

Model: Model A-P3		Date: 27-Nov-01	No.: RG065001
Subject: Service Manual Correction		Prepared by: E. Fukuyama	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Please add the following SC Code descriptions to your Service Manuals:

SC	Level	Symptom	Possible Cause
MAIN DRIVE			
442	C	PCU new unit detection error After the main motor turns on, the PCU new unit detector remains on for 2 or more seconds.	<ul style="list-style-type: none"> • New unit detector defective. • PCU defective
520	C	Fusing/Exit motor error A Fusing/Exit motor lock signal is detected within 2 seconds after the Fusing/Exit motor turns on.	<ul style="list-style-type: none"> • Too much load on the drive mechanism • Fusing/Exit motor defective
COMMUNICATION AND CONTROL			
670	C	Engine response error After powering on the machine, a response is not received from the engine within the specified time.	<ul style="list-style-type: none"> • BICU defective • Controller board defective
800	B	Startup without video output end error Video transfer to the engine is started, but the engine did not issue the video transmission end command within the specified time.	<ul style="list-style-type: none"> • Controller board defective
818	B	Watchdog error The CPU does not access the watchdog register within the specified time.	<ul style="list-style-type: none"> • Controller board defective • Software malfunction –download controller firmware again
819	B	Kernel mismatch error Software bug	<ul style="list-style-type: none"> • Software application error
822	B	Self-Diagnostic Error: HDD The hard disk drive returned an error during the self-diagnostic test.	<ul style="list-style-type: none"> • HDD defective • HDD connector defective • Controller board defective
823	B	Self-diagnostic Error: NIB The network interface board returned an error during the self-diagnostic test.	<ul style="list-style-type: none"> • Network interface board defective • Controller board defective
829	B	Self-diagnostic Error: Optional RAM The optional RAM returned an error during the self-diagnostic test.	<ul style="list-style-type: none"> • RAM DIMM defective • Controller board defective

Model: Model A-P3		Date: 27-Nov-01	No.: RG065001
SC	Level	Symptom	Possible Cause
835	B	Self-Diagnostic Error: Parallel Interface	<ul style="list-style-type: none"> • Loopback connector not detected • IEEE1284 connector defective • Controller board defective
		Loopback test error.	
836	B	Self-diagnostic Error: Resident Font ROM	<ul style="list-style-type: none"> • Controller board defective
		The resident font ROM returned an error during the self-diagnostic test.	
850	B	Network I/F Abnormal	<ul style="list-style-type: none"> • NIB defective • Controller board defective
		NIB interface error.	
851	B	IEEE 1394 I/F Abnormal	<ul style="list-style-type: none"> • IEEE1384 interface board defective • Controller board defective
		IEEE1394 interface error.	
860	C	No HDD detection at main power on	<ul style="list-style-type: none"> • Cable between controller board and HDD loose or defective • HDD power connector loose or defective • HDD defective • Controller board defective
		Hard disk is not detected.	
861	C	No HDD detection when recovering from Energy Saver Mode	<ul style="list-style-type: none"> • Cable between controller board and HDD loose or defective • HDD power connector loose or defective • HDD defective • Controller board defective
		Hard disk is not detected	
862	A	Maximum number of bad sectors detected on HDD	<ul style="list-style-type: none"> • Defective HDD
		101 bad sectors have been detected, i.e. SC863 has occurred 101 times, which is the maximum allowable number.	
863	B	Bad sector	<ul style="list-style-type: none"> • Damaged data (potentially defective HDD).
		HDD sector data cannot be read correctly.	
864	B	HDD data CRC error	<ul style="list-style-type: none"> • Abnormal data transfer when reading from the HDD.
		HDD reports CRC error during HDD operation.	
865	B	HDD access error	<ul style="list-style-type: none"> • HDD defective
		HDD error detected other than SC863 and SC864.	

Model: General (GW Models)		Date: 20-Dec-01	No.: RGene010
Subject: Series Print Mode		Prepared by: K. Misugi	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

In response to complaints from customers that the intervals between jobs are too long when sent in series, a new service switch has been added to improve performance.

New service switch:

Controller SP mode bit switch 2, bit 1

Series print mode On/Off

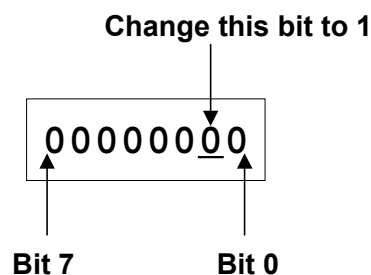
0: Off (default setting)

1: On

This switch has been added to the following GW models:

K-P1 (Kir-P1), J-P1, A-P3 (Adonis-P3), and R-C2 (Russian-C2).

Enter the printer controller service mode, access the bit switch settings display, then change bit 1 of bit switch 2 to "1."



Important: Do not change any other settings. (The default setting is "0.")

Descriptions:

Series print mode Off (default):

The machine starts to feed paper for the next job after the last sheet of the previous job has fed out from the machine.

Series print mode On:

The machine starts to feed paper for the next job before the last sheet of the previous job is fed out.

Model: General (GW Models)

Date: 20-Dec-01

No.: RGene010

Conditions for use:

For the Series Print mode to become effective, jobs must be sent from the same PC, using the same PDL and interface (Ethernet, IEEE1284, IEEE1394).

Limitations:

Series Print mode cannot be used when:

- The above conditions are not met
- Stapling or punching is used
- A user code is used
- Color and black-and-white jobs are mixed (only for color machines)

Remarks:

When enabled, the machine handles the jobs waiting to be printed as a single job.

When the Job Reset key on the operation panel is pressed, all jobs combined by this feature are cancelled.

Applied from the following software versions:

K-P1:	Controller Ver. 1.11
J-P1:	1st mass production of P1b
A-P3:	1st mass production
U-P1:	1st mass production
R-C2:	1st mass production

Model: Model A-P3		Date: 8-Jan-02	No.: RG065002
Subject: Software Release Information		Prepared by: E..Fukuyama	
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 ()		

This is to inform you of the controller firmware history for the A-P3 Model.
 New items appear in bold italics.

G0656041	Version	C. SUM
D	1.04	Onboard 1 : DDAA Onboard 2 : 980E

Symptom Corrected	Suffix
<i>The machine hangs up when the A-P3 is connected to a LAN under the following conditions.</i> <i>1. The A-P3 is connected to a repeater hub (not a switching hub).</i> <i>2. The network has a lot of traffic.</i>	<i>D</i>

Model: Model A-P3		Date: 8-Jan-02	No.: RG065003
Subject: Notice for Toner Bottle Installation		Prepared by: E. Fukuyama	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

We have received some reports from the Japanese market concerning the following symptom when a technician installs the machine. Therefore we would like to inform you of this symptom as a potential concern related to toner bottle installation.

SYMPTOM

When a new toner bottle is shaken with the cap in the unscrewed position, the inner cap pops off.

This may occur under the following conditions:

1. The toner bottle has been stored for a long period of time in a low temperature environment (such as in an unheated warehouse during the winter).
2. The temperature around the toner bottle suddenly increases by more than 25 degrees Celsius.
3. The toner bottle has been installed between 1 to 9 hours after one or both of the above conditions have occurred.

CAUSE

The source of the symptom is as follows:

1. The toner bottle has been stored at a very low temperature. Therefore the air in the bottle cools and the bottle's internal air pressure decreases.
2. Outside air slowly leaks into the bottle until the bottle's internal pressure is equal to the atmospheric pressure.
3. The bottle has been moved to a warmer environment (with a temperature variation of over 25°C.). Therefore the air in the bottle warms and the internal pressure increases.
4. When the bottle cap has been removed, internal air pressure pops off the inner cap.

Note: This problem does not occur for toner bottles that have been stored at normal room temperatures.

SOLUTION

The toner bottle will be modified to change the opening process. (**Effective date:** end of January 2002)

We will provide you with more details at a later date.

