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Model: Russian-C3			Dat	ate: 28-Nov-03		No.: RB089001
Subject: Firmware Release History (SBCU)			Prepared	d by: Y. C	Ohtani	
From: 1st Tech. S	Support Sec. Service Support D	Dept.				
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion	Action	required
		☐ Electric	al		☐ Service	e manual revision
	☐ Paper path ☐ Transmit/r		it/rec	eive	☐ Retrof	fit information
	⊠ Other ()					

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.03	B0935550A	FDA7	September 2003 production
1.05	B0935550B	4122	October 2003 production

Service Card Version	Symptom Corrected
1.03	1st Mass Production
1.05	The default values for the following SP modes have been changed from 0 so that white color adjustment is performed after an engine RAM clear, ensuring sufficient black solid fill: SP4901-001: 40 SP4901-002: 40 SP4901-003: 25 SP4901-004: 25 SP4901-007: 147
	SC543 detection conditions standardized with that of R-C2 (5 seconds).
	SC545 detection algorithm standardized with that of R-C2.



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Model: Russian-C3		ate: 28-Nov-03		No.: RB089002		
Subject: Firmware Release History (NET)			Prepared b	y: Y.C	Ohtani	
From: 1st Tech. S	Support Sec. Service Support D	Dept.				
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion] Action	required
	☐ Mechanical	☐ Electric	al] Servic	e manual revision
	☐ Paper path ☐ Transmit/re		it/rec	eive \square] Retrof	fit information
	⊠ Other ()					

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

General Information

Program No.	C. SUM	Effective Date
B0935403A	B0E1	September 2003 production
B0935403B	BE80	October 2003 production

Program No.	NCS Version NFA Version		Websys Version			
i rogram ito.	Version	Program No.	Version	Program No.	Version	Program No.
B0935403A	4.04	B0935933A	1.01	B0935934A	1.01	B0935935A
B0935403B	4.05	B0935933B	1.01	B0935934A	1.02	B0935935B

NCS Version.	Symptom Corrected
4.04	1st Mass Production
4.05	NRS shuts down if the network cable is disconnected during NRS transmission.

NFA Version	Symptom Corrected
1.01	1st Mass Production

Websys Version	Symptom Corrected
1.01	1st Mass Production
1.02	The color for the display of total number of address entries does not change even after updating the address list.
	Spelling mistake in mail/file forward settings corrected to: "SMB transmission password change."
	Spelling mistake in fax transaction history corrected to:
	"Fax transaction management report: receive mail view."

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Model: Russian-C3		Dat	e: 28-Nov-0	3	No.: RB089003	
Subject: Firmwar	re Release History (LCDC)			Prepared	by: Y.O	htani
From: 1st Tech. S	Support Sec. Service Support D	Dept.				
Classification:	☐ Troubleshooting	☐ Part inf	ormat	tion	Action	required
		☐ Electric	al		Servic	e manual revision
	☐ Paper path	Transm	it/rec	eive [Retrof	fit information
	⊠ Other ()					

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

<NA Model>

Service Card Version	Program No.	C. SUM	Effective Date
1.06	B0935541	0C29	September 2003 production
1.08	B0935541A	CE57	October 2003 production

Service Card Version	Symptom Corrected
1.06	1st Mass Production
1.08	The number of timers has been increased to ensure all beeper alarms can be cleared.

<EU Model>

Service Card Version	Program No.	C. SUM	Effective Date
1.06	B0935542	5C1C	September 2003 production
1.08	B0935542A	1E4A	October 2003 production

Service Card Version	Symptom Corrected
1.06	1st Mass Production
1.08	The number of timers has been increased to ensure all beeper alarms can be cleared.

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Model: Russian-C3 Date: 28-Nov-03 No.: RB089003

<ASIA/TWN Model>

Service Card Version	Program No.	C. SUM	Effective Date
1.06	B0935543	985B	September 2003 production
1.08	B0935543A	5 E 95	October 2003 production

Service Card Version	Symptom Corrected
1.06	1st Mass Production
1.08	The number of timers has been increased to ensure all beeper alarms can be cleared.

<China Model>

Service Card Version	Program No.	C. SUM	Effective Date
1.08	B0935544	EE81	October 2003 production

Service Card Version	Symptom Corrected
1.08	1st Mass Production

<KOREA Model>

Service Card Version	Program No.	C. SUM	Effective Date
1.05	B0935545	FA5A	September 2003 production
1.08	B0935545A	FB16	October 2003 production

Service Card Version	Symptom Corrected
1.05	1st Mass Production
1.08	The number of timers has been increased to ensure all beeper alarms can be cleared.

Technical Bulletin

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Model: Russian-C3			Dat	e: 28-Nov-03		No.: RB089004
Subject: Firmware Release History (GW Controller)				Prepared by: Y.Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	nooting		tion Action required		
	☐ Mechanical	☐ Electric	al] Servic	e manual revision
	☐ Paper path	☐ Transmit/red		eceive Retrofit information		fit information
	⊠ Other ()					

This RTB has been issued to announce the firmware release information for the GW Controller Firmware Service Card.

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.01.5	B0935931C	44FC	September 2003 production
1.02.1	B0935931D	DAE7	October 2003 Production

History	
Service Card Version	Symptom Corrected
1.01.5	1st Mass Production
1.02.1	A blank image is printed out when copying with the following conditions and settings: No HDD Duplex copies Sorting Vertical stitching No image rotation Wide gutter (over 22 mm) The "Change" button is suddenly displayed on the System default settings screen if the "#" key is used to input a setting (instead of Enter). SC955 occurs when attempting to print out a Document Server file in Magazine mode without the Paper Saving function.
	Scanning counter for Large Paper cannot be cleared. The names of consumable parts are displayed as garbled characters in the Alert pop-up. Unable to send Scan-to-Email document when the body of the message contains text in a language other than English. Some data can be lost during the data backup process whereby the address book data is copied to an IC card (SP5846-51) and then restored (SP5846-52).
	The date appears garbled on the address book list printout when using the Chinese or Taiwanese display languages.



 Ulletin
 PAGE: 2/2

 Date: 28-Nov-03
 No.: RB089004

Model: Russian-	C3	Date: 28-Nov-03	No.: RB089004					
Service Card Version	Symptom Corrected							
	SC819 or SC672 may occur when the operator exists the System Settings screen through a specific sequence. LADP search engine ignores any search attributes stored in SP5846-70 that contain portions identical to those stored in							
	SP5846-71 (and vice-versa).							
	SC870 occurs when the LAUREL (SmartNetMonitor for Administrator) address management tool is accessed, all directory information is initialized by SP5846-50, and then the main power is turned Off/On followed by an address information check from the LAUREL utility.							
	Firmware changed so that it is searches.		or LDAP					
	The button for SDK does not a Settings screen.	opear in the machin	e Initial					
	The display for SP5850-003 has previously missing.	s been added, as it v	vas					
	Folders on a server PC connected simultaneously to an MFP and a network sometimes cannot be accessed.							
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued.							
	Firmware stalls and displays "Now Connecting" when the following is accessed: LDAP server register/change → Connecting test							



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Reissued: 5-Mar-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089005a
PTR Correction		

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (FAX)				Prepared by: Y.Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	Troubleshooting	☐ Part informat	tion	Action required	
	☐ Mechanical	Electrical		Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	⊠ Other ()				

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.01	B0935402B	3D92	September 2003 production
1.02	B0935402C	4B4E	October 2003 production
1.03.1	B0935402D	9ED7	December 2003 production

Service Card	F	FCU Fax		Fax	Web	DocBox
Version	Version	Program No.	Version	Program No.	Version	Program No.
1.01	04.00.02	B5765570B	01.01.00	B0935932A	01.05.00	B0935936A
1.02	05.00.00	B5765570C	02.00.00	B0935932B	01.05.00	B0935936A
1.03.1	06.01.00	B5765570D	03.01.00	B0935932C	01.05.00	B0935936A

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FCU Version	Symptom Corrected
04.00.02	1st Mass Production
05.00.00	No error is generated when G4 transmission fails during a Broadcast job which uses the G4 and iG3 lines simultaneously.
	Machine stalls when over 1200 addresses are stored without an HDD installed.
	Machine stalls when a G4 transfer transmission job fails.
	Memory Tx/Rx not possible when the number of local-storage Fax reception files has been exceeded.
	The machine cuts off email reception at 70-80 emails when an MDN request is received for 150 emails or more.
06.01.00	Unable to perform Forwarding after registering addresses with RDS.
	The LED remains lit when performing Memory Forwarding for more than 30 emails.



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Reissued: 5-Mar-04

Model: Russian-C3		Date: 28-Nov-03	No.: RB089005a			
FCU Version	Symptom Corrected					
	In cases where a call is received using On-hook and the operator then switches to the handset, the display changes back to the waiting screen within 10 seconds, even if the handset is still in use.					
	"Standby" (incorrectly) appears in the Results section of the Communication Failure Report.					
The maximum value of the outgoing level has been changed to –3 (China regulations).						

FAX Version	Symptom Corrected					
01.01.00	1st Mass Production					
02.00.00	After inputting the file number in the Print Journal → Print per File screen, a printing error occurs and the display returns to the Print Journal screen, after which the Print per File button remains grayed-out (pressed down).					
	SC997 occurs if a document is deleted from System Settings → Delivery Settings during data transfer with the Cherry server.					
	Address list is printed out with garbled characters when using the Chinese, Korean and Traditional Chinese (Taiwan) display languages.					
	Parameter settings for certain destinations are changed to "Same as Basic Settings," despite being set for customized values when using the Spanish display language.					
03.01.00	The machine is unable to receive emails from Outlook Express v5.5/6.0 if there is nothing typed in the "to:" field (cc: and bcc: only).					
	The machine maintains the connection and cannot recover if the					
	Ethernet cable is pulled out while receiving an I-FAX message.					
	The POP server will continuously send the same email to the machine if a time-out error occurs between the server and the machine					
	a time-out error occurs between the server and the machine (completion signal not sent to server in time).					
	Memory is not cleared when forwarding data that was received with					
	SMTP Forwarding access restrictions enabled, causing the machine to					
	freeze up when capacity is reached.					
	The machine maintains the "data in" status when a PC Fax job is sent from a driver designed for a different model.					
	SC990 occurs and characters are printed out garbled on the Service Monitor Report if the machine receives an SMTP authentication email while the SAF memory is full.					

WebDoc Box Version	Symptom Corrected
01.05.00	1st Mass Production



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Model: Russian-C3			Date: 28-Nov-03		No.: RB089006	
Subject: Firmware Release History (MFP)				Prepared by: Y.Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part informa		tion		
		☐ Electric	al	☐ Servi	ce manual revision	
	☐ Paper path	☐ Transmit/rec		eive 🗌 Retro	ofit information	
	⊠ Other ()					

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.00	B0935401	FDA9	September 2003 production
1.01	B0935401a	EFA0	October 2003 production

Service Card	NRS Version Version Program No.		Scanner Version		Printer Version	
Version			Version	Program No.	Version	Program No.
1.00	1.01	B5775385	ar_1.07	B0965382	1.00	B5775381
1.01	1.02	B5775385A	ar_2.00	B0965382A	1.00	B5775381

NRS Version	Symptom Corrected
1.01	1st Mass Production
1.02	(Minor changes applied for increased reliability).



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Model: Russian-C3 Date: 28-Nov-03 No.: RB089006

Scanner Version	Symptom Corrected
ar_1.07	1st Mass Production
ar_2.00	Fax transmission data is printed out with garbled characters and/or transmission jobs cannot be performed following a continuous series of transmission errors caused by the receiving machine.
	Incorrect messages displayed in place of the following: "Only 550 addresses can be selected at a time." "Only 65 addresses can be input at a time." "Only 50 folder addresses can be selected at a time."
	No error message displayed when the Scanner MIB memory is full.
	Default value for "Register as Sender" changed to "No".

