

Reissued: 18-Feb-08

Model: Campari-MF1L	Date: 04-Oct-06	No.: G959001b
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RTB Reissue

The items in bold italics have been changed.

Subject: Firmware Release History(Engine)		Prepared by: T.Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
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 type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

This RTB has been issued to announce the firmware release information for the Engine.

Version	Program No.	Effective Date
6.05	G959605	<i>February 2008 production</i>
6.04	G959604	January 2008 production
6.00	G959600	September 2006 production

Version	Symptom Corrected
6.05	<i>Symptom corrected:</i> <i>1. Scanner Lock problem happened while closing the print cover after "Initializing" and doing "PC scan" or "Memory stick scan".</i> <i>2. Output format of fonts does not align with table in form printing. (GFPR#RA07040001)</i> <i>3. Abnormal printing of ruled lines in form printing. (GFPR#RA7060001)</i>
6.04	Minor changes applied.
6.00	1st Mass Production

Model: Campari-MF1L		Date: 27-Mar-07	No.: RG959002
Subject: Countermeasure for Machine stall problem		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"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Model: Campari-MF1L

Date: 27-Mar-07

No.: RG959002

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 → # → 1 → 9 → 3 → #
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: Q959 -17 -27 -21 -29 From **Q9178600001** onward

Warehouse stock:

- Product code: Q959-17

Warehouse in Japan: **Q9169600001 to Q9169600360** (360 machines)

Warehouse in N.A. (REI): All machines with two blue labels (●) attached near the barcode on the outer box (1,116 machines).

- Product code: G959-27

Warehouse in EU (BoZ): All machines with two blue labels (●) attached near the barcode on the outer box (4,318 machines).

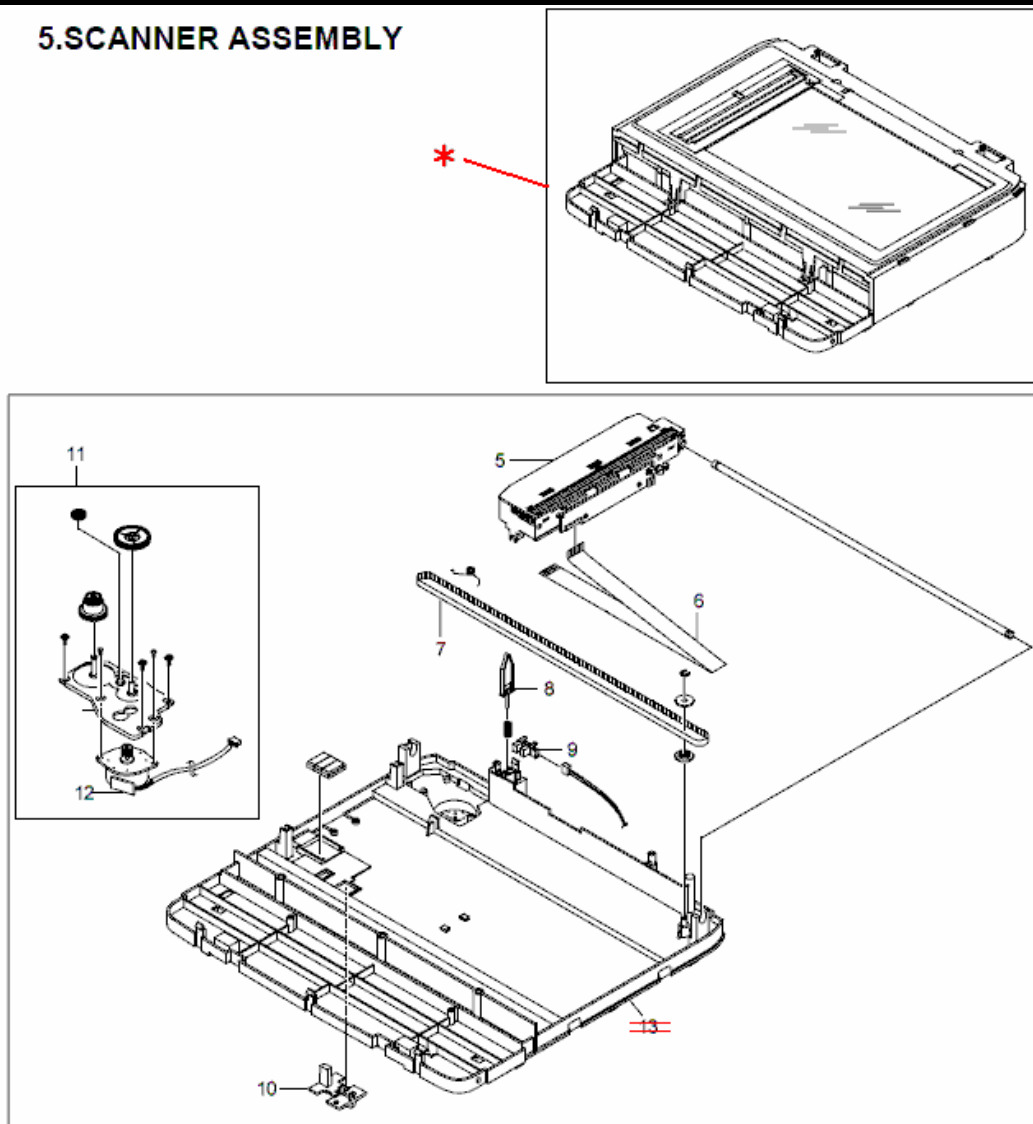
Model: Model CM-C1L		Date: 24-Jul-09	No.: RG959003
Subject: Scanner Unit (Scanner Assembly)		Prepared by: Y. Gaman	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input 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: 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 number	New part number	Description	Q'ty	Int	Page	Index	Note
	B2739810	Scanner Unit	1	-	15	*	
B2739582		Cover - Scanner Lower	0	-	15	13	

