

Updated: 30th December 2007: *Changes in bold italics*

Model: Uranus-C1		Date: 26-Mar-04	No.: RB051000i
Subject: Troubleshooting		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
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This bulletin is a troubleshooting guide for symptoms that have occurred in the past, all with known solutions. For most items below, there are related MBs and RTBs containing modification details and adjustment procedures.

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

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1. Notes when upgrading firmware

When you upgrade firmware, check these notes. This is because sometimes you must upgrade other firmware at the same time, or change some SP settings. If not, the machine will not work properly.

Subject	Details	RTB	Note
Upgrading BICU firmware	When the BICU firmware on the August production machines is updated to 1.204:1 or later for the first time, update main unit controller firmware to V1.332 or later at the same time. Then, some SPs must also be updated.	001	See RTB 001 for details.
Upgrading BICU firmware	When the BICU firmware version is updated to 1.202:01 or later from 1.192:01 or older for the first time, select 'new' with SP1-905-01 to initialize fusing temperature control.	001	
Upgrading BICU firmware	When the BICU firmware version is updated to 1.192:01 or newer from 1.181:01 or older for the first time, some SP settings must be made and some other SP settings must be checked.	001	See RTB 001 for details.
Upgrading BICU firmware	When you upgrade to version 1.253:01, at the same time you must update the main unit controller firmware to v2.01.5 or later.	001c	
Upgrading BICU firmware	When you upgrade to version 1.262:01, at the same time you must update the main unit controller firmware to v2.02 or later.	001d	
Upgrading BICU firmware	When you upgrade to version 1.275:01, at the same time you must update the main unit controller firmware to v2.02.9 or later.	001e	
Upgrading BICU firmware	When you upgrade to version 1.28:01, at the same time you must update the main unit controller firmware to v2.04.1 or later.	001f	
Upgrading BICU firmware	When you upgrade to version 1.291:01, at the same time you must update the main unit controller firmware to v2.05.01 or later.	001g	
Upgrading BICU firmware	When you upgrade to version 1.31:01, at the same time you must update the main unit controller firmware to v2.06 or later.	001i	
Upgrading BICU firmware	When you upgrade to version 1.333:01, at the same time you must update the main unit controller firmware to v2.07.2 or later.	001i	
Upgrading main unit controller firmware	When the main unit controller firmware on the August production machines is updated to 1.332 or later for the first time, update BICU firmware to V1.204:1 or later at the same time.	002	
Upgrading main unit controller firmware	When you upgrade to version 2.01.5, at the same time you must update the BICU firmware to v1.253:01 or later.	002c	
Upgrading main unit controller firmware	When you upgrade to version 2.02.9, at the same time you must update the BICU firmware to v1.275:01 or later.	002e	
Upgrading main unit controller firmware	When you upgrade to version 2.04.1, at the same time you must update the BICU firmware to v1.28:01 or later.	002f	

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Subject	Details	RTB	Note
Upgrading main unit controller firmware	When you upgrade to version 2.05.1, at the same time you must update the BICU firmware to v1.291:01 or later.	002g	
Upgrading main unit controller firmware	When you upgrade to version 2.06, at the same time you must update the BICU firmware to v1.31:01 or later.	002i	
Upgrading main unit controller firmware	When you upgrade to version 2.07.2, at the same time you must update the BICU firmware to v1.333:01 or later.	002j	
Upgrading using Printer Service Card v 2.00 or later	When updating any of the firmware types in <u>Printer Service Card v.104 or earlier to any of those in v2.00 or later</u> , all types must all be updated at the same time to the versions below. In other words, individual updates cannot be done in these cases.	005a	See RTB 005a for firmware versions to install.
Upgrading from a pre-SMTP/MLB version to an SMTP/MLB version	Whenever updating from any of the <u>pre-SMTP/MLB versions or older to any of the SMTP/MLB modified versions or newer</u> , they must all be updated together <u>AS A SET</u> . NOTE: This is true even when the MLB option is not installed.	011a	See RTB 011a for firmware versions to install, and for applicable machines.