Printer Version	Symptom Corrected	
1.00	1st Mass Production	



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Reissued:3-Dec-03

Model: Russian-C3			Date:	: 28-Nov-03	No.: RB089004a		
RTB Correction The items in bold italics have been corrected or added.							
Subject: Firmware Release History (GW Controller)				Prepared by: Y.Ohtani			
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:	☐ Troubleshooting	☐ Part info	rmatio	n 🗌 Actio	n required		
	☐ Mechanical ☐ Electrical		al	☐ Service manual revisi			
	☐ Paper path ☐ Transm		t/recei	ve 🗌 Retro	fit information		
	⊠ Other ()						

This RTB has been issued to announce the firmware release information for the GW Controller Firmware Service Card.

General Information

Service Card Version	Program No.	File name	C. SUM	Effective Date
1.01.5	B0935931C	Ruc3_1015_1.bin Ruc3_1015_2.bin	0F7C 2394	September 2003 production
1.02.1	B0935931D	Ruc3_1021_1.bin Ruc3_1021_2.bin	D4B5 7AAD	October 2003 Production

Technical Bulletin

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Reissued: 16-Jan-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089001a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (SBCU)				Prepared by: Y. Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☑ Other ()	☐ Part informat ☐ Electrical ☐ Transmit/rec		☐ Action required ☐ Service manual revision ☐ Retrofit information		

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.03	B0935550A	FDA7	September 2003 production
1.05	B0935550B	4122	October 2003 production
1.06	B0935550C	A4B4	December 2003 production

T II 3 LOT Y	
Service Card	Symptom Corrected
Version	· ·
1.03	1st Mass Production
1.05	The default values for the following SP modes have been changed from 0 so that white color adjustment is performed after an engine RAM clear, ensuring sufficient black solid fill: SP4901-001: 40 SP4901-002: 40 SP4901-003: 25 SP4901-004: 25 SP4901-007: 147 SC543 detection conditions standardized with that of R-C2 (5 seconds).
	SC545 detection algorithm standardized with that of R-C2.
1.06	A black line appears when scanning from the exposure glass in Grayscale mode.
	The ADF counter (SP8221) does not increment when scanning in duplex mode using the Stamp feature.
	SC543 occurrences further minimized (phase II of modification begun with v1.05) by modifying fusing temperature control
	parameters which will minimize temperature overshoots at warm-up (230V model only).

Model: Russian-C3

From: 1st Tech. Support Sec. Service Support Dept.

Mechanical

Paper path

Other (

Subject: SC543

Classification:

Technical Bulletin

Date: 16-Jan-		04	No.: RB089007	
		Prepared	d by: Y. C	Ohtani
ept.				
Part informat		ion	Action	required
☐ Electrical			☐ Service manual revisio	
☐ Transmit/receive		Retrof	fit information	

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Note: This bulletin applies to the Russian-C3 230VAC model only.

SYMPTOM

SC543 sometimes occurs when the main power is turned on or the machine recovers from Off Mode, depending on the actual temperature of the fusing roller at the time.

CAUSE

A slight fusing temperature overshoot occurs when warm-up is initiated, which tends to occur when the fusing roller temperature is already at a certain level and the AC power has fluctuated to its high end.

SOLUTION

The firmware modification for this symptom is in two stages:

- I. Production: SBCU v1.05 (applied from Oct 2003), which changes the SC543 detection time from $1 ext{ s} (0.1 ext{ s} ext{ x} 10)$ to $5 ext{ s} (0.5 ext{ s} ext{ x} 10)$.
- II. Action in the field:

Update to SBCU v1.06 (applied from Dec 03), which changes the monitoring cycles for SC543 from 3 s to 1 s (machine power-up) and 3 s to 2 s (after achieving target temperature). This firmware provides for a more accurate control of the fusing roller temperature at warm-up, which minimizes the overshoot and SC543.

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Model: Russian-C3

Classification:

Subject: SC872/SC873

From: 1st Tech. Support Sec. Service Support Dept. ☐ Troubleshooting

☐ Mechanical

☐ Paper path

Other (

Technical Bulletin

	Date: 22-Jan-		04	No.: RB089008
		Prepared	d by: Y. C	Ohtani
ept.				
Part information		tion	☐ Action required	
☐ Electrical			⊠ Service manual revision	
☐ Transmit/receive		☐ Retrofit information		

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Please add the following SC information to your Service Manuals.

Code N	lo.	Symptom	Possible Cause
872	В	Email Reception Data Error The machine detects an HDD error during warm-up.	 Email(s) previously received by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-007, but note that doing so will also delete all other received emails.
			Defective HDD
873	В	Email Sending Data Error The machine detects an HDD error during warm-up.	 Email(s) previously sent by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-008, but note that doing so will also delete all other sent emails, as well as initialize the sender's user name/password and administrator Mail address. Defective HDD

Model: Russian-C3 Dat			e: 29-Jan-04	No.: RB089009	
Subject: Non-paper feed jam			Prepared by: Y. Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:		Part informa		tion	n required
		Electrical		☐ Servi	ce manual revision
	☐ Paper path	per path		eive 🗌 Retro	fit information
	Other ()				

SYMPTOM

During factory tests in Japan, a non-paper feed jam was observed when feeding thick paper types on a limited number of machines (i.e. only some machines fitted with lot 339 paper feed clutches).

CAUSE

Some paper feed clutches produced in lot 339 may not produce the necessary torque.

SOLUTION

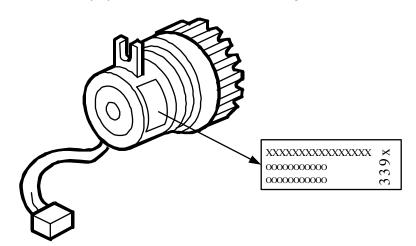
The clutch vendor has improved the inspection processes to further ensure clutches are produced in accordance with specifications.

ACTION

If a non-feed jam is reported from the field, replace the paper feed clutch with one from <u>before or after</u> lot 339.

Note:

- Lot number labels are attached to the clutch (see illustration below).
- Lot 339 paper feed clutches are no longer in stock at SPC Japan.





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Model: Russian-C3 Date: 29-Jan-04 No.: RB089009

MACHINE INFORMATION

The following is the S/N and quantity data for all machines shipped out from the factory between September 27 and December 2, 2003.

The quantity figures in **bold** shown below under each total represent the number of machines in that S/N range **with lot 339 clutches**.

Machine Serial Numbers: Total Qty/Breakdown:

Russian-C3a for NA model (B089-17):	670
(S/N: J8332101230 - J8332103400	135)
(S/N: J8332200001 - J8332201224	535)
Russian-C3a for EU model (B089-67):	299
(S/N: J8634800001 - J8634800761	299)
Russian-C3a for Asia model (B089-29):	309
(S/N: J8332103901 – J8332104282	309)
Russian-C3b for EU model (B093-67)	251
(S/N: J8434800053 - J8434800642	224)
(S/N: J8443700057 – J8443700674	27)
Russian-C3b for Asia model (B093-29):	315
(S/N: J8432101521 - J8432101835	315)

Technical Bulletin

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Reissued: 27-Feb-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089004b

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (GW Controller)			Prepared by: Y.Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☑ Other ()	☐ Part informat☐ Electrical☐ Transmit/rec☐		☐ Action required ☐ Service manual revision ☐ Retrofit information	

This RTB has been issued to announce the firmware release information for the GW Controller Firmware Service Card.

General Information

Service Card Version	Program No.	File name	C. SUM	Effective Date
1.01.5	B0935931C	Ruc3_1015_1.bin	0F7C	September 2003
		Ruc3_1015_2.bin	2394	production
1.02.1	B0935931D	Ruc3_1021_1.bin	D4B5	October 2003 Production
		Ruc3_1021_2.bin	7AAD	
1.03	B0935931E	Ruc_103_1.bin	E1B1	December 2004
		Ruc_101_2.bin	1B4E	Production

Service Card Version	Symptom Corrected
1.01.5	1st Mass Production
1.02.1	A blank image is printed out when copying with the following conditions and settings: - No HDD - Duplex copies - Sorting - Vertical stitching - No image rotation - Wide gutter (over 22mm) The "Change" button is suddenly displayed on the System default
	settings screen if the "#" key is used to input a setting (instead of Enter).
	SC955 occurs when attempting to print out a Document Server file in Magazine mode without the Paper Saving function.
	Scanning counter for Large Paper cannot be cleared.
	The names of consumable parts are displayed as garbled characters in the Alert pop-up.



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Reissued: 27-Feb-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089004b
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Model. Russian-	Date: 26-110V-03 110 hB009004
Service Card Version	Symptom Corrected
	Unable to send Scan-to-Email document when the body of the
	message contains text in a language other than English.
	Some data can be lost during the data backup process whereby the
	address book data is copied to an IC card (SP5846-51) and then
	restored (SP5846-52).
	The date appears garbled on the address book list printout when using the Chinese or Taiwanese display languages.
	SC819 or SC672 may occur when the operator exists the System
	Settings screen through a specific sequence.
	LADP search engine ignores any search attributes stored in
	SP5846-70 that contain portions identical to those stored in SP5846-71 (and vice-versa).
	SC870 occurs when the LAUREL address management tool is
	accessed, all directory information is initialized by SP5846-50, and
	then the main power is turned Off/On followed by an address
	information check from the LAUREL utility.
	Firmware changed so that it is not case-sensitive for LDAP
	searches.
	The button for SDK does not appear in the machine Initial Settings
	screen.
	The display for SP5850-003 has been added, as it was previously missing.
	Folders on a server PC connected simultaneously to an MFP and a network sometimes cannot be accessed.
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued.
	Firmware stalls and displays "Now Connecting" when the following is accessed:
	LDAP server register/change → Connecting test
1.03	An image shift sometimes occurs in thumbnail images for
7.00	stored fax documents.
	Part of a scanned image may be missing on the rear side if the
	size of the scanned data is a multiple of 32kb.
	Email data can sometimes be lost if a POP server account is
	receiving an email at the same time it is sending a connection
	confirmation for POP before SMTP authentication to the same
	account.
	The screen display does not change after pressing the System
	Settings button during SMB Network Referencing.
	When performing a User Program print, "LAD server
	change/register" is printed over "LDAP server name".
	The fax hangs up if it receives an i-fax while its SAF memory is full.



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Reissued: 27-Feb-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089004b

Service Card Version	Symptom Corrected
	The product ID for the Russian-C3c stored in the MIB was incorrect.
	The machine sometimes stalls when performing SP5-828-074.
	The operator is able to register up to 11 addresses in the fax function (specification: max 10), which triggers SC870.
	The "continuous jam" call cannot be reported if the CSS/NRS Energy Saver mode is OFF, or it is ON with Auto Report ON at the same time.
	The displays for the following SP modes have been deleted (because they carry no function): SP1802, 1994, 1995, 2902, 5804-027, and 5920
	The default displays for the following SP modes have been corrected as shown (actual default values are normal; display error only).
	SP 1108 0 (NA), 1 (EU/Asia) SP5131 1 (NA), 2 (EU)
	The data for SP1902 (input voltage freq.) was not displayed.
	The Cover Open condition for the SR820 finisher is not reported to CSS/NRS.
	LDAP search results display error: With two search result objects, the same fax number is displayed for both even if in actuality one does not have a fax number.
	The Communication Test Call button for NRS is not displayed at the end of the Administrator Settings page in System Settings, which makes it impossible to set the Service Test Call.

