

Model: Model C-C1		Date: 13-Apr-04	No.: RB173001
Subject: Service Manual Correction		Prepared by: A. Ishiyama	
From: 1st Technical Support sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please apply the following revisions to your Service Manuals. This bulletin contains the revised pages only, which has been posted to the RISSN server along with a separate full-manual version.

RISSN server files:

<File name>

- \* Reference Pages: Model\_C-C1\_Manual\_ReferencePage.pdf
- \* Complete Version: Model\_C-C1\_Manual\_Final2.pdf

## <Revised Pages>

Section	Page	Correction
TABLE OF CONTENTS	iv	Some section numbers and page numbers have been corrected.
2. PREVENTIVE MAINTENANCE	2-1	The PM table has been corrected.
3. REPLACEMENT AND ADJUSTMENT	3-17	3.10 MAIN PBA (MAIN BOARD): A note has been added.
	3-20	3.13 FAN: A procedure has been corrected. A caution has been added.
5. SERVICE TABLES	5-2	5.1 USER NODE: "Dial Mode" has been added in: 8. Machine Setup.
	5-3	Contents of "Clear All Memory" have been revised.
	5-5	Contents of "CLEAR ALL MEMORY" have been updated.
	5-5	Password in "CLEAR COUNT" has been corrected; 1394 -> 1934
	5-8	5.2.6 NEW CARTRIDGE has been newly added.
	5-9	5.4 FIRMWARE DOWNLOAD section has been corrected.
	5-10	5.4.2 RE-PROGRAMMING PROCEDURE AFTER DOWNLOADED has been deleted.
	5-11 to 5.12	5.6 ENGINE TEST MODE Section number has been changed; 5.6 -> 5.5
	6-13	6.6.4 FUSING: Description has been revised.
6. DETAILED DESCRIPTIONS		

Model: Model C-C1		Date: 13-Apr-04	No.: RB173001
Section	Page	Correction	
SPECIFICATIONS	SPEC-1	1. GENERAL SPECIFICATIONS: "Operating System" and environmental conditions has been added.	
	SPEC-2	2. PRINT SPECIFICATION: "Print Speed" has been corrected.	
	SPEC-6	7. PAPER HANDLING: "Paper Weight" has been corrected.	

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PREVENTIVE MAINTENANCE

## 2. PREVENTIVE MAINTENANCE

The cycle period shown below is for maintenance.

Environmental conditions and use will change.

The cycle period shown is for reference only.

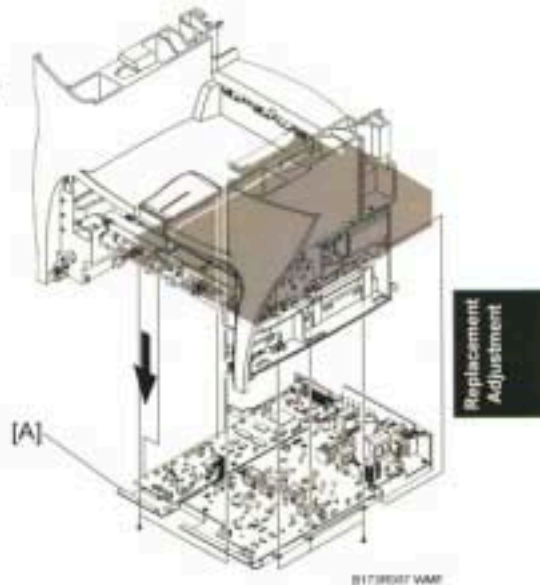
	Component	Replacement Cycle	Done by
Scanner	ADF Rubber	20,000 Pages	Service
	ADF Pick-up Ass'y	60,000 Pages	Service
Printer	Friction Pad	60,000 pages	Service
	Paper Feed Roller	60,000 Pages	Service
	Transfer Roller	60,000 Pages	Service
	Fuser	60,000 Pages	Service

Preventive  
Maintenance

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## MAIN PBA (MAIN BOARD)

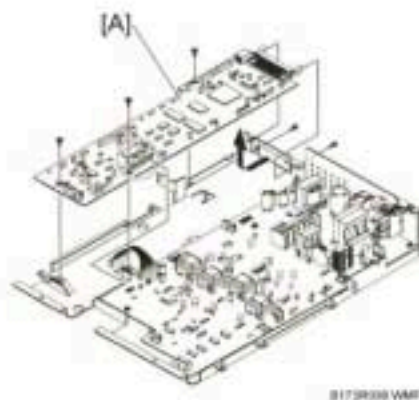
4. Remove the ten screws from the engine shield ass'y [A]. Then remove it. Then disconnect all connectors from the main PBA and SMPS.



### 3.10 MAIN PBA (MAIN BOARD)

**NOTE:** 1) Print out the system data list in Tech mode to keep programmed data before you do the replacement procedure.  
2) Do the "Clear All Memory" in Tech mode (➡ 5.2.3) after you finish the replacement procedure.

1. Before you remove the main PBA, you must remove these:
  - Rear cover (➡ 3.2)
  - Side covers (➡ 3.3)
  - Scanner Ass'y (➡ 3.5)
  - Engine shield ass'y (➡ 3.9)
2. Disconnect one connector. Then remove the five screws from the main PBA. Then remove the main PBA [A].

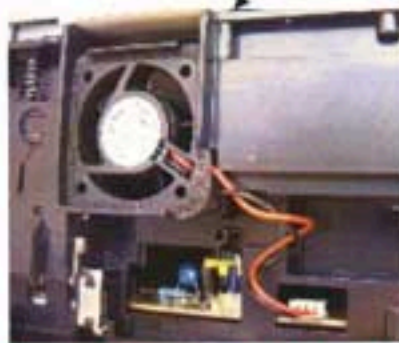
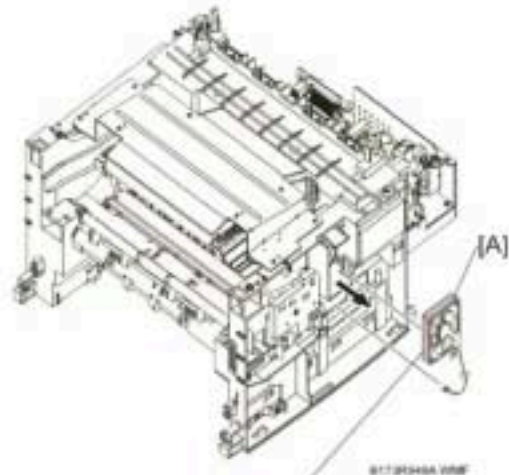


## FAN

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**3.13 FAN**

1. Before you remove the fan, you must remove these:
  - Rear cover (➡ 3.2)
  - Side covers (➡ 3.3)
2. Disconnect the connector from the SMPS. Then remove the fan [A].



**CAUTION:** Make sure to set the fan in the correct position.  
The label on the fan must face outward.

## TECH MODE

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Function	Item	Contents
8. Machine Setup	Machine ID	Enter number
	Date & Time	Set date and time
	Clock Mode	12 Hour / 24 Hour
	Dial Mode*	Tone / Pulse
	Language	English / French / Spanish / Portuguese / German / Italian / Dutch / Danish / Swedish / Finnish / Norwegian / Russian / Polish / Hungarian / Czech
	Power Save	5 / 10 / 15 / 30 / 45 / Off
	CCD Power Save	1 / 4 / 8 / 12 Hours
	USB Mode	Fast / Slow
9. Maintenance	Clean Drum	
	Notify toner	On / Off
	Remote Test	On / Off
	Clear Memory	On / Off

\* This item can show only in some country code settings.

The table shows functions the user can set. Examine the user manual for instructions.

The service manual shows things that the user can set.

## 5.2 TECH MODE

### 5.2.1 HOW TO GO INTO TECH MODE

The technician can examine the machine and do different tests in service (tech) mode. This will help show the cause of a malfunction.

The machine operates correctly in Tech mode.

Do this procedure to go into the Tech mode:

Press Menu → # → 1 → 9 → 3 → 4 in sequence. The LCD shows 'TECH'. Then the machine goes into service (tech) mode.

Do this procedure to go back to user mode:

Menu → # → 1 → 9 → 3 → 4

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TECH MODE

## 5.2.2 SETTING-UP SYSTEM IN TECH MODE

Function	Item	Contents	
Data Setup	Send Level	9-15	
	Dial Mode	Tone / Pulse	
	Modem Speed	33.6 / 28.8 / 14.4 / 12.0 / 9.6 / 4.8 (K bps)	
	Error Rate	5% / 10%	
	Notify Toner	Customer No.	
		Customer Name	
		Service No.	
		Serial No.	
	Clear All Memory	Select country code	
	Clear Count	Enter Password (1934 enter)	Total Page CNT
CRU Print CNT			
FLT Scan CNT			
ADF Scan CNT			
Used Toner CNT			
Edit Toner Dot			
Flash Upgrade	Local / Remote		
Silence Time	12 Sec / Unlimit / Off		
Machine Test	Switch Test		
	Modem Test		
	Dram Test	OK / NG	
	Rom Test	Flash / Engine versions	
	Pattern Test	5.2.4	
	Shading Test		
	Report	Protocol	Protocol List
System Data		System Data List	
New Cartridge		Yes / No	

Service  
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TECH MODE

## **CLEAR ALL MEMORY**

Use this function to reset the system to the default set at the factory.

This function resets the system to the initial value when the machine does not work correctly. Values are set to the default values. The machine will not keep data set by the user. **This procedure does not clear the counter data values.**

<Procedure>

1. Set the [MEMORY CLEAR] in tech mode.
2. Push the ENTER button.
3. The country name will show. You can see all available countries when you scroll by pressing "◀" or "▶"
  - EU default (UK)
  - North America default (USA/Canada)
  - Asia default (Singapore)
  - China default (China)

**Note:** You cannot change the default country values.

4. Push the ENTER button. This clears the memory. Then it changes it to the country code that you set.

**Note:** Do this procedure after you replace the main board. If you do not do this procedure, the system will not operate correctly.

## **CLEAR COUNT**

This function erases the counters stored in system memory. Type password "1934" to enter the menu.

## **FLASH UPGRADE**

The firmware upgrade has these functions:

- Local and remote.

Examine the firmware upgrade section (➡ 5.4.4).

## **SILENCE TIME**

In ANS/FAX mode, after a call is picked up by the answering machine, the machine monitors the line. If a period of silence is detected on the line at any time, the call will be treated as a fax message and the machine begins receiving. Silence detection time is selectable between limited (about 12 seconds) and unlimited time.

When "12 sec" is selected, the machine switches to receiving mode as soon as it detects a period of silence. When "unlimited" is selected, the machine waits until the answering operation is concluded even though a period of silence is detected. After the answering operation is concluded, the machine switches to receiving mode.

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DATE OF SALE

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### 5.2.5 REPORT

#### *PROTOCOL LIST*

Use this list to examine for send and receive errors. The protocol list automatically prints if a communication error occurs when the machine is in tech mode.

#### *SYSTEM DATA*

This gives a list of the system data set by the user and those in tech mode.

### 5.2.6 NEW CARTRIDGE

The machine usually detects when a new AIO (CRU) cartridge has been put in. However there may be the case when the machine does not detect the new AIO automatically. In cases like this you can manually let the machine detect a new AIO. The manual procedure and the automatic detect procedure have the same effect on the machine when the AIO is replaced. (New AIO Detection: ➡ 6.3.1).

If this is set to "Yes", the machine will clear "TOTAL TONER COUNT" and "Cru Prints". Then the machine increments the counter "Replaced Toner Counts".

## 5.3 DATE OF SALE

This function shows the date that the customer used the machine for the first time.

When the customer first operates the machine, the machine starts a scan and page count.

The machine will keep the time of first operation.

The machine will keep this data even if you erase the memory (Clear All Memory).

#### Procedure

Press MENU, #, 1, 9, 3, # in sequence. Firmware version is shown on LCD.

Press 1 (in the number keypad): The LCD display shows "Firmware Updated date"

Press 2 (in the number keypad): The LCD display shows "product first use date"

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FIRMWARE DOWNLOAD

## 5.4 FIRMWARE DOWNLOAD

You can use the remote control panel to upgrade the machine firmware. Connect the machine to a PC through parallel or USB cable before you do the firmware upgrade procedure.

*It is very rare to lose data and settings after the program has downloaded. However you should print out the system data list in tech mode before you start the download procedure. This will let you re-program settings that may get lost.*

### 5.4.1 DOWNLOAD PROCEDURE

#### **RCP (Remote Control Panel) mode**

This procedure is used when the machine is connected with a parallel port or USB port to a PC. The machine uses the RCP (Remote Control Panel) software to upgrade the firmware.

1. Connect PC and printer with parallel cable or USB cable.
2. Do RCP and set the Firmware update tab. Current firmware version and emulation version are shown.
3. Keep the firmware file on the PC, in a path near to the root of C:, ie C:\TEMP. Use the "Browse" button to get the firmware file to update the machine.
4. Push the update button. The firmware file automatically goes to the printer. The printer is initialized when the update is finished. Make sure that these show on the LCD display when you download the new firmware:
  - 1) DATA RECEIVING (USB) / COPY/B FILE LPT1 (PARALELL)
  - 2) PC TO DRAM IS OK
  - 3) FLASH IS ERASING
  - 4) FLASH PROGRAMMING
  - 5) CHECKSUMMING
  - 6) DOWNLOAD OK
  - 7) Warming up Please wait...
5. Push the refresh icon. Then make sure that the version number shown agrees with the new firmware.

#### **Note: Country code**

*The country code will not change after you download the new firmware.*

#### **To get the system data list**

Use this procedure to make sure that the firmware was correctly upgraded.

1. Go into TECH mode. Then get the system data list.
2. Make sure that the correct firmware version is shown on the system data list.
  - Example: Firmware/Engine/Emulation Version: 6.04 V1.0.8

Service  
Tables

**FIRMWARE DOWNLOAD**

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**5.4.2 RECOVERY PROCEDURE**

The machine will not operate if the update procedure did not work correctly. At this time, do these steps:

1. Set the power off and then on.
2. Do the steps in the download procedure from step 4 again.

The machine will start the upgrade procedure again.

**5.4.3 REMOTE MACHINE UPDATE**

This function uses one fax machine installed with the most recent firmware. It upgrades one or more other remote machines of the same type with the telephone network.

***How to update firmware by remote fax***

1. Operate a fax with the most recent firmware to prepare it to send the upgrade.
2. Select "Remote" in the Flash Upgrade of Data Setup menu in Tech mode.  
Tech Mode → Data Setup → Flash Upgrade (☛ 5.2.3)
3. Put in the telephone number of the fax machine to upgrade. (You can upgrade several faxes at the same time). At this time, put in the telephone number for each machine.)
4. Then push the enter button. This will send the firmware file to each of the set fax machines. (It will be 10 or 15 minutes to send the file to each machine.)

**CAUTION:** 1) The sending and receiving fax machines must be the same model.  
2) A sending fax must be set up as ECM mode. The receiving machine memory must be set to 100%. If not the upgrade will fail.

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ENGINE TEST MODE

## 5.5 ENGINE TEST MODE

The engine test mode gives functions to examine the engine condition. It examines the condition of each device and shows the result of the test on the LCD. It is in 6 items (0~5). The functions of items are shown below.

### 5.5.1 TO ENTER THE ENGINE TEST MODE

Press MENU, #, 1, 9, 3, 1 in sequence, and the LCD briefly displays 'Engine Test Mode', the machine has entered service (tech) mode.

NOTE: It may cause any damage on the machine if a test is done for long time.

### 5.5.2 DIAGNOSTIC

No.	Test Name	Engine Test	Remarks
0	MTR FAN SOL ETC	Motor Test	1 : On, 2 : Off
		PickUp Test	1 : On, 2 : Off
		Fan Test	1 : On, 2 : Off
		Manual Clt Test	1 : On, 2 : Off
		PTL Test	1 : On, 2 : Off
1	LSU TEST	LSU Motor Test	1 : On, 2 : Off
		LSU Hsync Test	1 : On, 2 : Off
		LD Test	1 : On, 2 : Off
2	SENSOR TEST	Feed Sensor Test	Check : Check Sensor status Next : Next Sensor Check
		Exit Sensor Test	Check : Check Sensor status Next : Next Sensor Check
		Cover Sensor Test	Check : Check Sensor status Next : Next Sensor Check
		Empty Sen Test (Paper End Sensor)	Check : Check Sensor status Next : Next Sensor Check
		MP Empty Sen Test (Bypass paper sensor)	Check : Check Sensor status Next : Next Sensor Check
3	HEAT TEST	THERM ADC 220~85	1 : On, 2 : Off (maintain the fusing temp.)
4	HVPS TEST	MHV Test	1 : On, 2 : Off (-1550V ± 50V)
		Dev Bias Test	1 : On, 2 : Off (-430V ± 20V)
		THV EN/NEG Test	1 : On, 2 : Off (-1000V +300V/-150V)
		THV On (1300V)	1 : On, 2 : Off (+1300V ± 20V)
		THV ADC 1300V	1 : On, 2 : Off (ADC Value : 101 ± 5)
		THV ADC 600V~3550V	1 : On, 2 : Off (Compare each ADC Value)
5		Heat Error Num	
		Low Heat Num	
		Heat Buffer 1~10	

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Date: 13-Apr-04

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ENGINE TEST MODE

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### 5.5.3 STATUS PRINT

When the function is enabled a group of parameters are printed at the bottom of each page. This shows the print engine condition. This is not necessary for service use.

This setting stays on when you get out of Engine Mode. Make sure to set it off.

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ENGINE FW

## 6.6.4 FUSING

The resistance of the thermistor varies inversely with the temperature of the hot roller. The control circuit monitors the temperature through the thermistor and turns the fusing lamp on and off. This keeps the hot roller at the operating temperature.

### Error Type

Error	Description
Open heat error	Goes lower than 68°C for 28 seconds at the time of warm up
Lower heat error	<ul style="list-style-type: none"> <li>Standby: Goes lower than 80°C over 10 seconds</li> <li>Print mode:                             <ol style="list-style-type: none"> <li>Goes lower than 145°C for 4 seconds for consecutive pages.</li> <li>Sets at 25°C or lower than the fixed fusing temperature over 4 seconds for consecutive pages.</li> </ol> </li> </ul>
Over heat error	Goes higher than 220°C for 3 seconds

## 6.6.5 LSU

The LSU consists of the LD (Laser Diode) and the polygon motor. The LD turns and drives the polygon motor when it gets a print signal. Hsync occurs when the light part gets the beam. LReady occurs when the polygon motor speed gets to a correct condition. The LSU controller gets to 1 when the LSU is ready. If not, an error is shown.

### Error Type

Error	Description
Polygon motor error	When the polygon motor's speed is not correct
Hsync error	The polygon motor's speed is correct, but the Hsync signal is not shown.

Detailed  
Descriptions

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**SPECIFICATIONS**
**SPECIFICATIONS**
**1. GENERAL SPECIFICATIONS**

Configuration	Desktop	
Major Features:	Copier, Print, Scan, Fax (with ADF)	
Operation System:	Win95/98/Win-Me/NT4.0/2000/XP	
LCD:	16 characters x 2 lines	
I/O Interface:	USB1.1 & IEEE1284	
Power Consumption:	Print Mode	350 W
	Sleep Mode	20 W
Power Switch:	Yes	
Noise:	Operating	55 dBA
	Standby	39 dBA
Warm Up:	Less than 42 seconds	
Approval:	Class B	
Device Memory:	16 MB	
Size (W*D*H) w/o Hand Set:	474 x 436 x 417 mm (18.7" x 17.2" x 16.4")	
Weight:	13 Kg (28.8 lbs.); With toner Cartridge	
Absolute Storage Condition:	Temperature:	-20°C ~ 40°C
	Humidity:	10% RH ~ 95% RH
Operating Condition:	Temperature:	10°C ~ 32°C
	Humidity:	20% RH ~ 80% RH
Recommended Operating Condition:	Temperature:	16°C ~ 30°C
	Humidity:	30% RH ~ 70% RH

Spec

**SPECIFICATIONS**

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**2. PRINT SPECIFICATION**

Configuration		Desktop
Print Speed:		<b>A4 - 16 ppm, Letter - 17 ppm</b> (5%, Character Pattern)
Print Method:		Laser Scanning Unit + Electro Photography
Print Language:		GDI
Power Save:		Yes (5/10/15/30/45 min.)
Resolution:	Normal	600 *600 dpi
	RET	No
Toner Save:		Yes
Memory:		8MB
FPOT:	Stand by	Approx. 12 seconds
	Power Save	Less than 54 seconds
Duplex Print:		Manual (driver support provided)
Printable Area:		207.6 x 270.6 mm (Letter)

**3. SCAN SPECIFICATION**

Configuration		Desktop
Halftone (Gray Scale):		256 level
Scan Method:		Color CCD ( ITU-T#1 Chart )
Scan Speed	ADF	25 seconds: Text/Mixed Mode, B/W Letter and 300dpi. (USB)
		72 sec Photo Mode: Gray Letter & 300dpi. (USB)
		Platen
	Platen	23 sec
Resolution:		Optical 600 x 600 dpi
Scan Width:	Width	Max.216mm (8.5")
	Length (ADF)	Max. 356mm (14.0")
	Length (Platen)	Max. 297mm (11.7")
Scan-to:		E-mail, Image, OCR, FAX, WEB

