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Reissued:12-Jan-06

Model: CM-C1			Dat	e: 12-Jan-06	No.: RB273001a		
RTB Correction The items in bold italics have been corrected or added.							
Subject: Countermeasure for poor image quality Prepared by: T. Shintani					Shintani		
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:		☐ Part info	rmat	tion	n required		
	☐ Mechanical	☐ Electrica	al	☐ Servi	ce manual revision		
	☐ Paper path	☐ Transm	it/rec	eive	fit information		
	☐ Product Safety	Other ()			

SYMPTOM:

The copy image is light. (Printer image is not affected; this only concerns the copy image)

CAUSE:

 Limitation as set by specification. 	2. Cannot maintain " <i>Threshold level</i> "
	correctly in platen copy mode.

ACTION TAKEN:

Step1: Change the default setting from "*Mix*" to "*Text*" as shown below:

- 1. Push the "Menu" button.
- 2. Change the function to "Copy Set-up" using the scroll function.
- 3. Select the function; Default change -> Original type, then set to "Text".

Step2: Change the default setting from "Normal" to "Darken".

- 1. Push the "Menu" button.
- 2. Change the function to "Copy setup" using the scroll function.
- 3. Select the function to "Default change -> Darkness, then set to "Darken".

Step1: Open and close the platen cover if the document is on the exposure glass.

Reason

When the customer gets a light image when using the platen glass, the copy image gets lighter over the passage of time. As a result, the machine cannot keep the "Slash hold level" over longer periods of time. Therefore, you must force the machine to detect the "Slash hold level" when you open and close the platen cover.

* We will issue a more detailed RTB concerning this matter at a later date.

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Model: Model CM-C1			Dat	ate: 1-Feb-06		No.: RB273002
Subject: Limitat	(Prepared	by: T.SI	hintani		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion [Action	required
		☐ Electric	al		Servic	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive [Retrof	it information
	⊠ Other ()					

Important Notes on the Specifications of the USB Flash Drive Port

• The USB Flash Drive Port supports the following:

Connection method:
 Memory stick capacity:
 USB 1.1 only
 512MB or less



The recommended memory sticks are as follows:

No.	Vendor	Model Name	Capacity	İ
1	locell	Celldisk2.0	128MB	
2	StormBlue	Memorydrive	512MB	
3	KingMax	KingMax	512MB	
4	Sony	MicdoValue	256MB	
5	Sarotech	Flex Drive 2.0	512MB	
6	AL-Tech	Anydrive 2.0	256MB	
7	Transend	Jet Flash	1GB	ןנ
8	Sandisk	Cruser mini	128MB	[
9	HANA Micron	Axis Mobile Disk 1.1	64MB	
10	HANA Micron	Axis Mobile Disk 2.0	64MB	
11	Innator	Xdrive 2.0	128MB	
12	SKC	Ezstick	128MB	
13	Iomega	Mini Drive	128MB	
14	Shin-Oh	MiniBank	128MB	
15	CoolGate	Coolgate	128MB	
16	Fulex	Fulex	128MB	
17	Jung Soft	Nexdisk	32MB	
18	KMF	UniDrive	128MB	
19	MemoRive	MemoRive	128MB	
20	Bayon	eXtreme	128MB	
21	Cellgino	Cellgino4	128MB	
22	Selfdisk	Elegance	128MB	
23	Samsung	YP-55 (MP3 player)	256MB	

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Reissued: 06-Feb-07

Model: Model CM-C1	Date: 20-Jul -06	No.: RB273003a
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RTB Reissue

The items in bold italics have been added

Subject: Firmware history			Prepared by: T.Shintani	
From: Technical	Services Sec., Service Plannni	ing Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part informate ☐ Electrical ☐ Transmit/rec		
	_ ,			

This is to inform you of the firmware history for Model CM-C1.

