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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 informa	tion	Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/red	eive	☐ 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: When recovering from energy saver mode, display indicates "Jam 8" indefinitely. SP6-128-8(Fine Ajust Z-Fold 1) does not work.
1.09:60	 The machine does not print out when SC317 occurs. SC590 is displayed when SC495 occurs.
1.08:53	1st Mass Production

RICOH	l echn	ical B	ull	etin		PAGE: 1	/1
Model: Martini-C	23		Dat	te: 04-Jul-	06	No.: RB246002a	
Subject: Firmwar		Prepare	ed by: S. V	Watanabe			
From: 2nd Tech S	Support Sec. Service Support D	ept.					
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	☐ Action	required	
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information	
	☐ Product Safety)	•		

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	 Fixed: A preset job cannot be deleted. 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). 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

Technical Bulletin

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Reissued: 08-Mar-07

Model: Martini-C3			Dat	ate: 08-Aug-06		No.: RB246003c
Subject: Firmware Release History (NCS)			Prepared by: S. Watanabe			
From: 2nd Tech	Support Sec. Service Support I	Dept.				
Classification:	ssification: Troubleshooting Part informa			tion	Action	required
	☐ Mechanical	☐ Electrical			☐ Service manual r	
	☐ Paper path ☐ Transmit/rec		eive	☐ Retrof	fit 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: SMB printing is sporadically unavailable. The device cannot login to Windows Vista via SMB. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. The device will not be registered with a DNS server by a DHCP relay agent. 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	 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. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 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

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No - DD040004	

Model: Martini-C3 Dat			Date: 2-May-06		No.: RB246004	
Subject: Firmware Release History (Animation)			Prepare	d by: S. v	Vatanabe	
From: 2nd Tech	Support Sec. Service Support I	Dept.				
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part info ☐ Electric ☐ Transm ☐ Other (al		Service	n required ce manual revision fit information

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	



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Reissued: 28-Nov-08

Model: Martini-C3			Dat	e: 2-May-	06	No.: RB246005c
RTB Reissue The items in bol	ld italics have been co	orrected.				
Subject: Firmware Release History (Language)				Prepare	d by: S. I	shizu
From: 2nd Tech 9	Support Sec. Service Supp	ort Dept.				
Classification:	Troubleshooting	☐ Part info	ormat	tion	☐ Action	n required
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path	☐ Transm	iit/rec	eive	☐ Retrof	fit 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				

Technical Bulletin

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Model: Martini-C3			Dat	Date: 21-Dec-06		No.: RB246006c
Subject: Firmware Release History (Network DocBox)				Prepare	d by: S. V	Vatanabe
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	☐ Action	n required
	☐ Mechanical ☐ Electrica		al		☐ Servic	ce manual revision
	☐ Paper path	☐ Transm	iit/rec	eive	☐ Retrof	fit information
	☐ Product Safety	oxtimes 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	 Fixed: Jobs downloaded using DeskTopEditor For Production are not logg in the Job Log. 					
	This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted.					
	Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production.					
	Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server.					
	 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					

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Model: Martini-C3			Dat	Date: 21-Dec-06		No.: RB246007b
Subject: Firmware Release History (Web Support)				Prepared	d by: S. V	Vatanabe
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Servic	ce manual revision
1	☐ Paper path	☐ Transm	ıit/rec	eive	☐ Retrof	fit information
	☐ Product Safety	oxtimes 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 WeblmageMonitor 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	Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.
	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

Technical Bulletin

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Reissued: 27-Sep-07

Model: Martini-C3			Date: 2-May-06			No.: RB246008a
Subject: Firmware Release History (WebUapl)				Prepare	d by: S. V	Vatanabe
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	n required
		☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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

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Model: Martini-C	23		Dat	te: 16-Oct-	-06	No.: RB246009d	
Subject: Firmware Release History (Printer)				Prepare	d by: S. V	Vatanabe	
From: 2nd Tech	Support Sec. Service Support D	ept.					
Classification:	☐ Troubleshooting	☐ Part inf	orma	tion	☐ Action	required	
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information	
	☐ Product Safety	M Other (١	=		

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	 Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 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

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Model: Martini-C	23		Dat	te: 21-De	c-06	No.: RB246010d	
Subject: Firmware Release History (Scanner)			Prepare	ed by: S. V	Vatanabe		
From: 2nd Tech	Support Sec. Service Support [Dept.					
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	☐ Action	required	
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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

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Reissued:4-Jul-06

☐ Product Safety

Model: Martini-C3			Date: 2-May-06		6	No.: RB246011a
RTB Reissue The items in bol	d italics have been correc	cted or add	led.			
Subject: Firmware Release History (OpePanel)				Prepared by: S. Watanabe		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part informa		tion [☐ Action	required
	☐ Mechanical	☐ Electrical		[☐ Servic	e manual revision
	☐ Paper path	☐ Transmit/rec		eive [☐ Retrof	it information

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

Other (

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



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Reissued: 28-May-08

Model: Martini-C3			Dat	e: 2-May-06	No.: RB	3246012a
RTB Reissue The items in bol	ld italics have been ch	anged.				
Subject: Firmwar	re Release History (Option	PS3)		Prepared by:	S. Watanabe	
From: 2nd Tech	Support Sec. Service Supp	ort Dept.				
Classification:	Troubleshooting	☐ Part info	ormat	tion A	ction required	
	☐ Mechanical	☐ Electric	al	□s	ervice manual	revision
	☐ Paper path	☐ Transm	it/rec	eive 🗌 R	tetrofit informa	tion
	☐ 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 upsidedown. (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

Technical **B**ulletin

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Model: Martini-C3			Date: 14-Jul-06		06	No.: RB246002b
Subject: Firmware Release History (System)				Prepare	d by: S. V	Vatanabe
From: 2nd Tech S	Support Sec. Service Support D	ept.				
Classification:	☐ Troubleshooting	☐ Part inf	ormat	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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
Version 1.12	 Symptom Corrected Symptom corrected: The alert message for fusing web Near End is not displayed. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. Symptom corrected: "WARNING" is displayed when the system time does not match the RTC time. Unnecessary lines at the trailing edge of the image are removed. Added an Administrator counter for the MIB.
	 Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models. 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. 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.

Model: Martini-C3

Technical Bulletin

Date: 14-Jul-06 No.: RB246002b

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Version	Symptom Corrected
7 61 61 61	 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 Fixed: Either the scanner application or the entire device might stall if an LDAP search reference recursively spans 3 or more servers. Fixed: The device might lockup with "Scanning" displayed on the operation panel using Scan to Document Server. 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	 Fixed: A preset job cannot be deleted. 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). 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
1.10	1.11 or later and Scanner firmware Ver Ver m_3.15 or later. 1st Mass Production
1.10	1 151 IVIASS 1 TUUUULIUTT

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Model: Martini-C	3		Dat	e: 8-Aug-0	06	No.: RB246013
Subject: Service	Manual Revision			Prepare	d by: S. V	Vatanabe
From: 2nd Tech S	Support Sec. Service Support D	ept.				
Classification:	☐ Troubleshooting	☐ Part inf	ormat	tion	☐ Action	required
	☐ Mechanical	Electric	al		Service Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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		B2	48	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	317/346 <mark>W</mark>	304/341W	317/346 <mark>W</mark>	
10 sec. Recovery	202/214 <mark>W</mark>	217/227W	202/214W	217/227 <mark>W</mark>	202/214 <mark>W</mark>	217/227W	
Off/Sleep Recovery	3.3/3.3W	28.1/28.1W	3.3/3.3 <mark>W</mark>	28.1/28.1W	3.3/3.3W	28.1/28.1W	
Energy Save Mode	3.3/3.3 W	28.1/28.1W	3.3/3.3W	28.1/28.1W	3.3/3.3 W	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

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Model: Martini-C3			Date: 11-Aug-06		-06	No.: RB246002c
Subject: Firmware Release History (System)				Prepare	d by: S. V	Vatanabe
From: 2nd Tech S	Support Sec. Service Support D	ept.				
Classification:	☐ Troubleshooting	☐ Part inf	orma	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Servic	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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
	0.	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.



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Model: Ma	artini-C3	Date: 11-Aug-06	No.: RB246002c				
Version	Symptom C	Symptom Corrected					
	 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. 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 is enabled. 4. Fixed: The device that has the 'Autentic be able to authenticate a valid user on the user name contains non-ASCII characteristics. This problem effects the following function 	r a Scan Job and User Acation: High Security' se an LDAP server. This caracters.	Authentication etting might not				
	 - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application of LDAP search reference, recursively sp. 6. Fixed: The device might lockup with "Spanel using Scan to Document Server. 	ans 3 or more servers. canning" displayed on t					
1.11	7. Fixed: Print settings of documents store the document is downloaded using Descreturned to the document server. 1. Fixed: Searching function can use by use the document server.	ed in the document serviskTopEditor For Produc	tion and then				
	server. 2. Fixed: A preset job cannot be deleated.	er code on the scanner	and document				
1.10	1st Mass Production						



PAGE: 1/2

Reissued:11-Aug-06

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

The items in bold italics have been corrected or added.

The Remain Bold Railed Have been conceiled of added.							
Subject: Firmware Release History (OpePanel)				Prepared by: S. Watanabe			
From: 2nd Tech	Support Sec. Service Support D						
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part informa☐ Electrical☐ Transmit/rec☐ Other (☐ Action required☐ Service manual revision☐ Retrofit information			

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



PAGE: 2/2

Reissued:11-Aug-06

Model: Martini-C3	Date: 2-May-06	No.: RB246011b
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	V	ersion	Symptom Corrected		
Korea	ASI_TWN	CHN	NA	EU	ojimpioiii oonooto
1.18	-	-	-	-	1st Mass Production for Korea.
-	1.15.1	1.15	1.13	1.13	1st Mass Production

Technical **B**ulletin

PAGE: 1/3

Model: Martini-C3			Dat	te: 01-Sep-06 No		No.: RB246002d
Subject: Firmware Release History (Sysyem)				Prepare	ed by: S. V	Vatanabe
From: 2nd Tech S	Support Sec. Service Support D	ept.				
Classification:	☐ Troubleshooting	☐ Part inf	ormat	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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	The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display.

PAGE: 2/3

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

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	 Symptom corrected: The alert message for fusing web Near End is not displayed.
	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.
	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

Technical Bulletin

Date: 01-Sep-06 No.: RB246002d

PAGE: 3/3

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

Technical Bulletin

PAGE: 1/1

Model: Martini-C3			Dat	te: 14-Sep-06 No		No.: RB246014
Subject: Firmware information for Plockmatic/GBC				Prepare	d by: s. v	Vatanabe
From: 2nd Tech S	Support Sec. Service Support D	ept.				
Classification:	☐ Troubleshooting	☐ Part inf	ormat	tion	☐ Action	required
	☐ Mechanical	chanical 🔲 Electrical			☐ Service	e manual revision
☐ Paper path ☐ Transmit/re			it/rec	eive	☐ Retrof	fit 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.

Technical Bulletin

PAGE: 1/2

Reissued:06-Dec-06

Model: Martini-C3	Date: 2-May-06	No.: RB246011c
RTB Reissue		
The items in hold italies have been corrected or ad-	dad	

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

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



PAGE: 2/2 Reissued:06-Dec-06

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

	Version				Symptom Corrected	
Korea	ASI_TWN	CHN	NA	EU	,p	
-	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	

Technical Bulletin

PAGE: 1/3

Model: Martini-C3 Dat				te: 05-Dec-06 No.: RB2460026		No.: RB246002e
Subject: Firmware Release History (Sysyem)					d by: S. V	Vatanabe
From: 2nd Tech S	Support Sec. Service Support D	Dept.				
Classification:	☐ Troubleshooting	☐ Part informa		tion		n required
	☐ Mechanical	☐ Electrical			☐ Servic	ce manual revision
	☐ Paper path ☐ Transmit/re			eive	☐ Retro	fit information
	☐ Product Safety	Other ()		

This RTB has been issued to announce the firmware release information for the $\mbox{System/Copy}.$

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	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.

Model: Martini-C3

Technical Bulletin

Date: 05-Dec-06 No.: RB246002e

PAGE: 2/3

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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
1.13	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	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.
	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.
	,
	' '
	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.

Technical Bulletin

PAGE: 3/3

Model: Ma	artini-C3	Date: 05-Dec-06	No.: RB2460026			
Version	Symptom Corrected					
	This problem effects the following function - LDAP Search - LDAP Connection Test - LDAP Authentication 5. Fixed: Either the scanner application of LDAP search reference, recursively specified. The device might lockup with "Search panel using Scan to Document Server Towns of the document is downloaded using Dereturned to the document server.	r the entire device mighteans 3 or more servers. Scanning" displayed on tead in the document serv	he operation ver are lost if			
1.11	 Fixed: Searching function can use by user code on the scanner and document server. Fixed: A preset job cannot be deleated. 					
1.10	1st Mass Production					

Technical Bulletin

PAGE: 1/2

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:	Classification: Troubleshooting Part inform		ormation		☐ Action	n required	
	☐ Mechanical	☐ Electrical		☐ Service manual re		ce manual revision	
	☐ Paper path	☐ Transmit/receive		eceive		fit 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: PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include separator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 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	 Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 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.

Technical Bulletin

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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

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I٦	₹	U	г	1

PAGE: 1/23

Model: Martini-C3 Date				te: 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 informat		ation Action required		n required
	☐ Mechanical				☐ Service manual	
	☐ Paper path	☐ Transm	it/rec	eive	Retro	fit information
	☐ Product Safety	\boxtimes 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.



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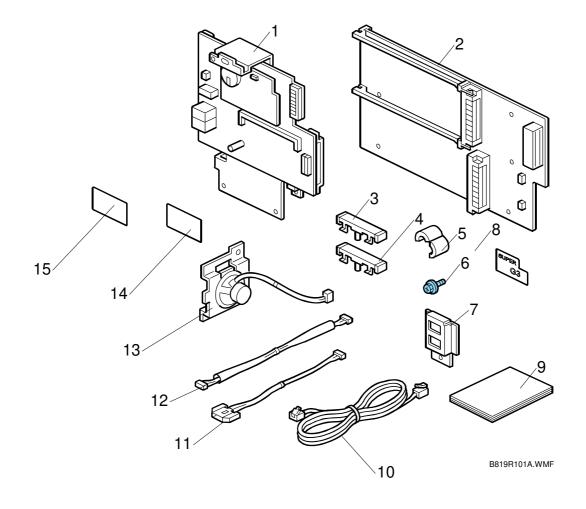
Model: Martini-C3 Date: 4-Dec-06 No.: RB246015

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



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

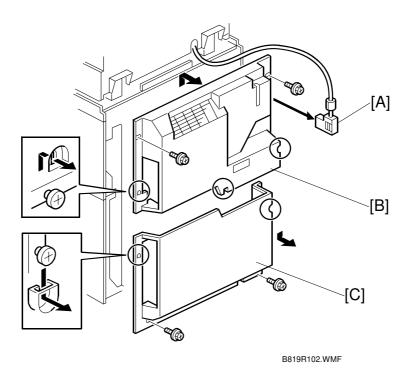
Installation Procedure

FCU installation

ACAUTION

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.

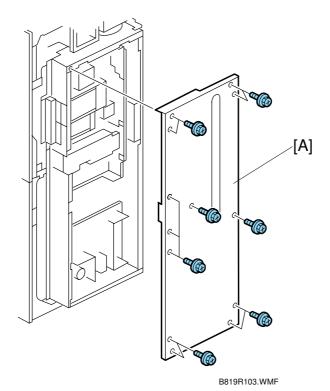


- 1. Disconnect the ADF connector [A].
- 2. Remove the rear upper cover [B] (F x 2)
 - Slide down to remove.
 - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.
- 3. Remove the rear lower cover [C] (F x 2)
 - When re-attaching,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



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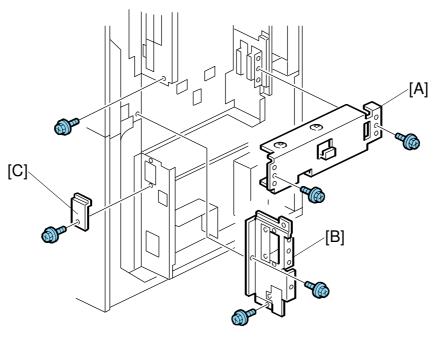
Model: Martini-C3 Date: 4-Dec-06 No.: RB246015



4. Remove the controller box cover [A] (\$\mathcal{E}\$ x13).



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



B819R104A.WMF

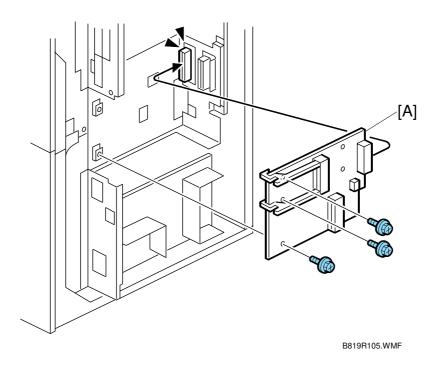
PAGE: 5/23

- 5. Remove the option board cover [A] (\mathscr{F} x2).
- 6. Remove the option faceplate [B] (\$\mathcal{B}\$ x3).
- 7. Remove the cover plate [C] (\$\varepsilon x1).



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

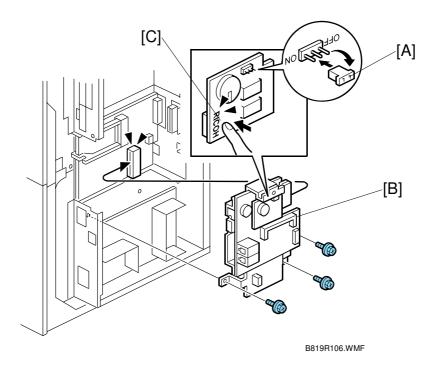


8. Attach the interface board [A] (F x3).



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

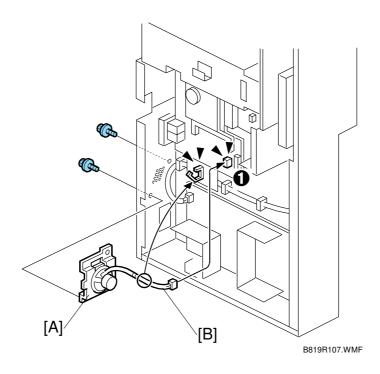


- 9. Remove the jumper [A] on the MBU and set it to the ON position. **Important**: If the jumper remains at the OFF position, this will cause SC672 (Controller Startup Error) to appear.
- 10. Attach the FCU [B] to the interface board (\mathscr{F} x4).
- 11. Press on the "RICOH" logo at [C] to make sure that the MBU is securely mounted on the FCU.



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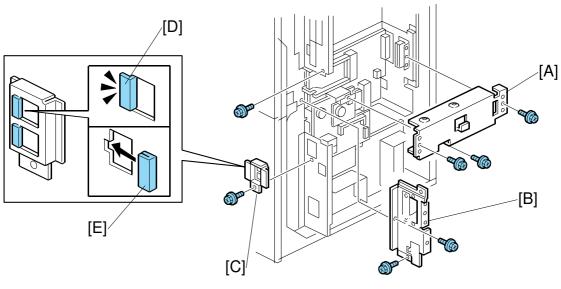
Model: Martini-C3 Date: 4-Dec-06 No.: RB246015



- 12. Attach the speaker [A] to the side of the controller box (\mathscr{F} x2).
- 13. Connect the speaker harness [B] to **CN605** \bullet on the FCU (x_1, x_2).



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



B819R108A.WMF

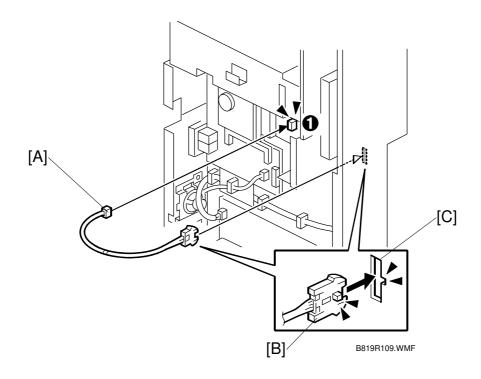
PAGE: 9/23

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



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

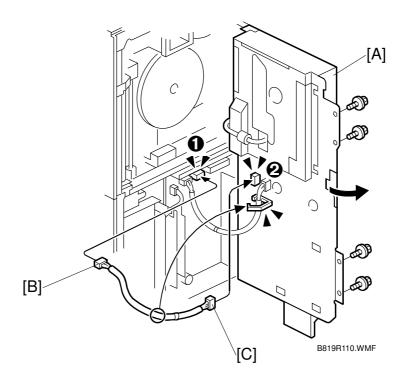


- 17. Connect the small end of the FCU power harness [A] to CN323 ①.
- 18. Set the large end of the harness [B] into the vertical cutout [C].



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

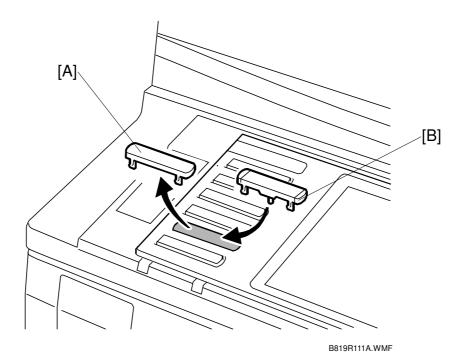


- 19. Remove the screws of the controller box [A] then open it (3 x4).
- 20. Connect one end of the FCU power relay harness [B] to CN121 on the PSU (♥ x1).
- 21. Connect the other end of the FCU power relay harness [C] to the harness connector set in the vertical cutout at ② (the connector that was set in Step 18) (** x1, **x1).



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

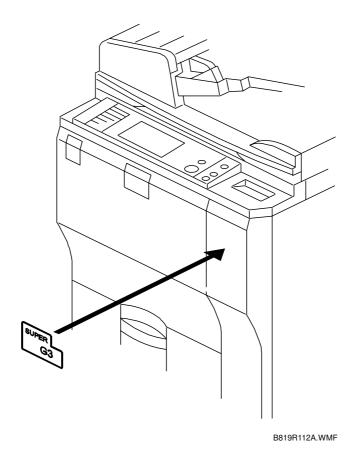


22. Remove the blank keytop [A] (5th from the top) and replace it with one of the keytops provided [B] (either the "Facsimile" keytop or the fax symbol keytop).



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

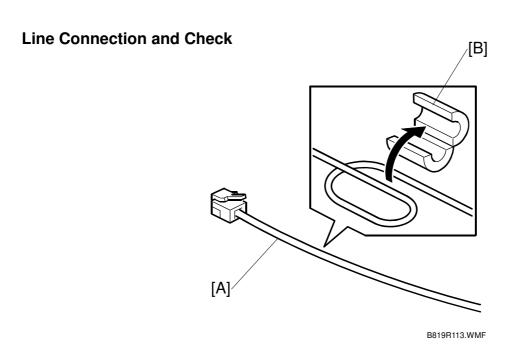


- 23. Attach the "Super G3" decal to the front door.
- 24. Attach the FCC and serial number decals to the rear cover of the machine.. **NOTE:** The FCC decal is for the U.S. and Canada only.

