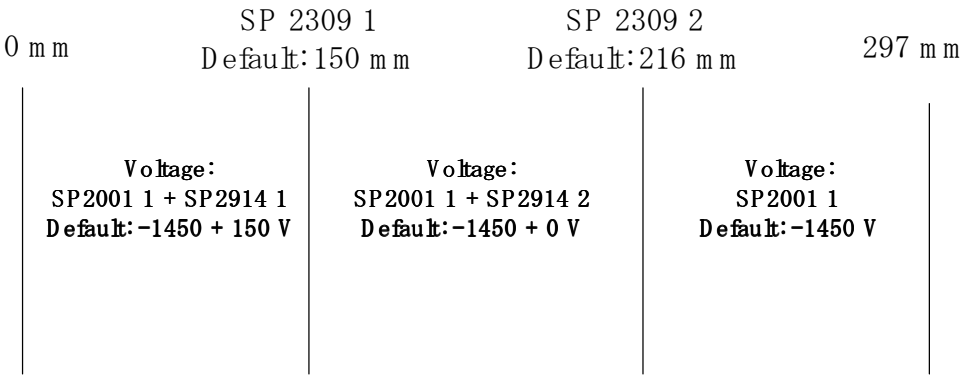
REVISE the following so that "256MB" is removed from the SDRAM DIMM box.



6.4.1 Correction for Paper Width and Thickness (Page 6-40)

REVISE as follows (underlined portions), including the corresponding values in the illustration:

SP Mode	SP Name	
SP2001 1	Charge Roller Bias Adjustment	Width 216 - 297 mm (Default: -1450V)
SP2309 1	Paper Lower Width [a]	Width limit (Default: 150 mm)
SP2309 2	Paper Upper Width [b]	Width limit (Default: 216 mm)
SP2914 1	Cα	Adjust 10V/step (Default: 150 V)
SP2914 2	Cβ	Adjust 10V/step (Default: 0 V)

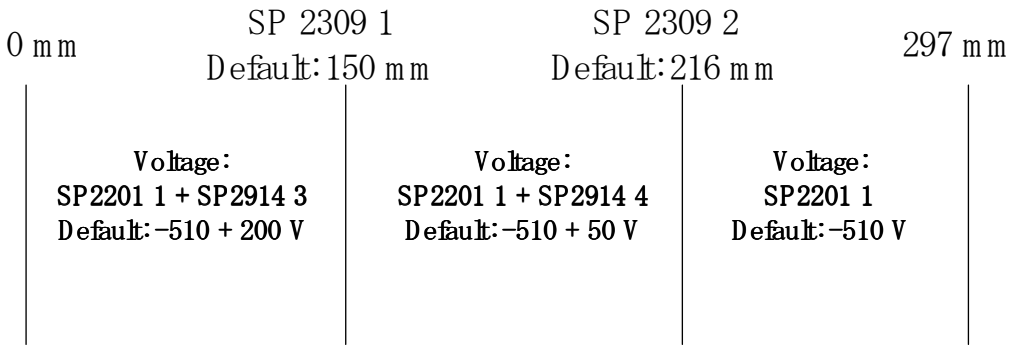


For example, with the default settings, if the paper width fed from the by-pass tray is 200 mm, the charge roller voltage will be –1450 + 0 V.

6.4.2 Development Bias (Page 6-41)

REVISE as follows (underlined portions), including the corresponding values in the illustration:

SP Mode	SP Name	
SP2201 1	Development Bias	Width 216 - 297 mm (Default: -<u>510</u> V)
SP2309 1	Paper Lower Width [a]	Width limit (Default: 150 mm)
SP2309 2	Paper Upper Width [b]	Width limit (Default: 216 mm)
SP2914 3	Process Control Setting (Bγ)	Adjust 10V/step (Default: <u>200</u> V)
SP2914 4	Process Control Setting (Bδ)	Adjust 10V/step (Default: 50V)



6.6.6 Toner Scatter Prevention (Page 6-51)

REVISE as follows:

To reduce the incidence of toner scattering, the sponge strip has been replaced with a velvet strip [A] that extends across the length of the fusing unit.

5. Specifications

1. General Specifications (Page Spec-2)

REVISE the following (underlined portions):

Mainframe only

	B079	B082
Copying	Less than 1.2 kW	Less than 1.2 kW
Warm-up	Less than 1.25 kW	Less than 1.25 kW
Stand-by	Less than 139 W	Less than 170 W
Auto Off Mode	Ave. 4.5 W/h (NA) Ave. 5 W/h (EU, Asia)	Ave. 4.5 W/h (NA) Ave. 5 W/h (EU, Asia)
Maximum	Less than 1.44 kW (NA) Less than 1.5 kW (EU, Asia)	Less than 1.44 kW (NA) Less than 1.5 kW (EU, Asia)

Full system (including options)

	B079	B082
Copying	Less than 1.4 kW	Less than 1.4 kW
Warm-up	Less than 1.3 kW	Less than 1.3 kW
Stand-by	Less than 170 W	Less than 195 W
Auto Off Mode	Ave. 8 W/h (NA) Ave. 9 W/h (EU, Asia)	Ave. 8 W/h Ave. 9 W/h (EU, Asia)
Maximum	Less than 1.44 kW (NA) Less than 1.5 kW (EU, Asia)	Less than 1.44 kW (NA) Less than 1.5 kW (EU, Asia)

2. Machine Configuration (Page Spec-4)

Fax	Fax Option	U	B547
	G3 Interface Unit	U	B591
	Function Upgrade Board	C	A892
	SAF Memory	C	G578
	Handset (USA model only)	C	A646

Model: Adonis-C3	Date: 27-Jun-03	No.: RB082016

Subject: Service Manual Correction (Fax Option)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please make the following corrections to your Model A-C3 Fax Option Service Manuals (machine code: B547).

Revised items are underlined and items to be deleted are in *italics.*

1. Section 1 (Installation)
1.4.1 JBIG A892 (Page 1-14)

REVISE the following (underlined portions):

1.4.1 FAX FUNCTION UPGRADE BOARD

2. Section 3 (Service Tables)
3.1 Service Program Mode – SP1-XXX (Bit Switched) (Page 3-2)

DELETE SP1-102 and SP1-110 from the table below.

Note: SP1-102 has been renamed as “SP3-201” – see next page.

3.2.2 FAX Switches Page (3-18 ~ 22)

REVISE titles in the SP tables from "1-102-XXX" to "3-201-XXX", as this SP has been renamed.

Also, REVISE the underlined portions below, as there have been some revisions applied to the content.

FAX Switch 08 – Not used (do not change the settings)	**SP No. 3-201-009**

FAX Switch 09 – Not used (do not change the settings)	**SP No. 3-201-010**

FAX Switch 0A		**SP No. 3-201-011**
No	**FUNCTION**	**COMMENTS**
0-3	Not used	Do not change the settings.
4 to 7	MTF filter level (Colored background special original mode) The value can be between 0 (Off) and F. For a weaker threshold, input a lower value. Default setting: 7 This setting is independent from the threshold specified by the copier SP modes.	

FAX Switch 0C		**SP No. 3-201-013**
No	**FUNCTION**	**COMMENTS**
0	Action when an original jam has occurred while scanning the original into memory for memory tx **0:** Continues scanning after recovery **1:** Stops scanning and erases all scanned pages for that job	This bit is only effective when parallel memory tx is disabled (user parameter 07 - bit 2). If parallel memory tx is enabled, the machine always erases the scanned pages when an original jam occurs. The machine then asks the user to retry from the first page, even if the parallel memory tx is not actually used. **0:** The machine displays a message asking the user to put the jammed page back into the original stack, and continues scanning. The message is displayed for the time period specified by scanner switch 0E, bit 2. **1:** The machine erases all the scanned pages and asks the user to retry from the first page.
1 to 2	Setting when an original size cannot be recognized **Bit 2 1 Setting** 0 0 No original 0 1 A5 ▯ 1 0 A5 ▭ 1 1 No original	
3-7	Not used	Do not change the settings.

FAX Switch 0E		SP No. 3-201-015
No	**FUNCTION**	**COMMENTS**
0	Not used	Do not change the settings.
1	Scan resolution unit **0:** mm **1:** inches	This bit determines which resolution unit will be used for scanning a fax message. Default setting: mm
2-7	Not used	Do not change the settings.

FAX Switch 10 ~ 1F - Not used (do not change the settings)

3. SPECIFICATIONS

2 Capabilities of Programmable Items (Page Spec-2)

REVISE the following (underlined portions).
Note: "With HDD" column has been deleted.

Item	Standard	With Fax Function Upgrade Unit
Quick Dial	500	1200 (2000*)
Groups	64	64
Destination per Group	500	500
Boxes (Information/Personal/Transfer)	150	400
Destinations dialed from the ten-key pad overall	100	1000
Programs	100	200
Auto Document	6	18
Communication records for Journal stored in the memory	200	1000
Specific Senders	30	50

* With the Printer/Scanner Option

Reissued: 25-Jul-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082005b

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (MFP Service Card)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	B5485935	E539	February 2003 production
1.01	B5485935A	0E49	May 2003 production
1.02	***B5485935B***	***0171***	***July 2003 production***

Contents

Version	Programs/Versions			
	Printer		Scanner	
1.00	1.00	B5485931A	1.01	B5485932A
1.01	1.02	B5485931B	1.01	B5485932A
1.02	***1.03***	***B5485931C***	***1.02***	***B5485932C***

Printer

Version	Symptom Corrected
1.03	1. Merged PCL job does not print (TechMail #TS030100). 2. Only the first duplex command is interpreted correctly when printing PCL files containing simplex, duplex (short) and duplex (long) commands (GFPR #RC03020001).

Reissued: 25-Jul-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082005b

Version	Symptom Corrected
1.02	Software Bug Fixes 1. The downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR #RC03010004). 2. Courier font is not printed out with the correct font pitch (GFPR #RC03010001). 3. Barcodes appear separated (shifted) (GFPR#RE03010016). 4. Duplex face commands (front/rear) are not applied correctly when the PCL page length command is used (GFPR #RC02120014). Specification Changes: 1. Selecting HDD font or DIMM font may reduce available memory. 2. Supports SAP Barcode & OCR printing.
1.00	1st mass production

Scanner

Version	Description
1.02	1. The scanner sometimes freezes when an email address is 123 characters or longer. 2. The scanner sometimes freezes when Divide & Send Email is used frequently within a short period of time.
1.01	1st mass production

Reissued: 31-Jul-03

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082006a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NET Service Card)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Network Firmware Service Card.

Net Service Card

Version	Program No.	C. SUM	Effective Date
1.04.2	B5485936	F22D	February 2003 production
1.05	***B5485936A***	***9E82***	***July 2003 production***

Contents

Version	Programs/Versions							
	NCS		NFA		WebSys		WebDocBox	
1.04.2	4.02	B0825933B	1.03	B0825934A	1.04	B0825935A	1.11	B0825936A
1.05	***4.04***	***B0825933C***	***1.04***	***B0825934B***	1.04	B0825935A	1.11	B0825936A

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082006a

NCS (NIB)

Version	Description
4.04	1. The NIC fails to reboot after network settings are modified (and the NIC reboots) several times. 2. The hop count was mistakenly set at 4, making it impossible to obtain an auto IP address when there are 4 or more routers between the unit and DHCP server (hop count corrected to 64).
4.02	1st mass production

NFA (Netfile)

Version	Description
1.04	The machine does not switch to Energy Saver mode when the operation switch is pressed while the machine is forwarding documents.
1.03	1st mass production

WebSys

Version	Description
1.04	1st mass production

WebDocBox

Version	Description
1.11	1st mass production

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017

Subject: Offset with 128 mm pitch	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Ghost images appear in solid image and highlight areas at a pitch of approximately 125mm (circumference of the fusing roller).

