

MC770 / MC780 / MC780f / MC780fx - ONSITE Warranty

Boot 08-Beep </ Setting #1048#(Hold) & Select 08> - OK, Code, Start, Selection - OK

Admin Setup on the Op Panel - 123456

Fax Board Standard, Super G3 - No distinctive ring - **45036921**- Fax Board [replacing 45036901]

MC770 - Speed: 35/37 ppm, 1200x600

MC780 - Speed: 42 ppm (Color & Mono) 1200x600. Offline Stapler on non Finisher model

MC780f - Finisher with stapler, 2nd Tray & Caster base.

MC780fx- Finisher with stapler, Large Capacity Feeder (LCF-2000sh).

Stapler 45477402 <Option:Off-Line Stapler> Staple unit 45477401 / ~~45393504~~ - Not on BPX, email claim#

Customer lost the ability to print in color after a Windows update.

Details: After checking the driver, his driver was replaced with a generic driver.

Copy Adjustment - 05-7001 & Function TTC Reproduction Ratio of Primary Scanning Direction - 05-7000

Scanner jammed down (____). Standing on the left side of the scanner, try grabbing it front and back and wiggling a little bit while lifting it. Advised spraying compressed air around the Scanner Lid Hinges.

C9A0 Offline Stapler Error - Check stapler cable that plugs into the CU, Replace Stapler, then CU
Standard 1 Gigabit Ethernet (10/100/1000 Base-TX); Check the set communication speed as follows if required: [ADMIN] > [NETWORK] > [ETHERNET]

IP Address: Press the Setting button, then press the Admin tab (123456). Press Network and IPv4
Setting – Admin – List/Report – List – Function

Checking System Please Do Not Power Off - Okidoc 82079 - Format 3C Option 3, 49 Reimage and then try to do 08-9030 start and select Initialize HDD.

Printer Shuts down about 10 seconds after he powers it on. Check outlet, ribbon cable between PU & CU.

The tech reinstalled the firmware on the printer and gets the message to initialize sram.

- option 20 for ODA (ODC-IT) For MC__
- option 30 for ODA (ODC-OA) For MPS__

MPS4242 dealer was able to print over the same wireless network using his Android phone and the Okidata Mobile Printing app [6/26/20]

File Storage Error - Authentication, Check Username and Password

Slow Print – No known issue. Watch print Queue, MFP Screen, Print Data blue light flashing. Test with a USB Stick direct Print/ Crossover. Make sure not paused.

No power - power off the hard power button, remove the power cable from the printer & hold the soft power button in for 30 seconds. Plug the power cable back in & it should power up.

COVER OPEN: Close the duplex unit cover - Turn printer off from power switch in front of printer and then remove duplex unit and check for paper inside duplex unit and inside printer. Check the connector where duplex unit plugs into printer by removing the drums and transfer belt. There may be a small piece of paper in the duplex connector or the machine connector that the duplex unit connector plugs into. After checking everything, turn the printer back on. **Connector**: Left hand corner of duplex unit and if you are in front of the printer it would be inside the machine on the right side of printer after the drums and belt are removed.

ADF Jams - please get a Function List <____> and an Error Log.
Replace the ADF - The red cable goes below the black

Smart Bypass - 100 sh MPT.

Auto-start setting for MPT printing: 08 - 9164 Remote (Network) / 9165 Local: 1: ON (Automatic feeding)

Trays 530 sheet, Paper Size Dial on each Tray

FCOT - 13 sec.

Starter Toners 4800 pages

Setting - User Functions - Admin - Page 2 - **Factory Defaults**.

Menu Map: Setting - List - Function List (No Color Blocks) No Supplies life ___on older rev FW. <___>

Press Job Status – Toner to check approximate toner remaining.

Reimage HDD with FW 2365 in OkiDoc 82079

Bad sector check Boot 0+8 until it beeps - OK - 9072- Start - *Are you Sure? Select Execution* - Wait.