ACTION

1. When moving toner bottles from a very low temperature environment to a much higher temperature environment, store the bottles for more than 1 day prior to usage. This will allow the bottle's internal pressure to equalize with the atmospheric pressure.
2. If it is not possible to take the above action, please do the following steps prior to installing the toner bottle.
 - 1) Hold the toner bottle upright. (Do not shake it.)
 - 2) Loosen the bottle cap (do not remove the cap completely at this time) and hold down the cap for more than 20 seconds (to prevent the cap from coming off).
 - 3) Remove the cap and the inner cap slowly, to reduce the air pressure in the toner bottle.
 - 4) Reinsert the inner cap into the bottle and then install the bottle in the machine.

Reissued: 6-Mar-02

Model: Model A-P3	Date: 1-Feb-02	No.: RG065004a
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RTB Correction

The items in bold italics have been corrected or added.

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

Controller firmware history for the Model A-P3.
New items appear in bold italics.

G0656041	Version	C. SUM
E	1.05	Onboard 1: FC4E Onboard 2: 3311
D	1.04	Onboard 1 : DDAA Onboard 2 : 980E

Symptom Corrected	Suffix
<p>1. An EX error occurs when using a PCL XL mini driver.</p> <p>2. When PLL Auto Continue is ON, the image printed out is rotated 90 degrees.</p> <p>3. When using the PCL5e driver with Windows 98, certain Chinese fonts are not printed out.</p> <p>4. When the Hungarian display language is selected, the actual display is in Czech.</p> <p>5. While downloading PS fonts to a machine with the HDD option installed, the correct PS serial number cannot be output.</p> <p>6. When an undefined command "<ESC>&k#w" is received, the machine prints it on the output as a character string – e.g. "<ESC>&k6w".</p> <p>Functions added:</p> <p>1. PC858 has been added to the symbol set supported by PCL5e.</p> <p>2. The total printing area of the PCL5e Edge-to-Edge function is now the same as the HP9000.</p> <p>3. Font DIMM selection added.</p>	E
<p>The machine hangs up when an A-P3 is connected to a LAN under the following conditions.</p> <p>1. The A-P3 is connected to a repeater hub (not a switching hub).</p> <p>2. The network is busy.</p>	D

Model: Model A-P3	Date: 8-Apr-02	No.: RG065005
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Subject: Software Release Information		Prepared by: E.Fukuyama	
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 ()		

Controller firmware history for the Model A-P3.
New items appear in ***bold italics***.

G0656041	Version	C. SUM
<i>F</i>	<i>1.06</i>	<i>Onboard 1: 8C55</i> <i>Onboard 2: CE77</i>
E	1.05	Onboard 1: FC4E Onboard 2: 3311
D	1.04	Onboard 1 : DDAA Onboard 2 : 980E

Symptom Corrected	Suffix
<p><i>When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.</i></p> <p><i>Functions added:</i> <i>Added symbol sets PC-858, Latin 9 and Roman 9 for display of the Euro currency symbol.</i></p>	<i>F</i>

Model: Model A-P3		Date: 8-Jul-02	No.: RG065006
Subject: Software Release Information (BICU)		Prepared by: K. Takagi	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

BICU firmware history for the Model A-P3.

Version	Program No.	C. SUM	Effective Date
1.33	G0655112E	DB3F	June 2002 prod.
1.32	G0655112D	3054	April 2002 prod.
1.31	G0655112C	8D15	December 2001 prod.
1.30	G0655112B	F4FD	1st mass production

Suffix	Symptom Corrected
1.33	Fusing-related SC codes (541, 542) and/or incomplete fusing occur when making copies first thing in the morning (especially in cold environments).
1.32	SC545 (Fusing Lamp Remains On) sometimes occurs when printing out onto a large number of small sheets (e.g. 200 or more, A5 SEF). The print speed with A5/HLT at SEF is slow compared to that of A4/LT at LEF.
1.31	"Close Lower Right Cover" is displayed when an error occurs with Trays 1 or 2, and "Tray Error" is then displayed when the lower right cover is closed.
1.30	1st mass production

Model: Model A-P3		Date: 2-Aug-02	No.: RG065007
Subject: Software Release Information (Controller)		Prepared by: K. Takagi	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Controller firmware history for the Model A-P3.
 New items appear in ***bold italics***.

Version	Program No.	C. SUM	Effective Date
<i>1.07</i>	<i>G0656041G</i>	<i>On board 1: 2A9A</i> <i>On board 2: C022</i>	<i>August 2002 prod.</i>
1.06	G0656041F	On board 1: 8C55 On board 2: CE77	April 2002 prod.
1.05	G0656041E	On board 1: FC4E On board 2: 3311	February 2002 prod.
1.04	G0656041D	On board 1 : DDAA On board 2 : 980E	December 2001 prod.
1.02	G0656041C	On board 1 : 9342 On board 2 : 0485	1st mass production

Model: Model A-P3

Date: 2-Aug-02

No.: RG065007

Suffix	Symptom Corrected
1.07	<p>1. SP7-807 SC/Jam Counter Reset does not reset the counters.</p> <p>2. PS:</p> <ul style="list-style-type: none"> - The controller freezes when an Acrobat document is printed out from UNIX. - The printing speed of a PS job slows down after a PS3 job is reset. - When 3-hole punching is selected in the driver but the actual unit installed is a 2&4 punch unit, the Punch function is not disabled. - Punching is canceled once during a job, but multiple entries for "Punch Cancelled" appear on the Error Log sheet for that one job. <p>3. PCL:</p> <ul style="list-style-type: none"> - CAD data is not printed out correctly.
1.06	<p>1. SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have been confirmed and fixed through the PROTON c06-snmpv1 test suite.</p> <ul style="list-style-type: none"> -CERT: http://www.cert.org/advisories/CA-2002-03.html -PROTON c06-snmpv1 test Suite: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/ <p>2. When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.</p> <p>Functions added:</p> <ul style="list-style-type: none"> 1. Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol.

Model: General RTB		Date: 8-Nov-02	No.: RGene011
Subject: Euro symbol not printed with PS driver		Prepared by: T. Itoh	
From: Technical Services sec. Service Planning 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 checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

When printing with the PS driver, the Euro currency symbol is not printed out with 112 of 136 fonts, which are stored in the font ROM in GW-based products.

The following are GW-based products:

Model-K3, Model-K P2, Russian-C2, Adonis- C2, Model-A P3, Model-J P1b, Model-J CF
Model-U P1, Model-U C1, Martini-C1.

CAUSE

The Euro currency symbol was not included in the font ROM.

SOLUTION

Temporary Solution (1)

A workaround for each operating system has been previously released on the FAQ page, and is included on pp. 5-8 below.

Temporary Solution (2)

Although the font ROM will be modified as a permanent solution (details below), before this can be applied, the controller firmware has been modified on the following GW-based products:

Product	Firmware Version	Product	Firmware Version
Model-K3	1.01 (Controller)	Model-J P1b	2.18 (Controller)
Model-K P2	1.06.1 (Controller)	Model-J CF	1.11 (Printer Application)
Russian-C2	2.03 (Printer Application)	Model-U P1	2.20 (Printer Application)
Adonis-C2	3.09 (Printer Application)	Model-U C1	1.22 (Printer Application)
Model-A P3	1.08 (Controller)	Martini-C1	1.01 (Printer Application)

Specifically, the Euro currency symbol has been added along with the “PS fonts download” feature, which allows the symbol to be downloaded to machine RAM. Enable this feature by changing the setting of Bit SW#3-0 to “1 (ON)” in SP mode (default: OFF).

Model: General RTB

Date: 8-Nov-02

No.: RGene011

Remarks for Temporary Solution 2:

1. Switching PDL to PS takes approximate 7 to 10 seconds.

When PS fonts download is enabled, the Euro symbol is temporarily downloaded to the machine RAM at the first PS printing job, and whenever the PDL is switched from RPCS or PCL to PS. The total download time is approximately 7 to 10 seconds. This is because once the data is downloaded, it will remain in the RAM until the PDL is switched or the power turned off.

