

C9xx: C911, C931, C941, C942 (See OkiDoc 4259)

Admin Password 6x a's (aaaaaa) / Try first 10 characters of the serial number (all lowercase).

No reset - must replace CUPU. Oki designed this model printer where the password is changed through Admin setup. Unfortunately, the password is required to access Admin setup. The reset menu is also inside the Admin setup menu. There is no way to reset to factory defaults from the maintenance manual. The password data is stored on the main board, so a new board would be needed if the password was changed and not known. Web interface uses the Admin Setup password.

Static IP. Go to Admin Setup. Password 6x a's (aaaaaa) then Network Setup. Go to IP Address Set. Change it from Auto to Manual. Go to IUpdatPv4 Address and set it to the same IP as in the driver.

Says Printing but never prints, even Config. Go to Admin Setup, Settings, Reset Settings to reset factory defaults

Non-genuine consumables have been used in this product displays on Config sheet (LCD also warns) Check error log

OKI Marketing has entered an agreement with Oynx with our C931dp+, C942dp+ and C942dn product. If you receive any calls from an end-user on Oynx support, please have your team reference back to Oynx for support. The anticipated start date is July 1st. Please use hyperlink for Oynx support.

<https://www.onyx.com/#main-footer>

Toll Free: 866.909.6699 (Not TMS)

Hanging on PROCESSING, make sure they are printing from the driver not a RIP.

Ask them to plug the C942 into a good working wall outlet.

Also connect directly on USB to eliminate Network Issues. Also make sure the FW is up to date.

Fast blinking of the Reset supply indicates error. No LEDs in the initialization LEDs indicate a problem with the LVPS. LVPS cannot be bench tested without a load, but if measurements were taken while connected in the printer and do not agree with the following, then the LVPS needs to be replaced.

Drum grinding – New drum is a temporary fix: The issue is likely the transfer belt. A new drum works until the waste toner backs up in the drum, then starts grinding. A drum clears the grinding, until the waste toner backs up again. Check the waste toner ducts and they are likely full or one of the plastic fins next to the waste duct is bent and not opening the waste toner door on the drum. A Belt jam can cause K Drum failures.

3400, 3401, 3402, 3403, 3404, 3405 Image Drum is not installed correctly. Cleaned the drum contacts and verified it was in shipping mode. Replaced drum again. After that replace F1-D Relay board, then Main Board.

330 Belt Missing. Check Belt Contacts. LVPS, then Main board

-Envelope Fuser (Past due~2017) Upgrade, change roller hardness for envelope and postcards (75-12 gsm).

Softer, prevents Wrinkles and Blurring. Require Firmware Update (Blocks plain paper print with env. fuser)

Set MPT to Envelope & Normal 2. Get a Config to confirm.

Envelopes set to Medium / Ultra Heavy 3 for 12+inches

Error 6988 - Envelope fuser not resetting Have them switch to media type to envelope

-Standard Fuser improved (Feb. `17+) Prevents slippage. Change pad, roller and NIP

-Thick Gloss Fuser – 350gsm (Sept `17+)

- Polymer toner

IntoPrint launched their own branded C900-Series in April 2021. Toll Free: 1.800.833.4493

• IntoPrint SP1360 C931*

• IntoPrint SP1360S C941

• IntoPrint SP1360W C942

INTOPRINT MP200 120V (C931DP+) - P/N 91695006

56129801 IMAGE DRUM: INTOPRINT D-MP200-YE

56129802 IMAGE DRUM: INTOPRINT D-MP200-MG

56129803 IMAGE DRUM: INTOPRINT D-MP200-CY

56129804 IMAGE DRUM: INTOPRINT D-MP200-BK

INTOPRINT DP100

56124801 IMAGE DRUM: INTOPRINT D-DP100YE(TYPE C7)

56124802 IMAGE DRUM: INTOPRINT D-DP100MG(TYPE C7)

56124803 IMAGE DRUM: INTOPRINT D-DP100CY(TYPE C7)

56124804 IMAGE DRUM: INTOPRINT D-DP100BK(TYPE C7)

INTOPRINT DP50

56129401 IMAGE DRUM: INTOPRINT D-DP50-YE C19 YELL

56129402 IMAGE DRUM: INTOPRINT D-DP50-MG C19 MAGE

56129403 IMAGE DRUM: INTOPRINT D-DP50-CY C19 CYAN

56129404 IMAGE DRUM: INTOPRINT D-DP50-BK C19 BLAC

-All C900 consumables - Smart Chip – Keeps own count

124 Environmental sensor error – **45169301** - PCB: OR MFH (Environmental Sensor) (6-Pin ENV FFC)

Generally, when envelopes are jamming in a crinkling manner, it is related to the construction of the envelope. There are a couple of things that I have consistently seen when this occurs:

1. **The flap fold is not creased strongly.** If the user takes an envelope and lays it down on the table, flap up, does the flap lay flat or point up at an angle. If at an angle, the fold has not been sharply creased. When the envelope is pulled forward and the flap drags on the separator pad, the weak flap fold causes the lead edge to bullnose, thickening the profile of the envelope greater than the opening and causing a jam. This occurs more frequently in diagonally cut seams. The longer the flap, the greater the risk. We generally recommend side seam envelopes with a straight flap edge rather than the triangle flap design.
2. **The envelope has a twist.** Take a 3/4" stack of envelopes and lay them on a flat surface. Observe the corners of the bottom envelope. All four corners should be touching the surface. If any corners are above the surface, then the envelope has a twist. Generally this twist will cause the one side to be high and the other low creating a thicker profile than the opening of the printer. In the digital sample with the stack of envelopes, it does give the appearance that it could be twisted, but its hard to tell just from the pic. The window appears to have some stress in it and one side seems lower and the other a little higher. Here again, diagonally seamed envelopes generally have this problem. If the side flaps are not folded in parallel it will impart a twist. You can usually look at the flap crease and see that one side is pulled in, while the opposite side is pulled out. We generally recommend the side seam envelopes for digital printing.

Get FW level, Consumable Levels & Rev.s _____; Recurring defect measurements, leak source. Samples, Config Sheet. Attach pics via CRM email. <A01.44_0_4 Now>

Menu button, Configuration, System: Serial Number / Firmware

Samples: Config, Demo 1, Test Prints 1 & 2. Get file and 20 sheets of blank media for testing.

Menu, Calibration, Print Color Tuning Pattern - Base Color Tuning (See *Color Balance Adjustments for the C9 Series.PDF*)

Staple marks - PQ, Belt S#, FW, Pics of belt, PQ-Esc

Print the printtest-1 one as it gives full coverage. Reset back to factory defaults, then setup for envelopes properly. Is he using envelope fuser? I am not suggesting it is the fuser, but it does determine the settings to be used and wondering if that in conjunction with the irregular settings he has in the menu map are contributing to the issue. Usually there is a pucker on the belt that is visible. It does look like the staple mark issue on the COM-10. I recommend COM-10 be run without the envelope fuser. I feel envelope fuser should be used for catalog envelopes only.

Menu map – Print Information – Configuration

Straight Shooter Feeder Issues – Damaging MPT Hopping (Heats, makes brittle) (800-785-4177 <http://www.feedstraight.com>)

Feeder calls for the C9X1 DP units - Please ask what feeder the customer has when we get calls on these units. We are getting many calls with 3rd party feeders and we need to make sure we are not trying to troubleshoot based on one feeder and its really another model.

Test with no toner - Test Print – Test Pattern 0 prints a blank page.

