

Model: Stinger – C1		Date: 31-Aug-99	No.: RA250001
Subject: Exit plate guide location		Prepared by: K. Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

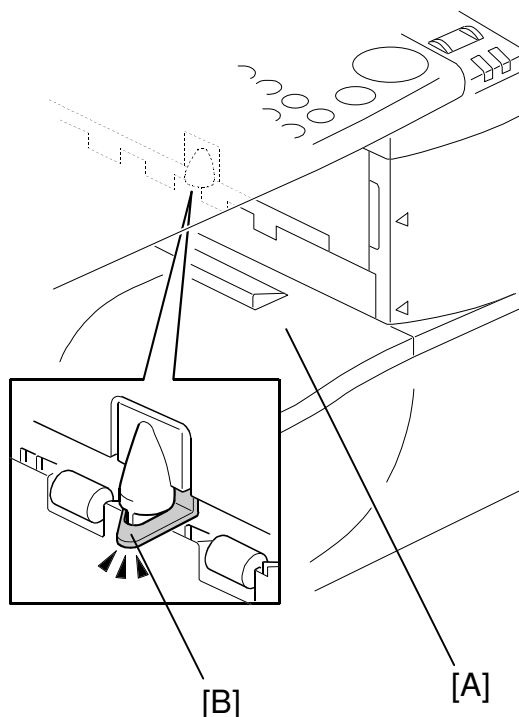
Paper misfeed at the exit guide plate.

CAUSE

The exit cover [A] was reinstalled without first pushing up on the exit guide plate [B], causing the exit guide plate to become caught between the cover and copier. This caused the paper to misfeed when it was fed out.

SOLUTION

When reinstalling the exit cover, hold up the exit guide plate so that it will remain positioned above the cover.



Model: Stinger-C1		Date: 30-Sep-99	No.: RA250002
Subject: ROM History (Stinger-Copy Version)		Prepared by: K. Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C.

- For the USA model -

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99

- For the European model -

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
T	106	2.25	BAF9	September Prod. '99

- For European 2nd Language -

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135

- For European 3rd Language -

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42

- For the Asia/Taiwan Version -

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99

Model: Stinger-C1

Date: 30-Sep-99

No.: RA250002

Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN
In the event of a paper misfeed when German has been selected as the display language, the display reads (in German) "Replace the toner cartridge, follow instructions".	—	J	B	B	—
When using 8k or 16k sized paper, the logging data report (SMC) is printed out in Japanese.	H	H	A	A	B
Both ends of the hot roller may be hot when the machine has been running for an extended time in thick paper mode.	H	H	A	A	B
For Asia/Taiwan only: The following is printed incorrectly on the counter value report: OK: <Counter NG: Xcounter	G	G			A
The default setting of the Printer Main Magnification (SP2-998) has been changed as follows. NEW: 0.2 % OLD: 0.0 %	G	G			A
Sometimes SC620 is not cleared when the machine goes into sleep mode.	G	G			A
SC101 is sometimes displayed when the ADF stamp is activated.	G	G			A
If the remaining amount of paper shifts to the next lowest value while the counter report is being printed out, the print job is canceled.	G	G			A
New SP mode for Taiwan: ● SP5-955: 8k/16k Selection	—	F	—	—	
For Europe only: When the exit tray or 1-bin sorter LED is lit, the machine does not perform the Auto Shut Off.	—	F	—	—	
The machine cannot determine 8k and 16k when auto-enlarge / auto-reduce is performed.	D	D	—	—	—
When the machine goes into low power mode while warming up, the temperature of the fusing unit does not drop (as it should).	D	D	—	—	—
After clearing the NV-RAM memory, the setting for the polygon motor idling time (SP2-915) is 15 seconds (1), although it should be 25 seconds (2).	D	D	—	—	—
The firmware will be modified so that SC620 will be displayed when an ADF from another machine is installed.	D	D	—	—	—
The default setting for the maintenance LED display (SP5-908) has been changed as follows. NEW: 1 (Yes) OLD: 0 (No)	C	C	—	—	—
When the value of the total counter is over 9999 or a negative value, the SC history and jam histories are displayed incorrectly (out of order).	C	C	—	—	—
If the machine receives a fax message during a print or copy job (with rotate-sort), the polygonal motor does not stop after the job has been completed.	C	C	—	—	—
It is occasionally required to press the interrupt key more than once to produce a response.	C	C	—	—	—

Model: Stinger-C1

Date: 30-Sep-99

No.: RA250002

A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	TBA	TBA	TBA	TBA

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	TBA	H1790800553~

A2505536	A250-22	A250-26	A250-27	A250-65
	H1790700487~	-	H1790701086~	-
A	H1790900771~	3V10890001~	H1790800381~	L0479070161~
B	TBA	TBA	TBA	TBA

A2505537	A250-22	A250-26	A250-27	A250-65
	H1790700487~	-	H1790701086~	-
A	H1790900771~	3V10890001~	H1790800381~	L0479070161~
B	TBA	TBA	TBA	TBA

Model: Stinger-C1		Date: 15-Oct-99	No.: RA250003
Subject: Service Manual Correction		Prepared by: Kenta Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Please correct your Service Manual as follows:

1. MTF Filter Adjustment – Text and Text/Photo Modes (P. 2-13)

OLD

When the filter is stronger in the main scan direction, lines parallel to the feed direction are emphasized.

NEW

When the filter is stronger in the **sub-scan** direction, lines parallel to the feed direction are emphasized.





Model: Stinger-C1

Date: 15-Oct-99



No.: RA250003

2. SERVICE PROGRAM MODE (P. 4-13)

OLD

4-008*		Main Scan Magnification	Adjusts the magnification in the main scan direction for scanning. <i>Use the  key to toggle between + and - before entering the value. The specification is $\pm 0.5\%$. See "Replacement and Adjustment - Copy Adjustment" for details.</i>	– 1.0 ~ + 1.0 0.1 %/step 0.0%
		Leading Edge Registration	Adjusts the leading edge registration for scanning in platen mode. <i>(-): The image moves in the direction of the leading edge. Use the  key to toggle between + and - before entering the value. The specification is 2 ± 1.5 mm. See "Replacement and Adjustment - Copy Adjustment" for details.</i>	

NEW

4-008*		Main Scan Magnification	Adjusts the magnification in the main scan direction for scanning. <i>Use the  key to toggle between + and - before entering the value. The specification is $\pm 0.5\%$. See "Replacement and Adjustment - Copy Adjustment" for details.</i>	– 1.0 ~ + 1.0 0.1 %/step 0.0%
		Leading Edge Registration	Adjusts the leading edge registration for scanning in platen mode. <i>(-): The image moves in the direction of the leading edge. Use the  key to toggle between + and - before entering the value. The specification is 2 ± 1.5 mm. See "Replacement and Adjustment - Copy Adjustment" for details.</i>	

The only change is the addition of the horizontal line between SP 4-008 and SP4-010.

Model: Stinger-C1

Date: 15-Oct-99

No.: RA250003

3. SERVICE PROGRAM MODE (P. 4-26)

OLD

5-116*		Key Counter Up Timing	Determines whether the total counter counts up at paper feed-in or at paper exit.	0: Feed In 1: Exit
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NEW

5-116*		Key Counter Up Timing	Determines whether the key counter counts up at paper feed-in or at paper exit.	0: Feed In 1: Exit
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4. SERVICE PROGRAM MODE (P. 4-28)

OLD

5-810		SC Code Reset	Resets any service call condition. After performing this SP mode, turn the machine main switch off and on.	0: No 1: Yes
			<i>See "Troubleshooting - Service Call Conditions" for how to use this mode. If the reset was successful, the beeper will sound 5 times. If it failed, the beeper will sound only twice.</i>	

NEW

5-810		SC Code Reset	Resets a Level "A" service call condition (see "Troubleshooting – Service Call Conditions"). After performing this SP mode, turn the machine main switch off and on.	0: No 1: Yes
			<i>See "Troubleshooting - Service Call Conditions" for how to use this mode. If the reset was successful, the beeper will sound 5 times. If it failed, the beeper will sound only twice.</i>	



Model: Stinger-C1

Date: 15-Oct-99



No.: RA250003

5. SERVICE PROGRAM MODE (P. 4-28)

OLD

5-812*	2	Service Telephone Number (Facsimile)	Use this to input the fax number of the service representative (this is displayed when a service call condition occurs).	
			<i>Press the  key if you need to input a pause (-). Press the  (Clear/Stop) key to delete the telephone number.</i>	

NEW

5-812*	2	Service Telephone Number (Facsimile)	Use this to input the fax number of the service representative (displayed in the SMC and counter printouts) .	
			<i>Press the  key if you need to input a pause (-). Press the  (Clear/Stop) key to delete the telephone number.</i>	

Model: Stinger-C1

Date: 15-Oct-99

No.: RA250003

6. SERVICE PROGRAM MODE (P. 4-29)

OLD

5-826		Program Upload	Uploads the system program from the flash memory on the BICU board to a flash memory card.	0: No 1: Yes
			<i>This SP can be used when a flash memory card is plugged into the machine. See the "Program Upload" section for details.</i>	
5-827		Program Download	Downloads the system program from a flash memory card to the flash memory on the BICU board.	0: No 1: Yes
			<i>This SP can be used when a flash memory card is plugged into the machine. See the "Program Download" section for details.</i>	

NEW

5-826		Program Upload	Uploads the system program from the flash memory on the BICU board to a flash memory card.	0: No 1: Yes
			<i>This SP can be used when a flash memory card is plugged into the machine. See the "Program Upload" section for details.</i>	
5-827		Program Download	Downloads the system program from a flash memory card to the flash memory on the BICU board.	0: No 1: Yes
			<i>This SP can be used when a flash memory card is plugged into the machine. See the "Program Download" section for details.</i>	

The only change is the addition of the horizontal line between SP5-826 and SP5-827.

Model: Stinger-C1

Date: 15-Oct-99

No.: RA250003

7. SERVICE PROGRAM MODE (P. 4-30)

OLD

5-906*		Exhaust Fan Control Timer	Inputs the fan control timer for energy saver mode.	
			<i>The fan slows down after this time has passed since the end of a job</i> <i>The fan stops after this time has passed since any of the following conditions occurred:</i> <i>After entering sleep mode (fax/printer installed)</i> <i>After entering an SC condition.</i>	

NEW

5-906*		Exhaust Fan Control Timer	Inputs the fan control timer for energy saver mode.	30 ~ 120 1 s/step 30 s
			<i>The fan slows down after this time has passed since the end of a job</i> <i>The fan stops after this time has passed since any of the following conditions occurred:</i> <i>After entering sleep mode (fax/printer installed)</i> <i>After entering an SC condition.</i>	

Model: Stinger-C1

Date: 15-Oct-99

No.: RA250003

8. SERVICE PROGRAM MODE (P. 4-33)

OLD

7-003*	1	Total Print Counter (All Modes)	Displays the total number of prints (all modes).	
	2	Total Print Counter (Copier)	Displays the total number of prints (copier mode).	
	3	Total Print Counter (Fax)	Displays the total number of prints (fax mode).	
	4	Total Print Counter (Printer)	Displays the total number of prints (printer mode).	
7-007*	5	Total Print Counter (A3/DLT)	Displays the total number of prints (A3/11" x 17" mode).	

NEW

7-003*	1	Total Print Counter (All Modes)	Displays the total number of prints (all modes).	
	2	Total Print Counter (Copier)	Displays the total number of prints (copier mode).	
	3	Total Print Counter (Fax)	Displays the total number of prints (fax mode).	
	4	Total Print Counter (Printer)	Displays the total number of prints (printer mode).	
	5	Total Print Counter (A3/DLT)	Displays the total number of prints (A3/11" x 17" mode).	

9. SYSTEM PARAMETER AND DATA LISTS (SP5-992) (P. 4-48)

OLD

1. Access SP mode 5-902 and select the number corresponding to the list that you wish to print.

NEW

1. Access SP mode **5-992** and select the number corresponding to the list that you wish to print.

Model: Stinger-C1

Date: 15-Oct-99

No.: RA250003

10. DISPLAY LANGUAGE (SP5-808) (P. 4-57)**OLD**

	US/Asia	Europe (standard)	Europe (option 1)	Europe (option 2)	Europe (option 3)
0	NA	UK	UK	UK	UK
1	FR	DE	DE	DE	DE
2	ES	FR	FR	FR	FR
3		IT	IT	IT	IT
4		ES	ES	ES	ES
5		NL	SE	CZ	CX
6			NO	HU	PL
7			DK	PL	PT
8			FI	PT	

NEW

	US/Asia	Europe (standard)	Europe (option 1)	Europe (option 2)
0	NA	UK	UK	UK
1	FR	DE	DE	DE
2	ES	FR	FR	FR
3		IT	IT	IT
4		ES	ES	ES
5		NL	SE	CZ
6			NO	PL
7			DK	PT
8			FI	HU

(There is no “option 3”.)

Model: Stinger-C1

Date: 15-Oct-99

No.: RA250003

11. SC194: IPU White Level Detection Error (P. 7-3)**OLD**

Possible Causes:

- Exposure lamp defective
- BISU board defective
- Incorrect position of the white standard pattern
- Dirty white plate
- SBU board

NEW

Possible Causes:

- Exposure lamp defective
- **BICU** board defective
- Incorrect position of the white standard pattern
- Dirty white plate
- SBU board **defective**

Model: Stinger-C1		Date: 15-Oct-99	No.: RA250004
Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option
For Lanier

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99

For Other Models

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99

Model: Stinger-C1

Date: 15-Oct-99

No.: RA250004

Symptom Corrected	Lanier	Other
The user cannot initiate energy saver mode while in the middle of a print job.	A	B
The language displayed is incorrect if any language other than English has been set.	A	B
A software error occasionally occurs when the Enter and Escape keys on the main printer menu display are pushed simultaneously.	A	B
After detection of a paper size mismatch, the error LED turns off if the selected tray is opened and closed.	A	B
If there is no paper remaining in the bypass tray when beginning a print job, the correct paper size is not displayed. This problem only occurs if the user selects the bypass tray.	A	B
When the correct paper is not available to be fed during a collating job, the corresponding display does not appear on the screen.	A	B
Following an R-Jam, the number of copy sets printed out is incorrect.	A	B
#37876: With PCL5e, three pages of a document are printed out on one page (images overlapping).	A	B
The default display for backup mode is changed from "Compressing" to "Processing".	A	B
When the tray selected through "tray lock" runs out of paper, the machine begins feeding paper from another tray without prompting the user. The pages are then printed out.	A	B
Contrary to specifications, it is possible to set a customized paper size when using the proof print function.	A	B
When errors occur with the printer unit, SC error messages are not displayed.	A	B
If the Interrupt button is pressed during a print job, the job does not continue after attempting to resume printing.	A	B
In sort mode, if an error occurs because the paper being used does not fulfill the conditions of sort mode (e.g. paper from the bypass tray, thick paper mode), the entire job is printed out when the job is resumed, including pages that have already been printed out.	A	B
Following the installation of the hard drive, even if the printer is selected as the function priority, copy jobs receive first priority.	A	B
When an error occurs during a sort job, the corresponding SC number is not displayed.	A	B
With a job using various paper sizes, after the machine detects a paper mismatch and displays the corresponding message, it is not possible to continue the job.	A	B
If a second printing job is selected while the first job is being printed out (and the first job is then canceled), the second job is printed out prematurely while "ready" is being displayed.	A	B
When a paper mismatch is detected with a job using various paper sizes, the alarm LED does not shut off.	A	B
On the config. page, a value is displayed for the size of the paper inside a tray that has been removed from the machine.	A	B
Although not always, there are cases where data cannot be received when using AXIS.	A	B
During a sort job, the correct message indicating the absence of paper is not displayed the second time the tray runs out of paper (i.e. after the job has been reset once).	A	B
Incorrect display of the Wingdings font.	A	B

Model: Stinger-C1		Date: 15-Oct-99	No.: RA250005
Subject: FCU Firmware Download		Prepared by: K. Ugaeri	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Fax Unit Service Manual correction (6.4.1 FCU FIRMWARE DOWNLOAD);

Please make the following correction in the procedure described on page 6-7.

8. Turn off the main power switch then disconnect the flash memory card.

9. Turn SW1 off.

10. Turn the machine back on.

As described above, SW1 must be turned off after downloading the new firmware from the IC card to the FCU.

Model: Stinger-C1		Date: 30-Nov-99	No.: RA250006
Subject: ROM History (Stinger-C1 Copy Version)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C1.

