

# ComColor Technical Bulletin

1 Page 2  
of

ISSUE NO. : CCT-083

MODEL: ComColor 90xx, 70xx & 30xx

DATE 07.AUG 2013

Data Category  Field Modification  Trouble Shooting  General Information  Safety Advice

## Proceeding Grade

- Action ASAP  
 Action as given  
 Action if required  
 Refer in need

## Parts Compatibility

- Compatible  
 Conditionally Compatible  
 Not Compatible  
 Old/Obsolete

## Handling of Modified Parts

- Free of Charge  
 Conditionally Chargeable  
 Chargeable

OurRef. **59-FA205-B**

## SUBJECT: ComColor Program SNALL Ver.22.49.3

### [Brief]

The ComColor Program has been upgraded.

Firmware (Program Package): SNALL Ver.22.43.3 => **SNALL V.22.49.3**

### [Major Changes]

**To reduce the number of service calls in the market, below error codes and test mode have been changed.**

1. Below Error codes have been changed from S10 to W65 errors. When the S10 error was occurred, the customer made a phone as emergency. But, some cases can be fixed by customer once the jammed paper is removed.

S10-1031 => W65-1031 Tray 1 Elevator Motor Lock Error

S10-1032 => W65-1032 Tray 2 Elevator Motor Lock Error

S10-1033 => W65-1033 Tray 3 Elevator Motor Lock Error

2. To reduce the number of service call, Test Mode 1790 [Belt Stain Display] has been added. Because, the customer may call a service when the W68-245 [BP Belt is Stained] is displayed. Therefore, It is available to select the displaying the error code W68-245 [BP Belt is stained]. The default setting of TM1790 is 1.

TM1790: 1 Display the error code

: 0 Does not display the error code when the BP Belt is stained. Alternatively, U30-249-x will be stored on the error history.

Attached:



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3. The default setting of Test Mode 1849[FACE-DOWN PAPER EJECTION SENSOR PAPER JAM DETECTION TIMING ADJUSTMENT] has been changed from 0 to 100. Because, some customer may want to remove the printed paper from the FACE-DOWN OFFSET TRAY even the machine is still printing.
4. The detecting procedure of wire loosen has been changed. When the wire loosen is detected, the machine will recheck the wire loosen after a lapse of 500 ms. If the wire loosen is not detected at the time, the machine will continue the normal operation.
5. Test Mode 2750 [BELT HIT RETRY COUNT] has been added. It is available to change the number of retry about the BP unit upper position. The default number of retry is 2.
6. Test Mode 1791 [BP HIT SET CTL] has been added. It is available to change the BP Detecting procedure,  
TM1791: 1 New detecting procedure of BP Upper position. During the rotation of motor, the machine will not display the S03-2012 error, once the upper position sensor detects ON  
: 0 Same as Traditional detecting
7. After the S03-2012 error, the movement of actuator has been changed. Because, when the jammed paper is stacked around the BP Upper Position Switch, it may be triggered the S03-2012 error. But in such case, the BP unit cannot go down to Lower Position, and the jammed paper is not available to take away from the BP unit.
  - 1 When the BP error is occurred, the BP unit goes down to Lower Position.
  - 2 Display the message which is required to remove the paper on the BP unit.
  - 3 After clearing the message, which is the front door is open and close, then press the reset button, the machine will start the recovery operation.If the same error is occurred, the BP unit goes down to Lower position and S03-2013 will be displayed.

### [Major Bug Fixed]

1. When turn off the machine by pushing the Power Switch on the Display, the screen message freezes at [Shutting Down].
2. After upgrading the firmware to SNALL V22.43.3, The scanned data cannot be displayed on the console at Safari, or Google Chrome.

Attached:

