Reissued: 22-Jan-08

Model: Martini-C3	Date: 01-Sep-06	No.: RB246001c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Engine)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Engine.

Version	Program No.	C. SUM	Effective Date
1.11:60	***B2475127E***	***-***	***November 2007 production***
1.10:60	B2475127D	-	July 2007 production
1.09:60	B2475127C	-	September 2006 Production
1.08:53	B2475127B	9F4A	March 2006 Production

Version	Symptom Corrected
1.11:60	***The start timing of the reface mode (SP2940) has been changed.***
1.10:60	Symptom corrected: 1. When recovering from energy saver mode, display indicates "Jam 8" indefinitely. 2. SP6-128-8(Fine Ajust Z-Fold 1) does not work.
1.09:60	1. The machine does not print out when SC317 occurs. 2. SC590 is displayed when SC495 occurs.
1.08:53	1st Mass Production

Model: Martini-C3	Date: 04-Jul-06	No.: RB246002a

Subject: Firmware Release History (Sysyem)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.11	***B2475101E***	***-***	***May 2006 Production***
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
1.11	***1. Fixed: A preset job cannot be deleted.*** ***2. Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result, no functions that use the PS option will work properly (GFPR#ED06020001).*** ***3. UserCode has been removed as a search criteria for finding destinations in the address book for security reasons.*** ***Note: Removal of this search criteria requires both Controller firmware Ver 1.11 or later and Scanner firmware Ver Ver m_3.15 or later.***
1.10	1st Mass Production

Reissued: 08-Mar-07

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003c

Subject: Firmware Release History (NCS)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Network Support.

Version	Program No.	C. SUM	Effective Date
5.53.1	***B2475102D***	**-**	***March 2007 production***
5.11c	B2475102C	-	Aug 2006 Production
5.10c	B2475102B	-	May 2006 Production
5.07.1c	B2475102A	8120	March 2006 Production

Version	Symptom Corrected
5.53.1	***Symptom corrected:*** ***1. SMB printing is sporadically unavailable.*** ***2. The device cannot login to Windows Vista via SMB.*** ***3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB.*** ***4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).*** ***5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration.*** ***6. The device will not be registered with a DNS server by a DHCP relay agent.*** ***7. The device fails to renew with the DDNS server, it will not try again.***
5.11c	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass Production

Model: Martini-C3	Date: 2-May-06	No.: RB246004

Subject: Firmware Release History (Animation)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:

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

This RTB has been issued to announce the firmware release information for the Animation.

Version	Program No.	C. SUM	Effective Date
0.02	B2475104	-	March 2006 Production

Version	Symptom Corrected
0.02	1st Mass Production

Reissued: 28-Nov-08

Model: Martini-C3	Date: 2-May-06	No.: RB246005c

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (Language)			Prepared by: S. Ishizu
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Language Install.

Version	Program No.	C. SUM	Effective Date
0.72	***B2471496C***	***-***	***December 2008 production***
0.71	B2471496B	-	July 2007 production
0.69	B2471496A	-	November 2006 Production
0.65	B2471496	A8E1	March 2006 Production

Version	Symptom Corrected
0.72	***Polish translation error.***
0.71	Supports the Catalan and Turkish languages
0.69	Wording errors.
0.65	1st Mass Production

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006c

Subject: Firmware Release History (Network DocBox)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Network DocBox.

Version	Program No.	C. SUM	Effective Date
2.01	***B8415530D***	**-**	***Nov 2006 production***
1.14	B8415530C	**-**	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Symptom Corrected
2.01	**1. *A fax option is now available.***
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass Production

Model: Martini-C3	Date: 21-Dec-06	No.: RB246007b

Subject: Firmware Release History (Web Support)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Web Support.

Version	Program No.	C. SUM	Effective Date
2.01	***B8415540C***	***-***	***Nov 2006 production***
1.02	B8415540B	-	June 2006 production
1.01	B8415540A	-	March 2006 Production

Version	Symptom Corrected
2.01	***1. Fixed: All accounts logged in with the same privileges when they log in the device via WebImageMonitor within about 1secound.*** ***2. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.*** ***3. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM.*** ***4. Fixed: Unsupported paper sizes can be selected for the Bypass Tray using WIM.*** ***5. Fixed: Support for the fax option has been added to WIM.***
1.02	1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall. 2. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. 3. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.
1.01	1st Mass Production

Reissued: 27-Sep-07

Model: Martini-C3	Date: 2-May-06	No.: RB246008a

Subject: Firmware Release History (WebUapl)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Web Uapl.

Version	Program No.	C. SUM	Effective Date
1.11	***B8415550B***	***-***	***June 2007 production***
1.10	B8415550A	-	March 2006 Production

Version	Symptom Corrected
1.11	***Symptom corrected:*** ***1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.*** ***Note: To fix this issue, all of the following firmware must be applied:*** ***- System firmware ver 2.08 or later*** ***- Websys firmware ver 2.02.1 or later*** ***- WebUapl firmware ver 1.11 or later*** ***- NFA firmware ver 2.04 or later*** ***- Printer firmware ver 1.07 or later*** ***Other changes:*** ***1. Supports the Catalan and Turkish languages.*** ***For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages".*** ***Note: To support this feature, install all of the following firmware:*** ***- System_Copy firmware ver 2.08 or later*** ***- LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later)*** ***- Printer firmware ver 1.07 or later*** ***- Websys firmware ver 2.02.1 or later*** ***- WebUapl firmware ver 1.11 or later*** ***- Scanner firmware ver 1.18 or later*** ***- Fax firmware ver 05.00.00 or later*** ***- FCU firmware ver 02.00.00 or later***
1.10	1st Mass Production

Model: Martini-C3	Date: 16-Oct-06	No.: RB246009d

Subject: Firmware Release History (Printer)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.04	***B8415521D***		***October 2006 Production***
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
1.04	***1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel.*** ***2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language.*** ***- Configuration Page*** ***- Menu List*** ***- Error Log**** ****Additionally, the title "File Name" in the Error Log will contain garbage characters.***
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Model: Martini-C3	Date: 21-Dec-06	No.: RB246010d

Subject: Firmware Release History (Scanner)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
m3_1.17	***B8415510D***	***-***	***Nov 2006 Production***
m3_1.16	B8415510C	-	July 2006 Production
m3_1.15	B8415510B	-	May 2006 Production
m3_1.14	B8415510A	-	March 2006 Production

Version	Symptom Corrected
m3_1.17	***Fixed: The device or just the scanner application will stall when the device is awoken from sleep mode. This only affects devices that use an SNTP server.***
m3_1.16	The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display.
m3_1.15	Fixed: Searching function can use by user code on the scanner and document server.
m3_1.14	1st Mass Production

Reissued:4-Jul-06

Model: Martini-C3	Date: 2-May-06	No.: RB246011a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (OpePanel)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Operation Panel.

ASI_TWN

Version	Program No.	C. SUM	Effective Date
1.15.1	***B2461490A***	***-***	***June 2006 Production***

CHN

Version	Program No.	C. SUM	Effective Date
1.15	***B2461491***	***-***	***June 2006 Production***

NA (USA)

Version	Program No.	C. SUM	Effective Date
1.13	B2471491	-	March 2006 Production

EU (Europe)

Version	Program No.	C. SUM	Effective Date
1.13	B2471492A	-	March 2006 Production

Version				Symptom Corrected
ASI_TWN	***CHN***	**NA**	**EU**	
1.15.1	***1.15***	1.13	1.13	***1st Mass Production***

Reissued: 28-May-08

Model: Martini-C3	Date: 2-May-06	No.: RB246012a

RTB Reissue

The items in bold italics have been changed.

Subject: Firmware Release History (Option PS3)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Option PS3.

Version	Program No.	C. SUM	Effective Date
1.01	***B5255121A***	***-***	***May 2008 production***
1.00	B5255121	-	March 2006 Production

Version	Symptom Corrected
1.01	***Symptom corrected:*** ***1. Some pages of mixed orientation documents might be printed upside-down. (GFPR#RC06010008, #RE07080005)*** ***Other changes:*** ***1. The "Orientation Auto Detect" function is now controlled by a Bit Switch.*** – ***PS3: Bit Switch #8-6*** – ***PDF: Bit Switch #8-7***
1.00	1st Mass Production

Model: Martini-C3	Date: 14-Jul-06	No.: RB246002b

Subject: Firmware Release History (System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.12	***B2475101F***	***-***	***June 2006 Production***
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
1.12	***1. Symptom corrected: The alert message for fusing web Near End is not displayed.*** ***2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used.*** ***3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used.*** ***4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up.*** ***5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection.*** ***6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time.*** ***7. Unnecessary lines at the trailing edge of the image are removed.*** ***8. Added an Administrator counter for the MIB.*** ***1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models.*** ***2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled.*** ***3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might display "SC997" on the operation panel. This only happens if more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled.***

Version	Symptom Corrected
	4. Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. ***This problem affects the following functions:*** ***- LDAP Search*** ***- LDAP Connection Test*** ***- LDAP Authentication*** ***5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference recursively spans 3 or more servers.*** ***6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server.*** ***7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.***
1.11	1. Fixed: A preset job cannot be deleted. 2. Fixed: The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001). 3. UserCode has been removed as a search criteria for finding destinations in the address book for security reasons. Note: Removal of this search criteria requires both Controller firmware Ver 1.11 or later and Scanner firmware Ver Ver m_3.15 or later.
1.10	1st Mass Production

Model: Martini-C3	Date: 8-Aug-06	No.: RB246013

Subject: Service Manual Revision	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

The Service Manual was changed as follows. (The places highlighted in red were corrected).

P. 7-3

Power Consumption

B246/B248/B249 Copier (120V Model)

Item	B246		B248		B249	
	Basic	MFP	Basic	MFP	Basic	MFP
Copying	1.66/1.75KW	1.66/1.75KW	1.66/1.75KW	1.66/1.75KW	1.66/1.78KW	1.68/1.78KW
Warm-up	1.66/1.70KW	1.66/1.72KW	1.66/170KW	1.66/172KW	1.67/173KW	1.68/174KW
Standby	304/341W	317/346W	304/341W	317/346W	304/341W	317/346W
10 sec. Recovery	202/214W	217/227W	202/214W	217/227W	202/214W	217/227W
Off/Sleep Recovery	3.3/3.3W	28.1/28.1W	3.3/3.3W	28.1/28.1W	3.3/3.3W	28.1/28.1W
Energy Save Mode	3.3/3.3W	28.1/28.1W	3.3/3.3W	28.1/28.1W	3.3/3.3W	28.1/28.1W

B246/B248/B249 Copier (220V to 240V Model)

Item	B246 (Basic)	B248 (Basic)	B249 (Basic)
Copying	1.43/1.53 KW	1.44/1.56 KW	1.44/1.56 KW
Warm-up	1.77/1.81 KW	1.78/1.82 KW	1.78/183 KW
Standby	299/346 W	299/346 W	299/346 W
10 sec. Recovery	196/223 W	196/223 W	196/223 W
Off/Sleep Recovery	4.9/4.9 W	4.9/4.9 W	4.9/4.9 W
Energy Save Mode	4.9/4.9 W	4.9/4.9 W	4.9/4.9 W

Model: Martini-C3	Date: 11-Aug-06	No.: RB246002c

Subject: Firmware Release History (System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.13	***B2475101G***	***-***	***August 2006 Production***
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
1.13	***1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display.*** ***2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON.*** ***3. The SDK application might not be installed using WIM.*** ***4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.***
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models.

Model: Martini-C3	Date: 11-Aug-06	No.: RB246002c

Version	Symptom Corrected
	2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued:11-Aug-06

Model: Martini-C3	Date: 2-May-06	No.: RB246011b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (OpePanel)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Operation Panel.

Korea

Version	Program No.	C. SUM	Effective Date
1.18	***B2461492A***	***-***	***August 2006 Production***

ASI_TWN

Version	Program No.	C. SUM	Effective Date
1.15.1	B2461490A	-	June 2006 Production

CHN

Version	Program No.	C. SUM	Effective Date
1.15	B2461491	-	June 2006 Production

NA (USA)

Version	Program No.	C. SUM	Effective Date
1.13	B2471491	-	March 2006 Production

EU (Europe)

Version	Program No.	C. SUM	Effective Date
1.13	B2471492A	-	March 2006 Production

Reissued:11-Aug-06

Model: Martini-C3	Date: 2-May-06	No.: RB246011b

Version					Symptom Corrected
Korea	***ASI_TWN***	***CHN***	**NA**	**EU**	
1.18	-	-	-	-	***1st Mass Production for Korea.***
-	1.15.1	1.15	1.13	1.13	1st Mass Production

Model: Martini-C3	Date: 01-Sep-06	No.: RB246002d

Subject: Firmware Release History (Sysyem)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.14.1	***B2475101H***	***-***	***August 2006 Production***
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
1.14.1	***1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected*** ***2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese).*** ***3. SC990 occurs when the SMC is printed out*** ***4. The prints of a Staple job are not shifted when the finisher (B700/701) is connected.*** ***5. During Copy Connection, some images from the previous job are printed out by the sub machine.*** ***6. SC990 occurs while the SMC is being printed out.*** ***7. A new SP "SP5-401-103 (Default Document ACL)" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server.*** ***SP5-401-103 "Default Document ACL"*** ***0: Read only (default)*** ***1: Edit*** ***2: Edit/delete*** ***3: Full control*** ***Note 1: This is only available using Windows/LDAP/Integration Server Authentication.*** ***Note 2: This default will only apply to new users. It will not affect existing users.***
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display.

Version	Symptom Corrected
	2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.

Model: Martini-C3	Date: 01-Sep-06	No.: RB246002d

Version	Symptom Corrected
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Model: Martini-C3	Date: 14-Sep-06	No.: RB246014

Subject: Firmware information for Plockmatic/GBC	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

Requirements and Limitations for using the Plockmatic BK5010 or GBC Stream Punch SPIII with Model MT-C3

Requirements

To use the Plockmatic BK5010 or GBC Stream Punch SPIII with the MT-C3, install the following:

1. System firmware **B2475101H or newer**
2. Engine firmware **B2475127C or newer**
3. Printer firmware **B8415521C or newer** (if the customer uses the Printer function)
4. Finisher SR842

Note: The BK5010 or GBC SPIII can be used with the MT-C3 from September 2006.

Limitations

There are two limitations to using these options on the MT-C3.

1. There is no error message displayed on the MT-C3 in the following cases:
   - A jam occurs in the BK5010
   - The cover of the BK5010 is open

   Note: This is because of the specifications of the I/F on the BK5010.

   Action: Please advise the customer of this limitation.

2. The “BK-201” jam error message is displayed on the BK5010 operation panel in the following cases:
   - The MT-C3 main power is turned ON when the BK5010 is in the Ready condition
   - The MT-C3 recovers from Sleep Mode

   Action: Please advise the customer of this limitation and ask them to clear the error by opening/closing any door on the BK5010.

Reissued:06-Dec-06

Model: Martini-C3	Date: 2-May-06	No.: RB246011c

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (OpePanel)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Operation Panel.

Korea

Version	Program No.	C. SUM	Effective Date
1.18	B2461492A	-	August 2006 Production

ASI_TWN

Version	Program No.	C. SUM	Effective Date
1.19	***B2461490B***	***-***	***November 2006 production***
1.15.1	B2461490A	-	June 2006 Production

CHN

Version	Program No.	C. SUM	Effective Date
1.15	B2461491	-	June 2006 Production

NA (USA)

Version	Program No.	C. SUM	Effective Date
1.19	***B2471491A***	***-***	***November 2006 production***
1.13	B2471491	-	March 2006 Production

EU (Europe)

Version	Program No.	C. SUM	Effective Date
1.19	***B2471492B***	***-***	***November 2006 production***
1.13	B2471492A	-	March 2006 Production

Reissued:06-Dec-06

Model: Martini-C3	Date: 2-May-06	No.: RB246011c

Version					Symptom Corrected
Korea	***ASI_TWN***	***CHN***	**NA**	**EU**	
-	***1.19***	***-***	***1.19***	***1.19***	***The function key assignment on the operation panel has been changed due to the fax option.*** ***(The Registered program key has been changed to the Facsimile key.)***
1.18	-	-	-	-	***1st Mass Production for Korea.***
-	1.15.1	1.15	1.13	1.13	1st Mass Production

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002e

Subject: Firmware Release History (Sysyem)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
2.04	***B2475101J***	***-***	***November 2006 Production***
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
2.04	***1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU).*** ***2. Supports the Fax and G3 options.*** ***3. Fax does not start after resetting the controller.*** ***4. 2-byte fonts in the Key Display name will be displayed as garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)".*** ***5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.***
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server.

Version	Symptom Corrected
	SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002e

Version	Symptom Corrected
	This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009e

Subject: Firmware Release History (Printer)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.05	***B8415521E***	***-***	***January 2007 Production***
1.04	B8415521D		October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
1.05	***The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP.*** ***Symptom corrected:*** ***1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) .*** ***2. PCL jobs that include separator pages might be printed as garbage characters (FPR#RC06040009/RC0610007).*** ***3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain grayed out.*** ***- "Print"*** ***- "Delete"*** ***- "Select All Jobs"*** ***- "Clear All"*** ***- "Unlock File" (File Administrator privileges required)*** ***- "Change Password"***
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.
1.03	Raster image performance improvement.

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009e

Version	Symptom Corrected
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015

Subject: MT-C3 Fax Options	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

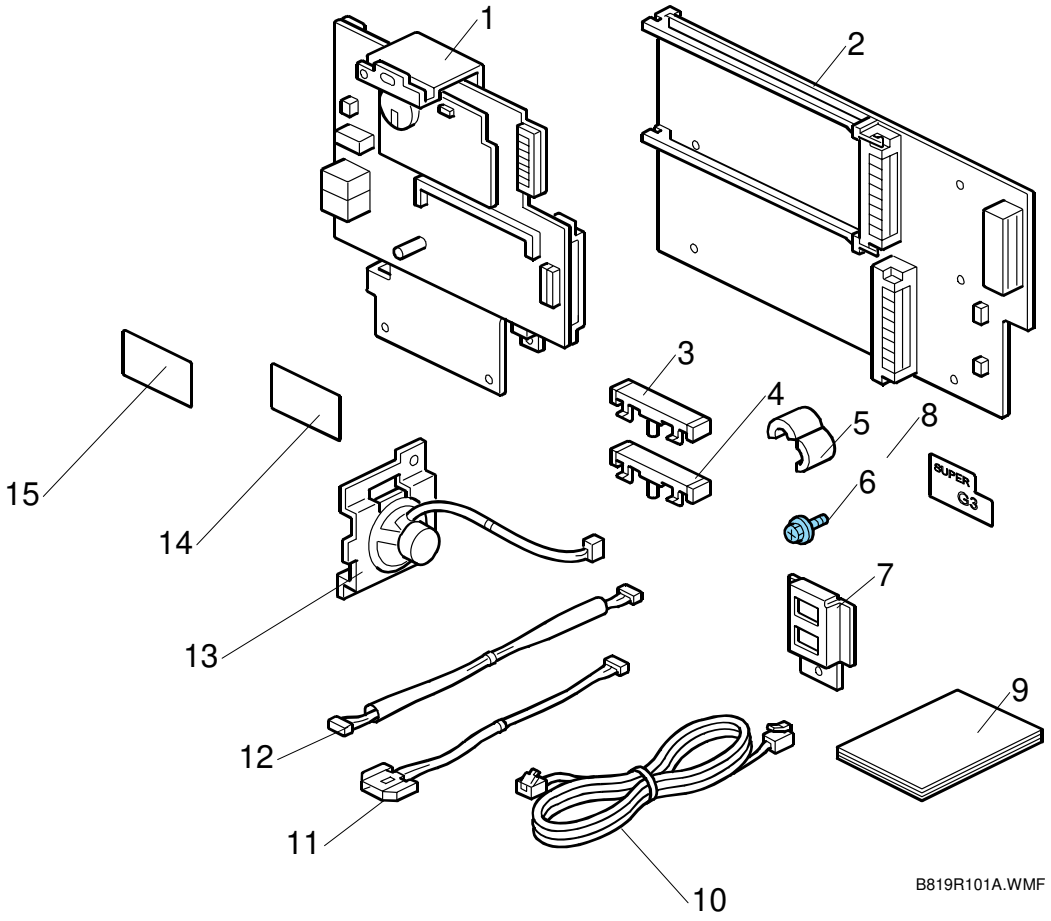
This RTB contains the installation procedure for the Fax Option Type 7500 (B819) and the G3 Interface Unit Type 7500 (B820). These options will be released in December 2006 for the NA, EU and Asia models.

Fax Option Type 7500 (B819)

Component Check

Check the quantity and condition of the components against the following list.

No.	Description	Q'ty
1.	FCU	1
2.	Interface Board	1
3.	Keytop (NA)	1
4.	Keytops (Symbol)	1
5.	Ferrite Core	1
6.	Screws (Blue M3 x 6)	9
7.	Fax Connector Bracket	1
8.	Super G3 Decal	1
9.	Instructions	1
10.	Telephone Cable (NA only)	1
11.	FCU Power Harness	1
12.	FCU Power Relay Harness (insulated)	1
13.	Speaker	1
14.	FCC Decal (NA Only)	1
15.	Serial Number Decal	1



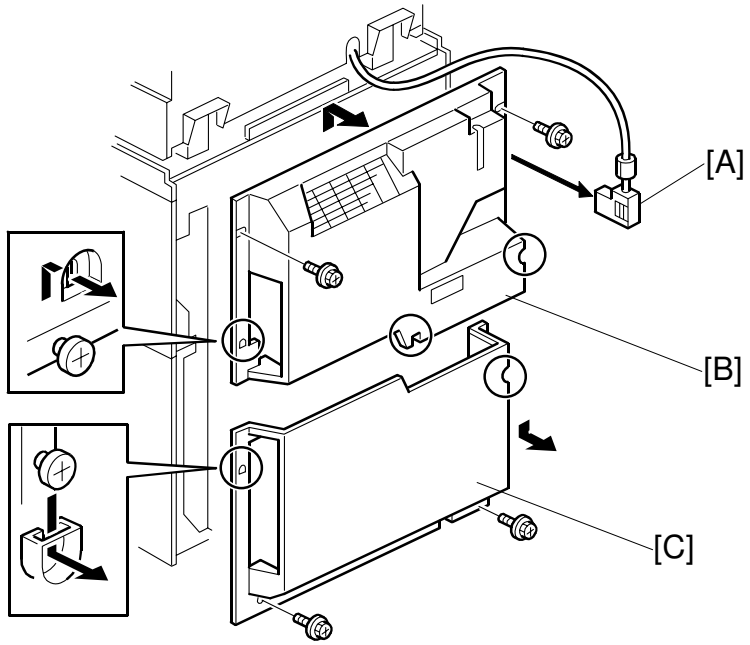
Installation Procedure

FCU installation

⚠CAUTION

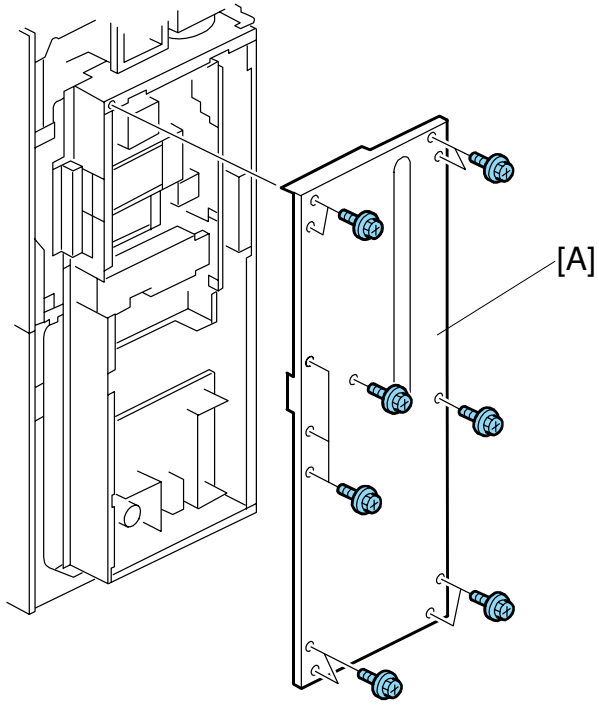
Before installing this fax unit:

1) Print out all data in the printer buffer.
2) Turn off the main power switch and disconnect the power cord and the network cable.



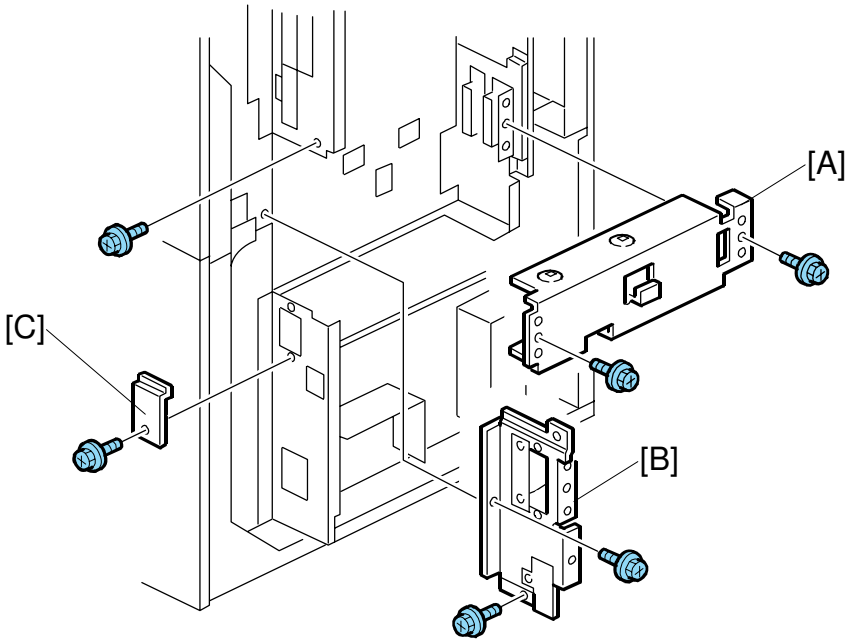
B819R102.WMF

1. Disconnect the ADF connector [A].
2. Remove the rear upper cover [B] (🔩 x 2)
   - Slide down to remove.
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.
3. Remove the rear lower cover [C] (🔩 x 2)
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.



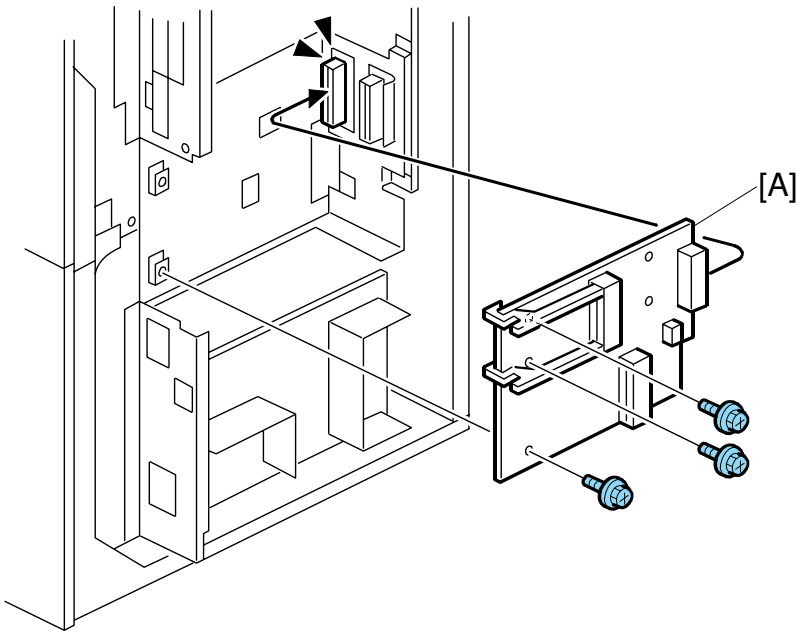
B819R103.WMF

4. Remove the controller box cover [A] (x13).



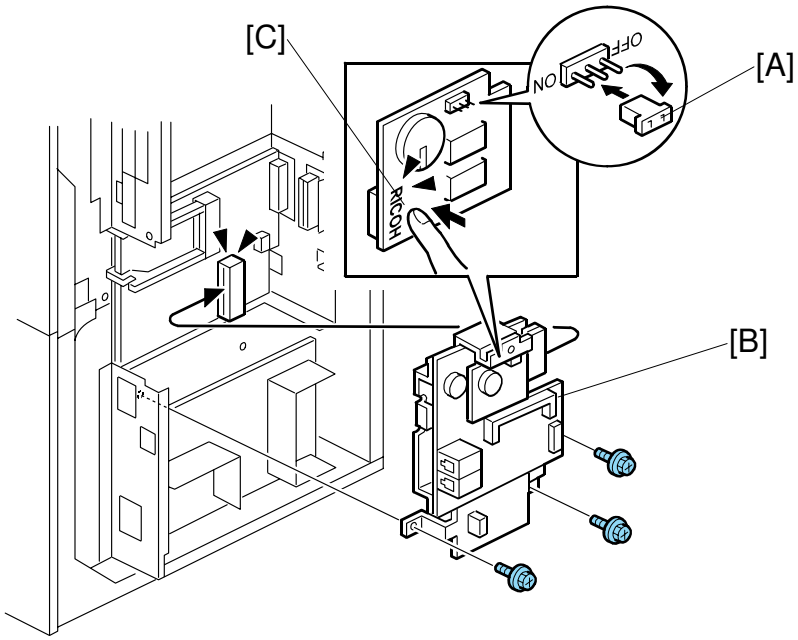
B819R104A.WMF

5. Remove the option board cover [A] (☞ x2).
6. Remove the option faceplate [B] (☞ x3).
7. Remove the cover plate [C] (☞ x1).



B819R105.WMF

8. Attach the interface board [A] (x3).

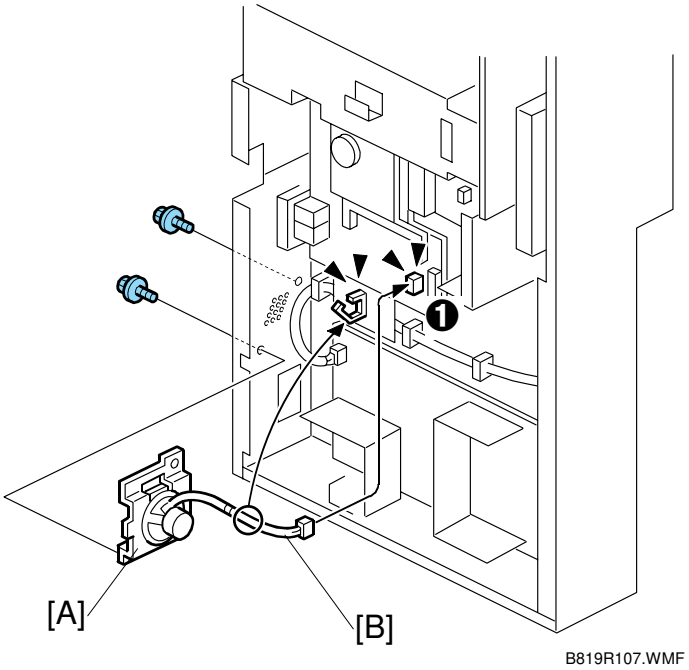


B819R106.WMF

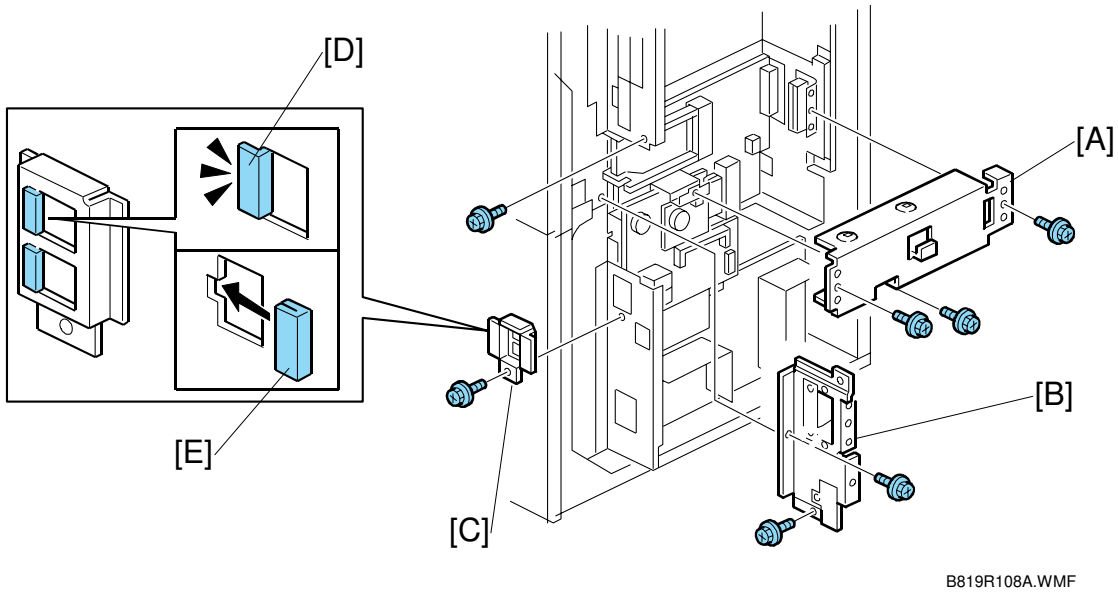
9. Remove the jumper [A] on the MBU and set it to the ON position.
   Important: If the jumper remains at the OFF position, this will cause SC672 (Controller Startup Error) to appear.