08, 8799 - Per Shawn no help. Try 08, 9133. [0: APS (Automatic Paper Selection) 1: AMS (Automatic Magnification Selection) 2: Not selected]

OkiDoc 82079 - MC770/780/MPS3537/MPS4242 - HDD Replacement and Firmware installation

OkiDoc 82072 - Firmware for the MC770+, MC780+, MPS3537+, MPS4242+ ?

OkiDoc 82101 - Continue Copying / Printing When Color Toner Empty: Copying - *Only the black can be printed.*

Select *Black* from the control panel. Printing - select *Black and White* in the print driver.

OkiDoc 92872 - Admin Password Reset for MPS3537+/MC770+: To reset the Admin Password back to factory default of 123456 you need to power on the printer while holding down the numbers 4, 8 and 9. A message will appear asking if you would like to reset the password. Now click on the message that appears on the display and the password will be reset. 08, 8929 - Initialize

Boot Assist Mode 3C - Options 3 to Format HDD

[Boot On-5-CLEAR to File System Recovery Mode: 1.Check F/S; 2. RecoveryF/S; 3. Initialize HDD; 4.

Initialize DB; 5. SMART Info; 6. DISK Info; 7. HDD Utility]

[F090] SRAM abnormality - 45554902 Board-St_Helens_SRAM SRAM ____ – If 08 mode shows

SRAM Requires Initialization - select 20 - ODA - ODC-IT for Customer. [ODC-OA for dealer]

NIC integrated on CU 45554901. [MC770, MC780, MC780f, MC780fx, MPS3537mc, MPS4242mc, MPS4242mcf, MPS4242mcfx]

Airprint: Firmware must be 0280SY0W2301 or higher

Serial Number must be AK48011166A0 or higher

08-9083 (NIC reset)

LAN CABLE NOT CONNECTED - Go into admin setup, password 123456, network, IPV4 and set to Dynamic not static with the ethernet cable plugged in and reboot printer.

HDD 320GB MQ01ABU032W - pn **55129453**

<MB760, MB770, MB770f, MB770fx, MC770, MC780f, MC780fx, MPS3537mc, MPS4242mcf, MPS4242mcfx, MPS5502mb, MPS5502mbf, MPS5502mbfx, B760f>

Could you please pass along to the tier 1 people that when handling the Hard drive issues on the MC7x0 and MB7x0 please document the Serial Numbers, the full error code...

Some of them have sub codes which show up in the left hand side of the display above the flashing wrench..

We are currently back ordered on the HDD and unable to strip them because of this wipe technology.

We should direct the Techs to format the HDD (hold 3 clear and power on then select option 3 then start) and then reload the latest FW/HW (49 power on option 4 then start) ...

Please have them document whether the FW/HW loading update was successful or not.

Please have them forward IR#'s to me or Jack ..

F510 - Application Failed To Start Error - The issue sounds HDD related because it is an F Code and it takes you through HDD formatting but it may not be a true HDD error in all cases.

Ask the customer to reboot...is the error gone?

Send the same print job that was processing before the error occurred...does it fail again?

Reboot and try a different print job.

If the next print job is successful, swap drivers. My customer was using the universal driver when the error occurred but it printed successfully on the PCL5. I tried one of the other PCL drivers and it didn't work but it printed on the PS driver.

I tested the same document on our MPS3537 and had issues with one of the drivers; therefore, I think it would be safe to assume that it is a possible remedy for any of the Toshiba engines.

