

Model: Russian-C2		Date: 24-Oct-01	No.: RB022001
Subject: The fax function does not work		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

The fax option type 1027 does not function if it is the only option installed on the mainframes listed below (Aug/Sept '01). It will function normally on these machines when either the 32MB or 64MB copier memory option is installed.

When only this fax option is installed on the machines listed below, please perform either of the following:

- 1 Update the GW controller firmware to ver.4.15 or later, **or**:
- 2 Install the 32MB or 64MB copier memory option.

Version 4.15 has been applied from Oct '01 production.

Machines for above action (only in cases where needed):

The following are from September '01 production, except for the one group labeled from August production.

B022-17: J0110900001 - J0110902945
 B022-22: J0110903071 - J0110903880
 B022-24: L1161090001 - L1161090357
 B022-26: 4M10910001 - 4M10910250
 B022-27: J0110800001 - J0110801050 (August '01 production)
 J0110903881 - J0110904727
 B027-17: J0210900001 - J0210901700
 B027-22: J0210901701 - J0210901980
 B027-24: L1171090001 - L1171090380
 B027-26: 4M20910001 - 4M20910300
 B027-27: J0210901981 - J0210903332

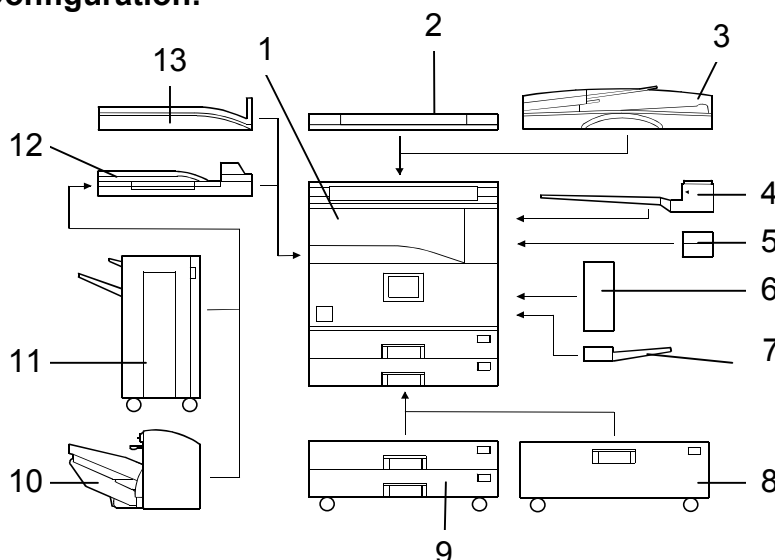
Model: Russian-C2		Date: 26-Oct-01	No.: RB022002
Subject: Major differences between Russian-C1 and Russian-C2		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> 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 ()		

This RTB outlines the major differences between the Russian-C1 and Russian-C2.

Overview:

The R-C2 is intended as the successor model to the R-C1. The mechanical components and design of these two models are nearly identical. In addition, the electrical system of the R-C2 employs GW architecture.

Machine Configuration:



Version	Item	Machine Code	No.	Comments
Copier	Copier(R-C2a)	B022	1	
	Copier(R-C2b)	B027	1	
	ARDF	B386	3	New option
	Platen Cover	B406	2	Common with Kir-C
	Paper Tray Unit-2 tray	B390	9	*See Note 2
	LCT	B391	8	*See Note 2
	1-bin Tray	B413	4	Color change
	Shift Tray	B459	13	Color change
	Duplex Unit	B414	6	*See Note 2
	By-pass Tray	B415	7	Color change
	Interchange Unit	B416	5	Color change
	Bridge Unit	B417	12	*See Note 2
	1000-sheet finisher	B408	11	New option

Model: Russian-C2	Date: 26-Oct-01	No.: RB022002
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Version	Item	Machine Code	No.	Comments
	500-sheet finisher	B442	10	Common with R-P2, Color change
	Key Counter Bracket	B452		Color change
Fax	Fax Unit	B418		
	JBIG	A892		Common with Stinger-C
	G3 interface unit	B448		
	G4 kit	B449		
	Hand set	B433		Color change
Printer/ Scanner	Printer unit	B461		
	Printer & Scanner unit	B453		
	HDD	B420		
	PS3	B462		
	User Account Enhance	B443		Common with A-C2
	NIB	G335		
	IEEE 1394	G590		Common with A-C2
	Memory – 32MB	G578		Common with A-C2
	Memory – 64MB	G579		Common with A-C2

Note:

- 1) The R-C2 has a new exterior color (same as A-C2).
- 2) The Drive Motor and Control Board for these peripherals have been changed so that the peripherals can be installed on the high cpm machine (R-C2c).

Model: Russian-C2

Date: 26-Oct-01

No.: RB022002

Mainframe: R-C1 vs. R-C2

Unit	Item	Details
Exterior	The color has been changed	
Operation panel	LCD size has been expanded	Same size as the A-C2.
Drive section	Fusing drive solenoid has been added.	To reduce warm-up time, this solenoid disengages the drive to the fusing unit during warm-up.
Electrical component	The PCB layout has been changed	The R-C2 uses GW architecture.
Scanner	The CCD has been changed	The mechanical layout of the scanner unit has been modified to accommodate this change.
Image processing	SP mode adjustments	Some SP adjustments have been deleted, some added, and others combined.
Laser exposure	The LD driver board has been changed	This board is designed to be used in the high cpm machine (R-C2c).
Paper Feed	Special paper lever deleted	The control for this function has been changed over to a software switch (op. panel).
Fusing Unit	New design to meet ZESM standards	<ul style="list-style-type: none"> • Thin hot roller • 2 fusing lamps • 4 thermostats • 2 thermistors • The fusing temperature control and Energy Saver function are very similar to those of the A-C2.
PCU	New developer and new toner are used to meet ZESM standards	<ul style="list-style-type: none"> • The ID sensor pattern creation time has been changed so that it is performed at power-on and at a specified interval (# copies). • Toner density control is the same as for the R-C1. • The cleaning pad for the charge roller has been changed to a brush roller type.

Fax option: R-C2 vs. A-C2

The fax options are very similar. However, the following differences exist because of the GW architecture used in the R-C2:

- Installable units:
 - R-C2: 1 SG3 and 1 SiG4 (simultaneously).
 - A-C2: 2 SG3, **or** 1 SG3 and 1 SiG4 (simultaneously).
- Default unit for scanning resolution:
 - R-C2: Inches
 - A-C2: mm

Printer option: R-C2 vs. A-C2

As with the fax, the printer options are very similar. However, the following differences exist because of the GW architecture used in the R-C2:

- The RPCS driver for the R-C2 -

The Overlay feature will soon be added to the Edit tab (per field requests).

The HDD for the R-C2 is an option, but is required to use the following features with the printer. (Note that these features are always available with the A-C2, since the HDD comes standard).

1. Sample Print
2. Locked Print
3. Document Server
4. Macro/Font Download
5. Rotate Sort

Scanner option: . R-C2 vs. A-C2

1. HDD (A-C2: standard, R-C2: option):

Net file applications can be used with the R-C2 even if the HDD is not installed. However, they cannot with the A-C2.

2. Scanning Memory:

The total scanning memory on the R-C2 is less than on the A-C2, so there are greater limitations with respect to the maximum scannable size for each dpi setting.

Model: Russian-C2		Date: 30-Oct-01	No.: RB022003
Subject: Software Release Information (FAX)		Prepared by: K. Moriizumi	
From: Technical Services Dept., GTS Division			
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 ()		

Firmware release information for the Fax Service Card.

Fax Service Card for NA Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275441	D2F6	October 2001 prod.

Contents

Version	Programs/Versions				
	Fax Application		FCU		Delivery Module
2.00	5.08.00	B4185592B	07.00.02	B0285771D	2.05 B4185588A

System Service Card for EU/Asia Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275442	D22E	October 2001 prod.

Contents

Version	Programs/Versions				
	FAX Application		FCU		Delivery Module
2.00	5.08.00	B4185592B	07.00.02	B0285772D	2.05 B4185588A

FCU

Version	Title	Symptom Corrected
05.03.00		1st mass production
06.00.01	PABX access	Even if the prefix number access mode (Loop start) is selected in PABX mode, the machine will always select Ground Start mode. As a result, the prefix number is not sent out to the telephone line.
	Print label insertion list	When the label insertion list is printed, characters containing umlauts come out scrambled.
07.00.02	Connecting with eCabinet	Modified to enable connection with eCabinet.
	Error report cannot be printed out	When 9 or more error codes are registered in memory, the error report cannot be printed out.
	For China	China model program segment added.

Model: Russian-C2

Date: 30-Oct-01

No.: RB022003

Fax Application

Version	Title	Symptom Corrected
4.11		1st mass production
4.11.1	Subst. reception file cannot be printed out	Documents received using substitute reception are successfully stored into SAF memory. However, if the main controller goes into Energy Saver mode during reception, the files cannot be printed out later.
5.08.00	"No paper" display	When there is no paper in one of the trays (and the "No paper" alert function has been selected), the alert will disappear after the machine prints out one of the automatic reports.
	PC fax transmission is canceled	If a fax Tx job is sent from a PC while the machine is in Energy Saver Mode, the machine wakes up but the job is canceled.
	"No paper" LED	If there is no paper in the tray when the machine goes to print out an Auto Document, the "No paper" message is displayed and the No Paper LED is lit. However, the LED remains lit after pressing the OK button on the "No paper" display.
	After the interrupt copy mode	Fax transmission settings are cleared after using Interrupt Copy.
	RTI (Own Fax name)	The machine allows lower-case letters to be input for the RTI, even though the specifications prohibit this.
	The LED keeps blinking - PC Fax	When the page data for a PC fax job is exactly 64 kbytes, the data-in LED does not stop blinking and the page data is not stored in memory .
	User Tools key when the SC code is displayed	Even when an SC code is displayed, the user is able to use the Facsimile Features menu in the User Tools.
	Information Box	The fax freezes if an Information Box file is printed out while the door is open.
	Journal report	With Print per User Code for Journal, user names can only be printed out up to a maximum of 16 characters (the spec. is max. 20 characters).

Model: Russian-C2		Date: 07-Nov-01	No.: RB022004
Subject: Capture Function		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

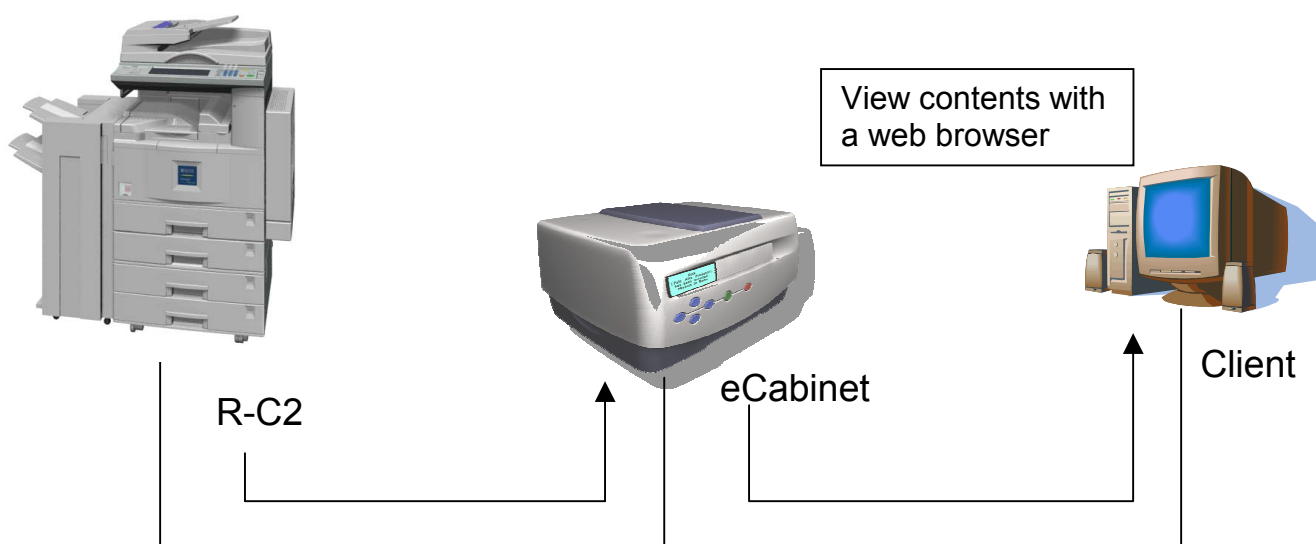
This RTB explains the use of the Capture function on the Russian-C2, which is available from the 1st lot of mass production.

Section 2 below shows the necessary hardware for each configuration and Section 3 shows the necessary SP/UP Mode settings.

1. Overview of the Capture Function:

Once the Russian-C2 is connected to the eCabinet, the Capture function enables users to store copier, fax, scanner and printer documents there with such ID attributes as Owner, Name and Date. A web browser is used from the client PC to access documents stored in the eCabinet.

Even while the Russian-C2 is engaged in Capture file transfer, it is still possible to use all original Russian-C2 functions (copier, printer, fax, document server). In addition, note that the Document Server can be used in place of the eCabinet in the setup shown below.



2. Configurations and Necessary Hardware:

	Basic	Printer	Printer/Scanner	Fax
Mainframe	O	O	O	O
HDD option	O	O	O	O
64 MB Memory Option	O	O	O	O
NIB Option	O	O	O	O
Printer Option	-	O	-	-
Printer/Scanner Option	-	-	O	-
Fax Option	-	-	-	O

- Basic: Copier/Document Server
- Printer: Basic + Printer
- Printer/Scanner: Basic + Printer/Scanner
- Fax: Basic + Fax

3. Necessary SP/UP Settings:

3.2 SP Mode

3.2.1. SP5836-1 (Capture Function).

Enables/disables the Capture function.

When enabled, the settings screen for the function is displayed inside [System Settings].

0: Disabled (**default**) 1: Enabled

3.2.2. SP5836-61 (Capture File Resend).

Enables/disables resending of previously captured files to the eCabinet.

When enabled, if the client PC operator accesses a Captured file stored in the eCabinet and sends it to the Russian-C2, the machine will resend this document to the eCabinet. This is to provide an extra safeguard for file backup. However if users wish to minimize network traffic and free up eCabinet memory, this function can be disabled.

0: Disabled 1: Enabled (**default**)

3.3 UP Mode

Users need to perform the necessary settings (Capture server IP address, etc.) from inside: [User Tools / Counter] → [System Settings].

Please refer to the Operating Instructions for the procedure.

Model: Russian-C2		Date: 05-Dec-01	No.: RB022005
Subject: Language Software History		Prepared by: S.Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

Language software history for the Russian-C2.

Version	Program No.	C. SUM	Effective Date
2.25	B0275530	49F2	1st mass production
2.27	B0275530A	B649	December Prod. '01

Version	Symptom Corrected	Affected Language
2.25	1st mass production	
2.27	UP-Copier Feature-User Stamp Stamp position "Center left" is not displayed.	Czech
	UP-System Setting: Mistranslation of "Program/Change/Delete User Code"	Dutch
	UP-Fax Feature-Program/Change/Delete Quick Dial: The translations for "ON" and "OFF" in Label Insertion and International Tx Mode were reversed.	Italian
	UP-Fax Feature-G3/G4 Separate Tray: The translations for "ON" and "OFF" (English) were reversed.	German Polish
	The character " ě " was displayed as "e".	Czech

Using the Language Kit.

1. Insert the IC card containing the firmware into the controller IC card slot.
2. Turn on the main power. Then, chose either the First or Second display language for the update.
Note: It is also possible to write to both the First and Second languages.
3. Start the update.
4. Select the appropriate display language in the User Tools.

As shown in the table on the next page, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

Model: Russian-C2

Date: 05-Dec-01

No.: RB022005

Possible Display Languages for Operation Panel Software

Key:

O: Can be displayed.

Δ: Can be displayed, but the printer application window is not displayed correctly.

X: Cannot be displayed.

Op. Panel Software:	B0275540 (Japan)	B0275541 (NA.)	B0275542 (EU)	B0275543 (Taiwan, Asia)	B0275544 (China) *1
Display Language:					
Japanese	O	O	O	X	X
English-NA	O	O	O	O	O
English-UK	O	O	O	O	O
French	Δ	O	O	O	O
German	Δ	O	O	O	O
Italian	Δ	O	O	O	O
Spanish	Δ	O	O	O	O
Dutch	Δ	O	O	O	O
Norwegian	Δ	O	O	O	O
Danish	Δ	O	O	O	O
Swedish	Δ	O	O	O	O
Polish	Δ	O	O	O	O
Portuguese	Δ	O	O	O	O
Hungarian	Δ	O	O	O	O
Czech	Δ	O	O	O	O
Finnish	Δ	O	O	O	O
Taiwan*2	---	---	---	---	---
Chinese*2	---	---	---	---	---

Notes:

*1: The operation panel software for China models has not been released yet.

*2: The display languages for Taiwan and China have not been released yet.

Model: Russian-C2		Date: 10-Dec-01	No.: RB022006
Subject: Service Manual Correction		Prepared by: S.Tomoe	
From: Technical Services Dept., GTS Division			
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 correct your Service Manuals as follows.

1. SP5-401 Restricted Access Control, p. 4-33:
Delete this SP. This function has been moved to User Tools.

2. Test Pattern Printing, p. 4-53:

Incorrect		Correct	
No	Test Pattern	No.	Test pattern
40	Grid (1-dot pair) (OR Outside Data1)	40	Grid (1-dot pair) (with Outside Data)
41	Trimming Area (OR Outside Data)	41	Trimming Area (with Outside Data)

3. Special Tools, p. 4-78:

Incorrect P/N	Correct P/N	Description	Q'ty
B0279099	B0049099	NVRAM – Minus Counter	1

4. Service Program Mode Table, p. 4-39:
Add the following SP modes:

5	Mode Number		Functions [Setting]
836*	1	Capture Function	Enables/disables the Capture function. When enabled, the settings screen for the function is displayed inside [System Settings]. [0= Disabled, 1= Enabled]
	61	Capture File Re-send	Enables/disables resending of previously captured files to eCabinet. When enabled, if the client PC operator accesses a Captured file stored in eCabinet and sends it to the Russian-C2, the machine will resend this document to the eCabinet. This is to provide an extra safeguard for file backup. However if users wish to minimize network traffic and free up eCabinet memory, this function can be disabled. [0= Disabled, 1= Enabled]

Model: Russian-C2

Date: 10-Dec-01

No.: RB022006

5. SC Code Descriptions, p. 7-2:
Add the following SC codes:

Code No.		Symptom	Possible Cause
122	D	Scanner home position error 3	<ul style="list-style-type: none"> • Scanner drive motor defective • Harness between SBCU and scanner drive motor disconnected • Harness between SBCU and scanner drive motor power source disconnected • Scanner HP sensor defective • Harness between SBCU and HP sensor disconnected • Scanner wire, timing belt, pulley, or carriage defective
		The scanner home position sensor detects the on condition while the scanner is returning to the home position.	
123	D	Scanner home position error 4	<ul style="list-style-type: none"> • Scanner drive motor defective • Harness between SBCU and scanner drive motor disconnected • Harness between SBCU and scanner drive motor power source disconnected • Scanner HP sensor defective • Harness between SBCU and HP sensor disconnected • Scanner wire, timing belt, pulley, or carriage defective
		The scanner home position sensor does not detect the on condition after the scanner returns to the home position.	
191	D	IPU board error	<ul style="list-style-type: none"> • Installation error (wrong SBCU or IPU).
		The SICU and IPU boards installed are not for the same model (e.g. the SBCU is for the B022, and the IPU is for the B027).	