Technical Bulletin

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Reissued: 30-Mar-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089006a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (MFP)			Prepare	d by: Y.Ohtani
From: 1st Tech. S	Support Sec. Service Support D	Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☑ Other (Part informat Electrical Transmit/rec		☐ Action required ☐ Service manual revision ☐ Retrofit information

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.00	B0935401	FDA9	September 2003 production
1.01	B0935401A	EFA0	October 2003 production
1.02	B0935401B	7487	December 2003 production

Service Card	NRS	Version	Scann	er Version	Printe	er Version
Version	Version	Program No.	Version	Program No.	Version	Program No.
1.00	1.01	B5775385	ar_1.07	B0965382	1.00	B5775381
1.01	1.02	B5775385A	ar_2.00	B0965382A	1.00	B5775381
1.02	1.03	B5775385B	ar_2.01	B0965382B	1.01	B5775381A

NRS Version	Symptom Corrected	
1.01	1st Mass Production	
1.02	Minor changes applied for increased reliability.	
1.03	Minor changes applied for increased reliability.	



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Model: Russian-C3 Date: 28-Nov-03 No.: RB089006a

Scanner Version	Symptom Corrected			
ar_1.07	1st Mass Production			
ar_2.00	Fax transmission data is printed out with garbled characters and/or transmission jobs cannot be performed following a continuous series of transmission errors caused by the receiving machine.			
	Incorrect messages displayed in place of the following:			
	"Only 550 addresses can be selected at a time."			
	"Only 65 addresses can be input at a time."			
	"Only 50 folder addresses can be selected at a time." No error message displayed when the Scanner MIB memory is full.			
	Default value for "Register as Sender" changed to "No".			
ar_2.01	SP1-007-001 (Store Priority) returns to its default value of 1 (Send Only) following a Scanner Document Server job using either a setting of 2 (Store Only) or 3 (Send and Store).			
	The Destination field for a Scanner Document Server job is selectable even if SP1-007-001 (Store Priority) has been set to 2 (Store Only), when:			
	- The setting of 2 is input			
	- Scanner main screen is accessed			
	- Main power is turned Off/On. The following errors occur when printing out the Scanner UP from SP5-990-23:			
	-The default and current values for "Original Feed Type Priority" do not appear on the printout.			
	-The default and current values for "Exposure Glass" and "SADF"			
	(under Wait Time for Next Originals) are displayed incorrectly.			
	When a blank fax number is input for an advanced search using the			
	LDAP search function, information for the previous user will be displayed instead.			

Printer Version	Symptom Corrected
1.00	1st Mass Production
1.01	When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR # : RE03060025)
	The form overlay and text in a PCL job are printed separately (GFPR #RC03080015).
	Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0): GFPR #RC03070024.
	Incorrect font size settings when printing a multi-page document in PCL format: GFPR #RC03090002.
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).

Technical Bulletin

Model: Russian-C3			Date: 2-Apr-04		No.: RB089010
Subject: System Switch 1E-4			Prepared by: Y. Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Part informat		tion	n required	
	☐ Mechanical	☐ Electric	al	⊠ Servi	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	fit information
	Other ()				

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Please apply the following description revision to your Russian-C3 Fax Service Manuals.

Pg. 3-19

Syste	em Switch 1E	SP No.1-101-031
No	FUNCTION	COMMENTS
4	This switch allows or prohibits all fax reception when Authorized Reception is enabled and no RTI/CSIs have been programmed.	This switch is only effective when Authorized Reception is enabled and there are no RTI/CSIs programmed.
		Under these two conditions:
	O: All fax reception is enabled 1: All fax reception is disabled	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.
		Setting this switch to "1" will cause the machine to reject all incoming transmissions.

Technical Bulletin

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Reissued: 9-Apr-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089002a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (NET)				Prepared by: Y.Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part informate ☐ Electrical ☐ Transmit/rec		☐ Action required ☐ Service manual revision ☐ Retrofit information	

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

General Information

Program No.	C. SUM	Effective Date
B0935403A	B0E1	September 2003 production
B0935403B	BE80	October 2003 production
B0935403C	A0D8	December 2003 production

Program No.	NCS	Version	NFA	A Version Websys Version		
i rogram no.	Version	Program No.	Version	Program No.	Version	Program No.
B0935403A	4.04	B0935933A	1.01	B0935934A	1.01	B0935935A
B0935403B	4.05	B0935933B	1.01	B0935934A	1.02	B0935935B
B0935403C	4.12	B0935933C	1.01	B0935934A	1.03	B0935935C

NCS Version.	Symptom Corrected
4.04	1st Mass Production
4.05	NRS shuts down if the network cable is disconnected during NRS transmission.
4.12	The SC990 error occurring under the following conditions has been fixed: 1) Stored IP address is enabled via telnet (msh> dhcp save ether on) 2) An IP address conflict occurs 3) The network interface type is changed from Ethernet to Wireless Note: These conditions must occur in the order that they are written here. Fixed: Slow USB2.0 printing.



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Reissued: 9-Apr-04

Model: Russian-C3 Date: 28-Nov-03 No.: RB089002a

NFA Version	Symptom Corrected
1.01	1st Mass Production

Websys Version	Symptom Corrected
1.01	1st Mass Production
1.02	The color for the display of total number of address entries does not change even after updating the address list.
	Spelling mistake in mail/file forward settings corrected to: "SMB transmission password change."
	Spelling mistake in Fax transaction history corrected to:
	"Fax transaction management report: receive mail view."
1.03	A Javascript error occurred when opening Web Image Monitor with NetScape 4.7.x. (This did not affect Web Image Monitor functions). Some hint popups, were displayed in English even if another
	language had been selected.
	When adding a user to the address book using the Korean
	language setting of Web Image Monitor, an error occurred if a
	specific setting was chosen for "2nd Line" in "Label Insertion".



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Reissued: 14-Apr-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089005b
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RTB Correction

The items in bold italics have been corrected or added

Subject: Firmware Release History (FAX)			Prepared by: Y.Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part information	tion	Action required
	☐ Mechanical	Electrical		Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	⊠ Other ()			

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.01	B0935402B	3D92	September 2003 production
1.02	B0935402C	4B4E	October 2003 production
1.03.1	B0935402D	9ED7	December 2003 production
1.04	B0935402E	5317	February 2004 production

Service Card	FCU		Fax		WebDocBox	
Version	Version	Program No.	Version	Program No.	Version	Program No.
1.01	04.00.02	B5765570B	01.01.00	B0935932A	01.05.00	B0935936A
1.02	05.00.00	B5765570C	02.00.00	B0935932B	01.05.00	B0935936A
1.03.1	06.01.00	B5765570D	03.01.00	B0935932C	01.05.00	B0935936A
1.04	07.00.00	B5765570E	03.01.00	B0935932C	01.05.00	B0935936A

FCU Version	Symptom Corrected
04.00.02	1st Mass Production
05.00.00	No error is generated when G4 transmission fails during a Broadcast job which uses the G4 and iG3 lines simultaneously.
	Machine stalls when over 1200 addresses are stored without an HDD installed.
	Machine stalls when a G4 transfer transmission job fails.
	Memory Tx/Rx not possible when the number of local-storage Fax reception files has been exceeded.
	The machine cuts off email reception at 70-80 emails when an MDN request is received for 150 emails or more.
06.01.00	Unable to perform Forwarding after registering addresses with RDS.



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Reissued: 14-Apr-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089005b
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FCU Version	Symptom Corrected				
	The LED remains lit when performing Memory Forwarding for more than 30 emails.				
	In cases where a call is received using On-hook and the operator then switches to the handset, the display changes back to the waiting screen within 10 seconds, even if the handset is still in use.				
	"Standby" (incorrectly) appears in the Results section of the Communication Failure Report.				
	The maximum value of the outgoing level has been changed to -3 (China regulations).				
07.00.00	Communication error sometimes occurs when receiving a PC Fax from a non-Ricoh machine.				
	The setting of User Parameter SW05 bit 0 has no effect, allowing the machine to try and receive incoming transmissions while in an SC condition.				
	Unable to disable the reception complete beep using "Adjust Sound Volume."				

Fax Version	Symptom Corrected
01.01.00	1st Mass Production
02.00.00	After inputting the file number in the Print Journal → Print per File screen, a printing error occurs and the display returns to the Print Journal screen, after which the Print per File button remains grayed-out (pressed down). SC997 occurs if a document is deleted from System Settings → Delivery Settings during data transfer with the Cherry server.
	Address list is printed out with garbled characters when using the Chinese, Korean and Traditional Chinese (Taiwan) display languages.
	Parameter settings for certain destinations are changed to "Same as Basic Settings," despite being set for customized values when using the Spanish display language.
03.01.00	The machine is unable to receive emails from Outlook Express v5.5/6.0 if there is nothing typed in the "to:" field (cc: and bcc: only).
	The machine maintains the connection and cannot recover if the Ethernet cable is pulled out while receiving an I-FAX.
	The POP server will continuously send the same email to the machine if a time-out error occurs between the server and machine (completion signal not sent to server in time).
	Memory is not cleared when forwarding data that was received with SMTP Forwarding access restrictions enabled, causing the machine to freeze up when capacity is reached.
	The machine maintains the "data in" status when a PC FAX job is sent from a driver designed for a different model.



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Reissued: 14-Apr-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089005b
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Fax Version	Symptom Corrected
	SC990 occurs and characters are printed out garbled on the Service Monitor Report if the machine receives an SMTP authentication email while the SAF memory is full.

WebDoc Box Version	Symptom Corrected	
01.05.00	1st Mass Production	

Technical Bulletin

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Reissued: 26-Apr-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089004c
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RTB Correction

The items in bold italics have been corrected or added

The Reme III seld Railes have seen consected of added.					
Subject: Firmware Release History (GW Controller)			Prepared by: Y.Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part informate ☐ Electrical ☐ Transmit/rec		☐ Action required ☐ Service manual revision ☐ Retrofit information	

This RTB has been issued to announce the firmware release information for the GW Controller Firmware Service Card.

General Information

Service Card Version	Program No.	File name	C. SUM	Effective Date
1.01.5	B0935931C	Ruc3_1015_1.bin	0F7C	September 2003
		Ruc3_1015_2.bin	2394	production
1.02.1	B0935931D	Ruc3_1021_1.bin	D4B5	October 2003 Production
		Ruc3_1021_2.bin	7AAD	
1.03	B0935931E	Ruc_103_1.bin	E1B1	December 2003
		Ruc_103_2.bin	1B4E	Production
1.04	B0935931F	Ruc_104_1.bin	82E2	February 2004
		Ruc_104_2.bin	50E7	production

Service Card Version	Symptom Corrected
1.01.5	1st Mass Production
1.02.1	A blank image is printed out when copying with the following conditions and settings: No HDD Duplex copies Sorting Vertical stitching No image rotation Wide gutter (over 22mm) The "Change" button is suddenly displayed on the System default settings screen if the "#" key is used to input a setting (instead of Enter). SC955 occurs when attempting to print out a Document Server file in Magazine mode without the Paper Saving function. Scanning counter for Large Paper cannot be cleared.



