

Bizhub 227/287/C227/C287 Troubleshooting Guide

This Troubleshooting Guide is a 'living' document developed to assist field service personnel shorten the life cycle of a problem, reduce multiple service calls, prevent erroneous parts replacement and improve uptime. While we cannot include every possible scenario, we have identified several of the most common steps if the MFP is experiencing operation issues in the following categories.

- ✓ **BOOT up issue**
- ✓ **ERROR CODE issue**
- ✓ **FIRMWARE issue**

BOOT UP ISSUE

1. If the 7 series MFP* is LOCKED during the boot sequence, follow the steps below.

Power OFF the main switch, wait 10 Seconds and then power the MFP back ON while holding down the op-panel's Power Button. Wait for a "beep", and then release the Power Button to enter [Self Diagnostic mode]. Press the Start button when it turns blue. Look for any NG results.

*When the machine is stuck at any pillar during boot-up, **always remove all accessories from the main body** (DF, Finisher and any optional paper trays)*

2. Understanding the "phases or timing of the boot process" can help us understand where faults may be.

- Specific boot-up processes take place at each pillar
 - First Pillar:
 - Machine starts boot cycle and verifies the firmware file.
 - Second Pillar:
 - Machine memory Check (Standard onboard memory, DIMM, ASIC777, ASIC30 EFI, ASIC777 DS board) Scanner moves and initializes, energizes scan lights (e and 4 series)
 - Third Pillar
 - Accesses eMMCB board
 - Fifth pillar
 - Scanner homes and exposure lamp calibrates

3. Many faults are attributed to the MFPB, however, many times the MFPB doesn't need to be replaced.

- MFP board replacement
 - Before replacing an MFPB, perform the following:
 - Reseat All connectors
 - Check DCPU for all 24v,12v and 5v outputs
 - Reload/update firmware
 - Always reference and follow the installation instructions that accompany new firmware.

IMPORTANT: Always follow the procedure in the service manual when replacing any Boards.

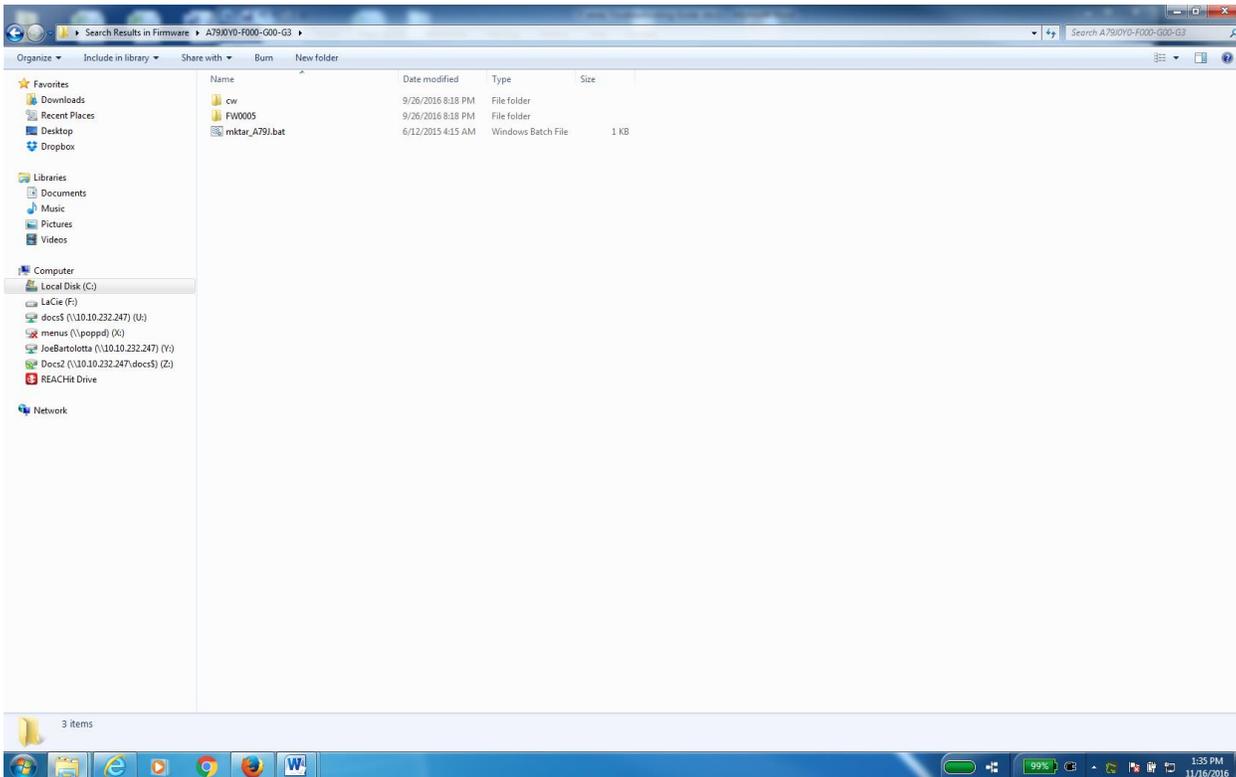
4. If the MFPB actually needs to be replaced, it may be necessary to **flash the machine with the reset tar file a789be.tar** if it was a Repaired or Cleansed board. See below on how a repaired board will be labeled.