10. Attach the FCU [B] to the interface board (x4).

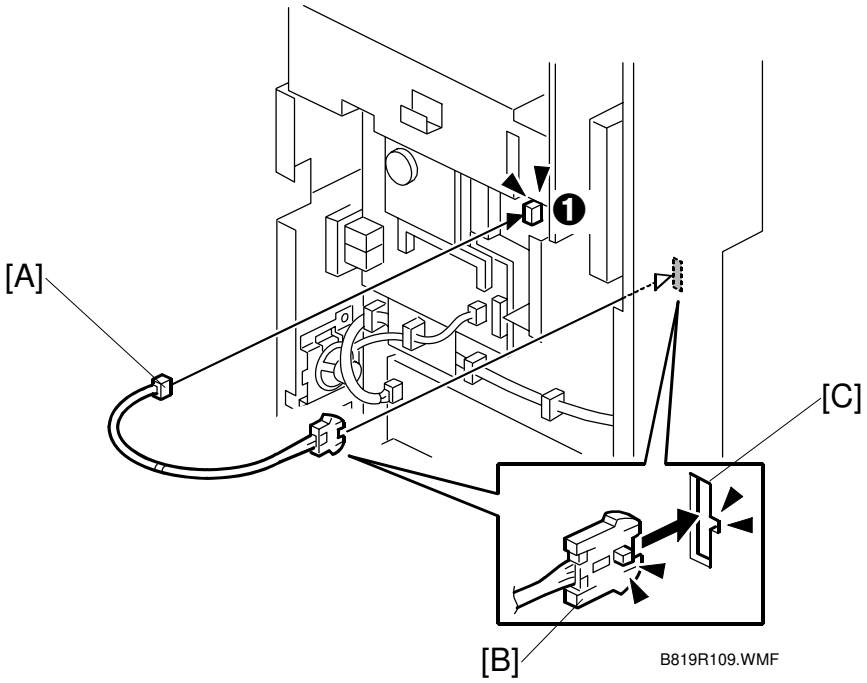
11. Press on the "RICOH" logo at [C] to make sure that the MBU is securely mounted on the FCU.



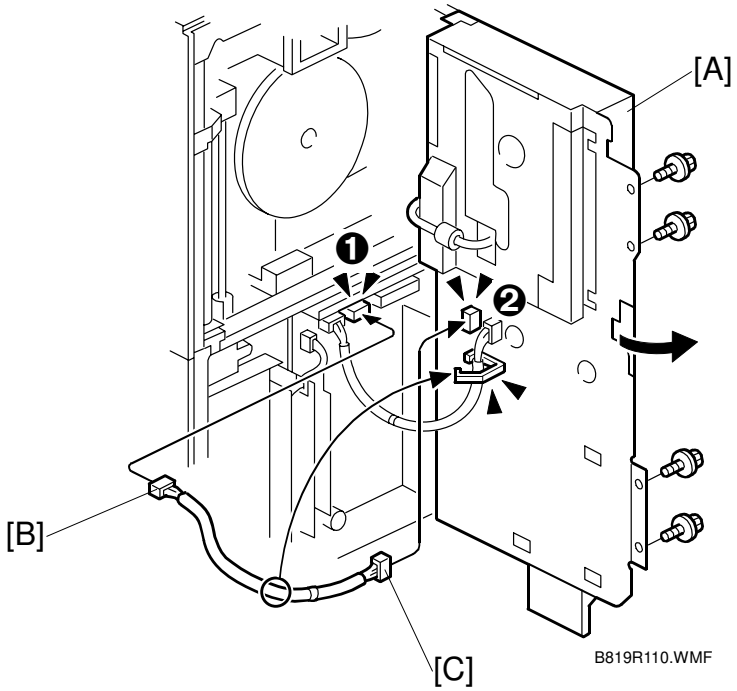
12. Attach the speaker [A] to the side of the controller box (☞ x2).
13. Connect the speaker harness [B] to **CN605 ❶** on the FCU (☞ x1, ⇦x2).



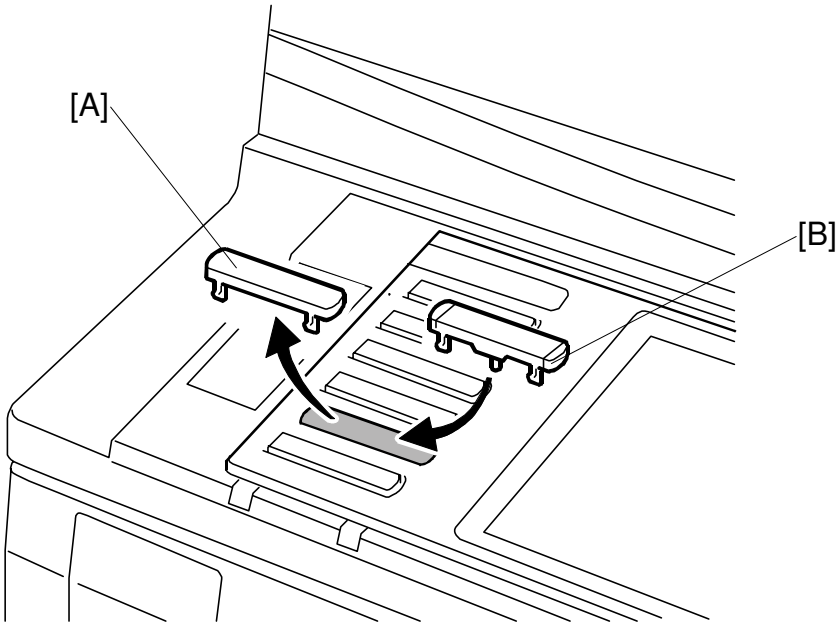
14. Reattach the option board cover [A] removed in Step 5 (☞ x2).
15. Reattach the option faceplate [B] removed in Step 6 (☞ x3).
16. Attach the fax connector bracket [C] (☞ x1).
    NOTE: Make sure that the protective sleeves [D] and [E] are attached properly.



17. Connect the small end of the FCU power harness [A] to **CN323 ❶**.
18. Set the large end of the harness [B] into the vertical cutout [C].

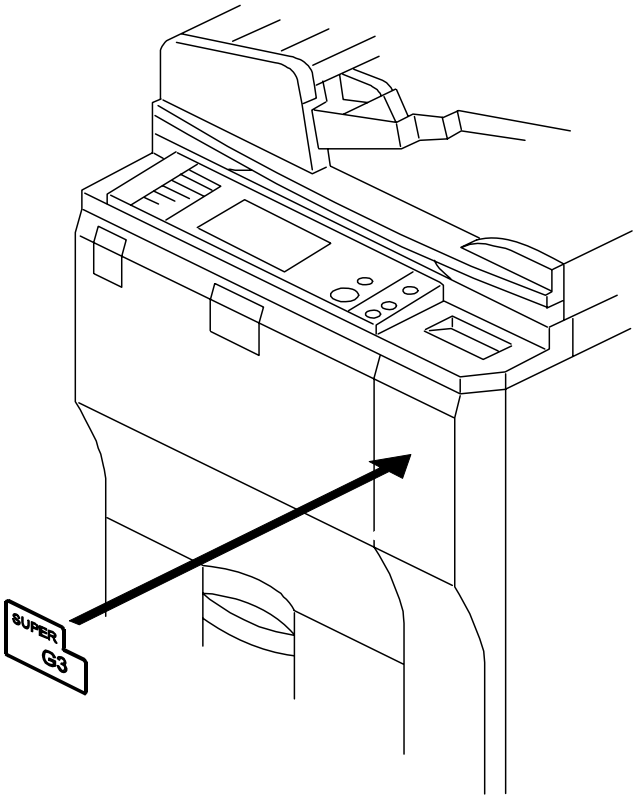


19. Remove the screws of the controller box [A] then open it (🔩 x4).
20. Connect one end of the FCU power relay harness [B] to **CN121** on the PSU ❶ (✋ x1).
21. Connect the other end of the FCU power relay harness [C] to the harness connector set in the vertical cutout at ❷ (the connector that was set in Step 18) (✋ x1, ⇦x1).



B819R111A.WMF

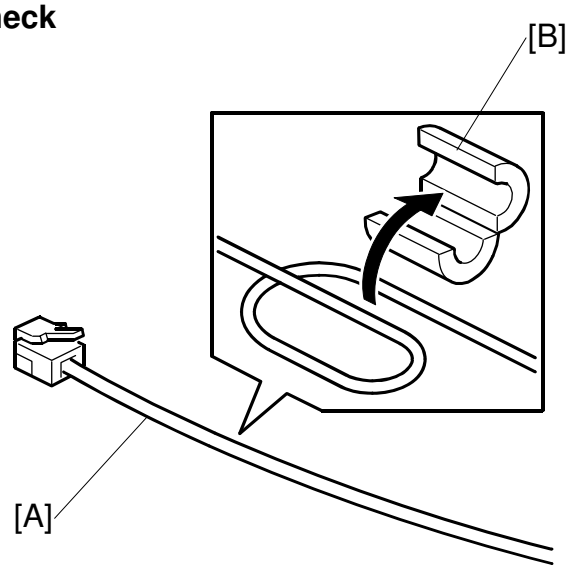
22. Remove the blank keytop [A] (5th from the top) and replace it with one of the keytops provided [B] (either the "Facsimile" keytop or the fax symbol keytop).



B819R112A.WMF

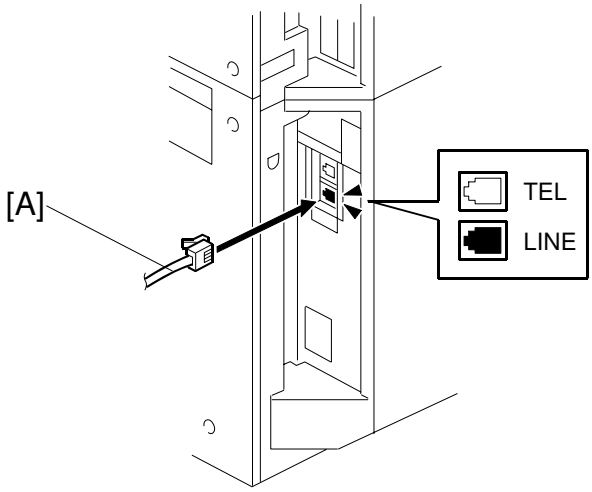
23. Attach the "Super G3" decal to the front door.
24. Attach the FCC and serial number decals to the rear cover of the machine..
    NOTE: The FCC decal is for the U.S. and Canada only.

Line Connection and Check



B819R113.WMF

1. Loop one end of the telephone cable [A] once, then enclose it with the ferrite core [B] as shown.
   NOTE: Attach the ferrite core at least 9 cm (3.5 in.) from the connector.



B819R114.WMF

2. Insert the end of the telephone cable [A] with the ferrite core into the "LINE" RJ-45 connector.
3. Reattach all covers and the ADF cable.

4. Connect the machine power cord to the power supply, then turn on the main power switch.
5. Go into the SP mode and confirm that the fax SP codes are enabled.
   - Push [Reset], enter "107", then hold down "Clear/Reset" for at least 3 sec.
   - At the initial screen, confirm that "Fax SP" is displayed. This indicates that the machine recognizes the fax unit.
6. Confirm that the date and time setting are correct.
   Push [User Tools] then touch "System Settings"> "Timer Settings"> "Set Date" and "Set Time".

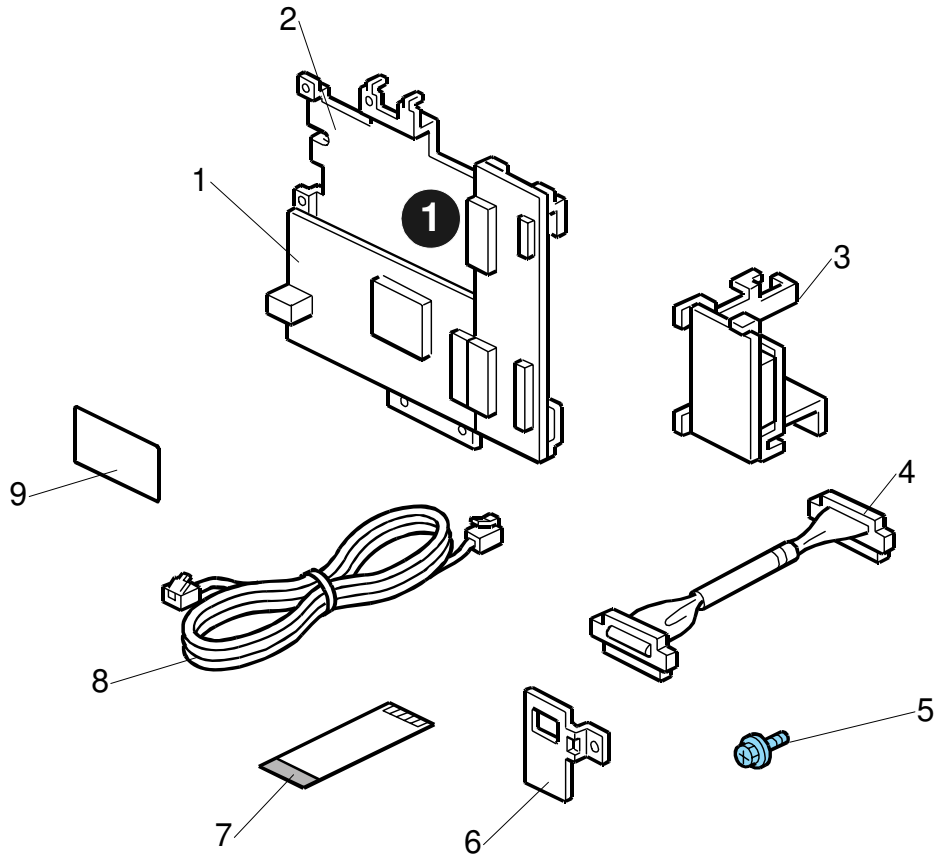
G3 Interface Unit Type 7500 (B820)

Component check

Check the quantity and condition of the components against the following list.

No.	Description	Q'ty
1.	G3 Interface Board (attached)	
2.	G3 Interface Unit*1	1
3.	CCU Drive Board	1
4.	CCUIF Harness	1
5.	Screws (Blue M3 x 6)	5
6.	G3 Connector Bracket	1
7.	FFC (Flat Film Connector)	1
8.	Telephone Cable (NA Only)	1
9.	FCC Decal (NA Only)	1

***1** One additional G3 interface unit (ordered separately) can be mounted in the open slot of the G3 interface board.



B820R101A.WMF

Installation Procedure

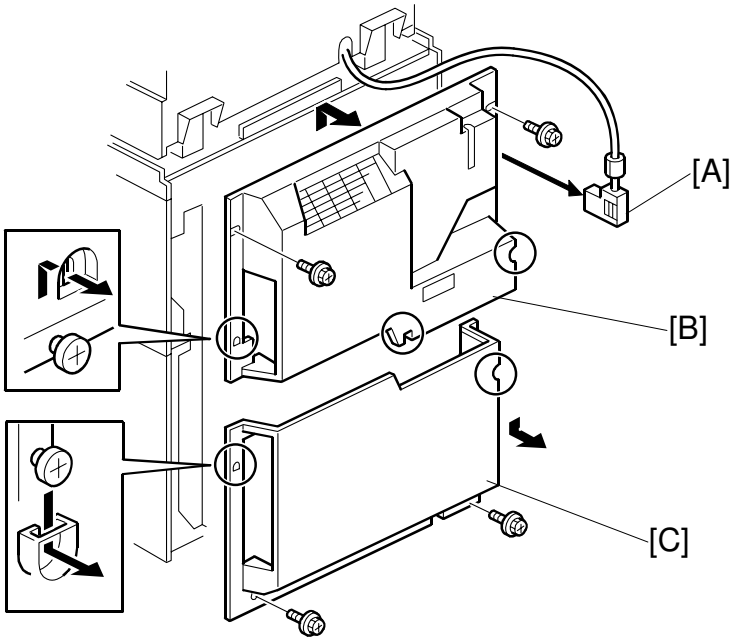
G3 Board Installation

⚠CAUTION

Before installing this optional unit,

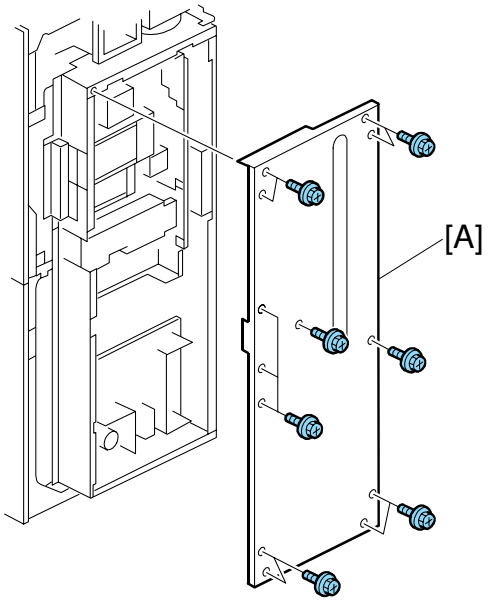
1) Print out all data in the printer buffer.

2) Turn off the main switch and disconnect the power cord and the network cable.



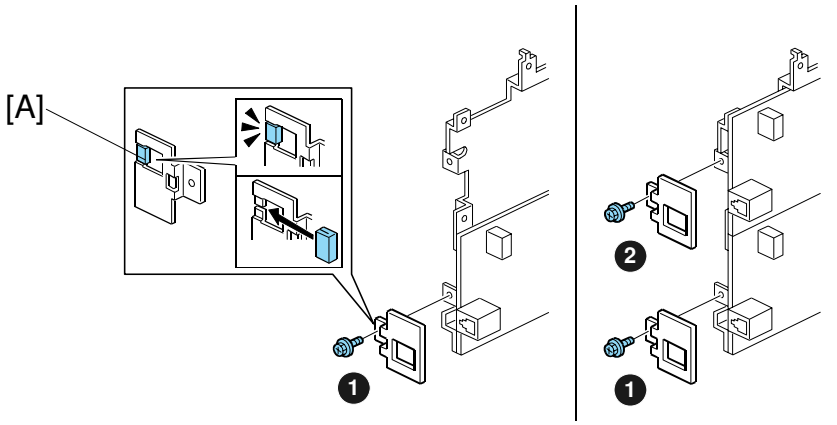
B820R102.WMF

1. Disconnect the ADF connector [A].
2. Remove the rear upper cover [B] (🔩 x 2)
   - Slide down to remove.
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.
3. Remove the rear lower cover [C] (🔩 x 2)
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.



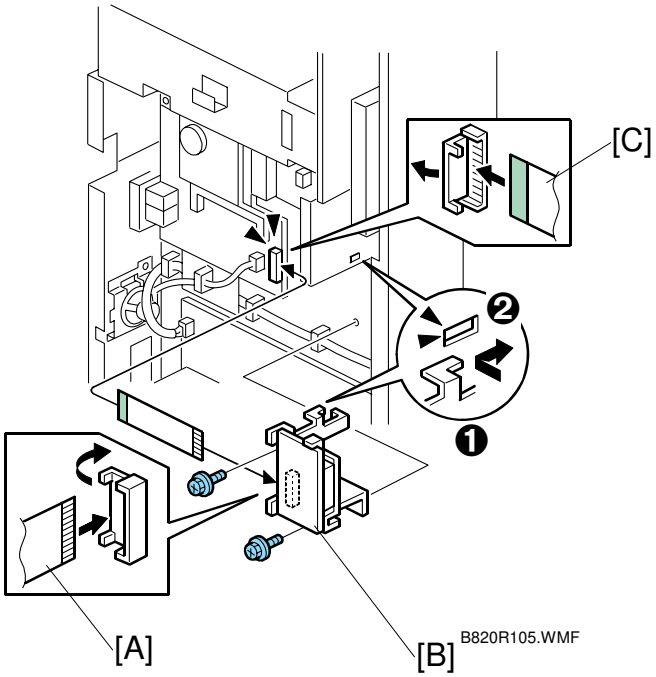
B820R103.WMF

4. Remove the controller box cover [A] (x13).



B820R106.WMF

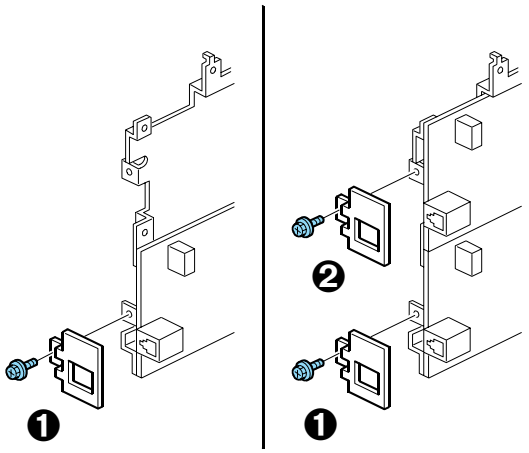
5. If installing a single-line G3, remove only one blind cover ❶.
   -or-
   If installing a dual-line G3, remove two blind covers ❶ and ❷.
   NOTE: Make sure the protective sleeve [A] is attached properly.



6. Connect the FFC [A] (Flat Film Connector) to the CCU drive board [B].
   Important: Connect the FFC with the green, insulated side visible and the bare connector strip down so it touches the connector strip of the board.

7. Attach the CCU drive board [B] to the machine
   - Set the hook ❶ of the bracket in the slot ❷ in the frame.
   - Fasten the CCU drive board with the screws (🔩 x2).

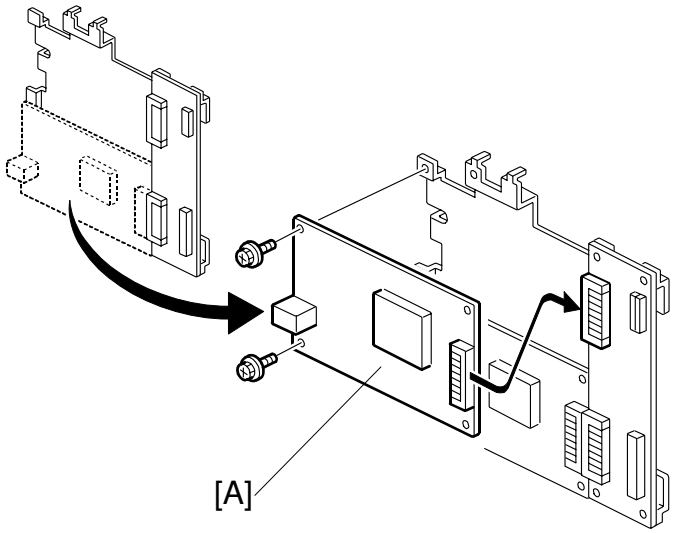
8. Connect the other end of the FFC [C] to the FCU.
   Important: Connect the FFC with the green, insulated side visible and the bare connector strip down so it touches the connector strip of the board.



B820R106.WMF

9. Attach the connector bracket to the G3 expansion board (🔩 x1).
10. If one G3 line is being installed, attach the connector bracket ❶ as shown on the left.
    -or-

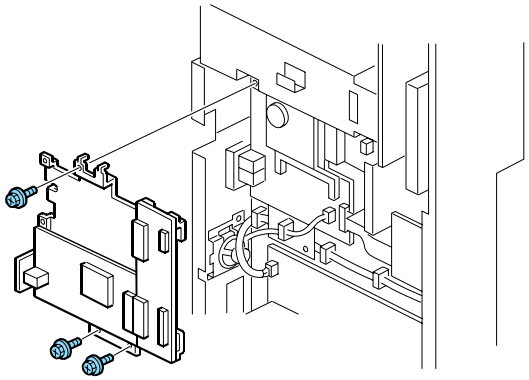
    If two G3 lines are being installed, attach the connector brackets ❶, ❷ as shown on the right.



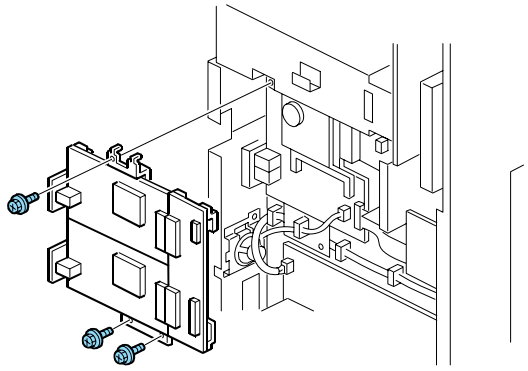
B820R107.WMF

11. If only one G3 line is being installed, go to the next step.
    -or-

    If two lines are being installed, insert the 2nd G3 board [A] into the empty slot of the interface unit and fasten it (🔩 x2).

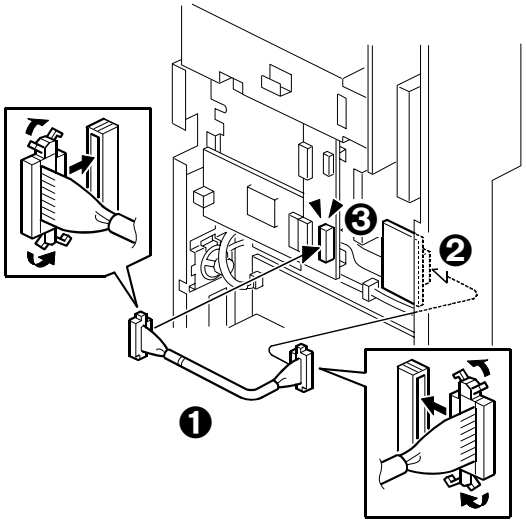


B820R108.WMF

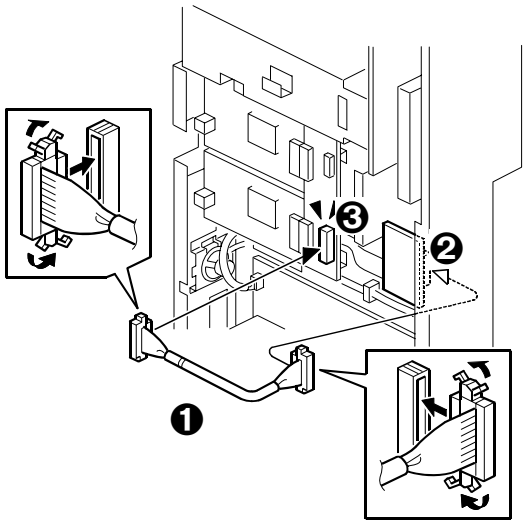


B820R109.WMF

12. Attach the G3 interface unit (x3)
    NOTE: The illustration on the left shows the single G3 board installation and the illustration on the right shows the dual G3 board installation.



B820R110.WMF



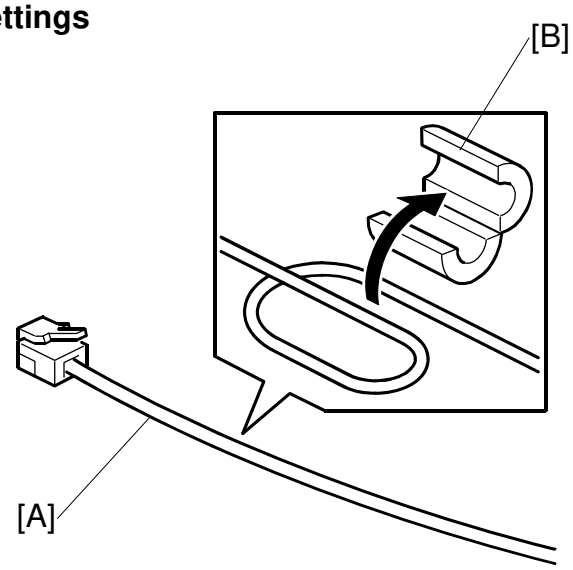
B820R111.WMF

13. Connect the CCUIF harness ❶ to the CCU drive board ❷ and the CCU I/F ❸.
    NOTE: The illustration on the left shows the single G3 board installation and the illustration on the right shows the dual G3 board installation.

14. Reinstall all covers and reconnect the ADF cable.

15. Attach the FCC decal to the rear cover of the machine.

Line Connection and Settings



B819R113.WMF

1. Loop one end of the telephone cable [A] once, then enclose it with the ferrite core [B] as shown.
   NOTE:
   - Attach the ferrite core at least 9 cm (3.5 in.) from the connector.
   - Attach a ferrite core to the 2nd G3 line if two G3 boards are installed.
2. Connect the telephone cable to "LINE 2" jack.
   -or-

   If dual G3 boards are installed, connect the cables to "LINE 2" and "LINE 3" jacks.
3. Connect the machine power cord to the power supply, then turn on the main power switch.
4. Enter the Service Mode.
   - Push [Reset], enter "107", then hold down "Clear/Reset" for at least 3 sec.
   - Touch "Fax SP"

5. Do these communication switch settings:

SP1104-23 (Switch 16)	Set Bit 1 "1".
	Set Bit 3 "1" if two G3 boards are installed.

6. Exit the Service Mode and turn the machine off/on with the main power switch.
7. Do SP5990-001 to print the system parameter list, then confirm that "G3" is listed as an option.
8. Enter the Service Mode and set the items required for PSTN communication.
   - If one G3 line is installed, use SP3103 (PSTN-1 Port Settings) to do the PSTN settings.
   - If two G3 lines are installed, use SP3103 (PSTN-1 Port Settings) and SP3104 (PSTN-2 Port Settings) to do the PSTN settings for the first and second G3 lines.

Reissued: 12-Sep-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246016b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the fax.

Version	Program No.	C. SUM	Effective Date
5.00	***B2475108E***	***-***	***July 2007 production***
4.00	B2475108D	-	March 2007 production
3.00	B2475108C	-	November 2006 Production

Version	Symptom Corrected
5.00	***Supports the Catalan and Turkish languages.***
4.00	Symptom corrected: The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group.
3.00	1st Mass Production

Reissued: 03-Sep-08

Model: Martini-C3	Date: 07-Dec-06	No.: RB246017b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FCU)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the FCU.

Version	Program No.	C. SUM	Effective Date
03.00.00	***B8195571B***	**-**	***August 2008 production***
02.00.00	B8195571A	-	July 2007 production
01.02.00	B8195571	-	November 2006 Production

Version	Symptom Corrected
03.00.00	***Symptom corrected:*** ***On-hook transmission and manual reception are disabled when the on-hook key is pressed.***
02.00.00	Supports the Catalan and Turkish languages.
01.02.00	1st Mass Production

Reissued: 18-Dec-06

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015a

Cut-in Serial Numbers

Note: The following units have a green sticker on the outside box.

MODEL NAME	DESTINATION	CODE	SERIAL NO.
MT-C3a	*USA*	*B246-17*	*L7765900001 -*
MT-C3b	*USA*	*B248-17*	*L7865900001 -*
MT-C3c	*USA*	*B249-17*	*L7965900001 -*
MT-C3a MFP	*USA*	*B250-17*	*L8065900001 -*
MT-C3b MFP	*USA*	*B252-17*	*L8165900001 -*
MT-C3c MFP	*USA*	*B253-17*	*L8265900001 -*
Printer/Scanner Unit	*USA*	*B841-17*	*L8565900001 -*
MT-C3a	*Europe (Infotec)*	*B246-66*	*8M13260001 -*
MT-C3b	*Europe (Infotec)*	*B248-66*	*8M23260001 -*
MT-C3c	*Europe (Infotec)*	*B249-66*	*8M33260001 -*
Printer/Scanner Unit	*Europe (Infotec)*	*B841-26*	*L8563600001 -*
MT-C3a	*Europe*	*B246-67*	*L7763600001 -*
MT-C3b	*Europe*	*B248-67*	*L7863600001 -*
MT-C3c	*Europe*	*B249-67*	*L7963600001 -*
Printer/Scanner Unit	*Europe (NRG)*	*B841-22*	*L8563600001 -*
Printer/Scanner Unit	*Europe (Lanier)*	*B841-24*	*L8563600001 -*
Printer/Scanner Unit	*Europe*	*B841-27*	*L8563600001 -*
MT-C3a	*Asia*	*B246-29*	*L7761100017 -*
MT-C3b	*Asia*	*B248-29*	*L7861100005 -*
MT-C3c	*Asia*	*B249-29*	*L7961100003 -*
Printer/Scanner Unit	*Asia*	*B841-29*	*B8412901136 -*

Reissued: 11-Jan-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002f
Subject: Firmware Release History (Sysyem)	Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.		

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
2.05	***B2475101K***	***-***	***January 2007 production***
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
2.05	***1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed.*** ***2. The size of the PDF created by the scanner might not match the size selected in the operation panel.*** ***Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be applied to fix this issue.*** ***3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.***
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out

Reissued: 11-Jan-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002f

Version	Symptom Corrected
	4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified

Reissued: 11-Jan-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002f

Version	Symptom Corrected
	manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued: 11-Jan-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006d
Subject: Firmware Release History (Network DocBox)	Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.		

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

This RTB has been issued to announce the firmware release information for the Network DocBox.

Version	Program No.	C. SUM	Effective Date
2.02	***B8415530E***	***-***	***January 2007 production***
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Symptom Corrected
2.02	***1. The size of the PDF created by the scanner might not match the size selected in the operation panel.*** ***Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be applied to fix this issue.***
2.01	1. A FAX option is now available.
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.

Reissued: 11-Jan-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006d

Version	Symptom Corrected
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass Production

Model: Martini-C3	Date: 12-Jan-07	No.: RB246018

Subject: Internet FAX issue on the FAX option	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

SYMPTOM

Internet fax (inside the fax option) does not work.

Note: Buttons for Internet fax settings are not displayed on the operation panel.

CAUSE

A bug in the firmware module that controls Internet fax

Note: This module is contained in the Printer/Scanner option firmware.

SOLUTION

Replace the P/S (Printer/Scanner) option SD card with one of the following:

1. **NA/EU/Asia:** A P/S option SD card produced in **January 2007 or later**

   Note: There is a red circular seal on the box next to the S/N.

OR,

2. **NA:** A P/S option SD card produced in **November or December 2006** that has a **red circular seal** on the box next to the S/N

   EU/Asia: A P/S option SD card produced in **December 2006** that has a **red circular seal** on the box next to the S/N

Important: This symptom cannot be solved by simply updating the Printer/Scanner option firmware. You must re-install the option itself (**replace the SD card**).

Model: Martini-C3	Date: 12-Jan-07	No.: RB246019

Subject: Service Manual Correction	Prepared by: S. Ishizu
From: 2nd Tech Support Sec. Service Support Dept.	