Model: Russian-C2		Date: 12-Dec-01	No.: RB022007
Subject: Service Manual Correction (Fax Unit)		Prepared by: K.Moriizumi	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please add the following bit switch descriptions to you're R-C2 Fax Unit Service Manual (Machine Code: B418).

Add System Switch 04 Bits 5, 6 and 7 (pg. 3-12 Bit Switches).

System Switch 04		SP No. 1-101-005
No	FUNCTION	COMMENTS
0-2	Not used	Do not change the settings.
3	Printing dedicated tx parameters on Quick/Speed Dial Lists 0: Disabled 1: Enabled	1: Each Quick/Speed dial number on the list is printed with the dedicated tx parameters (10 bytes each). The first 10 bytes of data are the programmed dedicated tx parameters; 34 bytes of data are printed (the other 24 bytes have no use for service technicians).
4	Not used	Do not change the settings.
5	Memory file transfer operation 0: Enabled 1: Disabled	<p>If the machine is unable to print fax messages due to a mechanical problem, set this bit to 0 to transfer all messages in memory (including confidential rx messages) to another terminal for printout.</p> <p>Transfer procedure for key operators 1. Press 'User Tools/Counter', then 'Facsimile Settings', and finally 'Key Operator Tools'. 2. Select 'Memory File Transfer' and specify a destination for the machine to transfer all the files. 3. Press 'Start'.</p> <p>Normally this should be reset to 1 after transfer, otherwise anyone who knows how to enter key-operator mode can transfer confidential files. However, the bit can be left at 0 if the customer's key-operators wish to transfer the files themselves (this machine does not support confidential rx).</p>
6	G3 CSI/G4 Terminal ID programming 0: Enabled 1: Disabled	<p>0: The CSI and Terminal ID must be set from: User Tools – Key Operator Tools – Program ISDN-G3 Line.</p> <p>Note: The Terminal ID can only be programmed if a Group 4 option is installed.</p>

Model: Russian-C2

Date: 12-Dec-01

No.: RB022007

System Switch 04**SP No. 1-101-005**

No	FUNCTION	COMMENTS
7	Telephone line type programming 0: Enabled 1: Disabled	0: Telephone line type selection (tone dial or pulse dial) must be set from: User Tools – Key Operator Tools – Select Dial/Push Phone.

Model: Russian-C2		Date: 17-Dec-01	No.: RB022008
Subject: Notice at installing the FAX and SG3 options		Prepared by: K.Moriizumi	
From: Technical Service Dept., GTS Division			
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 ()		

When installing the fax option or SG3 option, please note the following:

Note (for Australia):

Unit must be connected to Telecommunication Network through a line cord which meets the requirements of ACA Technical Standard TS008.

Reissued: 12-Mar-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022009a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Service manual correction		Prepared by: S.Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please correct your service manual as follows.

1. SBCU Board replacement, P6-33

The following note should be added.

NOTE: Make sure that the DIP switch settings on the new board are the same as those on the old board.

2. DIP Switches, P4-77 SBCU: DIP ***SW102***

Incorrect

DIP SW No.	Function	ON		OFF	
1	Destination	On: Japan	Off: NA	On: EU/Asia	Off: Not Used
2		On	On	Off	Off
3		On	On	On	On
4	<i>Not used</i>	<i>OFF (Do not change)</i>			

Correct

DIP SW No.	Function				
1	Destination	Off: Japan	On: NA	Off: EU/Asia	Off: Not Used
2		Off	Off	On	Off
3		Off	Off	Off	On
4	<i>Not used</i>	<i>OFF (Do not change)</i>			

Model: Russian-C2		Date: 20-Dec-01	No.: RB022010
Subject: Notice for Scanner Installation		Prepared by: S.Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

Due to a scanner system limitation, sometimes the Scanner SP modes are not set to the defaults when the scanner option is installed or when the scanner firmware is updated. This results in blank scanned images.

So, please do a memory clear for the scanner application (Copier SP5-801-009) when installing the scanner option or updating the scanner firmware.

Model: Russian-C2		Date: 20-Dec-01	No.: RB022011
Subject: System Service Card History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

System service card history for the Russian-C2.

System Service Card

Version	NA Models		EU Models		Asia Models		Effective Date
	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	
2.01	B0275411G	A9C3	B0275412G	3D1D	B0275413A	B633	Nov. 2001 prod
2.00	B0275411E	92B6	B0275412E	264F	B0275413	9F5F	Oct. 2001 prod.

Contents for NA models

Service Caed Version	Programs/Versions					
	Controller(System)		SBCU(Engine)		LCDC(LCD Controller)	
2.01	4.16.1	B0275387D	3.15.3	B0275550G	2.13	B0275541B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	2.13	B0275541B

Contents for EU models

Service Caed Version	Programs/Versions					
	Controller(System)		BICU(Engine)		LCDC(LCD Controller)	
2.01	4.16.1	B0275387D	3.15.3	B0275550G	2.13	B0275542B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	2.13	B0275542B

Contents for Asia models

Service Caed Version	Programs/Versions					
	Controller(System)		BICU(Engine)		LCDC(LCD Controller)	
2.01	4.16.1	B0275387D	3.15.3	B0275550G	2.12	B0275543
2.00	4.16.1	B0275387D	3.15.1	B0275550F	2.12	B0275543

Model: Russian-C2

Date: 20-Dec-01

No.: RB022011

Controller (System)

Version	Title	Symptom Corrected	Effective Date
4.16.1	Date display	The date display on the LCD sometimes delays when the main switch is turned on.	October 2001 prod.
4.15	Fax function	The fax function does not work when the optional copier memory (32 MB or 64 MB) is not installed.	1st October 2001 prod.
	Tray paper setting	When the tray which is selected as "Cover Sheet Tray" or "Slip Sheet" is disconnected, the display of the function is "Off".	
	SC990	When a paper full condition exists in the finisher and then a copy number is input, SC990 occurs.	
	Total counter value for each user code	The total counter value for user codes which are printed on the list are incorrect. (The value which appears on the LCD is correct.)	
	SC860 clear	SC860 (HDD not detected) is cleared when the operation switch is turned off and on.	
	SC819	SC819 occurs under the following condition. <ul style="list-style-type: none"> • APS • Mixed original size • Double sided original to duplex 	
	SC level change of SC792	The SC level of SC792 has been changed from B to C. Note: Effective from SBCU firmware version is 3.15.1.	
4.11.3	Asia destination	The Asia destination does not change.	September 2001 prod.
4.11.2		1st mass production	----

SBCU (Engine)

Version	Title	Symptom Corrected	Effective Date
3.15.3	The message "Replace the PCU"	The machine enters the auto off mode while the message "Replace the PCU is displayed. The machine returns to stand-by mode after replacing the PCU. However, the message does not clear.	November 2001 prod.
	SP6-010 (Stamp Position)	SP6-101 does not work.	
3.15.1	SC level change of SC792	The SC level of SC792 has been changed from B to C.	October 2001 prod.
	SC198	SC198 often occurs after recovering from a jam condition.	
3.12.1		1st mass production	---

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011
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LCDC (LCD Controller)

Version	Title	Symptom Corrected	NA	EU	Asia/ Twn	Effective Date
2.13	Display translation error (French)	Corrected displays in French that had been mistranslated or were missing.	---	O	---	October 2001 Prod.
	File transfer error message	The wording of the file transfer error message has been corrected as follows. "scanned data" to "the data"	O	O	--	
2.12		1st mass production	---	---	O	---
2.10		1st mass production	O	O	--	---

Model: Russian-C2		Date: 26-Dec-01	No.: RB022012
Subject: Notice for Toner Bottle Installation		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

We have received a few reports from the Japanese market concerning the following symptom when a technician installs the machine. So, we would like to inform you of a potential concern related to toner bottle installation.

SYMPTOM

When a new toner bottle is shaken and the cap is unscrewed, the inner cap pops off.

This might occur under the following conditions.

1. The toner bottle has been stored for a long time in a low temperature environment (such as an unheated warehouse in winter).
2. The temperature around the toner bottle suddenly increases by more than 25 degrees (Celsius).
3. The toner bottle is installed between 1 hour and 9 hours after the above condition has occurred.

CAUSE

The mechanism of the symptom is as follows.

1. The toner bottle is stored at a very low temperature. The air in the bottle cools and the bottle's internal air pressure decreases.
2. Air slowly leaks into the bottle until the bottle's internal pressure equalizes with the atmospheric pressure.
3. Later, the bottle is moved into a warm place (the temperature variation is over 25°C.). The air in the bottle warms and the internal pressure increases.
4. When the bottle cap is removed, internal air pressure pops off the inner cap.

Note: There is no problem for toner bottles that have been stored at normal room temperatures.

SOLUTION

The toner bottle will be modified to change the opening process. (Effective date: the end of January 2002)

We will inform you of the details later.

ACTION

1. When moving toner bottles from a very low temperature environment, store the bottles in the office more than 1 day prior to use. This will allow the bottle's internal pressure to equalize with the atmospheric pressure.
2. If it is not possible to take the above action, please perform the following steps prior to installing the toner bottle.
 - 1) Hold the toner bottle upright. (Do not shake it.)
 - 2) Loosen the bottle cap (do not remove the cap completely at this time) and hold the cap for over 20 seconds (to prevent the cap from coming off).
 - 3) Remove the cap and inner cap slowly (to reduce the air pressure in the toner bottle).
 - 4) Reinsert the inner cap in the bottle and then install the bottle in the machine.

Reissued 15-Feb-02

Model: Russian-C2	Date: 05-Dec-01	No.: RB022005a
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RTB Correction

The items in bold italics have been corrected added

Subject: Language Software History		Prepared by: S.Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

Language software history for the Russian-C2.

Version	Program No.	C. SUM	Effective Date
2.28	<i>B0275530B</i>	<i>9DBF</i>	<i>February prod. '02</i>
2.27	B0275530A	B649	December prod. '01
2.25	B0275530	49F2	1st mass production

Version	Latest Symptom Corrected	Affected Language
2.28	<i>Chinese and Taiwanese language has been released.</i>	<i>Chinese Taiwanese</i>

Reissued 15-Feb-02

Model: Russian-C2	Date: 05-Dec-01	No.: RB022005a
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Using the Language Kit.

1. Insert the IC card containing the firmware into the controller IC card slot.
2. Turn ON the main power. Then, chose either the First or Second display language for the update.

Note: It is also possible to write to both the First and Second languages.

3. Start the update.
4. Select the appropriate display language in User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

Possible Display Languages for Operation Panel Software

Key:

O: Can be displayed.

Δ: Can be displayed, but printer application window is not displayed correctly.

X: Cannot be displayed.

Op. Panel Software:	B0275540 (Japan)	B0275541 (NA.)	B0275542 (EU)	B0275543 (Taiwan, Asia)	B0275544 (China)
Display Language:					
Japanese	O	O	O	X	X
English-NA	O	O	O	O	O
English-UK	O	O	O	O	O
French	Δ	O	O	O	O
German	Δ	O	O	O	O
Italian	Δ	O	O	O	O
Spanish	Δ	O	O	O	O
Dutch	Δ	O	O	O	O
Norwegian	Δ	O	O	O	O
Danish	Δ	O	O	O	O
Swedish	Δ	O	O	O	O
Polish	Δ	O	O	O	O
Portuguese	Δ	O	O	O	O
Hungarian	Δ	O	O	O	O
Czech	Δ	O	O	O	O
Finnish	Δ	O	O	O	O
Taiwan	---	---	---	---	---
Chinese	---	---	---	---	---

Reissued: 20-Feb-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: System Service Card History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

System Service Card history for the Russian-C2.

System Service Card

Ver.	NA Models		EU Models		Asia/Taiwan Models		China model		Effective Date
	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	
3.00	<i>B0275411K</i>	<i>80AA</i>	<i>B0275412K</i>	<i>1424</i>	<i>B0275413B</i>	<i>EA78</i>	<i>B0275414</i>	<i>CCCF</i>	<i>Feb. 2002 prod</i>
2.01	B0275411G	A9C3	B0275412G	3D1D	B0275413A	B633			Nov. 2001 prod
2.00	B0275411E	92B6	B0275412E	264F	B0275413	9F5F			Oct. 2001 prod.

Contents for NA models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275541B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275541B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275541B

Contents for EU models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275542B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275542B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275542B

Reissued: 20-Feb-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011a
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Contents for Asia/Taiwan models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275543A
2.01	4.16.1	B0275387D	3.15.3	B0275550G			2.12	B0275543
2.00	4.16.1	B0275387D	3.15.1	B0275550F			2.12	B0275543

Contents for China models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275544

Reissued: 20-Feb-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011a
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Controller (System)

Version	Title	Symptom Corrected	Effective Date
5.15.1	Plug and Play Name	<i>R-C2 model name added for use with Plug and Play.</i>	<i>February 2002 prod.</i>
	Date format	<i>Asia version only: The date format has been changed from "yyyy/mm/dd" to "dd.mm.yyyy".</i>	
	Designate function with staple mode	<i>After enabling Designate Paper and Stapling, the machine will staple the paper selected with Designate Paper even if the specifications prohibit it (e.g. OHP transparencies).</i>	
	Initial value display for SP mode	<i>The default values for the following SP modes were displayed incorrectly: SP1-105-1, 2, 3, 4, 5, 6, 7 SP1-108, SP5-912. Note: Current value displayed on top row, default value displayed on bottom row.</i>	
	SP1-103	<i>SP1-103-2 Off + Temp has been newly added to prevent SC542 from occurring at machine power-on under low-temperature conditions. Note: For this fix, it is necessary to use SBCU firmware ver3.23 or newer.</i>	

SBCU (Engine)

Version	Title	Symptom Corrected	Effective Date
3.23 (3.23C)	Fusing pressure roller deformation	<i>The main motor is rotated in reverse for 0.15 s after it has not been used for 230 minutes, to ensure that the fusing pressure roller does not deform following a long period of non-use.</i>	<i>February 2002 prod.</i>
	Noise from the cleaning blade	<i>The default value for SP2-998-1 has been changed from 20 → 10, to prevent noise that is sometimes generated from the cleaning blade when the drum stops.</i>	
	SC542	<i>SP1-103-2 Off + Temp has been newly added to prevent SC542 from occurring at machine power-on under low-temperature conditions. Note: For this fix, it is necessary to use Controller firmware ver5.15.1 or newer.</i>	
	Fax stamp position	<i>The fax stamp position could not be adjusted with SP6-010.</i>	

Reissued: 20-Feb-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011a
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LCDC (LCD Controller)

Ver.	Title	Symptom Corrected	NA	EU	Asia/ Twn	CHN	Effective Date
2.15	<i>Chinese, Taiwanese display languages</i>	<i>Chinese and Taiwanese display languages released.</i>	---	---	O	O	<i>Feb 2002 prod</i>

Model: Russian-C2		Date: 26-Feb-02	No.: RB022013
Subject: Model R-C2c information		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

This RTB has been issued to outline the changes made to the new R-C2c (as compared to the R-C2a/b), scheduled for mass production from February 2002.

Model R-C2c

1. OVERVIEW

The R-C2c operates at a higher copy speed (32cpm) than the R-C2a/b. In order to achieve this, the following have been modified. See 5.3 and 5.4 below for additional details.

- Increased motor speed (main motor, polygonal mirror motor)
- Larger roller diameter (registration roller, transfer roller, fusing pressure roller)
- PCBs (SBU, SBCU, IPU, printer, printer/scanner)
- Additional teeth on some drive gears

2. SPECIFICATIONS

Power Consumption

	Mainframe Only		Full System	
	120V	220 – 240V	120V	220 – 240V
Maximum	Less than 1.44 kW	Less than 1.5 kW	Less than 1.44 kW	Less than 1.5 kW
Copying	Approx. 770 Wh	Approx. 770 Wh	Approx. 800 Wh	Approx. 800 Wh
Warm-up	Approx. 1.44 kW	Approx. 1.44 kW	Approx. 1.44 kW	Approx. 1.44 kW
Stand-by	Approx. 150 Wh	Approx. 150 Wh	Approx. 160 Wh	Approx. 160 Wh
Energy Saver/ Auto Off	Less than 10 W	Less than 10 W	Less than 10 W	Less than 10 W

Noise Emission (Sound Power Level):

Stand-by (mainframe only): US/Asia Model: 40 dB (A)
Europe Model: 40 dB (A)

Operating (mainframe only): US/Asia Model: 66 dB (A)
Europe Model: 66 dB (A)

Operating (full system): 70 dB (A)

Model: Russian-C2

Date: 26-Feb-02

No.: RB022013

Copying Speed (copies/minute):

R-C2c	A4 sideways / 11"x8.5"	A3 / 11"x17"
Non-memory copy mode	32	18
Memory copy mode	32	18

First Copy Time: Less than 4.5 s (A4 / LT)

3. MACHINE CONFIGURATIONS

Version	Item	Machine Code	No.	Comments
Copier	Copier (R-C2c)	B031	13	
Printer / Scanner	Printer Unit (Option)	B506		Although this unit was made for the R-C2c, it can also be used with the R-C2ab.
	Printer/Scanner Unit (Option)	B505		Although this unit was made for the R-C2c, it can also be used with the R-C2ab.

Note: All other options remain the same (unmodified), and can be used with both the R-C2ab and R-C2c.

4. ELECTRICAL COMPONENT DESCRIPTIONS

A polygonal mirror motor fan has been added.

Symbol	Name	Function
M8	Polygonal Mirror Motor Fan	Removes the heat from around the laser unit.

5. MECHANICAL COMPONENTS IN EACH SECTION

5.1 Scanning

The SBU board has been modified to increase image data transfer speed.

5.2 Laser Exposure

1. Polygonal Mirror Motor

The motor speed has been increased to 35,433.1 rpm.

2. Polygonal Mirror Motor Fan

A polygonal mirror motor fan has been added to remove heat from around the laser unit. The fan starts rotating whenever the polygonal mirror motor turns on, and is stopped 60 seconds after the motor has stopped (not adjustable).

5.3 Paper Feed Section

The following have been modified to attain a 32cpm copy speed:

1. Registration Roller

The diameter of the registration roller and number of teeth on the registration roller drive gear have been increased.

2. Transfer Roller

The diameter of the transfer roller has been increased.

3. Main Motor

The rotation speed has been increased.