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2. Image Quality

Subject	Symptom	RTB #	Cause	Solution	Note
Separation errors	Separation errors in Text Mode with mono color mode.	001b	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.233:01 or later)	
Black overprint mode	The following image problems may both occur in Black Overprint mode. <ul style="list-style-type: none"> The image is blank around Bk figures Images with gradations will not print 	005	Printer firmware	Install new printer firmware (ver 2.0.0 or later)	
Black overprint mode	Sometimes does not work correctly	006a	PS3 firmware	Install new PS3 firmware (ver 1.08 or later)	
Figures appear black	This happens when memory is low	005	Printer firmware	Install new printer firmware (ver 1.33 or later)	
Problems in PostScript 3 mode	<ul style="list-style-type: none"> Gamma processing with MKY images. Color processing bug with RCM color profile. Image problem with indexed color space. 	006	PS3 firmware	Install new PS3 firmware (ver. 1.06 or later)	
Skew	See 'Paper Feed Errors' and 'Original Feed Errors'				
Trapezoid image	Only the image's trailing edge is slanted with respect to the paper. The remaining 3 sides are parallel to the paper's edges.	015		Attach two spacers to the fusing rail and fusing unit.	See RTB B051015 for detailed procedures Also see MB 014a.
Trapezoid image with skew		003 015		Attach two spacers to the fusing rail and fusing unit. Then correct the problem that causes the skew (see RTB 003 for a detailed procedure).	Spacers: See RTB 015 for details. Also see MB 014a. Skew: See RTB 003
Parallelo-gram image		015		Adjust the position of the laser optics-housing unit as shown in the Service Manual. If it occurs in platen mode, also raise or lower the left side of the scanner unit.	See RTB B051015 for detailed procedures

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Subject	Symptom	RTB #	Cause	Solution	Note
Cyan in monocolour magenta images	When printing in magenta mono color, cyan toner may be mixed slightly in the magenta image.	001e	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.275:01 or later)	
Separation error in Generation mode		001e	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.275:01 or later)	
Very pale copies or prints		018	Development drive shaft out of spec.	Replace the development shaft.	Production line error
One CMYK colour almost missing		018	Development drive shaft out of spec.	Replace the development shaft.	Production line error
Spots on the output	Black/white dots: General troubleshooting procedure	008d		See the flow chart in section 3 of 'Correcting image problems for Model U-C1' in this RTB.	
Spots on the output	During early stages of printing after installation (around 200 prints or so)	019	Mylar in the image transfer belt cleaning unit installed incorrectly.	Replace the image transfer belt cleaning unit.	Production line error
Spots on the output		024a	Toner dropping from the development unit	See RTB 024a for cleaning procedures.	
Image density becomes lighter across the image	Image density becomes lighter across the image, beginning from the leading edge and both sides. This is visible in solid image and halftone areas, and occurs more easily with: 1) B/W image areas 2) Originals with low image coverage ratios and 3) Jobs with a low quantity of sets (e.g. 1 or 2P/J)	014b 017c (001g)	The lubricant applied to the OPC belt gets inside the black development unit.	Do all these steps: Install new BICU (Engine) firmware (ver. 1.291:01 or later). Install new controller firmware (ver. 2.05.1 or later). Replace the black development unit and black toner cartridge. Change the necessary SP settings.	For the necessary SP settings, see RTB 017c and 014c. Dev. unit: MB 023
Toner on rear side of prints	Extra toner may sometimes stick to the transfer roller and then to the rear side of the next copy sheet	001h	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.30:01 or later)	
Blank at front or rear of image	At the front or rear, one (or more) CMYK colour is blank	007a	Dev. unit gear at the front engages the main unit differently from the gear at the rear.	Rotate the mainframe gears manually, removing the development unit(s) on which the symptom occurs. Then reinstall the unit(s).	Also occurs if the toner cartridge is not taken out properly.