2. Printing high image area documents at 1200 dpi may cause a memory overflow error in machines equipped only with 32MB of memory (ex. Model-K P2).

This is because the PS fonts download feature uses approximately 800kB, which can bring the amount of available memory close to capacity with the above printing conditions.

Workaround:

- Printing at 600dpi may prevent an overflow, even with just the 32MB memory installed.
- Changing the memory usage setting from “Frame Priority” to “Font Priority” may prevent an overflow.

Permanent Solution

Modification of the font ROM on the ROM DIMM or the Controller Board, from October '02, production or later (details differ depending on the model). Specifically, the Euro currency symbol has been added to the 112 fonts mentioned above.

Note:

1. When the new ROM DIMM or Controller Board is installed, it is not necessary to disable the PS fonts download feature (temporary solution).
2. An MB will be issued separately announcing the P/N change for the ROMM DIMM and Controller Boards, and cut-in serial number.

ROM DIMM and Controller Board P/N:

Model	Where the font ROM is soldered	Current P/N	Model	Where the font ROM is soldered	Current P/N
Model-K P2	Controller	G0735712	Model-J CF	ROM DIMM	G5706687
		G0745712	Model-U P1	ROM DIMM	G0705851
Adonis-C2	ROM DIMM	B3615117	Model-U C1	ROM DIMM	B5295117
		B3625118			B4635117
Model-A P3	Controller	G0656022	Martini-C1	ROM DIMM	G3395117
		G0656023			G3385117
Russian-C2	ROM DIMM	B4615117	Model-K3	Controller	B5165750
		B4535117			
Model-J P1b	ROM DIMM	G0776120			

Model: General RTB

Date: 8-Nov-02

No.: RGene011

Font Table

	Euro symbol is printed correctly.
	This is a symbol font, so no countermeasure is applied.
	Both temporary and permanent solutions work to print out the Euro currency symbol correctly.

AlbertusMT	Helvetica	Univers
AlbertusMT-Italic	Helvetica-Bold	Univers-Bold
AlbertusMT-Light	Helvetica-BoldOblique	Univers-BoldExt
AntiqueOlive-Bold	Helvetica-Condensed	Univers-BoldExtObl
AntiqueOlive-Compact	Helvetica-Condensed-Bold	Univers-BoldOblique
AntiqueOlive-Italic	Helvetica-Condensed-BoldObl	Univers-Condensed
AntiqueOlive-Roman	Helvetica-Condensed-Oblique	Univers-CondensedBold
Apple-Chancery	Helvetica-Narrow	Univers-CondensedBoldOblique
Arial-BoldItalicMT	Helvetica-Narrow-Bold	Univers-CondensedOblique
Arial-BoldMT	Helvetica-Narrow-BoldOblique	Univers-Extended
Arial-ItalicMT	Helvetica-Narrow-Oblique	Univers-ExtendedObl
ArialMT	Helvetica-Oblique	Univers-Light
AvantGarde-Book	HoeflerText-Black	Univers-LightOblique
AvantGarde-BookOblique	HoeflerText-BlackItalic	Univers-Oblique
AvantGarde-Demi	HoeflerText-Italic	Wingdings-Regular
AvantGarde-DemiOblique	HoeflerText-Ornaments	ZapfChancery-MediumItalic
Bodoni	HoeflerText-Regular	ZapfDingbats
Bodoni-Bold	JoannaMT	
Bodoni-BoldItalic	JoannaMT-Bold	
Bodoni-Italic	JoannaMT-BoldItalic	
Bodoni-Poster	JoannaMT-Italic	
Bodoni-PosterCompressed	LetterGothic	
Bookman-Demi	LetterGothic-Bold	
Bookman-DemiItalic	LetterGothic-BoldSlanted	
Bookman-Light	LetterGothic-Slanted	
Bookman-LightItalic	LubalinGraph-Book	
Carta	LubalinGraph-BookOblique	
Chicago	LubalinGraph-Demi	
Clarendon	LubalinGraph-DemiOblique	
Clarendon-Bold	Marigold	
Clarendon-Light	MonaLisa-Recut	
CooperBlack	Monaco	
CooperBlack-Italic	NewCenturySchlbk-Bold	
Copperplate-ThirtyThreeBC	NewCenturySchlbk-BoldItalic	
Copperplate-ThirtyTwoBC	NewCenturySchlbk-Italic	
Coronet-Regular	NewCenturySchlbk-Roman	
Courier	NewYork	
Courier-Bold	Optima	
Courier-BoldOblique	Optima-Bold	
Courier-Oblique	Optima-BoldItalic	
Eurostile	Optima-Italic	
Eurostile-Bold	Oxford	
Eurostile-BoldExtendedTwo	Palatino-Bold	
Eurostile-ExtendedTwo	Palatino-BoldItalic	

Model: General RTB	Date: 8-Nov-02	No.: RGene011
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Geneva	Palatino-Italic
GillSans	Palatino-Roman
GillSans-Bold	StempelGaramond-Bold
GillSans-BoldCondensed	StempelGaramond-BoldItalic
GillSans-BoldItalic	StempelGaramond-Italic
GillSans-Condensed	StempelGaramond-Roman
GillSans-ExtraBold	Symbol
GillSans-Italic	Tekton
GillSans-Light	Times-Bold
GillSans-LightItalic	Times-BoldItalic
Goudy	Times-Italic
Goudy-Bold	Times-Roman
Goudy-BoldItalic	TimesNewRomanPS-BoldItalicMT
Goudy-ExtraBold	TimesNewRomanPS-BoldMT
Goudy-Italic	TimesNewRomanPS-ItalicMT
	TimesNewRomanPSMT

Model: General RTB

Date: 8-Nov-02

No.: RGene011

Workaround Announced on the FAQ Page

Question:

Euro Fonts printing problem

Answer:

If Euro Fonts can't be printed by the PS driver, the following solutions may be effective.

Solution

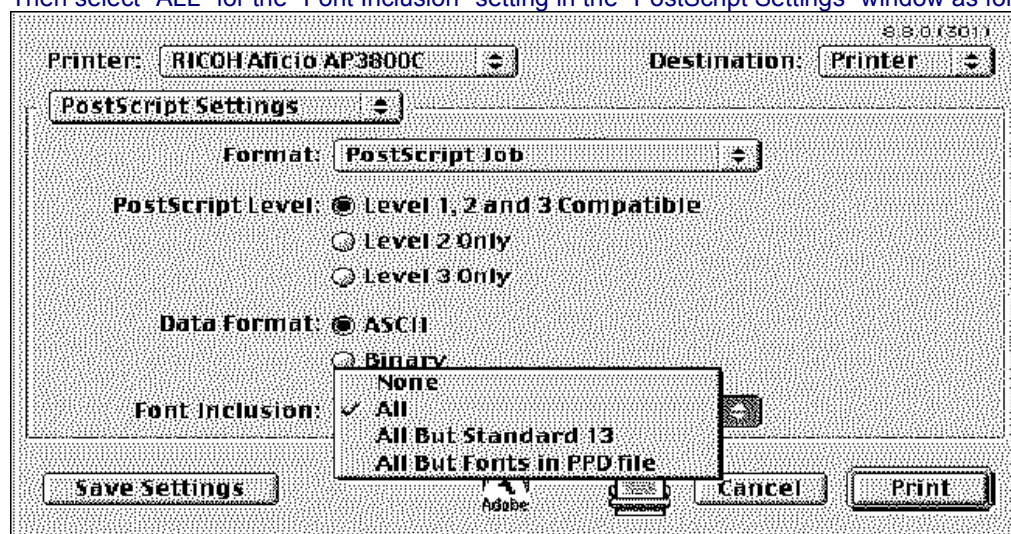
MacOS 9.x / 8.x

Use the AdobePS 8.8 printer driver.

Get the printer driver from the Adobe site on the web.