5.4 Fusing Section

The following have also been modified to attain a 32cpm copy speed:

1. Pressure Roller

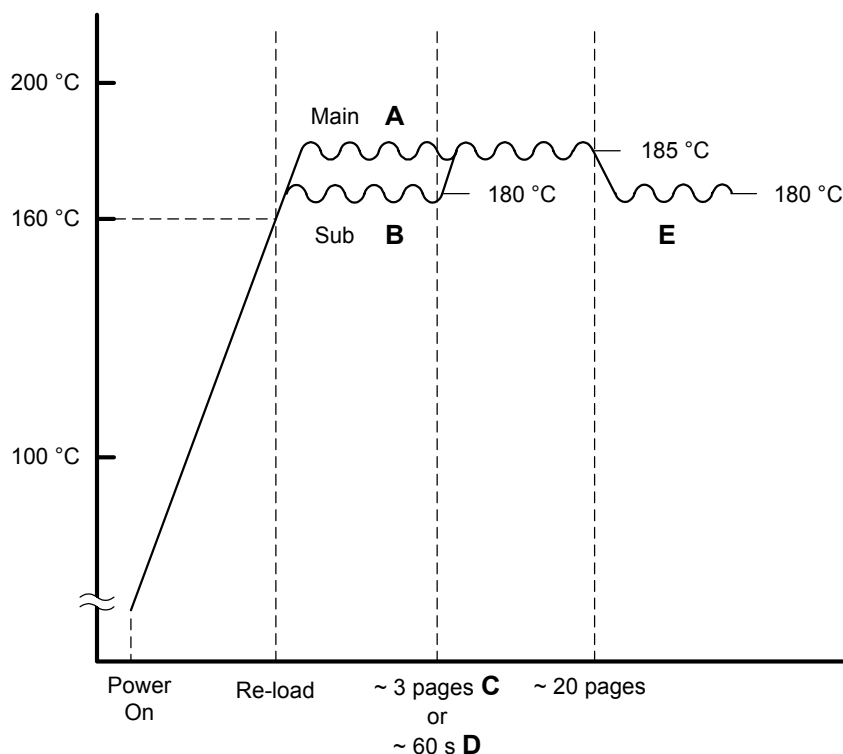
The diameter of the pressure roller has been increased.

2. Pressure Springs

The pressure has been increased.

3. Fusing Temperature Control

The fusing temperatures for each stage following warm-up have been increased to the values shown below. Also, the fusing temperature for Energy Saver Mode has been increased from 150 to 160 degrees C.



6. SP MODE

- The default values for the following SP modes have been changed as shown below.

Mode No. / Name		Settings
1-105	Fusing Temperature Adjustment	
	1	Roller Center [120 – 200 / 180 / 1 deg/step]
	2	Roller Ends [120 – 200 / 180 / 1 deg/step]
	3	Energy Saver [0 – 200 / 160 / 1 deg/step]
	6	After Warming-up (Center) [120 – 200 / 180 / 1 deg/step]
	7	After Warming-up (Ends) [120 – 200 / 185 / 1 deg/step]
2-998	PCU Reverse Rotation Time	
	2	Reverse Time [0 – 99 / 2 / 1/step]

- The following item has been added to Output Check Mode (SP5-804):
No. 063: Polygonal Mirror Motor Fan

7. Fax, Printer, and Scanner Options

There have been no changes made to these options (functions identical to R-C2a/b).

Reissued 28-Mar-02

Model: Russian-C2	Date: 05-Dec-01	No.: RB022005b
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RTB Correction

The items in bold italics have been corrected added

Subject: Language Software History		Prepared by: S.Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Language software history for the Russian-C2.

Version	Program No.	C. SUM	Effective Date
2.30	<i>B0275530C</i>	<i>3EFC</i>	<i>April prod. '02</i>
2.28	B0275530B	9DBF	February prod. '02
2.27	B0275530A	B649	December prod. '01
2.25	B0275530	49F2	1st mass production

Version	Symptom Corrected	Affected Language
2.30	<i>The translation for "Rotate Sort" for the Dutch display language was displayed in German.</i>	<i>Dutch</i>
	<i>The translations for "Mode TX sustituta" and "Mode RX sustituta" were reversed.</i>	<i>German Spanish Swedish</i>
	<i>The translations for "Polling TX" and "Polling RX" were reversed.</i>	<i>Finnish</i>
	<i>The translations for "[Exit]" in the following message for Fax mode has been corrected as shown: "Kein Paier Folgendes Papier einlegen und [Exit] dr-chen A4" German: Exit → Verlassen Czech: Exit → V y stup</i>	<i>German Czech</i>
	<i>The translation for "Exit" in some places for printer and scanner modes has been corrected as shown: German: Exit → Verlassen</i>	<i>German</i>
	<i>Mistranslation of "Transmission Mode" and "Sub TX mode" corrected.</i>	<i>Finnish</i>
	<i>Mistranslation of "Print Auto Document list" corrected.</i>	<i>German</i>
	<i>Spelling for "Specificer" corrected to "Specificeer".</i>	<i>Dutch</i>

Reissued 28-Mar-02

Model: Russian-C2	Date: 05-Dec-01	No.: RB022005b
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Using the Language Kit.

1. Insert the IC card containing the firmware into the controller IC card slot.
2. Turn ON the main power. Then, chose either the First or Second display language for the update.

Note: It is also possible to write to both the First and Second languages.

3. Start the update.
4. Select the appropriate display language in User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

Possible Display Languages for Operation Panel Software

Key:

O: Can be displayed.

Δ: Can be displayed, but printer application window is not displayed correctly.

X: Cannot be displayed.

Op. Panel Software:	B0275540 (Japan)	B0275541 (NA.)	B0275542 (EU)	B0275543 (Taiwan, Asia)	B0275544 (China)
Display Language:					
Japanese	O	O	O	X	X
English-NA	O	O	O	O	O
English-UK	O	O	O	O	O
French	Δ	O	O	O	O
German	Δ	O	O	O	O
Italian	Δ	O	O	O	O
Spanish	Δ	O	O	O	O
Dutch	Δ	O	O	O	O
Norwegian	Δ	O	O	O	O
Danish	Δ	O	O	O	O
Swedish	Δ	O	O	O	O
Polish	Δ	O	O	O	O
Portuguese	Δ	O	O	O	O
Hungarian	Δ	O	O	O	O
Czech	Δ	O	O	O	O
Finnish	Δ	O	O	O	O
Taiwan	---	---	---	---	---
Chinese	---	---	---	---	---

Reissued: 4-Apr-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: System Service Card History		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is to inform you of the System Service Card history for the Russian-C2.

System Service Card

Ver.	NA Models		EU Models		Asia/Taiwan Models		China model		Effective Date
	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	
3.01	<i>B0275411L</i>	<i>8A8D</i>	<i>B0275412N</i>	<i>0E83</i>	<i>B0275413D</i>	<i>FB02</i>	<i>B0275414A</i>	<i>99F2</i>	<i>Apr. 2002 prod</i>
3.00	B0275411K	80AA	B0275412K	1424	B0275413B	EA78	B0275414	CCCC	Feb. 2002 prod
2.01	B0275411G	A9C3	B0275412G	3D1D	B0275413A	B633			Nov. 2001 prod
2.00	B0275411E	92B6	B0275412E	264F	B0275413	9F5F			Oct. 2001 prod.

Contents for NA models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275541C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275541B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275541B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275541B

Reissued: 4-Apr-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011b
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Contents for EU models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275542C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275542B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275542B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275542B

Contents for Asia/Taiwan models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275543B
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275543A
2.01	4.16.1	B0275387D	3.15.3	B0275550G			2.12	B0275543
2.00	4.16.1	B0275387D	3.15.1	B0275550F			2.12	B0275543

Contents for China model

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275544A
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275544

Reissued: 4-Apr-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011b
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Controller (System)

Version	Title	Symptom Corrected	Effective Date
5.17.1	Letter head paper	When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.	April 2002 prod.

SBCU (Engine)

Version	Title	Symptom Corrected	Effective Date
3.27 (3.27C)	PCU counter does not clear (Russian-C2c only)	The "Replace the PCU" message (60k) and PCU counter do not clear, even after replacing the PCU.	April 2002 prod.
	Fusing SCs	Software changed so that SC990 will be generated (logged only) along with fusing-related errors SC541-548. The SC990 data will therefore appear on the SMC printout for each 541-548 error.	
	DIP SW setting for China version	The DIP switch settings for the China version has been changed as follows: SW1 and 2 ON → SW1 and 3 ON	

LCDC (LCD Controller)

Ver.	Title	Symptom Corrected	NA	EU	Asia/ Twn	CHN	Effective Date
2.17		The translations for "Mode TX sustituta" and "Mode RX sustituta" were reversed (for German, Spanish and Swedish).	O	O			Apr 2002 prod
		The character before the backslash ("\") on the SMC UP list appeared as a "¥".	O	O	O	O	

Model: Russian-C2		Date: 11-Jun-02	No.: RB022014
Subject: Rear Cover		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning 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

A rib on the Rear Covers produced at the factory in Korea (for machine code: B022-57) contacts the FCU bracket and prevents the cover from being installed.

Note: Service parts are unaffected, as they are produced in Japan.

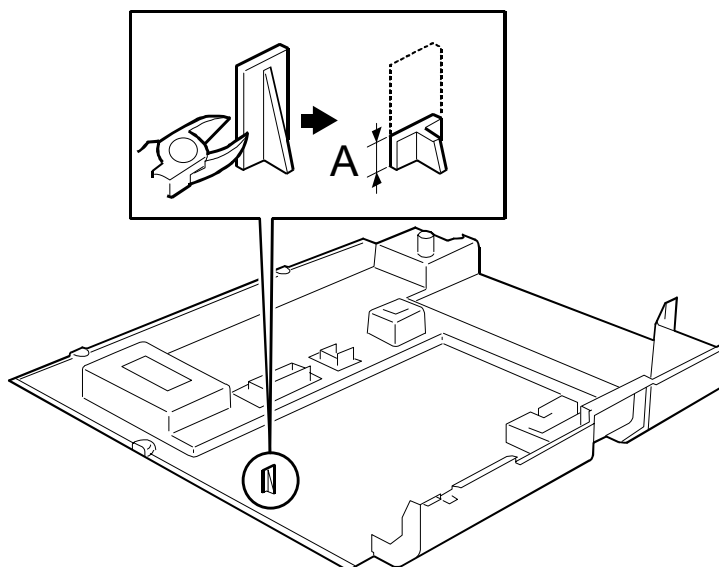
Cause

The manufacturer had used the mold for the Russian-C1 to make the Rear Cover (which normally contains the rib).

Solution

Permanent: The manufacturer will ensure that the proper molds are used for both covers.

Action in the field: When installing the optional fax unit, please cut the rib off as shown in the illustration below.



A: 0 – 3 mm

Model: Russian-C2

Date: 11-Jun-02

No.: RB022014

Cut-in machine serial numbers (B022-57):

Production month:	Serial number:
December, 2001	J0112400001 – J0112401600
January, 2002	J0121301601 – J0121304707
February, 2002	J0121400001 – J0121403071
March, 2002	J0121500001 – J0121501876
April, 2002	J0121600001 – J0121602141
May, 2002	J0121700001 – J0121701792, J0121701794 – J0121702598, J0121702600 – J0121702621, J0121702623 – J0121702656, J0121702661

Note: As stated above, this does not apply to service part covers, since they are produced at a different location (Japan).

Model: Russian-C2		Date: 24-Jun-02	No.: RB022015
Subject: SC Code		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning 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 (Manual Correction)		

Please add the following SC codes to your Service Manuals.

Code No.		Symptom	Possible Cause
355	C	ID sensor error	<ul style="list-style-type: none"> ID sensor defective ID sensor harness damaged Poor ID sensor connection SBCU board defective High voltage supply board defective
		The ID sensor detects one of the following conditions: <ul style="list-style-type: none"> $V_{sg} \leq 2.5V$ $V_{sg} < 3.5V$ when the maximum power level (256) is applied. $V_{sp} \geq 2.5V$ $(V_{sg} - V_{sp}) < 1.0V$ The ID sensor power level required to achieve standard output reaches the maximum (256). 	
770	B	Shift tray motor error (optional shift tray unit)	<ul style="list-style-type: none"> Shift tray motor defective Shift tray half-turn sensor defective
		The shift tray half-turn sensor is not activated within a certain amount of time after the shift tray motor turns on.	

Reissued: 23-Jul-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011c
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RTB Correction

The items in bold italics have been corrected or added.

Subject: System Service Card History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning 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 ()		

System Service Card history for the Russian-C2.

System Service Card

Ver.	NA Models		EU Models		Asia/Taiwan Models		China model		Effective Date
	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	
3.02	<i>B0275411M</i>	<i>F212</i>	<i>B0275412P</i>	<i>7241</i>	<i>B0275413E</i>	<i>6175</i>	<i>B0275414B</i>	<i>FEF1</i>	<i>Jun 2002 prod</i>
3.01	B0275411L	8A8D	B0275412N	0E83	B0275413D	FB02	B0275414A	99F2	Apr. 2002 prod
3.00	B0275411K	80AA	B0275412K	1424	B0275413B	EA78	B0275414	CCCF	Feb. 2002 prod
2.01	B0275411G	A9C3	B0275412G	3D1D	B0275413A	B633	---	---	Nov. 2001 prod
2.00	B0275411E	92B6	B0275412E	264F	B0275413	9F5F	---	---	Oct. 2001 prod.

Contents for NA models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275541C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275541C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275541B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275541B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275541B

Reissued: 23-Jul-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011c
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Contents for EU models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275542C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275542C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275542B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275542B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275542B

Contents for Asia/Taiwan models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275543B
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275543B
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275543A
2.01	4.16.1	B0275387D	3.15.3	B0275550G			2.12	B0275543
2.00	4.16.1	B0275387D	3.15.1	B0275550F			2.12	B0275543

Contents for China models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275544A
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275544A
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275544

Reissued: 23-Jul-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011c
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Controller (System)

Version	Title	Symptom Corrected	Effective Date
5.18	<i>Display message</i>	<i>"8 1/4 x 14" is displayed when the machine detects 8 1/2 x 14.</i>	<i>Jun 2002 prod.</i>
	<i>CSS function</i>	<i>Modified so that the Scanner Application counter value can be accessed through CSS.</i>	
	<i>"SP5-002"</i>	<i>"SP5-002" was displayed in SP Mode with ver5.17.1.</i>	
5.17.1	Letter head paper	When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.	April 2002 prod.
	<i>Option Counter</i>	<i>Based on a request from the field, the Key Card and Coin Lock setting screens now appear in System Settings.</i>	

SBCU (Engine)

Version	Title	Symptom Corrected	Effective Date
3.28 (3.28C)	SC541	<i>The A/D conversion table for the thermistor has been modified to prevent SC541 misdetection.</i>	<i>Jun 2002 prod</i>

LCDC (LCD Controller)

No new modifications

Model: Russian-C2		Date: 8-Aug-02	No.: RB022016
Subject: RIF Production for Russian-C2		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following information is for Europe only.

The Russian-C2b (27cpm) was produced in Japan. However, as of May 2002, the EU-model for this machine is now being produced at RIF/France. (The factory in Japan will still produce the non-EU model.) To facilitate assembly, the Russian-C2a (22 cpm), EU model now being produced at RIF, will adopt some modifications. (It will be referred to as 'New 22 cpm' in the table below). Currently, RIF has already produced the new 22 cpm machine for Lanier effective July 2002. Additionally, in the future, they are also going to produce the new 22 cpm machine for the other brand (s). The current 22 cpm EU model will continue to be produced at RIF until the time when RIF will commence production of the new 22 cpm machine.

Reference table for the current model and the new model at RIF.

	22 CPM (Current model)	Serial No. (Prefix)	New 22 CPM	Serial No. (Prefix)	27 CPM (Japan production)	Serial No. (Prefix)	27 CPM (FIR production)	Serial No. (Prefix)
Ricoh	B022-67	J01	B087-27	J41	None	----	B087-67	J41
NRG	B022-62	J01	B087-22	J41	None	----	B087-62	J41
DANKA	B022-66	4M1	B087-26	Not decided yet	None	----	B087-66	Not decided yet
Lanier	None	----	B087-24	L127	None	----	B087-64	L127

For servicing:

The difference between the current 22 cpm machine and the new 22 cpm machine is the SBCU board and the IPU board. (There is no difference between the current 27 cpm machine, which was previously produced at Japan; and the one now produced at RIF.)

The difference between the SBCU for the current 22 cpm machine and the new 22 cpm machine is the DIP switch settings.

When replacing the SBCU board for the new 22 cpm machine, please use the SBCU for 22 cpm (P/N: B0225050) as usual and after replacing the board, perform the DIP Switch setting.

Model: Russian-C2

Date: 8-Aug-02

No.: RB022016

Note:

1. The DIP switch on the SBCU for the new 22 cpm machine is protected with solder. Moreover, there is a decal on the machine that includes the DIP switch setting of the SBCU for the new 22 cpm. Please perform the DIP switch setting in accordance with the setting information printed on the decal.
2. The new 22 cpm machine is fitted with an IPU board for the 27 cpm at the factory. Both IPU service parts (for 22 cpm and for 27 cpm) can be used. However, we recommend the IPU for 22 cpm. This is because the model names for both machines (current 22 cpm machine and new 22 cpm machine) are the same. Therefore, it is difficult to identify the 22 cpm machine.
3. The firmware for the SBCU has been modified for the new 22 cpm machine. Please refer to the following:

SBCU part number: B0225050N / B0275050N (April 2002 production)

Firmware number: B0275550J (service card version 3.01)

When you replace the SBCU for the new 22 cpm machine, please verify that the above Firmware version has been used. If you install the SBCU board with the old firmware, SC191 will be generated. All SBCU boards stocked in our SPC have the new firmware version.

Model: Russian-C2		Date: 22-Aug-02	No.: RB022017
Subject: Software Release History (DF75)		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning 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 ()		

Software history for the DF75 (ARDF).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
B3865565	B3865604	2.22	17E0	March 2002 production
B3865560	B3865603	2.21	1D04	December 2001 production
B3865530	B3865602	2.19	2631	1st mass production

Note: The above software is being used in USA, Europe, and Asia models.

Change Descriptions.

Symptom Corrected	Version
To ensure proper communication between the ADF and Model U-C1.	2.22
To ensure proper erase margin adjustment at the trailing edge of the original.	2.21
First mass production	2.19

Model: Russian-C2		Date: 6-Sep-02	No.: RB022018
Subject: Skew Image Adjustment Procedure		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning 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 ()		

Please utilize this RTB as a troubleshooting guide for skewed, trapezoid and parallelogram images.