CAUSE

Cold offset or static offset, both of which can be identified by the characteristics listed below. Please be sure to identify which is causing the ghost images and take the appropriate action.

Overall description:
A relatively large amount of toner is applied to the development roller and then transferred onto the paper, which cannot be completely fused to the paper surface. This extra toner then sticks to the fusing roller from direct contact (cold offset) or from the gap in the static electrical charge between the toner and the roller (static offset). This toner is then transferred onto the copy in the form of the previous image when the roller rotates around again.

Cold Offset

- Has a greater tendency to occur with large-volume copy/print jobs (200 sheets or more), or when using thick paper types.
- Has a greater tendency to occur under low-temperature conditions, e.g. when the machine is turned on first thing in the morning in the wintertime.
- Is more visible on the front side when making duplex copies/prints.
- Becomes less visible as the fusing temperature is raised.

Static Offset

- Is more visible on the rear side when making duplex copies/prints.
- Has a greater tendency to occur under low-humidity conditions.
- Cannot be solved by raising the fusing temperature.

SOLUTION

First, check to see if BICU v1.13 or newer is installed and update if necessary, as these versions contain improvements for maintaining optimal toner concentration. This is because both types of offset described above are caused in part by too much of an increase in the toner concentration.

Please also note that the following is a temporary solution for when the symptoms are reported from the field. The permanent solution is currently being developed and will be announced at a later time.

I. Cold Offset

1. Check the lot number on the toner bottle and replace the bottle if the number is older than the following:
   Lot #32512881 or newer, or #32612881 or newer.

Note: Even when replacing with a new bottle, since there is still old toner left inside the PCU and development unit, be sure to either clean the PCU or take 50 A3 sky-shot copies to clean this toner out of the machine.

2. Increase the fusing temperature setting (SP1105-1, -2) by **5℃,** with the following maximums:

   - 35cpm machine: +10℃
   - 45cpm machine: +5℃

Note: This is because if the fusing temperature is raised any more than this, the toner collected by the cleaning roller can melt and cause vertical black bands on the outputs.

If the above still does not solve the offset, continue with the following:

3. Increase SP2201-2 (Development Bias Adjustment – ID Sensor Pattern) **by -50V (-380V → -430V)**, then change SP2210 (ID Sensor Pattern Interval) to a value of **1**.

4. Print out about 5 pages of an image with a high Bk coverage ratio, such as pattern No. 9 in SP2903-3 (Full Dot Pattern).

   Note: If using pattern No. 9, before printing out first remove the toner supply unit. This is because the large image coverage ratio of pattern No. 9 can sometimes cause the machine to activate toner supply mode, which makes it difficult to lower the toner concentration. Or, instead of disconnecting the unit, the printouts can be made using pattern No. 10 (Black Belt).

5. Check the value of SP3103-2 (Vsp) and make sure it is between 0.2–0.3V. If it is not, repeat **Step 4** until it falls within this range.

6. If the symptom is still noticeable, raise SP2201-2 again by **–50V or less** (e.g. -430V→ -480V), and then try **Steps 4 and 5** again.

Note: Be sure and increase this value in steps of **–50V or less**, with a **maximum of –510V**, as raising this setting too much can cause the ID to decrease.

7. After completing the above procedure, return SP2210 (ID Sensor Pattern Interval) to its default of **10**.

II. Static Offset

1. Increase SP2301-2 (Transfer Current – 2nd Side of Paper) from 40μA → **100μA**.

<u>If the above still does not solve the offset, continue with the following:</u>

2. Return SP2301-2 to its default of **40μA**.

3. Increase SP2201-2 (Development Bias Adjustment – ID Sensor Pattern) **by -50V (-380V → -430V)**, then change SP2210 (ID Sensor Pattern Interval) to a value of **1**.

4. Print out about 5 pages of an image with a high Bk coverage ratio, such as pattern No. 9 in SP2903-3 (Full Dot Pattern).

   Note: Just as with Step 4 above for Cold Offset, be sure to remove the toner supply unit first if using pattern No. 9, or use pattern No. 10 instead.

5. Check the value of SP3103-2 (Vsp) and make sure it is between 0.2–0.3V. If it is not, repeat **Step 4** until it falls within this range.

6. If the symptom is still noticeable, raise SP2201-2 again by **–50V or less** (e.g. -430V→ -480V), and then try **Steps 4 and 5** again.

   Note: Be sure and increase this value in steps of **–50V or less**, with a **maximum of –510V**, as raising this setting too much can cause the ID to decrease.

7. After completing the above procedure, return SP2210 (ID Sensor Pattern Interval) to its default of **10**.

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082018

Subject: Manual Correction	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please apply the following revisions to your Model A-C3 Service Manuals.

Section 4 (Troubleshooting)

4.1.2 SC Code Descriptions (Page 4-2)

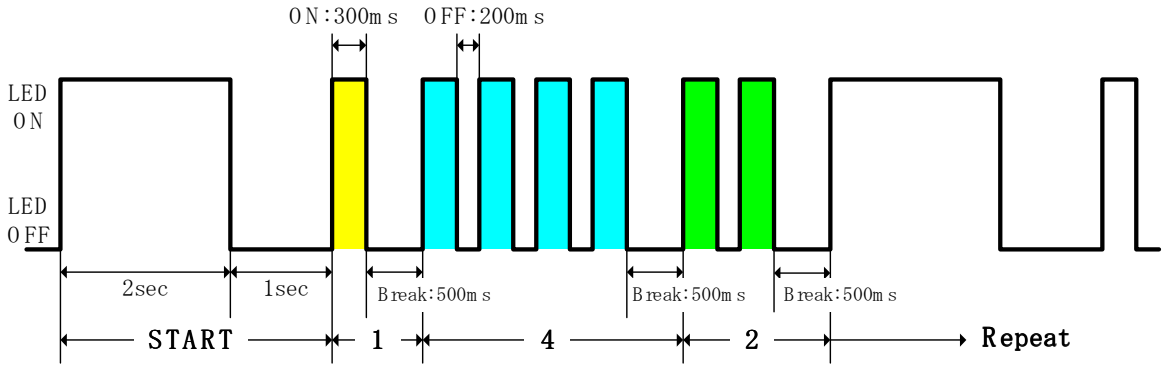
The following describes the method for using the LED to read the details for SC740/741 (Booklet Finisher-related errors), as this information is not displayed on the machine operation panel. The new descriptions for the Service Manual begin from the following page.

Reading SC740/741 from LED2:

1. Remove the upper rear cover.
2. It is possible to determine which SC740/741 error is occurring by observing the number of flashes and flashing intervals of LED2.

2-1. Flashing pattern when the finisher is operating normally:
Repetition of 500ms ON, 500ms OFF.

2-2. Flashing pattern when an SC has occurred:
Example: Error code **1**-**4**-**2**. (Jogger Motor Error).



- START: 2 sec ON, 1 sec OFF
- **1:** 300ms ON → 500ms Break (OFF)
- **4:** 300ms ON, 200ms OFF (repeat 3 times) → 300ms ON → 500ms Break
- **2:** 300ms ON, 200ms OFF → 300ms ON → 500ms Break
- Return to START and repeat.

2-3. SC Code Table

Error Type	Error Code	Description	Status	Possible Cause
SC	1-1-1	Shutter movement error	The shutter position switch does not turn on within 1 second after the transport motor starts to turn in reverse.	• Transport motor defective • Shutter position switch defective • Shift tray safety switch defective
	1-1-2		The shutter sensor does not deactivate within 1 second after the transport motor starts to turn in reverse.	
	1-1-3		The shutter position switch is off when the shift tray safety switch is off.	
	1-2-1	Exit motor error	After the exit motor turns on, the exit motor sensor does not send the proper signal to the finisher board.	• Exit motor defective • Exit motor sensor defective
	1-2-2		The exit motor sensor does not send the clock signal to the finisher board for certain period while the exit motor is on.	
	1-3-1	Upper exit plate movement error	The upper exit guide 2 switch does not turn on within 1s after the guide plate motor turns on.	• Guide plate motor defective • Upper exit guide 2 switch defective • Upper exit guide sensor defective • Shift tray safety switch defective
	1-3-2		The upper exit guide sensor does not activate within 1s after the guide plate motor turns on.	
	1-3-3		The upper exit guide 2 switch does not turn on when the shift tray safety switch is off.	
	1-3-4		The guide plate motor sensor does not send the clock signal to the finisher board for certain period while the exit motor is on.	
	1-4-1	Jogger motor error	After the jogger motor turns on to move the jogger fence from its home position, the jogger HP sensor does not deactivate within 2s.	• Jogger motor defective • Jogger HP sensor defective
	1-4-2		After the jogger motor turns on to return the jogger fence to its home position, the jogger HP sensor does not activate within 2s.	
	1-5-1	Stapler motor error	After the stapler motor turns on to move the stapler unit from its home position, the stapler unit HP sensor does not deactivate within 4s.	• Stapler motor defective • Stapler unit HP sensor defective
	1-5-2		After the stapler motor turns on to return the stapler unit to its home position, the stapler unit HP sensor does not activate within 4s.	
	1-6-1	Staple hammer motor error	The staple hammer HP sensor does not deactivate within 0.5s after the staple hammer motor turns on.	• Staple hammer motor defective • Staple hammer HP sensor defective
	1-6-2		The staple hammer HP sensor does not activate within 0.5s after the staple hammer motor turns on.	

Error Type	Error Code	Description	Status	Possible Cause
	1-7-1	Tray lift motor error	The tray lift motor does not stop within 15s after being turned on. The shift tray HP sensor does not activate within 15s after the tray lift motor turns on.	• Tray lift motor defective • Lift motor sensor 1 defective • Lift motor sensor 2 defective • Shift tray HP sensor defective • Shift tray upper limit switch defective
	1-7-2		The shift tray upper limit switch turns on while the shift tray is being raised.	
	1-7-3		Lift motor sensors 1 & 2 do not send the clock signals to the finisher board every 200ms while the tray lift motor is on.	
	1-8-1	Shift tray height sensor error	Abnormal communication data between finisher board and shift tray height sensor.	• Shift tray height sensor defective • Finisher board defective
	1-8-2		No communication between finisher board and shift tray height sensor for a certain period.	
	1-8-3		The finisher board detects a connection error with the connector for the shift tray height sensor.	
	1-8-4		Adjustment error during shift tray height sensor adjustment.	
	1-9-1	Back-up RAM error	The check sum is abnormal when the main switch is turned on.	• Finisher board defective
	1-10-1	Communication error	Communication error between finisher board and copier mainframe.	• Finisher board defective • Booklet unit board defective • Poor connection of the interface harness
	1-10-2		Communication error between finisher board and booklet unit board.	
	1-11-1	Positioning plate motor error	After the positioning plate motor turns on to move the positioning plate from its home position, the positioning plate HP sensor does not deactivate within 1.25s.	• Positioning plate motor defective • Positioning plate HP sensor defective
	1-11-2		After the positioning plate motor turns on to return the positioning plate to its home position, the positioning plate HP sensor does activate within 1s.	
	1-12-2	Folder roller motor error	The folder roller motor sensor doesn't send the clock pulse to the booklet unit board within a certain period after the folder roller motor turns on.	• Folder roller motor defective • Folder roller motor sensor defective
	1-13-1	Shutter guide motor error	After the shutter guide motor turns on to move the shutter guide from its home position, the shutter guide HP sensor does not deactivate within 0.4s.	• Shutter guide motor defective • Shutter guide HP sensor defective
	1-13-2		After the shutter guide motor turns on to return the shutter guide to its home position, the shutter guide HP sensor does not activate within 1s.	