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Reissued: 26-Apr-04

Model: Russian-C3 Date: 28-Nov-03 No.: RB089004c

Service Card			
Version	Symptom Corrected		
	The names of consumable parts are displayed as garbled characters in the Alert pop-up.		
	Unable to send Scan-to-Email document when the body of the message contains text in a language other than English.		
	Some data can be lost during the data backup process whereby the address book data is copied to an IC card (SP5846-51) and then restored (SP5846-52).		
	The date appears garbled on the address book list printout when using the Chinese or Taiwanese display languages.		
	SC819 or SC672 may occur when the operator exists the System Settings screen through a specific sequence.		
	LADP search engine ignores any search attributes stored in SP5846-70 that contain portions identical to those stored in SP5846-71 (and vice-versa).		
SC870 occurs when the LAUREL address management to accessed, all directory information is initialized by SP5846 then the main power is turned Off/On followed by an address information check from the LAUREL utility.			
	Firmware changed so that it is not case-sensitive for LDAP searches.		
	The button for SDK does not appear in the machine Initial Settings screen.		
	The display for SP5850-003 has been added, as it was previously missing.		
	Folders on a server PC connected simultaneously to an MFP and a network sometimes cannot be accessed.		
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued.		
	Firmware stalls and displays "Now Connecting" when the following is accessed: LDAP server register/change → Connecting test		
1.03	An image shift sometimes occurs in thumbnail images for stored FAX documents.		
	Part of a scanned image may be missing on the rear side if the size of the scanned data is a multiple of 32kb.		
	Email data can sometimes be lost if a POP server account is receiving an email at the same time it is sending a connection confirmation for POP before SMTP authentication to the same account.		
	The screen display does not change after pressing the System Settings button during SMB Network Referencing.		
	When performing User Program print, "LAD server change/register" is printed over "LDAP server name".		



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Reissued: 26-Apr-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089004c
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Service Card Version	Symptom Corrected			
	The FAX hangs up if it receives an i-FAX while its SAF memory is full.			
	The product ID for the Russian-C3c stored in the MIB was incorrect.			
	The machine sometimes stalls when performing SP5-828-074.			
	The operator is able to register up to 11 addresses in the FAX function (specification: max 10), which triggers SC870.			
	The "continuous jam" call cannot be reported if the CSS/NRS Energy Saver mode is OFF, or it is ON with Auto Report ON at the same time.			
	The displays for the following SP modes have been deleted (since they carry no function): SP1802, 1994, 2902-02, and 5920			
	The default displays for the following SP modes have been corrected as shown (actual default values are normal; display error only). SP 1108 0 (NA), 1 (EU/Asia) SP5131 1 (NA), 2 (EU)			
	The data for SP1902 (input voltage freq.) was not displayed.			
	The Cover Open condition for the Fujigawa finisher is not reported CSS/NRS.			
	LDAP search results display error: With two search result objects, the same FAX number is displayed for both even if in actuality one does not have a FAX number.			
	The Communication Test Call button for NRS is not displayed at the end of the Administrator Settings page in System Settings, which makes it impossible to set the Service Test Call.			
1.04	Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the			
	 following conditions are satisfied: The destination folder is selected from a registered entry in the Address Book. 			
	 A New Password has been set but the User Name has not in the Address Book MgmtNew ProgramFolder screen. Neither the SMB Default User Name nor Default Password has been set in the File Transfer Default 			
	Username/Password (Send) screen			
	Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).			

Technical Bulletin

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Model: Russian-C3			Date: 1-Jun-04		No.: RB089011		
ubject: Non-paper feed jam (Bad friction pad)				Prepared by: S.Tomoe			
rom: 1st Tech. Support Sec. Service Support Dept.							
lassification:	☐ Troubleshooting	☐ Part info	orma	tion [Action	required	
	☐ Mechanical	☐ Electric	al	[Servic	e manual revision	
	☐ Paper path	☐ Transm	it/rec	eive [Retrof	fit information	
	Other ()						

Note: This RTB applies to both the Russian-C3 mainframe and paper bank.

SYMPTOM

A non-feed jam occurs when the paper tray is almost full.

Note: This occurrence rate is higher when the paper is fed SEF (short-edge feed).

CAUSE

A defect in one of the molds that the manufacturer uses to produce the friction pad left a burr on the pad surface, catching the paper and preventing it from being fed.

Note: Only one of the two molds used to form the friction pad was defective (Cav 2).

SOLUTION

Please perform the following.

1. Check if the cause of the misfeed is actually the friction pad

(1) Check the machine serial number (production date)

The friction pad manufacturer has reported that the defective pads are all from 2004 production. A list of the affected serial numbers appears at the bottom of this RTB.

(2) Check the occurrence timing

Non-feed jams caused by the burred friction pad will occur when the paper tray is nearly full.

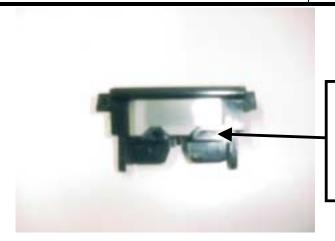
(3) Check the Cav. number of the friction pad

As mentioned above, all defective friction pads were made from Cav 2.



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Model: Russian-C3 Date: 1-Jun-04 No.: RB089011



Cav number (1 or 2) is visible here.

Cav 1: Normal

Cav 2: May be defective

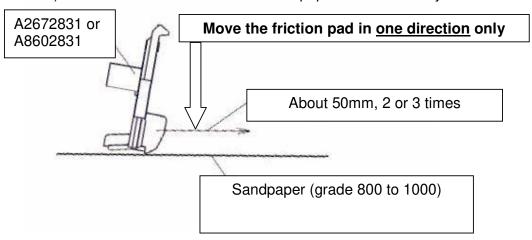
2. If it is suspected that the non-feed <u>is caused</u> by a defective friction pad, please try the following:

(1) Replace the friction pad.

Please use sandpaper to remove the burr for urgent cases in which the replacement part cannot be procured in time.

- (2) Remove the burr with grade 800 to 1000 sandpaper
- Smoothing the friction pad surface with grade 800-1000 sandpaper:

Rub the friction pad along a 50mm length of the surface of the sandpaper as shown below, two or three times **in one direction only** (do not move the pad back and forth). This is essential to ensure that the paper is fed smoothly.



After smoothing out the pad surface, check the paper feed with a full paper tray.



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Model: Russian-C3 Date: 1-Jun-04 No.: RB089011

3. If it appears that the non-feed is not caused by a defective friction pad:

(1) Check the paper feed clutch.

If the lot number of the paper feed clutch is 339, this clutch may not produce the necessary torque (see RTB RB089009), in which case please replace the clutch with one from a different lot.

(2) All other cases:

Please try adjusting the bottom plate pressure in SP mode (see section 7.3, Russian-C3 Service Manual).

MACHINE INFORMATION

The following are the serial number ranges of <u>Russian-C3 mainframes</u> containing the potentially defective friction pads (January to the mid-April 2004 production).

(1) Sindo Ricoh Production

Code	Serial Number Range of Affected Machines
B089-17	From J8341300001 to J8341600320
B093-17	From J8441300001 to J8441600001
B089-19	From J8341300001 to J8341601500
B093-19	From J8341300001 to J83415xxxxx
B089-26	From 4R10140001 to 4R10440001
B093-26	From 4R20140001 to 4R20440001
B097-26	From 4R30140001 to 4R30440001
B089-27	From J8341300001 to J8341600521
B093-27	From J8441300001 to J8441600346
B097-27	From J8541300001 to J8541600001
B089-29	From J8341300001 to J8341601118
B093-29	From J8441300001 to J8441600433

(2) REI Production

(<u>-</u>) (<u>-</u>)	Z) HETT TOGGOTOTT				
Code	Serial Number Range of Affected Machines				
B089-17	J8345100001 ~ 0005, 0007 ~ 0016				
	J8345200001 ~ 2562				
	J8345300001 ~ 0467, 0469 ~ 0563, 0565 ~ 0614, 0616 ~ 0631, 0676 ~ 0691				
B093-17	J8445100001 ~ 0035				
	J8445200001 ~ 1252				
	J8445300001 ~ 0117, 0119 ~ 0232, 0234 ~ 0280, 0282 ~ 0284, 0286 ~ 0288,				
	0290, 0293, 0296, 0298 ~ 0299, 0301 ~ 0342				

(3) RIF Production

Code	Serial Number Range of Affected Machines	
B089-67	From J8343700001 to J8344201303	
	From J8643700001 to J8644200814	
B093-67	From J8443700001 to J8444200711	
B097-67	From J8543700001 to J8544100827	



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	Date: 1-Jun-04	No.: RB089011		

(4) SRF Production

Model: Russian-C3

Code	Serial Number Range of Affected Machines
B089-21	From first mass production to J8348900126
B093-21	From first mass production to J8448900030
B097-21	From first mass production to J85488XXXXX
B089-34	From first mass production to J8348900126
B093-34	From first mass production to J8448900030

PAPER BANK INFORMATION

The following are the serial number ranges of <u>paper banks</u> containing the potentially defective friction pads (January to the mid-April 2004 production).

Code	Affected Unit Serial Number	
B390-17	From J1240100001 to J1240402194	
B390-26	From 4N20140001 to 4N20440201	

Technical Bulletin

PAGE: 1/2

Model: Russian-C3			Dat	Date: 6-Aug-04		No.: RB089012
Subject: DCDC converter failure				Prepared by: Y. Ohtani		
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:		☐ Part inf	orma	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path	Transm	it/rec	eive	Retro	fit information
	☐ Other ()					

SYMPTOM

The machine has one of these two symptoms.

- 1. The machine cannot power up. (Only the LED of the operation panel switch comes on.)
- 2. SC672 shows on the display screen.

Occurrence is more frequent when the NIB board is installed.

CAUSE

The DC/DC converters on the controller board fail. This occurs only on machines made in May and June of 2004. Refer to the serial numbers in "Machine Information".

The estimate of the problem rate in the field is approximately 2.0%.

SOLUTION

The factory makes sure that the machine functions with the NIB board installed. (From the middle of June)

ACTION

Replace the controller board.

How to identify this problem

- 1. Check the symptoms.
- 2. Remove the lower rear left cover.
- Check the controller LEDs.
 Both LEDs are lit → Controller error
 Only LED1 is blinking → Normal
- 4. If both LEDs on the controller are lit (error condition), do the diagnostic mode as follows.
 - a) Turn off the machine.
 - b) Turn the power on while pressing the "*" and "#" keys at the same time.
- 5. If the LCD is off (after you do the diagnostic mode), the controller board is defective.



Model: Russian-C3

Technical Bulletin

PAGE: 2/2 No.: RB089012

Date: 6-Aug-04

MACHINE INFORMATION

Here are the serial number ranges of the machines that could contain the defective DCDC converter. (May and June 2004 production).

(1) Sindo Ricoh Production

() 0	
Code	Serial Number Range of Affected Machines
B089-17	J8341600940, 944, 963 – 969, 978, 990, 1002 – 1020
	J8341700429, 455
B093-17	J8441600347, 372, 375, 380, 387 - 390
B089-19	From J8341601525 to J8341601604
B089-26	From 4R10540001 to 4R10540400
B093-26	From 4R20540001 to 4R20540125
B097-26	From 4R30540001 to 4R30540050
B089-27	From J8341600525 to J8341700548
B093-27	From J8441600348 to J8441600432
B089-29	From J8341601143 to J8341601524
B093-29	From J8441600433 to J8441600559

(2) REI Production

Code	Serial Number Range of Affected Machines
B089-17	From J8345300712 to J8345300755
	From J8345400014 to J8345401423
B093-17	From J8445400043 to J8445400326

(3) RIF Production

Code	Serial Number Range of Affected Machines	
B089-67	From J8644200001 to J8644200238 (NRG)	
	From J8644200899 to J8644201169 (Ricoh)	
B093-67	From J8444101940 to J8444101941 (NRG)	
	From J8444101952 to J8444101953 (NRG)	
	From J8444200166 to J8444200399 (NRG)	
B097-67	From J8444200717 to J8444200804 (Lanier)	
	From J8444101346 to J8444101517 (Ricoh)	
	From J8444200941 to J8444201294 (Ricoh)	

(4) SRF Production

()	
Code	Serial Number Range of Affected Machines
B089-21	From J8348900134 to J8348900350
B093-21	From J8448900031 to J8448900300



Model: Russian-C3		Dat	Date: 6-Aug-04		No.: RB089013	
Subject: Main Motor installation failure			Prepared by: Y. Ohtani			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:		ng Part informa		tion		required
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	Other ()					

NOTE: This content is only applied for the European market.