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Subject	Symptom	RTB #	Cause	Solution	Note
Dirty background	General troubleshooting procedure	008d		See the flow chart in section 4 of 'Correcting image problems for Model U-C1' in this RTB	
Dirty background	Black stripes in non-image areas	030	Some toner in the toner hopper takes a positive charge when the machine prints images with coverage rates of 5% or less for an extended period	For machines in the field: Take 30 skyshot copies and adjust SP 3-970-004 if necessary. Development unit modified on the production line	See RTB 030 for details.
Dirty background	Black stripes in non-image areas	030a	New development unit (B0523494) made as a permanent solution. First, install BICU firmware 1.341:01 (copier firmware: 1.19) or later. Then install the new dev unit. If the new dev unit is installed already but the firmware is not 1.341:01 or later, see RTB 030a for details on what to do.		See RTB 030a for details
Light copies	Cyan toner drops from the dev. unit onto the toner shield glass of the LD unit.	008d	Insufficient toner charging due to the diameter of the doctor roller.	Clean fallen toner off the toner shield glass. If there is no improvement, install the new type of Cyan development unit.	
Light copies		024a	Toner dropping from the development unit	See RTB 024a for cleaning procedures.	
Light copies	KCMY	036	The toner-supply-drive gear shaft in the development unit comes out of its position, due to an error during manufacturing.	Add a plastic washer to the toner supply drive shaft gear.	
White lines	Cyan toner drops from the dev. unit onto the toner shield glass of the LD unit.	008d	Insufficient toner charging due to the diameter of the doctor roller.	Clean fallen toner off the toner shield glass. If there is no improvement, install the new type of Cyan development unit.	
White lines		008d	Toner clumps in the dev. unit	Turn the development roller in the reverse direction (2 times). Replace the dev. unit if not improved.	
White lines	Groups of white lines	008d	Doctor roller filming in the dev. unit	Replace the development unit.	

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Subject	Symptom	RTB #	Cause	Solution	Note
White lines		008d	Jammed paper caught in the area between the OPC belt and the ITB in the PCU unit	Remove the OPC belt-cleaning unit. Then remove the paper caught in the PCU.	
White lines		001k	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.34:01 or later)	
Faint images	Cyan toner drops from the dev. unit onto the toner shield glass of the LD unit.	008d	Insufficient toner charging due to the diameter of the doctor roller.	Clean fallen toner off the toner shield glass. If there is no improvement, install the new type of Cyan development unit.	
Uneven image density	Image density is uneven in the sub-scan direction: General troubleshooting procedure	008d	Various possible causes	See the flow charts in section 1 of 'Correcting image problems for Model U-C1' in this RTB.	
Uneven image density	Image density is uneven at the side of the image: General troubleshooting procedure	008d	Various possible causes	See the flow chart in section 2 of 'Correcting image problems for Model U-C1' in this RTB.	
Uneven image density	Cyan toner drops from the dev. unit onto the toner shield glass of the LD unit.	008d	Insufficient toner charging due to the diameter of the doctor roller.	Clean fallen toner off the toner shield glass. If there is no improvement, install the new type of Cyan development unit.	
Uneven image density	Scratches on the OPC belt	008d	Additives from the paper transferred to the OPC via the transfer belt.	Replace the PCU.	See RTB 017c for details about replacing. PCU: MB024.
Uneven image density		008d	Development roller filming	Clean the development roller with a dry cloth. Replace the dev. unit if not improved.	
Uneven image density		024a	Toner dropping from the development unit	See RTB 024a for cleaning procedures.	
Cyan spots in yellow areas	Occurs consistently	008d	Insufficient cleaning	Replace the OPC cleaning unit. Replace the Y dev. unit if not improved.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Cyan lines and/or spots	Occurs, disappears, then sometimes reoccurs. Does not depend on the color of the background area, but is more visible in background areas than in main image areas.	008d	Insufficient toner charging inside the development unit	Turn the development roller in the reverse direction and clean the roller surface with a dry cloth.	
Spots and lines	In background and main image areas	008d	Insufficient toner charging inside the development unit	Turn the development roller in the reverse direction and clean the roller surface with a dry cloth.	
Blurred text		008d	Jammed paper in the area between the OPC belt and the ITB in the PCU unit	Remove the OPC belt-cleaning unit. Then remove the paper caught in the PCU.	
Smeared image		008d	Jammed paper in the area between the OPC belt and the ITB in the PCU unit	Remove the OPC belt-cleaning unit. Then remove the paper caught in the PCU.	
Colored vertical lines/bands/b background	Intermittent or continuous	025	Defective CCD	Replace the lens block assembly with one that is not defective.	
Horizontal bands at random intervals		008e, 024a	Toner drops from the dev. unit onto the OPC grounding brush. This stops the OPC belt from being properly grounded.	Clean the grounding brush.	Page 13 of RTB 008e Also see RTB 024a for more details
15mm-wide band parallel to the paper feed direction		008e, 024a	Toner drops from the development unit in between the charge corona cleaner slider and cleaner driving screw	Clean the screw and slider with a damp cloth.	Page 15 of RTB 008e Also see RTB 024a for more details
Dark areas appear too light	When using PostScript	006b	PS3 firmware	Install new PS3 firmware (ver. 1.09 or later)	
Line through the image	When using PostScript and Photoshop v7.0, if Dithering is set to anything other than "User setting"	006b	PS3 firmware	Install new PS3 firmware (ver. 1.09 or later)	
Color problems	1. After 500 jobs, color shift occurs 2. Jobs with pallet (index) colors have inconsistencies	006c	PS3 firmware	Install new PS3 firmware (ver. 1.09a or later)	