Model: Martini-C3

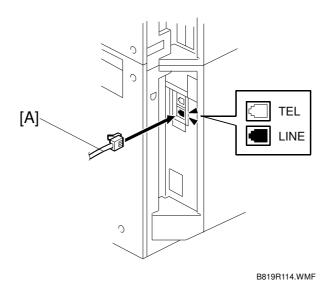
Date: 4-Dec-06 No.: RB246015

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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.



- 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.

Technical Bulletin

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

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.
- Confirm that the date and time setting are correct.
 Push [User Tools] then touch "System Settings"> "Timer Settings"> "Set Date" and "Set Time".

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

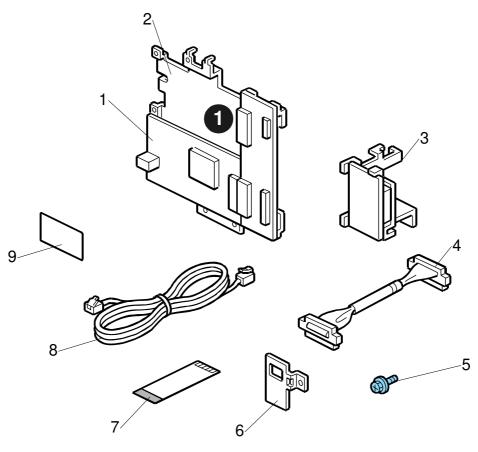
G3 Interface Unit Type 7500 (B820)

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

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

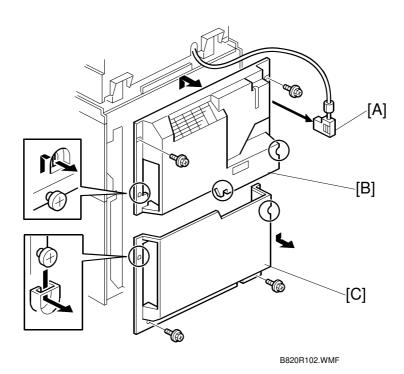
Installation Procedure

G3 Board Installation

ACAUTION

Before installing this optional unit,

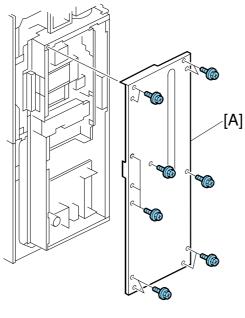
- 1) Print out all data in the printer buffer.
- 2) Turn off the main switch and disconnect the power cord and the network cable.



- 1. Disconnect the ADF connector [A].
- 2. Remove the rear upper cover [B] (F 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.

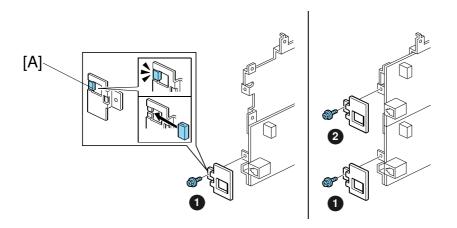
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B820R103.WMF

4. Remove the controller box cover [A] (\$\hat{F}\$ x13).



B820R106.WMF

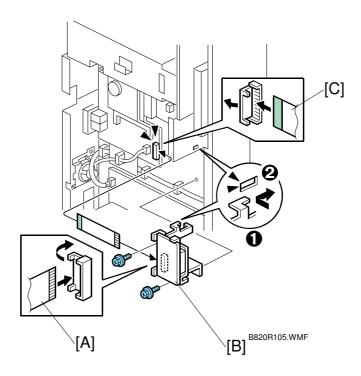
5. If installing a single-line G3, remove only one blind cover **●**.
-or-

If installing a dual-line G3, remove two blind covers **0** and **2**.

NOTE: Make sure the protective sleeve [A] is attached properly.

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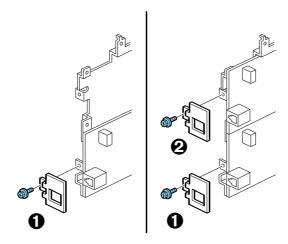


- 6. Connect the FFC [A] (Flat Film Connector) to the CCU drive board [B]. **Important**: Connect the FFC with the green, insulated side visible and the bare connector strip down so it touches the connector strip of the board.
- 7. Attach the CCU drive board [B] to the machine
 - Set the hook **0** of the bracket in the slot **2** in the frame.
 - Fasten the CCU drive board with the screws (\$\beta\$ 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.



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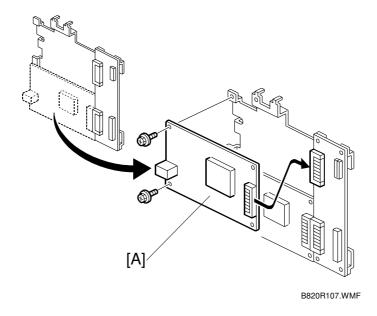


B820R106.WMF

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- 9. Attach the connector bracket to the G3 expansion board (\mathcal{F} x1).
- 10. If one G3 line is being installed, attach the connector bracket **①** as shown on the left. -or-

If two G3 lines are being installed, attach the connector brackets **0**, **2** as shown on the right.

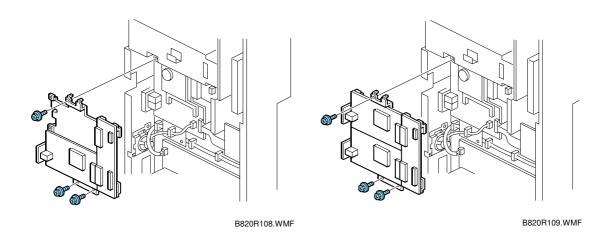


11. If only one G3 line is being installed, go to the next step. -or-

If two lines are being installed, insert the 2nd G3 board [A] into the empty slot of the interface unit and fasten it ($\hat{\mathcal{E}}$ x2).

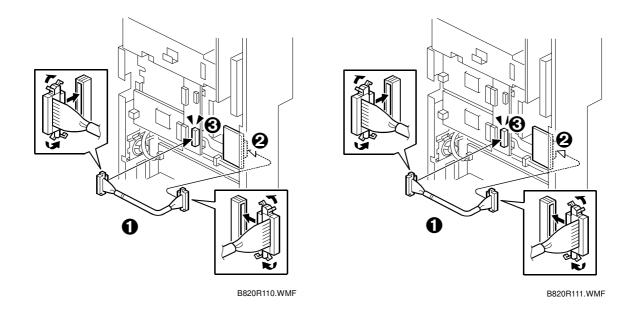
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12. Attach the G3 interface unit (3 x3)

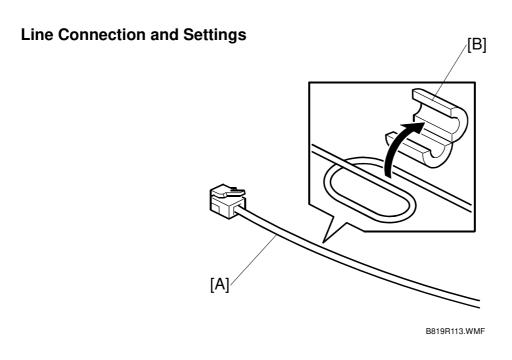
NOTE: The illustration on the left shows the single G3 board installation and the illustration on the right shows the dual G3 board installation.



- 13. Connect the CCUIF harness **①** to the CCU drive board **②** and the CCU I/F **③**. **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.

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



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"



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

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.



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Reissued: 12-Sep-07

Model: Martini-C3			Date	e: 05-Dec-06	No.: RB246016b
RTB Reissue The items in bo	ld italics have been ad	dded.			
Subject: Firmwa	re Release History (FAX)			Prepared by: S.	Watanabe
From: 2nd Tech	Support Sec. Service Supp				
Classification:	Troubleshooting	☐ Part info	rmati	ion Actio	n required
	☐ Mechanical ☐ Electrical		al	☐ Serv	ice manual revision
	☐ Paper path	☐ Transmi	t/rece	eive 🗌 Retro	ofit information
	☐ Product Safety	◯ Other (1	

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



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Reissued: 03-Sep-08

☐ Product Safety

Model: Martini-C	3		Date	: 07-Dec-06	No.: RB246017b
RTB Reissue The items in bol	d italics have been adde	d.			
Subject: Firmwar	re Release History (FCU)	F	Prepared by: S. Watanabe		
From: 2nd Tech	Support Sec. Service Support	Dept.			
Classification:	on: Troubleshooting Part informa		rmatic	on 🗌 A	ction required
	☐ Mechanical	☐ Electrica	al	☐ Se	ervice manual revision
	☐ Paper path	☐ Transmi	it/recei	ive \Box R	etrofit information

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



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Reissued: 18-Dec-06

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

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Reissued: 11-Jan-07

Model: Martini-C3			Dat	ate: 05-Dec-06		No.: RB246002f
Subject: Firmware Release History (Sysyem)			Prepare	d by: S. V	Vatanabe	
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	Part informat		tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Servic	e manual revision
	☐ Paper path	er path \square Transmit/rec		eive	☐ Retrofit information	
	☐ Product Safety	oxtimes 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	 2. 3. 	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. 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. The machine displays "Proxy error. If it reoccurs" after the main power	
0.04		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.		
		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	

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Reissued: 11-Jan-07

Model: Ma	artini-C3	Date: 05-Dec-06	No.: RB246002f		
Version	Sympto	om Corrected			
	 connected. 5. During Copy Connection, some imathe sub machine. 6. SC990 occurs while the SMC is being. 7. A new SP "SP5-401-103 ("Default In This SP can be used to assign the design of the subset of the s	During Copy Connection, some images from the previous job are printed out by			
	SP5-401-103 "Default Document AC 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using V Authentication.		n Server		
		now usors. It will not offe	oot ovicting ucore		
1.13		• • •			
	main power is turned ON. The SDK application might not be in	•	node just after the		
	The SDK application highly not be if The device might stall if soon after a accessed from Extended Feature Se	power cycle, a Java SDł	• •		
1.12	 Symptom corrected: The alert messa displayed. Symptom corrected: Garbled character 				
	screen when the Chinese display lar 3. Symptom corrected: Garbled characters are supplied to the characters of the the c	guage is used.			
	when the Taiwanese, Chinese or Ko		_		
	4. Symptom corrected: SC672 occurs i Mode just after warming up.				
	5. Symptom corrected: The main mach when using Copy Connection.	ine prints but the sub ma	chine does not print		
	6. Symptom corrected: "WARNING" match the RTC time.	s displayed when the sys	stem time does not		
	7. Unnecessary lines at the trailing edg8. Added an Administrator counter for the second counter	•	ved.		
	Fixed: Some numbers are displayed panels of Chinese/Taiwanese models		n the operation		
	Fixed: Scan to SMB destinations will		specified		

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Reissued: 11-Jan-07

Model: Ma	artini-C3	Date: 05-Dec-06 No.: RB246002f			
Version	Symptom Corrected				
	manually. This only happens if at least entered and User Authentication is ena		already been		
	 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. 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	Fixed: Searching function can use by user code on the scanner and document server. Fixed: A preset job cannot be deleated.				
1.10	1st Mass Production				

Technical **B**ulletin

PAGE: 1/2

Reissued: 11-Jan-07

Model: Martini-C3			Dat	Date: 21-Dec-06		No.: RB246006d
Subject: Firmware Release History (Network DocBox)			Prepare	d by: S. V	Vatanabe	
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	$oxed{oxed}$ 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. 2.	Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. This happens only when the SSL setting on the device is disabled or if it is
	3.	enabled and "Ciphertext/Clear Text" is permitted. 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 Insufficient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function.



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Reissued: 11-Jan-07

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

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Model: Martini-C3			Dat	ate: 12-Jan-07		No.: RB246018
Subject: Internet FAX issue on the FAX option				Prepare	d by: S. V	Vatanabe
From: 2nd Tech	Support Sec. Service Support [Dept.				
Classification:		☐ Part info	ormat	tion	☐ Action	n required
	☐ Mechanical	☐ Electric	al		☐ Servic	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	\square 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. <u>NA/EU/Asia</u>: 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. $\underline{\text{NA}}$: 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

<u>EU/Asia</u>: 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**).

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Model: Martini-C3			Dat	Oate: 12-Jan-07 No.: RB2460		No.: RB246019
Subject: Service Manual Correction			Prepare	d by: S. I	shizu	
From: 2nd Tech	Support Sec. Service Support [Dept.				
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion	☐ Action	required
	☐ Mechanical	Electric	al		Service Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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, operating, or when the machine was powered on the machine should never be switched off while	off during a print or copy cycle.
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 machineor- 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 Ficoh design section.

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

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.

Technical Bulletin

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Reissued: 19-Jan-07

Model: Martini-C3 Date)ate : 4-Dec-06		No.: RB246015b
The items in bo	<i>ld italics</i> were added or c	corrected.			
Subject: MT-C3 Fax Options			Prepare	Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part inforn☐ Electrical☐ Transmit/r☐ Other (Service	n required ce manual revision fit information

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.

Technical Bulletin

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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

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Reissued: 19-Jan-07

Model: Martini-C3

Date: 4-Dec-06

No.: RB246015b

15

14

10

B819R101A.WMF



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Reissued: 19-Jan-07

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

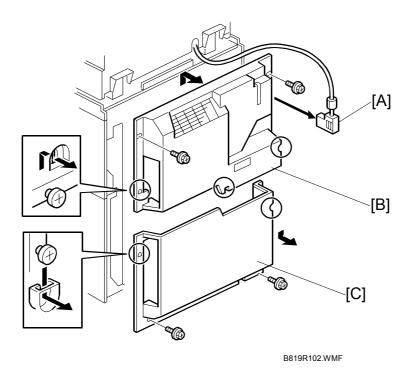
Installation Procedure

FCU installation

ACAUTION

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.



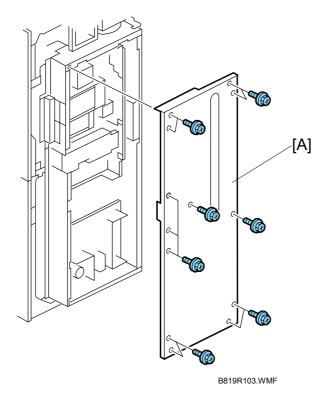
- 1. Disconnect the ADF connector [A].
- 2. Remove the rear upper cover [B] (F x 2)
 - Slide down to remove.
 - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.
- 3. Remove the rear lower cover [C] (x 2)
 - When re-attaching, before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



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Reissued: 19-Jan-07

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



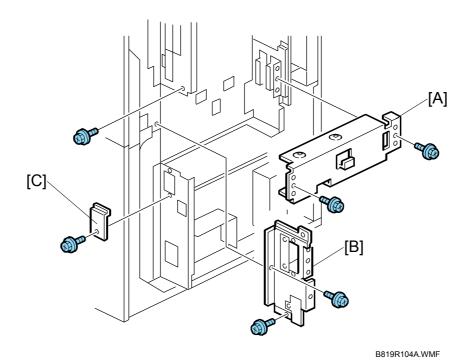
4. Remove the controller box cover [A] (\$\mathcal{P}\$ x13).



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Reissued: 19-Jan-07

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



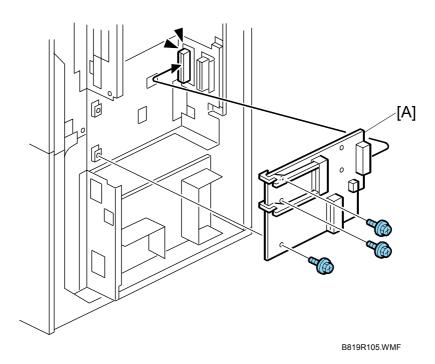
- 5. Remove the option board cover [A] (\$\hat{x}^2 \times 2).
- 6. Remove the option faceplate [C] (\$\beta\$ x3).
- 7. Remove the cover plate [D] (\$\varphi\$ x1).



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Reissued: 19-Jan-07

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



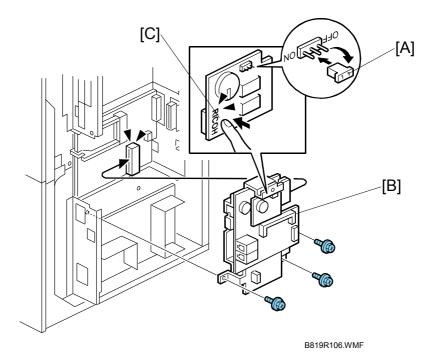
8. Attach the interface board [A] (F x3).



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Reissued: 19-Jan-07

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



- 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 (\mathscr{F} x4).
- 11. Press on the "RICOH" logo at [C] to confirm that the MBU is securely mounted on the FCU.



Model: Martini-C3

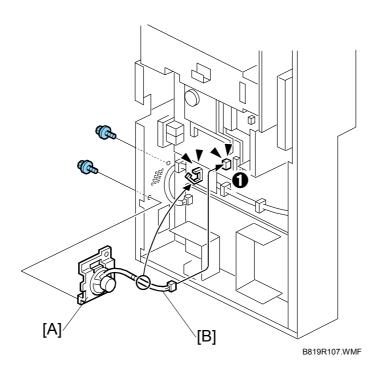
Technical Bulletin

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Date: 4-Dec-06

No.: RB246015b

Reissued: 19-Jan-07

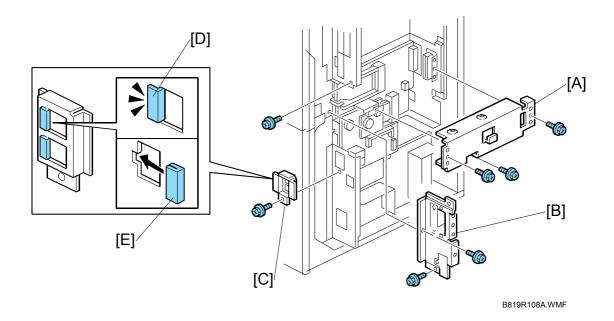


- 12. Attach the speaker [A] to the side of the controller box (\mathscr{F} x2).
- 13. Connect the speaker harness [B] to CN605 on the FCU (□ x1, □ x2).



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Reissued: 19-Jan-07

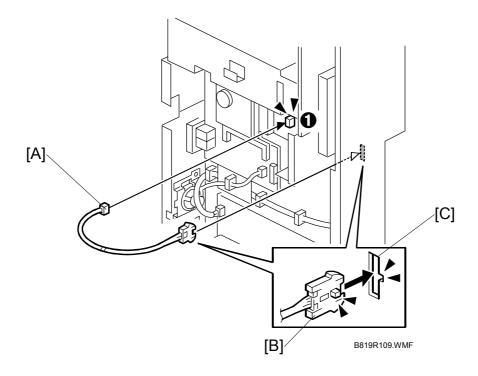


- 14. Reattach the option board cover [A] removed in Step 5 (\$\hat{F}\$ x2).
- 15. Reattach the option faceplate [B] removed in Step 6 (\$\mathcal{E}\$ x3).
- 16. Attach the fax connector bracket [C] (F x1). **NOTE**: Make sure that the protective sleeves [D] and [E] are attached properly.



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Reissued: 19-Jan-07

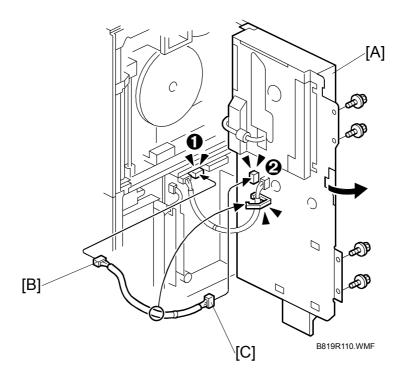


- 17. Connect the small end of the FCU power harness [A] to CN323 ①.
- 18. Set the large end of the harness [B] into the vertical cutout [C].



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Reissued: 19-Jan-07



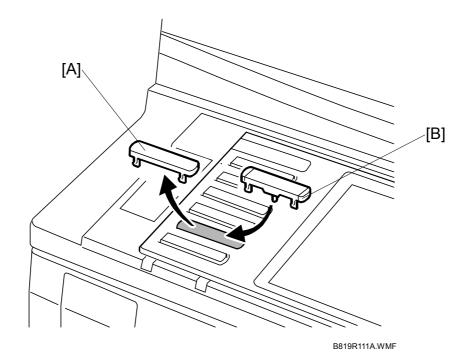
- 19. Remove the screws of the controller box [A] then open it (\hat{F} x4).
- 20. Connect one end of the FCU power relay harness [B] to CN121 on the PSU ❶ (♥ x1).
- 21. Connect the other end of the FCU power relay harness [C] to the harness connector set in the vertical cutout at ② (the connector set in Step 18) (🗐 x1, 🗐 x1).



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

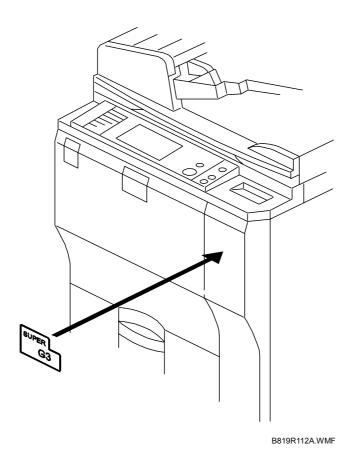


22. Remove the blank keytop [A] (5th from the top) and replace it with one of the keytops provided [B] (either the "Facsimile" keytop or the fax symbol keytop).



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- 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.

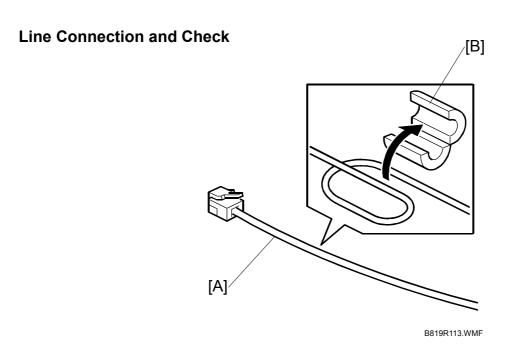


Reissued: 19-Jan-07

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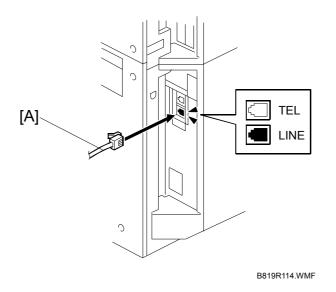
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Model: Martini-C3 Date: 4-Dec-06 No.: RB246015b



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.



- 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.

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- 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.
- Confirm that the date and time setting are correct.
 Push [User Tools] then touch "System Settings"> "Timer Settings"> "Set Date" and "Set Time".