Correcting Skewed and Trapezoid Images

Russian-C1, Russian-C2

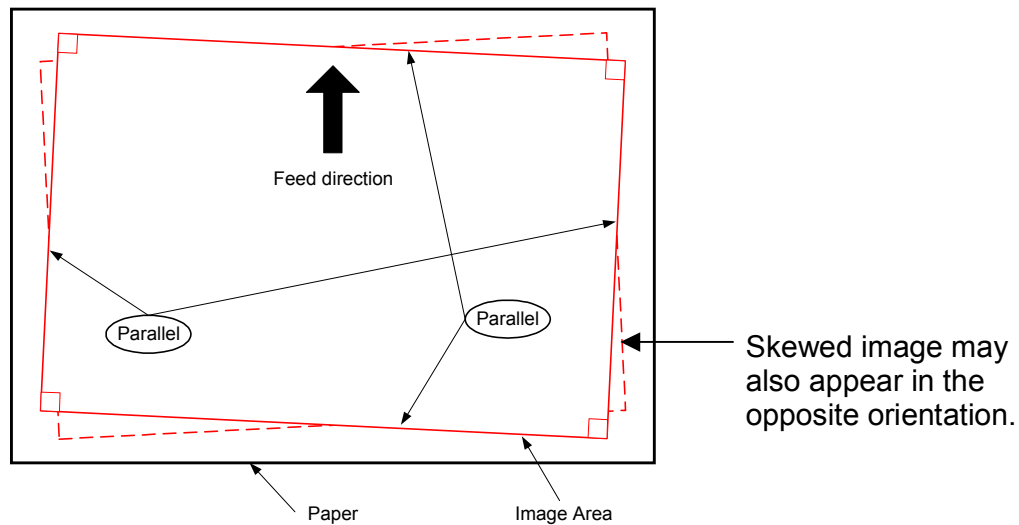
Contents

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1. VISUAL DIFFERENCES BETWEEN SKEWED, TRAPEZOID AND PARALLELOGRAM IMAGES

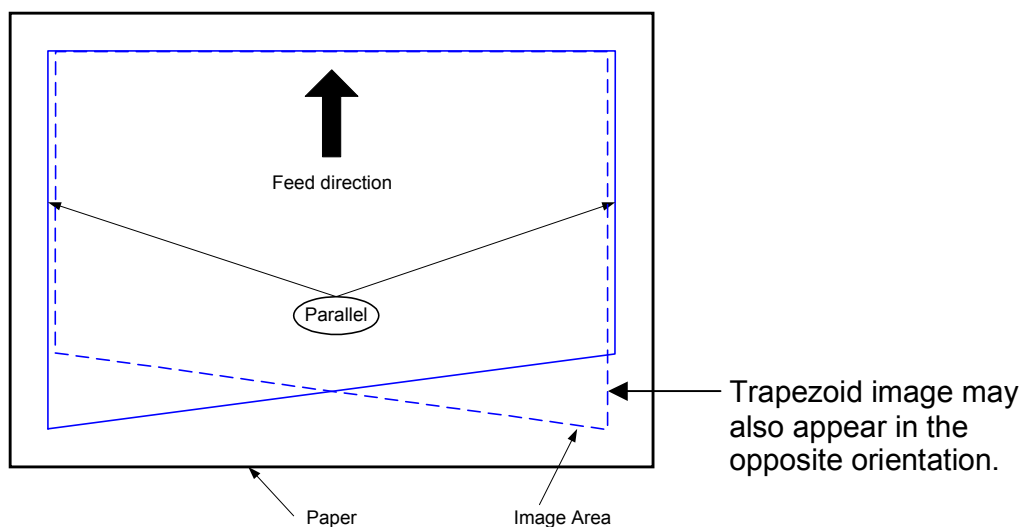
1.1 SKEWED IMAGES

- The image's leading and trailing edges are parallel to one another.
- The image's left and right edges are also parallel.
- However, **all four sides** are slanted with respect to the paper's edge.



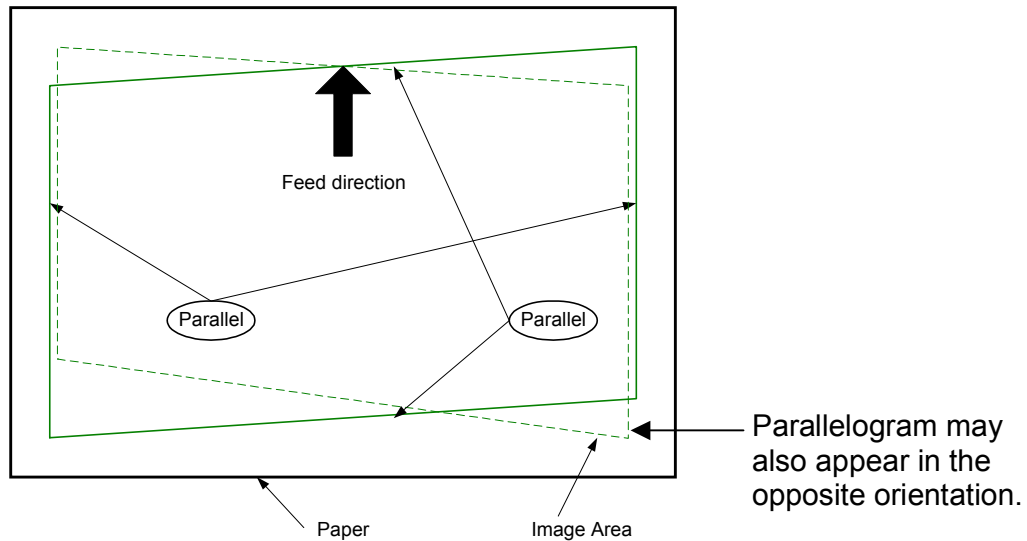
1.2 TRAPEZOID IMAGES

- Only the image's **trailing edge** is slanted with respect to the paper. The remaining 3 sides are parallel to the paper's edges.

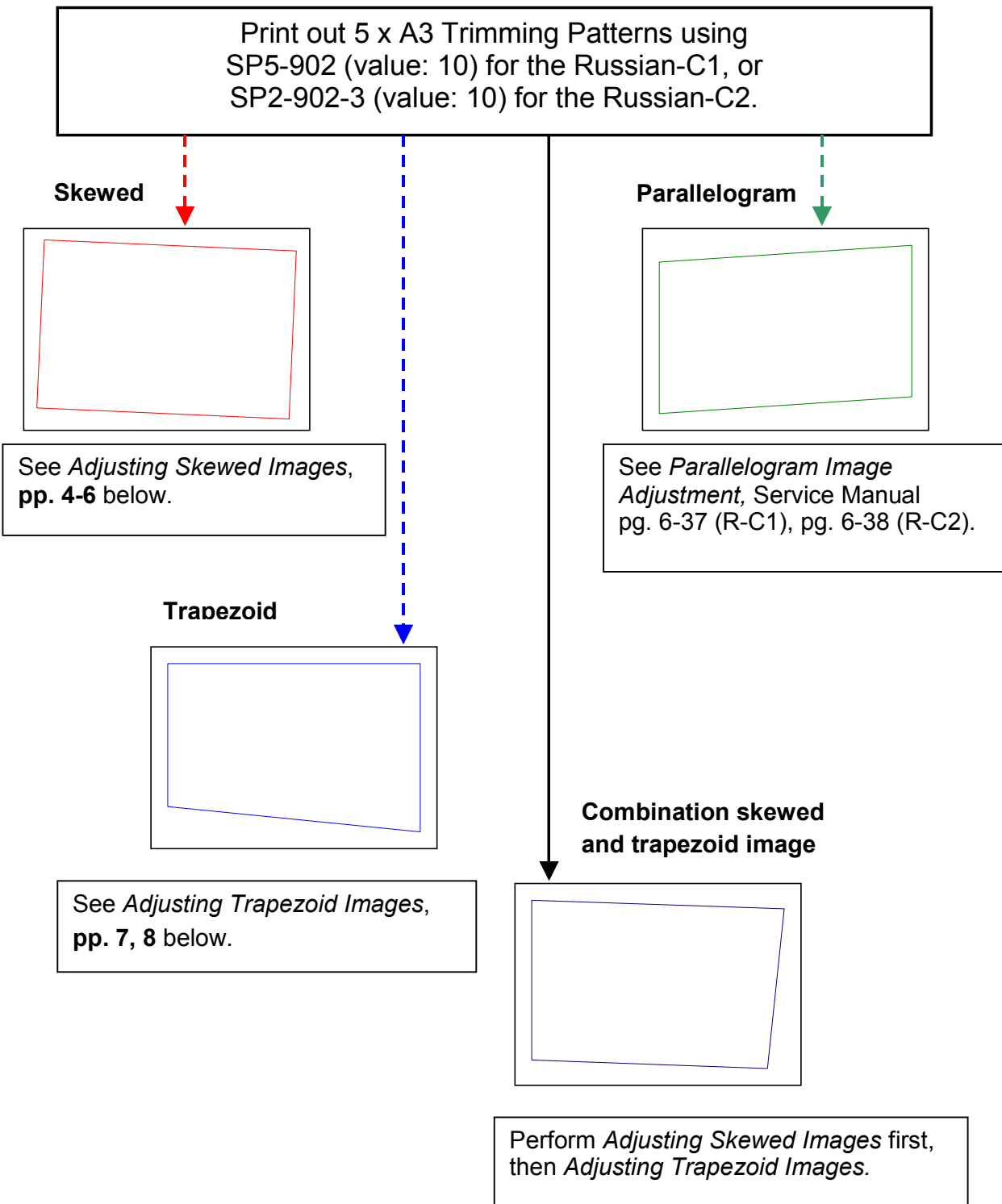


1.3 PARALLELOGRAM IMAGES

- Like skewed images, the leading/trailing edges and left/right edges are parallel to each other, however here, the **leading and trailing edges** are both slanted with respect to the paper's edge.



2. CHECKING THE IMAGE WITH THE TRIMMING PATTERN



3. CORRECTING THE IMAGES

3.1 CORRECTING SKEWED IMAGES

1. Test pattern (Trimming Pattern) mode check

Is the image skewed?

No **Yes**

1. Adjust the side fences so that there is no gap between the fences and paper stack.
2. Adjust the amount of paper buckle: SP1-003-1 and 2.

2. Platen mode check

Set an original flush against the left and rear scales and make a copy.

Does the image come out as a parallelogram?

No **Yes**

Attach the Scanner Holder (a supporter normally attached during shipping)

OR

Perform **Procedure A** below.

3. ADF mode check

Feed an original through the ADF.

Is the image skewed?

No **Yes**

Are the front and rear transport rollers feeding the original straight?

No **Yes**

Change the position of the right hinge screw to the longer hole, and make any minor positional adjustments necessary.

Perform **Procedure B** below.

Procedure complete.

Procedure A (from Step 2 above):

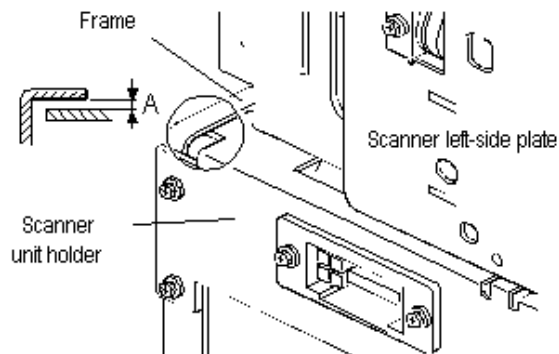


Fig. 1: Rear, left upper side of machine

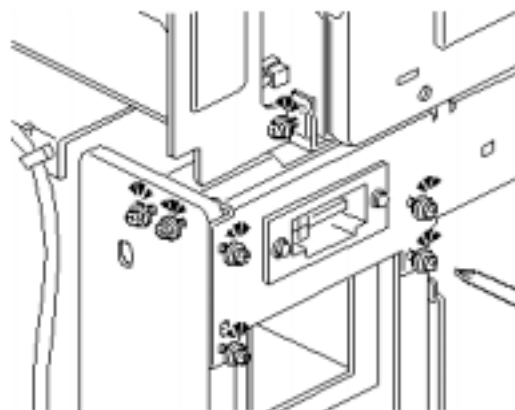


Fig. 2: (similar view)

1. Remove the rear and left covers, then the left scanner cover.
2. Check to see if there is a gap ([A]) between the scanner unit holder and frame.
3. If there is no gap, this means that the left front section of the scanner unit is positioned lower than the standard.
4. Loosen all 7 screws (Fig. 2) and lift up the left front portion of unit until there is a 1 to 2 mm gap between the two.
5. Tighten the screws.
6. Place a washer (#07080050, 1 mm thick) in between the two to occupy the gap [A]. Fix the washer in place using an instant-acting adhesive.
Note: This washer will also absorb minor amounts of shock.
7. Check whether the parallelogram image still appears.

Procedure B (from Step 3 above):

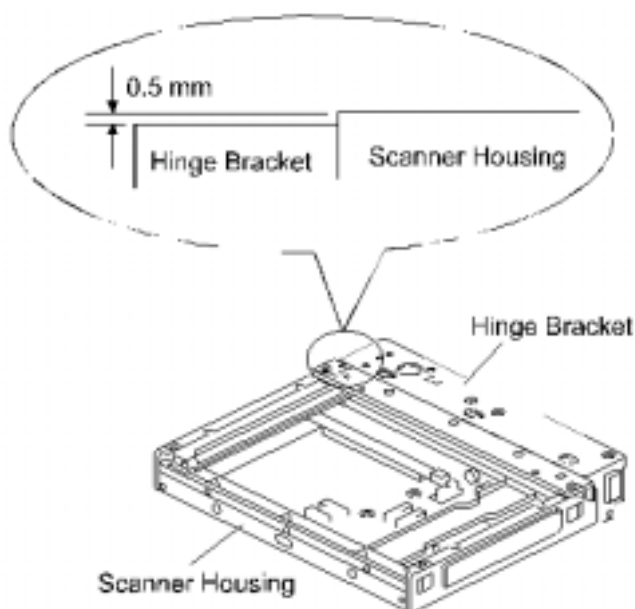


Fig. 3

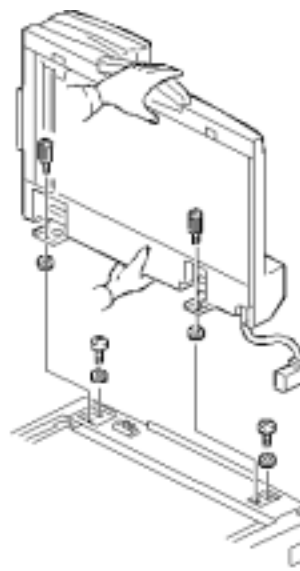
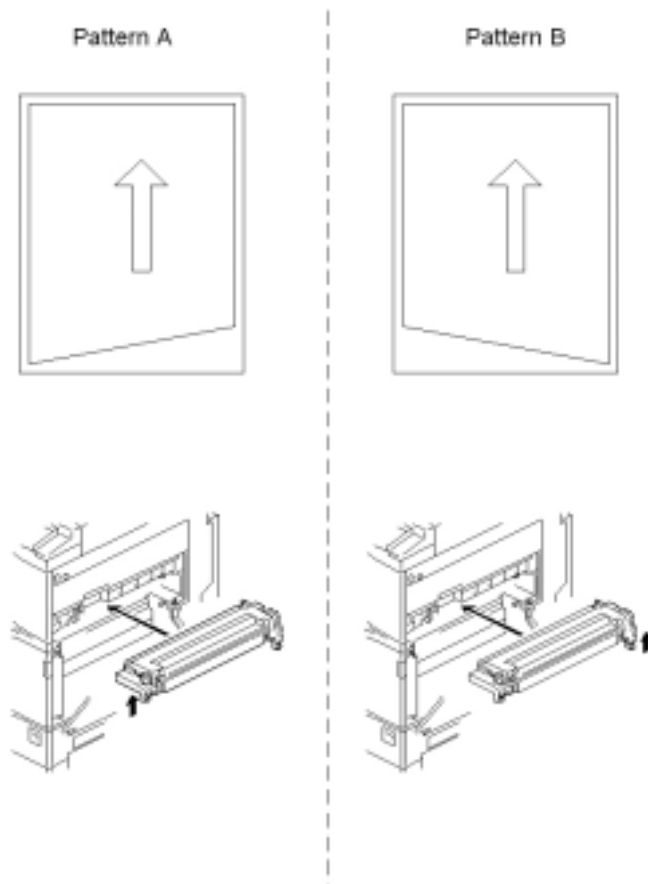


Fig. 4

1. Remove the ADF, rear cover, scanner left cover, and scanner rear cover.
2. Check the height difference between the hinge bracket and scanner housing.
3. If this difference is 0.5 mm or more, please do one of the following. This is necessary since it has been confirmed that skewing occurs when the hinge bracket is this much lower than the scanner housing:
 - 1) Add a spacer ($t = 0.5$ to 0.8) between the hinge bracket (mainframe) and ADF left hinge, in order to raise the height of the left side of the ADF, **OR:**
 - 2) Adjust the stepped height difference between the hinge bracket and scanner housing until it is within 0 ± 0.3 mm.

3.2 CORRECTING TRAPEZOID IMAGES

3.2.1 PROCEDURE 1: MINOR ADJUSTMENT OF THE FUSING UNIT HEIGHT (FRONT-TO-REAR)



1. Print out the SP2-902-003 Trimming Pattern (value: 10).
2. If the image is a pattern A trapezoid:
 - 1) Remove and reinsert the Fusing Unit.
 - 2) Tighten the left fixing screw while pushing up on the unit's left side (until it stops).
3. If the image is a pattern B trapezoid, do the same for the unit's right side.
4. If the image is still printed out as a trapezoid, perform **Procedure 2** below.

3.2.2 PROCEDURE 2: MINOR ADJUSTMENT OF THE FUSING UNIT POSITION (FRONT-TO-REAR)

1. Remove the Fusing Unit, then add a washer ($t = 0.5$ to 1.6) to the front fixing screw.
Note: This will increase the distance from the mainframe stay.

2. Check the image.

Still NG

OK

Adjustment Complete.

3. Add more washers ($t = 0.5$ to 1.6 , as above).

Note: Too many washers can cause wrinkling in the paper.

Still NG

OK

Adjustment Complete.

4. Remove the Fusing Unit and all the washers added in Steps 1 and 2 above.
Then, add washer(s) **for the rear side in the same way**.

Recommended Washers:

$t = 0.5$ 07080040Z or 07080040G

$t = 0.8$ 07080050Z or 07080050G

Reissued: 30-Sep-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011d
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RTB Correction

The items in bold italics have been corrected or added.

Subject: System Service Card History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

System Service Card history for the Russian-C2.

System Service Card

Ver.	NA Models		EU Models		Asia/Taiwan Models		China model		Effective Date
	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	
3.03	<i>B0275411N</i>	<i>33CE</i>	<i>B0275412Q</i>	<i>B3F9</i>	<i>B0275413F</i>	<i>A31D</i>	<i>B0275414C</i>	<i>419C</i>	<i>Sep. 2002 prod</i>
3.02	B0275411M	F212	B0275412P	7241	B0275413E	6175	B0275414B	FEF1	Jun 2002 prod
3.01	B0275411L	8A8D	B0275412N	0E83	B0275413D	FB02	B0275414A	99F2	Apr. 2002 prod
3.00	B0275411K	80AA	B0275412K	1424	B0275413B	EA78	B0275414	CCCF	Feb. 2002 prod
2.01	B0275411G	A9C3	B0275412G	3D1D	B0275413A	B633	---	---	Nov. 2001 prod
2.00	B0275411E	92B6	B0275412E	264F	B0275413	9F5F	---	---	Oct. 2001 prod.

