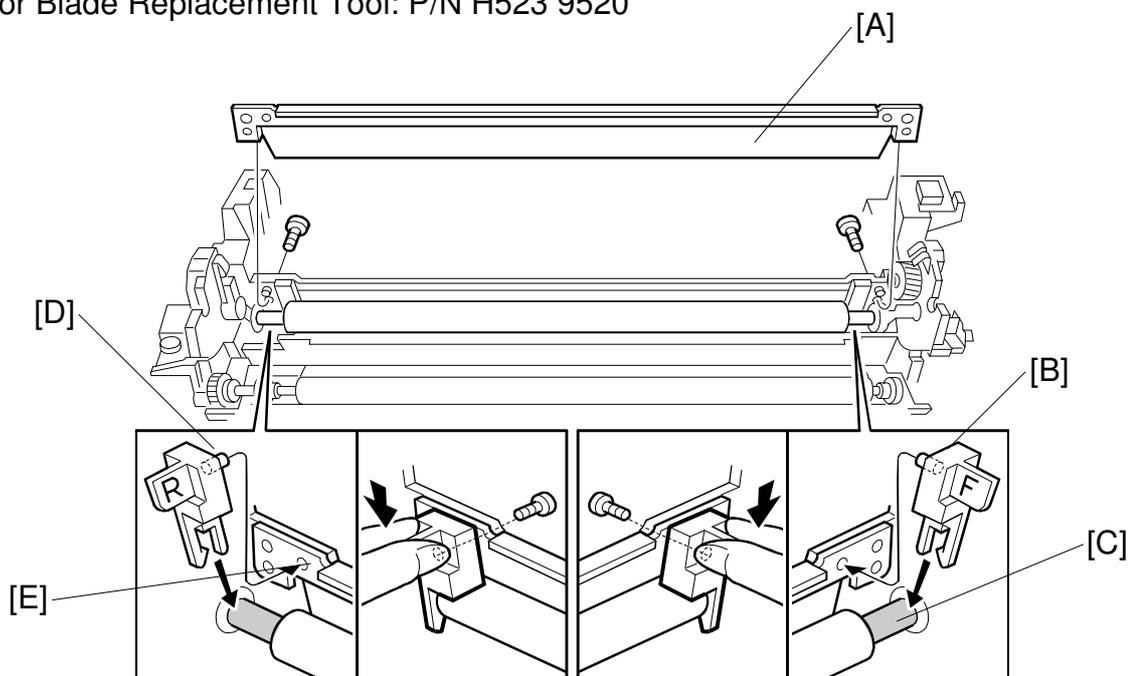


Model: LFO		Date: 30-Sep-97	No: 001	1/1
Subject: Doctor Blade Replacement Tool			Prepared by: K. Misugi	
From: Technical Service Department			Checked by: S. Fujii	
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action 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 toner metering blade of the LFO will be available as a service part. However, a doctor blade replacement tool is required for the replacement.

- Toner Metering Blade: P/N H523 2412
- Doctor Blade Replacement Tool: P/N H523 9520



To install a new toner metering blade [A] do the following:
(The following procedures are also required for reinstallation of the blade.)

1. Place a new toner metering blade as shown.
2. Set the blade tools [B] on the development roller shaft [C]. The tool with the marking "F" should be placed at the front side (main motor side) of the development unit.
3. Position the pins [D] into the positioning holes [E] in the metering blade frame.
4. Fasten with the screw each end of the metering blade while holding down the tool [B].
5. Remove the tools [B].

Model: LFO		Date: 15-Nov-97	No: 002
Subject: Scanner Lock Release		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 ()		

At installation, the Scanner Lock needs to be released by pushing the lock lever down.

SYMPTOM

The lock lever cannot be released. (It is very hard to push down.)

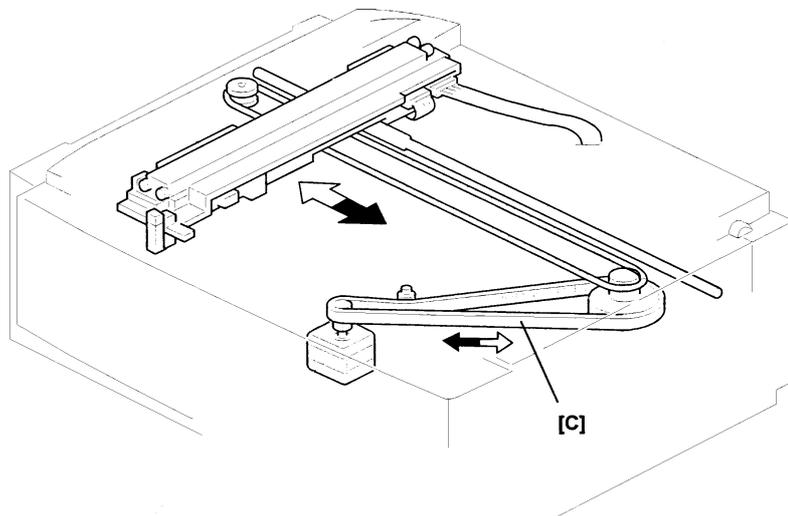
CAUSE

The scanner carriage moves and gets under the carriage stopper.

SOLUTION

Pull the scanner timing belt to move the carriage and push the release lever down.

A countermeasure has been taken from the September '97 production run.



RC	RE	ASIA	
*	*	*	

Model: LFO (OfficeStyler)		Date: 15-Nov-97	No: 003
Subject: Troubleshooting		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 following is a summary of problem investigation and solving concerning Office Styler in the field.

Contents

1. Required action (Troubleshooting) relating to OfficeStyler problems (1st edition)
2. PC Environment Report
3. OfficeStyler Tips
(Win.ini & System.ini / Copied System files)

In particular, the required action will be continuously updated based on experience in the field.

RC	RE	ASIA	
*	*	*	

Model: LFO (OfficeStyler)

Date: 15-Nov-97

No: 003

OfficeStyler Troubleshooting (1st edition) : 1997.10.31

Problem At	Symptom	Required Action (Troubleshooting)	Required Information if the Problem cannot be solved
Installation	Error Message ***. A DLL file is not readable	<ol style="list-style-type: none"> 1. FD check using SCANDISK 2. Delete the said DLL file on the PC after restarting the PC in DOS mode. The file can be found with the "Find" command. 	Page 1/5 to 3/5 of "PC Environment Report" plus a copy of the following files ■ Config. sys ■ Autoexec. bat ■ System ini ■ Win. Ini
	Freeze or stop during installation	<ol style="list-style-type: none"> 1. Try it again after closing all applications including resident ones. 2. FD check using SCANDISK 3. Try with "Personal mode installation" (Note 1) 	
Right after installation	PC not shutting down Or PC not restarting Or Error messages on restarting PC	<ol style="list-style-type: none"> 1. The Drive on which OfficeStyler is installed is different from Windows, which causes this problem. Try to re-install OfficeStyler on the same drive after uninstalling the previous one. 2. ,Check whether Novell Client32 is installed. If yes, OfficeStyler 1.24 or later version can solve it. 3. Check whether IRQ12 is used for another device than ComRedirector. If this is the case, re-assign ComRedirector to a free IRQ. 4. Check whether COM4 is used for another device than ComRedirector. If this is the case, re-assign Com Redirector to a free COM port with "Auto" mode. Note however that the 16-bit PC Fax Application can function only between COM1 to COM4. 	

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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Operation	Printing error / Malfunction	<ol style="list-style-type: none">1. Check the connection of the printer cable2. Check the LPT1 BIOS setting. It does not function with EPP mode. The way to check depends on the PC. Refer to the PC' s manual.	
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Note 1: This special mode is available as a temporary action from version 1.25

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Environment Report

Reported by _____

Country	
Person in Charge	
Address	
Industry Type	
Product Name	

Operating Situation	<input type="checkbox"/> No Problem
	<input type="checkbox"/> Some customer requirements
	<input type="checkbox"/> Some customer requirements related to the specifications
	<input type="checkbox"/> Problem

If there is a problem

The problem is	<input type="checkbox"/> Due to the LFO The reason why you think this is so:
	<input type="checkbox"/> Due to OfficeStyler The reason why you think this is so:
	<input type="checkbox"/> Due to a Bundled Application The reason why you think this is so:
	<input type="checkbox"/> Not specified
	<input type="checkbox"/> Others

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Hardware

Type of PC	<input type="checkbox"/> Desktop manufacturer Brand <input type="checkbox"/> Ditto plus additional devices	<input type="checkbox"/> Non Brand <input type="checkbox"/> Notebook PC
Model Name of PC		
BIOS	<input type="checkbox"/> Manufacturer's BIOS <input type="checkbox"/> AWARD	<input type="checkbox"/> PHOENIX <input type="checkbox"/> AMI
BIOS Version		
CPU	<input type="checkbox"/> DX4 <input type="checkbox"/> Pentium <input type="checkbox"/> Pentium MMX <input type="checkbox"/> Pentium Pro/512	<input type="checkbox"/> Pentium Pro/256 <input type="checkbox"/> Pentium II <input type="checkbox"/> AMD 5K86 <input type="checkbox"/> AMD K6
Clock Speed	<input type="checkbox"/> Cyrix 6X86 <input type="checkbox"/> Cyrix 6X86MX <input type="checkbox"/> Other	
Main Memory (MB)		
HDD (GB)		
Motherboard		
Chip Set		
Video Card	Driver Ver.	
SCSI	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Adapter Name		
Network Card	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Name	Driver Ver.	
PCMCIA Card	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Name		
Modem		
Name	Driver Ver.	
IrDA	<input type="checkbox"/> YES <input type="checkbox"/> NO	Driver Ver.
Other Printer Connected	<input type="checkbox"/> YES <input type="checkbox"/> NO	Driver Ver.

IRQ Usage

00	System Timer	08	System COMS / Real time clock
01	Keyboard	09	
02	Programmable Interrupt controller	10	
03	COM2	11	
04	COM1	12	
05		13	Numeric data processor
06	FD Controller	14	Primary IDE Controller
07	LPT1	15	Secondary IDE Controller

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Software

System Software OS		Windows 95 Windows 3.1 Windows 3.11 (for Workgroups) Windows NT3.5.1 Windows NT4.0
	Ver. (OSR1, OSR2 etc.)	
	Language	
	File System	<input type="checkbox"/> FAT16 <input type="checkbox"/> FAT32 <input type="checkbox"/> NTFS
Plus?		<input type="checkbox"/> YES <input type="checkbox"/> NO
	Disk Compression	<input type="checkbox"/> YES <input type="checkbox"/> NO Utility name
Network	Protocol	TCP/IP : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		Net BEUI : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		IPX/SPX : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
	Client	Microsoft Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		NetWare : <input type="checkbox"/> YES (Type) <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
	Service	Shared by MS Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		Shared by Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Type) <input type="checkbox"/> NO
	Control Panel	
	System Tools	(Multiple)
	Applications Installed	(Multiple)

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Printer (Printer control)

Printer Driver	<input type="checkbox"/> GDI	<input type="checkbox"/> PCL	
Toner Saving	<input type="checkbox"/> On	<input type="checkbox"/> Off	Level
EET	<input type="checkbox"/> On	<input type="checkbox"/> Off	Level
Density			
Set Printer Port to			
DOS Printing Options			
Status Report Options	<input type="checkbox"/> Minimize Device Status Display <input type="checkbox"/> Remote Status Report <input type="checkbox"/> Notify when a job is finished <input type="checkbox"/> Notify when a job is deleted <input type="checkbox"/> Beep when a job is complete <input type="checkbox"/> Beep on print error		
GDI Option	Paper	Paper source	
		Orientation	<input type="checkbox"/> Portrait <input type="checkbox"/> Landscape
		Paper Size	
		Layout	<input type="checkbox"/> 1-Up <input type="checkbox"/> 2-Up <input type="checkbox"/> 4-Up
		Draw Frame Border	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Copies	
		Scaling	%
	Advanced Options	Use OfficeStyler Print Manager	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Top Page	<input type="checkbox"/> 3,2,1 <input type="checkbox"/> 1,2,3
		Duplex Printing	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Manual Duplex	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Book Style <input type="checkbox"/> Report Style
		Print Instruction Page	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Print to File	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Image	Brightness	
		Contrast	
	Form Settings	Use OfficeStyler Print Manager	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Print Cover	<input type="checkbox"/> YES <input type="checkbox"/> NO PATH :
		Print Overlay	<input type="checkbox"/> YES <input type="checkbox"/> NO PATH :
		Overlay All Pages	<input type="checkbox"/> YES <input type="checkbox"/> NO
		From/To	

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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		Print Trailer	<input type="checkbox"/> YES <input type="checkbox"/> NO
PCL Option	Paper Source		
	Paper Size	Paper	
		Envelopes	
	Orientation		
	Copies		
	Default Font	Font	<input type="checkbox"/> Copier <input type="checkbox"/> Line Printer
		Size	<input type="checkbox"/> 10 <input type="checkbox"/> 12
		Style	
		Symbol Set	
		Top	
		Bottom	
		Left	
		Right	
		Unit of Measurement	<input type="checkbox"/> Inches <input type="checkbox"/> mm

