Model: Stella-C1	Date: 9-Jan-02	No.: RB044001

Subject: PS2 Option	Prepared by: K. Ugaeri
From: Technical Services Dept., GTS Division	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Other ( )		

Symptoms

When PS2 firmware ver.1.01 is used with the Stella-C1/F1 controllers, the PS font list (user program function) does not print correctly. The PS font list is reduced and printed in the upper left quadrant of the paper, and printing continues until the paper has run out.

	PS2 Firmware Version		
	Ver.1.01	Ver.1.03	Ver.1.04
Stella-C1/F1 Controller	NG	OK	OK

Cause

PS2 firmware bug

Countermeasure

PS2 firmware is improved from ver.1.03.

Action required

For the Stella-C1/F1 controller, use PS2 version 1.03 (suffix D) or later versions.

Model: Stella-C1	Date: 19-Feb-02	No.: RB044002

Subject: Caution when installing the DF74	Prepared by: M.Ishihara
From: Technical Services Dept., GTS Division	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒ S-C1a (B045)	☐ S-C1aF (B049)	☒ S-C1b (B044)	☐ S-C1bF (B046)	☐ S-F1 (H555)

Symptom:

Several SC error codes are displayed in succession along with "phantom jams", and the FCU is eventually damaged.

Cause:

The DF Connection Board (attached to the mainframe) is installed upside-down.

Action:

Temporary countermeasure

When installing the DF Connection Board in a Stella-C1a (B045) or a C1b (B044), please be sure to check the following:

1) The "RICOH" emblem on the Connection Board should be at the bottom left hand corner.

2) CN9 on the FCU should be connected to CN102 on the DF Connection board.

3) CN10 on the FCU should be connected to CN101 on the DF Connection board.

Permanent countermeasure:

The shape of the Ground Plate – DFB (P/N B0445806), which is attached at the bottom right corner of the DF Connection board, will be changed so that the board cannot be installed upside-down. A separate MB will be issued for the details of this modification.

RICOH

Technical **B**ulletin

Model: Stella-C1	Date: 21-Feb-02	No.: RB044003

Subject: Notice at installing the FAX option	Prepared by: M.Ishihara
From: Technical Services Dept., GTS Division	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

☒ S-C1a (B045)	☐ S-C1aF (B049)	☒ S-C1b (B044)	☐ S-C1bF (B046)	☐ S-F1 (H555)

When installing the fax option, please note the following:

For Australia:
Units must be connected to a telecommunications network through a line that complies with the ACA Technical Standards TS008.

Model: Stella-C1	Date: 05-Apr-02	No.: RB044004

Subject: Stack Guide	Prepared by: M.Ishihara
From: Technical Services sec. Service Planning Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒ S-C1a (B045)	☒ S-C1aF (B049)	☒ S-C1b (B044)	☒ S-C1bF (B046)	☒ S-F1 (H555)

Symptom:

Occasional paper jam at the exit area when using paper that curls easily (e.g. thin paper).

Cause:

During the copy process, the leading/trailing edges of the paper sometimes curl downward, which can prevent proper stacking and cause a jam.

Action:

A Stack Guide (P/N **B0449500**) has been registered as a service part, which will allow the paper to stack properly even if it is curled downward.

Note: The Guide is only effective for <u>downward curling</u>. It does not minimize jams when any of the paper edges curl upward.

As shown below, the Stack Guide should be set on the Paper Holder Stand (B0444401), which is attached to the Guide Plate (B0444185) in the paper exit area.

Paper Holder Stand (B0444401)

Guide Plate (B0444185)

Stack Guide (B0449500)
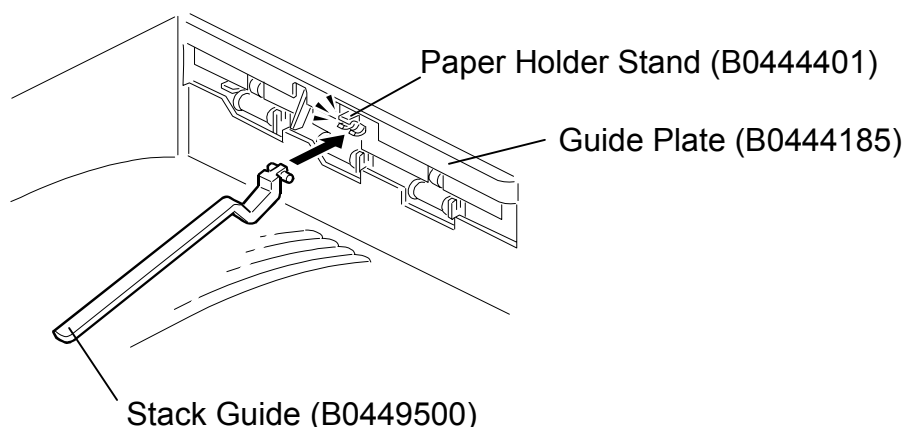
Important:

If returning sheets to the paper stack after removal, be sure to place them <u>under</u> the Stack Guide (otherwise, a paper jam will result).