Part Number	Version	Production
B273610	6.10	January 2007 production
B273606	6.06	March. 2006 production
B273601	6.01	First mass production

Descriptions of changes

Symptom Corrected, Other Changes	Version
Symptoms corrected:	
1. During fax reception, the machine stalls and displays	
"Printing".	6.10
2. During fax reception, the machine stalls and displays "Please	
wait".	
1. Sometimes, a fax cannot be sent when the handset is used.	
2. The SYS OBJECT ID for the NIC was corrected.	
Incorrect (for HP models): 1.3.6.1.4.1.11.2.3.9.1	
Correct (for Ricoh model): 1.3.6.1.4.1.367.1.1	6.06
3. After Scan Power Save mode, if we initiate NetScan, in the Netscan	0.00
application it will be shown as Unknown Error for sometime.	
4. Sometimes, the image density is too low when copies are made using	
the platen cover.	
Regular upgrade: Improved management of energy saver function.	6.01

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Model: Model CM-C1			Dat	te: 20-Jul-06		No.: RB273004
Subject: Network firmware history					Prepared by: T.Shintani	
From: Technical Services Sec., Service Plannning Dept.						
Classification:	☐ Troubleshooting	☐ Part inf	orma	tion		required
	☐ Mechanical	☐ Electric	al		☐ Servic	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	□ Retrof	fit information
	☐ Other ()					

This is to inform you of the firmware history for Model CM-C1.

Part Number	Version	Production
B273120	1.01.20	March. 2006 production
B273117	1.01.17	First mass production

Descriptions of changes

Symptom Corrected, Other Changes	Version
Please update the Network FW V1.01.20 with Engine FW V6.06	
1. Sometimes, a fax cannot be sent when the handset is used.	
2. The SYS OBJECT ID for the NIC was corrected.	
Incorrect (for HP models): 1.3.6.1.4.1.11.2.3.9.1	
Correct (for Ricoh model): 1.3.6.1.4.1.367.1.1	1.01.20
3. After Scan Power Save mode, if we initiate NetScan, in the	
Netscan application 'Unknown Error' appears.	
4. Sometimes, the image density is too low when copies are made	
using the platen cover.	
Regular upgrade: Improved management of energy saver function.	6.01

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Model: Model CM-C1		Date: 04-Aug-06		No.: RB273005	
Subject: Replacement&Adjustment / Specification			Prepared by: T.Shintani		
From: Technical Services Sec., Service Plannning Dept.					
Classification:	☐ Troubleshooting	☐ Part informa		tion	required
	☐ Mechanical	☐ Electric	al	⊠ Servi	ce manual revision
	☐ Paper path	☐ Transmit/rec		eive 🗌 Retro	fit information
	Other ()				

The Service Manual was changed as follows.

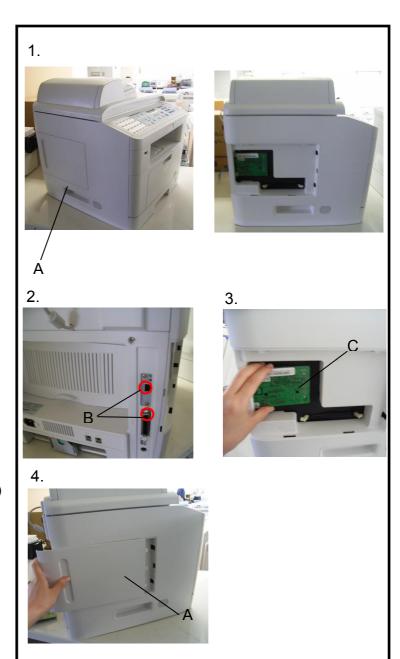
Add the replacement procedure for the network board.

3.19 Network Board

Open the side cover (Cover – Memory)
[A].

- 2. Remove the 2 screws [B].
- 3. Remove the network board [C].

4. Close the side cover (Cover – Memory) [A].





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Model: Model CM-C1 Date: 04-Aug-06 No.: RB273005

Change the following table:
 (Delete "1" and "60" from the Energy Mode settings).

1. GENERAL SPECIFICATIONS

Configuration	Desktop			
Paper capacity	Main tray	250 sheets		
	By-pass tray	50 sheets		
	Optional paper feed unit	250 sheets		
	Output tray	Face down: 150 sheets		
		Face up: 1 sheet		
Paper size	Main tray	A4, Letter, Legal, Folio, Executive, B5		
	By-pass tray	Envelope 63/4, 73/4, #9, #10, DL, C5, B5		
Paper weight	Main tray	60-90 g/m ² (16-24 lb.)		
	By-pass tray	60-163 g/m ² (16-43 lb.)		
Paper size	Maximum	216 x 356mm (8.5 x 14 inch)		
	Minimum	76 x 127mm (3.5 inch)		
ADF	Paper weight	47-105 g/m ² (12.5-28 lb).		
	Capacity	50 sheets		
	Width	142 x 216mm (5.6x 8.5 inch)		
	Length	148 x 356mm (5.8 x 14 inch)		
Network	Protocol	SPX/IPX, TCP/IP, Ethertalk, SNMP, HTTP 1.1, DLC/LLC		
Machine size (W*D*H)	450 x 423 x 456	mm (17.7 x 16.7 x 18 inch)		
Weight	With toner cartridge	15.6 Kg (34.3 lb)		
	Without toner cartridge	14.8 Kg (32.6 lb)		
Operation panel	16 x 2 characters			
Interface option	USB 2.0			
Total Counter	Electric Counter			
Environmental Standard	US version: Energy Star Tier 1			
	EU version: BAM specifications			
Energy Saver Mode	Selectable 4/5/1	ectable		