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

The Service Manual was changed as follows.
(Machine Code: B246/248/249/250/252/253).

- **Add** the following table (pg. 4-71)

SC876	**D**	Log Data Error	
		The log data has been corrupted at power on, while the machine was operating, or when the machine was powered off during a print or copy cycle. The machine should never be switched off while it is printing or copying.	
SC876-1		Log data file was corrupted at power on or while the machine was operating.	• Format the HDD with SP5832-004.
SC876-2		The log was set for encryption without the encryption module installed: • At power on • While the machine was operating • When the log encryption setting was changed.	• Install or replace and set the encryption module. • Enable the log encryption setting.
SC876-3		At power on the log encryption key was disabled, causing an NVRAM malfunction.	• Format the disk with SP5832-004.
SC876-4		At power on the machine attempted log data encryption with the log encryption setting disabled (NVRAM malfunction). -or- At power on log encryption was attempted with the log encryption setting disabled (NVRAM malfunction).	• Format the disk with SP5832-004.
SC876-5		Error occurred at power on. Only the NVRAM was replaced with an NVRAM from another machine. -or- Only the HDD was replaced with an HDD unit from another machine.	• Replace NVRAM with original NVRAM. • Replace HDD with original HDD. • If the error persists, format the HDD with SP5832-004.
SC876-99		Cause unknown. The error occurred at power on or while the machine was operating.	• Contact Ricoh design section.

SC876: More

If the error persists after doing the procedure described in the table above, do this procedure.

1. Switch the machine off, remove the HDD, then switch the machine on.
2. Do SP5801-019 then switch the machine off.
3. Install the HDD again and switch the machine on.
4. Do SP5832-004.
5. Turn the machine power off/on.
6. Do SP9730-002 and set to "1" (ON).
7. Do SP9730-003 and set to "1" (ON).
8. Do SP9730-004 and set to "1" (ON).
9. Turn the machine power off/on.

Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

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

Subject: MT-C3 Fax Options			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB contains the installation procedure for the Fax Option Type 7500 (B819) and the G3 Interface Unit Type 7500 (B820). These options will be released in December 2006 for the NA, EU and Asia models.

Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

Fax Option Type 7500 (B819)

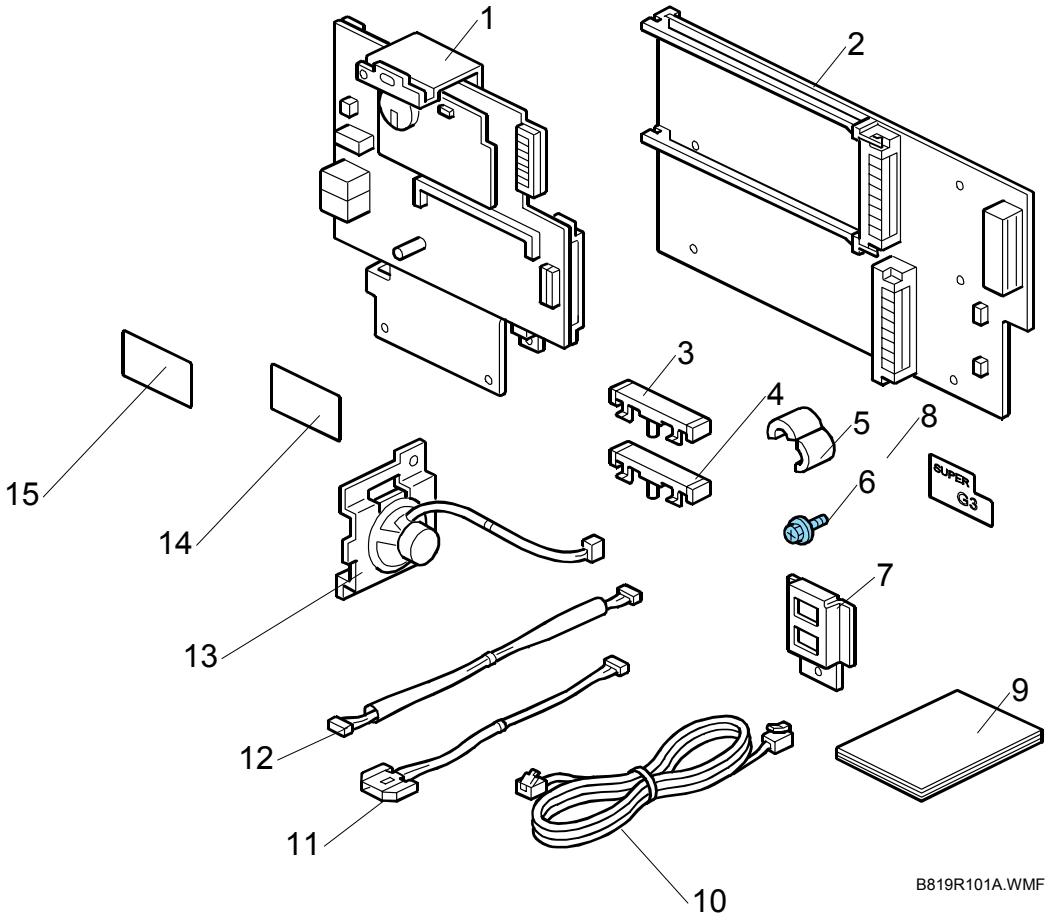
Component Check

Check the quantity and condition of the components against the following list.

No.	Description	Q'ty
1.	FCU	1
2.	Interface Board	1
3.	Keytop (NA)	1
4.	Keytops (Symbol)	1
5.	Ferrite Core	1
6.	Screws (Blue M3 x 6)	9
7.	Fax Connector Bracket	1
8.	Super G3 Decal	1
9.	Instructions	1
10.	Telephone Cable (NA only)	1
11.	FCU Power Harness	1
12.	FCU Power Relay Harness (insulated)	1
13.	Speaker	1
14.	FCC Decal (NA Only)	1
15.	Serial Number Decal	1

Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

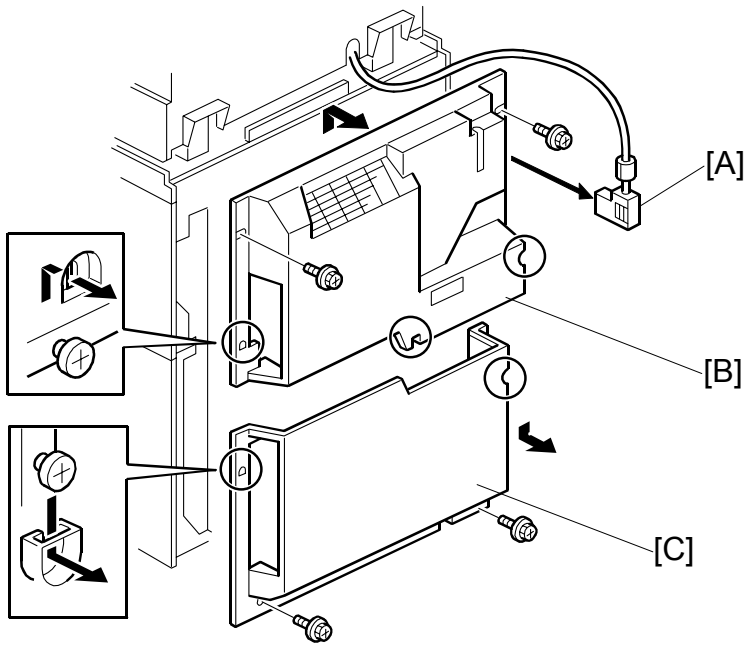
Installation Procedure

FCU installation

⚠CAUTION

Before installing this fax unit:

1) Print out all data in the printer buffer.
2) Turn off the main power switch and disconnect the power cord and the network cable.

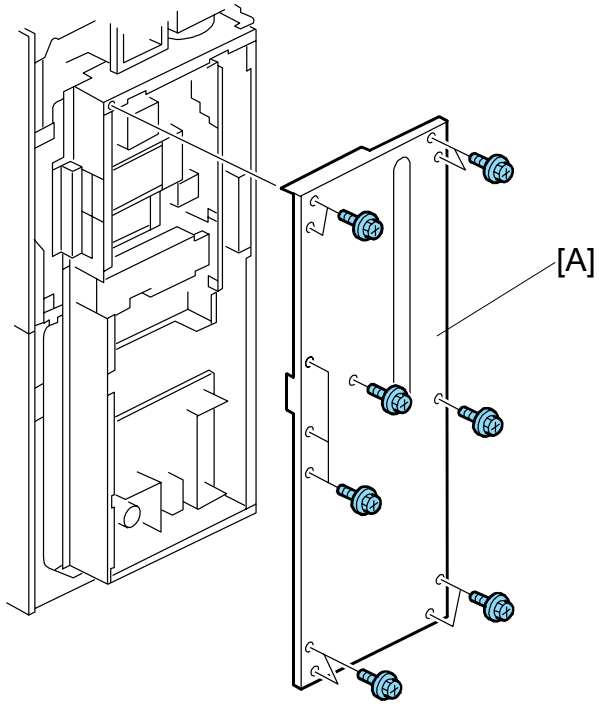


B819R102.WMF

1. Disconnect the ADF connector [A].
2. Remove the rear upper cover [B] (☞ x 2)
   - Slide down to remove.
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.
3. Remove the rear lower cover [C] (☞ x 2)
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.

Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

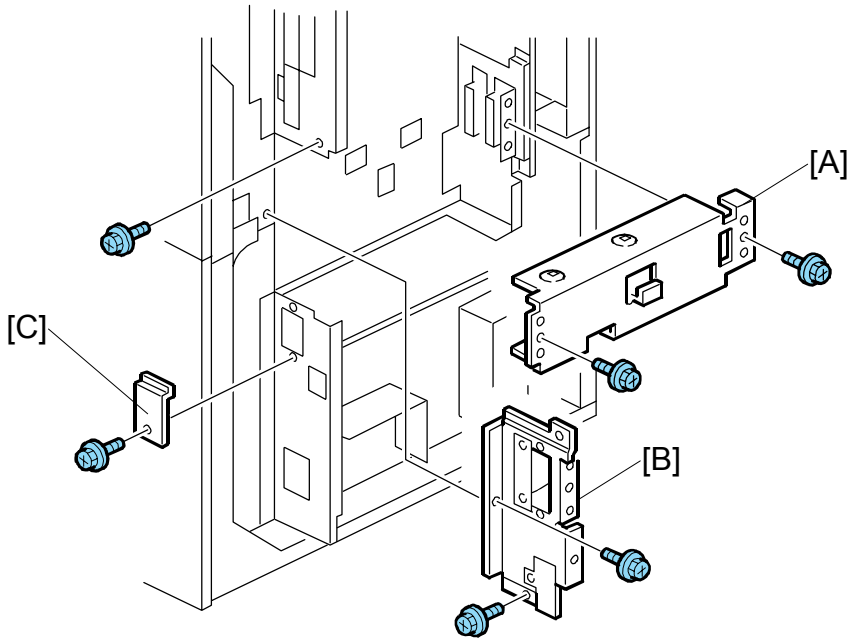


B819R103.WMF

4. Remove the controller box cover [A] (x13).

Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

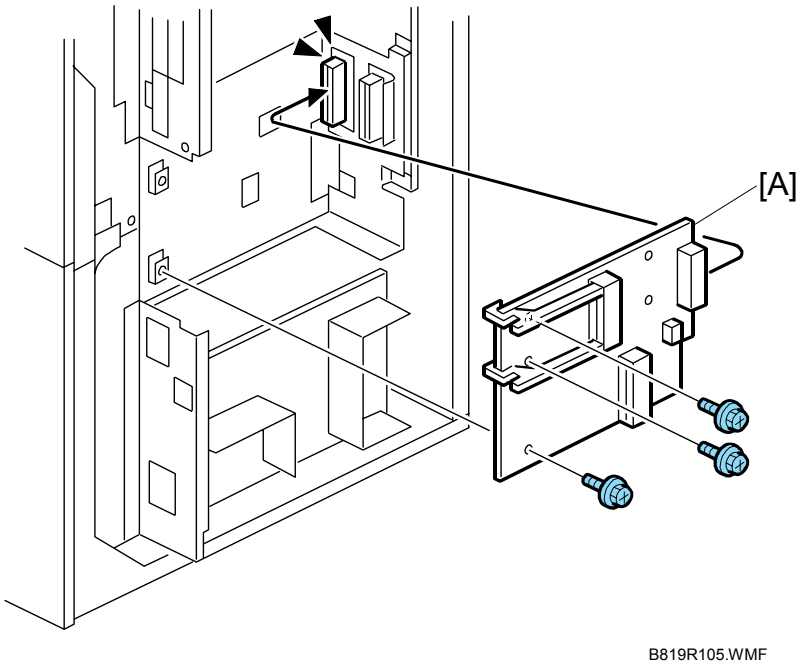


B819R104A.WMF

5. Remove the option board cover [A] (☞ x2).
6. Remove the option faceplate [C] (☞ x3).
7. Remove the cover plate [D] (☞ x1).

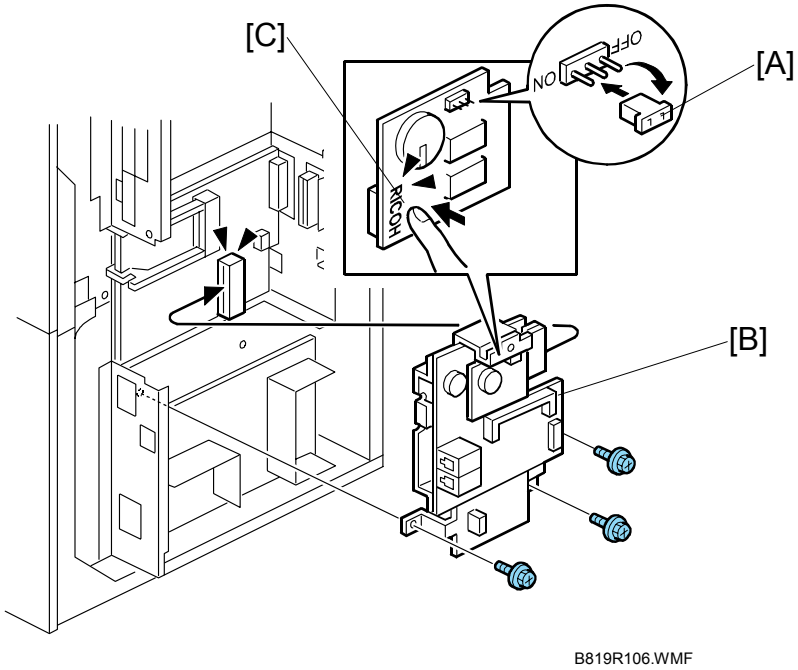
Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



B819R105.WMF

8. Attach the interface board [A] (x3).



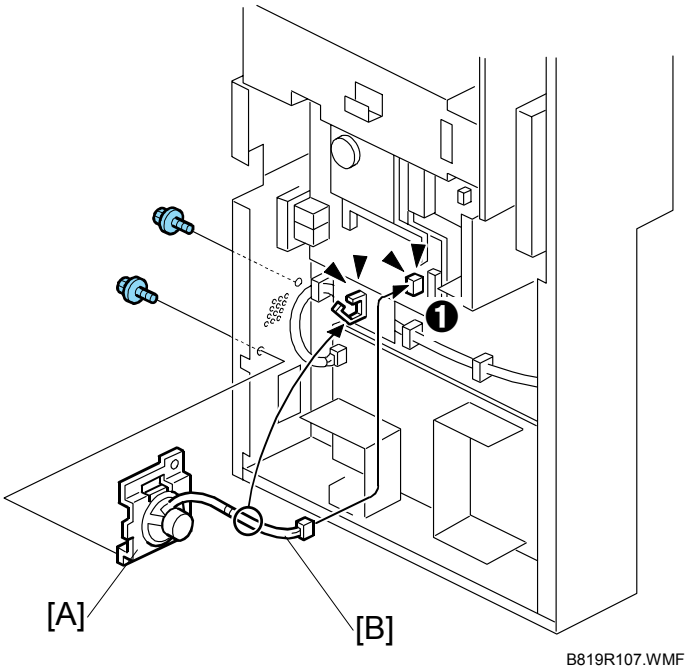
9. Remove the jumper [A] on the MBU and set it to the ON position.
   Important: If the jumper remains at the OFF position this will cause SC672 (Controller Startup Error) to appear.

10. Attach the FCU [B] to the interface board (x4).

11. Press on the "RICOH" logo at [C] to confirm that the MBU is securely mounted on the FCU.

Reissued: 19-Jan-07

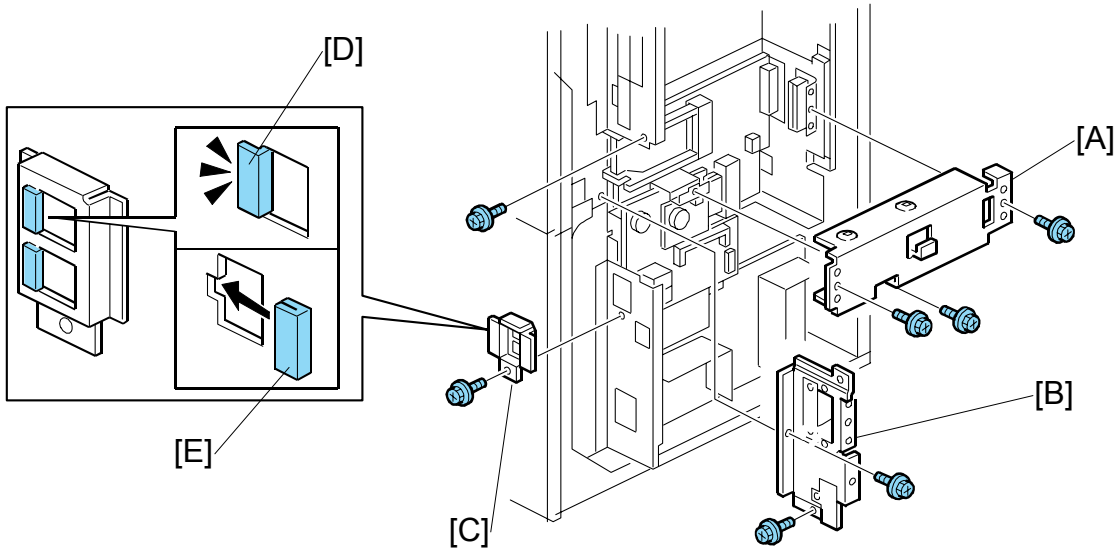
Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



12. Attach the speaker [A] to the side of the controller box (x2).
13. Connect the speaker harness [B] to **CN605 ❶** on the FCU (x1, x2).

Reissued: 19-Jan-07

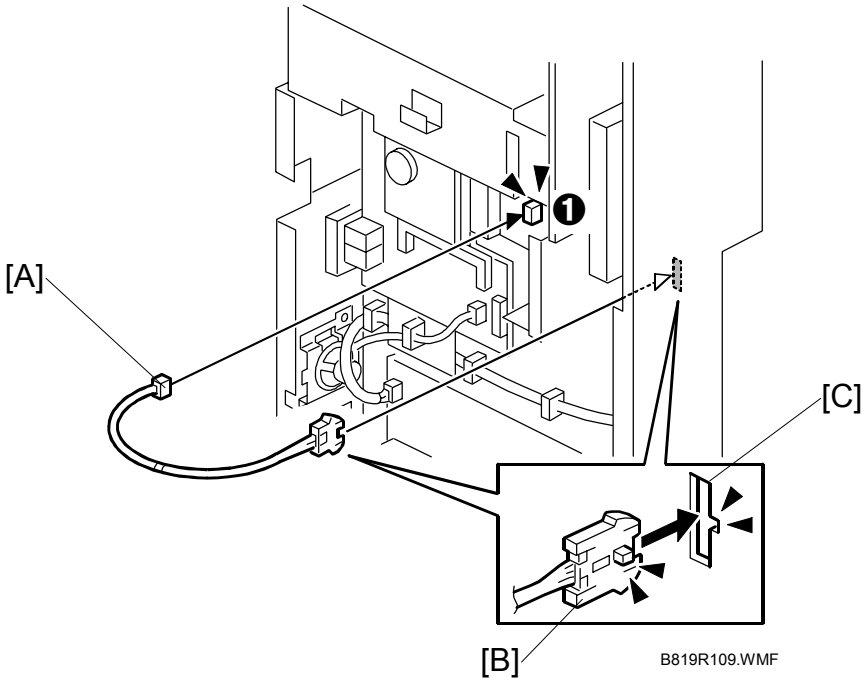
Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



14. Reattach the option board cover [A] removed in Step 5 (🔩 x2).
15. Reattach the option faceplate [B] removed in Step 6 (🔩 x3).
16. Attach the fax connector bracket [C] (🔩 x1).
    NOTE: Make sure that the protective sleeves [D] and [E] are attached properly.

Reissued: 19-Jan-07

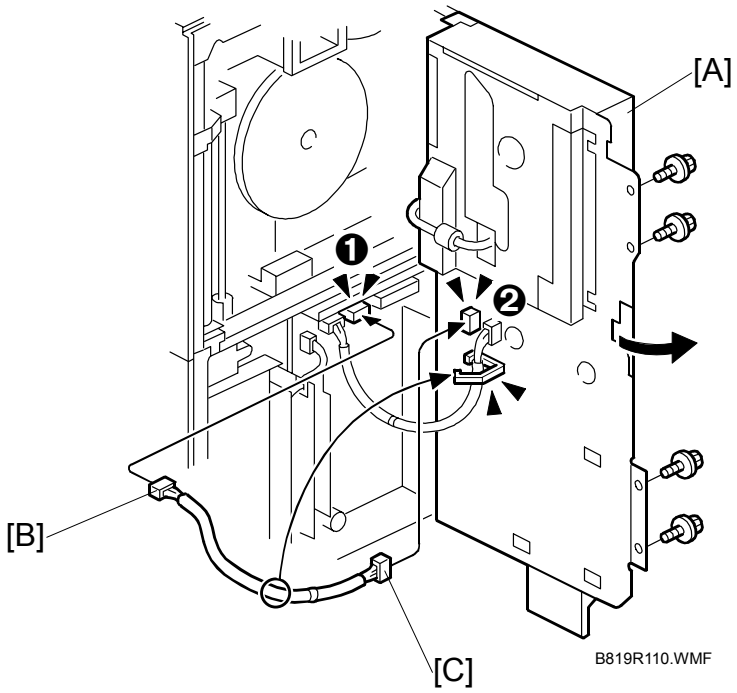
Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



17. Connect the small end of the FCU power harness [A] to **CN323** ❶.
18. Set the large end of the harness [B] into the vertical cutout [C].

Reissued: 19-Jan-07

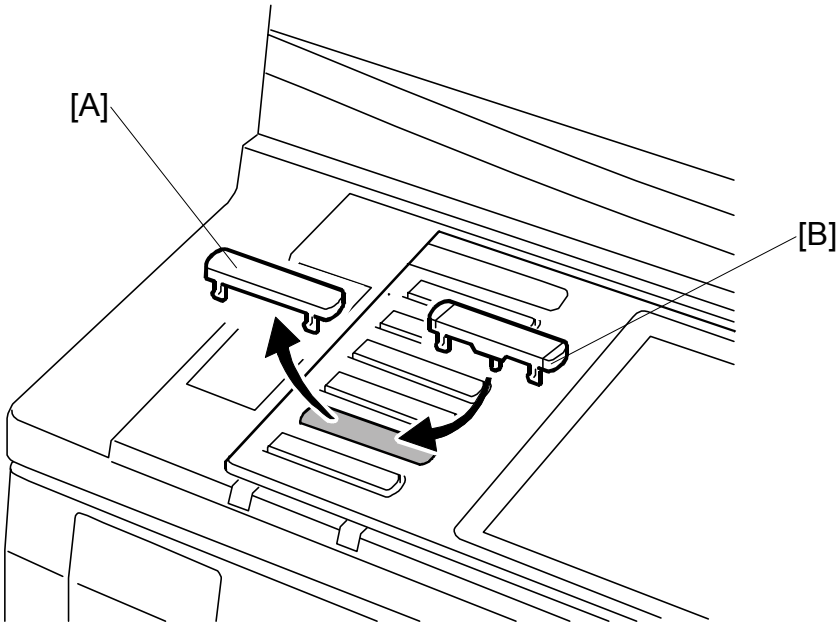
Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



19. Remove the screws of the controller box [A] then open it (🔩 x4).
20. Connect one end of the FCU power relay harness [B] to **CN121** on the PSU ❶ (🤏 x1).
21. Connect the other end of the FCU power relay harness [C] to the harness connector set in the vertical cutout at ❷ (the connector set in Step 18) (🤏 x1, 🤏 x1).

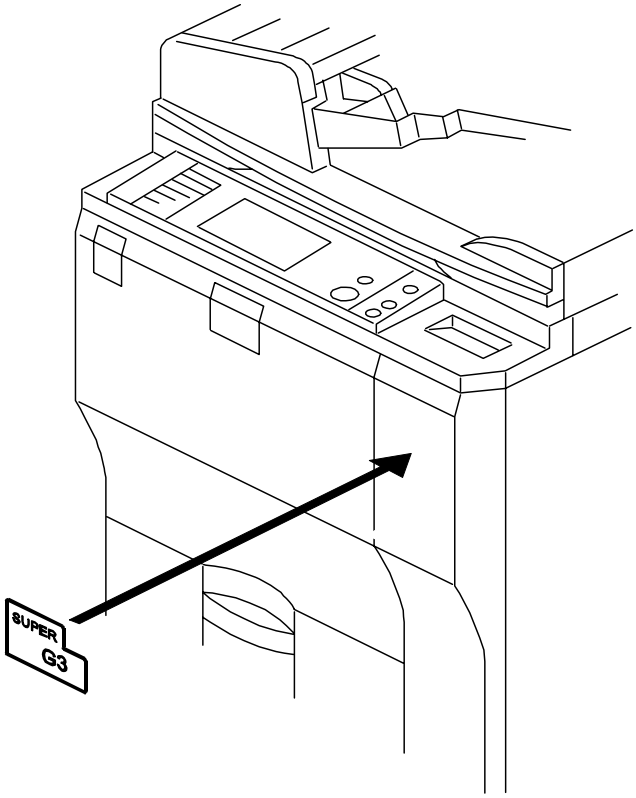
Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



B819R111A.WMF

22. Remove the blank keytop [A] (5th from the top) and replace it with one of the keytops provided [B] (either the "Facsimile" keytop or the fax symbol keytop).



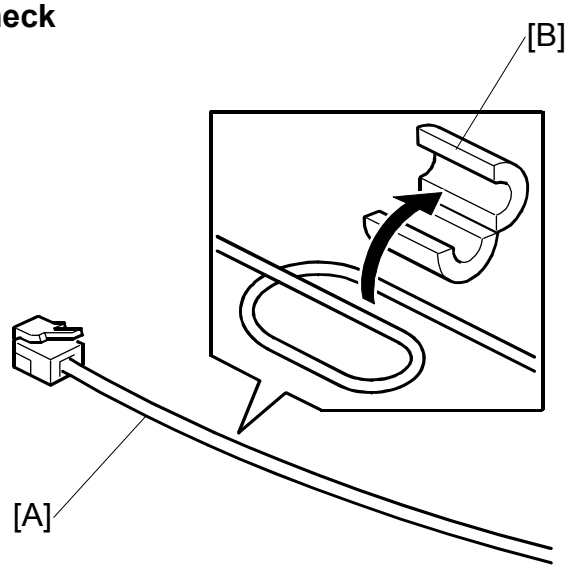
B819R112A.WMF

23. Attach the "Super G3" decal to the front door.
24. Attach the FCC and serial number decals to the rear cover of the machine..
    NOTE: The FCC decal is for the U.S. and Canada only.

Reissued: 19-Jan-07

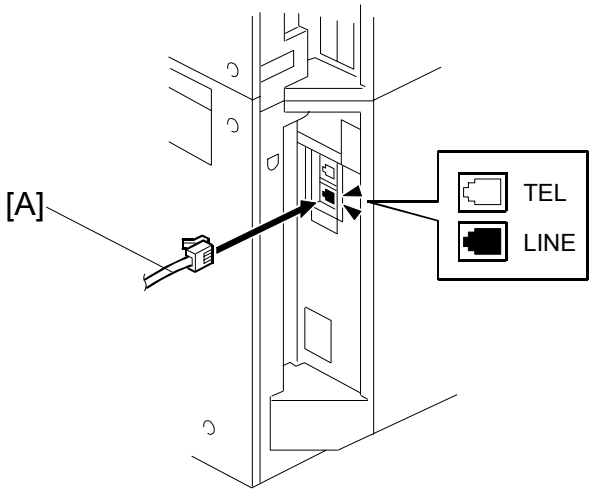
Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

Line Connection and Check



B819R113.WMF

1. Loop one end of the telephone cable [A] once, then enclose it with the ferrite core [B] as shown.
   NOTE: Attach the ferrite core at least 9 cm (3.5 in.) from the connector.



B819R114.WMF

2. Insert the end of the telephone cable [A] with the ferrite core into the "LINE" RJ-45 connector.
3. Reattach all covers and the ADF cable.

4. Connect the machine power cord to the power supply, then switch on the main power switch.
5. Go into the SP mode and confirm that the fax SP codes are enabled.
   - Push [Reset], enter "107", then hold down "Clear/Reset" for at least 3 sec.
   - At the initial screen, confirm that "Fax SP" is displayed. This indicates that the machine recognizes the fax unit.
6. Confirm that the date and time setting are correct.
   Push [User Tools] then touch "System Settings"> "Timer Settings"> "Set Date" and "Set Time".

Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

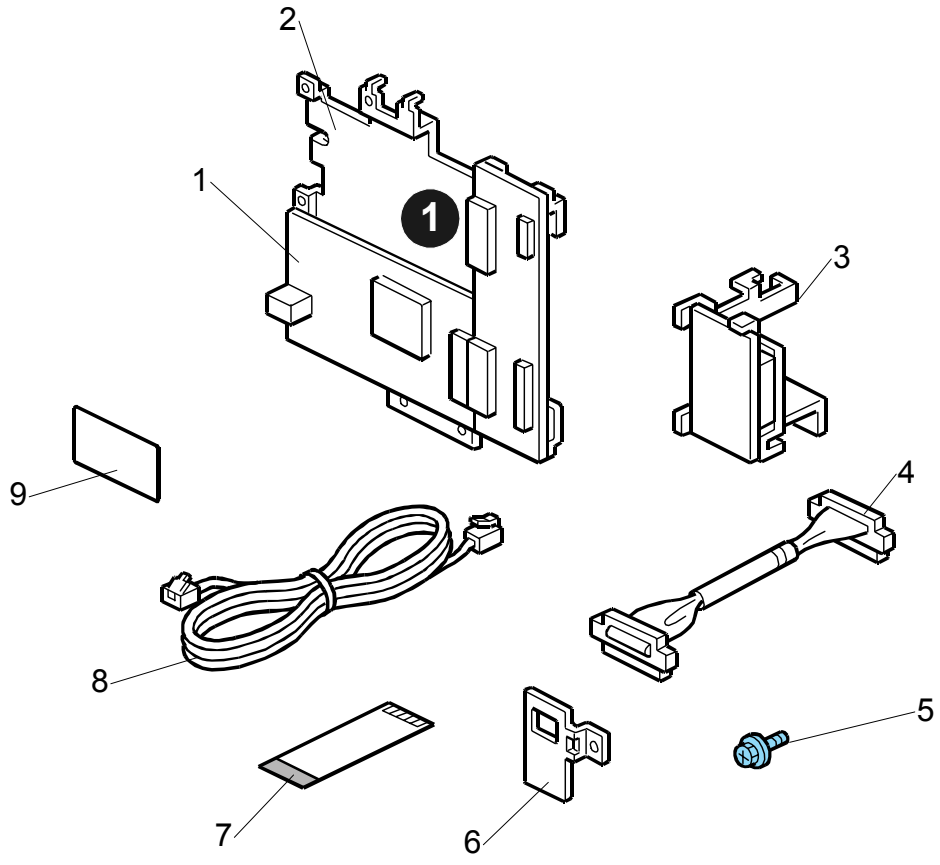
G3 Interface Unit Type 7500 (B820)

Component check

Check the quantity and condition of the components against the following list.

No.	Description	Q'ty
1.	G3 Interface Board (attached)	
2.	G3 Interface Unit*1	1
3.	CCU Drive Board	1
4.	CCUIF Harness	1
5.	Screws (Blue M3 x 6)	5
6.	G3 Connector Bracket	1
7.	FFC (Flat Film Connector)	1
8.	Telephone Cable (NA Only)	1
9.	FCC Decal (NA Only)	1

***1** One additional G3 interface unit (ordered separately) can be mounted in the open slot of the G3 interface board.



B820R101A.WMF

Reissued: 19-Jan-07

Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b

Installation Procedure

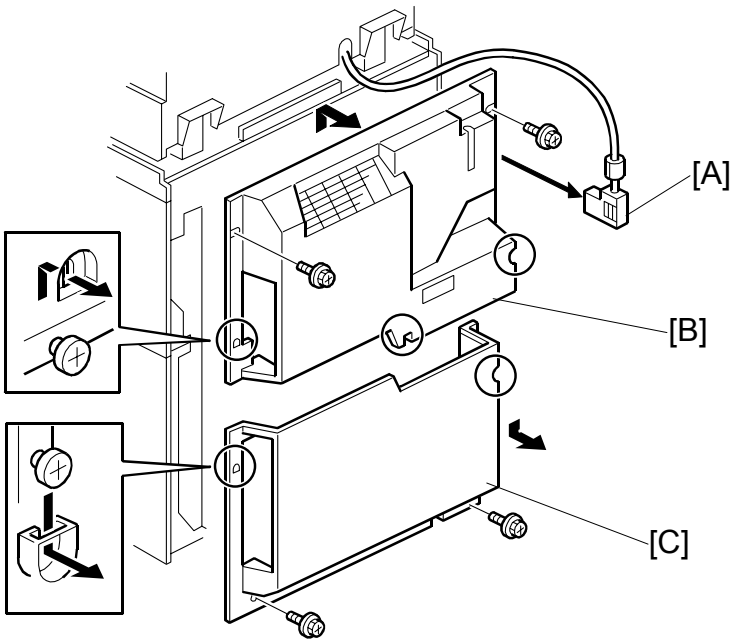
G3 Board Installation

⚠CAUTION

Before installing this optional unit,

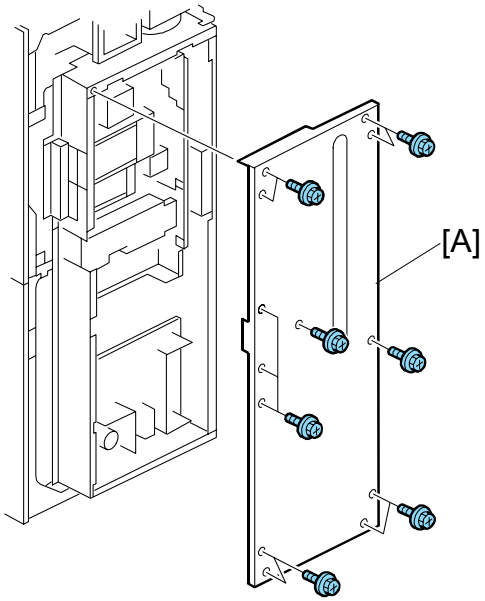
1) Print out all data in the printer buffer.