**SPECIFICATIONS**

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**7. PAPER HANDLING**

Configuration		Desktop
Capacity (20lbs):	Main Tray	250 sheets
	Bypass	Single sheet
Optional Cassette:		No
Output Capacity:		150Sheets/20 lb
Output Control:		Face down
Paper Size:	Main tray	CST: A4, Letter, Legal Folio, Executive, B5
	Bypass	Bypass: Envelope 6 3/4, 7 3/4, #9, #10, DL, C5, B5
Paper Weight:	Main tray	60 ~ 90g/m <sup>2</sup> (16 ~ 24 lb)
	Bypass	60 ~ 163g/m <sup>2</sup> (16 ~ 43 lb)
Paper Path:	Standard output	Bottom to Middle Front
	Straight through	Face up, Single Sheet
Paper Size:	Max	216 x 356mm (8.5" x 14")
	Min	76 x 127mm (3"x 5 ")
Output Stacker:	Paper	Extension
	Document	Fixed
Input Guide:	Bypass tray	Adjustable
	Main tray	Universal
	Document	Adjustable
ADF:	Paper Weight	47 ~ 105g/m <sup>2</sup> (12.5~28lb)
	Capacity	30 sheets (75g/m <sup>2</sup> /20 lb)
	Document size width	148mm ~ 216 mm (5.8" - 8.5")
	Document size length	127 mm ~ 356 mm (5" - 14.0")

Model: Model C-C1		Date: 2-Jul-04	No.: RB173002
Subject: Machine Firmware History		Prepared by: A. Ishiyama	
From: 1st Technical Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is the machine firmware history for the Model C-C1 (B173 model).

Part Number	Version	Production
<b>B173612</b>	<b>6.12</b>	<b>May '04 production</b>
B173609	6.09	First mass production

**Note:** The above firmware is being used for USA, Europe, Asia and China models.

## Descriptions of changes

Symptom Corrected, Other Changes	Version
<p><b>Symptoms corrected:</b></p> <ol style="list-style-type: none"> <li>1. <i>Cannot use the Menu key once the number of pages is programmed for the job.</i></li> <li>2. <i>The operator was able to set the "End Time" for a Forward Job to an earlier value than the "Start Time".</i></li> <li>3. <i>"Warming up" remains displayed after the machine is woken up by a print job set for plain paper feed from the Bypass Tray. (Printing is normal).</i></li> </ol> <p><b>Other changes:</b></p> <ol style="list-style-type: none"> <li>1. <i>Optimized the Toner Low/Empty timing by adjusting the threshold for the toner dot counter based on the temperature/humidity data from the environmental sensor.</i></li> <li>2. <i>Modified software so that the display does not allow the operator to access the Copier function during fax communication.</i>  <i>Note: With previous versions, the machine prohibited Copier operations in accordance with specification, but the display allowed the operator to input the number of copies.</i></li> <li>3. <i>Modified software so that the operator can print from the Bypass Tray after clearing a Jam 0 at this tray. (Previously, it was necessary to re-feed from a paper tray).</i></li> <li>4. <i>Modified software so that a Speed Dial cannot be deleted if it is currently programmed in a Forward Job. (Deletion causes this feature to operate incorrectly).</i></li> <li>5. <i>Reduce/Enlarge default changed from Custom to Original.</i></li> <li>6. <i>The following setting has been applied for the China model.</i>  <i>Note: This is effective when the country code is set to China.</i>  <i>Redial count:</i>            - Setting range: 0-2            - Default: 2         </li> </ol>	6.12
Regular upgrade: Improved management of energy saver function.	6.09

Reissued: 16-Sep-04

Model: Model C-C1	Date: 2-July-04	No.: RB173002a
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## RTB Reissue

The items in bold italics have been added.

Subject: Machine Firmware History		Prepared by: A.Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
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B173609	6.09	First mass production

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## Descriptions of changes

Symptom Corrected, Other Changes	Version
<b><i>Other changes:</i></b> <b><i>1. DTMF levels for Russia changed to meet local regulations.</i></b> <b><i>2. Optimized the transfer voltage and fusing temperature for "Colored" paper to ensure good drum cleaning.</i></b> <b><i>3. Optimized the timing for the "Toner Low" and "Toner Empty" conditions (the threshold for the toner dot counter was changed).</i></b>	<b>6.13</b>

Reissued: 18-Nov-04

Model: Model C-C1	Date: 2-July-04	No.: RB173002b
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## RTB Reissue

The items in bold italics have been added.

Subject: Machine Firmware History		Prepared by: A.Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is the machine firmware history for the Model C-C1 (B173 model).

Part Number	Version	Production
<b><i>B173614</i></b>	<b><i>6.14</i></b>	<b><i>October '04 production</i></b>
B173613	6.13	July '04 production
B173612	6.12	May '04 production
B173609	6.09	First mass production

**Note:** The above firmware is being used for USA, Europe, Asia and China models.

## Descriptions of changes

Symptom Corrected, Other Changes	Version
<p><b>1. "LUI Select" setting was added: Tech Mode &gt;&gt; Data Setup &gt;&gt; LUI Select.</b></p> <p><b><i>Reason: The NCU (LIU) was changed so that the EU model can be used in South Africa (new regulations). This setting tells the machine if the NCU is the old one or the new one.</i></b></p> <p><b><i>When you install this firmware, make sure the setting is correct:</i></b>  <b><i>- New NCU (B1739677): Select "EU&amp;SA LIU"</i></b>  <b><i>- Old NCU (B1739515): Select: "EU LIU"</i></b></p> <p><b><i>Note: For details, see MB B173004 and RTB B173003.</i></b></p>	<b>6.14</b>
<p><b>2. The On/Off display for the Message Confirmation Report is wrong when the report is selected from the RCP (Remote Control Panel).</b></p> <p>Other changes:</p> <ol style="list-style-type: none"> <li>DTMF levels for Russia changed to meet local regulations.</li> <li>Optimized the transfer voltage and fusing temperature for "Colored" paper to ensure good drum cleaning.</li> <li>Optimized the timing for the "Toner Low" and "Toner Empty" conditions (threshold for toner dot counter was changed).</li> </ol>	<b>6.13</b>

Reissued: 18-Nov-04

Symptom Corrected, Other Changes		Version
<p>Symptoms corrected:</p> <ol style="list-style-type: none"> <li>1. Cannot use the Menu key once the number of pages is programmed for the job.</li> <li>2. The operator was able to set the "End Time" for Forward Job to an earlier value than the "Start Time".</li> <li>3. "Warming up" remains displayed after the machine is woken up by a print job set for plain paper feed from the Bypass Tray. (Printing is normal).</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Optimized the Toner Low/Empty timing by adjusting the threshold for the toner dot counter based on the temperature/humidity data from the environmental sensor.</li> <li>2. Modified software so that the display does not allow the operator to access the Copier function during fax communication. Note: With previous versions, the machine prohibited Copier operations in accordance with specification, but the display allowed the operator to input the number of copies.</li> <li>3. Modified software so that the operator can print from the Bypass Tray after clearing a Jam 0 at this tray. (Previously, it was necessary to re-feed from a paper tray).</li> <li>4. Modified software so that a Speed Dial cannot be deleted if it is currently programmed in Forward Job. (Deletion causes this feature to operate incorrectly).</li> <li>5. Reduce/Enlarge default changed from Custom to Original.</li> <li>6. The following setting has been applied for the China model. Note: This is effective when the country code is set to China. Redial count: - Setting range: 0-2 - Default: 2</li> </ol>		6.12
Regular upgrade: Improved management of energy saver function.		6.09

Model: Model C-C1 EU Model		Date: 18-Nov-04	No.: RB173003
Subject: Machine firmware updated for NCU change		Prepared by: A. Ishiyama	
From: 1st Technical Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Important Note on NCU / Firmware / Machine Interchangeability

As announced in MB B173004 and RTB B173002b, the NCU (LUI) for the Europe model was changed from October 2004 so that it can be used in South Africa:

P/N B1739515 → P/N B1739677

**Note:** There is a round, green seal on the new NCU.


When you install the new NCU (LUI), you also need to update the firmware and check the "LUI Select" setting (details below).

### Action in the Field

- 1) If you install the **new** NCU (B1739677), make sure to install firmware **v6.14 or later.**
- 2) When you install v6.14, make sure that the "LIU Select" setting is correct.  
(Tech Mode >> Data Setup >> LUI Setting):

- v6.14 + **New** NCU: Select "**EU&SA LIU**"
- v6.14 + **Old** NCU: Select: "**EU LIU**"

Example: v6.14 + New LCU:

	Silence Time	[12 Sec/Unlimit/Off]	Off
	LIU Select (EU only)	[EU&SA LIU/EU LIU]	<u>EU&amp;SA LIU</u>
<hr/>			
	Firmware/Engine/Emulation Version	: 6.14 V7.1.1 QPDL 1.22 12-02-2003	

[System Data List]

**Reissued: 30-Jan-06**

Model: Model C-C1	Date: 24-Jan-05	No.: RB173002c
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**RTB Reissue**

The items in ***bold italics*** have been added.

Subject: Machine Firmware History		Prepared by: T. Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is the machine firmware history for the Model C-C1 (B173 model).

Part Number	Version	Production
<b><i>B173615</i></b>	<b><i>6.15</i></b>	<b><i>Feburary '05 production</i></b>
B173614	6.14	October '04 production
B173613	6.13	July '04 production
B173612	6.12	May '04 production
B173609	6.09	First mass production

**Note:** The above firmware is being used for USA, Europe, Asia and China models.

Symptom Corrected, Other Changes	Version
<b><i>Other changes:</i></b> <b><i>The volume of the beeping sound for Fax reception was reduced.</i></b>	<b><i>6.15</i></b>
1. "LUI Select" setting was added: Tech Mode >> Data Setup >> LUI Select.  Reason: The NCU (LIU) was changed so that the EU model can be used in South Africa (new regulations). This setting tells the machine if the NCU is the old one or the new one.  When you install this firmware, make sure the setting is correct: - New NCU (B1739677): Select "EU&SA LIU" - Old NCU (B1739515): Select: "EU LIU"  Note: For details, see MB B173004 and RTB B173003.	6.14
2. The On/Off display for the Message Confirmation Report is wrong when the report is selected from the RCP (Remote Control Panel).  <b>Other changes:</b> 1. DTMF levels for Russia changed to meet local regulations. 2. Optimized the transfer voltage and fusing temperature for "Colored" paper to ensure good drum cleaning. 3. Optimized the timing for the "Toner Low" and "Toner Empty" conditions (threshold for toner dot counter was changed).	6.13

**Reissued: 30-Jan-06**

Symptom Corrected, Other Changes		Version
<p>Symptoms corrected:</p> <ol style="list-style-type: none"> <li>1. Cannot use the Menu key once the number of pages is programmed for the job.</li> <li>2. The operator was able to set the "End Time" for Forward Job to an earlier value than the "Start Time".</li> <li>3. "Warming up" remains displayed after the machine is woken up by a print job set for plain paper feed from the Bypass Tray. (Printing is normal).</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>1. Optimized the Toner Low/Empty timing by adjusting the threshold for the toner dot counter based on the temperature/humidity data from the environmental sensor.</li> <li>2. Modified software so that the display does not allow the operator to access the Copier function during fax communication. Note: With previous versions, the machine prohibited Copier operations in accordance with specification, but the display allowed the operator to input the number of copies.</li> <li>3. Modified software so that the operator can print from the Bypass Tray after clearing a Jam 0 at this tray. (Previously, it was necessary to re-feed from a paper tray).</li> <li>4. Modified software so that a Speed Dial cannot be deleted if it is currently programmed in Forward Job. (Deletion causes this feature to operate incorrectly).</li> <li>5. Reduce/Enlarge default changed from Custom to Original.</li> <li>6. The following setting has been applied for the China model. Note: This is effective when the country code is set to China. Redial count: - Setting range: 0-2 - Default: 2</li> </ol>		6.12
Regular upgrade: Improved management of energy saver function.		6.09

**Reissued: 14-Apr-06**

Model: Model C-C1	Date: 24-Jan-05	No.: RB173002d
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**RTB Reissue**

The items in ***bold italics*** have been added.

Subject: Machine Firmware History		Prepared by: T. Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is the machine firmware history for the Model C-C1 (B173 model).

Part Number	Version	Production
<b><i>B173617</i></b>	<b><i>6.17</i></b>	<b><i>February '06 production</i></b>
B173615	6.15	February '05 production
B173614	6.14	October '04 production
B173613	6.13	July '04 production
B173612	6.12	May '04 production
B173609	6.09	First mass production

**Note:** The above firmware is being used for USA, Europe, Asia and China models.

**Descriptions of changes**

Symptom Corrected, Other Changes	Version
<ol style="list-style-type: none"> <li><b><i>"Receiving" is displayed when the operator sends a fax.</i></b>  <b><i>Conditions:</i></b> <ul style="list-style-type: none"> <li><b><i>The fax is sent using an external phone connected to the MFP.</i></b></li> <li><b><i>The MFP is turned ON, a copy is made, and then the fax is sent.</i></b></li> </ul> </li> <li><b><i>The LCD language changes to English after the Shading Test is done and the technician returns to UP Mode (even if the language before the Shading Test was not English).</i></b></li> <li><b><i>After a Memory Clear is done, only the number of copies, reduction/enlargement, darkness and original type settings return to default. (Other settings do not return to default).</i></b></li> <li><b><i>When the paper in the machine runs out, garbled characters are displayed or the "PC print pending" message is not displayed.</i></b></li> </ol>	<b><i>6.17</i></b>
Modified to reduce the beep sound level during receiving a fax.	6.15