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Model: Model CM-C1		Date: 6-Nov-06)6	No.: RB273006	
Subject: Light copy image		Prepared by: T.Shintani		hintani		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	assification: Troubleshooting Part inform Mechanical Electrical			tion		required ce manual revision
	☐ Paper path ☐ Other ()	☐ Transm	it/rec	eive	Retrot	fit information

Symptom

Light copy images occur under the following conditions.

Case 1: The operator turns the power ON, and then opens the DF/platen cover before the machine reaches the Ready condition

Case 2: The operator opens the DF/platen cover, waits a long time, and then makes a copy of an original on the exposure glass.

Cause

The machine's white level is not at optimum value.

Case 1: Every time the DF/platen cover is opened and closed, the machine flashes light at the white plate to set the machine's "white level". If the cover is opened and closed before the Ready condition is reached, the light used is weaker than normal. As a result, the white level will be darker than normal, which lowers the image density.

Case 2: The machine sets the white level when the DF/platen cover is opened and closed, but it cannot retain the white level for a long time. The longer the cover is not opened and closed, the darker the white level becomes.

Solution

- Advise users to do the following:
 - Case 1: Open the DF/platen cover <u>after</u> the machine has reached the Ready condition.
 - Case 2: If you open and close the DF/platen cover, start the copy job soon.
- If the symptom is reported, advise users to open and close the DF/platen cover. The machine will re-set the white level.

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Reissued:27-Mar-07

Model: CM-C1	Date: 12-Mar-07	No.: RB273007a
RTB Correction		

The items in bold italics have been corrected or added.

Subject: Machine stall problem		Prepared by: T. Shintani		
From: 1st Tech.	Support Sec. Service Support I	Dept.		
Classification:	Troubleshooting	☐ Part informat	tion	
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	□ Retrofit information
	☐ Product Safety	Other ()	

Symptom

The machine stalls just before printing out a fax. "Printing..." or "Please Wait..." is then displayed on the operation panel.

Note:

- In some cases, the condition cannot be cleared by turning the main power off/on.
- This symptom has only been reported in the NA and EU markets. This has not been reported in the China or Asia markets.

Cause

Firmware specification.

Solution

Production line:

The firmware was modified to correct this symptom.

Applied from: Feb. 2007 production (see below for cut-in S/N).

New versions:

C1: Ver. 6.10 C1L: Ver. 6.04 Warehouse stock:

The modified firmware has been installed in some machines in warehouse stock (see S/N below). Machines in the field:

1. In as many cases as possible, request customers to upgrade the firmware to the new versions mentioned above.

Note: The Printer Setting Utility necessary to do the procedure is already contained in the CD-ROM provided with the machine. (The firmware upgrade procedure for customers will be provided).

2. If the customers cannot upgrade the firmware by themselves, send a CE to the site to upgrade the firmware.

Note: See the Firmware Upgrade Procedure for CEs on the next page.

- 3. For customers whom you cannot contact, send a CE to the site to upgrade the firmware if these customers report the symptom.
- 4. If the machine condition is such that the firmware upgrade cannot be performed:
 - Replace the main board, or
 - Turn the machine off and leave it unused for at least 43 hours



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Reissued:27-Mar-07

Model: CM-C1 Date: 12-Mar-07 No.: RB273007a

Firmware Upgrade Procedure

- 1. Turn the machine main power switch on.
- 2. Connect the PC to the machine with a USB cable.
- 3. Open the Printer Setting Utility on the PC.
- 4. Upgrade the firmware to the latest version (see version names above).
- 5. Press the following keys, in order: Menu $\rightarrow \# \rightarrow 1 \rightarrow 9 \rightarrow 3 \rightarrow \#$
- 6. If the new firmware version is displayed, push the "Clear/Stop" button.
- 7. If the new firmware version is not displayed, do Steps 2-6 again.