SYMPTOM

The machine has one of these two symptoms.

- 1. Paper jam as shown in the picture
- 2. Noise comes from the main motor section



PAGE: 1/5

CAUSE

The main motor was not correctly assembled at the factory. The estimate of the failure rate in the field is less than 0.39%.

SOLUTION

The factory changed the procedure. Now they check the position of the main motor boss after the motor is installed.



PAGE: 2/5

Model: Russian-C3 Date: 6-Aug-04 No.: RB089013

ACTION

Check the position of the shaft of the main motor. Install the main motor correctly if necessary.

First, check the main motor position to identify this problem.



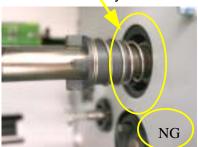
GOOD POSITION

The black motor bushing is flush with the rear frame.



BAD POSITION

The black motor bushing wasn't mounted correctly in the rear frame.



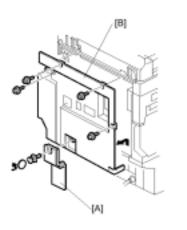
If you find this problem, correct the position of the main motor. Follow the procedure below:

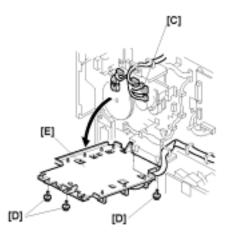
⚠ CAUTION

Unplug the main machine power cord before you start this procedure.

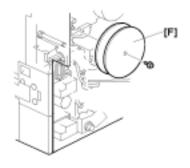
PAGE: 3/5

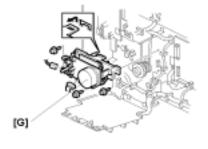
Model: Russian–C3 Date: 6-Aug-04 No.: RB089013



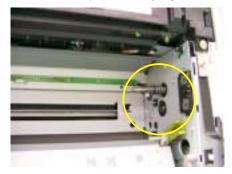


- 1. Remove the connector cover [A] (snap holder) and the rear cover [B] (4 screws).
- 2. Disconnect all connectors [C] for the SBCU board (14 connectors).
- 3. Remove 4 screws [D] securing the SBCU board bracket, then swing down the board bracket [E].





- 4. Remove the flywheels [F] (1 screw).
- 5. Slide out the main motor [G] (3 screws).
- 6. Reinstall the main motor. Make sure the bushing is correctly positioned as shown in the pictures below (also see page 2 of this RTB):





Model: Russian-C3

Technical Bulletin

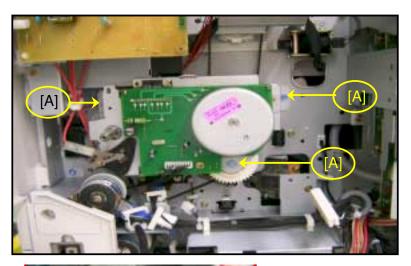
Date: 6-Aug-04 No.: RB089013

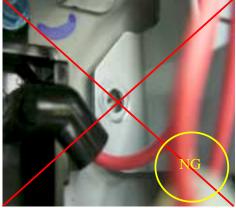
PAGE: 4/5





7. Check the main motor position and secure it with the 3 screws [A].





The main motor bracket must be centered in the opening in the rear side plate.

- 8. Reassemble the machine.
- 9. Turn on the main switch and check the machine's operation and copy quality.



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Model: Russian-C3 Date: 6-Aug-04 No.: RB089013

MACHINE INFORMATION

The affected machines are shown below. Affected units were produced from March to the middle of June at RIF.

RIF Production

Code	Serial Number Range of Affected Machines
B089-67	From J8643900001 to J8644100558 (NRG)
	From J8643900001 to J8644101163 (Ricoh)
B097-67	From J8543900001 to J8544200380 (Lanier)
	From J8543900001 to J8544200001 (NRG)
	From J8543900001 to J8544202027 (Ricoh)

RIGOH

Technical Bulletin

PAGE: 1/2 Reissued: 27-Aug-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089001b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (SBCU)			Prepared by: Y. Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☑ Other ()	Troubleshooting ☐ Part informati Mechanical ☐ Electrical Paper path ☐ Transmit/rece		☐ Action required ☐ Service manual revision ☐ Retrofit information	

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.03	B0935550A	FDA7	September 2003 production
1.05	B0935550B	4122	October 2003 production
1.06	B0935550C	A4B4	December 2003 production
1.07	B0935550D	BDDA	June 2004 production

History

i iistoi y	
Service Card Version	Symptom Corrected
1.03	1st Mass Production
1.05	The default values for the following SP modes have been changed from 0 so that white color adjustment is performed after an engine RAM clear, ensuring sufficient black solid fill: SP4901-001: 40 SP4901-002: 40 SP4901-003: 25 SP4901-004: 25 SP4901-007: 147 SC543 detection conditions standardized with that of R-C2 (5 seconds).
1.06	A back line appears when scanning from the exposure glass in Grayscale mode. The ADF counter (SP8221) does not increment when scanning in
	duplex mode using the Stamp feature. SC543 occurrences further minimized (phase II of modification begun with v1.05) by modifying fusing temperature control parameters which will minimize temperature overshoots at warm-up (230V model only).



PAGE: 2/2

Model: Russian-C3	Date: 28-Nov-03	No.: RB089001b
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Service Card Version	Symptom Corrected
1.07	After the operator starts a job with the Coin Lock option, they cannot cancel the job (and money is not returned).
	The front-side counter and rear-side counter do not match when: - A duplex job is made with an even number of pages
	- The interleave function is used - SP5121 is set to "1"

RIGOH

Technical Bulletin

PAGE: 1/3

Reissued: 13-Sep-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089006b
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (MFP)			Prepared by: Y.Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	Troubleshooting	☐ Part informat	ion	Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information	
	⊠ Other ()				

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.00	B0935401	FDA9	September 2003 production
1.01	B0935401A	EFA0	October 2003 production
1.02	B0935401B	7487	December 2003 production
1.03	B0935401C	E9C2	February 2004 production

Service Card	NRS Version		Scanner Version		Printer Version	
Version	Version	Program No.	Version	Program No.	Version	Program No.
1.00	1.01	B5775385	ar_1.07	B0965382	1.00	B5775381
1.01	1.02	B5775385A	ar_2.00	B0965382A	1.00	B5775381
1.02	1.03	B5775385B	ar_2.01	B0965382B	1.01	B5775381A
1.03	1.04	B5775385C	ar_2.02	B0965382C	1.01	B5775381A

History

NRS Version	Symptom Corrected		
1.01	1st Mass Production		
1.02	Minor changes applied for increased reliability.		
1.03	Minor changes applied for increased reliability.		
1.04	Unable to see the Version.txt file stored on the SD Card via NRS		
	Unable to show RCG connection errors		



lletin PAGE: 2/3

Model: Russian-C3 Date: 28-Nov-03 No.: RB089006b

Scanner Version	Symptom Corrected
ar 1.07	1st Mass Production
ar_2.00	Fax transmission data is printed out with garbled characters and/or transmission jobs cannot be performed following a continuous series of transmission errors caused by the receiving machine. Incorrect messages displayed in place of the following: "Only 550 addresses can be selected at a time." "Only 65 addresses can be input at a time." "Only 50 folder addresses can be selected at a time." No error message displayed when the Scanner MIB memory is full.
0.01	Default value for "Register as Sender" changed to "No".
ar_2.01	SP1-007-001 (Store Priority) returns to its default value of 1 (Send Only) following a Scanner Document Server job using either a setting of 2 (Store Only) or 3 (Send and Store).
	The Destination field for a Scanner Document Server job is selectable even if SP1-007-001 (Store Priority) has been set to 2 (Store Only), when: The setting of 2 is input - Scanner main screen is accessed - Main power is turned Off/On.
	The following errors occur when printing out the Scanner UP from SP5-990-23: -The default and current values for "Original Feed Type Priority" do not
	appear on the printoutThe default and current values for "Exposure Glass" and "SADF" (under Wait Time for Next Originals) are displayed incorrectly.
	When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.
ar_2.02	Memory allocation and cleanup has been optimized to solve a controller memory leak.
	When using "Scan to SMB", Workgroups with only numbers in their names are not found by the device.
	Scan to SMB using a Windows 9X/Me shared folder may experience a transmission error if the folder is accessed using a "Full access password".

Printer Version	Symptom Corrected	
1.00	1st Mass Production	
1.01	When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR # : RE03060025)	
	The form overlay and text in a PCL job are printed separately (GFPR #RC03080015).	



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Reissued: 13-Sep-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089006b

Printer Version	Symptom Corrected
	Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0): GFPR #RC03070024.
	Incorrect font size settings when printing a multi-page document in PCL format: GFPR #RC03090002.
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).

RIGOH

Technical Bulletin

Model: Russian-C3			Date: 7-Oct-04		No.: RB089014
Subject: Precaution for C-ring maintenance			Prepared by: Y. 0	Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting	☐ Part informat		tion	n required
	☐ Mechanical ☐] Electric	al	☐ Servi	ce manual revision
	☐ Paper path ☐	☐ Transmit/red		eive 🗌 Retro	fit information
	$oxed{\boxtimes}$ Other (Caution for the mainte	enance)			

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.

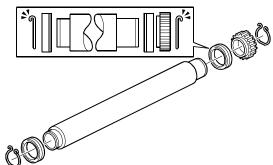
Note: This was applied to mass production machines (serial numbers TBA).



Correct orientation:

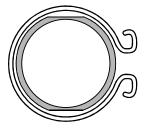
1. Both C-rings:

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.





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Reissued: 15-Oct-04

lolocacal lo c	,0(0 1			
Model: Russian-C3 Date			te: 13-Oct-04	No.: RB089015a
RTB Correction The items in bol	1 d italics have been correc	cted or added.		
Subject: Machine ID conflict			Prepared by: Y. Ohtani	
rom: 1st Tech. S	Support Sec. Service Support D	Dept.		
Classification:		☐ Part informa	tion Action	n required
	☐ Mechanical	☐ Electrical	☐ Servi	ce manual revision
	☐ Paper path	☐ Transmit/red	ceive Retro	fit information

NOTE: The following is for the China model only.

Other (

SYMPTOM

Cannot add the machine as a network device with Scan Router (error: "The specific I/O device has already been added.")

CAUSE

A machine ID reset was not performed on some machines at the factory.

Note:

The same NIB board is used on many machines for operational tests at the factory.
 This gives the same machine ID to many machines, but normally a machine ID reset is done before shipment.

ACTION

- 1) Do SP5-846-002 (Clear Machine ID) to clear the machine ID.
- 2) Access SP5-846-001 (Check Machine ID) to make sure the machine ID was cleared.
- 3) Turn the main power Off/On.

Note: When you turn the power ON, the NIB will give the new machine ID to the machine.