**Reissued: 14-Apr-06**

Model: Model C-C1		Date: 24-Jan-05	No.: RB173002d
Symptom Corrected, Other Changes			Version
<p>1. "LUI Select" setting was added: Tech Mode &gt;&gt; Data Setup &gt;&gt; LUI Select</p> <p>Reason: The NCU (LIU) was changed so that the EU model can be used in South Africa (new regulations). This setting tells the machine if the NCU is the old one or the new one.</p> <p>When you install this firmware, make sure the setting is correct:</p> <ul style="list-style-type: none"> <li>- New NCU (B1739677): Select "EU&amp;SA LIU"</li> <li>- Old NCU (B1739515): Select: "EU LIU"</li> </ul> <p>Note: For details, see MB B173004 and RTB B173003.</p> <p>2. The On/Off display for the Message Confirmation Report is wrong when the report is selected from the RCP (Remote Control Panel).</p>			6.14
<p>Other changes:</p> <ol style="list-style-type: none"> <li>DTMF levels for Russia changed to meet local regulations.</li> <li>Optimized the transfer voltage and fusing temperature for "Colored" paper to ensure good drum cleaning.</li> <li>Optimized the timing for the "Toner Low" and "Toner Empty" conditions (threshold for toner dot counter was changed).</li> </ol>			6.13
<p>Symptoms corrected:</p> <ol style="list-style-type: none"> <li>Cannot use the Menu key once the number of pages is programmed for the job.</li> <li>The operator was able to set the "End Time" for Forward Job to an earlier value than the "Start Time".</li> <li>"Warming up" remains displayed after the machine is woken up by a print job set for plain paper feed from the Bypass Tray. (Printing is normal).</li> </ol> <p>Other changes:</p> <ol style="list-style-type: none"> <li>Optimized the Toner Low/Empty timing by adjusting the threshold for the toner dot counter based on the temperature/humidity data from the environmental sensor.</li> <li>Modified software so that the display does not allow the operator to access the Copier function during fax communication. Note: With previous versions, the machine prohibited Copier operations in accordance with specification, but the display allowed the operator to input the number of copies.</li> <li>Modified software so that the operator can print from the Bypass Tray after clearing a Jam 0 at this tray. (Previously, it was necessary to re-feed from a paper tray).</li> <li>Modified software so that a Speed Dial cannot be deleted if it is currently programmed in Forward Job. (Deletion causes this feature to operate incorrectly).</li> <li>Reduce/Enlarge default changed from Custom to Original.</li> <li>The following setting has been applied for the China model. Note: This is effective when the country code is set to China. Redial count: <ul style="list-style-type: none"> <li>- Setting range: 0-2</li> <li>- Default: 2</li> </ul> </li> </ol>			6.12
Regular upgrade: Improved management of energy saver function.			6.09

**Reissued: 25-Jun-07**

Model: Model C-C1	Date: 24-Jan-05	No.: RB173002e
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**RTB Reissue**

The items in ***bold italics*** have been added.

Subject: Machine Firmware History		Prepared by: T. Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following is the machine firmware history for the Model C-C1 (B173 model).

Part Number	Version	Production
<b><i>B173618</i></b>	<b><i>6.18</i></b>	<b><i>April '07 production</i></b>
B173617	6.17	February '06 production
<b><i>B173615</i></b>	<b><i>6.15</i></b>	<b><i>February '05 production</i></b>
B173614	6.14	October '04 production
B173613	6.13	July '04 production
B173612	6.12	May '04 production
B173609	6.09	First mass production

**Note:** The above firmware is being used for USA, Europe, Asia and China models.

**Descriptions of changes**

Symptom Corrected, Other Changes	Version
<b><i>Symptom corrected:</i></b> <b><i>1. The value of the Total Toner Counter does not appear on the System Data List when printing out this list from inside User Mode.</i></b>	<b><i>6.18</i></b>
1. "Receiving" is displayed when the operator sends a FAX. Conditions: - The FAX is sent using an external phone connected to the MFP. - The MFP is turned ON, a copy is made, and then the FAX is sent. 2. The LCD language changes to English after the Shading Test is done and the technician returns to UP Mode (even if the language before the Shading Test was not English). 3. After a Memory Clear is done, only the number of copies, reduction/enlargement, darkness and original type settings return to default. (Other settings do not return to default). 4. When the paper in the machine runs out, garbled characters are displayed or the "PC print pending" message is not displayed.	6.17
Modified to reduce the beep sound level during receiving a fax.	6.15

**Reissued: 25-Jun-07**

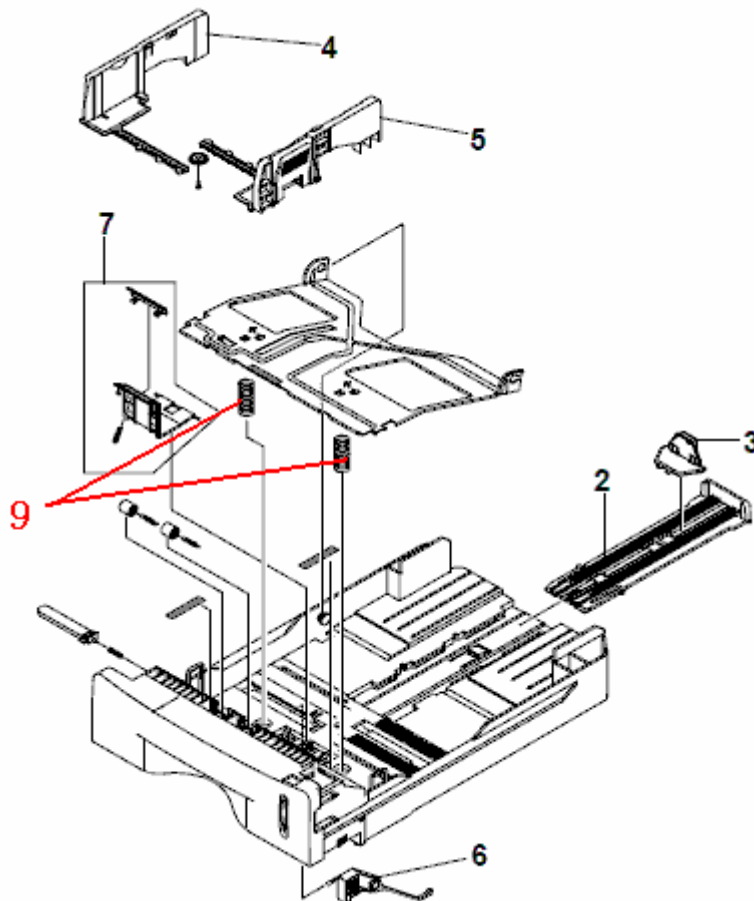
Model: Model C-C1		Date: 24-Jan-05	No.: RB173002e
Symptom Corrected, Other Changes			Version
1. "LUI Select" setting was added: Tech Mode >> Data Setup >> LUI Select  Reason: The NCU (LIU) was changed so that the EU model can be used in South Africa (new regulations). This setting tells the machine if the NCU is the old one or the new one.  When you install this firmware, make sure the setting is correct: - New NCU (B1739677): Select "EU&SA LIU" - Old NCU (B1739515): Select: "EU LIU"  Note: For details, see MB B173004 and RTB B173003.			6.14
2. The On/Off display for the Message Confirmation Report is wrong when the report is selected from the RCP (Remote Control Panel).  Other changes: 1. DTMF levels for Russia changed to meet local regulations. 2. Optimized the transfer voltage and fusing temperature for "Colored" paper to ensure good drum cleaning. 3. Optimized the timing for the "Toner Low" and "Toner Empty" conditions (threshold for toner dot counter was changed).			6.13
Symptoms corrected: 1. Cannot use the Menu key once the number of pages is programmed for the job. 2. The operator was able to set the "End Time" for Forward Job to an earlier value than the "Start Time". 3. "Warming up" remains displayed after the machine is woken up by a print job set for plain paper feed from the Bypass Tray. (Printing is normal).  Other changes: 1. Optimized the Toner Low/Empty timing by adjusting the threshold for the toner dot counter based on the temperature/humidity data from the environmental sensor. 2. Modified software so that the display does not allow the operator to access the Copier function during fax communication. Note: With previous versions, the machine prohibited Copier operations in accordance with specification, but the display allowed the operator to input the number of copies. 3. Modified software so that the operator can print from the Bypass Tray after clearing a Jam 0 at this tray. (Previously, it was necessary to re-feed from a paper tray). 4. Modified software so that a Speed Dial cannot be deleted if it is currently programmed in Forward Job. (Deletion causes this feature to operate incorrectly). 5. Reduce/Enlarge default changed from Custom to Original. 6. The following setting has been applied for the China model. Note: This is effective when the country code is set to China. Redial count: - Setting range: 0-2 - Default: 2			6.12
Regular upgrade: Improved management of energy saver function.			6.09

Model: Model C-C1		Date: 12-Jun-09	No.: RB173004
Subject: Spring Cassette (Cassette Assembly)		Prepared by: Y. Gaman	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change:** This part was added.

