

Model: Andromeda-P2	Date: 10-Aug-18	No.: RM0B1015a
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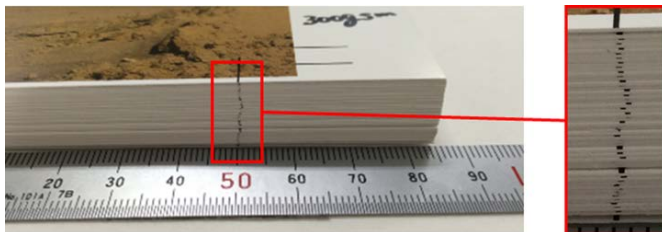
RTB Reissue

The item in ***bold italics*** were corrected or added.

Subject: Troubleshooting: Innaccurate image scaling in sub scan direction		Prepared by: Hiroaki H Matsui	
From: Sales Strategy Section, 1st CP Business Dep.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2 <input checked="" type="checkbox"/> Tier 0.5

SYMPTOM

Image scaling in sub scan direction (feed direction) fluctuates especially with Weight 7 or heavier stocks.



CAUSE

High image coverage (lots of toner) causes slippage between the paper and the PTB (paper transfer belt).

SOLUTION

1. Update the Engine, GW and Media Library firmware to the versions listed below

Engine firmware	Ver 1.14:12 (M0B15160D) or newer
GW firmware	
System	Ver 1.03 (M0B16021G) or newer
Animation	Ver 1.01 (M0B16026F) or newer
Paper Setting (for EDC)	Ver 2.00 (M0BK1424L_for EDC) or newer
MediaLibrary	Ver 3 or newer

2. Select a media entry indicated with the suffix 'RA' from the media library or set **Advanced Settings #1331-02 and #1229-01 to the '**For troubleshooting**' values described in the table below.**

- ***For entries with the suffix 'RA', the default value of the PTB Speed and Transfer Pressure were modified to prevent the above symptom.***
- ***Note the possible side effects of Color registration shift and Grainy image when applied of the following revised settings.***

Advanced Settings	Default	For troubleshooting
#1331-02 PTB Speed	0%	0.5%
#1229-01 PTB Pressure	0	3

