

MC362w / MC562w Training - MC362 / MC562

OkiDoc 82073 - MC362w/MC562w - Latest Firmware Update Information

≈ MC361 / 561 + Wireless

Setting - View Information - Network - Network Information

Setting - View Information - System - Serial Number Above top LED head

Scanning – No *Remote PC* mode needed

Warranty: 3 Year CARRY IN or depot (5 year on LEDs)

MPS2731mc (\$1598) = MPS of 562

Wireless: (See OkiDoc 92871)

44901703 - Wireless LAN Unit (OkiLAN 520w) Rev A Only _A0

44901704 - Wireless LAN Unit (OkiLAN 520w) Rev B Only _B0

Installed separate from CUPU* [Micro USB / RJ45]

Wireless Connection Failed or Wireless Startup Failed - replace the wireless card

OkiDoc 82061 - MC362/562 - No Wireless Connection - Update with Firmware Update Tool

OkiDoc 82073 - MC362/562 - Latest Firmware Update Information

Supplies life/ Consumables life: Status - Device Information - Supplies Status

Could Not Enable Wired Communications. No number. I recommended they try another router port and cable. I also recommended he reset the NIC to Factory Defaults, then if needed do an All Reset. If that fails he will need to replace the CUPU board.

A0 MFPs take CLW-4 CUPU boards

45398906- MPS2731mc A0 CUPU board

45398905 - MC362w A0 CUPU board

45398904 - MC562w A0 CUPU board

B0 MFPs take CLW-5 CUPU boards

45398926 - MPS2731mc B0 CUPU board

45398918 - MC362w B0 CUPU board

45398922 - MC562w B0 CUPU board

44317201 - LED Head Unit 51TRA

44366601 - Frame-Head-L

44366701 - Frame-Head-R

44474001 - OR-Board-ORZ (HVPS)

44883701 - PWR unit-ACDC Switch (LVPS)

ADF scan is good, ADF copy bad - Possible causes

1. Dirty or Fogged ADF Slit Glass (Copy mode uses raw optical data with minimal correction) CLEAN Slit
2. Weak or Aging CIS Sensor (Scan mode applies digital sharpening and contrast correction)
3. ADF Feed Rollers Slipping (Scan mode can de-skew and stabilize) CLEAN Rollers
4. Print Engine Softness (Drum or Belt Wear) Hand turn belt.

Power OFF/ON 072 : Error *. Engine interface error or CU-PU interface error Is the CU/PU board installed properly? Reinstall the CU/ PU board properly. Replace the CU/ PU board.

134 Black LED Head Missing onsite instructions:

- 1) Remove drum and toners, then make sure transfer belt installed correct
- 2) Check LED head connections on all LED heads (underneath printer top cover - white ribbon cables are plugged securely into LED heads)
- 3) Take a picture of the Main Board connections, then replace the Main Board.

Scanner Main (Fax built in): SU

44866309 Board-MHE-9 Mainte for MC562/362_ODA/AOS _**A0**

45527609 Board-MHH-8 Mainte for (ODA/AOS) (AirPrint-enabled) _**B0**

56747108 20706ASFBNCD0550-475 FFC(CU-SU Cable)

44366901 - Oki MC362 Lever, Lock Top [c330dn c331dn c530dn c531dn mc362w mc562w mc361mfp mc561mfp cx2731mfp mps2731mc]

FE 980 error. Fuser [New OutOfBox] then ONES / CUPU - Joe has seen it caused by 3rd party toners.

Replace toners, drums & Fuser

980 indicates paper is jammed in the fuser. Shut off the MFP and let it cool. Take the fuser out of the back and check for paper. If the roller looks white that is paper. Plug the fuser into a wall outlet on it's own circuit. If the error recurs replace the fuser.

42 - Drum Motor:

44352601 Motor-DC(I) N ID-Motor(common) Suction

44560001 Motor-DC(I) M MC332/MC342/MC352/MC362* [*Jack recommended]

MPS2731 with 983 errors - Operations has found that they have a batch of Magenta toners that are not chipped correctly and are showing up as a duplicate toner in the machines. They are working on isolating the toners that are effected and we will know more by Friday. (Per Brian ≈10/16/15 - Nope)

MPS2731mc MFP Magenta Toner Cartridge (5.2k) PN 44973566

142 Drum/Up Down Error – Up/Down Clutch (44369901 Gear Assy.-CL35Z25 - Up/Down-CL)

MPS2731mc 60K Fuser (120V) 57111301

Network Wired OR Wireless - Supports Apple Airport & Motion Print (Android / Blackberry)

802.11 b/g/n. Defaults DHCP on

Security: WEP, WPA, WPA2, WPS-PBC, WPS-PIN...