Error Type	Error Code	Description	Status	Possible Cause
	1-14-1	Booklet jogger motor error	After the booklet jogger motor turns on to move the booklet jogger plate from its home position, the booklet jogger HP sensor does not deactivate within 0.5s.	• Booklet jogger motor defective • Booklet jogger HP sensor defective
	1-14-2		After the booklet jogger motor turns on to return the booklet jogger plate to its home position, the booklet jogger HP sensor does not activate within 1s.	
	1-15-1	Front stapler motor error	The front staple hammer HP switch does not turn off within 0.5s after the front stapler motor turns on.	• Front stapler motor defective • Front staple hammer HP switch defective •
	1-15-2		The front staple hammer HP switch does not turn on within 0.5s after the front stapler motor turns on during jam recovery.	
	1-16-1	Rear stapler motor error	The rear staple hammer HP switch does not turn off within 0.5s after the rear stapler motor turns on.	• Rear stapler motor defective • Rear staple hammer HP switch defective
	1-16-2		The rear staple hammer HP switch does not turn on within 0.5s after the rear stapler motor turns on during jam recovery.	
	1-17-1	Folder plate motor error	After the folder plate motor turns on to return the folder plate to its home position, the folder plate HP sensor does not activate within 0.3s.	• Folder plate motor defective • Folder plate HP sensor defective • Folder plate return sensor defective • Folder plate motor sensor defective
	1-17-2		After the folder plate motor turns on to move the folder plate from its home position, the folder plate HP sensor does not deactivate within 0.3s.	
	1-17-3		After the folder plate motor turns on to return the folder plate to its home position, the folder plate return sensor does not deactivate within 0.3s.	
	1-17-4		The pulse count from the folder plate motor sensor is lower than the target minimum.	
	1-18-1	Connector error	The connector of the shutter guide HP sensor is not connected.	• Poor connection or no connection of the shutter guide HP sensor connector • Poor connection or no connection of the folder plate HP sensor connector • Poor connection or no connection of the folder plate return sensor connector
	1-18-2		The connector of the folder plate HP sensor is not connected.	
	1-18-3		The connector of the folder plate return sensor is not connected.	

Error Type	Error Code	Description	Status	Possible Cause
	1-19-1	Switch error	When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the booklet entrance guide safety switch does not turn on within 1s after a copy job or warm-up idling begins.	• Booklet entrance guide safety switch defective • Lower door safety switch defective • Booklet exit cover safety switch defective
	1-19-2		When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the lower door safety switch does not turn on within 1s after a copy job or warm-up idling begins.	
	1-19-3		When the booklet entrance guide sensor, lower door sensor and booklet exit cover sensor are all activated (doors closed), the booklet exit cover safety switch does not turn on within 1s after a copy job or warm-up idling begins.	

Reissued: 06-Jun-07

Model: Adonis-C3	Date: 18-Dec-03	No.: RB082019b

RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR880)			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the software history for the SR880 (2Tray Finisher).

The SR880 Finisher is currently an option for the Adonis-C3 and Adonis-C3e/f.

Part Number	Version	C. SUM	Production
B5455104F	***1.11***	***-***	***March 2007 production***
B5455104E	1.09	0977	June 2005 production
B5455104D	1.07	D007	December 2004 production
B5455104C	1.06	BEF7	March 2004 production
B5455104B	1.05	9345	October 2003 production
B5455104	1.04	9435	First Mass production

Descriptions

Version	Symptom Corrected
1.11	***Symptom corrected:*** ***1. SC620 is displayed when a stapling job is attempted with a paper size that is not supported by the stapling function.*** ***Conditions: A stapling job was performed just before this using a paper size that is supported by the stapling function (A4 LEF, LT LEF, B5 LEF).***
1.09	- Jam 28 occurs when the machine recovers from Energy Saver mode. - A jam occurs near the finisher staple tray.
1.07	Minor software bug.
1.06	Minor software bug.
1.05	A pre-stack jam occurs from the second or later set when running a stapling job with the 35cpm model.
1.04	First lot of mass production.

Reissued: 12-Apr-04

Model: Adonis-C3	Date: 18-Dec-03	No.: RB082020a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Software Release History (SR890)			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the software history for the ***Finisher Board*** of SR890 (Booklet Finisher).

The SR890 Finisher is currently an option for the Adonis-C3 and Adonis-C3e/f.

Part Number	Version	C. SUM	Production
-	1.04		First Mass production
-	3.02		Not applied to mass production (customized ROM).

Descriptions

Symptom Corrected	Version
First lot of mass production	1.04
Dog ears occur on the rear side of A4 LEF copies.	3.02

Reissued: 27-Feb-04

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Offset with 126 mm pitch			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

The following is the revised procedure for previously released RTBs #RB082013 and #RB082017. Therefore please refer to this bulletin alone, as the old RTBs above are no longer necessary.

SYMPTOM

Ghost images appear in solid image and halftone areas at a pitch of approximately 126mm (circumference of the fusing roller).

→ Use the image samples on the next page to identify which of the three main types of offset is occurring.

SOLUTION

Take the action prescribed in the table below, as the solutions **differ depending on the type of image and timing of occurrence**. More than one type of offset can occur at the same time, so if the image does not show significant improvement after the first action is performed, please return to the table and try the other actions suggested.

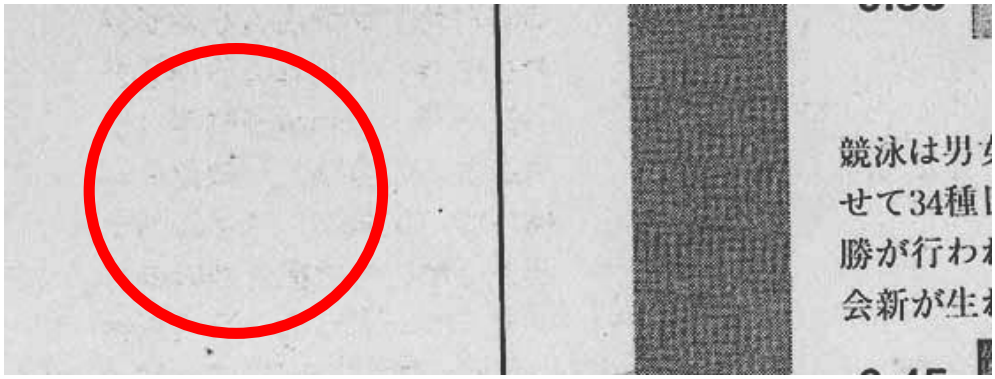
Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017a

1. Identifying the Specific Type of Offset

1. Offset from high toner concentration in developer
Lines on the original appear as blurred ghost images, especially along the feed direction on SMC report printouts.

2. Cold offset
Black dots are clearly visible on the image.

3. Low-charging offset
Most noticeable on the rear side, along the feed direction.



Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017a

2. Important Notes Before Taking Action

- Before performing any of the following 'Actions', make sure that the BICU firmware is **v1.13 or newer**.

- If it seems like more than one type of offset are occurring at the same time, or it is unclear which one is occurring, there is a special solution that can be applied for all three at once (see #4 below).

- **Reading the toner lot number mentioned in the table below:**
  - The 8-digit lot number printed on the toner bottle is read in the following way.

    Example: **3** 2 5 **2 6 9** 8 1
    - **3**: Last digit of year of production
    - *25: (not relevant)*
    - **269**: Day of production, i.e. the number of days since Jan. 1
    - *81: (not relevant)*

  - Therefore, "**269** or later" in the table below would mean:
    - Lot No. **3**xx**269**xx or higher, Or,
    - Lot No. **4**xxxxxxx or higher.

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017a

3. Overview of What Action to Take and When

Notes/Key:

- "At developer replacement" below refers to cases in which offset occurs just after the developer is replaced. The developer does not need to be replaced in any of the actions below.
- A "warm-up event" refers to when the machine is brought on line such as when the main power SW is turned On, or the machine recovers from Energy Saver mode.
- To perform Action B, you will need toner from lot **269** or later.

	Symptom	Timing of Occurrence	Toner Being Used in the Machine	**ACTION:** (In the order listed)
1	Offset from high toner concentration in developer	• At/just after installation • At developer replacement	N/A	- Action **A** - If not effective: Action **H**
2	Cold offset	• At/just after installation • At developer replacement	Toner from any lot	- Action **F**, then Action **B**
		• A while after installation: At warm-up event	Lot **268** or older:	- Action **F**, then Action **B**
			Lot **269** or later:	- Action **C**
		• A while after installation: During machine operation	Lot **268** or older:	- Action **F**, then Action **B**
			Lot **269** or later:	- Action **D**
3	Low-charging offset	• At/just after installation • At developer replacement • A while after installation	Lot **268** or older:	- Action **E**, Action **F**, then Action **B** - If ID decreases as a result: Action **G**
			Lot **269** or later:	- Action **E**, then Action **A** - If ID decreases as a result: Action **G**
4	More than one of the above is occurring, or it is not clear which one is occurring	• At/just after installation • At developer replacement • A while after installation	Toner from any lot	- Action **F**, then Action **I** - If the ID decreases as a result, perform several copy jobs in a row of about 10 sheets each using a text-based original (do not use test charts). - If the ID is still low: Action **G** - If the image still shows offset, try Action **C**.

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017a

4. Taking the Appropriate Action

Action A

Lower the toner concentration in developer, and then increase the toner charge by additional toner churning.

1. Remove the toner bottle installed in the machine.
2. Execute SP2801.
3. Load A4/LT LEF paper in the paper tray.
4. Set SP2902-3 to pattern 15.
5. Set SP5802 to Enabled, then directly access "Copier Window" from inside SP mode.
6. Select A4/LT LEF as the paper type, set the number of copies at 120 and begin the copy job.
   - The machine will stop once the 120-sheet free-run is completed (paper will not be exited to the tray).
7. Set SP5802 to Disabled, then exit SP mode.
8. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Note: Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
9. Execute SP2801.
10. Access SP2802-01 and input a value of 3.70.
    - The value displayed after input will be in the range of 3.70+/- 0.02, but this is normal.

Action B

Replacing the toner inside the developer.

Important: When installing the new toner bottle below, make sure to use a bottle from lots **3xx269xx** or later or **4xxxxxxx** or later (i.e. equal to or newer than the underlined portions).

1. Remove the toner bottle installed in the machine.
2. Access SP2220-01 and input a value of 4.70.
   - This will make it more difficult for the Toner End condition to be triggered when the toner concentration is lowered.
   - The value displayed after input will be in the range of 4.70+/- 0.02, but this is normal.
3. Access the "Copier Window" from inside SP mode, then take 50 single-sided sky-shot copies (completely black) onto A3 paper.
4. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Note: Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
5. Access SP2220-01 and input a value of 2.00 to trigger Toner End.
   Note: The value displayed after input will be in the range of 2.00+/- 0.02, but this is normal.
6. Access the "Copier Window" from inside SP mode and take one copy. This will trigger the Toner End condition.

7. Initiate Toner End Recovery by opening the front cover, waiting at least 10 seconds, and then closing the cover.
8. Exit SP mode, then take some copies and check to see if there has been sufficient improvement.
   Note: Initially, this may cause the image density to decrease, but it will gradually return to normal levels.