RICOH

Technical **B**ulletin

Model: Stella-C1	Date: 10-May-02	No.: RB044005

Subject: Manual Receive	Prepared by: M.Ishihara
From: Technical Services sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☒ Transmit/receive	☐ Retrofit information
	☒ Other (Operating Instructions correction)		

☐ S-C1a (B045)	☒ S-C1aF (B049)	☐ S-C1b (B044)	☒ S-C1bF (B046)	☐ S-F1 (H555)

The Operating Instructions contain the following error and insufficient explanation regarding the Manual Receive function. Please forward the information in this RTB to your hotline desk, call center or equivalent department(s). An errata sheet will be prepared for machines in production alerting users to these 2 points.

Operating Instructions – Facsimile Reference – Basic Features, pg. 31.

Re: Manual Receive.

1. Correction:

The Manual Receive indicator is lit when the machine is in this mode.

> → *This sentence should be deleted, as there is no such indicator*.

2. Content addition:

Present explanation:

You must manually press the [Start] key to receive a fax.

Proper explanation:

Perform the following procedure to receive a fax in this mode.

1) When the machine rings, pick up the handset.

2) If you hear a fax tone, remove any originals from the feeder, then press the [Start] key or the User Function key that has been programmed for Manual Reception ([F1] – [F3]).

   Note: If you used the [Start] key, make sure that "Receive" is selected on the display before going on.

3) Press [OK] and then replace the handset.

Model: Stella-C1	Date: 1-Jul-02	No.: RB044006

Subject: Guide Plate Stopper	Prepared by: M.Ishihara
From: Technical Services sec. Service Planning Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other (Operating Instructions correction)		

☒ S-C1a (B045)	☒ S-C1aF (B049)	☒ S-C1b (B044)	☒ S-C1bF (B046)	☒ S-F1 (H555)

Symptom:
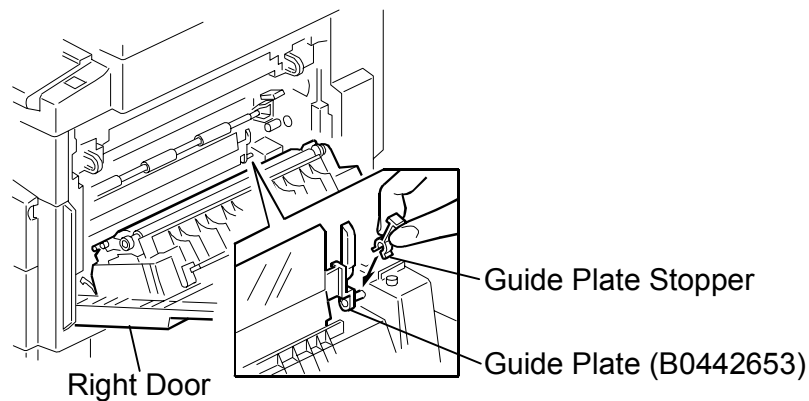
Paper jam

Cause:

The Paper Feed Guide Plate (B0442653) disconnects from the pivot area.

Action:

Attach a Guide Plate Stopper as shown below.

Note:

The Guide Plate Stopper was applied to mainframe production from June '02. The cut-in S/N and P/N for the Stopper will be announced as soon as the S/Ns have been confirmed.

Guide Plate Stopper

Guide Plate (B0442653)

Right Door

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

RTB Reissue

The items in **bold italics** have been corrected or updated.

Subject: Service remarks at installation	Prepared by: T. Itoh
From: Technical Service Sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other (Specification change)		

Please note the following change in counter specification. Although a production line modification will not be applied to some products, the action described in *4. Important Notes for Installation* below <u>must be taken for **all products**</u> at installation.

Overview:

Electronic counters will now be set to <u>**0**</u> when released from the factory, instead of being set to a negative value.

Background:

Previously, counters were set to a negative value when shipped from the factory, and later set to "0" at installation, following installation test copies/prints. However this may cause confusion among some customers as to why the counter value at the commencement of the contract is "0", even though some installation test copies have already been made.