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Subject	Symptom	RTB #	Cause	Solution	Note
<i>Image problems (not specified)</i>		<i>MB B051 058</i>	<i>Incorrect type of hard disk installed.</i>	<i>Install the correct hard disk</i>	

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3. Engine Processes

Subject	Symptom	RTB #	Cause	Solution	Note
Toner end and/or toner near end	Toner end and/or toner near end may be detected even when the toner cartridge still contains enough for printing.	001	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.204:1 or later)	
'Toner cartridge setting error' displayed falsely	The "toner cartridge setting error" is sometimes displayed even when the cartridge has been set correctly	001d	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.262:01 or later)	
Incorrect paper size detected	8"x13" SEF is detected incorrectly as A4 SEF in the by-pass tray.	001d	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.262:01 or later)	Eur./Asia versions only
Toner end condition not reset correctly	"Toner End" shown if the main power is turned On without the toner cartridge installed, even if the cartridge is then properly installed after this (main power Off/On necessary).	001j	BICU engine firmware	Install new BICU engine firmware (ver. 1.333.01 or later)	
Waste toner leak from service part PCU	Leak caused by vibration during shipping	020	Not cleaned in the factory	Part was modified. Remove the cap when you install a new PCU.	PCU installation: See RTB 017c Also MB 024.
Noise	Noise from the fusing unit during continuous printing	034	Dust on the oil supply felt	Clean the fusing unit. Also, modifications are made in the factory.	See RTB 034 for cleaning instructions
Fusing belt peels	The fusing belt peels before its lifetime is over	034	Dust on the oil supply felt	Clean the fusing unit. Also, modifications are made in the factory.	See RTB 034 for cleaning instructions

