

Recovery method for an accidental power off during SSD encryption

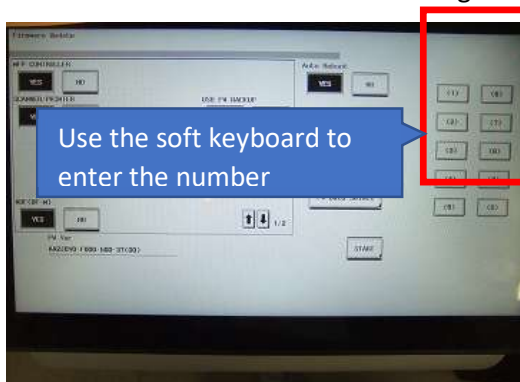
If the MFP cannot start up after the main power was accidentally turned off while processing SSD encryption, please take action to have it recover with the following procedure. The detail of each step is available at the additional sheets.

1. Clear the data in non-volatile memory area by Data Initialization USB.

- 1-1 Preparation of USB. Save the file "a789be.tar" in the root directory of USB memory.
- 1-2 Insert the USB into the device and turn the power on by pressing "Stop" key.
- 1-3 Wait for about 1 minutes to see the data initialization starts automatically.
- 1-4 It shows "Data Initialization is completed." on the panel.
- 1-5 Turn off the power and take out the USB.

2. Turn on the MFP with FW update mode, and clear the partition with the magic sequence.

- 2-1 Store the latest firmware in USB.
- 2-2 Insert the USB into the device and turn the power on by pressing "Stop" key.
- 2-3 Enter the numbers as the following order as soon as the screen as below is displayed. 0->5->4->8->2->1->6



- 2-4 Press start key to start Partition Initialize.



"Partition Initialize completed Successfully" is displayed.

- 2-5 Turn off the power.

3. Download the firmware.

- 3-1 Store the latest firmware in USB.
- 3-2 Insert the USB into the device and turn the power on by pressing "STOP" key.
- 3-3 Update the firmware with the regular procedure.
- 3-4 Restart the MFP.

4. Wait for **5 minutes after the MFP restarted.**

4-1 Please wait for 5 minutes with the following screen after the MFP restarted by the procedure No.3 to confirm the data initialization is completed well.



4-2 Turn off the power of the MFP.

5. Download the firmware once again.

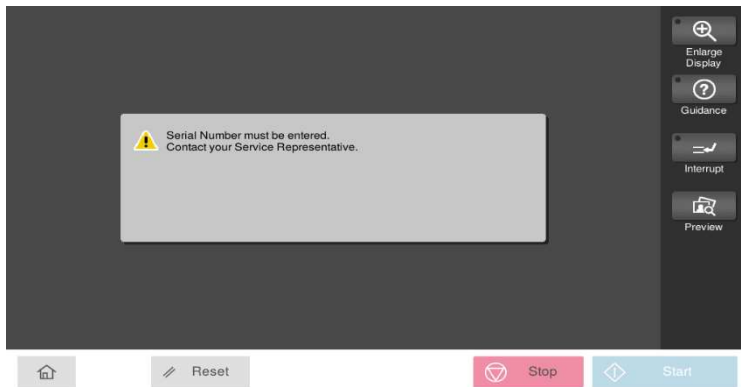
5-1 Turn the power on by pressing "STOP" key.

5-2 Update the firmware with the regular procedure.

5-3 Restart the MFP.

6. Setup all necessary settings.

6-1 "Serial Number must be entered." is displayed after MFP boot up.



6-2 Enter the service mode and perform the following setting:

System 1: Marketing Area, Serial Number,

System 2: Software Switch No.:10 (HEX 02=KM, 04=Develop), ADF Settings, Option Board Status, Storage

6-3 Turn OFF and ON the main power switch.

6-4 After the machine completes the boot up, call the Service Mode to the screen and Install:

Movie data, Voice data, OCR data, PDF/A font, OCR font, Unicode font

6-5 Perform setup according to the setup manual of the main unit.

6-6 Perform various settings according to the needs of customers.

Bizhub C3350i / C4050i e.t.c.

Sollte der Fehler C-8403 angezeigt werden, folgendes einstellen:

Service Mode / ADF / Shading Repair / Usage "Off "

SW 163 => HEX 00 (Auto Self-diagnostic) disable