Details:

1. Specification Change

	Specification
Current	• The initial value of the electrical counter is <u>**negative**</u> when products are shipped from the factory. **Note:** After making test samples at installation, the negative counter value can be set to "0" with SP mode.
New	• The initial value of the electrical counter is <u>**"0"**</u> when products are shipped from the factory. **Note:** After making test samples at installation, the (positive) counter value cannot be set back to "0" with SP mode.

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

2. Firmware Modification

Due to the counter modification, SP5-849 has also been changed as follows for products that have this SP mode (listed below).

	SP mode name:	Specification:
Current	Counter Clear Day	• When the electrical counter is changed **from a negative value to 0**, the machine recognizes this as the counter clear day and stores this date in the NVRAM.
New	Installation Date	• When the electrical counter **reaches a value of 20**, the machine recognizes this as the installation date and stores this date in the NVRAM.

NOTE: The following products have SP5-849. The new firmware for these products has not yet been released. However the release notes for each will clearly mention the new firmware version.

> New products: Bellini-C2, Adonis C3
> Current products: Martini C1, Model-U C1

3. Schedule for the Counter Modification

The following is the current schedule for when the counter modification will be applied. Please note that there are some models to which the change will not be applied (marked as "---"), due to production schedules, production lot quantities and sales figures.

NOTE: The actual cut-in months that have been confirmed appear in the "Cut-in production month" column below. This RTB will be reissued when these dates have been confirmed for the remaining products.

(1) New products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Bellini C2	B070	2003.03	***April '03 production***
Adonis C3	B079/82	2003.03	First mass production lot
Model J-P2	G080	2003.03	***March '03 production***
Model J-P2 CF	G367	2003.03	***March '03 production***
Model AR- P1	G081/92	2003.03	***March '03 production***
Model K-C1a	B120	2003.03	***March '03 production***

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b

(2) Current products

Product Name	Product Code	Target cut-in production month	Cut-in production month
Digital B&W Copiers			
Bellini C1	A294	---	**---**
Martini C1	B064/65	2003.03	***April '03 production (see Note)***
Model M-C2b	B098	2003.03	***March '03 production***
Adonis C2	B003/04/06/07	---	**---**
Russian C2	B022/27/31	2003.03	February ***'03*** production
Model K-C1	B039/40/43	2003.03	***March '03 production***
Stella C1	B044/45/46/49	2003.03	***March '03 production***
Digital WF Copiers			
Dolphin	B010	2003.03	***March '03 production***
Analog Copiers			
All products	-	---	**---**
J2SS-C3	***B047/48***	***(See Note)***	***March '03 production***
Whale	***A174***		***March '03 production***
Color Copiers			
Model I2	B018	---	**---**
Model L2	B017	---	**---**
Model C2	B023	2003.02	February ***'03*** production
Model U-C1	B051/52	2003.03	***April '03 production***
Color Printers			
Model J-P1	G060	---	**---**
Model J-P1 CF	G570	---	**---**
Model U-P1	G071	2003.03	***March '03 production***
Pomelo P3	G063	2003.03	***March '03 production***

NOTE: The counter change will be applied as a running change to production units only. For machines already shipped out or in the field, please be sure to take the action described below in Section 4.

NOTE: ***For Martini-C1 mainframes assembled in Japan, the counter change will be applied from the first unit of April '03 production. For mainframes assembled at REI, the change will be applied midway through April production. These cut-in serial numbers will be announced as soon as they have been confirmed.***

NOTE: ***The change will also be applied to analog models J2SS-C3 and Whale, as production will continue for a while. However, as these models use only mechanical counters, the initial value when shipped from the factory will be 1 or 2 (not 0), following the 1 or 2 factory test copies.***

| Model: General RTB | Date: 4-Feb-03 | No.: RGene013b |

4. Important Notes for Machine Installation – All Products

Please be sure to perform the following at machine installation:

1. If the product is from before the counter modification, i.e. the counter is at a negative value, be sure to <u>set the counter value to 0 **first**, then make the installation test samples</u>.

| Digital products | Set the electrical counter to 0 with SP mode. |
| Analog products | Set the mechanical counter to 0 with a reset key (tool). |

2. If the product is modified, i.e. the counter is already at 0 (or above 0 following pre-installation at a service depot), simply make the installation test samples.

3. After completing the installation, make sure to **record the counter value**. This is very important, as this value will be used for billing with Meter Click contracts. Also, inform the customer of the value along with the reason why the counter does not start from "0".