Action C

Changing the fusing parameters to improve images showing cold offset at warm-up.
- Disabling forced fusing reload
- Increasing the reload temperature
- Enabling fusing idling at warm-up

1. Set SP1-103-001 to a value of 1 and SP1-103-002 to a value of 0, which will disable fusing reload.
   - With this change, the machine will not trigger the Ready condition based on time, but rather based on actual roller temperature. This helps to ensure the proper fusing temperature with prints made just after a warm-up event.
   - Side effects: Warm-up time is increased

2. Set SP1-105-005/006 both to a value of 0.
   - Increasing the reload temperature to the actual target fusing temperature improves fusibility.
   - Side effects: Warm-up time is increased

3. Check the effectiveness with copies made just after a warm-up event.
   - If there is no significant improvement, access SP1-103-002 and input a value between 15-30 seconds.
     - This will add a fusing idling routine at every warm-up event (e.g. power on, recovery from Energy Saver).
     - This heats up the pressure roller and prevents a temperature drop with prints made at warm-up events.
     - Side effects: Warm-up time is increased

Action D

Changing the fusing parameters to improve images showing cold offset after the machine has reached Ready status.
- Adding a Copier idling routine for the 1st print
- Increasing the target fusing temperature

1. Set SP5-959 to a value between 5-10 seconds (which is equal to the Copier idling time for the first print).
   - This heats up the pressure roller and prevents a temperature drop with prints made at warm-up events.
   - Side effects: 1st print time is increased

2. Check the effectiveness by making copies.

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- If there is no significant improvement, increase the setting of SP5-959.
  - Side effects: This makes it easier for toner melting (gray bands) to occur.
- If increasing the above setting still does not have enough of an effect, increase the settings of both SP1-105-001 and -002 (maximums below). These maximums are to help prevent toner melting (gray bands).
  - 35cpm: Maximum increase of +10C
  - 45cpm: Maximum increase of +5C

Action E

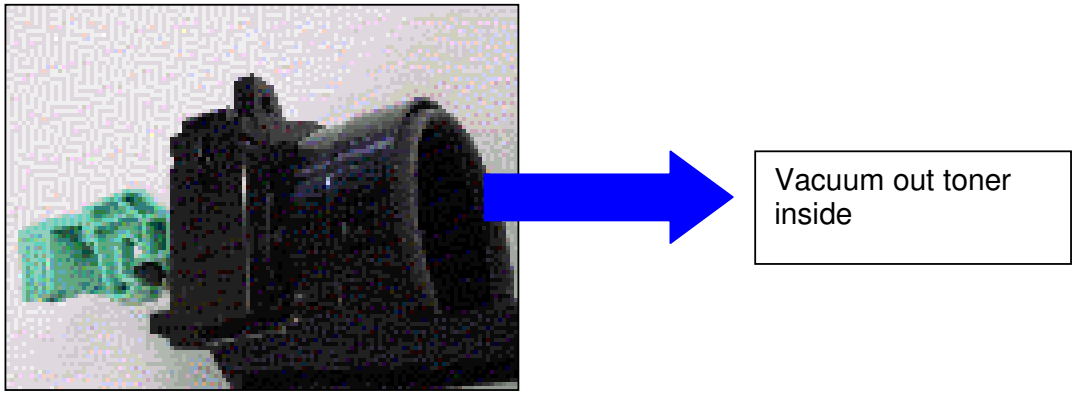
Lowering the toner concentration by increasing the development bias.

1. Access SP mode.
2. Increase SP2201-2 (development bias) by 100v, i.e. 380 to 480.

Action F

Preventing old/new toner mixing in the development unit.

1. Lower the green lever of the toner supply unit.
2. Clean the unit by vacuuming out the toner inside.



Action G

Raising the image density.

1. Access Special SP Mode:
   - Access general Service Mode, then hold down the "#" key and select "Copy SP."
2. Change the following settings.
   - SP2001-01 1450 --> 1500
   - SP2005-03 1450 --> 1500
   - SP2201-01 510 --> 560
3. Exit SP Mode and turn the main power Off/On.

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Action H
Increase the toner charge by performing additional developer agitation.

1. Access SP mode.
2. Execute SP2801 (developer initialization) an additional 3 times.
3. Access SP2802-01 and input a value of 3.70.

Action I
Combined solution for all 3 types of offset
Note: This will add approximately 11 minutes to machine installation time.

1. Remove the toner bottle installed in the machine.
2. Access SP mode, then increase SP2201-2 (development bias) by 100v, i.e. 380 to 480.
3. Access SP2220-01 and input a value of 4.70.
   - This will make it more difficult for the Toner End condition to be triggered when the toner concentration is lowered.
   - The value displayed after input will be in the range of 4.70+/- 0.02, but this is normal.
4. Access the "Copier Window" from inside SP mode, then take 50 single-sided sky-shot copies (completely black) onto A3 paper.
5. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Important:
   - Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
   - When installing the new toner bottle, make sure to use a bottle from lots **3**xx**269**xx or later or **4**xxxxxxx or later (i.e. equal to or newer than the underlined portions).
6. Access SP2220-01 and input a value of 2.00 to trigger Toner End.
   - The value displayed after input will be in the range of 2.00+/- 0.02, but this is normal.
7. Access the "Copier Window" from inside SP mode and take one copy. This will trigger the Toner End condition.
8. Initiate Toner End Recovery by opening the front cover, waiting at least 10 seconds, and then closing the cover.
9. Exit SP mode, then take some copies and check to see if there has been sufficient improvement.
   Note: Initially, this may cause the image density to decrease, but it will gradually return to normal levels.

Reissued: 5-Mar-04

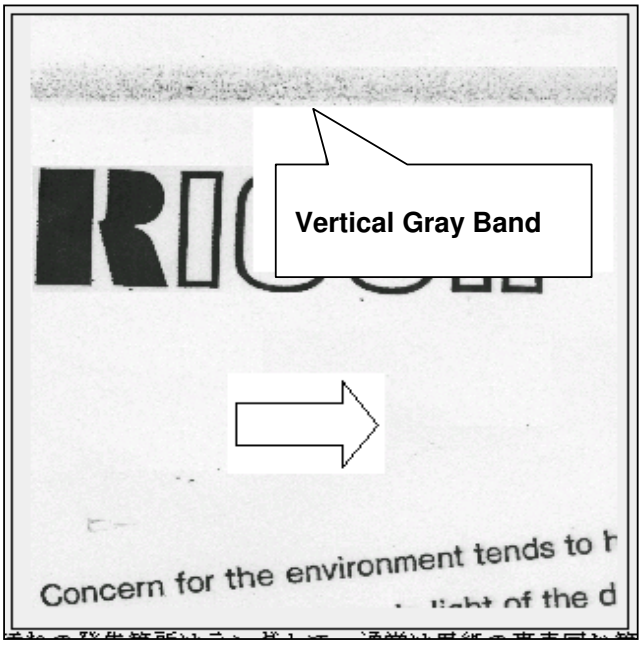
Model: Adonis-C3	Date: 2-Mar-04	No.: RB082021a

Subject: Gray Band	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Random ***gray band(s)*** (both sides) or fusing wrap-around jams due to cleaning roller toner melting, mostly on the 45cpm model.



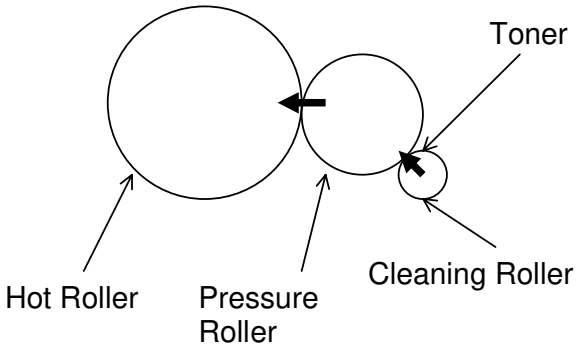
Model: Adonis-C3	Date: 2-Mar-04	No.: RB082021a

CAUSE

The surface temperature of the cleaning roller exceeds the maximum melting point of the toner collected onto the roller, allowing the re-melted toner to be transferred back to the paper via the pressure and hot rollers.

Factors for high roller temperature:

- Since the default fusing temperature is higher on the 45cpm model, the fusing unit internal temperature and therefore cleaning roller temperature is generally higher.
- The fusing temperature on both the 35/45cpm models is sometimes set higher as part of a solution for cold offset.
- The internal temperature rises when high-volume, continuous duplex jobs of 1-to-15 or more are performed on high-ACV machines.



SOLUTION

1. Replace the cleaning roller.

2. If the fusing temperature (SP1105-001, -002) had been set higher than default, return it to its default value.
   - However, if the fusing temperature is being set above default as a solution to cold offset, simply make sure this temperature does not exceed the following:
     - 35cpm: Maximum increase of +10C
     - 45cpm: Maximum increase of +5C

3. Check the lot number printed on the toner bottle being used in the machine, and replace the bottle if it is older than the following.
   - **New toner:**
     - Lot **3**xx**207**xx or later, Or
     - Lot **4**xxxxxxx or later
     - **Important:** "Or later" = equal to or higher to the underlined numbers.
       3: Last digit of production year
       207: Day of production, i.e. number of days since Jan. 1

   - After installing the new toner, since there will still be some old toner left inside the PCU, ***toner supply unit*** and development unit, please be sure to remove this by either vacuuming out ***each unit,*** or taking 50 A3/DLT solid-black sky-shot copies.

Reissued: 5-Mar-04

Model: Adonis-C3	Date: 2-Mar-04	No.: RB082022a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Dirty Background			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Dirty background from high toner concentration in developer.

CAUSE

Following an extended period of nonuse, or just after the toner bottle is replaced following Toner End, the TD sensor sometimes mistakenly detects the toner concentration as being low. This in turn causes the machine to respond by supplying more toner, raising the concentration to a high level.

Note: The concentration will remain high for an extended period if continuous, high-volume jobs are performed following this (as no ID sensor check is performed), but with jobs of 1-to-10 or lower, the frequent ID sensor checks will gradually bring the concentration back down to normal levels.

SOLUTION

When the problem occurs, use the following procedure to bring down the toner concentration to normal levels and then update the BiCU firmware to v1.13 ***or newer***.

1. Clean out the toner remaining in the PCU with a vacuum.
2. Take (solid black) sky-shot copies until the image density returns to normal.
3. If the image density is normal but dirty background still occurs, perform a 100-sheet free-run (SP5802).
   - If this still does not fix the dirty background, replace the developer and perform developer initialization (SP2801).
4. Update the BiCU firmware to v1.13 (Nov. 2003 release) ***or newer***.

Reissued: 5-Mar-04

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

RTB Correction

The items in bold italics have been corrected or added.

Subject: Offset with 126 mm pitch			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

The following is the revised procedure for previously released RTBs #RB082013 and #RB082017. Therefore please refer to this bulletin alone, as the old RTBs above are no longer necessary.

SYMPTOM

Ghost images appear in solid image and halftone areas at a pitch of approximately 126mm (circumference of the fusing roller).

→ Use the image samples on the next page to identify which of the three main types of offset is occurring.

SOLUTION

Take the action prescribed in the table below, because the solutions **differ depending on the type of image and timing of occurrence**. More than one type of offset can occur at the same time, so if the image does not show significant improvement after the first action is performed, please return to the **table** and try the other relevant actions suggested.

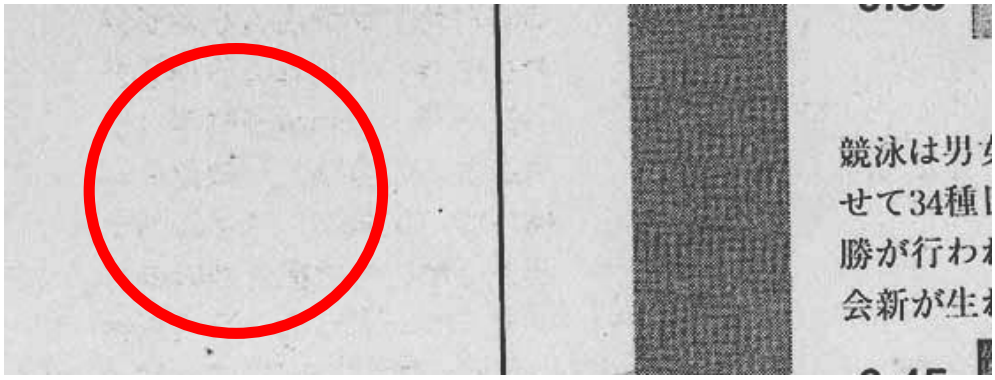
Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

1. Identifying the Specific Type of Offset

1. Offset from high toner concentration in developer
Lines on the original appear as blurred ghost images, especially along the feed direction on SMC report printouts.