Contents for NA models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275541C
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275541C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275541C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275541B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275541B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275541B

Reissued: 30-Sep-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011d
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Contents for EU models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275542C
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275542C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275542C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275542B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275542B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275542B

Contents for Asia/Taiwan models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275543B
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275543B
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275543B
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275543A
2.01	4.16.1	B0275387D	3.15.3	B0275550G			2.12	B0275543
2.00	4.16.1	B0275387D	3.15.1	B0275550F			2.12	B0275543

Contents for China model

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275544A
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275544A
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275544A
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275544

Reissued: 30-Sep-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011d
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Controller (System)

Version	Title	Symptom Corrected	Effective Date
5.19	<i>Option Counter</i>	<i>Based on a request from the field, the software now supports some Key Card and Coin Lock systems (see RTB #RB022019 for details).</i>	<i>September 2002 prod.</i>
	<i>Auto Off Timer</i>	<i>Even when Auto OFF mode is enabled with SP5-305, it can be disabled (set to 0) from UP mode. This occurred with ver.5.17.1 and 5.18 only.</i>	

SBCU (Engine)

Version	Title	Symptom Corrected	Effective Date
3.29 (3.29C)	<i>Option Counter</i>	<i>Based on a request from the field, the software now supports some Key Card and Coin Lock systems (see RTB #RB022019 for details).</i>	<i>September 2002 prod.</i>

LCDC (LCD Controller)

No new modifications

Reissued: 2-Jul-04

Model: Russian-C2	Date: 30-Sep-02	No.: RB022019a
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RTB Correction

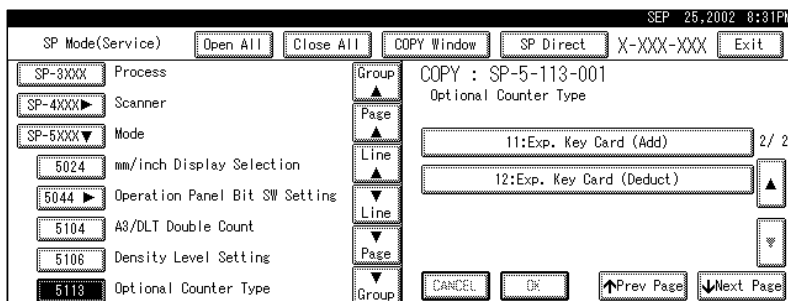
The items in bold italics have been corrected or added.

Subject: Modifications to support key card and coin box systems		Prepared by: S. Tomoe	
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 (Specification change)		

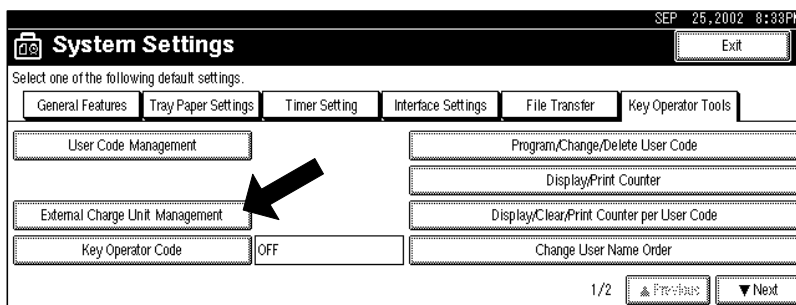
The R-C2 now supports use with some types of key card and coin box systems (specifications below). The following explains how to enable the feature, as well as the necessary specification changes made.

1. New SP and UP modes added to enable the feature:

- 1) SP5-113: Exp. Key Card (Add)
Exp. Key Card (Deduct)



2) UP Mode: External Charge Unit Management (System Settings – Key Operator Tools).



Reissued: 2-Jul-04

Model: Russian-C2	Date: 30-Sep-02	No.: RB022019a
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2. Specifications

1) The Key Card Function

After the counting type has been selected in SP5-113, the copy count signal will be sent to the key counter interface (SBCU, CN343, 4 pin connector).

When the number of remaining copies reaches 0 (deduct type) or its maximum (add type), the operation panel will display, "Set key card."

As explained below, even in cases where the number of remaining copies reaches 0 or its maximum in the middle of a copy job, the machine operates to ensure that a jam does not occur.

2) The Function of SP5-113

1. Exp. Key Card (Add):

In cases where the number of copies on the key card reaches its maximum with the front side (*i.e. first printed side*) of a duplex sheet, ***the machine stops after the front side is printed and the paper is inside the duplex unit, but will not cause a jam. Once a new key card or coin is inserted, the machine resumes the job, starting from the rear side of the sheet in the duplex unit.***

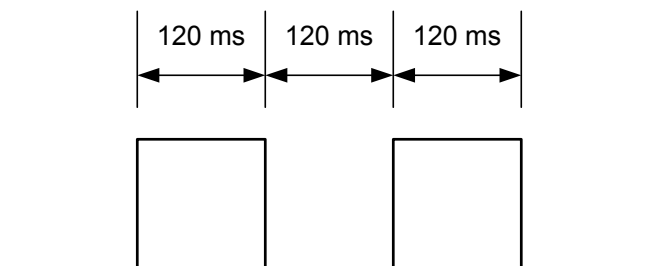
2. Exp. Key Card (Deduct):

In cases where the number of copies on the key card or coin box reaches 0 with the front side of a duplex sheet, the machine stops after the front side is printed and the paper is inside the duplex unit, but will not cause a jam. Once a new key card or coin is inserted, the machine resumes the job, starting from the rear side of the sheet in the duplex unit.

Note: SP5-120 must be set to "1".

3) A3/DLT Double Count:

A3 double counting can be activated with SP5-104, in which case the machine sends the copy count signal twice to the key card device or coin box. The signal intervals are as follows:



4) UP Mode Settings:

Once “Exp. Key Card (Add)” or “Exp. Key Card (Deduct)” has been selected in SP5-113, the UP Mode Display will change as follows:

“Key Counter Management” → “External Charge Unit Management”

From “External Charge Unit Management”, it is possible to select the primary machine function(s) for which the key card device or coin box is to be used (i.e. Copier, Printer, Fax, Scanner and/or Document Server).

3. Firmware:

Copier service card version: 3.03

Controller firmware version: 5.19

SBCU firmware version: 3.29 (for R-C2a/b), 3.29c (for R-C2c)

Note: Be sure to use the above Controller and SBCU firmware versions together as a set.

4. Procedure:

- 1) Attach the key card device or coin box to CN343 on the SBCU board.
- 2) From SP5-113, select either “Exp. Key Card (Add)” or “Exp. Key Card (Deduct).
- 3) From UP Mode – System Settings – Key Operator Tools, select the primary machine function(s) for which the key card device or coin box is to be used (i.e. Copier, Printer, Fax, Scanner and/or Document Server).
- 4) If SP5-113 was set to “Exp. Key Card (Deduct)” in Step 2 above, be sure to set SP5-120 to a value of “1”.

Model: Russian-C2		Date: 3-Oct-02	No.: RB022020
Subject: Service Manual Correction		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

Please apply the following corrections to your Service Manuals.

1. Model R-C2 Service Manual

Troubleshooting

7.1.2 SC Code Description (pg. 7-5)

Please add the following SC code.

Code No.		Symptom	Possible Causes
545	A	Fusing lamp remains on	Thermistor is out of position.
		After reaching the Ready temperature (stand-by temperature) during warm-up, the fusing lamp remains at full power for 10 seconds without the hot roller rotating.	

2. Model R-C2 Printer/Scanner Controllers Service Manual

Specifications

1.2 Scanner (pg. Spec-3)

Please revise the descriptions underlined below.

Image Storage Capacity:

Incorrect:

Number of originals per file: Maximum 160 pages

Correct:

Number of originals per file: Maximum 160 pages (without optional HDD)
 Maximum 500 pages (with optional HDD)

Reissued: 21-Nov-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011e
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RTB Correction

The items in bold italics have been corrected or added.

Subject: System Service Card History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is to inform you of the System Service Card history for the Russian-C2.

System Service Card

Ver.	NA Models		EU Models		Asia/Taiwan Models		China model		Effective Date
	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	
3.04	<i>B0275411P</i>	<i>66EB</i>	<i>B0275412R</i>	<i>E638</i>	<i>B0275413G</i>	<i>D343</i>	<i>B0275414D</i>	<i>70B3</i>	<i>Nov. 2002 prod</i>
3.03	B0275411N	33CE	B0275412Q	B3F9	B0275413F	A31D	B0275414C	419C	Sep. 2002 prod
3.02	B0275411M	F212	B0275412P	7241	B0275413E	6175	B0275414B	FEF1	Jun 2002 prod
3.01	B0275411L	8A8D	B0275412N	0E83	B0275413D	FB02	B0275414A	99F2	Apr. 2002 prod
3.00	B0275411K	80AA	B0275412K	1424	B0275413B	EA78	B0275414	CCCF	Feb. 2002 prod
2.01	B0275411G	A9C3	B0275412G	3D1D	B0275413A	B633	---	---	Nov. 2001 prod
2.00	B0275411E	92B6	B0275412E	264F	B0275413	9F5F	---	---	Oct. 2001 prod.

Contents for NA models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275541C
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275541C
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275541C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275541C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275541B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275541B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275541B

Reissued: 21-Nov-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011e
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Contents for EU models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275542C
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275542C
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275542C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275542C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275542B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275542B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275542B

Contents for Asia/Taiwan models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275543B
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275543B
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275543B
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275543B
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275543A
2.01	4.16.1	B0275387D	3.15.3	B0275550G			2.12	B0275543
2.00	4.16.1	B0275387D	3.15.1	B0275550F			2.12	B0275543

Contents for China model

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275544A
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275544A
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275544A
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275544A
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275544

Reissued: 21-Nov-02

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011e
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Controller (System)

Version	Title	Symptom Corrected	Effective Date
5.20	<i>RSS flag not cleared</i>	<i>An SC is cleared with power off/on, but the RSS error flag is not cleared, causing the S. Sense remote monitoring system to incorrectly detect a machine error condition.</i>	November 2002 prod.
	<i>Page numbering error</i>	<i>The page number is not displayed correctly on 1-to-2 copies made with Designate Chapter mode.</i>	
	<i>SC863 (HDD error)</i>	<i>A failure occurs with the cluster recovery processing for a certain system area after an SC863 (HDD error), and the SC cannot be cleared with power off/on.</i>	
	<i>SC819</i>	<i>SC819 occurs with 4-to-1 duplex copies made from 9 originals (FPR #RE02080013).</i>	
5.19	Option Counter	Based on a request from the field, the software now supports some Key Card and Coin Lock systems (see RTB #RB022019 for details).	September 2002 prod.
	Auto Off Timer	Even when Auto OFF mode is enabled in SP5-305, it can be disabled (set to 0) from UP mode. This occurred with ver.5.17.1 and 5.18 only.	
5.18	Display message	"8 1/4 x 14" is displayed when the machine detects 8 1/2 x 14.	Jun 2002 prod.
	CSS function	Modified so that the Scanner Application counter value can be accessed through CSS.	
	"SP5-002"	"SP5-002" was displayed in SP Mode with ver.5.17.1.	
5.17.1	Letter head paper	When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.	April 2002 prod.
	Option Counter	Based on a request from the field, the Key Card and Coin Lock setting screens now appear in System Settings.	
5.15.1	Plug and Play Name	R-C2 model name added for use with Plug and Play.	February 2002 prod.
	Date format	Asia version only: The date format has been changed from "yyyy/mm/dd" to "dd.mm.yyyy".	
	Designate function with staple mode	After enabling Designate Paper and Stapling, the machine will staple the paper selected in Designate Paper even if specification prohibits it (e.g. OHP transparencies).	

Reissued: 21-Nov-02

Model: Russian-C2		Date: 20-Dec-01	No.: RB022011e
	Initial value display for SP mode	The default values for the following SP modes were displayed incorrectly: SP1-105-1, 2, 3, 4, 5, 6, 7 SP1-108, SP5-912. Note: Current value displayed on top row, default value displayed on bottom row.	
	SP1-103	SP1-103-2 Off + Temp has been newly added to prevent SC542 from occurring at machine power-on under low-temperature conditions. Note: For this fix, it is necessary to use SBCU firmware ver3.23 or newer.	
4.16.1	Date display	The date display on the LCD sometimes delays when the main switch is turned on.	October 2001 prod.
4.15	Fax function	Fax function does not work when the optional copier memory (32 MB or 64 MB) is not installed.	1st October 2001 prod.
4.15	Tray paper setting	When the tray which is selected as "Cover Sheet Tray" or "Slip Sheet" is disconnected, the display of the function to be "Off".	1st October 2001 prod.
	SC990	When paper full condition exists in the finisher and then a copy number is input, SC990 occurs.	
	Total counter value for each user code	The total counter value for user code which are printed on the list is incorrect. (The value which appears on the LCD is correct.)	
	SC860 clear	SC860 (HDD not detected) is cleared when the operation switch is turned off and on.	
	SC819	SC819 occurs under the following condition. <ul style="list-style-type: none"> • APS • Mixed original size • Double sided original to duplex 	
	SC level change of SC792	The SC level of SC792 has been changed from B to C. Note: Effective from SBCU firmware version is 3.15.1.	
4.11.3	Asia destination	Asia destination does not change.	September 2001 prod.
4.11.2		1st mass production	----

SBCU (Engine)

Version	Title	Symptom Corrected	Effective Date
3.29 (3.29C)	Option Counter	Based on a request from the field, the software now supports some Key Card and Coin Lock systems (see RTB #RB022019 for details).	September 2002 prod.
3.28 (3.28C)	SC541	The A/D conversion table for the thermistor has been modified to prevent SC541 misdetections.	Jun 2002 prod
3.27 (3.27C)	PCU counter does not clear (Russian-C2c only)	The "Replace the PCU" message (60k) and PCU counter do not clear, even after replacing the PCU.	April 2002 prod.

Reissued: 21-Nov-02

Model: Russian-C2		Date: 20-Dec-01	No.: RB022011e
	Fusing SCs	Software changed so that SC990 will be generated (logged only) along with fusing-related errors SC541-548. The SC990 data will therefore appear on the SMC printout for each 541-548 error.	
	DIP SW setting for China version	The DIP SW settings for the China version has been changed as follows: SW1 and 2 ON → SW1 and 3 ON	
3.23 (3.23C)	Fusing pressure roller deformation	The Main Motor is rotated in reverse for 0.15sec after it has not been used for 230 minutes, to ensure that the fusing pressure roller does not deform following a long period of non-use.	February 2002 prod.
	Noise from the cleaning blade	Default value for SP2-998-1 has been changed from 20 → 10, to prevent noise that is sometimes generated from the cleaning blade when the drum stops.	
	SC542	SP1-103-2 Off + Temp has been newly added to prevent SC542 from occurring at machine power-on under low-temperature conditions. Note: For this fix, it is necessary to use Controller firmware ver5.15.1 or newer.	
	Fax stamp position	The fax stamp position could not be adjusted with SP6-010.	
3.15.3	The message "Replace the PCU"	The machine enters the auto off mode while the message "Replace the PCU is displayed. The machine returns to stand-by mode after replacing the PCU. However, the message does not clear.	November 2001 prod.
	SP6-010 (Stamp Position)	SP6-101 does not work.	
3.15.1	SC level change of SC792	The SC level of SC792 has been changed from B to C.	October 2001 prod.
	SC198	Often SC198 occurs after recovering from a jam condition.	
3.12.1		1st mass production	---

LCDC (LCD Controller)

Ver.	Title	Symptom Corrected	NA	EU	Asia/ Twn	CHN	Effective Date
2.17	Display translation error	The translations for "Mode TX sustituta" and "Mode RX sustituta" were reversed (for German, Spanish and Swedish).	O	O			Apr 2002 prod
	SMC	The character before the backslash ("\") on the SMC UP list appeared as a "¥".	O	O	O	O	
2.15	Chinese, Taiwanese display languages	Chinese and Taiwanese display languages released.	---	---	O	O	Feb 2002 prod

Reissued: 21-Nov-02

Model: Russian-C2			Date: 20-Dec-01			No.: RB022011e	
2.13	Display translation error (French)	Corrected displays in French that had been mistranslated or were missing.	---	O	---	---	Oct 2001 prod.
	File transfer error message	The wording of the file transfer error message has been corrected as follows. "scanned data" to "the data"	O	O	--	--	
2.12		1st mass production	---	---	O	---	---
2.10		1st mass production	O	O	--	--	---

Model: General RTB		Date: 27-Dec-02	No.: RGene012
Subject: GW Products - Hardware Ethernet Problem		Prepared by: T. Itoh	
From: Technical Services Sec. Service Planning 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

When the main switch is turned on, the error message "Hardware Ethernet Problem" may be displayed under the following condition on the GW-based products.

Conditions:

- Network speed on the hub has been set to 100Mbps fixed with full duplex, and
- Length of network cable is too long (60 m or more) or the cable quality is not good enough

CAUSE

When the main switch is turned on, the machine performs a loop-back test. If the cable length is too long or its quality is not good enough, the damping factor for the data transmission becomes worse, and the machine incorrectly detects an error during this test. This happens only when the network speed is set to 100Mbps fixed with full duplex. The PHY chip used on the controller board causes this.

SOLUTION

- Temporary Solution -

- Set the network speed on the hub to Auto-sensing,
- Use a shorter cable or a cable with a lower damping factor, or
- Disconnect the network cable and power on the printer; then, set the cable after the printer comes to the ready condition.

- Permanent Solution -

The controller firmware will be modified to avoid the incorrect detection of this error message. The schedule of firmware modification is as follows.