2) Turn off the main switch and disconnect the power cord and the network cable.



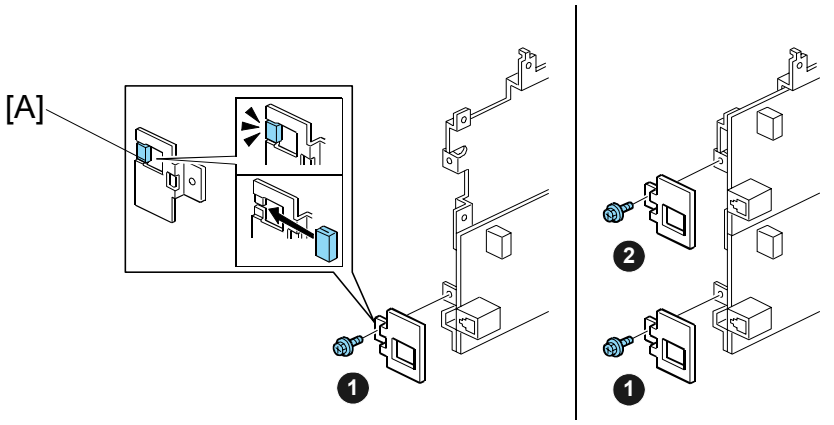
B820R102.WMF

1. Disconnect the ADF connector [A].
2. Remove the rear upper cover [B] (🔩 x 2)
   - Slide down to remove.
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.
3. Remove the rear lower cover [C] (🔩 x 2)
   - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.



B820R103.WMF

4. Remove the controller box cover [A] (x13).

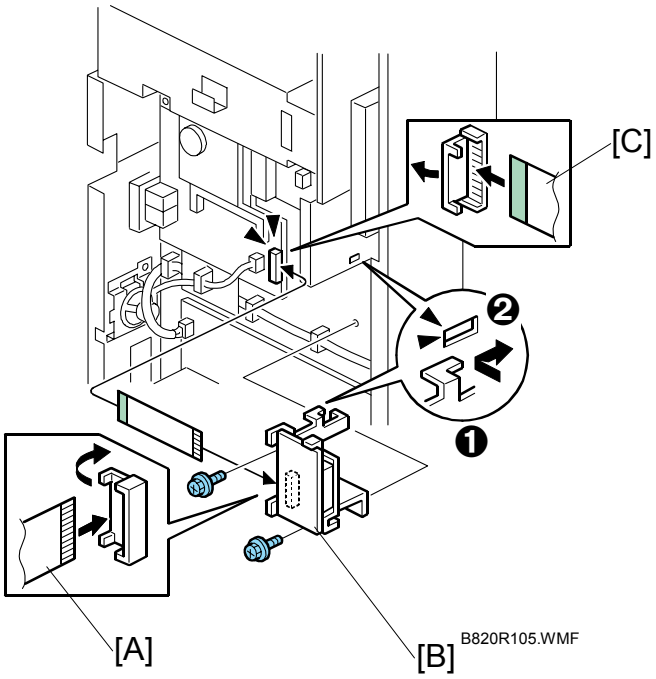


B820R106.WMF

5. If installing single-line G3, remove only one blind cover ❶.
   -or-
   If installing dual-line G3, remove two blind covers ❶ and ❷.
   NOTE: Make sure the protective sleeve [A] is attached properly.

Reissued: 19-Jan-07

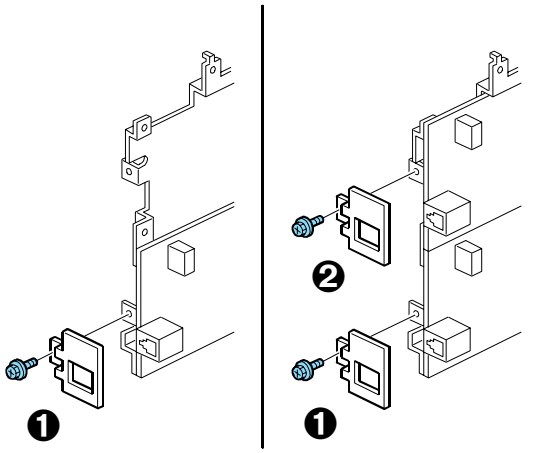
Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b



6. Connect the FFC [A] (Flat Film Connector) to the CCU drive board [B].
   Important: Connect the FFC with the green, insulated side visible and the bare connector strip down so it touches the connector strip of the board.

7. Attach the CCU drive board [B] to the machine
   - Set the hook ❶ of the bracket into the slot ❷ in the frame.
   - Fasten the CCU drive board with the screws (🔩 x2).

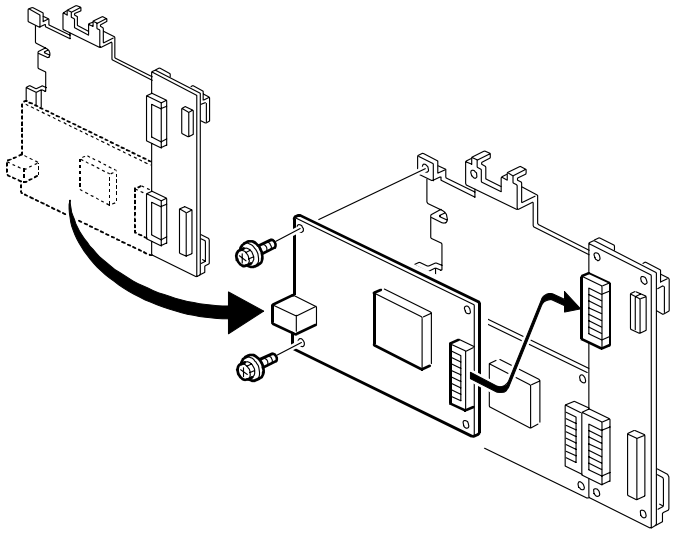
8. Connect the other end of the FFC [C] to the FCU.
   Important: Connect the FFC with the green, insulated visble and the bare connector strip down so it touches the connector strip of the board.



B820R106.WMF

9. Attach the connector bracket to the G3 expansion board (🔩 x1).
10. If one G3 line is being installed, attach the connector bracket ❶ as shown on the left..
    -or-

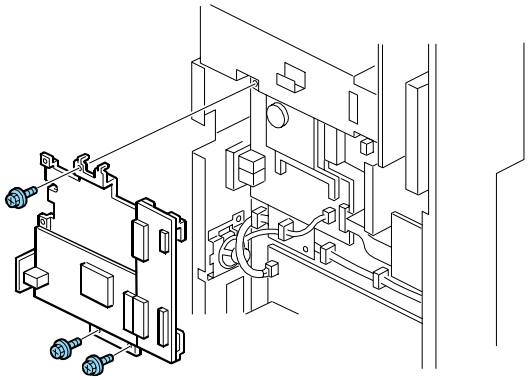
    If two G3 lines are being installed, attach the connector brackets ❶, ❷ as shown on the right.



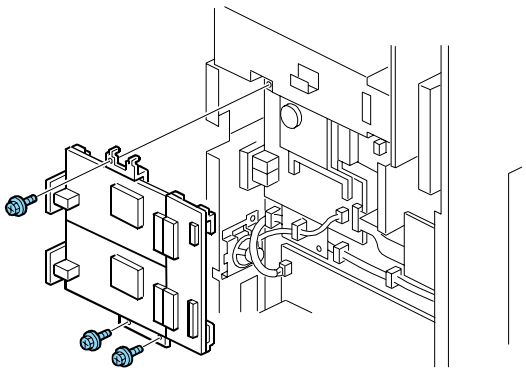
B820R107.WMF

11. If only one G3 line is being installed, go to the next step.
    -or-

    If two lines are being installed, insert the 2nd G3 board [A] into the empty slot of the interface unit and fasten it (🔩 x2).

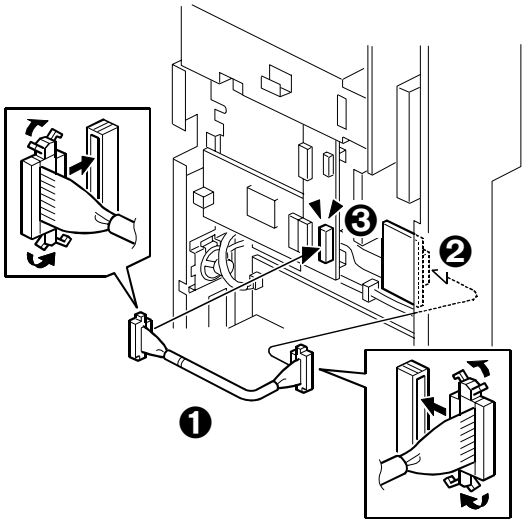


B820R108.WMF

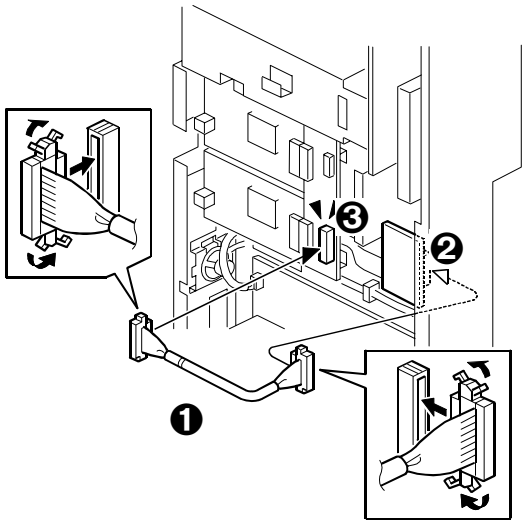


B820R109.WMF

12. Attach the G3 interface unit (☞ x3)
    NOTE: The illustration on the left shows the single G3 board installation and the illustration on the right shows the dual G3 board installation.



B820R110.WMF



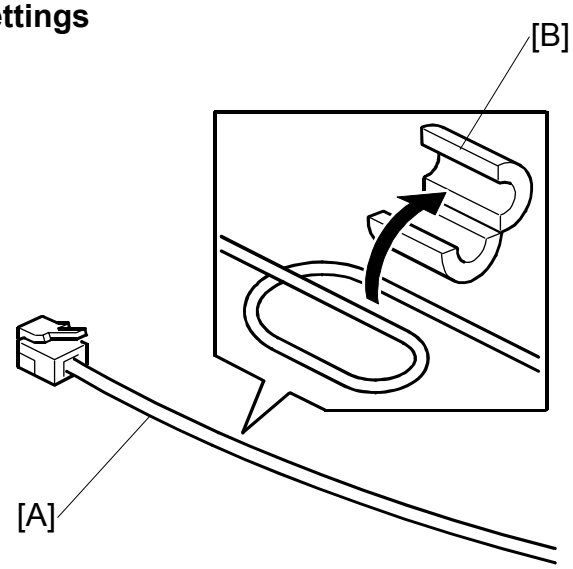
B820R111.WMF

13. Connect the CCUIF harness ❶ to the CCU drive board ❷ and CCU I/F ❸.
    NOTE: The illustration on the left shows the single G3 board installation and the illustration on the right shows the dual G3 board installation.

14. Reinstall all covers and reconnect the ADF cable.

15. Attach the FCC decal to the rear cover of the machine.

Line Connection and Settings



B819R113.WMF

1. Loop one end of the telephone cable [A] once, then enclose it with the ferrite core [B] as shown.
   NOTE:
   - Attach the ferrite core at least 9 cm (3.5 in.) from the connector.
   - Attach a ferrite core to the 2nd G3 line if two G3 boards are installed.
2. Connect the telephone cable to "LINE 2" jack.
   -or-

   If dual G3 boards are installed connect the cables to "LINE 2" and "LINE 3" jacks.
3. Connect the machine power cord to the power supply, then switch on the main power switch.
4. Enter the Service Mode.
   - Push [Reset], enter "107", then hold down "Clear/Reset" for at least 3 sec.
   - Touch "Fax SP"

5. Do these communication switch settings:

SP1104-23 (Switch 16)	Set Bit 1 "1".
	Set Bit 3 "1" if two G3 boards are installed.

6. Exit the Service Mode and cycle the machine off/on with the main power switch.
7. Do SP5990-001 to print the system parameter list, then confirm that "G3" is listed as an option.
8. Enter the Service Mode and set the items required for PSTN communication.
   - If one G3 line is installed, use SP3103 (PSTN-1 Port Settings) to do the PSTN settings.
   - If two G3 lines are installed, use SP3103 (PSTN-1 Port Settings) and SP3104 (PSTN-2 Port Settings) to do the PSTN settings for the first and second G3 line.

Cut-in Serial Numbers

Note: The following units have a ***red*** seal on the outside box.

MODEL NAME	DESTINATION	CODE	SERIAL NO.
MT-C3a	USA	B246-17	L7765900001 -
MT-C3b	USA	B248-17	L7865900001 -
MT-C3c	USA	B249-17	L7965900001 -
MT-C3a MFP	USA	B250-17	L8065900001 -
MT-C3b MFP	USA	B252-17	L8165900001 -
MT-C3c MFP	USA	B253-17	L8265900001 -
Printer/Scanner Unit	USA	B841-17	L8565900001 -
MT-C3a	Europe (Infotec)	B246-66	8M13260001 -
MT-C3b	Europe (Infotec)	B248-66	8M23260001 -
MT-C3c	Europe (Infotec)	B249-66	8M33260001 -
Printer/Scanner Unit	Europe (Infotec)	B841-26	L8563600001 -
MT-C3a	Europe	B246-67	L7763600001 -
MT-C3b	Europe	B248-67	L7863600001 -
MT-C3c	Europe	B249-67	L7963600001 -
Printer/Scanner Unit	Europe (NRG)	B841-22	L8563600001 -
Printer/Scanner Unit	Europe (Lanier)	B841-24	L8563600001 -
Printer/Scanner Unit	Europe	B841-27	L8563600001 -
MT-C3a	Asia	B246-29	L7761100017 -
MT-C3b	Asia	B248-29	L7861100005 -
MT-C3c	Asia	B249-29	L7961100003 -
Printer/Scanner Unit	Asia	B841-29	B8412901136 -

Firmware information

The following are the firmware versions for use with the fax option. When installing these options, it is necessary to install the following firmware or newer together as a set.

Software	Part Number	Version
System/Copy	B2475101J	2.04
FAX	B2475108C	03.00.00
Scannner	B8415510D	m3_1.17
Printer	B8415520D	1.05
Net File	B8415530D	2.02
WebSystem	B8415540C	2.01
WebUapl	B8415550A	1.10
RFax	B8415560A	01.06.00
LCDC	B2471491A (NA)	1.19
	B2471492B (EU)	1.19
	B2471490B (AA)	1.19

Reissued: 15-May-07

Model: Martini-C3	Date: 31-Jun-07	No.: RB246020a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (RFax)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB has been issued to announce the firmware release information for the RFax.

Version	Program No.	C. SUM	Effective Date
02.00.00	***B8415560B***	**-**	***March 2007 production***
01.06.00	B8415560A	-	January 2007 Production

Version	Symptom Corrected
02.00.00	***Symptom corrected:*** ***SC819 occurs and the machine stalls if IP-FAX is not used for a while in certain network environments.***
01.06.00	1st Mass Production

Model: Martini-C3	Date: 31-Jan-07	No.: RB246021

Subject: SC555	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

SYMPTOM

One of the following occurs:

SC555 (fusing lamp error)

SC545 (Fusing lamp overheat error 2)

SC542 (Fusing temperature warm-up error)

CAUSE

Thermostat misdetection (caused by deterioration of the thermostat)

SOLUTION

Production line

The three thermostats below were changed.

In the field

Install the new thermostats shown below.

Important: Install all three new thermostats **together as a set.**

Old part number	New part number	Description	Q'ty	Page	Index
AW110040	**AW110064**	Thermostat:192C	**2**	99	26
AW110052	**AW110066**	Thermostat:211C	**1**	99	9

Model: Martini-C3	Date: 10-Apr-07	No.: RB246022

Subject: Fax Options Service Manual	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB is released as the Service Manual for the following options:

- Fax Option Type 7500 (B819)
- G3 Interface Unit Type 7500 (B820)

These options were released in December 2006 for use with the NA, Asia and EU models.

Reissued: 15-May-07

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Network Support.

Version	Program No.	C. SUM	Effective Date
5.54	***B2475102E***	***-***	***April 2007 production***
5.53.1	B2475102D	-	March 2007 production
5.11c	B2475102C	-	Aug 2006 Production
5.10c	B2475102B	-	May 2006 Production
5.07.1c	B2475102A	8120	March 2006 Production

Version	Symptom Corrected
5.54	***Symptom corrected:*** ***1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).***
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.
5.11c	Fixed: The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).

Reissued: 15-May-07

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003d

Version	Symptom Corrected
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass Production

Reissued: 15-May-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB has been issued to announce the firmware release information for the Network DocBox.

Version	Program No.	C. SUM	Effective Date
2.03	***B8415530F***	***-***	***May 2007 production***
2.02	B8415530E	-	January 2007 production
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Symptom Corrected
2.03	***Symptom corrected:*** ***1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function will contain all zeroes.*** ***2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happened if the folder paths were imported to the address book from a csv file via SDM for Admin.*** ***3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types.*** ***4. Devices without a File Format Converter option might experience the following problems. This affects all files that were originally stored in the Document Server by the Copier or Printer applications.*** - ***PDF files are displayed as a single line if the "Enlarge Image" button is pressed in WebImageMonitor.*** - ***An error message is displayed if the "File properties" button is pressed in WebImageMonitor.***
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be applied to fix this issue.
2.01	1. A FAX option is now available.

Reissued: 15-May-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006e

Version	Symptom Corrected
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass Production

Reissued: 15-May-07

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.06	***B8415521F***	***-***	***May 2007 production***
1.05	B8415521E	-	January 2007 Production
1.04	B8415521D		October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
1.06	***Symptom corrected:*** ***1. If a user tries to print a stored job (e.g. Locked Print) while the ScanRouter capture function is enabled, the device might stall.***
1.05	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"

Reissued: 15-May-07

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009f

Version	Symptom Corrected
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Model: Martini-C3	Date: 29-Jun-07	No.: RB246023a

RTB Reissue
The items in ***bold italics*** have been corrected.

Subject: A paper jam error message			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

SYMPTOM

A paper jam occurs or “Paper jam” is displayed (jam misdetection).

Conditions (all of the following must be satisfied):

- The Controller (System) firmware is ***v2.06*** (P/N B2475101**L**).
- No peripherals are installed (finisher, interposer, LCT).
- The machine switches to Energy Saver mode, and then receives a print job and begins paper feed within about 4 1/2 minutes.

Note: This only occurs with print jobs (it does not occur with copy jobs).

CAUSE

Controller firmware bug

SOLUTION

Production line:
This symptom will be fixed with the next official firmware release.

In the field:
Downgrade the Controller (System) firmware to ***v2.05*** (P/N B2475101**K**) on the machines listed below.

Note: The following are the changes made from ***v2.05*** to ***v2.06***, which will be disabled when the firmware is downgraded to ***v2.05***.

- If a user’s “user code” is overwritten, the peripheral information associated with that user code is sometimes not cleared.
- A paper size error occurs when a scanned PDF file is printed out from storage in Mixed Size mode, even though the size of the original matches the size of the paper.
- IPP print service is enabled, even though it is set to “Disabled.”
- Web Image Monitor cannot be opened after a machine is accessed via its IP address while @Remote is enabled.

Affected units

NA

B246-17: Total 1319 units

L7775100290 - L7775100785, L7775200001 - L7775200693,
L7775300001 - L7775300130

B248-17: Total 505 units

L7875100001 - L7875100285, L7875200001 - L7875200109, L7875200112,
L7875200115 - L7875200117, L7875200120, L7875200122 - L7875200130,
L7875200134, L7875200136 - L7875200141, L7875200143,
L7875200145 - L7875200155,
L7875300001 - L7875300008; L7875300010 ~ L7875300079

B249-17: Total 380 units

L7975100001 - L7975100235, L7975200001 - L7975200068,
L7975200070 - L7975200073, L7975200076 - L7975200077,
L7975200080 - L7975200085, L7975200087 - L7975200093, L7975200095,
L7975200097 - L7975200100, L7975200102 - L7975200106, L7975200109,
L7975200112, L7975200114 - L7975200117, L7975200119 - L7975200120,
L7975200122 - L7975200135, L7975300001 - L7975300005, L7975300008,
L7975300011, L7975300013 - L7975300015, L7975300023, L7975300025,
L7975300028, L7975300030 - L7975300032, L7975300034 - L7975300038,
L7975300040 - L7975300043, L7975300054

B250-17: Total 1624 units

L8075100001 - L8075100622, L8075200001 - L8075200522,
L8075200524 - L8075200604, L8075200606 - L8075200686,
L8075200688 - L8075200716, L8075200720, L8075200724, L8075200730,
L8075200734 - L8075200736, L8075200738 - L8075200762,
L8075200764 - L8075200772, L8075200774, L8075200777 - L8075200781,
L8075200783 - L8075200794, L8075200796 - L8075200805,
L8075200807 - L8075200820, L8075200822 - L8075200827, L8075200829,
L8075200831, L8075200835 - L8075200837, L8075200839 - L8075200840,
L8075200843, L8075200846 - L8075200851, L8075200853, L8075200855,
L8075200857 - L8075200858, L8075200861 - L8075200863,
L8075200865 - L8075200866, L8075200869, L8075200872, L8075200874,
L8075200880, L8075200901, L8075200916, L8075200926, L8075200930,
L8075200932, L8075200937, L8075200940, L8075200942 - L8075200943,
L8075200945, L8075200952 - L8075200953, L8075200955 - L8075200961,
L8075200967 - L8075200969, L8075200971 - L8075200973, L8075200975,
L8075300001 - L8075300003, L8075300005 - L8075300014,
L8075300016 - L8075300017, L8075300019 - L8075300024, L8075300031,
L8075300033, L8075300036 - L8075300082, L8075300084 - L8075300088,
9 L807530003, 9 L807530105, 9 L807530108,
9 L807530111 - 9 L807530112, 9 L807530114,
9 L807530116 - 9 L807530139, 9 L807530141 - 9 L807530162,
9 L807530164 - 9 L807530167, 9 L807530169 - 9 L807530172,
9 L807530174 - 9 L807530175, 9 L807530177 - 9 L807530180,
9 L807530182 - 9 L807530184, 9 L807530205 - 9 L807530206,
9 L807530214, 9 L807530229, 9 L807530238

B252-17: Total 634 units
L8175100001 - L8175100200, L8175200001 - L8175200400,
L8175300001 - L8175300002, L8175300004, L8175300006, L8175300009,
L8175300012 - L8175300029, L8175300031 - L8175300032,
L8175300034, L8175300049, L8175300051, L8175300055 - L8175300060
B253-17: Total 596 units
L8275100001 - L8275100285, L8275200001 - L8275200211, L8275200213,
L8275200215 - L8275200237, L8275200239 - L8275200244, L8275200247,
L8275200249 - L8275200252, L8275200254 - L8275200265,
L8275300001, L8275300004 - L8275300016, L8275300018 - L8275300019,
L8275300021 - L8275300041, L8275300043 - L8275300045,
L8275300047 - L8275300059

Asia
B246-29: Total 281 units
L7770300018 - L7770300057, L7770300062 - L7770300107,
L7770400030 - L7770400154, L7770400157 - L7770400168,
L7770500019 - L7770500076
B248-29: Total 132 units
L7870300001 - L7870300028, L7870300030 - L7870300039,
L7870400006 - L7870400064, L7870500007 - L7870500041
B249-29: Total 175 units
L7970300001 - L7970300027, L7970300061 - L7970300072,
L7970400011 - L7970400097, L7970400113 - L7970400114,
L7970500006 - L7970500052

Taiwan
B246-19: Total 40 units
L7770300001 - L7770300017, L7770400001 - L7770400009,
L7770400155 - L7770400156, L7770500001 - L7770500012
B248-19: Total 12 units
L7870300029, L7870400001 - L7870400005, L7870500001 - L7870500006

China
B246-21: Total 20 units
L7770300058 - L7770300059, L7770400010 - L7770400021
L7770500013 - L7770500018
B249-21: Total 27 units
L7970300028 - L7970300040, L7970400001 - L7970400009,
L7970500001 - L7970500005

Korea
B249-28: Total 25 units
L7970300041 - L7970300060, L7970400098 - L7970400112

Europe

B246-67: 9 units

L7772800625, L7772800628, L7772800630, L7772800631, L7772800633, L7772800634, L7772800636 - L7772800638

B248-67: 2 units

L7872800300, L7872800303

Other

B246-27: Total 14 units

L7770300060 - L7770300061, L7770400022 - L7770400029, L7770500077 - L7770500080

B249-27: Total 8 units

L7970300073 - L7970300079, L7970400010

Model: Martini-C3	Date: 10-Jul-07	No.: RB246024

Subject: Service Manual Correction	Prepared by: S. Ishizu
From: 2nd Tech Support Sec. Service Support Dept.	

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

The Service Manual was corrected as follows:

- **Correct** the parts in blue below (Steps 5 and 12).
  Pg. 1-159, Merging Applications

5. Insert the Target SD card into the target SD card slot.

Series	Target SD Card Slot
B140 Series	**C1**
B246 Series	**C2**

12. Remove the Source SD card from **C3**. Leave the target SD card in **C2 (or C1)**.

Reissued: 22-Aug-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Network DocBox.

Version	Program No.	C. SUM	Effective Date
2.04	***B8415530G***	***-***	***April 2007 production***
2.03	B8415530F	-	May 2007 production
2.02	B8415530E	-	January 2007 production
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Symptom Corrected
2.04	***Symptom corrected:*** ***1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel.*** ***Note: Both System firmware (version 2.07 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue.*** ***2. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.*** ***Note: To fix this issue, all of the following firmware must be applied:*** – ***System firmware ver 2.07 or later*** – ***Websys firmware ver 2.02.1 or later*** – ***WebUapl firmware ver 1.11 or later*** – ***NFA firmware ver 2.04 or later*** – ***Printer firmware ver 1.07 or later***
2.03	Symptom corrected: 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happenned if the folder paths were imported to the address book from a csv file via SDM for Admin.

Reissued: 22-Aug-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006f

Version	Symptom Corrected
	3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types. 4. Devices without a File Format Converter option might experience the following problems.This affects all files that were originally stored in the Document Server by the Copier or Printer applications. – PDF files are displayed as a sigle line if the "Enlarge Image" button is pressed in WebImageMonitor. – An error message is displayed if the "File properties" button is pressed in WebImageMonitor.
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue.
2.01	1. A FAX option is now available.
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass Production

Reissued: 12-Sep-07

Model: Martini-C3	Date: 2-May-06	No.: RB246011d

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (OpePanel)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Operation Panel.

Korea

Version	Program No.	C. SUM	Effective Date
1.21	***B2461492B***	***-***	***July 2007 production***
1.18	B2461492A	-	August 2006 production

ASI_TWN

Version	Program No.	C. SUM	Effective Date
1.21	***B2461490C***	***-***	***July 2007 production***
1.19	B2461490B	-	November 2006 production
1.15.1	B2461490A	-	June 2006 production

CHN

Version	Program No.	C. SUM	Effective Date
1.21	***B2461491A***	***-***	***July 2007 production***
1.15	B2461491	-	June 2006 production

NA (USA)

Version	Program No.	C. SUM	Effective Date
1.21	***B2471491B***	***-***	***July 2007 production***
1.19	B2471491A	-	November 2006 production
1.13	B2471491	-	March 2006 production

Reissued: 12-Sep-07

Model: Martini-C3	Date: 2-May-06	No.: RB246011d

EU (Europe)

Version	Program No.	C. SUM	Effective Date
1.21	***B2471492C***	***-***	***July 2007 production***
1.19	B2471492B	-	November 2006 production
1.13	B2471492A	-	March 2006 production

Version					Symptom Corrected
Korea	***ASI_TWN***	***CHN***	**NA**	**EU**	
1.21	***1.21***	***1.21***	***1.21***	***1.21***	***Supports the Catalan and Turkish languages.***
-	1.19	-	1.19	1.19	The function key assignment on the operation panel has been changed due to the FAX option. (The Registered program key has been changed to the Facsimile key.)
1.18	-	-	-	-	1st Mass Production for Korea.
-	1.15.1	1.15	1.13	1.13	1st Mass Production

Reissued: 11-Jan-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002g

Subject: Firmware Release History (Sysyem)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
2.08	***B2475101N***	***-***	***July 2007 production***
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
2.08	***Symptom corrected:*** ***1. 2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur:*** ***1. The device stalls while the first job is being stored to the HDD.*** ***2. After the stall, the printer is rebooted and another job is submitted for storage.*** ***3. The first and second store must be to/from the same application (Copy/Scanner/Printer).*** ***2. The printing of stored jobs (e.g., Locked Print) is not shown in Job History. This only affects devices with the optional HDD.*** ***3. Login User Names containing spaces that were input from the operation panel will not be saved.*** ***Other changes:*** ***Supports the Catalan and Turkish languages.*** ***For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages".*** ***Note: To support this feature, install all of the following firmware:*** ***- System_Copy firmware ver 2.08 or later*** ***- LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later)*** ***- Printer firmware ver 1.07 or later***

Reissued: 11-Jan-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002g

Version	Symptom Corrected
	- Websys firmware ver 2.02.1 or later ***- WebUapl firmware ver 1.11 or later*** ***- Scanner firmware ver 1.18 or later*** ***- Fax firmware ver 05.00.00 or later*** ***- FCU firmware ver 02.00.00 or later*** ***4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel.*** ***Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue.*** ***5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries.*** ***6. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.*** ***Note: To fix this issue, all of the following firmware must be applied:*** ***- System firmware ver 2.08 or later*** ***- Websys firmware ver 2.02.1 or later*** ***- WebUapl firmware ver 1.11 or later*** ***- NFA firmware ver 2.04 or later*** ***- Printer firmware ver 1.07 or later*** ***- The device sporadically fails to login to an Integration server.*** ***- ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.***
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update

Reissued: 11-Jan-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002g

Version	Symptom Corrected
	screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation

Reissued: 11-Jan-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002g

Version	Symptom Corrected
	panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued: 22-Aug-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Network DocBox.

Version	Program No.	C. SUM	Effective Date
2.05	***B8415330H***	***-***	***July 2007 production***
2.04	B8415530G	-	April 2007 production
2.03	B8415530F	-	May 2007 production
2.02	B8415530E	-	January 2007 production
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Symptom Corrected
2.05	***Symptom corrected:*** ***1. Fax documents stored in the document server might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.***
2.04	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue. 2. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later
2.03	Symptom corrected: 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM

Reissued: 22-Aug-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006g

Version	Symptom Corrected
	for Admin's "Export User Statistics List" function, will contain all zeroes. 2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happenned if the folder paths were imported to the address book from a csv file via SDM for Admin. 3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types. 4. Devices without a File Format Converter option might experience the following problems.This affects all files that were originally stored in the Document Server by the Copier or Printer applications. - PDF files are displayed as a sigle line if the "Enlarge Image" button is pressed in WebImageMonitor. - An error message is displayed if the "File properties" button is pressed in WebImageMonitor.
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue.
2.01	1. A FAX option is now available.
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass Production

Reissued: 27-Sep-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246007c

Subject: Firmware Release History (Web Support)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Web Support.