CHANGE NOTIFICATION - FW A01.44_0_4 Soon: (Cut into _F0 Printers)

1. Number of the version

FW	New Ver.	Old Ver.
FW suite	A01.44_0_4	A01.42_0_4
CU-FW	A1.42	A1.41
PU-FW	00.01.35	00.01.33
NIC Protocol-FW	01.09	01.08
NIC Web-FW	01.07	01.07
Config-FW	01.03	01.02
* Language version:1.15		

2 Change of CU-FW (A1.42)

2.1 Improvement - Measures for envelope dedicated fuser unit

2.2 Bug correction - Change the data of Test Print-1.

3 Change of PU-FW (00.01.35)

3.1 Improvement:

- (1) Add envelop dedicated fuser unit control.
- (2) Supports high speed printing of envelopes.

3.2 Bug correction - Fixing the problem that error message of tag writing error is wrong.

4. Change revision of product serial No - Change revision of product serial No. written on the product label to "E0" -> "F0".

C9xx Return Unit w/supplies topic.... In Summary:

- During replacement scenario, keep supplies at location
- Customer can reuse as supplies carry a Tag recording life
- If no replacement, just return, discard supplies before shipment.

ODC recommend service and dealer to re-use (leave it at customer)

C9x1e Series's consumable have Tag on each consumable, life was recorded into this Tag. [drums/toners/belt/fuser]

Presales Print Sample Requests - In most cases, they are not looking for help with specific media. They just want to know what output to expect on an OKI model. All requests for Media Sample Kits should go to Denise Peterson (denise.peterson@okidata.com and copy Reprographics (reprogra@okidata.com)).

Pre-magnetized Magnetic media **Π**. Denise says they use TMS *P-LASRMAG-8511* 20pt premium laser magnet. TMS contact 800-783-7568, 949-837-2305 - 20-point Magnetic Stock: Magnetic Media (pre-magnetized) - requires user to feed 1 sheet at a time. This 20 point laser magnetic media was originally included in the C941 sample kit. TMS offers 16-point & 20-point magnetic media. Sizes up to 12 x 18"

TMS on-line store: http://www.tmsplotters.com/85-x-11-20-pt-Premium-Matte-Laser-Magnet--50B_p_251.html

Description: 8.5" x 11" 20 pt Premium Matte Laser Magnet - 50/Box *Not for Okidata C9600*

This magnetic paper product is ready to display as soon as it leaves the printer. The sheets will attach to any metallic or magnetic receptive surface. Please note this is not for long-term signage.

Below are two comments from Brian's Tuesday meeting he wants us to be aware of. Classified:

1. Envelope wrinkle [Menus, Print Adjust, Narrow Paper Speed to Slow, Print Mode to Slow.]

- If the envelope size is over 8.5 in x 8.5 in, please try Media Type : Envelope.
- It is going to be Envelope position of the fuser.
- If the faded print or spotty print occurs then, please send the envelope to me.
- If it is smaller envelope, please send to me.

ODC is developing wrinkle free fuser and I have one sample wrinkle free fuser. (I'm asking ODC to send 5 more fusers now.)

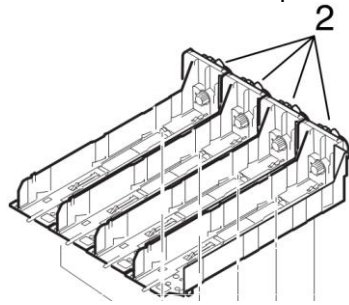
I will try the customer's envelopes with it. (GET BLANKS)

2. Toner leakage on the Image drums

- When the toner leakage is reported, please ask to send the picture and check SN.
- If the manufactured month was more than 1 year ago, we should suspect the ducts:

Duct Assembly (2 Frame Assy.-TC) Regarding the toner leakage onto the drums and the ducts possibly needing to be replaced.

I have included a PDF with the part that would need to be replaced highlighted. The part is not spared out so there is no part number for it. Please speak with Brian, Al , or Gary as there is a special kit that has been put together to service this issue.



Old Duct Frame Assy MUST be returned to us. (Tag in box to Gary) Small % drop (Not →10)

002 (CPU unexpected exception) first check if it occurs depending on a specific file or application.

Also change Hub Link Setting from Auto Negotiate to a set speed (10 or 100 depending on the network)

As stated in the manual they likely need to replace the Control Board.

45103729 - C941 Image Drum White (20k pages)

45519801 - Frame-Assy-TC-A (White Duct)

C931E and C941E - Please be aware that Oki has released a new model call the " E " These are updated with the latest firmware and have up to date drums. Other than that I am not aware of any other changes to the product. - Brian Smyth

357 - Replace Waste Toner Box, then Waste toner full sensor Board **F1N** p/n 45540101. (waste toner box full - Sensor-Assy-WT)

CUPU : WTNR – AMP (9) Two 3 Pin Connectors - WTNRBX (Box) & F1N (Waste toner low sensor)

The waste toner box is the only end-user replaceable item that does not have a smart tag. The waste toner uses a dot count to determine when it is approximately filled which is with 12% life remaining. At that point the user should order a new waste toner box, but wait for the waste toner full message before replacing.

Clean out the sensors on the back of the printer and the transfer belt and reinstall

381 - Look under Honeycomb near belt, left of reg shutter.

381 at Decurler - Install the decurler properly - tabs in slots. Swap EJ Rail (dealer-E Rings to rail).

Decurl install - align tabs, move side to side to mesh gears.

382 - 45233601 Guide-Assy-Eject-M (Middle) For 4 color - SAP says replaced by:
45233602 Guide-Assy-Eject-M-SP For 5 color

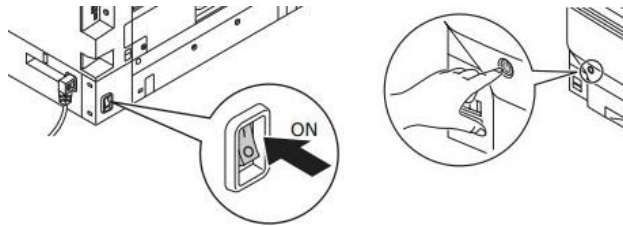
382 - Remove the fuser and decurl assy with the 2 thumb screws. there may be paper in there. Please see the Decurl Assy plastic and metal tab slots (In **EJ Rail**). The plastic and metal tabs must fit into these 2 slots on each side and sit flush. The 2 thumb screws must be screwed on straight after the plastic black tab and metal tab on the left and right side of the decurl assy is all the way in the slots.

Device Service Life – 5 years / 1.5 million pages (Per User Guide page 136) <_>

Printer Life Cycle 1,500,000 pages (A4 LEF), 5 years

Monthly Duty Cycle Max.300,000 pages/month, Average 25,000 pages/month

Power On - I said to turn on the left rear switch (under the ports) first, then press the power switch on the front left (over tray 1).



No power – Have them try another outlet on another circuit if possible. Try using the power cord that came with the printer. not plugged into a UPS.

Also try Power Reset. Turn off the power switch on the side, unplug power, and hold the front power button for 30 seconds

FW A01.44_0_4 (C931 & C941) as of 12/13+/16 Ex: XPS Program version:02.74 **FW: A01.44_0_4**
A01.38 - Team, <_>

I know that a few of you have still had customers claiming the toner percentage is dropping to 10%. What we need to get when that happens is the following:

1. Configuration Page
2. Error Log
3. Engine Status Report. *To be found:* Go to System Maintenance - Press the BACK, OK & ONLINE after “Ready” is displayed until System Maintenance menu appears, Password 000000 & select Engine Status, Execute – Engine Menu Print.
4. Weight of the toner and **Toner serial#**.

The new Firmware suite A01.40 has been released. A01.40_0_4 - Change history is as follows:

1. Reduce the FAN sound at standby mode.
2. Improve the accuracy of print start position.
3. Fixing the problem that the registration misalignment sometimes occurred.