2. Cold offset
Black dots are clearly visible on the image.

3. Low-charging offset
Most noticeable on the rear side, along the feed direction.



Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

2. Important Notes Before Taking Action

- Before performing any of the following Actions, make sure that the BICU firmware is **v1.13 or newer**.

- If it seems like more than one type of offset are occurring at the same time, or it is unclear which one is occurring, there is a special solution that can be applied for all three at once ***(see #4 in the table below).***

- **Reading the toner lot number mentioned in the table below:**
  - The 8-digit lot number printed on the toner bottle is read in the following way.

    Example: **3** 2 5 **2 6 9** 8 1
    - **3**: Last digit of year of production
    - *25: (not relevant)*
    - **269**: Day of production, i.e. the number of days since Jan. 1
    - *81: (not relevant)*

  - Therefore, "**269** or later" in the table below would mean:
    - Lot No. **3**xx**269**xx or higher, Or,
    - Lot No. **4**xxxxxxx or higher.

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

3. A Guide to What Action to Take and When

This table is the main guide to determining what action is required, so please be sure to follow the instructions in the ACTION column below, in the order listed.

Notes/Key:

- "At developer replacement" below refers to cases in which offset occurs just after the developer is replaced. The developer does not need to be replaced in any of the actions below.
- A "warm-up event" refers to when the machine is brought on line such as when the main power SW is turned on, or the machine recovers from Energy Saver mode.
- To perform Action B ***and Action I***, you will need toner from lot **269** or later.

	Symptom	Timing of Occurrence	Toner Being Used in the Machine	**ACTION:** (In the order listed)
1	Offset from high toner concentration in developer	• At/just after installation • At developer replacement	N/A	- Action **A** - If not effective: Action **H**
2	Cold offset	• At/just after installation • At developer replacement	Toner from any lot	- Action **F**, then Action **B**
		• A while after installation: At warm-up event	Lot **268** or older:	- Action **F**, then Action **B**
			Lot **269** or later:	- Action **C**
		• A while after installation: During machine operation	Lot **268** or older:	- Action **F**, then Action **B**
			Lot **269** or later:	- Action **D**
3	Low-charging offset	• At/just after installation • At developer replacement • A while after installation	Lot **268** or older:	- Action **E**, Action **F**, then Action **B** - ***If this decreases the ID as a result: Action G***
			Lot **269** or later:	- Action **E**, then Action **A** - ***If this decreases the ID as a result: Action G***
4	More than one of the above is occurring, or it is not clear which one is occurring	• At/just after installation • At developer replacement • A while after installation	Toner from any lot	- Action **F**, then Action **I** - ***If this decreases the ID as a result: Action G*** - If the image still shows offset, try Action **C**.

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

4. Actions *A – I*

(Perform only as prescribed in the table above)

Action A

Lower the toner concentration in developer and then increase the toner charge by additional toner churning.

1. Remove the toner bottle installed in the machine.
2. Execute SP2801.
3. Load A4/LT LEF paper in the paper tray.
4. Set SP2902-3 to pattern 15.
5. Set SP5802 to Enabled, then directly access "Copier Window" from inside SP mode.
6. Select A4/LT LEF as the paper type, set the number of copies at 120 and begin the copy job.
   - The machine will stop once the 120-sheet free-run is completed (paper will not be exited to the tray).
7. Set SP5802 to Disabled, then exit SP mode.
8. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Note: Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
9. Execute SP2801.
10. Access SP2802-01 and input a value of 3.70.
    - The value displayed after input will be in the range of 3.70+/- 0.02, but this is normal.

Action B

Replacing the toner inside the developer.

Important: When installing the new toner bottle below, make sure to use a bottle from lots **3xx269xx** or later or **4xxxxxxx** or later (i.e. equal to or newer than the underlined portions).

1. Remove the toner bottle installed in the machine.
2. Access SP2220-01 and input a value of 4.70.
   - This will make it more difficult for the Toner End condition to be triggered when the toner concentration is lowered.
   - The value displayed after input will be in the range of 4.70+/- 0.02, however this is normal.
3. Access the "Copier Window" from inside SP mode, then take 50 simplex sky-shot copies (completely black) onto A3 paper.
4. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Note: Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
5. Access SP2220-01 and input a value of 2.00 to trigger Toner End.
   Note: The value displayed after input will be in the range of 2.00+/- 0.02, but this is normal.

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

6. Access the "Copier Window" from inside SP mode and take one copy. This will trigger the Toner End condition.
7. Initiate Toner End Recovery by opening the front cover, waiting at least 10 seconds, and then closing the cover.
8. Exit SP mode, then take some copies and check to see if there has been sufficient improvement.
   Note: Initially, this may cause the image density to decrease, but it will gradually return to normal levels.

Action C

Changing the fusing parameters to improve images showing cold offset at warm-up.
- Disabling forced fusing reload
- Increasing the reload temperature
- Enabling fusing idling at warm-up

1. Set SP1-103-001 to a value of 1 and SP1-103-002 to a value of 0, which will disable fusing reload.
   - With this change, the machine will not trigger the Ready condition based on time, but rather based on actual roller temperature. This helps to ensure the proper fusing temperature with prints made just after a warm-up event.
   - Side effects: Warm-up time is increased

2. Set SP1-105-005/006 both to a value of 0.
   - Increasing the reload temperature to the actual target fusing temperature improves fusibility.
   - Side effects: Warm-up time is increased

3. Check the effectiveness with copies made just after a warm-up event.
   - If there is no significant improvement, access SP1-103-002 and input a value between 15-30 seconds.
     - This will add a fusing idling routine at every warm-up event (e.g. power on, recovery from Energy Saver).
     - This heats up the pressure roller and prevents a temperature drop with prints made at warm-up events.
     - Side effects: Warm-up time is increased

Action D

Changing the fusing parameters to improve images showing cold offset after the machine has reached Ready status.
- Adding a Copier idling routine for the 1st print
- Increasing the target fusing temperature

1. Set SP5-959 to a value between 5-10 seconds (which is equal to the Copier idling time for the first print).
   - This heats up the pressure roller and prevents a temperature drop with prints made at warm-up events.
   - Side effects: 1st print time is increased

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

2. Check the effectiveness by making copies.
   - If there is no significant improvement, increase the setting of SP5-959.
     - Side effects: This makes it easier for toner melting (gray bands) to occur.
   - If increasing the above setting still does not have enough of an effect, increase the settings of both SP1-105-001 and -002 (maximums below). These maximums are to help prevent toner melting (gray bands).
     - 35cpm: Maximum increase of +10C
     - 45cpm: Maximum increase of +5C

Action E

Lowering the toner concentration by increasing the development bias.

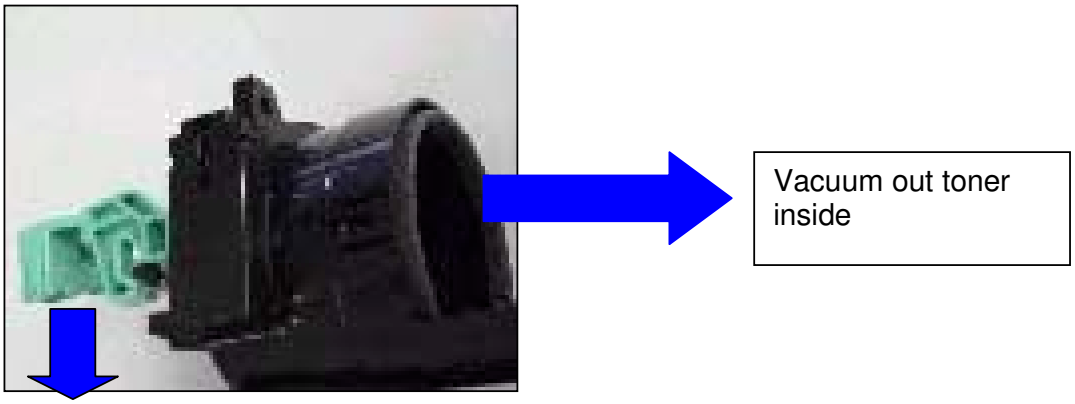
1. Access SP mode.
2. Increase SP2201-2 (development bias) by 100v, i.e. 380 to 480.

Note: Initially, this may cause the image density to decrease, however it will gradually return to normal levels.

Action F

Preventing old/new toner mixing in the development unit.

1. Lower the green lever of the toner supply unit.
2. Clean the unit by vacuuming out the toner inside.



Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

Action G
Raising the image density.

1. ***Perform several copy jobs in a row of about 10 sheets each, using a text-based original (do not use test charts).***

If the image density is still low:
2. Access Special SP Mode:
   - Access general Service Mode, then hold down the "#" key and select "Copy SP."
3. Change the following settings.
   - Sp2001-01 1450 --> 1500
   - Sp2005-03 1450 --> 1500
   - Sp2201-01 510 --> 560
4. Exit SP Mode and turn the main power Off/On.

Action H
Increase the toner charge by performing additional developer agitation.

1. Access SP mode.
2. Execute SP2801 (developer initialization) an additional 3 times.
3. Access SP2802-01 and input a value of 3.70.

Action I
Combined solution for all 3 types of offset
Note: This will add approximately 11 minutes to machine installation time.

1. Remove the toner bottle installed in the machine.
2. Access SP mode, then increase SP2201-2 (development bias) by 100v, i.e. 380 to 480.
3. Access SP2220-01 and input a value of 4.70.
   - This will make it more difficult for the Toner End condition to be triggered when the toner concentration is lowered.
   - The value displayed after input will be in the range of 4.70+/- 0.02, but this is normal.
4. Access the "Copier Window" from inside SP mode, then take 50 simplex sky-shot copies (completely black) onto A3 paper.
5. Close the black cap on the toner bottle firmly, then shake the bottle well. Next, remove the black cap and set the bottle in the toner supply unit.
   Important:
   - Be sure and close the cap firmly before shaking to prevent any toner spillage from the bottle.
   - When installing the new toner bottle, make sure to use a bottle from lots **3**xx**269**xx or later or **4**xxxxxxx or later (i.e. equal to or newer than the underlined portions).
6. Access SP2220-01 and input a value of 2.00 to trigger Toner End.
   - The value displayed after input will be in the range of 2.00+/- 0.02, but this is normal.

Model: Adonis-C3	Date: 2-Dec-03	No.: RB082017b

7. Access the “Copier Window” from inside SP mode and take one copy. This will trigger the Toner End condition.
8. Initiate Toner End Recovery by opening the front cover, waiting at least 10 seconds, and then closing the cover.
9. Exit SP mode, then take some copies and check to see if there has been sufficient improvement.
   Note: Initially, this may cause the image density to decrease, but it will gradually return to normal levels.

Model: Adonis-C3	Date: 12-Mar-04	No.: RB082023

Subject: Service Manual Correction (Mainframe)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:

- ☐ Troubleshooting
- ☐ Part information
- ☐ Action required
- ☐ Mechanical
- ☐ Electrical
- ☐ Service manual revision
- ☐ Paper path
- ☐ Transmit/receive
- ☐ Retrofit information
- ☒ Other ( )

Please apply the following SP7504 description revisions, which correct the firmware translation errors that appear on the LCD and SMC.

SP7-504-

Item	Incorrect Description	**Correct Description**
08	Registration: ON	Transport Sensor 1
09	External Tray: ON	Transport Sensor 2
10	Internal Tray: ON	Transport Sensor 3
13	Duplex Exit 2: ON	Registration Sensor
14	Duplex Exit 3: ON	Fusing Exit Sensor
58	Vert. Trans 1: ON	Transport Sensor 1
59	Vert. Trans 2: ON	Transport Sensor 2
60	Bank 1 ON	Transport Sensor 3
61	Registration: OFF	Transport Sensor 4
63	External Tray: OFF	Registration Sensor
64	Not listed on SMC	Fusing Exit Sensor
66	Duplex Exit 1: OF	Entrance Sensor
67	Duplex Exit 2: OF	Relay Sensor 1 (option)
68	Duplex Exit 3: OF	Relay Sensor 2 (option)
69	Duplex Feed: OFF	Duplex Entrance Sensor

Reissued: 30-Apr-04

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082002d

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (Controller)			Prepared by: Y.Urushihara
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Controller.

