



TOSHIBA

FINISHER AND AUTOMATIC DOCUMENT FEEDER DETACH

eBN III MODELS



This document covers the following models

e-Bridge Next Series III
Colour e-STUDIO 2020AC / 2525AC / 3025AC / 3525AC / 4525AC / 5525AC / 6525AC
Mono e-STUDIO 2528A / 5525A / 6528A

Detach Function

Previously, when a "Call for Service" error has occurred that relates to fitted optional accessories (specifically the Document Feeder and / or Finisher), the device could not be used in a reduced capacity until the error was resolved. Often requiring an on-site visit and a "down machine" for a period of time.

However, this behaviour changes with the introduction of the new "Detach" function. In the instance of specific errors caused by either a Document Feeder or Finisher, the optional accessory responsible for the error code can be "Detached" by the User - by pressing the "Deactivate" icon on the Control Panel.

As a result of detaching the accessory responsible for the error, the MFD can continue to be used for features excluding the use of that accessory - for example, printing, copying / scanning from the glass platen, faxing etc.

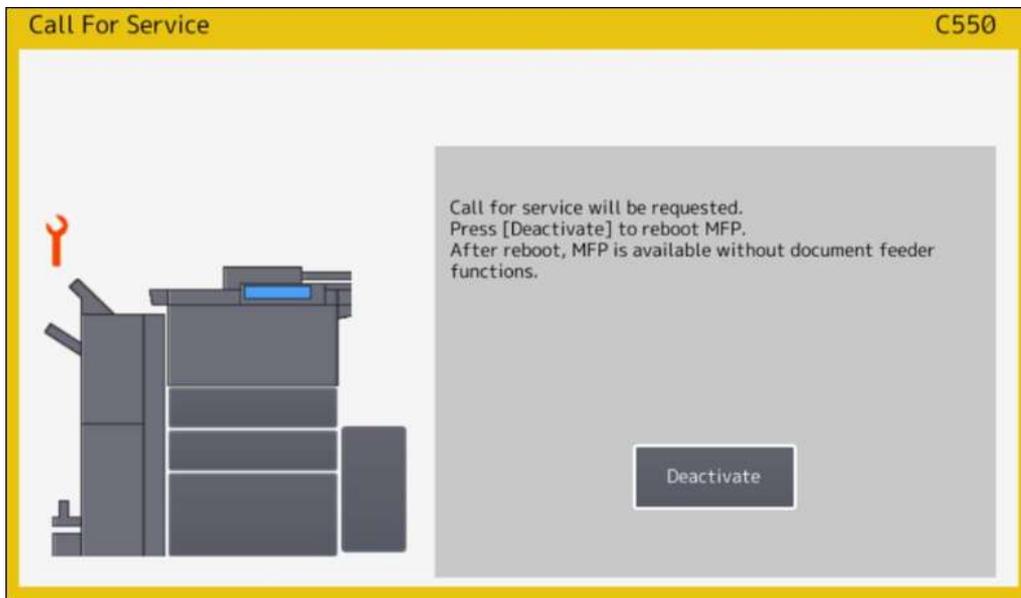
Unlike disconnecting the accessory physically, a detached state can be reversed remotely via a code change policy and without the risks associated with plugging in a connector whilst the device is live.

The applicable options capable of triggering this function are as below:

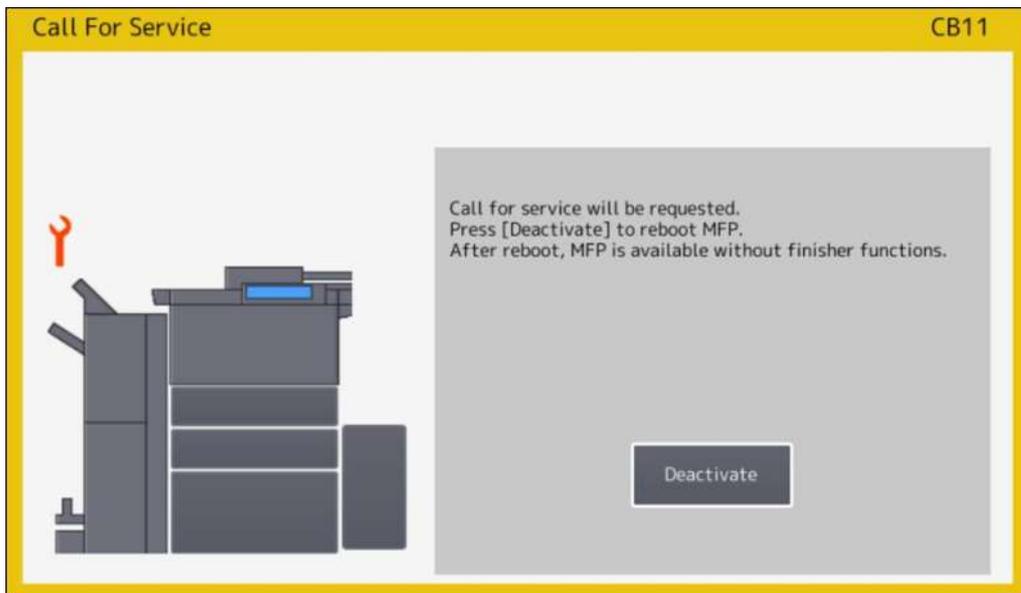
- Dual Scan Document Feeder (DSDF) MR-4020
- Reversing Automatic Document Feeder (RADF) MR-3033
- Finisher MJ-1113
- Saddle Stitch Finisher MJ-1114 (Saddle Stitch unit cannot be detached independently and will be detached together with the Finisher)
- Hole Punch Unit MJ-6107E / MJ-6107N / MJ-6107F (Hole Punch unit cannot be detached independently and will be detached together with the Finisher)

How it Works

When a "Call for Service" error is generated, and the Detach function is enabled, a message prompting the use of "Deactivate" and its corresponding icon are displayed on the right-hand side of the "Call for Service" screen.



An example of a Document Feeder induced error message (C550) and the Deactivate icon



An example of a Finisher induced error message (CB11) and the Deactivate icon

If the User presses the Deactivate icon, the MFD will proceed to perform a reboot. Upon rebooting, the accessory responsible for triggering the error will no longer be available to select for use. The image of the MFD in the Copy screen will display the accessory in question, but it will not be illuminated to the same extent as the MFD.

An additional message regarding the deactivation of the accessory will also appear in the bottom left corner of the display



Canceling the Detached state

Once the cause of the "Call for Service" errors have been resolved, it will be necessary to return the accessory to a working state for the User.

By eCC policy

In instances where remote service personnel have deemed it appropriate to reactivate an accessory that has been detached, it is possible to reactivate the accessory by applying a policy to the MFD via eCC. (Service Request will need to be logged)

(Please note, eCC access and sufficient permissions to deploy policies, as well as an eCC "active" state for the device are required.)

Examples of this would be when the "Deactivate" icon was pressed in error, or there was a remote resolution performed (such as talking to a User via phone and the User resolving the issue - paperclip jammed in the Document Feeder or similar)