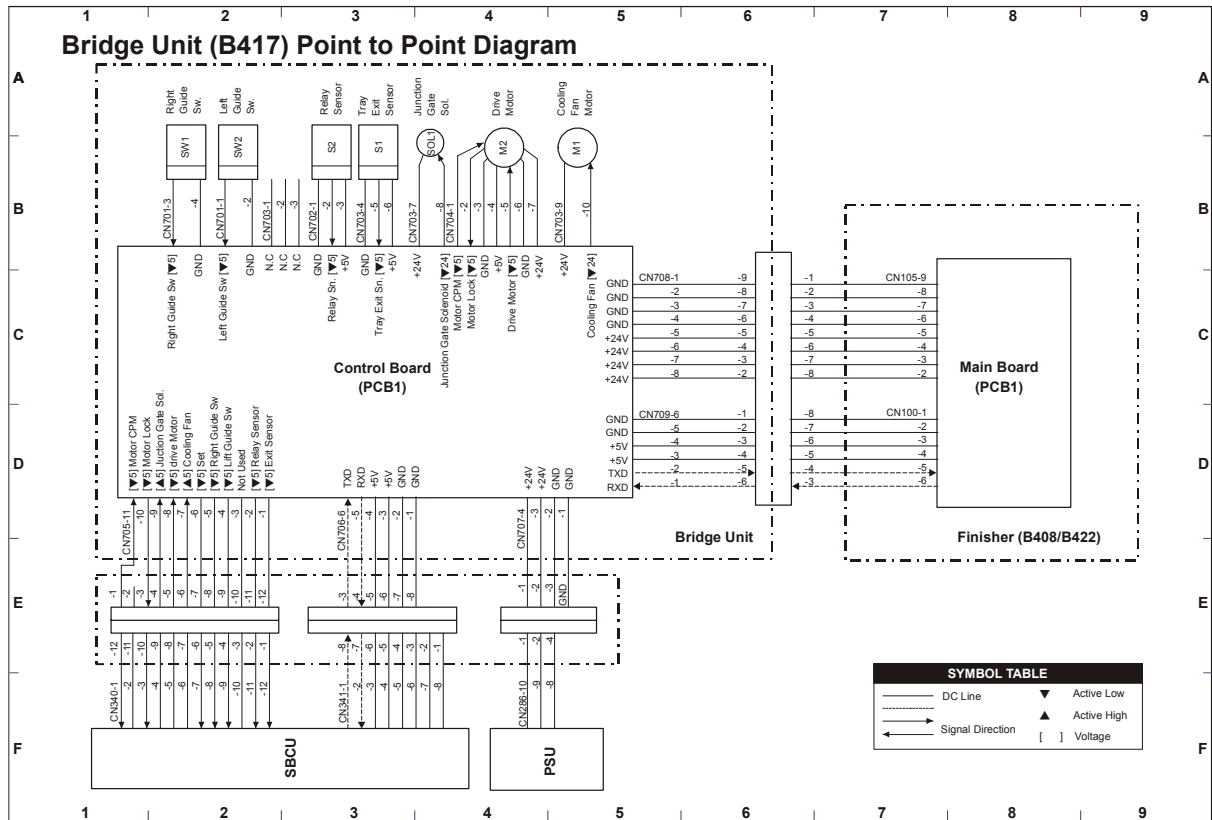
Product Type	Product	Firmware Modification Cut-in Schedule
Fax	Kaiser 3	at next modification
Printer	Model-K P1	
	Model-K P2	
	Model-J P1b	
	Model-J CF	
	Model-U P1e	'03 January production run
	Model-A P3	'03 March production run
MFP	Model-R C2	at next modification run
	Model-A C2	
	Model-M C1	
	Model-U C1	'03 February production run

NOTE:

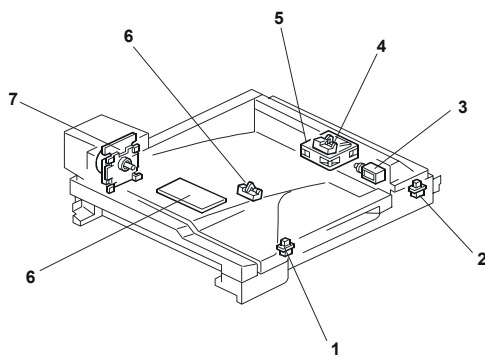
Firmware will be posted in the usual manner when it is released.

Model: Russian-C2		Date: 15-Jan-03	No.: RB022021
Subject: Point to Point Diagram for Bridge Unit (B417)		Prepared by: S. Tomoe	
From: Technical Services Sec. Service Planning 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 (Manual correction)		

Please correct the connector numbers on the Bridge Unit point-to-point diagram, as shown on the following page.



BRIDGE UNIT (B417) ELECTRICAL COMPONENT LAYOUT



Symbol	Name	Index No.	P to P
Motors			
M1	Cooling Fan	5	B5
M2	Drive Motor	7	B4
Sensors			
S1	Tray Exit	4	B3
S2	Relay	6	B3
Switches			
SW2	Right Guide	2	B2
SW3	Left Guide	1	B2
Solenoids			
SOL1	Junction Gate	3	B4
PCBs			
PCB1	Bridge Unit Control Board	8	C3

Model: Russian-C2		Date: 15-Jan-03	No.: RB022022
Subject: Service manual correction		Prepared by: S. Tomoe	
From: Technical Services Sec. Service Planning 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)		

Please correct your Service Manuals as follows (areas in bold italics).

SP7-504 and SP7-505, page 4-48

7	Model Number/Name		Function/[Setting]
504*	Total Jams by Location		
	Paper Late Error No.	Paper Lag Error No.	Displays the total number of paper jams by location. A "Paper Late" error occurs when the paper fails to activate the sensor at the precise time. A "Paper Lag" paper jam occurs when the paper remains at the sensor for longer than the prescribed time.
	3	53	Upper relay sensor
	4	54	Lower relay sensor
	5	55	Vertical transport sensor (optional bank)
	6	56	Relay sensor (optional LCT)
	7	57	<i>Upper relay sensor (from by-pass table)</i>
	10		<i>Registration sensor (from duplex unit)</i>
	11	61	Registration sensor
505*	Total Original Jam by Location		
	Paper Late Error No.	Paper Lag Error No.	
	6	56	<i>Exit sensor</i>

Model: Russian-C2		Date: 17-Jan-03	No.: RB022023												
Subject: Dirty Background Correction Procedure		Prepared by: S. Tomoe													
From: Technical Services Sec. Service Planning Dept.															
Classification:	<table><tr><td><input checked="" type="checkbox"/> Troubleshooting</td><td><input type="checkbox"/> Part information</td><td><input type="checkbox"/> Action required</td></tr><tr><td><input type="checkbox"/> Mechanical</td><td><input type="checkbox"/> Electrical</td><td><input type="checkbox"/> Service manual revision</td></tr><tr><td><input type="checkbox"/> Paper path</td><td><input type="checkbox"/> Transmit/receive</td><td><input type="checkbox"/> Retrofit information</td></tr><tr><td><input type="checkbox"/> Other ()</td><td></td><td></td></tr></table>			<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 ()		
<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 ()															

Please use this RTB as a troubleshooting guide for dirty background and SC390.

Correcting Dirty Background and SC390 for Russian-C1, Russian-C2

Contents

1. BASIC CHECK PROCEDURE FOR DIRTY BACKGROUND	1
2. TROUBLESHOOTING	2

1. BASIC CHECK PROCEDURE FOR DIRTY BACKGROUND

No.	Item	Check Points	Note
1	Copy image check	Use the guide on the following pages to determine what type of backgrounding is being reported.	
2	Process data check	Vtref value mentioned on the SMC list	A lower value indicates a high toner concentration. High CV machines give lower values (1.2 – 1.4) Target CV machines give values between 1.8 – 2.4 Low CV machines give values between 2.7 – 3.1
		Vsp value mentioned on the SMC list	High CV machines give values of about 0.7
		Compare the PCU counter with the 1-to-1 copy counter	A high 1-to-1 copy ratio reduces the PCU lifetime. (PCU lifetime is calculated assuming A4, 5% charts fed LEF, 1-to-2 copying)
3	Make test copies	Check to see if the backgrounding is duplicated as reported.	Use an original with a low image coverage ratio, such as a trimming image or 'blank' image.
4	External PCU check	The level of toner scattering (cleaning the PCU housing).	When removing the PCU, make sure to keep it level (horizontal). This is to ensure that a large amount of recycled toner does not fall into the development unit and increase the toner concentration.
5	Use the guide on the following pages to take the appropriate action.		

2. TROUBLESHOOTING

Symptom			Possible Cause	Possible Factors	Action
1. Dirty Background	Entire surface	Also appears on the rear side	Toner concentration too high	<ul style="list-style-type: none"> The electrostatic properties of the developer and toner deteriorate, lowering chargeability. Non-Ricoh toner is being used 	<ul style="list-style-type: none"> When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test pattern. If the value of Vsp is less than 0.4, replace the PCU Replace the PCU, Toner Supply Unit and Toner Bottle
		Visible paper dust and/or paper fiber	Too much paper dust in the development unit.	Too much paper dust inhibits the function of the paper dust removal seal in the registration area.	<ul style="list-style-type: none"> To remove the paper dust in the unit, make 20 sky shot copies or 20 copies of an all-black test pattern Clean the dust cleaning Mylar (see RTB #RA265023) or install the registration cleaning pad (see MB #MA265029)
		Light gray	Toner concentration too high	<ul style="list-style-type: none"> The electrostatic properties of the developer and toner deteriorate, lowering chargeability. Non-Ricoh toner is being used 	<ul style="list-style-type: none"> When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test pattern. If the value of Vsp is less than 0.4, replace the PCU Replace the PCU, Toner Supply Unit and Toner Bottle
			Drum potential too low	<ul style="list-style-type: none"> Drum surface filming Drum has reached its lifetime (OPC layer has thinned out) 	<ul style="list-style-type: none"> Clean the drum surface with a dry cloth If this does not correct the filming, replace the PCU
		Dark gray	Insufficient charge roller bias	<ul style="list-style-type: none"> The bias terminal is dirty Poor bias terminal connection 	<ul style="list-style-type: none"> Clean the bias terminal Check the bias spring in the machine and bias plate in the PCU for any deformation, poor connection, etc.
	Partially (includes black spots)	Leading edge area	Toner concentration is too high, and the area around the development unit is dirty (due to scattering)	<ul style="list-style-type: none"> The electrostatic properties of the developer and toner deteriorate, lowering chargeability. Non-Ricoh toner is being used 	<ul style="list-style-type: none"> When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test pattern. If the value of Vsp is less than 0.4, replace the PCU Replace the PCU, Toner Supply Unit and Toner Bottle
			Upper paper guide of the fusing unit is dirty	<ul style="list-style-type: none"> Toner concentration too high Paper feeding not stabilized (vibration). 	<ul style="list-style-type: none"> When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test pattern. If the value of Vsp is less than 0.4, replace the PCU Clean or replace the upper guide of the fusing unit

Symptom			Possible Cause	Possible Factors	Action
Dirty Background	Partially (includes black spots)	30 – 40 mm area from the trailing edge	Area around the development roller is dirty. The trailing edge hits the housing after passing the registration roller, and the vibration causes poor toner transfer from the drum. This occurs more easily with A3 and A4 SEF.	Toner concentration is too high	<ul style="list-style-type: none"> When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test pattern. If the value of Vsp is less than 0.4, replace the PCU To remove the paper dust in the unit, make 20 sky shot copies or 20 copies of an all-black test pattern Clean the dust cleaning Mylar (see RTB #RA265023) or install the registration cleaning pad (see MB #MA265029)
		Random	The toner in the development entrance seal falls onto the paper.	<ul style="list-style-type: none"> The electrostatic properties of the developer and toner deteriorate, lowering chargeability. Non-Ricoh toner is being used Too much paper dust inhibits the function of the paper dust removal seal in the registration area. 	<ul style="list-style-type: none"> When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test patterns. If the value of Vsp is less than 0.4, replace the PCU Replace the PCU, Toner Supply Unit and Toner Bottle To remove the paper dust in the unit, make 20 sky shot copies or 20 copies of an all-black test pattern Clean the dust cleaning Mylar (see RTB #RA265023) or install the registration cleaning pad (see MB #MA265029)
	Vertical band (sub scan direction)	Occurs in the same area on paper, regardless of the magnification ratio	Charge roller is dirty	<ul style="list-style-type: none"> Cleaning blade has reached its lifetime, causing cleaning efficiency to drop. Paper dust or other foreign particles stick to the blade surface, decreasing cleaning efficiency. 	<ul style="list-style-type: none"> To remove the paper dust in the unit, make 20 sky shot copies or 20 copies of an all-black test pattern Clean the dust cleaning Mylar (see RTB #RA265023) or install the registration cleaning pad (see MB #MA265029) Clean the charge roller Replace the PCU Clean the ribs
			Ribs on the paper guides in the paper transport path are dirty	Toner scattering	
		Occurs in different areas on the paper when the magnification ratio is changed	Laser Diode Unit shield glass is dirty	Toner scattering or dust in the machine.	Clean the shield glass
			Scanning section is dirty	Dust in the scanner unit	Clean the scanner unit
	Horizontal lines and bands (includes black spots)	44 mm pitch (charge roller pitch)	Insufficient drum cleaning	<ul style="list-style-type: none"> Cleaning blade has reached its lifetime, causing cleaning efficiency to drop. Paper dust or other foreign particles stick to the blade surface, decreasing cleaning efficiency. 	<ul style="list-style-type: none"> To remove the paper dust in the unit, make 20 sky shot copies or 20 copies of an all-black test pattern Clean the dust cleaning Mylar (see RTB #RA265023) or install the registration cleaning pad (see MB #MA265029) Clean the charge roller Replace the PCU
		50 mm pitch, rear side (transfer roller pitch)	Transfer roller is dirty	<ul style="list-style-type: none"> The electrostatic properties of the developer and toner deteriorate, lowering chargeability. 	<ul style="list-style-type: none"> When the value of Vtref is 2.8 – 3.1, change the value of SP2-929-1 (Vtref Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test pattern. If the value of Vsp is less than 0.4, replace the PCU

Symptom			Possible Cause	Possible Factors	Action
Dirty Background	Horizontal line and band (includes black spots)	94 mm pitch (drum pitch)	The drum surface gets damaged or attracts particles/foreign materials.	<ul style="list-style-type: none"> Toner or adhesive from label paper sticks to the surface of the drum. Jammed paper is removed too forcefully or incorrectly, or foreign particles are introduced into the machine. 	Clean the drum surface with a dry cloth
		125 mm pitch (fusing roller pitch)	Drum potential is low only in certain areas (not uniformly across the surface).	<ul style="list-style-type: none"> Drum surface filming Drum has reached its lifetime (OPC layer has thinned out) 	<ul style="list-style-type: none"> Clean the drum surface with a dry cloth If this does not correct the filming, replace the PCU.
			Fusing offset	<ul style="list-style-type: none"> Toner density is too high Insufficient fusing when using thick paper Dirty fusing roller 	<ul style="list-style-type: none"> When the value of V_{tref} is 2.8 – 3.1, change the value of SP2-929-1 (V_{tref} Upper Limit) to 3.2 or 3.3 Make 20 sky shot copies or 20 copies of an all-black test pattern. If the value of V_{sp} is less than 0.4, replace the PCU Adjust the position of the fusing pressure lever Clean or replace the fusing roller
2. SC390			Poor connection at the development bias terminal	<ul style="list-style-type: none"> Bias terminal is dirty Bias terminal connection is broken. 	<ul style="list-style-type: none"> Clean the bias terminal (modular jack type connector in the PCU) If broken, replace the necessary component(s).
			Toner concentration too high	Too much recycled toner drops into the development unit (especially with high CV machines)	If the value of V_t is less than 0.5V: <ul style="list-style-type: none"> To remove the paper dust in the unit, make 20 sky shot copies or 20 copies of an all-black test pattern Clean the dust cleaning Mylar (see RTB #RA265023) or install the registration cleaning pad (see MB #MA265029)
			TD sensor defective	Electrostatic buildup on the board.	Replace the PCU

Reissued: 09-Aug-01

Model: Russian-C1		Date: 10-Apr-01	No.: RA265023a
Subject: Broken Black Stripes		Prepared by: S. Tomoe	
From: Technical Services Dept., GTS Division			
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 ()		

This RTB has been reissued to provide the countermeasure for the symptom described below.

COUNTERMEASURE

To ensure proper charge roller cleaning, the roller cleaner has been changed from a cleaning pad to a cleaning roller (brush type).

PCU CUT-IN LOT NUMBERS

Built-in PCU: 3E2104xxxxxx~

Supply PCU: B403-00	5E1104xxxxxx~
B403-01	GE1104xxxxxx~
B403-02	NE1104xxxx~
B403-03	RE1104xxxx~
B403-05	FE1104xxxxxx~
B403-06	LE1104xxxxxx~

SYMPTOM

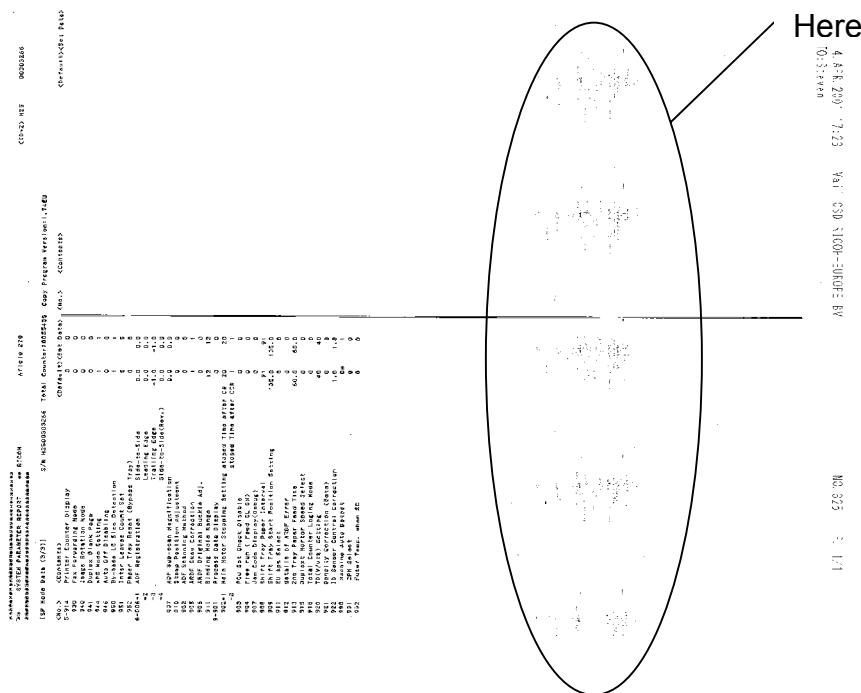
Broken black stripes appear on copies (see below).

Reissued: 09-Aug-01

Model: Russian-C1

Date: 10-Apr-01

No.: RA265023a

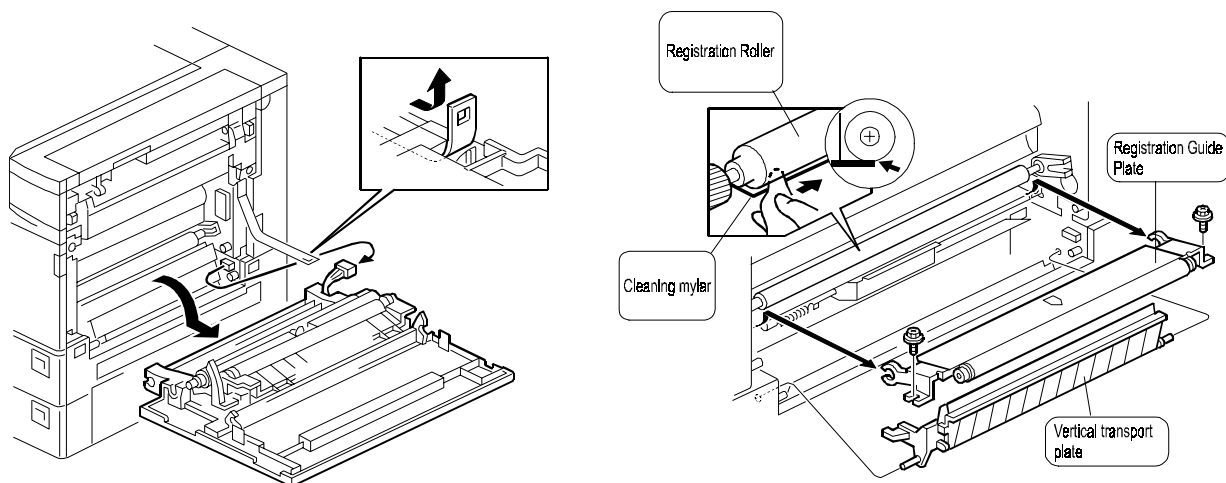


CAUSE

The Russian-C1 has toner recycling mechanisms. However there are cases where broken black stripes (see below) can appear on copies when paper dust in this recycled toner builds up on the drum or charge roller surfaces. If the paper dust is on the charge roller surface, the stripe intervals will be at the pitch of the roller. The cleaning mylar, which contacts the registration roller, normally collects paper dust and prevents such copy problems. However, when there is an abnormally large amount of paper dust present, the mylar is not able to collect all of it, which can cause some to get into the PCU.