PC Scanning

Density	
Document Type	<input type="checkbox"/> Line-art <input type="checkbox"/> Error Diffusion <input type="checkbox"/> Dither
Resolution	<input type="checkbox"/> 200 x 200 dpi <input type="checkbox"/> 400 x 400 dpi
Scan Size	<input type="checkbox"/> A4 <input type="checkbox"/> Letter

Model: LFO (OfficeStyler)

Date: 15-Nov-97

No: 003A

1. Win.Ini & System.Ini

Version	Win95		Win 3.11	
	Win.ini	System.ini	Win.ini	System.ini
LFO/US (LFO/UK)	<pre>[windows] run = C:\OFST10\WSWPD.EXE device = OfficeStyler T10 GDL,SUMOGDI,T10GDI [Printer Port] OfficeStyler T10 GDI =SUMOGDI,T10GDI,15,45 OfficeStyler T10 PCL=LFOPCL,T10PCL,14,45 [Device] OfficeStyler T10 GDI = SUMOGDI,T10GDI OffocoStyler T10 PCL = LFOPCL,T10PCL: [Extension] PRX = C:\OFST10\LFODSK.EXE^.PRX [LFODesktop] InstallDir = C:\OFST10 [Sumoport] T10GDI := T10PCL :=</pre>	<pre>[386Enh] device = C:\OFST10\SUMOVMI.3.86 device = C:\OFST10\WEMU387.386 SUMOLPT = 1</pre>	<pre>[windows] run = C:\OFST10\WSWPD.EXE device = OfficeStyler T10 GDI,SUMOGDI,T10GDI [PrinterPort] OfficeStyler T10 GDI =SUMOGDI,T10GDI,15,45 OfficeStyler T10 PCL = LFOPCL,T10PCL:,15,45 [Device] OfficeStyler T10 GDI = SUMOGDI,T10GDI OfficeStyler T10 PCL = LFOPCL, T10PCL: [Extension] PRX = C:\OFST10\LFODSK.EXE^.PRX [LFODesktop] InstallDir = C:\OFST10 [Sumoport] T10GDI = T10PCL:=</pre>	<pre>[386Enh] device = C:\OFST10\SUMOVMI.386 SUMOLPT = 1 [ComRedirector] COMMPort = 4</pre>

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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2.Copied System Files

Version	Win95 (System files)	Win31 (System files)	Comments
LFO/US (UK)	1. UNIDRV.DLL	1. UNIDRV.DLL	PCL:1,2,3,items
	2. UNIDRV.HLP	2. UNIDRV.HLP	TWAIN:4,5,6 (Win95)
	3. ICNLIB.DLL	3. ICONLIB.DLL	4 (Win31)
	4. TWAIN.DLL	4. TWAIN.DLL	OCR: 8,9,10,11,12,13 (Win95)
	5. TWAIN_32.DLL	5. OLE2.DLL	5,6,7,8,9,10 (Win31)
	6. TWUNK_16.EXE	6. OLE2DISP.DLL	
	7. TWUNK_32.EXE	7. STORAGE.DLL	
	8. OLE2.DLL	8. MFCOLEUI.DLL	
	9. OLE2DISP.DLL	9. COMPOBJ.DLL	
	10. STORAGE.DLL	10. OLE2NLS.DLL	
	11. MFCOLEUI.DLL		
	12. COMPOBJ.DLL		
	13. OLE2NLS.DLL		

Model: LFO		Date: 15-Dec-97	No: 004
Subject: User Switch 13		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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

After operating Fax Setup through OfficeStyler T10, User Switch 13 returns to the default settings.

Switch 13 contains the following settings.

SW13 Bit 0 – 1 Access to the public telephone line

	Bit 0	Bit 1
Loop Start	1	0
Ground Start	0	1
(This feature is not available in France)		
Flash Start	1	1
PSTN	0	0 (default)

This explanation is missing from the Operator’s Manual.

As a result, the LFO does not dial after the running the setup utility supplied with Office Styler 10 if the machine is connected behind a PABX and dial tone detection is required (depending on the PTT requirement in each country).

Countermeasure

1. The LFO firmware is updated to protect overwriting by OFS from the following firmware suffix onwards.
 For NA: H5237220J (Applied production from part of December 1997)
 For Eu/A: H5237240E (same as above)
2. Add the above explanation about User Switch 13 to the Operator’s Manual.

RC	RE	ASIA	
*	*	*	

Model: LFO		Date: 15-Dec-97	No: 005
Subject: Firmware Update History		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 checked="" type="checkbox"/> Other ()		

#	Reason/Problem (Improved)	NA	EU/A
		H5237220	H5237240
1	Memory RX error when starting copying during reception	H	D
2	CTC detection error on receiving	H	D
3	It sometimes takes a long time (20 min) to print a document stored with substitute rx after a memory full condition.	H	D
4	After broadcasting with Q-Fax, the last destination number is stored in the redial buffer.	H	D
5	The machine cannot cancel the TX file informed from Q-Fax with the deleting command right after completing the document scan.	H	D
6	The second page was sent in detail mode during direct Tx if the first page was scanned as halftone and the second page as standard.	H	D
7	Memory Over is indicated after memory storage through Q-Fax even when the document is too long.	H	D
8	The quick dial number cannot be edited if more than 5 destinations were programmed with a direct telephone number in one group.	H	D
9	The LFO does not come into PC receiving mode if the ring count is set to more than 8.	H	D
10	The document face down illustration in the help list is incorrect.	H	-
11	The default switch value for Canada is incorrect.	H	-
12	Protecting User Swich 13 information from overwritten by Office Styler 10 Fax Setup.	J	E

Applied to production

H5237220 for NA	
H	Dec.1997 production.
J	Part of Dec. 1997 production.

H5237240 for Eu./ Asia	
D	Nov.1997 production.
E	Part of Dec. 1997 production.

RC	RE	ASIA	
*	*	*	

Model: LFO		Date: 15-Dec-97	No: 006
Subject: Office Styler Update History		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 checked="" type="checkbox"/> Other ()		

RC	RE	ASIA	
*	*		

Model: LFO	Date: 15-Dec-97	No: 006
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Office Styler T10 USA Version 1.25 Release Notice

Improved by Version 1.25

No.	Problem solved	Condition	Note
1.24-001	Impossible to install if Net Beui is not installed.		Only for N/A
1.24-002	GPF error while rotating an image on the desktop		Only for N/A
1.24-003	Specification change for Comredirector .(No need to set the COM setting each time Windows is started.)	Windows 3.1	Only for N/A
1.24-004	GPF error caused by disconnecting the printer cable during scanning.		Only for N/A
1.24-005	"&" character is not displayed in the network name.		Only for N/A
1.24-006	Windows does not shut down after installing OFST10		Only for N/A
1.24-007	Default value change for Night Timer		Only for N/A
1.24-008	Part of the printed image is missing or shifted with PC Printing using print manager.		Only for N/A
1.25-001	No DOS Print indication in the Printer Console menu.	The combination of 2 up and sort printing under Windows 3.1 with 64 MB main memory.	
1.25-002	No DOS Print indication in the Printer Console menu.		
1.25-003	Hanging up during installation.	TI's PC with 3Com network card	Caused by compatibility problem between TI PC and 3Com card
1.25-004	IBM Host emulation program does not work after installation of OFS T10.	Coexisting IBM Host emulation and OFS T10	

Model: LFO	Date: 15-Dec-97	No: 006
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1.25-005	The default value of the monitor sound volume in the set up utility is different from the LFO.		
1.25-006	Add a message to close all application programs at installation.		
1.25-007	The PC hangs up when restarting Windows after installation.	OSR2 plus Novell NetWare Client32	This mode is to temporarily solve any problem relating to network setting. The required conventional memory cannot be specified as it depends on the PC environment.
1.25-008	To make it possible to install "Personal mode" without regard to the network environment.		
1.25-009	Improvement in required conventional memory.(Improved from 530 KB to around 400 KB)	Windows 3.1	
1.25-010	Free system resources are automatically assigned for Comredirector by Windows at the installation to prevent system resource conflicts. For example, COM3 is assigned for Comredirector if COM1 and 2 are already assigned by the PC.	Windows 3.1	Only for EU/Asia version. For US version, this will be applied from 1.26.

Model: LFO		Date: 28-Feb-98	No: 007
Subject: Thermistor		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 ()		

Problem

The fusing thermistor may not be attached to the fusing upper cover.
 This may cause the fusing separation hook to melt.

Action Required

Before installation

1. Check if the thermistor is attached to the upper cover.
2. Replace the screw with a longer one. (09513010B: M3X10)

Please refer to section 6.5.2 "Thermistor" to access the thermistor.

If the following error happens during operation, the above action is required as well.

Error Code: 9-22

Sub-Code: 02, 05 or 07

RC	RE	ASIA	
*	*	*	

Model: LFO		Date: 15-Mar-98	No: 008
Subject: Laser Unit		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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

Only blank copies are printed out at installation.

CAUSE

The laser unit is out of position because of impact during transportation.

SOLUTION

Remount the laser unit in the right position.

Before installation, this problem can be checked for in the following way.

1. Remove the paper cassette
2. Touch the clip on the bottom of the machine to check whether it fits.

Note

To prevent the problem, a supporter for the clip will be added on the NCU cover from part of the March '98 production and onwards.

Due to this, the NCU cover needs to be removed first when replacing / removing the laser unit.

RC	RE	ASIA	
*	*	*	

Model: LFO		Date: 31-Mar-98	No: 009
Subject: Paper Feed Clutch		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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

Clear Copy (Paper Jamming) happens at installation.

CAUSE

The paper feed roller always turns on because the clutch mechanism does not function properly.

SOLUTION

Either replace the gear ass'y (H523 3119)

or

replace the black shaft and clutch gear in the gear ass'y.

Refer to the procedure attached.

The black shaft and clutch gear will be provided based upon your requirement.

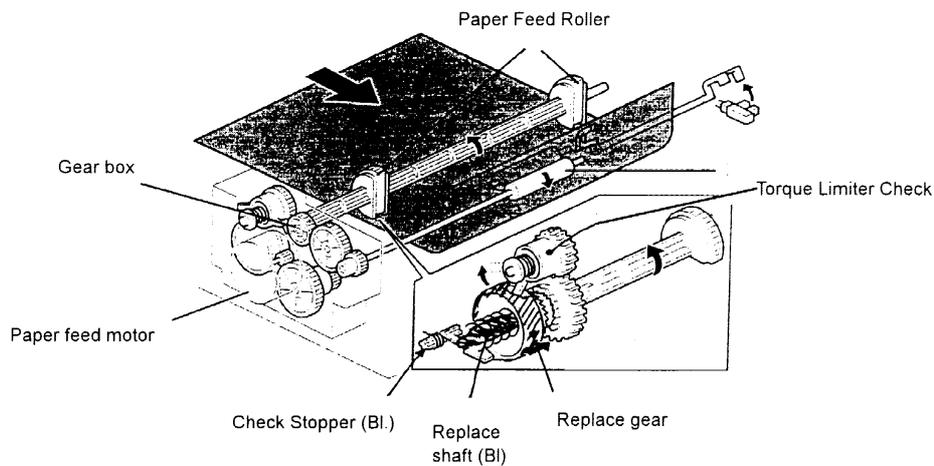
This countermeasure has been implemented from the Jan. 98 production run.

RC	RE	ASIA	
*	*	*	

Model: LFO	Date: 31-Mar-98	No: 009
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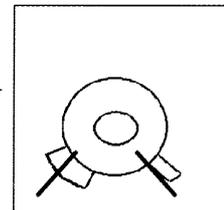
LX10 Modification Procedures

- ① Remove the rear cover
- ② Remove the cassette and take out the paper feed roller
- ③ Remove the gear and shaft shown in the diagram and replace with new ones.



Note: When reassembling

- Reset the torque limiter as shown in the diagram on the right
- Make sure the stopper (Bl.) is in contact with the surface of the gear.