Version	Program No.	C. SUM	Effective Date
1.04.2	B0825931C	92DA	February 2003 production
1.05.1	B0825931D	2A5B	July 2003 production
1.05.2	B0825931E	A123	September 2003 production
1.05.4	UC_LIST	FB34	Temporary release, not for application to production line (official release scheduled for March 2004).
1.06	***B0825931F***	***1325***	***May 2004 production***

Version	Symptom Corrected
1.06	***SC819, SC990, SC991 when printing large AS/400 jobs (GFPR#; RC03100012).***
	Address information cannot be restored from the IC card to the mainframe.
	The 41st entry onward in the "Counter Per User Code: Fax Tx" list are overwritten onto previous entries (RC03080008).
	SC819 sometimes occurs when a defective HDD sector is discovered.
	The controller stalls if receiving a Fax Tx/Rx request while switching over to Sleep Mode.

Reissued: 30-Apr-04

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082002d

Correct naming for SP7504
(GFPR#:RC04010010)

SP #			Incorrect	Modified name
7	504	001	At Power On	At Power On
7	504	003	Tray 1: ON	1st Paper Feed Sensor
7	504	004	Tray 2: ON	2nd Paper Feed Sensor
7	504	005	Tray 3/LCT: ON	3rd Paper Feed Sensor
7	504	006	Tray 4: ON	4th Paper Feed Sensor
7	504	007	External Tray: ON	LCT Tray Relay Sensor
7	504	008	Registration: ON	Transport Sensor 1
7	504	009	External Tray: ON	Transport Sensor 2
7	504	010	Internal Tray: ON	Transport Sensor 3
7	504	013	Duplex Exit 2: ON	Registration Sensor
7	504	014	Duplex Exit 3: ON	Fusing Exit Sensor
7	504	016	Exit1 OFF	Exit Entrance Sensor
7	504	017	Bridge Unit-1 OFF	Relay Sensor 1 (option)
7	504	018	Bridge Unit-2 OFF	Relay Sensor 2 (option)
7	504	019	EntDuplex1 OFF	Duplex Entrance Sensor
7	504	023	Exit Duplex OFF	Duplex Exit Sensor
7	504	024	1-Bin Tray (Check-in Error)	1-Bin Tray Sensor
7	504	028	Finisher Stapler	Finisher Staple Tray
7	504	029	Finisher Exit	Finisher Tray
7	504	057	LCT Tray	LCT Tray Relay Sensor.OFF
7	504	058	Vert. Trans 1: ON	Transport Sensor1.OFF
7	504	059	Vert. Trans 2: ON	Transport Sensor2.OFF
7	504	060	Bank 1 ON	Transport Sensor3.OFF
7	504	061	Registration: OFF	Transport Sensor4.OFF
7	504	063	External Tray: OFF	Registration Sensor.OFF
7	504	066	Duplex Exit 1: OFF	Fusing Exit Sensor.OFF
7	504	067	Duplex Exit 2: OFF	Relay Sensor 1.OFF
7	504	068	Duplex Exit 3: OFF	Relay Sensor 2.OFF
7	504	069	Duplex Feed: OFF	Duplex Entrance Sensor.OFF
7	504	073	Exit Duplex ON	Duplex Exit Sensor.OFF
7	504	074	1-Bin Tray (Check-Out Error)	1 Bin Tray Sensor.OFF

Reissued: 30-Apr-04

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082002d

<table>
<tr><th>Version</th><th>Symptom Corrected</th></tr>
<tr><td></td><td>
The SMC display for the following default values has been revised in conjunction with the default changes announced in RTB #RB082017 for the high toner concentration in developer and low-charging offset solutions.

Note: For the two solutions mentioned above, it is also necessary to update to BICU ver1.13b or later.
<table>
<tr><th>SP #</th><th>Old</th><th>New</th></tr>
<tr><td>2001-01</td><td>1450</td><td>1500</td></tr>
<tr><td>2001-02</td><td>200</td><td>250</td></tr>
<tr><td>2005-03</td><td>1450</td><td>1500</td></tr>
<tr><td>2201-01</td><td>510</td><td>560</td></tr>
<tr><td>2201-02</td><td>380</td><td>480</td></tr>
</table>
</td></tr>
<tr><td>1.05.4</td><td>Registered users #41 and onward are overwritten on the FAX Tx Counter List printout by registered user #1.</td></tr>
<tr><td>1.05.2</td><td>1. CSS (RSS) communication interrupted if the machine initiates Auto Off mode, after which RSS communication cannot be reestablished.
2. Copies show both the correct image and the image from the following original when feeding from the bypass tray in Thick Paper mode on the 45cpm model.</td></tr>
<tr><td>1.05.1</td><td>1. Not able to view thumbnails from WebImageMonitor of FAX reception documents received from specific senders (machine fails to create thumbnails).
2. SC863 (damaged HDD sector) cannot be cleared and HDD does not come back on line, as the sector backup mechanism does not function correctly for specific sectors.</td></tr>
<tr><td>1.04.2</td><td>1st Mass Production</td></tr>
</table>

Reissued: 30-Apr-04

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082003d

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (BICU)			Prepared by: Y.Urushihara
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the BICU.

Version	Program No.	C. SUM	Effective Date
1.09	B0825162D	1C5E	February 2003 production
1.10	B0825162E	A5CF	April 2003 production
1.12	B0825162F	C79D	July 2003 production
1.13	B0825162G	A38C	November 2003 production
1.13b	***B0825162H***	***12EF***	***May 2004 production***

Version	Symptom Corrected
1.13b	***1. Initial values of SP modes have been changed for offset (High toner concentration in Developer and Low-charging Offset) as follows***

SP #	Old	New
2001-01	1450	1500
2001-02	200	250
2005-03	1450	1500
2201-01	510	560
2201-02	380	480

Increase in churning time from 30→90sec

Note: For the two solutions mentioned above, it is also necessary to update to Controller ver1.06 or later.

2. Staple jam with SR880 (FPR#; RE04010008)

3. Duplex jam with odd-numbered print jobs.

Reissued: 30-Apr-04

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082003d

Version	Symptom Corrected
1.13	1. Back grounding (toner oversupply) caused by fluctuating TD sensor output when taking a large number of copies first thing in the morning with Toner Recovery activated. 2. Black lines on the trailing edges of DF copies taken at 71% reduction. 3. Vertical white lines appear on copies when the shading plate is dirty. 4. Significant drop in image quality with FAX and Scanner binary scanning at a sub scan resolution setting of 64-95.9dpi or 96-191.9dpi.
1.12	5. Image density problems when printing out SP mode test copies. 6. SC390 due to ID sensor misdetection when a copy job is initiated following an extended period of storage (non-use) in high temperature environments. 7. Drive control program modifications applied to ensure pressure roller maintains proper shape (applied from the A-C2, previously missing in A-C3 firmware). 8. SC350 detection conditions changed from 2 times → 10 times to eliminate unnecessary occurrences.
1.10	Charge voltage rises if the machine is kept from entering OFF mode (e.g. DF open) under low-temperature conditions due to an error with charge voltage correction processing.
1.09	1st Mass Production

Model: Adonis-C3	Date: 20-May-04	No.: RB082024

Subject: Troubleshooting: SC Error Summary	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please use the following troubleshooting information for the SC codes listed below (e.g. SC990), in cases where the cause and suitable action is difficult to determine. This RTB will be continually updated as new information on key field SC errors is added.

Note:

- The specific occurrence conditions for the same SC can vary, therefore the following is a compilation of the most common variations of SC990, 991, etc.
- One key occurrence condition is the combination of filename, line number and value.
- If the following actions do not resolve the underlying cause of the SC, please print out the SMC report and forward it to the appropriate service key-person.

SC Code	Specific Occurrence Conditions	Cause	Action
SC990	The following data is stored in the SC error log: File: **procon.c** Line: 8xxx (ex. 8573) Value: 0 **Note:** In many such cases, SP2103-1 to -4 have been set to a value near the maximum (+64).	A normal grayscale pattern was not detected 15 times consecutively during the ID sensor Grayscale pattern check.	1. Clean the ID sensor and/or drum. 2. Replace the following, as deemed necessary: ● OPC drum ● Developer ● Cleaning blade ● Charge roller ● Charge roller cleaning roller ● LD unit 3. If any of the above actions resolved the SC, perform all of the following: 1. Execute SP3001-2 (ID Sensor Initial Setting). 2. Return SP2001-1 (Charge Roller Bias Adjustment) to its default value. 3. Return SP2103-1 to -4 (LD Power Adjustment) to their default values.

Model: Adonis-C3	Date: 20-May-04	No.: RB082024

SC Code	Specific Occurrence Conditions	Cause	Action
SC990	- Occurs only when using the SR880 finisher with the 45cpm model. - Tends to occur when the machine is processing multiple Stapling print jobs simultaneously. - Finisher jam occurs, followed by the SC990 display. **Note:** For details, see FPR RE04010008.	One of the Stapling jobs does not stop long enough at the pre-stacking area, and as a result overlaps with the previous job inside the stacking unit. This causes a finisher jam and then the SC990.	Update to BiCU v1.13b or later.
SC991/992 /920/921	- Occurs just after the main power is turned on. - The following data is stored in the SC error log: File: scs_time_count.c	Communication error between the operation panel and controller.	1. Check to see that the harness running between the controller and LCDC is properly connected. 2. Replace the LCDC.

Model: Adonis-C3	Date: 28-May-04	No.: RB082025

Subject: Service Manual Correction (Mainframe)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please apply the following correction to your Model A-C3 Service Manual (machine code: B079/B082).

The revised item is underlined.

Section 3 (Replacement and adjustment)

3.3.2 Drum (page 3-8)

Incorrect:

12. Do the process initial setting procedure (SP2805)

Correct:

12. Do the developer initialization procedure (SP2805)

Reissued: 2-Aug-04

Model: Adonis-C3	Date: 2-Mar-04	No.: RB082021b

RTB Correction

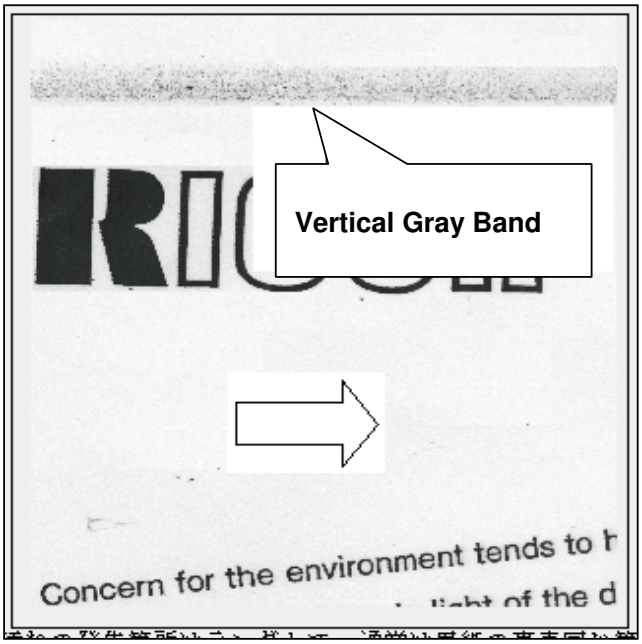
The items in bold italics have been corrected or added.

Subject: Gray Band			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

The cleaning roller was modified to further improve the level of gray bands. Please note that the <u>Solution</u> below was also changed.

SYMPTOM

Random ***gray band(s)*** (both sides) or fusing wrap-around jams due to cleaning roller toner melting, mostly on the 45cpm model.