E061 Tray1 check paper size error
E062 Tray2 check paper size error
E063 Tray3 check paper size error
E064 Tray4 check paper size error
E065 MP Tray check paper size error

Paper Types: Letter, Legal 13/13.5/14, Executive (7x10), A4 (8.3x11.7), A5 (5.8x8.3), B5 (6.9x9.8)

45381101 - Transfer Belt [Belt: Unit (FX757)] Maint Item=MFP Warr 60k {MPS3537 pn 57111601}

45380001 - Fuser Unit 120V FX757 Maint Item=MFP Warr 60k (-)* {MPS3537 pn 57111501}

*C4E3 Fuser motor lock error - replace via Logistics

Toner Cartridges:

Black Toner Cartridge - 15,000 pages	45396212	45396224 - MPS3537/4242 - K
Cyan Toner Cartridge - 11,500 pages	45396211	45396223 - MPS3537/4242 - C
Magenta Toner Cartridge - 11,500 pages	45396210	45396222 - MPS3537/4242 - M
Yellow Toner Cartridge - 11,500 pages	45396209	45396221 - MPS3537/4242 - Y

Image Drums:

Black Image Drum - 30,000 pages	45395712	45395720 - MPS3537/4242 - K
Cyan Image Drum - 30,000 pages	45395711	45395719 - MPS3537/4242 - C
Magenta Image Drum - 30,000 pages	45395710	45395718 - MPS3537/4242 - M
Yellow Image Drum - 30,000 pages	45395709	45395717 - MPS3537/4242 - Y

45513301 - 3K Off-line Staple Cartridge Refill Kit - (1500 x 2) (MC873/ES8473/MB770/MC780/MPS4242mc/MPS5502mb + Series)

42937601 - 15K Finisher Staple Cartridge Refill Kit (5,000 x 3) (MB770f/MC780f/MPS4242mcf/MPS5502mbf and + Series/ES3640)

invalid signature?

Auto Tray Switch - Automatic change of paper source: Administration, Setup, Printer, Paper Source to Auto, Letterhead Print Mode to Off. Copier, Copy Job Enforcement Continue, Automatic Change Of Paper Source to On.

Printer/e-Filing Job Enforcement Continue, Automatic Change Of Paper Source to On.

Boot 08 - **4016**, 0: Does not change the paper source automatically.

1: Changes the paper source automatically

Default tray - Boot 08 9338 Paper feeding Tray- 0: AUTO \ 1: 1st Tray \ 2: 2nd Tray \ 3: 3rd Tray \ 4: 4th Tray \ 5: LCF

Scanner like CX4545 but No Glass Size Sensors (APS grayed out)

Update Firmware to v2240, then boot 08, 8767 sub code 0. OkiDoc 4286.

Update Firmware v2240 Important Update: This will Change the Default Paper Selection for Copying from the Flatbed New 08 settings have been introduced to create a default paper selection for copying from the flatbed of the device. Currently the user is required to select the media size when copying from the flatbed. This is no longer required. 08-8799 (New) Sets the copy function default for ADF copy as APS (Auto Paper Select) Sets the copy function default for flatbed copy to A4/LT size when user does not specify paper size from the LCD Display. Device will select A4/LT paper from source tray having A4/LT paper - APS (Auto Paper Select). Tray priority is LCF>Tray 1>Tray2>Tray 3>Tray4. This setting does not include the MPT (Manual Feed) Tray. Important Note: When the user does specify paper size from the LCD Display, the original paper size will default to the tray paper size selected. 08-8767 (Changed) Sub codes have been introduced to differentiate copy scanning and network/fax scanning. 08-8767 sub code 0 (New) Flatbed Original Size (copy scanning) Sets the default value of the original size for copying when scanning an original put on the glass. 08-8767 sub code 1 (New) Flatbed Original Size (network/fax scanning) Sets the default value of the original size for network scanning and fax/internet fax transmission when scanning an original on the glass. **Default Copy Size: 08, 8767 Start, 0 Start, 7 (Letter), Ok**
5:A4, 6:A5, 7:LT, 8:LG, 11:STR,13:B5, 14:FOLIO,15:13"LG, 16:8.5SQ, 18:A6, 22:16K, 23:13.5"LG, 24:Exec, 27:Hagaki, 28:Ouhuku Hagaki
782370 - used a Toshiba code to turn off APS and that fixed it.