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Flowchart #1

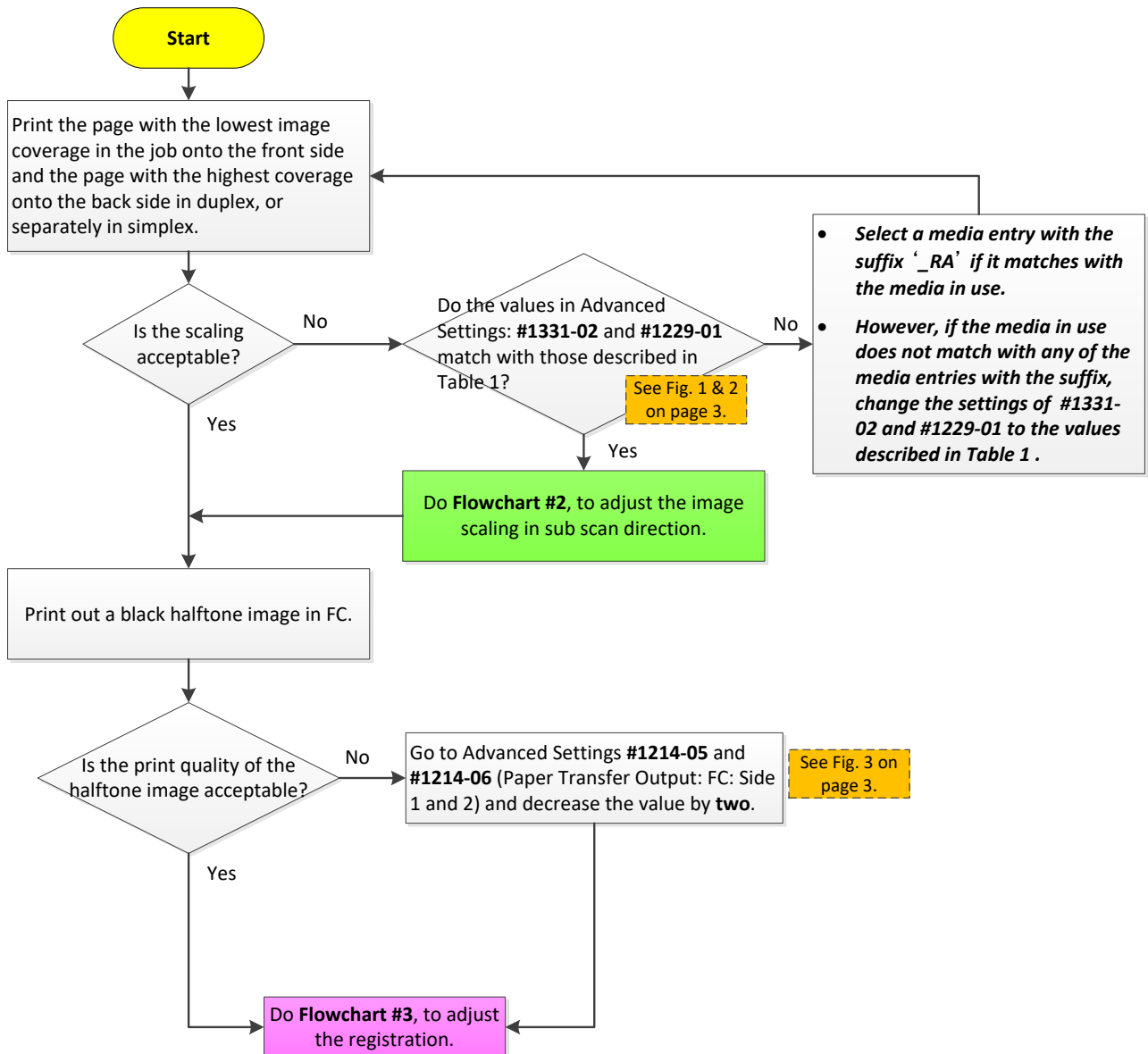
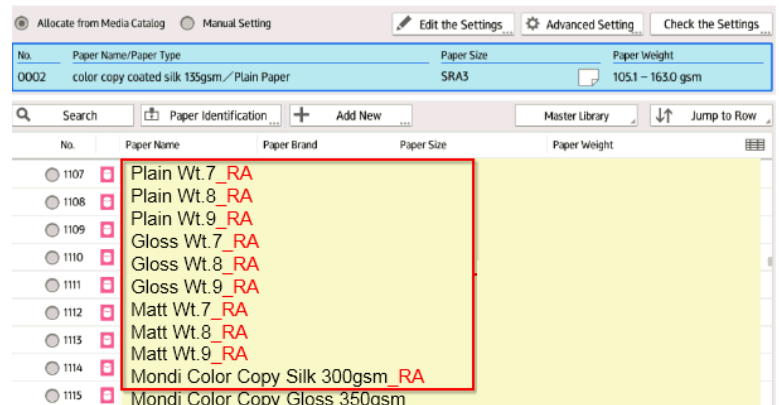


Table 1

	Advanced Settings	
	#1331-02 PTR speed	#1229-01 Transfer Pressure
Weight 7	0.5%	3
Weight 8	0.5%	3
Weight 9	0.5%	3



NOTE:

MediaLib Ver.3 contains media entries modified of the PTR Speed and Transfer Pressure settings, which are indicated with the suffix ‘_RA.’ Selecting these entries will automatically set the PTR Speed and Transfer Pressure to the settings described in Table 1.