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FIRMWARE ISSUE

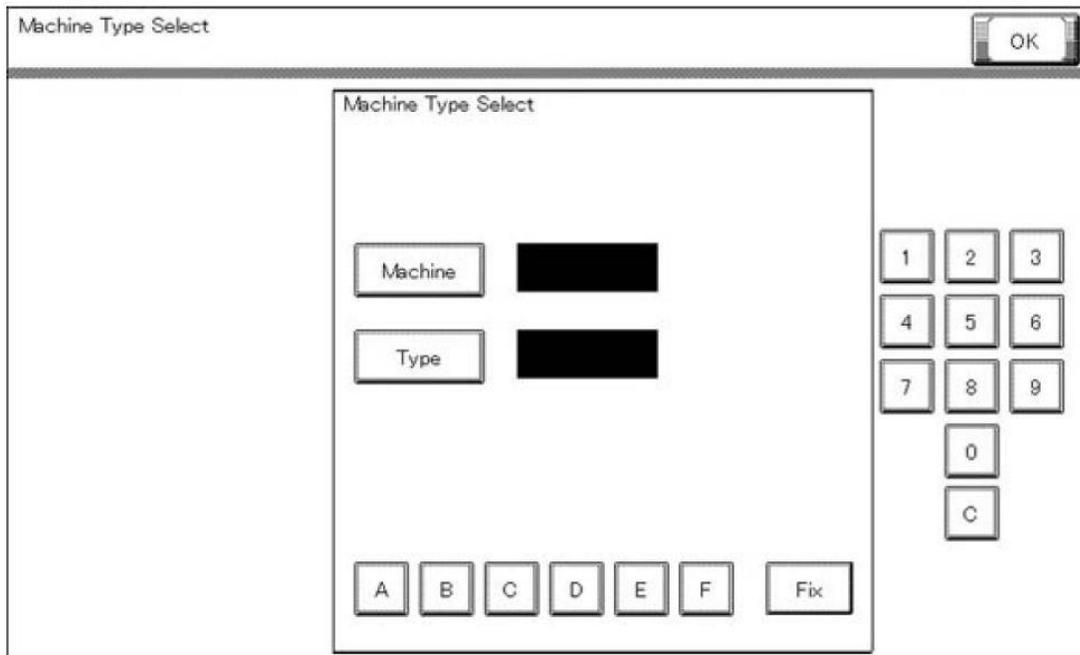
1. USB sticks suitable for use for F/W upgrades.
 - Bulletin 10072 has a link for approved USB drives. Reference KBA00026635 for list.
2. Prepare USB drive, (This procedure outlines how to load a single version.)
 - a. Format USB drive in FAT 32.
 - b. Extract the firmware onto the PC.



