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|--|--|--------------------------------------|--------------------|
| Model: System BM3000 | | Date: 19 December 2019 | No.: T04278 |
| Subject: Technical bulletin BM3000 New software package v191219 | | Prepared by: Per-Ove Forsgren | |
| From: PLOCKMATIC | | Regions: All | |
| Classification: | <input 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 checked="" type="checkbox"/> Other (Software) | | |

System 3000

This software package is applicable for BM5000, Stand-alone or docked to AF602 or VF602 or ACF510 for the following System configurations:

BM3050/3035

BM3050/3035 + TR500

BM3050/3035 + SQF500 + TR500

BM3050/3035 + SQF500 + TR500 + CST

Single point download Software: BM3000_500_SW-1.0.0.rman.

Software Configuration (many of the software are common to both BM500 & 3000)

| Software package version | BM3050/3035 | | | | SQF | TR | CST | | |
|--------------------------|--------------|-------------|----------------|-------------|-------------|-------------|-------------|-------|-------|
| | UI | CPU | Lower & middle | Upper | MD6DC | MD6DC | CPU | MD1SM | MD3DC |
| 191219 | 1.0.0 New | 4.09 New | 1.17 New | 1.20 New | 2.01 New | 2.02 New | 1.02 New | 1.02 | 1.14 |

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New features

Booklet Maker

Added Single Point Download function for BM and all motor boards

Square fold

Added Single Point Download function

Trimmer

Added Single Point Download function

Added TAG 4 feature

BM500/350

| Description | Solution |
|--|------------------|
| Cannot switch off "Stacker full detect" function | Problem solved |
| After NVM reset NVM Names are doubled | Problem solved |
| Error entering booklet size in inches | Problem solved |
| After Jam in BM or AF handfeed function doesn't work. | Problem solved |
| After changing paper formats (with fold offset 0.09") staple fold doesn't go back to default position. | Problem solved |
| If changing paper side to custom, width is smaller than length (206x275) size 275mm is missing one letter m and on top there's another size label. | Problem solved |
| No Indication that waste bin is full. Machine shows that there has been a jam | Problem solved |
| BK-005 error appears on diagnostic | Problem solved |
| Change Led Tower algorithm | Algorithm change |
| Second sheet jam in configuration: BM + RCT + AF | Problem solved |
| After Misfeed in BM Handfeed tray BM201or BM-202 need to off/on | Problem solved |
| Add beta letters after version Nr | Problem solved |
| IF SQF offset in General system settings is set -10, after PO/PO UI shows that's still set to -10, but booklets are made without it. | Problem solved |
| Sometime after finishing job, BM hangs in running state | Problem solved |
| Incorrectly processed VF602 error 'Too thick'. | Problem solved |
| Incorrectly indicates bleed trim size, when uses inch. | Problem solved |
| After clear jam in ACF510 or BM next set jam in BM infeed | Problem solved |

Trimmer

| Description | Solution |
|--|----------------|
| JAM in TR causing Q14 to be covered and TR does not "see" this so System keeps running after this JAM. | Problem solved |
| Bouncing books in the TR. / reduce feeding speed/ | Problem solved |
| After knife test in service mode UI" freezes" | Problem solved |

Known system limitations

- When using barcode, page number and page count must always be set. Other fields are optional.
- When using barcode, AB bin option is not available. Feed bin must be determined – A or B.
- When using barcode with cover option enabled, covers can be put only in bin B and inside sheets with barcodes printed on – in bin A.
- When using barcode, if the set contains only one sheet, then it will be stapled like other sets with many sheets
- 1 sheet booklets, if page is shorter than 300 mm, cannot be cut more than 16 mm. It causes two booklets colliding in TR;
- 1 sheet booklets, if page is longer than 300 mm, cannot be cut more than 32 mm. It causes two booklets colliding in TR;
- Running job from ACF510, using set counter, after finishing last set BM doesn't show Ready screen. Opening and closing top cover solves the problem

Known CST limitations

- If trim waste bin is full then error is shown only after job ends or is stopped. When this error is shown then screen with button "Done" is shown. Pressing on button nothing happens. After emptying waste bin, need to open then close CST cover to clear error.

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CAUTION!