<http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Macintosh>

Then select "ALL" for the "Font Inclusion" setting in the "PostScript Settings" window as follows.



Windows 95

Update Windows95 to "Euro Currency Support for Windows95".

You can get it from the following URL.

http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUFeatured/W95EuroPatch/Default.asp

Then the "Add Euro Currency Symbol to PostScript Fonts" check box is available.

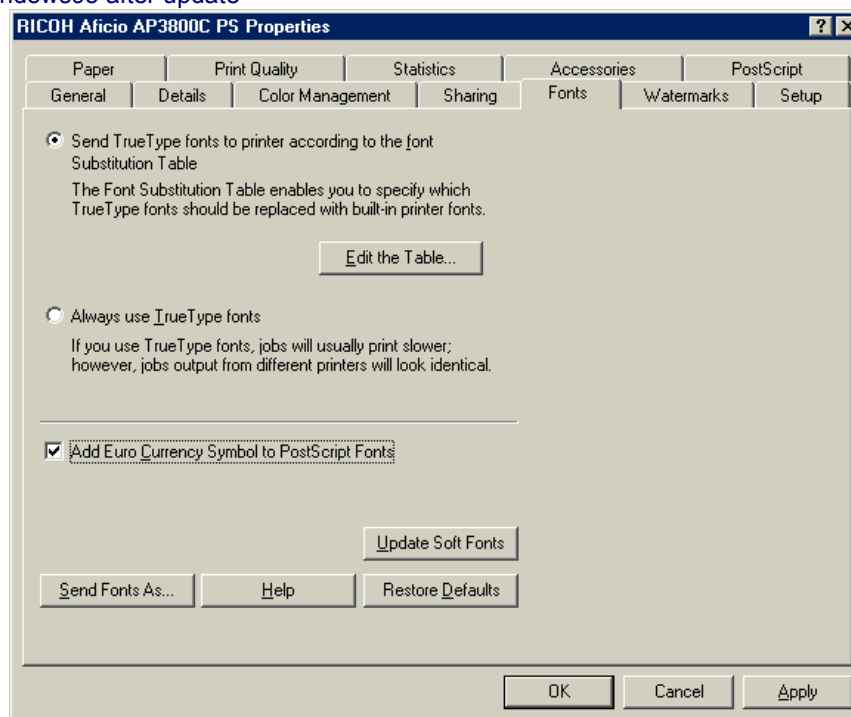
Check "Add Euro Currency Symbol to PostScript Fonts". (Before update, the check box doesn't work.)

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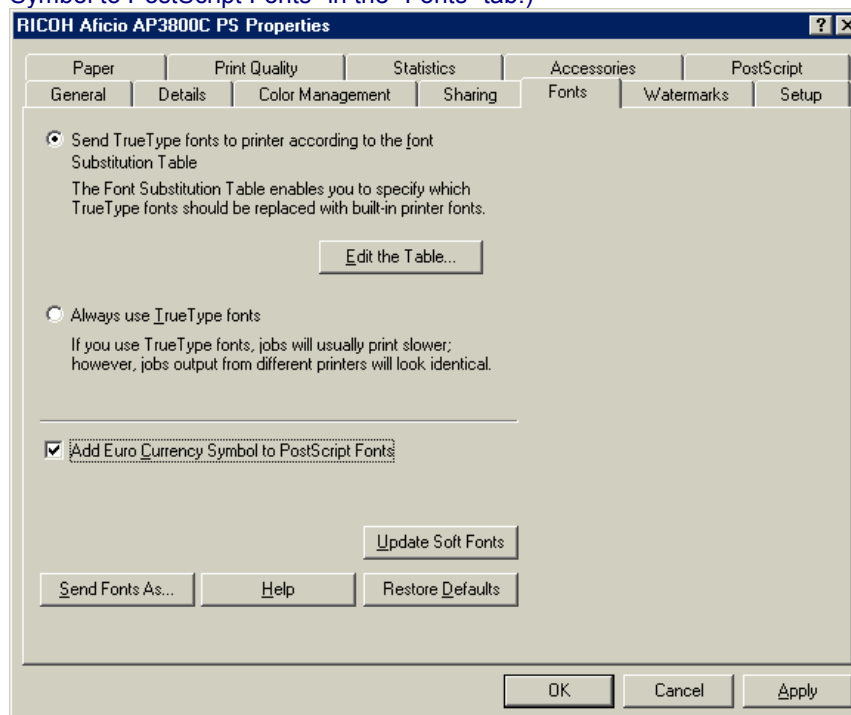
Windows95 after update



Windows 98 / ME / NT4.0 / XP

Check "Add Euro Currency Symbol to PostScript Fonts" .

Windows 98 / ME (Note: The AdobePS driver version 4.3.1 or later has "Add Euro Currency Symbol to PostScript Fonts" in the "Fonts" tab.)

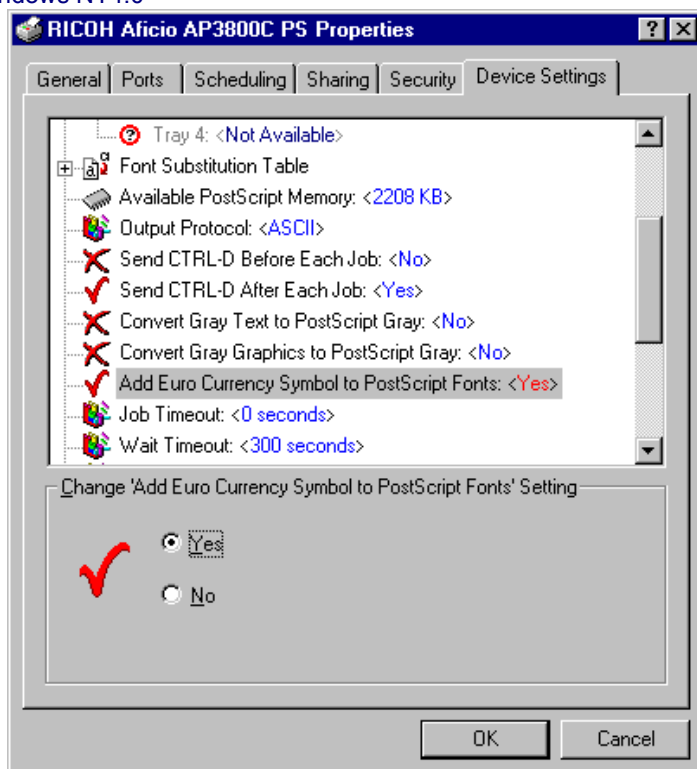


Model: General RTB

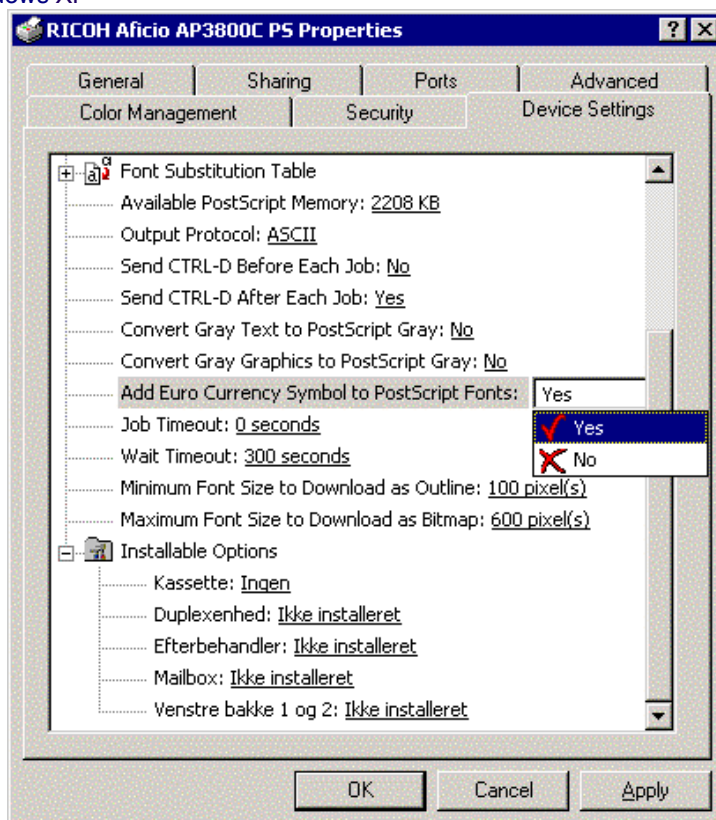
Date: 8-Nov-02

No.: RGene011

Windows NT4.0



Windows XP



Model: General RTB

Date: 8-Nov-02

No.: RGene011

Windows 2000

Update the printer driver to v5.5.2 or later.

