

Model: Venus-C2		Date: 29-Oct-08	No.: RD014052
Subject: E-7100 Service Manual Correction		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Tier2	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please apply the following revisions **highlighted in red** to your E-7100 Service Manual.

Section 5: Troubleshooting

LED Diagnostic Codes

During startup, the E-7100 advances through a standard diagnostic sequence. Each diagnostic code flashes rapidly on the LED display during this sequence until the E-7100 reaches the Idle condition. In the Idle condition, the LED display shows the 00 code. This shows that the E-7100 is in normal operation mode. The E-7100 may flicker or drift from 00 during normal operation, but it will always return to 00.

If the LED display stops on a diagnostic code before the E-7100 completes the boot up process, one or more diagnostic tests may have failed. Look up the diagnostic code in the following table to determine the troubleshooting actions that you should take.

Note

A component may be faulty without an error code being displayed. Also, it is possible for an error code to indicate a defective component but that component may not be defective. Use the error codes only as a guide for what to investigate further.

Overview Initial Checklist

Try the following procedures if the E-7100 is hanging up on a diagnostic code.

1: Rebooting the E-7100

When the E-7100 is already ON and hanging up on a diagnostic code, reboot the E-7100 properly to see if the problem persists. Results are unpredictable when the E-7100 is rebooted incorrectly.

1. Press and hold the soft power button until the E-7100 turns off.
2. Wait a full 30 seconds.
3. Press (but do not hold) the soft power button.
4. Wait to see if the E-7100 reaches idle.

2: Checking the components

Always check the unit for visible problems.

1. Check the interior for foreign objects.

Model: Venus-C2

Date: 29-Oct-08

No.: RD014052

2. Check the cables to make sure they are intact, with no visible damage, and that each is the correct cable, and correctly installed.
3. Check all connectors for visible damage.
4. Check the replaceable parts for visible damage, and that each is the correct part and correctly installed.

3: Turn on the E-7100 Power

After you reassemble the unit, turn on the E-7100 power properly to see if the problem persists. Results are unpredictable when the E-7100 power is turned on incorrectly.

1. Connect the AC power cord to the AC power outlet.
2. Toggle the AC power switch to the ON position.
3. Wait a full 30 seconds.
4. Press (but do not hold) the soft power button.

Wait to see if the E-7100 reaches the idle status.

LED Diagnostic Code Tables

*1: Try in the listed order. If the problem persists, try the next one.

LED diagnostic Code	Details (Possible cause, Suggested action *1)
Any specific code not listed in this table that the machine hangs up on before the system reaches idle status.	<ul style="list-style-type: none"> ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Clear CMOS using the following procedure: <ol style="list-style-type: none"> 1) Turn off the controller and unplug the AC power cord. 2) Open the controller and remove the battery from the motherboard. 3) Wait a full 5 minutes. 4) Re-install the battery. 5) Reassemble the E-7100 and turn the power on properly (➡ Overview Initial Checklist). 2. If you have checked all cables, connections, and components (➡ Overview Initial Checklist) 3. Replace the motherboard.
00	<p>When the E-7100 is idle and in operational mode, the LED display shows 00. If the LED display shows 00 but the E-7100 is not functioning properly, one or more components may be at fault depending on the problems you are experiencing with the E-7100 (➡ Errors and Suggested Actions for symptoms)</p> <ul style="list-style-type: none"> ▪ Battery missing or defective ▪ Chassis fan missing or defective

Model: Venus-C2

Date: 29-Oct-08

No.: RD014052

LED diagnostic Code	Details (Possible cause, Suggested action *1)
	<ul style="list-style-type: none"> ▪ CPU and/or CPU cooling assembly defective ▪ HDD defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. If date/time cannot be set or are slow, replace the battery. 2. If no air or fan noise is evident at the fan, replace the fan. 3. Replace the HDD 4. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 5. Replace the motherboard.
40	<ul style="list-style-type: none"> ▪ Video board defective ▪ CPU defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Replace the video board 2. Replace the CPU 3. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 4. Replace the motherboard
2A	<ul style="list-style-type: none"> ▪ DIMM defective ▪ Video board defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Check the DIMM(s) and reseal them to remove oxidation on the connectors. 2. Replace the video board. 3. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 4. Replace the motherboard.
D7, D8	<ul style="list-style-type: none"> ▪ DIMM defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Check the DIMM(s) and reseal them to remove oxidation on the connectors. 2. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 3. Replace the motherboard.

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LED diagnostic Code	Details (Possible cause, Suggested action *1)	
<p>One of the following: 31, 3B, 52, D3, D4, D5, D9, E1, E2, E3, E4, E5, E6, E7, E8, EC, ED, EE, EF</p>	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ DIMM missing, defective, or in the wrong slot ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective ▪ Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). <ol style="list-style-type: none"> 1. Check this DIMM is in the correct (outer) slot. 2. Reseat them to remove oxidation on the connectors. 3. Replace the DIMM. 4. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 5. Replace the motherboard. 	
<p>One of the following: 07, 08, 20, 37, A7, B1, C0, C1, C2, C3, C4, C5, C6, C7, D0, D1, DA</p>	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ CPU defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). 2. Replace the CPU. 3. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 4. Replace the motherboard. 	
<p>04</p>	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard battery is defective or dead. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 2. Replace the battery. 3. Replace the motherboard. 	
<p>05, 38, 90, 2E, 8C, 8E</p>	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ Video board is incorrectly installed in the PCI slot. ▪ Video board defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective 	

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	<ol style="list-style-type: none"> 1. Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). 2. Reinstall the video board. 3. Replace the video board. 4. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 5. Replace the motherboard. 		
EA, EB	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ HDD is faulty. ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard defective <ol style="list-style-type: none"> 1. Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). 2. Reconnect the power and SATA data cables to the HDD. 3. Replace the SATA data cable. 4. Replace the HDD. 5. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up on before the system reaches idle status) 6. Replace the motherboard. 		
FF	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> ▪ Service switches are set to Service mode. ▪ DIMM missing or defective ▪ HDD defective ▪ CPU missing or defective ▪ BIOS settings on the motherboard are corrupted. ▪ Motherboard missing or defective <ol style="list-style-type: none"> 1. Make sure the E-7100 service switches are set to Normal mode (away from "ON"). 2. Shut down the Copier and the E-7100. Then power on the Copier and E-7100 (☛ Overview Initial Checklist). 3. Reconnect the power and SATA data cables to the HDD. 4. Replace the HDD. 5. Replace the CPU. 6. Check the DIMM. For details, see the Action for code C1 (above). 7. Clear the CMOS (☛ Any specific code not listed in this table that the machine hangs up 		

Model: Venus-C2		Date: 29-Oct-08	No.: RD014052
LED diagnostic Code	Details (Possible cause, Suggested action *1)		
	on before the system reaches idle status) 8. Replace the motherboard.		

Model: Model V-C2	Date: 25-Feb-10	No.: RD014100
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Subject: Fiery Decal Design Change		Prepared by: C.Tsuji	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Note: This RTB is related to the following models.

RE	Model V-C2 (D014 / D015)
RA	Model V-C2 (D014 / D015)
RAC	Model V-C2 (D014 / D015)

Old part number	New part number	Description	Q'ty	Int	Page	Index
G8151053	D4501053	DECAL:FIERY:ENG	1-1	O/O	2	34

Reason:

The old part will soon be discontinued and out of stock.
It is possible to use the new design decal with E-7100.

New Design

