

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

Model: Jupiter-C1		Date: 15-Sep-04	No.: RB149000h
Subject: Troubleshooting		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
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	<input type="checkbox"/> Other ()		

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

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

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1. Image Quality

Subject	Symptom	RTB #	Cause	Solution	Note
Cold offset (poor fusing)	Normally occurs between the second and fifth copy when all of the following conditions are met: <ul style="list-style-type: none"> The machine is turned on in low-temperature conditions The weight of the paper in the tray is near the upper limit for plain paper (e.g. 100g/28lb) Copies made in B&W mode (185 mm/s). 	007	The heat distribution across the fusing belt is not uniform	Install the latest engine firmware (ver 1.11 or later)	
Cold offset (poor fusing)	When the machine is turned on in low-temperature conditions	001a	Engine firmware	Install the latest engine firmware (ver 1.11 or later)	
Black or coloured bands, broken main scan lines	<ul style="list-style-type: none"> Main scan lines broken (print mode) Thick band down the page (print mode, scan to e-mail) Bands across the page (copy mode) 	008	Controller RAM access error	Replace the controller board.	
Separator line printed in wrong color	Occurs in Magazine or Combine originals mode	003b	System firmware	Install the latest system firmware (ver. 1.19 or later)	
Separator line printed in wrong color or missing	Occurs in Magazine or Combine originals mode, sent from Web Image Monitor or Desk Top Binder	016a	WebDocBox firmware	Install the latest WebDocBox firmware (ver. 1.04 or later)	
Vertical black lines		035	Paper dust or silica particles on the charge roller	Replace the PCU, or clean the charge roller (see the cleaning procedure in RTB 035)	
Vertical lines (KCMY)	On the rear side after at least 200 sheets are printed out continuously.	038	Setting powder stuck on ITB or edge of cleaning blade	Replace the cleaning blade or the ITB.	
Offset	The operator makes high-volume print jobs on a daily basis The operator sometimes makes high P/J print jobs	041	The machine cannot supply enough fusing oil to the fusing unit.	Install the new Oil Supply Unit. P/N: B1499500 Install only if ACV/APV is 15K prints or more. Do not install this unit if operators use the machine at normal print volume.	

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2. Copy Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Skew	Booklet finisher: The edges of folded sheets are not parallel (50–100mm booklet skew)	040	Grounding plate damaged during installation	Be careful during installation. Repair or replace the grounding plate.	

3. Jam

Subject	Symptom	RTB #	Cause	Solution	Note
Finisher jam	With series printing if the stapling positions for the 1st and 2nd jobs are different and the 1st job is set for stapling under unsupported conditions (e.g. only one sheet in the stack).	001a	Engine firmware	Install the latest engine firmware (ver 1.11 or later)	
Jam in the duplex unit		024	Mylars not installed correctly. Mylars not the correct shape	Replace seven Mylars (P/N G3484682). See the RTB for the replacement procedure.	
Jam in the fusing unit	The operator makes high-volume print jobs on a daily basis The operator sometimes makes high P/J print jobs	041	The machine cannot supply enough fusing oil to the fusing unit.	Install the new Oil Supply Unit. P/N: B1499500 Install only if ACV/APV is 15K prints or more. Do not install this unit if operators use the machine at normal print volume.	

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4. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Access Code dialogue box	The Access Code dialogue box remains displayed after pushing the Scanner button on the MFP if the Partial Access Code settings are not completed.	019	Scanner firmware	Install the latest scanner firmware (ver. 2.03 or later)	
Some messages not displayed	"Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese.	003b	System firmware	Install the latest system firmware (ver. 1.19 or later)	
'Tray full' not displayed	The Tray Full error message is not displayed when the destination output tray has reached capacity.	013	Netfile firmware	Install the latest Netfile firmware (ver. 1.02 or later)	
Toner near-end is displayed but there is toner in the cartridge	When the machine was not used for a long time	029	Insufficient toner agitation	Remove the toner cartridge from the machine and shake it from side to side 5 to 6 times. Then put it back in the machine.	
"Add paper to Tray 1 (2)" shows but there is paper in paper tray 1 (2).		030	Worn or defective parts in the paper tray holder.	Attach a special piece of tape or replace the tray holder.	See RTB 30 for details
"Oil Near Full" shown instead of "Oil Near End"	Swedish, Web Image Monitor	003d	System firmware	Install the latest system firmware (ver. 1.21 or later)	