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4. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Non-feed	Paper not fed with a certain application, by-pass feed, and N-job ON after a jam or paper end condition occurs and a jam or paper end condition is cleared.	002	Main unit controller firmware	Install new main unit controller firmware (ver. 1.33 or later)	
Skew	Image skew when feeding from mainframe Trays 1 and 2.	003 015 003a	The operator does not set the side fence flush against the paper stack.	Set the side fence flush against the loaded paper stack.	
				Secure the side fences in place with two screws if the customer agrees	
				Increase the paper buckle with SP1-003 (note that a higher value can cause Z-folds and a lower value can cause paper jams).	
		003a		Attach mylars to the side fence.	MB B051002
Paper jam	While printing documents that were scanned with mixed-size scanning	002f	Main unit controller firmware	Install new main unit controller firmware (ver. 2.03.1 or later)	
Paper jam	At the registration section	023	Paper dust affects the registration sensor	Clean the machine as shown in the RTB.	Also see MB 029.
LCT jam	The top sheet of the stack jams after it moves across from left to right	B156 027	The side fences are too close together. The paper is wider than specified, or has burrs on its edge.	Replace the front and rear side fences with new parts.	See the RTB for details.
Multi-feed (bypass tray)	A4 and LT sheets multi-feed when fed from the bypass tray and then jam in the fusing unit.	010a	User did not specify the correct paper size and/or LEF/SEF orientation	Advise the user how to set the paper size for the bypass tray. Change SP1-940 from 0 (SEF) to 1 (LEF) if the user agrees.	

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5. Original Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Skew		015		Check the ADF side fences and rollers. Then, if the resistance to pulling on the left side of the ADF is different from the right side, adjust the ADF skew.	See RTB B051015 for detailed procedures

6. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect wording	Incorrect wording in Spanish and French for Normal, Thin, Clean, and Adjust	001	Operation panel LCD firmware	Install new firmware (ver 1.19 or later)	
Incorrect wording	The translations in Portuguese for Sort and Stack were reversed.	012	Language Group 1 firmware	Install new Language Group 1 firmware (ver. 2.68 or later)	
Incorrect wording	Incorrect Korean, Russian, and Taiwanese	001f	Operation panel LCD firmware	Install new firmware (ver 1.25 or later)	
Incorrect wording	Incorrect Dutch, German, Portuguese	012a	Language Group 1 firmware	Install new Language Group 1 firmware (ver. 3.02 or later)	
Incorrect wording	User tools – System settings: All languages	012a	Language Group 1 and Group 2 firmware	Install new Language Group 1 firmware (ver. 3.02 or later) and/or Language Group 2 firmware (ver. 3.02 or later)	
Incorrect wording	Korean for “Full color” in the user tools	001i	Operation panel LCD firmware	Install new firmware (ver 1.26 or later)	
Incorrect wording	“Almost empty” is mistakenly displayed when the waste toner bottle reaches the near-full condition (Czech only).	002j	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.2 or later) Also, be sure to update the language group 1 firmware to v3.04 or later.	
Printer mode cannot be used	The machine does not respond, even when the Printer key is pressed.	009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> CN6 (Slot 1): Printer/Scanner controller ROM DIMM 	

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Subject	Symptom	RTB #	Cause	Solution	Note
Scanner mode cannot be used	The machine does not respond, even when the Scanner key is pressed.	009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> • CN8 (Slot 3): NIB ROM DIMM 	
No display		009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> • CN6 (Slot 1): Printer/Scanner controller ROM DIMM • CN8 (Slot 3): NIB ROM DIMM 	
Cannot use operation panel after changing from copier to fax mode	Occurs under the following conditions. Function Priority is set to Copier in User Tools. Nothing is input for TTI No. 1 & 2. Korea is the country code in SP 1-101-016.	001h	Fax application firmware	Install new fax application firmware (ver 2.05.2)	
ACC time and date not shown	The date and time for the last time ACC was done is not shown on the operation panel (Korea models).	002j	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.2 or later)	
Continuous beeping	While shifting the paper stack inside the LCT after LCT paper end (auto tray switching Off)	001j	BICU engine firmware	Install new BICU engine firmware (ver. 1.333.01 or later)	
Light copies	KCMY	036	The toner-supply-drive gear shaft in the development unit comes out of its position, due to an error during manufacturing.	Add a plastic washer to the toner supply drive shaft gear.	

