

Model: Model S-C2		Date: 25-May-04	No.: RB129001
Subject: When installing the optional paper tray unit (B421)		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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 ()		

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

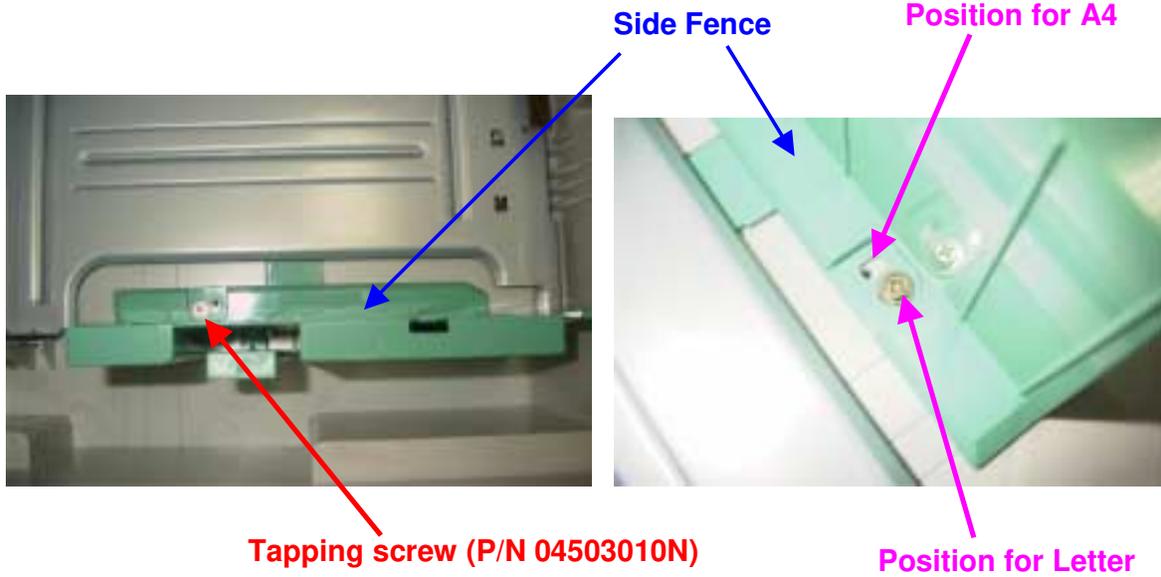
After gaining the consent of the customer, please fix the side fence to the base of the cassette using one tapping screw.
(See the photos on the next page).

Note:

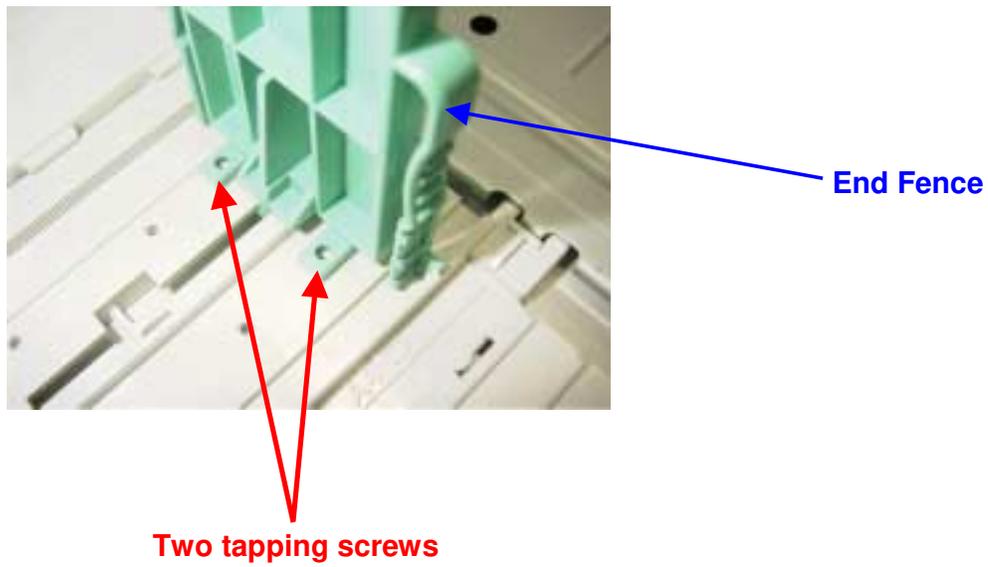
- Depending on the usage conditions of the customer, it may advantageous to fix the end fence in place as well. This requires two tapping screws, which are not included with the tray unit.
- Please inform the customer that once the side fence is secured in place, 1) the paper size cannot be changed (until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

Model: Model S-C2	Date: 25-May-04	No.: RB129001
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Fixing the Side Fence in Place



Fixing the End Fence in Place



Model: Stella-C2		Date: 23-Jul-04	No.: RB129002
Subject: PS3 Option not functioning		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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 ()		

SYMPTOM

The PS3 option does not work after it is installed on the Stella-C2.

CAUSE

The PS3 firmware is v1.00 (P/N B6815906.fwu), which is the version for the Kir-C2 only.

SOLUTION

Action in the Field

If the symptom occurs, **upgrade to v1.01** if:

- 1) The PS3 option lot number is before #040309, **AND** you do not see a “v1.01” label on the PS3 option box.

OR,

- 2) The firmware already in the PS3 option is v1.00

Note:

- v1.01 can be used with the Stella-C2 and Kir-C2 (P/N B6815906A).
- Some PS3 options with lot numbers before #040309 have “v1.01” labels on them. You do not need to do the update in these cases.

Reissued: 27-Aug-04

Model: Stella-C2	Date: 19-Aug-04	No.: RB129003a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware update procedure for MFP machine		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Other (Service manual correction)		

The following is the revised procedure for firmware update on the MFP model using an SD card.

Important: This procedure is only for firmware files with the “.fwu” suffix (for the MFP model), and cannot be used for firmware files with a “.bin” suffix, which are only updated on the Basic model via an IC (Flash Memory) card.

1. SD card preparation

- 1-1. Format a clean SD card with, for example, *SD Formatter v1.1*.
- 1-2. Create a “romdata” folder on the card.
- 1-3. Create the following folders within the “romdata” folder:
B129, B130, B681, B683
- 1-4. Download the firmware from the server and store the files in the folder with the corresponding model code on the SD card.
Example:
File B1295540B should be stored in the “B129” folder, but files B6835902B, B6835903B, and B6535905B should be stored in the “B683” folder.

Note: It is strongly recommended to store only Stella-C2 files or Stella-C2 and Kir-C2 files on SD cards used for downloading to the Stella-C2. With the controller used on this model, firmware update may sometimes be interrupted if there is software for multiple models except Kir-C2 stored on the same SD card.