- ④ Install the gear box
- ⑤ Install the paper feed roller.
- ⑥ Reattach the rear cover.
- ⑦ Check the movement of the paper feed roller by using Service Code 11 (Printer) 1. Mech.
The roller should stop after each rotation.
- ⑧ Set the paper cassette

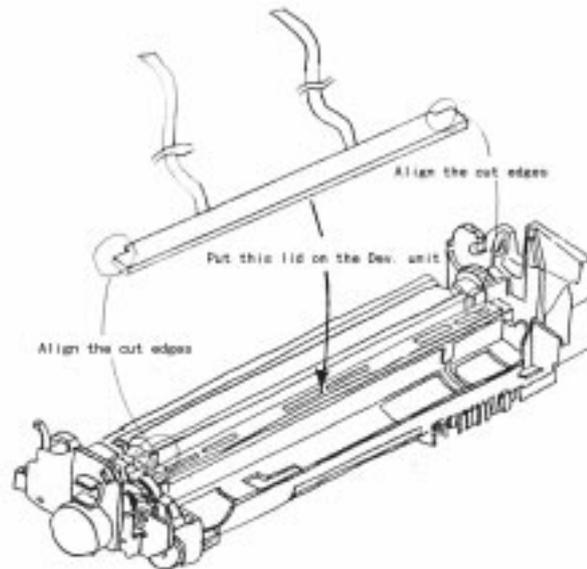
The End

Model: LFO		Date: 15-May-98	No: 010
Subject: Lid - Development Unit		Prepared by: Y.Tamaoka	
From: QAC Field Information 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 type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

The following tool was prepared for the mail-in service system to prevent toner spillage from the development unit during transportation.

H5239700 Lid - Development Unit – LFO

1. Undo the black tapes
2. Remove the CTM and put on the lid (H5239700) as shown in the drawing below.
3. Put the black tapes on the fusing unit. This tape is just a reminder not to forget to remove this lid at reinstallation.
4. Put the CTM back and close the scanner unit.



Note:

Toner leakage can be minimized during transportation with this lid even after filling the development unit with toner, but it is not fully guaranteed for all conditions of transportation. (Toner may leak even with this lid, depending on the transportation conditions.)

It is still strongly recommended to transport the machine carefully.

RC	RE	ASIA	
*	*	*	

Model: LFO		Date: 31-May-98	No: 011
Subject: Service Manual Correction		Prepared by: Y.Tamaoka	
From: QAC Field Information 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 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 ()		

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4. PM Call

PM Call interval

	Correction
Address 800194	800191
800195	800192
800196	800193

Page 4-69

	Correction
800191 to 800193	
Default 30,000	Default 60,000

RC	RE	ASIA	
*	*	*	

Model: LFO (OfficeStyler)		Date: 15-Nov-97	No: 003
Subject: TrobleShooting		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 ()		

RTB Correction

Reissue date: 31-May-98

The items in bold italic have been corrected or added.

The following is a summary of how to solve and investigate problems concerning Office Styler in the field.

Contents

1. Required action (Troubleshooting) relating to OfficeStyler problems (1st edition)
2. PC Environment Report
3. Tips for OfficeStyler
(Win.ini & System.ini / Copied System files)
4. ***How to obtain PC system information for the environment report***

In particular, the required action will be continuously updated based on experience in the field.

RC	RE	ASIA	
*	*	*	

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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OfficeStyler Troubleshooting (1st edition) : 1997.10.31

Problem At	Symptom	Required Action (Troubleshooting)	Required information if the problem cannot be solved
Installation	Error Message ***. DLL file is NOT readable	<ol style="list-style-type: none"> 1. Disk check using SCANDISK 2. Delete the said DLL file on the PC after restarting the PC in DOS mode. The file location can be found with the "Find" command. 	Pages 1/5 to 3/5 of "PC Environment Report" plus a copy of the following files ■ Config.sys ■ Autoexec.bat ■ System ini ■ Win. ini
	Freeze or stop during installation	<ol style="list-style-type: none"> 1. Try it again after closing all applications including resident ones. 2. Disk check using SCANDISK 3. Try with "Personal mode installation"; see note 1 Get the "ofst10.log" file located in the root directory. See Note 3. 	
	Stops at the 2nd or a later disk	<ol style="list-style-type: none"> 1. Make DISK1 to DISK4 folders on your hard disk. 2. Copy all files from 4 diskettes into the folders. 3. Start installation (No replacement disks required) 	Note Improved by ver/1.27 or later
Right after Installation	PC does not shut down Or PC does not restart Or Error messages on restarting PC	<ol style="list-style-type: none"> 1. If OfficeStyler is on a different drive from Windows and this problem happens, try to re-install OfficeStyler on the same drive as Windows after uninstalling the previous one. 2. Check whether Novel Client32 is installed. If yes, OfficeStyler 1.24 or a later version can solve this. 3. Check whether IRQ12 is used for any other device than ComRedirector. If this is the case, re-assign ComRedirector to a free IRQ. (See Note 2.) 	

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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Right after Installation	PC does not shut down Or PC does not restart Or Error messages on restarting PC	<p>4. Check whether COM4 is used for any device other than ComRedirector. If this is the case, re-assign Com Redirector to a free COM port with "Auto" mode. Note, however, that 16bit PC fax applications can function only between COM1 to COM4. (See Note 2.)</p> <p>5. Check System.ini for the following statements in the [186Enh] section. If not included, add them. <i>Device=C:\OFST10\SUMOVMI.386</i> <i>Device=C:\OFST10\WEMU387.386</i></p>	
	T10 (server) cannot be recognized from another PC on the network.	<p>1. Check whether the network is working properly</p> <ul style="list-style-type: none"> - Can other PCs on the network be found? - Can files be shared? 	
Operation	Printing error / Malfunction	<p>1. Check the connection of the printer cable. Check the LPT1 BIOS setting. It does not function with EPP mode. The way to check depends on the PC. Refer to the PC's manual.</p>	
	No printing / Printer console can not be opened	<p>1. Check System.ini for the following statements at [186Enh] section. If not included, add them. <i>Device=C:\OFST10\SUMOVMI.386</i> <i>Device=C:\OFST10\WEMU387.386</i></p>	Note. Improved by ver.1.27 or later.
	No printing with DOS applications	<p>1. Launch Printer Console and choose "direct to port" as the Printing mode from the DOS Printing Options dialog.</p>	

Note 1: This special mode is available as a temporary measure from version 1.25

Note 2: The system resource for OFS T10 is automatically set up with the following version.

Europe / Asia :Version 1.25 or later

US :Version 1.26 or later

Note 3: This file is created by version 1.27 or later

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Environment Report

Reported by _____

Country	
Person in Charge	
Address	
Industry Type	
Product Name	

Operating Situation	<input type="checkbox"/> No Problem
	<input type="checkbox"/> Some customer requirements
	<input type="checkbox"/> Some customer requirements related to the specifications
	<input type="checkbox"/> Problem

If there is a problem

The problem is	<input type="checkbox"/> Due to the LFO The reason why you think this is so:
	<input type="checkbox"/> Due to OfficeStyler The reason why you think this is so:
	<input type="checkbox"/> Due to a Bundled Application The reason why you think this is so:
	<input type="checkbox"/> Not specified
	<input type="checkbox"/> Others

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Hardware

Type of PC	<input type="checkbox"/> Desktop manufacturer Brand <input type="checkbox"/> Ditto plus additional devices	<input type="checkbox"/> Non Brand <input type="checkbox"/> Notebook PC
Model Name of PC		
BIOS	<input type="checkbox"/> Manufacturer's BIOS <input type="checkbox"/> AWARD	<input type="checkbox"/> PHOENIX <input type="checkbox"/> AMI
BIOS Version		
CPU	<input type="checkbox"/> DX4 <input type="checkbox"/> Pentium <input type="checkbox"/> Pentium MMX <input type="checkbox"/> Pentium Pro/512	<input type="checkbox"/> Pentium Pro/256 <input type="checkbox"/> Pentium II <input type="checkbox"/> AMD 5K86 <input type="checkbox"/> AMD K6
Clock Speed	<input type="checkbox"/> Cyrix 6X86 <input type="checkbox"/> Cyrix 6X86MX <input type="checkbox"/> Other	
Main Memory (MB)		
HDD (GB)		
Motherboard		
Chip Set		
Video Card	Driver Ver.	
SCSI	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Adapter Name		
Network Card	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Name	Driver Ver.	
PCMCIA Card	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Name		
Modem		
Name	Driver Ver.	
IrDA	<input type="checkbox"/> YES <input type="checkbox"/> NO	Driver Ver.
Other Printer Connected	<input type="checkbox"/> YES <input type="checkbox"/> NO	Driver Ver.

IRQ Usage

00	System Timer	08	System COMS / Real time clock
01	Keyboard	09	
02	Programmable Interrupt controller	10	
03	COM2	11	
04	COM1	12	
05		13	Numeric data processor
06	FD Controller	14	Primary IDE Controller
07	LPT1	15	Secondary IDE Controller

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Software

System Software OS		Windows 95 Windows 3.1 Windows 3.11 (for Workgroups) Windows NT3.5.1 Windows NT4.0
	Ver. (OSR1, OSR2 etc.)	
	Language	
	File System	<input type="checkbox"/> FAT16 <input type="checkbox"/> FAT32 <input type="checkbox"/> NTFS
Plus?		<input type="checkbox"/> YES <input type="checkbox"/> NO
	Disk Compression	<input type="checkbox"/> YES <input type="checkbox"/> NO Utility name
Network	Protocol	TCP/IP : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		Net BEUI : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		IPX/SPX : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
	Client	Microsoft Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		NetWare : <input type="checkbox"/> YES (Type) <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
	Service	Shared by MS Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		Shared by Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Type) <input type="checkbox"/> NO
	Control Panel	
	System Tools	(Multiple)
	Applications Installed	(Multiple)

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Printer (Printer control)

Printer Driver	<input type="checkbox"/> GDI	<input type="checkbox"/> PCL	
Toner Saving	<input type="checkbox"/> On	<input type="checkbox"/> Off	Level
EET	<input type="checkbox"/> On	<input type="checkbox"/> Off	Level
Density			
Set Printer Port to			
DOS Printing Options			
Status Report Options	<input type="checkbox"/> Minimize Device Status Display <input type="checkbox"/> Remote Status Report <input type="checkbox"/> Notify when a job is finished <input type="checkbox"/> Notify when a job is deleted <input type="checkbox"/> Beep when a job is complete <input type="checkbox"/> Beep on print error		
GDI Option	Paper	Paper source	
		Orientation	<input type="checkbox"/> Portrait <input type="checkbox"/> Landscape
		Paper Size	
		Layout	<input type="checkbox"/> 1-Up <input type="checkbox"/> 2-Up <input type="checkbox"/> 4-Up
		Draw Frame Border	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Copies	
		Scaling	%
	Advanced Options	Use OfficeStyler Print Manager	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Top Page	<input type="checkbox"/> 3,2,1 <input type="checkbox"/> 1,2,3
		Duplex Printing	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Manual Duplex	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Book Style <input type="checkbox"/> Report Style
		Print Instruction Page	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Print to File	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Image	Brightness	
		Contrast	
	Form Settings	Use OfficeStyler Print Manager	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Print Cover	<input type="checkbox"/> YES <input type="checkbox"/> NO PATH :
		Print Overlay	<input type="checkbox"/> YES <input type="checkbox"/> NO PATH :
		Overlay All Pages	<input type="checkbox"/> YES <input type="checkbox"/> NO
		From/To	

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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		Print Trailer	<input type="checkbox"/> YES <input type="checkbox"/> NO
PCL Option	Paper Source		
	Paper Size	Paper	
		Envelopes	
	Orientation		
	Copies		
	Default Font	Font	<input type="checkbox"/> Copier <input type="checkbox"/> Line Printer
		Size	<input type="checkbox"/> 10 <input type="checkbox"/> 12
		Style	
		Symbol Set	
		Top	
		Bottom	
		Left	
		Right	
		Unit of Measurement	<input type="checkbox"/> Inches <input type="checkbox"/> mm

PC Scanning

Density	
Document Type	<input type="checkbox"/> Line-art <input type="checkbox"/> Error Diffusion <input type="checkbox"/> Dither
Resolution	<input type="checkbox"/> 200 x 200 dpi <input type="checkbox"/> 400 x 400 dpi
Scan Size	<input type="checkbox"/> A4 <input type="checkbox"/> Letter

1. Win.Ini & System.Ini

Version	Win95		Win 3.11	
	Win.ini	System.ini	Win.ini	System.ini
LFO/US (LFO/UK)	<pre>[windows] run = C:\OFST10\WSWPD.EXE device = OfficeStyler T10 GDL,SUMOGDI,T10GDI [Printer Port] OfficeStyler T10 GDI =LFOGDI,T10GDI,15,45 OfficeStyler T10 PCL=LFO PCL,T10PCL,14,45 [Device] OfficeStyler T10 GDI = SUMOGDI,T10GDI OfficeStyler T10 PCL = LFO PCL,T10PCL: [Extension] PRX = C:\OFST10\LFODSK.EXE^.PRX [LFODesktop] InstallDir = C:\OFST10 [Sumoport] T10GDI := T10PCL :=</pre>	<pre>[386Enh] device = C:\OFST10\SUMOVMI.3.86 device = C:\OFST10\WEMU387.386 SUMOLPT = 1</pre>	<pre>[windows] run = C:\OFST10\WSWPD.EXE device = OfficeStyler T10 GDI,SUMOGDI,T10GDI [PrinterPort] OfficeStyler T10 GDI =LFOGDI,T10GDI,15,45 OfficeStyler T10 PCL = LFO PCL,T10PCL:,15,45 [Device] OfficeStyler T10 GDI = SUMOGDI,T10GDI OfficeStyler T10 PCL = LFO PCL, T10PCL: [Extension] PRX = C:\OFST10\LFODSK.EXE^.PRX [LFODesktop] InstallDir = C:\OFST10 [Sumoport] T10GDI = T10PCL:=</pre>	<pre>[386Enh] device = C:\OFST10\SUM OVMI.386 SUMOLPT = 1 [ComRedirector] COMMPort = 4</pre>