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Model: Martini-C3	Date: 4-Dec-06	No.: RB246015b
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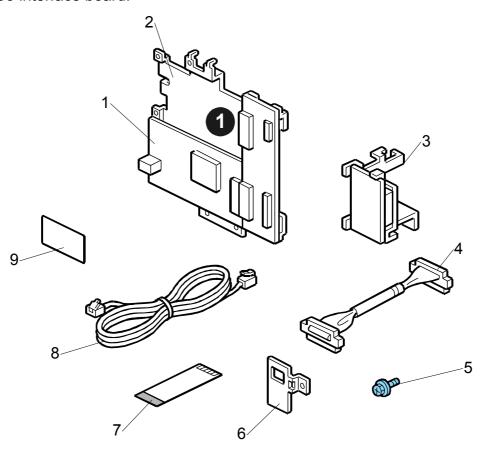
G3 Interface Unit Type 7500 (B820)

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



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

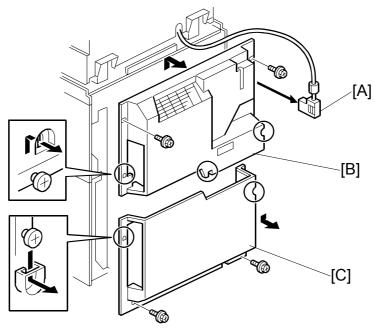
Installation Procedure

G3 Board Installation

ACAUTION

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

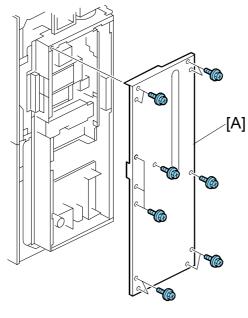
- 1. Disconnect the ADF connector [A].
- 2. Remove the rear upper cover [B] (x 2)
 - Slide down to remove.
 - When re-attaching, before tightening the screws make sure that the tabs on the cover are engaged with the shoulder screws.
- 3. Remove the rear lower cover [C] (x 2)
 - When re-attaching, before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



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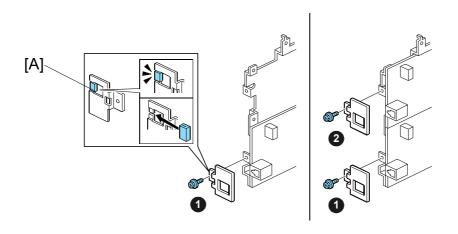
Reissued: 19-Jan-07

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



B820R103.WMF

4. Remove the controller box cover [A] (\$\hat{F}\$ x13).



B820R106.WMF

5. If installing single-line G3, remove only one blind cover **●**. -or-

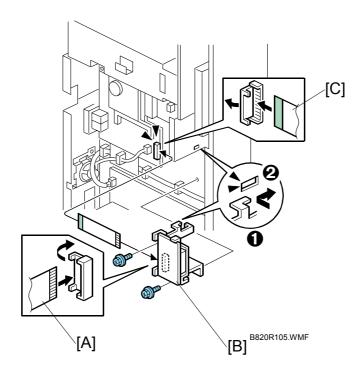
If installing dual-line G3, remove two blind covers **1** and **2**.

NOTE: Make sure the protective sleeve [A] is attached properly.



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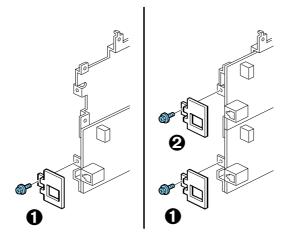


- 6. Connect the FFC [A] (Flat Film Connector) to the CCU drive board [B]. **Important**: Connect the FFC with the green, insulated side visible and the bare connector strip down so it touches the connector strip of the board.
- 7. Attach the CCU drive board [B] to the machine
 - Set the hook **0** of the bracket into the slot **2** 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.



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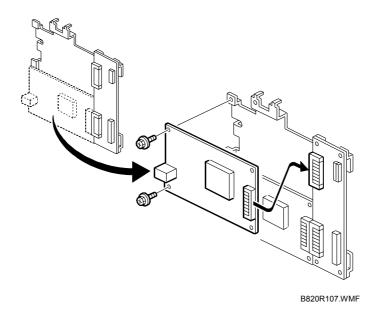


B820R106.WM

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- 9. Attach the connector bracket to the G3 expansion board (x1).
- 10. If one G3 line is being installed, attach the connector bracket **①** as shown on the left.. -or-

If two G3 lines are being installed, attach the connector brackets $\mathbf{0}$, $\mathbf{2}$ as shown on the right.



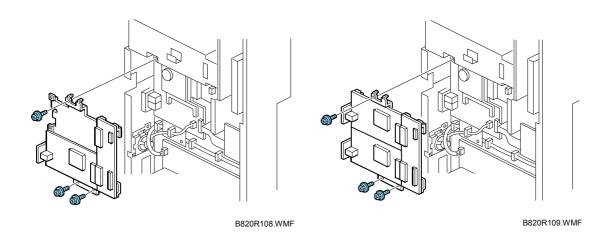
11. If only one G3 line is being installed, go to the next step. -or-

If two lines are being installed, insert the 2nd G3 board [A] into the empty slot of the interface unit and fasten it ($\hat{\mathscr{F}}$ x2).

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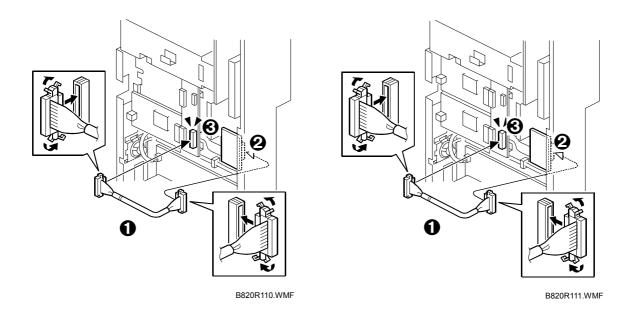
Reissued: 19-Jan-07

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



12. Attach the G3 interface unit (\$\beta\$ 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.



- 13. Connect the CCUIF harness **①** to the CCU drive board **②** and CCU I/F **③**. **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.

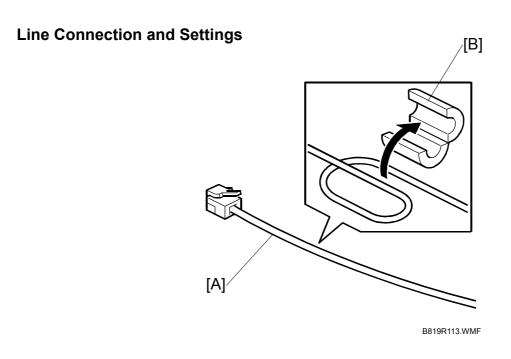


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Model: Martini-C3 Date: 4-Dec-06 No.: RB246015b



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.

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"

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



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

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 -



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Reissued: 19-Jan-07

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

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Reissued: 15-May-07

	- , -						
Model: Martini-C3			Date: 31-Jun-07		-07	No.: RB246020a	
RTB Reissue The items in bol	THE Reissue heen added.						
Subject: Firmware Release History (RFax)				Prepared by: S. Watanabe			
From: 2nd Tech	Support Sec. Service Support I	Dept.					
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	☐ Action	required	
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision	
	☐ Paper path	☐ Transm	iit/rec	eive	☐ Retrof	fit information	
	☐ Product Safety)	•		

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

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Model: Martini-C	3		Dat	e: 31-Jan-	07	No.: RB246021
Subject: SC555				Prepared	d by: S. V	Vatanabe
From: 2nd Tech	Support Sec. Service Support D	Dept.				
Classification:		☐ Part info	ormat	tion	Action	required
		☐ Electric	al		Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	\square 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

Technical **B**ulletin

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Model: Martini-C3			Dat	Date: 10-Apr-07		No.: RB246022
Subject: Fax Options Service Manual			Prepared by: S. Watanabe			
From: 2nd Tech	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	required
		☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	\boxtimes 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.





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Reissued: 15-May-07

☐ Product Safety

Model: Martini-C3			Date: 08-Aug-06		-06	No.: RB246003d
RTB Reissue The items in bol	ld italics have been added	d.				
Subject: Firmware Release History (NCS)				Prepared by: S. Watanabe		
From: 2nd Tech	Support Sec. Service Support	Dept.				
Classification:	☐ Troubleshooting	☐ Part info	rmat	ion	☐ Action	n required
	☐ Mechanical	☐ Electrica	l		☐ Service	ce manual revision
	☐ Paper path	☐ Transmit	t/rec	eive	☐ Retro	fit information

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: SMB printing is sporadically unavailable. The device cannot login to Windows Vista via SMB. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. The device will not be registered with a DNS server by a DHCP relay agent. 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).



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Reissued: 15-May-07

Model: Martini-C3		Date: 08-Aug-06	No.: RB246003d	
Version		Symptom	Corrected	
5.10c	 2. 3. 	in the same NDS tree. (GFPR#RC05120001/RC06020010/R	nect with DHCP Server ments with multiple Net E06030007/RE0603000 nfiguration Page, even	.(101)" will be Ware servers 01) if the SSID has
5.07.1c	1st	Mass Production		

Technical Bulletin

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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.		Dept.				
Classification:	☐ Troubleshooting	☐ Part informa	tion	☐ Action required		
	☐ Mechanical	☐ Electrical		☐ Service manual revision		
	☐ Paper path	☐ Transmit/rec	eive	☐ 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
2.03	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	 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. 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. 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. 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 WeblmageMonitor.
2.02	 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	A FAX option is now available.



PAGE: 2/2

Reissued: 15-May-07

Model: Martini-C3 Date: 21-Dec-06 No.: RB24							
Version	Symptom Corrected						
1.14	 Fixed: Jobs downloaded using Desk the Job Log. This happens only when the SSL se 	the Job Log.					
	Fixed: Jobs cannot be output to Tra DeskTopEditor For Production.						
		4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server.					
	printed via DeskTopBinder or Desk	printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client					
	 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 Insufficient 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						

Technical Bulletin

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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 informat	tion	☐ Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ 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: PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 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"

Technical **B**ulletin

PAGE: 2/2

Reissued: 15-May-07

Model: Martini-C3		Date: 11-Dec-06 No.: RB246009f		
Version	Symptom Corrected			
1.04	 Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 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			

Technical Bulletin

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

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

Cubicati A			Dranara	d by a C Water at a
Subject: A paper jam error message		Prepared by: S. Watanabe		
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ 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 B2475101L).
- 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.

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

Affected units

```
NA
```

B246-17: Total 1319 units

L7775100290 - L7775100785, L7775200001 - L7775200693,

L7775300001 - L7775300130

B248-17: Total 505 units

L7875100001 - L7875100285, L7875200001 - L7875200109, L7875200112.

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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

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

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



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

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

Technical Bulletin

KICOH	l e	echnical B	ulle	etin	PAGE: 1/1
Model: Martini-C	23		Date	e: 10-Jul-07	No.: RB246024
Subject: Service	Manual Correction		F	Prepared by: S.	Ishizu
From: 2nd Tech	Support Sec. Service S	Support Dept.			
Classification:	☐ Troubleshooting	☐ Part info	ormatio	on 🗌 Actio	on required
	☐ Mechanical	☐ Electric	al	⊠ Serv	ice manual revision
	☐ Paper path	☐ Transm	it/rece	ive 🗌 Retro	ofit 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 <u>Target SD card</u> 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).

Technical Bulletin

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Reissued: 22-Aug-07

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

The items in hold italics have been added

The terms in bold italies 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	tion	Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ 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: 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. 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.
2.03	 Symptom corrected: 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. 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.

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Reissued: 22-Aug-07

Model: Ma	artini-C3	Model: Martini-C3 Date: 21-Dec-06 No.: RB246006f				
Version		Symptom Corrected				
	 B. 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. B. 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	The size of PDF created by the scanne operation panel. Note: Both System firmware (version 2 2.02 or later) need to be apllied to fix the scanne of the size of the scanne of t	2.05 or later) and NFA t				
2.01	A FAX option is now available.					
1.14	 Fixed: Jobs downloaded using DeskTothe Job Log. This happens only when the SSL settine enabled and "Ciphertext/Clear Text" is Fixed: Jobs cannot be output to Tray 7 DeskTopEditor For Production. Fixed: Jobs downloaded using the Desfunction, can not be returned to the Downloaded using a Start Page printed via DeskTopBinder or DeskTop "Contains too many pages. Unable to PC. Fixed: The TWAIN error massage showhile another user is restoring the add 	ng on the device is disate permitted. If the Bypass tray) via DeskTopEditor for Product ocument Server. In the permitted of	bled or if it is eskTopBinder or ion 'For Printing' 000, cannot be The error message ed on the Client g the Twain driver			
	Admin.	ory. Reduce the scannir				
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					

Technical Bulletin

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Reissued: 12-Sep-07

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

RTB Reissue

The items in bold italics have been corrected or added

The Reme III bela Railes Have been confected of added.				
Subject: Firmware Release History (OpePanel)			Prepared	d by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part information	tion	☐ Action required
		☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ 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



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Reissued: 12-Sep-07

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

Technical Bulletin

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Reissued: 11-Jan-07

Model: Martini-C3 D			Dat	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 informa		ation		required
		☐ Electric	al		Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	$oxed{\boxtimes}$ 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

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Reissued: 11-Jan-07

Model: Ma	artini-C3	Date: 05-Dec-06	No.: RB246002g				
Version	Sion 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 NF	A firmware				
	(version 2.04 or later) need to be applie						
	5. Entries such as "usercode/username		•				
	be shown incorrectly in Web SmartDev	iceMonitor ver 2.x. Th	is only occurs if				
	there are a large number of entries.						
	6. Accessing the document server in W	• •					
	result in "404 Not Found". This only ha	-					
	contains a "Host Name" and "Domain N		_				
	the MFP is not blank.). It does not happ Note: To fix this issue, all of the follow						
	- System firmware ver 2.08 or later	wing in inware must be	е аррпец.				
	- 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 WebImageM	_					
2.05	The job log will become corrupted and						
	WebSmartDeviceMonitor ver 2.0 if the	e MFP power is cycled v	while a job is being				
	processed.						
	2. The size of PDF created by the scann	er might not match the	size selected in the				
	operation panel.						
	Note: Both System firmware (version	· · · · · · · · · · · · · · · · · · ·	firmware (version				
	2.02 or later) need to be apllied to fix						
	3. The machine displays "Proxy error. If	it reoccurs" after th	e main power is				
0.04	turned ON.	NEE I ON I I I I					
2.04	·	PFF and ON during a re	mote firmware				
	1						
	1	controller					
	l a contract of the contract o		arhage characters				
			•				
			oblem. This only				
			•				
1.14.1	SC632 (MF coin/card-operated device						
	2. The bottom row of characters is not dis						
1.14.1	1	controller. will be displayed as a g tion screen that is show "Protect File(s)". ue to a byte ordering pr b jobs with a lot of page error) occurs when the	arbage characters. vn when a user is oblem. This only s. MK-1 is connected				

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Reissued: 11-Jan-07

Model: Martini-C3		Date: 05-Dec-06	No.: RB246002g				
Version	Sympton	n Corrected					
	 screen (German, Portuguese). SC990 occurs when the SMC is printed out The prints of a Staple job are not shifted when the finisher(B700/701) are connected. During Copy Connection, some images from the previous job are printed out by the sub machine. SC990 occurs while the SMC is being printed out. 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. 						
	0: Read only (default)1: Edit2: Edit/delete3: Full controlNote1: This is only available using Win Authentication.	1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server					
1.13	Note2: This default will only apply to not the machine cannot be turned off if "C		•				
1.10	 prepares the preview display. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. The SDK application might not be installed using WIM. 						
	 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	 Symptom corrected: The alert messag displayed. Symptom corrected: Garbled character screen when the Chinese display langed. Symptom corrected: Garbled character when the Taiwanese, Chinese or Kore when the Taiwanese, Chinese or Kore Symptom corrected: SC672 occurs if the Mode just after warming up. Symptom corrected: The main machine when using Copy Connection. Symptom corrected: "WARNING" is a match the RTC time. Unnecessary lines at the trailing edge Added an Administrator counter for the 	e for fusing web Near E rs are displayed in the p uage is used. rs are displayed in the e an display language is the machine switches to e prints but the sub mad displayed when the sys	email editing screen used. Energy Saver chine does not print tem time does not				
	1. Fixed: Some numbers are displayed as	garbage characters on	the operation				

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Reissued: 11-Jan-07

Model: Ma	artini-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						
	1	manually. This only happens if at least 1 SMB destination has already been					
	entered and User Authentication is ena						
	3. Fixed: Removal of a Scan to SMB dest	• • • • • • • • • • • • • • • • • • • •	-				
	button), might freeze the device or might		-				
	the operation panel. This only happens has been specified for a Scan Job and						
	4. Fixed: The device that has the 'Autentic						
	able to authenticate a valid user on an	•	•				
	name contains non-ASCII characters.	LD7 (1 OOLVOI: 11110 OTH)	coodie ii tiio dooi				
	This problem effects the following funct	ions:					
	- LDAP Search	·					
	- LDAP Connection Test						
	- LDAP Authentication	- LDAP Authentication					
	5. Fixed: Either the scanner application or		t stall if an LDAP				
	search reference, recursively spans 3 c						
	6. Fixed: The device might lockup with "S	canning" displayed on t	he operation panel				
	using Scan to Document Server.	- d : the e de e	.a. a.a. laat if the				
	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						
1.11		to the document server. 1. Fixed: Searching function can use by user code on the scanner and document					
	server.	2. 2230 31. 11.0 33411101					
	Fixed: A preset job cannot be deleated.						
1.10	1st Mass Production						

Technical Bulletin

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Reissued: 22-Aug-07

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

The items in hold italics have been added

The Remain bold Railes 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	tion	Action required			
	☐ Mechanical	☐ Electrical		☐ Service manual revision			
	☐ Paper path ☐ Transmit/rece		eive	☐ 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: 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. 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.
2.03	Symptom corrected: 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM

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Reissued: 22-Aug-07

Model: Martini-C3		Date: 21-Dec-06	No.: RB246006g			
Version		n 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 					
2.02	WebImageMonitor. 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 2.03 or later) panel to be applied to five this inque.					
2.01	2.02 or later) need to be apllied to fix this issue.1. A FAX option is now available.					
1.14	 Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 					
	 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.					
	 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 while another user is restoring the add Admin. Before: 34992 Insufficient memorals and the second second	ress book via SmartDer ory. Reduce the scannir	viceMonitor for			
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					

Technical Bulletin

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Reissued: 27-Sep-07

Model: Martini-C3			Date: 21-Dec-06		-06	No.: RB246007c
Subject: Firmware Release History (Web Support)				Prepared by: S. Watanabe		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	☐ Part informa		tion		n required
		☐ Electrical			☐ Service manual revisio	
	☐ Paper path	☐ Transmit/rec		ceive		fit 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 boo
	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. WeblmageMonitor contained number errors in Russian.
	- "Tray 2" was shown as "Tray 3".
	- "Tray 3" was shown as "Tray 4".

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Reissued: 27-Sep-07

Model: Ma	artini-C3	Date: 21-Dec-06	No.: RB246007c		
Version	Other changes: 1. Supports the Catalan and Turkish	om Corrected			
	For the details of this, please refer and Turkish languages". Note: To support this feature, instated in System_Copy firmware ver 2.00 in LCDC firmware ver 1.21 or lated in Printer firmware ver 1.07 or lated in Websys firmware ver 2.02.1 or in WebUapI firmware ver 1.11 or in Scanner firmware ver 05.00.00 or lated in Fax firmware ver 05.00 or lat	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			
2.01	Fixed: All accounts logged in with the via WebImageMonitor within about 1 Fixed: Errors in the way the French, Bottle", are worded in Web Image M	secound. Portuguese, and Danish			
	 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	Fixed: Attempting to configure an IPI numeric digits, will cause the device'	•	d of 8 two-byte		
	Fixed: Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.				
4.04	3. Fixed: The Traditional Chinese wording for the tray size "8K" is wrong.				
1.01	1st Mass Production				

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Reissued: 15-May-07

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

The items in bold italics have been added.

THE REITS III DOI	a italics have been added	۸.		
Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ 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: 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:
	Note: To fix this issue, all of the following firmware must be applied:

RICOH Reissued: 15-May-07

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Model: Ma	Model: Martini-C3 Date: 11-Dec-06 No.: RB246009g					
Version 1.06	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					
1.05	 Symptom corrected: If a user tries to print a stored job (e. function is enabled, the device might The device supports Unicode v3.0 fonts. Japanese/Korean/Traditional Chinese/Si Unicode Font Package for SAP. Symptom corrected: PCL data might be printed as garbaged PCL data are printed without a power power (FPR#RC0604009/RC0610007). After selecting a file in the Print Jobst following buttons might remain greyed "Print"	stall. Unicode v3.0 fonts for mplified Chinese are only ge characters after severa r-off. (Techmail#TS0607 es might be printed as gas menu in the operation page out.	available with the all hundred pages of (53).			
1.04	1. Fixed: HPGL syntax error (missing la "Processing" will be displayed in the 2. Fixed: The following reports are print Russian is selected as the primary s - Configuration Page - Menu List - Error Log* *Additionally, the title "File Name" in characters.	operation panel. ted in a language other th ystem language.	nen Russian, even if			

RICOH Reissued: 15-May-07

Technical **B**ulletin

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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

Technical Bulletin

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Reissued: 27-Sep:07

Model: Martini-C3		Date: 21-Dec-06		-06	No.: RB246010e	
Subject: Firmware Release History (Scanner)			Prepared by: S. Watanabe			
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info		tion		n required
	☐ Mechanical	☐ Electric	al		□ Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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.

Technical **B**ulletin

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Reissued: 27-Sep:07

Model: Martini-C3	Date: 21-Dec-06	No.: RB246010e
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Version	Symptom Corrected
m3_1.14	1st Mass Production

Technical Bulletin

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Model: Martini-C3			Dat	e: 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 informat		_	
	☐ Mechanical	☐ Electric	aı	☐ Ser\	rice manual revision
	☐ Paper path	☐ Transm	it/rec	eive 🛚 🖂 Retr	ofit information
	☐ Product Safety	Other (f	irmwa	are)	

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		Turkish
Сору	Operation panel	OK	OK
	Preset Stamp	NO***	NO***
Document Server	Operation panel	OK	OK



Model: Martini-C3

Technical Bulletin

PAGE: 2/3 Date: 28-Sep-07 No.: RB246025

	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	Print Address Book (Header)	OK	NO*
Tools	Headers or file names of other lists (i.e. Print Counter)	NO*	NO*
Web	Display language	OK	OK
Image Monitor	Help	NO**	NO*
Other	E-mail Notification	OK	OK
	Software Keyboard	OK	NO****

^{*} It will be printed/used/displayed in English instead.

[Software]

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

^{**} 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.

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

[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

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Reissued: 09-Oct-07

☐ Product Safety

Model: Martini-C3			Date: 08-	-Aug-06	No.: RB246003e
RTB Reissue The items in bol	ld italics have been ad	lded.			
Subject: Firmware Release History (NCS)				Prepared by: S. Watanabe	
From: 2nd Tech	Support Sec. Service Supp	oort Dept.			
Classification:	☐ Troubleshooting	☐ Part info	ormation	☐ Action	n required
	☐ Mechanical	☐ Electric	al	☐ Servi	ce manual revision
	☐ Paper path	☐ Transm	it/receive	☐ Retro	fit information

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

○ Other (

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: SMB printing is sporadically unavailable. The device cannot login to Windows Vista via SMB. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. The device will not be registered with a DNS server by a DHCP relay agent.

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Reissued: 09-Oct-07

Model: Martini-C3		artini-C3 Date: 08-Aug-06 No.: RB246003e		
Version	Symptom Corrected			
	7. The device fails to renew with the DDN	S server, it will not try a	ngain.	
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).			
5.10c	 specific conditions (GFPR#RC06060003). 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. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 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			

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Reissued: 10-Oct-07

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

The items in bold italics have been added.