Model: Stella-C1	Date: 3-Apr-03	No.: RB044007

Subject: SC551	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒ S-C1a (B045)	☒ S-C1aF (B049)	☒ S-C1b (B044)	☒ S-C1bF (B046)	☐ S-F1 (H555)

Important Note:

Firmware v87 has been released and applied to the production line <u>from August 2002</u>, containing the countermeasure for SC551. However, to apply this countermeasure to models produced in July 2002 or earlier, please note the following:

<u>When updating from v86 or older to v87 or newer</u>:

Set SP7-955 to a value of **40191D 04**.

Note: Firmware v86 and older is contained in machines produced up until July 2002.

RICOH

Technical Bulletin

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Model: Stella-C1 (F1)	Date: 2-Apr-03	No.: RB044008

Subject: Transfer Roller	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒ S-C1a (B045)	☒ S-C1aF (B049)	☒ S-C1b (B044)	☒ S-C1bF (B046)	☒ S-F1 (H555)

For parts standardization with the Stella-F2, the P/N for the Transfer Roller has been changed as follows. An official MB will be released as soon as the service part becomes available for the Stella-C1/F1.

Old P/N: B0443801

New P/N: B0443802

Interchangeability: O/O.

Important: As the interchangeability is O/O, please use the **old part** (B0443801) for servicing on the **C1/F1** until the new part becomes available on these models.

RICOH

Technical Bulletin

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Model: Model S-C1 Copy model	Date: 18-Dec-03	No.: RB044009

Subject: Com SW16 setting at FAX option installation	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒ S-C1a (B045)	☐ S-C1aF (B049)	☒ S-C1b (B044)	☐ S-C1bF (B046)	☐ S-F1 (H555)

Important setting for model S-C1 fax option installation

When installing the fax option (new FCU board, NCU board) on the Stella-C1, be sure to perform the following to ensure the fax function is properly enabled.

1. As described in the Installation Manual, first back up the SRAM data on the original FCU board for installation to the new fax option FCU board.
2. Replace the FCU with new FCU board in accordance with the installation procedure, and then upload the SRAM data backed up in Step 1 to the new FCU board.
3. Change Com SW16 to a setting of **1**.

Communication Switch 16		
No	**FUNCTION**	**COMMENTS**
0	Standard G3 (NCU) **0:** Disabled **1:** Enabled	**0:** Change this bit to 0 if you wish to disable the standard G3 line. **1:** Change this bit to 1 to enable the standard G3 line when installing the fax option.

Technical **B**ulletin

PAGE: 1/1

Model: Model S-C1	Date: 11-May-04	No.: RB044010

Subject: Service Manual Revision - SP5-501 and SP5-912	Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒S-C1a (B045) ☒S-C1aF (B049) ☒S-C1b (B044) ☒S-C1bF (B046) ☐S-F1 (H555) ☐S-F2 (H556/H557)

Service manual revision:

The default values in the following SP modes were incorrect.

Page 5-14

5		**Mode Number**/**Name**	**Function**/**[Setting]**
501*		PM Alarm Mode	
	1	Interval	Sets the base PM interval. [1 ~ 255 / **90** / 1K copies/step] *This setting is meaningful only if SP5-501-2 is set to "1".*
	2	On/Off	Enables/disables the PM alarm for the total number of prints, copies, and faxes. [**0 = Disable** / 1 = Enable]

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5		**Mode Number**/**Name**	**Function**/**[Setting]**
912*		PCU Alarm	
	1	Alarm Display On/Off	Selects whether or not the machine will display a "Replace PCU' warning when the PCU alarm counter reaches the interval set by SP912-2. [0 = Display / **1 = Do not display**]
	2	Interval	Sets the PCU Alarm interval (count) at which a "Replace PCU' warning occurs. [1 ~ 255 / **45** / 1000 sheets/step]

Model: Model S-C1 Printer Option	Date: 11-May-04	No.: RB044011

Subject: Printer Controller Firmware History	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒S-C1a (B045)	☒S-C1aF (B049)	☒S-C1b (B044)	☒S-C1bF (B046)	☒S-F1 (H555)	☒S-F2 (H556/H557)

The following is the printer controller firmware history for the Model S-C1/S-F1/S-F2.

(Until now, the firmware history was attached to the firmware file as "Readme.txt". So, all history has been gathered here in this RTB.)