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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2.Copied System Files

Version	Win95 (System files)	Win31 (System files)	Comment
LFO/US (UK)	1. UNIDRV.DLL	1. UNIDRV.DLL	PCL:1,2,3,items
	2. UNIDRV.HLP	2. UNIDRV.HLP	TWAIN:4,5,6 (Win95)
	3. ICNLIB.DLL	3. ICONLIB.DLL	4 (Win31)
	4. TWAIN.DLL	4. TWAIN.DLL	OCR: 8,9,10,11,12,13 (Win95)
	5. TWAIN_32.DLL	5. OLE2.DLL	5,6,7,8,9,10 (Win31)
	6. TWUNK_16.EXE	6. OLE2DISP.DLL	
	7. TWUNK_32.EXE	7. STORAGE.DLL	
	8. OLE2.DLL	8. MFCOLEUI.DLL	
	9. OLE2DISP.DLL	9. COMPOBJ.DLL	
	10. STORAGE.DLL	10. OLE2NLS.DLL	
	11. MFCOLEUI.DLL		
	12. COMPOBJ.DLL		
	13. OLE2NLS.DLL		

Model: LFO (OfficeStyler)

Date: 15-Nov-97

No: 003

How to get System Information (To fill the PC Environment Report out)

1. Check the PC name, model name and manufacturer.

2. System resources

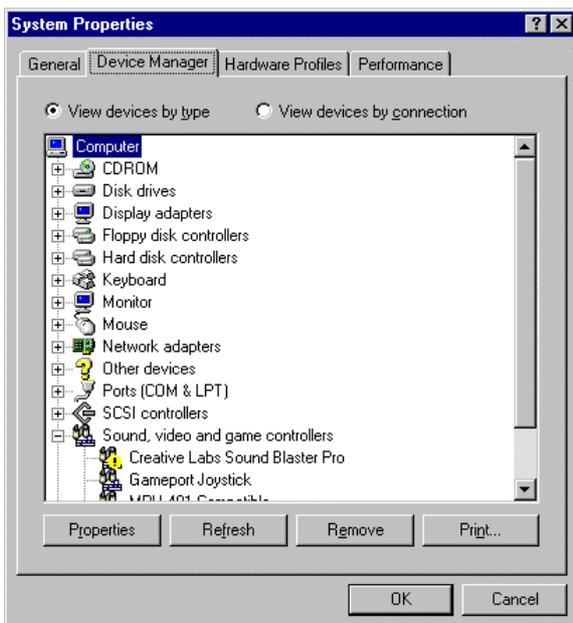
1) Open the Control Panel

2) Double Click "System"



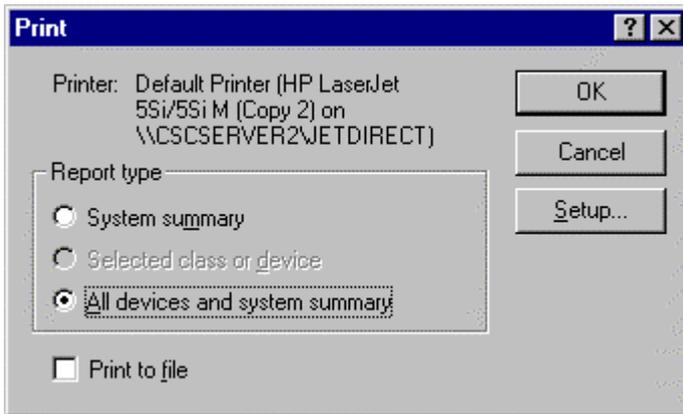
3. Devices installed

1) Click the Device Manager tab.

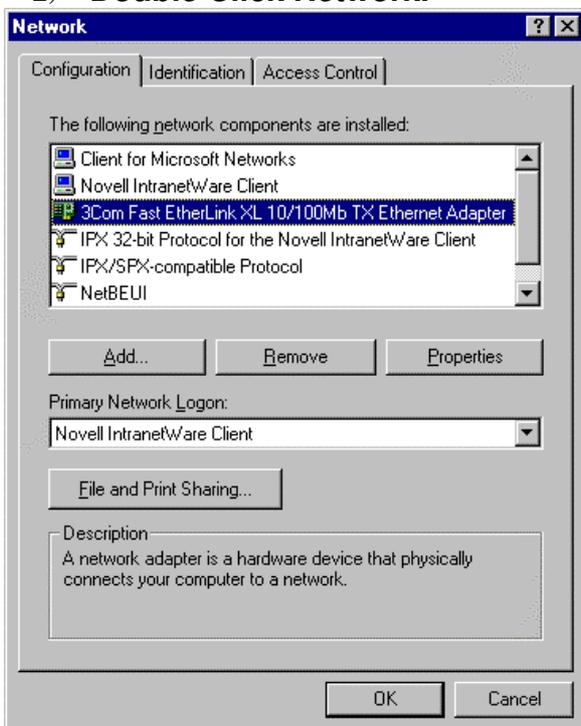


2) Print or make a screen copy.

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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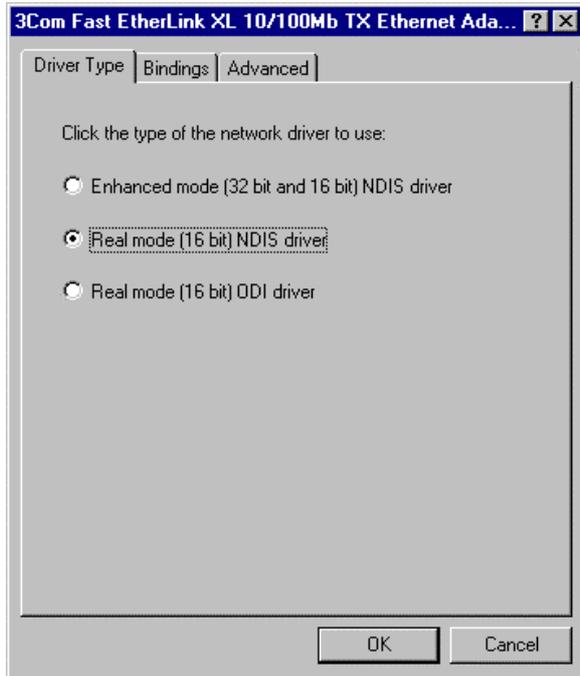


4. **Copy “System.ini” and “Win.ini” located in the Windows folder to a floppy disk.**
5. **Check resident applications**
These are shown in the indicator at the bottom right. Others may be found by pressing “Alt” plus “Tab” key.
6. **Check the applications in the Start Up folder.**
7. **Check the network properties.**
 - 1) **Open the Control Panel.**
 - 2) **Double Click Network.**



- 3) **Select the network adapter and click Properties.**

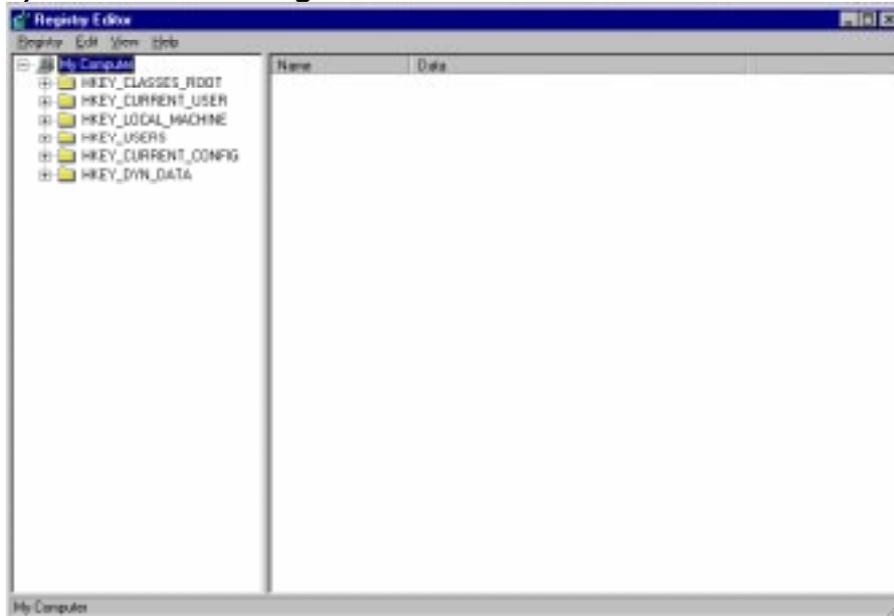
Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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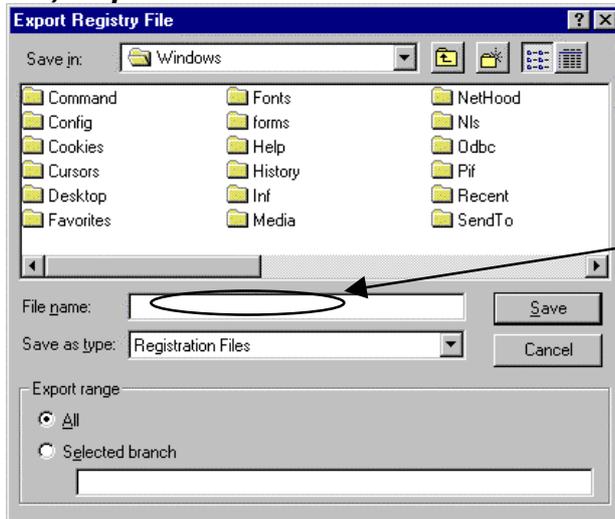


4) Make screen copies of all tabs (Driver Type, Bindings, etc) and paste them in a Word Pad document.

8. Registry data

1) Double Click "regedit.exe" located in the windows folder.



2) Export data

Note: The file extension should NOT be "reg". It should be saved as "regdata.TXT" for example.

RTB Correction

Reissue date: 31-May-98.

The items in bold italic have been corrected or added.

Model: LFO		Date: 15-Dec-97	No: 005A
Subject: Firm ware update history		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 checked="" type="checkbox"/> Other ()		

#	Reason/Problem (Improved)	NA	EU/A
		H5237220	H5237240
1	Memory RX error when starting copying during reception	H	D
2	CTC detection error on receiving	H	D
3	It sometimes takes a long time (20 min) to print a document stored with substitute rx after a memory full condition.	H	D
4	After broadcasting with Q-Fax, the last destination number is stored in the redial buffer.	H	D
5	The machine cannot cancel the TX file informed from Q-Fax with the deleting command right after completing the document scan.	H	D
6	The second page was sent in detail mode during direct Tx if the first page was scanned as halftone and the second page as standard.	H	D
7	Memory Over is indicated after memory storage through Q-Fax even when the document is too long.	H	D
8	The quick dial number cannot be edited if more than 5 destinations were programmed with a direct telephone number in one group.	H	D
9	The LFO does not come into PC receiving mode if the ring count is set to more than 8.	H	D
10	The document face down illustration in the help list is incorrect.	H	-
11	The default switch value for Canada is incorrect.	H	-
12	Protecting User Switch 13 information from being overwritten by Office Styler 10 Fax Setup.	J	E

13	<i>The PC print and scan counters on the system parameter list do not increase.</i>	<i>L</i>	<i>G</i>
14	<i>RX errors may happen if starting to copy while receiving.</i>	<i>L</i>	<i>G</i>

Model: LFO

Date: 15-Dec-97

No: 005**A**

Applied to production

H5237220 for NA	
H	Dec.1997 production.
J	Part of Dec. 1997 production.
L	<i>May 1998 production</i>

H5237240 for Europe./ Asia	
D	Nov.1997 production.
E	Part of Dec. 1997 production.
G	<i>May 1998 production</i>

Model: LFO		Date: 15-Dec-97	No: 006A
Subject: Office Styler Update History		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 checked="" type="checkbox"/> Other ()		

RC	RE	ASIA	
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Model: LFO	Date: 15-Dec-97	No: 006
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Office Styler T10 USA Ver1.25 Release Notice

Improved by Version1.25

No.	Problem solved	Condition	Note
1.24-001	Impossible to install if Net Beui is not installed.		Only for N/A
1.24-002	GPF error while rotating an image on the desktop		Only for N/A
1.24-003	Specification change for Com Redirector.(No need to set the COM setting each time Windows is started.)	Windows 3.1	Only for N/A
1.24-004	GPF error caused by disconnecting the printer cable during scanning.		Only for N/A
1.24-005	"&" character is not displayed in the network name.		Only for N/A
1.24-006	Windows does not shut down after installing OFST10		Only for N/A
1.24-007	Default value change for Night Timer		Only for N/A
1.24-008	Part of the printed image is missing or shifted with PC Printing using print manager.		Only for N/A
1.25-001	No DOS Print indication in the Printer Console menu.	The combination of 2 up and sort printing under Windows 3.1 with 64 MB main memory.	
1.25-002	No DOS Print indication in the Printer Console menu.		
1.25-003	Hanging up during installation.	TI's PS with 3Com network card	Caused by compatibility problem between TI PC and 3Com card
1.25-004	IBM Host emulation program does not work after installation of OFS T10.	Coexisting IBM Host emulation and OFS T10	

Model: LFO	Date: 15-Dec-97	No: 006
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1.25-005	The default value of the monitor sound volume in the set up utility is different from the LFO.		
1.25-006	Added a message to close all application programs at installation.		
1.25-007	The PC hangs up when restarting Windows after installation.	OSR2 plus Novell NetWare Client32	This mode is to temporarily solve any problem relating to network settings. The required conventional memory can not be specified as it depends on the PC environment.
1.25-008	To make it possible to install "Personal mode" without regard to the network environment.		
1.25-009	Improvement in required conventional memory.(Improved from 530 KB to around 400 KB)	Windows 3.1	
1.25-010	Free system resources are automatically assigned for Comredirector by Windows at the installation to prevent system resource conflicts. For example, COM3 is assigned for Comredirector if COM1 and 2 are already assigned by the PC.	Windows 3.1	Only for the Europe/Asia version. For the US version, this will be applied from 1.26.

