

Model:

LaserBase MF5730
LaserBase MF5750

Ref No.:

MF5650-013 Rev. 1
(SH-T01-0LD-10037-02)

Date:

December 2005

Location:

SCNT Board Assembly

Subject:

Failures in the document reading operation and print operation

Detail:

This bulletin is prepared to inform you that there is a possibility that failures in the document reading operation or the print operation might occur after 24.85 days in the case that the power is on all the time.

Symptom:

In the case that the power is on all the time, any of the following symptoms might occur after 24.85 days. If none of them occurs on the 24.85th day, there is a possibility that they might occur in a 49.7-day cycle.

1. Failures in the document reading operation

- 1-1. When you execute copy, scan, or fax transmission, "Adjusting, waiting to scan" message remains indicated for more than 5 minutes, and the document reading operation does not start.
- 1-2. When you execute copy, scan, or fax transmission, the machine tries to read the platen board although documents are set in the ADF (Automatic Document Feeder), failing to pick up documents from the ADF.
- 1-3. After the machine finishes reading documents from the ADF, the delivery roller of the ADF keeps rotating and does not stop.

2. Failures in the print operation

- 2-1. In the case of printing multiple pages, the print operation stops halfway through the pages, and the remaining pages are not printed. Even if this symptom occurs, received FAX data and print data from a PC are stored in the internal memory. In this case, if you take out and insert again the power supply plug (to turn the power OFF and ON), you can print the data.
- 2-2. After print of received FAX data or copy data is completed properly, "PRINTING" message remains indicated on the display.

Cause:

A failure in the system timer processing due to a bug in the firmware.

Factory measure:

The firmware version is upgraded to WLaa-56-02.

Service work:

When any of the aforementioned symptoms occur, take out and insert again the power supply plug (to turn the power OFF and ON), and the system timer is reset, and the symptom is temporarily resolved. Note that the symptom might recur after 24.85 days from the date when the power is turned on again.

Each Sales Company needs to notify these symptoms on their web sites and upgrade the firmware, which will be a permanent measure, on a complaint basis using an appropriate method listed below according to the circumstance of each country.

The upgraded firmware for Windows XP and 2000 will be released in early August, and the one for Windows 98 and Me will be released in late August.

1. Upgrade by download from the web site

Release "Canon MF Version Up Tool" which combines the countermeasure firmware and the upgrading tool.

Upload this tool to WSSS or the Sales Company's server and ask the users to download it for upgrading the firmware.

2. Upgrade using CD-ROM for upgrade use

Prepare a CD-ROM containing "Canon MF Version Up Tool" for the users who do not have the environment to download the tool from the web site, and provide the upgrading set including the upgrade procedures.

3. Upgrade using SST

Have service persons upgrade the firmware of the products at user sites upon visit for repair work or of those brought in to a repair agent by using SST.

Regarding the firmware upgrade procedures using SST by service persons, see the attached file.

When repairing the product for reasons other than the aforementioned symptoms, be sure to check the firmware version and upgrade it if not yet upgraded.

Effective on:

July 2005

Serial number:

Model	Starting Serial No.
LASERBASE MF5730 (GB)	SFB02641
LASERBASE MF5750 (GB)	SFC02641
LASERBASE MF5730 (D/E/F)	SFE04331
LASERBASE MF5750 (DE)	SFF03161
LASERBASE MF5750 (FRN)	SFJ03313
LASERBASE MF5730 (EUR)	SFK05180
LASERBASE MF5750 (EUR)	SFL06465