If you need more information to do this procedure, see the Service Manual.

Serial Number Information

The new firmware is installed on the following machines:

Production line:

Product code: B273 -17 -27 -21- 29 From K9978600001 onward

Warehouse stock:

• Product code: B273-17

Warehouse in Japan: K9969600001 to K9969600528 (528 machines)

Warehouse in N.A. (REI): All machines with two blue labels () attached near the barcode on the outer box (607 machines).

• Product code: B273-27

Warehouse in EU (BoZ): All machines with two blue labels () attached near the barcode on the outer box (2,493 machines).



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Reissued: 07-Feb-08

Model: Model CM-C1	Date: 20-Jul -06	No.: RB273003b

RTB Reissue

The items in bold italics have been added

THE ROTTE IT DO	a italioo havo boon aaac	ч.		
Subject: Firmware history			Prepared by: T.Shintani	
From: Technical	Services Sec., Service Plannn	ing Dept.		
Classification:	☐ Troubleshooting	☐ Part information	tion	
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	Other ()			

This is to inform you of the firmware history for Model CM-C1.

Part Number	Version	Production
B273611	6.11	October 2007 production
B273610	6.10	January 2007 production
B273606	6.06	March. 2006 production
B273601	6.01	First mass production

Descriptions of changes

Symptom Corrected, Other Changes	Version
 Symptom corrected: Scanner Lock problem happens when closing the print cover after "Initializing" and doing "PC scan" or "Memory stick scan". Printing via LPR generates empty pages. Output format of fonts does not align with table in form printing. (GFPR#RA07040001) Abnormal printing of ruled lines in form printing. (GFPR#RA7060001) 	6.11
Symptoms corrected: 1. During FAX reception, the machine stalls and displays "Printing". 2. During FAX reception, the machine stalls and displays "Please wait".	6.10
 Sometimes, a FAX cannot be sent when the handset is used. The SYS OBJECT ID for the NIC was corrected. Incorrect (for HP models): 1.3.6.1.4.1.11.2.3.9.1 Correct (for Ricoh model): 1.3.6.1.4.1.367.1.1 After Scan Power Save mode, if we initiate NetScan, in the Netscan application it will be shown as Unknown Error for sometime. Sometimes, the image density is too low when copies are made using the platen cover. 	6.06
Regular upgrade: Improved management of energy saver function.	6.01

Classification:

Model: Model CM-C1

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Symptom

Pressure roller melts to the hot roller at installation or during usage.

☐ Troubleshooting

☐ Mechanical

☐ Paper path

Other (

Cause

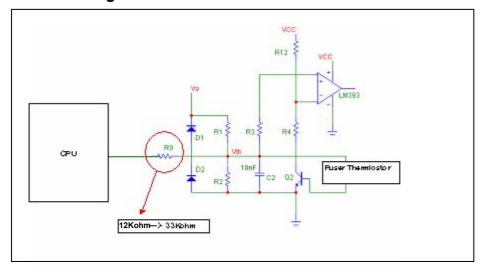
If the machine receives abnormal electrical noise (which can be generated by surges or static electricity), it may cause the fusing unit to malfunction.

- 1. Abnormal noise causes the CPU to lock up, and once it's locked up, it cannot control the temperature of the fusing lamp.
- 2. Electronic noise due to electrostatic charge on the paper could potentially interfere at the input point of fusing unit controller.

Solution

1. Change the R9 resistor on ADC port from 12 Kohm to 33 Kohms. The hardware protection temperature is reduced by about 100 degrees.

The following schematic shows the resistor that must be changed.





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Model: Model CM-C1 Date: 8-Aug-08 No.: RB273008

Cut in S/N

Model CM-C1

B27317 There is no production. B27327 K9988720001L 2008.03.19 B27329 K998740001M 2008.03.28

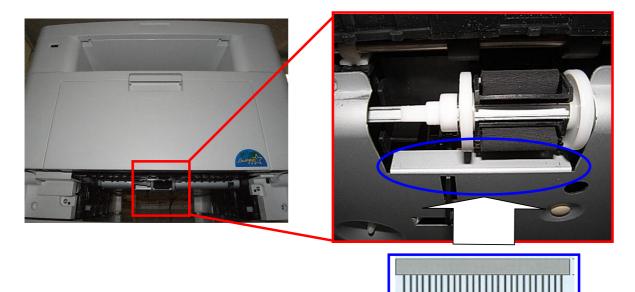
Model CM-C1L

G95917 After 08/04 production G95927 Q9188720001J 2008.03.19 G92921 Q9100170398L 2008.04.01