Model: LFO

Date: 15-Dec-97

No: 006

Office Styler T10 USA Ver 1.27 Release Notice
Improved by Version 1.27

No.	Problem solved	Condition	Note
1.27-001	Hitachi Vision 7580 cannot be operated for one minute during installation.	Depending on the PC network module.	Reported by the Japanese market.
1.27-002	"Printer console" cannot be opened and nothing can not be printed using an IBM ThinkPad770 or AKUA PC.	The system.ini file is not overwritten by the OFS installer.	Reported by the Japanese market.
1.27-003	Making an installation log file (ofst10.log) on the hard disk.		To investigate any installation problems
1.27-004	Cannot be uninstalled on Hitachi Flora		Reported by the Japanese market
1.27-005	PC hang-up during installation	Fujitsu PC plus TCLOCK (application)	
1.27-006	The same file (***.prx) will be created by double clicking the ***.prx file.		
1.27-007	Error message "summomon.dll cannot be replaced" after re-installing and uninstalling OFS.	Windows 98 and some Windows 95 OSR2	
1.27-008	Added message during installation recommending to press "No" in the dialog.		
1.27-009	Complex bitmap images in Excel files cannot be printed completely.	Excel97	
1.27-010	The same as 1.27-002 on the IBM Thinkpad760E	PC responds NULL for function calls.	Reported by the Japanese market

Model: General		Date: 29-May-98	No: 015
Subject: Polarity Detection (Additional Bit Switch)		Prepared by: K. Misugi	
From: Technical Service Department.			
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 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 ()		

SYMPTOM

This RTB is to clarify the symptom for the following error code.
 Error code 0-52: Polarity change detected during communication.

CAUSE

Polarity change is detected during communication and the machine disconnects the line in the following conditions (error code 0-52).

1. When the machine is at the Rx side (receiving a message) and when G3 bit switch 0B bit 1 (Protocol requirements: Spain) is set to 1 (Enabled).
 The machine immediately disconnects the line when it detects polarity change after receiving DIS/NSF.
2. When the machine is at the Tx side (transmitting a message) and when G3 bit switch 03 bit 7 is set to 1.
 The machine immediately disconnects the line if it detects polarity change twice after receiving DIS/NSF.

NOTE: The following explanation must be added to the service manual.
 (All F/L series: FX6, FX6Mk2, FX4, FX7, LX7, LSO, LSOMk2, LFO, FR6, FR4)

G3 Switch 03		
No	FUNCTION	COMMENTS
7	Polarity detection during communication 0: Disabled 1: Enabled	1: The machine disconnects the line when it detects polarity change twice after receiving DIS/NSF. This detection is enabled only when the machine is in Tx mode.

RC	RE	ASIA	
✓	✓	✓	

Model: LFO		Date: 15-Jun-98	No: 012
Subject: Software / SRAM Download & Upload		Prepared by: Y.Tamaoka	
From: QAC Field Information 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 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 ()		

Field Service Manual Page 4-13 to 4-15

When you do a Software/SRAM Download or Upload using an external FCU, TB2 , TB3 and TB4 in the external FCU need to be open. Otherwise, no characters may be displayed on the LCD and external FCU components may fail gradually.

RC	RE	ASIA	
*	*	*	

RTB Correction

Reissue date : 15-Jun-98

The items in bold italic have been corrected or added.

Model: LFO (OfficeStyler)		Date: 15-Nov-97	No: 003 B
Subject: Troubleshooting		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 following is a summary of how to solve and investigate problems concerning Office Styler in the field.

Contents

1. Required action (Troubleshooting) relating to OfficeStyler problems (1st edition)
2. PC Environment Report
3. Tips for OfficeStyler
(Win.ini & System.ini / Copied System files)
4. ***How to obtain PC system information for the environment report***

In particular, the required action will be continuously updated based on experience in the field.

RC	RE	ASIA	
*		*	

Model: LFO (OfficeStyler)

Date: 15-Nov-97

No: 003**B**

OfficeStyler Troubleshooting (1st edition) : 1997.10.31

Problem At	Symptom	Required Action (Troubleshooting)	Required information if the problem cannot be solved
Installation	Error Message ***. DLL file is not readable	<ol style="list-style-type: none"> 1. Disk check using SCANDISK 2. Delete the said DLL file on the PC after restarting the PC in DOS mode. The file location can be found with the "Find" command. 	Page 1/5 to 3/5 of "PC Environment Report" plus copy of the following files ■ Config. sys ■ Autoexec. bat ■ System ini ■ Win. Ini
	Freeze or stop during installation	<ol style="list-style-type: none"> 1. Try it again after closing all applications including resident ones. 2. Disk check using SCANDISK 3. Try with "Personal mode installation"; see note 1 Get the "ofst10.log" file located in the root directory. See Note 3. 	
	Stop at the 2nd or a later disk	<ol style="list-style-type: none"> 1. Make any folder. 2. Copy all files from 4 diskettes into the folder, 3. Start installation (No diskette replacement is required) 	Note Improved by ver. 1.27 or later
Right after Installation	PC does not shut down Or PC does not restart Or Error messages on restarting PC	<ol style="list-style-type: none"> 1. If OfficeStyler is on a different drive from Windows and this problem happens, try to re-install OfficeStyler on the same drive as Windows after uninstalling the previous one. 2. Check whether Novel Client32 is installed. If yes, OfficeStyler 1.24 or a later version can solve this. 3. Check whether IRQ12 is used for any other device than ComRedirector. If this is the case, re-assign ComRedirector to a free IRQ. (See Note 2.) 	

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003 B
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Right after Installation	PC does not shut down Or PC does not restart Or Error messages on restarting PC	<ol style="list-style-type: none"> 4. Check whether COM4 is used for any device other than ComRedirector. If this is the case, re-assign Com Redirector to a free COM port with "Auto" mode. Note, however, that 16bit PC fax applications can function only between COM1 to COM4. (See Note 2.) 5. Check System.ini for the following statements in the [386Enh] section. If not included, add them. <i>Device=C:\OFST10\SUMOVMI.386</i> <i>Device=C:\OFST10\WEMU387.386</i> 	
Operation	T10 (server) cannot be recognized from another PC on the network.	<ol style="list-style-type: none"> 1. Check whether the network is working properly <ul style="list-style-type: none"> - Can other PCs on the network be found? - Can files be shared? 	
	Printing error / Malfunction	<ol style="list-style-type: none"> 1. Check the connection of the printer cable. Check the LPT1 BIOS setting. It does not function with EPP mode. The way to check depends on the PC. Refer to the PC's manual. 	
	No Printing / Printer console cannot be opened	<ol style="list-style-type: none"> 1. Check System.ini for the following statements at [386Enh] section. If not included, add them. <i>Device=C:\OFST10\SUMOVMI.386</i> <i>Device=C:\OFST10\WEMU387.386</i> 	Note. Improved by ver.1.27 or later.
	No printing with DOS applications	<ol style="list-style-type: none"> 1. Launch Printer Console and choose "direct to port" as the Printing mode from the DOS Printing Options dialog. 	

Note 1: This special mode is available as a temporary measure from version 1.25

Note 2: The system resource for OFS T10 is automatically set up with the following version.

Europe / Asia :Version 1.25 or later

US :Version 1.26 or later

Note 3: This file is created by version 1.27 or later

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Environment Report

Reported by _____

Country	
Person in Charge	
Address	
Industry Type	
Product Name	

Operating Situation	<input type="checkbox"/> No Problem
	<input type="checkbox"/> Some customer requirements
	<input type="checkbox"/> Some customer requirements related to the specifications
	<input type="checkbox"/> Problem

If there is a problem

The problem is	<input type="checkbox"/> Due to the LFO The reason why you think this is so:
	<input type="checkbox"/> Due to OfficeStyler The reason why you think this is so:
	<input type="checkbox"/> Due to a Bundled Application The reason why you think this is so:
	<input type="checkbox"/> Not specified
	<input type="checkbox"/> Others

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Hardware

Type of PC	<input type="checkbox"/> Desktop manufacturer Brand <input type="checkbox"/> Ditto plus additional devices	<input type="checkbox"/> Non Brand <input type="checkbox"/> Notebook PC
Model Name of PC		
BIOS	<input type="checkbox"/> Manufacturer's BIOS <input type="checkbox"/> AWARD	<input type="checkbox"/> PHOENIX <input type="checkbox"/> AMI
BIOS Version		
CPU	<input type="checkbox"/> DX4 <input type="checkbox"/> Pentium <input type="checkbox"/> Pentium MMX <input type="checkbox"/> Pentium Pro/512	<input type="checkbox"/> Pentium Pro/256 <input type="checkbox"/> Pentium II <input type="checkbox"/> AMD 5K86 <input type="checkbox"/> AMD K6
Clock Speed	<input type="checkbox"/> Cyrix 6X86 <input type="checkbox"/> Cyrix 6X86MX <input type="checkbox"/> Other	
Main Memory (MB)		
HDD (GB)		
Motherboard		
Chip Set		
Video Card	Driver Ver.	
SCSI	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Adapter Name		
Network Card	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Name	Driver Ver.	
PCMCIA Card	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Name		
Modem		
Name	Driver Ver.	
IrDA	<input type="checkbox"/> YES <input type="checkbox"/> NO	Driver Ver.
Other Printer Connected	<input type="checkbox"/> YES <input type="checkbox"/> NO	Driver Ver.