A01.35_0_4 - Critical update. 33 & 34 can cause light print or toner value drop. (See [Bulletin](#))

- Drum – C0 version
 - Fuser – Latest version E0 (same level as TMS Fusers)
 - Belt – E0 version (Replacement belt comes with 2ndary transfer roller - replace both)
1. Please note in the call record **what Feeder** unit is being used. Even go as far as to ask for the serial number of the feeder. We have our **Thiele**, which has 2 variations and they also have some straight shooter's in the field.
 2. If you have issues with the **white toner percentage dropping** out of the normal, please update the firmware for the machine. They have a new version on the Global site.

Light Print: Min FW A01.35_0_4 - Critical update. Check toner life. Check media settings and humidity.

Adjust Paper Black Setting or Paper Color Setting, Trans. Black Setting or Trans. Color Setting. See MM Page 128

Bypass Error to update FW: Put machine has to be put in status mode: Power on printer while holding Ok, Back ,Down. When printer displays status mode release buttons. The error will still show but you can still update firmware, and printer should reboot.

C900 drums - Some of the dealers have received a memo advising them to call Customer Support for a new set of drums. When you receive the calls, please advise them of the following:

- If the firmware hasn't been upgraded, we strongly suggest doing that. If they can't go on site, we can help the customer with the upgrade over the phone.
- Either way, we will submit the order.
- The drums are on back order and will ship late next week at the earliest. However, the customer's needs may not be urgent since the fw update should be the first priority for the dealer.
- If they are upset with the delay in getting the drums shipped, advise them that you will escalate the call.

Please send the order details to **Shirley <cc Brian>**. If mike provides you with an order number, relay that back to the dealer. New drums Rev __C0 for Cyan Magenta and Black (Current stock)

169:02 (Thermistor Open Error) where they already replaced the Fuser & EJ Rail, I would try a Power Reset. Turning off the power switch on the side, unplugging, & holding the power button for 30 seconds. Also make sure they test the C931 in a wall outlet on its own circuit breaker. 169:02 is thermistor OPEN, it's not the same as low thermistor which was reported with the 169:02 error code, so there is a conflict. Since the tech is not onsite, we should wait for him to go onsite before providing any advice. The thermistor is located in the fuser, so that was a good replacement. The EJ Rail was just a waste of parts. Did the fuser resolve the issue but it came back after printing or did the error immediately remain after replacement with no printing? If the error code is correct & the open is not occurring in the fuser, then the tech will need to check the connectors & perform continuity tests to determine the correct part. Open means there is no continuity. Also, if the fuser was replaced but the error came back after printing, then there was likely a jam. They may not have the right settings & the jam broke the thermistor. Continuity can also be checked in the fuser to determine if just a fuser replacement is required. See 166365. CUPU Fuse check **F18** (F18 SC188-02 Fuser thermistor/ Driver relay?) Tech should test continuity.

Check paper in MPT, letter, paper size error. Loaded SEF. Menus, Tray Config, MPT Config, Paper Size Letter. Page 3 Letter short edge.

Default Tray - Went to Menus, Tray Configuration, Paper Feed. Set to MPT.

Front loading consumables. Toners & Drums separate
LEDs b/t in tight spot - Take out bottle, belt then drums to access.
1200dpi. Network & Duplex Standard. Memory maxed at 2GB
[LED Connectors on CUPU, tab must be down - Link]

Print onto belt, transfer to paper: Reduces Jitter, Registration issues, background.
Increased media weight (320 trays& dupl / 360 MPT)

If you have a customer complain of color registration issues on the C9X1 products.
Please have them run the REG ADJUST TEST. This will at least confirm that the unit is responding at the sensor level. Also we have had 2 customers resolve the problem with this. Please let Brian know if you need to see the test being run on the unit.:

Press the BACK, OK & ONLINE after "Ready" is displayed until **System Maintenance** menu appears, 000000 & select Engine **Diag Mode** and press OK. REG ADJUST TEST - REG ADJ EXECUTE (Service manual page 173)
If that fails, Boot to status mode, Back Down Ok then Back OK Online. <____>

Fuser & Belt - 150k pages. 50ppm Mono & Color
Fuser - Variable pressure (Envelopes...) & De-curler

C931, C941 - PC Server Fiery Option (XF Server - Windows7). Get Entitlement Access Code
C931 Can Not be upgraded to a 941.

C941 - 5 drums (White or Clear gloss) - Different Models White / Clear gloss.
Add a Duct & 5th Drum & Toner. (Ducts are different)
10k White Toner, 20k Clear Toner
5th is a Spot Color. Recommend Fiery server & CW
Spot Color Drops speed - White - 44.5ppm/ Clear - 16ppm
~\$19,999. 90 day DOA Warranty to Customer. Dealer Expected.
C941 - Spot Color Information - OkiDoc 4270

Options for all models (C911, C931, C941)

160GB HDD, 2nd Tray, 2nd Tray with Casters, High Cap Tray (3 in 1), Long Banner Tray

C931 and C941 Option: EFI Fiery XF Server (PC and Software)

C941 Option (require at least 1)

White Spot Color Install Kit (toner + drum + duct) 45531302

Clear Spot Color Install Kit (toner + drum + duct) 45531402

[C911dn/C931dn/C941dn] **How to replace Spot Color Kit** (Same as C942 Y Duct)

https://www.youtube.com/watch?v=TLk9na5rOEI&list=PLTZ1detjdZLVK6VokInjeGxsOMUDqT1F_&index=2

Install order: Duct - Drum - Toner or else get reseal/ false toner low 10% - Replace Kit

NOTE: There is no Memory option. Duplex and Network are standard.

Consumables - Consumables for all models (C911, C931, C941)

120v Fuser (150K) / 230v Fuser (150K)

Waste Toner Box (40K)

Transfer Belt (150K)

Cyan, Magenta, Yellow & Black Drums (40K)

Cyan, Magenta, Yellow & Black Toners (24K / C911 only)

Cyan, Magenta, Yellow & Black Toners (38K / C931 & C941)

C941 Additional Consumables

White Toner (10K) Clear Toner (20K)

White Drum (20K) Clear Drum (20K)

45531112 - C900 Series Fuser - \$431.30

45531502 - C900 Waste Toner Box - \$22.50

45103726 - C900 M Drum - \$500.00

45103728 - C900 Black Drum - \$300.00

45536514 - C931/C941 M Toner - \$270.00

45536516 - C931/C941 Black Toner - \$142.50

45536422 - C911 Magenta Toner - \$376.30

45536424 - C911 Black Toner - \$90.00

45536406 - Kit: Toner **Clear** (C21) C941

45103730 - C941 Image Drum **Clear**

45531402 - Clear Spot Color Kit

45531212 - C900 Series Belt - \$326.30

45103725 - C900 Yellow Drum - \$500.00

45103727 - C900 Cyan Drum - \$500.00

45536513 - C931/C941 Y Toner - \$270.00

45536515 - C931/C941 Cyan Toner - \$270.00

45536421 - C911 Yellow Toner - \$376.30

45536423 - C911 Cyan Toner - \$376.30

45536405 - Kit: Toner **White** (C21) C941

45103729 - C941 Image Drum **White** (20k pages)

45531302 - White Spot Color Kit

Incompatible Toner - Indicates detection of a toner cartridge not suitable for this printer.

Replace it with a toner cartridge suitable for this printer to recover from the error. (OEM?)

Error 6140: Yellow

Error 6141: Magenta

Error 6142: Cyan

Error 6143: Black

Error 6144: White

Error 6145: Clear

Starter toners capacity approx. 10,000 pages @ ISO

Secret - Per Jim Fuchs, Toner has a recommended shelf life of 2-years. JUST GIVE 90-DAY WARRANTY

Fuser drive gears. 45470301 Gear-Assy-Oneway-Z33, 45470401 Gear-Assy-Oneway-Z33-R (In EJ Rail Unit 45286205)

C911/C931/C941 Tier I Update - On Stop Ship. See Okidoc 4268

Toner Fingers - Fingers to provide anti-counterfeiting measure (Sensors not implemented)

Receiving reports that fingers are coming off in shipping. Can't close cover if out of position - Remove.