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7. SC

Subject	Symptom	RTB #	Cause	Solution	Note
SC120	Displayed instead of SC122 when the scanner home position was initialized	001b	BICU engine firmware	Install new BICU engine firmware (ver. 1.233.01 or later)	
SC142	Intermittent or continuous	025	Defective CCD (vapour from adhesive)	Replace the lens block assembly with one that is not defective.	MB 026
SC280	In color mode (2C or more) with LT LEF and duplex, SC280 occurs falsely if 5 or more originals are scanned during machine warm-up.	001b	BICU engine firmware	Install new BICU engine firmware (ver. 1.242.01 or later)	
SC280	False detection when the main motor direction changes from backwards to forwards	001i	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.31:01 or later)	
SC305		008e	Toner drops from the dev. unit, between the charge corona cleaner slider and cleaner driving screw	Clean the screw and slider with a damp cloth.	Page 15 of RTB 008e
SC305	The cleaner motor harness was straightened after changing the charge corona unit	037	This occurs with the new harness, which is white	Correct the quenching lamp's position and bend the white harness so that it does not push the quenching lamp.	
SC410	Unnecessary SC410 generation	001d	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.262:01 or later)	
SC420	Unnecessary SC420 generation	001e	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.275:01 or later)	
SC481		022	Torn image transfer belt	Install a new PCU.	Refer to RTB 017c and MB 024.
SC481	False detection when the main motor direction changes from backwards to forwards	001i	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.31:01 or later)	
SC503		MB457 009		End fence was modified	MB, not RTB
SC503		MB457 010		LCT board firmware was modified	MB, not RTB
SC544	False detection when the machine recovers from Energy Saver mode or when the main switch is turned ON.	001m	BICU (Engine) firmware	Install new BICU (Engine) firmware (ver. 1.35:01 or later)	
SC571	False detection in humid conditions	001b	BICU engine firmware	Install new BICU engine firmware (ver. 1.233.01 or later)	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC571	False detection caused by oil end detection control malfunction.	001f	BICU engine firmware	Install new BICU engine firmware (ver. 1.28:01 or later)	
SC670	SC670 sometimes occurs falsely when the SMC report is printed.	001b	BICU engine firmware	Install new BICU engine firmware (ver. 1.242.01 or later)	
SC672		009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> • CN4: Memory DIMM • CN6 (Slot 1): Printer/Scanner controller ROM DIMM 	
SC687	While printing documents that were scanned with mixed-size scanning	002f	Main unit controller firmware	Install new main unit controller firmware (ver. 2.03.1 or later)	
SC687	False detection when printing out a Printer Document Server document with Date Printing.	002j	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.2 or later)	
SC804	False detection when scanning non-standard paper sizes 217mm to 219mm in length in ADF mode.	002j	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.2 or later)	
SC819	SC819 is indicated after a copy job is finished with 'Store file'	002	Main unit controller firmware	Install new main unit controller firmware (ver. 1.33 or later)	
SC819		009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> • CN8 (Slot 3): NIB ROM DIMM 	
SC819	When printing out the Scanner History List.(for China, Taiwan, Russia only)	002d	Main unit controller firmware	Install new main unit controller firmware (ver. 2.02 or later)	
SC819	Occurs after continuously receiving damaged packets using NetBEUI	005b	NCS (NIB) firmware	Install new NCS (NIB) firmware (ver. 3.73 or later)	
SC827		009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> • CN4: Memory DIMM 	
SC836		009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> • CN6 (Slot 1): Printer/Scanner controller ROM DIMM 	

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Subject	Symptom	RTB #	Cause	Solution	Note
SC990		009	Poor contact between the controller board DIMMs and connectors	Check these contact points, then remove the DIMMs and clean the DIMM terminals with alcohol. <ul style="list-style-type: none"> • CN6 (Slot 1): Printer/Scanner controller ROM DIMM • CN8 (Slot 3): NIB ROM DIMM 	
SC990	False detection when attempting to print out with Electrical Sort without the standard HDD installed.	002j	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.2 or later)	
SC991	Occurs while an image scanned with the Scanner is being temporarily stored to the HDD following recovery from panel-off to low power mode.	002j	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.2 or later)	