E-File - 1 public, 200 private. ~CX4545

Service Manual - Toshiba, ex [0+8+Power On] / Maintenance Manual - Okidata [6+8] no On until it beeps

Available Service Modes

(01): Control Panel Check Mode [0+1+Power On] - All LEDs on control panel lit, & all the LCD pixels blink.

(03): Test Mode [0+3 + Power On] - Checks the status of input/output signals.

(04): Test Print Mode [0+4+Power On] - Outputs the test patterns.

(05): Adjustment Mode [0+5+Power On] - Adjusts various items. Ex Density, Registration.

(08) / (5C): Setting Mode [0+8+Power On] - Sets various items.

(9) (Start): List Print Mode [9+Start+ Power On] - Prints various lists or outputs them in a CSV format.

106: Error history (Maximum 1000 items)

107: Error history (Latest 80 items)

108: Firmware update log (Maximum 200 items)

110: Power-ON/OFF log (Maximum 100 items)

111: Version list

114: Total counter list (Meter Reading / Usage Counter)

(49): Firmware Upgrade [4+9+Power On] - Performs firmware update with USB media.

(489): Password Resets [4+8+9+ Power On] - A message will appear asking if you would like to reset the password.

Boot 68 to Maint. mode. Select PU by pressing 2. Press 8 to Switch Scan / Motor & Clutch. (MM 1 of 2 118)

Factory Mode - Boot 68 to Maint. mode. Select PU by pressing 2. Diag mode: S-Mode.

Press 8 to Factory Mode Set. 6 to enter:

FACTORY MODE

SHIPPING MODE *

E Codes = Finisher jams in the Service Manual. Printer jams in Maintenance Manual

Top Access ≈ Same as CX4545

Must change defaults in Top Access. Changes on panel are temporary.

Default mode: Boot 08, 9132: 0 Copier, 1 Fax, 2 Scan, 3 Box, 4 Print, 5 Template, 6 Menu, 7 Job stat, 99 EWB.

ODA Mode 9060

ODC-OA: 0 dealer

ODC-IT: 1 sellout

Perform Automatic gamma adjustment <PPC> (05-7869). (4 then FAX to get test pattern)

Curling: Admin – General – Pg 2 - Print Adjustment – Configuration - Curl Decrease – Enable

Toner Near Empty Notification - Boot 08-8538 Start - default 0: Disabled / 1: Enabled (Maintenance Manual 2 of 2).

E190 Error (LCF Jam Error) - There is a new Okidoc that contains firmware to address this issue. See OkiDoc **4323/ 4324**.

LCF (Large Capacity Feeder) is not recognized by the device even after the documented firmware update. Most probable cause is a problem with the LCF Main Board (PCB). First verify all connections are good, and that no visible problems - improper alignment, broken connector, etc. - exist.

If everything appears ok, then replace the Main Board - PCB: OR ASSY GOI-1 (LCT) Part # **45528401**. PS - OkiDoc 4321 has a list of videos to help with jams on these units, as well as instructions on how to change the consumables.

LCF (LCT) Parts:

50425005 Sensor: Paper Size (LCT)
55631301 Photo Interrupter GPIAI73LCS2F (LCT)
43819603 Clutch: 24v MCA 26g Hopling Harness Blk (LCT)
43819602 Clutch: 24v MCA 260 (Feed Harness Blue) (LCT)
45504501 Motor: Assy Liftup (LCT)
42699401 Roller: Pickup (LCT)
43000601 Roller Feed (LCT)
45492601 Frame: Assy Retard (LCT)
45499301 Caster: Assy Tray (LCT)
45491001 Tray:Assy (LCT)
45074701 Motor: KTL4OM (Z18) (LCT)
43963101 Spring. Retard (LCT)
45528401 PCB: Or Assy G01-I (LCT)
45503101 Frame: Assy Hop (LCT) If wrinkling up E190

Setting - Admin - 123456 - General - Calibration. Place chart with black blocks left.
May get error Set Chart Correctly

F110 - Communication error between System-CPU and Scanner-CPU Case Number 148029
The SU Board P/N 45169401 OR BOARD 7SU See case number 148029.