IRQ Usage

00	System Timer	08	System COMS / Real time clock
01	Keyboard	09	
02	Programmable Interrupt controller	10	
03	COM2	11	
04	COM1	12	
05		13	Numeric data processor
06	FD Controller	14	Primary IDE Controller
07	LPT1	15	Secondary IDE Controller

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Software

System Software OS		Windows 95 Windows 3.1 Windows 3.11 (for Workgroups) Windows NT3.5.1 Windows NT4.0
	Ver. (OSR1, OSR2 etc.)	
	Language	
	File System	<input type="checkbox"/> FAT16 <input type="checkbox"/> FAT32 <input type="checkbox"/> NTFS
Plus?		<input type="checkbox"/> YES <input type="checkbox"/> NO
	Disk Compression	<input type="checkbox"/> YES <input type="checkbox"/> NO Utility name
Network	Protocol	TCP/IP : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		Net BEUI : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		IPX/SPX : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
	Client	Microsoft Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		NetWare : <input type="checkbox"/> YES (Type) <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Vender) <input type="checkbox"/> NO
	Service	Shared by MS Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		Shared by Network : <input type="checkbox"/> YES <input type="checkbox"/> NO
		Others : <input type="checkbox"/> YES (Type) <input type="checkbox"/> NO
	Control Panel	
	System Tools	(Multiple)
	Applications Installed	(Multiple)

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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PC Printer (Printer control)

Printer Driver	<input type="checkbox"/> GDI	<input type="checkbox"/> PCL	
Toner Saving	<input type="checkbox"/> On	<input type="checkbox"/> Off	Level
EET	<input type="checkbox"/> On	<input type="checkbox"/> Off	Level
Density			
Set Printer Port to			
DOS Printing Options			
Status Report Options	<input type="checkbox"/> Minimize Device Status Display <input type="checkbox"/> Remote Status Report <input type="checkbox"/> Notify when a job is finished <input type="checkbox"/> Notify when a job is deleted <input type="checkbox"/> Beep when a job is complete <input type="checkbox"/> Beep on print error		
GDI Option	Paper	Paper source	
		Orientation	<input type="checkbox"/> Portrait <input type="checkbox"/> Landscape
		Paper Size	
		Layout	<input type="checkbox"/> 1-Up <input type="checkbox"/> 2-Up <input type="checkbox"/> 4-Up
		Draw Frame Border	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Copies	
		Scaling	%
	Advanced Options	Use OfficeStyler Print Manager	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Top Page	<input type="checkbox"/> 3,2,1 <input type="checkbox"/> 1,2,3
		Duplex Printing	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Manual Duplex	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Book Style <input type="checkbox"/> Report Style
		Print Instruction Page	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Print to File	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Image	Brightness	
		Contrast	
	Form Settings	Use OfficeStyler Print Manager	<input type="checkbox"/> YES <input type="checkbox"/> NO
		Print Cover	<input type="checkbox"/> YES <input type="checkbox"/> NO PATH :
		Print Overlay	<input type="checkbox"/> YES <input type="checkbox"/> NO PATH :
		Overlay All Pages	<input type="checkbox"/> YES <input type="checkbox"/> NO
		From/To	

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003
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		Print Trailer	<input type="checkbox"/> YES <input type="checkbox"/> NO
PCL Option	Paper Source		
	Paper Size	Paper	
		Envelopes	
	Orientation		
	Copies		
	Default Font	Font	<input type="checkbox"/> Copier <input type="checkbox"/> Line Printer
		Size	<input type="checkbox"/> 10 <input type="checkbox"/> 12
		Style	
		Symbol Set	
		Top	
		Bottom	
		Left	
		Right	
		Unit of Measurement	<input type="checkbox"/> Inches <input type="checkbox"/> mm

PC Scanning

Density	
Document Type	<input type="checkbox"/> Line-art <input type="checkbox"/> Error Diffusion <input type="checkbox"/> Dither
Resolution	<input type="checkbox"/> 200 x 200 dpi <input type="checkbox"/> 400 x 400 dpi
Scan Size	<input type="checkbox"/> A4 <input type="checkbox"/> Letter

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003B
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1. Win.Ini & System.Ini

Version	Win95		Win 3.11	
	Win.ini	System.ini	Win.ini	System.ini
LFO/US (LFO/UK)	<pre>[windows] run = C:\OFST10\WSWPD.EXE device = OfficeStyler T10 GDL,SUMOGDI,T10GDI [Printer Port] OfficeStyler T10 GDI =LFOGDI,T10GDI,15,45 OfficeStyler T10 PCL=LFO PCL,T10PCL,14,45 [Device] OfficeStyler T10 GDI = SUMOGDI,T10GDI OfficeStyler T10 PCL = LFO PCL,T10PCL: [Extension] PRX = C:\OFST10\LFODSK.EXE^.PRX [LFODesktop] InstallDir = C:\OFST10 [Sumoport] T10GDI := T10PCL :=</pre>	<pre>[386Enh] device = C:\OFST10\SUMOVMI.3.86 device = C:\OFST10\WEMU387.386 SUMOLPT = 1</pre>	<pre>[windows] run = C:\OFST10\WSWPD.EXE device = OfficeStyler T10 GDI,SUMOGDI,T10GDI [PrinterPort] OfficeStyler T10 GDI =LFOGDI,T10GDI,15,45 OfficeStyler T10 PCL = LFO PCL,T10PCL:,15,45 [Device] OfficeStyler T10 GDI = SUMOGDI,T10GDI OfficeStyler T10 PCL = LFO PCL, T10PCL: [Extension] PRX = C:\OFST10\LFODSK.EXE^.PRX [LFODesktop] InstallDir = C:\OFST10 [Sumoport] T10GDI = T10PCL:=</pre>	<pre>[386Enh] device = C:\OFST10\SUMOVMI.386 SUMOLPT = 1 [ComRedirector] COMMPort = 4</pre>

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003 B
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2. Copied System Files

Version	Win95 (System files)	Win31 (System files)	Comment
LFO/US (UK)	1. UNIDRV.DLL	1. UNIDRV.DLL	PCL:1,2,3,items
	2. UNIDRV.HLP	2. UNIDRV.HLP	TWAIN:4,5,6 (Win95)
	3. ICNLIB.DLL	3. ICONLIB.DLL	4 (Win31)
	4. TWAIN.DLL	4. TWAIN.DLL	OCR: 8,9,10,11,12,13 (Win95)
	5. TWAIN_32.DLL	5. OLE2.DLL	5,6,7,8,9,10 (Win31)
	6. TWUNK_16.EXE	6. OLE2DISP.DLL	
	7. TWUNK_32.EXE	7. STORAGE.DLL	
	8. OLE2.DLL	8. MFCOLEUI.DLL	
	9. OLE2DISP.DLL	9. COMPOBJ.DLL	
	10. STORAGE.DLL	10. OLE2NLS.DLL	
	11. MFCOLEUI.DLL		
	12. COMPOBJ.DLL		
	13. OLE2NLS.DLL		

Model: LFO (OfficeStyler)

Date: 15-Nov-97

No: 003**B****How to get System Information (To fill the PC Environment Report out)**

1. Check the PC name, model name and manufacturer.

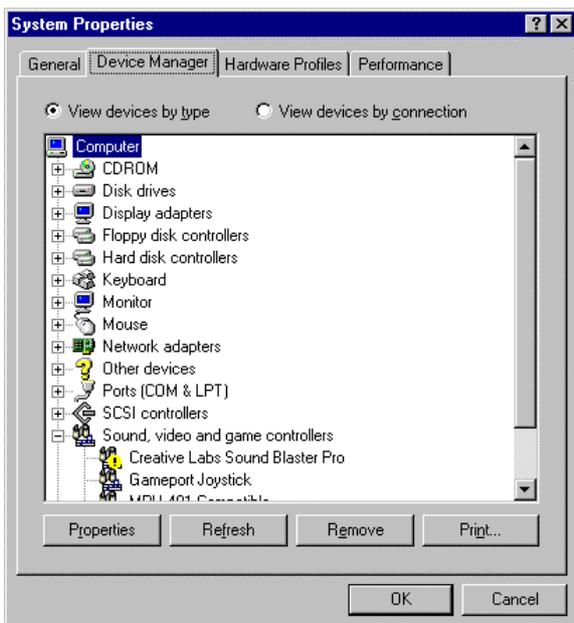
2. System resources

- 1) Open the Control Panel
- 2) Double Click "System"



3. Devices installed

- 1) Click the Device Manager tab.

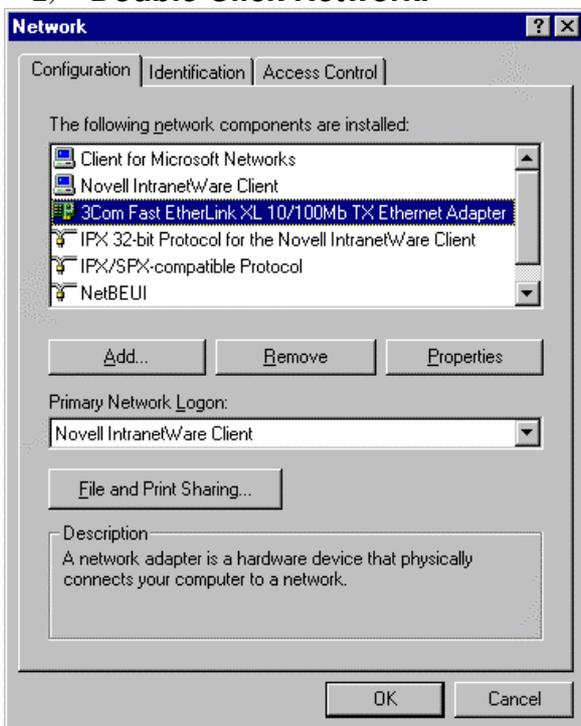


- 2) Print or make a screen copy.

Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003B
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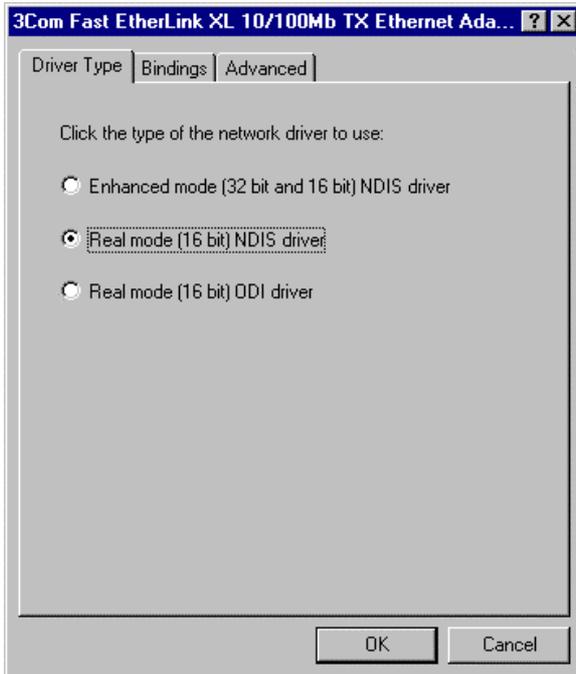
4. **Copy “System.ini” and “Win.ini” located in the Windows folder to a floppy disk.**
5. **Check resident applications**
These are shown in the indicator at the bottom right. Others may be found by pressing “Alt” plus “Tab” key.
6. **Check the applications in the Start Up folder.**
7. **Check the network properties.**
 - 1) **Open the Control Panel.**
 - 2) **Double Click Network.**



- 3) **Select the network adapter and click Properties.**

Model: LFO (OfficeStyler)

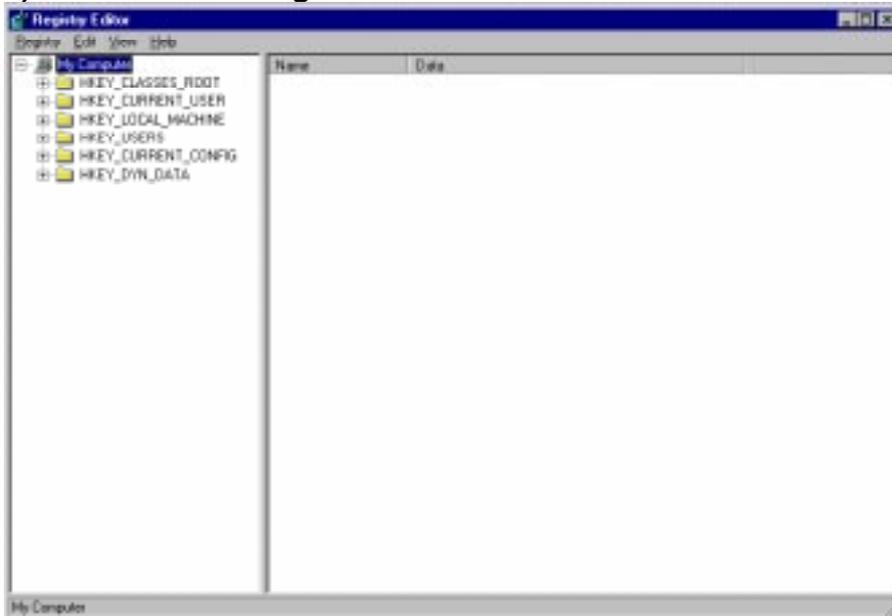
Date: 15-Nov-97

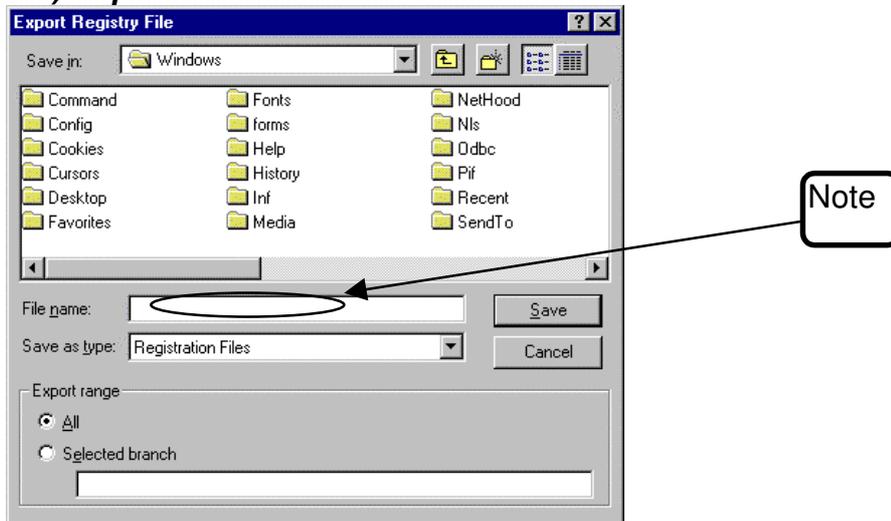
No: 003**B**

4) Make screen copies of all tabs (Driver Type, Bindings, etc) and paste them in a Word Pad document.

