Knowledge Data Base (KDB No.: KB9900333 / Status: Close)

Model:
Di620

Problem Machine:
Di620

Title:
A failure occurs when the 2nd Drawer (Universal Tray) is empty.

Symptom:
Control / Electrical Failure

Symptom Explanation:
When the Universal Tray (2nd Drawer) becomes empty in the Mode which needs to use paper in the Universal Tray and other Tray (e.g. Criss Cross Mode, Cover Mode) during making copies, and paper is reloaded into the Universal Tray, and then the copy job is restarted, there is a possibility that the machine may take up paper from wrong Drawer.

(For instance)
When making copies in Cover Mode;
1. Set the paper for Cover in the Universal Tray, and set the paper not for the Cover in
the LCT.
2. Paper in the Universal tray (2nd Drawer) becomes empty, and the paper for Cover is reloaded
into the Universal Tray.
3. The following movement may occur when restarting to make copies.

((Failure))
Either all copies are made by the paper for cover (paper in the Universal Tray) or all copies are made by the paper in the LCT.

Temporary Measure:
Set copy paper not to the Universal Tray(2nd Drawer), but to other Tray.
(e.g. Set paper for Cover to the multi Bypass Table and set paper not for Cover to LCT.)

CounterMeasure:
Software Program has been changed. (from upgraded Di620/520)
MSC/ Panel 1155-10H001-00 (SUM:7D6C)

Cause:
Software Bug

Problem Rank:
C Check

Parts Modification Notice:
Ref.No.:

SW/FW Distribution:

Category:
PPC\Digital-B/W

Expand Machine:

D5200iD(Main Unit)
D6200iD(Main Unit)
Di520(Main Unit)
Di620(Main Unit)

Cause Area:

Firmware

Original Report:

FPR/Cover Mode Not Working Correctly
No. FPMUK99002 =>  [Reported first]

Information Date:

29.11.99

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Created by:

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