- USA Model -

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99

- European Model -

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99

- European 2nd Language -

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E

- European 3rd Language -

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736

Model: Stinger-C1	Date: 30-Nov-99	No.: RA250006
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- Asia/Taiwan Version -

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99

Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN
When the Energy Saver Mode key is pressed while a print job is being done in the background, the machine will go into Energy Saver Mode. However when the operator releases the mode and returns to the system settings or copy features (both inside user tools), a message is displayed asking the operator to wait and the machine returns to the main copy screen (although it is still in the user tools). The LED for the user tools key is lit, and all indicators except the LCD report that the machine is still in the user tools.	J	K	C	C	C
After the operator exits either of the following screens with the User Tools key and starts a copy job, the first sheet printed out is the counter list. - System Settings : Key Operator Tools : Counter list printing - Copy Features : Key Operator Tools : Counter list printing	J	K	C	C	C
If a jam occurs while printing out a counter report, the jam indication is displayed but soon disappears. The machine then returns to the counter display screen. In addition, if the paper end condition occurs while the paper is being fed (after the start key is pressed), the machine returns to the counter display screen without properly displaying "Set A4 (8 1/2 X 11) paper in tray".	J	K	C	C	C
When a printer sort job and counter list job overlap each other, the counter list is not printed out.	J	K	C	C	C
When the memory becomes full during a copy job using the "combine" function, the image being printed at the time contains errors.	J	K	C	C	C
After setting several originals in the ADF and scanning a fax cover sheet using Auto Document, the operator exits the mode but cannot make copies using the ADF.	J	K	C	C	C
An abnormal image occurs when an A5 sideways original is enlarged to 8K (tray 3) using Auto-Enlarge. A5 lengthwise prints out normally.	J	K	C	C	C
In the event of a paper misfeed when German has been selected as the display language, the display reads (in German) "Replace the toner cartridge, follow instructions".	—	J	B	B	—

Model: Stinger-C1

Date: 30-Nov-99

No.: RA250006

Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN
When using 8k or 16k sized paper, the logging data report (SMC) is printed out in Japanese.	H	H	A	A	B
Both edges of the hot roller may be hot when the machine has been running for an extended time in thick paper mode.	H	H	A	A	B
For Asia/Taiwan only: The following is printed incorrectly on the counter value report: OK: <Counter NG: Xounter	G	G			A
The default setting of Printer Main Magnification (SP2-998) has been changed as follows. NEW: 0.2 % OLD: 0.0 %	G	G			A
Sometimes SC620 is not cleared when the machine goes into sleep mode.	G	G			A
SC101 is sometimes displayed when the ADF stamp is activated.	G	G			A
If the remaining amount of paper shifts to the next lowest value while the counter report is being printed out, the print job is canceled.	G	G			A
New SP mode for Taiwan ● SP5-955: 8k/16k Selection	—	F	—	—	
For Europe only: When the Exit Tray or 1-bin Sorter LED is lit, the machine does not perform the Auto Shut Off.	—	F	—	—	
The machine cannot detect 8k and 16k when auto- enlarge / auto-reduce is performed.	D	D	—	—	—
When the machine goes into low power mode while warming up, the temperature of the fusing unit does not drop (as it should).	D	D	—	—	—
When clearing the NV-RAM memory, the setting for the polygon motor idling time (SP2-915) is 15 s (1), although it should be 25 s (2).	D	D	—	—	—
The firmware will be modified so that SC620 will be displayed when an ADF from another machine is installed.	D	D	—	—	—
The default setting for the maintenance LED display (SP5-908) has been changed as follows. NEW: 1 (Yes) OLD: 0 (No)	C	C	—	—	—
When the value of the total counter is over 9999 or a negative value, the SC history and jam histories are displayed incorrectly (in the wrong order).	C	C	—	—	—
If the machine receives a fax message during a print or copy job (with rotate-sort), the polygon motor does not stop after the job has been completed.	C	C	—	—	—
It is occasionally required to press the interrupt key more than once to produce a response.	C	C	—	—	—

Model: Stinger-C1

Date: 30-Nov-99

No.: RA250006

A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	TBA	TBA	TBA

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	TBA	TBA	TBA	TBA

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	TBA	TBA

A2505536	A250-22	A250-26	A250-27	A250-65
	H1790700487~	-	H1790701086~	-
A	H1790900771~	3V10890001~	H1790800381~	L0479070161~
B	H1791000766~	3V10990001~	H1790901172~	L0479100366~
C	TBA	TBA	TBA	TBA

A2505537	A250-22	A250-26	A250-27	A250-65
	H1790700487~	-	H1790701086~	-
A	H1790900771~	3V10890001~	H1790800381~	L0479070161~
B	H1791000766~	3V10990001~	H1790901172~	L0479100366~
C	TBA	TBA	TBA	TBA

Model: Stinger-C1		Date: 30-Nov-99	No.: RA250007
Subject: Low Image Density		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

Symptoms:

1. The image density is relatively low when a sky-shot copy is made in the default mode (Auto Exposure).
2. The overall image density is initially low.

Detailed Descriptions:

1. The Auto Exposure mode of the A250 is aimed at producing copies "true to the original". The machine will attempt to not only reproduce the image on the original, but also any dust or other particles present on the platen glass. In order to produce a copy true to the original, the background value used for the copy is derived from the scanned 'white data' (or whitest area on the original). With a sky-shot copy, the machine views any dust or particles on the exposure glass as this white data (i.e. whitest areas). The value obtained from scanning these small white areas is selected as the background density level and the black areas on the image are then output accordingly. Therefore, with sky-shot copies, the image density of the main black area may appear lighter than expected and white spots may be very visible (as the machine has set this white data value as the background). Further, when making copies from an original, the machine will also attempt to reproduce any small white spots present inside the black areas.

To confirm the image quality of black areas, please do not use sky-shot copies. However, if producing a sky shot becomes necessary, the Manual Image Density (Non Auto Exposure) mode should be used (which turns off the background removing function). The image density of black areas in Manual Image Density mode is higher than that of Auto Exposure mode. Also, dust or other particles present on the exposure glass will not result in white spots on the copy.

Model: Stinger-C1

Date: 30-Nov-99

No.: RA250007

2. This symptom is related to the mono-component toner developing system used by the A250.

There are two causes:

A. Image density is determined by the amount of charge that the toner holds. However, regardless of whether the charge held by the toner is too low or too high, the resulting image density will drop. If the charge is too low, the necessary static electricity and therefore the amount of toner used will also be low, causing a lower image density. If the charge is too high, the developed toner will neutralize the charged image on the OPC drum. This causes the static charge necessary for development to be relatively low. This will cause the amount of toner used to be low, resulting in lower image density.

The reason for the initial low image density is therefore not related to the mono-component development system. Rather, it results from a low initial static charge on the toner due to the use of a development system where the uncharged toner is directly supplied to the development roller.

B. Generally, toner is initially supplied to the development roller starting with the smallest particles. If the particles are relatively small, the image density will be relatively low not only because the toner density is visibly low, but also because the amount of charge in the toner is higher. In the A250, image density begins to increase after the smallest toner particles have been used up, approximately 100 to 250 copies. This symptom is not limited to the A250, and is present in machines of other companies that employ the same type of development system.

It has been proposed that in order to increase the image density (i.e. improve the initial performance of the toner), the development roller should be run idle. However, since the toner is not being used (as there are no copies being made), the same toner will remain on the roller as it turns, subjecting the toner to stress (which will cause the image density to drop). Therefore, although the symptom produces copies with slightly low image density, it is limited to the first 100 to 250 copies, after which the image quality will improve.

After observing the units in operation and examining the possible alternatives, it has been determined that a countermeasure will not be applied for this symptom.

Model: Stinger-C1		Date: 15-Dec-99	No.: RA250008
Subject: Service Manual Correction		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Please add the following information to your service manual

4.1.2 SERVICE PROGRAM MODE TABLES

Mode No.			Function	Settings
Class 1 and 2	Class 3			
5-955	1	8K/16k Detection (A3/B4→8K)	Specifies whether the machine selects 8K paper if the original is A3 or B4. If "Yes" is selected, 8K is selected automatically when the APS sensors detect an A3 or B4 original.	0: No 1: Yes
			Asian and Taiwanese models only	
	2	8K/16k Detection (B5T/A4T→16KT)	Specifies whether the machine selects 16K lengthwise paper if the original is B5 or A4 lengthwise. If "Yes" is selected, 16K lengthwise is selected automatically when the APS sensors detect a B5 or A4 lengthwise original.	0: No 1: Yes
			If "Yes" is selected, priority is given over SP5-911. Asian and Taiwanese models only	
	3	8K/16k Detection (B5Y/A4Y→16KY)	Specifies whether the machine selects 16K sideways paper if the original is B5 or A4 sideways. If "Yes" is selected, 16K sideways is selected automatically when the APS sensors detect a B5 or A4 sideways original.	0: No 1: Yes
			If "Yes" is selected, priority is given over SP5-911. Asian and Taiwanese models only	

Model: Stinger-C1

Date: 15-Dec-99

No.: RA250008

7.1.2 SC CODE DESCRIPTIONS***SC981: NV-RAM Error***

Definition: [B]

The NV-RAM is defective

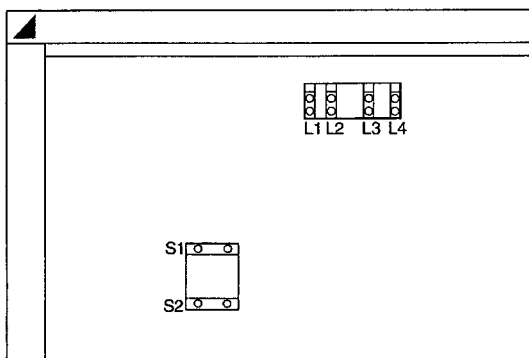
Possible Causes:

- NV-RAM defective
- BICU defective

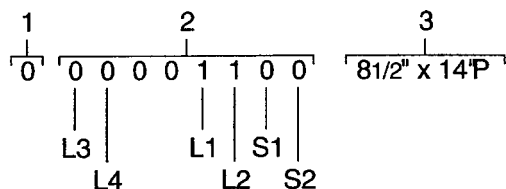
Model: Stinger-C1		Date: 15-Dec-99	No.: RA250009
Subject: Service Manual Correction		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Please correct your service manual as follows:

Page: 4--55



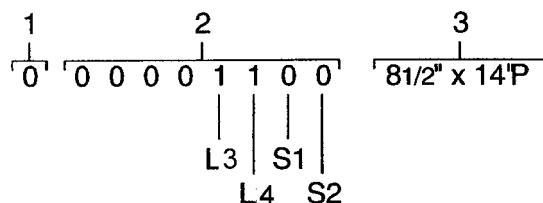
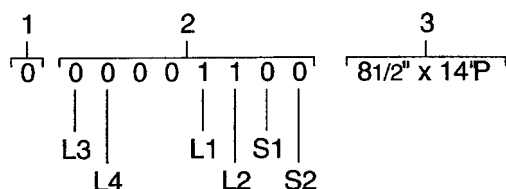
OLD



NEW

A4/A3 version machines

LT/DLT version machines



NOTE: The length sensors L1 and L2 are used only for A4/A3 version machines.

Model: Stinger-C1		Date: 15-Dec-99	No.: RA250010
Subject: ROM History (Stinger-C1 Copy Version)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C1.

- USA Model -

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99

- European Model -

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99
L	108	2.28	CB8A	December Prod. '99

- European 2nd Language -

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E
D	205	2.28	AD9A

- European 3rd Language -

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736
D	305	2.28	77A7

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250010
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- Asia/Taiwan Version -

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99

Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN
Error in the German text in the User Tools Menu. OLD: Anw.-Progr. Hauptmen NEW: Anw.-Progr. Hauptmenü	—	L	D	D	—
Image problem occurs when printing in AMS mode under the following conditions: - When a non-standard sized original with the same length/width proportions as the paper selected is set in the DF for long-edge feed. - When using paper that can only be set in the tray for short-edge feed (i.e. A3, B4, DLT, LG, etc.).	—	L	D	D	—
When the Energy Saver Mode key is pressed while a print job is being done in the background, the machine will go into Energy Saver Mode. However when the operator releases the mode and returns to the system settings or copy features (both inside user tools), a message is displayed asking the operator to wait and the machine returns to the main copy screen (although it is still in the user tools). The LED for the user tools key is lit, and all indicators except the LCD report that the machine is still in the user tools.	J	K	C	C	C
After the operator exits either of the following screens with the User Tools key and starts a copy job, the first sheet printed out is the counter list. - System Settings : Key Operator Tools : Counter list printing - Copy Features : Key Operator Tools : Counter list printing	J	K	C	C	C
If a jam occurs while printing out a counter report, the jam indication is displayed but soon disappears. The machine then returns to the counter display screen. In addition, if the paper end condition occurs while the paper is being fed (after the start key is pressed), the machine returns to the counter display screen without properly displaying "Set A4 (81/2 X 11) paper in tray".	J	K	C	C	C
When a printer sort job and counter list job overlap each other, the counter list is not printed out.	J	K	C	C	C
When the memory becomes full during a copy job using the "combine" function, the image being printed at the time contains errors.	J	K	C	C	C
After setting several originals in the ADF and scanning a fax cover sheet using Auto Document, the operator exits the mode but cannot make copies using the ADF.	J	K	C	C	C

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250010		
Symptom Corrected	USA	EU	EU2	EU3
An abnormal image occurs when an A5 sideways original is enlarged to 8K (tray 3) using Auto-Enlarge. A5 lengthwise prints out normally.	J	K	C	C
In the event of a paper misfeed when German has been selected as the display language, the display reads (in German) "Replace the toner cartridge, follow instructions".	—	J	B	B
When using 8k or 16k sized paper, the logging data report (SMC) is printed out in Japanese.	H	H	A	A
Both edges of the hot roller may be hot when the machine has been running for an extended time in thick paper mode.	H	H	A	A
For Asia/Taiwan only: The following is printed incorrectly on the counter value report: OK: <Counter NG: Xounter	G	G		
The default setting of Printer Main Magnification (SP2-998) has been changed as follows. NEW: 0.2 % OLD: 0.0 %	G	G		
Sometimes SC620 is not cleared when the machine goes into sleep mode.	G	G		
SC101 is sometimes displayed when the ADF stamp is activated.	G	G		
If the remaining amount of paper shifts to the next lowest value while the counter report is being printed out, the print job is canceled.	G	G		
New SP mode for Taiwan ● SP5-955: 8k/16k Selection	—	F	—	—
For Europe only: When the Exit Tray or 1-bin Sorter LED is lit, the machine does not perform the Auto Shut Off.	—	F	—	—
The machine cannot detect 8k and 16k when auto- enlarge / auto-reduce is performed.	D	D	—	—
When the machine goes into low power mode while warming up, the temperature of the fusing unit does not drop (as it should).	D	D	—	—
When clearing the NV-RAM memory, the setting for the polygon motor idling time (SP2-915) is 15 s (1), although it should be 25 s (2).	D	D	—	—
The firmware will be modified so that SC620 will be displayed when an ADF from another machine is installed.	D	D	—	—
The default setting for the maintenance LED display (SP5-908) has been changed as follows. NEW: 1 (Yes) OLD: 0 (No)	C	C	—	—
When the value of the total counter is over 9999 or a negative value, the SC history and jam histories are displayed incorrectly (in the wrong order).	C	C	—	—
If the machine receives a fax message during a print or copy job (with rotate-sort), the polygon motor does not stop after the job has been completed.	C	C	—	—
It is occasionally required to press the interrupt key more than once to produce a response.	C	C	—	—

Model: Stinger-C1

Date: 15-Dec-99

No.: RA250010

A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	H1791000182~	H1791100251~	L0479110001~

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	H1791100426~	3V11190001~	H1791100729~	L0479110421~
L	TBA	TBA	TBA	TBA

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	TBA	H1791101763~

A2505536	A250-22	A250-26	A250-27	A250-65
	H1790700487~	-	H1790701086~	-
A	H1790900771~	3V10890001~	H1790800381~	L0479070161~
B	H1791000766~	3V10990001~	H1790901172~	L0479100366~
C	H1791100426~	3V11190001~	H1791100729~	L0479110421~
D	TBA	TBA	TBA	TBA

A2505537	A250-22	A250-26	A250-27	A250-65
	H1790700487~	-	H1790701086~	-
A	H1790900771~	3V10890001~	H1790800381~	L0479070161~
B	H1791000766~	3V10990001~	H1790901172~	L0479100366~
C	H1791100426~	3V11190001~	H1791100729~	L0479110421~
D	TBA	TBA	TBA	TBA

Reissued: 15-Feb-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250011a
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RTB Correction

The part number for the tapping screw mentioned in RA250011 was a misprint. This RTB is a reissue containing the correct part number.

Subject: The screw holes are stripped		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

The screw holes are stripped after rebuilding the fusing unit.

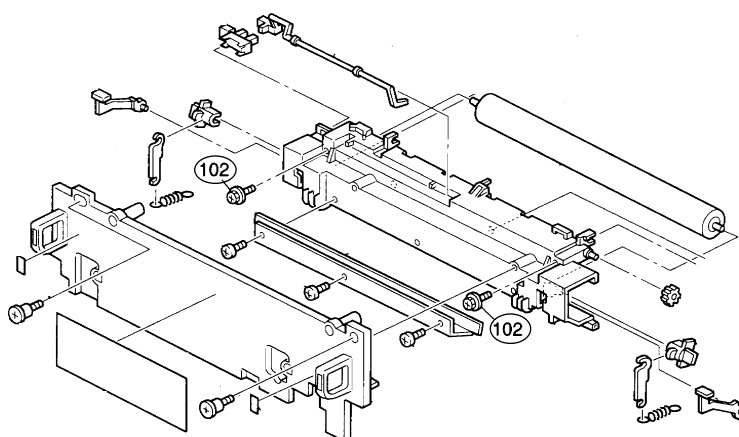
CAUSE

Plastic fusing unit base.

SOLUTION

Regarding the screws that hold together the pressure roller and hot roller units (P/N **04503014B**):

Please instruct all field technicians to tighten and loosen this screw very gently, as the metal will tend to grind away at the plastic screw holes.



Model: Stinger-C1		Date: 15-Dec-99	No.: RA250012
Subject: Quick dial problem		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

In cases where the country code has been changed to France (00), the following error is displayed as soon as the quick dial key is selected:

"This destination is not available. Please check FAX number".

CAUSE

The communication switch 06 bit 4 mode is a carryover from the previous model and is not used in the Stinger-C1. However, the software activates the mode by changing the value from 0 to 1 when the country code is changed to 00. For modes that are carried over but are not meant to be used, the software will normally not do this.

SOLUTION

After changing the country code to France (00) at installation, communication switch 06 bit 04 should be disabled by changing the value from 1 to 0.

As a permanent solution, a modified version of the software (ver. 13.04) has been released.

Model: Stinger-C		Date: 15-Dec-99	No.: RA250013
Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option.

