

Customer Release Notes

Phaser 7760

Firmware Release PS 5.2.1



Release Date: March 2010

Software Release Details

Component	Version
Firmware	MER 2: OS 6.1 / PS 5.2.1 / Net 40.34.03.01.2010



Purpose

Phaser 7760 Firmware PS 5.2.1 resolves the following problems from the original manufacturing release:

- Resolves a large color plane shift on first printed page after first power on or after coming out of standby. This fix also resides in firmware maintenance release PS 3.5.8.
- Resolves a problem with the Finisher stapler adjustment diagnostics not working. This fix also resides in firmware maintenance release PS 3.5.8.
- Resolves a problem where * SRA3 Page size PostScript clipping occurs with minimum margins. This fix also resides in firmware maintenance release PS 3.5.8.
- **New Fix:** Resolves a problem occurring in PostScript images where images would become scrambled in Standard or Enhanced print quality until a power cycle occurred or a 7760Process_OffJob_Reboot_xxxx.ps file was downloaded.

It is recommended that the 7760Process_OffJob_Reboot_xxxx.ps file be removed if it was ever loaded on the printer because it degrades printer performance and throughput. The attached PostScript file 7760_DeleteProcess_OFFJob_Reboot.ps can be downloaded to the printer to check for the file and remove it from the printer if it is resident. Use the same download instructions contained within this document. The 7760_DeleteProcess_OFFJob_Reboot.ps can be downloaded either before or after the firmware maintenance release has been downloaded.

- **New Fix:** Resolves a problem where P/L for Thick Glossy Media was not working with PCL drivers
- **New Fix:** Resolves several problems when sending PDF files directly to the printer:
 - Resolves a JBIG2 compression PDF direct submission reset problem.
 - Resolves a mixed portrait / landscape PDF direct submission problem.
 - Resolves a mix of transparent object and non transparent object direct submission non-printing problem.
- **New Fix:** Resolves a problem where long job names over 80 characters for Secure Print would cause a Normal print.

- **New Enhancement:** An enhancement that increases the amount of internally saved Custom Page Sizes from the original total of 5 to a new total of 15.

Note: The resolution for the PostScript clipping problem with minimum margins on SRA3 page size also requires an updated Phaser 7760 PostScript driver to support SRA3 page size.

Installation Instructions

Read before beginning the firmware update:

- * Do not interrupt system once download is in process. Interruptions or loss of power may corrupt the engine firmware and render the system temporary unusable. (Service repair may be required to return the system to a working condition.)
- * Some of the device's settings may be changed from their present value back to the factory default values by the firmware update. It is recommended customers save the configuration page and use it as a reference to restore the device's settings after the firmware update is complete.

To print the configuration page:

1. Press the System button on the device control panel.
2. Press the down arrow key to scroll to the Configuration Page item and press OK.
3. The device will print two-three pages of configuration information.

Note: The firmware versions currently installed are displayed on the left column on the first page, under the General Information heading.

Updating the FW over a network connection

To download a file to the device using FTP (Windows and Mac):

NOTE: To perform this solution, the device must be connected to a network that utilizes the TCP/IP protocol. The device must also contain a valid IP Address.

1. Open the Command Prompt (Windows) or Terminal window (Mac).
2. Type in "ftp xxx.xxx.xxx.xxx", where the x characters represent the IP Address of the device, and press Enter.
3. Press Enter at the prompt line that contains "Name (xxx.xxx.xxx.xxx:user):"
4. Type in "put /location/of/file.ps", where the full file name and path are entered. If you drag and drop the FW file you are sending into the window (after "put "), the full path and file name will populate.
5. Press Enter and the file will be transferred to the Phaser device over FTP.

To download a file to the device using CentreWare Internet Services (Windows and Mac):

NOTE: CWIS can only be accessed if the device is connected to a network that utilizes the TCP/IP protocol. The device must also contain a valid IP Address.

1. From a computer, open an Internet web browser.
2. Enter the Phaser device's IP Address in the Address field, and then press Enter.
3. Click on the Print button.
4. Click on the "File Download" link in the list of options on the left side of the window.

5. Depending on the browser being used, click on the Browse or Choose File button, and then browse to and select the file to be downloaded to the device.
6. Click on the blue, square button to send the file to the Phaser device.

Updating the FW over a USB connection

To download a file to the printer using the Xerox File Downloader Utility (Windows):

NOTE: This solution assumes the Xerox File Downloader Utility has already been downloaded and installed on the computer.

1. From the computer, open the Xerox File Downloader Utility. By default, the utility is installed in the following location on the computer's hard drive: C:\File Downloader.
2. Select the required printer from the Select the printer to spool the file to from the list below pull-down menu.
3. Click on the [Browse] button, and then browse to and select the file to be downloaded to the printer from the "Select the file to send to the printer" section.
4. Click on the [Send] button to send the file to the printer.

To download a file to the printer over USB from a Mac:

Firmware files can be downloaded to a Phaser device connected over USB by dragging the FW file to the print queue on an Apple Macintosh.