Error Log - **ERROR HISTORY LIST** [9S-107]

Power the printer off

Press & hold down the number **9 & START**

Power the printer back on

Release the buttons

There will be a delay

You will hear a BEEP

On the screen SERVICE will display

Tap OK

Enter the number **106 for the last 1000** errors or **107 for the last 80**.

106: Error history (Maximum 1000 items)

107: Error history (Latest 80 items)

108: Firmware update log (Maximum 200

110: Power-ON/OFF log (Maximum 100 it

111: Version list

114: Total counter list

Boot Codes See Maintenance Manual (2 of2) Controller Unit

Default File Format with Scan: Okidoc 4218

08-9228 default file format for Black Default = 1

08-9229 default file format for ACS/Color Default = 0

Possible Values: 0: TIFF (Multi) 1: PDF (Multi) 2: JPG 3: TIFF (Single)
 4: PDF (Single) 5: SLIM PDF (Multi) 6: SLIM PDF (Single) 7: XPS (Multi) 8: XPS (Single)

Change Power Save:

08 9111 - Auto power save mode timer setting

0: Invalid; 4: 1 min.; 6: 3; 7: 4; 8: 5; 9: 7; 10: 10; 11: 15; 12: 20; 13: 30; 14: 45; 15: 60

08 9112 - Sleep Mode. Choose 20 to Disable.

08 9113 - Setting for turning the screen OFF for Auto Power Save mode or the Auto Shut Off mode -

0: OFF; 1: ON

08 9114 - (OkiDoc 92919)Code 9114 in the 08 menu consists of 3 selections:

1. Off Mode

2. Sleep Mode

3. Auto Mode

1. Off Mode: When a certain period of time is elapsed, the equipment turns off the main power completely. It will not turn on automatically even when it receives a FAX or a job via USB or Network. Pressing the [ON/OFF] button is required to turn it on.

2. Sleep Mode: The equipment goes to the SLEEP mode when a certain period of time is elapsed.

3. Auto Mode: The equipment goes to the SLEEP mode or POWER OFF when a certain period of time is elapsed. This depends on the conditions. When the equipment is connected via Network or the FAX board is installed, it goes to Sleep mode. Otherwise it goes to POWER OFF.

TopAccess: Administration, Setup, General, Power Save, and set Sleep Mode to Shut Off

Can't duplex. I said to set in PCL Printer Properties. Model Selection is on Universal. Set it to MPS3537/MC770. That fixed it.

Boot 08-9129 Start make sure set to 1 to duplex

Menu map, Admin Function list: Setting - Admin - List/report - List - Function

Clone: Setting, Admin, Page 2, Clone.

TopAccess: Administration, Maintenance, Create Clone File [Ex: Clone_Data_160311.enc] / Install Clone File. You can create Clone File to configure other Machine with same settings. To create Clone File, select data category & press "Create" button. *It may take more than 10 minutes if there are a lot of entries.

Fax Confirmation <_____>

Click on the SETTING button

Choose the ADMIN tab

Tap the PASSWORD button

Enter 123456, OK

Choose LIST/REPORT

Choose REPORT SETTING

Choose COMM. REPORT

There are 4 (4) selections

MEMORY TX (starts sending after all pages scanned)

DIRECT TX (sends each page as they are scanned) FYI: will take longer

MULTI TX (sending to multiple locations)

POLLING (looks for incoming internet faxes) FYI: will probably never use

Default is OFF & choices are ALWAYS or ON ERROR. **Change All 4 to Always.**

If you select ALWAYS another screen will pop up

PRINT FIRST PAGE IMAGE - YES or NO

Fax Tray: Tray is set on the front panel in Settings>Drawer>Paper Type

Copy Tray: Setting>Admin>Copy>Priority Tray

Initialize Fax In Setting: Setting - Admin setup - Fax - Initialize Fax - Setup Fax - Set to US. It reboots.
Fails: Boot On+1+* - 1 Start - 100 Start – Shows Fax Memory - Initialize / Cancel. Last Factory Defaults and redo set to US. [____]