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8. Fax

Subject	Symptom	RTB #	Cause	Solution	Note
DTMF dial tone	Level is too high	001g	FCU firmware	Install new FCU firmware (ver 05.00.00 or later).	Taiwan only
No return to energy saver mode	After the end of communication if the incoming ring has a frequency of 1300Hz or a duration of 200ms or less.	029	G3 interface unit firmware	Install new G3 interface unit firmware (ver 4.00.73 or later)	
Comm. error	When receiving a PC Fax from a non-Ricoh machine.	029	G3 interface unit firmware	Install new G3 interface unit firmware (ver 4.00.73 or later)	
Fax printed during auto off mode		001m	FCU firmware	Install new fax application firmware (ver 03.00.00 or later).	

9. Printer

Subject	Symptom	RTB	Cause	Solution	Note
Euro symbol is not printed	Euro currency symbol is not printed.	Gen. 011	Printer software bug	Install the latest printer firmware.	Ver. 1.22 or later
Duplex settings not applied correctly	Duplex face settings (front/rear) not applied correctly when specified with PCL commands.	005	Printer firmware	Install new printer firmware (ver 2.0.0 or later)	
Binding position not applied correctly	Binding position not applied correctly when specified with PCL commands	005	Printer firmware	Install new printer firmware (ver 2.0.0 or later)	
Bitmapped font problem	The character "ø" does not print	005	Printer firmware	Install new printer firmware (ver 1.33 or later)	
Merged PCL job does not print		005b	Printer firmware	Install new printer firmware (ver 2.02 or later)	
Printing stalls	When printing out a Printer Document Server document with Date Printing, which is mistakenly displayed as a paper jam on the operation panel.	002j	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.2 or later)	
ACC sheet not printed correctly	When a fax comes in at the same time as ACC is done.	001j	BICU engine firmware	Install new BICU engine firmware (ver. 1.333.01 or later)	
Overlapping characters	Characters in the following fonts overlap: Arial, Times New Roman, Symbol, Wingdings	005e	Printer firmware	Install new printer firmware (ver 2.03 or later)	
Printing too slow	Documents with a low page count take a long time to print out	005e	Printer firmware	Install new printer firmware (ver 2.03 or later)	

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10. Scanner

Subject	Symptom	RTB #	Cause	Solution	Note
TWAIN driver: Scanning stops	Scanning stops while scanning with the TWAIN driver for printer output.	006	Scanner firmware	Install new scanner firmware (ver. 1.13 or later)	
"File full" condition	A file full condition may occur following repeated connections to the POP server with APOP auto connection.	005b 006a	Delivery and scanner firmware	Install new delivery firmware (ver. 2.03 or later), and new scanner firmware (ver. 2.03 or later).	
Attached file sent as a text file	An attached file is sometimes delivered as a text file.	005b 006a	Delivery and scanner firmware	Install new delivery firmware (ver. 2.03 or later), and new scanner firmware (ver. 2.02 or later).	

11. Network Interfaces

Subject	Symptom	RTB #	Cause	Solution	Note
Wireless LAN	The Wireless LAN card may not communicate with the printer when the WEP key is ON.	002	Main unit controller firmware	Install new main unit controller firmware (ver. 1.332 or later)	
Wireless LAN	Communication between the LAN card and printer in 802.11ad hoc mode is sometimes terminated	005b	NCS (NIB) firmware	Install new NCS (NIB) firmware (ver. 3.72 or later)	

12. Document Server

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot output from the doc. server	Documents stored in the document server cannot be output	002f	Main unit controller firmware	Install new main unit controller firmware (ver. 2.04.1 or later).	