8. Registry data

1) Double Click "regedit.exe" located in the windows folder.



2) Export data

Note: The file extension should NOT be “reg”. It should be saved as “regdata.TXT” for example.

RTB Correction

Reissue date: 30-Jul-98

The items in bold italic have been corrected or added.

Model: LFO		Date: 15-Dec-97	No: 005 <i>B</i>
Subject: Firm ware update history		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 checked="" type="checkbox"/> Other ()		

#	Reason/Problem(Improved)	NA	EU/A
		H5237220	H5237240
1	Memory RX error when starting copying during reception	H	D
2	CTC detection error on receiving	H	D
3	It sometimes takes a long time (20 min) to print a document stored with substitute rx after a memory full condition.	H	D
4	After broadcasting with Q-Fax, the last destination number is stored in the redial buffer.	H	D
5	The machine cannot cancel the TX file informed from Q-Fax with the deleting command right after completing the document scan.	H	D
6	The second page was sent in detail mode during direct Tx if the first page was scanned as halftone and the second page as standard.	H	D
7	Memory Over is indicated after memory storage through Q-Fax even when the document is too long.	H	D
8	The quick dial number cannot be edited if more than 5 destinations were programmed with a direct telephone number in one group.	H	D
9	The LFO does not come into PC receiving mode if the ring count is set to more than 8.	H	D
10	The document face down illustration in the help list is incorrect.	H	-

Model: LFO	Date: 15-Dec-97	No: 005 B
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11	The default switch value for Canada is incorrect.	H	-
12	Protecting User Switch 13 information from being overwritten by Office Styler 10 Fax Setup.	J	E
13	The PC print and scan counters on the system parameter list do not increase.	L	G
14	RX errors may happen if starting to copy while receiving.	L	G
15	Fail safe control when a triac is defective	M	H

Applied to production

H5237220 for NA	
H	Dec.1997 production.
J	Part of Dec. 1997 production.
L	May 1998 production

H5237240 for Eu./ Asia	
D	Nov.1997 production.
E	Part of Dec. 1997 production.
G	May 1998 production

RC	RE	ASIA	
*	*	*	

RTB Correction

Reissue date:15-Sep98

The items in bold italic have been corrected or added.

Model: LFO		Date: 15-Dec-97	No: 006 <i>B</i>
Subject: Office Stayler Update History		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 checked="" type="checkbox"/> Other ()		

RC	RE	ASIA	
*	*	*	

Model: LFO	Date: 15-Dec-97	No: 006 B
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Office Styler T10 USA Ver1.27 Release Notice

No.	Problem solved	Condition	Note
1.27-011	<i>Sopwith Lite is not automatically detected on Document Desktop</i>		

For earlier modifications, see RTBs 6 and 6A.

Model: LFO		Date: 15-Oct-98	No.: 013
Subject: Printed image skew		Prepared by: Y.Tamaoka	
From: GTSS Field Information Dept.			
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

A horizontal line at the bottom is slanted when printed.
The right side end is higher by about 1 to 2 mm.

CAUSE

1. Skewed at the registration roller
 2. Skewed at the transfer roller
- it is hard to distinguish at which section the skew happens by checking the printed image.

SOLUTION

1. Replace the registration pressure roller with a modified one (H523 3366)
2. Attach the spacer chip (H523 2415) to the development unit as shown in the attached procedure.

Countermeasure kit (H523 9800: Pressure roller W/Spacer chip) contains the above two parts noted above.

RC	REBV	ASIA	
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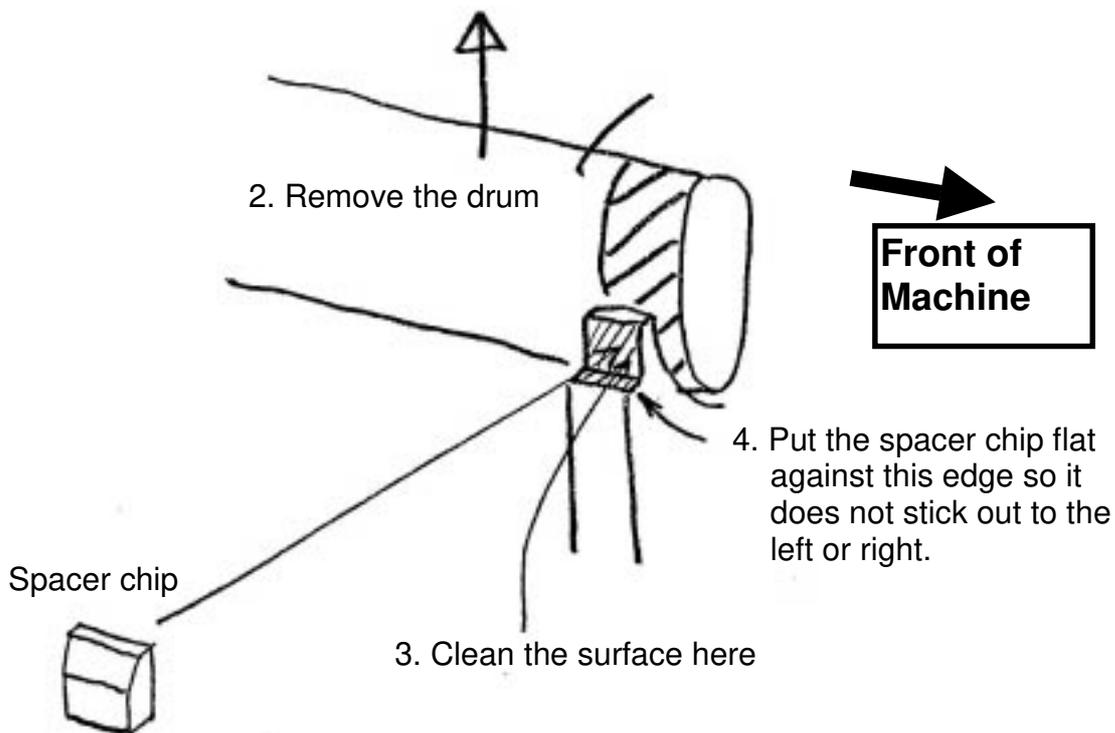
Model: LFO	Date: 15-Oct-98	No.: 013
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Procedure

1. Remove the development unit
2. Remove the drum
3. Clean the part of the development unit where the spacer chip will be attached. (The front edge of the development unit base where the transfer roller ass'y contacts it.)
4. Attach the spacer chip as shown below



Attach the spacer chip by pressing it firmly.



Production

The new pressure roller is included in production units from Sept. 1998.
 The spacer chip is included in production units from Nov. 1998.

Model: LFO		Date: 15-Oct-98	No: 014
Subject: G3 Bit Switch (Service Manual Correction)		Prepared by: K. Misugi	
From: Technical Service Department.			
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 ()		

This RTB is to notify the correction in the LFO service manual.
Regarding G3 Bit Switch 01 bit 6.

Wrong:

G3 Bit Switch 01

G3 Switch 01		
No	FUNCTION	COMMENTS
6	CED transmission 0: Disabled 1: Enabled	Do not change this setting unless the communication problem is caused by the CED transmission.

Correct:

G3 Bit Switch 01

G3 Switch 01		
No	FUNCTION	COMMENTS
6	CED emission 0: Enabled 1: Disabled	Do not change this setting unless communication problem is caused by emission of CED.

RC	RE	ASIA	
✓	✓	✓	

Model: LFO		Date: 15-Oct-98	No.: 015
Subject: FCU Flash ROM change		Prepared by: Y.Tamaoka	
From: GTSS Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input checked="" 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 production of the Flash ROM (IC37) will be discontinued in a few months. A new type of Flash ROM will be used as the replacement. This change involves the following component change.

	Old Part #	New Part #
	Q6 14000373	14000706
Part # of new FCU :	H523 6121 for USA	H523 6141 for Eu/A

Please refer to the related MB LFO - 019

As a result of this change, the following limitation appears.

Firmware upload is not possible between new FCUs.
 (Firmware cannot be transferred from a new FCU inside the machine to a new FCU outside the machine)

Remarks :

- There is no limitation for SRAM download and upload.
- As long as the ROM board is used, there is no limitation.

RC	REBV	ASIA	
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RTB Correction

Reissue date : 15-Oct-98

The items in bold italic have been corrected or added.

Model: LFO (OfficeStyler)		Date: 15-Nov-97	No: 003C 
Subject: TrobleShooting		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 following is a summary of how to solve problems concerning Office Styler in the field.

Contents

1. Required action (Troubleshooting) relating to OfficeStyler problems (1st edition)
2. PC Environment Report
3. OfficeStyler Tips
(Win.ini & System.ini / Copied System files)
4. How to obtain PC system information for the environment report

In particular, the required action will be continuously updated based on experience in the field.

RC	RE	ASIA	
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Model: LFO (OfficeStyler)	Date: 15-Nov-97	No: 003C
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OfficeStyler Troubleshooting (1st edition) : 1997.10.31

Problem At	Symptom	Required Action (Troubleshooting)	Required information if the problem cannot be solved
Installation	<p>Error Message ***. DLL file is NOT readable</p> <p><i>“Sumomon. DLL cannot replaced “ indication on re-installing OFST10.</i></p>	<ol style="list-style-type: none"> 1. Disk check using SCANDISK 2. Delete the said DLL file on the PC after restarting the PC in DOS mode. The file can be found with the “Find” command. 3. Same as item 2 above. 	<p>Page 1/5 to 3/5 of “PC Environment Report” plus copy of the following files</p> <ul style="list-style-type: none"> ■ Config. sys ■ Autoexec. bat ■ System ini ■ Win. Ini
	Freeze or Stop during installation	<ol style="list-style-type: none"> 1. Try it again after closing all applications including resident ones. 2. Disk check using SCANDISK 3. Try with “Personal mode installation” note 1 4. Get ”ofst10.log” file in the root directory. See Note 3 	
	Stop at the 2nd or later disk	<ol style="list-style-type: none"> 1. Make any folder. 2. Copy all files from 4 diskettes into the folder, 3. Start installation (No diskette replacement is required) 	Note Improved by ver 1.27 or later
Right after Installation	<p>PC does not shut down Or PC does not restart Or Error messages on restarting PC</p>	<ol style="list-style-type: none"> 1. If OfficeStyler is on a different drive from Windows and this problem happens, try to re-install OfficeStyler on the same drive as Windows after uninstalling the previous one. 2. Check whether Novel Client32 is installed. If yes, OfficeStyler 1.24 or later version can solve it. 3. Check whether IRQ12 is used for any other device than ComRedirector. If this is the case, re-assign ComRedirector to free IRQ. (See Note 2.) 	

Model: LFO (OfficeStyler)

Date: 15-Nov-97

No: 003 **C**

Right after Installation	PC does not shut down Or PC does not restart Or Error messages on restarting PC	4. Check whether COM4 is used for any other device than ComRedirector. If this is the case, re-assign Com Redirector to free COM port with "Auto" mode. Note, however, that 16-bit PC fax applications can function only between COM1 and COM4. (See Note 2.) 5. Check System.ini for the following statements in the [386Enh] section. If not included, add them. Device=C:\OFST10\SUMOVMI.386 Device=C:\OFST10\WEMU387.386	
	T10 (server) cannot be recognized from another PC on the network.	1. Check whether the network is working properly - Can other PCs on the network be found? - Can files be shared?	
Operation	Printing error / Malfunction	1. Check the connection of the printer cable. Check the LPT1 BIOS setting. It does not function with EPP mode. The way to check depends on the PC. Refer to the PC's manual.	
	No Printing / Printer console cannot be opened	1. Check System.ini for the following statements in the [386Enh] section. If not included, add them. Device=C:\OFST10\SUMOVMI.386 Device=C:\OFST10\WEMU387.386	Note. Improved by ver.1.27 or later.
	No printing with DOS applications	1. Launch Printer Console and choose "direct to port" as the Printing mode from the DOS Printing Options dialog.	

Note 1: This special mode is available as a temporary action from version 1.25

Note 2: The system resource for OFS T10 is automatically set up with the following versions.

Europe / Asia :Version 1.25 or later

US :Version 1.26 or later

Note 3: This file is created by version 1.27 or later

Note 4: This may happen with Windows98 and part of Windows95 OSR2 version.

This was fixed from version 1.27 or later.

RTB Correction

Reissue date:15-Oct-98

The items in bold italic have been corrected or added.