Reissued: 27-Aug-04

Model: Stella-C2	Date: 19-Aug-04	No.: RB129003a
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2. Firmware update procedure

Before beginning the following, first check which firmware version(s) are currently installed in the machine with SP7-801-255.

- 1) Turn off the main power switch.
- 2) Disconnect the network cable from the copier if it is connected.
- 3) Insert the SD card into the lower slot with the card label facing the rear of the machine.
- 4) Turn the main power switch on.
 - After about 5 seconds, the LCD will display “Please wait...” Then, about 60 seconds later, the LCD will display “Program UpDate Menu P.01” on the first line and the name of the firmware on the second line (e.g. Engine).

Note: The following are the display names and the part numbers for each type of firmware.

Firmware	LCD Display Name	Firmware P/N
BICU	Engine	B1295540
MBU(FCU)	GWFCU4-1 (WW)-1-1	B1305570
ServiceCardCopy_PCB_CTL	System/Copy	B6835902
ServiceCardNetFile_PCB_CTL	Network DocBox	B6835905
ServiceCardNIB_PCB_CTL	Network Support	B6835903
ServiceCardFAX_PCB_CTL	Fax	B6835901
ServiceCardWebSystem_PCB_CTL	Web Support	B6835904
ScannerSDCard	SD#1 Scanner	B6835802
PrinterSDCard	OPT SD1 Prn	B6835801
PrinterFontSDCard	SD#1 PCL Font	B6835803

- The part numbers for the version currently installed (“ROM”) and the version on the SD card that is to be installed (“NEW”) can be displayed by pressing the right scroll key (arrow).
 Example: ROM: B1295540A
 NEW: B1295540B
- The firmware versions can be displayed by pressing the right scroll key again.
 Example: ROM: 0.40:15
 NEW: 0.51.01:1
- The display returns to the firmware display name if the right scroll key is pressed a third time.
 Example: Engine

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- 5) Use the up and down scroll keys to scroll to the firmware you wish to install.
 - If you wish to install the following firmware simultaneously, press the START key. The scroll keys can be used to confirm that these firmware modules have been selected (highlighted with a dark background).
 - BICU, MBU(FCU), ScannerSDCard, PrinterSDCard, Printer FontSDCard
 - Please note that the following firmware modules cannot be updated simultaneously. The update procedure must be repeated for each individually.
 - ServiceCardCopy_PCB_CTL, ServiceCardNetFile_PCB_CTL, ServiceCardNIB_PCB_CTL, ServiceCardFAX_PCB_CTL, ServiceCardWebSystem_PCB\CTL.

- 6) Press the OK key.
 - “Verify”, “UpDate” and “Exit” will be displayed at the bottom of the LCD, and the firmware to be updated will be highlighted (dark background).

Note: Do NOT press the “Verify” key.
- 7) **Press the “UpDate” key.**
 - The update will begin, and it will take a few minutes to complete. The LCD will initially display, “Updating... ***-----“.
 - When the update is completed, the LCD display will change to “Update done” or “Updated / Power Off On”.
- 8) Turn the main power switch off and on.
 - The LCD will display “Please wait...” for about 60 seconds, after which it will return to the “Program UpDate Menu” screen.
- 9) Repeat Steps 1-8 above until all firmware updates are complete.
- 10) Turn the main power switch off.
- 11) Remove the SD card from the lower slot on the controller by pushing on the card to release the spring lock.

Note:

- As mentioned above, it is possible to check which firmware version is now installed in the machine by accessing SP7-801-255.
- See section 5.2.2 *Firmware Update Procedure for MFP Machines* (pg. 5-75) for details on any update failures that occur during the procedure.
- If the “Please Wait...” display does not change over to “Program Update Menu P.01,” it is possible the firmware has not been saved to the card correctly (e.g. files saved to the wrong folder). Please refer to Step 1 above (SD card preparation) to verify if the firmware was saved to the card correctly.

Model: Stella-C2 (For Australian market only)		Date: 27-Aug-04	No.: RB129004
Subject: Add Caution to Manual (Technical Standards)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Please add the following to the Machine Installation section of the Stella-C2 Service Manual. This was added to conform to ACA Technical Standard TS008 in Australia.

Caution:

The unit shall be connected to Telecommunication Network through a line cord which meets the requirement of ACA Technical Standard TS008.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Remote Firmware Update		Prepared by: H. Someya	
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 checked="" type="checkbox"/> Other ()		

1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

"04A": Autumn 2004

Printers

Model	Group	System	Network	WebSys	Printer	Engine
Model J-P2	<i>Before 04A</i>	OK	OK	---	OK	OK
Model J-P2CF	<i>Before 04A</i>	OK	OK	---	OK	OK
Model K-P3	<i>Before 04A</i>	OK	OK	OK	OK	OK
Model C-P1	<i>Before 04A</i>			OK	OK	OK
Model J-P3	<i>Before 04A</i>	OK	OK	OK	OK	OK
Model PL-P1	<i>Before 04A</i>	OK	OK	OK	OK	NG
<i>Model G-P1</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>
<i>Model C-P2</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>
<i>Model K-P4</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>

MFPs

Model	Group	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model R-C3	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model K-C2	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model S-C2	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model B-C2e	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
Model J-C1	<i>Before 04A</i>	OK	OK	OK	OK	OK	OK
<i>Model MT-C2</i>	<i>04A and later</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.

NG: Remote firmware update via the network is not possible.

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Model: General RTB

Date: 15-Nov-04

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The following models do not support RFU:

- Printers:
Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products
- MFPs:
Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:

- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)

Note: IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:

- 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:

For RFU Mode & Recovery Mode:

- FTP (The port must be open)

Operating System:

- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)

Note: RFU is available for any OS from which FTP is possible.

Unsupported environments:

- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

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Ftp settings and commands:

- **User name (default):**
 - **Before 04A:** *rsysupdate*
 - **04A and later:** *admin*

- **Password (default):**
 - **Before 04A:** *password*
 - **04A and later:** *(no password)*

Note: These default passwords are the same as the administrator passwords.

- Transfer mode: binary
- FTP commands supported:
 - binary (Transfer data in binary mode)
 - dir (List files and directories)
 - put "file name"
 - get version.txt - (Obtain the version.txt file and display its contents.)
 - get errlog.txt - (Obtain the errlog.txt file and display its contents.)

4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.

- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

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5. UPDATING PROCEDURE

Recommendation:

It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

Printers

Model	System	Network	WebSys	Printer	Engine
Model J-P2	Auto	Auto	---	Auto	Auto
Model J-P2CF	Auto	Auto	---	Auto	Auto
Model K-P3	Auto		Auto	Auto	Auto
Model C-P1	Auto		Auto	Auto	Auto
Model J-P3	Auto	Auto	Auto	Auto	Auto
Model PL-P1	Auto	Auto	Auto	Auto	N/A
Model G-P1	Auto	Auto	Auto	Auto	Auto
Model C-P2	Auto	Auto	Auto	Auto	Auto
Model K-P4	Auto	Auto	Auto	Auto	Auto

MFPs

Model	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Auto	Auto	Auto	Auto	Auto	Manual
Model R-C3	Auto	Auto	Auto	Auto	Auto	Manual
Model K-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model S-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model B-C2e	Auto	Auto	Auto	Auto	Auto	Auto
Model J-C1	Auto	Auto	Auto	Auto	Auto	Auto
Model MT-C2	Auto	Auto	Auto	Auto	Auto	Auto

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.

Manual: The machine must be manually rebooted after updating the firmware.

5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the <.....> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server.

5.2.2 Firmware

- Please download firmware (*.rru or *.rfu files) from our support site and store it in a folder on a local PC to be used for RFU.

5.2.3 Checking the machine status

- Please check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

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5.3 RFU for Windows

1. Open a command prompt.
 - o [Start]-[Program]-[Accessories]-[Command Prompt]
2. Logon to the machine using ftp.

```
C:\> ftp xxx.xxx.xxx.xxx          Specify the machine's IP address
Connected to xxx.xxx.xxx.xxx.
220 (Product name) FTP server (1.00)ready.
User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate    User name
331 Password required for rsysupdate.
Password:
```

4. Enter the password.

```
Password:xxxxx
230 User rsysupdate logged in.        Login successful.
ftp>
```

5. Enter "dir" to check that version.txt exists.

```
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for '/'.
-r--r--r--root root 200 Jan 1 01:08 help
-r--r--r--root root 200 Jan 1 01:08 info
-r--r--r--root root 200 Jan 1 01:08 install
-r--r--r--root root 200 Jan 1 01:08 prnlog
-r--r--r--root root 200 Jan 1 01:08 stat
-r--r--r--root root 200 Jan 1 01:08 syslog
-r--r--r--root root 200 Jan 1 01:08 version.txt
-r--r--r--root root 200 Jan 1 01:08 errlog.txt
226 Transfer complete.
ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

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6. Enter "get version.txt -" to check the machine's firmware version.

```
200 PORT command successful.
150 Opening ASCII mode data connection for 'version.txt'.
PartNo.          Module Name      Version      Module ID
-----
G0000000        os & copy        0.20        XXXXXX_copy
G0000000        os & pf          0.20        XXXXXX_system
G570xxxx        Onboard Scn     2.04        XXXXXX_scn
G5705387A       OptDIMM Fax     1.07        XXXXXX_fax
G5700000        printer         0.19        XXXXXX_printer
G5705383D       Network DocBox  2.00        XXXXXX_netfile
G0805920A       Network         0.71        XXXXXX_net
G0805601        ENGINE          R0.14 :06   XXXXXX_eplot
...
-----
226 Transfer complete.
ftp>
```

7. Enter "binary" to set the file transfer mode to binary.

```
ftp> binary
200 Type set to I.
ftp>
```

8. Navigate to the directory on your PC containing the file xxx.rru.
9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

```
ftp> put xxx.rru
200 PORT command successful.
150 Opening BINARY mode data connection for 'xxx.rru'.
226 Transfer complete.
ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.
ftp>
```

Note: Do not turn off the power of the machine while updating the firmware.

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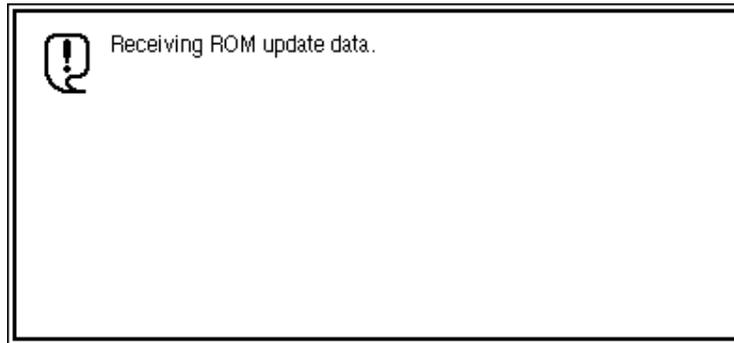
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When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.

- Display panel (MFPs)



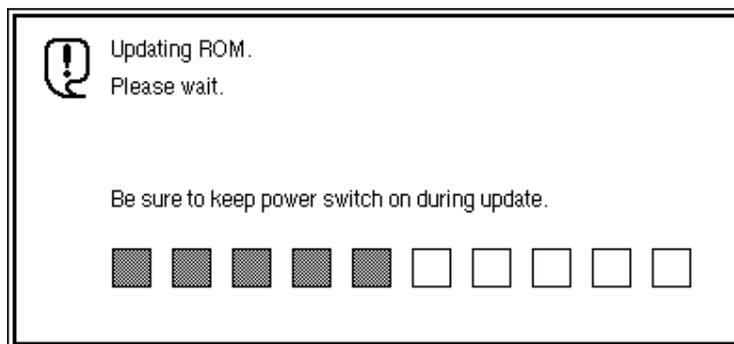
- Display (Printers)



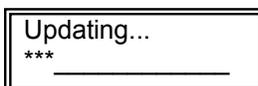
10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

- Display panel (MFPs)



- Display (Printers)



Note: If the controller firmware is being updated, this message is displayed in English only.

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11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
12. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

13. Check the firmware version as shown in step 6.
14. Update all required firmware by repeating steps 1 to 13 as necessary.

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"
User ("ip address"): User Name (for Administrator)
230 User xxxx logged in.
331 Password required for rsysupdate.
Password: Password (for Administrator)
230 User xxxx logged in.
Connected to "ip address"
Remote system type is UNIX.
Using binary mode to transfer files.
```

2. Change to binary mode.

```
ftp> binary
200 Type set to I.
```

3. Send the firmware data (*.rru or *.rfu) to the machine.

```
ftp> put "File Name of Firmware"
200 PORT command successful.
150 Opening BINARY mode data connection for "File Name of Firmware".
226 Transfer complete.
ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.
ftp>
```

4. Close the ftp session.

```
ftp> bye
host%
```

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5.5 Firmware Update for Centronics (IEEE1284)**Note:**

- Firmware update via a centronics interface does not require a password.
 - The only method of recovery available via a centronics interface is an IC or SD card.
1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
 2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
 3. Send the firmware to the target machine with the copy command.

```
C:>copy/b "file name"
```

4. Cycle the machine's power (off then on).
5. Confirm the firmware version as shown in step 1.
6. Update all required firmware by repeating steps 1 to 5 as necessary.