ESD Hazard! ESD (Electrostatic Discharge) can cause software crashes, data and/or communications problems. Failure to use proper ESD procedures will cause damage to electronic components (example: PCBs). ESD problems can be minimized by maintaining all machine ground connections, ensuring the proper handling of circuit boards and sensors. Use ESD protection when working near PCBs. Failure to use ESD protection may result in a PCB failure

Note:

Single point download will only work for upgrades of system where all PCB's already have valid software of minimum version **v191219**. New PCB's come with general test software so if any PCB is replaced, you must first load it individually with a valid software. Individual software loading will be described below.

Single point download will not work for CST MD1SM PCB C, D, E, H, J. They will have to be loaded individually.

Procedure (System BM500_350 single point download)

1. Unzip and copy the latest Software file to the root folder of an USB stick.
2. Power off the system.
3. Open the top cover of the BM and Insert the USB stick in the USB port on the rear of the user interface.
4. Power on the machine. Available files will be shown.
5. Select the "[BM3000_500_SW-1.0.0.rman](#)" Software file and press the Install button.
6. Press Yes in the dialog box that comes up.
7. Follow instructions on screen.

Procedure (BM500/350 UI):

1. Copy the file "[BM500_350_UI-x.xx.rman](#)" to the root folder of an USB stick
2. Power off the BM500/350
3. Insert the USB stick in the USB port on the back side of the user interface
4. Power on the BM500/350. A list of files should now be shown
5. Select the file BM500_350_UI-4.34 and press the Install button
6. Press "Yes" in the dialog box that comes up
7. Follow instructions on screen
8. Perform an NVM Reset (GP20 NVM Reset in the Service Manual)

Procedure (BM3050/3035 CPU):

1. Double-click file "[BM3000_500 CPU vx.xx Win02.exe](#)" and follow instructions in the loading window.
2. Perform an NVM Reset according to the service manual

Procedure (BM500/350 MD6DC upper):

1. Double-click file "[BM3000_500 upper MD6DC vx.xx Win05](#)" and follow instructions in the loading window

Procedure (BM500/350 MD6DC middle):

1. Double-click file "[BM3000_500 lower,middle_MD6DC_vx.xx Win05](#)" and follow instructions in the loading window

Procedure ((BM500/350 MD6DC lower):

1. Double-click file "[BM3000_500 lower,middle_MD6DC_vx.xx Win05](#)" and follow instructions in the loading window.

Procedure (SQF500 MD6DC D):

Double-click file "[SQF3000_500 MD6DC vx.xx Win05.exe](#)" and follow instructions in the loading window

Procedure (TR_500 MD6DC):

1. Double-click file "[TR 3000_500 MD6DC vx.xx Win05.exe](#)" and follow instructions in the loading window

Procedure (CST CPU A):

1. Double-click file "[CST CPU vx.xx Win02](#)" and follow instructions in the loading window
2. Perform an NVM Reset according to the service manual

Procedure (CST MD3DC B):

1. Double-click file "[CST MD3DC vx.xx Win05](#)" and follow instructions in the loading window

Procedure (CST MD1SM C, D, E, H, J):

1. Double-click file "[CST MD1SM vx.xx Win05](#)" and follow instructions in the loading window

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Troubleshooting:

If software download fails

- Reduce baud rate, try lower value
- Disconnect Laptop from wall outlet
- Turn off other programs on laptop
- Turn off all communication programs, such as Bluetooth and Wi-Fi.
- Uninstall the used com-port and install it again
- The loading program is only able to find com port 1 – 9. If the automatically selected port is of higher number, you need to manually change it. This procedure varies depending on computer and windows version. Here is one description that will work for many cases:
 1. Click Start, All Programs, Accessories, right-click "Command Prompt" in the Accessories and select "Run as Administrator"
 2. Type "set devmgr_show_nonpresent_devices = 1"
 3. Type "start devmgmt.msc"
 4. Now the Device Manager will open, select "Show hidden devices" in the 'View' menu.
 5. Click on Ports and now it will list all the ports that are occupied
 6. Right-click and un-install the devices that you are not using any longer
 7. Right-click on the device you want to change and select properties
 8. Click on port settings and select advanced
 9. Select a new port that is not in use between 1 to 9