5. SCANNER ASSEMBLY



Model: CM-C1L		Date: 21-Aug-09	No.: RG959004
Subject: Exit Roller (Frame 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

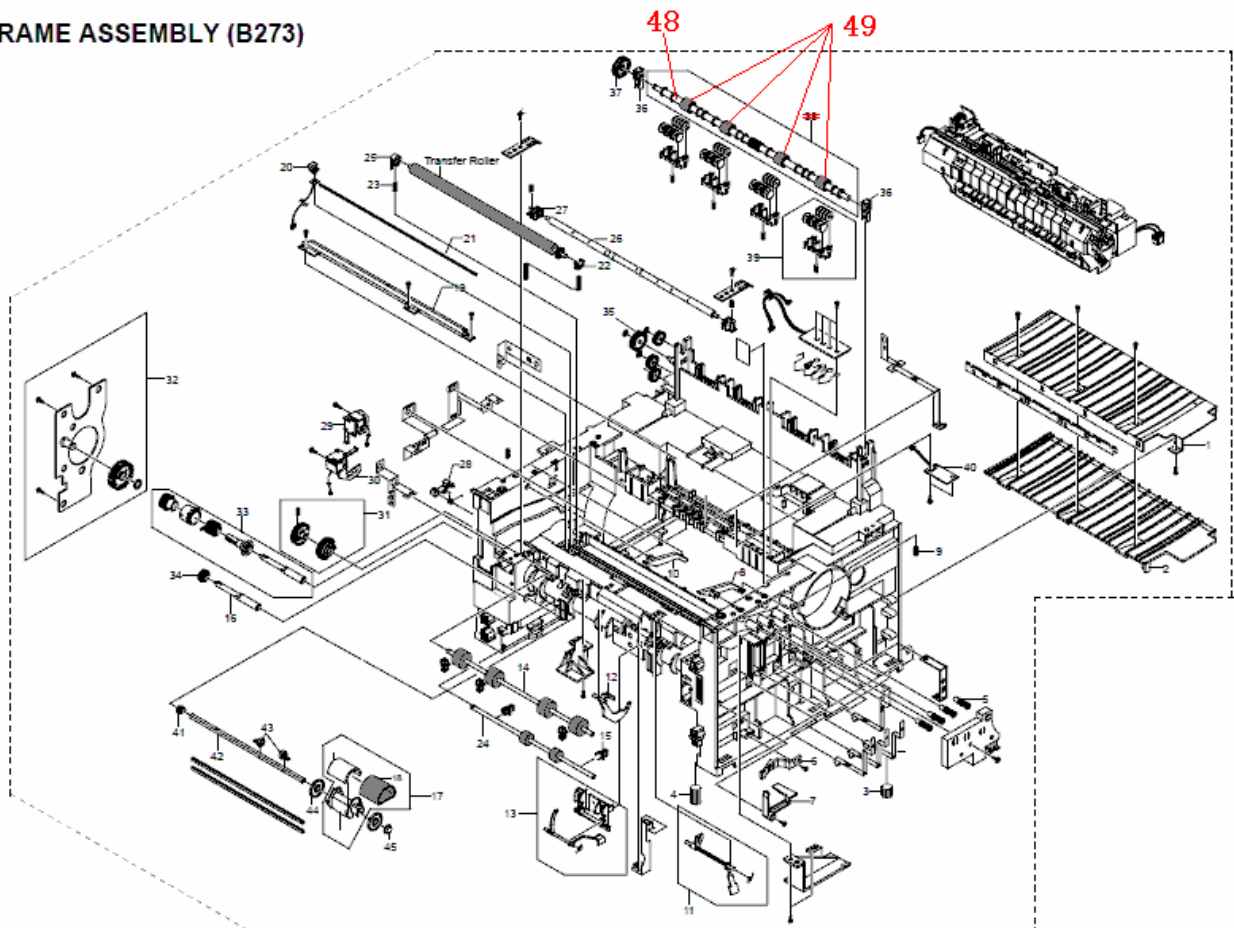
Change: The assembly in the table below (P/N H9149725) was divided into two parts.