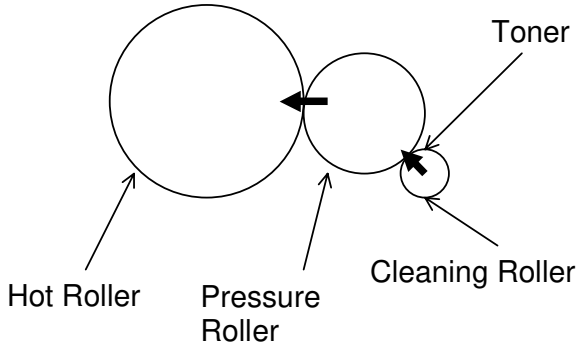
Model: Adonis-C3	Date: 2-Mar-04	No.: RB082021b

CAUSE

The surface temperature of the cleaning roller exceeds the maximum melting point of the toner collected onto the roller, allowing the re-melted toner to be transferred back to the paper via the pressure and hot rollers.

Causes of high roller temperature:

- Since the default fusing temperature is higher on the 45cpm model, the fusing unit internal temperature and therefore cleaning roller temperature is generally higher.
- The fusing temperature on both the 35/45cpm models is sometimes set higher as part of a solution for cold offset.
- The internal temperature rises when high-volume, continuous duplex jobs of 1-to-15 or more are performed on high-ACV machines.



SOLUTION

If the symptom is reported in the field, do the following:

1. ***Update the controller firmware and BiCU firmware to:***
   Controller: v1.06 (B0825931F)
   BiCU: v1.13b (B0825162H)

   The new firmware reduces the amount of toner transferred to the paper, which reduces the amount of toner on the fusing cleaning roller.

2. ***Replace the fusing cleaning roller with AE042070***
   The fusing cleaning roller was changed as shown below. The new roller has a black coating that helps keep toner from melting.

Description	*Old P/N*	*New P/N*
Fusing Cleaning Roller	*AE042054*	*AE042070*

IMPORTANT:
- ***DO NOT clean the new roller.***
- ***DO NOT cut, shave or try to change the surface of the roller.***

If you do, the new coating on the roller will come off.

Model: Adonis-C3	Date: 2-Mar-04	No.: RB082021b

3. Fusing temperature

If the fusing temperature (SP1105-001, -002) had been set higher than the default, return it to its default value.

- However, if the fusing temperature is being set above default as a solution to cold offset, simply make sure this temperature does not exceed the following:
  - 35cpm: Maximum increase of +10C
  - 45cpm: Maximum increase of +5C

4. Toner Lot

Check the lot number printed on the toner bottle being used in the machine, and replace the bottle if it is older than the following.

- **New toner:**
  - Lot **3**xx**207**xx or later, Or
  - Lot **4**xxxxxxx or later
  - **Important:** "Or later" = equal to or higher to the underlined numbers.
    3: Last digit of production year
    207: Day of production, i.e. number of days since Jan. 1

- After installing the new toner, since there will still be some old toner left inside the PCU, ***toner supply unit,*** and development unit, please be sure to remove this by either vacuuming out ***each unit,*** or taking 50 A3/DLT solid-black sky-shot copies.

Reissued: 16-Sep-04

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082003e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (BICU)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the BICU.

Version	Program No.	C. SUM	Effective Date
1.09	B0825162D	1C5E	February 2003 production
1.10	B0825162E	A5CF	April 2003 production
1.12	B0825162F	C79D	July 2003 production
1.13	B0825162G	A38C	November 2003 production
1.13b	B0825162H	12EF	May 2004 production
1.13bs	***LR0004***	***24D4***	***Temporary release, not for application to the production line***

Version	Symptom Corrected / Other Changes
1.13bs	● ***Toner dropping from the fusing thermistor and fusing strippers (even after the modified strippers and springs are installed). Note: Software modified so that job end cleaning is performed more often, and pre-job cleaning is not performed at all.*** ***IMPORTANT:*** ***- After you update to this version, you need to change SP3905-02 (Job end cleaning frequency) to a value of "5". The machine will then do job-end cleaning once every 5 sheets.*** ***- When using v1.13b or older, do not decrease the setting of SP3905-02. This would make the machine do too much cleaning, because it already does pre-job cleaning. This causes too much fusing roller idling time.***

Reissued: 16-Sep-04

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082003e

<table>
<tr><th>Version</th><th>Symptom Corrected / Other Changes</th></tr>
<tr><td>1.13b</td><td>1. Initial value of SP mode has been changed for offset (High toner concentration in Developer and Low-charging Offset) as follows

<table>
<tr><th>SP #</th><th>Old</th><th>New</th></tr>
<tr><td>2001-01</td><td>1450</td><td>1500</td></tr>
<tr><td>2001-02</td><td>200</td><td>250</td></tr>
<tr><td>2005-03</td><td>1450</td><td>1500</td></tr>
<tr><td>2201-01</td><td>510</td><td>560</td></tr>
<tr><td>2201-02</td><td>380</td><td>480</td></tr>
</table>
Increase in churning time from 30→90sec

Note: For the two solutions mentioned above, it is also necessary to update to Controller ver1.06 or later.
2. Staple jam with SR880 (FPR#; RE04010008)
3. Duplex jam with odd-numbered print jobs.</td></tr>
<tr><td>1.13</td><td>1. Back grounding (toner oversupply) caused by fluctuating TD sensor output when taking a large number of copies first thing in the morning with Toner Recovery activated.
2. Black lines on the trailing edges of DF copies taken at 71% reduction.
3. Vertical white lines appear on copies when the shading plate is dirty.
4. Significant drop in image quality with FAX and Scanner binary scanning at a sub scan resolution setting of 64-95.9dpi or 96-191.9dpi.</td></tr>
<tr><td>1.12</td><td>5. Image density problems when printing out SP mode test copies.
6. SC390 due to ID sensor misdetection when a copy job is initiated following an extended period of storage (non-use) in high temperature environments.
7. Drive control program modifications applied to ensure pressure roller maintains proper shape (applied from the A-C2, previously missing in A-C3 firmware).
8. SC350 detection conditions changed from 2 times → 10 times to eliminate unnecessary occurrences.</td></tr>
<tr><td>1.10</td><td>Charge voltage rises if the machine is kept from entering OFF mode (e.g. DF open) under low-temperature conditions due to an error with charge voltage correction processing.</td></tr>
<tr><td>1.09</td><td>1st Mass Production</td></tr>
</table>

Model: Adonis-C3	Date: 28-Oct-04	No.: RB082026

Subject: SC872/SC873	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

Please add the following SC information to your Service Manuals.

Code No.		Symptom	Possible Cause
872	B	Email Receiving Data Error Machine detects an HDD error during warm-up.	● Emails previously received by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-007 (Mail RX data), but note that doing so will <u>also delete all other received emails</u>. ● Defective HDD
873	B	Email Sending Data Error	● Emails previously sent by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-008 (Mail TX data), but note that doing so will <u>also delete all other sent emails, as well as initialize the sender's user name/password and administrator Mail address</u>. ● Defective HDD

Model: Adonis-C3	Date: 20-Dec-04	No.: RB082027

Subject: Toner Scattering	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

Toner scattering occurs around the PCU and on the inside/outside of the front cover.

CAUSE

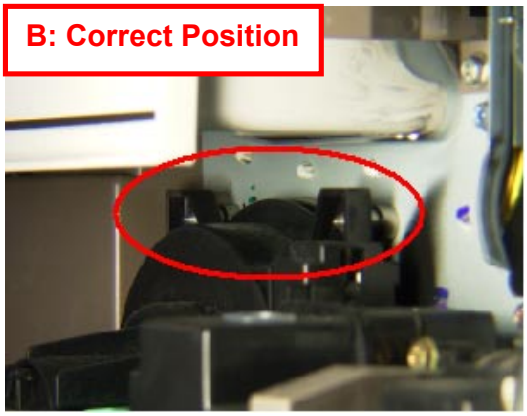
The operator pulls down the green lever for the toner hopper unit before they push the toner hopper unit into the machine.

Note:

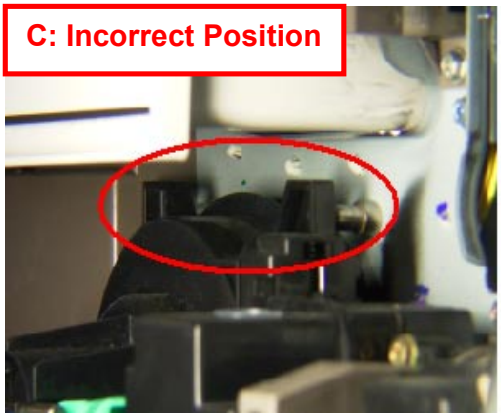
- If the operator makes this error, it looks like the toner hopper unit is set correctly (see photo A). However, the positioning pins in the machine do not go inside the holes in the toner hopper unit.
- As a result, the PCU is not aligned with the toner supply window and the new fusing cooling fan (added from A-C3) scatters the toner inside the machine.
- The correct operation is to: 1) Push the toner hopper unit all the way in, and then 2) Pull down the lever.

A

B: Correct Position



C: Incorrect Position



SOLUTION

1) Re-install the toner hopper unit correctly.
2) Clean the inside of the machine.
3) Show the customer the correct way to install the toner hopper unit.

Reissued: 23-Feb-05

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082002f

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (Controller)			Prepared by: K.Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Controller.

Version	Program No.	C. SUM	Effective Date
1.04.2	B0825931C	92DA	February 2003 production
1.05.1	B0825931D	2A5B	July 2003 production
1.05.2	B0825931E	A123	September 2003 production
1.05.4	UC_LIST	FB34	Temporary release, not for application to production line (official release scheduled for March 2004).
1.06	B0825931F	1325	May 2004 production
1.06s	***LR0020***	***F07F***	***Temporary release, not for application to production line.***

Version	Symptom Corrected
1.06s	***1. The machine does not update the address book data after SP5850-3 is executed.*** ***Note: This occurs only when the address book data is in the FCU.*** ***2. SC990 or SC819 occurs during the copy job if the paper was fed through the bypass tray.***
1.06	*SC819, SC990, SC991 when printing large AS/400 jobs (GFPR#; RC03100012).*
	Address information cannot be restored from the IC card to the mainframe.
	The 41st entry onward in the "Counter Per User Code: Fax Tx" list are overwritten onto previous entries (RC03080008).
	SC819 sometimes occurs when a defective HDD sector is discovered.
	Controller stalls if receiving a FAX Tx/Rx request while switching over to Sleep Mode.