1110 1101110 111 201	a italioo haro boon aaao			
Subject: Firmware Release History (Printer)			Prepared by: S. Watanabe	
From: 2nd Tech	Support Sec. Service Support I	Dept.		
Classification:	☐ Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ 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 		

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Model: Martini-C3		Date: 11-Dec-06	No.: RB246009h		
Version	<u> </u>	n 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 Websys firmware ver 1.11 or later NFA firmware ver 2.04 or later Printer firmware ver 1.07 or later 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 Websys firmware ver 1.11 or later Scanner firmware ver 1.18 or later Fax firmware ver 05.00.00 or later				
1.06	Symptom corrected: 1. If a user tries to print a stored job (ie. L function is enable, the device might sta		ScanRouter capture		
1.05	The device supports Unicode v3.0 fonts. U Japanese/Korean/Traditional Chinese/Simpunicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage PCL data are printed without a power-outled power-out	nicode v3.0 fonts for olified Chinese are only characters after severa off. (Techmail#TS0607 is might be printed as gamenu in the operation parout.	al hundred pages of 53) . arbage characters		

RICOH Reissued: 10-Oct-07 Model: Martini-C3

Technical **B**ulletin

Date: 11 Dec.06 No : RR246009h

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Model: Martini-C3		Date: 11-Dec-06	No.: RB246009h		
Version	Symptom Corrected				
1.04	 Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 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	,			

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Reissued: 26-Oct-07

Model: Martini-C3			Dat	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☐ Mechanical☐ Paper path☐ Product Safety	☐ Part info ☐ Electric ☐ Transm ☐ Other (al		Service	required ce manual revision fit information

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: The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. The job processing speed is slower when the DataOverwriteSecurity option is installed. 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.

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Reissued: 26-Oct-07

Model: Ma	lartini-C3 Date: 05	5-Dec-06	No.: RB246002h			
Version	Symptom Correct	ed				
	3. Login User Names containing spaces that were in not be saved.	nput from the	operation panel will			
	Other changes: Supports the Catalan and Turkish languages.					
	For the details of this, please refer to RTB#RB24602 Turkish languages". Note: To support this feature, install all of the follows:	• •				
	- 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 m	ight not match	n 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 sin	·				
	"404 Not Found". This only happens if the url used to Name" and "Domain Name" (The "domain name" se					
	does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware - System firmware ver 2.08 or later	e must be app	lied:			
	- 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					
2.05	- 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	 The job log will become corrupted and can no log WebSmartDeviceMonitor ver 2.0 if the MFP powersed. 	•				
	 The size of PDF created by the scanner might r operation panel. 					
	Note: Both System firmware (version 2.05 or lat 2.02 or later) need to be apllied to fix this issue.	·	·			
2.04	3. The machine displays "Proxy error. If it reoccurs turned ON.1. SC819 occurs if the power is turned OFF and C					
,						



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Reissued: 26-Oct-07

Model: Martini-C3		Date: 05-Dec-06	No.: RB246002h		
Version		m Corrected			
	 4. 2-byte fonts in the Key Display name This problem happens in the confirm removed from "Protect Destination" 5. Pixels of images might be swapped 	Supports the FAX and G3 options. Fax does not start after resetting the controller. 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)".			
1.14.1	 SC632 (MF coin/card-operated device error) occurs when the MK-1 is connected. The bottom row of characters is not displayed in the remote firmware update screen (German, Portuguese). SC990 occurs when the SMC is printed out. The prints of a Staple job are not shifted when the finisher(B700/701) are connected. During Copy Connection, some images from the previous job are printed out by the sub machine. SC990 occurs while the SMC is being printed out. 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) 				
1.13	2: Edit/delete 3: Full control Note1: This is only available using Wathentication. Note2: This default will only apply to 1. The machine cannot be turned off if '	new users. It will not affe	ct existing users.		
	 The machine cannot be turned on it prepares the preview display. SC672 occurs when the machine sw main power is turned ON. The SDK application might not be in the device might stall if soon after a accessed from Extended Feature Se 	itches to Energy Saver M stalled using WIM. power cycle, a Java SDM	lode just after the		
1.12	 Symptom corrected: The alert messar displayed. Symptom corrected: Garbled charact screen when the Chinese display land Symptom corrected: Garbled charact when the Taiwanese, Chinese or Kord Symptom corrected: SC672 occurs if Mode just after warming up. 	ters are displayed in the pure guage is used. There are displayed in the erean display language is	paper settings email editing screen used.		

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Reissued: 26-Oct-07

Model: Ma	artini-C3	Date: 05-Dec-06	No.: RB246002h				
Version	Symptom Corrected						
	 Symptom corrected: The main machin when using Copy Connection. Symptom corrected: "WARNING" is match the RTC time. Unnecessary lines at the trailing edge Added an Administrator counter for the 	displayed when the sys	tem time does not				
	 Fixed: Some numbers are displayed as panels of Chinese/Taiwanese models. Fixed: Scan to SMB destinations will not manually. This only happens if at least entered and User Authentication is enaily the series of a Scan to SMB destination, might freeze the device or might the operation panel. This only happens has been specified for a Scan Job and Fixed: The device that has the 'Autenticable to authenticate a valid user on an name contains non-ASCII characters. This problem effects the following function. LDAP Search LDAP Connection Test LDAP Authentication Fixed: Either the scanner application or search reference, recursively spans 3 of Fixed: The device might lockup with "Susing Scan to Document Server. Fixed: Print settings of documents stored. 	ot be added to the job if 1 SMB destination has bled. ination from a job (using the bed displayed "SC997" is more than 1 Scan to User Authentication is exaction: High Security' set LDAP server. This only citions: The entire device migh or more servers. canning displayed on the server of the ser	specified already been g the clear/stop "error message on SMB destination enabled. etting might not be occurs if the user t stall if an LDAP the operation panel				
	document is downloaded using DeskTo to the document server.						
1.11	Fixed: Searching function can use by us	er code on the scanner	and document				
	server.						
4.40	2. Fixed: A preset job cannot be deleated.						
1.10	1st Mass Production						

Technical Bulletin

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Model: Martini-C3 Date				te: 29-Jan-08		No.: RB246026
Subject: Differences between the MT-C3.5 and MT-C3					by: S. V	Vatanabe
From: 2nd Tech	Support Sec. Service Support [Dept.				
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part info ☐ Electrica ☐ Transm ☐ Other (al		Servic	required ce manual revision fit information

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
	СРМ	Printing	Paper interval	СРМ	Printing	Paper interval
		speed	(A4/LT)		speed	(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

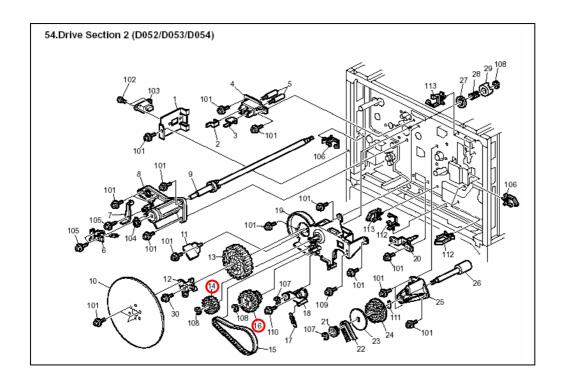
The number of rotations is the same on the MT-C3.5a/b, but on the MT-C3.5c, the rotation speed was increased by 50%. This was in order to prevent blurred images caused by OPC filming. As a result, the brush can more easily wipe foreign particles off the drum surface. The increase in speed was achieved 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

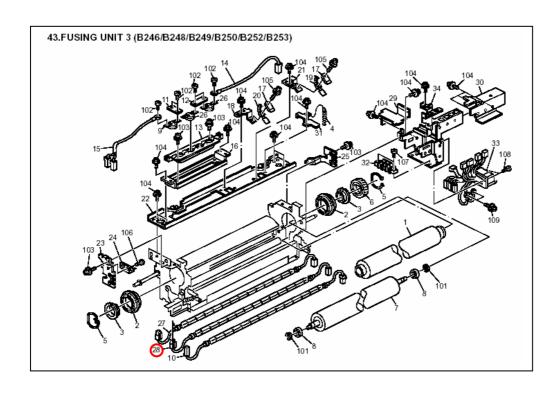
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Model: Martini-C3 Date: 29-Jan-08 No.: RB246026



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.



Model: Martini-C3

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Date: 29-Jan-08 No.: RB246026

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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

Technical Bulletin

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Reissued: 19-Mar-08

Model: Martini-C3 Date				te: 05-Dec-06		No.: RB246002i
Subject: Firmware Release History (System)					d by: S. V	Vatanabe
From: 2nd Tech	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	n required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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: The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. The job processing speed is slower when the DataOverwriteSecurity option is installed. 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).



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Reissued: 19-Mar-08

Model: Martini-C3 Date: 05-Dec-06 No.:							
Version	Symptom Corrected						
	2. The printing of stored jobs (ie. Locked F affects devices with the optional HDD.3. Login User Names containing spaces the 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 sin the operation panel. Note: Both System firmware (version 2) 	-					
	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 a Note: To fix this issue, all of the following - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapI 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 a	g firmware must be app	lied:				
2.05	 ROM updates will fail via WebImageMon The job log will become corrupted and WebSmartDeviceMonitor ver 2.0 if the 	d can no longer be uploa	aded to				
	processed. 2. The size of PDF created by the scann operation panel. Note: Both System firmware (version 2.02 or later) need to be apllied to fix 1.3. The machine displays "Proxy error. If	ner might not match the 2.05 or later) and NFA this issue.	size selected in the firmware (version				



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Reissued: 19-Mar-08

Model: Ma	rtini-C3		Date: 05-Dec-06	No.: RB246002i		
Version	Syr	npton	n Corrected			
	turned ON.					
2.04	1. SC819 occurs if the power is tur	rned C	FF and ON during a re	mote firmware		
	update (RFU).					
	2. Supports the FAX and G3 option					
	3. Fax does not start after resetting	_				
	4. 2-byte fonts in the Key Display r			•		
	This problem happens in the co removed from "Protect Destinat			iii wileli a usel is		
	 Pixels of images might be swap 		* *	oblem This only		
	happens toward the end of PCL		-	-		
1.14.1	SC632 (MF coin/card-operated compared to the control of the coin/card-operated control operated control					
	2. The bottom row of characters is	not di	splayed in the remote fi	rmware update		
	screen (German, Portuguese).					
	3. SC990 occurs when the SMC is	•				
	4. The prints of a Staple job are no	t shifte	ed when the finisher(B7	00/701) are		
	connected.5. During Copy Connection, some	imaga	se from the provious job	are printed out by		
	the sub machine.	imaye	es morn the previous job	are printed out by		
	6. SC990 occurs while the SMC is	beina	printed out.			
	7. A new SP "SP5-401-103 ("Defa	_	-	en added.		
	This SP can be used to assign the	ne def	ault access privileges o	f users to their own		
	documents on the Document Se	rver.				
	SP5-401-103 "Default Documen	t ACL'				
	0: Read only (default)					
	1: Edit					
	2: Edit/delete	2: Edit/delete				
	3: Full control					
	Note1: This is only available usir	ng Wir	ndows/LDAP/Integration	Server		
	Authentication.					
	Note2: This default will only appl	•		•		
1.13	1. The machine cannot be turned of	off if "C	Clear Modes" is selected	I while the machine		
	prepares the preview display.		abaa ta Enarry Cayar M	lada iyat aftar tha		
	SC672 occurs when the machine main power is turned ON.	e switt	thes to Energy Saver iv	lode just after the		
	 The SDK application might not I 	ne inst	alled using WIM			
	4. The device might stall if soon aft			application is		
	accessed from Extended Feature			• •		
1.12	1. Symptom corrected: The alert m					
	displayed.					
	2. Symptom corrected: Garbled cha			paper settings		
	screen when the Chinese display		•			
	3. Symptom corrected: Garbled cha	aracte	rs are displayed in the e	email editing screen		

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Reissued: 19-Mar-08

Model: Ma	artini-C3	Date: 05-Dec-06	No.: RB246002i		
Version	Sympton	n Corrected			
	 when the Taiwanese, Chinese or Korean display language is used. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection. Symptom corrected: "WARNING" is displayed when the system time does not match the RTC time. Unnecessary lines at the trailing edge of the image are removed. Added an Administrator counter for the MIB. 				
	 Fixed: Some numbers are displayed as panels of Chinese/Taiwanese models. Fixed: Scan to SMB destinations will not manually. This only happens if at least entered and User Authentication is enaily series. Fixed: Removal of a Scan to SMB destination, might freeze the device or might the operation panel. This only happens has been specified for a Scan Job and Fixed: The device that has the 'Autentic able to authenticate a valid user on an name contains non-ASCII characters. This problem effects the following function. LDAP Search LDAP Connection Test LDAP Authentication Fixed: Either the scanner application or search reference, recursively spans 3 of Fixed: The device might lockup with "Susing Scan to Document Server. Fixed: Print settings of documents store 	ot be added to the job if 1 SMB destination has bled. ination from a job (using in the displayed "SC997" is more than 1 Scan to User Authentication is exation: High Security' set LDAP server. This only sit ions: The entire device might or more servers. canning displayed on the displayed on the displayed on the displayed in the document servers.	specified already been g the clear/stop " error message on SMB destination enabled. etting might not be occurs if the user t stall if an LDAP the operation panel error are lost if the		
	document is downloaded using DeskTo to the document server.	pp=aitor For Production	and then returned		
1.11	 Fixed: Searching function can use by us server. Fixed: A preset job cannot be deleated. 	er code on the scanner	and document		
1.10	1st Mass Production				

Technical Bulletin

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Reissued: 27-Mar-08

Model: Martini-C3 Date					-06	No.: RB246002j
Subject: Firmware Release History (System)					d by: S. V	Vatanabe
From: 2nd Tech	Support Sec. Service Support I	Dept.				
Classification:	☐ Troubleshooting	☐ Part inf	orma	tion	☐ Action	required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	Transm	it/rec	eive	☐ Retrof	fit 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				



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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: The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. The job processing speed is slower when the DataOverwriteSecurity option is installed. 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 onl affects devices with the optional HDD. 3. Login User Names containing spaces that were input from the operation panel winot 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.			



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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 large number of entries. 6. Accessing the document server in WIM via an single sign-on server might result "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 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					
2.05	 ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On. 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. 					
	The machine displays "Proxy error. If turned ON.		e main power is			
2.04	 SC819 occurs if the power is turned C update (RFU). Supports the FAX and G3 options. Fax does not start after resetting the C 2-byte fonts in the Key Display name of This problem happens in the confirman removed from "Protect Destination" or Pixels of images might be swapped duhappens toward the end of PCL or PS 	controller. will be displayed as a gition screen that is show "Protect File(s)". ue to a byte ordering proceed that is shown t	arbage characters. vn when a user is oblem. This only			
1.14.1	 SC632 (MF coin/card-operated device The bottom row of characters is not disscreen (German, Portuguese). SC990 occurs when the SMC is printed. The prints of a Staple job are not shifter connected. During Copy Connection, some image the sub machine. SC990 occurs while the SMC is being A new SP "SP5-401-103 ("Default Down This SP can be used to assign the default documents on the Document Server. 	error) occurs when the splayed in the remote filed out ed when the finisher (B7 es from the previous job printed out.	MK-1 is connected rmware update 00/701) are are printed out by en added.			

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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	 The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. The SDK application might not be installed using WIM. 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					
	 Fixed: Some numbers are displayed as panels of Chinese/Taiwanese models. Fixed: Scan to SMB destinations will not manually. This only happens if at least entered and User Authentication is enaily. Fixed: Removal of a Scan to SMB destination), might freeze the device or might happens has been specified for a Scan Job and Fixed: The device that has the 'Autenticable to authenticate a valid user on an name contains non-ASCII characters. 	ot be added to the job 1 SMB destination had abled. ination from a job (us ht be displayed "SC9 is more than 1 Scan User Authentication in cation: High Security'	o if specified as already been ing the clear/stop 97" error message on to SMB destination s enabled.		

Technical Bulletin

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

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Reissued: 27-Mar-08

☐ Product Safety

Model: Martini-C3 D			Dat	e: 08-Aug-06	No.: RB246003f			
RTB Reissue The items in bold italics have been added.								
Subject: Firmwar	re Release History (NCS)		Prepared by: S. Watanabe					
From: 2nd Tech S	Support Sec. Service Suppo	rt Dept.						
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion	n required			
		☐ Electric	al	☐ Servi	ce manual revision			
	☐ Paper path	☐ Transm	it/rec	eive 🗌 Retro	fit information			

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

Other (

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: 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. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185) Multiple RSA implementations fail to properly handle signatures (CVE-2006 4339). (TechMail#OTS-2008-276). 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.



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Reissued: 27-Mar-08

Model: Ma	artini-C3	Date: 08-Aug-06	No.: RB246003f			
Version	Sympton	n 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: 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: SMB printing is sporadically unavailable. The device cannot login to Windows Vista via SMB. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. The device will not be registered with a DNS server by a DHCP relay agent. 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	 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. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 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					



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Reissued: 27-Mar-08

☐ Product Safety

Model: Martini-C	3		Date	e: 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 Suppor	rt Dept.						
Classification:	Troubleshooting	☐ Part info	rmati	on \square	Action	required		
	☐ Mechanical ☐ Electrical		al		Servic	e manual revision		
	☐ Paper path	☐ Transmi	t/rece	eive 🗆	Retrof	it information		

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

Other (

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:
	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



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Reissued: 27-Mar-08

Model: Ma	rtini-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 Printer firmware ver 1.07 or later					
2.03	 Symptom corrected: The "Total Printouts: Scanner(Scanner for Admin's "Export User Statistics List" Documents might fail to be sent to SME both 1-byte and 2-byte characters. This imported to the address book from a cs Dummy files entitled "Lost Document" a capture function, instead of the actual j only affected jobs of Sample Print/Hold Devices without a File Format Converted problems. This affects all files that were by the Copier or Printer applications. PDF files are displayed as a sigle I pressed in WebImageMonitor. An error message is displayed if the WebImageMonitor. 	function, will contain a or NCP folder paths con only happenned if the or file via SDM for Admitare sent to the ScanRou ob submitted to the print Print/Locked Print job the originally stored in the ine if the "Enlarge Image"	Il zeroes. ontaining a mix of folder paths were n. uter server device- iter. This problem types. ince the following Document Server			
2.02	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	A FAX option is now available.					
1.14	 Fixed: Jobs downloaded using DeskTo the Job Log. This happens only when the SSL setting enabled and "Ciphertext/Clear Text" is Fixed: Jobs cannot be output to Tray 7 DeskTopEditor For Production. 	ng on the device is disa permitted.	bled or if it is			
	4. Fixed: Jobs downloaded using the Des function, can not be returned to the Do	•	ion 'For Printing'			
	 Fixed: Jobs stored using a Start Page printed via DeskTopBinder or DeskTop "Contains too many pages. Unable to PC. 	Editor For Production.	The error message			

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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 Insufficient 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					

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Reissued: 27-Mar-08

Model: Martini-C3 Date			te: 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 informat		tion	Action	required	
	☐ Mechanical	☐ Electric	al		Service	ce manual revision	
☐ Paper path ☐ Transmit/re		it/rec	eive	☐ Retrof	fit 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: 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. 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. 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.					

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Reissued: 27-Mar-08

Model: Ma	artini-C3	Date: 21-Dec-06	No.: RB246007d			
Version	Symptom Corrected					
	6. Using WebImageMoniter in the Safari to be downloaded.7. The printing of stored jobs (ie. Locked Fooly affects devices with the optional H	The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. Th only affects devices with the optional HDD. WebImageMonitor contained number errors in Russain. - "Tray 2" was shown as "Tray 3".				
	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					
2.01	 Fixed: All accounts logged in with the svia WebImageMonitor within about 1se Fixed: Errors in the way the French, Po Bottle", are worded in Web Image Mon Fixed: Trays containing B4 paper are sversion of WIM. Fixed: Unsupported paper sizes can be Fixed: Support for the FAX option has 	ecound. ortuguese, and Danish intor. shown to have B5 pape e selected for the Bypa	for "Used Toner r in the Chinese			
1.02	 Fixed: Attempting to configure an IPP numeric digits, will cause the device's Fixed: Some of the device settings speversion2.0 Batch Configuration function Fixed: The Traditional Chinese wording 	Authentication passwor web service to stall. ecified using the WebSrn, might not be applied	martDeviceMonitor to target devices.			
1.01	1st Mass Production					

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Reissued: 27-Mar-08

Model: Martini-C3				ate: 21-Dec-06		No.: RB246010f
Subject: Firmware Release History (Scanner)					d by: S. V	Vatanabe
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting☐ Mechanical☐ Paper path☐ Product Safety	☐ Part info ☐ Electric ☐ Transm ☐ Other (al		Service	required ce manual revision fit information

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.				

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Reissued: 27-Mar-08

Model: Martini-C3

Date: 21-Dec-06

No.: RB246010f

Model: Ma	artini-C3	Date: 21-Dec-06	No.: RB246010f	
Version	Symptom Corrected			
m3_1.16	The machine cannot be turned off if "Clear prepares the preview display.	Modes" is selected whi	le the machine	
m3_1.15	Fixed: Searching function can use by user server.	code on the scanner ar	nd document	
m3_1.14	1st Mass Production			



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Reissued: 27-Mar-08

☐ Product Safety

Model: Martini-C	Date	e: 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:	assification: Troubleshooting Part inform		rmat	ion	Action	required
		☐ Electrica	al		Servic	e manual revision
	☐ Paper path	☐ Transmi	t/rec	eive 🔲 F	Retrof	it information

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

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Reissued: 16-Apr-08

Model: Martini-C3	Date: 11-Dec-06	No.: RB246009i
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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	tion	Action required		
	☐ Mechanical	☐ Electrical		☐ Service manual revision		
	☐ Paper path	☐ Transmit/rec	eive	☐ 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.

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Reissued: 16-Apr-08

Model: Martini-C3

Date: 11-Dec-06

No : RR246009i

Model: Ma	rtini-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: PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 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"

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Reissued: 16-Apr-08

Model: Martini-C3		el: Martini-C3 Date: 11-Dec-06 No.: RB246009		
Version	Sympton	Symptom Corrected		
1.04	 Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 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 (0	BBC 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			

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Reissued: 16-May-08

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

The items in bold italics have been added.