Part Number	Version	Production
B4415282	2.04	March '04 production
B4415282	2.03	January '04 production
B4415282	2.02	October '03 production
B4415282	2.0d	September '03 production
B4415282	2.00	February '03 production
B4415285A	1.10	May '02 production
B4415280C	1.02	November '01 production
B4415280B	1.01	First mass production

Notes:
   1. Area
      The above firmware is being used in USA, European, and Asian models.
   2. Language
      US English, French, Spanish, German, Italian, Dutch, Swedish, Norwegian, Danish, Finnish, Portuguese, Polish, Hungarian, Czech

Model: Model S-C1 Printer Option	Date: 11-May-04	No.: RB044011

Symptom Corrected	Version
Firmware modified to correct the following: 1. Some characters are missing, smaller, or printed in a different font (GFPR# RE04020012). 2. The document prints on 2 pages instead of 1 (GFPR# RE04020016).	2.04
Firmware modified to correct the following: 1. Some words on the 2nd page are not printed correctly (GFPR# RE03020019).	2.03
Firmware modified to correct the following: 1. SC692 could appear during printing from the SHE Print Server.	2.02
Firmware modified to correct the following: 1. "Device Status Page Error" occurs when the PC accesses this machine under the IIS (Internet Information Service) server via a web browser.	2.0d
Firmware modified to correct the following: 1. The Stella-C1/F1/F2 printer controller becomes available. 2. Countermeasure for the printing problem from the Sercom print server. 3. Countermeasure for the PJL problem.	2.00
Firmware modified to correct the following problem: 1. European symbol (font) can be printed. 2. Printing error using AS400 was solved.	1.10
Firmware modified to correct the following problem: 1. The counter information cannot be downloaded with the ACM Utility developed by REBV.	1.02

Model: Model S-C1	Date: 25-May-04	No.: RB044012

Subject: When installing the optional paper tray unit (B421)	Prepared by: A. Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Symptom

Non-feed jam in the optional paper tray unit.

Cause

The side fence can shift inward when the operator loads the paper incorrectly (e.g. not fanning the stack, not placing it in the tray gently), which can then tighten the fence's hold on the paper and make it difficult to feed.

Solution

A tapping screw (P/N 04503010N) will be packed together with the optional paper tray unit (B421) for securing the side fence in place at installation.
Applied from: June 2004 unit production.

Action in the Field

After gaining the consent of the customer, please fix the side fence to the base of the cassette using one tapping screw.
(See the photos on the next page).

Note:

> Depending on the usage conditions of the customer, it may advantageous to fix the end fence in place as well. This requires two tapping screws, which are not included with the tray unit.
> Please inform the customer that once the side fence is secured in place, 1) the paper size cannot be changed (until the next service visit), and 2) moving the fixed fence by force may damage the fence and/or cassette base.

Model: Model S-C1	Date: 25-May-04	No.: RB044012

Fixing the Side Fence in Place

Side Fence

Position for A4

Tapping screw (P/N 04503010N)

Position for Letter
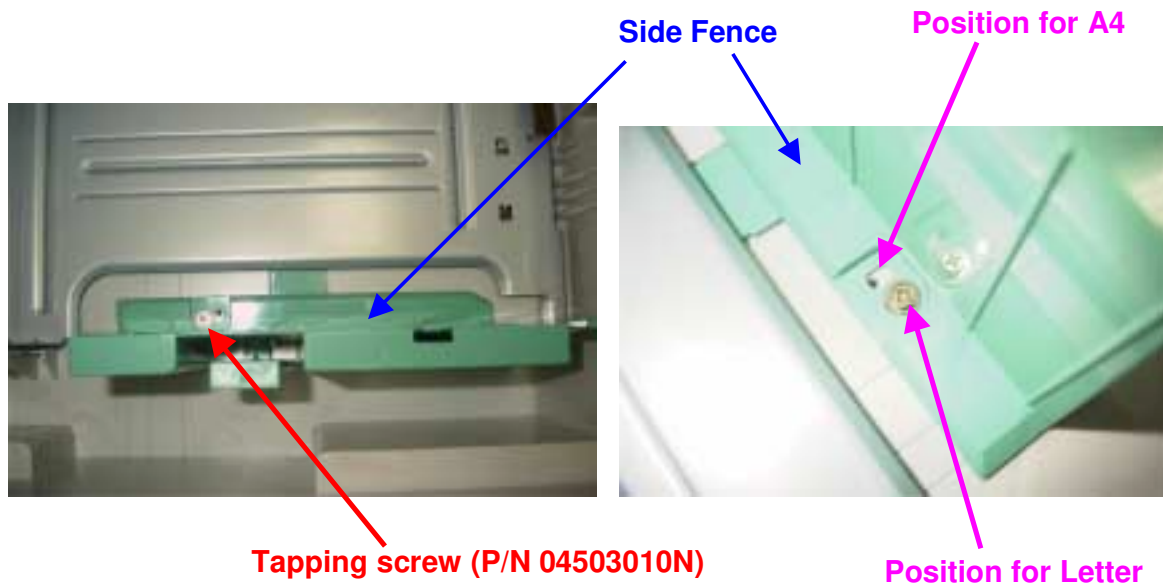
Fixing the End Fence in Place