Reissued: 23-Feb-05

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082002f

Correct naming for SP7504 (GFPR#:RC04010010)

SP #			Incorrect	Modified name
7	504	001	At Power On	At Power On
7	504	003	Tray 1: ON	1st Paper Feed Sensor
7	504	004	Tray 2: ON	2nd Paper Feed Sensor
7	504	005	Tray 3/LCT: ON	3rd Paper Feed Sensor
7	504	006	Tray 4: ON	4th Paper Feed Sensor
7	504	007	External Tray: ON	LCT Tray Relay Sensor
7	504	008	Registration: ON	Transport Sensor 1
7	504	009	External Tray: ON	Transport Sensor 2
7	504	010	Internal Tray: ON	Transport Sensor 3
7	504	013	Duplex Exit 2: ON	Registration Sensor
7	504	014	Duplex Exit 3: ON	Fusing Exit Sensor
7	504	016	Exit1 OFF	Exit Entrance Sensor
7	504	017	Bridge Unit-1 OFF	Relay Sensor 1 (option)
7	504	018	Bridge Unit-2 OFF	Relay Sensor 2 (option)
7	504	019	EntDuplex1 OFF	Duplex Entrance Sensor
7	504	023	Exit Duplex OFF	Duplex Exit Sensor
7	504	024	1-Bin Tray (Check-in Error)	1-Bin Tray Sensor
7	504	028	Finisher Stapler	Finisher Staple Tray
7	504	029	Finisher Exit	Finisher Tray
7	504	057	LCT Tray	LCT Tray Relay Sensor.OFF
7	504	058	Vert. Trans 1: ON	Transport Sensor1.OFF
7	504	059	Vert. Trans 2: ON	Transport Sensor2.OFF
7	504	060	Bank 1 ON	Transport Sensor3.OFF
7	504	061	Registration: OFF	Transport Sensor4.OFF
7	504	063	External Tray: OFF	Registration Sensor.OFF
7	504	066	Duplex Exit 1: OFF	Fusing Exit Sensor.OFF
7	504	067	Duplex Exit 2: OFF	Relay Sensor 1.OFF
7	504	068	Duplex Exit 3: OFF	Relay Sensor 2.OFF
7	504	069	Duplex Feed: OFF	Duplex Entrance Sensor.OFF
7	504	073	Exit Duplex ON	Duplex Exit Sensor.OFF
7	504	074	1-Bin Tray (Check-Out Error)	1 Bin Tray Sensor.OFF

Reissued: 23-Feb-05

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082002f

<table>
<tr><th>Version</th><th>Symptom Corrected</th></tr>
<tr><td></td><td>The SMC display for the following default values has been revised in conjunction with the default changes announced in RTB #RB082003c for the high toner concentration in developer and low-charging offset solutions.

Note: For the two solutions mentioned above, it is also necessary to update to BICU ver1.13b or later.

<table>
<tr><th>SP #</th><th>Old</th><th>New</th></tr>
<tr><td>2001-01</td><td>1450</td><td>1500</td></tr>
<tr><td>2001-02</td><td>200</td><td>250</td></tr>
<tr><td>2005-03</td><td>1450</td><td>1500</td></tr>
<tr><td>2201-01</td><td>510</td><td>560</td></tr>
<tr><td>2201-02</td><td>380</td><td>480</td></tr>
</table>
</td></tr>
<tr><td>1.05.4</td><td>Registered users #41 and onward are overwritten on the FAX Tx Counter List printout by registered user #1.</td></tr>
<tr><td>1.05.2</td><td>1. CSS (RSS) communication interrupted if the machine initiates Auto Off mode, after which RSS communication cannot be reestablished.
2. Copies show both the correct image and the image from the following original when feeding from the bypass tray in Thick Paper mode on the 45cpm model.</td></tr>
<tr><td>1.05.1</td><td>1. Not able to view thumbnails from WebImageMonitor of FAX reception documents received from specific senders (machine fails to create thumbnails).
2. SC863 (damaged HDD sector) cannot be cleared and HDD does not come back on line, as the sector backup mechanism does not function correctly for specific sectors.</td></tr>
<tr><td>1.04.2</td><td>1st Mass Production</td></tr>
</table>

Reissued: 27-Apr-05

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082005c

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (MFP Service Card)			Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the MFP Firmware Service Card.

MFP Service Card

Version	Program No.	C. SUM	Effective Date
1.00	B5485935	E539	February 2003 production
1.01	B5485935A	0E49	May 2003 production
1.02	B5485935B	0171	July 2003 production
1.02.3	***B5485935B***	***34BC***	***Temporary release, not for application to production line***

Contents

Version	Programs/Versions			
	Printer		Scanner	
1.00	1.00	B5485931A	1.01	B5485932A
1.01	1.02	B5485931B	1.01	B5485932A
1.02	1.03	B5485931C	1.02	B5485932C
1.02.3	***1.03c***	***B5485931C***	1.02	B5485932C

Reissued: 27-Apr-05

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082005c

Printer

Version	Symptom Corrected
1.03c	***The following PCL problems have been modified:*** ***1. The Auto-Tray Switching function doesn't switch trays after paper runs out.*** ***Note: After applying this firmware, please turn BitSW#3-4 ON. This will enable the Auto-Tray Switching function.*** ***2. Incorrect font size settings when printing a multi-page document in PCL format: (GFPR #RC03090002 and RE03100014).*** ***3. If PCL data is printed under the following 3 conditions, some problems may occur. (GFPR#RE03090010, RE03090012, RE03100012, RC03100014, RC04040013)*** ***- PCL/PS auto switching is ON.*** ***- The job is text data and the 255th byte contains all zeros.*** ***- The <ESC>E command occurs somewhere in the first 128 bytes*** ***4. Vector lines may be shifted slightly to the side with Overlay Printing (GFPR #RC03070024).*** ***5. The form overlay and text in a PCL job are printed separately (GFPR #RC03080015 and RE05030002).***
1.03	1. Merged PCL job does not print (TechMail #TS030100). 2. Only the first duplex command is interpreted correctly when printing PCL files containing simplex, duplex (short) and duplex (long) commands (GFPR #RC03020001).
1.02	Software Bug Fixes 1. The downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR #RC03010004). 2. Courier font is not printed out with the correct font pitch (GFPR #RC03010001). 3. Barcodes appear separated (shifted) (GFPR#RE03010016). 4. Duplex face commands (front/rear) are not applied correctly when the PCL page length command is used (GFPR #RC02120014). Specification Changes: 1. Selecting HDD font or DIMM font may reduce available memory. 2. Supports SAP Barcode & OCR printing.
1.00	1st mass production

Scanner

Version	Description
1.02	1. Scanner sometimes freezes when an email address is 123 characters or longer. 2. Scanner sometimes freezes when Divide & Send Email is used frequently within in short period of time.
1.01	1st mass production

Reissued: 9-May-05

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082006b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NET Service Card)	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Network Firmware Service Card.

Net Service Card

Version	Program No.	C. SUM	Effective Date
1.04.2	B5485936	F22D	February 2003 production
1.05	B5485936A	9E82	July 2003 production
1.05nfa105	B5485936B	8251	March 2005 production
1.05nfa106	***B5485936C***	***64BB***	***April 2005 production***

Contents

Version	Programs/Versions							
	NCS		NFA		WebSys		WebDocBox	
1.04.2	4.02	B0825933B	1.03	B0825934A	1.04	B0825935A	1.11	B0825936A
1.05	4.04	B0825933C	1.04	B0825934B	1.04	B0825935A	1.11	B0825936A
1.05 nfa105	4.04	B0825933C	1.05	B0825934C	1.04	B0825935A	1.11	B0825936A
1.05 nfa106	4.04	B0825933C	***1.06***	***B0825934D***	1.04	B0825935A	1.11	B0825936A

Model: Adonis-C3	Date: 1-Apr-03	No.: RB082006b

NCS (NIB)

Version	Description
4.04	1. NIC fails to reboot after network settings are modified (and NIC reboots) several times. 2. Hop count was mistakenly set at 4, making it impossible to obtain an auto IP address when there are 4 or more routers between the unit and DHCP server (hop count corrected to 64).
4.02	1st mass production

NFA (Netfile)

Version	Description
1.06	***The scanned PDF files in the document server cannot be opened with Acrobat 7.0 after they are downloaded to a PC. (GFPR#RC05020009)***
1.05	Using WIM with IE6.0 SP1, JPEG and TIFF files can't be downloaded from the document server. If this is attempted, a blank white screen will be displayed.
1.04	Machine does not switch to Energy Saver mode when the operation switch is pressed while the machine is Forwarding documents.
1.03	1st mass production

WebSys

Version	Description
1.04	1st mass production

WebDocBox

Version	Description
1.11	1st mass production

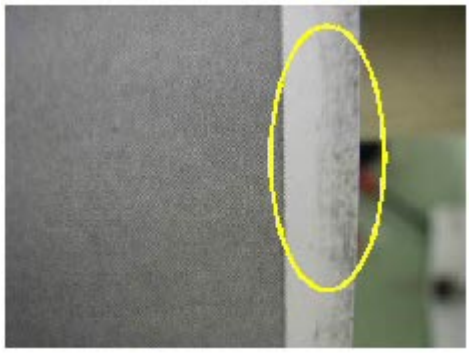
Model: Adonis-C3	Date: 12-May-06	No.: RB082028

Subject: Grease stuck to the OPC surface	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

SYMPTOM

Toner dirtying appears on both sides of the printout just after a new PCU is installed.



CAUSE

Too much grease was applied to the drum or charge roller during factory assembly. As a result, some of the grease moved to the image area of the drum or roller and attracted toner.

Note: This only occurs on some service parts PCUs from the "**Affected Units**" list below. It does not occur on service parts drums/charge rollers, or PCUs already inside a new machine.

SOLUTION

Production line:

The instructions for putting the grease on the PCU were corrected.

In the field:

Do this procedure when you install a PCU from the "**Affected Units**" list below:

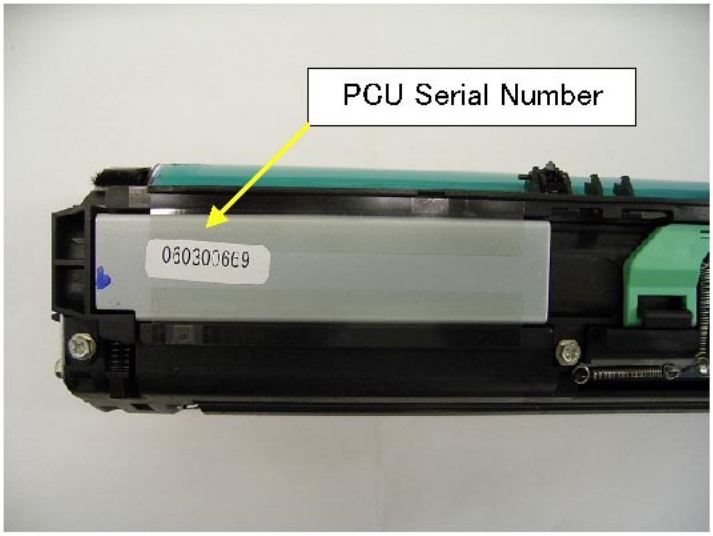
1. Take 5 all-white copies (A3/DLT).
2. If the symptom occurs, go to step **3.**
   If it does not occur, the PCU is normal.

3. Take 10 more all-white copies (A3/DLT).
4. If the symptom still occurs, measure the distance between each dirty image.
   - If the distance is about **180mm**: Remove the **drum** and clean the drum surface (dry cloth +alcohol).
   - If the distance is about **44mm**: Remove the **charge roller** and clean the roller surface (dry cloth +alcohol).
5. Reinstall the same part you removed in step 4 (drum or charge roller).
6. Take 5 all-white copies (A3/DLT).
7. If the symptom still occurs:
   - If the distance is about **180mm**: Replace the **drum**.
   - If the distance is about **44mm**: Replace the **charge roller**.

Affected Units

The symptom only occurs on the following service parts PCUs:

Service Parts P/N (PCU)	PCU Serial Number (PCU)	Model on which the PCU is used:
B0822203	051000001 - 060302100	Model A-C3/A-C3e/f



Model: Adonis-C3	Date: 5-Oct-07	No.: RB082029

Subject: Platen cover sheet damage	Prepared by: K. Takagi
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:			
	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Product Safety	☐ Other ( )	

SYMPTOM

A small area on the lower front edge of the platen cover sheet is damaged. This may have a potential safety risk, depending on the amount of damage.

CAUSE

The platen cover is opened/closed repeatedly over a long period of time, and each time, the operator touches the platen cover sheet. As a result, this area of the platen cover sheet is gradually worn down.

SOLUTION

Check the condition of the platen cover sheet at the next service visit.

If the platen cover sheet shows any damage:

Temporary:

- Remove the platen cover sheet and reattach it in the reverse orientation (turn it 180 degrees so that the damaged edge is at the rear side).
- Cover the damaged area of the platen cover sheet with transparent tape.

Permanent:

- Replace the platen cover sheet with the modified part:

P/N G3291371 Sheet: Pressure plate: Ass'y
Used in platen cover options produced from: March 2007