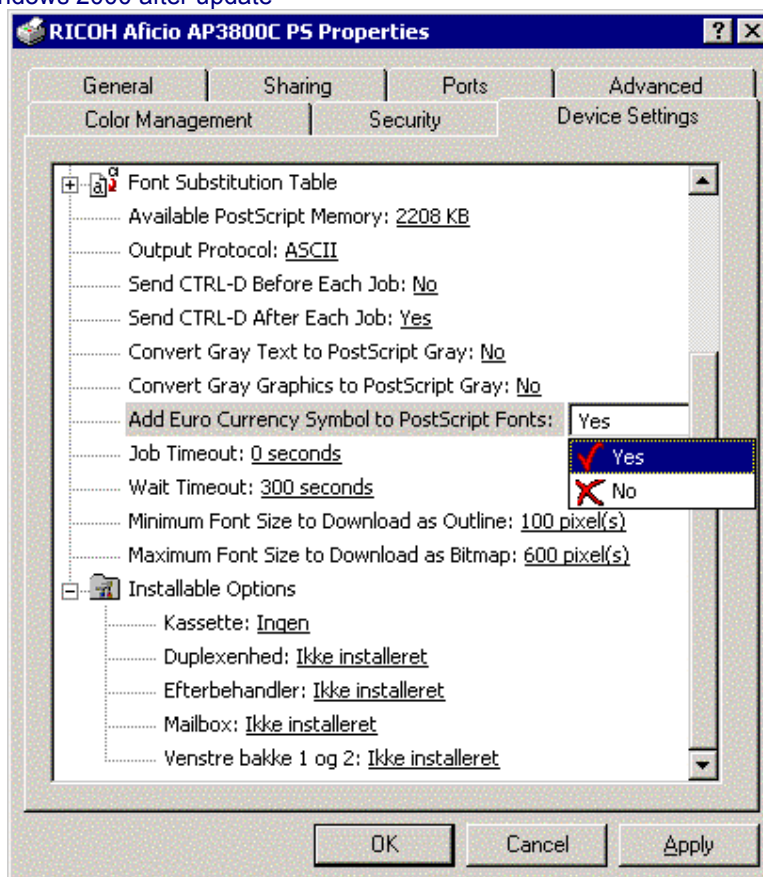
You can get it from the printer driver v1.0.6 on the Adobe web site that includes the W2000 driver v 5.5.2.

<http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Windows>

Then the "Add Euro Currency Symbol to PostScript Fonts" check box is displayed.

Check "Add Euro Currency Symbol to PostScript Fonts".

Windows 2000 after update



Model: Model A-P3		Date: 19-Nov-02	No.: RG065008
Subject: Software Release Information (Controller)		Prepared by: K. Takagi	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is to inform you of the controller firmware history for the Model A-P3.
 New items appear in ***bold italics***.

Version	Program No.	C. SUM	Effective Date
<i>1.09</i>	<i>G0656041J</i>	<i>On board 1: CCFC</i> <i>On board 2: F42A</i>	<i>November 2002 prod.</i>
<i>1.08</i>	<i>G0656041H</i>	<i>On board 1: 50EC</i> <i>On board 2: 21E3</i>	<i>October 2002 prod.</i>
1.07	G0656041G	On board 1: 2A9A On board 2: C022	August 2002 prod.
1.06	G0656041F	On board 1: 8C55 On board 2: CE77	April 2002 prod.
1.05	G0656041E	On board 1: FC4E On board 2: 3311	February 2002 prod.
1.04	G0656041D	On board 1 : DDAA On board 2 : 980E	December 2001 prod.
1.02	G0656041C	On board 1 : 9342 On board 2 : 0485	1st mass production

Model: Model A-P3

Date: 19-Nov-02

No.: RG065008

Suffix	Symptom Corrected
1.09	<p>1. PCL</p> <ul style="list-style-type: none"> - <i>"ø" cannot be printed when selecting a Bitmap font.</i> - <i>When a font in the DIMM is specified using the LB command of GL/2, it cannot be printed correctly.</i> <p>2. GPS</p> <ul style="list-style-type: none"> - <i>Form line setting cannot be held on the PCL menu (FPR No. RE02060009).</i> <p>3. System</p> <ul style="list-style-type: none"> - <i>A failure occurs with the cluster recovery processing for a certain system area after an SC863 (HDD error), and the SC cannot be cleared with power off/on.</i> - <i>Wording correction: "Replace tonerwaste-toner" to "Replace Toner Bottle".</i>
1.08	<p><i>The Euro symbol is not printed when using the PS driver.</i> → See RTB #RGENE011 for the workaround procedure.</p>
1.07	<p>1. SP7-807 SC/Jam Counter Reset does not reset the counters.</p> <p>2. PS:</p> <ul style="list-style-type: none"> - The controller freezes when an Acrobat document is printed out from UNIX. - The printing speed of a PS job slows down after a PS3 job is reset. - When 3-hole punching is selected in the driver but the actual unit installed is a 2&4 punch unit, the Punch function is not disabled. - Punching is canceled once during a job, but multiple entries for "Punch Cancelled" appear on the Error Log sheet for that one job. <p>3. PCL:</p> <ul style="list-style-type: none"> - CAD data is not printed out correctly.
1.06	<p>1. SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have been confirmed and fixed through the PROTOS c06-snmpv1 test suite. -CERT: http://www.cert.org/advisories/CA-2002-03.html -PROTOS c06-snmpv1 test Suite: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/</p> <p>2. When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.</p> <p>Functions added:</p> <p>1. Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol.</p>
1.05	<p>1. An EX error occurs when using a PCL XL mini driver.</p> <p>2. When PLL Auto Continue is ON, the image printed out is rotated 90 degrees.</p> <p>3. When using the PCL5e driver with Windows 98, certain Chinese fonts</p>

Model: Model A-P3		Date: 19-Nov-02	No.: RG065008
Suffix	Symptom Corrected		
	<p>are not printed out.</p> <ol style="list-style-type: none"> When the Hungarian display language is selected, the actual display is in Czech. While downloading PS fonts to a machine with the HDD option installed, the correct PS serial number cannot be output. When an undefined command "<ESC>&k#w" is received, the machine prints it on the output as a character string – e.g. "<ESC>&k6w". <p>Functions added:</p> <ol style="list-style-type: none"> PC858 has been added to the symbol set supported by PCL5e. The total printing area of the PCL5e Edge-to-Edge function is now the same as the HP9000. Font DIMM selection added. 		
1.04	<p>The machine hangs up when A-P3 is connected to LAN under the following conditions.</p> <ol style="list-style-type: none"> A-P3 is connected to the repeater HUB (Not switching HUB). The traffic of network is busy. 		
1.02	1st mass production		

Model: Model A-P3		Date: 19-Dec-02	No.: RG065009
Subject: Software Release Information (BICU)		Prepared by: K. Takagi	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

This is to inform you of the BICU firmware history for the Model A-P3.
 New items appear in ***bold italics***.