Version	Program No.	C. SUM	Effective Date
2.02.1	***B8415540D***	***-***	***June 2007 production***
2.01	B8415540C	-	Nov 2006 production
1.02	B8415540B	-	June 2006 production
1.01	B8415540A	-	March 2006 Production

Version	Symptom Corrected
2.02.1	***Symptom corrected:*** ***1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device receives 10 or more requests at a time.*** ***2. The WebImageMonitor service is stopped if a restoration of the address book is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.*** ***3. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.*** ***Note: To fix this issue, all of the following firmware must be applied:*** ***- System firmware ver 3.01.1 or later*** ***- Websys firmware ver 1.08 or later*** ***- Web Uapl firmware ver 1.06 or later*** ***- NFA firmware ver 2.04 or later*** ***- Printer firmware ver 1.26 or later*** ***4. WebImageMonitor contained wording errors in Russain.*** ***- "IPv6" was shown as "IPv7".*** ***- "IPv4" was shown as "IPv5".*** ***5. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118)*** ***6. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.*** ***7. The printing of stored jobs (e.g., Locked Print) is not shown in WIM's Job History. This only affects devices with the optional HDD.*** ***8. WebImageMonitor contained number errors in Russian.*** ***- "Tray 2" was shown as "Tray 3".*** ***- "Tray 3" was shown as "Tray 4".***

Reissued: 27-Sep-07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246007c

Version	Symptom Corrected
	Other changes: ***1. Supports the Catalan and Turkish languages.*** ***For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages".*** ***Note: To support this feature, install all of the following firmware:*** - ***System_Copy firmware ver 2.08 or later*** - ***LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later)*** - ***Printer firmware ver 1.07 or later*** - ***Websys firmware ver 2.02.1 or later*** - ***WebUapl firmware ver 1.11 or later*** - ***Scanner firmware ver 1.18 or later*** - ***Fax firmware ver 05.00.00 or later*** - ***FCU firmware ver 02.00.00 or later***
2.01	1. Fixed: All accounts logged in with the same priviliges when they log in the device via WebImageMonitor within about 1secound. 2. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor. 3. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM. 4. Fixed: Unsupported paper sizes can be selected for the Bypass Tray using WIM. 5. Fixed: Support for the FAX option has been added to WIM.
1.02	1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall. 2. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. 3. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.
1.01	1st Mass Production

Reissued: 15-May-07

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.07	***B8415521G***		***June 2007 Production***
1.06	B8415521F	-	May 2007 Production
1.05	B8415521E	-	January 2007 Production
1.04	B8415521D		October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
1.07	***Symptom corrected:*** ***1. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:*** ***– "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting.*** ***– Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper.*** ***2. PCL jobs containing character codes that are not on the font SD card might cause the device to stall.*** ***3. Jobs containing bitmapped PCL fonts might cause the device to stall.*** ***4. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur.*** ***– When sending a BOP job, the printer status stays at "Processing" and the job is not printed.*** ***– Memory leak occurs when printing a bitmap font with insufficient memory condition.*** ***5. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.*** ***Note: To fix this issue, all of the following firmware must be applied:***

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009g

Version	Symptom Corrected
	– ***System firmware ver 2.08 or later*** – ***Websys firmware ver 2.02.1 or later*** – ***Web Uapl firmware ver 1.11 or later*** – ***NFA firmware ver 2.04 or later*** – ***Printer firmware ver 1.07 or later*** ***Other changes:*** ***1. Supports the Catalan and Turkish languages.*** ***For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages".*** ***Note: To support this feature, install all of the following firmware:*** – ***System_Copy firmware ver 2.08 or later*** – ***LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later)*** – ***Printer firmware ver 1.07 or later*** – ***Websys firmware ver 2.02.1 or later*** – ***WebUap firmware ver 1.11 or later*** – ***Scanner firmware ver 1.18 or later*** – ***Fax firmware ver 05.00.00 or later*** – ***FCU firmware ver 02.00.00 or later***
1.06	Symptom corrected: 1. If a user tries to print a stored job (e.g., Locked Print) while the ScanRouter capture function is enabled, the device might stall.
1.05	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.

Reissued: 15-May-07

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009g

Version	Symptom Corrected
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Reissued: 27-Sep:07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246010e

Subject: Firmware Release History (Scanner)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
m3_1.18	***B8415510E***	***-***	***June 2007 production***
m3_1.17	B8415510D	-	Nov 2006 Production
m3_1.16	B8415510C	-	July 2006 Production
m3_1.15	B8415510B	-	May 2006 Production
m3_1.14	B8415510A	-	March 2006 Production

Version	Symptom Corrected
m3_1.18	***Symptom corrected:*** ***1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met:*** ***– User authentication was enabled.*** ***– The SNTP polling interval setting was "Constant Intervals".*** ***Other changes:*** ***1. Supports the Catalan and Turkish languages.*** ***For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages".*** ***Note: To support this feature, install all of the following firmware:*** ***– System_Copy firmware ver 2.08 or later*** ***– LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later)*** ***– Printer firmware ver 1.07 or later*** ***– Websys firmware ver 2.02.1 or later*** ***– WebUap firmware ver 1.11 or later*** ***– Scanner firmware ver 1.18 or later*** ***– Fax firmware ver 05.00.00 or later*** ***– FCU firmware ver 02.00.00 or later***
m3_1.17	Fixed: The device or just the scanner application will stall when the device is awoken from sleep mode. This only affects devices that use an SNTP server.
m3_1.16	The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display.
m3_1.15	Fixed: Searching function can use by user code on the scanner and document server.

Reissued: 27-Sep:07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246010e

Version	Symptom Corrected
m3_1.14	1st Mass Production

Model: Martini-C3	Date: 28-Sep-07	No.: RB246025

Subject: Supports the Catalan and Turkish languages	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This machine now supports Catalan and Turkish.
Please update the following firmware to add Catalan and Turkish language support.

- Firmware list
  - System ver.2.08 or later
  - LCDC ver.1.21 or later (Language firmware ver.0.71 or later)
  - FAX ver.05.00.00 or later
  - FCU ver.02.00.00 or later
  - Printer ver.1.07 or later
  - Websys ver.2.02.1 or later
  - WebUapl ver.1.11 or later
  - Scanner ver.1.18 or later

- Firmware release notes
  All firmware release notes use the same expression as shown below.
  - Supports the Catalan and Turkish languages.

- Supported functions
  Supported device functions are different depending on the language.
  Please check them in the following table.

[Device]

Device functions		Catalan	Turkish
Copy	Operation panel	OK	OK
	Preset Stamp	NO***	NO***
Document Server	Operation panel	OK	OK

Device functions		Catalan	Turkish
Fax	Operation panel	OK	OK
	Lists printed from FAX operation panel (i.e. Print Journal List)	NO**	NO*
	Internet Fax: Email message (Transmission)	NO*	NO*
	Internet Fax: Email message (Reception)	OK	NO*
	Internet Fax: Email subject	NO*	NO*
	Standard Message Stamp	OK	OK
Printer	Operation panel	OK	OK
	Printer lists in Printer Features (i.e. Configuration Page)	OK	NO*
Scanner	Operation panel	OK	OK
	Lists printed from Scanner operation panel (i.e. transmission result)	OK	NO*
	E-mail Information Language in Scanner Features	OK	OK
User Tools	Print Address Book (Header)	OK	NO*
	Headers or file names of other lists (i.e. Print Counter)	NO*	NO*
Web Image Monitor	Display language	OK	OK
	Help	NO**	NO*
Other	E-mail Notification	OK	OK
	Software Keyboard	OK	NO****

* It will be printed/used/displayed in English instead.
** It will be printed/used/displayed in Spanish instead.
*** Catalan/Turkish are not available in Stamp Language under Copier / Document Server Features.
**** Turkish is not available.

[Software]

Software	Catalan	Turkish
SmartDeviceMonitor for Admin	NO	NO
SmartDeviceMonitor for Client	NO	NO
DeskTopBinder	NO	NO

Model: Martini-C3	Date: 28-Sep-07	No.: RB246025

[Drivers]

Drivers		Catalan	Turkish
Printer driver	All PDL (RPCS/PCL/PS drivers)	NO	NO
Twain driver		NO	NO
LAN-Fax driver		NO	NO

[Manuals]

Manuals	Catalan	Turkish
Manual	OK	OK

Reissued: 09-Oct-07

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Network Support.

Version	Program No.	C. SUM	Effective Date
5.55	***B2475102F***	***-***	***October 2007 production***
5.54	B2475102E	-	April 2007 production
5.53.1	B2475102D	-	March 2007 production
5.11c	B2475102C	-	Aug 2006 Production
5.10c	B2475102B	-	May 2006 Production
5.07.1c	B2475102A	8120	March 2006 Production

Version	Symptom Corrected
5.55	***Symptom corrected:*** ***1. SMB folders cannot be registered in the address book. (TechMail#OTS-2007-1913)*** ***2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)*** ***3. The performance of WIM might be reduced if SSDP is enabled on the device.*** ***4. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)***
5.54	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent.

Reissued: 09-Oct-07

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003e

Version	Symptom Corrected
	7. The device fails to renew with the DDNS server, it will not try again.
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass Production

Reissued: 10-Oct-07

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009h

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.08	***B8415521H***	***-***	***October 2007 production***
1.07	B8415521G	-	June 2007 Production
1.06	B8415521F	-	May 2007 Production
1.05	B8415521E	-	January 2007 Production
1.04	B8415521D	-	October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
1.08	***Symptom corrected:*** ***1. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows.*** ***This can occur if printing with both of the following RPCS driver settings:*** – ***Resolution: 1800 x 600 dpi*** – ***Job Load Distribution: Shift load to driver***
1.07	Symptom corrected: 1. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: – "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. – Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 2. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall. 4. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. – When sending a BOP job, the printer status stays at "Processing" and the job is not printed. – Memory leak occurs when printing a bitmap font with insufficient memory

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009h

Version	Symptom Corrected
	condition. 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - Web Uapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUap firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later
1.06	Symptom corrected: 1. If a user tries to print a stored job (ie. Locked Print) while the ScanRouter capture function is enable, the device might stall.
1.05	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"

Reissued: 10-Oct-07

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009h

Version	Symptom Corrected
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Reissued: 26-Oct-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002h

Subject: Firmware Release History (System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
2.09	***B2475101P***	***-***	***October 2007 production***
2.08	B2475101N	-	July 2007 production
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
2.09	***Symptom corrected:*** ***1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled.*** ***2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work.*** ***3. The job processing speed is slower when the DataOverwriteSecurity option is installed.*** ***4. Device might not be able to access the network under the following conditions (FPR#RC07050005):*** ***– The device is connected to a hub that has link flapping enabled.*** ***– The device "Ethernet speed" is not "Auto".***
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD.

Reissued: 26-Oct-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002h

Version	Symptom Corrected
	3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware

Reissued: 26-Oct-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002h

Version	Symptom Corrected
	update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up.

Reissued: 26-Oct-07

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002h

Version	Symptom Corrected
	5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Model: Martini-C3	Date: 29-Jan-08	No.: RB246026

Subject: Differences between the MT-C3.5 and MT-C3	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

Differences between the MT-C3.5 and MT-C3

Overview
The MT-C3.5 (D052/D053/D054) is basically the MT-C3 with some minor changes applied. The mechanical parts, controller, and machine layout are the same. There are only four differences, which are listed below:

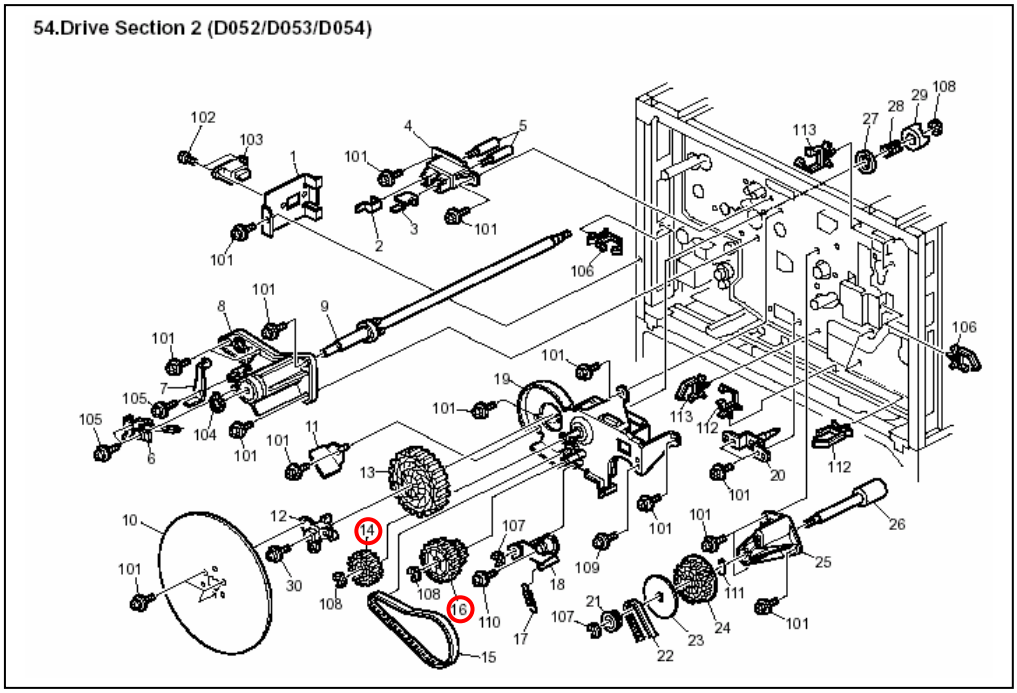
1. CPM
Each version of the MT-C3.5 is five copies/minute faster than its MT-C3 predecessor. This was achieved not by increasing the printing speed, but by reducing the paper interval (firmware modification).

The following table shows the paper intervals when continuously printing A4/LT-LEF sheets on each model, along with their printing speeds:

	MT-C3			MT-C3.5		
	CPM	Printing speed	Paper interval (A4/LT)	CPM	Printing speed	Paper interval (A4/LT)
Type a	55	270mm/sec	81.9/75.9mm	60	270mm/sec	57.8/57.5mm
Type b	65	362mm/sec	121.6/115.6mm	70	362mm/sec	98.1/92.1mm
Type c	75	362mm/sec	77.7/71.7mm	80	362mm/sec	59.8/53.8mm

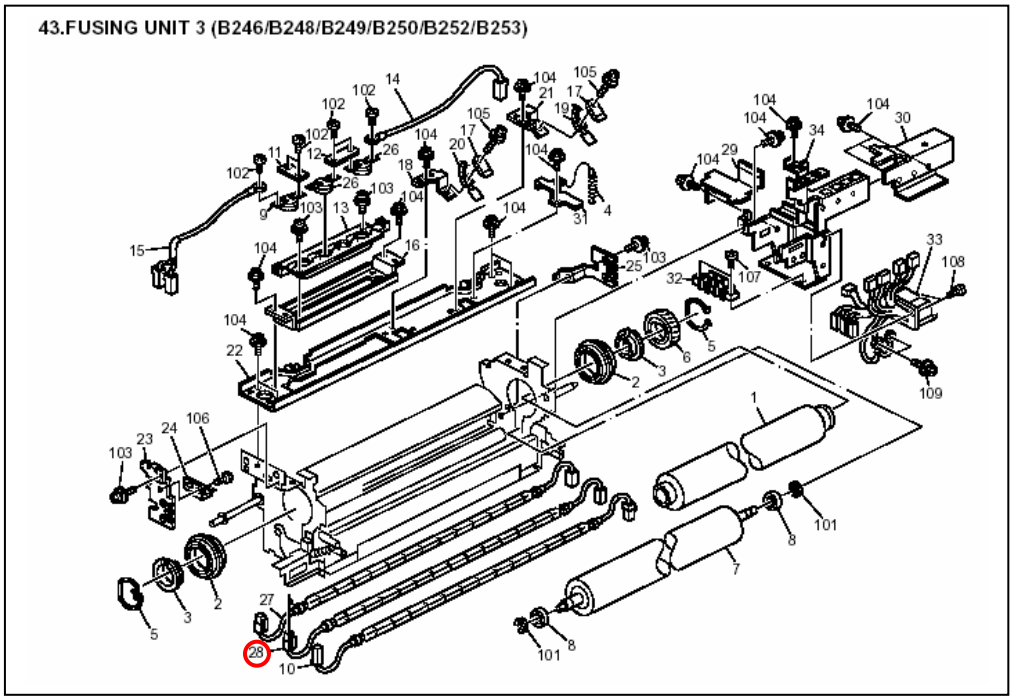
2. Cleaning brush rotation speed
The number of rotations is the same on the MT-C3.5a/b, but on the MT-C3.5c, the rotation speed was increased by 50%. This was in order to prevent blurred images caused by OPC filming. As a result, the brush can more easily wipe foreign particles off the drum surface. The increase in speed was achieved by modifying the mainframe gears (MT-C3.5 Parts Catalog, pg. 121, items 14 and 16).

Note: The differences between the mainframe gears on the MT-C3.5a/b and MT-C3.5c are the color and P/N.
- MT-C3a/b/c, C3.5a/b: Black AB011482, AB017640
- MT-C3.5c: White AB011507, AB017760



3. Elimination of the fusing lamp for side heating

The lamp for side heating (listed in the MT-C3 Parts Catalog on pg. 99, item 28) was eliminated on the MT-C3.5c. This is because the warm-up time on this model (60 sec.) is 30 seconds slower than on the MT-C3 (30 sec.), and as a result, there is no need to provide additional heat to the roller ends. It has been confirmed that eliminating this lamp does not affect image quality. This change will make it easier to replace/install fusing rollers in the field.



4. Firmware modifications

It is possible to use the same firmware on both MT-C3 and MT-C3.5 models, **except for the Engine firmware** (the MT-C3 and MT-C3.5 both have their own unique Engine firmware).

The following table shows the part numbers for the MT-C3 and MT-C3.5 Engine firmware:

Firmware Name	MT-C3	MT-C3.5	Unique or Common
Engine	**B2475127**	**D0545127**	**Unique**
System/Copy	B2475101	B2475101	Common
Animation	B2475104	B2475104	Common
Browser	B8285301	B8285301	Common
Fax	B2475108	B2475108	Common
RFax	B8415560	B8415560	Common
FCU	B8195571	B8195571	Common
Language	B2471496	B2471496	Common
Network DocBox	B8415530	B8415530	Common
NCS	B2475102	B2475102	Common
LCDC(NA)	B2471491	B2471491	Common
LCDC(EU)	B2471492	B2471492	Common
LCDC(Asia)	B2461491	B2461491	Common
PS	B5255121	B5255121	Common
Printer	B8415521	B8415521	Common
Scanner	B8415510	B8415510	Common
Web Support	B8415540	B8415540	Common
Web Uapl	B8415550	B8415550	Common

Reissued: 19-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002i

Subject: Firmware Release History (System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
3.00	***B2475101Q***	***-***	***January 2008 production***
2.09	B2475101P	-	October 2007 production
2.08	B2475101N	-	July 2007 production
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
3.00	***1. Supports the Model MT-C3.5 (Machine Code: D052/D053/D054).***
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): – The device is conneted to a HUB that has link flapping enabled. – The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer).

Reissued: 19-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002i

Version	Symptom Corrected
	2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is

Reissued: 19-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002i

Version	Symptom Corrected
	turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen

Reissued: 19-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002i

Version	Symptom Corrected
	when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued: 27-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002j

Subject: Firmware Release History (System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
3.01	***B2475101R***	***-***	***February 2008 production***
3.00	B2475101Q	-	January 2008 production
2.09	B2475101P	-	October 2007 production
2.08	B2475101N	-	July 2007 production
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
3.01	***Symptom corrected:*** ***1. The folding feature does not work after the machine recovers from Energy Saver mode.*** ***2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default).*** ***3. Scan to NCP problems. (TechMail#TS070022)*** ***Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue.*** ***4. The device did not log Unauthorized Copying attempts in the Access logs.*** ***Other changes:*** ***1. The new WLAN card is now available. (TechMail#OTS-2008-543)*** ***Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.*** ***2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software***

Reissued: 27-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002j

Version	Symptom Corrected
	Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". ***3. Daylight saving time and date can be configured for North American models. (TechMail#RC060731)***
3.00	1. Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): – The device is conneted to a HUB that has link flapping enabled. – The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue.

Reissued: 27-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002j

Version	Symptom Corrected
	5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server.

Reissued: 27-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002j

Version	Symptom Corrected
	SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.

Reissued: 27-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002j

Version	Symptom Corrected
	This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued: 27-Mar-08

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Network Support.

Version	Program No.	C. SUM	Effective Date
5.56	***B2475102G***	***-***	***February 2008 production***
5.55	B2475102F	-	October 2007 production
5.54	B2475102E	-	April 2007 production
5.53.1	B2475102D	-	March 2007 production
5.11c	B2475102C	-	Aug 2006 Production
5.10c	B2475102B	-	May 2006 Production
5.07.1c	B2475102A	8120	March 2006 Production

Version	Symptom Corrected
5.56	***Symptom corrected:*** ***1. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.*** ***2. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.*** ***3. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185)*** ***4. Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276).*** ***5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.*** ***6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:*** ***– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.*** ***– The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.*** ***7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.*** ***8. The following problems might occur if a device is connected to an wired ethernet (The setting of LAN Type is "Ethernet") but has an unused WLAN card installed.***

Reissued: 27-Mar-08

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003f

Version	Symptom Corrected
	– ***Jobs submitted from Mac via AppleTalk might be discarded completely by the printer.*** – ***The client can not connect to the device using a NetBIOS path.*** ***Other changes:*** ***1. The new WLAN card is now available. (TechMail#OTS-2008-543)*** ***Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.***
5.55	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 3. The performance of WIM might be reduced if SSDP is enabled on the device. 4. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)
5.54	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass Production

Reissued: 27-Mar-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006h

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Network DocBox.

Version	Program No.	C. SUM	Effective Date
3.00	***B8415530J***	***-***	***March 2008 production***
2.05	B8415330H	-	July 2007 production
2.04	B8415530G	-	April 2007 production
2.03	B8415530F	-	May 2007 production
2.02	B8415530E	-	January 2007 production
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Symptom Corrected
3.00	***Symptom corrected:*** ***1. The stored files might not be able to be downloaded via WIM.*** ***2. File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder.*** ***Other changes:*** ***1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported.For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".***
2.05	Symptom corrected: 1. Fax documents stored in the document server, might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.
2.04	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected

Reissued: 27-Mar-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006h

Version	Symptom Corrected
	in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue. 2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later
2.03	Symptom corrected: 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happenned if the folder paths were imported to the address book from a csv file via SDM for Admin. 3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types. 4. Devices without a File Format Converter option might experience the following problems.This affects all files that were originally stored in the Document Server by the Copier or Printer applications. - PDF files are displayed as a sigle line if the "Enlarge Image" button is pressed in WebImageMonitor. - An error message is displayed if the "File properties" button is pressed in WebImageMonitor.
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue.
2.01	1. A FAX option is now available.
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC.

Reissued: 27-Mar-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006h

Version	Symptom Corrected
	6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass Production

Reissued: 27-Mar-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246007d

Subject: Firmware Release History (Web Support)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Web Support.

Version	Program No.	C. SUM	Effective Date
2.03	***B8415540E***	***-***	***February 2008 production***
2.02.1	B8415540D	-	June 2007 production
2.01	B8415540C	-	Nov 2006 production
1.02	B8415540B	-	June 2006 production
1.01	B8415540A	-	March 2006 Production

Version	Symptom Corrected
2.03	***Symptom corrected:*** ***1. Logged in users can change WIM's "Configuration > System> Device Name" setting without being granted the necessary privileges.*** ***Other changes:*** ***1. The new WLAN card is now available. (TechMail#OTS-2008-543)*** ***Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) need to be applied to the device.***
2.02.1	Symptom corrected: 1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device recieves 10 or more requests at a time. 2. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned. 3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 3.01.1 or later - Websys firmware ver 1.08 or later - Web Uapl firmware ver 1.06 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.26 or later 4. WebImageMonitor contained wording errors in Russain. - "IPv6" was shown as "IPv7". - "IPv4" was shown as "IPv5".

Reissued: 27-Mar-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246007d

Version	Symptom Corrected
	5. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) 6. Using WebImageMoniter in the Safari browser, address book back-up files cannot be downloaded. 7. The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. Thi only affects devices with the optional HDD. 8. WebImageMonitor contained number errors in Russain. - "Tray 2" was shown as "Tray 3". - "Tray 3" was shown as "Tray 4". Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: – System_Copy firmware ver 2.08 or later – LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) – Printer firmware ver 1.07 or later – Websys firmware ver 2.02.1 or later – WebUapl firmware ver 1.11 or later – Scanner firmware ver 1.18 or later – Fax firmware ver 05.00.00 or later – FCU firmware ver 02.00.00 or later
2.01	1. Fixed: All accounts logged in with the same priviliges when they log in the device via WebImageMonitor within about 1secound. 2. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor. 3. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM. 4. Fixed: Unsupported paper sizes can be selected for the Bypass Tray using WIM. 5. Fixed: Support for the FAX option has been added to WIM.
1.02	1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall. 2. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. 3. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.
1.01	1st Mass Production

Reissued: 27-Mar-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246010f

Subject: Firmware Release History (Scanner)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
m3_1.19	***B8415510F***	**-**	***March 2008 production***
m3_1.18	B8415510E	-	June 2007 production
m3_1.17	B8415510D	-	Nov 2006 Production
m3_1.16	B8415510C	-	July 2006 Production
m3_1.15	B8415510B	-	May 2006 Production
m3_1.14	B8415510A	-	March 2006 Production

Version	Symptom Corrected
m3_1.19	***Symptom corrected:*** ***1. Scan to NCP problems. (TechMail#TS070022)*** ***Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue.***
m3_1.18	Symptom corrected: 1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met: – User authentication was enabled. – The SNTP polling interval setting was "Constant Intervals". Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: – System_Copy firmware ver 2.08 or later – LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) – Printer firmware ver 1.07 or later – Websys firmware ver 2.02.1 or later – WebUap firmware ver 1.11 or later – Scanner firmware ver 1.18 or later – Fax firmware ver 05.00.00 or later – FCU firmware ver 02.00.00 or later
m3_1.17	Fixed: The device or just the scanner application will stall when the device is awoken from sleep mode. This only affects devices that use an SNTP server.

Reissued: 27-Mar-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246010f

Version	Symptom Corrected
m3_1.16	The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display.
m3_1.15	Fixed: Searching function can use by user code on the scanner and document server.
m3_1.14	1st Mass Production

Reissued: 27-Mar-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246016c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

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

Version	Program No.	C. SUM	Effective Date
6.00	***B2475108F***	***-***	***January 2008 production***
5.00	B2475108E	-	July 2007 production
4.00	B2475108D	-	March 2007 production
3.00	B2475108C	-	November 2006 Production

Version	Symptom Corrected
6.00	***Supports the Model MT-C3.5 (Machine Code: D052/D053/D054).***
5.00	Supports the Catalan and Turkish languages.
4.00	Symptom corrected: The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group.
3.00	1st Mass Production

Reissued: 16-Apr-08

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009i

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
3.00	***B8415521J***	***-***	***January 2008 production***
1.08	B8415521H	-	October 2007 production
1.07	B8415521G	-	June 2007 Production
1.06	B8415521F	-	May 2007 Production
1.05	B8415521E	-	January 2007 Production
1.04	B8415521D	-	October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
3.00	***Fixed: Minor bug correction.***
1.08	Symptom corrected: 1. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows. This can occur if printing with both of the following RPCS driver settings: – Resolution: 1800 x 600 dpi – Job Load Distribution: Shift load to driver
1.07	Symptom corrected: 1. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: – "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. – Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 2. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall. 4. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur.

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009i

Version	Symptom Corrected
	- When sending a BOP job, the printer status stays at "Processing" and the job is not printed. - Memory leak occurs when printing a bitmap font with insufficient memory condition. 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - Web Uapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUap firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later
1.06	Symptom corrected: 1. If a user tries to print a stored job (ie. Locked Print) while the ScanRouter capture function is enable, the device might stall.
1.05	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"

Reissued: 16-Apr-08

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009i

Version	Symptom Corrected
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Reissued: 16-May-08

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009j

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
3.00	***B8415521J***	**-**	***January 2008 production***
1.08	B8415521H	-	October 2007 production
1.07	B8415521G	-	June 2007 Production
1.06	B8415521F	-	May 2007 Production
1.05	B8415521E	-	January 2007 Production
1.04	B8415521D	-	October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
3.00	Symptom corrected: 1. Minor bug correction. ***2. Supports the Model MT-C3.5***
1.08	Symptom corrected: 1. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows. This can occur if printing with both of the following RPCS driver settings: – Resolution: 1800 x 600 dpi – Job Load Distribution: Shift load to driver
1.07	Symptom corrected: 1. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: – "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. – Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 2. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall. 4. When the job is created using SAP DeviceType or Barcode &OCR package for

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009j

Version	Symptom Corrected
	SAP System DT, the following issues will occur. - When sending a BOP job, the printer status stays at "Processing" and the job is not printed. - Memory leak occurs when printing a bitmap font with insufficient memory condition. 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - Web Uapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUap firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later
1.06	Symptom corrected: 1. If a user tries to print a stored job (ie. Locked Print) while the ScanRouter capture function is enable, the device might stall.
1.05	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"

Reissued: 16-May-08

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009j

Version	Symptom Corrected
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Reissued: 08-Oct-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002k

Subject: Firmware Release History (System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
3.02	***B2475101S***	***-***	***October 2008 production***
3.01	B2475101R	-	February 2008 production
3.00	B2475101Q	-	January 2008 production
2.09	B2475101P	-	October 2007 production
2.08	B2475101N	-	July 2007 production
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
3.02	***Symptom corrected:*** ***1. Minor bugs related to RFU.*** ***2. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times.*** ***3. Devices using an IPv6 linklocal address might not be able to use IPsec.***
3.01	Symptom corrected: 1. The folding feature does not work after the machine recovers from Energy Saver mode. 2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). 3. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue. 4. The device did not log Unauthorized Copying attempts in the Access logs. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs

Reissued: 08-Oct-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002k

Version	Symptom Corrected
	to be applied to the device. 2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". 3. Daylight savings time and date can be configured for North American models. (TechMail#RC060731)
3.00	1. Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): – The device is conneted to a HUB that has link flapping enabled. – The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue.

Reissued: 08-Oct-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002k

Version	Symptom Corrected
	5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default)

Reissued: 08-Oct-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002k

Version	Symptom Corrected
	1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers.

Reissued: 08-Oct-08

Model: Martini-C3	Date: 05-Dec-06	No.: RB246002k

Version	Symptom Corrected
	6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued: 08-Oct-08

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Network Support.

Version	Program No.	C. SUM	Effective Date
5.57	***B2475102H***	***-***	***October 2008 production***
5.56	B2475102G	-	February 2008 production
5.55	B2475102F	-	October 2007 production
5.54	B2475102E	-	April 2007 production
5.53.1	B2475102D	-	March 2007 production
5.11c	B2475102C	-	Aug 2006 Production
5.10c	B2475102B	-	May 2006 Production
5.07.1c	B2475102A	8120	March 2006 Production

Version	Symptom Corrected
5.57	***Symptom corrected:*** ***1. The device might not be able to access the network after the Log Collection tool is run (TechMail#TS080441).***
5.56	Symptom corrected: 1. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 2. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 3. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 4. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276). 5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: – The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.

Reissued: 08-Oct-08

Model: Martini-C3	Date: 08-Aug-06	No.: RB246003g

Version	Symptom Corrected
	8. The following problems might occur if a device is connected to an wired ethernet (The setting of LAN Type is "Ethernet") but has an unused WLAN card installed. – Jobs submitted from Mac via AppleTalk might be discarded completely by the printer. – The client can not connect to the device using a NetBIOS path. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.
5.55	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 3. The performance of WIM might be reduced if SSDP is enabled on the device. 4. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)
5.54	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass Production

Reissued: 08-Oct-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006i

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Network DocBox.

Version	Program No.	C. SUM	Effective Date
3.01	***B8415530K***	***-***	***October 2008 production***
3.00	B8415530J	-	March 2008 production
2.05	B8415330H	-	July 2007 production
2.04	B8415530G	-	April 2007 production
2.03	B8415530F	-	May 2007 production
2.02	B8415530E	-	January 2007 production
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Symptom Corrected
3.01	***Symptom corrected:*** ***1. The web service might stall if the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device.***
3.00	Symptom corrected: 1. The stored files might not be able to be downloaded via WIM. 2. File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder. Other changes: 1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported.For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".
2.05	Symptom corrected: 1. Fax documents stored in the document server, might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.
2.04	Symptom corrected:

Reissued: 08-Oct-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006i

Version	Symptom Corrected
	1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue. 2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later
2.03	Symptom corrected: 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happenned if the folder paths were imported to the address book from a csv file via SDM for Admin. 3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types. 4. Devices without a File Format Converter option might experience the following problems.This affects all files that were originally stored in the Document Server by the Copier or Printer applications. - PDF files are displayed as a sigle line if the "Enlarge Image" button is pressed in WebImageMonitor. - An error message is displayed if the "File properties" button is pressed in WebImageMonitor.
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue.
2.01	1. A FAX option is now available.
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client

Reissued: 08-Oct-08

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006i

Version	Symptom Corrected
	PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass Production

Reissued: 08-Oct-08

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009k

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
3.02	***B8415521K***	***-***	***October 2008 production***
3.00	B8415521J	-	January 2008 production
1.08	B8415521H	-	October 2007 production
1.07	B8415521G	-	June 2007 Production
1.06	B8415521F	-	May 2007 Production
1.05	B8415521E	-	January 2007 Production
1.04	B8415521D	-	October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Symptom Corrected
3.02	***Symptom corrected:*** ***1. PCL jobs containing fonts with a number of characters that is evenly divisible by 256 might cause the device to stall. (GFPR#RE0706006, RA07090001)*** ***2. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008)*** ***3. The PCL5 line pitch might be printed larger than the original. (GFPR#RE07120011, RC08050003)*** ***4. The printable area of a PCL5 page might extend beyond the border on the right side. (GFPR#GFPR#RE07070010)*** ***5. The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x.***
3.00	Symptom corrected: 1. Minor bug correction. 2. Supports the Model MT-C3.5
1.08	Symptom corrected: 1. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows.

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009k

Version	Symptom Corrected
	This can occur if printing with both of the following RPCS driver settings: - Resolution: 1800 x 600 dpi - Job Load Distribution: Shift load to driver
1.07	Symptom corrected: 1. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 2. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall. 4. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. - When sending a BOP job, the printer status stays at "Processing" and the job is not printed. - Memory leak occurs when printing a bitmap font with insufficient memory condition. 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - Web Uapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUap firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later
1.06	Symptom corrected: 1. If a user tries to print a stored job (ie. Locked Print) while the ScanRouter capture function is enable, the device might stall.

Reissued: 08-Oct-08

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009k

Version	Symptom Corrected
1.05	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass Production

Reissued: 12-Sep-16

Model: MT-C3/MT-C3.5	Date: 07-Dec-06	No.: RB246017e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FCU)			Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the FCU.