Reason: The Parts Catalog was corrected.

<G959>

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

7.FRAME ASSEMBLY (B273)



Model: CM-C1L		Date: 02-Jun-10	No.: RG959005
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:

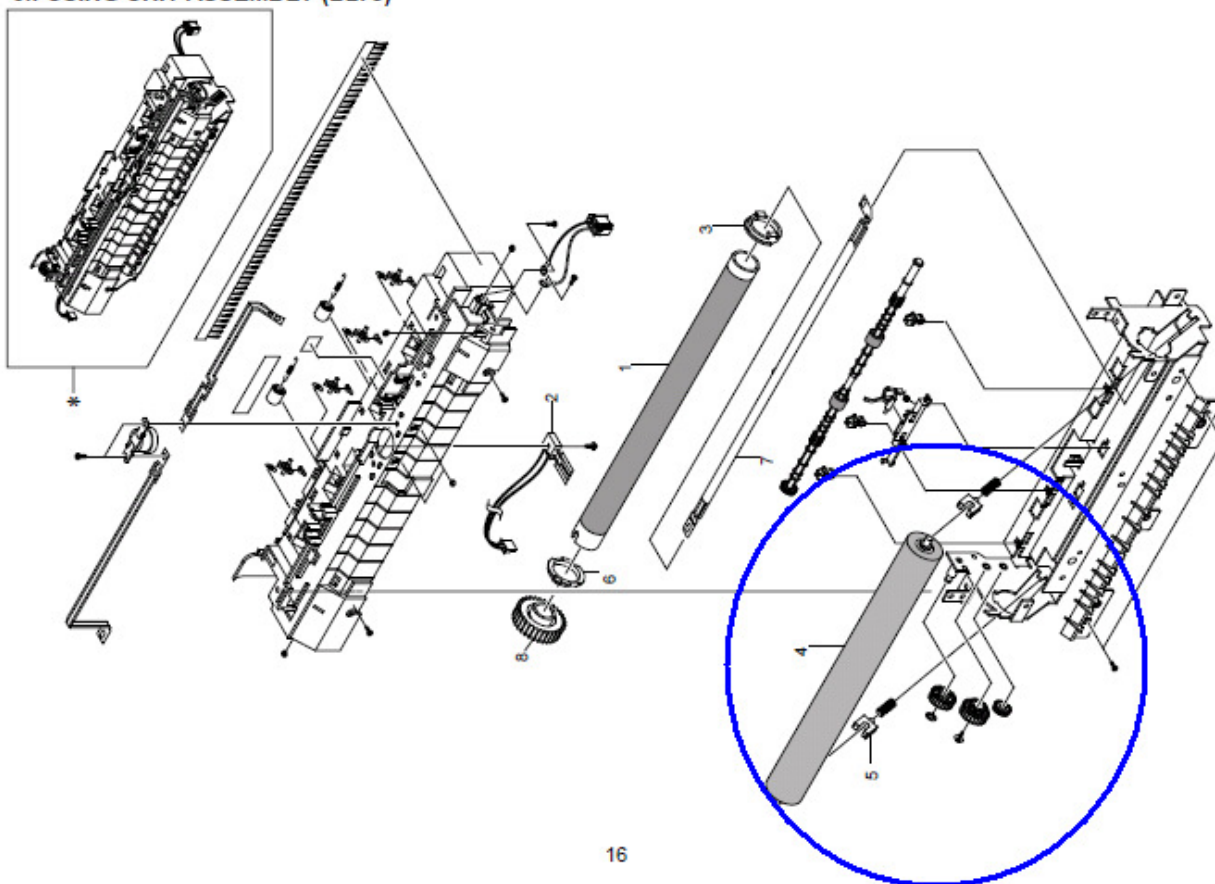
The following service parts are added.