Version	Program No.	C. SUM	Effective Date
<i>1.34</i>	<i>G0655112F</i>	<i>723B</i>	<i>December 2002 prod.</i>
1.33	G0655112E	DB3F	June 2002 prod.
1.32	G0655112D	3054	April 2002 prod.
1.31	G0655112C	8D15	December 2001 prod.
1.30	G0655112B	F4FD	1st mass production

Suffix	Symptom Corrected
<i>1.34</i>	<i>The thermostat is activated after small paper sizes (B5 or smaller) are fed continuously from the bypass tray as undefined sizes.</i>
1.33	Fusing-related SC codes (541, 542) and/or incomplete fusing occur when making copies first thing in the morning (esp. in cold environments).
1.32	SC545 (Fusing Lump Remains On) sometimes occurs when printing out onto a large number of small sheets (e.g. 200 or more, A5 SEF).
	The print speed with A5/HLT at SEF is slow compared to that of A4/LT at LEF.
1.31	"Close Lower Right Cover" is displayed when an error occurs with Trays 1 or 2, and "Tray Error" is then displayed when the lower right cover is closed.
1.30	1st mass production

Model: Model A-P3		Date: 19-Dec-02	No.: RG065010
Subject: Software Release Information (Controller)		Prepared by: K. Takagi	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

This is to inform you of the controller firmware history for the Model A-P3.
 New items appear in ***bold italics***.

Version	Program No.	C. SUM	Effective Date
1.02	G0656041C	On board 1 : 9342 On board 2 : 0485	1st mass production
1.04	G0656041D	On board 1 : DDAA On board 2 : 980E	December 2001 prod.
1.05	G0656041E	On board 1: FC4E On board 2: 3311	February 2002 prod.
1.06	G0656041F	On board 1: 8C55 On board 2: CE77	April 2002 prod.
1.07	G0656041G	On board 1: 2A9A On board 2: C022	August 2002 prod.
1.08	G0656041H	On board 1: 50EC On board 2: 21E3	October 2002 prod.
1.09	G0656041J	On board 1: CCFC On board 2: F42A	November 2002 prod.
<i>1.10</i>	<i>G0656041K</i>	<i>On board 1: 1704 On board 2: 4047</i>	<i>December 2002 prod.</i>

Model: Model A-P3

Date: 19-Dec-02

No.: RG065010

Suffix	Symptom Corrected
1.10	1. PCL <ul style="list-style-type: none"> - <i>Some downloaded fonts are not printed out.</i> - <i>The dither pattern for PCL XL is sometimes rotated with respect to the image.</i> - <i>Some characters overlap when using scalable fonts.</i>
1.09	1. PCL <ul style="list-style-type: none"> - "θ" cannot be printed when selecting a Bitmap font. - When a font in the DIMM is specified using the LB command of GL/2, it cannot be printed correctly. 2. GPS <ul style="list-style-type: none"> - Form line setting cannot be held on the PCL menu (FPR No. RE02060009). 3. System <ul style="list-style-type: none"> - A failure occurs with the cluster recovery processing for a certain system area after an SC863 (HDD error), and the SC cannot be cleared with power off/on. - Wording correction: "Replace tonerwaste-toner" to "Replace Toner Bottle".
1.08	Euro symbol is not printed when using the PS driver. → See RTB #RGENE011 for the workaround procedure.
1.07	1. SP7-807 SC/Jam Counter Reset does not reset the counters. 2. PS: <ul style="list-style-type: none"> - The controller freezes when an Acrobat document is printed out from UNIX. - The printing speed of a PS job slows down after a PS3 job is reset. - When 3-hole punching is selected in the driver but the actual unit installed is a 2&4 punch unit, the Punch function is not disabled. - Punching is canceled once during a job, but multiple entries for "Punch Cancelled" appear on the Error Log sheet for that one job. 3. PCL: <ul style="list-style-type: none"> - CAD data is not printed out correctly.
1.06	1. SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have been confirmed and fixed through the PROTOS c06-snmpv1 test suite. - CERT: http://www.cert.org/advisories/CA-2002-03.html - PROTOS c06-snmpv1 test Suite: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/ 2. When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet. Functions added: 1. Added symbol sets PC-858, Latin 9 and Roman 9 for display of the

Model: Model A-P3		Date: 19-Dec-02	No.: RG065010
Suffix	Symptom Corrected		
	EURO currency symbol.		
1.05	<ol style="list-style-type: none"> 1. An EX error occurs when using a PCL XL mini driver. 2. When PLL Auto Continue is ON, the image printed out is rotated 90 degrees. 3. When using the PCL5e driver with Windows 98, certain Chinese fonts are not printed out. 4. When the Hungarian display language is selected, the actual display is in Czech. 5. While downloading PS fonts to a machine with the HDD option installed, the correct PS serial number cannot be output. 6. When an undefined command "<ESC>&k#w" is received, the machine prints it on the output as a character string – e.g. "<ESC>&k6w". <p>Functions added:</p> <ol style="list-style-type: none"> 1. PC858 has been added to the symbol set supported by PCL5e. 2. The total printing area of the PCL5e Edge-to-Edge function is now the same as the HP9000. 3. Font DIMM selection added. 		
1.04	<p>The machine hangs up when A-P3 is connected to LAN under the following conditions.</p> <ol style="list-style-type: none"> 1. A-P3 is connected to the repeater HUB (Not switching HUB). 2. The traffic of network is busy. 		
1.02	1st mass production		

Model: General RTB		Date: 27-Dec-02	No.: RGene012
Subject: GW Products - Hardware Ethernet Problem		Prepared by: T. Itoh	
From: Technical Services Sec. Service Planning 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

When the main switch is turned on, the error message "Hardware Ethernet Problem" may be displayed under the following condition on the GW-based products.

Conditions:

- Network speed on the hub has been set to 100Mbps fixed with full duplex, and
- Length of network cable is too long (60 m or more) or the cable quality is not good enough

CAUSE

When the main switch is turned on, the machine performs a loop-back test. If the cable length is too long or its quality is not good enough, the damping factor for the data transmission becomes worse, and the machine incorrectly detects an error during this test. This happens only when the network speed is set to 100Mbps fixed with full duplex. The PHY chip used on the controller board causes this.

SOLUTION

- Temporary Solution -

- Set the network speed on the hub to Auto-sensing,
- Use a shorter cable or a cable with a lower damping factor, or
- Disconnect the network cable and power on the printer; then, set the cable after the printer comes to the ready condition.

- Permanent Solution -

The controller firmware will be modified to avoid the incorrect detection of this error message. The schedule of firmware modification is as follows.

Product Type	Product	Firmware Modification Cut-in Schedule
Fax	Kaiser 3	at next modification
Printer	Model-K P1	
	Model-K P2	
	Model-J P1b	
	Model-J CF	
	Model-U P1e	'03 January production run
	Model-A P3	'03 March production run
MFP	Model-R C2	at next modification run
	Model-A C2	
	Model-M C1	
	Model-U C1	'03 February production run

NOTE:

Firmware will be posted in the usual manner when it is released.

Model: Model A-P3		Date: 4-Apr-03	No.: RG065011
Subject: Software Release Information (Controller)		Prepared by: K. Takagi	
From: 1st Tech. Support Sec. Service Support 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 ()		

Controller firmware history for the Model A-P3.
 New items appear in ***bold Italics***.