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5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:

- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

- Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).

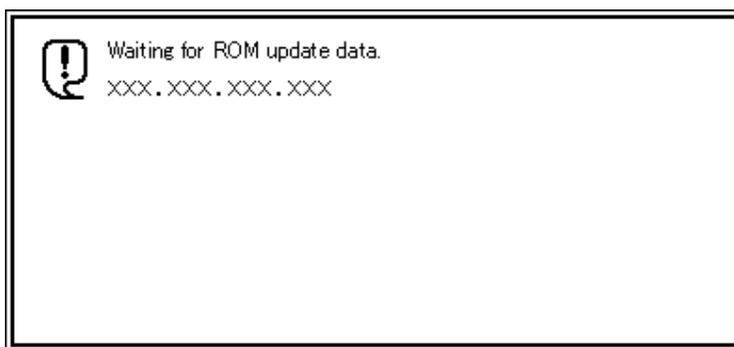
If an error occurs

- If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.

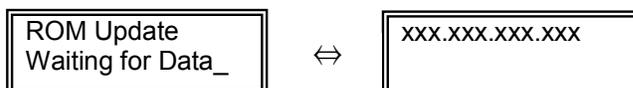
Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

- Display panel (MFPs)



- Display (Printers)



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6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and begin with the type shown in the table below.

Recommendation:

As mentioned in 5. *Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1	---	Type1	Type1	IC
Model J-P2CF	Type1	Type1	---	Type1	Type1	IC
Model K-P3	Type1		Type1	Type1	Type1	IC
Model C-P1	Type1		Type1	Type1	Type1	IC
Model J-P3	Type1	Type3	Type3	Type3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	Type1	Type1	Type1	Type1	Type1	SD
Model C-P2	Type1	Type1	Type1	Type1	Type1	SD
Model K-P4	Type1	Type1	Type1	Type1	Type1	SD

MFPs

Model	System	Network	WebSys	Printer	PS	Engine	Card Type
Model A-C3e/f	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model R-C3	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model K-C2	Type1	Type1	Type1	Type3	Type3	Type3	SD
Model S-C2	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model B-C2e	Type2	Type2	Type2	Type3	Type3	Type3	SD
Model J-C1	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model MT-C2	Type2	Type2	Type1	Type1	Type1	Type1	SD

Fig. 3 Recovery Method

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

No.: RGene019a

Important: Do not turn the main power off while you perform any of the procedures.

Procedure for type 1:

1. Restore power to the machine. The machine will wait for the operator to start the update.
2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

Procedure for type 2:

1. Try 'Procedure for type 1'.
2. If this does not work, restore power to the machine.
3. Upload the firmware from an SD card or IC card.

Procedure for type 3:

1. Try 'Procedure for type 1'.
2. If this does not work, try 'Procedure for type 2'.
3. If this does not work, replace the internal SD card or circuit board.

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

No.: RGene019a

7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

1. Logon to the machine using ftp.
2. Enter "dir" to check that errlog.txt exists.

```
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for '/'.
-r--r--r-- root root 200 Jan  1 01:08 help
-r--r--r-- root root 200 Jan  1 01:08 syslog
-r--r--r-- root root 200 Jan  1 01:08 version.txt
-r--r--r-- root root 200 Jan  1 01:08 errlog.txt
226 Transfer complete.
ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

3. Enter "get errlog.txt -" to check the error code.

```
ftp> get errlog.txt -
200 PORT command successful.
150 Opening ASCII mode data connection for 'errlog.txt'.
Module ID: xxxxxxxx
Error Code: 51
226 Transfer complete.
ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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7.2 Error Code List

Error Code	Description/Causes	Solutions
51	<p>The machine cannot be updated.</p> <ul style="list-style-type: none"> • The machine is processing a print job. • The machine is processing a scan job. • The machine is receiving image data from the network. • The control panel is in use. • The machine is sending or receiving a fax. • The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990). 	<p>Check that the machine is idle, and then try updating again.</p> <p>If an SC number appears, contact your service representative.</p>
52	<p>The file contains erroneous data.</p> <ul style="list-style-type: none"> • The data is too large or too small. • The CRC (cyclic redundancy check) value and the checksum do not match. • The firmware does not match the target machine. • The firmware was not completely uploaded or is corrupt. 	<p>Download the correct file from the website, and then try updating again.</p>
53	<p>An error occurred while updating.</p> <ul style="list-style-type: none"> • The machine is off. 	<p>If using a DNS server, the machine's IP address might have been changed.</p> <p>Check the IP address, and then try updating again.</p>

Revised: 18-Jan-07

Model: Stella-C2	Date: 7-Dec-04	No.: RB129005b
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RTB Reissue

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

Subject: ROM History (BICU: MFP)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 BICU for MFP.

B1295540	Version	C.SUM	Production
B	0.51.01	4467	1st Mass Prod.
C	0.52	6E73	July Prod.'04
C	0.52K01	C9DA	July Prod.'05
<i>D</i>	<i>0.53</i>	-	<i>August Prod.'05</i>

Symptom Corrected	Version
A jam occurs if the SMC is printed out, and then a copy job is started within 9 seconds. [MFP model]	0.52
The machine continues to feed the paper for 10 seconds after a jam at the registration sensor in Duplex mode. [MFP model]	0.52
Wording errors [BASIC model]: Hungarian: "Automatikus" → "Automat". Polish: The Yen mark was deleted.	0.52
Machine freezes if an input/output check is done and the DF is not installed. [MFP models without a DF].	0.52
Display error [BASIC model]: The occurrence time in SP7-403 (SC history) is displayed as the number of hours the machine has been ON.	0.52
The engine LOG cannot be uploaded to the SD card. [MFP model].	0.52
SC903 occurs when the operator tries to make copies onto custom-sized paper.	0.52K01
<i>SC903 occurs when the operator tries to make copies onto custom-sized paper.</i>	<i>0.53</i>

Revised: 6-Jun-05

Model: Stella-C2	Date: 7-Dec-04	No.: RB129006a
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RTB Correction

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

Subject: ROM History (BICU: Basic)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 BICU for Basic.

B1295531	Version	C.SUM	Production
B	0.51.01	76BE	1st Mass Prod.
C	0.52	C413	July Prod.'04
C	052(Basic),0.52K01(MFP)	C4A5	July Prod.'05

Symptom Corrected	Version
A jam occurs if the SMC is printed out and then a copy job is started within 9 seconds. [MFP model]	0.52
The machine continues to feed the paper for 10 seconds after a jam at the registration sensor in Duplex mode. [MFP model]	0.52
Wording errors [BASIC model]: Hungarian: "Automatikus" → "Automat". Polish: The Yen mark was deleted.	0.52
Machine freezes if an input/output check is done and the DF is not installed. [MFP models without a DF].	0.52
Display error [BASIC model]: The occurrence time in SP7-403 (SC history) is displayed as the number of hours the machine has been ON.	0.52
The engine LOG cannot be uploaded to the SD card. [MFP model].	0.52
SC903 occurs when the operator tries to make copies on custom-sized paper.	0.52(Basic), 0.52K01(MFP)

Model: Stella-C2	Date: 7-Dec-04	No.: RB129007
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The items in ***bold italics*** have been corrected or added.