SOLUTION

Clean out the paper dust that has accumulated between the dust cleaning mylar and registration roller:



Reissued 21-Jan-02

Model: Russian-C1	Date: 20-Dec-01	No.: MA265029a
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Serial Number Update

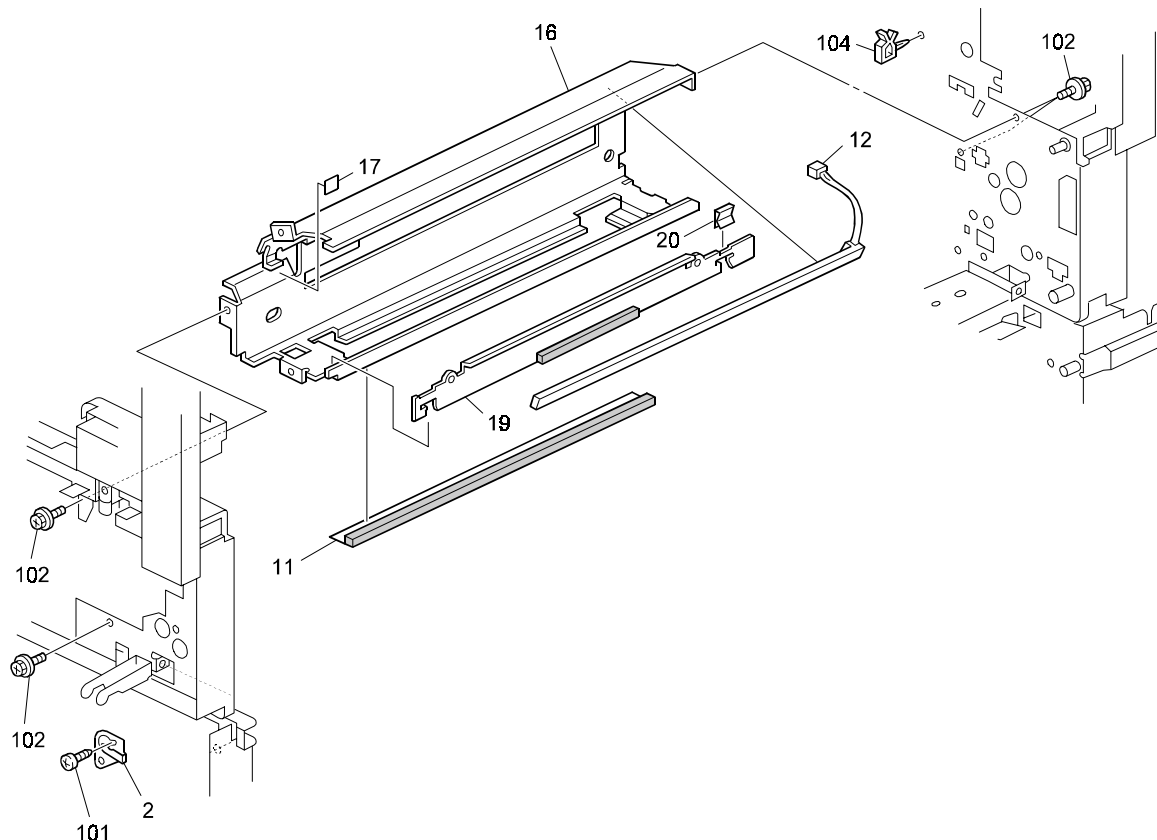
The Serial Number information has been updated.

Modified Article: Registration Roller Cleaning Pad		Prepared by: S.Tomoe	
From: Technical Services Dept., GTS Division			
Reason for Modification:	<input type="checkbox"/> Parts catalog correction	<input type="checkbox"/> Vendor change	<input type="checkbox"/> To meet standards ()
	<input type="checkbox"/> To facilitate assembly	<input type="checkbox"/> To improve reliability	
	<input type="checkbox"/> Part standardization	<input checked="" type="checkbox"/> Other	

To increase Registration Roller cleaning efficiency and provide greater accessibility, the Mylar type Registration Roller Cleaner has been changed to a removable Cleaning Pad type.

In accordance with this change, the shape of the PCU Guide Plate has also been changed.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0241051	B0271051	PCU Guide Plate	1-1	X/O	35	16	
	B0272711	Cleaning Pad – Regist Roller	0-1	X/O	35	19	
	B0272714	Clip	0-1	X/O	35	20	



Reissued 21-Jan-02

Model: Russian-C1

Date: 20-Dec-01

No.: MA265029a

RCL (Japan) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Savin 9922DP	115/60	USA, Canada	A265-15	H24109XXXX
Ricoh Aficio 220	115/60	USA, Canada	A265-17	H24109XXXX
Ricoh Aficio 220	115/60	Taiwan	A265-19	H24111XXXX
Gestetner 3222 Nashuatec D422 Rex Rotary 2822	220/50	Europe, etc	A265-22	H2411200001
Infotec 4220 MF	220/50	Europe, Australia	A265-26	4B511001XXXX
Ricoh Aficio 220	220/50	Europe, etc	A265-27	H24111XXXX
Ricoh Aficio 220	220/50,60	Asia	A265-29	H24111XXXX
Lanier 5222	115/60	USA, Canada	A265-55	L056111XXXX
Lanier 5222	220/50	Europe, Australia	A265-65	L056111XXXX
Ricoh Aficio 220	220/50	China	A265-69	H2411100001
Savin 9927DP	115/60	USA, Canada	A267-15	H25111XXXX
Ricoh Aficio 270	115/60	USA, Canada	A267-17	H25111XXXX
Ricoh Aficio 270	115/60	Taiwan	A267-19	H25111XXXX
Gestetner 3227 Nashuatec D427 Rex Rotary 2827	220/50	Europe, etc	A267-22	H25111XXXX
Infotec 4270 MF	220/50	Europe, Australia	A267-26	4B411001XXXX
Ricoh Aficio 270	220/50	Europe, etc	A267-27	H25111XXXX
Ricoh Aficio 270	220/50,60	Asia	A267-29	H2520100001
Lanier 5227	115/60	USA, Canada	A267-55	L057111XXXX
Lanier 5227	220/50	Europe, Australia	A267-65	L057111XXXX
Ricoh Aficio 270	220/50	China	A267-69	H2511100001

RIF (France) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Gestetner 3222 Nashuatec D422 Rex Rotary 2822	220/50	Europe	A265-62	*Service parts only
Infotec 4220 MF	220/50	Europe	A265-66	*Service parts only
Ricoh Aficio 220	220/50	Europe	A265-67	*Service parts only

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b
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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:	<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 (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 must be taken for **all products** at installation.

Overview:

Electronic counters will now be set to **0** 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	<ul style="list-style-type: none"> The initial value of the electrical counter is <u>negative</u> when products are shipped from the factory. <p>Note: After making test samples at installation, the negative counter value can be set to "0" with SP mode.</p>
New	<ul style="list-style-type: none"> The initial value of the electrical counter is <u>"0"</u> when products are shipped from the factory. <p>Note: After making test samples at installation, the (positive) counter value cannot be set back to "0" with SP mode.</p>

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b
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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	<ul style="list-style-type: none"> When the electrical counter is changed <u>from a negative value to 0</u>, the machine recognizes this as the counter clear day and stores this date in the NVRAM.
New	Installation Date	<ul style="list-style-type: none"> When the electrical counter <u>reaches a value of 20</u>, 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	<i>April '03 production</i>
Adonis C3	B079/82	2003.03	First mass production lot
Model J-P2	G080	2003.03	<i>March '03 production</i>
Model J-P2 CF	G367	2003.03	<i>March '03 production</i>
Model AR- P1	G081/92	2003.03	<i>March '03 production</i>
Model K-C1a	B120	2003.03	<i>March '03 production</i>

Reissued: 19-Mar-03

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

Reissued: 19-Mar-03

Model: General RTB	Date: 4-Feb-03	No.: RGene013b
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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 set the counter value to 0 **first**, then make the installation test samples.

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".

Reissued: 25-Mar-03

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003a
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RTB Reissue

The items in bold italics have been added.

Subject: Software Release Information (FAX)		Prepared by: K. Moriizumi	
From: Technical Services Sec. Service Planning 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 ()		

This RTB has been issued to announce the firmware release information for the Fax Service Card.

Fax Service Card for NA Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275441	D2F6	October 2001 prod.
2.01	B0275441A	276F	March 2002 prod.
2.03	B0275441B	7B9D	<i>August 2002 prod.</i>

Contents

Version	Programs/Versions					
	Fax Application		FCU		Delivery Module	
2.00	5.08.00	B4185592B	07.00.02	B0285771D	2.05	B4185588A
2.01	5.08.00	B4185592B	08.00.00	B0285771E	2.05	B4185588A
2.03	5.08.00	B4185592B	09.00.00	B0285771F	2.05	B4185588A

System Service Card for EU/Asia Models

Version	Program No.	C. SUM	Effective Date
2.00	B0275442	D22E	October 2001 prod.
2.01	B0275442A	CEFE	March 2002 prod.
2.03	B0275442B	2C9B	<i>August 2002 prod.</i>

Contents

Version	Programs/Versions					
	Fax Application		FCU		Delivery Module	
2.00	5.08.00	B4185592B	07.00.02	B0285772D	2.05	B4185588A
2.01	5.08.00	B4185592B	08.00.00	B0285772E	2.05	B4185588A
2.03	5.08.00	B4185592B	09.00.00	B0285772F	2.05	B4185588A

Reissued: 25-Mar-03

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003a
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FCU

Version	Title	Symptom Corrected
05.03.00		1st mass production
06.00.01	PABX access	Even if the prefix number access mode (Loop start) is selected in PABX mode, the machine will always select Grand Start mode. As a result, the prefix number is not sent out to the telephone line.
	Print label insertion list	When the label insertion list is printed, characters containing umlauts come out scrambled.
07.00.02	Connecting with eCabinet	Modified to enable connection with eCabinet.
	Error report cannot be printed out	When 9 or more error codes are registered in memory, the error report cannot be printed out.
	For China	< China model program segment added >.
08.00.00	Printing of the Memory Storage Report stopped	If the handset is picked up while the Memory Storage Report is being printed out, the job is stopped and cannot be resumed.
	Power Failure Report	When printing out the Power Failure Report onto 2 pages, and the machine runs out of paper before printing the second page, this page cannot be printed out even after reloading more paper into the machine.
	Signal level for the tone of the A.I. short protocol	This signal level was set about 1dBm too high, and has been corrected.
	Bit Switch default values	The default values of Bit Sw SYS04 (SP 1-101-005) bits 6 and 7 for Czech/Poland/Hungary have been changed to conform with PTT requirements. Bit 6: G3 CSI/G4 Terminal ID programming Bit 7: Telephone line type programming
	Communication LED	The Communication LED remains lit even when the telephone line is disconnected.
09.00.00	Group destination from LAN Fax driver	Group addresses from the LAN Fax driver cannot be used for memory broadcasting.
	On-hook function	Memory transmission not possible after operator repeatedly performs on-hook dial → destination input → on-hook cancel.
	Unlimited number of memory transmission files from LAN Fax Driver	Specification change: The number of files that can be sent from the LAN Fax driver for memory transmission has been changed from 64 → unlimited.
	For Korea	Communication fails even when the country code is set to Korea.

Reissued: 25-Mar-03

Model: Russian-C2	Date: 30-Oct-01	No.: RB022003a
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Fax Application

Version	Title	Symptom Corrected
4.11		1st mass production
4.11.1	Subst. reception file cannot be printed out	Documents received in substitute reception are successfully stored into SAF memory, however if the main controller goes into Energy Saver mode during reception, the files cannot be printed out later.
5.08.00	"No paper" display	When there is no paper in one of the trays (and the "No paper" alert function has been selected), the alert will disappear after the machine prints out one of the automatic reports.
	PC Fax transmission is canceled	If a fax Tx job is sent from a PC while the machine is in Energy Saver Mode, the machine wakes up but the job is canceled.
	"No paper" LED	If there is no paper in the tray when the machine goes to print out an Auto Document, the "No paper" message is displayed and the No Paper LED is lit. However, the LED remains lit after pressing the OK button on the "No paper" display.
	After the interrupt copy mode	Fax transmission settings are cleared after using Interrupt Copy.
	RTI (Own Fax name)	The machine allows lower-case letters to be input for the RTI, even though specification prohibits this.
	The LED keeps blinking - PC Fax	When the page data for a PC Fax job is exactly 64 Kbytes, the data-in LED does not stop blinking and the page data is not stored in memory .
	User Tools key when the SC code is displayed	Even when an SC code is displayed, the user is able to use the Facsimile Features menu in User Tools.
	Information Box	The Fax freezes if an Information Box file is printed out while the door is open.
	Journal report	With Print per User Code for Journal, user names can only be printed out up to a maximum of 16 characters (spec. is max. 20 characters).

Model: Russian-C2		Date: 2-Apr-03	No.: RB022024
Subject: SRF Production for Russian-C2		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The following information is for the China model only.

The Russian-C2a (22cpm) and C2b (27cpm) have been produced in Japan. However, as of February 2003, these models will be assembled at the SRF factory in Shanghai, China. The following are the modifications applied, with Important Notes for Servicing in the Field on the next page.

1. Machine Information (at SRF)

Japan production		SRF production	
Model code	Serial number	Model code	Serial number
B022-21	J0103 (01-12)xxxxx	B022-61	J0103 (85-96)xxxxx
B027-21	J0203 (01-12)xxxxx	B027-61	J0203 (85-96)xxxxx

Reading the serial number:

J01 or J02:	Prefix number
03:	Last digit of year
85-96:	Month (January – December)
xxxxx:	Number

2. Differences between Japan and SRF-produced machines

Both the 22cpm and 27cpm machines from SRF production will use:

- The existing 27cpm IPU board, and
- A modified 27cpm SBCU board.

Important: Please see details below.

Model: Russian-C2

Date: 2-Apr-03

No.: RB022024

3. Important Notes for Servicing in the Field:

- The firmware for the service parts 22 and 27cpm SBCU boards has been modified for use on the SRF 22/27cpm models and Japan 27cpm model, as follows:

SBCU part number: B0225050N (22cpm) / B0275050N (27cpm)
From: April 2002 production

Firmware number: B0275550J (service card version 3.01)

- When replacing this new SBCU on SRF 22/27cpm or Japan 27cpm machines in the field, just as before, each model requires that a manual Dip SW setting be performed.

When replacing the SBCU on SRF 22cpm machines for the first time, set the Dip SW by checking the setting on the **board decal**, as the switch in the production machine SBCU is protected by soldering.

- When replacing the SBCU or IPU on **either 22cpm model** in the field, we strongly recommend using the modified service parts **22cpm SBCU and IPU**. This is because in the field, it is difficult to distinguish between SRF 22cpm models and Japan 22cpm models, and the modified 22cpm SBCU boards can be used on either.

Note: Be sure to use the modified SBCU boards mentioned above when replacing on SRF machines. If the previous SBCU is installed on SRF machines, SC191 will occur.

Model: Russian-C2		Date: 21-May-03	No.: RB022025
Subject: Noise generating from fusing unit		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

Noise is generated from the hot roller during machine operation.

CAUSE

A sufficient amount of grease is not applied to the bearings.

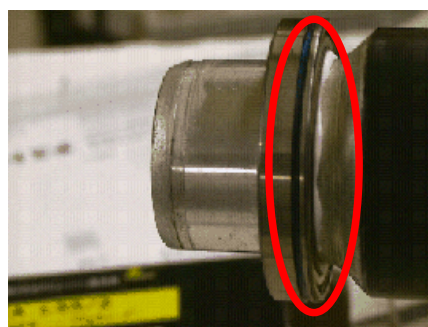
SOLUTION

Production

A new tool is used to ensure that enough grease is applied to this area (from April '03).

In the field

Apply enough grease to the area shown below (white area, covered w/grease) when the noise is reported and whenever replacing the hot roller or bearing.



Note: Make sure to apply enough so that the metal surface below the area is not visible (left photo), and that the grease is still visible after attaching the bushing (right photo).

Model: Russian-C2		Date: 20-Nov-03	No.: RB022026
Subject: NIB Installation		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

Some Printer and/or Scanner settings in the User Tools are not displayed after the NIB is installed, e.g. the Scanner main screen cannot be accessed, only the Printer (parallel) can be accessed, pinging is possible but Network browsing is not, a Telnet session cannot be established, the Scanner cannot be accessed in SP mode.

CAUSE

Excessive force is applied to the NIB connector when connecting the NIB to the controller board, causing a crack in the soldered connection of the connector pin. The excessive force may be applied in cases where:

1. The NIB connection point is not visible.
2. The NIB connector cannot be inserted directly, such as in cases where the Ethernet connector must be led through the opening in the bracket before the NIB connector can be attached.

Action required

At NIB installation, be sure to remove the controller board first, then install the NIB.

Model: Russian-C2		Date: 26-Nov-03	No.: RB022027
Subject: Fusing Offset Image		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Symptom

Hot or cold fusing offset can sometimes occur under the following conditions.

Cold offset

Tends to occur when the machine is used for the first time in a while, such as first thing in the morning.

Hot offset

Can occur at any point during normal copy runs.

Solution

The following are temporary measures to be used in the field when these symptoms are reported on the R-C2a (22cpm) and R-C2b (27cpm) only, as there have been no reports on the R-C2c (32cpm). Also, the final solution will be announced in the near future.

Cold offset

Set SP1103-1 to a value of **2**.

Hot offset

- Set SP1105-1, -2, and -6 to a value of **160**.
Set SP1105-7 to a value of **160**.
- Check the fusing nip width using SP1109, and if the width is 7.5 mm or more, please replace the pressure roller with P/N AE020138.

Reissued: 2-Jun-06

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028b
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RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR790)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the software history for the SF790 (1000-sheet Finisher).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
<i>B4085152</i>	<i>B4085161</i>	<i>5.07</i>	<i>37C9</i>	<i>February 2006 production</i>
B4085150	B4085160	5.05	004D74DE	March 2005 production
B4085117	B4085136	3.06	005662AB	September 2002 production
B4085116	B4085135	3.04	00565DD3	August 2002 production
B4085115	B4085134	3.03	0056DD51	March 2002 production
B4085114	B4085133	3.02	0056F3C5	February 2002 production
B4085112	B4085132	3.01	00751938	December 2001 production
B4085110	B4085130	2.04	0077002B	1st mass production

Change Descriptions.