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Reissued: 15-Oct-04

Model: Russian-C3 Date: 13-Oct-04 No.: RB089015a

AFFECTED UNITS

Do the **Action** on page 1 for the following machines:

SRF Production

Model	From	To (last 3 digits)	Total	Global Total
B089-21	J8348800036	036	1	275
	J8348900134	143	10	
	J8348900146	147	2	
	J8348900150	150	1	
	J8348900208	209	2	
	J8348900212	212	1	
	J8348900229	229	1	
	J8348900232	238	7	
	J8348900241	241	1	
	J8348900244	248	5	
	J8348900250	250	1	
	J8348900347	347	1	
	J8348900351	573	223	
	J8348900575	593	19	
B093-21	J8448900059	059	1	18
	J8448900078	078	1	
	J8448900083	083	1	
	J8448900090	090	1	
	J8448900096	096	1	
	J8448900099	099	1	
	J8448900111	112	2	
	J8448900148	149	2	
	J8448900155	155	1	
	J8448900166	166	1	
	J8448900191	191	1	
	J8448900199	199	1	
	J8448900212	212	1	
	J8448900217	217	1	
	J8448900223	223	1	
	J8448900295	295	1	
B097-21	J8548700002	002	1	1



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Reissued: 4-Nov-04

RTB Correction

The items in bold italics have been corrected or added

Subject: Firmware Release History (MFP)			Prepared by: Y.Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Mechanical	☐ Part informat	tion	☐ Action required ☐ Service manual revision	
	Paper path	☐ Transmit/rec	eive	Retrofit information	
	⊠ Other ()				

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.00	B0935401	FDA9	September 2003 production
1.01	B0935401A	EFA0	October 2003 production
1.02	B0935401B	7487	December 2003 production
1.03	B0935401C	E9C2	February 2004 production
1.04	B0935401D	853A	November 2004 production

Service Card	NRS Version Version Program No.		Scann	Scanner Version		Printer Version		
Version			Non Version Program No. Version Program No.		Version	Program No.		
1.00	1.01	B5775385	ar_1.07	B0965382	1.00	B5775381		
1.01	1.02	B5775385A	ar_2.00	B0965382A	1.00	B5775381		
1.02	1.03	B5775385B	ar_2.01	B0965382B	1.01	B5775381A		
1.03	1.04	B5775385C	ar_2.02	B0965382C	1.01	B5775381A		
1.04	1.04	B5775385C	ar_2.02	B0965382C	1.02	B5775381B		

History

NRS Version	Symptom Corrected				
1.01	1st Mass Production				
1.02	Minor changes applied for increased reliability.				
1.03	Minor changes applied for increased reliability.				
1.04	Unable to see Version.txt file stored in SD Card via NRS				
	Unable to show RCG connection error				



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Model: Russian-C3 Date: 28-Nov-03 No.: RB089006c

Scanner	
Version	Symptom Corrected
ar_1.07	1st Mass Production
ar_2.00	Fax transmission data is printed out with garbled characters and/or transmission jobs cannot be performed following a continuous series of transmission errors caused by the receiving machine. Incorrect messages displayed in place of the following: "Only 550 addresses can be selected at a time." "Only 65 addresses can be input at a time." "Only 50 folder addresses can be selected at a time." No error message displayed when the Scanner MIB memory is full.
	Default value for "Register as Sender" changed to "No".
ar_2.01	SP1-007-001 (Store Priority) returns to its default value of 1 (Send Only) following a Scanner Document Server job using either a setting of 2 (Store Only) or 3 (Send and Store). The Destination field for a Scanner Document Server job is selectable
	even if SP1-007-001 (Store Priority) has been set to 2 (Store Only), when: The setting of 2 is input - Scanner main screen is accessed - Main power is turned Off/On.
	The following errors occur when printing out the Scanner UP from SP5-990-23: -The default and current values for "Original Feed Type Priority" do not appear on the printout. -The default and current values for "Exposure Glass" and "SADF" (under Wait Time for Next Originals) are displayed incorrectly. When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.
ar_2.02	Memory allocation and cleanup has been optimized to solve a controller memory leak. When using "Scan to SMB", Workgroups with only numbers in their names are not found by the device. Scan to SMB using a Windows 9X/Me shared folder may experience a transmissions error if the folder is accessed using a "Full access password".

Printer Version	Symptom Corrected
1.00	1st Mass Production
1.01	When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR # : RE03060025)
	The form overlay and text in a PCL job are printed separately (GFPR #RC03080015).



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Reissued: 4-Nov-04

Model: Russian-C3	Date: 28-Nov-03	No.: RB089006c
Model. Russian-63	Date. 20-1101-03	110 110000000

Printer Version	Symptom Corrected						
	Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0): GFPR #RC03070024.						
	Incorrect font size settings when printing a multi-page document in PCL format: GFPR #RC03090002.						
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).						
1.02	Images that contain PCL forms via host printing might not be printed: GFPR#RE04040009						
	If PCL data is printed under the following 3 conditions, some problems may occur. • PCL/PS auto switching is ON.						
	 The job is text data and the 255th byte contains all zeros. The <esc>E command occurs somewhere in the first 128 bytes.</esc> 						
	GFPR#RE03090010, RE03090012, RE03100012, RC03100014 and RC04040013						
	Solid or broken lines might not be printed with PCL forms via host printing: GFPR#RC04040011						
	The printer may stall and have to be rebooted after multiple forms (or templates) are sent to the printer: GFPR#RA04070002 and RE04090011						
	Some edges of bold characters for true type fonts (i.e. a logo) are cut away: GFPR#RE04070007						

RIGOH

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Reissued: 15-Apr-05

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

The items in bold italics have been corrected or added.

Subject: Remote Firmware Update				Prepared by: H. Someya		
From: 1st Tech. S	Support Sec. Service Support [Dept.				
Classification:	Troubleshooting	☐ Part informat	tion	Action required		
	☐ Mechanical	☐ Electrical		☐ Service manual revision		
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information		
	⊠ Other ()					

1. OVERVIEW

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

2. SUPPORTED MODELS AND FIRMWARE

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

"04A": Autumn 2004

Printers

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

MFPs

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

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.

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

Reissued: 15-Apr-05

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

The following models do not support RFU:

Printers:

Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products

MFPs:

Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:

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

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

For Recovery Mode:

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

Protocols:

For RFU Mode & Recovery Mode:

• FTP (The port must be open)

Operating System:

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

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

Unsupported environments:

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

Reissued: 15-Apr-05

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

Ftp settings and commands:

• User name (default):

Before 04A: rsysupdate

> 04A and later: admin

Password (default):

> Before 04A: password

> 04A and later: (no password)

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

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

4. STATUS OF UNUPDATEABLE MACHINE

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

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

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



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

5. UPDATING PROCEDURE

Recommendation:

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

5.1 Auto Rebooting

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

Printers

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

MFPs

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

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.

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



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

5.2 Preparation

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

5.2.1 Checking the IP address

For a machine with static IP address:

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

For a machine with a dynamic IP address:

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

5.2.2 Firmware

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

5.2.3 Checking the machine status

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

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

5.3 RFU for Windows

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

```
C: > ftp xxx.xxx.xxx

Specify the machine's IP address

Connected to xxx.xxx.xxx.

220 (Product name) FTP server (1.00)ready.

User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate

331 Password required for rsysupdate.

Password:
```

4. Enter the password.

```
Password: XXXXXX

230 User rsysupdate logged in. Login successful.

ftp>
```

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

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r-oot root 200 Jan 1 01:08 help

-r--r--r-oot root 200 Jan 1 01:08 info

-r--r--r-oot root 200 Jan 1 01:08 install

-r--r--r-oot root 200 Jan 1 01:08 prnlog

-r--r--r-oot root 200 Jan 1 01:08 stat

-r--r--r-oot root 200 Jan 1 01:08 syslog

-r--r--r-oot root 200 Jan 1 01:08 version.txt

-r--r--r-oot root 200 Jan 1 01:08 errlog.txt

226 Transfer complete.

ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```



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Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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6. Enter "get version.txt -" to check the machine's firmware version.

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

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

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

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

```
ftp> put xxx.rru

200 PORT command successful.

150 Opening BINARY mode data connection for 'xxx.rru'.

226 Transfer complete.

ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.

ftp>
```

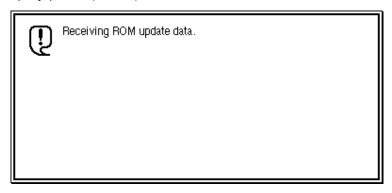
Note: Do not turn off the power of the machine while updating the firmware.

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

Display panel (MFPs)



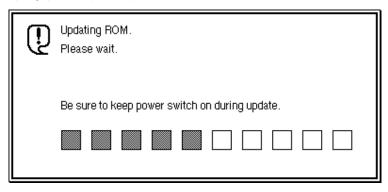
o Display (Printers)

ROM Update Receiving Data

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

The following message appears:

Display panel (MFPs)



o Display (Printers)

Updating

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

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

ftp> bye
C:∖>

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

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

host% ftp "ip address"

User ("ip address"): User Name (for Administrator)

230 User xxxx logged in.

331 Password required for rsysupdate.

Password: Password (for Administrator)

230 User xxxx logged in.

Connected to "ip address"

Remote system type is UNIX.

Using binary mode to transfer files.

2. Change to binary mode.

ftp> binary
200 Type set to I.

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

ftp> put "File Name of Firmware"

200 PORT command successful.

150 Opening BINARY mode data connection for "File Name of Firmware".

226 Transfer complete.

ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.

ftp>

4. Close the ftp session.

ftp> bye
host%

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5.5 Firmware Update for Centronics (IEEE1284)

Note:

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

C:\>copy/b "file name"

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

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5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:

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

If the update was successful

• Once the firmware has been updated successfully, the system automatically restarts using the new firmware.

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

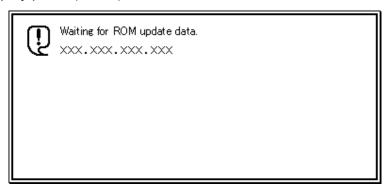
If an error occurs

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

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

The following message appears for Type 1 firmware:

Display panel (MFPs)



Display (Printers)

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6. ERROR RECOVERY

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

6.1 Recovery Procedure

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

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

Recommendation:

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

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1		Type1	Type1	IC
Model J-P2CF	Type1	Type1		Type1	Type1	IC
Model K-P3	Ту	pe1	Type1	Type1	Type1	IC
Model C-P1	Ту	pe1	Type1	Type1	Type1	IC
Model J-P3	Type1	Type3	Type3	Type3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	Type1	Type1	Type1	Type1	Type1	SD
Model C-P2	Type1	Type1	Type1	Type1	Type1	SD
Model K-P4	Type1	Type1	Type1	Type1	Type1	SD

MFPs

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

Fig. 3 Recovery Method

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

Procedure for type 1:

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

Procedure for type 2:

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

Procedure for type 3:

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

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

7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

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

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

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r-- root root 200 Jan 1 01:08 help