Subject: ROM History (MBU)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 MBU.

B1305570	Version	C.SUM	Production
D	03.00.00	4A82	1st Mass Prod.
<i>E</i>	<i>04.00.00</i>	<i>C074</i>	<i>July Prod.'04</i>

Symptom Corrected	Version
<i>Cannot send a fax to a PanaDP3010 machine in Detail/Fine mode.</i>	<i>04.00.00</i>
<i>A blank image is printed out.</i> <i>Conditions:</i> - <i>Enlargement/Reduction</i> - <i>Non-ECM reception, CIL printing</i> - <i>Switch settings:</i> <i>SWuser_02, bit3: TSI printing</i> <i>SWsys_11, bit1: CIL output</i>	<i>04.00.00</i>

Model: Stella-C2		Date: 7-Dec-04	No.: RB129008
Subject: ROM History (Printer Font SD Card)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for Printer Font SD Card.

B6835803	Version	C.SUM	Production
B6835803	1.00	72DE	1st Mass Prod.

Symptom Corrected	Version
<i>First mass production</i>	

Model: Stella-C2	Date: 7-Dec-04	No.: RB129009
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The items in ***bold italics*** have been corrected or added.

Subject: ROM History (Printer SD Card)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for the Printer SD Card.

B6835801	Version	C.SUM	Production
B6835801	1.01	1FC3	1 st Mass Prod.
<i>A</i>	<i>1.02</i>	<i>D84B</i>	<i>July Prod.'04</i>

Symptom Corrected	Version
<i>The machine prints out the wrong number of pages. Conditions: The number of copies is set at 256 or more, RPCS printing.</i>	<i>1.02</i>
<i>Sometimes the GPS Web screen is not displayed in Web Image Monitor (bug fix for libgwww memory overrun).</i>	<i>1.02</i>

Model: Stella-C2		Date: 7-Dec-04	No.: RB129010
Subject: ROM History (PS3)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for PS3.

B6815906	Version	C.SUM	Production
A	1.01	8C33	1st Mass Prod.

Symptom Corrected	Version
First mass production	

Model: Stella-C2	Date: 7-Dec-04	No.: RB129011
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The items in ***bold italics*** have been corrected or added.

Subject: ROM History (PS Font)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for PS Fonts.

B6815907	Version	C.SUM	Production
A	1.01	4052	1 st Mass Prod.

Symptom Corrected	Version
<i>First mass production</i>	

Model: Stella-C2		Date: 7-Dec-04	No.: RB129012
Subject: ROM History (Scanner SD Card)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for the Scanner SD Card.

B6835802	Version	C.SUM	Production
B6835802	1.17	6965	1 st Mass Prod.

Symptom Corrected	Version
First mass production	

Reissued: 5-Apr-07

Model: Stella-C2	Date: 7-Dec-04	No.: RB129013d
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RTB Reissue

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

Subject: ROM History (Service Card Copy_PCB_CTL)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for Service Card Copy_PCB_CTL.

B6835902	Version	C.SUM	Production
B	0.29.01	7790	1st Mass Prod.
C	0.29.02	26B4	July Prod.'04
D	0.29.03	068C	October Prod.'04
D	FAX_TX_RX	7424	For service use only
E	0.29.04	07A3	August Prod.'05
F	0.29.05	-	April Prod.'06

Symptom Corrected	Version
The copy job does not restart when the "Continue" button is pressed in the Job Interrupt screen. Conditions: The Memory Full condition occurs during a Sort copy job, then the operator interrupts the job.	0.29.02
The PM alarm is not displayed (MFP model).	0.29.03
1) Fax "Transmission" and "Reception" were reversed in the display (Russian). 2) Minor wording corrections (Czech and Swedish).	FAX_TX_RX
1) If a mainframe SC occurs soon after installing @Remote option, this information is not sent to the @Remote Center. Note: This can be cleared by turning the machine main power OFF/ON. 2) An LCD display error occurs during FAX Tx/Rx.	0.29.04
Other changes: 1) Supports the Wireless LAN card XI-330.	
<ul style="list-style-type: none"> ● (ENG) Fixed: The user counters in the device are not reset with SmartDeviceMonitor for Admin. (GFPR#RC05120007/RE05010009) ● Communication between RC Gate and the device works properly. ● Sometimes, the firmware cannot be updated via RC Gate through FTP. 	0.29.05

Reissued: 28-Jun-07

Model: Stella-C2	Date: 7-Dec-04	No.: RB129014b
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RTB Reissue

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

Subject: ROM History (Service Card Fax_PCB_CTL)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for Service Card Fax_PCB_CTL.

B6835901	Version	C.SUM	Production
<i>E</i>	<i>0.29.04</i>	-	<i>February Prod. '07</i>
D	0.29.03	FA46	August Prod.'05
C	0.29.02	15D5	July Prod.'04
B	0.29.01	54EA	1st Mass Prod.

Symptom Corrected	Version
<i>Symptom corrected: The machine cannot receive email or print out if an email is received from a specific sender.</i>	<i>0.29.04</i>
1) Some words are not displayed on the LCD correctly (Taiwanese). 2) The machine freezes while the FCU ROM is being updated from an SD card.	0.29.03
The red Fax Application LED does not turn ON (only the Receive File LED turns ON) when a FAX is received. Conditions: There is no paper loaded and the machine is in Off Mode.	0.29.02

Model: Stella-C2	Date: 7-Dec-04	No.: RB129015
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The items in ***bold italics*** have been corrected or added.

Subject: ROM History (Service Card Net File_PCB_CTL)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for Service Card Net File_PCB_CTL.

B6835905	Version	C.SUM	Production
B	1.02	17B4	1st Mass Prod.
C	1.03	EF3F	July Prod.'04

Symptom Corrected	Version
<i>[ROM library modification only (firmware was not changed)]: libgwww memory overrun.</i>	1.03

Reissued:2-May-06

Model: Stella-C2	Date: 7-Dec-04	No.: RB129016a
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RTB ReissueThe items ***in bold italics*** have been corrected or added.

Subject: ROM History (Service Card Web System_PCB_CTL)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for Service Card Web System_PCB_CTL.