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13. Network

Subject	Symptom	RTB #	Cause	Solution	Note
Rx document not delivered to server	Following delivery, the next Rx document cannot be delivered to the server, even if the machine is connected to the server.	005	NFA firmware	Install new NFA firmware (ver. 1.27 or later)	
Unable to send e-mail		011a	Incorrect combination of firmware versions installed	Install compatible firmware versions (see RTB 011a for details)	
TIFF or PDF files scan to e-mail are corrupted	Multi-TIFF or PDF files sent with Scan to Email cannot be opened at the PC side, or can be opened but the image is corrupted.	011a	Incorrect combination of firmware versions installed	Install compatible firmware versions (see RTB 011a for details)	
Cannot access Netware server	This can happen even when the Netware Server SAP setting is unchecked.	005c	NCS (NIB) firmware	Install new NCS (NIB) firmware (ver. 3.74 or later)	
"Hardware Ethernet Problem" displayed	Just after the main switch is turned on	Gen 012	Error during loop back test (100Mbps fixed with full duplex)	Controller firmware modified from Feb '03 production run.	

14. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	During printing in the following conditions: <ul style="list-style-type: none"> Combine and page numbering mode. Original jam during printing in combine mode. 	002	Main unit controller firmware	Install new main unit controller firmware (ver. 1.29 or later)	
	When returning to stand-by mode from panel-off or low power mode.	001b	BICU engine firmware	Install new BICU engine firmware (ver. 1.242.01 or later)	
	When a paper jam occurs or when the main switch is turned on	001b	BICU engine firmware	Install new BICU engine firmware (ver. 1.233.01 or later)	
	When printing macro data	005	Printer firmware	Install new printer firmware (ver 1.33 or later)	
	When the memory full condition is reached while storing an image into memory if the Media Link Board is not installed	002b	Main unit controller firmware	Install new main unit controller firmware (ver. 2.01.4 or later)	
	While the optional fax unit is storing documents, if the optional MLB is installed.	002h	Main unit controller firmware	Install new main unit controller firmware (ver. 2.05.2 or later)	

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes		MB B051 058	Incorrect type of hard disk installed.	Install the correct hard disk	
Memory does not return to 100% empty	If the main power is turned off while the machine is scanning the original, the memory capacity remains decreased when the power is turned back on.	0001b	FCU firmware	Install new FCU firmware (ver. 04.00.01 or later)	
Remaining jobs reset	Remaining jobs reset when a memory overflow occurs.	006	PS3 firmware	Install new PS3 firmware (ver. 1.04 or later)	
SMC report	Garbled Korean characters	002d 006a	Main unit controller and scanner firmware	Install new main unit controller firmware (ver. 2.02 or later) and new scanner firmware (ver. 2.03 or later).	
Counter does not increment properly	The mechanical counter (covered with a seal) does not increment enough when using Printer color mode with the mechanical counter set for development counts.	002f	Main unit controller firmware	Install new main unit controller firmware (ver. 2.03.2 or later).	
Incorrect wording	On the PS config/font page, the value of Color Profile under <Printing Configuration> should be "auto", not "business".	006b	PS3 firmware	Install new PS3 firmware (ver. 1.09 or later)	
Noise	The top sheet of the stack jams after it moves across from left to right	B156 027	The side fences are too close together. The paper is wider than specified, or has burrs on its edge.	Replace the front and rear side fences with new parts.	See the RTB for details.
Remote service system	Concorde captures the Development Counter data instead of the Page Counter.	002k	Main unit controller firmware	Install new main unit controller firmware (ver. 2.07.3 or later).	
Damaged platen cover	A small area on the lower front edge of the platen cover sheet is damaged.	B051 038	The sheet is gradually worn down because the user always touches it when opening/closing the cover.	Temporary: Cover the damaged part with tape, or turn the sheet around. Permanent: Install the modified platen cover sheet	Modified sheet: P/N G3291371