Version	Program No.	C. SUM	Effective Date	Availability of RFU
06.00.00	***B8195571E***	-	***-***	***Available***
05.00.00	B8195571D	-	August 2011 production	Available
04.00.00	B8195571C	-	October 2008 production	Available
03.00.00	B8195571B	-	August 2008 production	Available
02.00.00	B8195571A	-	July 2007 production	Available
01.02.00	B8195571	-	November 2006 Production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
06.00.00	***Symptom corrected:*** ***If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.***
05.00.00	Minor bug correction.
04.00.00	Minor bug correction.
03.00.00	Sympton corrected: On-hook transmission and manual reception are disabled when the on-hook key is pressed.
02.00.00	Supports the Catalan and Turkish languages.
01.02.00	1st Mass Production

Model: Martini-C3	Date: 19-Nov-08	No.: RB246027

Subject: Service Manual Revision	Prepared by: S. Ishizu
From: 2nd Tech Support Sec. Service Support Dept.	

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

This bulletin contains a revision of the PERIPHERAL/OPTION SUMMARY TABLE.
The revised areas are highlighted in ***bold/italic*.**

1.1.5 Peripheral/Option Summary Table

The table below summarizes all the peripheral devices and controller options that can be installed with the B064, B140, and B246 Series machines. O: YES, X: NO

Bnnn	Name	Series			Class*1	Comment
		B064	B140	B246		
B328	Copy Connector Kit Type 2105	X	O	X	1	Links two mainframes.
B377	Punch Unit Type 1045	O	O	X	2	Installed in B468, B469, B674
B452	Key Counter Bracket Type 1027	O	O	O	1	Common option.
B468	Booklet Finisher	O	X	X	1	Punching, sorting, shifting, corner/booklet stapling.
B469	Booklet Finisher SR850	O	O	X	1	Punching, sorting, shifting, corner stapling only.
B470	Cover Interposer Tray	O	O	X	2	Installed on B468, B469, B674, or B478, B706
B471	9-Bin Mailbox	O	O	X	2	Installed on the B468, B469, or B674.
B473	LCT RT43	O	O	O	1	Paper bank for LT/A4 paper
B474	81/2"x 14" Paper Size Tray Type 1075	O	O	O	1	Paper bank for LG paper
B475	A3/11"x17" Tray Unit Type 1075	O	O	O	1	Installed in Tray 1 (Tandem Tray)
B476	Copy Tray Type 1075	O	X	X	2	Small output tray for mainframe
B478	3000 Sheet Finisher	O	X	X	1	Punching, sorting, shifting, corner stapling only.
B498	Card Reader Bracket	O	O	O	1	Connected directly to the mainframe.
B499	Tab Sheet Holder Type 3260	O	O	O	2	Installed in Tray 1 (Tandem Tray)
B513	Output Jogger Unit Type 1075	X	O	O	2	Installed in B478 or B706
B515	IEEE 801.11b	O	X	X	3	Board

Model: Martini-C3 | Date: 19-Nov-08 | No.: RB246027

Bnnn	Name	Series			Class*1	Comment
		B064	B140	B246		
B519	File Format Converter	O	X	X	3	Board
B525-08	Postscript 3 Type 1075	O	X	X	3	DIMM
B525-15	Postscript 3 Type 2075	X	O	X	3	SD card
B525-44	Postscript 3 Type 7500	X	X	O	3	SD card
B525-01	USB 2.0	O	O	O	3	Board
B531-27	Punch Unit Type 1075 EU 2/4	O	O	O	2	Installed in B478 or B706.
B531-17	Punch Unit Type 1075 NA 3/2	O	O	O	2	Installed in B478 or B706.
B581	IEEE 1394 Interface Board Type B	X	X	O	3	Board
B585	Memory Unit Type D 2075 256MB	X	O	X	3	Memory
B594	Network Interface Board Type 2105	X	O	X	3	Board
B596-01	USB 2.0 Interface Board Type B	X	O	X	3	Board
B609-04	File Format Converter Type C	X	X	O	3	Board
B609-01	File Format Converter Type B	X	O	X	3	Board
B659	Printer/Scanner Kit Type 2075	X	O	X	3	SD card
B660-17/26/27	***Z-folding Unit Type 2105***	***X***	***O***	***X***	***1***	***Installed with B674, or B706.***
B660-57/66/67	***Z-folding Unit ZF 4000***	***X***	***X***	***O***	***1***	***Installed with B700, B701, or B706.***
B674	Booklet Finisher	X	O	X	1	Punching, sorting, shifting, corner/booklet stapling.
B679	IEEE1284 Interface Board Type A	X	X	O	3	Board
B700	SR 4000	X	X	O	1	Punching, sorting, shifting, corner/booklet stapling.
B701	SR970	X	X	O	1	Punching, sorting, shifting, corner stapling only.
B702-27	Punch Unit Type 3260 EU 2/4	X	X	O	2	Installed in B700 or B701
B702-17	Punch Unit Type 3260 NA 2/3	X	X	O	2	Installed in B700 or B701
B702-28	Punch Unit Type 3260 SC	X	X	O	2	Installed in B700 or B701
B703	Output Jogger Unit Type 3260	X	X	O	2	Installed on B700 or B701
B704	Cover Interposer Type 3260	X	X	O	2	Installed on the B700, B701, B706.
B706	SR841	X	O	O	1	Punching, sorting, shifting, corner stapling only.
B735	Data Overwrite Security Unit C	X	O	O	3	SD card
B736	Bluetooth Interface Unit Type 3245	X	O	X	3	Board
B756	Copy Tray Type 2075	X	O	O	1	Small output tray for mainframe
B762	Mail Box CS391	X	X	O	2	Installed on B700 or B701
B782	VM Card Type B	X	O	X	3	SD card
B812	Punch Unit Type 850 SC	O	O	O	2	Installed in B478/B706.
B818	Remote Communication Gate Type CM1	X	X	O	3	Board

Model: Martini-C3	Date: 19-Nov-08	No.: RB246027

Bnnn	Name	Series			Class*1	Comment
		B064	B140	B246		
B825	USB Host Interface Unit Type A	X	X	O	3	Board
B826	Bluetooth Unit Type 3245	X	X	O	3	Board
B828	Browser Unit Type B	X	X	O	3	SD card
B829	Copy Data Security Unit Type C	X	X	O	3	IPU Board
B841	Printer/Scanner Unit Type 7500	X	X	O	3	SD Card
D406	Printer/Scanner Unit Type 8000	X	X	O	3	SD Card (D052/D053/D054)
B842	Copy Connector Type MP 7500	X	O	O	1	Links two mainframes
B861	VM Card Type C	X	X	O	3	SD card
G336	IEEE 1394	O	X	X	3	Board
G338	Printer/Scanner Kit	O	X	X	3	DIMM
G377	Bluetooth Interface Unit	X	O	X	3	Board
G381	Gigabit Ethernet Type 7300	X	X	O	3	Board
G813	IEEE 802.11b Interface Board	X	O	O	3	Board
B819	FAX OPTION TYPE 7500	X	X	O	3	Board
B820	G3 INTERFACE UNIT TYPE 7500	X	X	O	3	Board

*1 Class 1: Peripheral units connected directly to the mainframe
Class 2: Components installed on or in peripheral units (punches, etc.)
Class 3: MFP controller options (SD cards, boards)

Model: Martini-C3/C3.5	Date: 22-Dec-08	No.: RD052002

Subject: SC542	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

Technical Tips

These tips contain a summary of the multiple causes for SC542, and a flowchart for determining the cause of a specific occurrence and taking the right action. There are many cases in the field in which a great deal of time is spent on analysing the cause. These troubleshooting tips can greatly improve the efficiency and speed of this process.

SYMPTOM

SC542

CAUSE

Most cases are caused by one of the following:

1. Thermistor is bent/deformed, or a foreign object is attached to it
2. Thermostat disconnection
3. Fusing lamp disconnection
4. Fusing lamp harness disconnection or incorrect attachment
5. Insufficient voltage from the AC power supply

In rare cases, the SC can be caused by one of the following:

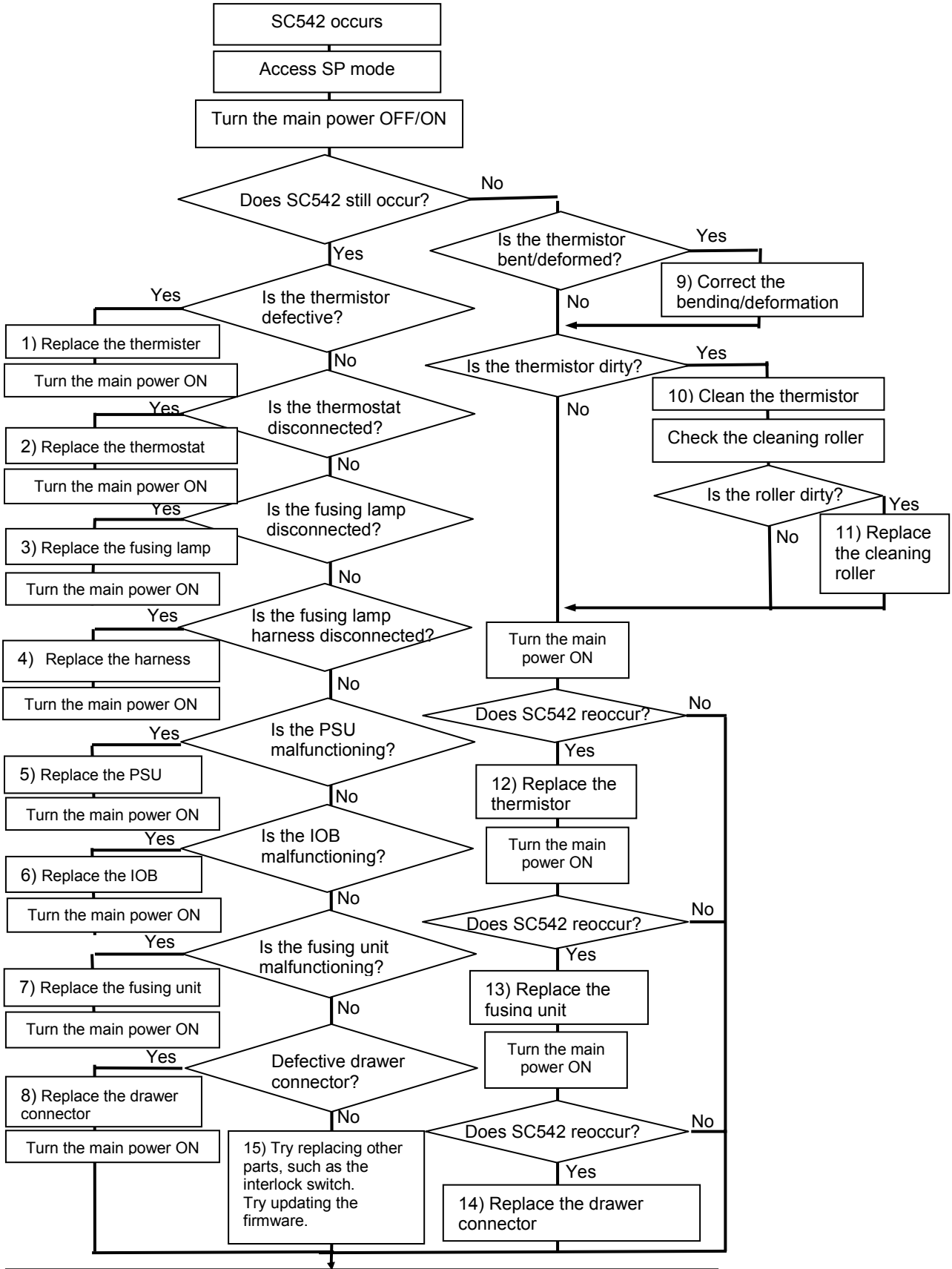
6. PSU malfunction
7. IOB malfunction
8. Deformation/damage to the fusing unit as a result of the unit being dropped or mishandled at machine maintenance
9. The drawer connector is not connected properly

SOLUTION

Use the flowchart on the next page to determine the cause of the SC and take the recommended action.

Model: Martini-C3/C3.5	Date: 22-Dec-08	No.: RD052002

Flowchart for SC542 occurrences



Model: Model MT-C3	Date: 11-Mar-09	No.: RB246028

Subject: Printer Bit Switch	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

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

SP1-XXX (Service Mode)

1001	**Bit Switch**			
001	Bit Switch 1		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	**No I/O Timeout**	0: Disable	1: Enable
		Enable: The MFP I/O Timeout setting will have no effect. I/O Timeouts will never occur.		
	bit 4	**SD Card Save Mode**	0: Disable	1: Enable
		Enable: Print jobs will be saved to an SD Card in the GW SD slot (☛ “Card Save Function” in "System Maintenance Reference" section of the Field Service Manual).		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	**[RPCS,PCL]: Printable area frame border**	0: Disable	1: Enable
		Enable: The machine prints all RPCS and PCL jobs with a border on the edges of the printable area.		

1001	**Bit Switch**			
002	Bit Switch 2		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	**Applying a collation Type**	Shift Collate	Normal Collate

		A collation type (shift or normal) will be applied to all jobs that do not already have a 'Collate Type' configured. Note ▪ If #5-0 is enabled, this Bit Switch has no effect.		
	bit 3	**[PCL5e/c,PS]: PDL Auto Switching**	0: Enable	1: Disable
		Disable: The MFPs ability to change the PDL processor mid-job. Some host systems submit jobs that contain both PS and PCL5e/c. If Auto PDL switching is disabled, these jobs will not be printed properly.		
	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	**Bit Switch**			
003	Bit Switch 3		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	**[PCL5e/c]: Legacy HP compatibility**	0: Disable	1: Enable
		Enable: Uses the same left margin as older HP models such as HP4000/HP8000. In other words, the left margin defined in the job (usually "<ESC>*r0A") will be changed to "<ESC>*r1A"		
	bit 3	DFU	-	-
	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	**Bit Switch**		
004	Bit Switch 4 **DFU**	-	-

1001	**Bit Switch**			
005	Bit Switch 5		0	1
	bit 0	**Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.**	Disable	Enable

		If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"		
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	**[PS] PS Criteria**	Pattern3	Pattern1
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers		
	bit 4	**Increase max number of the stored jobs to 1000 jobs.**	Disable (100)	Enable (1000)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	**Bit Switch**		
006	Bit Switch 6 **DFU**	-	-

1001	**Bit Switch**		
007	Bit Switch 7 **DFU**	-	-

1001	**Bit Switch**			
008	Bit Switch 8		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	**[PCL,PS]: Allow BW jobs to print without requiring User Code**	Disable	Enable
		Enable: BW jobs submitted without a user code will be printed even if usercode authentication is enabled. ▪ Color jobs will not be printed without a valid user code.		

	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	[PS]: Orientation Auto Detect Fuction	Disable	Enable
		Automatically chooses page orientations of PostScript jobs (Landscape or Portrait) based on the content. Note Applied to PS firmware ver 1.01		
	bit 7	DFU	-	-

Reissued: 20-May-09

Model: Martini-C3	Date: 21-Dec-06	No.: RB246007e

Subject: Firmware Release History (Web Support)	Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the Web Support.

Version	Program No.	C. SUM	Effective Date
2.04	***B8415540F***	**-**	***April 2009 production***
2.03	B8415540E	-	February 2008 production
2.02.1	B8415540D	-	June 2007 production
2.01	B8415540C	-	Nov 2006 production
1.02	B8415540B	-	June 2006 production
1.01	B8415540A	-	March 2006 Production

Version	Symptom Corrected
2.04	***Symptom corrected:*** ***Cannot display the main page of WIM.***
2.03	Symptom corrected: 1. Logged in users can change WIM's "Configuration > System> Device Name" settin without being granted the necessary privileges. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.
2.02.1	Symptom corrected: 1. The device might stop replying to On-Demand Email Notification requests until the power is cycled if the device recieves 10 or more requests at a time. 2. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned. 3. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 3.01.1 or later - Websys firmware ver 1.08 or later - Web Uapl firmware ver 1.06 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.26 or later 4. WebImageMonitor contained wording errors in Russain.

Reissued: 20-May-09

Model: Martini-C3	Date: 21-Dec-06	No.: RB246007e

Version	Symptom Corrected
	- "IPv6" was shown as "IPv7". - "IPv4" was shown as "IPv5". 5. The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) 6. Using WebImageMoniter in the Safari browser, address book back-up files cannot be downloaded. 7. The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. Thi only affects devices with the optional HDD. 8. WebImageMonitor contained number errors in Russain. - "Tray 2" was shown as "Tray 3". - "Tray 3" was shown as "Tray 4". Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later
2.01	1. Fixed: All accounts logged in with the same priviliges when they log in the device via WebImageMonitor within about 1secound. 2. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor. 3. Fixed: Trays containing B4 paper are shown to have B5 paper in the Chinese version of WIM. 4. Fixed: Unsupported paper sizes can be selected for the Bypass Tray using WIM. 5. Fixed: Support for the FAX option has been added to WIM.
1.02	1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall. 2. Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. 3. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.
1.01	1st Mass Production

RICOH **Technical Bulletin**

Model: MT-3	Date: 1-Jun-09	No.: RB246029

Subject: Paper feed unit	Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.	

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

Old part number	New part number	Description	Q't y	Int	Page	Index	Note
B0656330	B2476335	SIDE PLATE:REAR:PAPER FEED UNIT:ASS'Y	1	X/O as set	65	12	
B0656366	B2476366	BRACKET:DRIVE	1		63	27	

Change/ Reason: Vender change

Reissued: 07-Sep-09

Model: Martini-C3	Date: 2-May-06	No.: RB246012b

RTB Reissue

The items in bold italics have been changed.

Subject: Firmware Release History (Option PS3)	Prepared by: K.Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.	

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

This RTB has been issued to announce the firmware release information for the **Option PS3.**

Version	Program No.	C. SUM	Effective Date
1.02	***B5255121B***	***-***	***October 2009 production***
1.01	B5255121A	-	May 2008 production
1.00	B5255121	-	March 2006 Production

Version	Symptom Corrected
1.02	***Symptom corrected:*** ***1. The data-in LED just blinks and nothing prints if a PDF direct print job containing a large number of fonts and/or a lot of pages is submitted to the device.***
1.01	Symptom corrected: 1. Some pages of mixed orientation documents might be printed upside-down. (GFPR#RC06010008, #RE07080005) Other changes: 1. The "Orientation Auto Detect" function is now controlled by a BitSwitch. – PS3: BitSwitch#8-6 – PDF: BitSwitch#8-7
1.00	1st Mass Production

Reissued: 04-Sep-09

Model: Martini-C3	Date: 05-Dec-06	No.: RB246016d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX)			Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **FAX**.

Version	Program No.	C. SUM	Effective Date
7.00	***B2475108G***	-	***September 2009 production***
6.00	B2475108F	-	January 2008 production
5.00	B2475108E	-	July 2007 production
4.00	B2475108D	-	March 2007 production
3.00	B2475108C	-	November 2006 Production

Version	Symptom Corrected
7.00	***Symptom corrected:*** ***If a fax is sent under the following conditions, the sender information is not included in the Send Results:*** - ***The operator sets the LCD to "Simplified Display".*** - ***The operator logs in via User Authentication using a name that has been set manually (i.e. changed from the default name initially allocated).***
6.00	Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
5.00	Supports the Catalan and Turkish languages.
4.00	Symptom corrected: The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group.
3.00	1st Mass Production

Reissued: 04-Sep-09

Model: Martini-C3	Date: 31-Jun-07	No.: RB246020b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (RFax)			Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **RFax**.

Version	Program No.	C. SUM	Effective Date
03.00.00	***B8415560C***	-	***September 2009 production***
02.00.00	B8415560B	-	March 2007 production
01.06.00	B8415560A	-	January 2007 Production

Version	Symptom Corrected
03.00.00	***Symptom corrected:*** ***The PC fax Job History cannot be viewed from the PC.***
02.00.00	Symptom corrected: SC819 occurs and the machine stalls if IP-FAX is not used for a while in certain network environments.
01.06.00	1st Mass Production

Reissued:30-Sep-09

Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a

RTB Reissued:
The items in ***bold italics*** were added.

Subject: SC555, SC542			Prepared by: K. Yamamoto
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.

SYMPTOM:

SC555 or SC542 occurs

CAUSE:

When using paper with a high paper dust content, the amount of toner that sticks to the surface of the fusing roller increases. In addition, the toner is mixed together with paper dust, and then tends to stick to the temperature-detecting elements of the thermistors.

As a result, the thermistors are unable to detect the temperature of the fusing roller correctly.

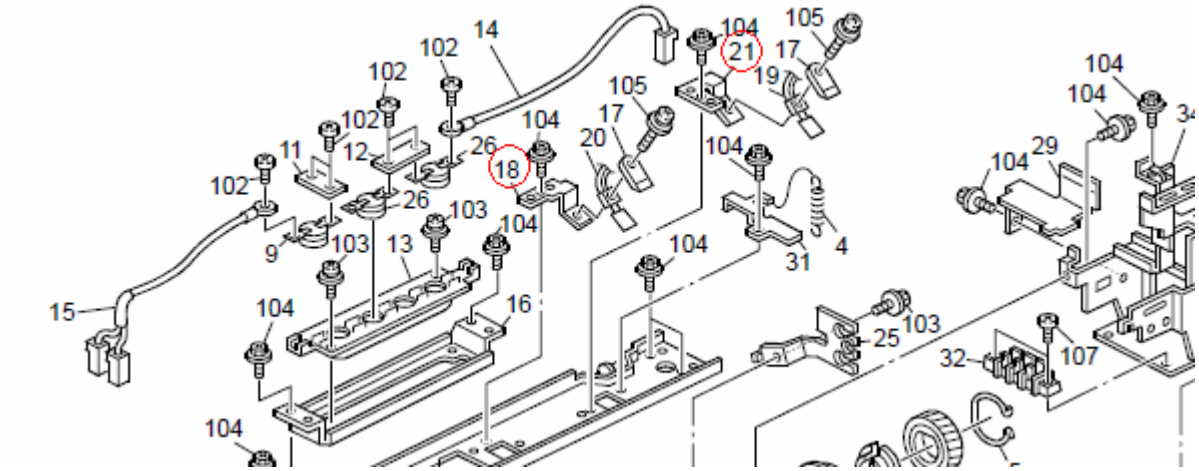
SOLUTION:

If the symptom occurs:
1. Clean the middle and rear thermistors.
2. If the SC still occurs even after cleaning the thermistors, replace the thermistor brackets with the new parts in the table below.
   Note: This will secure the thermistors in the correct position, ensuring that they can detect the roller temperature correctly.

Old part number	**New part number**	Description	Q'ty	Int	Page	Index	Note
B1404197	**D0624197**	BRACKET:THERMISTOR:MIDDLE	1	X/O As a set	99	18	
B1404196	**D0624196**	BRACKET:THERMISTOR:INNER BACK	1		99	21	

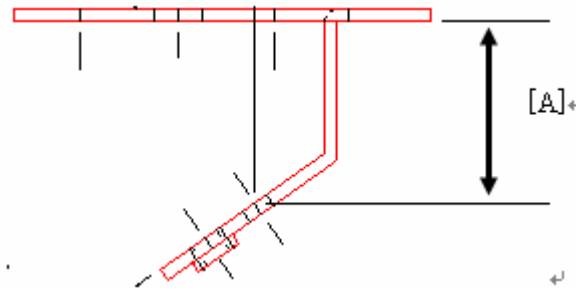
Reissued:30-Sep-09

Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a



The distance [A] is different between the new and old brackets .

B1404196/7: 14.8mm
D0624196/7: 15.3mm



Reissued: 01-Oct-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002l

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release History (System)			Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **System/Copy.**

Version	Program No.	C. SUM	Effective Date
3.03	***B2475101T***	***-***	***August 2009 production***
3.02	B2475101S	-	October 2008 production
3.01	B2475101R	-	February 2008 production
3.00	B2475101Q	-	January 2008 production
2.09	B2475101P	-	October 2007 production
2.08	B2475101N	-	July 2007 production
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
3.03	***Symptom corrected:*** ***1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed.*** ***2. An SC990 error might occur if a job that contains a large amount of data per page is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet.*** ***3. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait".*** ***4. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication.*** ***5. All pages of a PDF file are blank if created by scanning with the Custom Size setting.*** ***6. The use of 102 or more Designation Sheets with a stored job or with the Copier's Sample Copy function will result in an SC990 error.*** ***7. Use of the Cover Interposer Tray will reduce the printing speed at times***

Reissued: 01-Oct-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002l

Version	Symptom Corrected
	when there are jobs waiting in the print queue.
3.02	Symptom corrected: 1. Minor bugs related to RFU. 2. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times. 3. Devices using an IPv6 linklocal address, might not be able to use IPsec.
3.01	Symptom corrected: 1. The folding feature does not work after the machine recovers from Energy Saver mode. 2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). 3. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue. 4. The device did not log Unauthorized Copying attempts in the Access logs. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device. 2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". 3. Daylight savings time and date can be configured for North American models. (TechMail#RC060731)
3.00	1. Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): - The device is conneted to a HUB that has link flapping enabled. - The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only

Reissued: 01-Oct-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002l

Version	Symptom Corrected
	affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options.

Reissued: 01-Oct-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002l

Version	Symptom Corrected
	3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed.

Reissued: 01-Oct-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002l

Version	Symptom Corrected
	8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued: 05-Oct-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246016e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX)			Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **FAX**.

Version	Program No.	C. SUM	Effective Date
8.00	***B2475108H***	***-***	***October 2009 production***
7.00	B2475108G	-	September 2009 production
6.00	B2475108F	-	January 2008 production
5.00	B2475108E	-	July 2007 production
4.00	B2475108D	-	March 2007 production
3.00	B2475108C	-	November 2006 Production

Version	Symptom Corrected
8.00	***Other:*** ***1. Minor changes applied for the Japanese model.***
7.00	Symptom corrected: If a FAX is sent under the following conditions, the sender information is not included in the Send Results: - The operator sets the LCD to "Simplified Display". - The operator logs in via User Authentication using a name that has been set manually (i.e. changed from the default name initially allocated).
6.00	Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
5.00	Supports the Catalan and Turkish languages.
4.00	Symptom corrected: The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group.
3.00	1st Mass Production

Reissued: 20-Nov-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002m

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release History (System)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **System/Copy.**

Version	Program No.	C. SUM	Effective Date
3.04	***B2475101V***	***-***	***October 2009 production***
3.03	B2475101T	-	August 2009 production
3.02	B2475101S	-	October 2008 production
3.01	B2475101R	-	February 2008 production
3.00	B2475101Q	-	January 2008 production
2.09	B2475101P	-	October 2007 production
2.08	B2475101N	-	July 2007 production
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Symptom Corrected
3.04	***Changes made for the domestic (Japan) model only.***
3.03	Symptom corrected: 1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 2. An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet. 3. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait". 4. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. 5. All pages of a PDF file are blank if created by scanning with the Custom Size setting. 6. The use of 102 or more Designation Sheets with a stored job or with the Copier's Sample Copy function will result in an SC990 error.

Reissued: 20-Nov-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002m

Version	Symptom Corrected
	7. Use of the Cover Interposer Tray will reduce the printing speed at times when there are jobs waiting in the print queue.
3.02	Symptom corrected: 1. Minor bugs related to RFU. 2. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times. 3. Devices using an IPv6 linklocal address, might not be able to use IPsec.
3.01	Symptom corrected: 1. The folding feature does not work after the machine recovers from Energy Saver mode. 2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). 3. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue. 4. The device did not log Unauthorized Copying attempts in the Access logs. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device. 2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". 3. Daylight savings time and date can be configured for North American models. (TechMail#RC060731)
3.00	1. Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): - The device is conneted to a HUB that has link flapping enabled. - The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only

Reissued: 20-Nov-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002m

Version	Symptom Corrected
	affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options.

Reissued: 20-Nov-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002m

Version	Symptom Corrected
	3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed.

Reissued: 20-Nov-09

Model: MT-C3	Date: 05-Dec-06	No.: RB246002m

Version	Symptom Corrected
	8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass Production

Reissued: 24-Mar-10

Model: MT-C3	Date: 05-Dec-06	No.: RB246002n

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (System)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **System/Copy.**

Version	Program No.	C. SUM	Effective Date
3.05	***B2475101W***	***-***	***February 2010 production***
3.04	B2475101V	-	October 2009 production
3.03	B2475101T	-	August 2009 production
3.02	B2475101S	-	October 2008 production
3.01	B2475101R	-	February 2008 production
3.00	B2475101Q	-	January 2008 production
2.09	B2475101P	-	October 2007 production
2.08	B2475101N	-	July 2007 production
2.05	B2475101K	-	January 2007 production
2.04	B2475101J	-	November 2006 Production
1.14.1	B2475101H	-	August 2006 Production
1.13	B2475101G	-	August 2006 Production
1.12	B2475101F	-	June 2006 Production
1.11	B2475101E	-	May 2006 Production
1.10	B2475101D	7974	March 2006 Production

Version	Modified Points or Symptom Corrected
3.05	***Symptom corrected:*** ***1. Several SC errors (some resulting in an automatic reboot) might result in the device displaying an SC670 after reboot. This cannot be recovered even with another reboot.*** ***2. If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs.*** ***3. After a device error is recovered, an Auto E-mail Notification might not be sent and the WebImageMonitor "Auto E-mail Notification" settings become inaccessible until the power is cycled.*** ***Other changes:*** ***The MAC address for the Ricoh vendor code was changed.***
3.04	Changes made for the domestic (Japan) model only.
3.03	Symptom corrected: 1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the

Reissued: 24-Mar-10

Model: MT-C3	Date: 05-Dec-06	No.: RB246002n

Version	Modified Points or Symptom Corrected
	operation panel if the DataOverwriteSecurity Unit is installed. 2. An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet. 3. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait". 4. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. 5. All pages of a PDF file are blank if created by scanning with the Custom Size setting. 6. The use of 102 or more Designation Sheets with a stored job or with the Copier's Sample Copy function will result in an SC990 error. 7. Use of the Cover Interposer Tray will reduce the printing speed at times when there are jobs waiting in the print queue.
3.02	Symptom corrected: 1. Minor bugs related to RFU. 2. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times. 3. Devices using an IPv6 linklocal address, might not be able to use IPsec.
3.01	Symptom corrected: 1. The folding feature does not work after the machine recovers from Energy Saver mode. 2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). 3. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue. 4. The device did not log Unauthorized Copying attempts in the Access logs. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device. 2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". 3. Daylight savings time and date can be configured for North American models. (TechMail#RC060731)
3.00	1. Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed.

Reissued: 24-Mar-10

Model: MT-C3	Date: 05-Dec-06	No.: RB246002n

Version	Modified Points or Symptom Corrected
	4. Device might not be able to access the network under the following conditions (FPR#RC07050005): – The device is conneted to a HUB that has link flapping enabled. – The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.

Reissued: 24-Mar-10

Model: MT-C3	Date: 05-Dec-06	No.: RB246002n

Version	Modified Points or Symptom Corrected
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not

Reissued: 24-Mar-10

Model: MT-C3	Date: 05-Dec-06	No.: RB246002n

Version	Modified Points or Symptom Corrected
	displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass production

Reissued: 24-Mar-10

Model: MT-C3	Date: 08-Aug-06	No.: RB246003h

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Network Support.**

Version	Program No.	C. SUM	Effective Date
5.58	***B2475102J***	***-***	***January 2010 production***
5.57	B2475102H	-	October 2008 production
5.56	B2475102G	-	February 2008 production
5.55	B2475102F	-	October 2007 production
5.54	B2475102E	-	April 2007 production
5.53.1	B2475102D	-	March 2007 production
5.11c	B2475102C	-	Aug 2006 Production
5.10c	B2475102B	-	May 2006 Production
5.07.1c	B2475102A	8120	March 2006 Production

Version	Modified Points or Symptom Corrected
5.58	***Symptom corrected:*** ***1. IPP print jobs are cancelled. This happened very infrequently.*** ***2. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.*** ***3. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds).*** ***Other changes:*** ***1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.*** ***2. The MFP now supports CIFS, DFS and NTLM v2.***
5.57	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441).
5.56	Symptom corrected: 1. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 2. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 3. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343).

Reissued: 24-Mar-10

Model: MT-C3	Date: 08-Aug-06	No.: RB246003h

Version	Modified Points or Symptom Corrected
	(TechMail#OTS-2008-185) 4. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276). 5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: - The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. - The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. 8. The following problems might occur if a device is connected to an wired ethernet (The setting of LAN Type is "Ethernet") but has an unused WLAN card installed. - Jobs submitted from Mac via AppleTalk might be discarded completely by the printer. - The client can not connect to the device using a NetBIOS path. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.
5.55	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 3. The performance of WIM might be reduced if SSDP is enabled on the device. 4. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)
5.54	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.