- Lanier Model -

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99

- Other Models -

B3055280	File No. (B305oxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	5C2E	November Prod. '99

Model: Stinger-C

Date: 15-Dec-99

No.: RA250013

Symptom Corrected	Lanier	Other
The printer controller can now detect whether it is installed in a Stinger-C1 or Stinger-C1L.	—	C
If a Postscript Driver job is canceled partway through, the image data for the next job is not printed out correctly.	—	C
"Waiting..." is displayed when an error occurs, but the machine does not return to normal operating mode (ready status). The next job is not printed out.	—	C
When two separate jobs of text data less than 256 bytes arrive over from the network, the two jobs are printed out simultaneously on the same page.	—	C
It is possible to print out the HDD Directory List when there is no HDD or PS option installed.	—	C
The user cannot initiate energy saver mode while in the middle of a print job.	A	B
The language displayed is incorrect if any language other than English has been set.	A	B
A software error occasionally occurs when the Enter and Escape keys on the main printer menu display are pushed simultaneously.	A	B
After the detection of a paper size mismatch, the error LED turns off if the selected tray is opened and closed.	A	B
If there is no paper remaining in the bypass tray when beginning a print job, the correct paper size is not displayed. This problem only occurs if the user selects the bypass tray.	A	B
When the correct paper is not available to be fed during a collating job, the corresponding display does not appear on the screen.	A	B
Following an R-Jam, the number of copy sets printed out is incorrect.	A	B
#37876: With PCL5e, three pages of a document are printed out on one page (images overlapping).	A	B
Default display for backup mode is changed from "Compressing" to "Processing".	A	B
When the tray selected through "tray lock" runs out of paper, the machine begins feeding paper from another tray without prompting the user. The pages are then printed out.	A	B
Contrary to specifications, it is possible to set a customized paper size when using the proof print function.	A	B
When errors occur with the printer unit, SC error messages are not displayed.	A	B
If the Interrupt button is pressed during a print job, the job does not continue after attempting to resume printing.	A	B
In sort mode, if an error occurs because the paper being used does not fulfill the conditions of sort mode (e.g. paper from the bypass tray, thick paper mode), the entire job is printed out when the job is resumed, including pages that have already been printed out.	A	B

Model: Stinger-C

Date: 15-Dec-99

No.: RA250013

Symptom Corrected	Lanier	Other
Following the installation of the hard drive, even if the printer is selected as the function priority, copy jobs receive first priority.	A	B
When an error occurs during a sort job, the corresponding SC number is not displayed.	A	B
With a job using various paper sizes, after the machine detects a paper mismatch and displays the corresponding message, it is not possible to continue the job.	A	B
If a second printing job is selected while the first job is being printed out (and the first job is then canceled), the second job is printed out prematurely while "ready" is being displayed.	A	B
When a paper mismatch is detected with a job using various paper sizes, the alarm LED does not shut off.	A	B
On the config. page, a value is displayed for the size of the paper inside a tray that has been removed from the machine.	A	B
Although not always, there are cases where data cannot be received when using AXIS.	A	B
During a sort job, the proper message indicating the absence of paper is not displayed the second time the tray runs out of paper (i.e. after the job has been reset once).	A	B
Incorrect display of the "Wingdings" font.	A	B

Model: Stinger-C		Date: 15-Dec-99	No.: RA250014
Subject: ROM History (Stinger-C Fax Option)		Prepared by: K. Ugaeri	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Fax Option.

- USA Model -

A2915582	File No. (A891uxxx)	Version	C.SUM	Production
E	001	7.02	6B26	1st Mass Prod.
F	002	8.04	C0CB	August Prod. '99
G	003	12.01	B53D	November Prod.'99

- European Model -

A2915584	File No. (A891exxx)	Version	C.SUM	Production
D	101	7.02	0678	1st Mass Prod.
E	102	8.04	B837	July Prod. '99
F	103	9.12	2ED1	September Prod. '99
G	-	-	-	No Production
H	104	13.04	8344	December Prod.'99

- European 2nd Language -

A2915585	File No. (A891exxx)	Version	
	201	9.12	2ED1
A	-	-	-
B	202	13.04	8344

- European 3rd Language -

A2915586	File No. (A891exxx)	Version	C.SUM
	301	9.12	2ED1
A	-	-	-
B	302	13.04	8344

- Asia Version -

A2915587	File No. (A891axxx)	Version	C.SUM	Production
	001	8.04	F101	1st Mass Prod.
A	002	13.03	8FE7	December Prod.99

Model: Stinger-C

Date: 15-Dec-99

No.: RA250014

Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN																	
Corresponding to FCC68	G	H	B	B	A																	
When the received CSI contains only spaces, it is ignored by this version of the firmware.	G	H	B	B	A																	
Quick Dial does not work when the country code is set to France. If this problem occurs with old firmware, please change communication switch 06 - bit4 from 1 to 0.	—	H	B	B	—																	
The German wording is wrong. 1.G3 Auto Sel. -> G3 Autom.Wahl 2.Etikett einf•gen:progr.Wert -> Anw.-einf•gen:progr.Name 3.Etik.einf.:AUS -> Name einf.:AUS 4.Anw.-Progr. Hauptmen -> Anw.-Progr.Hauptmen•	—	H	B	B	—																	
In order to ensure that the NSF/DIS signals (from the machine that is to receive the fax message) will be successfully received by the sender, the transmission duration of these signals can now be extended as follows: <table border="1"><tr><th colspan="2">SW15</th><th rowspan="2">Setting</th></tr><tr><th>2</th><th>3</th></tr><tr><td>1</td><td>0</td><td>40 sec.</td></tr><tr><td>0</td><td>1</td><td>50 sec.</td></tr><tr><td>1</td><td>1</td><td>60 sec.</td></tr><tr><td>0</td><td>0</td><td>32 sec.</td></tr></table>	SW15		Setting	2	3	1	0	40 sec.	0	1	50 sec.	1	1	60 sec.	0	0	32 sec.	F	E	—	—	—
SW15		Setting																				
2	3																					
1	0	40 sec.																				
0	1	50 sec.																				
1	1	60 sec.																				
0	0	32 sec.																				
V29 TCF Receiving problem with EP tone for Echo suppresser	F	E	—	—	—																	
Jam with 230 mm length originals (Set the original size to Non-Standard size.)	F	E	—	—	—																	
The Fax Error LED is not turned off during substitute reception and when it is going into or going out of the pre-heat mode	F	E	—	—	—																	

Model: Stinger-C

Date: 15-Dec-99

No.: RA250014

A2915582	A891-01
E	H0290600008~
F	H2090800001~
G	H2091100001~

A2915584	A891-02
D	H2090600008~
E	H2090700025~
F	H2090900486~
G	No production
H	TBA

A2915585	A891-02
	H2090900486~
A	No production
B	TBA

A2915586	A891-02
	H2090900486~
A	No production
B	TBA

A2915587	A891-03
	H2090601551~
A	TBA

Reissued: 26-May-00

Model: Stinger-C1	Date: 31-Dec-99	No.: RA250015a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C PostScript Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C PostScript Option

Lanier Model

B3085283	File No. (B308Lxxx)	Version	Production
A	001	1.2.0	1st Mass Prod.

Other Models

B3085280	File No. (B308xxxx)	Version	Production
A	001	1.0.0	1st Mass Prod.
B	002	1.2.0	October Prod. '99
C	003	1.2.1	October Prod. '99
D	004	1.2.2	January Prod. '00

Symptom Corrected	Lanier	Other
The product names of the Stinger-C Postscript drivers for NRG, Savin and Infotec should be corrected as follows: Incorrect: NRG D415s/2815s/3215s PS3 Savin 9915DP PS3 infotec PS3 correct: NRG D415s/2815S/3215 PS3 Savin 2015DP PS3 infotec 4150 MF PS3	–	<i>D</i>
The PostScript Option firmware has been modified so that it can also be used with the Stinger-C1L.	–	<i>C</i>
The PostScript Option firmware has been modified so that it can also be used with the Russian-C.	<i>A</i>	<i>B</i>
The printer controller can now detect whether it is installed in a Stinger-C1 or Stinger-C1L.		<i>A</i>

Model: Stinger-C		Date: 15-Jan-00	No.: RA250016
Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option.
Lanier

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99

Other Models

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00

Model: Stinger-C	Date: 15-Jan-00	No.: RA250016
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Symptom Corrected (new ones only – for older ones, see RTB 13)	Lanier	Other
The firmware has been modified so that it can be used with printer controllers for China and Taiwan.	—	D
The firmware has been modified so that it will be compatible with the new HDD to be used in the printer controller.	—	D
Note: The new HDD is identical in function to the previous one.		

Model: Stinger-C (Fax Option)		Date: 15-Jan-00	No.: RA250017
Subject: Settings at installation in Europe		Prepared by: K. Ugaeri	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

A. Pulse dial mode has been prohibited in 11 countries.

Under the Pan-European PTT standard (CTR21), pulse dial must be disabled in the following 11 countries. The user is not allowed to change the line type from DTMF (tone) mode to pulse dial mode. When the machines are installed in these countries, system switch 04 bit 7 must be 1 to make the line type adjustment a service mode.

Country	Default setting of system switch 04 bit 7	Action required
1.UK 2.France 3.Belgium 4.Norway	Firmware version 8.04 or older: 1	Please change it to 1 at the installation.
	Firmware version 9.12 or later: 0	No need to change it.
5.Denmark 6.Finland 7.Ireland 8.Sweden	1	No need to change it.
9.Iceland 10.Lichtenstein 11.Luxemburg	There are no country codes for these countries.	Check system switch 04 bit 7 and set it to 1 at installation.

B. Selected country code in Hungary

The PTT approval for Hungary has been passed by using the Netherlands country code for the second dialing tone detection after "Pause" and the Pause insertion by "00" and "06" which are required by the PTT.

Temporary request at installation

When the machine is installed, please select the Netherlands country code in Hungary.

Permanent Countermeasure

The Hungary country code will be newly set up in March 2000.

Model: Stinger-C		Date: 31-Jan-00	No.: RA250014a
Subject: ROM History (Stinger-C Fax Option)		Prepared by: K. Ugaeri	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Fax Option.

- USA Model -

A2915582	File No. (A891uxxx)	Version	C.SUM	Production
E	001	7.02	6B26	1st Mass Prod.
F	002	8.04	C0CB	August Prod. '99
G	003	12.01	B53D	November Prod.'99

- European Model -

A2915584	File No. (A891exxx)	Version	C.SUM	Production
D	101	7.02	0678	1st Mass Prod.
E	102	8.04	B837	July Prod. '99
F	103	9.12	2ED1	September Prod. '99
G	-	-	-	No Production
H	104	13.04	8344	December Prod.'99

- European 2nd Language -

A2915585	File No. (A891exxx)	Version	
	201	9.12	2ED1
A	-	-	-
B	202	13.04	8344

- European 3rd Language -

A2915586	File No. (A891exxx)	Version	C.SUM
	301	9.12	2ED1
A	-	-	-
B	302	13.04	8344

- Asia Version -

A2915587	File No. (A891axxx)	Version	C.SUM	Production
	001	8.04	F101	1st Mass Prod.
A	002	13.03	8FE7	December Prod.99
B	003	13.05	BBE9	January Prod.2000

Model: Stinger-C	Date: 31-Jan-00	No.: RA250014a
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Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN																	
PC Fax Expander is not recognized (only for the Asia version)	—	—	—	—	B																	
Corresponding to FCC68	G	H	B	B	A																	
When the received CSI contains only spaces, it is ignored by this version of the firmware.	G	H	B	B	A																	
Quick Dial does not work when the country code is set to France. If this problem occurs with old firmware, please change communication switch 06 - bit4 from 1 to 0.	—	H	B	B	—																	
The German wording is wrong. 1.G3 Auto Sel. -> G3 Autom.Wahl 2.Etikett einf•gen:progr.Wert -> Anw.-einf•gen:progr.Name 3.Etik.einf.:AUS -> Name einf.:AUS 4.Anw.-Progr. Hauptmen -> Anw.-Progr.Hauptmen•	—	H	B	B	—																	
For the CTR21 PTT approval, system switch 04 bit7 is changed from 0 to 1 for the UK, France, Belgium, and Norway country codes (the line type cannot be changed by the user).	—	F	—	—	—																	
In order to ensure that the NSF/DIS signals (from the machine that is to receive the fax message) will be successfully received by the sender, the transmission duration of these signals can now be extended as follows: <table border="1"><tr><th colspan="2">SW15</th><th rowspan="2">Setting</th></tr><tr><th>2</th><th>3</th></tr><tr><td>1</td><td>0</td><td>40 sec.</td></tr><tr><td>0</td><td>1</td><td>50 sec.</td></tr><tr><td>1</td><td>1</td><td>60 sec.</td></tr><tr><td>0</td><td>0</td><td>32 sec.</td></tr></table>	SW15		Setting	2	3	1	0	40 sec.	0	1	50 sec.	1	1	60 sec.	0	0	32 sec.	F	E	—	—	—
SW15		Setting																				
2	3																					
1	0	40 sec.																				
0	1	50 sec.																				
1	1	60 sec.																				
0	0	32 sec.																				
V29 TCF Receiving problem with EP tone for Echo suppresser	F	E	—	—	—																	
Jam with 230 mm length originals (Set the original size to Non-Standard size.)	F	E	—	—	—																	
The Fax Error LED is not turned off during substitute reception and when it is going into or going out of the pre-heat mode	F	E	—	—	—																	

Model: Stinger-C	Date: 31-Jan-00	No.: RA250014a
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A2915582	A891-01
E	H0290600008~
F	H2090800001~
G	H2091100001~

A2915584	A891-02
D	H2090600008~
E	H2090700025~
F	H2090900486~
G	No production
H	TBA

A2915585	A891-02
	H2090900486~
A	No production
B	TBA

A2915586	A891-02
	H2090900486~
A	No production
B	TBA

A2915587	A891-03
	H2090601551~
A	TBA
B	TBA

Reissued: 03-Feb-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C Fax Option)		Prepared by: K. Ugaeri	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Fax Option

- USA Model -

A2915582	File No. (A891uxxx)	Version	C.SUM	Production
E	001	7.02	6B26	1st Mass Prod.
F	002	8.04	C0CB	August Prod. '99
G	003	12.01	B53D	November Prod.'99

- European Model -

A2915584	File No. (A891exxx)	Version	C.SUM	Production
D	101	7.02	0678	1st Mass Prod.
E	102	8.04	B837	July Prod. '99
F	103	9.12	2ED1	September Prod. '99
H	104	13.04	8344	December Prod.'99
J	105	16.01	3B54	February Prod. 2000

- European 2nd Language -

A2915585	File No. (A891exxx)	Version	
	201	9.12	2ED1
B	202	13.04	8344
C	203	16.01	66AD

- European 3rd Language -

A2915586	File No. (A891exxx)	Version	C.SUM
	301	9.12	2ED1
B	302	13.04	8344
C	303	16.01	BB12

Reissued: 03-Feb-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014b
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- Asia Version -

A2915587	File No. (A891axxx)	Version	C.SUM	Production
	001	8.04	F101	1st Mass Prod.
A	002	13.03	8FE7	December Prod.'99
B	003	13.05	BBE9	January Prod.2000

Symptom Corrected (for previous symptoms, see earlier bulletins)	USA	EU	EU2	EU3	Asia/ TWN																								
<i>A ghost image may appear on the left side of the page in JBIG direct transmission mode during dual operation. (The page width data is occasionally not received before making the page.)</i>	-	<i>J</i>	<i>B</i>	<i>B</i>	-																								
<i>For CTR21 approval, the unique dialing requirements (communication sw 06) are not used and their defaults were changed from “Enabled” to “Disabled”. Also, the G4 country code for France has been changed from 00 to 02 (UK).</i>	-	<i>J</i>	<i>B</i>	<i>B</i>	-																								
<table><tr><td><i>Country Code</i></td><td><i>Comm SW06</i></td><td><i>G3 SW0B</i></td><td><i>G4i SW00</i></td></tr><tr><td><i>Germany</i></td><td><i>bit 0 :0</i></td><td><i>bit 2 :0</i></td><td><i>-</i></td></tr><tr><td><i>Austria</i></td><td><i>bit 1 :0</i></td><td><i>-</i></td><td><i>-</i></td></tr><tr><td><i>Denmark</i></td><td><i>bit 3 :0</i></td><td><i>-</i></td><td><i>-</i></td></tr><tr><td><i>France</i></td><td><i>-</i></td><td><i>bit 5 :0</i></td><td><i>00000010</i></td></tr><tr><td><i>Switzerland</i></td><td><i>bit 5 :0</i></td><td><i>-</i></td><td><i>-</i></td></tr></table>						<i>Country Code</i>	<i>Comm SW06</i>	<i>G3 SW0B</i>	<i>G4i SW00</i>	<i>Germany</i>	<i>bit 0 :0</i>	<i>bit 2 :0</i>	<i>-</i>	<i>Austria</i>	<i>bit 1 :0</i>	<i>-</i>	<i>-</i>	<i>Denmark</i>	<i>bit 3 :0</i>	<i>-</i>	<i>-</i>	<i>France</i>	<i>-</i>	<i>bit 5 :0</i>	<i>00000010</i>	<i>Switzerland</i>	<i>bit 5 :0</i>	<i>-</i>	<i>-</i>
<i>Country Code</i>	<i>Comm SW06</i>	<i>G3 SW0B</i>	<i>G4i SW00</i>																										
<i>Germany</i>	<i>bit 0 :0</i>	<i>bit 2 :0</i>	<i>-</i>																										
<i>Austria</i>	<i>bit 1 :0</i>	<i>-</i>	<i>-</i>																										
<i>Denmark</i>	<i>bit 3 :0</i>	<i>-</i>	<i>-</i>																										
<i>France</i>	<i>-</i>	<i>bit 5 :0</i>	<i>00000010</i>																										
<i>Switzerland</i>	<i>bit 5 :0</i>	<i>-</i>	<i>-</i>																										

Reissued: 03-Feb-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014b
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A2915582	A891-01
E	H0290600008~
F	H2090800001~
G	H2091100001~

A2915584	A891-02
D	H2090600008~
E	H2090700025~
F	H2090900486~
G	No production
H	TBA
J	TBA

A2915585	A891-02
	H2090900486~
A	No production
B	TBA
C	TBA

A2915586	A891-02
	H2090900486~
A	No production
B	TBA
C	TBA

A2915587	A891-03
	H2090601551~
A	TBA
B	TBA

Model: Stinger-C1		Date: 15-Feb-00	No.: RA250018
Subject: ROM History (Stinger-C1 Copy Version)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Firmware history for the Stinger-C1.

- USA Model -

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99

- European Model -

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99
L	108	2.28	CB8A	December Prod. '99

- European 2nd Language -

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E
D	205	2.28	AD9A

- European 3rd Language -

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736
D	305	2.28	77A7

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018
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- Asia/Taiwan Version -

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99
D	005	2.30	F31D	February Prod. '00

Symptoms Corrected (for this RTB only – for older symptoms see previous RTBs)	USA	EU	EU2	EU3	Asia/ TWN
Taiwanese can now be selected as the display language.	–	–	–	–	D
The machine is now able to detect 8K and 16K sized originals. As a result, these sizes can be used for Auto Paper Select and Auto Enlarge/Reduce.	–	–	–	–	D

A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	H1791000182~	H1791100251~	L0479110001~

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	H1791100426~	3V11190001~	H1791100729~	L0479110421~
L	H1791200646~	3V11290001~	H1791201059~	L0479120211~

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	-	H1791101763~
D	TBA	TBA

Model: Stinger-C1		Date: 15-Feb-00	No.: RA250019
Subject: Service Manual Correction		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Page 3-15

Please delete the following caution box:

<p>⚠ CAUTION</p> <p>Before installing this option, do the following:</p> <ol style="list-style-type: none"> 1. If there is a fax unit in the machine, print out all messages stored in the memory, the lists of user-programmed items, and the system parameter list. 2. If there is a printer option in the machine, print out all data in the printer buffer. 3. Turn off the main switch and disconnect the power cord, the telephone line, and the network cable.
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Page 3-31

Please add the following caution box:

<p>⚠ CAUTION</p> <p>Before installing this option, do the following:</p> <ol style="list-style-type: none"> 1. If there is a fax unit in the machine, print out all messages stored in the memory, the lists of user-programmed items, and the system parameter list. 2. If there is a printer option in the machine, print out all data in the printer buffer. 3. Turn off the main switch and disconnect the power cord, the telephone line, and the network cable.
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Model: Stinger-C1	Date: 15-Feb-00	No.: RA250019
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Page 4-8/9/10/11

The settings of the following SP modes should be corrected.