-r--r--r-- root root 200 Jan 1 01:08 syslog

-r--r--r-- root root 200 Jan 1 01:08 version.txt

-r--r--r-- root root 200 Jan 1 01:08 errlog.txt

226 Transfer complete.

ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

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

```
ftp> get errlog.txt -

200 PORT command successful.

150 Opening ASCII mode data connection for 'errlog.txt'.

Module ID: xxxxxxx

Error Code: 51

226 Transfer complete.

ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

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

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

4. Enter "bye" to exit ftp.

ftp> bye			
C:\>			



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

7.2 Error Code List

Error Code	Description/Causes	Solutions
51	 The machine cannot be updated. The machine is processing a print job. The machine is processing a scan job. The machine is receiving image data from the network. The control panel is in use. The machine is sending or receiving a fax. The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990). 	Check that the machine is idle, and then try updating again. If an SC number appears, contact your service representative.
52	 The file contains erroneous data. The data is too large or too small. The CRC (cyclic redundancy check) value and the checksum do not match. The firmware does not match the target machine. The firmware was not completely uploaded or is corrupt. 	Download the correct file from the website, and then try updating again.
53	An error occurred while updating. The machine is off.	If using a DNS server, the machine's IP address might have been changed. Check the IP address, and then try updating again.

RIGON

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Reissued: 28-Mar-05

Model: Russian-C3	Date: 7-Oct-04	No.: RB089014a
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RTB Correction

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

Subject: Precaution for C-ring maintenance		Prepared by: Y. Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part informat	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	Other (Caution for the mail	ntenance)		

Important Note for Hot Roller Replacement

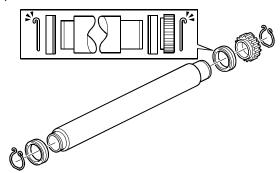
When you replace the hot roller, make sure to attach the C-ring in the **orientation shown below.** This helps the C-ring to hold the fusing roller more securely.

Note: This was applied to mass production machines (serial numbers on the next page).

Correct orientation:

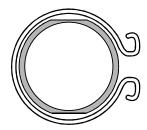
1. Both C-rings:

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.





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Reissued: 28-Mar-05

Model: Russian-C3 Date: 7-Oct-04 No.: RB089014a

CUT-IN SERIAL NUMBERS

The change was applied from the following serial numbers:

(1) Sindo Ricoh Production

(1) Sillus Micoll I Todacilo	11	
Code:	Cut-in S/N:	
B089-17	From J8342200955	
B093-17	From J8442200342	
B089-19	From J8342200928	
B089-26	From 4R11140001	
B093-26	From 4R21140001	
B097-26	From 4R31140001	
B089-27	From J8342200354	
B093-27	From J8442200133	
B097-27	From J8542200001	
B089-29	From J8342200018	
B093-29	From J8442200001	

(2) REI Production

1/	
Code:	Cut-in S/N:
B089-17	From J8346001468
B093-17	From J8446000406

(3) RIF Production

Code:	Cut-in S/N:
B089-67	From J8344501057 (Ricoh)
	From J8644500536 (Ricoh)
	From J8344500223 (NRG)
	From J8644500253 (NRG)
	From J8344501427 (Lanier)
	From J8644501435 (Lanier)
B093-67	From J8444600791 (Ricoh)
	From J8444500237 (NRG)
	From J8444600488 (Lanier)
B097-67	From J8544500610 (Ricoh)
	From J8544500112 (NRG)
	From J8544600256 (Lanier)
B089-26	From 4R17040001
B093-26	From 4R27040001
B097-26	From 4R37040001

(4) SRF Production

Code:	Cut-in S/N:
B089-21	From J8349100121
B093-21	From J8449100032
B097-21	From J8549100001
B089-34	From J8349200001
B093-34	From J8449200001

RICOH

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PAGE: 1/3 Reissued: 22-Dec-05

Date: 28-Nov-03

No.: RB089005c

RTB Correction

Model: Russian-C3

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

The items in bold italies have been conceiled of added.					
Subject: Firmware Release History (FAX)			Prepared by: Y.Ohtani		
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part informa☐ Electrical☐ Transmit/rec	☐ Service	equired manual revision information	
	· · ·		_		

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date
1.01	B0935402B	3D92	September 2003 production
1.02	B0935402C	4B4E	October 2003 production
1.03.1	B0935402D	9ED7	December 2003 production
1.04	B0935402E	5317	February 2004 production
1.05	B0935402F		July 2005 production

Service Card	FCU		FAX		WebDocBox	
Version	Version	Program No.	Version	Program No.	Version	Program No.
1.01	04.00.02	B5765570B	01.01.00	B0935932A	01.05.00	B0935936A
1.02	05.00.00	B5765570C	02.00.00	B0935932B	01.05.00	B0935936A
1.03.1	06.01.00	B5765570D	03.01.00	B0935932C	01.05.00	B0935936A
1.04	07.00.00	B5765570E	03.01.00	B0935932C	01.05.00	B0935936A
1.05	08.00.00		03.01.00	B0935932C	01.05.00	B0935936A

History

FCU Version	Symptom Corrected
04.00.02	1st Mass Production
05.00.00	No error is generated when G4 transmission fails during a Broadcast job which uses the G4 and iG3 lines simultaneously.
	Machine stalls when over 1200 addresses are stored without an HDD installed.
	Machine stalls when a G4 transfer transmission job fails.
	Memory Tx/Rx not possible when the number of local-storage Fax reception files has been exceeded.
	The machine cuts off email reception at 70-80 emails when an MDN request is received for 150 emails or more.

RICOH

Technical **B**ulletin

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Reissued: 22-Dec-05

Model: Russian-C3 Date: 28-Nov-03 No.: RB089005c

FCU Version	Symptom Corrected
06.01.00	Unable to perform Forwarding after registering addresses with RDS.
	The LED remains lit when performing Memory Forwarding for more than 30 emails.
	In cases where a call is received using On-hook and the operator then switches to the handset, the display changes back to the waiting screen within 10 seconds, even if the handset is still in use.
	"Standby" (incorrectly) appears in the Results section of the Communication Failure Report.
	The maximum value of the outgoing level has been changed to –3 (China regulations).
07.00.00	Communication error sometimes occurs when receiving a PC Fax from a non-Ricoh machine.
	The setting of User Parameter SW05 bit 0 has no effect, allowing the machine to try and receive incoming transmissions while in an SC condition. Unable to disable the reception complete beep using "Adjust Sound Volume."
08.00.00	Sometimes, a fax cannot be sent.
	Conditions:
	- The machine is connected to CSS
	- The fax job is set for dial-tone detection

FAX Version	Symptom Corrected
01.01.00	1st Mass Production
02.00.00	After inputting the file number in the Print Journal → Print per File screen, a printing error occurs and the display returns to the Print Journal screen, after which the Print per File button remains grayed-out (pressed down).
	SC997 occurs if a document is deleted from System Settings → Delivery Settings during data transfer with the Cherry server.
	Address list is printed out with garbled characters when using the Chinese, Korean and Traditional Chinese (Taiwan) display languages.
	Parameter settings for certain destinations are changed to "Same as Basic Settings," despite being set for customized values when using the Spanish display language.
03.01.00	The machine is unable to receive emails from Outlook Express v5.5/6.0 if there is nothing typed in the "to:" field (cc: and bcc: only).
	The machine maintains the connection and cannot recover if the Ethernet cable is pulled out while receiving an I-FAX.
	The POP server will continuously send the same email to the machine if a time-out error occurs between the server and machine (completion signal not sent to server in time).
	Memory is not cleared when forwarding data that was received with SMTP Forwarding access restrictions enabled, causing the machine to freeze up when capacity is reached.

RICOH

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Reissued: 22-Dec-05

Model: Russian-C3	Date: 28-Nov-03	No.: RB089005c
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FAX Version	Symptom Corrected				
	The machine maintains the "data in" status when a PC FAX job is sent from a driver designed for a different model.				
	SC990 occurs and characters are printed out garbled on the Service Monitor Report if the machine receives an SMTP authentication email while the SAF memory is full.				

WebDoc Box Version	Symptom Corrected	
01.05.00	1st Mass Production	

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 Reissued: 22-Dec-05

 Model: Russian-C3
 Date: 28-Nov-03
 No.: RB089004d

RTB Correction

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

The items in both traines have been corrected of added.				
Subject: Firmware Release History (GW Controller)			Prepared by: Y.Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/rec	☐ Service manual revision	

This RTB has been issued to announce the firmware release information for the GW Controller Firmware Service Card.

General Information

Service Card Version	Program No.	File name C. SUM Effective D		Effective Date	
1.01.5	B0935931C	Ruc3_1015_1.bin	0F7C	September 2003	
		Ruc3_1015_2.bin	2394	production	
1.02.1	B0935931D	Ruc3_1021_1.bin	D4B5	October 2003	
		Ruc3_1021_2.bin	7AAD	Production	
1.03	B0935931E	Ruc_103_1.bin	E1B1	December 2003	
		Ruc_103_2.bin	1B4E	Production	
1.04	B0935931F	Ruc_104_1.bin	82E2	February 2004	
		Ruc_104_2.bin	50E7	production	
1.05	B0935931G	Ruc3_onboard1.bin	6BCB	December 2005	
		Ruc3_onboard2.bin	1872	production	

History

Service Card Version	Symptom Corrected	
1.01.5	1st Mass Production	
1.02.1	A blank image is printed out when copying with the following conditions and settings: - No HDD - Duplex copies - Sorting - Vertical stitching - No image rotation - Wide gutter (over 22mm)	
	The "Change" button is suddenly displayed on the System default settings screen if the "#" key is used to input a setting (instead of Enter). SC955 occurs when attempting to print out a Document Server file in Magazine mode without the Paper Saving function.	



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Reissued: 22-Dec-05

	Model: Russian-C3	Date: 28-Nov-03	No.: RB089004d
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Service Card Version	Symptom Corrected		
	Scanning counter for Large Paper cannot be cleared.		
	The names of consumable parts are displayed as garbled characters in the Alert pop-up.		
	Unable to send Scan-to-Email document when the body of the message contains text in a language other than English.		
	Some data can be lost during the data backup process whereby the address book data is copied to an IC card (SP5846-51) and then restored (SP5846-52).		
	The date appears garbled on the address book list printout when using the Chinese or Taiwanese display languages.		
	SC819 or SC672 may occur when the operator exists the System Settings screen through a specific sequence.		
LADP search engine ignores any search attributes stored in SP5846-70 that contain portions identical to those stored in SI 71 (and vice-versa).			
	SC870 occurs when the LAUREL address management tool is accessed, all directory information is initialized by SP5846-50, and then the main power is turned Off/On followed by an address information check from the LAUREL utility.		
	Firmware changed so that it is not case-sensitive for LDAP searches.		
	The button for SDK does not appear in the machine Initial Settings screen.		
	The display for SP5850-003 has been added, as it was previously missing.		