Reissued: 24-Mar-10

Model: MT-C3	Date: 08-Aug-06	No.: RB246003h

Version	Modified Points or Symptom Corrected
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass production

Reissued: 25-Mar-10

Model: MT-C3	Date: 11-Dec-06	No.: RB246009I

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Printer.**

Version	Program No.	C. SUM	Effective Date
3.05	***B8415521L***	***-***	***January 2010 production***
3.02	B8415521K	-	October 2008 production
3.00	B8415521J	-	January 2008 production
1.08	B8415521H	-	October 2007 production
1.07	B8415521G	-	June 2007 Production
1.06	B8415521F	-	May 2007 Production
1.05	B8415521E	-	January 2007 Production
1.04	B8415521D	-	October 2006 Production
1.03	B8415521C	-	August 2006 Production
1.02	B8415521B	-	July 2006 Production
1.01	B8415521A	-	May 2006 Production
1.00	B8415521	-	March 2006 Production

Version	Modified Points or Symptom Corrected
3.05	***Symptom corrected:*** ***The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.***
3.02	Symptom corrected: 1. PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE0706006, RA07090001) 2. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008) 3. The PCL5 line pitch might be printed larger than the original. (GFPR#RE07120011, RC08050003) 4. The printable area of a PCL5 page might extend beyond the border on the right side. (GFPR#GFPR#RE07070010) 5. The username/usercode used to submit a stored job (Sample Print/Locked Print/Hold Print/Stored Print) is not shown in the Job Log of Web SmartDeviceMonitor ver 2.x.
3.00	Symptom corrected: 1. Minor bug correction. 2. Supports the Model MT-C3.5
1.08	Symptom corrected:

Reissued: 25-Mar-10

Model: MT-C3	Date: 11-Dec-06	No.: RB246009l

Version	Modified Points or Symptom Corrected
	1. Various printing anomalies when printing PowerPoint2007 jobs that have Autoshapes and shadows. This can occur if printing with both of the following RPCS driver settings: - Resolution: 1800 x 600 dpi - Job Load Distribution: Shift load to driver
1.07	Symptom corrected: 1. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met: - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 2. PCL jobs containing character codes that are not on the font SD card, might cause the device to stall. 3. Jobs containing bitmapped PCL fonts might cause the device to stall. 4. When the job is created using SAP DeviceType or Barcode &OCR package for SAP System DT, the following issues will occur. - When sending a BOP job, the printer status stays at "Processing" and the job is not printed. - Memory leak occurs when printing a bitmap font with insufficient memory condition. 5. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - Web Uapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUap firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later

Reissued: 25-Mar-10

Model: MT-C3	Date: 11-Dec-06	No.: RB246009l

Version	Modified Points or Symptom Corrected
1.06	Symptom corrected: 1. If a user tries to print a stored job (ie. Locked Print) while the ScanRouter capture function is enable, the device might stall.
1.05	The device supports Unicode v3.0 fonts. Unicode v3.0 fonts for Japanese/Korean/Traditional Chinese/Simplified Chinese are only available with the Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753) . 2. PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"
1.04	1. Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 2. Fixed: The following reports are printed in a language other then Russian, even if Russian is selected as the primary system language. - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in the Error Log will contain garbage characters.
1.03	Raster image performance improvement.
1.02	New SP mode added: Printer SP1300-1 (GBC Punch Enabled).
1.01	Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.00	1st Mass production

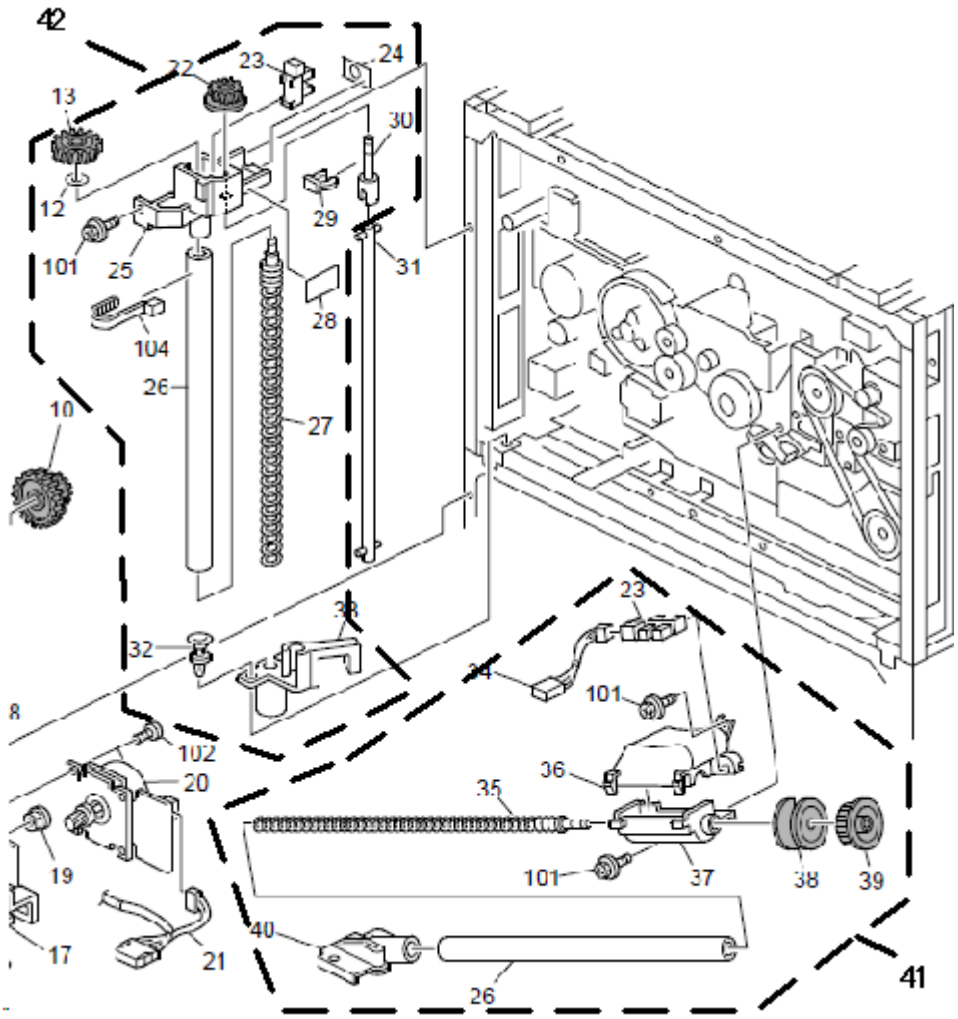
Model: MT-C4	Date: 29-Mar-10	No.: RD062036

Subject: Tonner collection units			Prepared by: K.Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

This RTB applies to the MT-C3, MT-C3.5, and MT-C4.

New parts numbers for units are added

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B2473552	TONER OUTLET SUB-UNIT:TRANSFER:ASS'Y	1	-	129	41*	
-	B2473554	TONER OUTLET SUB-UNIT:CLASSIFICATION:ASS'Y	1	-	129	42*	



Reissued: 31-Mar-10

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006j

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Network DocBox**.

Version	Program No.	C. SUM	Effective Date
3.02	***B8415530L***	***-***	***February 2010 production***
3.01	B8415530K	-	October 2008 production
3.00	B8415530J	-	March 2008 production
2.05	B8415330H	-	July 2007 production
2.04	B8415530G	-	April 2007 production
2.03	B8415530F	-	May 2007 production
2.02	B8415530E	-	January 2007 production
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Modified Points or Symptom Corrected
3.02	***Symptom corrected:*** ***1. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list.*** ***2. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from WebImageMonitor.*** ***3. Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor without the powercycle.*** ***- The 404 Not Found error will be shown if the WebImageMonitor document server is accessed.*** ***- The device will stall if captured data is transferred to a delivery server such as ScanRouter.*** ***4. Duplicate logs might be transferred to Web SmartDeviceMonitor.***
3.01	Symptom corrected: 1. The web service might stall if the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device.
3.00	Symptom corrected: 1. The stored files might not be able to be downloaded via WIM.

Reissued: 31-Mar-10

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006j

Version	Modified Points or Symptom Corrected
	2. File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder. Other changes: 1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported.For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".
2.05	Symptom corrected: 1. Fax documents stored in the document server, might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.
2.04	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue. 2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later
2.03	Symptom corrected: 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happenned if the folder paths were imported to the address book from a csv file via SDM for Admin. 3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types. 4. Devices without a File Format Converter option might experience the following problems.This affects all files that were originally stored in the Document Server by the Copier or Printer applications. - PDF files are displayed as a sigle line if the "Enlarge Image" button is pressed in WebImageMonitor. - An error message is displayed if the "File properties" button is pressed in WebImageMonitor.
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue.
2.01	1. A FAX option is now available.

Reissued: 31-Mar-10

Model: Martini-C3	Date: 21-Dec-06	No.: RB246006j

Version	Modified Points or Symptom Corrected
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass production

Reissued: 30-Mar-10

Model: MT-C3	Date: 21-Dec-06	No.: RB246010g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Scanner)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Scanner.**

Version	Program No.	C. SUM	Effective Date
m3_1.20	***B8415510G***	**-**	***February 2010 production***
m3_1.19	B8415510F	-	March 2008 production
m3_1.18	B8415510E	-	June 2007 production
m3_1.17	B8415510D	-	Nov 2006 Production
m3_1.16	B8415510C	-	July 2006 Production
m3_1.15	B8415510B	-	May 2006 Production
m3_1.14	B8415510A	-	March 2006 Production

Version	Modified Points or Symptom Corrected
m3_1.20	***Symptom corrected:*** ***The machine stops scanning at around pg. 30 if several large duplex jobs sent from a TWAIN driver are performed in succession.***
m3_1.19	Symptom corrected: 1. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue.
m3_1.18	Symptom corrected: 1. The device or just the scanner application might stall when the device is awoken from sleep mode. This only happened if both of the following conditions were met: - User authentication was enabled. - The SNTP polling interval setting was "Constant Intervals". Other changes: 1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later

Reissued: 30-Mar-10

Model: MT-C3	Date: 21-Dec-06	No.: RB246010g

Version	Modified Points or Symptom Corrected
	- WebUap firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later
m3_1.17	Fixed: The device or just the scanner application will stall when the device is awoken from sleep mode. This only affects devices that use an SNTP server.
m3_1.16	The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display.
m3_1.15	Fixed: Searching function can use by user code on the scanner and document server.
m3_1.14	1st Mass production

Model: Model MT-C4	Date: 24-May-10	No.: RD062040

Subject: SC542			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.

SYMPTOM

SC542 occurs

CAUSE

Temperature misdetection by the thermistors

When using paper that contains a lot of dust, toner and paper dust tends to stick to the fusing roller and temperature-sensing elements of the thermistors.

SOLUTION

1. Clean or replace the fusing roller
   Note: If the fusing roller is dirty, toner and paper dust tends to stick to the thermistor more easily.

2. Replace the middle and rear thermistor brackets.
   Note: This will secure the thermistors in the correct position, which ensures that they can detect the roller temperature correctly.

Old part number	**New part number**	Description	Q'ty	Int	Page	Index	Note
B1404197	**D0624197**	BRACKET:THERMISTOR:MIDDLE	1	X/O As a set	99	18	
B1404196	**D0624196**	BRACKET:THERMISTOR:INNER BACK	1		99	21	

Model: Model MT-C4	Date: 24-May-10	No.: RD062040

3. Replace the middle and rear thermistors.
   Note: The new thermistor is resistant to toner buildup on its surface.

Changes:

1) The material of the Teflon tape was changed.
2) The width of the Teflon tape was decreased.
3) The thickness of the Teflon sheet was increased.

Reasons:

1) To make the surface smoother.
2), 3) To make it more difficult for toner to stick to the surface.

Old part number	**New part number**	Description	Q'ty	Int	Page	Index	Note
AW100108	**AW100131**	THERMISTOR:FUSING:MIDDLE	1	X/O As a set	99	20	
AW100109	**AW100132**	THERMISTOR:FUSING:INNER BACK	1		99	19	

Old

New

Correct position of the thermistor

Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003i

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Network Support.**

Version	Program No.	C. SUM	Effective Date
5.59	***B2475102L***	***-***	***September 2010 production***
5.58	B2475102J	-	January 2010 production
5.57	B2475102H	-	October 2008 production
5.56	B2475102G	-	February 2008 production
5.55	B2475102F	-	October 2007 production
5.54	B2475102E	-	April 2007 production
5.53.1	B2475102D	-	March 2007 production
5.11c	B2475102C	-	Aug 2006 Production
5.10c	B2475102B	-	May 2006 Production
5.07.1c	B2475102A	8120	March 2006 Production

Version	Modified Points or Symptom Corrected
5.59	***Symptom corrected:*** ***1. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.*** ***2. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.*** ***3. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.*** ***4. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook.*** ***5. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.*** ***6. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2.*** ***7. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.***

Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003i

Version	Modified Points or Symptom Corrected
	8. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. ***9. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted.*** ***10. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.*** ***Other changes:*** ***1. Unable to Scan to SMB to a destination that is not specified using an FQDN.*** ***2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.*** ***3. Windows Authentication fails if the username or password includes lower-case European characters.*** ***4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.***
5.58	Symptom corrected: 1. IPP print jobs are cancelled. This happened very infrequently. 2. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. 3. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). Other changes: 1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. 2. The MFP now supports CIFS, DFS and NTLM v2.
5.57	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441).
5.56	Symptom corrected: 1. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 2. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 3. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 4. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276). 5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: – The Ethernet Speed is changed to any setting except "Auto Select", from the

Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003i

Version	Modified Points or Symptom Corrected
	operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. 8. The following problems might occur if a device is connected to an wired ethernet (The setting of LAN Type is "Ethernet") but has an unused WLAN card installed. – Jobs submitted from Mac via AppleTalk might be discarded completely by the printer. – The client can not connect to the device using a NetBIOS path. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.
5.55	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 3. The performance of WIM might be reduced if SSDP is enabled on the device. 4. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)
5.54	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).

Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003i

Version	Modified Points or Symptom Corrected
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass production

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003j

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Network Support.**

Version	Program No.	C. SUM	Effective Date	Availability of RFU
5.60	***B2475102M***	***-***	***December 2010 production***	***Available***
5.59	B2475102L	-	September 2010 production	Available
5.58	B2475102J	-	January 2010 production	Available
5.57	B2475102H	-	October 2008 production	Available
5.56	B2475102G	-	February 2008 production	Available
5.55	B2475102F	-	October 2007 production	Available
5.54	B2475102E	-	April 2007 production	Available
5.53.1	B2475102D	-	March 2007 production	Available
5.11c	B2475102C	-	Aug 2006 Production	Available
5.10c	B2475102B	-	May 2006 Production	Available
5.07.1c	B2475102A	8120	March 2006 Production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
5.60	***Symptom corrected:*** ***1. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the MFP by http.*** ***2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder.*** ***3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.***
5.59	Symptom corrected: 1. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003j

Version	Modified Points or Symptom Corrected
	that have Windows Live ID Sign-in assistant installed. 2. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. 3. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 4. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. 5. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. 6. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. 7. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. 8. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. 9. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted. 10. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted. Other changes: 1. Unable to Scan to SMB to a destination that is not specified using an FQDN. 2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. 3. Windows Authentication fails if the username or password includes lower-case European characters. 4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.
5.58	Symptom corrected: 1. IPP print jobs are cancelled. This happened very infrequently. 2. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. 3. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). Other changes: 1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. 2. The MFP now supports CIFS, DFS and NTLM v2.
5.57	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441).

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003j

Version	Modified Points or Symptom Corrected
5.56	Symptom corrected: 1. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 2. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 3. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 4. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276). 5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: - The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. - The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. 8. The following problems might occur if a device is connected to an wired ethernet (The setting of LAN Type is "Ethernet") but has an unused WLAN card installed. - Jobs submitted from Mac via AppleTalk might be discarded completely by the printer. - The client can not connect to the device using a NetBIOS path. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.
5.55	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 3. The performance of WIM might be reduced if SSDP is enabled on the device. 4. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)
5.54	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003j

Version	Modified Points or Symptom Corrected
	a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass production

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5	Date: 05-Dec-06	No.: RB246016f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX)			Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **FAX**.

Version	Program No.	C. SUM	Effective Date	Availability of RFU
09.00.00	***B2475108J***	**-**	***December 2010 production***	***Available***
8.00	B2475108H	-	October 2009 production	Available
7.00	B2475108G	-	September 2009 production	Available
6.00	B2475108F	-	January 2008 production	Available
5.00	B2475108E	-	July 2007 production	Available
4.00	B2475108D	-	March 2007 production	Available
3.00	B2475108C	-	November 2006 Production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
09.00.00	***Symptom corrected:*** ***Received fax documents stored in memory cannot be printed out if the FCU is reset.***
8.00	Other: 1. Minor changes applied for the Japanese model.
7.00	Symptom corrected: If a FAX is sent under the following conditions, the sender information is not included in the Send Results: - The operator sets the LCD to "Simplified Display". - The operator logs in via User Authentication using a name that has been set manually (i.e. changed from the default name initially allocated).
6.00	Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
5.00	Supports the Catalan and Turkish languages.

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5	Date: 05-Dec-06	No.: RB246016f

Version	Symptom Corrected
4.00	Symptom corrected: The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group.
3.00	1st Mass Production

Reissued: 12-Feb-11

Model: MT-C3	Date: 05-Dec-06	No.: RB246002o

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (System)			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **System/Copy.**

Version	Program No.	C. SUM	Effective Date	Availability of RFU
3.06	***B2475101X***	**-**	***December 2010 production***	***Not available***
3.05	B2475101W	-	February 2010 production	Not available
3.04	B2475101V	-	October 2009 production	Not available
3.03	B2475101T	-	August 2009 production	Not available
3.02	B2475101S	-	October 2008 production	Not available
3.01	B2475101R	-	February 2008 production	Not available
3.00	B2475101Q	-	January 2008 production	Available
2.09	B2475101P	-	October 2007 production	Available
2.08	B2475101N	-	July 2007 production	Available
2.05	B2475101K	-	January 2007 production	Available
2.04	B2475101J	-	November 2006 Production	Available
1.14.1	B2475101H	-	August 2006 Production	Available
1.13	B2475101G	-	August 2006 Production	Available
1.12	B2475101F	-	June 2006 Production	Available
1.11	B2475101E	-	May 2006 Production	Available
1.10	B2475101D	7974	March 2006 Production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
3.06	***Symptom corrected:***

Reissued: 12-Feb-11

Model: MT-C3	Date: 05-Dec-06	No.: RB246002o

Version	Modified Points or Symptom Corrected
	The machine stalls if the Scanner transmits a JPEG image or the password for a stored Printer document is changed.
3.05	Symptom corrected: 1. Several SC errors (some resulting in an automatic reboot), might result in the device displaying an SC670 after reboot. This cannot be recovered even with another reboot. 2. If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs. 3. After a device error is recovered, an Auto E-mail Notification might not be sent and the Web Image Monitor "Auto E-mail Notification"settings become inaccessible until the power is cycled. Other changes: The MAC address for the RICOH vendor code was changed.
3.04	Changes made for the domestic (Japan) model only.
3.03	Symptom corrected: 1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 2. An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet. 3. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait". 4. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. 5. All pages of a PDF file are blank if created by scanning with the Custom Size setting. 6. The use of 102 or more Designation Sheets with a stored job or with the Copier's Sample Copy function will result in an SC990 error. 7. Use of the Cover Interposer Tray will reduce the printing speed at times when there are jobs waiting in the print queue.
3.02	Symptom corrected: 1. Minor bugs related to RFU. 2. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times. 3. Devices using an IPv6 linklocal address, might not be able to use IPsec.
3.01	Symptom corrected: 1. The folding feature does not work after the machine recovers from Energy Saver mode. 2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). 3. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue. 4. The device did not log Unauthorized Copying attempts in the Access logs. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys

Reissued: 12-Feb-11

Model: MT-C3	Date: 05-Dec-06	No.: RB246002o

Version	Modified Points or Symptom Corrected
	firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device. 2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". 3. Daylight savings time and date can be configured for North American models. (TechMail#RC060731)
3.00	1. Supports the Model MT-C3.5 (Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): – The device is conneted to a HUB that has link flapping enabled. – The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version

Reissued: 12-Feb-11

Model: MT-C3	Date: 05-Dec-06	No.: RB246002o

Version	Modified Points or Symptom Corrected
	2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher (B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 (“Default Document ACL”)" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL"

Reissued: 12-Feb-11

Model: MT-C3	Date: 05-Dec-06	No.: RB246002o

Version	Modified Points or Symptom Corrected
	0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP

Reissued: 12-Feb-11

Model: MT-C3	Date: 05-Dec-06	No.: RB246002o

Version	Modified Points or Symptom Corrected
	search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass production

RICOH **Technical Bulletin**

Model: MT-C4	Date: 25-Mar-11	No.: RD062055

Subject: Part number change Counter	Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

This RTB is for MT-C3, C3.5, C4

MT-C4

Old part number	New part number	Description	Q'ty	Int	Page	Index
AX310047	AX310045	TOTAL COUNTER:7FIG:24V	1	X/O as a set	157	23
B2475890	D0625918	BRACKET:TOTAL COUNTER	1		157	4

MT-C3, 3.5

Old part number	New part number	Description	Q'ty	Int	Page	Index
AX310047	AX310045	TOTAL COUNTER:7FIG:24V	1	X/O as a set	143	7
B2475890	D0625918	BRACKET:TOTAL COUNTER	1		143	8

Change/Reason: Vender change

Model: MT-C4	Date: 25-Mar-11	No.: RD062056

Subject: Duplex transport guide plate brake	Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

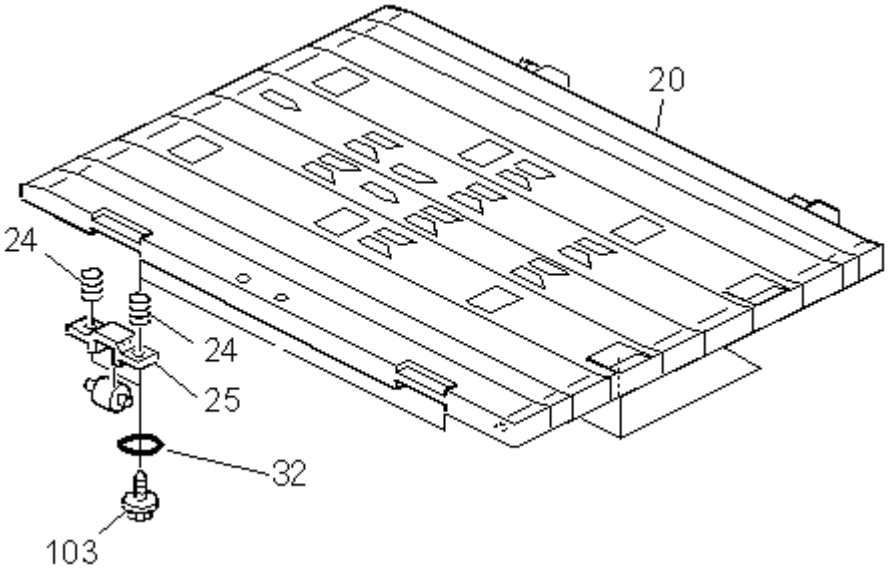
This RTB applies to MT-C1, C2, C3, C3.5, and C4.

Old part number	New part number	Description	Q'ty	Int	Page	Index
B0654730	D0624730	GUIDE PLATE:TRANSPORT:LOWER	1	X/O as a set	119	20
AA063581	D0624741	COMPRESSION SPRING: HOLDER:GUIDE PLATE	4		119	24
A2294727	D0624727	HOLDER:PRESSURE:GUIDE PLATE	2		119	25
-	B1801743	SBU WASHER	4		119	32*
04503008	08025320	HEXAGON HEAD TAPPING SCREW:ES:3X10	4		119	103

*New added part

Change:
1. The thickness of the duplex transport guide plate was increased.
2. The diameter of the spring was increased.
3. A spacer was added.

Reason: To further improve the durability of the duplex transport guide plate.



Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060

Subject: Background / Overtoning / light image			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

This RTB also applies to the **MT-C2, MT-C3, MT-C3.5,** and **MT-C4.**

SYMPTOM

One of the following occurs before the developer reaches its replacement cycle:

- Light copies
- Dirty background
- Toner dusting inside the machine

CAUSE

Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.

SOLUTION

Do the following.

1. Change/check the following SP settings, and then check the image quality.

   - Set **SP2201-004** (Development Bias Adjustment ID Sensor Pattern Dev. Potential) to its default value of **240V.**
     Note: This SP adjusts the amount of the toner supplied.

   - Set **SP2-967-001** (Developer Density Adjustment Mode) to its default value of **0.**
     Note: This SP is only for special (ammonia) paper.

   - **SP3-902-008** (Drum Condition Display VI)
     If the VL value is less than **-380**, replace the drum.

2. Check/do the following

   - Replace any PM parts whose counter values are higher than the target yield.
   - If the following SC(s) are mentioned often on the SMC report, do the action recommended in the Service Manual:
     SC317, SC340, SC345, SC350, SC352, SC401, SC402

- For filming:
  Check the values of **SP8851-11** (No. of sheets printed at 0-2% coverage) and **SP8851-21** (No. of sheets printed at 3-4% coverage).

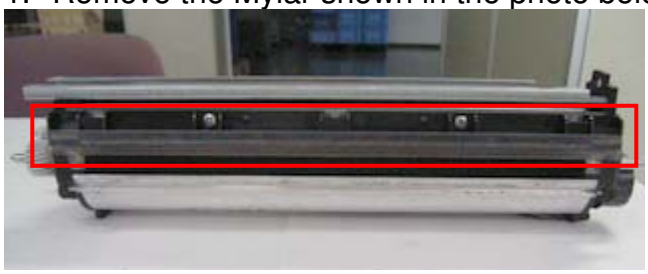
  - If the total of these two values is 80% or more of the total counter, change the following SP settings.
    Note: This means that the overall coverage rate is low for this machine. The SP settings shown below will force the machine to use more toner.

  Set **SP2940** (Reface Pattern Count) to a value of **5.**
  Set **SP2210** (ID Sensor Pattern Interval) to a value of **1.**
  Set **SP2506-02** (Cont. OP. Time Cleaning Setting Time Setting) to a value of **1.**

3. If the symptom still occurs, clean the development sleeve as follows:

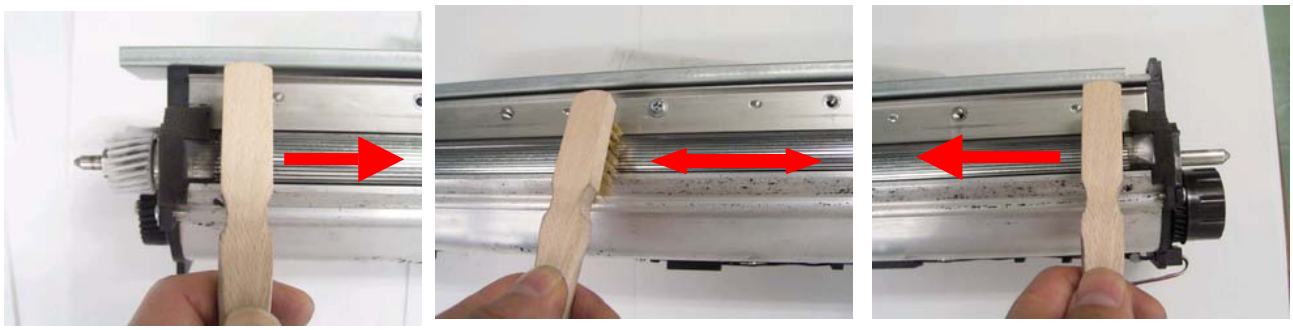
Cleaning the development sleeve

1. Remove the Mylar shown in the photo below.



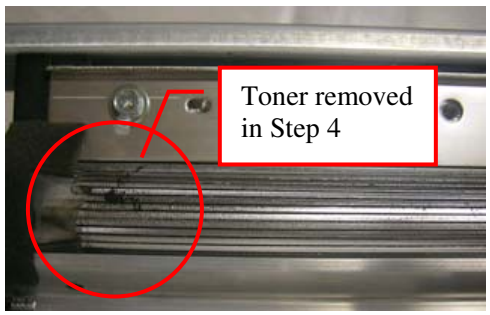
2. Remove the developer from the development unit through the development roller sleeve.

3. Clean the development roller sleeve by sliding the brush shown in the photo firmly along the entire length of the sleeve.
   Important: Do not press the brush too hard, because this may scratch the sleeve.



Press the brush firmly and slide it from side to side

4. Wipe the toner off the sleeve.
   Important: This is necessary in order to remove the toner that is still stuck to the sleeve.

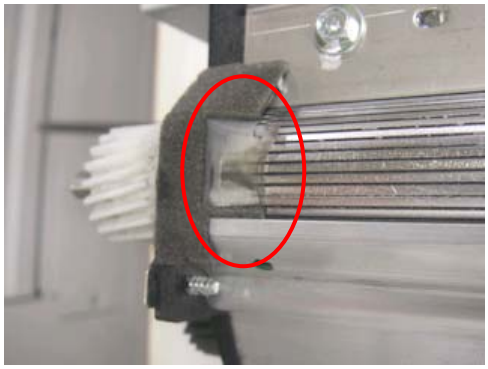


Before cleaning

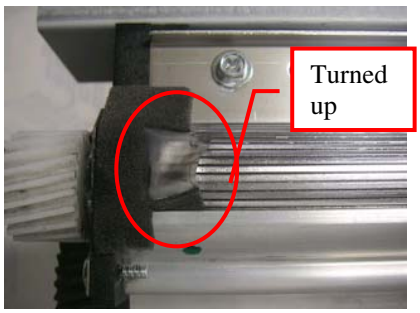
After cleaning

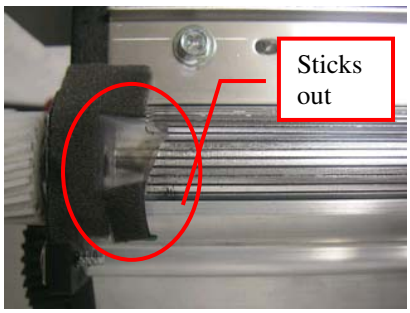
5. Make sure that the sponge and both entrance Mylars are attached correctly.

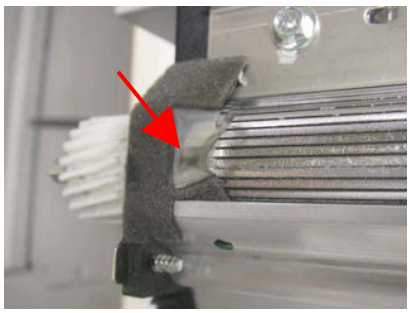
CORRECT:



Incorrect:







6. Reattach the Mylar and install new developer.

Model: MT-C3	Date: 14-Dec-11	No.: RB246031

Subject: Part Information (Operation Panel)	Prepared by: T. Hirakawa
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

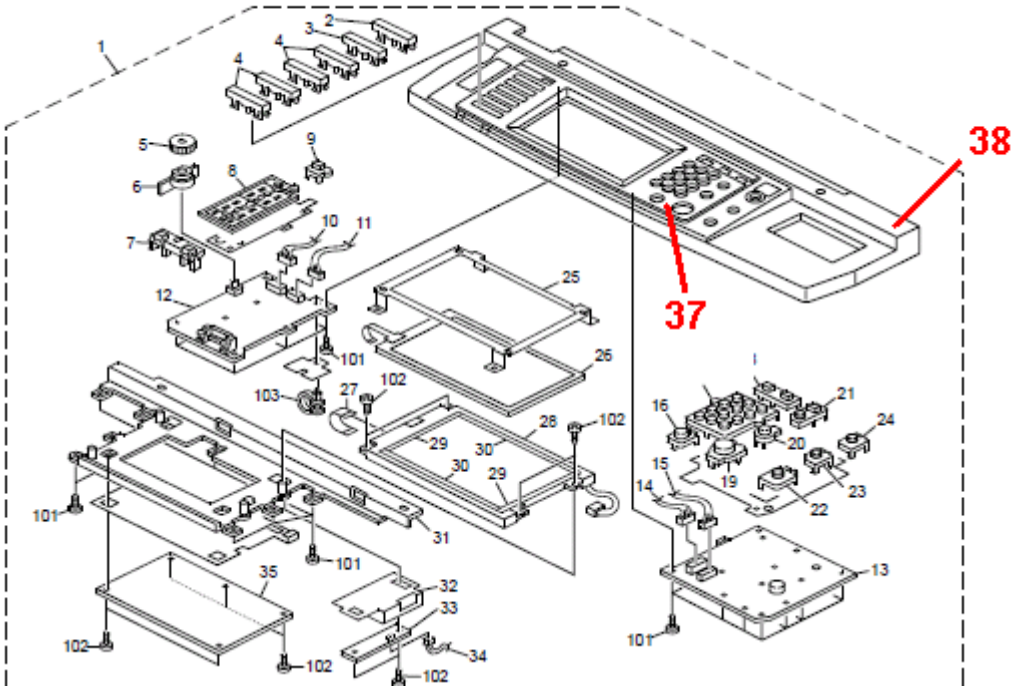
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Change/Reason:

As per field request, the following part was newly added as a service part.

New part number	Description	Target model	Q'ty	Page	Index
B2231561	PANEL:UPPER:NA	B246/248/B249-17	1	19	37
B2231562	PANEL:UPPER:EU	B246/248/B249-27	1	19	37
B2471440	COVER:UPPER:M-C3:NA	B246/248/B249-17	1	19	38
B2471470	COVER:UPPER:M-C3:EU	B246/248/B249-27	1	19	38

3.OPERATION PANEL (B246/B248/B249/B250/B252/B253)



Reissued: 25-May-12

Model: Martini-C3	Date: 01-Sep-06	No.: RB246001d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Engine)			Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Engine.

Version	Program No.	C. SUM	Effective Date
1.13:60	***B2475127F***	***-***	***April 2012 production***
1.11:60	B2475127E	-	November 2007 production
1.10:60	B2475127D	-	July 2007 production
1.09:60	B2475127C	-	September 2006 Production
1.08:53	B2475127B	9F4A	March 2006 Production

Version	Symptom Corrected
1.13:60	***Symptom corrected:*** ***One of the following occurs before the developer reaches its replacement cycle:*** - ***Light copies*** - ***Dirty background*** - ***Toner dusting inside the machine***
1.11:60	The start timing of the reface Mode (SP2940) has been changed.
1.10:60	Symptom corrected: 1. When recovering from energy saver mode, display indicates "Jam 8" indefinitely. 2. SP6-128-8 (Fine Ajust Z-Fold 1) does not work.
1.09:60	1. The machine does not print out when SC317 occurs. 2. SC590 is displayed when SC495 occurs.
1.08:53	1st Mass Production

Reissued:28-Jun-12

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

RTB Reissue

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

Subject: Background / Overtoning / light image			Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

This RTB applies to the **MT-C2, MT-C3, MT-C3.5,** and **MT-C4.**

SYMPTOM

One of the following occurs before the developer reaches its replacement cycle:

- Light copies
- Dirty background
- Toner dusting inside the machine

CAUSE

Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.

SOLUTION

Do the following.

1. Change/check the following SP settings, and then check the image quality.

- Set **SP2201-004** (Development Bias Adjustment ID Sensor Pattern Dev. Potential) to its default value of **240V.**
  Note: This SP adjusts the amount of the toner supplied.

