Updated: 20th June 2009: *Changes in bold italics*

Model: Martini-C1	Date: 26-Jun-03	No.: RB064000g

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

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

IMPORTANT

When installing GW controller firmware ver. 3.01.2 or newer, it is necessary to install BCU 4.01 or later together as a set.

When installing BCU firmware ver. 4.01 or newer, it is necessary to install GW controller 3.01.2 or later together as a set.

When installing Scanner firmware Version 2.08 or later, it is necessary to install the following GW controller and NIB firmware:

> GW Controller: V3.51 or later
> NIB: V3.72 or later

When installing Scanner Version 2.14 or later, it is necessary to install the following

> GW controller and NIB firmware
> GW Controller: V3.51 or later
> NIB: V3.72 or later

With the Copy Connector/MLB modifications, the machine firmware (BCU, GW, NIB/Netfile, LCDC, Printer/Scanner) has been divided up into 2 main groups:

> 1) The usual firmware used up to the present, i.e. for machines without the Copy Connector or MLB options.
> 2) The Copy Connector/MLB group

> Firmware from these two groups cannot be used interchangeably. Always update within the same group, or the machine will not operate correctly.

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1. Image Quality

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

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

2. Jamming

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

3. Noise

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

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4. Skew

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

5. Operation Panel

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

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6. SC

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

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Subject	Symptom	RTB #	Cause	Solution	Note
SC819	SC819 occurs if "Continue to Program" is performed 196 times in the address book programming screen.	003	GW controller software bug	Install the latest GW controller firmware.	Ver. 1.12.2 or later
		015d	NIB/Netfile software bug	Install the latest NIB/Netfile firmware	RTB 15d for details.
SC819	When capturing PCL data and sending to eCabinet, if the data contains a blank page.	003h	GW controller software bug Only for machines with the Copy Connector Kit or MLB option installed	Install the latest GW controller firmware.	Ver. 5.07.3.1 or later
SC870	SC870 occurs after multiple groups are selected and assigned a number in the address book programming screen.	003	GW controller software bug	Install the latest GW controller firmware.	Ver. 1.12.2 or later
SC870	Occurs when the machine leaves Energy Saver Mode if the #B5145970 hard drive is installed.	003g	GW controller software bug	Install the latest GW controller firmware.	Ver. 3.53.3 or later
SC925	SC925 occurs when installing.		HDD failure	1. Perform the HDD formatting (SP5832) 2. If unsuccessful, replace the HDD.	HDD will be modified.
SC955	SC995 (Memory Setting Error) occurs with large print jobs (approx. 1,500 sheets).	004	BCU software bug	Install the latest BCU firmware.	Ver. 4.02a or later
SC955	When printing out a Printer Document Server file in Magazine mode, if the data contains a blank page and was originally stored with Paper Saving mode disabled in the driver settings.	003h	GW controller software bug Only for machines with the Copy Connector Kit or MLB option installed	Install the latest GW controller firmware.	Ver. 5.07.3.1 or later
SC990	SC990 occurs during a print job if 100 sheets is specified for Desig/Chapter.	003	GW controller software bug	Install the latest GW controller firmware.	Ver. 3.51 or later
SC990	SC990 occurs when cover sheets are added at the end of a sample copy trial and the job is initiated.	003	GW controller software bug	Install the latest GW controller firmware.	Ver. 3.01.2 or later
SC990	SC990 occurs if performing continuous print jobs using the LPR port when network traffic is high.	003	GW controller software bug	Install the latest GW controller firmware.	Ver. 3.01.2 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990	SC990 occurs if the signal timing during scanning and printing causes a delay in the scanning process.	003	GW controller software bug	Install the latest GW controller firmware.	Ver. 1.12.2 or later
SC990	Sometimes occurs with simplex originals → duplex copies when a jam occurs during rear side feeding.	004	BCU software bug	Install the latest BCU firmware.	Ver. 4.02 or later
SC990	SC990 occurs with jobs using Stapling.	004	BCU software bug	Install the latest BCU firmware.	Ver. 4.01 or later
SC990	SC990 occurs at power ON.	004	BCU software bug	Install the latest BCU firmware.	Ver. 3.14e or later
SC990	SC990 occurs with continuous LPR print jobs sent from a Windows NT station.	015	NIB software bug	Install the latest NIB firmware.	Ver. 3.56 or later
SC990	Finisher does not stop then SC990 occurs.		Finisher software bug.	Replace the latest finisher ROM (B4685131 or later).	B468 MB24
SC990	A transmission error occurs during fragmented mail transmission, followed by a connection error on the first retry. then SC990 (should not be displayed) on the second retry.	017	Scanner software bug	Install the latest scanner firmware.	Ver. 1.20 or later
SC990	Finisher does not stop then SC990 occurs.		Finisher software bug.	Replace the latest finisher ROM (B4685131 or later).	B468 MB24
SC990	70 or more scan-to-emails are sent since the last power ON with the mainframe POP3 Encryption set to Auto Select.	017e	Scanner software bug	Install the latest scanner firmware.	Ver. 2.14 or later

7. Cover Interposer

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

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8. Finishers

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

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

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Subject	Symptom	RTB #	Cause	Solution	Note
Booklet skew	Booklet skew when using the B468 finisher: Poor Stacking Within a Booklet Stack Sheets in the booklet stack shift, primarily in the horizontal (short-edge) direction.	041	The jogger fence gap is too wide, which prevents proper aligning of the stack's side edges.	Check the current width of the jogger fence gap, and if necessary adjust the gap using SP6120 (in the "–" direction).	
Paper Damaged	The center of the paper edge is damaged during 2-spot stapling.		Finisher software bug.	Replace with the latest finisher ROM (B4685125 or later).	B468 MB6
Wrinkling	Wrinkling occurs near by saddle-stitch area.		Finisher software bug.	Replace with the latest finisher ROM (B4685129 or later).	B468 MB12
Punch Full Message	The "Hole punch receptacle is full" message is displayed when the punch unit is not installed and the client PC is using SmartNet Monitor for Admin on a Win98/2000 platform.		Finisher software bug.	Replace with the latest finisher ROM (B4685129 or later).	B468 MB12
Short-circuit	Short-circuit in the stapler harness (SR850, SR860)	046	Harness rubs against rear plate	Attach insulating tape to rear plate.	
Mailbox	***Paper jam when A5 SEF is fed out to the mailbox.***	***B762 001***	***Software bug (EPROM on the mailbox control board)***	***Install new parts***	***The RTB has the part numbers***

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9. Printer

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

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

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

10. Scanner

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

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11. Wireless LAN

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

12. File Format Converter

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

13. Network

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

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14. Other

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

Updated: 20th June 2009: *Changes in bold italics*

Model: Martini-C1	Date: 26-Jun-03	No.: RB064000g

15. Notes when installing new firmware

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