Toner Sensor Error - 5440-5444

Orange stopper may dislodge wheel. Can remount. (M so far 5441) - SE 163 in F-Mode

4 orange parts on drum, - ID Missing or up/Down

Toner Cartridge Error - 5401-5405.

Right side gear may stick. Rotate manually to loosen (Spring vibrates and melts into sonic weld)

Do Switch Scan, Replace the drum. (Check for duct flow issue)

Potential Belt Issues - Rips. Waste toner on belt, Grease on belt from gears, damages waste toner cleaning blade - Rips

Spot Color Toner Catching (clear so far)

-Some customers may experience trouble installing the spot color toner.

~Verify duct install, top cover. Bottom part should be down.

-Ask customer to try a little more forcibly.

PU FW-1 - Customer may change the density setting of a color. Printer goes into deep sleep. After the printer comes out of the deep sleep the density setting reverts to default (0). *~Usually with White +3*
Workaround - Turn off deep sleep *~Factory working pending*

PU FW-2 - In low duty printing (<1.6% @ letter) waste toner can have an issue where full toner is not recognized. This can lead to waste toner locking up and breaking the printer.

PU FW-3 - A density correction function starts every 500 drum counts automatically. When perform power supply OFF, the last time a count that revised is reset; from every time power supply ON with the 500 drum counts is started.

XF Server Licensing - Users are having issues licensing server. QSG guide is confusing and leads customers to start server without USB. USB must be installed prior to starting or any activation
~At Win Logo. Use Recovery disk to reimage~20 min

McAfee on XF Server - XF Server contains McAfee Solidifier. Locks system down from running any executables
Drivers must be installed via add printer wizard not installer.

XF Server Passwords

Windows 7 Logon - Username:	fieryxf,	Password:	fieryxf
Fiery XF Client Logon - Username:	admin,	Password:	admin

Toner Empty - Receiving reports on several models where toner goes to empty almost immediately
Generally see toner lock condition just prior. **Keep on the lookout.**
~Replace w/ green tag to Rob. QPR for other Models [Started with Pro511, Web61 (C711)]

2 Pass White - Ex white background on dark paper. Prints White, fuses, Prints CMYK, causes ~skew. We recommend Trapping (Choke [wh] & Spread [CMYK])

Thick Media - Shock. Hits 2nd transfer roller, pauses belt and puts line / chatter or passes and gets near fuser and skips
Use ~ Calibration - Heavy Media Adjust. Change from OFF to -5 → +5. [Per Rob slack sensor should compensate for plain paper.]
We recommend setting the Mono Print Mode to Color. Also set the Paper Color Setting and Paper Black Setting to Plus 1.
Also verify the MPT Media type is set at HQForUH5 on both printers.
(Replacement belt comes with 2ndary transfer roller - replace both) - 45245001 Roller-Assy.-TR2
Registration gets worse down the page on heavy glossy stock. Tried setting Media Weight to Ultra Heavy 4 or Labels 1 or 2.
In Calibration, Heavy Media Adjust is OFF. Should try all Plus or Minus settings. Minus is slowest.

OkiDocs as of 1/30/2014

- **Image Drum Sensor Error (5400-5405)** - OkiDoc 4273. Replace affected drum.
Try to remount Plate TL Disk. Check duct. Test **45540101** OR-Board-F1N - 4/5 (Toner-low sensor) **See 143148?
- **Focus Blurring Resolution** - OkiDoc 4271. Latch on the upper cover of ID came off.
Can click back down on *tongues*. New Rev drum pending
- **White Toner Empty** - OkiDoc 4272. ~ Kit install. Duct damaged or not installed correctly. (Blue packing tape or bottom stuck up.
May get Check Toner Error first. Push down front left corner of duct. <45536405 - Toner White (C21) C941>
Install order: Duct → Drum → Toner. If Duct damaged replace Kit. Get an Error Log and Config Sheet (Print Information)
Removing and reseating it if not familiar with the proper order prevent toner going into the drum and send the drum to 10%.
Also ANY Error (Ex: 380, 106...) Wt/CI drops to 0%- Replace Kit <45531302 - White Spot Color Kit>
Toner dropped to 0% - Please check the duct below the toner, then the drum below that. If you are unsure, compare the duct and drum next to it. If you need further assistance, please call 1-800-654-3282 to work with an agent.

380 - Remove the tray and Open the Front feeder. Remove the belt. Look under the honeycomb cover.
Clean the feed roller and hop roller.

370 371 Duplex jam. Have the tech remove Guide Assy Eject Lower off the EJ Rail to verify the long combed arm didn't get dislodged on 1 side. - Remove duplex, remove EJ Rail, remove Lower assy- inspect the duplex In sensor- if loose reinstall left side first and make sure the springs are in the holes then install right side and adjust the springs to hold the sensor in place. If broken replace the ej rail- part number for the EJ rail is 45286205. The procedure takes 5 to 10 minutes. If the issue persists, replace the duplex unit part number 45286301-Duplex-Unit (See Maintenance Manual page 234)

Image drum not Installed Errors 6940, 6941, 6942, 6943 - Read Write System Contact 45085901 FIRST then HVPS

676 Error - Spot Color Duct has not been installed – There is a Spot Color Interlock Switch for the SP-Duct. Based on the message, I believe this would be the prime suspect. This would not be attached to the Duct since it can be removed. Have the customer remove the SP-DUCT and check the cavity to locate the SP Duct Switch. If you can get a dealer onsite they may be able to test the switch or perhaps it is just dislodged and they can put it back in place. In printer diagnostics, you can test the switch via the menu item TR2POS S0-DUCT #2. If you do find the switch is 'H' with the unit, then I would have them do a continuity test on the switch itself to determine whether the switch or the F1D board needs to be replaced.

OkiDoc 92869 - Collate Fail Too Many Pages. Collate Fail: Too Many Pages. The first option is to break the job into smaller ranges of pages and print those separately then combine at the end. The second option is to purchase the 160 GB Hard Disc Kit (p/n 44622302). This option allows the entire job to print without error by storing the job temporarily on the HDD when there is not enough memory.

C941 - Must add White / Clear Option Kit.

Paper Size selection must be correct or it jams (If ¼" + off)

Also 2nd transfer roller gets dirty. Puts BG on back. Setting in menus to clean

Don't disable media check, may jam worse. [Print Setup - Media Check] printable

No Full Bleed - XF Server has setting for Presses, other printers (Would get on 2nd trans roller) ¼ inch Margins

No Envelope Feeders - MPT Angle, Sensor Speed (1 vs 3 Pulses)

- FW Update - OkiDoc 4269 - This new version of firmware corrects the following issues:

1. Corrects an issue where changes in "Color Density" settings revert back to the default after the printer exits sleep mode. (White default 0 usually too light, many use +3)

2. Corrects an issue where the remaining Waste Toner Life is incorrectly displayed. Never gets full message if light usage and breaks printer)

3. Corrects an issue where the auto density adjustment is not performed periodically if the printer is powered off/on. (500/6hrs) Turning printer off resets,

Caution: Prior to performing an update, **please have a Waste Toner Box available**. As noted above the firmware corrects an issue where the Waste Toner Life is incorrectly displayed. After updating the firmware the Waste Toner Box may need to be replaced. [Waste Toner Box p/n: 45531502]

Firmware now cut in.