2. Add the "Brush-Antistatic" to reduce the electrostatic charge of the paper.

New part

G1861344: Brush-Antistatic



Cut in S/N

Model CM-C1

B27317 There is no production. B27327 K9988520001J (2008.01.25) B27329 K9988640001M (2008.02.01)

Model CM-C1L

G95917Q9188600001G(2008.02.01) G95927Q9188620001I (2008.02.22) G95921Q9100169678U(2008.02.26)

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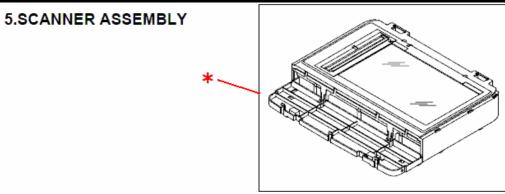
PΑ	GE	: :	1/
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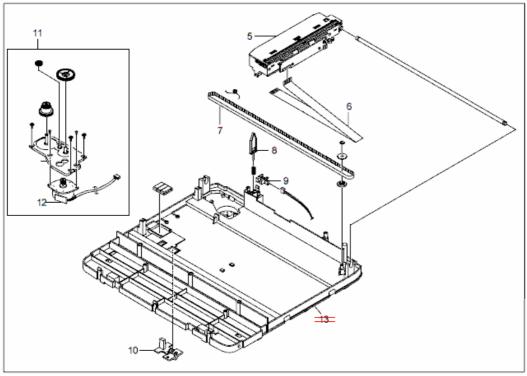
Model: Model CM-C1			Date: 24-Jul-09)9	No.: RB273009
Subject: Scanner Unit (Scanner Assembly)				Prepare	d by: Y. G	Saman
From: 1st Tech. Support Sec. Service Support Dept.				Y. Gaman		
Classification:	Troubleshooting	□ Part info	orma	tion	Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	Other ()	☐ Tier 2	

Change: The lower scanner cover was deleted and the scanner unit was newly registered. **Reason:** The parts vendor stopped supplying the cover as an individually replaceable part.

B273/G959

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
	B2739810	Scanner Unit	1	-	15	*	
B2739582		Cover - Scanner Lower	0	-	15	13	





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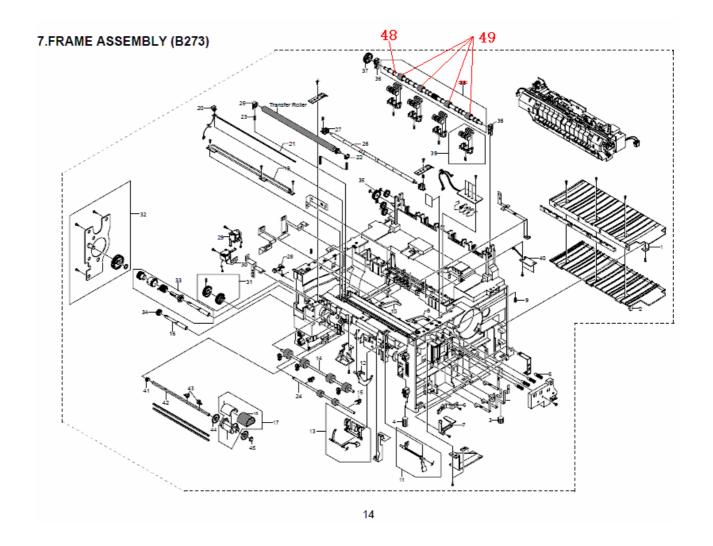
DA	CE	. 41
PA	GE:	: 1/1

Model: CM-C1 Da			Dat	Date: 21-Aug-09		No.: RB273010
Subject: Exit Roller (Frame Assembly)			Prepared	d by: Y. G	Gaman	
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	□ Part info	orma	tion	☐ Action	required
		☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	it information
	☐ Product Safety	Other ()	☐ Tier 2	

Change: The assembly in the table below (P/N H9149725) was divided into two parts.

Reason: The Parts Catalog was corrected.