Subject: Firmware Release History (Printer)			Prepare	d by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part information	tion	☐ Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ 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:
	Minor bug correction.
	2. Supports the Model MT-C3.5
1.08	Symptom corrected:
	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

RICOH Reissued: 16-May-08

Technical **B**ulletin

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Model: Ma	artini-C3	Date: 11-Dec-06	No.: RB246009j		
Version	Symptom Corrected				
	 SAP System DT, the following issues of When sending a BOP job, the print is not printed. Memory leak occurs when printing condition. Accessing the document server in WIN in "404 Not Found". This only happens "Host Name" and "Domain Name" (The blank.). It does not happen if the url convice. To fix this issue, all of the following System firmware ver 2.08 or later. Websys firmware ver 2.02.1 or later. Web Uapl firmware ver 1.11 or later. Printer firmware ver 1.07 or later. 	ter status stays at "Proceed a bitmap font with insured via an single sign-on if the url used to accesse "domain name" setting brains an IP address. Ing firmware must be apper	fficient memory server might result s WIM contains a g in the MFP is not		
	Other changes: 1. Supports the Catalan and Turkish langer. For the details of this, please refer to Fourthish languages". Note: To support this feature, install allows: To support this feature, insta	RTB#RB246025 "Support I of the following firmwa Tater anguage firmware ver (are:		
1.06	Symptom corrected: 1. If a user tries to print a stored job (ie. L function is enable, the device might sta	all.	ScanRouter capture		
1.05	The device supports Unicode v3.0 fonts. U Japanese/Korean/Traditional Chinese/Sim Unicode Font Package for SAP. Symptom corrected: 1. PCL data might be printed as garbage PCL data are printed without a power- 2. PCL jobs that include seperator pages (FPR#RC06040009/RC0610007). 3. After selecting a file in the Print Jobs n following buttons might remain greyed - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privile - "Change Password"	characters after severa off. (Techmail#TS0607 s might be printed as ga nenu in the operation pa out.	al hundred pages of (53) . arbage characters		

RICOH Reissued: 16-May-08

Technical **B**ulletin

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Model: Martini-C3		Date: 11-Dec-06	No.: RB246009j	
Version	Symptom Corrected			
1.04	 Fixed: HPGL syntax error (missing label terminator) will cause the device to stall. "Processing" will be displayed in the operation panel. 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			

Technical Bulletin

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Reissued: 08-Oct-08

Model: Martini-C3			Date: 05-Dec-06		-06	No.: RB246002k
Subject: Firmware Release History (System)				Prepared by: S. Watanabe		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	☐ Part info	ormat	tion	Action	n required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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		



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Model: Martini-C3 Date: 05-Dec-06 No.: RB246					
Version	Symptom Corrected				
	 to be applied to the device. 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)". 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	ł).		
2.09	 Symptom corrected: The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled. When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work. The job processing speed is slower when the DataOverwriteSecurity option is installed. 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. 				
2.08	 The device "Ethernet speed" is not Symptom corrected: 	Auto .			
	 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: The device stalls while the first job is being stored to the HDD. After the stall, the printer is rebooted and another job is submitted for storage. The first and second store must be to/from the same application (Copy/Scanner/Printer). The printing of stored jobs (ie. Locked Print) is not shown in Job History. This or affects devices with the optional HDD. Login User Names containing spaces that were input from the operation panel vnot be saved. 				
	Other changes: Supports the Catalan and Turkish language For the details of this, please refer to RTB Turkish languages". Note: To support this feature, install all of a System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language) - 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 sin the operation panel. Note: Both System firmware (version 2.2.04 or later) need to be apllied to fix this in	#RB246025 "Supports of the following firmware er uage firmware ver 0.71 scanner might not match	or later) In the size selected		



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Model: Ma	artini-C3	Date: 05-Dec-06	No.: RB246002k		
Version	Sympton	n Corrected			
Version	 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 Printer firmware ver 1.07 or later 				
	- The device sporadically fails to login to a	9			
	- ROM updates will fail via WebImageMon				
2.05	 The job log will become corrupted and WebSmartDeviceMonitor ver 2.0 if the processed. The size of PDF created by the scann operation panel. Note: Both System firmware (version 2.02 or later) need to be apllied to fix 3. The machine displays "Proxy error. If turned ON. 	e MFP power is cycled wher might not match the 2.05 or later) and NFA this issue.	while a job is being size selected in the firmware (version e main power is		
2.04	 SC819 occurs if the power is turned 0 update (RFU). Supports the FAX and G3 options. 	OFF and ON during a re	mote firmware		
	3. Fax does not start after resetting the	controller.			
	 4. 2-byte fonts in the Key Display name This problem happens in the confirma removed from "Protect Destination" of 5. Pixels of images might be swapped d 	will be displayed as a g ation screen that is show r "Protect File(s)". ue to a byte ordering pr	on when a user is		
4444	happens toward the end of PCL or PS				
1.14.1	 SC632 (MF coin/card-operated device The bottom row of characters is not disscreen (German, Portuguese). SC990 occurs when the SMC is printe The prints of a Staple job are not shifter connected. During Copy Connection, some image the sub machine. SC990 occurs while the SMC is being A new SP "SP5-401-103 ("Default Do This SP can be used to assign the def documents on the Document Server. SP5-401-103 "Default Document ACL" 	splayed in the remote find out ed when the finisher (B7 es from the previous job printed out. In a second access privileges of ault access privileges or the comment ACL.	rmware update 00/701) are are printed out by en added.		
	0: Read only (default)				

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Model: Martini-C3 Date: 05-Dec-06 No			No.: RB246002k			
Version		n Corrected				
	1: Edit 2: Edit/delete 3: Full control	adama II DADIII da madii a	0			
	Authentication.	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	 The machine cannot be turned off if "Coprepares the preview display. SC672 occurs when the machine switch main power is turned ON. 	 The machine cannot be turned off if "Clear Modes" is selected while the machine prepares the preview display. SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON. The SDK application might not be installed using WIM. 				
	accessed from Extended Feature Sett	•				
1.12	 Symptom corrected: The alert message for fusing web Near End is not displayed. Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used. Symptom corrected: Garbled characters are displayed in the email editing scree when the Taiwanese, Chinese or Korean display language is used. Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up. Symptom corrected: The main machine prints but the sub machine does not prin when using Copy Connection. Symptom corrected: "WARNING" is displayed when the system time does not match the RTC time. Unnecessary lines at the trailing edge of the image are removed. Added an Administrator counter for the MIB. 					
	 Fixed: Some numbers are displayed as panels of Chinese/Taiwanese models. Fixed: Scan to SMB destinations will not manually. This only happens if at least entered and User Authentication is enaily as a scan to SMB destination, might freeze the device or might the operation panel. This only happens has been specified for a Scan Job and Fixed: The device that has the 'Autenticable to authenticate a valid user on an name contains non-ASCII characters. This problem effects the following function. LDAP Search LDAP Connection Test LDAP Authentication Fixed: Either the scanner application or search reference, recursively spans 3 cerebral search. 	ot be added to the job if 1 SMB destination has abled. ination from a job (using the be displayed "SC997 is more than 1 Scan to User Authentication is e cation: High Security' se LDAP server. This only tions:	specified already been g the clear/stop " error message on SMB destination enabled. etting might not be occurs if the user			

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

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Reissued: 08-Oct-08

☐ Product Safety

Model: Martini-C3			Date: 08-A	ug-06	No.: RB246003g
RTB Reissue The items in bol	d italics have been ad	ded.			
Subject: Firmware Release History (NCS)			Prepa	Prepared by: S. Watanabe	
From: 2nd Tech	Support Sec. Service Supp	ort Dept.			
Classification:	assification: Troubleshooting Part inform		rmation	☐ Actio	n required
	☐ Mechanical	☐ Electrica	ıl	Servi	ce manual revision
	☐ Paper path	☐ Transmi	t/receive	□Retro	ofit information

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

Other ()

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.



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Model: Martini-C3 Date: 08-Aug-06 No.: RB2460						
Version	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.					
	Other changes: 1. The new WLAN card is now available. Note: To use this new card, System firm	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				
5.55	 Symptom corrected: SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) The performance of WIM might be reduced if SSDP is enabled on the device. 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: SMB printing is sporadically unavailable. The device cannot login to Windows Vista via SMB. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. The device might be unable to obtain an IP address from a DHCP Server through a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. The device will not be registered with a DNS server by a DHCP relay agent. 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	 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. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 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					

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Reissued: 08-Oct-08

Model: Martini-C3			Date: 21	-Dec-06	No.: RB246006i
RTB Reissue The items in bo	ıld italics have been ad	dded.			
Subject: Firmwa	re Release History (Netwo	ork DocBox)	Prep	ared by: S. \	Watanabe
From: 2nd Tech	Support Sec. Service Sup	port Dept.			
Classification:	Troubleshooting	☐ Part info	ormation	Action	n required
☐ Mechanical ☐ Electric		al	☐ Servi	ce manual revision	
☐ Paper path ☐ Transmit		it/receive	☐ Retro	fit 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: The stored files might not be able to be downloaded via WIM. 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: "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:



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Model: Ma	artini-C3	Date: 21-Dec-06	No.: RB246006i		
Version	Sympton	n Corrected			
Version	 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. 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 NFA firmware ver 2.04 or later 				
2.03	 Printer firmware ver 1.07 or later Symptom corrected: 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. 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. 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. 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 				
2.02	WebImageMonitor. 1. The size of PDF created by the scanno operation panel. Note: Both System firmware (version 2 2.02 or later) need to be apllied to fix the size of the si	2.05 or later) and NFA f			
2.01	A FAX option is now available.				
1.14	 Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 				
	 Fixed: Jobs cannot be output to Tray 7 DeskTopEditor For Production. Fixed: Jobs downloaded using the Desfunction, can not be returned to the Do Fixed: Jobs stored using a Start Page 	skTopEditor for Product ocument Server. number of more than 10	ion 'For Printing' 000, cannot be		
	printed via DeskTopBinder or DeskTop "Contains too many pages. Unable to				

Technical **B**ulletin

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Model: Martini-C3		Date: 21-Dec-06	No.: RB246006i
Version	Symptom Corrected		
	PC.		
	 Fixed: The TWAIN error massage showhile another user is restoring the add Admin. Before: 34992 Insufficient memoral After: 36855 Scanner is in use for the statement of the sta	ress book via SmartDe ory. Reduce the scannii	viceMonitor for
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		

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PAGE: 1/3 Reissued: 08-Oct-08

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

The items in bold italics have been added

The Reme III bela Remed Have been added.				
Subject: Firmware Release History (Printer)			Prepare	d by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	Troubleshooting	☐ Part information	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ 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: PCL jobs containing fonts with a number of characters that is evenly divisible by 256 might cause the device to stall. (GFPR#RE0706006, RA07090001) 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) The PCL5 line pitch might be printed larger than the original. (GFPR#RE07120011, RC08050003) The printable area of a PCL5 page might extend beyond the border on the right side. (GFPR#GFPR#RE07070010) 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.

Technical **B**ulletin

 Reissued: 08-Oct-08
 Date: 11-Dec-06
 No.: RB246009k

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Model: Ma	artini-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. DDE files printed using Adobs Acrobat and the BBCS driver might be missing				
	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				
	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.				
	Jobs containing bitmapped PCL fonts might cause the device to stall.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.				
	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:				
	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 laterWebUap firmware ver 1.11 or later				
	Veboap ilmware ver 1.11 of later Scanner firmware ver 1.18 or later				
	- Fax firmware ver 05.00.00 or later				
	- FCU firmware ver 03.00.00 or later				
1.06					
1.00	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.				
	Tanoasi lo chablo, the device might otali.				

RICOH Reissued: 08-Oct-08

Technical **B**ulletin

PAGE: 3/3

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: PCL data might be printed as garbage characters after several hundred pages of PCL data are printed without a power-off. (Techmail#TS060753). PCL jobs that include seperator pages might be printed as garbage characters (FPR#RC06040009/RC0610007). 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" 				
	- "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password"				
1.04	 Fixed: HPGL syntax error (missing lab "Processing" will be displayed in the or Fixed: The following reports are printed Russian is selected as the primary system - Configuration Page Menu List Error Log* *Additionally, the title "File Name" in the characters. 	peration panel. d in a language other th tem language.	nen Russian, even if		
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				



PAGE: 1/1

Reissued: 12-Sep-16

Model: MT-C3/MT-C3.5 Da	ate: 07-Dec-06 No.: RB246017e
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RTB Reissue

The items in bold italics have been added.

The Reme in Bold Raile 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	- '		
	☐ Mechanical ☐ Paper path	☐ Electrical☐ Transmit/receiv	☐ Service manual revision e ☐ Retrofit information		
	Product Safety	☐ Other ()	o Instrumentation		

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

[&]quot;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

1	П

PAGE: 1/3

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:	assification: Troubleshooting Part info			tion	Action required		
		☐ Electrica	al		⊠ Service	ce manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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	
Billilli	Name	B064	B140	B246	Class	Comment	
B328	Copy Connector Kit Type 2105	Х	0	Х	1	Links two mainframes.	
B377	Punch Unit Type 1045	0	0	Х	2	Installed in B468, B469, B674	
B452	Key Counter Bracket Type 1027	0	0	0	1	Common option.	
B468	Booklet Finisher	0	Х	Х	1	Punching, sorting, shifting, corner/booklet stapling.	
B469	Booklet Finisher SR850	0	0	Х	1	Punching, sorting, shifting, corner stapling only.	
B470	Cover Interposer Tray	0	0	Х	2	Installed on B468, B469, B674, or B478, B706	
B471	9-Bin Mailbox	0	0	Х	2	Installed on the B468, B469, or B674.	
B473	LCT RT43	0	0	0	1	Paper bank for LT/A4 paper	
B474	81/2"x 14" Paper Size Tray Type 1075	0	0	0	1	Paper bank for LG paper	
B475	A3/11"x17" Tray Unit Type 1075	0	0	0	1	Installed in Tray 1 (Tandem Tray)	
B476	Copy Tray Type 1075	0	Х	Х	2	Small output tray for mainframe	
B478	3000 Sheet Finisher	0	Х	Х	1	Punching, sorting, shifting, corner stapling only.	
B498	Card Reader Bracket	0	0	0	1	Connected directly to the mainframe.	
B499	Tab Sheet Holder Type 3260	0	0	0	2	Installed in Tray 1 (Tandem Tray)	
B513	Output Jogger Unit Type 1075	Х	0	0	2	Installed in B478 or B706	
B515	IEEE 801.11b	0	Х	X	3	Board	

PAGE: 2/3

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

		Series			4		
Bnnn	Name			B246	Class*1	Comment	
B519	File Format Converter	0	X	X	3	Board	
B525-08	Postscript 3 Type 1075	0	Х	Х	3	DIMM	
B525-15	Postscript 3 Type 2075	Х	0	Х	3	SD card	
B525-44	Postscript 3 Type 7500	Х	Х	0	3	SD card	
B525-01	USB 2.0	0	0	0	3	Board	
B531-27	Punch Unit Type 1075 EU 2/4	0	0	0	2	Installed in B478 or B706.	
B531-17	Punch Unit Type 1075 NA 3/2	0	0	0	2	Installed in B478 or B706.	
B581	IEEE 1394 Interface Board Type B	Х	Х	0	3	Board	
B585	Memory Unit Type D 2075 256MB	Х	0	Х	3	Memory	
B594	Network Interface Board Type 2105	Х	0	Х	3	Board	
B596-01	USB 2.0 Interface Board Type B	Х	0	Х	3	Board	
B609-04	File Format Converter Type <u>C</u>	Х	Х	0	3	Board	
B609-01	File Format Converter Type <u>B</u>	Х	0	Х	3	Board	
B659	Printer/Scanner Kit Type 2075	Х	0	Х	3	SD card	
B660- 17/26/27	Z-folding Unit Type 2105	X	0	X	1	Installed with B674, or B706.	
B660- 57/66/67	Z-folding Unit ZF 4000	X	X	0	1	Installed with B700, B701, or B706.	
B674	Booklet Finisher	Х	0	Х	1	Punching, sorting, shifting, corner/booklet stapling.	
B679	IEEE1284 Interface Board Type A	Х	Х	0	3	Board	
B700	SR 4000	Х	Х	0	1	Punching, sorting, shifting, corner/booklet stapling.	
B701	SR970	Х	Х	0	1	Punching, sorting, shifting, corner stapling only.	
B702-27	Punch Unit Type 3260 EU 2/4	Х	Х	0	2	Installed in B700 or B701	
B702-17	Punch Unit Type 3260 NA 2/3	Х	Х	0	2	Installed in B700 or B701	
B702-28	Punch Unit Type 3260 SC	Х	Х	0	2	Installed in B700 or B701	
B703	Output Jogger Unit Type 3260	Х	Х	0	2	Installed on B700 or B701	
B704	Cover Interposer Type 3260	X	X	0	2	Installed on the B700, B701, B706.	
B706	SR841	Х	0	0	1	Punching, sorting, shifting, corner stapling only.	
B735	Data Overwrite Security Unit C	Х	0	0	3	SD card	
B736	Bluetooth Interface Unit Type 3245	Х	0	Х	3	Board	
B756	Copy Tray Type 2075	Х	0	0	1	Small output tray for mainframe	
B762	Mail Box CS391	Χ	Х	0	2	Installed on B700 or B701	
B782	VM Card Type B	X	0	Х	3	SD card	
B812	Punch Unit Type 850 SC	0	0	0	2	Installed in B478/B706.	
B818	Remote Communication Gate Type CM1	Х	Х	0	3	Board	

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

Bnnn	Name	Series			Class*1	Comment	
		B064	B140	B246	Class	Comment	
B825	USB Host Interface Unit Type A	Х	Х	0	3	Board	
B826	Bluetooth Unit Type 3245	Х	Х	0	3	Board	
B828	Browser Unit Type B	Х	Х	0	3	SD card	
B829	Copy Data Security Unit Type C	Х	Х	0	3	IPU Board	
B841	Printer/Scanner Unit Type 7500	Х	Х	0	3	SD Card	
D406	Printer/Scanner Unit Type 8000	X	X	0	3	SD Card (D052/D053/D054)	
B842	Copy Connector Type MP 7500	Х	0	0	1	Links two mainframes	
B861	VM Card Type C	X	X	0	3	SD card	
G336	IEEE 1394	0	X	Х	3	Board	
G338	Printer/Scanner Kit	0	X	Х	3	DIMM	
G377	Bluetooth Interface Unit	Х	0	Х	3	Board	
G381	Gigabit Ethernet Type 7300	Х	Х	0	3	Board	
G813	IEEE 802.11b Interface Board	Х	0	0	3	Board	
B819	FAX OPTION TYPE 7500	X	X	0	3	Board	
B820	G3 INTERFACE UNIT TYPE 7500	X	X	0	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)

Technical Bulletin

PAGE: 1/2

Model: Martini-C3/C3.5				ate: 22-Dec-08		No.: RD052002	
Subject: SC542					Prepared by: S. Watanabe		
From: 2nd Tech Support Sec. Service Support Dept.							
Classification:	fication: 🛛 Troubleshooting 🔲 Part inform			nation		required	
		☐ Electrica	al		Service	e manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	it 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

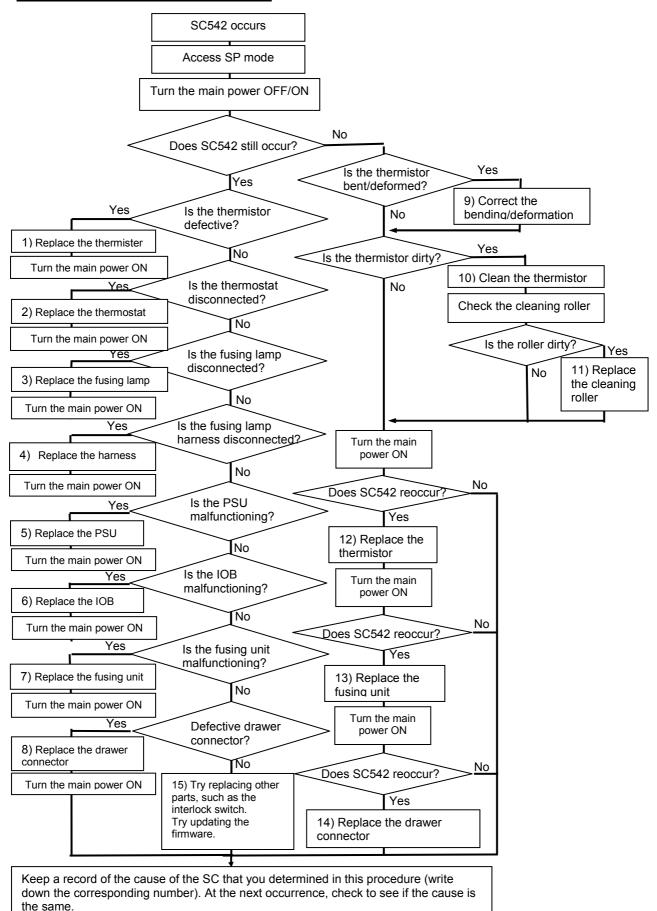
SOLUTION

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

PAGE: 2/2

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

Flowchart for SC542 occurrences



П	回	M	ПЛ
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Model: Model MT-C3 Date				te: 11-Mar-09	No.: RB246028
Subject: Printer I	Bit Switch	Prepared by: S.	Watanabe		
From: 2nd Tech Support Sec. Service Support Dept.					
Classification:	☐ Troubleshooting ☐ Part informati		tion Actio	n required	
	☐ Mechanical	☐ Electrical		⊠ Serv	ice manual revision
	☐ Paper path ☐ Transmit/rece		eive 🗌 Retro	ofit information	
	☐ Product Safety	Other ()	

SP1-XXX (Service Mode)

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

PAGE: 2/4

B UC	<u> நய</u> ட	<u>п</u> rechnical b u			F		
Mode	l: Mode	I MT-C3	Date: 11-Mar-09				
		A collation type (shift or normal) will be applied already have a 'Collate Type' configured. Note If #5-0 is enabled, this Bit Switch has	·	hat do not			
	bit 3	[PCL5e/c,PS]: PDL Auto Switching	0: Enable	1: Disable			
		Disable: The MFPs ability to change the PDL Some host systems submit jobs that contain Auto PDL switching is disabled, these jobs w	both PS and I	PCL5e/c. If			
	bit 4	DFU	-	-			
	bit 5	DFU	-	-			
	bit 6	DFU	-	-			
	bit 7	DFU	-	-			
4004	D'' 0	W.L.			_		
1001	Bit Sv						
003	Bit Sw	T	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"</esc></esc>					
	bit 3	DFU	-	-			
	bit 4	DFU	-	-			
	bit 5	DFU	-	-			
	bit 6	DFU	-	-			
	bit 7	DFU	-	-			
1001	Bit Sv	vitah			_		
004	Bit Sw	vitch 4 DFU	-	-			
1001	Bit Sv	vitch					
005	Bit Sw	vitch 5	0	1			
	bit 0	Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.	Disable	Enable			

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Model: Model MT-C3 Date: 11-Mar-09 No.: RB246028 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" DFU bit 1 DFU bit 2 bit 3 Pattern3 Pattern1 [PS] PS Criteria 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 Increase max number of the stored jobs bit 4 Disable Enable (1000) to 1000 jobs. (100)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 **Bit Switch** 1001 006 Bit Switch 6 **DFU** 1001 **Bit Switch** Bit Switch 7 DFU 007 1001 **Bit Switch** 800 Bit Switch 8 0 1 DFU bit 0 bit 1 DFU bit 2 DFU bit 3 [PCL,PS]: Allow BW jobs to print without Disable Enable requiring User Code Enable: BW jobs submitted without a user code will be printed even if usercode authentication is enabled. ■ Note Color jobs will not be printed without a valid user code.