Fax Ring response: 13-372 - CI detection counter setting for auto-RX - Sets the CI counter value for the machine to enter the automatic reception mode. [US Default 2]
0: Once, 1: Once, . . . 15: 15 times (Value increased one by one)

Fax Speed (baud) From GD-1340 FAX Unit Service Manual

On-13-335 - Modem speed initial value - Sets the initial modem speed to be declared by DIS/DCS.

0: 2,400 bps	1: 14.4 kbps (V.17)	4: 4,800 bps	5: 12 kbps (V.17)
8: 9,600 bps	9: 9,600 bps (V.17)	12: 7,200 bps	13: 7,200 bps (V.17)

On-13-569 - Initial modem speed for V.34 communication

0: V.34 not installed	6: 14.4 kbps(V.34)	9: 21.6 kbps (V.34)
12: 28.8 kbps (V.34)	14: 33.6 kbps (V.34)	

Fax Volume. Ring volume setting 05 9850, set 0 to 7.

Fax retries. Boot 13-128. 1- 14: 14 redialings.

Redialing interval, boot 13-135. Set 1 to 15.

Fax, **Manual Receive** - User Functions, Admin, Initial Setup, RX Mode set it to Manual

If you hear a fax signal through the handset of the external telephone, press the Fax button on the control panel. Press the Advanced tab, & then press Manual Receive.

Dial Type - MF(Tone) / DP(Pulse)

Fax Forward - Top Access - Registration, Inbound FAX routing

Scan to email - Setup in TopAccess OkiDoc 18564

1. In a browser, such as Internet Explorer or Firefox, enter the IP address of the unit in the Address Bar.

Once the TopAccess page loads select **Login** from the upper right corner.

2. Enter the User Name **admin** & Password **123456**.

3. Select **Administration**.

4. Under **Setup** select **Network**.

5. Depending on your particular configuration select **SMTP Client**, **SMTP Server** or **POP 3 Network Service**.

Setting Up SMTP Client

1. Select **SMTP Client**.

2. Enter the required information & select **OK**.

3. You will be prompted to confirm the information. Select **OK**.

4. Confirm the information & Select **Save**.

Setting Up SMTP Server

1. Select **SMTP Server**.

2. Enter the required information & select **OK**.

3. You will be prompted to confirm the information. Select **OK**.

4. Confirm the information & Select **Save**.

Setting Up POP3 Network Service

1. Select **POP3 Network Service**.

2. Enter the required information & select **OK**.

3. You will be prompted to confirm the information. Select **OK**.

4. Confirm the information & Select **Save**

2C65 SMTP server error. Check the SSL, SMTP address error and email account. Recommend he use SMTP Port 587 and smtp.gmail.com.

Batch Scan

To use job build put your first set of documents in the feeder and scan to your desired location.

When scanning starts Press the continue button on the screen.

When the first batch of documents finishes scanning press the scan button on the bottom of the screen.
Press the continue button the screen again.
Press the scan button the bottom of the screen.
The thing to remember is to press the continue button every time it pops up on the screen.
When you have scanned your last documents press the Job Finish button on the bottom of the screen.

Scan to SMB - Enable: Boot 08, 8914. 0: Disabled / 1: Enabled

NOTE: Server Name & Port number are only for FTP. Grayed out on SMB.