Version	Program No.	C. SUM	Effective Date
1.02	G0656041C	On board 1 : 9342 On board 2 : 0485	1st mass production
1.04	G0656041D	On board 1 : DDAA On board 2 : 980E	December 2001 prod.
1.05	G0656041E	On board 1: FC4E On board 2: 3311	February 2002 prod.
1.06	G0656041F	On board 1: 8C55 On board 2: CE77	April 2002 prod.
1.07	G0656041G	On board 1: 2A9A On board 2: C022	August 2002 prod.
1.08	G0656041H	On board 1: 50EC On board 2: 21E3	October 2002 prod.
1.09	G0656041J	On board 1: CCFC On board 2: F42A	November 2002 prod.
1.10	G0656041K	On board 1: 1704 On board 2: 4047	December 2002 prod.
<i>1.11</i>	<i>G0656041L</i>	<i>On board 1: 480D</i> <i>On board 2: ACB0</i>	<i>March 2003 prod.</i>

Suffix	Symptom Corrected
1.11	<p>1. PCL</p> <ul style="list-style-type: none"> - Barcodes are separated (shifted) when printed out (GFPR #RE03010016). - The downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR #RC03010004). - Duplex face settings (front/rear) are not applied correctly when specified with PCL commands (GFPR #RC02120014). - Selecting HDD fonts or DIMM fonts may reduce the amount of available memory. - CAD print files: <ul style="list-style-type: none"> • Increased the number of available pen selections from 8 to 256 (GFPR #RE02030003). Note: BitSW #3, -3 must be turned ON. • The "null" character is ignored when contained in the HP/GL2 data (GFPR #RE02050016). • The status flag for the bold selection command is refreshed when contained in the HP/GL2 data (GFPR #RE02050016). <p>Functions added:</p> <ul style="list-style-type: none"> - Supports mixed binding orientations with duplex jobs using cover sheets (GFPR #RC02080003). - Supports SAP Barcode & OCR printing. <p>2. PS</p> <ul style="list-style-type: none"> -PS error occurs when unknown media type is specified (GFPR #RE03010003). -Slow Printing from AutoCAD (GFPR #RC02070001). -PS print file printed out as a text file, i.e. not recognized as a PS file (GFPR #RE02040013). <p>Functions added:</p> <ul style="list-style-type: none"> - PJL commands added for Edge to Edge printing: <ul style="list-style-type: none"> • ON = "PJL SET EDGETOEDGE=YES" • OFF = "PJL SET EDGETOEDGE=NO" <p>3. System</p> <ul style="list-style-type: none"> - Slow printing when feeding from Tray 3 or 4.
1.10	<p>1. PCL</p> <ul style="list-style-type: none"> - Some downloaded fonts are not printed out. - The dither pattern for PCL XL is sometimes rotated with respect to the image. - Some characters overlap when using scalable fonts.
1.09	<p>1. PCL</p> <ul style="list-style-type: none"> - "θ" cannot be printed when selecting a Bitmap font.

Model: Model A-P3		Date: 4-Apr-03	No.: RG065011
Suffix	Symptom Corrected		
	<ul style="list-style-type: none"> - When a font in the DIMM is specified using the LB command of GL/2, it cannot be printed correctly. <p>2. GPS</p> <ul style="list-style-type: none"> - Form line setting cannot be held on the PCL menu (FPR No. RE02060009). <p>3. System</p> <ul style="list-style-type: none"> - A failure occurs with the cluster recovery processing for a certain system area after an SC863 (HDD error), and the SC cannot be cleared with power off/on. - Wording correction: "Replace tonerwaste-toner" to "Replace Toner Bottle". 		
1.08	<p>Euro symbol is not printed when using the PS driver. → See RTB #RGENE011 for the workaround procedure.</p>		
1.07	<p>1. SP7-807 SC/Jam Counter Reset does not reset the counters.</p> <p>2. PS:</p> <ul style="list-style-type: none"> - The controller freezes when an Acrobat document is printed out from UNIX. - The printing speed of a PS job slows down after a PS3 job is reset. - When 3-hole punching is selected in the driver but the actual unit installed is a 2&4 punch unit, the Punch function is not disabled. - Punching is canceled once during a job, but multiple entries for "Punch Cancelled" appear on the Error Log sheet for that one job. <p>3. PCL:</p> <ul style="list-style-type: none"> - CAD data is not printed out correctly. 		
1.06	<p>1. SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have been confirmed and fixed through the PROTOS c06-snmpv1 test suite. -CERT: http://www.cert.org/advisories/CA-2002-03.html -PROTOS c06-snmpv1 test Suite: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/</p> <p>2. When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.</p> <p>Functions added:</p> <p>1. Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol.</p>		
1.05	<p>1. An EX error occurs when using a PCL XL mini driver.</p> <p>2. When PLL Auto Continue is ON, the image printed out is rotated 90 degrees.</p> <p>3. When using the PCL5e driver with Windows 98, certain Chinese fonts are not printed out.</p> <p>4. When the Hungarian display language is selected, the actual display is in Czech.</p> <p>5. While downloading PS fonts to a machine with the HDD option installed,</p>		

Model: Model A-P3		Date: 4-Apr-03	No.: RG065011
Suffix	Symptom Corrected		
	<p>the correct PS serial number cannot be output.</p> <p>6. When an undefined command "<ESC>&k#w" is received, the machine prints it on the output as a character string – e.g. "<ESC>&k6w".</p> <p>Functions added:</p> <ol style="list-style-type: none"> 1. PC858 has been added to the symbol set supported by PCL5e. 2. The total printing area of the PCL5e Edge-to-Edge function is now the same as the HP9000. 3. Font DIMM selection added. 		
1.04	<p>The machine hangs up when A-P3 is connected to LAN under the following conditions.</p> <ol style="list-style-type: none"> 1. A-P3 is connected to the repeater HUB (Not switching HUB). 2. The traffic of network is busy. 		
1.02	1st mass production		

Model: Model A-P3		Date: 31-Mar-05	No.: RG065012
Subject: Software Release Information (Controller)		Prepared by: K. Takagi	
From: 1st Tech. Support Sec. Service Support 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 ()		

This is to inform you of the controller firmware history for the Model A-P3.
 New items appear in ***bold italics***.

Version	Program No.	C. SUM	Effective Date
1.02	G0656041C	On board 1 : 9342 On board 2 : 0485	1st mass production
1.04	G0656041D	On board 1 : DDAA On board 2 : 980E	December 2001 prod.
1.05	G0656041E	On board 1: FC4E On board 2: 3311	February 2002 prod.
1.06	G0656041F	On board 1: 8C55 On board 2: CE77	April 2002 prod.
1.07	G0656041G	On board 1: 2A9A On board 2: C022	August 2002 prod.
1.08	G0656041H	On board 1: 50EC On board 2: 21E3	October 2002 prod.
1.09	G0656041J	On board 1: CCFC On board 2: F42A	November 2002 prod.
1.10	G0656041K	On board 1: 1704 On board 2: 4047	December 2002 prod.
1.11	G0656041L	On board 1: 480D On board 2: ACB0	March 2003 prod.
<i>1.12</i>	<i>G0656041M</i>	<i>On board 1: 7E85</i> <i>On board 2: 80C5</i>	<i>April 2005 prod.</i>

Model: Model A-P3

Date: 31-Mar-05

No.: RG065012

Suffix	Symptom Corrected
1.12	<ol style="list-style-type: none"> SC819 may occur when there is heavy NetBEUI network traffic. SC990 may occur with LPR printing when there is heavy network traffic. During a duplex job of over 1000 pages, the machine starts to print out the images in simplex (GFPR#RE05010003). Wording correction (German): Incorrect: "Replace wastetoner bottle" Correct: "Replace Toner Bottle".
1.11	<ol style="list-style-type: none"> PCL <ul style="list-style-type: none"> - Barcodes are separated (shifted) when printed out (GFPR #RE03010016). - The downloaded PCL Barcode fonts are not printed correctly on the PCL font list (GFPR #RC03010004). - Duplex face settings (front/rear) are not applied correctly when specified with PCL commands (GFPR #RC02120014). - Selecting HDD fonts or DIMM fonts may reduced the amount of available memory. - CAD print files: <ul style="list-style-type: none"> • Increased the number of available pen selections from 8 to 256 (GFPR #RE02030003). Note: BitSW #3, -3 must be turned ON. • The "null" character is ignored when contained in the HP/GL2 data (GFPR #RE02050016). • The status flag for the bold selection command is refreshed when contained in the HP/GL2 data (GFPR #RE02050016). <p>Functions added:</p> <ul style="list-style-type: none"> - Supports mixed binding orientations with duplex jobs using cover sheets (GFPR #RC02080003). - Supports SAP Barcode & OCR printing. PS <ul style="list-style-type: none"> -PS error occurs when unknown media type is specified (GFPR #RE03010003). -Slow Printing from AutoCAD (GFPR #RC02070001). -PS print file is printed out as a text file, i.e. not recognized as a PS file (GFPR #RE02040013). <p>Functions added:</p> <ul style="list-style-type: none"> - PJI commands added for Edge to Edge printing: <ul style="list-style-type: none"> • ON = "PJI SET EDGETOEDGE=YES" • OFF = "PJI SET EDGETOEDGE=NO" System <ul style="list-style-type: none"> - Slow printing when feeding from Tray 3 or 4.