End Fence

Two tapping screws

RICOH

Technical **B**ulletin

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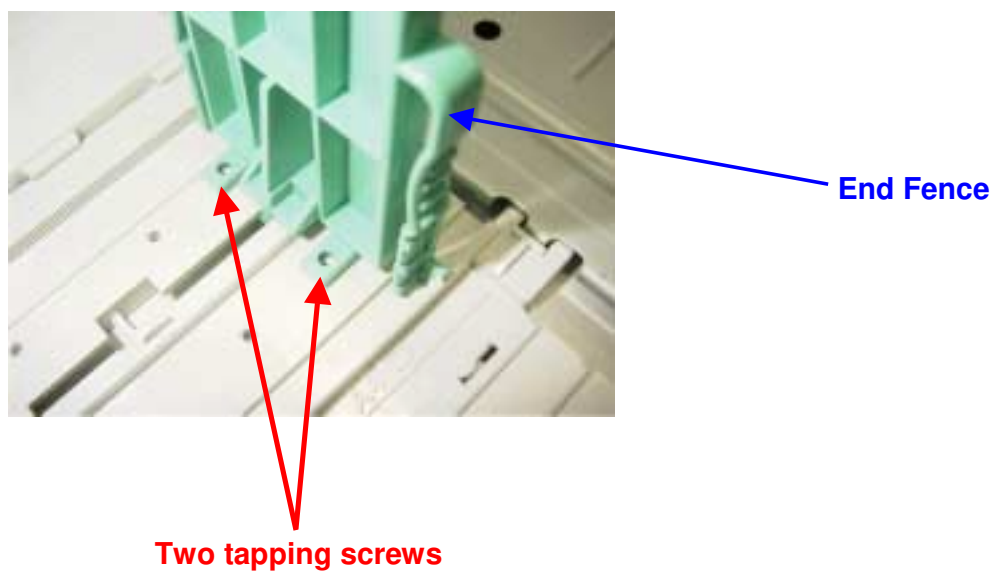
Reissued: 9-Aug-04

Model: Model S-C1 Printer Option	Date: 11-May-04	No.: RB044011b

RTB Reissue
The items in bold italics have been added.

Subject: Printer Controller Firmware History		Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☒ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ( )	

☒S-C1a (B045)	☒S-C1aF (B049)	☒S-C1b (B044)	☒S-C1bF (B046)	☒S-F1 (H555)	☒S-F2 (H556/H557)

The following is the printer controller firmware history for the Model S-C1/S-F1/S-F2.

(Until now, the firmware history was attached to the firmware file as "Readme.txt". So, all history has been gathered here in this RTB.)

Part Number	Version	Production
B4415282	2.05	June '04 production
B4415282	2.04	March '04 production
B4415282	2.03	January '04 production
B4415282	2.02	October '03 production
B4415282	2.0d	September '03 production
B4415282	2.00	February '03 production
B4415285A	1.10	May '02 production
B4415280C	1.02	November '01 production
B4415280B	1.01	First mass production

Notes:
1. Area
   The above firmware is being used in USA, European, and Asian models.
2. Language
   US English, French, Spanish, German, Italian, Dutch, Swedish, Norwegian, Danish, Finnish, Portuguese, Polish, Hungarian, Czech

Model: Model S-C1 Printer Option	Date: 11-May-04	No.: RB044011b

Symptom Corrected	Version
Firmware modified to correct the following: Table text in PCL documents is misaligned (***GFPR# RC04030011***).	2.05
Firmware modified to correct the following: 1. Some characters are missing, smaller, or printed in a different font (GFPR# RE04020012). 2. The document prints on 2 pages instead of 1 (GFPR# RE04020016).	2.04
Firmware modified to correct the following: 1. Some words on the 2nd page are not printed correctly (GFPR# RE03020019).	2.03
Firmware modified to correct the following: 1. SC692 could appear during printing from the SHE Print Server.	2.02
Firmware modified to correct the following: 1. "Device Status Page Error" occurs when the PC accesses this machine under the IIS (Internet Information Service) server via a web browser.	2.0d
Firmware modified to correct the following: 1. The Stella-C1/F1/F2 printer controller becomes available. 2. Countermeasure for the printing problem from the Sercom print server. 3. Countermeasure for the PJL problem.	2.00
Firmware modified to correct the following problem: 1. European symbol (font) can be printed. 2. Printing error using AS400 was solved.	1.10
Firmware modified to correct the following problem: 1. The counter information cannot be downloaded with the ACM Utility developed by REBV.	1.02

Model: Model S-C1	Date: 14-Sep-04	No.: RB044013a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Fax Option Firmware History (FCU Board)	Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒S-C1a (B045)	☒S-C1aF (B049)	☒S-C1b (B044)	☒S-C1bF (B046)	☐S-F1 (H555)	☐S-F2 (H556/H557)

The following is the printer controller firmware history for the Model S-C1 fax option.