B6835904	Version	C.SUM	Production
B	1.01	B4A0	1 st Mass Prod.
C	1.02	C9F6	August Prod.'05

Symptom Corrected	Version
(Part number/version change only).	1.02

Reissued:2-May-06

Model: Stella-C2	Date: 7-Dec-04	No.: RB129017a
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RTB Reissue

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

Subject: ROM History (Service Card NIB_PCB_CTL)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Stella-C2 for Service Card NIB_PCB_CTL.

B6835903	Version	C.SUM	Production
B	4.19.3	64D3	1 st Mass Prod.
C	4.20	69D5	July Prod.'04
<i>D</i>	<i>4.20.1</i>	<i>16BD</i>	<i>August Prod.'05</i>

Symptom Corrected	Version
Some jobs are deleted if a USB connector is removed from one port and reinserted into another. Conditions: The machine receives data while the USB connector is removed/reinserted.	4.20
<i>Other changes:</i> <i>Supports the Wireless LAN card XI-330 (IEEE 802.11b).</i>	<i>4.20.1</i>

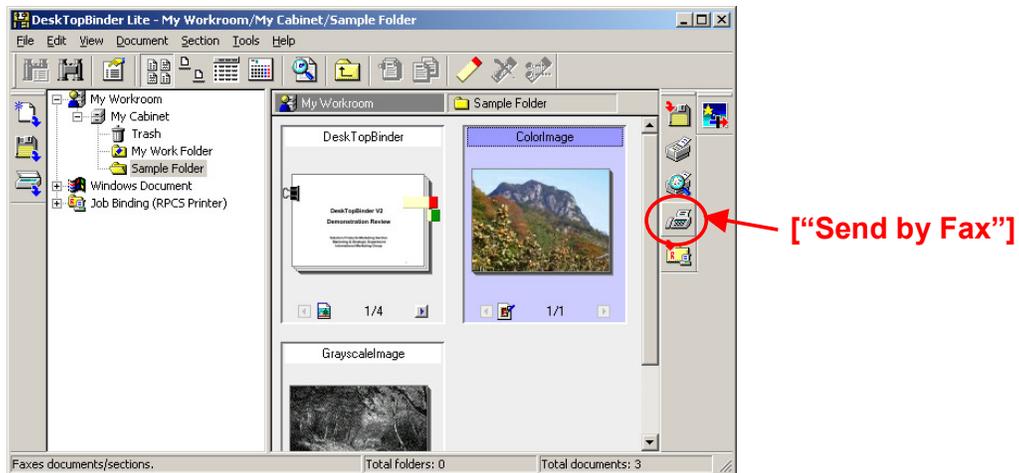
Model: Model S-C2 LAN Fax Driver (B130/B169/B683)		Date: 10-Feb-05	No.: RB129018
Subject: Wrong Installer on LAN-FAX Driver CD-ROM		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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 ()		

This RTB applies to the model S-C2b CFPS (B130), S-C2b PS (B169) and the Printer/Scanner option (B683).

Symptom

The M5 LAN-Fax Driver is not displayed when it is used as a fax driver within a third-party application. Instead, an error message is displayed (see below).

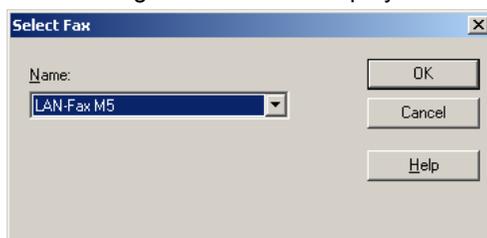
For example: The driver does not appear when the operator clicks on the “Send by Fax” icon in DeskTopBinder.



If “Send by Fax” is clicked, this error dialog is displayed:



CORRECT dialog that should be displayed:



Affected driver versions:

- For Win9x v1.34 or before
- For NT v1.38 or before
- For 2000/XP/Server2003 v1.38 or before

Cause

The "M5 LAN-Fax driver" was missing from the LAN-Fax driver list bundled with the M5 driver. As a result, the application cannot find the M5 driver.

Notes:

- The M5 driver itself is contained in the CD-ROM and installed in the PC.
- There is nothing wrong with the M5 driver itself. It works fine when the operator uses it as a printer driver. The symptom only occurs when the M5 driver is used as a fax driver inside a third-party application (e.g. DeskTopBinder).

Workaround in the field

Download the updated version of the M5 LAN-Fax driver from Web site and re-install it.

Solution

Firmware modification.

- Applied from: CD-ROM **v1.01**, February 2005 production
- Driver version by OS
 - For Win9x V1.37
 - For NT V1.40
 - For 2000/XP/Server2003 V1.40

Model: Stella-C2		Date: 8-Jul-05	No.: RB129019
Subject: Specification correction		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

The following information in the Service Manual was corrected:

1. GENERAL SPECIFICATIONS

1.1 COPIER

Custom sizes in the bypass tray:

Incorrect: Length: 139 – 356mm (5.48" – 14.0")

Correct: **Length: 139 – 600mm (5.48" – 23.62")**

Reissued: 15-Nov-07

Model: Stella-C2		Date: 5-Sep-06	No.: RB129020a
Subject: ROM History (Printer Security Module SD card)		Prepared by: M. Ishihara	
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 checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

We hereby inform you of the firmware history for the Stella-C2 Printer Security Module SD Card.

<For all areas>

B6835704	Version	C.SUM	Production
-	1.02	8975	1 st Mass Prod.

Reissued: 31-Oct-06

Model: Stella-C2	Date: 7-Sep-06	No.: RB129021b
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RTB Reissue

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

Subject: Attaching "Anti-jam Mylar" sheet		Prepared by: T. Shintani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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 ()		

Symptom

The jam happens at a burr on the machine frame only when the option PTU (PS480) is installed.

Cause

The burr was not removed at the factory.

Failure rate

Failure ratio is 10% or more in affected units only when the paper feeds from the PTU (PS480).

Affected units

RC: 3374 units

K2069000001~ K2269100445 (Please refer to the PSR for details)

RE: 540 units

Total is 4709 units. 4169 units already reworked at the warehouse.