	Folders on a server PC connected simultaneously to an MFP and a network sometimes cannot be accessed.		
	Modified to support Bluetooth Card version 3, as version 2 has been discontinued.		
	Firmware stalls and displays "Now Connecting" when the following is accessed: LDAP server register/change → Connecting test		
1.03	An image shift sometimes occurs in thumbnail images for stored FAX documents.		
	Part of a scanned image may be missing on the rear side if the size of the scanned data is a multiple of 32kb.		
	Email data can sometimes be lost if a POP server account is receiving an email at the same time it is sending a connection confirmation for POP before SMTP authentication to the same account.		
	The screen display does not change after pressing the System Settings button during SMB Network Referencing.		



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Reissued: 22-Dec-05

Model: Russian-C3	Date: 28-Nov-03	No.: RB089004d
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Service Card Version	Symptom Corrected				
	When performing User Program print, "LAD server change/register" is printed over "LDAP server name".				
	The FAX hangs up if it receives an i-FAX while its SAF memory is full.				
	The product ID for the Russian-C3c stored in the MIB was incorrect.				
	The machine sometimes stalls when performing SP5-828-074.				
	The operator is able to register up to 11 addresses in the FAX function (specification: max 10), which triggers SC870.				
	The "continuous jam" call cannot be reported if the CSS/NRS Energy Saver mode is OFF, or it is ON with Auto Report ON at the same time.				
	The displays for the following SP modes have been deleted (since they carry no function): SP1802, 1994, 2902-02, and 5920				
	The default displays for the following SP modes have been corrected as shown (actual default values are normal; display error only). SP 1108				
	The data for SP1902 (input voltage freq.) was not displayed.				
	The Cover Open condition for the Fujigawa finisher is not reported to CSS/NRS.				
	LDAP search results display error: With two search result objects, the same FAX number is displayed for both even if in actuality one does not have a FAX number.				
	The Communication Test Call button for NRS is not displayed at the end of the Administrator Settings page in System Settings, which makes it impossible to set the Service Test Call.				
1.04	Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied:				
	 The destination folder is selected from a registered entry in the Address Book. 				
	 A New Password has been set but the User Name has not in the Address Book MgmtNew ProgramFolder screen. 				
	 Neither the SMB Default User Name nor Default Password has been set in the File Transfer Default Username/Password (Send) screen 				
1.05	RC Gate remote firmware update error.				
	Scanner thumbnail images appear blurred.				
	CSS connection error ("CSS cable is abnormal").				

Technical Bulletin

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Reissued: 8-Feb-06

Model: Russian-C3 Date: 28-Nov-03 No.: RB089006d	l
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RTB Correction

The items in bold italics have been corrected or added

Subject: Firmware Release History (N	MED)	_
Odbject. I iiiiwale Release History (N	Prepared by: Y.Ohtani	
From: 1st Tech. Support Sec. Service Support Dept.		
Classification: Troubleshooting Mechanical Paper path Other ()	☐ Part informa ☐ Electrical ☐ Transmit/rec	Service manual revision

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

General Information

Service Card Version	Program No.	C. SUM	Effective Date	
1.00	B0935401	FDA9	September 2003 production	
1.01	B0935401A	EFA0	October 2003 production	
1.02	B0935401B	7487	December 2003 production	
1.03	B0935401C	E9C2	February 2004 production	
1.04	B0935401D	853A	November 2004 production	
1.05	B0935401E	D4F4	December 2005 production	

Service Card	NRS Version		Scanner Version		Printer Version	
Version	Version	Program No.	Version	Program No.	Version	Program No.
1.00	1.01	B5775385	ar_1.07	B0965382	1.00	B5775381
1.01	1.02	B5775385A	ar_2.00	B0965382A	1.00	B5775381
1.02	1.03	B5775385B	ar_2.01	B0965382B	1.01	B5775381A
1.03	1.04	B5775385C	ar_2.02	B0965382C	1.01	B5775381A
1.04	1.04	B5775385C	ar_2.02	B0965382C	1.02	B5775381B
1.05	1.05	B5775385D	ar_2.02	B0965382C	1.02	B5775381B

History

NRS Version	Symptom Corrected		
1.01	1st Mass Production		
1.02	Minor changes applied for increased reliability.		
1.03	Minor changes applied for increased reliability.		
1.04	Unable to see Version.txt file stored in SD Card via NRS		
	Unable to show RCG connection error		



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Reissued: 8-Feb-06

Model: Russian-C3 Date: 28-Nov-03 No.: RB089006d

Scanner Version	Symptom Corrected							
ar_1.07	1st Mass Production							
ar_2.00	Fax transmission data is printed out with garbled characters and/or transmission jobs cannot be performed following a continuous series of transmission errors caused by the receiving machine.							
	Incorrect messages displayed in place of the following: "Only 550 addresses can be selected at a time." "Only 65 addresses can be input at a time." "Only 50 folder addresses can be selected at a time."							
	No error message displayed when the Scanner MIB memory is full.							
	Default value for "Register as Sender" changed to "No".							
ar_2.01	SP1-007-001 (Store Priority) returns to its default value of 1 (Send Only) following a Scanner Document Server job using either a setting of 2 (Store Only) or 3 (Send and Store).							
	The Destination field for a Scanner Document Server job is selectable even if SP1-007-001 (Store Priority) has been set to 2 (Store Only), when: The setting of 2 is input - Scanner main screen is accessed							
	- Main power is turned Off/On.							
	The following errors occur when printing out the Scanner UP from SP5-990-23:							
	-The default and current values for "Original Feed Type Priority" do not appear on the printout.							
	-The default and current values for "Exposure Glass" and "SADF" (under Wait Time for Next Originals) are displayed incorrectly.							
	When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.							
ar_2.02	Memory allocation and cleanup has been optimized to solve a controller memory leak.							
	When using "Scan to SMB", Workgroups with only numbers in their names are not found by the device.							
	Scan to SMB using a Windows 9X/Me shared folder may experience a transmissions error if the folder is accessed using a "Full access password".							

Printer Version	Symptom Corrected
1.00	1st Mass Production
1.01	When releasing a secure/locked print job with the ID code, an error message appears and it is not possible to print the job. (GFPR # : RE03060025)
	The form overlay and text in a PCL job are printed separately (GFPR #RC03080015).

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Reissued: 8-Feb-06

Model: Russian-C3	Date: 28-Nov-03	No.: RB089006d
meden raccian co	D 4101 20 1101 00	

Printer Version	Symptom Corrected						
	Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0): GFPR #RC03070024.						
	Incorrect font size settings when printing a multi-page document in PCL format: GFPR #RC03090002.						
	Cell shading specified using "pattern" settings is not printed using Excel (For Win2K or WinXP).						
1.02	Images that contain PCL forms via host printing might not be printed: GFPR#RE04040009						
	If PCL data is printed under the following 3 conditions, some problems may occur.						
	 PCL/PS auto switching is ON. 						
	 The job is text data and the 255th byte contains all zeros. 						
	 The <esc>E command occurs somewhere in the first 128 bytes.</esc> : GFPR#RE03090010, RE03090012, RE03100012, RC03100014 and RC04040013 						
	Solid or broken lines might not be printed with PCL forms via host printing: GFPR#RC04040011						
	The printer may stall and have to be rebooted after multiple forms(or templates) are sent to the printer: GFPR#RA04070002 and RE04090011						
	Some edges of bold characters for true type fonts (i.e. a logo) are cut away: GFPR#RE04070007						
1.05	Sometimes, the counter data is not sent from the device to the RC						
	Gate.						

Model: Russian-C3			Dat	e: 28-Jun-06	No.: RB089016
Subject: Firmware Release History (DESS)				Prepared by: S.	Tomoe
From: 1st Tech. Support Sec. Service Support Dept.					
Classification:	Troubleshooting	☐ Part info	orma	tion Actio	on required
	☐ Mechanical	☐ Electrical ☐ Transmit/rece		☐ Serv	ice manual revision
	☐ Paper path			eive	ofit information
	⊠ Other ()				

This RTB has been issued to announce the firmware release information for the DESS (NCS-Security).

Version	Program No.	Effective Date
1.02	B5775483	April 2005 production

Version	Symptom Corrected
1.02	1st Mass Production

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Model: R-C3			Dat	ate: 18-Feb-10 No.:		No.: RB089017
Subject: REGISTRATION CLUTCH REPLACEMENT				Prepared	d by: T. N	lihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.						
Classification:	☐ Troubleshooting	□ Part informa		tion	Action	required
	☐ Mechanical	☐ Electrical		☐ Service		e manual revision
	☐ Paper path	☐ Transmit/rec		eive	eive Retrofit information	
	☐ Product Safety	\square Other ()	☐ Tier 2	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0911186	AX200165	MAGNETIC CLUTCH	1-1	O/O	47	9	

Change: The shape and harness wiring of the clutch were changed.

Reason: Vendor change

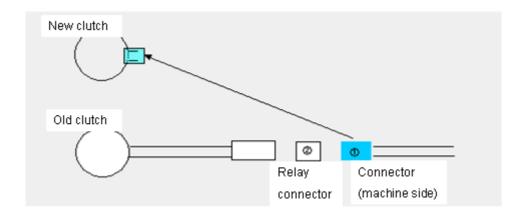
Old clutch (B0911186)

New clutch (AX200165)





Important: When you install the new clutch for the first time, remove the relay connector and connect the clutch directly to the machine-side connector, as shown below:

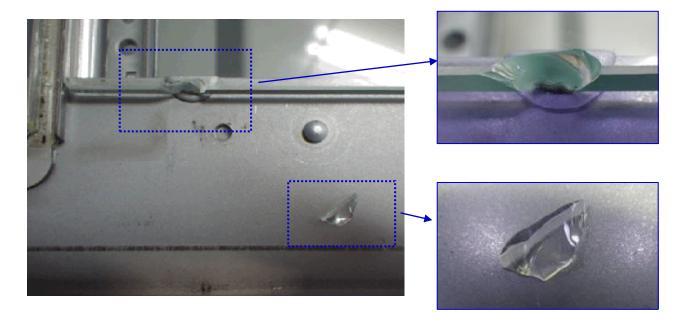


Technical Bulletin

Model: R-C1/C2/C3			Date: 2-Mar-18		8	No.: RB089018
Subject: Exposure Glass breakage				Prepared b	oy: Y. Tan	iguchi
From: 1st FQM Sect, 1st FQM Dept.						
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part info ☐ Electric ☐ Transm ☐ Other (al		Service	n required ce manual revision fit information

SYMPTOM

The Exposure Glass is damaged at the front side as shown below.



CAUSE

The shape of the metal frame (on which the exposure glass is mounted) makes the glass more prone to breakage from impact shock.

SOLUTION

Production line:

None, since production of the affected products has already been discontinued.



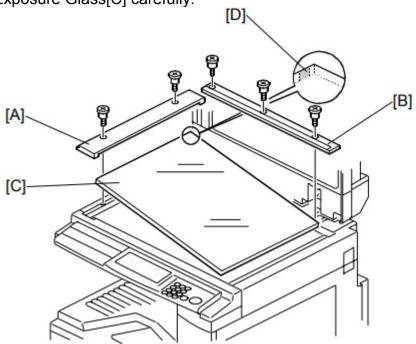
Model: R-C1/C2/C3 Date: 2-Mar-18 No.: RB089018

In the field:

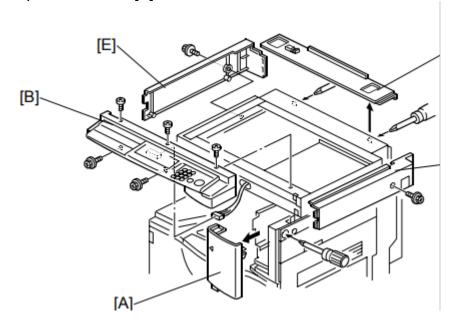
Attach the cushioning material (plastic stickers) onto the metal frame to prevent direct impact between the glass and metal frame.

1) Remove the Left Scale [A] and Rear Scale [B].

2) Remove the Exposure Glass[C] carefully.



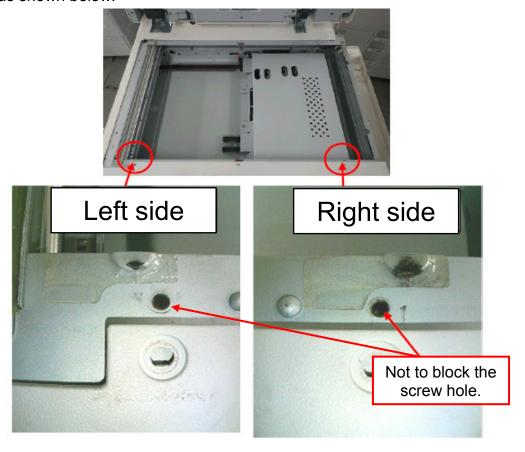
3) Remove the Operation Panel [B].

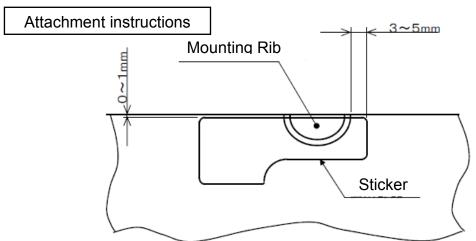


Technical Bulletin

Model: R-C1/C2/C3 Date: 2-Mar-18 No.: RB089018

5) Attach the countermeasure parts B0899901 (two plastic stickers) onto the metal frame as shown below.





IMPORTANT:

- Clean the surface around the Mounting Rib before attaching the sticker.
- Remove the paper from the adhesive side of each sticker.
- If there is only one sticker included with the machine (which is the case with some R-C3 units manufactured during a specific period), attach another sticker to the opposite side.

Technical Bulletin

Model: R-C1/C2/C3 Date: 2-Mar-18 No.: RB089018

P/N	Description	Q'ty
B0899901	STICKER:EXPOSURE GLASS (2PCS)	1

Note: A B0899901 consists of two stickers.

- 6) Re-attach the Exposure Glass carefully.
- 7) Re-attach the Operation Panel, Left Scale, and Rear Scale.