3. Copy the FW folder directly to the root of USB drive

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4. When Flashing firmware or replacing the MFPB, always check and set the [Machine] and [Type] as listed below.



Note: The [Machine] and [Type] values should be set by referencing the first four digits of the MFP's "Serial Number" located on the serial number plate on the back of the machine (not the model).

Serial Number	Machine	Type
A789	5	1
A7AH	5	2
A7AK	5	3
A797	7	2
A798	7	3

5. When replacing EEPROMs for any reason, load base 16 firmware and then load every base firmware after it.
6. In Service mode before replacing the transfer belt and fusing unit clear the counters.
- Note:** Since the counters will be cleared when the EEPROM is replaced with a new one, replace the following parts with new ones.
- **Developing Units Y,M,C,K**
 - **Drum Units Y,M,C,K**
 - **Toner cartridge Y,M,C,K**
 - **Transfer Belt**
 - **Fusing Unit**
 - **Transfer Roller**

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NOTE

- Ensure the front door is opened.

Adjustment items	Service mode readjustment items		Ref. Page
1	Machine	Color Registration Adjustment	Cyan
2			Magenta
3			Yellow
4	Imaging Process Adjustment	Image Background Adj	I.5.7.4 Image Background Adj
5		Max Image Density Adj	I.5.7.3 Max Image Density Adj
6		Grad/Dev AC Bias V Selection	I.5.7.11 Grad/Dev AC Bias V Selection
7	System 1	Warm-up	I.5.16.13 Warm-up
8	Imaging Process Adjustment	Charging Voltage Adjustment	I.5.7.9 Charge AC Output fine adjustment

9	System 2	Unit Change	Warning Display	I.5.17.5 Unit Change
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NOTE

- Conduct the readjustment of the above adjustment items before the starting the initial warm-up operation after replacing the EEPROMs.

Turn OFF the main power switch.

Turn ON the main power switch and close the front door. Check to see that warm-up and image stabilization operations are completed normally.

Enter the Service Mode again. Make individual adjustments shown in the following table in the order listed, using the machine management list and the adjustment lists that were output at the time of main body installation and maintenance.

Adjustment items	Service mode readjustment items		Ref. Page			
1	Machine	Manual Bypass Tray Width Adj	I.5.5.10 Manual Bypass Tray Width Adj			
2		Printer Reg. Loop Adj.	I.5.5.6 Printer Reg. Loop Adj.			
3		Fusing Temperature	I.5.5.1 Fusing Temperature			
4	Finisher	FS-FN Adjustment	I.5.25 Finisher			
5	Machine	Printer Area	Paper Feed Direction Adj.	I.5.5.4.(5) Paper Feed Direction Adj.		
6		Fusing Transport Speed		I.5.5.2 Fusing Transport Speed		
7		Printer Area	Printer Image Centering Side 1	I.5.5.4.(2) Printer Image Centering Side 1		
8			Prt. Image Center. Side 2 (Dup)	I.5.5.4.(4) Prt. Image Center. Side 2 (Dup)		
9			Leading Edge Adjustment	I.5.5.4.(1) Leading Edge Adjustment		
10			Leading Edge Adj. Side 2 (Duplex)	I.5.5.4.(3) Leading Edge Adj. Side 2 (Duplex)		
11			Tray Printing Position: Tip	I.5.5.4.(6) Tray Printing Position: Tip		
12			Imaging Process Adjustment	Transfer Voltage Fine Adj	2nd Transfer Adj.	I.5.7.8.(2) 2nd Transfer Adj.
13					Primary transfer adj.	I.5.7.8.(1) Primary transfer adj.