Out of Box Wireless setup. Automatic and scans network for wi-fi

Network TWAIN - tied to MAC Address. Wired & Wireless are different. Switch, must reinstall

Ones/ New CUPU / NIC - must reinstall

Drum Life - still 20k (C331/531 same. No 30k mono) Same Drums & Toners as MC361/561

Auto Duplex

<u>Starter Toners</u> :	MC362w - 1,000-page toners &	SN Ends _10K	Replacement _35K
	MC562w - 2,000-page toners	SN Ends _20K	Replacement _50K

Setting - Admin Setup (aaaaaa) - Network Menu - Network Setup:

-Enabling Wired Communications - Yes \

-Network Setting - IP Address Set - Auto to Manual. IPv4 address, Subnet Mask, & Gateway Address

-Wireless Setting, Automatic Setup, WPS-PBC, Execute push button method.

-Network setting, Wireless Network Selection

Personality: for PS Errors

Setting - Admin Setup – Print Setup - System Configuration Menu - Personality - PS 3 Emulation

Change USB or Network PS Protocol to ASCII

Network Menu – Network Setup – Network Setting – Network PS Protocol OR

Management – Local Interface – USB Menu – USB PS_ Protocol

Settings – View Information - Network - Network Information – IPv4

Press Setting - Admin Setup [aaaaaa] – Done - OK User Install - Power Save - Power Save Enable – Off

Setting - Admin Setup [aaaaaa] - Print Setup - Print Menu - Tray Configuration - Paper Feed.

Change the language – Must use Panel Language Setup Utility

[\[LINK\]](#)

310 error - Firmware Ver. A12.00+ (A12.50 - Firmware Update Tool.)

1. Measures for the problem that cannot return from sleep mode when USB connection.
2. Measures for the problem that misdetection of an Error310 (CoverOpenErr) at rare cases.
3. Measures for the problem of the process when wireless LAN connection is disconnected suddenly.

Reset Admin Password - Setting #0103* - System Maintenance (000000) - Reset Admin Password – Execute

Test - Setting #0103* - System Maintenance (000000) – 8 to Switch Scan / Motor and Clutch. 6 8 6.

Disable User name & Password / PIN - #0103* Then hit Administrator then hit System then hit Access control It could be under security and then access control Look for Enable Disable Access Control and then choose Disable then hit submit or apply to save changes then if printer doesn't reboot, reboot printer

Factory Defaults:

- 1 Press the <SETTING> key on the control panel.
- 2 Press the down arrow key to select **Admin Setup**, then press <OK>.
- 3 Enter the administrator password. [aaaaaa]
- 4 Use the arrow keys to select [Enter], then press <OK>.
- 5 Press the down arrow key to select **Management**, then press <OK>.
- 6 Press the down arrow key to select **Reset Settings**, then press <OK>.
- 7 Make sure that **Execute** is selected, and then press <OK>
- 8 A confirmation message appears. Select **Yes** to continue. (Select [No] to cancel.)

Print Setup	Color Menu	Density Control	Auto, Manual
		Adjust Density	Execute
		Color Tuning/Print Pattern	Execute
		Cyan Highlight	-3~ 0~ +3
		Cyan Mid-Tone	-3~ 0~+3
		Cyan Dark	-3~ 0~+3
		Magenta Highlight	-3~0~+3
		Magenta Mid-Tone	-3~0~+3
		Magenta Dark	-3~0~+3
		Yellow Highlight	-3~ 0~+3
		Yellow Mid-Tone	-3~ 0~+3
		Yellow Dark	-3 ~ 0~ +3
		Black Highlight	-3~ 0~ +3
		Black Mid-Tone	-3~0~+3
		Black Dark	-3~0~ +3
		Cyan Darkness	-3~0~+3
		Magenta Darkness	-3~0~ +3
		Yellow Darkness	-3~0~+3
		Black Darkness	-3~0~+3