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5. SC

Subject	Symptom	RTB #	Cause	Solution	Note
220-1	False SC 220-1 detection	001	Engine firmware	Install the latest engine firmware (ver 1.09 or later)	
285	On machines that print primarily in B/W mode (total color to B/W page ratio of 1:100)	022	Small amounts of color toner used during process control and power on are not replenished	Adjust SP 3-125-003 and 3-125-005	
385	At intervals of 20k prints or less.	023	Toner scatters from the transfer belt during process control	Temporary solution: Clean the ID sensor. Also, make sure that SP3107-02, -04 and -06 all show a value of 200 or lower. Permanent solution: Attach a reinforcing plate	
386	After you install the machine or change the development unit	027a	The drum plate can bend if a development unit K (Y) is not set correctly.	Do some steps before you turn on the main switch. (See RTB 027a for details.) If the SC occurs after you install a new dev unit, check for toner scattering, and make sure that the dev unit is pushed in fully.	
387	On machines that print primarily in B/W mode (total color to B/W page ratio of 1:100)	022	Small amounts of color toner used during process control and power on are not replenished	Adjust SP 3-125-003 and 3-125-005	
387	After you install the machine or change the development unit	027a	The drum plate can bend if a development unit is not set correctly.	Do some steps before you turn on the main switch. (See RTB 027a for details.) If the SC occurs after you install a new dev unit, check for toner scattering, and make sure that the dev unit is pushed in fully.	
388	On machines that print primarily in B/W mode (total color to B/W page ratio of 1:100)	022	Small amounts of color toner used during process control and power on are not replenished	Adjust SP 3-125-003 and 3-125-005	

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Subject	Symptom	RTB #	Cause	Solution	Note
388	After you install the machine or change the development unit	027a	The drum plate can bend if a development unit is not set correctly.	Do some steps before you turn on the main switch. (See RTB 027a for details.) If the SC occurs after you install a new dev unit, check for toner scattering, and make sure that the dev unit is pushed in fully.	
389	After you install the machine or change the development unit	027a	The drum plate can bend if a development unit is not set correctly.	Do some steps before you turn on the main switch. (See RTB 027a for details.) If the SC occurs after you install a new dev unit, check for toner scattering, and make sure that the dev unit is pushed in fully.	
389	On machines that print primarily in B/W mode (total color to B/W page ratio of 1:100)	022	Small amounts of color toner used during process control and power on are not replenished	Adjust SP 3-125-003 and 3-125-005	
471	After a jam is removed	043	When the user opens the vertical transport unit to clear a jam, the guide Mylar at the entrance of the transfer unit slips under the cover.	Replace the guide Mylar at the entrance of the transfer unit with P/N B1803908.	
503	Stack does not move smoothly from left to right in the LCT	B600 MB #1		The shape of the end fence is changed. New P/N: B6002707	
545	False detection	001a	Engine firmware	Install the latest engine firmware (ver 1.11 or later)	
555	False detection	001a	Engine firmware	Install the latest engine firmware (ver 1.11 or later)	
670	False detection	001a	Engine firmware	Install the latest engine firmware (ver 1.09D or later)	
920	When attempting to bring the Printer function on line (timeout error)	021	Printer firmware	Install the latest printer firmware (ver 1.04 or later)	
990	Just after the main switch is turned on.	003a	System firmware	Install the latest system firmware (ver 1.14.1 or later)	
995	After installing new firmware	001c	J-C1k engine firmware is installed in the J-C1y/z.	Install J-C1y/z engine firmware.	

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Subject	Symptom	RTB #	Cause	Solution	Note
995	After installing new firmware	031	J-C1y/z engine firmware is installed in the J-C1k.	Install J-C1k engine firmware.	
Output tray jam 25	Detection conditions too sensitive	001	Engine firmware	Install the latest engine firmware (ver 1.09 or later)	
NVRAM access errors	Detection conditions too sensitive	003	System firmware	Install the latest system firmware (ver 1.12.2 or later)	
Memory full error	VRAM memory-full error after multiple Scanner transmission jobs.	019a	Scanner firmware	Install the latest scanner firmware (ver 2.04 or later)	
Vsg error	Vsg adjustment error during process control self check	011a	MUSIC firmware	Install the latest MUSIC firmware (ver 1.01 or later)	

6. Printer

Subject	Symptom	RTB	Cause	Solution	Note
Slow printing	Printing slows when jobs of more than 1Mb are sent through a Windows 2000 Standard TCP/IP port (Raw protocol) only.	014	NIB firmware	Install new NIB firmware (ver. 4.13 or later)	
Excel cell shading not printed	Cell shading specified using the "pattern" settings is not printed when using Excel (for Win2K/XP).	021	Printer firmware	Install the latest printer firmware (ver. 1.02 or later)	
Form overlay	The form overlay and text in a PCL job are printed separately	021	Printer firmware	Install the latest printer firmware (ver. 1.02 or later)	
Overlay printing	Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0)	021	Printer firmware	Install the latest printer firmware (ver. 1.02 or later)	
Font size	Incorrect font size when printing a multi-page document in PCL format	021	Printer firmware	Install the latest printer firmware (ver. 1.02 or later)	
Locked print does not work	Does not work if User Code control is enabled	021a	Printer firmware	Install the latest printer firmware (ver. 1.05 or later)	