Model: LFO		Date: 15-Dec-97	No: 006C
Subject: Office Styler Update History		Prepared by: Y.Tamaoka	
From: QAC Field Information Dept.			
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 checked="" type="checkbox"/> Other ()		

RC	RE	ASIA	
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Model: LFO	Date: 15-Dec-97	No: 006C
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Office Styler T10 USA Ver 1.27 Release Notice

Improved by Version 1.27

No.	Problem solved	Condition	Note
1.27-007	<i>Error message "sumomon.dll cannot replaced" when re-installing OFST10 even after running the "uninstall" program.</i>	Windows98 and some Windows95 OSR2	<i>Delete sumomon.dll after restarting the PC in DOS mode. (This cannot be done in a DOS window.)</i>

For earlier modifications, see RTBs 6 to 6B.

Model: LFO		Date: 15-Dec-98	No.: 016
Subject: Note when removing the exposure glass		Prepared by: Y.Tamaoka	
From: QAC Field Information 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 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 ()		

Field Service Manual, Page 6-5

Additional remarks while removing the exposure glass.

While removing the exposure glass, a white plastic piece which is held between the glass and R1 pressure roller should drop into scanner unit.

Put the piece back between the glass and roller when re-assembling, otherwise a scanner error may occur.

Note: This plastic part ensures that documents contact the exposure glass properly, but is missing from the parts catalog. (The part number is H5231310; ADF guide – R1)

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Reissued: 15-Jul-99

Model: LFO (LSO)	Date: 15-Mar-99	No.: RA523017a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Error Codes		Prepared by: Y. Tamaoka	
From: GTSS Field Information 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 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 ()		

The following error codes are missing from the manual.

- 9-90 The home position sensor does not turn on when the scanner carriage returns to the home position
- 9-91 The home position sensor does not turn off when starting book scanning mode
- 9-92 The home position sensor does not turn on in scanner carriage detection mode
- 9-93 The home position sensor does not turn off in scanner carriage detection mode
- 9-94 The scanner carriage is not in the right position to start ADF scanning mode

*Some of these codes appear on the LSO too.

Suggested cause/action

Check the book scanner motor, drive mechanism, and home position sensor.

RC	REBV	ASIA	
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Model: LFO		Date: 30-Apr-99	No.: RH523018
Subject: Group Number 0		Prepared by: Y. Tamaoka	
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 ()		

This feature is not mentioned in the manuals.

Group number "0" is defined as a "GENERAL GROUP".

When "0" is specified as the Group number, all destinations included in Groups 1 to 3 are programmed as the destination.

Even if the same destination is included in different Groups, the stored documents are sent just once for each destination.

This is the same in F/LX7.

RC	REBV	ASIA	
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Reissued: 31-May-99

Model: LFO	Date: 15-Oct-98	No.: H523013a
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RTB Correction

The items in bold italics have been corrected or added.
 The items with a line drawn through them have been deleted.

Subject: Printing image skew		Prepared by: Y.Tamaoka	
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 ()		

SYMPTOM

A horizontal line at the bottom is slanted when printed.
 The right end is higher than the left end by about 1 to 2 mm.

CAUSE

1. Skewed at the registration roller section
2. Skewed at the transfer roller section

It is difficult to determine at which section the skew is produced by the printed image. However, the skewing occurs at the transfer roller section in most cases.

SOLUTION

1. ~~Replace pressure roller registration by modified one (H523 3366)~~

Regarding the skewing at the transfer roller section:

2. Attach the spacer chip (H523 2415) to the development unit as shown in the attached illustration.
3. ***Replace the transfer roller spring on the driven side and the spacer rollers on both sides***
4. ***Replace the registration pressure roller if a short reg. pressure roller is used.***

Note: The long pressure roller is more effective in preventing skewing at the transfer roller section.

~~Countermeasure kit (H523 9800: Pressure roller W/Spacer chip) is whitens the above two parts noted above.~~

The "New countermeasure kit (H5239810: Kit spacer roller transfer – LFO)" contains all necessary parts mentioned above in the solution section.

RC	REBV	ASIA	
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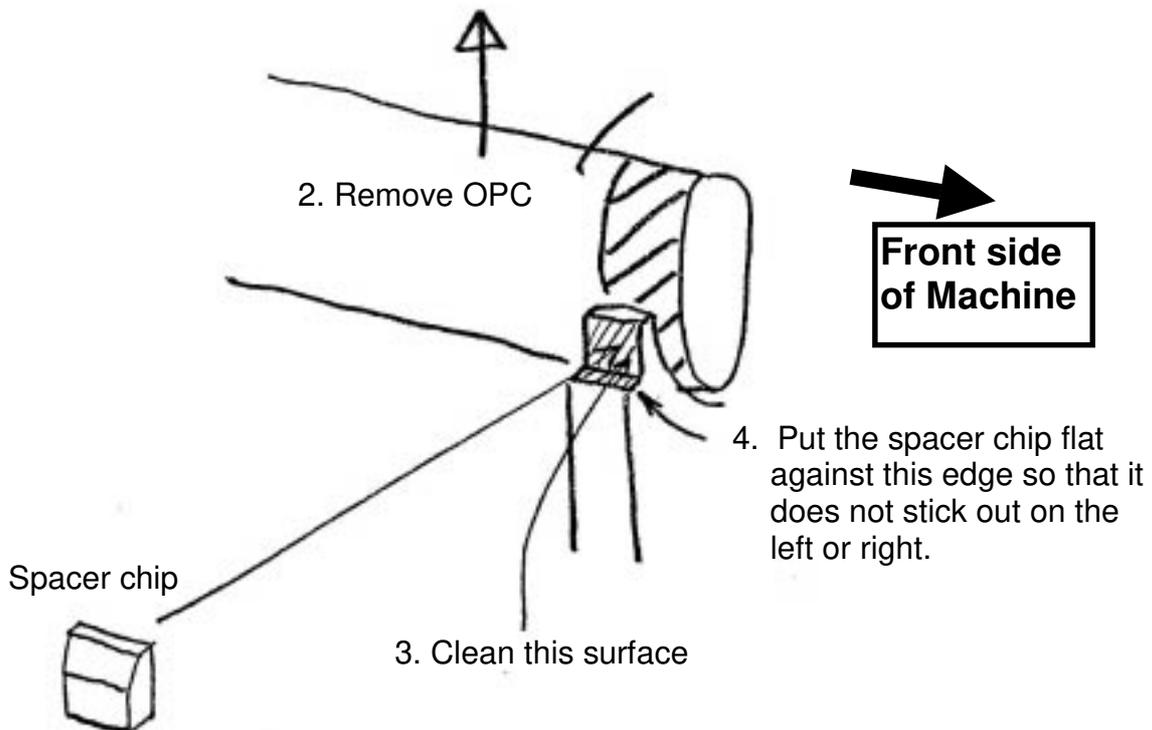
Reissued: 31-May-99

Model: LFO	Date: 15-Oct-98	No.: H523013a
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1. ADD SPACER CHIP



Attach the spacer chip firmly by pressing it.

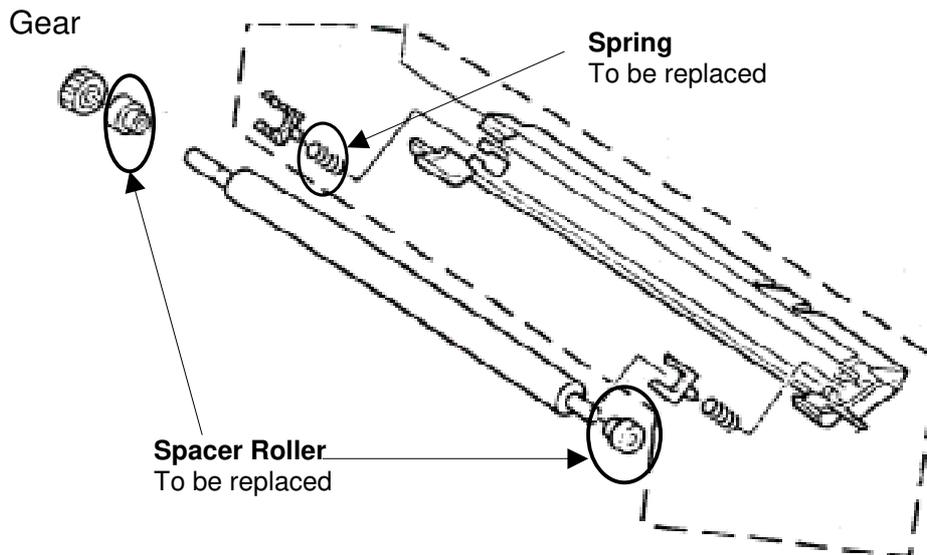


- 1) Remove the development unit
- 2) Remove the drum
- 3) Clean the surface of the development unit where the spacer chip will be attached (i.e. the front face of the development unit base, which forms the contact surface with the transfer roller assembly.)
- 4) Attach the spacer chip as shown above

Reissued: 31-May-99

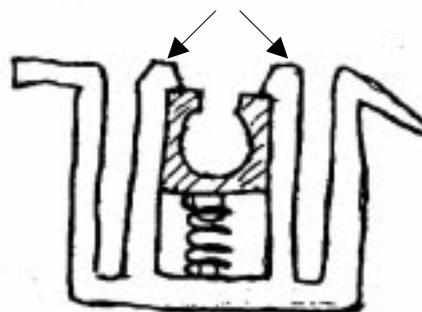
Model: LFO	Date: 15-Oct-98	No.: H523013a
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2. REPLACE THE TRANSFER ROLLER SPRING ON THE DRIVEN SIDE AND THE SPACER ROLLER ON BOTH SIDES



- 1) Detach the transfer roller assembly from the development unit together with the gear and two spacer rollers.
- 2) Remove the "Holder transfer roller – left" (driven side) and replace the "Spring transfer roller". The tension of the new spring is slightly greater than the one you will replace.

To remove the roller holder, push both notches outward simultaneously.



- 3) Replace both spacer rollers.
- 4) Remount the transfer roller assembly.

Reissued: 31-May-99

Model: LFO

Date: 15-Oct-98

No.: H523013a

**3. REPLACE THE REGISTRATION PRESSURE ROLLER
IF THE SHORTER ROLLER IS USED.**

The length of the contact surface

The shorter roller: 50 cm

New one: 70 cm

Model: Kaiser1, Schmidt1/3, FR4/6, FX4/6, FX7, LSO, LFO, LX7		Date: 11-Jul-00	No.: RGenF021
Subject: Modem turn-on level (NCU Parameter)		Prepared by: Y.Okunishi	
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 (Technical Information)		

Please note the following points when setting the modem turn-on level:

1) Schmidt 3 Service Manual, pg. 4-49:

The maximum value at the address (NCU Parameter) for the modem turn-on level (incoming signal detection level) is 1F(h).

Of the 8 bits, only the first 5 are used.

Therefore, if the input were 20(h), the 5 bits would be 00000.

2) The level is calculated by the following equations:

Kaiser1, Schmidt1/3:

$$\begin{aligned} \text{Modem carrier on:} &= (-33\text{dB}) - (0.5 \times N) \\ \text{off:} &= (-33\text{dB}) - (0.5 \times N) - (3\text{dB}) \end{aligned}$$

FX4/6, LSO, FX7, LSO, LFO, LX7:

$$\begin{aligned} \text{Modem carrier on:} &= (-37\text{dB}) - (0.5 \times N) \\ \text{off:} &= (-37\text{dB}) - (0.5 \times N) - (3\text{dB}) \end{aligned}$$

FR4/6:

$$\begin{aligned} \text{Modem carrier on:} &= -33\text{dB} (N= 00\text{h}) \\ &= -38\text{dB} (N= 01\text{h} - 0\text{Ah}) \\ &= -43\text{dB} (N= 0\text{Bh} - 14\text{h}) \\ &= -48\text{dB} (N= 15\text{h} - 1\text{Fh}) \\ \text{off:} &= (\text{above value} - 3\text{dB}) \end{aligned}$$

Model: FR Series (H551/H552)		Date: 15-Jul-03	No.: RH551023
Subject: Laser Unit		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" 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

Polygon Mirror Motor error: SC 3-31.

Cause

The edge of the Polygon Mirror Motor shaft can sometimes contact the Mylar affixed to the underside of the laser unit (H5522042), causing a reaction between the Mylar's adhesive and the oil inside the shaft, triggering SC3-31.

Action

Production line:

The shape of the Mylar has been changed to ensure a gap between the Mylar and motor shaft. In addition, the adhesive is not applied to the center of the Mylar (the area just below the shaft).

In the field:

Replace with the modified Polygon Mirror Motor, which includes the modified Mylar.
See MB MH551022 for details.

Old part number	New part number	Description	Q'ty	Int
H5522042	H5522045	Laser Plotter Unit	1→1	X/O
H5525040	H5529100	Polygon Mirror Motor	1→1	X/O

Note:

1. When installing for the first time, be sure to replace the new motor and Mylar **together as a set**.
2. The Polygon Mirror Motor itself has not been changed. The new P/N (H5529100) consists of the same motor plus the new Mylar.
3. This symptom does not occur with laser units used on other F/L series products (e.g. FX6/FX4/LSO/LFO), because the motor shaft and Mylar do not contact one another.

