

Model: Cattleya2 Controller E-810		Date: 10-Aug-01	No.: RG940001
Subject: Important Notes at installation of E-810		Prepared by: Chisato Tsuji	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-810 for the Cattleya 2.

Approved Firmware for the Cattleya 2 for connection with the E-810 Controller

To ensure that the scanner functions correctly, upgrade either the main or IPU firmware to the following versions:

Main Control: Ver. 1.09 or newer
 Scanner IPU: Ver. 1.04 or newer

The Correct Value for SP Mode 6-910

After installing the Interface Kit Type J, make sure that the value of SP 6-910 (Printer/Scanner key) is set to "0" (Off; default value).

If this value is mistakenly set to "1", the copier may freeze when an ADF jam occurs, or the copier may suddenly reboot while scanning an image.

Installing Options (DualCPU/FACI)

In addition to the optional equipment, a dongle, AGP board, "Update/Restore CD" and Installation Guide are also included in the box. Please note:

- Before updating the system, attach the AGP board to the controller.
 * Even when installing only the DualCPU option, the AGP board must be installed.
- To enable the options, a dongle and the "Restore/Update" CD are required.
 (For the detailed procedures, refer to the FACI/DualCPU Installation Guide.)
- The dongle can only be used once. After the system update is completed, remove the dongle from the controller.

Model: Cattleya2		Date: 9-Aug-02	No.: RG940002
Subject: Diagnostic Tool for Controller E-820		Prepared by: Chisato Tsuji	
From: Technical Services sec. Service Planning 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 ()		

This Technical Bulletin contains information about the diagnostic tool for Color Controller E-820.

A diagnostic tool (CD) is released which can be used with the E-820.

This tool allows you to test the E-820 motherboard, memory, CPUs, AGP board, network connection, and the HDD.

You can select a full set of tests (Full), (which takes about 24 hours), or a quick set of tests (Quick) that takes about 3 minutes. In addition, you can select groups of tests (System, Video, Misc, and various HDD tests).

If an error is identified, error code(s) will be displayed on the LCD. You can also print the test log file by using the CommandWorkStation.

The instruction guide for this tool includes a table, which shows suggested corrective action for each error code.

As this tool will be very useful to identify any problem on the controller hardware, it is recommended that all service representatives purchase a copy of this CD.

This tool (a set of CD and instruction guide) is included in the E-820 Service Kit (**P/N G9409510**). Additionally, this tool can be ordered separately (**P/N G9409520**).

Note: This tool does not support the E-810.

Model: Cattleya2		Date: 9-Aug-02	No.: RG940003
Subject: Important Notes at installation of E-820		Prepared by: Chisato Tsuji	
From: Technical Services sec. Service Planning 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 ()		

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-820 for the Cattleya2.

Approved Firmware for the Cattleya2 for connection with the E-820 Controller

To ensure that the scanner functions correctly, upgrade either the main firmware, or the IPU firmware to the following version:

Main Control: Ver. 1.13 or newer
 Scanner IPU: Ver. 1.06 or newer

Approved BIOS version for E-820 System

The BIOS version of the controller should be 2.44 or later.
 If upgrading the system from E-810 and E-820, BIOS upgrade should be done with the BIOS upgrade CD; which is included in the upgrade kit.

The Correct Value for SP Mode 6-910

After installing the Interface Kit type J, make sure that the SP 6-910 value (Printer/Scanner key) is set to "0" (Off; default value).
 If this value is mistakenly set to "1", the copier may freeze when an ADF jam occurs; or the copier may suddenly reboot while scanning an image.