Symptom Corrected	Version
<i>For use on: Model A-C3</i> <i>If a jam occurs in the middle of a Copy set, the remaining sheets are shifted when printed out to the exit tray.</i>	<i>5.07</i>
1. Supports Model AT-C1 and AP-C1. 2. The DC motor driver has been changed to a more environmentally-friendly types. As a result of this, motor control has also changed.	5.05
For use on: Model U-C1 Entrance area jam detection timing optimized to prevent unnecessary jams with postcards.	3.06
For use on: Model A-C3 Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.04
For use on: All models Cover Open condition is not cleared if the upper cover is opened while the machine is in Off Mode (warming up to Ready status).	3.03
For use on: Model R-C2c SC620 may occur during coping.	3.02
For use on: Model U-C1 1. Paper transport speed increased from 250mm/s to 350mm/s to further ensure proper paper exit to the shift tray. 2. Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.01
First mass production	2.04

Model: Russian-C2		Date: 2-Apr-04	No.: RB022029
Subject: System Switch 1E-4		Prepared by: Y. Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please apply the following description revision to your Russian-C2 Fax Service Manuals.

Pg. 3-18

System Switch 1E		SP No.1-101-031
No	FUNCTION	COMMENTS
4	<p>This switch allows or prohibits all fax reception when Authorized Reception is enabled and no RTI/CSIs have been programmed.</p> <p>0: All fax reception is enabled 1: All fax reception is disabled</p>	<p>This switch is only effective when Authorized Reception is enabled and there are no RTI/CSIs programmed.</p> <p>Under these two conditions:</p> <p>The default setting of "0" allows the machine to receive all incoming faxes. This is useful in cases where the customer has mistakenly enabled Authorized Reception with no RTI/CSIs programmed.</p> <p>Setting this switch to "1" will cause the machine to reject all incoming transmissions.</p>

Model: Russian-C2		Date: 8-Oct-04	No.: RB022030
Subject: Precaution for C-ring maintenance		Prepared by: Y. Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other (Caution for the maintenance)	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

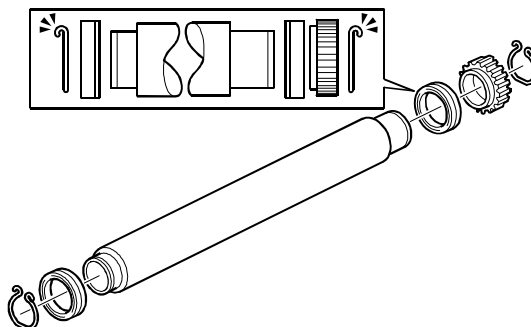
Important Note for Hot Roller Replacement

When you replace the hot roller, make sure to attach the C-ring in the **orientation shown below**. This helps the C-ring to hold the fusing roller more securely.

Correct orientation:

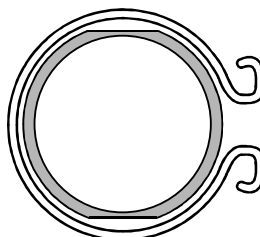
1. Both C-rings:

Attach the C-ring so that the **flat side faces the bearing/roller**. (The little hooks face away from the bearing/roller).



2. The gear-side C-ring only (= right side in the illustration above):

Attach the C-ring so that the **opening is 90 degrees from the D-cut sections** of the fusing roller.



Reissued: 09-Sep-08

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011f
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RTB Correction

The items in bold italics have been corrected or added.

Subject: System Service Card History		Prepared by: S. Tomoe	
From: Technical Services sec. Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This is to inform you of the System Service Card history for the Russian-C2.

System Service Card

Ver.	NA Models		EU Models		Asia/Taiwan Models		China model		Effective Date
	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	Program No.	C. SUM	
---	---	---	---	---	---	---	---	---	<i>It is only for the field machines</i>
3.04	B0275411P	66EB	B0275412R	E638	B0275413G	D343	B0275414D	70B3	Nov. 2002 prod
3.03	B0275411N	33CE	B0275412Q	B3F9	B0275413F	A31D	B0275414C	419C	Sep. 2002 prod
3.02	B0275411M	F212	B0275412P	7241	B0275413E	6175	B0275414B	FEF1	Jun 2002 prod
3.01	B0275411L	8A8D	B0275412N	0E83	B0275413D	FB02	B0275414A	99F2	Apr. 2002 prod
3.00	B0275411K	80AA	B0275412K	1424	B0275413B	EA78	B0275414	CCCF	Feb. 2002 prod
2.01	B0275411G	A9C3	B0275412G	3D1D	B0275413A	B633	---	---	Nov. 2001 prod
2.00	B0275411E	92B6	B0275412E	264F	B0275413	9F5F	---	---	Oct. 2001 prod.

Contents for NA models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
---	5.21.1	B0315380G	---	---	---	---	---	---
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275541C
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275541C
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275541C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275541C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275541B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275541B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275541B

Reissued: 09-Sep-08

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011f
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Contents for EU models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
---	5.21.1	B0315380G	---	---	---	---	---	---
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275542C
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275542C
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275542C
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275542C
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.13	B0275542B
2.01	4.16.1	B0275387D	3.15.3	B0275550G	---	---	2.13	B0275542B
2.00	4.16.1	B0275387D	3.15.1	B0275550F	---	---	2.13	B0275542B

Contents for Asia/Taiwan models

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
---	5.21.1	B0315380G	---	---	---	---	---	---
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275543B
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275543B
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275543B
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275543B
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275543A
2.01	4.16.1	B0275387D	3.15.3	B0275550G			2.12	B0275543
2.00	4.16.1	B0275387D	3.15.1	B0275550F			2.12	B0275543

Reissued: 09-Sep-08

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011f
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Contents for China model

Service Card Version	Programs/Versions							
	Controller (System)		SBCU (Engine)				LCDC (LCD Controller)	
			R-C2ab		R-C2c			
---	5.21.1	B0315380G	---	---	---	---	---	---
3.04	5.20	B0315380F	3.29	B0275550L	3.29C	B0315550E	2.17	B0275544A
3.03	5.19	B0315380E	3.29	B0275550L	3.29C	B0315550E	2.17	B0275544A
3.02	5.18	B0315380D	3.28	B0275550K	3.28C	B0315550D	2.17	B0275544A
3.01	5.17.1	B0315380C	3.27	B0275550J	3.27C	B0315550C	2.17	B0275544A
3.00	5.15.1	B0315380B	3.23	B0275550H	3.23C	B0315550A	2.15	B0275544

Controller (System)

Version	Title	Symptom Corrected	Effective Date
5.21.1	HDD	<i>The firmware was modified to support the new Fujitsu hard disk drive (P/N: B0955764).</i>	<i>It is only for the field machines</i>
5.20	RSS flag not cleared	An SC is cleared with power off/on, however the RSS error flag is not cleared, causing the S. Sense remote monitoring system to incorrectly detect a machine error condition.	November 2002 prod.
	Page numbering error	The page number is not displayed correctly on 1-to-2 copies made with Designate Chapter mode.	
	SC863 (HDD error)	A failure occurs with the cluster recovery processing for a certain system area after an SC863 (HDD error), and the SC cannot be cleared with power off/on.	
	SC819	SC819 occurs with 4-to-1 duplex copies made from 9 originals (FPR #RE02080013).	
5.19	Option Counter	Based on a request from the field, the software now supports some Key Card and Coin Lock systems (see RTB #RB022019 for details).	September 2002 prod.
	Auto Off Timer	Even when Auto OFF mode is enabled in SP5-305, it can be disabled (set to 0) from UP mode. This occurred with ver.5.17.1 and 5.18 only.	
5.18	Display message	"8 1/4 x 14" is displayed when the machine detects 8 1/2 x 14.	Jun 2002 prod.
	CSS function	Modified so that the Scanner Application counter value can be accessed through CSS.	
	"SP5-002"	"SP5-002" was displayed in SP Mode with ver.5.17.1.	

Reissued: 09-Sep-08

Model: Russian-C2		Date: 20-Dec-01	No.: RB022011f
5.17.1	Letter head paper	When making duplex copies onto letterhead paper with an odd number of originals, the last original is copied onto the rear side of the last sheet.	April 2002 prod.
	Option Counter	Based on a request from the field, the Key Card and Coin Lock setting screens now appear in System Settings.	
5.15.1	Plug and Play Name	R-C2 model name added for use with Plug and Play.	February 2002 prod.
	Date format	Asia version only: The date format has been changed from "yyyy/mm/dd" to "dd.mm.yyyy".	
	Designate function with staple mode	After enabling Designate Paper and Stapling, the machine will staple the paper selected in Designate Paper even if specification prohibits it (e.g. OHP transparencies).	
	Initial value display for SP mode	The default values for the following SP modes were displayed incorrectly: SP1-105-1, 2, 3, 4, 5, 6, 7 SP1-108, SP5-912. Note: Current value displayed on top row, default value displayed on bottom row.	
	SP1-103	SP1-103-2 Off + Temp has been newly added to prevent SC542 from occurring at machine power-on under low-temperature conditions. Note: For this fix, it is necessary to use SBCU firmware ver3.23 or newer.	
4.16.1	Date display	The date display on the LCD sometimes delays when the main switch is turned on.	October 2001 prod.
4.15	Fax function	Fax function does not work when the optional copier memory (32 MB or 64 MB) is not installed.	1st October 2001 prod.
4.15	Tray paper setting	When the tray which is selected as "Cover Sheet Tray" or "Slip Sheet" is disconnected, the display of the function to be "Off".	1st October 2001 prod.
	SC990	When paper full condition exists in the finisher and then a copy number is input.	
	Total counter value for each user code	The total counter value for user code which are printed on the list is incorrect. (The value which appears on the LCD is correct.)	
	SC860 clear	SC860 (HDD not detected) is cleared when the operation switch is turned off and on.	
	SC819	SC819 occurs under the following condition. <ul style="list-style-type: none"> • APS • Mixed original size • Double sided original to duplex 	
	SC level change of SC792	The SC level of SC792 has been changed from B to C. Note: Effective from SBCU firmware version is 3.15.1.	
4.11.3	Asia destination	Asia destination does not change.	September 2001 prod.
4.11.2		1st mass production	----

Reissued: 09-Sep-08

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011f
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SBCU (Engine)

Version	Title	Symptom Corrected	Effective Date
3.29 (3.29C)	Option Counter	Based on a request from the field, the software now supports some Key Card and Coin Lock systems (see RTB #RB022019 for details).	September 2002 prod.
3.28 (3.28C)	SC541	The A/D conversion table for the thermistor has been modified to prevent SC541 misdetections.	Jun 2002 prod
3.27 (3.27C)	PCU counter does not clear (Russian-C2c only)	The "Replace the PCU" message (60k) and PCU counter do not clear, even after replacing the PCU.	April 2002 prod.
	Fusing SCs	Software changed so that SC990 will be generated (logged only) along with fusing-related errors SC541-548. The SC990 data will therefore appear on the SMC printout for each 541-548 error.	
	DIP SW setting for China version	The DIP SW settings for the China version has been changed as follows: SW1 and 2 ON → SW1 and 3 ON	
3.23 (3.23C)	Fusing pressure roller deformation	The Main Motor is rotated in reverse for 0.15sec after it has not been used for 230 minutes, to ensure that the fusing pressure roller does not deform following a long period of non-use.	February 2002 prod.
	Noise from the cleaning blade	Default value for SP2-998-1 has been changed from 20 → 10, to prevent noise that is sometimes generated from the cleaning blade when the drum stops.	
	SC542	SP1-103-2 Off + Temp has been newly added to prevent SC542 from occurring at machine power-on under low-temperature conditions. Note: For this fix, it is necessary to use Controller firmware ver5.15.1 or newer.	
	Fax stamp position	The fax stamp position could not be adjusted with SP6-010.	
3.15.3	The message "Replace the PCU"	The machine enters the auto off mode while the message "Replace the PCU is displayed. The machine returns to stand-by mode after replacing the PCU. However, the message does not clear.	November 2001 prod.
	SP6-010 (Stamp Position)	SP6-101 does not work.	
3.15.1	SC level change of SC792	The SC level of SC792 has been changed from B to C.	October 2001 prod.
	SC198	Often SC198 occurs after recovering from a jam condition.	
3.12.1		1st mass production	---

Reissued: 09-Sep-08

Model: Russian-C2	Date: 20-Dec-01	No.: RB022011f
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LCDC (LCD Controller)

Ver.	Title	Symptom Corrected	NA	EU	Asia/ Twn	CHN	Effective Date
2.17	Display translation error	The translations for "Mode TX sustituta" and "Mode RX sustituta" were reversed (for German, Spanish and Swedish).	O	O			Apr 2002 prod
	SMC	The character before the backslash ("\") on the SMC UP list appeared as a "¥".	O	O	O	O	
2.15	Chinese, Taiwanese display languages	Chinese and Taiwanese display languages released.	---	---	O	O	Feb 2002 prod
2.13	Display translation error (French)	Corrected displays in French that had been mistranslated or were missing.	---	O	---	---	Oct 2001 prod.
	File transfer error message	The wording of the file transfer error message has been corrected as follows. "scanned data" to "the data"	O	O	--	--	
2.12		1st mass production	---	---	O	---	---
2.10		1st mass production	O	O	--	--	---

Model: R-C2		Date: 6-Apr-09	No.: RB022031
Subject: MB Correction		Prepared by: S. Tomoe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

The Modification Bulletin (MB No. MB408018: R-C2 1000 sheet-finisher) was corrected as follows:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
12042752 12042751	12042844	Interlock Switch	1	X/O	11	104	

Reissued: 14-May-09

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028c
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RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR790)		Prepared by: M. Kumagai	
From: 2nd 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 has been issued to announce the software history for the SF790 (1000-sheet Finisher).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
<i>B4085153</i>	<i>B4085162</i>	<i>5.08</i>	<i>DCBE</i>	<i>April 2009 production</i>
B4085152	B4085161	5.07	37C9	February 2006 production
B4085150	B4085160	5.05	004D74DE	March 2005 production
B4085117	B4085136	3.06	005662AB	September 2002 production
B4085116	B4085135	3.04	00565DD3	August 2002 production
B4085115	B4085134	3.03	0056DD51	March 2002 production
B4085114	B4085133	3.02	0056F3C5	February 2002 production
B4085112	B4085132	3.01	00751938	December 2001 production
B4085110	B4085130	2.04	0077002B	1st mass production

Change Descriptions.

Symptom Corrected	Version
<i>Symptom corrected:</i> <i>After Paper Jam 62 occurs for the first time, Paper Jam 17 occurs continually at the registration roller and BridgeTransport when an SR790 is installed with AP-C2d (D029)</i>	<i>5.08</i>
For use on: Model A-C3 If a jam occurs in the middle of a Copy set, the remaining sheets are shifted when printed out to the exit tray.	5.07
1. Supports Model AT-C1 and AP-C1. 2. The DC motor driver has been changed to a more environmentally-friendly types. As a result of this, motor control has also changed.	5.05
For use on: Model U-C1 Entrance area jam detection timing optimized to prevent unnecessary jams with postcards.	3.06
For use on: Model A-C3 Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.04
For use on: All models Cover Open condition is not cleared if the upper cover is opened while the machine is in Off Mode (warming up to Ready status).	3.03
For use on: Model R-C2c SC620 may occur during coping.	3.02

Reissued: 14-May-09

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028c
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For use on: Model U-C1

1. Paper transport speed increased from 250mm/s to 350mm/s to further ensure proper paper exit to the shift tray.	3.01
2. Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	
First mass production	2.04

Reissued: 19-Aug-10

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028d
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RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR790)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM 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 has been issued to announce the software history for the SF790 (1000-sheet Finisher).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
<i>B4085154</i>	<i>B4085163</i>	<i>5.10</i>	<i>004CCD8D</i>	<i>June 2010 production</i>
B4085153	B4085162	5.08	DCBE	April 2009 production
B4085152	B4085161	5.07	37C9	February 2006 production
B4085150	B4085160	5.05	004D74DE	March 2005 production
B4085117	B4085136	3.06	005662AB	September 2002 production
B4085116	B4085135	3.04	00565DD3	August 2002 production
B4085115	B4085134	3.03	0056DD51	March 2002 production
B4085114	B4085133	3.02	0056F3C5	February 2002 production
B4085112	B4085132	3.01	00751938	December 2001 production
B4085110	B4085130	2.04	0077002B	1st mass production

Change Descriptions.

Symptom Corrected	Version
<i>Supports connection with the Model AT-C2.5 and AP-C2.5</i>	<i>5.10</i>
Symptom corrected: After Paper Jam 62 occur at first time, Paper Jam 17 occur continually at registration roller and BridgeTransport when AP-C2d (D029) is installed with SR790	5.08
For use on: Model A-C3 If a jam occurs in the middle of a Copy set, the remaining sheets are shifted when printed out to the exit tray.	5.07
1. Supports Model AT-C1 and AP-C1. 2. The DC motor driver has been changed to a more environmentally-friendly types. As a result of this, motor control has also changed.	5.05
For use on: Model U-C1 Entrance area jam detection timing optimized to prevent unnecessary jams with postcards.	3.06
For use on: Model A-C3 Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.04
For use on: All models Cover Open condition is not cleared if the upper cover is opened while the machine is in Off Mode (warming up to Ready status).	3.03
For use on: Model R-C2c SC620 may occur during coping.	3.02

Reissued: 19-Aug-10

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028d
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For use on: Model U-C1	
1. Paper transport speed increased from 250mm/s to 350mm/s to further ensure proper paper exit to the shift tray.	3.01
2. Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	
First mass production	2.04

Reissued: 24-Sep-10

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028e
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RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR790)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM 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 has been issued to announce the software history for the SF790 (1000-sheet Finisher).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
<i>B4085155</i>	<i>B4085164</i>	<i>5.11</i>	<i>004CCA5AH</i>	<i>October 2010 production</i>
B4085154	B4085163	5.10	004CCD8D	June 2010 production
B4085153	B4085162	5.08	DCBE	April 2009 production
B4085152	B4085161	5.07	37C9	February 2006 production
B4085150	B4085160	5.05	004D74DE	March 2005 production
B4085117	B4085136	3.06	005662AB	September 2002 production
B4085116	B4085135	3.04	00565DD3	August 2002 production
B4085115	B4085134	3.03	0056DD51	March 2002 production
B4085114	B4085133	3.02	0056F3C5	February 2002 production
B4085112	B4085132	3.01	00751938	December 2001 production
B4085110	B4085130	2.04	0077002B	1st mass production

Change Descriptions.

Symptom Corrected	Version
<i>Minor bug correction</i>	<i>5.11</i>
Supports connection with the Model AT-C2.5 and AP-C2.5	5.10
Symptom corrected: After Paper Jam 62 occur at first time, Paper Jam 17 occur continually at registration roller and BridgeTransport when AP-C2d (D029) is installed with SR790	5.08
For use on: Model A-C3 If a jam occurs in the middle of a Copy set, the remaining sheets are shifted when printed out to the exit tray.	5.07
1. Supports Model AT-C1 and AP-C1. 2. The DC motor driver has been changed to a more environmentally-friendly types. As a result of this, motor control has also changed.	5.05
For use on: Model U-C1 Entrance area jam detection timing optimized to prevent unnecessary jams with postcards.	3.06
For use on: Model A-C3 Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.04
For use on: All models Cover Open condition is not cleared if the upper cover is opened while the machine is in Off Mode (warming up to Ready status).	3.03
For use on: Model R-C2c SC620 may occur during coping.	3.02

Reissued: 24-Sep-10

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028e
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For use on: Model U-C1

1. Paper transport speed increased from 250mm/s to 350mm/s to further ensure proper paper exit to the shift tray.	3.01
2. Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	
First mass production	2.04