RIGOH

Technical Bulletin

KIGUL	出 Technical B		PAGE: 4/4		
Model: Mode	I MT-C3	Date: 11-Mar-	09	No.: RI	B246028
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. V Note Applied to PS firmware ver 1.01				
bit 7	DFU	-	-	-	

Technical Bulletin

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Reissued: 20-May-09

Model: Martini-C3 Dat					-06	No.: RB246007e
Subject: Firmware Release History (Web Support)				Prepared	d by: K. Y	⁄amamoto
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	☐ Part informa		tion	Action	n required
		☐ Electric	al		☐ Service manual revisi	
	☐ Paper path	☐ Transmit/red		eive	eive 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: 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. 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. 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 WebImageMonitor contained wording errors in Russain.

PAGE: 2/2

Reissued: 20-May-09

Model: Ma	artini-C3	Date: 21-Dec-06	No.: RB246007e				
Version		n Corrected					
	 "IPv6" was shown as "IPv7". "IPv4" was shown as "IPv5". The XSS vulnerability on WIM. (TechMail#OTS-2007-2118) Using WebImageMoniter in the Safari browser, address book back-up files cannot be downloaded. The printing of stored jobs (ie. Locked Print) is not shown in WIM's Job History. Thi only affects devices with the optional HDD. 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 R Turkish languages. Note: To support this feature, install all System_Copy firmware ver 2.08 or LCDC firmware ver 1.21 or later (L.) 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	TB#RB246025 "Supporting of the following firmware later anguage firmware ver 0	re:				
2.01	 Fixed: All accounts logged in with the same priviliges when they log in the device via WebImageMonitor within about 1secound. Fixed: Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor. 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	 Fixed: Attempting to configure an IPP in numeric digits, will cause the device's version 2.0 Batch Configuration function 	web service to stall. ecified using the WebSr	nartDeviceMonitor				
1.01	Fixed: The Traditional Chinese wording 1st Mass Production	g for the tray size "8K" i	s wrong.				
	150 111400 1 10440001						

Classification:

Subject: Paper feed unit

From: 2nd Tech Support Sec. Service Support Dept. ☐ Troubleshooting

☐ Mechanical

☐ Paper path

☐ Product Safety

Model: MT-3

Technical Bulletin

Date: 1-Jun-0		9	No.: RB246029		
		Prepared	d by: K. \	⁄amamoto	
ept.					
□ Part information		tion	☐ Action required		
☐ Electrical			☐ Service manual revision		
☐ Transmit/receive			☐ Retrofit information		

☐ Tier 2

PAGE: 1/1

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	65	12	
B0656366	B2476366	BRACKET:DRIVE	1	as set	63	27	

Other (

)

Change/ Reason: Vender change



PAGE: 1/1

Reissued: 07-Sep-09

Model: Martini-C3			Date: 2-May-06		No.: RB246012b
RTB Reissue The items in bo	ld italics have been ch	nanged.			
Subject: Firmwa	re Release History (Option	n PS3)	Pre	pared by: K.Y	⁄amamoto
From: 2nd Tech	Support Sec. Service Sup	port Dept.			
Classification:	Troubleshooting	☐ Part info	ormation	☐ Action	n required
	☐ Mechanical	☐ Electric	al	☐ Service manual revis	
	☐ Paper path	☐ Transmit/re		☐ Retro	fit 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



PAGE: 1/1

Reissued: 04-Sep-09

Model: Martini-C	:3		Date	e: 05-Dec-06	No.: RB246016d
RTB Reissue The items in bol	ld italics have been ad	lded.			
Subject: Firmwai	re Release History (FAX)			Prepared by: ĸ.`	Yamamoto
From: 2nd Tech	Support Sec. Service Supp	oort Dept.			
Classification:	☐ Troubleshooting	☐ Part info	ormati	on Action	n required
	☐ Mechanical	☐ Electric	al	☐ Servi	ce manual revision
	☐ Paper path	path		eive 🗌 Retro	fit 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

Technical Bulletin

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Reissued: 04-Sep-09

☐ Product Safety

Model: Martini-C	Model: Martini-C3		Dat	e: 31-Jun-07	No.: RB246020b	
RTB Reissue The items in bol	ld italics have been added	d.				
Subject: Firmware Release History (RFax)				Prepared by: K. Yamamoto		
From: 2nd Tech	Support Sec. Service Support [Dept.				
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion	n required	
	☐ Mechanical	☐ Electrical		☐ Servi	ce manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	fit information	

 $oxed{\boxtimes}$ 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				

Technical Bulletin

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☑ Mechanical	☑ Part informat☐ Electrical		☐ Action required ☐ Service manual revision		
	☐ Paper path ☐ Other ()	☐ Transmit/rec	eive	Retrofit information		

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.

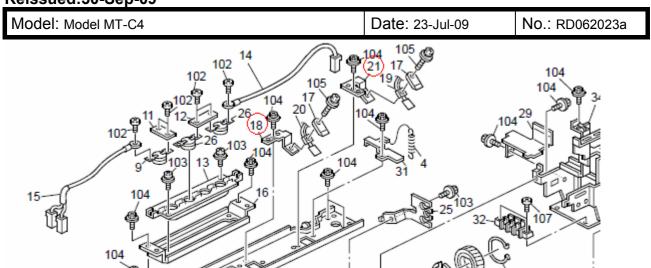
Note: This will secure the thermistors in the correct position, ensuring that they can detect the roller temperature correctly.

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

PAGE: 1/2

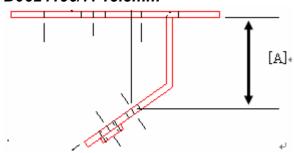
PAGE: 2/2

Reissued:30-Sep-09



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

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



Technical Bulletin

PAGE: 1/5

Reissued: 01-Oct-09

Model: MT-C3			Date: 05-D	ec-06	No.: RB246002I
RTB Reissue The items in bo	old italics have been corr	rected.			
Subject: Firmwar	Prepar	Prepared by: K. Yamamoto			
From: 2nd Tech :	Support Sec. Service Suppor	rt Dept.			
Classification:	☐ Troubleshooting	☐ Part info	rmation	Action	required
	☐ Mechanical	☐ Electrica	ıl	☐ Servic	e manual revision
	☐ Paper path	☐ Transmit	/receive	☐ Retrofi	it information
	☐ Product Safety	oxtimes Other ()		

This RTB has been issued to announce the firmware release information for the ${\bf System/Copy.}$

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



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Model: MT	T-C3	Date: 05-Dec-06	No.: RB246002I			
Version	Sympto	m Corrected				
	when there are jobs waiting in the print queue.					
3.02	 Symptom corrected: Minor bugs related to RFU. The device's internal RTC (Real time clock) might start to lag if the device is turned off/on more than 1000 times. Devices using an IPv6 linklocal address, might not be able to use IPsec. 					
3.01	 Symptom corrected: The folding feature does not work after the machine recovers from Energy Saver mode. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default). Scan to NCP problems. (TechMail#TS070022)					
	 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)". 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	1).			
2.09	 Symptom corrected: The machine may freeze if a print job Security Unit setting is enabled. When the machine recovers from Endonnone of the keys or buttons on the op The job processing speed is slower winstalled. Device might not be able to access the (FPR#RC07050005): The device is conneted to a HUB The device "Ethernet speed" is not 	ergy Saver mode, the LC eration panel work. Then the DataOverwriteS the network under the follow that has link flapping ena	CD turns black and Security option is owing conditions			
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD images. This can only happen if all of the 1. The device stalls while the first job is 2. After the stall, the printer is rebooted 3. The first and second store must be to (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked)	following conditions occ being stored to the HDI and another job is subm o/from the same applicat	cur:). nitted for storage. ion			

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Model: MT	-C3	Date: 05-Dec-06	No.: RB246002I			
Version	Sympton	n Corrected				
	affects devices with the optional HDD. 3. Login User Names containing spaces the not be saved.	nat were input from the	operation panel will			
	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 sin the operation panel. Note: Both System firmware (version 2)	•				
	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	g firmware must be app	olied:			
	 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	n Integration comics				
	 The device sporadically fails to login to a ROM updates will fail via WebImageMon 		Setting is On			
2.05	The job log will become corrupted and WebSmartDeviceMonitor ver 2.0 if the processed.	d can no longer be uplo	paded to			
	The size of PDF created by the scann operation panel. Note: Both System firmware (version)	-				
	2.02 or later) need to be apllied to fix: 3. The machine displays "Proxy error. If turned ON.	this issue.				
2.04	SC819 occurs if the power is turned C update (RFU).	OFF and ON during a re	emote firmware			
	2. Supports the FAX and G3 options.					



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Model: MT	T-C3		Date: 05-Dec-06	No.: RB246002I					
Version		Sympton	n Corrected						
	3.	Fax does not start after resetting the c							
	4.	2-byte fonts in the Key Display name This problem happens in the confirma							
		removed from "Protect Destination" or		vii wiicii a usei is					
	5.	Pixels of images might be swapped due to a byte ordering problem. This only							
		happens toward the end of PCL or PS	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							
	3.	SC990 occurs when the SMC is printe	screen (German, Portuguese).						
	4.	The prints of a Staple job are not shifte		00/701) are					
		connected.	(= :						
	5.	During Copy Connection, some image	es from the previous job	are printed out by					
	6	the sub machine.	printed out						
	6. 7.	SC990 occurs while the SMC is being A new SP "SP5-401-103 ("Default Do		en added					
	ļ ' ·	This SP can be used to assign the defa							
		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 Wir	ndows/LDAP/Integration	Server					
		Authentication.							
4.40	4	Note2: This default will only apply to not the machine cannot be turned off if "C							
1.13	1.	prepares the preview display.	lear wodes" is selected	while the machine					
	2.	· · · · · · · · · · · · · · · · · · ·	ches to Energy Saver M	lode iust after the					
		main power is turned ON.	- 5,	,					
	3.	The SDK application might not be inst		<u> </u>					
	4.	The device might stall if soon after a possessed from Extended Feature Setting							
1.12	1.	accessed from Extended Feature Setti Symptom corrected: The alert message							
1.12	1.	displayed.	c for fushing web ineal E	IIU IS IIUL					
	2.	Symptom corrected: Garbled characte	rs are displayed in the p	paper settings					
		screen when the Chinese display lange		-					
	3.	Symptom corrected: Garbled characte		_					
	4.	when the Taiwanese, Chinese or Kore Symptom corrected: SC672 occurs if the symptom corrected of the symptom corrected of the symptom corrected of the symptom corrected.							
	٦.	Mode just after warming up.	ne macinie switches to	Lifelyy Savel					
	5.	Symptom corrected: The main machin	e prints but the sub made	chine does not print					
		when using Copy Connection.	•	·					
	6.	Symptom corrected: "WARNING" is	displayed when the sys	tem time does not					
	7	match the RTC time.	of the image are remain	rod					
	7.	Unnecessary lines at the trailing edge	or the image are remov	eu.					



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Model: M⁻	г-С3	Date: 05-Dec-06	No.: RB246002I				
Version	Sympto	m Corrected					
	8. Added an Administrator counter for the	e 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 r		f specified				
	manually. This only happens if at leas		•				
	entered and User Authentication is en						
	3. Fixed: Removal of a Scan to SMB des	• •	-				
	button), might freeze the device or mig the operation panel. This only happen						
	has been specified for a Scan Job and						
	4. Fixed: The device that has the 'Autent	ication: High Security' se	etting might not be				
	able to authenticate a valid user on ar	LDAP server. This only	occurs if the user				
	name contains non-ASCII characters.	ations:					
	This problem effects the following fund - LDAP Search	HOUS.					
	- LDAP Connection Test						
	- LDAP Authentication						
	5. Fixed: Either the scanner application of		nt stall if an LDAP				
	search reference, recursively spans 3		the energtion name				
	6. Fixed: The device might lockup with "Susing Scan to Document Server.	scanning displayed on	the operation panel				
	7. Fixed: Print settings of documents sto	red in the document ser	ver are lost if the				
	document is downloaded using DeskT						
	to the document server.						
1.11	1. Fixed: Searching function can use by u	ser code on the scanner	r and document				
	server. 2. Fixed: A preset job cannot be deleated						
1.10	1st Mass Production						



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Reissued: 05-Oct-09

Model: MT-C3			Dat	te: 05-Dec-06 No.: RB246016		
RTB Reissue The items in bol	ld italics have been adde	ed.				
Subject: Firmware Release History (FAX)				Prepared by: K. Yamamoto		
From: 2nd Tech (Support Sec. Service Support	Dept.				
Classification:	☐ Troubleshooting	☐ Part info	ormat	tion	☐ Action	required
!	☐ Mechanical	☐ Electric	al		Service	e manual revision
!	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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



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Reissued: 20-Nov-09

Model: MT-C3			Date: 05-D	ec-06	No.: RB246002m
RTB Reissue The items in bo	old italics have been correc	cted.			
Subject: Firmwar	Prepar	ed by: K. Y	amamoto		
From: 1st Overse	eas Tech Support Sec., 1st PQI	M Dept.			
Classification:	☐ Troubleshooting	☐ Part infor	mation	☐ Action	required
	☐ Mechanical	☐ Electrical		☐ Service	e manual revision
	☐ Paper path	☐ Transmit/	receive	☐ Retrofi	it 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: Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 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. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating Please wait". 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. All pages of a PDF file are blank if created by scanning with the Custom Size setting. 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.



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Model: M	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	ne device is			
	turned off/on more than 1000 times.	ic device is			
	3. Devices using an IPv6 linklocal address, might not be able to use	Psec.			
3.01	Symptom corrected:				
	1. The folding feature does not work after the machine recovers fro	m Energy Saver			
	mode. 2. @Remote communication is now possible over a wireless LAN of	connection			
	even when SP5985-001 (on board NIC setting) is set to "1" (defa	-			
	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 Acc	cess logs.			
	Other changes:				
	1. The new WLAN card is now available. (TechMail#OTS-2008-543	i)			
	Note: To use this new card, System firmware (version 3.01 or late	, .			
	,	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.)	/er 2 11 (SDK/J			
	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)".	(SDK/J SDcard Ver.2.11)".			
		3. Daylight savings time and date can be configured for North American models.			
3.00	(TechMail#RC060731) 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 C	)verwrite			
	Security Unit setting is enabled.	/VCI WITE			
	2. When the machine recovers from Energy Saver mode, the LCD t	urns black and			
	none of the keys or buttons on the operation panel work.				
	3. The job processing speed is slower when the DataOverwriteSecuingtelled	urity option is			
	<ul><li>installed.</li><li>4. Device might not be able to access the network under the following</li></ul>	na conditions			
	(FPR#RC07050005):	ng conditions			
	The device is connetted to a HUB that has link flapping enable	∍d.			
	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 overlap				
	1. The device stalls while the first job is being stored to the HDD.	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 H	istory. This only			

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Model: MT	Model: MT-C3 Date: 05-Dec-06 No.: RB246002m					
Version	Sympton	n 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					
	<ul> <li>Fax firmware ver 05.00.00 or later</li> <li>FCU firmware ver 02.00.00 or later</li> <li>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.</li> <li>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.</li> </ul>					
	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					
	<ul> <li>Websys firmware ver 2.02.1 or later</li> <li>WebUapl firmware ver 1.11 or later</li> <li>NFA firmware ver 2.04 or later</li> <li>Printer firmware ver 1.07 or later</li> <li>The device sporadically fails to login to an Integration server.</li> </ul>					
2.05	<ul> <li>ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.</li> <li>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.</li> </ul>					
	<ol> <li>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.     </li> <li>The machine displays "Proxy error. If it reoccurs" after the main power is turned ON.</li> </ol>					
2.04	<ol> <li>SC819 occurs if the power is turned C update (RFU).</li> <li>Supports the FAX and G3 options.</li> </ol>	PFF and ON during a re	mote firmware			



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Model: M7	Г-С3		Date: 05-Dec-06	No.: RB246002m			
Version		Symptom Corrected					
	3.						
	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		vn wnen a user is			
	5.		Pixels of images might be swapped due to a byte ordering problem. This only				
	0.	happens toward the end of PCL or PS					
1.14.1	1.	SC632 (MF coin/card-operated device					
	2.	The bottom row of characters is not dis	splayed in the remote fi	rmware update			
		screen (German, Portuguese).					
	3.	SC990 occurs when the SMC is printe		00/701) ara			
	4.	The prints of a Staple job are not shifted connected.	ed when the limsher(b/	00/701) are			
	5.	During Copy Connection, some image	es from the previous job	are printed out by			
		the sub machine.	,	·			
	6.	SC990 occurs while the SMC is being					
	7.	A new SP "SP5-401-103 ( "Default Do	•				
		This SP can be used to assign the def documents on the Document Server.	auit access privileges o	t users to their own			
		documents on the bodament betver.					
		SP5-401-103 "Default Document ACL'	1				
		0: Read only (default)					
		1: Edit					
		2: Edit/delete					
		3. Full Control	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 "C	clear Modes" is selected	while the machine			
	2.	prepares the preview display. SC672 occurs when the machine switch	shes to Energy Saver M	lode just after the			
	۷.	main power is turned ON.	ones to Energy Caver IV	iode just after the			
	3.	The SDK application might not be inst	alled using WIM.				
	4.	The device might stall if soon after a p		• •			
	4	accessed from Extended Feature Settings on the operation panel.					
1.12	1.	Symptom corrected: The alert messag	e for fusing web Near E	and is not			
	2.	displayed. Symptom corrected: Garbled characters are displayed in the paper settings					
		screen when the Chinese display lang		sapor cominge			
	3.	Symptom corrected: Garbled characte	rs are displayed in the $\epsilon$				
		when the Taiwanese, Chinese or Kore					
	4.	Symptom corrected: SC672 occurs if the Made just after warming up	ne machine switches to	Energy Saver			
	5.	Mode just after warming up.  Symptom corrected: The main machin	e prints but the sub made	chine does not print			
	J.	when using Copy Connection.	o printo but the sub mat	oo doco not pinit			
	6.	Symptom corrected: "WARNING" is	displayed when the sys	tem time does not			
		match the RTC time.					
	7.	. Unnecessary lines at the trailing edge of the image are removed.					



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Model: M	odel: MT-C3 Date: 05-Dec-06 No.: RB246002n				
Version	Symptom Corrected				
	8. Added an Administrator counter for the MIB.				
	<ol> <li>Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models.</li> </ol>				
	<ol> <li>Fixed: Scan to SMB destinations will no</li> </ol>	ot be added to the job if	specified		
	manually. This only happens if at least entered and User Authentication is ena	1 SMB destination has			
	3. Fixed: Removal of a Scan to SMB dest		n the clear/ston		
	button), might freeze the device or migl	nt be displayed "SC997	" error message on		
	the operation panel. This only happens				
	has been specified for a Scan Job and 4. Fixed: The device that has the 'Autentic				
	able to authenticate a valid user on an				
	name contains non-ASCII characters.				
	This problem effects the following funct - LDAP Search	ions:			
	- LDAP Connection Test				
	- LDAP Authentication				
	5. Fixed: Either the scanner application or		t stall if an LDAP		
	search reference, recursively spans 3 c 6. Fixed: The device might lockup with "Se		he operation panel		
	using Scan to Document Server.		operanen paner		
	7. Fixed: Print settings of documents store				
	document is downloaded using DeskTopEditor For Production and then returned to the document server.				
1.11	Fixed: Searching function can use by us	er code on the scanner	and document		
	server.				
1.10	2. Fixed: A preset job cannot be deleated.  1st Mass Production				
1.10	131 IVIA33 FTUUUCIIUIT				



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Reissued: 24-Mar-10

Model: MT-C3	Date: 05-Dec-06	No.: RB246002n
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#### **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 informat	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ 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	ı	October 2009 production
3.03	B2475101T	ı	August 2009 production
3.02	B2475101S	ı	October 2008 production
3.01	B2475101R	ı	February 2008 production
3.00	B2475101Q	ı	January 2008 production
2.09	B2475101P	ı	October 2007 production
2.08	B2475101N	ı	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	<ol> <li>Symptom corrected:         <ol> <li>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.</li> <li>If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs.</li> <li>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.</li> <li>Other changes:</li> <li>The MAC address for the Ricoh vendor code was changed.</li> </ol> </li> </ol>
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



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Model: M	Model: MT-C3 Date: 05-Dec-06 No.: RB246002n				
Version	Modified Points or Symptom Corrected				
	2. An SC990 error might occur if a job th	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			
	3. If a user logs back in after their session the message "Authenticating Please		vice might stall with		
	4. The Job log will stop recording User I Job log if WIM is accessed more than	300 times using authen	tication.		
	5. All pages of a PDF file are blank if cresetting.	,			
	<ul><li>6. The use of 102 or more Designation S</li><li>Sample Copy function will result in ar</li><li>7. Use of the Cover Interposer Tray will</li></ul>	SC990 error.	·		
	there are jobs waiting in the print que				
3.02	<ul><li>Symptom corrected:</li><li>1. Minor bugs related to RFU.</li><li>2. The device's internal RTC (Real time turned off/on more than 1000 times.</li></ul>				
	Devices using an IPv6 linklocal addre	ss, might not be able to	use IPsec.		
3.01	<ol> <li>Symptom corrected:</li> <li>The folding feature does not work after the machine recovers from Energy Saver mode.</li> <li>@Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default).</li> </ol>				
	Note: Both System firmware (version (version 1.19 or later) need to be app	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.			
	Other changes:  1. The new WLAN card is now available Note: To use this new card, System fifirmware (version 2.03 or later) and Note to be applied to the device.  2. The new features of "Embedded Softs SDcard Ver.2.11)" are now supported refer to the release notes for "Embedded (SDK/J SDcard Ver.2.11)".  3. Daylight savings time and date can be (TechMail#RC060731)	rmware (version 3.01 or CS firmware (version 5.5) ware Architecture SD ca l. For the details of these ded Software Architecture	later), Websys 56 or later) needs rd Ver.2.11 (SDK/J e features, please re SD card Ver.2.11		
3.00	1. Supports the Model MT-C3.5(Machine	Code: D052/D053/D054	1).		
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.				



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Model: MT	T-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):			
	<ul> <li>The device is conneted to a HUB that has link flapping enabled.</li> <li>The device "Ethernet speed" is not "Auto".</li> </ul>			
2.08		Auto .		
2.00	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 1.18 or later - Scanner firmware ver 1.18 or later - FCU firmware ver 05.00.00 or later - FCU 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 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 2.04 or later - Websys firmware ver 1.11 or later - WFA firmware ver 1.07 or later		or later)  In the size selected  Imware (version  Is Log, might be  Doccurs if there are a  Derver might result in  Contains a "Host  FP is not blank.). It	
	- 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.			