Scan to a Shared Folder Using SMB - Top access

1. Web into the printer. Log in as administrator. Admin 123456
 2. Select the Administration Tab.
 3. Select Save as File
 4. Under Local Storage Path, Select Send scanned Documents directly to the storage path.
 5. Scroll down to Destination. Select Use the Network Folder Destination & change to Remote 1
 6. Scroll down to Single Page Date saving Directory. Select Save without Creating a Subfolder.
 7. Scroll down to User Name & Password at User Authentication for Save. Select Login User Name & Password.
 8. Scroll down to Remote 1 & Remote 2 setting list. Make sure that Remote 1 has a check mark. Change the bubble to the top where is says Allow the Following network folder to be used as a Destination.
 9. Select SMB <Server Name & Port number are only for FTP. Grayed out on SMB >
 10. Enter the network path. The network path will be 2 back slash & then the IP address of the computer where the shared folder is at, or the name of the computer where the shared folder is at. <EX: \\robPC\test1>
Enter the login in User name. This will be the User name of the computer where the Shared Folder is at.
Enter the Password. This is the password of the computer where the shared folder is created at.
 11. Save the settings at the top of the page.
- To make more than 2 SMB profiles. Leave Remote 2 blank & checked. Select Remote setting list on Remote 1, & it will give you access to create up to 30 more accounts.

No Actkey – Zafar Nasir: it is NOT compatible or offered with our MB7xx, MC7xx series

Top line: Registration - Addressbook — Device | Job Status | Logs | Registration | Counter | User Management | Administration.

Click Setting, and on the User tab, click Address, Page down to an empty slot.

AddressBook Viewer - New Contact — New Group — Devices — Import CSV File — Export CSV File...

SEND is greyed out. I had him add a From Address & now he's able to scan.

Error 2C69 failed to connect to SMTP server. Changed the SMTP server address & now it's working.

TWAIN & WIA drivers are both Network only. See Utility Guide.

▲ Red triangle & Power Failure message. No number. - Power was interrupted. Verify it's in a wall outlet.

08-8929 to reset Administrator password.

▶ 1230 Service Mode - OkiDoc 4261.

1. Power up the machine holding down 08.
2. Type in the user name & password & press OK.
3. Type in 9010 from the keypad & press the Start button.
4. You will see "System Mode" & 2 sets of numbers beneath it. It should look like this:
The 0 0 setting means that the printer is in Shipping mode. What the customer will see is a 0 0 or a 1 1.
5. Push 0 on the keypad & then hit OK. This will put the machine into line mode. Please restart the printer & when it comes back up the service mode message should be gone.

No power - Power off the hard power button, remove the power cable from the printer and hold the soft power button in for 30 seconds. Then, plug the power cable back in and it should power up. This will prevent unnecessary onsite.

Network: Setting - Admin - Network - IPv4

HDD encryption - AES: Boot 08-9379 AES data encryption function setting

0: Encryption invalid

1: Encryption valid (Security priority) Encrypts all of the user's data.

2: Encryption valid (Performance priority) Encrypts the user's data except the files temporarily created and deleted in the image processing such as copying or printing.

* If the setting is changed, the data including user's data are erased.

Volume: Sound 08 9325 Key touch sound of control panel 0: OFF / 1: ON

Insufficient storage space - Going into ? cleared it. Check if scanning to full USB stick. - 2E66 Failed To Process your Job. Insufficient Storage space. HDD full failure during USB storage. Delete the job in progress or being set or in the HOLD/PRIVATE/PROOF/INVALID, and perform it again. Check if the server or local disk has a sufficient space in disk capacity. Check that there is enough space in the USB memory.

Print Log near full [_]

TopAccess - Logs - Export Logs - Print Job Log Export - Create New File& Clear Log -OR- Clear Log

Ex:

Date: 04-18-2017 07:45

Machine Name: OKI CX4545 MFP http://192.168.21.125/

Function:

Severity: Warning

Message:

Print Log near full (90% Used)

[Tosh: MFP access error Print log DB near-full (90%) Perform Clear Log with TopAccess Logs>Export Logs>Print Job Log Export.]

2D62 Failed to connect to network destination. Check destination path File server connection error.

Mobile Print: We have an Android app called *OKI Print Application* available on GooglePlay.

Determining AirPrint Compatibility OkiDoc 4344 - iPhone, iPad: Firmware must be 0280SY0W2301 or higher.