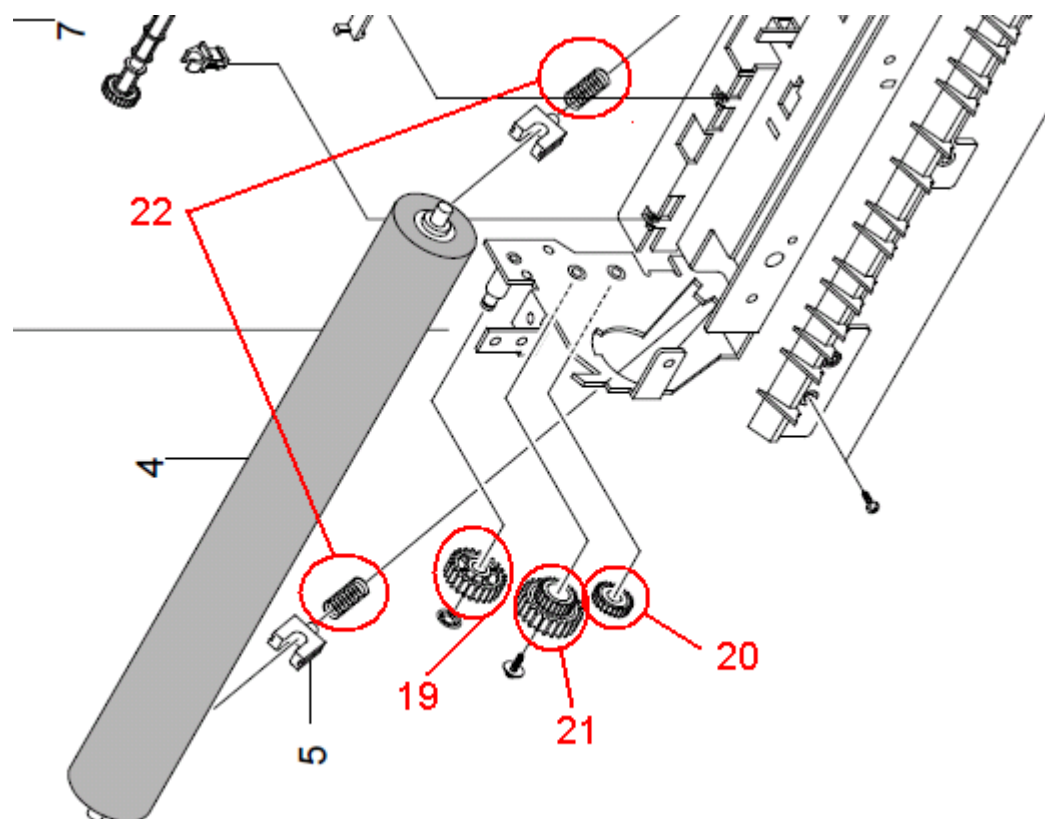
Reason:

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)







Model: CM-C1L		Date: 06-Sept-10	No.: RG959006
Subject: Parts Catalog correction		Prepared by: K. Nakano	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" 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 type="checkbox"/> Other () <input type="checkbox"/> 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.