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7. Scanner

Subject	Symptom	RTB #	Cause	Solution	Note
SP 1-007-001	<ul style="list-style-type: none"> Returns to its default value of 1 ("Send Only") after a Scanner Document Server job The Destination field for a Scanner Document Server job is selectable but SP1-007-001 (Store Priority) is set to 2 ("Store Only"). 	019	Scanner firmware	Install the latest scanner firmware (ver. 2.03 or later)	
Error when using DeskTopBinder	After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted	003a	System firmware	Install the latest system firmware (ver 1.14.1 or later)	
Scan to folder error	In some conditions (see RTB 3a) cannot send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled.	003a	System firmware	Install the latest system firmware (ver 1.14.1 or later)	
Scanner freezes	The scanner freezes if SP4-008 is set to 0.8 or higher OR to a negative value.	020a	Scanner IPU firmware	Install the latest scanner IPU firmware (ver 1.11:03 or later)	

8. E-mail

Subject	Symptom	RTB #	Cause	Solution	Note
E-mail received in an SC condition	The machine accepts an incoming email while in an SC error condition, but the bit switch setting does not allow this.	018	FCU firmware	Install new FCU firmware (ver. 07.00.00 or later)	
LDAP search function	When a blank fax number is input for an advanced search using LDAP search, information for the previous user is displayed instead.	019	Scanner firmware	Install the latest scanner firmware (ver. 2.03 or later)	

9. Fax

Subject	Symptom	RTB #	Cause	Solution	Note
Comm. error	Communication error when receiving a PC fax through MH/MR reception.	018	FCU firmware	Install new FCU firmware (ver. 07.00.00 or later)	
Rx alarm cannot be disabled	The sound that tells the operator that reception is completed does not turn off, even when this sound is disabled.	018	FCU firmware	Install new FCU firmware (ver. 07.00.00 or later)	
Fax unit not detected	Fax unit cannot be detected if there is no NIB	012a, 025	Fax firmware	Install new fax firmware (ver. 04.00.00 or later)	

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10. Network

Subject	Symptom	RTB #	Cause	Solution	Note
Some workstations not displayed	Network PC stations registered under a given workgroup are not shown when the workgroup name consists only of numerical characters (SMB transmission Network screen).	003a	System firmware	Install the latest system firmware (ver 1.14.1 or later)	
		019a	Scanner firmware	Install the latest scanner firmware (ver 2.04 or later)	
J-C1 not shown in the Mac chooser		003e	System firmware	Install the latest system firmware (ver 1.22 or later)	
Address book data not updated	The machine does not update the address book data after SP5850-3 is done, when the address book data is in the FCU	003e	System firmware	Install the latest system firmware (ver 1.22 or later)	
MIB	Wording error in information from MIB	003f	System firmware	Install the latest system firmware (ver 1.23 or later)	
Document server	A blank screen on the PC if the operator tries to download JPEG or TIFF files from the Document Server. Occurs when Web Image Monitor is used with Internet Explorer 6.0 with SP1.	013a	Netfile firmware	Install the latest Netfile firmware (ver 1.03 or later)	
DHCP	If a host name with over 15 characters is entered, only the first 14 characters are sent to the DHCP server when the client requests an IP address	013a	Netfile firmware	Install the latest Netfile firmware (ver 1.03 or later)	
Incorrect machine status displayed	NRS, SmartDeviceMonitor, and other utilities	039	System firmware error (bug in version 1.23)	Install the latest system firmware (ver 1.23.1 or later)	
RCGate	Poor communication between the machine and RCGate	003h	System firmware	Install the latest system firmware (ver 1.24 or later)	
RCGate	Cannot update firmware with RCGate using FTP	003h	System firmware	Install the latest system firmware (ver 1.24 or later)	

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11. Others

Subject	Symptom	RTB #	Cause	Solution	Note
Meter charge counter	An external meter charge device counter mistakenly increments twice	001 006	Engine firmware	Install the latest engine firmware (ver 1.09b or later). If not available, change SP5-121 to "1: Paper Exit".	Need Ver. 1.09B
Hard disk initialization and data loss	Hard disk initialization and data loss after switching the machine on	005 003a	System firmware (occurs with version 1.12.2 or older)	Install the latest system firmware (ver 1.14.1 or later)	
External counter counts up incorrectly	B/W pages in the data sent from the driver as a Color job are not counted up by the external counting device when the device is set to prohibit B/W prints. Note: The mainframe counters increment correctly.	021	Printer firmware	Install the latest printer firmware (ver. 1.03.1 or later)	
Remote service system	Concorde captures the Development Counter data instead of the Page Counter.	003c	System firmware	Install new system firmware (ver. 1.20 or later).	
Total counter	The value for the single color counter is not included in the value for the printer total counter	003f	System firmware	Install new system firmware (ver. 1.23 or later).	
Noise	Booklet finisher	040	Grounding plate damaged during installation	Be careful during installation. Repair or replace the grounding plate.	
The machine stalls	After multiple PCL forms are sent to it	021b	Printer firmware	Install the latest printer firmware (ver. 1.06 or later)	
Damaged platen cover	A small area on the lower front edge of the platen cover sheet is damaged.	044	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
<i>Cannot go to the Ready state</i>		<i>MB B149 017</i>	<i>Incorrect type of hard disk installed.</i>	<i>Install the correct type of hard disk.</i>	