Download Firmware Update Tool from Global FW update web site. (Finds all new Printers)

<http://global.okiprintingsolutions.com/FWInterface.nsf/frmmain?OpenForm&Lang=en&RF=http://global.okiprintingsolutions.com/FWInterface.nsf/frmMain?OpenForm&Lang%3Cen%3E>

Admin password is the Printers password (~aaaaaa)

Supports Newer Models Only - OkiDoc 4283 (C911dn, C931dn, C941dn, B721dn, B731dn, MPS5501b, MC362w, MC562w)

Firmware Update Tool - OkiDoc 4285 Instructions:

Firmware Update Tool for PC - Internet Available

Firmware Update Tool for PC - No Internet

Firmware Update Tool for Mac

Cust.s can do~

Error (ONLINE) 302 - *Firmware Update Error* - Please retry. If network doesn't work, please try firmware update over USB. Try installing BIN file manually, try installing in Status mode to bypass errors. (See 170592) Note: C942 needs C01

Verify it is OKI, not OEM (Ex: IntoPrint SP1360W needs B01. FW)

Printer: Firmware Update Error Please retry If network doesn't work, please try firmware update over USB

PC: An error occurred during the update. Obey the following instructions without turning OFF the device. Firmware update failed. Click the "Help" button for the error details and troubleshooting.

State: Update error 2

We have had issues in the past when trying to do a FW update when the printer is in an error state. Ken has provided a way to do this even while in an error state. Please note this and we can try this if we see this again.

Status Mode - Restart holding down **OK+Back+Down**: Indicates that the printer is started in the normal Online mode.

Once the printer is started in this mode, it processes data (jobs) sent from an external device (a host) even when an error occurs after it becomes online (Ready).

An error message or warning is displayed on the panel. To enter this mode, switch on the power while holding down <OK> + <Back> + <Down> buttons. Because the above button operation is secret to users, this status does not occur in a user environment.

Suite Ver. (PU Ver.)	Problem / Phenomenon (C942 - C01.22_0_4+)
SuiteA01.22 (PUv00.01.19)	The following information in EEPROM is reset. Error 159 also happens in some cases. - Mode is changed to Factory Mode. - Serial Number is cleared. - Page count is cleared. - Number of consumable replacement is cleared. - Waste toner % is cleared. - Density adjustment value/Media weight value / MPT media range are cleared. - Drum life is changed (ES/Pro/e-series only).
SuiteA01.24 (PUv00.01.20) SuiteA01.30 (PUv00.01.22)	[Install Toner (Error code 4100(Y), 4101(M), 4102(C), 4104(W) and 4105(CL)] and [Check Fuser Unit (Error code 348)] are displayed. <i>(Must be able to get in a ready state to clear)</i> Error 159 also happens in some cases. In the background, the above information is cleared. Install Toner - Clean sensors windows. Make sure Tabs on toner doors are not bent & drum is not making any noise. Run SWITCH SCAN > TONER SENS. Sensor with drum should go from H to L. (45540101 - Toner Sensor Board)
SuiteA01.33 (PUv00.01.25)	Error 136 and then error 106 happens after power-off/on. In the background, the above information is cleared.
SuiteA01.35 (PUv00.01.27)	No problem (Final countermeasure) (From Ken)

348 - Check Fuser unit. FW must be A01.24+. Test the Fuser Release sensor in Switch Scan F-RL JOFF EXO REGS. Replace Fuser

- XF Server Software - First true spot color

- Driver - Select Model C911/931/941. PCL6~GDI. Use PS. Don't use *Printer Name As Port Name*

Properties: Device Settings Tab - Select Spot Color is Correct if USB or SNMP off (White/Clear)

Preferences: Color Tab - Spot Color:

Usage: Full Page, Data excluding white/Including, Spot only,

Application Specific - High-end graphics SW, Illustrator, Photoshop... (Pantone)

Superimposition: White on Color (Clear film / Transfers) or White Under Color (Dark paper)

Optimizing Temp - Indicates that printing has been suspended for a while due to high temperature of a drum, or the printer is in a wait state to cope with heat at the time of switching to narrow paper to wide paper.

Suggestions:

1. If the firmware has been upgraded restore the printer to factory defaults and try to print the configuration sheet.

2 Set the media weight on the printer to MEDIUM for Tray 1 and test after power cycling the printer. Does the error persist?

3. Power the unit off and remove each drum unit, leave the printer powered off for 10 - 15 minutes. Reinstall the drums and power the unit back on. Try to print the configuration sheet. Does the printer display an error?

If yes place a warranty claim to replace the CUPU

530-534 paper overflow error – Rob recommends he look at the SWITCH scan with and without media and then manipulate the PE/PNE sensor. It may have become dislodged. Sometimes the wire is routed wrong and passes in front of the sensor instead of behind and that could cause an issue as well. Lastly, I would also check the other trays in SWITCH SCAN to see if they are behaving similarly. If they are then he may have crushed the connector on top of T3. I am assuming it is a high cap, but if it is just the tray, then it might just be that tray. Swap with T2 then.

530 – Tray 1; 531– Tray2; 532– Tray 3; 533– Tray 4; 534 – Tray 5

Remove Excess Paper and Reset Tray	Off	Blink	A print request has been issued to the tray that has been detected to have too much paper or its cassette setting condition is imperfect. Correct the paper loading condition and reset the cassette to recover from the error.	Error 530 531 532 533 534
%TRAY%			Error 530: Tray 1 Error 531: Tray 2 Error 532: Tray 3 Error 533: Tray 4 Error 534: Tray 5	
Please see HELP for details				

Color names

Driver: SpotColor_White or SpotColor_Clear
*In the driver go to the Color Tab and click the Spot Color button.
Set Usage Methods to Application Specification.*

XF Server: White_Ink or Clear_Ink
Must create a Spot Color Alias in Fiery XF Server - OkiDoc 4267

3/12/2014

C900 - FW for uneven density available (Network/USB. All Windows ver.s) Get Samples

Based on Usage, may also need drums.

ICC profile pending to Sim. C9650 (Ex Novatech, TMS?)

Still on Stop Ship. FW to be cut in (May have dotted SN)

New drums Rev __B0

More new FW in May (Added Media Profiles, White Skew)

MEDIA - Ex: TMS Labels still not approved (Mike Lang working)

CI/Wt Toner - Install order: Duct - Drum - Toner or else get reseal/ false toner low 10% - Replace Kit

Also ANY Error (Ex: 380, 106...) Wt/CI drops to 0%- Replace Kit

White Registration called skew/ Slip. Lines called Shock

Magnetic material - Media must withstand 446°F temperature for 0.2 seconds including pressure to 25 psi during the fusing process. Under 360 gsm.

C941 Usage Report - OkiDoc 4275. There are four counters in the Usage Report:

- Color - printed pages utilizing CMYK
- Mono - printed pages using only K
- Spot Color 1 - printed pages containing CMYK and Clear or White
- Spot Color 2 - printed pages containing only the Spot Color (Clear or White)

Printing White and Clear from a PC or Mac - OkiDoc 4276

C900 Disassembly Course – 4/23/14 - 2GB RAM Std & Max. 45738601 IC: MEMORY OR-SODIMM DDR3 2GB (C911/931)

Fuser can do 400% coverage without jamming (C9000s 300) Diag Mode, Test print 7

- 1 Solid State Heater, more control. Same temp & pressure (446°F 25 psi) on larger areas (Or smaller for envelopes)

-OkiDoc 4290 - Disassembly Manual (Locked, internal only)

-OkiDoc 4291 - Xerography

-Drum, orange packing can damage belt if left on.

- Top packing: Lift straight up or may move plastic around spacer pin. (Focus)

- Drum has optical sensor windows on top near contacts. Clean.

- Drums have LED cleaning pad, cleans on removal.

-Consumables have Hard Contact Chips, No RFID. Counts stored in Toners, Drums, Belt and Fuser.

-Belt has 5 waste toner inlets on rear. (For C911-941. Only 941 uses all 5).