SP1-908-8 and SP1-908-17

OLD	NEW
0: None (Not used) 1: HLT 2: A4 3: LT 4: DLT 5: A3	0: None (Not used) 1: HLT/A5 2: A4T 3: LG, LTT 4: DLT, LT 5: A3, A4

Note: The "T" after A4 and LT refer to lengthwise feeding direction.

SP1-908-9 and SP1-908-18

OLD	NEW
0: None (Not used) 1: HLT 2: A4 3: LT 4: DLT 5: A3	0: None (Not used) 1: HLT/A5 2: A4T 3: LG, LTT 4: DLT, LT 5: A3, A4

Note: The "T" after A4 and LT refer to lengthwise feeding direction.

Model: Stinger-C1

Date: 15-Feb-00

No.: RA250019

Page 4-27

Please correct your service manuals as follows:

OLD

5-401*	1	User Code Mode (Copier)	Selects whether the user code feature is enabled in copy mode or not.	0: No 1: Yes
			<i>If this value is changed, the user tool setting is also changed.</i>	
	2	User Code Mode (Fax)	Selects whether the user code feature is enabled in fax mode or not.	0: No 1: Yes
			<i>If this value is changed, the user tool setting is also changed.</i>	
	3	User Code Mode (Printer)	Selects whether the user code feature is enabled in printer mode or not.	0: No 1: Yes
			<i>If this value is changed, the user tool setting is also changed.</i>	

NEW

5-401*	1	User Code Mode (Copier)	Selects whether the user code feature is enabled in copy mode or not.	0: No 1: Yes
			<i>If this value is changed, the user tool setting is also changed.</i>	
	2	User Code Mode (Fax)	This SP is for Japan only. Do not change the value.	
	3	User Code Mode (Printer)	This SP is for Japan only. Do not change the value.	

Printer controller, Page 6-2

Please correct your service manuals as follows:

OLD

Code	Description	Required Action
3002	A damaged cluster was found on the HDD.	The damaged cluster is automatically marked as "bad". If this error is frequent, format the HDD.

NEW

Code	Description	Required Action
3003 or 3004	A damaged cluster was found on the HDD.	The damaged cluster is automatically marked as "bad". If this error is frequent, format the HDD.

Reissued: 14-Mar-00

Model: Stinger-C	Date: 15-Jan-00	No.: RA250016a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option

- Lanier -

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
<i>B</i>	<i>003</i>	<i>1.3.4</i>	<i>7791</i>	<i>March Prod. '00</i>

- Other Models -

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
<i>E</i>	<i>005</i>	<i>1.3.4</i>	<i>36DE</i>	<i>March Prod. '00</i>

Reissued: 14-Mar-00

Model: Stinger-C	Date: 15-Jan-00	No.: RA250016a
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Symptom Corrected (new ones only – for older ones, see RTB 16)	Lanier	Other
Even when the PjL command is released instructing the machine to exit the paper to tray 2 (1-bin tray), the paper is not output to this tray.	B	E
With Overlay printing, the text outside the fixed overlay pattern is printed out as PCL commands (specifically, the ESC sequence).	B	E

Reissued: 14-Mar-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250018a
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RTB Correction

The items in bold italics have been corrected or added.

Subject:		Prepared by:	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information

Firmware history for the Stinger-C1
USA Model

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99

European Model

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99
L	108	2.28	CB8A	December Prod. '99

European 2nd Language

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E
D	205	2.28	AD9A

European 3rd Language

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736
D	305	2.28	77A7

Reissued: 14-Mar-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250018a
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Asia/Taiwan Version

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99
D	005	2.30	F31D	February Prod. '00

Chinese Version

A2505535	File No. (A250cxxx)	Version	C.SUM	Production
A	001	2.32	7635	1st Mass Prod.

Symptom Corrected (new symptoms only – for older ones, see previous RTBs)	USA	EU	EU2	EU3	Asia/ TWN	CHN
Start of Chinese model production.	–	–	–	–	–	A

Reissued: 14-Mar-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250018a
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A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	H1791000182~	H1791100251~	L0479110001~

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	H1791100426~	3V11190001~	H1791100729~	L0479110421~
L	H1791200646~	3V11290001~	H1791201059~	L0479120211~

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	-	H1791101763~
D	TBA	TBA

A2505534	A250-69
A	TBA

Reissued: 11-Apr-00

Model: Stinger-C1	Date: 11-Apr-00	No.: RA250016b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option

- Lanier Model -

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00

- Other Models -

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00

Reissued: 11-Apr-00

Model: Stinger-C1	Date: 11-Apr-00	No.: RA250016b
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Symptom Corrected (new ones only – for older ones, see previous RTBs)	Lanier	Other
<i>Error message not displayed when an error occurred during collate mode printing.</i>	<i>C</i>	<i>F</i>
<i>This new revision disabled the NIB Read/Write function.</i>	<i>C</i>	<i>F</i>
<i>Corrected from bulletin 16a: The paper is not fed from tray 2, even when the PJL command is released instructing the machine to do so.</i>	<i>B</i>	<i>E</i>

Model: Stinger-C1		Date: 11-Apr-00	No.: RA250020
Subject: Paper curling		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

The paper path for the Stinger-C is relatively steep, compared to previous models. This is particularly true at the entrance and exit areas of the fusing unit.

If paper curling occurs, please use the following notes for your reference.

SYMPTOM

The paper tends to curl when fed out from the machine.

CAUSE

The curling tends to occur when the following paper is used:

1. Paper that has absorbed moisture from the surrounding environment.
2. Paper with the main fiber direction perpendicular to the feed direction.
3. Thick paper

SOLUTION

1. Turn the paper upside down in the tray.
2. Change the orientation of the paper in the tray.
3. Use paper from a freshly opened pack.
4. Feed the paper so that the main fiber direction is parallel to the feed direction. This can be done by changing the orientation of the paper or by using paper with the appropriate fiber direction.

Reissued: 18-Apr-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250018b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C1 Copy Version)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C1
USA Model

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99
<i>K</i>	<i>007</i>	<i>2.33</i>	<i>C8A1</i>	<i>May Prod. '00</i>

European Model

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99
L	108	2.28	CB8A	December Prod. '99
<i>M</i>	<i>109</i>	<i>2.33</i>	<i>A808</i>	<i>May Prod. '00</i>

European 2nd Language

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E
D	205	2.28	AD9A
<i>E</i>	<i>206</i>	<i>2.33</i>	<i>36E8</i>

Reissued: 18-Apr-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250018b
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European 3rd Language

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736
D	305	2.28	77A7
E	306	2.33	7BF7

Asia/Taiwan Version

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99
D	005	2.30	F31D	February Prod. '00
E	006	2.33	283E	May Prod. '00

Chinese Version

A2505535	File No. (A250cxxx)	Version	C.SUM	Production
A	001	2.32	7635	1st Mass Prod.
B	002	2.33	7E99	May Prod. '00

Symptom Corrected (new symptoms only – for older ones, see previous RTBs)	USA	EU	EU2	EU3	Asia/ TWN	CHN
The detection conditions for SC546 have been changed as follows. Old detection conditions: 1. Detection during warm-up, standby and Energy Saver mode. 2. After the fusing lamp has been on for 8 seconds, the fusing temperature fails to rise 3°C or more within any of the 5-second detection intervals. New detection conditions: 1. Detection during warm-up only. 2. After the fusing lamp has been on for 8 seconds, the fusing temperature fails to rise 3°C or more within any of the 10-second detection intervals.	K	M	E	E	E	B
Previously, it was necessary to enter SP Mode to clear SC547. It is now possible to clear the code by turning the main power switch off and on.	K	M	E	E	E	B

Reissued: 18-Apr-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250018b
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A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	H1791000182~	H1791100251~	L0479110001~
K	TBA	TBA	TBA

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	H1791100426~	3V11190001~	H1791100729~	L0479110421~
L	H1791200646~	3V11290001~	H1791201059~	L0479120211~
M	TBA	TBA	TBA	TBA

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	-	H1791101763~
D	H1700202021~	H1700203361~
E	TBA	TBA

A2505535	A250-69
A	H1700302804~
B	TBA

Reissued: 01-May-00

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C1 Copy Version)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C1
USA Model

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99
K	007	2.33	C8A1	May Prod. '00
<i>L</i>	<i>008</i>	<i>2.34</i>	<i>5990</i>	<i>May Prod. '00</i>

European Model

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99
L	108	2.28	CB8A	December Prod. '99
M	109	2.33	A808	May Prod. '00
<i>N</i>	<i>110</i>	<i>2.34</i>	<i>629A</i>	<i>May Prod. '00</i>

European 2nd Language

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E
D	205	2.28	AD9A
E	206	2.33	36E8
<i>F</i>	<i>207</i>	<i>2.34</i>	<i>3860</i>

Reissued: 01-May-00

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018c
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European 3rd Language

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736
D	305	2.28	77A7
E	306	2.33	7BF7
F	307	2.34	FFC9

Asia/Taiwan Version

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99
D	005	2.30	F31D	February Prod. '00
E	006	2.33	283E	May Prod. '00
F	007	2.34	C62B	May Prod. '00

Chinese Version

A2505535	File No. (A250cxxx)	Version	C.SUM	Production
A	001	2.32	7635	1st Mass Prod.
B	002	2.33	7E99	May Prod. '00
C	003	2.34	DEB2	May Prod. '00

Reissued: 01-May-00

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018c
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Symptoms Corrected (new ones only – for older ones, see previous RTBs)	USA	EU	EU2	EU3	Asia/TWN	CHN
<p><i>There are two detection conditions for SC546.</i></p> <p><i>1. After the fusing lamp has been on for 8 seconds, the fusing temperature fails to rise 3°C or more within any of the 10-second detection intervals.</i></p> <p><i>2. The fusing temperature does not reach 74 degrees within 22 seconds of the start of main power warm-up or recovery from Energy Saver/Low Power Mode.</i></p> <p><i>The machine did not clear the timer for condition 2 when the fusing lamp was heated to 100%.</i></p>	<i>L</i>	<i>N</i>	<i>F</i>	<i>F</i>	<i>F</i>	<i>C</i>

The following one should have been reported in a previous RTB.

Symptom Corrected	USA	EU	EU2	EU3	Asia/TWN	CHN
<p><i>The following detection condition for SC546 has been added:</i></p> <p><i>The fusing temperature does not reach 74 °C within 22 seconds of the start of main power warm-up or recovery from Energy Saver/Low Power Mode.</i></p>	–	<i>F</i>	–	–		–

Reissued: 01-May-00

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018c
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A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	H1791000182~	H1791100251~	L0479110001~
K	TBA	TBA	TBA
L	TBA	TBA	TBA

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	H1791100426~	3V11190001~	H1791100729~	L0479110421~
L	H1791200646~	3V11290001~	H1791201059~	L0479120211~
M	TBA	TBA	TBA	TBA
N	TBA	TBA	TBA	TBA

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	-	H1791101763~
D	H1700202021~	H1700203361~
E	TBA	TBA
F	TBA	TBA

A2505535	A250-69
A	H1700302804~
B	TBA
C	TBA

Model: Stinger-C1 (Fax Option)		Date: 08-May-00	No.: RA250021
Subject: CTR21 Requirements		Prepared by: M.Mano	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

For European models, the following parameters should not be changed from their default settings in the field.

REASON: The default values for these parameters have been approved by CTR21 and/or EG201121. Therefore, a change in any one of these values would constitute a violation of these requirements.

Bit Switches

Parameters	Descriptions
Communication switch 10	Memory transmission: Maximum number of dialing attempts to the same destination.
Communication switch 12	Memory transmission: Interval between dialing attempts to the same destination.

Model: Stinger-C1 (Fax Option)

Date: 08-May-00

No.: RA250021

RAM Addresses

Parameters	Descriptions
RAM Address: 680404	PSTN dial tone frequency upper limit (high byte)
RAM Address: 680405	PSTN dial tone frequency upper limit (low byte)
RAM Address: 680406	PSTN dial tone frequency lower limit (high byte)
RAM Address: 680407	PSTN dial tone frequency lower limit (low byte)
RAM Address: 680408	PSTN dial tone detection time
RAM Address: 680409	PSTN dial tone reset time (LOW)
RAM Address: 68040A	PSTN dial tone reset time (HIGH)
RAM Address: 68040B	PSTN dial tone continuous tone time
RAM Address: 68040C	PSTN dial tone permissible drop time
RAM Address: 68040D	PSTN wait interval (LOW)
RAM Address: 68040E	PSTN wait interval (HIGH)
RAM Address: 68044A	Time between opening or closing the DO relay and opening the OHDI relay
RAM Address: 68044B	Break time for pulse dialing
RAM Address: 68044C	Make time for pulse dialing
RAM Address: 68044D	Time between final OHDI relay closure and DO relay opening or closing
RAM Address: 68044E	Minimum pause between dialed digits (pulse dial mode)
RAM Address: 68044F	Time waited when a pause is entered at the operation panel
RAM Address: 680450	DTMF tone on time
RAM Address: 680451	DTMF tone off time
RAM Address: 680452	Tone attenuation level of DTMF signals while dialing
RAM Address: 680453	Tone attenuation value difference between high frequency tone and low frequency tone in DTMF signals
RAM Address: 680472	Acceptable ringing signal frequency: range1, upper limit
RAM Address: 680473	Acceptable ringing signal frequency: range1, lower limit
RAM Address: 680474	Acceptable ringing signal frequency: range2, upper limit
RAM Address: 680475	Acceptable ringing signal frequency: range2, lower limit
RAM Address: 680476	Number of rings until a call is detected
RAM Address: 680477	Minimum required length of the first ring
RAM Address: 680478	Minimum required length of the second and subsequent rings
RAM Address: 680479	Ringing signal detection reset time (LOW)
RAM Address: 68047A	Ringing signal detection reset time (HIGH)
RAM Address: 6804B4	PSTN: Tx level from the modem
RAM Address: 6804DA	T.30 T1 timer

Model: Stinger-C1 Printer Option		Date: 29-Mar-00	No.: RA250022
Subject: Hard Disk Compatibility		Prepared by: K. Misugi	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

This RTB informs possible compatibility problems with the Printer Hard Disk Type 185 (model code: G690-06).

This hard disk unit can be used in the following models.

- Stinger-C (Stinger-C1L) printer option
- Russian-C printer option
- Russian-P

Background

The production of the current 1.6 GB hard disk unit will be discontinued in March '00, and the new 6.0 GB hard disk will be used from April.

When the new 6.0 GB hard disk unit is installed in the machine with a previous version of the controller software, an error may occur.

Please note that the controller firmware has been modified from January '00 production (for all above models) so the machines are compatible with both the old 1.6 GB and the new 6.0 GB hard disk unit.

Compatibility Table

	Old 1.6 GB HDD (G690-06)	New 6.0 GB HDD (G690-07)
Previous controller firmware	Compatible	Error may occur
Version 1.2.9 or later (modified from January '00 production)	Compatible	Compatible

Symptom

The machine may not be able to detect the HDD at the power-on self-diagnostic test.

For Stinger-C/Russian-P with printer option: SC2001 3003 (HDD error) is displayed

For Russian-P: Error 5 (HDD error) is displayed

Solution

Turn the main switch off and on.

If the problem persists, try turning off and on again.

Model: Stinger-C1 Printer Option	Date: 29-Mar-00	No.: RA250022
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Once the machine detects the HDD properly (no error message is displayed), there are no problems with the performance of the machine.

For a permanent solution, please upgrade the controller software with version 1.2.9 or later.

Model: Stinger-C1 (Printer Option)		Date: 12-May-00	No.: RA250023
Subject: NIB NVRAM Backup and Restore		Prepared by: K. Miura	
From: Technical Service Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

This RTB informs of possible problems when using the NIB NVRAM backup and restore function.

Symptom

The machine may not start up after the NIB NVRAM backup procedure (Service Tool: NIB read/write). This problem may occur after the NIB NVRAM data is backed up to the controller (data copy direction: "NIB -> CTL").

This is because the NVRAM is not big enough to store all the NIB data.

Note: The NIB NVRAM backup and restore procedure is required only when replacing a NIB.

Solution

Do not use the NIB NVRAM backup (and restore) procedure.

If the machine does not start up after performing this function, you must download the controller firmware using the error recovery firmware update procedure.

(This procedure will force the controller to boot from the IC card. Please refer to section 4.5.3 of the printer option service manual for the detailed procedure.)

The controller firmware will be modified so this function will no longer be valid. It will not be shown in the Service Tool menu.

The firmware is modified from the April '00 production (version 1.3.6).

Currently there is no way to enable this function because the current NVRAM on the controller board is not big enough to store all the NIB NVRAM data.

After replacing a NIB, please input the data manually.