*** ‘RA’ stands for Registration Adjustment.**

Fig.1

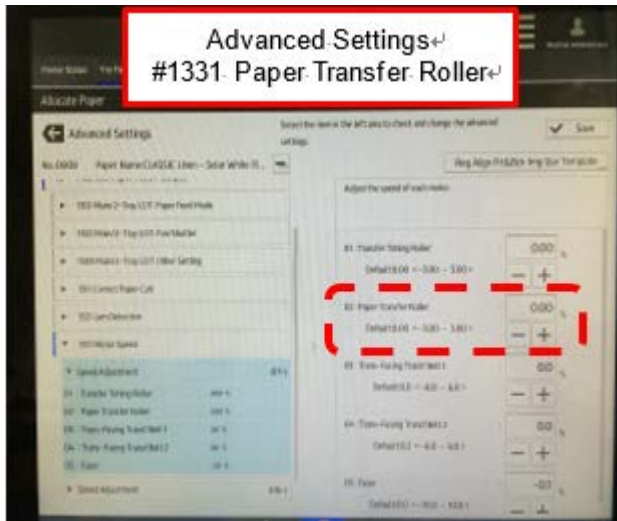


Fig.2

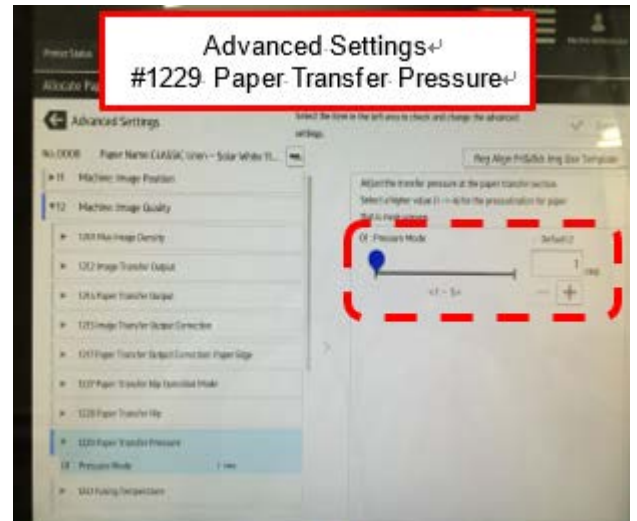


Fig.3

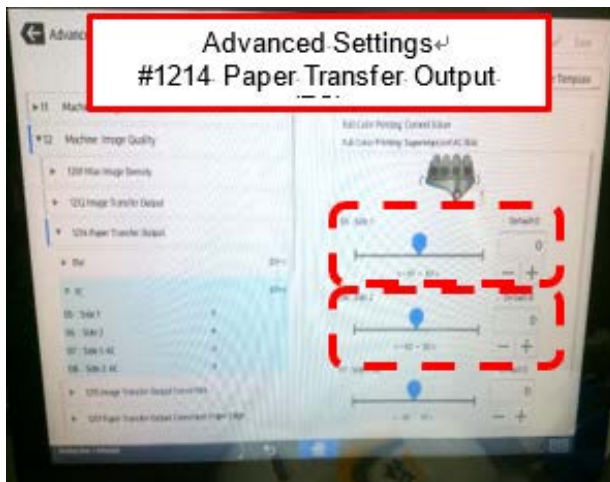


Fig.4



Why is it not required to change the Transfer Timing Roller speed (even though you're changing the PTR speed)?

You do not have to change the Transfer Timing Roller speed (#1331-01), because you are instructed to increase the PTR Transfer Pressure (#1229-01). Increasing the PTR Transfer Pressure decreases the line speed and counterbalances the different speeds between the PTR and transfer timing roller.