- DON'T TOUCH. Be careful. New trans process. Treat like a drum (except light)

- Comes w/ new transfer roller (Goes in front of fuser)

-Black screws now go in Plastic & **Metal**.

- **CUPU** - 1 main board now. No EEPROM. Fred has PJL to put back Serial#

45623706 - **C911**, 45623707 - **C931**, 45623708 - **C941** maintenance board CU PU

TMS: 45623741 PCB: TMS MAINTENANCE (C931)

-CMYK ducts are stacked left to Right, Must remove left most and work right to damaged.

LVPS: 44978701 PWR unit-ACDC Switch

HVPS: 45392601 OR-Board-AHV-5 colors / 45392602 OR-Board-AHV-4 colors [____]

383 duplex jams. Simplex is fine even to Face up. Motor Clutch Duplex Solenoid does not click. There is nothing in the duplex diverter & it isn't stuck. Rob said to swap EJ rails to isolate if issue is with Guide Assy Eject Lower 45235201 & F1L Board 45540501. If not it's the CUPU. 370 181 111

391 Tray 1, 392 Tray 2, 393 Tray 3 jams - Swapped cassettes. Pull the cassette and open the side cover to feed cardstock through. Check the sensors and rollers.

-Diagnostic Mode - At Ready press Back+OK+Online. Password is 6 0s _ Go to Engine Diagnostic Mode then Diagnostic Mode

- Drum Test: Station 1 (White) → Station 5 (Black, no lift) / All (FE 134: LED errors - Order reversed)

EX C931/C941*/9541 - 134:01=K; 02=C; 03=M; 04=Y; (CUPU F25) 05=WC (Spot Bd F2) / C942 - 01=W; 02=K; 03=C; 04=M; 05=Y (LED Head Detection Error) You check the continuity of the F25 fuse (next to the Y Led Head Connector on the main board) and it should be zero ohms or resistance. If the continuity is higher than 0 than most likely the main board will need to be replaced, because the fuse is soldered to the main board. - *Rob's Recommendations:*

1. Confirm that the F25 is open/closed with a continuity check. If open, board will need to be replaced.
2. Check copper contacts on all cables are not creating the short. All cables have potential to create short but error only points to yellow.
3. Double check that the locks are being locked the correct way.
4. F1H board should be checked, however, manual indicates that a problem here would create a blank print in that color and not necessarily a 134 error. Check the following.
 - a. 5V to CN1 from LVPS.
 - b. F501 check for continuity. Should not be open.

- Belt Motor - Door down and blue lock open to reduce friction

-Humidity - Diagnostic Mode [OK] UP, UP to ENV. ...

ENV.	28°C	(ID5)
4/3	40%	(151)

- Exit: Back to Paper End MPT and OK

- No Mixed Media

- Print Statistics, default password 0000

- **Factory Defaults:** Admin Setup <->, Settings, Reset Settings

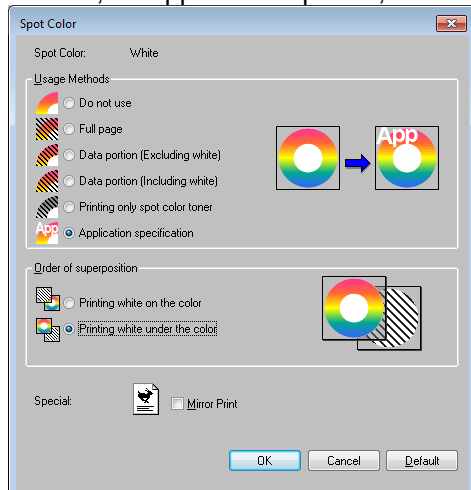
- Error 456 - Data will be deleted due to overprint feature error. Check the paper and paper settings.
Min 7.1, Max 18.

Now it only prints one sheet then jams from Tray 1 or the MPT. 100,000 prints on the printer. Gave 45366007 Feeder Clutch, 45228601 Roller-Assy-Regist-2, 45230601 Roller-Assy-Synchro, 45231901 Regist-Sensor-Assy_753. FDR

Spotty faded uneven color printing on heavy textured media: Check humidity. Go to Menus, Tray Configuration & setting the Media Type to Rough. Also try in Menus, Print Adjust, setting Trans Color Setting up to +1, 2 then 3. After that try increasing the Paper Color Setting.

ELC clear cling media on backing boards thru the MPT to protect the fuser. I recommended setting the MPTray Config to Transparency & Medium, I had him set the Trans Color Setting up to +3 and Paper Color Setting to +3. (Rough textured)

C941 - Printing white under color. In Printing Preferences click on the Color Tab and click the Spot Color Button. Select the usage method, ex Application Specific; then set Order of Superposition to Printing white under the color.



Prints too dark red. FW is up to date. Color Settings in the driver did not help. Went into printer Calibration, Fine Color Tuning, and took all 3 M down.

Error 333, Install exit unit. -Try reseating the fuser, fuser drawer, exit and duplexer.

Check Exit sensor (Not spared) Left rear oval behind EJ Rail.

Check EJ Rail connectors (On EJ Rail & Printer)

Check the small triangle type plastic piece that sticks out and makes contact with the switch.

Error 334 - TR2 unit Missing. New belt & secondary transfer roller (45245001) didn't clear. Booted up then installed. Same. I said to check the belts to verify the 3 pins are showing on the belt. Checked the white connector on the EJ Rail Unit 45286205. Rob recommended verifying the firmware level. Also check sensor in EJ Rail. See IR 731776

Error 231 Interface error with the Tag reader writer aka *Read Write System Contact* (p/n **45085901**) is detected

01: Communication error between the RWSC reader and the engine circuit boards. (5 pin cable)

02: Error in the wireless circuit of the RWSC reader

03: Communication error between the RWSC reader and the toner cartridge.

04: Error is detected in the RWSC toner cartridge. (In more than 4)

05: K reader (TC ID) - Tag interface connection error

06: Y reader (TC ID) - Tag interface connection error

07: M reader (TC/ID) - Tag interface connection error

08: C reader (TC ID) - Tag Interface connection error

11: K reader (TC ID) - Tag interface connection error

12: Y reader (TC ID) - Tag interface connection error

13: M reader (TC ID) - Tag interface connection error

14: C reader (TC ID) - Tag interface connection error

Factory Mode - Press the BACK, OK and ON LINE combination after "Ready" is displayed until System Maintenance menu appears, OK (000000) and select Engine Diag Mode and press OK.

LEVEL 1

DIAGNOSTIC MODE

XX.XX.XX S-MODE

FACTORY MODE SET

OkiDoc 82075 - C931/941/942 - Color Balance Procedure

OkiDoc 82067 - EEPROM Reset issue (Errors 159, 410x, 348, 136 or 106) C9x1

OkiDoc 82069 - C9x1dp Version Differences

OkiDoc 18561 - C942 Product Launch

OkiDoc 82063 - C931/941/942dp - Recommended Settings for Optimal Envelope Feed

OkiDoc 82084 - C911/C931/C941/C942 - ID Motor Synchronization Issue - After replacing one of the color Image Drum motors, a loud clicking noise occurs followed by a drum up/down (**143:xx**) error. - 45868501 – Bracket Motor-Assy-ID 1 each, 45868502 – Bracket Motor-Assy-ID(K) <ID motor driver system, ID up/down sensor __pn 55631301, Wiring condition of the motor and the solenoid, Driver relay PCB, Printer control PCB> 143 error, reseal drum and belt. Swap drum and belt if another printer. OD 82084 C911/C931/C941/C942 - ID Motor Synchronization Issue

Drum Up/ Down Error

143-01-K C942 W?