**Reason:** Requests from the field.

NEW Part	Description	Q'ty	Int	Page	Index	Note
G9601016	SPRING - CASSETTE	2	-	15	9	



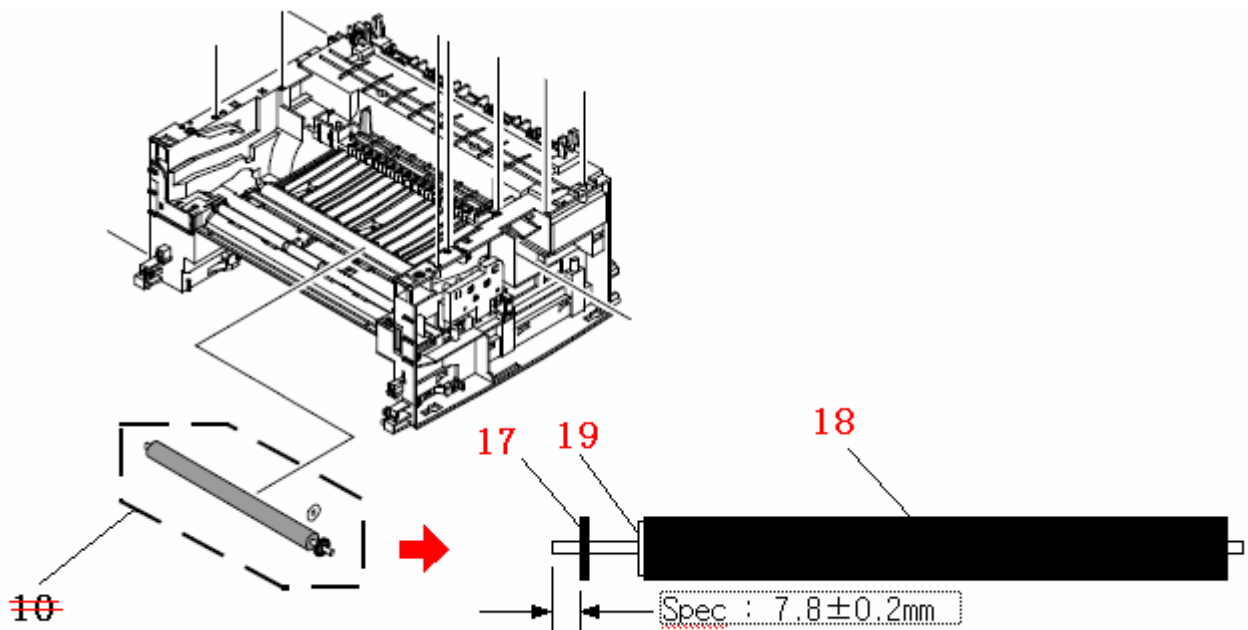
Model: Model C-C1		Date: 02-Jul-09	No.: RB173005
Subject: Transfer Roller (MAIN ASSEMBLY)		Prepared by: Y. Gaman	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change:** P/N B1739513 was divided into three separate parts.

**Reason:** The parts vendor stopped supplying P/N B1739513 as an assembly.

## < B173>

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
B1739513	B1739801	GEAR - TRANSFER	1	O/O	3	10→17	
	B1739802	ROLLER - TRANSFER	1			10→18	
	B1739803	SPACER - TRANSFER	1			10→19	



Model: C-C1		Date: 20-May-10	No.: RB173006
Subject: New service part is added.		Prepared by: K. Nakano	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

## Change:

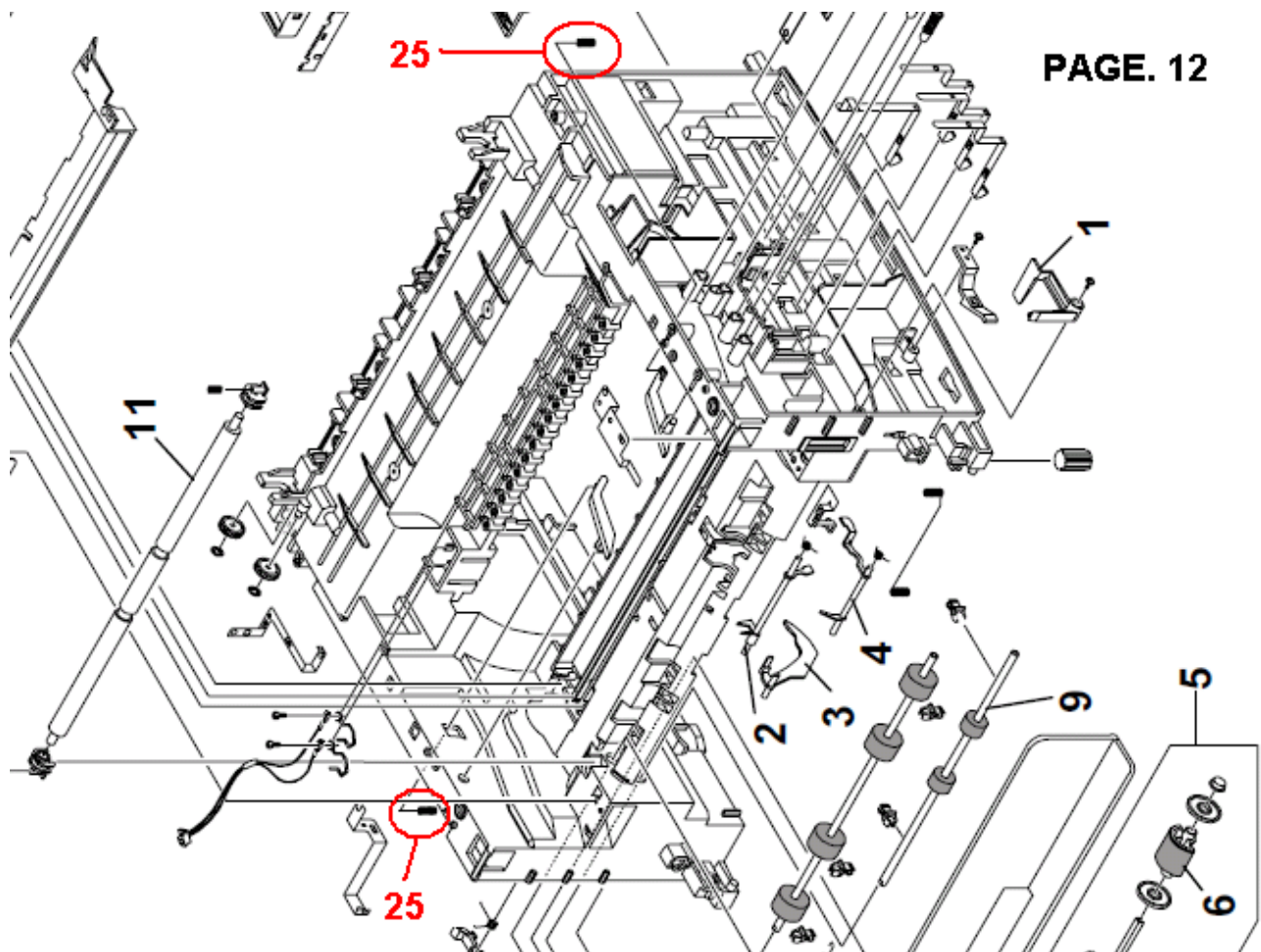
New service part is added.