- Set **SP2-967-001** (Developer Density Adjustment Mode) to its default value of **0.**
  Note: This SP is only for special (ammonia) paper.

- **SP3-902-008** (Drum Condition Display VI)
  If the VL value is more then +380 (positive), replace the drum.

2. Check/do the following

- Replace any PM parts whose counter values are higher then target yield.
- If the following SC(s) are mentioned often on the SMC report, do the action recommended in the Service Manual:
  SC317, SC340, SC345, SC350, SC352, SC401, SC402

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

- For filming:
  Check the values of **SP8851-11** (No. sheets printed at 0-2% coverage) and **SP8851-21** (No. sheets printed at 3-4% coverage).

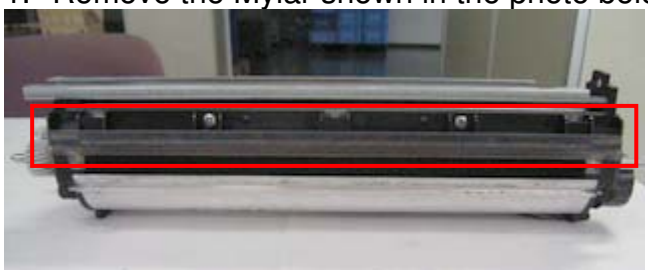
  - If the total of these two values is 80% or more of the total counter, change the following SP settings.
    Note: This means that the overall coverage rate is low for this machine. The SP settings shown below will force the machine to use more toner.

  Set **SP2940** (Reface Pattern Count) to a value of **5.**
  Set **SP2210** (ID Sensor Pattern Interval) to a value of **1.**
  Set **SP2506-02** (Cont. OP. Time Cleaning Setting Time Setting) to a value of **1.**

3. If the symptom still occurs, clean the development sleeve as follows:

Cleaning the development sleeve

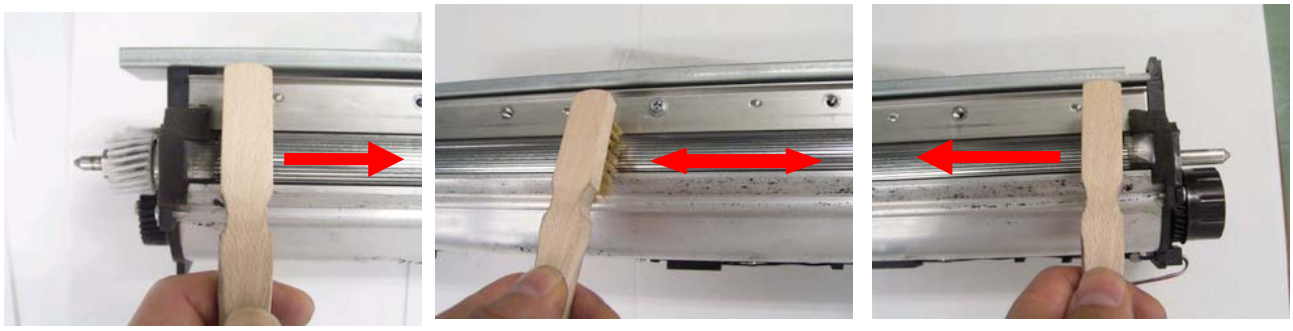
1. Remove the Mylar shown in the photo below.



2. Remove the developer from the development unit through the development roller sleeve.

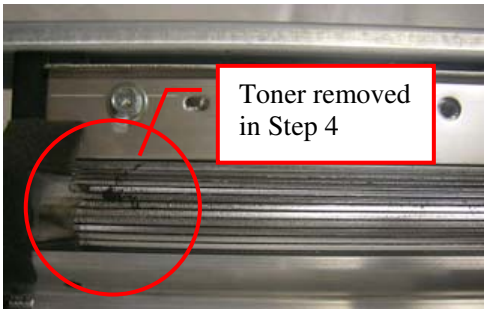
3. Clean the development roller sleeve by sliding the brush shown in the photo firmly along the entire length of the sleeve.
   Important: Do not press the brush too hard, since this may scratch the sleeve.

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c



Press brush firmly and slide side to side

4. Wipe the toner off the sleeve.
   Important: This is necessary in order to remove the toner that is still stuck to the sleeve.

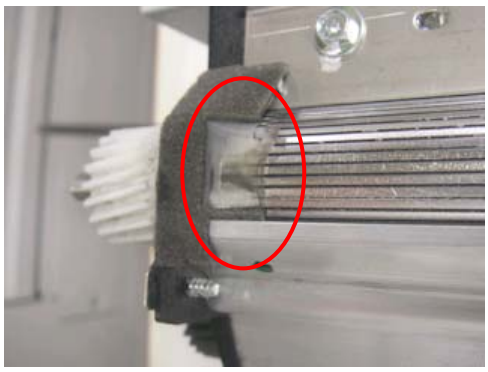


Before cleaning

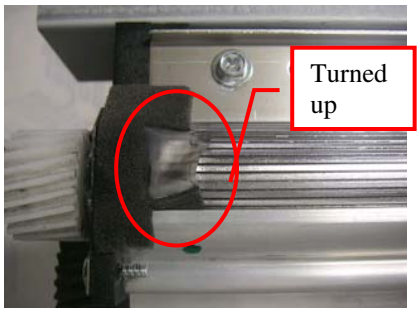
After cleaning

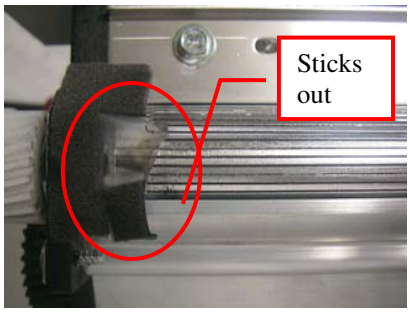
5. Make sure that the sponge and both entrance Mylars are attached correctly.

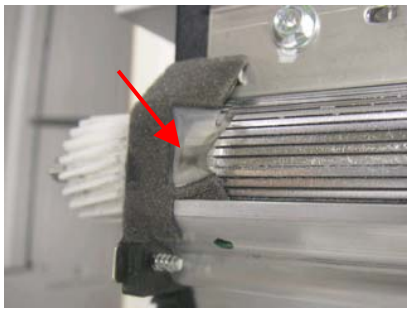
CORRECT:



Incorrect:







6. Reattach the Mylar and install new developer.

4. If the symptom still occurs, do the following

Note: If the symptom still occurs, the cause may be that the machine's internal temperature is high, causing the wax to separate from the toner. This can reduce the toner's charge performance.

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

1. Update the Engine firmware

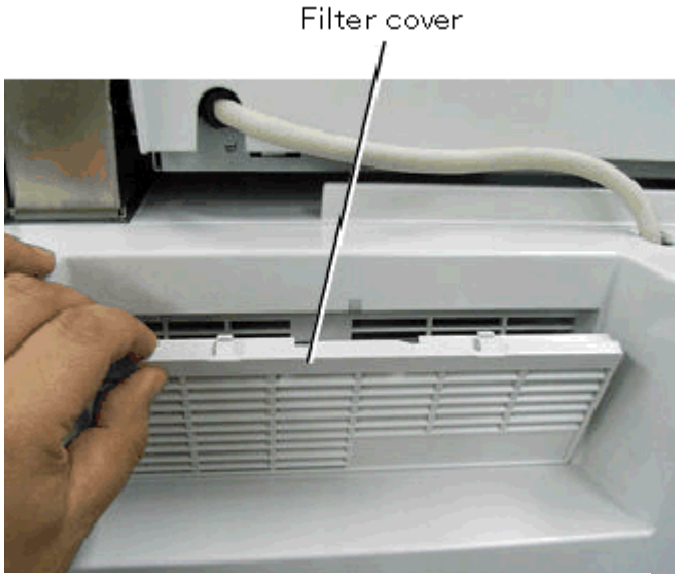
MT-C4: Update the Engine firmware (D0625127) to ver1.67:04 or later.
If there is no finisher installed, set SP6-118-001 (default: 0) to a value of "1".

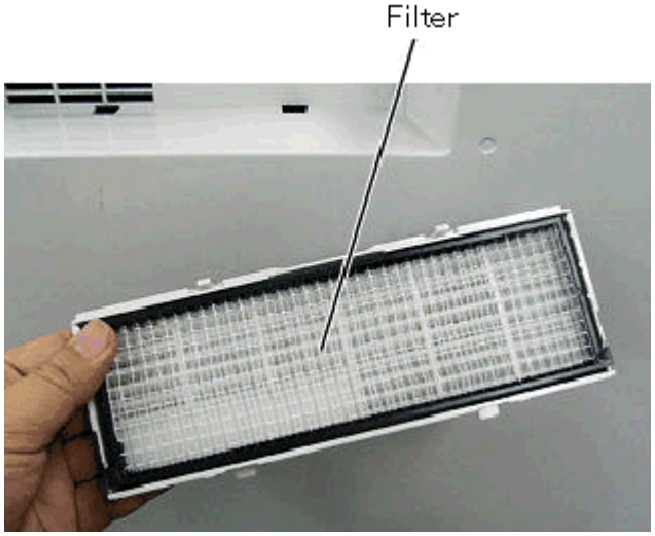
Note:

- ***This setting will allow the exhaust fan to cool down the machine. If there is already a finisher installed, you do not need to set this SP to "1", because the exhaust fan will automatically turn on.***

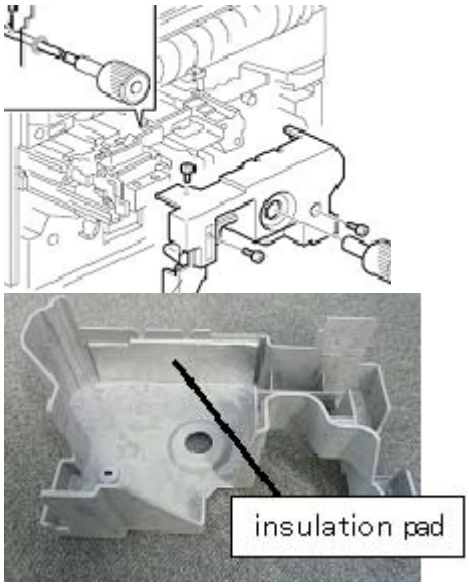
MT-C3.5: Update the Engine firmware (D0545127) to ver1.06c:00.
MT-C3: Update the Engine firmware (B2475127) to ver1.13:60.
MT-C2: Do other than updating firmware. Firmware for this symptom is not available.
Note: After the new firmware is installed, the fan will be turned on for one minute at job end, even if the timer for the energy saver setting is less than one minute.

2. Clean the following filter (B0654255).
   Note: This will improve ventilation inside the machine.





3. Attach the extra insulation pad (B0654255).
   Note: This will prevent heat from being transferred from the fusing unit to the toner bottle.



Reissued: 24-Sep-12

Model: Martini-C3	Date: 01-Sep-06	No.: RB246001e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Engine)			Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Engine.

Version	Program No.	C. SUM	Effective Date
1.14:60	***B2475127G***	***-***	***October 2012 production***
1.13:60	B2475127F	-	April 2012 production
1.11:60	B2475127E	-	November 2007 production
1.10:60	B2475127D	-	July 2007 production
1.09:60	B2475127C	-	September 2006 Production
1.08:53	B2475127B	9F4A	March 2006 Production

Version	Symptom Corrected
1.14:60	***Change for Japanese market***
1.13:60	Symptom corrected: One of the following occurs before the developer reaches its replacement cycle: - Light copies - Dirty background - Toner dusting inside the machine
1.11:60	The start timing of the reface Mode (SP2940) has been changed.
1.10:60	Symptom corrected: 1. When recovering from energy saver mode, display indicates "Jam 8" indefinitely. 2. SP6-128-8 (Fine Ajust Z-Fold 1) does not work.
1.09:60	1. The machine does not print out when SC317 occurs. 2. SC590 is displayed when SC495 occurs.
1.08:53	1st Mass Production

Reissued: 27-Mar-13

Model: Martini-C3	Date: 01-Sep-06	No.: RB246001f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Engine)			Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Engine**.

Version	Program No.	C. SUM	Effective Date
1.15:60	***B2475127H***	***-***	***April 2013 production***
1.14:60	B2475127G	-	October 2012 production
1.13:60	B2475127F	-	April 2012 production
1.11:60	B2475127E	-	November 2007 production
1.10:60	B2475127D	-	July 2007 production
1.09:60	B2475127C	-	September 2006 Production
1.08:53	B2475127B	9F4A	March 2006 Production

Version	Symptom Corrected
1.15:60	***Symptom corrected:*** ***One of the following occurs before the developer reaches its replacement cycle:*** - ***Light copies*** - ***Dirty background*** - ***Toner dusting inside the machine*** ***Note: After the firmware has been updated, the default value for SP2-978-001 (time of fan rotation) has to be changed to a value of 255 minutes.*** ***Important:*** ***To apply the above changes, you need to update to System/Copy v3.07 or later.***
1.14:60	Change for Japanese machine
1.13:60	Symptom corrected: One of the following occurs before the developer reaches its replacement cycle: - Light copies - Dirty background - Toner dusting inside the machine
1.11:60	The start timing of the reface Mode (SP2940) has been changed.

Version	Symptom Corrected
1.10:60	Symptom corrected: 1. When recovering from energy saver mode, display indicates "Jam 8" indefinitely. 2. SP6-128-8 (Fine Ajust Z-Fold 1) does not work.
1.09:60	1. The machine does not print out when SC317 occurs. 2. SC590 is displayed when SC495 occurs.
1.08:53	1st Mass Production

Reissued: 27-Mar-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002p

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (System)			Prepared by: K. Yamamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **System/Copy.**

Version	Program No.	C. SUM	Effective Date	Availability of RFU
3.07	***B2475101Y***	***-***	***March 2013 production***	***Not available***
3.06	B2475101X	-	December 2010 production	Not available
3.05	B2475101W	-	February 2010 production	Not available
3.04	B2475101V	-	October 2009 production	Not available
3.03	B2475101T	-	August 2009 production	Not available
3.02	B2475101S	-	October 2008 production	Not available
3.01	B2475101R	-	February 2008 production	Not available
3.00	B2475101Q	-	January 2008 production	Available
2.09	B2475101P	-	October 2007 production	Available
2.08	B2475101N	-	July 2007 production	Available
2.05	B2475101K	-	January 2007 production	Available
2.04	B2475101J	-	November 2006 Production	Available
1.14.1	B2475101H	-	August 2006 Production	Available
1.13	B2475101G	-	August 2006 Production	Available
1.12	B2475101F	-	June 2006 Production	Available
1.11	B2475101E	-	May 2006 Production	Available
1.10	B2475101D	7974	March 2006 Production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
3.07	***Symptom corrected:*** ***1. Cannot logout if the card is removed with specific timing.*** ***2. One of the following occurs before the developer reaches its replacement cycle:*** - ***Light copies*** - ***Dirty background*** - ***Toner dusting inside the machine*** ***Important: To apply the above changes, you also need to install Engine firmware ver1.15:60 or later.***

Reissued: 27-Mar-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002p

Version	Modified Points or Symptom Corrected
	Note: After the firmware has been updated, SP2-978-001 (time of fan rotation) should change to 255 minutes (default: 0)
3.06	Symptom corrected: The machine stalls if the Scanner transmits a JPEG image or the password for a stored Printer document is changed.
3.05	Symptom corrected: 1. Several SC errors (some resulting in an automatic reboot), might result in the device displaying an SC670 after reboot. This cannot be recovered even with another reboot. 2. If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs. 3. After a device error is recovered, an Auto E-mail Notification might not be sent and the Web Image Monitor "Auto E-mail Notification"settings become inaccessible until the power is cycled. Other changes: The MAC address for the RICOH vendor code was changed.
3.04	Changes made for the domestic (Japan) model only.
3.03	Symptom corrected: 1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 2. An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet. 3. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait". 4. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. 5. All pages of a PDF file are blank if created by scanning with the Custom Size setting. 6. The use of 102 or more Designation Sheets with a stored job or with the Copier's Sample Copy function will result in an SC990 error. 7. Use of the Cover Interposer Tray will reduce the printing speed at times when there are jobs waiting in the print queue.
3.02	Symptom corrected: 1. Minor bugs related to RFU. 2. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times. 3. Devices using an IPv6 linklocal address, might not be able to use IPsec.
3.01	Symptom corrected: 1. The folding feature does not work after the machine recovers from Energy Saver mode. 2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). 3. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue. 4. The device did not log Unauthorized Copying attempts in the Access logs.

Reissued: 27-Mar-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002p

Version	Modified Points or Symptom Corrected
	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device. 2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". 3. Daylight savings time and date can be configured for North American models. (TechMail#RC060731)
3.00	1. Supports the Model MT-C3.5 (Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): – The device is conneted to a HUB that has link flapping enabled. – The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later

Reissued: 27-Mar-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002p

Version	Modified Points or Symptom Corrected
	- FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher (B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 (“Default Document ACL”)" has been added.

Reissued: 27-Mar-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002p

Version	Modified Points or Symptom Corrected
	This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions:

Reissued: 27-Mar-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002p

Version	Modified Points or Symptom Corrected
	- LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass production

Reissued: 15-Mar-13

Model: MT-C3/MT-C3.5	Date: 21-Dec-06	No.: RB246006k

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)	Prepared by: K. Yamamoto
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.	

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

This RTB has been issued to announce the firmware release information for the **Network DocBox**.

Version	Program No.	C. SUM	Effective Date
3.03	***B8415530M***	***-***	***March 2013 production***
3.02	B8415530L	-	February 2010 production
3.01	B8415530K	-	October 2008 production
3.00	B8415530J	-	March 2008 production
2.05	B8415330H	-	July 2007 production
2.04	B8415530G	-	April 2007 production
2.03	B8415530F	-	May 2007 production
2.02	B8415530E	-	January 2007 production
2.01	B8415530D	-	Nov 2006 production
1.14	B8415530C	-	June 2006 production
1.11.1	B8415530B	-	May 2006 Production
1.11	B8415530A	-	March 2006 Production

Version	Modified Points or Symptom Corrected
3.03	***Symptom corrected:*** ***1. The device fails to transfer the job log or the access log to the Web SmartDeviceMonitor server or Remote communication Gate S Pro. It affected if a control character was included in the log.*** ***2. If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.*** ***3. The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 byte in length.***
3.02	Symptom corrected: 1. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 2. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from WebImageMonitor. 3. Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor without the powercycle. - The 404 Not Found error will be shown if the WebImageMonitor document

Reissued: 15-Mar-13

Model: MT-C3/MT-C3.5	Date: 21-Dec-06	No.: RB246006k

Version	Modified Points or Symptom Corrected
	server is accessed. - The device will stall if captured data is transferred to a delivery server such as ScanRouter. 4. Duplicate logs might be transferred to Web SmartDeviceMonitor.
3.01	Symptom corrected: 1. The web service might stall if the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device.
3.00	Symptom corrected: 1. The stored files might not be able to be downloaded via WIM. 2. File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder. Other changes: 1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported.For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".
2.05	Symptom corrected: 1. Fax documents stored in the document server, might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.
2.04	Symptom corrected: 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue. 2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found".This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later
2.03	Symptom corrected: 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happenned if the folder paths were imported to the address book from a csv file via SDM for Admin. 3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types. 4. Devices without a File Format Converter option might experience the following problems.This affects all files that were originally stored in the Document Server

Reissued: 15-Mar-13

Model: MT-C3/MT-C3.5	Date: 21-Dec-06	No.: RB246006k

Version	Modified Points or Symptom Corrected
	by the Copier or Printer applications. - PDF files are displayed as a sigle line if the "Enlarge Image" button is pressed in WebImageMonitor. - An error message is displayed if the "File properties" button is pressed in WebImageMonitor.
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be apllied to fix this issue.
2.01	1. A FAX option is now available.
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error massage shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin. - Before: 34992 Insuffiecient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.
1.11.1	Some of the device settings specified using the SmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.
1.11	1st Mass production

Reissued: 17-May-13

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003k

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)			Prepared by: K. Yamamoto
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Network Support.**

Version	Program No.	C. SUM	Effective Date	Availability of RFU
5.61	***B2475102N***	***-***	***March 2013 production***	***Available***
5.60	B2475102M	-	December 2010 production	Available
5.59	B2475102L	-	September 2010 production	Available
5.58	B2475102J	-	January 2010 production	Available
5.57	B2475102H	-	October 2008 production	Available
5.56	B2475102G	-	February 2008 production	Available
5.55	B2475102F	-	October 2007 production	Available
5.54	B2475102E	-	April 2007 production	Available
5.53.1	B2475102D	-	March 2007 production	Available
5.11c	B2475102C	-	Aug 2006 Production	Available
5.10c	B2475102B	-	May 2006 Production	Available
5.07.1c	B2475102A	8120	March 2006 Production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
5.61	***Symptom corrected:*** ***1. Chunk Transfer Encoding over an IPP port might results in print jobs being reset.*** ***2. If SSDP = Active (Web ImageMonitor > Configuration > Network Security), a high load on the CPU might result in the MFP stalling with an SC899 error.*** ***3. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7.*** ***4. The device might lose network connectivity if SSDP is enabled. Network***

Reissued: 17-May-13

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003k

Version	Modified Points or Symptom Corrected
	connectivity could be temporarily restored after a power cycle. ***5. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.(GFPR#RE11100009)*** ***6. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults.*** ***7. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.*** ***8. Scan to SMB fails if the both of the following conditions are met.*** - ***Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name.*** - ***One or more octets in the destination's IPv4 address contain leading zeros.*** ***9. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length.*** ***10. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.*** ***11. If "CNAME" is specified as the destination folder, ScanTo Folder will abort.*** ***12. If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail.*** ***13. Cannot scan to shared folders in Windows 8.*** ***14. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.***
5.60	Symptom corrected: 1. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the MFP by http. 2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder. 3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.
5.59	Symptom corrected: 1. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. 2. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. 3. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 4. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. 5. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. 6. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. 7. After changing the MFP's DNS server address or Domain name, Scan to SMB

Reissued: 17-May-13

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003k

Version	Modified Points or Symptom Corrected
	destinations specified using a hostname might not be found. 8. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. 9. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted. 10. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted. Other changes: 1. Unable to Scan to SMB to a destination that is not specified using an FQDN. 2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. 3. Windows Authentication fails if the username or password includes lower-case European characters. 4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.
5.58	Symptom corrected: 1. IPP print jobs are cancelled. This happened very infrequently. 2. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. 3. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). Other changes: 1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. 2. The MFP now supports CIFS, DFS and NTLM v2.
5.57	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441).
5.56	Symptom corrected: 1. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 2. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 3. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 4. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276). 5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: - The Ethernet Speed is changed to any setting except "Auto Select", from the

Reissued: 17-May-13

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003k

Version	Modified Points or Symptom Corrected
	operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. 8. The following problems might occur if a device is connected to an wired ethernet (The setting of LAN Type is "Ethernet") but has an unused WLAN card installed. – Jobs submitted from Mac via AppleTalk might be discarded completely by the printer. – The client can not connect to the device using a NetBIOS path. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.
5.55	Symptom corrected: 1. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 3. The performance of WIM might be reduced if SSDP is enabled on the device. 4. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)
5.54	Symptom corrected: 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour).
5.53.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).

Reissued: 17-May-13

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003k

Version	Modified Points or Symptom Corrected
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.
5.07.1c	1st Mass production

Reissued: 21-Aug-13

Model: **MT-C3**	Date: 01-Sep-06	No.: RB246001g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Engine)			Prepared by: K. Yamamoto
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **Engine**.

Version	Program No.	C. SUM	Effective Date	Availability of RFU
1.16:60	***B2475127J***	***-***	***July 2013 production***	***Available***
1.15:60	B2475127H	-	April 2013 production	Available
1.14:60	B2475127G	-	October 2012 production	Available
1.13:60	B2475127F	-	April 2012 production	Available
1.11:60	B2475127E	-	November 2007 production	Available
1.10:60	B2475127D	-	July 2007 production	Available
1.09:60	B2475127C	-	September 2006 Production	Available
1.08:53	B2475127B	9F4A	March 2006 Production	Available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
1.16:60	***Other changes:*** ***A new SP mode was added:*** ***SP3-990-001 (fan rotation speed)*** ***0: Slow (same as previous firmware)*** ***1: Fast*** ***Note: This SP is effective for correcting light images, by cooling the inside of the machine and minimizing toner deterioration.*** ***IMPORTANT: To apply the above changes, make sure to also install System/Copy firmware ver.3.08 or later.***

Version	Symptom Corrected
1.15:60	Symptom corrected: One of the following occurs before the developer reaches its replacement cycle: - Light copies - Dirty background - Toner dusting inside the machine Note: After the firmware has been updated, the default value for SP2-978-001 (time of fun rotation) have to be changed to a value of 255 minutes. Important: To apply the above changes, you need to update to System/Copy v3.07 or later.
1.14:60	Change for Japanese machine
1.13:60	Symptom corrected: One of the following occurs before the developer reaches its replacement cycle: - Light copies - Dirty background - Toner dusting inside the machine
1.11:60	The start timing of the reface Mode (SP2940) has been changed.
1.10:60	Symptom corrected: 1. When recovering from energy saver mode, display indicates "Jam 8" indefinitely. 2. SP6-128-8 (Fine Ajust Z-Fold 1) does not work.
1.09:60	1. The machine does not print out when SC317 occurs. 2. SC590 is displayed when SC495 occurs.
1.08:53	1st Mass Production

Reissued: 21-Aug-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002q

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release History (System)			Prepared by: K. Yamamoto
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **System/Copy.**

Version	Program No.	C. SUM	Effective Date	Availability of RFU
3.08	***B2475101Z***	***-***	***June 2013 production***	***Not available***
3.07	B2475101Y	-	March 2013 production	Not available
3.06	B2475101X	-	December 2010 production	Not available
3.05	B2475101W	-	February 2010 production	Not available
3.04	B2475101V	-	October 2009 production	Not available
3.03	B2475101T	-	August 2009 production	Not available
3.02	B2475101S	-	October 2008 production	Not available
3.01	B2475101R	-	February 2008 production	Not available
3.00	B2475101Q	-	January 2008 production	Available
2.09	B2475101P	-	October 2007 production	Available
2.08	B2475101N	-	July 2007 production	Available
2.05	B2475101K	-	January 2007 production	Available
2.04	B2475101J	-	November 2006 Production	Available
1.14.1	B2475101H	-	August 2006 Production	Available
1.13	B2475101G	-	August 2006 Production	Available
1.12	B2475101F	-	June 2006 Production	Available
1.11	B2475101E	-	May 2006 Production	Available
1.10	B2475101D	7974	March 2006 Production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Reissued: 21-Aug-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002q

Version	Modified Points or Symptom Corrected
3.08	***Other changes:*** ***A new SP mode was added:*** ***SP3-990-001 (fan rotation speed)*** ***0: Slow (same as previous firmware)*** ***1: Fast*** ***Note: This SP is effective for correcting light images, by cooling the inside of the machine and minimizing toner deterioration.*** ***IMPORTANT: To apply the above changes, make sure to also install Engine firmware ver.1.16:60. or later.***
3.07	Symptom corrected: 1. Cannot logout if the card is removed with specific timing. 2. One of the following occurs before the developer reaches its replacement cycle: - Light copies - Dirty background - Toner dusting inside the machine Important: To apply the above changes, you also need to install Engine firmware ver1.15:60 or later. Note: After the firmware has been updated, SP2-978-001 (time of fan rotation) should change to 255 minutes (default: 0)
3.06	Symptom corrected: The machine stalls if the Scanner transmits a JPEG image or the password for a stored Printer document is changed.
3.05	Symptom corrected: 1. Several SC errors (some resulting in an automatic reboot), might result in the device displaying an SC670 after reboot. This cannot be recovered even with another reboot. 2. If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs. 3. After a device error is recovered, an Auto E-mail Notification might not be sent and the Web Image Monitor "Auto E-mail Notification"settings become inaccessible until the power is cycled. Other changes: The MAC address for the RICOH vendor code was changed.
3.04	Changes made for the domestic (Japan) model only.
3.03	Symptom corrected: 1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 2. An SC990 error might occur if a job that contains a large amount of data per page, is printed in duplex. An example of a potentially affected job is printing photos with a Layout of 16 per sheet. 3. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait".

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Version	Modified Points or Symptom Corrected
	4. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication. 5. All pages of a PDF file are blank if created by scanning with the Custom Size setting. 6. The use of 102 or more Designation Sheets with a stored job or with the Copier's Sample Copy function will result in an SC990 error. 7. Use of the Cover Interposer Tray will reduce the printing speed at times when there are jobs waiting in the print queue.
3.02	Symptom corrected: 1. Minor bugs related to RFU. 2. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times. 3. Devices using an IPv6 linklocal address, might not be able to use IPsec.
3.01	Symptom corrected: 1. The folding feature does not work after the machine recovers from Energy Saver mode. 2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). 3. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 3.01 or later) and Scanner firmware (version 1.19 or later) need to be applied to fix this issue. 4. The device did not log Unauthorized Copying attempts in the Access logs. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 3.01 or later), Websys firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device. 2. The new features of "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.2.11 (SDK/J SDcard Ver.2.11)". 3. Daylight savings time and date can be configured for North American models. (TechMail#RC060731)
3.00	1. Supports the Model MT-C3.5 (Machine Code: D052/D053/D054).
2.09	Symptom corrected: 1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. 2. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. 3. The job processing speed is slower when the DataOverwriteSecurity option is installed. 4. Device might not be able to access the network under the following conditions (FPR#RC07050005): - The device is conneted to a HUB that has link flapping enabled. - The device "Ethernet speed" is not "Auto".
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD as a single job with overlapping page

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Model: MT-C3	Date: 05-Dec-06	No.: RB246002q

Version	Modified Points or Symptom Corrected
	images. This can only happen if all of the following conditions occur: 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel will not be saved. Other changes: Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Catalan and Turkish languages". Note: To support this feature, install all of the following firmware: - System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later) - Printer firmware ver 1.07 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - Scanner firmware ver 1.18 or later - Fax firmware ver 05.00.00 or later - FCU firmware ver 02.00.00 or later 4. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be apllied to fix this issue. 5. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later - The device sporadically fails to login to an Integration server. - ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.
2.05	1. The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job is being processed. 2. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version

Reissued: 21-Aug-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002q

Version	Modified Points or Symptom Corrected
	2.02 or later) need to be apllied to fix this issue. 3. The machine displays "Proxy error. If it reoccurs ....." after the main power is turned ON.
2.04	1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. Supports the FAX and G3 options. 3. Fax does not start after resetting the controller. 4. 2-byte fonts in the Key Display name will be displayed as a garbage characters. This problem happens in the confirmation screen that is shown when a user is removed from "Protect Destination" or "Protect File(s)". 5. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages.
1.14.1	1. SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected 2. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). 3. SC990 occurs when the SMC is printed out 4. The prints of a Staple job are not shifted when the finisher (B700/701) are connected. 5. During Copy Connection, some images from the previous job are printed out by the sub machine. 6. SC990 occurs while the SMC is being printed out. 7. A new SP "SP5-401-103 (“Default Document ACL”)" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users.
1.13	1. The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. 2. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. 3. The SDK application might not be installed using WIM. 4. The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.
1.12	1. Symptom corrected: The alert message for fusing web Near End is not displayed. 2. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. 3. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. 4. Symptom corrected: SC672 occurs if the machine switches to Energy Saver

Reissued: 21-Aug-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002q

Version	Modified Points or Symptom Corrected
	Mode just after warming up. 5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. 6. Symptom corrected: "WARNING..." is displayed when the system time does not match the RTC time. 7. Unnecessary lines at the trailing edge of the image are removed. 8. Added an Administrator counter for the MIB. 1. Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 2. Fixed: Scan to SMB destinations will not be added to the job if specified manually. This only happens if at least 1 SMB destination has already been entered and User Authentication is enabled. 3. Fixed: Removal of a Scan to SMB destination from a job (using the clear/stop button), might freeze the device or might be displayed "SC997" error message on the operation panel. This only happens is more than 1 Scan to SMB destination has been specified for a Scan Job and User Authentication is enabled. 4. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 6. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 7. Fixed: Print settings of documents stored in the document server are lost if the document is downloaded using DeskTopEditor For Production and then returned to the document server.
1.11	1. Fixed: Searching function can use by user code on the scanner and document server. 2. Fixed: A preset job cannot be deleated.
1.10	1st Mass production

Reissued: 10-Aug-16

Model: MT-C3/MT-C3.5	Date: 05-Dec-06	No.: RB246016g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (FAX)			Prepared by: K. Moriizumi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

This RTB has been issued to announce the firmware release information for the **FAX**.

Version	Program No.	C. SUM	Effective Date	Availability of RFU
10.00.00	***B2475108K***	**-**	**-**	***Available***
09.00.00	B2475108J	-	December 2010 production	Available
8.00	B2475108H	-	October 2009 production	Available
7.00	B2475108G	-	September 2009 production	Available
6.00	B2475108F	-	January 2008 production	Available
5.00	B2475108E	-	July 2007 production	Available
4.00	B2475108D	-	March 2007 production	Available
3.00	B2475108C	-	November 2006 Production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
10.00.00	***Symptom corrected:*** ***A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.***
09.00.00	Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
8.00	Other: 1. Minor changes applied for the Japanese model.
7.00	Symptom corrected: If a FAX is sent under the following conditions, the sender information is not included in the Send Results: - The operator sets the LCD to "Simplified Display". - The operator logs in via User Authentication using a name that has been set manually (i.e. changed from the default name initially allocated).
6.00	Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
5.00	Supports the Catalan and Turkish languages.

Reissued: 10-Aug-16

Model: MT-C3/MT-C3.5	Date: 05-Dec-06	No.: RB246016g

Version	Symptom Corrected
4.00	Symptom corrected: The first destination in a 500-destination group is deleted when that group is selected. Conditions: The operator registers a new destination just before selecting the group.
3.00	1st Mass Production