(Please refer to the following page for details)

RA: 30 units K2169009323~K2169009352

Action

Attach "Anti-jam Mylar" sheet [A]. (See "Procedure" on P.3/4 and P.4/4)

Part number

B1299000 <- ***We deleted this part from the service part system due to the purchasing situation. Please do not order with B1299000. When you want to get this part, please contact RCL by Techmail.***



[A]

Model: Stella-C2	Date: 7-Sep-06	No.: RB129021
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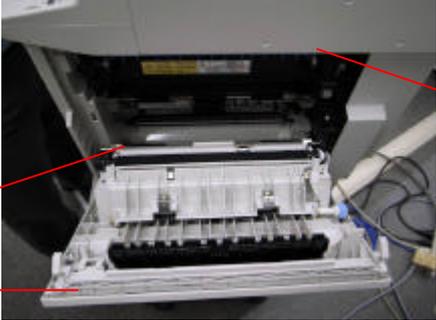
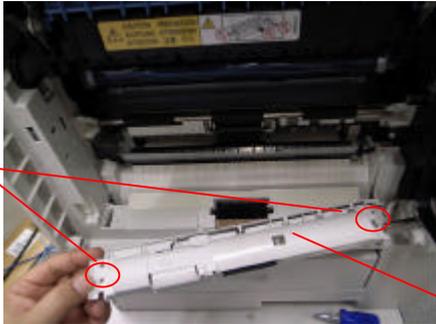
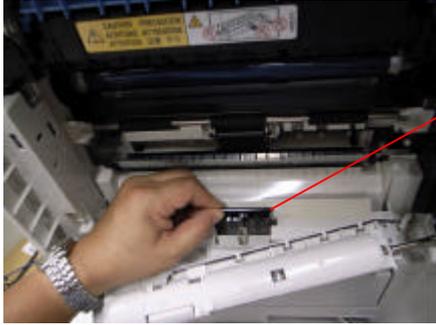
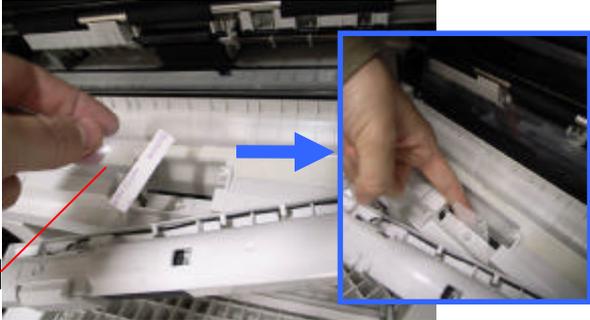
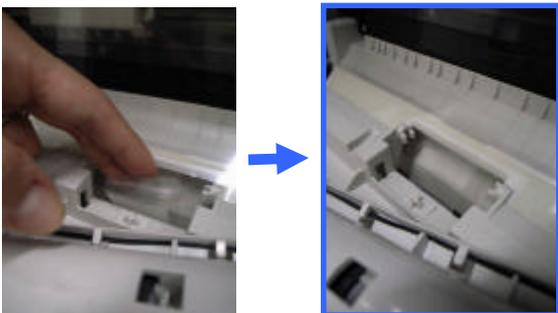
RA affected units

Total	30
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SRF Invoice numbe	Invoice number	EDP code	Model Code	S/ N First	S/ N End	Number	ETA	Ship to
SR01756	C67204	411824	B13029	K2169009323	K2169009325	3	20060623	HONGKONG
SR01756	C67204	411824	B13029	K2169009327	K2169009343	17	20060623	HONGKONG
SR01756	C67204	411824	B13029	K2169009345	K2169009348	4	20060623	HONGKONG
SR01752	C67203	411824	B13029	K2169009344	K2169009344	1	20060623	HONGKONG
SR01752	C67203	411824	B13029	K2169009349	K2169009350	2	20060623	HONGKONG
SR01752	C67203	411824	B13029	K2169009351	K2169009352	2	20060623	HONGKONG
SR01721	C67467	411824	B13029	K2169009326	K2169009326	1	20060707	MELBOURNE

Model: Stella-C2	Date: 7-Sep-06	No.: RB129021
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Procedure

<p>1) Open and remove the right door [A] of the machine (1 belt [B] & 1 connector [C]).</p>	
<p>2) Partially remove the "Guide Plate - Manual Feed" [D]. Using a short Phillips screwdriver, remove the two screws [E]. Note: The left side will swing clear (see the photo), but the right side is connected and supported by a gear, and with a wire connection as well. It's not necessary to fully remove this.</p>	
<p>3) Remove the Friction Pad (and spring) [F]. To remove the Friction Pad, push down with enough pressure to release it from the clips it snaps into, and then pull it back up through the wide part of the opening.</p>	
<p>4) Attach the Mylar [G]. Remove the paper from the adhesive side of the Mylar, and attach in the center of the opening. Be sure to rub back and forth over the area with the adhesive after attaching the Mylar, to be certain that it is properly attached.</p>	
<p>5) Position the Mylar behind the existing long Mylar strip as shown in the photos.</p>	

Model: Stella-C2

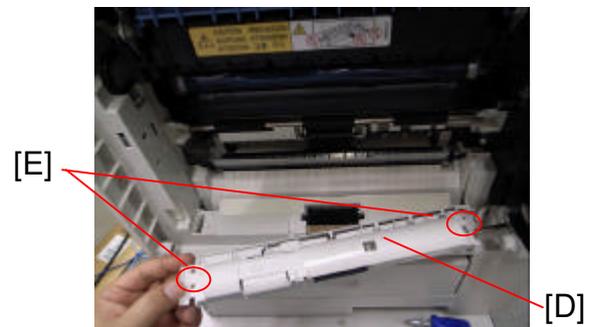
Date: 7-Sep-06

No.: RB129021

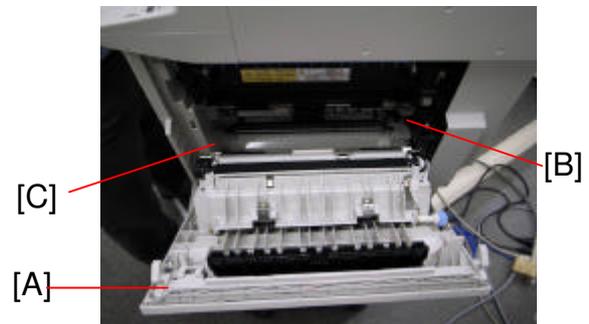
6) Reinstall the Friction Pad and spring [F].



7) Reinstall the "Guide Plate - Manual Feed" [D] using a short Phillips screwdriver. (2 screws [E])



8) After connecting the belt [B] & the connector [C], close the right door [A].