(Until now, the firmware history was attached to the firmware file as "Readme.txt". So, all history has been gathered here in this RTB.)

A. File Information

[EU/Asia Models]

Version	EU1/Asia Part Number		EU2 Part Number		EU3 Part Number		EU4 Part Number		Production
	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	Sum 1	Sum 2	
91	H5557200M		H5557201M		H5557202M		H5557203M		Aug '04
	5974	DF65	304C	3A1F	A31C	3E58	5E19	CDD3	
90	H5557200L		H5557201L		H5557202L		H5557203L		March '03
	6650	4CE7	904C	A7F5	9331	ABC3	F8A0	3B7E	
88_180	H5557200K		H5557201K		H5557202K		H5557203K		Oct. '02
	F1EB	7988	F592	2A97	6928	0B66	D54E	698A	
87	H5557200K		H5557201K		H5557202K		H5557203K		Aug '02
	9F20	1BD9	AF6A	1D21	6669	A773	38B7	63DF	
84	H5557200J		H5557201J		H5557202J		H5557203J		Mar '02
	E14C	2E5E	F2E6	82CB	2776	1E78	27DF	8E28	
78	H5557200G		H5557201G		H5557202G		H5557203G		Oct '01
	3B4B	7A70	5711	082A	44D8	D6C0	5F4B	A577	
77	H5557200F		H5557201F		H5557202F		H5557203F		1st Mass Production.
	A122	3611	2475	A054	D1F2	F0E4	290E	DF4F	

Note: **Sum 1** = Check Sum on IC card (8 bit),
Sum 2 = Total Check Sum on machine (16 bit)

[NA Model]

Version	Part Number		Production
	Sum 1	Sum 2	
91	H5557205M		Aug '04
	D2E5	3B6D	
90	H5557205L		March '03
	D3CD	A8EA	
88_180	H5557205K		Oct. '02
	B1F3	DF53	

Reissued: 22-Oct-04

Model: Model S-C1	Date: 14-Sep-04	No.: RB044013a

Version	Part Number		Production
	Sum 1	Sum 2	
87	H5557205K		Aug '02
	5863	F943	
84	H5557205J		Mar '02
	8E4C	770E	
78	H5557205G		Oct '01
	B84E	0AE7	
77	H5557205F		1st Mass Production.
	4A29	3027	

[China/Korea Models]

Version	CHINA		KOREA		Production
	Part Number		Part Number		
	Sum 1	Sum 1	Sum 1	Sum 1	
91	H5557206C		H5557208C		Aug '04
	20E7	5969	5969	FA01	
90	H5557206B		H5557208B		March '03
	C9CA	812A	812A	617E	
88_180	H5557206A		H5557208A		Nov '02
	F28C	8ED8	8ED8	E14D	
87	H5557206A		H5557208A		Aug '02
	CA8A	C69C	C69C	8547	
85	H5557206		H5557208		1st Mass Production.
	5C49	C9BA	C9BA	F7D5	

[Russia Model]

Version	Part Number		Production
	Sum 1	Sum 2	
91	H5557207B		Aug '04
	E406	C7D8	
90	H5557207A		March '03
	88C2	37C8	
88_180	H5557207		Nov '02
	8038	00E7	
87	H5557207		1st Mass Production.
	DC9D	1DE0	

[Hong Kong Model]

Version	Part Number		Production
	Sum 1	Sum 2	
86	H5557209		Jun '02
	EB9A	9909	

Reissued: 22-Oct-04

Model: Model S-C1	Date: 14-Sep-04	No.: RB044013a

[Language List]

The following table lists the entire array of firmware versions:

No.	Language	NA	EU1/Asia	EU2	EU3	EU4	China	Russia	Korea	HK
1	English	O	O	O	O	O	O	O	O	O
2	French	O	O							
3	Spanish	O		O						
4	German		O							
5	Italian		O							
6	Dutch		O							
7	Danish				O					
8	Swedish				O					
9	Norwegian				O					
10	Finnish				O					
11	Portuguese	O		O						
12	Polish					O				
13	Hungarian					O				
14	Czech					O				
15	Simplified Chinese						O			
16	Russian							O		
Total/Firmware*1		4	5	3	5	4	2	2	1	1

*1: "Total/Firmware" indicates the total number of languages stored in a particular firmware version.