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Model: M	T-C3	Date: 05-Dec-06	No.: RB246002n
Version	Modified Points	or Symptom Corrected	
2.05	<ol> <li>The job log will become corrupted a WebSmartDeviceMonitor ver 2.0 if t processed.</li> <li>The size of PDF created by the scar operation panel.         Note: Both System firmware (version 2.02 or later) need to be apllied to fix 3.     </li> <li>The machine displays "Proxy error. turned ON.</li> </ol>	nd can no longer be uplo ne MFP power is cycled aner might not match the n 2.05 or later) and NFA of this issue.	while a job is being size selected in the firmware (version
2.04	<ol> <li>SC819 occurs if the power is turned update (RFU).</li> <li>Supports the FAX and G3 options.</li> <li>Fax does not start after resetting the 2-byte fonts in the Key Display name This problem happens in the confirm removed from "Protect Destination"</li> <li>Pixels of images might be swapped happens toward the end of PCL or F</li> </ol>	controller.  e will be displayed as a gration screen that is shown or "Protect File(s)".  due to a byte ordering process.	arbage characters. vn when a user is oblem. This only
1.14.1	<ol> <li>SC632 (MF coin/card-operated devices).</li> <li>The bottom row of characters is not of screen (German, Portuguese).</li> <li>SC990 occurs when the SMC is printed.</li> <li>The prints of a Staple job are not shit connected.</li> <li>During Copy Connection, some imate the sub machine.</li> <li>SC990 occurs while the SMC is being A new SP "SP5-401-103 ("Default Default Defa</li></ol>	e error) occurs when the displayed in the remote file dout ted when the finisher (B7 ges from the previous job g printed out.  Occument ACL")" has be efault access privileges of	e MK-1 is connected rmware update 00/701) are are printed out by en added.
	SP5-401-103 "Default Document AC 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using W Authentication. Note2: This default will only apply to	indows/LDAP/Integrationnew users. It will not affe	ect existing users.
1.13	<ol> <li>The machine cannot be turned off if prepares the preview display.</li> <li>SC672 occurs when the machine sw main power is turned ON.</li> <li>The SDK application might not be in the device might stall if soon after a accessed from Extended Feature Se</li> </ol>	tches to Energy Saver Natalled using WIM.  power cycle, a Java SDI	Mode just after the
1.12	1. Symptom corrected: The alert messa	•	

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Model: M	Γ-C3	Date: 05-Dec-06	No.: RB246002n
Version		Symptom Corrected	
	<ol> <li>displayed.</li> <li>Symptom corrected: Garbled characte screen when the Chinese display langed.</li> <li>Symptom corrected: Garbled characte when the Taiwanese, Chinese or Kore when the Taiwanese, Chinese or Kore the Symptom corrected: SC672 occurs if the Mode just after warming up.</li> <li>Symptom corrected: The main machine when using Copy Connection.</li> <li>Symptom corrected: "WARNING" is match the RTC time.</li> <li>Unnecessary lines at the trailing edge</li> <li>Added an Administrator counter for the</li> </ol>	uage is used.  rs are displayed in the ean display language is the machine switches to be prints but the sub machine sub machi	email editing screen used. Energy Saver chine does not print tem time does not
	<ol> <li>Fixed: Some numbers are displayed as panels of Chinese/Taiwanese models.</li> <li>Fixed: Scan to SMB destinations will not manually. This only happens if at least entered and User Authentication is ena</li> <li>Fixed: Removal of a Scan to SMB dest button), might freeze the device or might the operation panel. This only happens has been specified for a Scan Job and</li> <li>Fixed: The device that has the 'Autentic able to authenticate a valid user on an name contains non-ASCII characters. This problem effects the following function - LDAP Search         <ul> <li>LDAP Connection Test</li> <li>LDAP Authentication</li> </ul> </li> </ol>	ot be added to the job if 1 SMB destination has bled. ination from a job (using ht be displayed "SC997 is more than 1 Scan to User Authentication is e cation: High Security' se LDAP server. This only	specified already been g the clear/stop " error message on SMB destination enabled. etting might not be occurs if the user
	<ul> <li>5. Fixed: Either the scanner application or search reference, recursively spans 3 c</li> <li>6. Fixed: The device might lockup with "Susing Scan to Document Server.</li> <li>7. Fixed: Print settings of documents store</li> </ul>	or more servers. canning" displayed on t ed in the document serv	he operation panel
	document is downloaded using DeskTo to the document server.	pp=altor For Production	and then returned
1.11	<ol> <li>Fixed: Searching function can use by us server.</li> <li>Fixed: A preset job cannot be deleated.</li> </ol>	er code on the scanner	and document
1.10	1st Mass production		



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Reissued: 24-Mar-10

Model: MT-C3			Dat	te: 08-Aug	-06	No.: RB246003h
<b>RTB Reissue</b> The items in bol	d italics have been adde	ed.				
Subject: Firmwar	re Release History (NCS)			Prepared	d by: K. \	/amamoto
From: 1st Overse	eas Tech Support Sec., 1st Po	QM Dept.				
Classification:	☐ Troubleshooting	☐ Part info	orma	tion	Action	required
	☐ Mechanical	☐ Electric	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	Retro	fit 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	<ol> <li>Symptom corrected:</li> <li>IPP print jobs are cancelled. This happened very infrequently.</li> <li>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.</li> <li>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).</li> </ol>
	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	<ol> <li>Symptom corrected:</li> <li>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.</li> <li>Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.</li> <li>An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343).</li> </ol>

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Model: M	r-C3	Date: 08-Aug-06	No.: RB246003h	
Version	Modified Points or Symptom Corrected			
	<ul> <li>(TechMail#OTS-2008-185)</li> <li>4. Multiple RSA implementations fail to 4339). (TechMail#OTS-2008-276).</li> <li>5. The connection to a WLAN might be for an extended period of time and w</li> <li>6. If WLAN is enabled, an SC991 might either of the following settings are ch</li> <li>The Ethernet Speed is changed operation panel.</li> <li>The Communication Mode is changed in a with all in a with a</li></ul>	dropped if the device has as authenticated using W be displayed on the Ope anged: to any setting except "Au	s been connected /PA. eration Panel if to Select", from the	
	is exited. 7. The Interface Speed in NIB summary enabled. 8. The following problems might occur i (The setting of LAN Type is "Etherne  - Jobs submitted from Mac via Appet the printer.  - The client can not connect to the	a device is connected to ") but has an unused WL bleTalk might be discarde	an wired ethernet AN card installed. ed completely by	
	Other changes:  1. The new WLAN card is now available Note: To use this new card, System firmware (version 2.03 or later) and Note applied to the device.	irmware (version 3.01 or	later), Websys	
5.55	Symptom corrected:  1. SMB folders can not be registered in 1913)  2. Extra steps are required if a user pro Scan to SMB. (TechMail#OTS-2007)  3. The performance of WIM might be red. LPR jobs containing a ustatus readble interface is disabled. "Processing" with RC07050011)	vides an invalid usernam 1913) duced if SSDP is enabled ack will cause devices to	e or password for d on the device. stall if the USB	
5.54	Symptom corrected: 1. IPP clients might not print to devices (Bonjour).	that joined the network (	using mDNS	
5.53.1	<ol> <li>Symptom corrected:</li> <li>SMB printing is sporadically unavaila</li> <li>The device cannot login to Windows</li> <li>Workgroup names that contain speci SMB.</li> <li>The device might be unable to obtain a DHCP Relay Agent (FPR#RE0611</li> <li>A 404 error will be returned by WIM a via a WebSmartDeviceMonitor ver.2.</li> <li>The device will not be registered with</li> <li>The device fails to renew with the DE</li> </ol>	Vista via SMB. ic 2-byte characters can an IP address from a DH 0003/RE06110011/RC06 ifter the "Date and time" of D Batch Configuration. a DNS server by a DHC	HCP Server through 120002). setting is configured P relay agent.	

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Model: M	r-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	<ol> <li>The device might not obtain an IP add disabled. In some cases, "Cannot condisplayed on the operation panel.</li> <li>The device can not connect in environ same NDS tree. (GFPR#RC05120001</li> <li>The SSID is shown as blank in the Cobeen configured. This will only happen length.</li> </ol>	nect with DHCP Server ments with multiple Net /RC06020010/RE06030 nfiguration Page, even	Ware servers in the 0007/RE06030001) if the SSID has
5.07.1c	1st Mass production		

#### Technical Bulletin

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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)				d by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	☐ Troubleshooting	☐ Part informat	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ 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:
	Minor bug correction.
	2. Supports the Model MT-C3.5
1.08	Symptom corrected:

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Version  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 m 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 Distribusetting Image rotation required: Portrait document to LEF paper -or- Landso document to SEF paper.  2. PCL jobs containing character codes that are not on the font SD card, m 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 pack	issing oution
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 m 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 Distrib setting.  - Image rotation required: Portrait document to LEF paper -or- Landso document to SEF paper.  2. PCL jobs containing character codes that are not on the font SD card, m 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 pack	issing oution
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 m 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 Distribusetting.  - Image rotation required: Portrait document to LEF paper -or- Landso document to SEF paper.  2. PCL jobs containing character codes that are not on the font SD card, m 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 pack	nissing
<ul> <li>Resolution: 1800 x 600 dpi         <ul> <li>Job Load Distribution: Shift load to driver</li> </ul> </li> <li>1.07 Symptom corrected:         <ul> <li>PDF files printed using Adobe Acrobat and the RPCS driver might be m characters or portions of characters. This occurs if both of the following conditions are met:                 <ul> <li>"Shift load to printer" selected for the RPCS driver's Job Load Distribusetting.</li> <li>Image rotation required: Portrait document to LEF paper -or- Landso document to SEF paper.</li> </ul> </li> <li>PCL jobs containing character codes that are not on the font SD card, m cause the device to stall.</li> <li>Jobs containing bitmapped PCL fonts might cause the device to stall.</li> <li>When the job is created using SAP DeviceType or Barcode &amp;OCR pack</li> </ul> </li> </ul>	nissing
<ul> <li>Job Load Distribution: Shift load to driver</li> <li>1.07 Symptom corrected:         <ol> <li>PDF files printed using Adobe Acrobat and the RPCS driver might be m characters or portions of characters. This occurs if both of the following conditions are met:</li></ol></li></ul>	oution
<ol> <li>Symptom corrected:         <ol> <li>PDF files printed using Adobe Acrobat and the RPCS driver might be m characters or portions of characters. This occurs if both of the following conditions are met:</li></ol></li></ol>	oution
<ol> <li>PDF files printed using Adobe Acrobat and the RPCS driver might be m characters or portions of characters. This occurs if both of the following conditions are met:         <ul> <li>"Shift load to printer" selected for the RPCS driver's Job Load Distribusetting.</li> <li>Image rotation required: Portrait document to LEF paper -or- Landso document to SEF paper.</li> </ul> </li> <li>PCL jobs containing character codes that are not on the font SD card, m cause the device to stall.</li> <li>Jobs containing bitmapped PCL fonts might cause the device to stall.</li> <li>When the job is created using SAP DeviceType or Barcode &amp;OCR pack</li> </ol>	oution
setting.  Image rotation required: Portrait document to LEF paper -or- Landso document to SEF paper.  PCL jobs containing character codes that are not on the font SD card, m cause the device to stall.  Jobs containing bitmapped PCL fonts might cause the device to stall.  When the job is created using SAP DeviceType or Barcode &OCR pack	
<ol> <li>PCL jobs containing character codes that are not on the font SD card, m cause the device to stall.</li> <li>Jobs containing bitmapped PCL fonts might cause the device to stall.</li> <li>When the job is created using SAP DeviceType or Barcode &amp;OCR pack</li> </ol>	ape
4. When the job is created using SAP DeviceType or Barcode &OCR pack	night
SAP System DT, the following issues will occur.	age for
<ul> <li>When sending a BOP job, the printer status stays at "Processing" ar is not printed.</li> </ul>	,
Memory leak occurs when printing a bitmap font with insufficient me condition.	•
<ul> <li>5. Accessing the document server in WIM via an single sign-on server mig in "404 Not Found". This only happens if the url used to access WIM con "Host Name" and "Domain Name" (The "domain name" setting in the MI 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</li> </ul>	ntains a
- Websys firmware ver 2.02.1 or later	
- Web Uapl firmware ver 1.11 or later	
NFA firmware ver 2.04 or later	
<ul> <li>Printer firmware ver 1.07 or later</li> </ul>	
Other shanges	
Other changes:  1. Supports the Catalan and Turkish languages. For the details of this, please refer to RTB#RB246025 "Supports the Ca 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	
<ul> <li>Scanner firmware ver 1.18 or later</li> </ul>	
<ul> <li>Fax firmware ver 05.00.00 or later</li> </ul>	
- FCU firmware ver 02.00.00 or later	

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Reissued: 25-Mar-10
Model: MT-C3

Model: M	T-C3	Date: 11-Dec-06	No.: RB246009I		
Version	Modified Points or Symptom Corrected				
1.06	Symptom corrected:  1. If a user tries to print a stored job (ie. I function is enable, the device might state)	all.	ScanRouter capture		
1.05	The device supports Unicode v3.0 fonts. U Japanese/Korean/Traditional Chinese/Sim Unicode Font Package for SAP.		available with the		
	Symptom corrected:  1. PCL data might be printed as garbage PCL data are printed without a power-  2. PCL jobs that include seperator pages (FPR#RC06040009/RC0610007).	off. (Techmail#TS0607 s might be printed as ga	753) . arbage characters		
	<ul> <li>3. After selecting a file in the Print Jobs n following buttons might remain greyed - "Print"</li> <li>- "Delete"</li> <li>- "Select All Jobs"</li> <li>- "Clear All"</li> </ul>		anel, all of the		
	- "Unlock File" (File Administrator privile - "Change Password"	eges required)			
1.04	<ol> <li>Fixed: HPGL syntax error (missing lab "Processing" will be displayed in the o</li> <li>Fixed: The following reports are printed Russian is selected as the primary system - Configuration Page - Menu List - Error Log*</li> </ol>	peration panel. d in a language other th			
	*Additionally, the title "File Name" in the characters.	ne Error Log will contain	n garbage		
1.03	Raster image performance improvement.				
1.02	New SP mode added: Printer SP1300-1 (G	BBC Punch Enabled).			
1.01	Fixed: The device might stall if it receives a canceled by an authentication error.	an RPCS job after anotl	ner RPCS job was		
1.00	1st Mass production				

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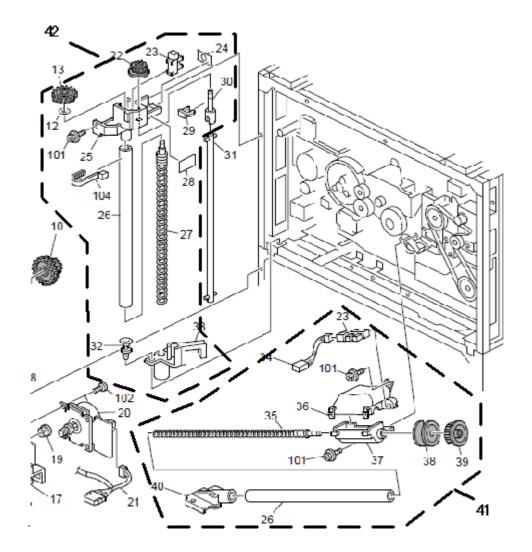
Model: MT-C4	Date: 29-Mar-10	No.: RD062036
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Subject: Tonner collection units				Prepared by: K.Yamamoto		
From: 1st Overse	eas Tech Support Sec., 1st PQ					
Classification:	Troubleshooting	□ Part informate     □ Part informate	tion	Action required		
	☐ Mechanical	☐ Electrical		☐ Service manual revision		
	☐ Paper path	☐ Transmit/rec	eive	☐ 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	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
-	B2473552	TONER OUTLET SUB- UNIT:TRANSFER:ASS'Y	1	-	129	41*	
-	B2473554	TONER OUTLET SUB- UNIT:CLASSIFICATION:ASS'Y	1	1	129	42*	



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Reissued: 31-Mar-10

☐ Product Safety

Model: Martini-C3			ate: 21-Dec-	-06	No.: RB246006j
<b>RTB Reissue</b> The items in bol	d italics have been addec	d.			
Subject: Firmwar	re Release History (Network D	Prepared	Prepared by: K. Yamamoto		
From: 1st Overse	eas Tech Support Sec., 1st PQ				
Classification:	Troubleshooting	☐ Part inform	ation	Action	required
	☐ Mechanical	☐ Electrical		Service	ce manual revision
	☐ Paner nath	☐ Transmit/re	aceive	☐ Retrof	fit information

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

Other ( )

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	<ol> <li>Symptom corrected:         <ol> <li>Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list.</li> <li>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.</li> <li>Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor without the powercycle.</li></ol></li></ol>	
	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.	

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Reissued: 31-Mar-10

Model: Ma	artini-C3	Date: 21-Dec-06	No.: RB246006j		
Version		Symptom Corrected	in Karaan		
	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 is now supported. For the details of this "Embedded Software Architecture Type Ver. 1.00".	, please refer to the rele	ease notes for		
2.05	Symptom corrected:  1. Fax documents stored in the document viewed or downloaded as PDF via Webli		ghtly cut-off when		
2.04	<ol> <li>Symptom corrected:</li> <li>The mixed size of PDF created by the sin the operation panel.         Note: Both System firmware (version 2 2.04 or later) need to be applied to fix t</li> <li>Accessing the document server in WIM in "404 Not Found". This only happens "Host Name" and "Domain Name" (The blank.). It does not happen if the url condition Note: To fix this issue, all of the following 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</li> </ol>	.08 or later ) and NFA fi his issue. I via an single sign-on s if the url used to access e "domain name" setting ntains an IP address. ng firmware must be ap	rmware (version erver might result WIM contains a g in the MFP is not		
2.03	<ol> <li>Symptom corrected:</li> <li>The "Total Printouts: Scanner(Scanner for Admin's "Export User Statistics List"</li> <li>Documents might fail to be sent to SMI both 1-byte and 2-byte characters. This imported to the address book from a cs</li> <li>Dummy files entitled "Lost Document" a capture function, instead of the actual j only affected jobs of Sample Print/Hold</li> <li>Devices without a File Format Converte problems. This affects all files that were by the Copier or Printer applications.         <ul> <li>PDF files are displayed as a sigle I pressed in WebImageMonitor.</li> <li>An error message is displayed if the WebImageMonitor.</li> </ul> </li> </ol>	function, will contain a or NCP folder paths con sonly happenned if the so file via SDM for Admitare sent to the ScanRou ob submitted to the print Print/Locked Print job the originally stored in the ine if the "Enlarge Image" in the "File properties" buttons	Il zeroes. ontaining a mix of folder paths were n. uter server device- iter. This problem types. ince the following Document Server  button is on is pressed in		
2.02	The size of PDF created by the scanne operation panel.     Note: Both System firmware (version 2 2.02 or later) need to be apllied to fix t	2.05 or later ) and NFA f			
2.01	A FAX option is now available.				



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Reissued: 31-Mar-10

Model: Martini-C3 Date: 21-Dec-06 No.: RB24600						
Version	Modified Point	s or Symptom Corrected				
1.14	Fixed: Jobs downloaded using Des	skTopEditor For Production	n are not logged in			
	the Job Log.  2. This happens only when the SSL senabled and "Ciphertext/Clear Text"	•	abled or if it is			
	Fixed: Jobs cannot be output to Tr DeskTopEditor For Production.	ay 7(the Bypass tray) via [	DeskTopBinder or			
		Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server.				
	printed via DeskTopBinder or Desl	printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client				
	<ul> <li>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.</li> <li>Before: 34992 Insufficient memory. Reduce the scanning area.</li> <li>After: 36855 Scanner is in use for other function.</li> </ul>					
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	,, , , , , , , , , , , , , , , , , , , ,				

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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 informat	tion	Action required	
	☐ Mechanical ☐ Electrical			☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ 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:
	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:
	<ul> <li>User authentication was enabled.</li> </ul>
	<ul> <li>The SNTP polling interval setting was "Constant Intervals".</li> </ul>
	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:
	<ul> <li>System_Copy firmware ver 2.08 or later</li> </ul>
	<ul> <li>LCDC firmware ver 1.21 or later (Language firmware ver 0.71 or later)</li> </ul>
	- Printer firmware ver 1.07 or later
	<ul> <li>Websys firmware ver 2.02.1 or later</li> </ul>

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Reissued: 30-Mar-10

Model: M	Г-С3	Date: 21-Dec-06	No.: RB246010g		
Version	Modified Points or Symptom Corrected				
	<ul> <li>WebUap firmware ver 1.11 or later</li> <li>Scanner firmware ver 1.18 or later</li> <li>Fax firmware ver 05.00.00 or later</li> <li>FCU firmware ver 02.00.00 or later</li> </ul>				
m3_1.17	Fixed: The device or just the scanner appli from sleep mode. This only affects devices				
m3_1.16	The machine cannot be turned off if "Clear prepares the preview display.	Modes" is selected wh	ile the machine		
m3_1.15	Fixed: Searching function can use by user server.	code on the scanner ar	nd document		
m3_1.14	1st Mass production				

## Technical Bulletin

Model: Model MT-C4 Da			Date: 24-May-10 No.: RD062040		
Subject: SC542			Prepared by: k	(. Yamamoto	
From: 1st Overse	eas Tech Support Sec., 1	st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part informa	ation Act	ion required	
	☐ Mechanical	☐ Electrical	☐ Ser	vice manual revision	
	☐ Paper path	☐ Transmit/re	ceive 🔲 Ret	rofit information	

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

#### **SYMPTOM**

SC542 occurs

### **CAUSE**

Temperature misdetection by the thermistors

Other (

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	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
B1404197	D0624197	BRACKET:THERMISTOR:MIDD LE	1	X/O As a	99	18	
B1404196	D0624196	BRACKET:THERMISTOR:INNE R BACK	1	set	99	21	

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



Old



New



Correct position of the thermistor

## Technical Bulletin

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Reissued: 30-Aug-10

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

#### RTB Reissue

The items in bold italics have been added.

THE ILEMS III DO	id italics have been added	J.		
Subject: Firmware Release History (NCS)			Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part informa☐ Electrical☐ Transmit/rec☐ Other (		☐ Action required ☐ Service manual revision ☐ Retrofit information
	i Toddet Galety	⊠ Ottlet (	,	

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.