Reissued: 18-Jul-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C Fax Option)		Prepared by: K. Ugaeri	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Fax Option

- USA Model -

A2915582	File No. (A891uxxx)	Version	C.SUM	Production
E	001	7.02	6B26	1st Mass Prod.
F	002	8.04	C0CB	August Prod. '99
G	003	12.01	B53D	November Prod.'99

- European Model -

A2915584	File No. (A891exxx)	Version	C.SUM	Production
D	101	7.02	0678	1st Mass Prod.
E	102	8.04	B837	July Prod. '99
F	103	9.12	2ED1	September Prod. '99
H	104	13.04	8344	December Prod.'99
J	105	16.01	3B54	February Prod. 2000
<i>K</i>	<i>106</i>	<i>18.00</i>	<i>A593</i>	<i>April Prod. 2000</i>

- European 2nd Language -

A2915585	File No. (A891exxx)	Version	
	201	9.12	2ED1
B	202	13.04	8344
C	203	16.01	66AD
<i>D</i>	<i>204</i>	<i>18.00</i>	<i>5521</i>

- For European 3rd Language -

A2915586	File No. (A891exxx)	Version	C.SUM
	301	9.12	2ED1
B	302	13.04	8344
C	303	16.01	BB12
<i>D</i>	<i>304</i>	<i>18.00</i>	<i>A94D</i>

Reissued: 18-Jul-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014c
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- Asia Version -

A2915587	File No. (A891axxx)	Version	C.SUM	Production
	001	8.04	F101	1st Mass Prod.
A	002	13.03	8FE7	December Prod.'99
B	003	13.05	BBE9	January Prod.2000
C	004	17.02	4O91	March Prod.2000
D	005	18.00	7F20	April Prod. 2000



Symptoms Corrected (for earlier symptoms, see previous bulletins)	USA	EU	EU2	EU3	Asia/ TWN
Auto-Reduction Off/JBIG compression: When sending an original wider than the maximum paper width of the receiving machine, the machine cuts the image to the smaller size but sends the left-most area of the image instead of the central area. The symptom occurs only when the following software is used: European model: A2915584J (ver. 16.01) European 2nd language: A2915585C (ver. 16.01) European 3rd language: A2915586C (ver. 16.01) Asian model: A2915587C (ver. 17.02)	-	K	D	D	D
Even though the following bit switch settings should disable the File Retention function, the machine retains files for 24 hours: User Parameter switch 24 (swusr_18): (bit1, bit0) = (1, 0)	-	K	D	D	D
When bit 4 of Commination switch 07 is 1 (Fallback from G4 to G3 when G4 communication fails on the ISDN B-channel is enabled) and a G4 communication error occurs on the ISDN B-channel (ADF mode), the machine falls back to G3 and resumes transmission from the second page. This is because the first page has already fed out from the ADF.	-	K	D	D	C
The PTT approval for Hungary has been passed. The following country code will be added for Hungary: 22H (34)	-	K	D	D	-
The following Chinese characters have been corrected for the KANTAI display language: 前頁 > 上一頁 次頁 > 下一頁	-	-	-	-	C

Reissued: 18-Jul-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014c
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A2915582	A891-01
E	H0290600008~
F	H2090800001~
G	H2091100001~

A2915584	A891-02
D	H2090600008~
E	H2090700025~
F	H2090900486~
G	No production
H	H2091200536~
J	H2000200373~
K	H2000400813~

A2915587	A891-03	A891-19	A891-69
	H2090601551~	-	-
A	H2091200801~	-	-
B	H2000200807~	H2000200830~	H2000300813~
C	H2000300720~	H2000300763~	H2000300813~
D	H2000401403~	H2000401441~	H2000401483~

Reissued: 11-Oct-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C Fax Option)		Prepared by: K. Ugaeri	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Fax Option
USA Model

A2915582	File No. (A891uxxx)	Version	C.SUM	Production
E	001	7.02	6B26	1st Mass Prod.
F	002	8.04	C0CB	August Prod. '99
G	003	12.01	B53D	November Prod.'99
<i>H</i>	<i>004</i>	<i>21.00</i>	<i>865B</i>	<i>August Prod.'00</i>

European Model

A2915584	File No. (A891exxx)	Version	C.SUM	Production
D	101	7.02	0678	1st Mass Prod.
E	102	8.04	B837	July Prod. '99
F	103	9.12	2ED1	September Prod. '99
H	104	13.04	8344	December Prod.'99
J	105	16.01	3B54	February Prod. 2000
K	106	18.00	A593	April Prod. 2000
<i>L</i>	<i>107</i>	<i>22.00</i>	<i>54EA</i>	<i>August Prod.'00</i>

European 2nd Language

A2915585	File No. (A891exxx)	Version	
	201	9.12	2ED1
B	202	13.04	8344
C	203	16.01	66AD
D	204	18.00	5521
<i>E</i>	<i>205</i>	<i>22.00</i>	<i>A849</i>

European 3rd Language

A2915586	File No. (A891exxx)	Version	C.SUM
	301	9.12	2ED1
B	302	13.04	8344
C	303	16.01	BB12
D	304	18.00	A94D
<i>E</i>	<i>305</i>	<i>22.00</i>	<i>45AE</i>

Reissued: 11-Oct-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014d
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Asia Version

A2915587	File No. (A891axxx)	Version	C.SUM	Production
	001	8.04	F101	1st Mass Prod.
A	002	13.03	8FE7	December Prod.'99
B	003	13.05	BBE9	January Prod.2000
C	004	17.02	4O91	March Prod.2000
D	005	18.00	7F20	April Prod. 2000

Symptom Corrected (for older symptoms, see previous bulletins)	USA	EU	EU2	EU3	Asia/ TWN
<i>The machine displays the clock for 12:xx as 0:xx</i>	<i>H</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>When a value over 20H is input for the incoming signal detection level (RAM address 6804BD), the minimum signal strength decreases.</i> <i>The maximum value for this address in 1FH.</i>	<i>H</i>	<i>L</i>	<i>E</i>	<i>E</i>	<i>-</i>
Auto-Reduction Off/JBIG compression: When sending an original wider than the maximum paper width of the receiving machine, the machine cuts the image to the smaller size but sends the left-most area of the image instead of the central area. The symptom occurs only when the following software is used: <i>USA model: A2915582H(Ver. 21.00)</i> <i>European model: A2915584K (ver. 18.00)</i> <i>European 2nd language: A2915585D (ver. 18.00)</i> <i>European 3rd language: A2915586D (ver. 18.00)</i> <i>Asian model: A2915587D (ver. 18.00)</i>	<i>H</i>	<i>K</i>	<i>D</i>	<i>D</i>	<i>D</i>
Even though the following bit switch settings should disable the File Retention function, the machine retains files for 24 hours: User Parameter switch 24 (swusr_18): (bit 1, bit 0) = (1, 0)	<i>H</i>	<i>K</i>	<i>D</i>	<i>D</i>	<i>D</i>

Reissued: 11-Oct-00

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014d
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A2915582	A891-01
E	H0290600008~
F	H2090800001~
G	H2091100001~
H	TBA

A2915584	A891-02
D	H2090600008~
E	H2090700025~
F	H2090900486~
G	No production
H	H2091200536~
J	H2000200373~
K	H2000400813~
L	TBA

A2915587	A891-03	A891-19	A891-69
	H2090601551~	-	-
A	H2091200801~	-	-
B	H2000200807~	H2000200830~	H2000300813~
C	H2000300720~	H2000300763~	H2000300813~
D	H2000401403~	H2000401441~	H2000401483~

Model: Stinger-C1		Date: 05-Oct-00	No.: RA250024
Subject: Development Bias (SP2-201)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Service remarks)		

The cause of the dirty background is a dirty charge roller surface. When the charge roller surface becomes dirty, the resistance increases. This in turn causes dirty background to appear on the copies.

At this time, there is no solution for this symptom. Also, please note that if the development bias (SP2-201) is changed to its upper value, dirty background has a greater tendency to occur. Therefore, please be sure not to change the value of development bias from its default setting of -400V.

Model: Stinger-C1		Date: 12-Oct-00	No.: RA250025
Subject: Fusing jam due to insufficient stripper pawl pressure (G0294143)			Prepared by: K. Miura
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

Paper passes underneath the stripper pawl and gets caught around the hot roller, causing a paper jam.

CAUSE

Insufficient tension of the pawl spring (G0294143).

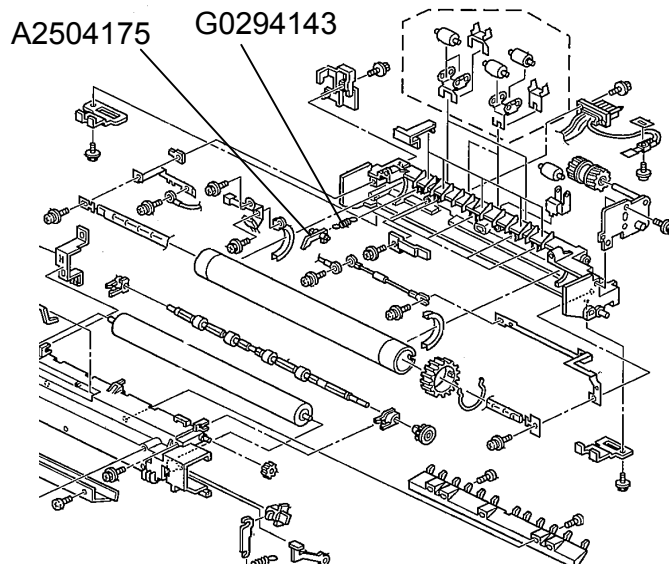
SOLUTION

The spring tension was increased, and the spring P/N was changed from G0294143 -> A2504143.

If any occurrences are reported from the field, please replace the old spring with the new A2504143 spring. However if the tip of the pawl (A2504175) appears to have deformed, please replace the pawl itself along with the spring. For information on the cut-in serial numbers for this modification, refer to MB MA250020.

Note: When replacing the pawl spring, it is necessary to remove the fixing screws for the hot roller frame and pressure roller frame. When re-tightening these screws, please make sure that the screws do not strip the threading inside the screw holes. This can lead to the screws coming loose.

If any of the screws should happen to come loose because of stripped threading, please replace the screw with **04503014B only**. Please refer to RTB RA250011a and MB MA250023a for details.



Reissued: 25-Oct-00

Model: Stinger-C1	Date: 31-Dec-99	No.: RA250015b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C PostScript Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C PostScript Option

Lanier Model

B3085283	File No. (B308Lxxx)	Version	Production
A	001	1.2.0	1st Mass Prod.

Others

B3085280	File No. (B308xxxx)	Version	Production
A	001	1.0.0	1st Mass Prod.
B	002	1.2.0	October Prod. '99
C	003	1.2.1	October Prod. '99
D	004	1.2.2	January Prod. '00
<i>E</i>	<i>005</i>	<i>1.2.4</i>	<i>November Prod. '00</i>

Reissued: 25-Oct-00

Model: Stinger-C1	Date: 31-Dec-99	No.: RA250015b
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Symptom Corrected	Lanier	Other								
<i>The print speed slows down during continuous printing of a 1-page job.</i> <i>** To activate this correction, it is necessary to set Bit SW3, bit 2 to <u>1</u> (0=Disabled, 1=Enabled) and SET BIT SW3, bit 4 to <u>1</u> (DAZEL support function disabled). The correction will not be effective if both of these switches are enabled.</i>	—	<i>E</i>								
<i>Firmware modified so that the controller can connect to and be used with the DAZEL System. However, the Russian-C is not yet officially certified by DAZEL Corp.</i> <i>When you enable this function, it is necessary to do the following:</i> <i>-Upgrade the NIB firmware to version 4.0.6 or later and the PS3 firmware to version 1.2.4 or later.</i> <i>-Set the NIC to bi-directional-mode (refer to the NIC manual).</i> <i>-Do not set Bit SW3, bit 2 to 1 (as explained above, these two SW should not be simultaneously enabled).</i> <i>To deactivate the DAZEL support function, set Bit SW3, bit 4 to <u>1</u> (0=Enabled, 1=Disabled).</i>	—	<i>E</i>								
The product names of the Stinger-C Postscript drivers for NRG, Savin and Infotec should be corrected as follows: <table><tr><td>Incorrect:</td><td>Correct:</td></tr><tr><td>NRG D415s/2815s/3215s PS3</td><td>NRG D415s/2815S/3215 PS3</td></tr><tr><td>SAVIN 9915DP PS3</td><td>SAVIN 2015DP PS3</td></tr><tr><td>infotec PS3</td><td>infotec 4150 MF PS3</td></tr></table>	Incorrect:	Correct:	NRG D415s/2815s/3215s PS3	NRG D415s/2815S/3215 PS3	SAVIN 9915DP PS3	SAVIN 2015DP PS3	infotec PS3	infotec 4150 MF PS3	—	D
Incorrect:	Correct:									
NRG D415s/2815s/3215s PS3	NRG D415s/2815S/3215 PS3									
SAVIN 9915DP PS3	SAVIN 2015DP PS3									
infotec PS3	infotec 4150 MF PS3									
The PostScript Option firmware has been modified so that it can also be used with the Stinger-C1L.	—	C								
The PostScript Option firmware has been modified so that it can also be used with the Russian-C.	A	B								
The printer controller can now detect whether it is installed in a Stinger-C1 or Stinger-C1L.		A								

Reissued: 23-Aug-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016c
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option.

- For Lanier -

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00

- For Other Models -

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00

Reissued: 23-Aug-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016c
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Symptom Corrected (for older corrections, see previous RTBs)	Lanier	Other
<i>The printed area was shifted slightly when "Unit of Measure" was defined using the macro command.</i>	—	G
<i>The right edge of the printable area for a raster image may not print.</i>	—	G
<i>The characters for the Error Log of the Configuration Page criss-crossed each other in Italian and Spanish.</i>	—	G
<i>The title of "Printer Name (NetWare)" on the Configuration Page was changed to "Printer Name".</i>	—	G

Reissued: 25-Oct-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016d
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option
Lanier

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00

Others

B3055280	File No. (B3050xxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00
<i>H</i>	<i>008</i>	<i>1.4.4</i>	<i>3BA1</i>	<i>November Prod. '00</i>

Reissued: 25-Oct-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016d
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Symptom Corrected (recent ones only – for older ones, please see earlier bulletins)	Lanier	Other
<i>Part of the image is missing for the first two pages when printing out with the Unico2000 CAD application.</i>	–	<i>H</i>
<i>When printing out with the Microsoft Mini Driver for Windows NT Terminal Server, the image created is sometimes out of specification.</i>	–	<i>H</i>
<i>When printing out a file made with certain CAD applications for DOS without using a printer driver, thick lines on the original image appear thin on the output. ** To activate this correction, it is necessary to set Bit SW3, bit 3 to <u>1</u> (0=Disabled, 1=Enabled).</i>	–	<i>H</i>
<i>Firmware modified to meet the functional specifications of the Tray Priority function.</i>	–	<i>H</i>
<i>The print speed slows down during continuous printing of a 1-page job. ** To activate this correction, it is necessary to set Bit SW3, bit 2 to <u>1</u> (0=Disabled, 1=Enabled) and SET BIT SW3, bit 4 to <u>1</u> (DAZEL support function disabled). The correction will not be effective if both of these switches are enabled.</i>	–	<i>H</i>
<i>Firmware modified so that the controller can connect to and be used with the DAZEL System. However, the Russian-C is not yet officially certified by DAZEL Corp. When you enable this function, it is necessary to do the following: -Upgrade the NIB firmware to version 4.0.6 or later and the PS3 firmware to version 1.2.4 or later. -Set the NIC to bi-directional-mode (refer to the NIC manual). -Do not set Bit SW3, bit 2 to 1 (as explained above, these two switches should not be simultaneously enabled). To deactivate the DAZEL support function, set Bit SW3, bit 4 to <u>1</u> (0=Enabled, 1=Disabled).</i>	–	<i>H</i>

Model: Stinger-C1		Date: 19-Oct-00	No.: RA250026
Subject: Dog ears on copy paper / jams		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

SYMPTOM

Dog ears and/or paper jams occur, especially when using copy paper with one side already printed (i.e. reused paper).

CAUSE

If paper is used that is already curled to begin with, the leading edge will run into the paper feed guide (A2502725) after the paper is fed by the feed rollers. This can cause dog ears and/or a paper jam to occur. See illustration A.

SOLUTION

A strip of mylar (A2502831) is added to the paper feed tray, as shown in illustration C. This will ensure that the leading edge will not run into the guide and the paper will be properly fed, even if the paper is curled to begin with. See illustration B.

The procedure for attaching the mylar in the field is as follows. Please refer to illustration C.

1. Clean the attachment surface with alcohol.
2. Peel off the double-sided tape of the mylar.
3. Line up the mylar with surface [A]. Make sure that the cut corner [B] is facing down.
4. Line up the folded line [C] of the mylar with the folded edge [D] of the tray.
5. Attach the strip of mylar to both surfaces by pressing down firmly on the double-sided tape area.

We will issue an MB as soon as we have confirmed the machine cut-in serial numbers.

Model: Stinger-C1

Date: 19-Oct-00

No.: RA250026

Illustration A

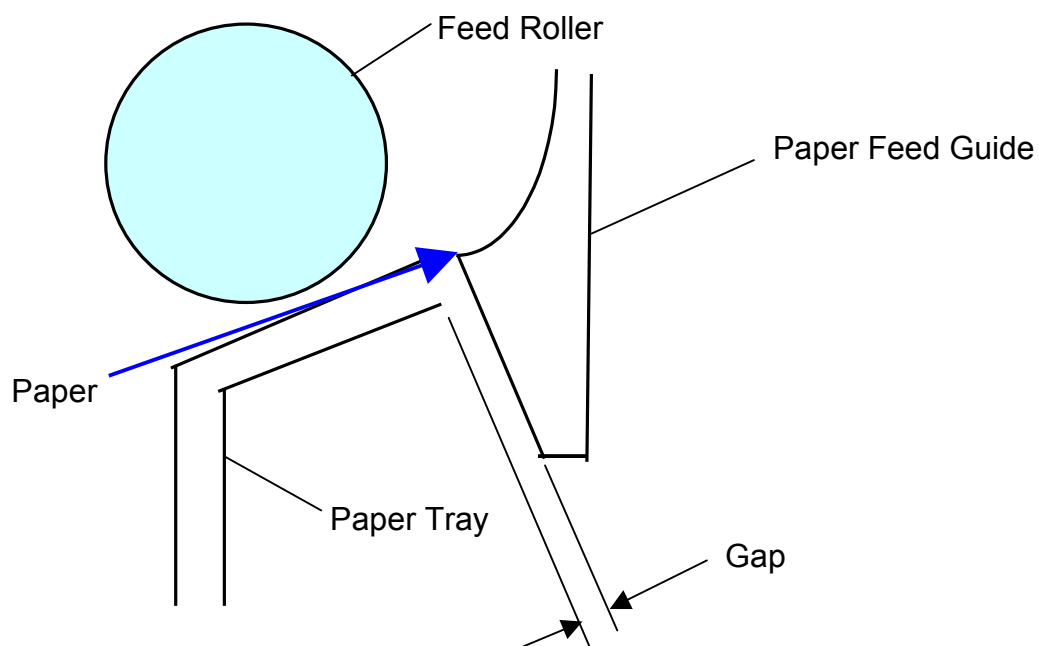
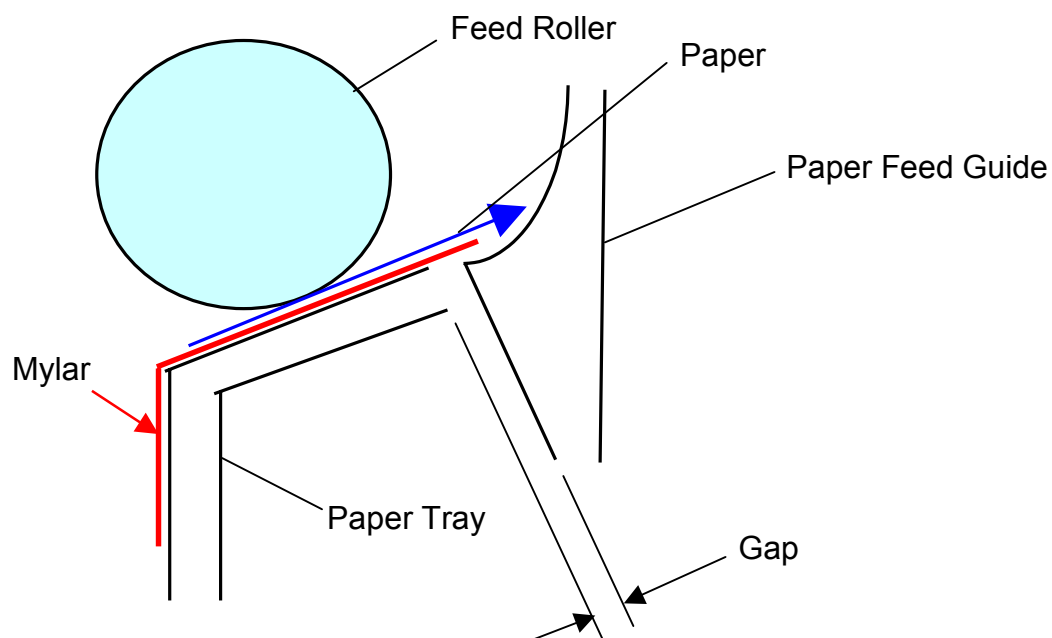