Model: Model S-C2		Date: 20-Feb-07	No.: RB129022
Subject: SC929, Paper Jams, or intermittent lines		Prepared by: Y.Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" 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"/> Other ()		

Symptom

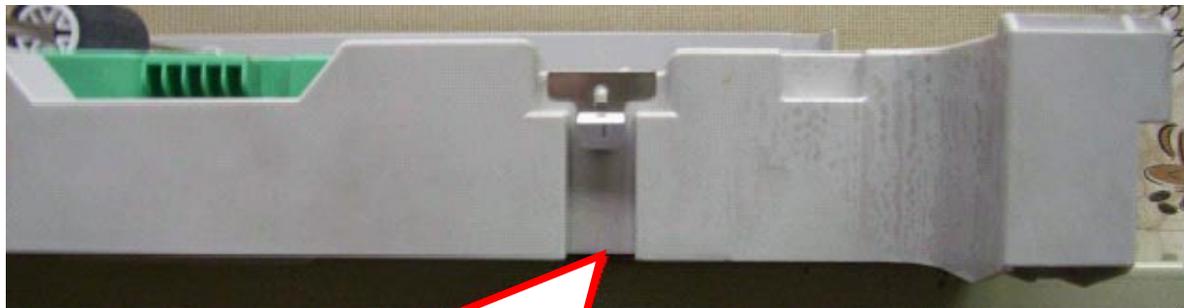
- SC929 occurs
- Paper jams
- Intermittent digital lines appear on copies

Cause

Electrical noise is being generated and it causes image control to function incorrectly. The possible symptoms caused by the electrical noise are SC929s, paper jams, and intermittent digital lines on copies. Static electricity is the source of this electrical noise.

Solution

One or both grounding plates on the bottom of the main body paper cassette may not be making proper contact. Reform or replace the grounding plates so that they make proper electrical contact.



B0442709/ B2622709
REAR VIEW OF THE CASSETTE
 Reform the grounding plate out and away from the cassette so it makes proper contact with the main body of the machine. Make sure that the contact on the machine side and this grounding plate are clean and grease free.

Model: Model S-C2

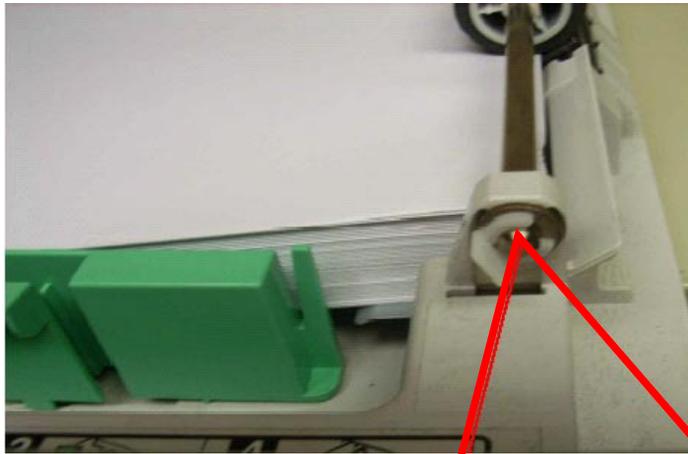
Date: 20-Feb-07

No.: RB129022

**B0442711/ B2622711****Bottom View of Cassette**

The above photograph is showing the front bottom view of the cassette.

Make sure to form the grounding plate to the rear so that it makes contact with the bottom machine frame.

**B0442711/ B2622711****Front Top View of Cassette**

Be sure that the grounding plate and the shaft are clean and grease free.

Model: Model S-C2		Date: 16-Apr-10	No.: RB129023
Subject: PCB GWFCU3 NA Ass'y		Prepared by: M. Ishihara	
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 ()		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1685182	B1685173	PCB GWFCU3 NA Ass'y	1	O/O	45	11	MB129006
B1685184	B1685175	PCB GWFCU3 EU Ass'y	1	O/O	45	11	MB129006

Change / Reason: To meet RoHS (Environmental regulation).

Reissued:22-Jul-10

Model: Model S-C2	Date: 17-Jun-10	No.: RB129024a
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RTB Reissue

The items in ***bold italics*** were corrected or added.

Subject: Guide Plate – Exposure Glass		Prepared by: M. Ishihara	
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 ()		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0444935	B1294935	Guide Plate - Exposure Glass	1-1		21	28	
-	B1294913	Cap-Guide Plate	0-1		21	35	New index

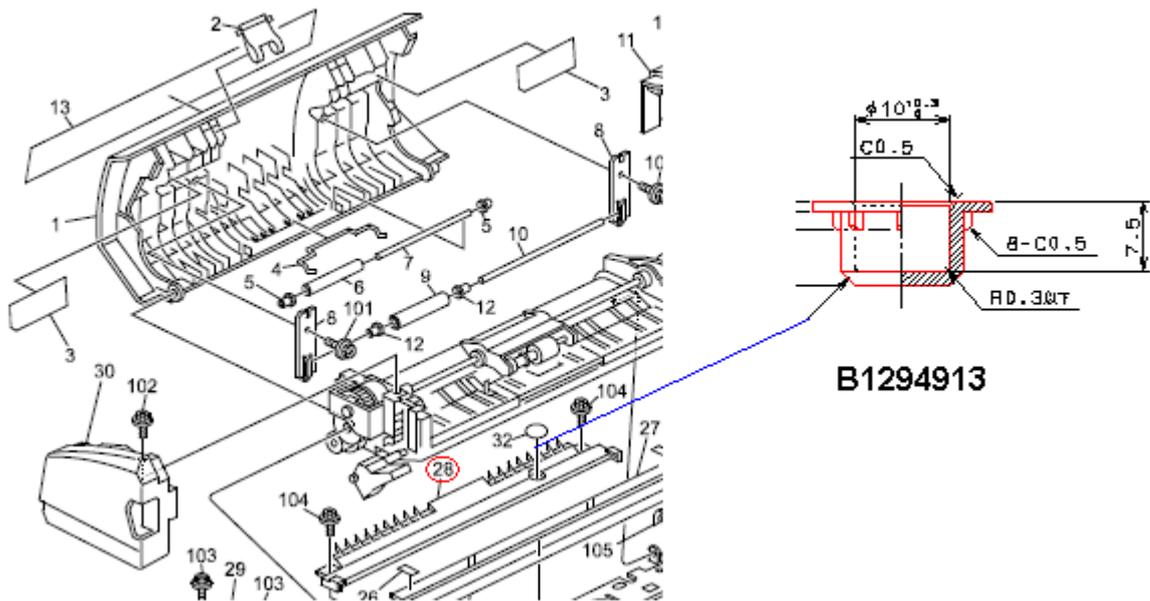
Change: The guide plate has been changed in shape

Reason: To ensure that the S2 sensor on the ADF functions.

Note: The interchangeability is X/O as a set.

(Replace the guide plate with the cap.)

8.ADF 2 (B129/B130/B168)



Model: Model S-C2		Date: 09-Mar-11	No.: RB129025
Subject: SD-Card: Adapter:BN-SDAA2		Prepared by: M. Ishihara	
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 ()		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B6456700	B6456705	SD-Card:Adapter:BN-SDAA2	1-1	X/O	85	10	
B6456705	B6456830	SD-Card:USB:Writer:BN-SDCE2	1-1	O/O	85	10	
B64568030		SD-Card:USB:Writer:BN-SDCE2	1-0		85	10,11	See RTB RBGene043

Note: The old parts have not been available as service parts.