143-02-C C942 K

143-03-M C942 C

143-04-Y C942 M

143-05-W/C C942 Y

C941/Pro9541 1-W 2-Y 3-M 4-C 5-K C942 1-Y 2-M 3-C 4-K 5-W

OkiDoc 82085 - C911/C931/C941 - Printer "How To" Video Series: Install Toner, Drums , Spot Color Kit (C941 only!) , Exchange the Spot Color Kit (C941 only!) Install the Transfer Belt unit, Waste Toner Box, Fuser, Paper Feed Rollers.

Jam Removal, Cleaning the LED Heads

OkiDoc 82086 - smart PrintSupervision (sPSV) Release (C610, C711, C831, C931, C941)

Refer them OKI Customer Support <oki-customersupport@oki.com>

OkiDoc 82088 ABBYY FineReader Support Information C531dn.C711DWC711WT.C911dn.C931DP.C931e.C941DP.C941e.C942

OkiDoc 82095 C911/931/941 - Latest Firmware Update OD Information C911dri.C931dn,C931DP.C931e.C941dn.0341DP.C941e

Please be aware of the C900 FW update. This update will help resolve the toner drop on White.

Addition of the menu "Spot Color Print". (C941/ES9541/Pro9541) [Admin Setup]-[Color Setup]-[Spot Color Print] : Enable/Disable

This menu item was added to enable or disable the spot color print. You can change this setting to "Disable" if do not plan to use the spot color for a long time, this makes it possible to reduce the consumption of spot color consumables.

NOTE: With this new menu item set to "Disable" you can not do spot color printing.

OkiDoc 82096 Whole Foods Support Information C931e

Image Drum Sensor Error (5400-5405) KB Doc Number 4273 [5400 - **Y**; 5401 - **M**; 5402 - **C**; 5403 - **K**; 5404 - **W**; 5405 -**CI**]

1. Caused by the Plate TL when removing the orange packing material (Replace ID)

2. Caused by orange packing material not being removed (Remove orange packing material)

3. Caused by the Plate TL not rotating (Replace ID)

RESOLUTION: Replace ID or remove any remaining orange packing material based on cause above./ F1N

147 - Toner Supply Motor Error 01-**K**; 02-**C**; 03-**M**; 04-**Y**; 05-**W** – Reseat, replace toner, motor, Driver relay, Toner supply

Replaced cyan led head ribbon cable and the 134 04 y led head error cleared, but now the machine displays, Y,M,C,K, ???? error and 231 01 MAIN BOARD TO RFID TAG ERROR.

NEXT STEPS I advised the tech that we didn't have any of these errors before and since the toners are all Okidata and since he swapped the toners and put them in a good working machine the toners read fine so I would power off the machine and unplug and reconnect all connections going to the main board and the RFID board and also look for any broken wires.

Auto Media Detection Sensor - Maintenance Manual page 192.

Zero point adjustment of Media Thickness Sensor -

1. Enter the Adjustment menu

1-1. Enter PU menu

Press the MENU+, MENU, OK, BACK button together more than 5 sec and stop the press when appear the following display.

DIAGNOSTIC MODE

1-2. Enter Switch scan mode

Press MENU+ button until following display. SWITCH SCAN

Press OK button when displayed.

IN1 IN2 IN3 WR FIN

1-3. Enter Media Thickness detect mode

Press MENU+ button until following display.(14 times)

THICK MPT_PW T1LIFT

Press OK button when displayed.

THICK MPT_PW T1LIFT

xxx, 000, 000

xxx portion is value of Media Thickness Sensor

2. Adjustment of Media Thickness Sensor

2-1. Adjustment portion

2-2. Adjustment method - Rotate Micro Driver right and adjust xxx value of section 1-3 is following range. 260(Min) to 300(Max) (Hex number)

If the value below 260(Hex), rotate Micro Driver right. Display 000 and afterward 3FF.

Notes! Driver rotate right only. Driver must not rotate left. Decrease the value when driver rotate right. Work a Micro Driver into the hole of plate.

IN1 Hopping-Unit - 45173503

IN2 45228602 Roller - Assy-Regist-2 (per Joe) [Replaces 45228601]

IN3 Roller-Assy-Synchro 45230601

Menus, Print Adjust, Drum cleaning

Prints from tray 1 grab the bottom left edge, fold it & pull the paper in crooked. Jobs from the MPT print fine.

I asked him to open the side cover & check for remaining paper. The small roller had popped out.

He reseated & it printed fine.

These 2 errors are come from TR-Belt issue: Fan error SC **128-xx** & Lock error SC **135-xx** - Replace belt with E0 per Ken.

01: Fuser Exhaust Fan 1	Driver relay PCB
02: Low Voltage Fan	Printer control PCB
03: PU Fan	Printer control PCB
05: Station 1 ID Intake Fan	Driver relay PCB
09: Second Transfer Adsorption Fan	Remove the secondary transfer roller and check the fan in the EJ Rail for obstruction. Try moving the printer directly to a wall outlet, on its own circuit breaker. Check connectors on EJ Rail, (Rail unit relay PCB- 45540501) 128:09. Fan part of Frame-Assy-TR2 - 45241101. (EJ Rail has both) Last CUPU
0A: Fuser Intake Fan	Driver relay PCB 45642402 (5 color C941) / (C911/C931 4 Color)
0B: Station 2 ID Intake Fan	Driver relay PCB
0C: Duplex Fan	Duplex unit PCB
0D: Fuser Exhaust Fun 2	Driver relay PCB
0E: Station 3 ID Intake Fan	Driver relay PCB
0F: Station 4 ID Intake Fan	Driver relay PCB
10: Station 5 ID Intake Fan	Driver relay PCB

135:07 - Belt motor lock error. - Replace the belt and transfer motor.

45286205 - EJ Rail Unit (Unit EJ Rail 100v)

Personality – Admin Setup <.>, Print Setup, Personality change to– PostScript

Also - Admin Setup<.>, PS Setup, Network (or USB) Protocol, change to ASCII

Duplex second side is blotchy on cardstock. Rob said the issue is caused by the fuser changing the moisture of the media. He recommended setting the driver Media Type to Plain then Rough, and the Weight to Ultra Heavy 4. He may need to adjust the Paper Color Setting and see which value works best. That didn't help but he did choose the Glossy setting and the blotchy patches are no longer there. Test printing Config Sheet (Admin Setup – Print Setup – Duplex: On)
Error 455 - The data was deleted because a duplex printing error occurred. Check the paper and paper settings, then print again.

520 tray 1 lift error - Check paper blocking the back of the tray.

Heat transfer – Forever Laser Dark No Cut /Low Temp: This media has been tested extensively with all white products including C941. The print sheet is film (not paper). When first printed (without the finishing step) the output is high gloss. Benefit - high quality, but long press times and surfaces other than cotton need temp adjustments (these take lots of time or require a second press). See C:\Users\George.Poshka\Downloads\Laser-Dark-No-Cut-LowTemp-EN-1.pdf
www.youtube.com/watch?v=md7R4o0fsK4

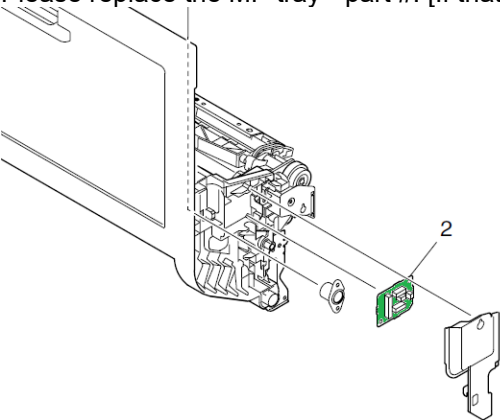
Print speed is slow. (Performance is low.) 4.5.2.(14) Print speed decreases.
Correct the Media Weight. Adjust the media weight sensor. Hopping the paper long edge feed. Setting the narrow paper speed is normal. Setting High-humidity control setting Off (default)
Check if the Print Mode is setting slow (default) and Power supply voltage is decrease. Check the connection of power supply
Setting the Print Mode is normal. [Menus, Print Adjust, Print Mode]
Note: Print speed is down when using clear toner.

