

Reissued: 3-Dec-04

Model: Model K-C2 Fax Option	Date: 20-Oct-04	No.: RB121008a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: "Using Handset" on Display		Prepared by: A. Ishiyama	
From: 1st Technical Support Sec. Service Support Dept.			
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"/> Other ()		

Symptom

With some PBX's, "Using handset" is displayed after fax reception is finished

Note: This was reported in GFPR RE04050013.

Cause

Combination of PBX specification and software default settings:

Some PBX's cannot bring the line voltage back to the "On-hook" condition within 200ms.

Note:

When the handset is taken off the hook, the line voltage drops. The machine checks for 200ms to see if the line voltage drops. If the machine detects the drop, it changes to the "Off hook" condition. When the operator puts the handset back on the hook, the machine checks for 200ms to see if the line voltage increases. However, some PBX's cannot increase the line voltage within 200ms. In these cases, the machine stays in the "Off hook" condition.

Solution

1. Temporary

A. Change the "Handset off-hook detection time" from 200ms to **800ms**:

- Set RAM address 680582H, bit 0 to a value of **1**.
(RAM address value = from 00 to 01).
- This increases the time that the machine checks for the line voltage drop.

Address	Function	Unit	Remarks
680582	Bits 0 and 1 - Handset off-hook detection time Bit 1 0 Setting 0 0 200 ms 0 1 800 ms Other Not used Bits 2 and 3 - Handset on-hook detection time Bit 3 2 Setting 0 0 200 ms 0 1 800 ms Other Not used Bits 4 to 7 - Not used		

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B. If "A" does not work, change the "Handset on-hook detection time" from 200ms to **800ms**:

- Set RAM address 680582H, bit 2 to a value of **1**.

Note: The RAM address value changes from 00 to 04 when you do only **B**, and from 00 to 05 when you do both **A** and **B**.

- This increases the time that the machine checks for the line voltage increase.

2. Permanent

Firmware modification:

- The detection time for the "On hook" condition was changed from 200ms to 800ms.
- The machine uses the detection interval (800m) and other methods to detect the "On Hook" condition.

Production information:

Firmware modification: v07.00.00

- Applied from: August 2004

- Details: Separate RTB for firmware history

Important Note for Updating to v0.7.00.00:

After you install firmware v07.00.00 or later, change RAM address 680582H from a value of 0x to **04**.

Note: This is to ensure that "Using handset" does not flicker on the operation panel in Fax mode. This is not related to the condition above.

Model: Model K-C2		Date: 1-Aug-05	No.: RB121021
Subject: Service Manual Correction (FAX Option)		Prepared by: A. Ishiyama	
From: 1st Technical Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

The Service Manual for the B620 FAX Option was corrected as follows:

Add bits 5, 6 and 7 for System Switch 04 (pg. 3-9).

System Switch 04		
No	FUNCTION	COMMENTS
0-2	Not used	Do not change the settings.
3	Printing dedicated tx parameters on Quick/Speed Dial Lists 0: Disabled 1: Enabled	1: Each Quick/Speed dial number on the list is printed with the dedicated tx parameters (8 bytes each). The last 10 bytes of data are the programmed dedicated tx parameters; 32 bytes of data are printed (the other 22 bytes have no use for service technicians).
4	Not used	Do not change the setting.
5	Memory file transfer operation 0: User level 1: Service level	<p>If the machine is unable to print fax messages due to a mechanical problem, change this bit to 0 to transfer all messages in the memory (including confidential rx messages) to another terminal. Always reset this bit to 1 after transfer. However, this bit can be left at 0, if the customer's key-operators want to transfer the files themselves. This machine does not support confidential rx.</p> <p>Procedure</p> <ol style="list-style-type: none"> 1. Enter the service mode and change this bit to 0. 2. Exit the service mode. 3. Enter the key-operator mode, and select 'Key-operator settings'. 4. Choose '03' and specify a destination for the machine to transfer all the files to. 5. Press 'Start'. 6. After the machine transfers the memory files, enter the service mode and reset this bit to 1. <p>Otherwise, anybody who knows how to enter the key-operator mode can transfer confidential messages.</p>
6	G3 CSI/G4 Terminal ID programming level 0: User level 1: Service level	1: The CSI and Terminal ID can only be programmed by a technician (in the user tools). The Terminal ID can only be programmed if a Group 4 option is installed. This machine does not have a Group 4 option.
7	Telephone line type programming mode 0: User level 1: Service level	1: Telephone line type selection (choosing tone dial or pulse dial) can only be programmed by a technician (in the user tools).