Illustration B

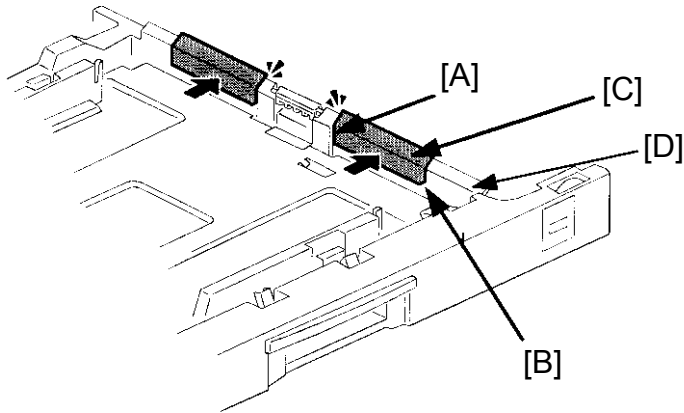


Model: Stinger-C1

Date: 19-Oct-00

No.: RA250026

Illustration C



Model: Stinger-C1		Date: 01-Nov-00	No.: RA250027
Subject: Noise from the exit rollers		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

Noise can be heard from the exit rollers. Sometimes the noise occurs with A2504180 (mounted rollers), and sometimes with G8004854/G0294181.

CAUSE

a. A2504180 rollers:

The shaft for these rollers is supported at both edges and at the center. Friction occurs between the shaft and central shaft support of the pressure roller case.

b. G8004854/G0294181 rollers:

When the user tries to remove the jammed paper without first releasing the pressure release lever, this can put excessive stress on the spring plate causing it to deform. This can also put excessive stress on the roller shaft, causing shaft damage and noise.

SOLUTION

a. A2504180 rollers:

Apply Barrierta grease (A2579300) to the central shaft support of the pressure roller case. It is critical that only grease A2579300 be used, and no other. If a different grease is used, the noise may subside temporarily, but friction will gradually increase and cause the noise to reoccur.

b. G8004854/G0294181 rollers:

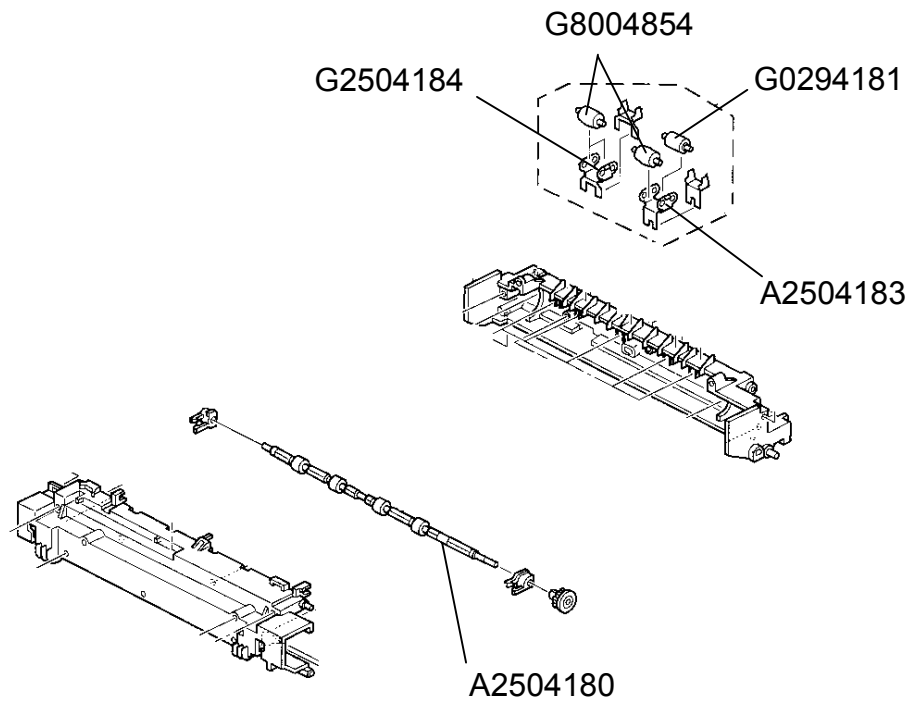
Replace the rollers that exhibit the noise, along with their spring plates (A2504183/ A2504184, respectively). Although the noise may subside temporarily with the Barierta grease mentioned above (A2579300), the cause for this noise is not friction, but physical damage. Therefore, the noise would most likely reoccur without roller/plate replacement.

However if the replacement parts were not available and the grease was needed as a temporary solution, it is critical to use grease A2579300 only. As stated above, any other grease will cause a gradual buildup of friction and cause a recurrence of the noise.

Model: Stinger-C1

Date: 01-Nov-00

No.: RA250027



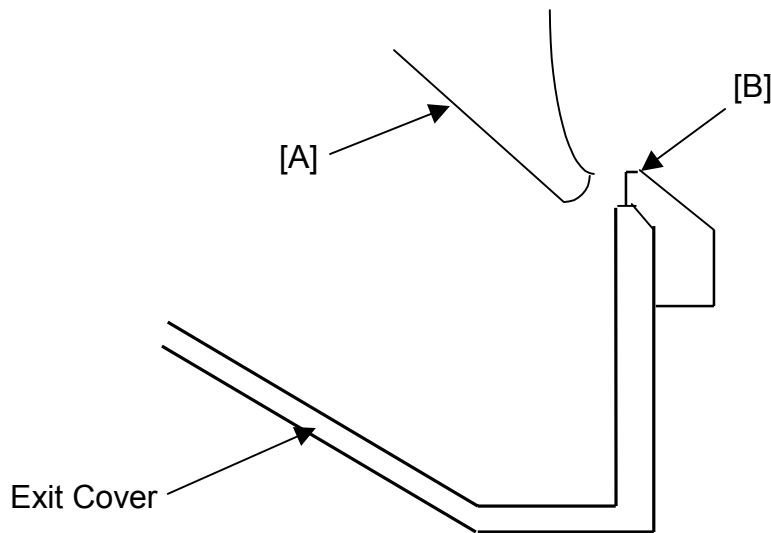
Model: Stinger-C1		Date: 01-Nov-00	No.: MA250028
Subject: Accordion jam near the exit area when the 1-bin sorter is installed			Prepared by: K. Miura
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

An accordion jam occurs near the paper exit area when the 1-bin sorter is installed. This occurs most often with the first 2 pages when outputting to a non-default tray, as the junction gate is activated (see below).

CAUSE

The junction gate [A] of the 1-bin sorter contacts the exit cover ribs [B], causing the gate not to function properly, which leads to the jam.



SOLUTION

By moving the junction gate back and forth manually, check to see if the gate can move free of the exit cover ribs. If it cannot, replace exit cover A2501324 (Europe) or A2501274 (other) with the modified cover (A2501327), which has been designed to prevent any interference between the ribs and gate.

It was announced in MB MA250031 that the old exit covers mentioned above should be replaced with A2501325 (Europe) and A2501281 (other). However, to further ensure that the symptom would not occur, the new covers were modified again to A2501327 (see above), which is common to all Stinger-C mainframes.

We will issue an MB as soon as the cut-in serial numbers have been confirmed.

Model: Stinger-C1

Date: 01-Nov-00

No.: MA250028

When replacing the exit cover, please make sure that mylar (A2501353) on the top of the fusing upper cover does not get pinched or damaged in any way. See RTB RA250001 for details.

Please note that although the following cases can produce a symptom very similar to the one above, each has a distinctly separate cause. Please keep these examples in mind:

- The customer tries to forcefully pull out the jammed paper without using the pressure release lever, and the spring plates become damaged. Please check if the spring plates have been deformed.
- The threading is stripped in the fusing frame and/or pressure roller case screwholes, causing the screws to rattle loose in their holes. Please check to see if the screws are loose or the frames are not locked in place (push down and check for locking snap).
- If the paper is already printed on one side or has a large degree of curl to begin with, the paper may not pass through the mounted/unmounted exit rollers and may impact with the pressure roller case, causing a paper jam.

So if the junction gate moves freely without hitting the frame ribs, it is possible that the paper itself (curled or printed on one side) is the cause of the jam. Please refer to RTB RA250029 for details.

Model: Stinger-C1		Date: 01-Nov-00	No.: RA250029
Subject: Accordion jam near the exit area		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

SYMPTOM

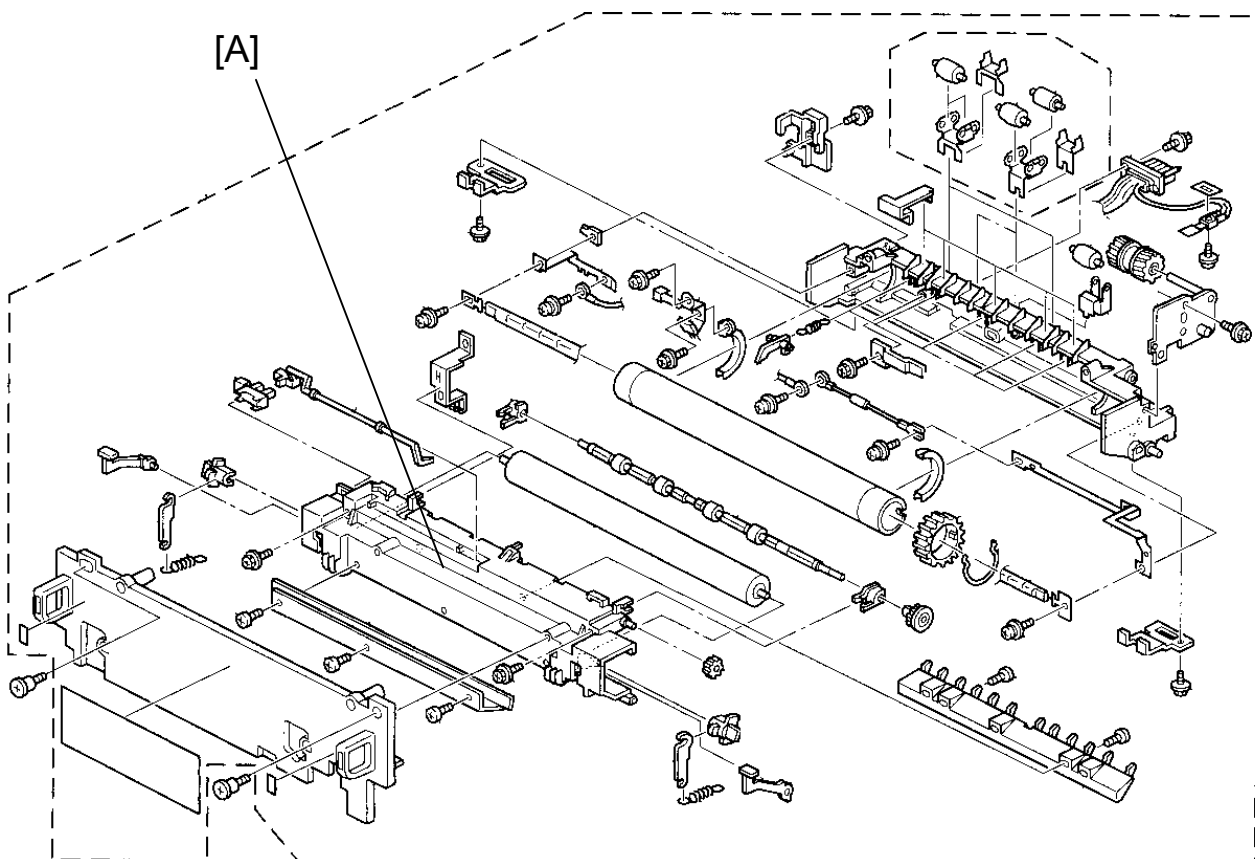
Accordion jams occur near the paper exit area, especially when the type of paper used curls easily or has already been printed on one side (re-used).

CAUSE

The paper is normally fed out by guiding the leading edge between the two sets of exit rollers. However when the paper is curled, it impacts with the pressure roller case and causes a jam.

SOLUTION

To ensure that the leading edge of the paper is properly fed between the exit rollers, a rib has been added to the pressure roller case [A] that will act as a guide. The P/N was changed from A2504105 to A2504106. Please refer to MA250033 for the cut-in serial numbers.



Model: Stinger-C1

Date: 01-Nov-00

No.: RA250029

In addition, when installing the new A2504106 pressure roller case in machines that contain the old G0294106 case, it is necessary to replace other components at the same time. Please see MA250003 for a description of these parts and the cut-in serial numbers.

When replacing the pressure roller case, it is necessary to remove the screws that secure this case and the fusing frame. When reattaching these screws, tighten them carefully so as not to strip the screw hole threading. If the threading is stripped and the screw becomes loose, be sure to use only screw 04503014B (see RA250011a and MA250023a).

Please note that although the following cases can produce an exit area accordion jam, each has a distinctly separate cause. Please keep these examples in mind:

- The customer tries to forcefully pull out the jammed paper without using the pressure release lever, and the spring plates become damaged. Please check if the spring plates have been deformed.
- a. The threading is stripped in the fusing frame/pressure roller case screwholes, causing the screws to rattle loose in their holes.
b. The fusing frame or pressure roller case has not been set properly.

Please check to see if the screws are loose or the frames are not locked in place (push down and check for locking snap).

- The junction gate catches on the exit cover (1-bin sorter installed). Check whether the junction gate can move freely back and forth without catching on the exit cover. See MA250031 for details.
- When the paper exit cover is removed and reinstalled, the A2501353 mylar on the fusing upper cover (A2501278) becomes deformed and/or pinched between the exit cover and mainframe (no 1-bin sorter installed). If the mylar is pinched, the accordion jam will occur 100% of the time. Please confirm whether or not the mylar has actually been deformed and/or caught between the exit cover and mainframe. See RA250001 for details.

Model: Stinger-C1		Date: 08-Nov-00	No.: RA250030
Subject: Noise from the paper feed unit		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

SYMPTOM

Noise from the area where the mainframe connects to the paper feed unit.

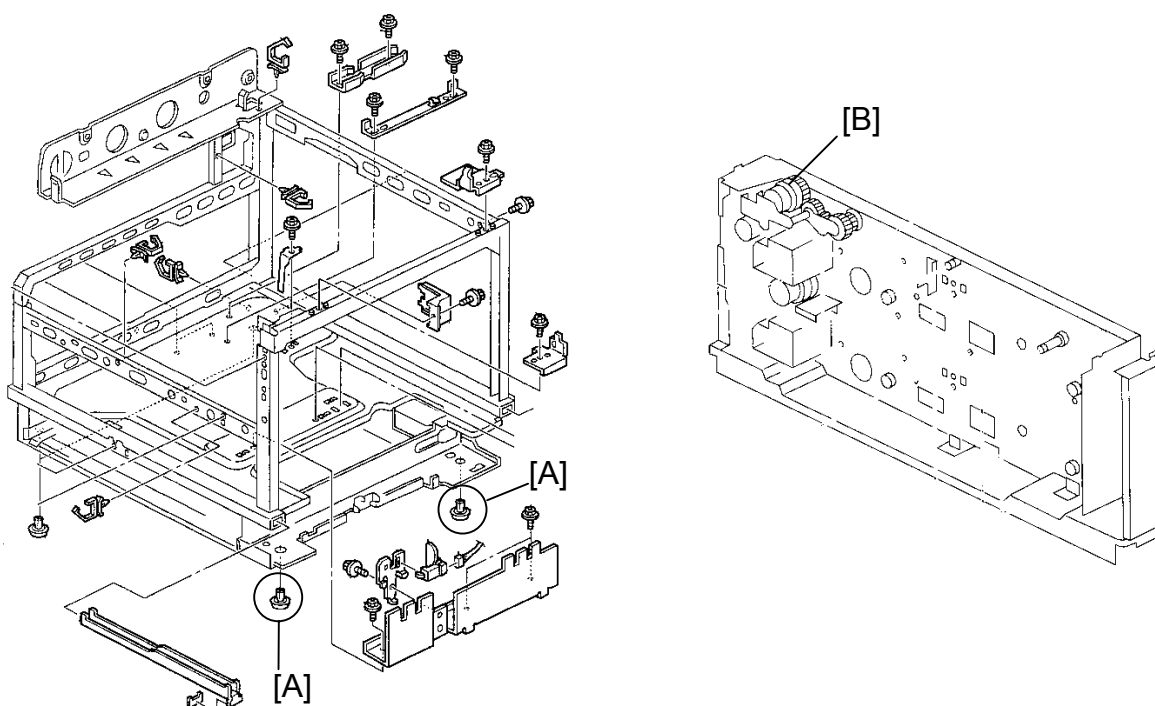
CAUSE

One or more of the legs [A] attached between the mainframe and paper feed unit come off, decreasing the gap between the two. Since the upper plate of the PFU has a raised area to accommodate the uppermost paper feed clutch [B], the mainframe can sometimes contact this raised portion when the gap is decreased enough. The noise of the clutch is then transmitted through and amplified by the mainframe bottom plate.