Flowchart #2

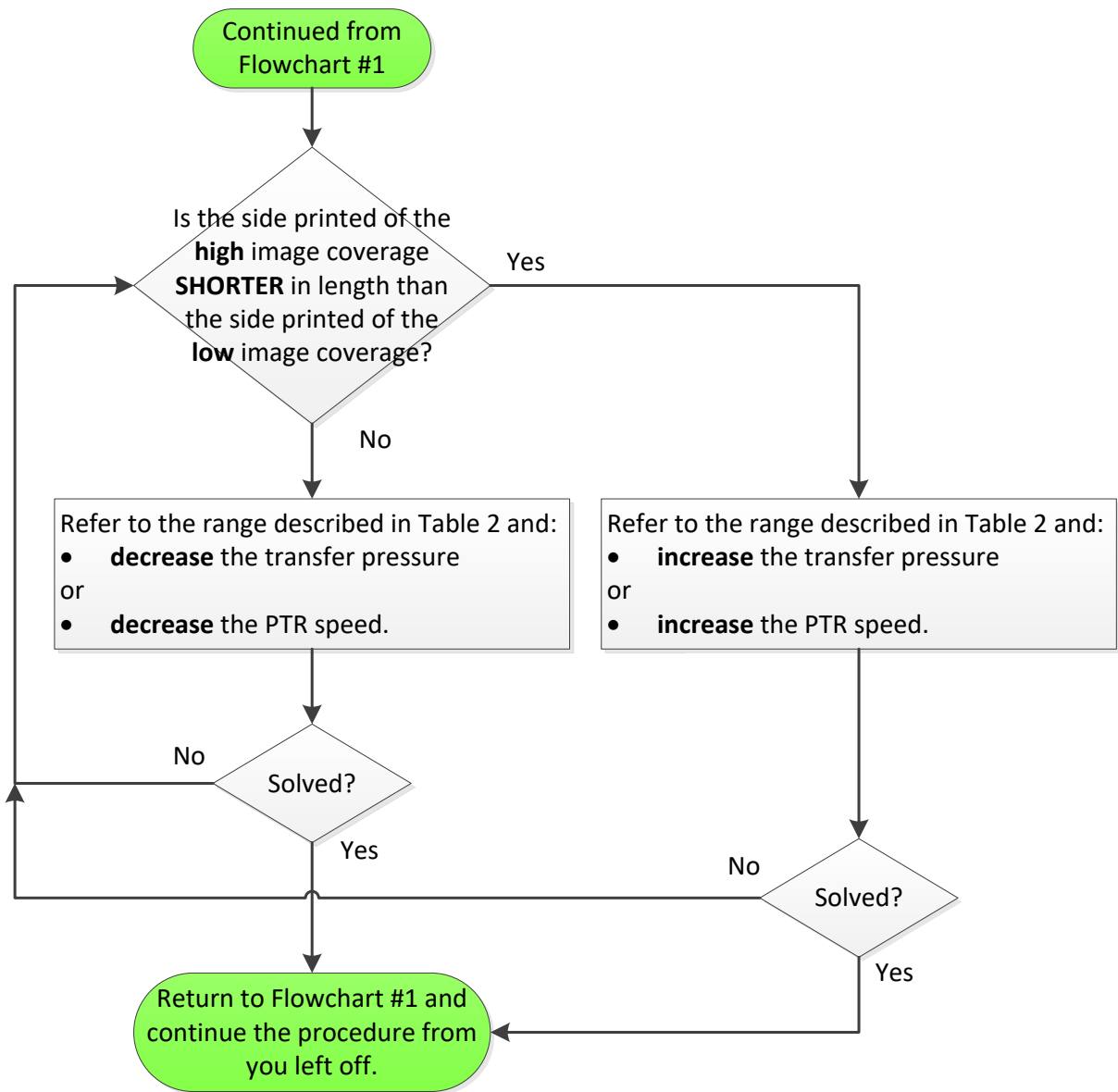


Table 2

	Advanced Settings #1331-02 PTR Speed Range	
	Min	Max
Weight 7	- 0.3%	1.2%
Weight 8	- 0.3%	1.2%
Weight 9	- 0.3%	1.2%
Extra heavy	0.6%	1.2%

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Flowchart #3