B. Change Descriptions

Symptom Corrected / Other Changes	Version
• Sometimes, the operator can clear a fusing SC error with power Off/On (see RTB RB044014 for details). Important: After you install this firmware, clear the SC history. There are two ways to do this: 1. Execute Sp5-810, OR 2. Change Plotter bit SW01, bit 0 to a value of: "1"	91
• Offset images	90
• Offset images on the right side only.	88_180
• Italian wording mistake: Incorrect: Original jam Correct: Copy paper jam • Software changed to decrease unnecessary occurrences of SC551.	87
• Change due to request from the field (Hong Kong only): The value of the total counter can be printed out in UP Mode.	86

Model: Model S-C1	Date: 14-Sep-04	No.: RB044013a

Symptom Corrected / Other Changes	Version

v78 to 81:
 1. The machine changes to Memory Reception when Polling Reception is selected.
 2. ***The printer ROM P/N is not printed correctly on the SMC.***
 3. ***The printer stalls if the front door or right door is opened when printing starts.***
 4. ***Half-letter sized paper is not counted.***
 5. SC547 (caused by CIOP failure).
 	
 v81 to 84:
 6. ***Translation errors in display messages (Swedish, German).***
 7. ***Copies cannot be made from the bypass tray when the operator does the following:***
    - Loads 5 originals in the ADF, 3 sheets in the bypass tray
    - Selects another tray after the machine feeds the bypass sheets.
    - Loads more paper in the bypass tray
	84

1. ***The machine stays in Copy mode even when the toner bottle or THM is removed, and triggers a false SC322 detection.*** 2. ***Fax: Sometimes there are some images missing on the transmission report, or the report cannot be printed out at all.*** 3. ***Fax: Sometimes the line connection is cut when the page memory is full.***	78

Model: Model S-C1	Date: 14-Sep-04	No.: RB044014

Subject: Fusing Error SC Control Process	Prepared by: A.Ishiyama
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

☒S-C1a (B045)	☒S-C1aF (B049)	☒S-C1b (B044)	☒S-C1bF (B046)	☐S-F1 (H555)	☐S-F2 (H556/H557)

Symptom

The machine cannot print out any data.

Cause

Firmware bug:
A fusing SC error occurs (Type-A), but sometimes the operator can clear it with a power Off/On.

Note:
● The firmware bug clears the fusing SC in these 3 cases:

Fusing temperature when job starts:	Timing of fusing SC:
Below 120°C	Within 4.5 min. after fusing starts
120°C or higher	Within 90 sec. after fusing starts
---	Within 2 min. after any key is pressed in the Ready condition (S-C1 series only)

● Normally, Type-A SC codes can only be reset when a service technician executes SP5-810 OR changes Plotter bit SW01, bit 0 to a value of "**1**".

Solution

Production:
      Firmware modification: **v91**
       - Applied from: August 2004
       - Details: RTB RB044013

Action in the Field:
Do the following if you receive reports from the field. **This is important** because you must fix the original problem with the fusing unit.

BEFORE BEGINNING:
Set System bit SW02, bit 0 (Memory File Transfer) to a value of "**1**".
This makes a backup of any data inside the machine.

Procedure:

1. Pull out the cassette.
Note: This will make sure that the machine does not receive any data while you work.
2. Turn the main power Off/On, or press "*" and "#" at the same time, and hold them for at least 10 seconds.
3. Update the firmware to **v91 or later**.
4. Execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "**1**."
Note: This will reset the fusing error SC record.
5. Push in the cassette.
6. After about 30 seconds, the machine will display a fusing SC.
7. Take the correct action for the SC that is displayed.
8. Execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "**1**."

Important Note for When Updating from v90 or Earlier to v91 or Later

When updating from v90 or earlier to v91 or later, make sure to:

1. Update the firmware to **v91 or later**.

2. Then, execute SP5-810, **OR** set Plotter bit SW01 bit 0 to "**1**."

Note: This will reset the fusing error SC record.

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Technical Bulletin

Model: S-C1	Date: 24-Aug-09	No.: RB044015

Subject: PCB: Operation Sub-Unit: Fax: NA	Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	B0461413	Operation Sub-Unit: Fax:NA	0-1	-	43	*	New
-	B0461414	Operation Sub-Unit: Fax:EU	0-1	-	43	*	New