Note: Even if the gap has decreased, the noise is not always heard. In addition, the noise has a tendency to occur in particular when the right two legs have detached.

SOLUTION

If the noise occurs, check if any of the legs have detached and replace any that have.



Model: Stinger-C1		Date: 10-Nov-00	No.: RA250031
Subject: Paper curling		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

Paper curling

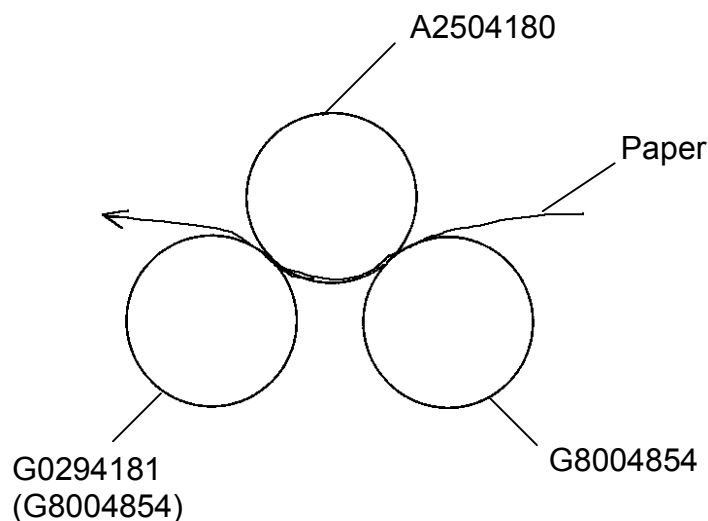
CAUSE

One factor that determines the degree of paper curl is how well the group of 3 exit rollers are in contact with each other. If the 3 types of rollers are not tightly in contact with one another, the de-curling function does not operate correctly. Please see the two illustrations below.

One cause for this is the bending/deforming of the plate spring when the customer forcefully removes the paper from the exit unit without using the pressure release lever. In addition, the rollers can come out of position if the screws in the fusing unit cases are loose (having stripped the hole threading).

SOLUTION

Check the spring plate to see if it is bent and the exit rollers to see if they are tightly in position as they should be. If this is difficult to determine from a visual inspection, the surest way to fix this is to replace the fusing unit with a new one (or one that is known to have no problems).



Reissued: 20-Nov-00

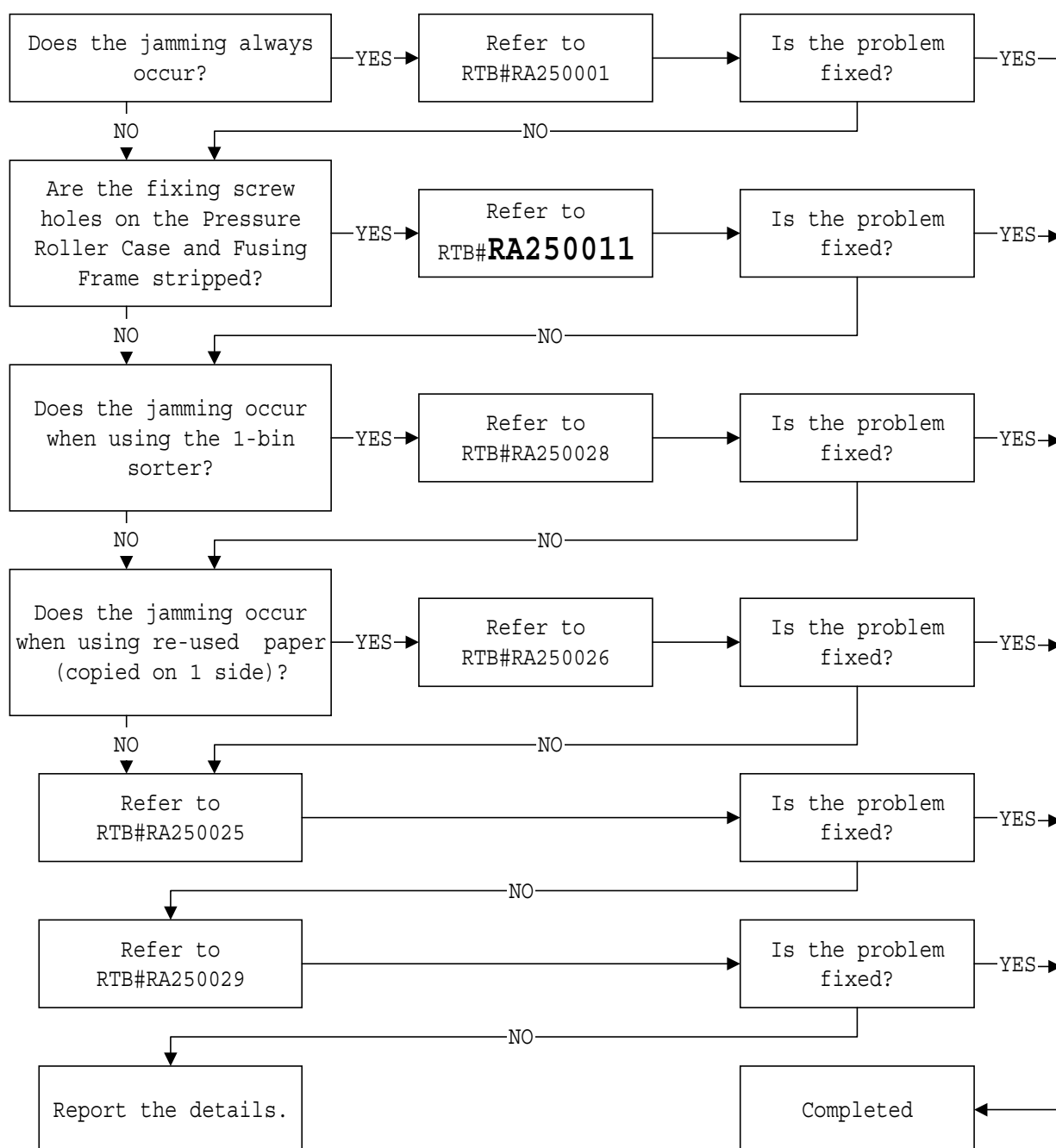
Model: Stinger-C1	Date: 16-Nov-00	No.: RA250032a
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RTB Correction

The items in bold have been corrected or added.

Subject: Paper jam analysis flow chart		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

To analyze the cause of jams, use the flow chart below:



Reissued: 21-Dec-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016e
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option.

Lanier Model

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00

Other Models

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00
H	008	1.4.4	3BA1	November Prod. '00
<i>J</i>	<i>009</i>	<i>1.4.8</i>	<i>8DD6</i>	<i>December Prod. '00</i>

Reissued: 21-Dec-00

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016e
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Symptom Corrected (new ones only – for older ones, see older RTBs)	Lanier	Other
<i>When printing out from a certain DOS application, the right part of the internal print pattern is missing.</i>	–	J
<i>When using a certain DOS (CAD) application, the paper size and/or paper feed direction are not sent to the controller, and the machine uses the defaults.</i>	–	J
<i>When printing out with a certain macro, the frame and lower area of the image are missing.</i>	–	J
<i>When using the Dazel system, the job cannot be reset after the paper feed tray reaches paper end.</i>	–	J

Reissued: 01-Mar-01

Model: Stinger-C1	Date: 31-Dec-99	No.: RA250015c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C PostScript Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C PostScript Option.

Lanier Model

B3085283	File No. (B308Lxxx)	Version	Production
A	001	1.2.0	1st Mass Prod.

Other Models

B3085280	File No. (B308xxxx)	Version	Production
A	001	1.0.0	1st Mass Prod.
B	002	1.2.0	October Prod. '99
C	003	1.2.1	October Prod. '99
D	004	1.2.2	January Prod. '00
E	005	1.2.4	November Prod. '00
<i>F</i>	<i>006</i>	<i>1.2.6</i>	<i>January Prod. '01</i>

Symptom Corrected (current modifications only; for older ones, see earlier bulletins)	Lanier	Other
<i>During RAM collation printing, the job cannot be cancelled.</i>	—	<i>F</i>
<i>When a job is cancelled, the output paper count is sent to the printer controller (a side-effect of the previous modification made for DAZEL connection).</i>	—	<i>F</i>

Reissued: 01-Mar-01

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016f
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option.

Lanier Model

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00
<i>D</i>	<i>005</i>	<i>1.4.9</i>	<i>A677</i>	<i>February Prod. '01</i>

Other Models

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00
H	008	1.4.4	3BA1	November Prod. '00
J	009	1.4.8	8DD6	December Prod. '00
<i>K</i>	<i>010</i>	<i>1.4.9</i>	<i>FD08</i>	<i>January Prod. '01</i>

Reissued: 01-Mar-01

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016f
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Symptoms Corrected (for earlier ones, see earlier bulletins)	Lanier	Other
<i>After an A4 LEF print job is completed and the ON Line key is pressed, it takes a relatively long time to enter OFF Line mode.</i>	D	K
<i>The controller stalls when the test document (A4 LEF) for Corel Draw 9 is printed.</i>	D	K

Reissued: 14-May-01

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C1 Copy Version)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C1
USA Model

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99
K	007	2.33	C8A1	May Prod. '00
L	008	2.34	5990	May Prod. '00

European Model

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99
L	108	2.28	CB8A	December Prod. '99
M	109	2.33	A808	May Prod. '00
N	110	2.34	629A	May Prod. '00

European 2nd Language

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E
D	205	2.28	AD9A
E	206	2.33	36E8
F	207	2.34	3860

Reissued: 14-May-01

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018d
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European 3rd Language

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736
D	305	2.28	77A7
E	306	2.33	7BF7
F	307	2.34	FFC9
G	308	2.35	FFF6

Asia/Taiwan Version

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99
D	005	2.30	F31D	February Prod. '00
E	006	2.33	283E	May Prod. '00
F	007	2.34	C62B	May Prod. '00

Chinese Version

A2505535	File No. (A250cxxx)	Version	C.SUM	Production
A	001	2.32	7635	1st Mass Prod.
B	002	2.33	7E99	May Prod. '00
C	003	2.34	DEB2	May Prod. '00

Reissued: 14-May-01

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018d
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Symptom Corrected	USA	EU	EU2	EU3	Asia/ TWN	CHN
<i>The message for "Original Jam" in Czech was displayed as a completely different message.</i>	-	-	-	G	-	-

A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	H1791000182~	H1791100251~	L0479110001~
K	No production	No production	No production
L	H1700500001~	H1700500601~	L0470050001~

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	H1791100426~	3V11190001~	H1791100729~	L0479110421~
L	H1791200646~	3V11290001~	H1791201059~	L0479120211~
M	No production	No production	No production	No production
N	H1700501841~	3V10600001~	H1700502696~	L0470050151~

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	-	H1791101763~
D	H1700202021~	H1700203361~
E	No production	No production
F	H1700501691~	H1700503851~

A2505535	A250-69
A	H1700302804~
B	No production
C	H1700503917~

Reissued: 22-May-01

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014e
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C Fax Option)		Prepared by: K. Ugaeri	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Fax Option
USA Model

A2915582	File No. (A891uxxx)	Version	C.SUM	Production
E	001	7.02	6B26	1st Mass Prod.
F	002	8.04	C0CB	August Prod. '99
G	003	12.01	B53D	November Prod.'99
<i>H</i>	<i>004</i>	<i>21.00</i>	<i>865B</i>	<i>August Prod.'00</i>
<i>J</i>	<i>005</i>	<i>25.00</i>	<i>BE04</i>	<i>February Prod.'01</i>

European Model

A2915584	File No. (A891exxx)	Version	C.SUM	Production
D	101	7.02	0678	1st Mass Prod.
E	102	8.04	B837	July Prod. '99
F	103	9.12	2ED1	September Prod. '99
H	104	13.04	8344	December Prod.'99
J	105	16.01	3B54	February Prod. 2000
K	106	18.00	A593	April Prod. 2000
<i>L</i>	<i>107</i>	<i>22.00</i>	<i>54EA</i>	<i>August Prod.'00</i>

European 2nd Language

A2915585	File No. (A891exxx)	Version	
	201	9.12	2ED1
B	202	13.04	8344
C	203	16.01	66AD
D	204	18.00	5521
<i>E</i>	<i>205</i>	<i>22.00</i>	<i>A849</i>

European 3rd Language

A2915586	File No. (A891exxx)	Version	C.SUM
	301	9.12	2ED1
B	302	13.04	8344
C	303	16.01	BB12
D	304	18.00	A94D
<i>E</i>	<i>305</i>	<i>22.00</i>	<i>45AE</i>

Reissued: 22-May-01

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014e
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Asia Version

A2915587	File No. (A891axxx)	Version	C.SUM	Production
	001	8.04	F101	1st Mass Prod.
A	002	13.03	8FE7	December Prod.'99
B	003	13.05	BBE9	January Prod.2000
C	004	17.02	4O91	March Prod.2000
D	005	18.00	7F20	April Prod. 2000

Symptoms Corrected (only new ones are listed)	USA	EU	EU2	EU3	Asia/ TWN
<i>The Memory Lock Rx function has been added. System Switch 17 bit 6 enables this function.</i>	J	-	-	-	-
<i>When the Auto Document function is selected and the “#” key is pressed on the numeric key pad, the transmission mode is not changed from direct tx to memory tx. If the #” key is pressed on the LCD panel, this problem does not occur.</i>	J	-	-	-	-
<i>ELNET Failure: After receiving data composed of a few frames, the data received following that cannot be demodulated.</i>	J	-	-	-	-
<i>The EOL signal is detected twice in a row, and reception is then disabled. Software was modified so that even if double EOL detection occurs, reception will not be affected.</i>	J	-	-	-	-

Reissued: 22-May-01

Model: Stinger-C1	Date: 15-Dec-99	No.: RA250014e
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A2915582	A891-01
E	H0290600008~
F	H2090800001~
G	H2091100001~
•	
J	TBA

A2915584	A891-02
D	H2090600008~
E	H2090700025~
F	H2090900486~
G	No production
H	H2091200536~
J	H2000200373~
K	H2000400813~
L	TBA

A2915587	A891-03	A891-19	A891-69
	H2090601551~	-	-
A	H2091200801~	-	-
B	H2000200807~	H2000200830~	H2000300813~
C	H2000300720~	H2000300763~	H2000300813~
D	H2000401403~	H2000401441~	H2000401483~

Reissued: 03-Oct-01

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016g
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option.

Lanier Model

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00
D	005	1.4.9	A677	February Prod. '01
<i>E</i>	<i>006</i>	<i>1.5.4</i>	<i>DE7A</i>	<i>September Prod. '01</i>

Other Models

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00
H	008	1.4.4	3BA1	November Prod. '00
J	009	1.4.8	8DD6	December Prod. '00
K	010	1.4.9	FD08	January Prod. '01
<i>L</i>	<i>011</i>	<i>1.5.4</i>	<i>348B</i>	<i>September Prod. '01</i>

Reissued: 03-Oct-01

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016g
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Symptoms Corrected (for earlier ones, see earlier bulletins)	Lanier	Other
<i>For Dazel: When a stack job has been cancelled, a mismatch occurs between the actual number of pages printed out and the number reported to the server.</i>	<i>E</i>	<i>L</i>
<i>OCR font does not download to the HDD.</i>	<i>E</i>	<i>L</i>
<i>With the PS driver, the printer does not print out jobs when the Separator function has been selected.</i>	<i>E</i>	<i>L</i>
<i>The Configuration Sheet does not print out.</i>	<i>E</i>	<i>L</i>
<i>When a job has been sent with the PS driver but the tray has not been specified (w/manual selection), the machine does not inform Aficio Manager of this error.</i>	<i>E</i>	<i>L</i>
<i>When using the PS driver for a collate print job (bypass feed), only the 1st set is printed out.</i>	<i>E</i>	<i>L</i>
<i>A buffer size error occurs during data communication over IEEE1284 ECP.</i>	<i>E</i>	<i>L</i>

Reissued: 14-Jan-03

Model: Stinger-C1	Date: 23-Oct-01	No.: RA250033a
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RTB Correction

The part numbers of the Fusing Jam Kit and Fusing Idle Gear have been changed.

Subject: Fusing Jam Kit		Prepared by: K.Miura	
From: Technical Services Sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

To facilitate servicing in the field, the countermeasure parts for fusing jams have been kitted as follows: P/N: **A2509801** "Fusing Jam Kit".

Component Part Information

- 04503014B "Tapping Screw – M3 x 14"

Q'ty: 2

Jam cause: Fusing unit screws come loose easily, resulting in uneven pressure between the hot and pressure rollers, causing the paper to skew.

Check Points: Is there a gap between the hot roller casing and pressure roller casing?

Reference Documents: MB23a, RTB11a
- A2504143 "Pick off Pawl Spring"

Q'ty: 5

Jam cause: Insufficient spring pressure allows a gap to develop between the pick-off pawls and hot roller. Toner then accumulates on the pick-off pawl, increasing the gap and misdirecting the paper.

Check Points: Is there any paper caught between the hot roller and pick-off pawls?

Reference Document: MB20
- A2502831 "Mylar – Paper Feed"

Q'ty: 2

Jam cause: The leading edge of the paper is slightly curled, or curls when it is fed from the paper tray. The curling leads to dog-ears at the leading edge and/or paper skew.

Check Points: A) Are there dog-ears on the leading edge?
B) Is there any creasing in the paper?

Reference Documents: MB38, RTB26
- B0604132** "Idle Gear – Fusing"

Q'ty: 1

Jam cause: The customer tries to pull out the jammed paper without first releasing the fusing pressure lever.

Check Points: A) Is the exit roller spring plate deformed?
B) Is there any paper caught in the fusing unit?

Reference Documents: (an MB will be issued).

Reissued: 31-Oct-01

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018e
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C1 Copy Version)		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C1.