Serial # must be AK48011166A0 or higher

Print from USB - PDF, XPS, JPEG, PRN & PS

Grinding Noise in ADF of Scanner - OkiDoc 4378: When troubleshooting over the phone please request the following information to be sent in to accompany the call record. <_> ADF adjustment failed, so he needs ADF Top Cover Assembly. 45059201

1. Menu Map (Setting - List - Function)

2. Error log (9+Start, 106)

3. Usage report / counter. (Press Counter, then press Print Out Total Counter)

Scratched ADF Glass -



Attached below is how to install the wireless kit for the following printers :

C:\Users\George.Poshka\Desktop\GN1060_Install_MC7x0_MPS_eng.pdf

ES9465, ES9475, MB760, MB770, MB770f, MB770fx, MC770, MC780, MC780f, MC780fx, MPS3537mc, MPS4242c, MPS4242mc, MPS4242mcf, MPS4242mcfx, MPS5502mb

The parts needed for the wireless kit are :

Wireless Lan Module GN-1060 - 45517901* / 44955301 US List \$108

Wireless Antenna GN-3010 (Not end user installable) - 45518001 US List \$430

Installation instructions for the wireless option and antenna

They both would need to be purchased individually

The parts needed for the wireless kit are :

Wireless Lan Module GN-1060 - 45517901* / 44955301 US List \$108

Wireless Antenna GN-3010 (Not end user installable) - 45518001 US List \$430

EAP Username. I said to try the MFP name. That doesn't work.

Brian said they need to check with the person that setup the router. It would be the routers default username or one they set up on their router.

08-9649 - Wireless LAN setting - Sets whether the wireless LAN connection is **1: Enabled** or **2: Disabled**

Dark line on ADF Copies - OkiDoc 18565

Motor and Clutch, Boot 6 8, Maintenance mode, PU, Self-diagnostic mode, 2/8 to MOTOR&CLUTCH TEST

Copy Color Mode - 08-9979 0=Auto, 1= Black, 2= Full Color

MC780 & MPS3537+ → same PU 45167403

05 Adjustment mode - Printer Maintenance - 4911 Drum cleaning mode, 0: Disabled, 1: Enabled

43770701 - PWR unit-DCDC HVPS

45271601 - Power-Assy LVPS

45270001 - Cover: Assy Top FX757 <____>

45059101 - ADF

08 6010 - Counter Double count - For fee charging Paper size 6010 Large-sized paper 1 0-1 SYS Sets whether LargeCounter is counted as 1 or 2 when printing large-sized paper.

0: Counted as 1

1: Counted as 2

CE50 TEMPERATURE SENSOR ABNORMALITY ERROR - confirm that the machine is plugged directly into a good working wall outlet and check the fuser and still same problem.

Check the 4 slot ribbon flat cable on the top left side of the PU board labled ENV and make sure the cable is connected properly and check all other connections going to the PU board and if still problem replace the OR-MFH ENV SENS board 45169301 located in the front frame assy under the front cover. This is not part of the MPT.

ISSUE: Data in memory, keeps printing gibberish.

TROUBLESHOOTING: Boot On+1+* - 1 Start - 100 Start – Shows Fax Memory - Initialize. Same. User Functions - Admin - Page 2 - Factory Defaults.

RESOLUTION: That cleared it.

30 **Cover-Sub Assy.-Rear – 45277901** 10/7/20- Needs to be added to SAP.

Service Password - The password is not set by default.

Boot **08 - 8919** - Sets the password to log into the self-diagnostic mode

Boot **4+8+9+POWER** to reset the administrator password and service password.

Boot to Fax Mode, Copy Mode, Scan Mode, Etc. - Boot **08 - 9132**. Sets the screen to be displayed after the auto-clear time has passed or it has recovered from the energy saving mode or sleep mode.

0: Copier

1: Fax

2: Scan

3: Box

4: Print

5: Template

6: Menu

7: Job status