## Reason:

Request from the field.

## <H914/H915>

New Part #	Description	Q'ty	Int.	Page	Index	Note
G1861203	SPRING - GUIDE	2	-	13	25	



Model: C-C1		Date: 23-Jun-10	No.: RB173007
Subject: New service parts are added		Prepared by: K. Nakano	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

## Change:

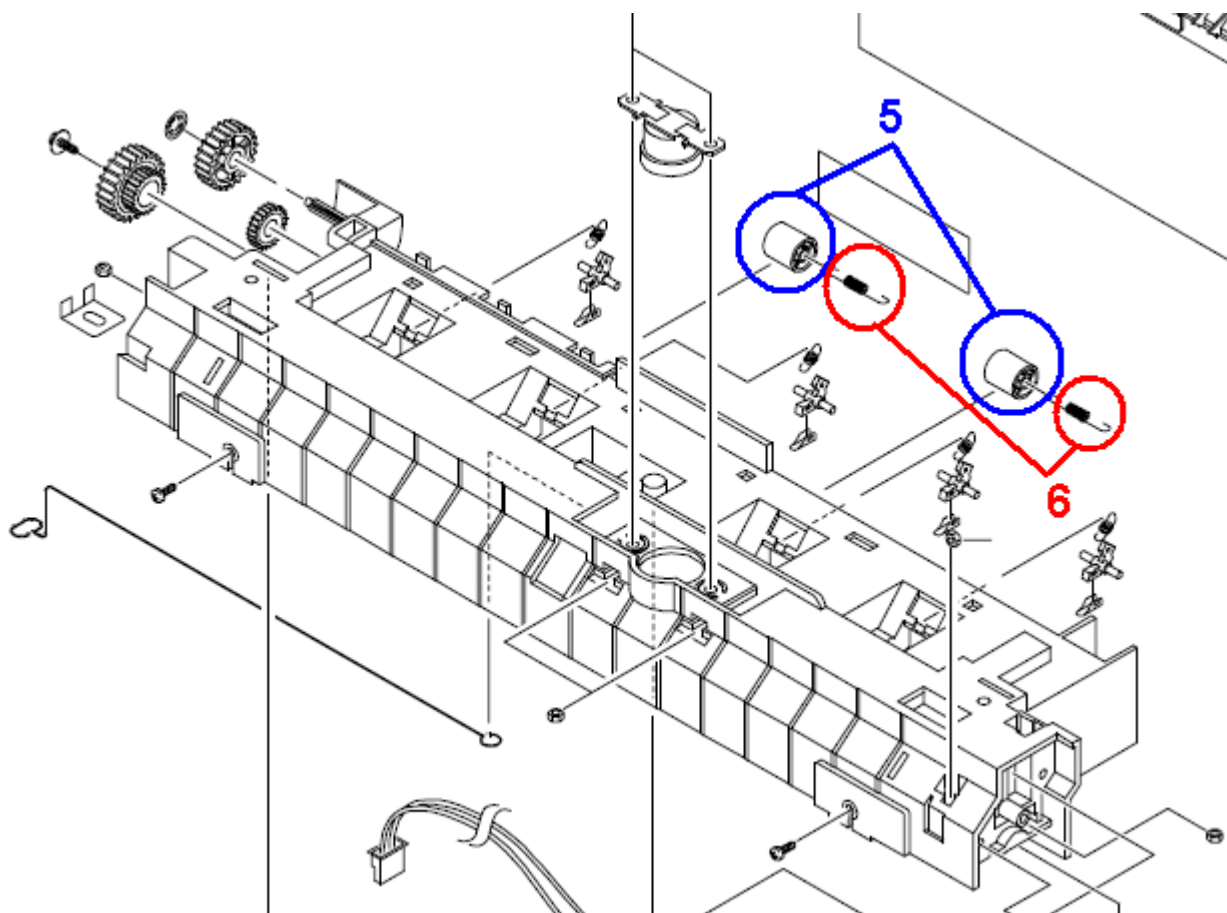
Two service parts are newly added.

## Reason:

Request from the field.

Part Number	Description	Q'ty	Page	Index	Note
B1739805	ROLLER EXIT	2	14	5	
B1739806	SPRING FUSER EXIT	2	14	6	

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Model: C-C1		Date: 24-Aug-10	No.: RB173008
Subject: Parts Catalog Correction		Prepared by: K. Nakano	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

## Change:

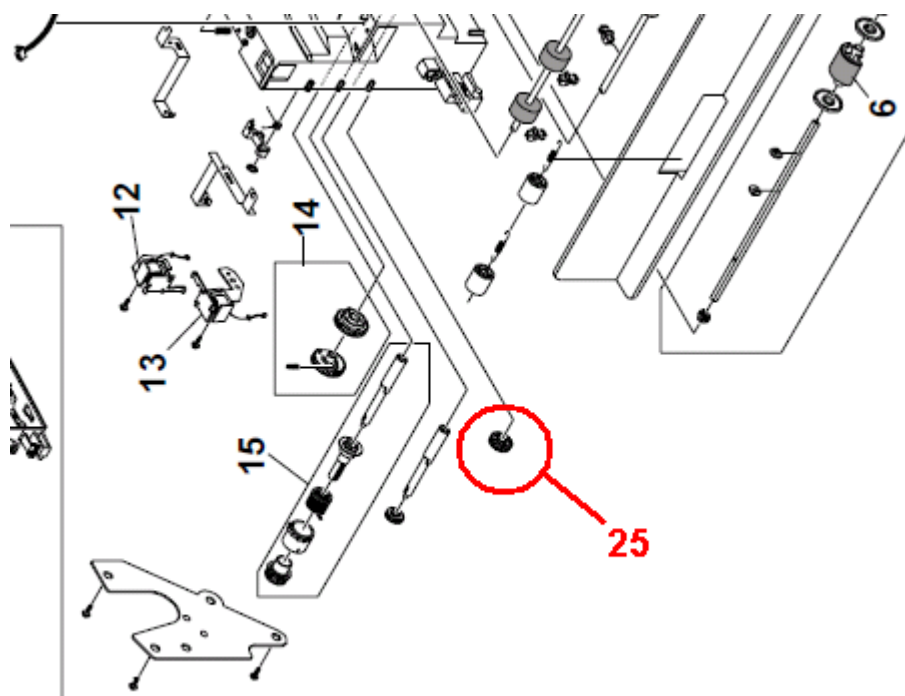
The following part is added.

## Reason:

Request from the field.

New Part #	Description	Q'ty	Page	Index	Note
G9601101	IDEAL GEAR MA ASS'Y (RoHs)	1	13	25	

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B173C907.WMF

Model: C-C1		Date: 15-Mar-11	No.: RB173009
Subject: Parts Catalog Correction		Prepared by: K. Nakano	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

## Change:

The following part is added.

## Reason:

Request from the field.

New Part #	Description	Q'ty	Page	Index	Note
G9601107	Feed Roller	1	13	26	

Page 12 of Parts Catalog:

## 7. FRAME ASSEMBLY