For the USA Model

A2505532	File No. (A250uxxx)	Version	C.SUM	Production
A	001	2.09	971F	1st Mass Prod.
C	002	2.12	DCED	May Prod. '99
D	003	2.14	5600	June Prod. '99
G	004	2.19	D584	July Prod. '99
H	005	2.21	1A9A	August Prod. '99
J	006	2.27	B532	October Prod. '99
K	007	2.33	C8A1	May Prod. '00
L	008	2.34	5990	May Prod. '00
<i>M</i>	<i>009</i>	<i>3.05</i>	<i>7F78</i>	<i>October Prod. '01</i>

For the European Model

A2505533	File No. (A250exxx)	Version	C.SUM	Production
C	101	2.12	9205	1st Mass Prod.
D	102	2.14	431E	June Prod. '99
F	103	2.18	D710	July Prod. '99
G	104	2.19	4353	July Prod. '99
H	105	2.21	B82C	August Prod. '99
J	106	2.25	BAF9	September Prod. '99
K	107	2.27	2DD5	October Prod. '99
L	108	2.28	CB8A	December Prod. '99
M	109	2.33	A808	May Prod. '00
N	110	2.34	629A	May Prod. '00
<i>P</i>	<i>111</i>	<i>3.05</i>	<i>15F5</i>	<i>October Prod. '01</i>

European 2nd Language

A2505536	File No. (A250exxx)	Version	C.SUM
	201	2.19	41A8
A	202	2.21	6E69
B	203	2.25	7135
C	204	2.27	B29E
D	205	2.28	AD9A
E	206	2.33	36E8
F	207	2.34	3860
<i>G</i>	<i>208</i>	<i>3.05</i>	<i>0E35</i>

Reissued: 31-Oct-01

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018e
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European 3rd Language

A2505537	File No. (A250exxx)	Version	C.SUM
	301	2.19	2DF7
A	302	2.21	1C77
B	303	2.25	1F42
C	304	2.27	3736
D	305	2.28	77A7
E	306	2.33	7BF7
F	307	2.34	FFC9
G	308	2.35	FFF6
H	309	3.05	F49A

Asia/Taiwan Version

A2505534	File No. (A250axxx)	Version	C.SUM	Production
	001	2.18	7A75	1st Mass Prod.
A	002	2.19	48F3	July Prod. '99
B	003	2.21	1392	August Prod. '99
C	004	2.27	4CFB	October Prod. '99
D	005	2.30	F31D	February Prod. '00
E	006	2.33	283E	May Prod. '00
F	007	2.34	C62B	May Prod. '00
G	008	2.35	4D00	October Prod. '01

Chinese Version

A2505535	File No. (A250cxxx)	Version	C.SUM	Production
A	001	2.32	7635	1st Mass Prod.
B	002	2.33	7E99	May Prod. '00
C	003	2.34	DEB2	May Prod. '00
D	004	3.05	4E45	October Prod. '01

Symptoms Corrected (new ones only)	USA	EU	EU2	EU3	Asia/ TWN	CHN
To match the new BICU. IMPORTANT: The BICU that was installed with firmware 3.05 or later initially may not be downgraded to firmware 2.35 or earlier.	M	P	G	H	G	D

Reissued: 31-Oct-01

Model: Stinger-C1	Date: 15-Feb-00	No.: RA250018e
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A2505532	A250-15	A250-17	A250-55
A	-	H1790400001~	-
C	H1790500001~	H1790500301~	L0479050001~
D	H1790600011~	H1790600561~	-
G	-	H1790700001~	-
H	H1790800001~	H1790900321~	L0479070061~
J	H1791000182~	H1791100251~	L0479110001~
K	No production	No production	No production
L	H1700500001~	H1700500601~	L0470050001~
M	No production	No production	No production

A2505533	A250-22	A250-26	A250-27	A250-65
C	-	-	H1790500731~	L0479050031~
D	H1790602111~	3V10690001~	H1790603342~	-
F	H1790700221~	3V10790001~	H1790700521~	-
G	H1790700487~	-	H1790701086~	-
H	H1790900771~	3V10890001~	H1790800381~	L0479070161~
J	H1791000766~	3V10990001~	H1790901172~	L0479100366~
K	H1791100426~	3V11190001~	H1791100729~	L0479110421~
L	H1791200646~	3V11290001~	H1791201059~	L0479120211~
M	No production	No production	No production	No production
N	H1700501841~	3V10600001~	H1700502696~	L0470050151~
P	No production	No production	No production	No production

A2505534	A250-19	A250-29
	-	H1790603791~
A	-	H1790701483~
B	-	H1790800553~
C	-	H1791101763~
D	H1700202021~	H1700203361~
E	No production	No production
F	H1700501691~	H1700503851~
G	No production	No production

A2505535	A250-69
A	H1700302804~
B	No production
C	H1700503917~
D	No production

Model: Stinger-C1		Date: 31-Oct-01	No.: RA250034
Subject: Dirty Background		Prepared by: K. Miura	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

Black lines or bands sometimes appear after making 5-8k copies, followed by dirty background.

CAUSE

The charge roller surface becomes dirty before the AIO cartridge reaches its lifetime.

SOLUTION

The surface material for the Charge Roller has been modified to ensure a cleaner surface. The new roller has been used since January '01 production for Europe and Asia, and since February '01 production for North America.

Reissued: 25-Dec-01

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016h
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by:	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option
Lanier Model

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00
D	005	1.4.9	A677	February Prod. '01
E	006	1.5.4	DE7A	September Prod. '01
<i>F</i>	<i>007</i>	<i>1.5.6</i>	<i>FF35</i>	<i>December Prod. '01</i>

Other Models

B3055280	File No. (B3050xxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00
H	008	1.4.4	3BA1	November Prod. '00
J	009	1.4.8	8DD6	December Prod. '00
K	010	1.4.9	FD08	January Prod. '01
L	011	1.5.4	348B	September Prod. '01
<i>M</i>	<i>012</i>	<i>1.5.6</i>	<i>1F16</i>	<i>December Prod. '01</i>

Symptoms Corrected (for earlier ones, see earlier bulletins)	Lanier	Other
<i>The machine does not print a job sent with a PS driver when the specified paper size is not loaded in the tray and Tray Priority has been disabled.</i>	<i>F</i>	<i>M</i>

Reissued: 7-May-02

Model: Stinger-C1	Date: 31-Dec-99	No.: RA250015d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: ROM History (Stinger-C PostScript Option)		Prepared by: K. Miura	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C PostScript Option.

For the Lanier Model

B3085283	File No. (B308Lxxx)	Version	Production
A	001	1.2.0	1st Mass Prod.

For Other Models

B3085280	File No. (B308xxxx)	Version	Production
A	001	1.0.0	1st Mass Prod.
B	002	1.2.0	October Prod. '99
C	003	1.2.1	October Prod. '99
D	004	1.2.2	January Prod. '00
E	005	1.2.4	November Prod. '00
F	006	1.2.6	January Prod. '01
G	007	1.2.7	December Prod. '01
H	008	1.2.8	May Prod. '02

Symptoms Corrected	Lanier	Other
<i>Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.</i>	—	H
<i>If the machine does not contain the driver paper size when printing the 1st set of a Collate job, and Job Reset is then performed, the "Resetting Job..." display does not clear.</i>	—	G
<i>Software modified to ignore a "DD" tag in the print data, preventing an undefined error and allowing the job to go through.</i>	—	G

Reissued: 8-May-02

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016i
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Firmware history for the Stinger-C Printer Option.
For the Lanier Model

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00
D	005	1.4.9	A677	February Prod. '01
E	006	1.5.4	DE7A	September Prod. '01
F	007	1.5.6	FF35	December Prod. '01
G	008	1.5.7	00EC	May Prod. '02

For Other Models

B3055280	File No. (B3050xxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00
H	008	1.4.4	3BA1	November Prod. '00
J	009	1.4.8	8DD6	December Prod. '00
K	010	1.4.9	FD08	January Prod. '01
L	011	1.5.4	348B	September Prod. '01
M	012	1.5.6	1F16	December Prod. '01
N	013	1.5.7	DFEA	May Prod. '02

Reissued: 8-May-02

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016i
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Symptom Corrected	Lanier	Other
<i>Minor bug with Rotate Sort.</i>	<i>G</i>	<i>N</i>
<i>Following paper end during a Sort print job, using the Forced Print function will print out the entire job from the beginning instead of just one set (specification).</i>	<i>G</i>	<i>N</i>
<i>Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.</i>	<i>G</i>	<i>N</i>
<i>Added Euro Symbol Sets PC858, Latin 9, and Roman 9.</i>	<i>G</i>	<i>N</i>
<i>Added Euro currency codes to existing symbol sets MC Text and PS Math.</i>	<i>G</i>	<i>N</i>
<i>Changed symbol sets Win3.1 Latin1 8E, 9E, and Win 3.1 Baltic FF so that they appear on outputs the same as with HP printers.</i>	<i>G</i>	<i>N</i>

Reissued: 18-Dec-02

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016j
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RTB Correction

The items in bold Italics have been corrected or added.

Subject: ROM History (Stinger-C Printer Option)		Prepared by: K. Miura	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

We hereby inform you of firmware history for the Stinger-C Printer Option.
(For Lanier Model)

B3055283	File No. (B305Lxxx)	Version	C.SUM	Production
	001	1.0.0	9019	1st Mass Prod.
A	002	1.2.0	52F2	October Prod. '99
B	003	1.3.4	7791	March Prod. '00
C	004	1.3.6	776F	April Prod. '00
D	005	1.4.9	A677	February Prod. '01
E	006	1.5.4	DE7A	September Prod. '01
F	007	1.5.6	FF35	December Prod. '01
G	008	1.5.7	00EC	May Prod. '02
<i>H</i>	<i>009</i>	<i>1.5.9</i>	<i>6C4D</i>	<i>(Web server only)</i>

(For Other Model)

B3055280	File No. (B305xxxx)	Version	C.SUM	Production
A	001	1.0.0	AA41	1st Mass Prod.
B	002	1.2.0	5C2E	October Prod. '99
C	003	1.2.7	B5A9	November Prod. '99
D	004	1.2.9	CFC4	January Prod. '00
E	005	1.3.4	36DE	March Prod. '00
F	006	1.3.6	E442	April Prod. '00
G	007	1.4.0	B01A	September Prod. '00
H	008	1.4.4	3BA1	November Prod. '00
J	009	1.4.8	8DD6	December Prod. '00
K	010	1.4.9	FD08	January Prod. '01
L	011	1.5.4	348B	September Prod. '01
M	012	1.5.6	1F16	December Prod. '01
N	013	1.5.7	DFEA	May Prod. '02
<i>P</i>	<i>014</i>	<i>1.5.9</i>	<i>FCCA</i>	<i>(Web server only)</i>

Reissued: 18-Dec-02

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016j
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Symptom Corrected	Lanier	Other
<i>Some fonts that are downloaded to the HDD are not recognized as HDD fonts.</i>	<i>H</i>	<i>P</i>
<i>Added Euro Symbol Sets and Euro Currency Codes currently available on HP printers (PCL5e, PCLXL).</i>	<i>H</i>	<i>P</i>
<i>Some text characters do not appear on the output.</i>	<i>H</i>	<i>P</i>
<i>Straight lines sometimes appear in the wrong position on the paper.</i>	<i>H</i>	<i>P</i>
<i>When OHP sheets are used up in the middle of a job (bypass tray), the machine searches and feeds from another tray with the same size.</i>	<i>H</i>	<i>P</i>
<i>The Euro currency symbol is sometimes not printed out.</i>	<i>H</i>	<i>P</i>
Minor bug with Rotate Sort.	G	N
Following paper end during a Sort print job, using the Forced Print function will print out the entire job from the beginning instead of just 1 set (specification).	G	N
Software modified so that it is possible to perform jobs containing a mixture of PCL and PS commands when printing directly from a host application.	G	N
Added Euro Symbol Sets PC858, Latin 9, and Roman 9.	G	N
Added Euro currency codes to existing symbol sets MC Text and PS Math.	G	N
Changed symbol sets Win3.1 Latin1 8E, 9E, and Win 3.1 Baltic FF so that they appear on outputs the same as with HP printers.	G	N
Machine does not print a job sent with a PS driver when the specified paper size is not loaded in the tray and Tray Priority has been disabled.	F	M
For Dazel: When a stack job has been cancelled, a mismatch occurs between the actual number of pages printed out and the number reported to the server.	E	L
OCR font does not download into the HDD.	E	L
With the PS driver, the printer does not print out jobs when the Separator function has been selected.	E	L
Configuration Sheet does not print out.	E	L
When a job has been sent with the PS driver but the tray has not been specified (w/manual selection), the machine does not inform the Aficio Manager of this error.	E	L
When using the PS driver for a collate print job (bypass feed), only the 1st set is printed out.	E	L
Buffer size error occurs during data communication over IEEE1284 ECP.	E	L
After an A4 LEF print job is completed and the ON Line key is pressed, it takes a relatively long time to enter OFF Line mode.	D	K
The controller stalls when the test document (A4 LEF) for Corel Draw 9 is printed.	D	K
When printing out from a certain DOS application, the right part of the internal print pattern is missing.	—	J
When using a certain DOS (CAD) application, the paper size and/or paper feed direction are not sent to the controller, and the machine uses the defaults.	—	J
When printing out with a certain macro, the frame and lower area of the image are missing.	—	J
When using the Dazel system, the job cannot be reset after the paper feed tray reaches paper end.	—	J
Part of the image is missing for the first two pages when printing out with the Unico2000 CAD application.	—	H

Reissued: 18-Dec-02

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016j
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Symptom Corrected	Lanier	Other
When printing out with the Microsoft Mini Driver for Windows NT Terminal Server, the image created is sometimes out of specification.	—	H
When printing out a file made with certain CAD applications for DOS without using a printer driver, thick lines on the original image appear thin on the output. ** To activate this correction, it is necessary to set Bit SW3, bit 3 to <u>1</u> (0=disabled, 1=Enabled).	—	H
Firmware modified to meet the functional specifications of the Tray Priority function.	—	H
The print speed slows down during continuous printing of a 1-page job. ** To activate this correction, it is necessary to set Bit SW3, bit 2 to <u>1</u> (0=Disabled, 1=Enabled) and SET BIT SW3, bit 4 to <u>1</u> (DAZEL support function disabled). The correction will not be effective if both of these switches are enabled.	—	H
Firmware modified so that the controller can connect to and be used with the DAZEL System. However, the Russian-C is not yet officially certified by DAZEL Corp. When you enable this function, it is necessary to do the following: -Upgrade the NIB firmware to version 4.0.6 or later and the PS3 firmware to version 1.2.4 or later. -Set NIC to bi-directional-mode (refer to NIC manual). -Do not set Bit SW3, bit 2 to 1 (as explained above, these two SW should not be simultaneously enabled). To deactivate the DAZEL support function, set Bit SW3, bit 4 to <u>1</u> (0=Enabled, 1=Disabled).	—	H
The printed area was shifted slightly, when "Unit of Measure" was defined using the macro command.	—	G
The right edge of the printable area for the raster image may not print.	—	G
The characters for the Error Log of the Configuration Page criss-crossed each other in Italian and Spanish.	—	G
Changed the title of "Printer Name (NetWare)" on the Configuration Page to "Printer Name".	—	G
Error message not displayed when error occurred during collates mode printing.	C	F
This new revision disabled the NIB Read/Write function.	C	F
The paper is not fed from tray 2, even when the PJL command is released instructing the machine to do so.	B	E
With Overlay printing, the text outside the fixed overlay pattern is printed out as PCL commands (specifically, the ESC sequence).	B	E
Firmware modified so that it can be used with printer controllers for China and Taiwan.	—	D
Firmware modified so that it will be compatible with new HDD to be used in the printer controller. Note: new HDD is identical in function to previous one.	—	D
The printer controller can now detect whether it is installed in a Stinger-C1 or Stinger-C1L.	—	C
If a Postscript Driver job is canceled midway through, the image data for the next job is not printed out correctly.	—	C
"Waiting..." is displayed when an error occurs, but the machine does not return to normal operating mode (ready status). The next job is not printed out.	—	C

Reissued: 18-Dec-02

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016j
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Symptom Corrected	Lanier	Other
When two separate jobs of text data less than 256 bytes is sent from the network, the two jobs are printed out simultaneously on the same page.	—	C
It is possible to print out the HDD Directory List when there is no HDD or PS option installed.	—	C
The user cannot initiate energy saver mode while in the middle of a print job.	A	B
The language displayed is incorrect if any language other than English has been set.	A	B
A software error occasionally occurs when the Enter and Escape keys from the main printer menu display are pushed simultaneously.	A	B
After the detection of a paper size mismatch, the error LED turns off if the selected tray is opened and closed.	A	B
If there is no paper remaining in the (selected) bypass tray when beginning a print job, the correct paper size is not displayed.	A	B
When the correct paper is not available to be fed during a collating job, the corresponding display does not appear on the screen.	A	B
Following an R-Jam, the number of copy sets printed out is incorrect.	A	B
#37876: With PCL5e, three pages of a document are printed out on one page (images overlapping).	A	B
Default display for backup mode is changed from "Compressing" to "Processing".	A	B
When the tray selected through "tray lock" runs out of paper, the machine begins feeding paper from another tray without prompting the user. The pages are then printed out.	A	B
Contrary to specifications, it is possible to set a customized paper size when using the proof print function.	A	B
When errors occur with the printer unit, SC error messages are not displayed.	A	B
If the Interrupt button is pressed during a print job, the job does not continue after attempting to resume printing.	A	B
In sort mode, if an error occurs because the paper being used does not fulfill the conditions of sort mode (e.g. paper from the bypass tray, thick paper mode), the entire job is printed out when the job is resumed, including pages that have already been printed out.	A	B
Following the installation of the hard drive, even if the printer is selected in function priority, copy jobs receive first priority.	A	B
When an error occurs during a sort job, the corresponding SC number is not displayed.	A	B
With a job using various paper sizes, after the machine detects a paper mismatch and displays the corresponding message, it is not possible to continue the job.	A	B
If a second printing job is selected while the first job is being printed out (and the first job is then canceled), the second job is printed out prematurely while "ready" is being displayed.	A	B
When a paper mismatch is detected with a job using various paper sizes, the alarm LED does not shut off.	A	B
On the config. page, a value is displayed for the size of the paper inside a tray that has been removed from the machine.	A	B
Although not always, there are cases where data cannot be received when using AXIS.	A	B

Reissued: 18-Dec-02

Model: Stinger-C1	Date: 15-Jan-00	No.: RA250016j
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Symptom Corrected	Lanier	Other
During a sort job, the proper message indicating the absence of paper is not displayed the second time the tray runs out of paper (i.e. after the job has been reset once).	A	B
Incorrect display of "Wingdings" font.	A	B

Model: Stinger-C1		Date: 19-Dec-02	No.: RA250035
Subject: Grease on the hot roller bushing		Prepared by: K. Miura	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Note:

Please be sure **not** to apply grease to the hot roller bushings, as this can create increased friction between the bushings and hot roller shaft, resulting in a large amount of stress along the U-shaped ditch.

To provide extra latitude against grease being mistakenly applied to the bushings in the field, the shape of the U-shaped ditch has been changed to increase its durability against such stress (see MB #MA250052).