

Reissued: 07-Feb-08

Model: Campari-MF1L(ASIA)	Date: 04-Oct-06	No.: RB273001a_RA
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RTB Reissue

The items in bold italics have been added.

Subject: Firmare 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	<i>B273_RA605</i>	<i>October 2007 production</i>
6.00	B273_RA600	September 2006 production

Version	Symptom Corrected
6.05	<i>Symptom corrected:</i> <i>1. Scanner Lock problem happens when 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>
6.00	1st Mass Production

Model: Campari-MF1L(ASIA)		Date: 27-Mar-07	No.: RB273002_RA
Subject: 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 checked="" type="checkbox"/> Other ()	<input 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

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(ASIA)

Date: 27-Mar-07

No.: RB273002_RA

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**Mass production machine**

The latest firmware has been installed on the machine from February 2007 production.

Product code: B273 -29 S/N K9978600001 onward

Model: Model CM-C1L(ASIA)		Date: 24-Jul-09	No: RB273003RA
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