Model: Model A-P3		Date: 31-Mar-05	No.: RG065012
Suffix	Symptom Corrected		
1.10	1. PCL <ul style="list-style-type: none"> - Some downloaded fonts are not printed out. - The dither pattern for PCL XL is sometimes rotated with respect to the image. - Some characters overlap when using scalable fonts. 		
1.09	1. PCL <ul style="list-style-type: none"> - "θ" cannot be printed when selecting a Bitmap font. - When a font in the DIMM is specified using the LB command of GL/2, it cannot be printed correctly. 2. GPS <ul style="list-style-type: none"> - Form line setting cannot be held on the PCL menu (FPR No. RE02060009). 3. System <ul style="list-style-type: none"> - A failure occurs with the cluster recovery processing for a certain system area after an SC863 (HDD error), and the SC cannot be cleared with power off/on. - Wording correction: "Replace tonerwaste-toner" to "Replace Toner Bottle". 		
1.08	Euro symbol is not printed when using the PS driver. → See RTB #RGENE011 for the workaround procedure.		
1.07	1. SP7-807 SC/Jam Counter Reset does not reset the counters. 2. PS: <ul style="list-style-type: none"> - The controller freezes when an Acrobat document is printed out from UNIX. - The printing speed of a PS job slows down after a PS3 job is reset. - When 3-hole punching is selected in the driver but the actual unit installed is a 2&4 punch unit, the Punch function is not disabled. - Punching is canceled once during a job, but multiple entries for "Punch Cancelled" appear on the Error Log sheet for that one job. 3. PCL: <ul style="list-style-type: none"> - CAD data is not printed out correctly. 		
1.06	1. SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have been confirmed and fixed through the PROTOS c06-snmpv1 test suite. -CERT: http://www.cert.org/advisories/CA-2002-03.html -PROTOS c06-snmpv1 test Suite: http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/ 2. When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet. Functions added: 1. Added symbol sets PC-858, Latin 9 and Roman 9 for display of the EURO currency symbol.		

Model: Model A-P3		Date: 31-Mar-05	No.: RG065012
Suffix	Symptom Corrected		
1.05	<ol style="list-style-type: none"> 1. An EX error occurs when using a PCL XL mini driver. 2. When PLL Auto Continue is ON, the image printed out is rotated 90 degrees. 3. When using the PCL5e driver with Windows 98, certain Chinese fonts are not printed out. 4. When the Hungarian display language is selected, the actual display is in Czech. 5. While downloading PS fonts to a machine with the HDD option installed, the correct PS serial number cannot be output. 6. When an undefined command "<ESC>&k#w" is received, the machine prints it on the output as a character string – e.g. "<ESC>&k6w". <p>Functions added:</p> <ol style="list-style-type: none"> 1. PC858 has been added to the symbol set supported by PCL5e. 2. The total printing area of the PCL5e Edge-to-Edge function is now the same as the HP9000. 3. Font DIMM selection added. 		
1.04	<p>The machine hangs up when A-P3 is connected to LAN under the following conditions.</p> <ol style="list-style-type: none"> 1. A-P3 is connected to the repeater HUB (Not switching HUB). 2. The traffic of network is busy. 		
1.02	1st mass production		

Model: Model A-P3		Date: 19-May-06	No.: RG065013
Subject: Grease stuck to the OPC surface		Prepared by: K. Takagi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

Toner dirtying appears on both sides of the printout just after a new PCU or Maintenance Kit A is installed.



CAUSE

Too much grease was applied to the drum or charge roller during factory assembly. As a result, some of the grease moved to the image area of the drum or roller and attracted toner.

Note: This only occurs on some service parts PCUs or Maintenance Kit A from the “**Affected Units**” list below. It does not occur on service parts drums/charge rollers, or PCUs already inside a new machine.

SOLUTION

Production line:

The instructions for putting the grease on the PCU were corrected.

In the field:

Do this procedure when you install a PCU or a Maintenance Kit A from the “**Affected Units**” list below:

1. Take 5 all-white copies (A3/DLT).
2. If the symptom occurs, go to step 3.
If it does not occur, the PCU is normal.

Model: Model A-P3	Date: 19-May-06	No.: RG065013
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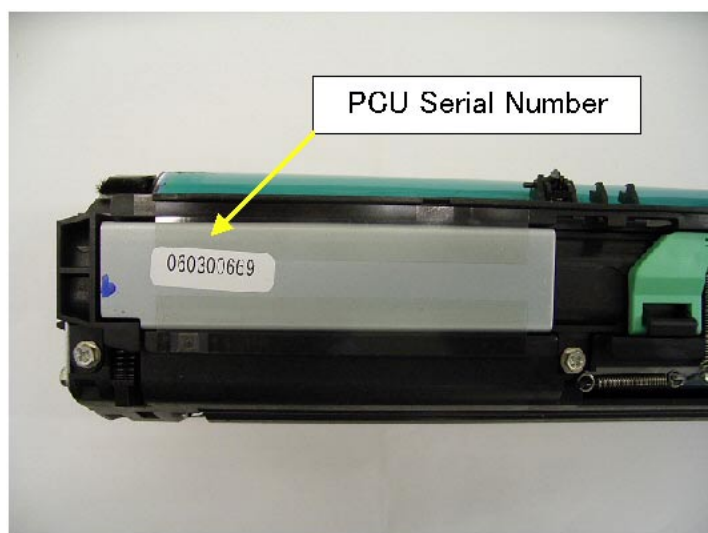
3. Take 10 more all-white copies (A3/DLT).
4. If the symptom still occurs, measure the distance between each dirty image.
 - If the distance is about **180mm**: Remove the **drum** and clean the drum surface (dry cloth +alcohol).
 - If the distance is about **44mm**: Remove the **charge roller** and clean the roller surface (dry cloth +alcohol).
5. Reinstall the same part you removed in step 4 (drum or charge roller).
6. Take 5 all-white copies (A3/DLT).
7. If the symptom still occurs:
 - If the distance is about **180mm**: Replace the **drum**.
 - If the distance is about **44mm**: Replace the **charge roller**.

Affected Units

The symptom only occurs on the following service parts PCUs or Maintenance Kit A:

Service Parts

Service Parts P/N (PCU)	PCU Serial Number (PCU)	Model on which the PCU is used:
G0652204	051200001 - 060200200	Model A-P3



Model: Model A-P3

Date: 19-May-06

No.: RG065013

Maintenance Kit A

Product Code (Maintenance Kit A)	EDP Code	Serial Number (Maintenance Kit A)
G065-17	400747	3A175910001 - 3A175910353 3A175920001 - 3A175920327 3A176810001 - 3A176810310 3A176820001 - 3A176820339 3A176830056 - 3A176830151
G065-27	400747	3A275900084 - 3A275900113 3A275910001 - 3A275910035 3A275920001 - 3A275920015 3A276810001 - 3A276810113 3A276820001 - 3A276820068 3A276830001 - 3A276830091

Model: A-P3		Date: 08-Nov-10	No.: RG065014
Subject: Driven Roller		Prepared by: T. Nihei	
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"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AF020516	B2984328	DRIVEN ROLLER	1-1	O/O	27	12	
07200030E		RETAINING RING - M3			27	104	

Change: The retaining ring was deleted as an individual service part and included as part of the driven roller service part.

Reason: It is no longer possible to provide the retaining ring as an individual service part.