Calibration, Adjust Density / Adjust Registration

45642402 - Main Board F1D-1

Image was not transferring properly / blank print.	CUPU Maintenance board, HVPS, transfer belt and Secondary transfer roller (45245001 Roller-Assy.-TR2)	Eject Rail Assy (TR2 Frame Assy jam). Reseated TR2 frame assembly. Tested multiple times. Prints OK.	Perhaps with TR2 assembly not being seated correctly it caused the roller not to charge and transfer the image to the page.
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125 Error - Error detected at **MT** home position. **Cause:** Multi-purpose Tray Home Error - Does the motor run in the motor testing of the PU self-diagnostic mode. **Yes** - Check the sensor cable for a break or short, and the connector semi-locking relay PCB and the printer control PCB for abnormal condition. / **No** - Check the hopping motor and the gear train for abnormal condition.
-Paper tray maybe stuck up. By Feeder?
I walked him thru doing a motor Clutch test on the MPT lift-up motor and the MPT motor and they both passed. I then had him do a Switch Scan test on the MPT PE_PNE_LIFT sensor and they toggle from H to L as well.
There is a relay board on the side of the MPT #2 45540301 OR-Board-F1S. It may be that the cables were too tight and pulled out. I would check this and the cable that runs to the board. Do a continuity check through the cable.
(Check the MPTIF 12 pin connector from the CUPU to the MPT Relay board.)
Please replace the MP tray - part #. [If that fails, PU] [If that fails - Registration Motor 45192901]



484 - Service to replace #3 45238101 Eject-Assy-Joboff and #4 45241001 Lever-Stacker-Full

384 45233602 Guide-Assy-Eject-M-SP

Toner Not Installed 6100 Y; 6101 M; 6102 C; 6103 K; 6104 W; 6105 C Or Color Toner Not Installed
After you verify the consumables are Oki, I would ask if any work was just done on the printer. If so I would suspect the flat ribbon cable that goes to the READ/WRITE board. If no work was done, I would suspect the READ/WRITE board is bad. 45085901

Shockline – (Shock Line) Getting a thick line on heavy media (272gsm) approx. 80-90mm from the end of the page.

- Using CARDSTOCK / UH4 settings.
- TEMP / RH = ~65F / 42% - User stated that it has been cold recently in TX.
- Seems to think issue started after cleaning it.
- Is also talking about some fading that sounds like it may be Fuser Toner Slippage as it only occurs on this one sheet which is heavily covered in black.
- Config sheet shows the follow different settings:
 - PAPER COLOR SETTING: -3 (User stated he changed because of fading)(Not sure about the description of fading)
 - TRANSFER SETTINGS (CMYK): All -3
 - MOISTURE CONTROL: ON (Not having issues with moisture states that environment is controlled for precise humidity)
 - HIGH HUMID MODE: MODE2
 - AUTO DENSITY ADJ: OFF (User states that they hate this setting and prefer to have it off)
 - FW: A01.56_0_4 (Cannot find info on this firmware, but did verify that our site has this as the latest)
- When confirming the symptoms of the Shock Line the user seems to believe that it also happens on the first page out. This is impossible for shockline.
- Issue does not occur on regular media. Later on in troubleshooting user started to state that it was also occurring on 20lb media. This is also counter to shock line as it only occurs on heavy media.
- Performed reset to factory default.
- Changed HEAVY MEDIA MODE --> OFF. This removed shockline.
- User stated that the line is no longer present but the area is now faded. It is still at 85-90mm from tail and still seems related.
- Tried HEAVY MEDIA ADJ. User tried positive settings but stated that the fading was getting worse the more positive. He tried -3 and stated that it improved. This is counter to what one might think as it would be decreasing the fuser speed and would lead to more shock line or fuser toner slippage.
- Turned HEAVY MEDIA ADJ --> OFF and tried ULTRA HEAVY MEDIA ADJUST. This worsened the faded area as he increased.
- Turned ULTRA HEAVY MEDIA ADJUST --> OFF and tried MEDIA SPECIFIC FEED MODE for MPT. Tried 1 then 4 which is supposed to be 140mm, but the fading actually worsened.
- Turned MEDIA SPECIFIC FEED MODE --> OFF. Turned HEAVY MEDIA MODE--> AUTO and tried HEAVY MEDIA ADJ again in the positive direction. User reported that +6 seemed to be improving. He is going to try more and get back to me.

Service Call **108**:Error **0E**: Detection of an error in clock adjustment to Tray 5. (■)

Does this error message reappear after power restoration?

Replace the unit concerned. (Tray 5); Replace the printer control PCB. Check 7-pin connection to *F1T-2* Option Tray Board (..).

171 - need new fuser 165473 - 00166381 - Issue: Previous case unresolved, Changed the fuser (tried more than one) brand new, Drained power & tried another wall outlet, When fuser is removed then he gets a fuser missing error so connectors ok, He replaced the main board as well as the LVPS & the error never clears, He checked that the printer is in shipping mode & it is in shipping mode, Per Rob must check continuity of fuser however I do not see how to do that in the service guide, I have him checking wires & he found a broken yellow wire going from the fuser connector which he said does not know how it could have gotten like that because they did not touch that wire, He is going to try to solder it or get new one,

182 - I/F Error, Loc: Tray 2 Communication with tray 2 lost. If fault is not rectified by switching the printer off and on, remove & reseal tray; if not replace Tray. Check Connector 181 Duplex - 182 Tray 2 - 183 Tray 3 - 184 Tray 4 - 185 Tray 5

188:01	Error in communication with Port CPU	Replace Control PCB- Check HVPS cable to CUPU	<i>020 CU FW Flash</i>
188:02	Error in communication with Driver CPU	Replace Driver PCB	

311 cover open error. Cover open switch (CN4 FCover Interlock) is connected to the HVPS.

Confirm the switch that is not working through the *Switch Scan* tests. Check Fuse F10 on the F1Y-2 board and F501 on the AHV-2 board. If you find a fuse that is blown, replace that board. He also wants to check the operation of the Front Cover switch and test for continuity. (See 150306 in *Product Notes* - ____)

993 - An error was detected with the paper thickness sensor power cable. 45228602 for Sensor & Cable, then CUPU

994 - Fuser Temperature Error. Check power, and Fuser Connectors. Replace Fuser, LVPS, then Main.

Cancel job from the C900 - To cancel data while printing or during print preparation, press the [CANCEL] button on the control panel. When the [CANCEL] button is pressed, the following screens will be displayed. To cancel printing, select [Yes], and press the [OK] button. To continue printing, select [No], and press the [OK] button. If no operation is implemented within 3 mins. while this screen is displayed, the screen display will disappear and printing will continue.

From PC:

- **Locate the Printer Icon:** When you send a document to print, a printer icon usually appears in the system tray (the area in the bottom-right corner of your screen, near the clock). You might need to click the small arrow ("Show hidden icons") to see it.

- **Open the Print Queue:**
 - **Right-click** on the printer icon.
 - Select **"See what's printing," "Open All Active Printers,"** or a similar option (the wording may vary slightly). This will open the print queue window, showing all the documents currently waiting to be printed.
- **Cancel the Print Job:**
 - **Right-click** on the specific print job you want to cancel.
 - Select **"Cancel."**
 - You might be asked to confirm your action; click **"Yes."**

Density Adjust Error *Color* **Density adjustment error** - Check that printer is in Shipping mode, do manual density adjustment several times. Clean the registration sensor. Reseat the affected drum. Replace the drum, registration shutter then CU/PU board.