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
H9149725	H9149725	EXIT ROLLER POLE	1	0/0	14	38→48	
113143723	G1449752	EXIT ROLLER	4		14	38→49	



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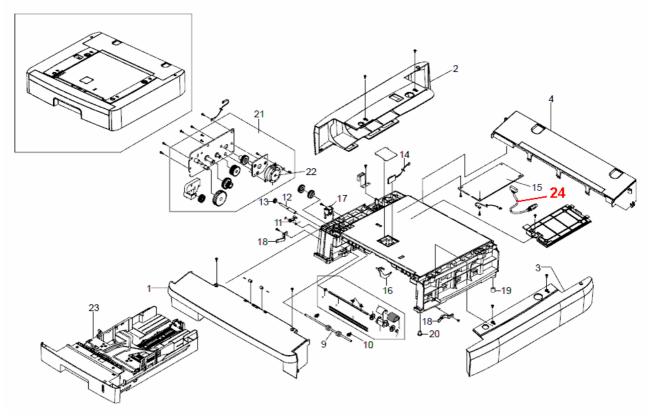
Model: CM-C1			Dat	Date: 07-Sep-09		No.: RB273011
Subject: Harness-PFU (Optional Paper Feed Unit)			Prepared	d by: Y. C	Gaman	
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	□ Part info	orma	tion	Action	required
		☐ Electrica	al		☐ Service	ce manual revision
	☐ Paper path	Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	Other ()	☐ Tier 2	

Change: This part was added.
Reason: Requests from the field.

<B873>

NEW Part	Description	Q'ty	Int	Page	Index	Note
H2389655	HARNESS - PFU	1	1	3	24	

1.OPTIONAL PAPER FEED UNIT ASSEMBLY



K	JH

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Model: CM-C1			Dat	e: 02-Jun-10	No.: RB273012
Subject: Parts (Catalog correction			Prepared by: k	(. Nakano
From: 2nd Overs	eas Tech Support Sec. 2nd P	QM Dept			
Classification:	Troubleshooting	⊠ Part inf	ormat	tion	ion required
	☐ Mechanical	☐ Electric	al	☐ Ser	vice manual revision
	☐ Paper path	☐ Transmit/recei		eive 🗌 Ret	rofit information
	Other ()			☐ Tie	r2

Change: The following service parts are added.

Reason:

Requests from the field.

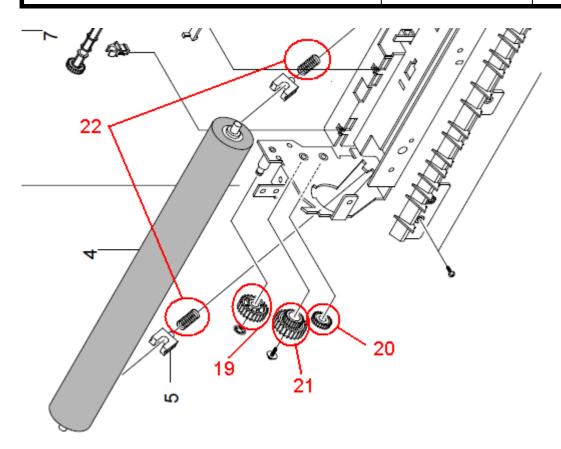
New Part #	Description	Q'ty	Page	Index	Note
G9601101	IDEAL GEAR MA ASS'Y (RoHs)	1	17	19	
B1739804	GEAR DRIVE16	1	17	20	
G1449609	GEAR 25/15	1	17	21	
G1449729	SPRING - BEARING	2	17	22	

8.FUSING UNIT ASSEMBLY (B273)



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Model: CM-C1 Date: 02-Jun-10 No.: RB273012



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Model: CM-C1			Date: 06-Sept-10		:-10	No.: RB273013
Subject: Parts Catalog correction				Prepared by: K. Nakano		
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept						
Classification:	Troubleshooting	☑ Part information☐ Electrical☐ Transmit/receive		tion	Action	required
	☐ Mechanical				☐ Service manual revision	
	☐ Paper path			eive	☐ Retrofit information	
	☐ Other ()				☐ Tier2	

Change: The following parts' descriptions are corrected.

Old / New Part #	G1449705 / G9601032	H9149713 / G9601031		
Old Description	Solenoid – Pick Up (RoHs)	Solenoid – Bypass (RoHs)		
New Description	Solenoid – Bypass (RoHs)	Solenoid – Pick Up (RoHs)		
Int.	O/O	O/O		
Page	15	15		
Index	29	30		
Part's image				
Note	Yellow wire is attached			

Reason:

The parts' descriptions and the parts' actual functions do not match each other.