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Reissued: 30-Aug-10

Model: M	T-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003i				
Version		Symptom Corrected					
	<ul> <li>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.</li> <li>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.</li> <li>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.</li> </ul>						
	Other changes: 1. Unable to Scan to SMB to a destinat 2. Unable to Scan to SMB to destination Authentication and Samba v2.x. 3. Windows Authentication fails if the case European characters. 4. The device's SMB timeout was too so when being used across subnets. For 10 sec.	ns that are using bot username or passwol hort (1sec). This cau	h LM rd includes lower- sed problems				
5.58	Symptom corrected:  1. IPP print jobs are cancelled. This happed in the second in the	xactly 8KB (8192 bytes ny more jobs until rebo equest is incorrectly fo vill result in a loss of co	s) is submitted via poted. Irmatted and ponectivity that lasts				
	Other changes:  1. Scan to Folder destinations located on can now be selected by browsing.  2. The MFP now supports CIFS, DFS and		vs Server 2008 R2				
5.57	Symptom corrected:  1. The device might not be able to acces is run (TechMail#TS080441).		Log collection tool				
5.56	<ol> <li>Symptom corrected:</li> <li>The device will stall if a PCL job is subriby default) or sftp spooler (on by default).</li> <li>Jobs submitted from Mac OS via Apple discarded completely by the printer.</li> <li>An SSL2.0 client code fails to properly (TechMail#OTS-2008-185).</li> <li>Multiple RSA implementations fail to pr 4339). (TechMail#OTS-2008-276).</li> <li>The connection to a WLAN might be dr for an extended period of time and was for an extended period of time and was either of the following settings are charanteed.</li> <li>The Ethernet Speed is changed to</li> </ol>	It) are stopped. Talk might result in an check for NULL(CVE-2 operly handle signatur copped if the device has authenticated using Very displayed on the Operly ded:	error or be 2006-4343). es(CVE-2006- s been connected VPA. eration Panel if				



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Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003i		
Version	Modified Points or	Symptom Corrected			
	<ul> <li>operation panel.</li> <li>The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.</li> <li>7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</li> <li>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.</li> <li>Jobs submitted from Mac via AppleTalk might be discarded completely by the printer.</li> <li>The client can not connect to the device using a NetBIOS path.</li> </ul>				
	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	<ol> <li>Symptom corrected:</li> <li>SMB folders can not be registered in the 1913)</li> <li>Extra steps are required if a user provided Scan to SMB. (TechMail#OTS-2007-19)</li> <li>The performance of WIM might be reduced by the second state of the s</li></ol>	des an invalid username 913) uced if SSDP is enabled k will cause devices to s	e or password for don't don't he device.		
5.54	Symptom corrected: 1. IPP clients might not print to devices the (Bonjour).	nat joined the network u	sing mDNS		
5.53.1	<ol> <li>Symptom corrected:</li> <li>SMB printing is sporadically unavailable</li> <li>The device cannot login to Windows Vi</li> <li>Workgroup names that contain specific SMB.</li> <li>The device might be unable to obtain a a DHCP Relay Agent (FPR#RE061100</li> <li>A 404 error will be returned by WIM after via a WebSmartDeviceMonitor ver.2.0</li> <li>The device will not be registered with a The device fails to renew with the DDN</li> </ol>	sta via SMB. 2-byte characters cannot in IP address from a DF03/RE06110011/RC06 er the "Date and time" setch Configuration. DNS server by a DHCI	ICP Server through 120002). setting is configured P relay agent.		
5.11c	The device might not be able to retrieve an specific conditions (GFPR#RC06060003).	IP address from a DHO	CP server under		

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Reissued: 30-Aug-10

Model: M	T-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003i
Version	Modified Points o	r Symptom Corrected	
5.10c	<ol> <li>The device might not obtain an IP add disabled. In some cases, "Cannot condisplayed on the operation panel.</li> <li>The device can not connect in enviror same NDS tree. (GFPR#RC051200013. The SSID is shown as blank in the Cobeen configured. This will only happen length.</li> </ol>	nect with DHCP Server. Iments with multiple Net I/RC06020010/RE06030 Infiguration Page, even	(101)" will be Ware servers in the 0007/RE06030001) if the SSID has
5.07.1c	1st Mass production		

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Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5 Dat				ite: 08-Aug-06		No.: RB246003j	
RTB Reissue The items in bo	ld italics have been added	d.					
Subject: Firmware Release History (NCS)					Prepared by: K. Yamamoto		
From: 1st Overse	eas Tech Support Sec., 1st PC	QM Dept.					
Classification:	Troubleshooting	☐ Part info	orma	tion	Action	n required	
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision	
	☐ Paper path	☐ Transm	it/rec	eive	Retro	fit 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

[&]quot;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
	<ul> <li>lockups that sometimes occurred when applications accessed the MFP by http.</li> <li>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.</li> </ul>
	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

[&]quot;Available": The firmware can be updated via RFU or SD card.



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Model: MT-C3/MT-C3.5 Date: 08-Aug-06 No.: RB24600						
Version		Symptom Corrected				
version	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 subdirectory.  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					
5.58	not be able to browse the network (usin rebooted.  Other changes:  1. Unable to Scan to SMB to a destination 2. Unable to Scan to SMB to destinations Samba v2.x.  3. Windows Authentication fails if the user European characters.  4. The device's SMB timeout was too sho being used across subnets. For this reason Symptom corrected:  1. IPP print jobs are cancelled. This happed 2. After a job consisting of a multiple of e IPP, the device will no longer accept a	that is not specified us that are using both LM rname or password including the caused pason, it has been increased pened very infrequently exactly 8KB (8192 bytes ny more jobs until rebooms.)	sing an FQDN. Authentication and udes lower-case problems when used to 10 sec.  is submitted via oted.			
5.57	<ol> <li>The MFP's IP address lease renewal r rejected by DHCP relay agents. This wantil the MFP reinitializes the network of the changes:         <ol> <li>Scan to Folder destinations located on can now be selected by browsing.</li> <li>The MFP now supports CIFS, DFS and Symptom corrected:</li> <li>The device might not be able to access is run (TechMail#TS080441).</li> </ol> </li> </ol>	equest is incorrectly for vill result in a loss of corconnection (10 seconds)  Windows 7 or Window  NTLM v2.	matted and nectivity that lasts s). s Server 2008 R2			



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Model: M7	Γ-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003j			
Version		Symptom Corrected				
5.56	<ol> <li>Symptom corrected:         <ol> <li>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.</li> <li>Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.</li> <li>An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185)</li> <li>Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276).</li> <li>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.</li> <li>If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:</li></ol></li></ol>					
5.55	be applied to the device.  Symptom corrected:  1. SMB folders can not be registered in the 1913)  2. Extra steps are required if a user provious Scan to SMB. (TechMail#OTS-2007-1)  3. The performance of WIM might be reducted.  4. LPR jobs containing a ustatus readbace interface is disabled. "Processing" will be 1900 RC07050011)	des an invalid username 913) uced if SSDP is enabled k will cause devices to s	e or password for d on the device. stall if the USB			
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 Vi.  3. Workgroup names that contain specific SMB.  4. The device might be unable to obtain an expecific specific s	sta via SMB. 2-byte characters canr				

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Model: MT-C3/MT-C3.5 Date: 08-Aug-06 No.: RB246			No.: RB246003j		
Version		Symptom Corrected			
	<ul> <li>a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002).</li> <li>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.</li> <li>6. The device will not be registered with a DNS server by a DHCP relay agent.</li> <li>7. The device fails to renew with the DDNS server, it will not try again.</li> </ul>				
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).				
5.10c	<ol> <li>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.</li> <li>The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)</li> <li>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.</li> </ol>				
5.07.1c	1st Mass production				



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Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5			Date	te: 05-Dec-06		No.: RB246016f
<b>RTB Reissue</b> The items in bol	d italics have been add	ed.				
Subject: Firmware Release History (FAX)				Prepared by: K. Yamamoto		
From: 2nd Tech	Support Sec. Service Suppo	rt Dept.				
Classification:	☐ Troubleshooting	☐ Part info	rmati	ion	Action	required
		☐ Electrica	al		Service	ce manual revision
	☐ Paper path	☐ Transm	it/rece	eive	Retro	fit information

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

☐ Product Safety

[&]quot;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:			
	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.			

[&]quot;Available": The firmware can be updated via RFU or SD card.



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Model: MT-C3/MT-C3.5	Date: 05-Dec-06	No.: RB246016f
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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

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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 informat	tion	Action required
		☐ Electrical		☐ Service manual revision
	$\square$ Paper path	☐ Transmit/rec	eive	☐ Retrofit information
	☐ Product Safety	$oxed{oxed}$ 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

[&]quot;Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
3.06	Symptom corrected:

[&]quot;Available": The firmware can be updated via RFU or SD card.



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Model: MT-C3 Date: 05-Dec-06 No.: RB246				
Version	Modified Points or Symptom Corrected			
	The machine stalls if the Scanner transmits a JPEG image or the password for			
0.05	a stored Printer document is changed.			
3.05	<ul> <li>device displaying an SC670 after reboanother reboot.</li> <li>If "Notify when error:" = "Occurs", an when the error is recovered, not when 3. After a device error is recovered, an A and the Web Image Monitor "Auto E-ror"</li> </ul>	<ol> <li>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.</li> <li>If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs.</li> <li>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.</li> <li>Other changes:</li> </ol>		
3.04	Changes made for the domestic (Japan) n	nodel only.		
3.03	<ol> <li>Symptom corrected:</li> <li>Stored jobs (Locked Print, Sample Print operation panel if the DataOverwriteSet)</li> <li>An SC990 error might occur if a job that page, is printed in duplex. An example photos with a Layout of 16 per sheet.</li> <li>If a user logs back in after their session the message "Authenticating Please</li> <li>The Job log will stop recording User ID Job log if WIM is accessed more than</li> <li>All pages of a PDF file are blank if createstting.</li> <li>The use of 102 or more Designation S Sample Copy function will result in an</li> <li>Use of the Cover Interposer Tray will rethere are jobs waiting in the print queue</li> </ol>	ecurity Unit is installed. at contains a large amo of a potentially affected in has timed out, the dewait".  Of times using authentated by scanning with the heets with a stored job SC990 error.	unt of data per d job is printing vice might stall with de in the Printer's tication. The Custom Size or with the Copier's	
3.02	Symptom corrected:  1. Minor bugs related to RFU.  2. The device's internal RTC (Real time of turned off/on more than 1000 times.  3. Devices using an IPv6 linklocal address.	clock) might start to lag		
3.01	<ol> <li>Symptom corrected:</li> <li>The folding feature does not work after mode.</li> <li>@Remote communication is now posseven when SP5985-001 (on board NIO)</li> <li>Scan to NCP problems. (TechMail#T Note: Both System firmware (version 3 (version 1.19 or later) need to be appled.</li> <li>The device did not log Unauthorized Other changes:</li> <li>The new WLAN card is now available.</li> </ol>	sible over a wireless LAC setting) is set to "1" (or S070022) 3.01 or later) and Scan ied to fix this issue. Copying attempts in the	N connection, lefault). ner firmware Access logs.	
	Note: To use this new card, System fir	•	•	



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Model: MT	T-C3	Date: 05-Dec-06	No.: RB246002o	
Version	Modified Points or Symptom Corrected			
	<ol> <li>firmware (version 2.03 or later) and NCS firmware (version 5.56 or later) needs to be applied to the device.</li> <li>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)".</li> <li>Daylight savings time and date can be configured for North American models. (TechMail#RC060731)</li> </ol>			
3.00	1. Supports the Model MT-C3.5 (Machine	Code: D052/D053/D05	4).	
2.09	<ul> <li>Symptom corrected:</li> <li>1. The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled.</li> <li>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.</li> <li>3. The job processing speed is slower when the DataOverwriteSecurity option is installed.</li> <li>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.</li> </ul>			
	The device "Ethernet speed" is not	"Auto".		
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD images. This can only happen if all of the 1. The device stalls while the first job is 2. After the stall, the printer is rebooted 3. The first and second store must be to (Copy/Scanner/Printer). 2. The printing of stored jobs (ie. Locked Faffects devices with the optional HDD. 3. Login User Names containing spaces the not be saved.	following conditions occ being stored to the HDE and another job is subm /from the same applicat Print) is not shown in Jo	our:  ited for storage.  ion  b History. This only	
	Other changes: Supports the Catalan and Turkish language For the details of this, please refer to RTB Turkish languages". Note: To support this feature, install all of a system_Copy firmware ver 2.08 or late a LCDC firmware ver 1.21 or later (Langangare Printer firmware ver 1.07 or later a Websys firmware ver 2.02.1 or later a WebUapl firmware ver 1.11 or later a Scanner firmware ver 1.18 or later a Fax firmware ver 05.00.00 or later a FCU firmware ver 02.00.00 or later a FCU firmware ver 02.00.00 or later a The mixed size of PDF created by the sin the operation panel. Note: Both System firmware (version 2.00.00)	#RB246025 "Supports of the following firmware er uage firmware ver 0.71	or later)  In the size selected	

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Model: M	Model: MT-C3 Date: 05-Dec-06 No.: RB2460020				
Version	Modified Points or	Symptom Corrected			
	<ul> <li>2.04 or later) need to be apllied to fix this issue.</li> <li>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.</li> <li>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</li> </ul>				
	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.				
2.05	<ol> <li>ROM updates will fail via WebImageMor</li> <li>The job log will become corrupted and WebSmartDeviceMonitor ver 2.0 if the processed.</li> </ol>	d can no longer be uploa e MFP power is cycled v	aded to while a job is being		
	<ol> <li>The size of PDF created by the scanner might not match the size selected in the operation panel.</li> <li>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.</li> </ol>				
	3. The machine displays "Proxy error. If it reoccurs" after the main power is turned ON.				
2.04	<ol> <li>SC819 occurs if the power is turned of update (RFU).</li> <li>Supports the FAX and G3 options.</li> <li>Fax does not start after resetting the office of the confirmation of the confirma</li></ol>	controller. will be displayed as a gation screen that is show	arbage characters.		
	<ol><li>Pixels of images might be swapped d happens toward the end of PCL or PS</li></ol>	, , ,	•		
1.14.1	<ol> <li>SC632 (MF coin/card-operated devices</li> <li>The bottom row of characters is not discreen (German, Portuguese).</li> <li>SC990 occurs when the SMC is printer</li> </ol>	splayed in the remote fired out	rmware update		
	<ol> <li>The prints of a Staple job are not shifted connected.</li> <li>During Copy Connection, some image the sub machine.</li> <li>SC990 occurs while the SMC is being</li> <li>A new SP "SP5-401-103 ("Default Door This SP can be used to assign the default documents on the Document Server.</li> </ol>	es from the previous job printed out. cument ACL")" has beer	are printed out by added.		
	SP5-401-103 "Default Document ACL	"			

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Model: M7	r-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	The machine cannot be turned off if "C prepares the preview display.			
	1	SC672 occurs when the machine switches to Energy Saver Mode just after the main power is turned ON.		
	4. The device might stall if soon after a po	ower cycle, a Java SDk		
1.12	<ol> <li>The device might stall if soon after a power cycle, a Java SDK application is accessed from Extended Feature Settings on the operation panel.</li> <li>Symptom corrected: The alert message for fusing web Near End is not displayed.</li> <li>Symptom corrected: Garbled characters are displayed in the paper settings screen when the Chinese display language is used.</li> <li>Symptom corrected: Garbled characters are displayed in the email editing screen when the Taiwanese, Chinese or Korean display language is used.</li> <li>Symptom corrected: SC672 occurs if the machine switches to Energy Saver Mode just after warming up.</li> <li>Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection.</li> <li>Symptom corrected: "WARNING" is displayed when the system time does not match the RTC time.</li> <li>Unnecessary lines at the trailing edge of the image are removed.</li> <li>Added an Administrator counter for the MIB.</li> <li>Fixed: Some numbers are displayed as garbage characters on the operation panels of Chinese/Taiwanese models.</li> </ol>			
	<ol> <li>Fixed: Scan to SMB destinations will not manually. This only happens if at least entered and User Authentication is enains.</li> <li>Fixed: Removal of a Scan to SMB dest button), might freeze the device or might the operation panel. This only happens has been specified for a Scan Job and</li> <li>Fixed: The device that has the 'Autenticate at the valid user on an aname contains non-ASCII characters. This problem effects the following functor - LDAP Search - LDAP Connection Testor - LDAP Authentication</li> <li>Fixed: Either the scanner application or entered and user in the scanner application or sentences.</li> </ol>	1 SMB destination has abled. ination from a job (using the bed isplayed "SC997 is more than 1 Scan to User Authentication is exation: High Security' set LDAP server. This only tions:	already been g the clear/stop " error message on SMB destination enabled. etting might not be occurs if the user	

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Model: M	Т-С3	Date: 05-Dec-06	No.: RB246002o
Version	Modified Points or	Symptom Corrected	
	<ul> <li>search reference, recursively spans 3 of</li> <li>Fixed: The device might lockup with "S using Scan to Document Server.</li> <li>Fixed: Print settings of documents store document is downloaded using DeskTo to the document server.</li> </ul>	canning" displayed on t ed in the document serv	ver are lost if the
1.11	<ol> <li>Fixed: Searching function can use by us server.</li> <li>Fixed: A preset job cannot be deleated.</li> </ol>	er code on the scanner	and document
1.10	1st Mass production		

## Technical Bulletin

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Model: MT-C4			Dat	te: 25-Mar	-11	No.: RD062055
Subject: Part number change Counter				Prepared	d by: K. `	Yamamoto
From: 1st Overse	eas Tech Support Sec., 1st PQ	M Dept.				
Classification:	☐ Troubleshooting	□ Part info	orma	tion	☐ Action	n required
	☐ Mechanical	☐ Electric	al		☐ Service	ce manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit 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	157	23
B2475890	D0625918	BRACKET:TOTAL COUNTER	1	a set	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	143	7
B2475890	D0625918	BRACKET:TOTAL COUNTER	1	a set	143	8

Change/Reason: Vender change

Model: MT-C4				Date: 25-Mar-11		No.: RD062056
Subject: Duplex transport guide plate brake				Prepared	d by: K. `	Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.						
Classification:	☐ Troubleshooting	□ Part info	orma	tion	Action	required
	☐ Mechanical	☐ Electric	al		☐ Service	e manual revision
	☐ Paper path	☐ Transm	it/rec	eive	☐ Retrof	fit information
	☐ Product Safety	Other (		)	☐ Tier 2	

This RTB applies to MT-C1, C2, C3, C3.5, and C4.

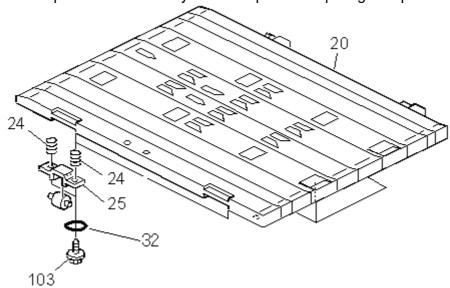
Old part number	New part number	Description	Q'ty	Int	Page	Index
B0654730	D0624730	GUIDE PLATE:TRANSPORT:LOWER	1	X/O as a set	119	20
AA063581	D0624741	COMPRESSION SPRING: HOLDER:GUIDE PLATE	4		119	24
A2294727	D0624727	HOLDER:PRESSURE:GUIDE PLATE	2		119	25
-	B1801743	SBU WASHER	4		119	32*
04503008	08025320	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.



## Technical Bulletin

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☐ Action required

⊠ Tier 2

☐ Retrofit information

☐ Service manual revision

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060
Subject: Background / Overtoning / light image	Prepared by: K. Ya	amamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		

☐ Part information

☐ Transmit/receive

☐ Electrical

Other (



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

Classification: | Troubleshooting

☐ Mechanical

Paper path

☐ Product Safety

#### **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



Date: 21-Sept-11 No.: RD062060

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Model: Model MT-C4

• 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.

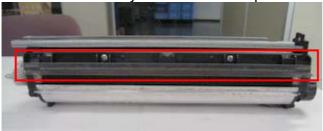
Set SP2210 (ID Sensor Pattern Interval) to a value of 1.

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.

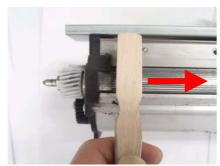
**Important:** Do not press the brush too hard, because this may scratch the sleeve.



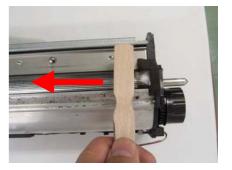


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Model: Model MT-C4 Date: 21-Sept-11 No.: RD062060







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.







PAGE: 4/4

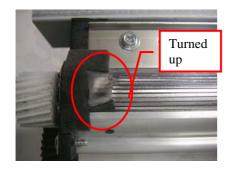
Model: Model MT-C4 Date: 21-Sept-11 No.: RD062060

5. Make sure that the sponge and both entrance Mylars are attached correctly.

### **CORRECT:**



### Incorrect:







6. Reattach the Mylar and install new developer.

**PAGE: 1/1** 

Model: MT-C3 Date: 14-Dec-11 No.: RB246031

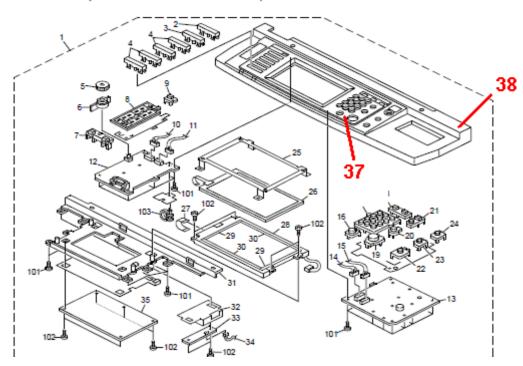
Cubicati Dani Infe	overeties (Osereties Devel)	Dranaradk	DVI T. Hinghama	
Subject. Part into	ormation (Operation Panel)		Prepared I	oy: T. Hirakawa
From: 1st Tech S	ervice Sect., MFP/P Tech Ser			
Classification:	Troubleshooting	□ Part informate     □ Part informate	tion	Action required
		☐ Electrical		Service manual revision
	☐ Paper path	☐ Transmit/rec	eive [	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	Inde x
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)





**PAGE: 1/1** 

Reissued: 25-May-12

Model: Martini-C3	Date: 01-Sep-06	No.: RB246001d
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### **RTB Reissue**

The items in bold italics have been added.

	a italioo havo booli aaaoc	<del>= =</del>			
Subject: Firmware Release History (Engine)			Prepared by: K. Yamamoto		
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.					
Classification:	Troubleshooting	☐ Part information	on Action required		
	☐ Mechanical	Electrical	☐ Service manual revision		
	☐ Paper path	☐ Transmit/rece	ive 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	<ol> <li>The machine does not print out when SC317 occurs.</li> <li>SC590 is displayed when SC495 occurs.</li> </ol>				
1.08:53	1st Mass Production				



PAGE: 1/6 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 informa	ation	☐ Action required	
	☐ Mechanical	☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/re	ceive	☐ 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



PAGE: 2/6

### Reissued:28-Jun-12

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.

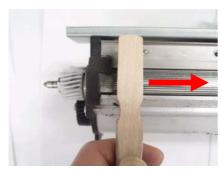




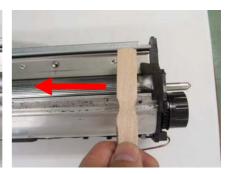
PAGE: 3/6

Reissued:28-Jun-12

Date: 21-Sept-11 No.: RD062060c Model: Model MT-C4





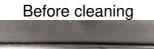




Press brush firmly and slide side to side

4. Wipe the toner off the sleeve. Important: This is necessary in order to remove the toner that is still stuck to the sleeve.







After cleaning





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Reissued:28-Jun-12

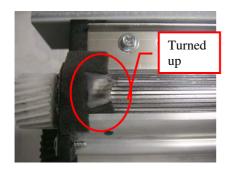
Model: Model MT-C4 Date: 21-Sept-11 No.: RD062060c

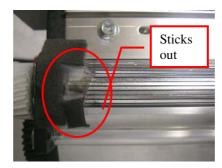
5. Make sure that the sponge and both entrance Mylars are attached correctly.

### **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.



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Reissued:28-Jun-12

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.

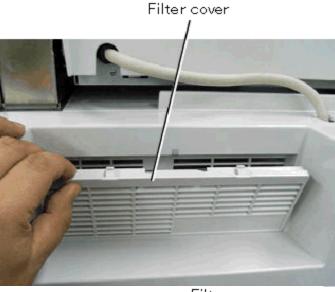
MT-C3.5: Update the Engine firmware (D0545127) to ver1.06c:00.

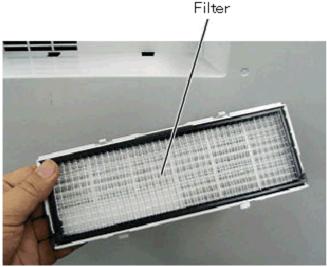
MT-C3: Update the Engine firmware (B2475127) to ver1.13:60.

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.





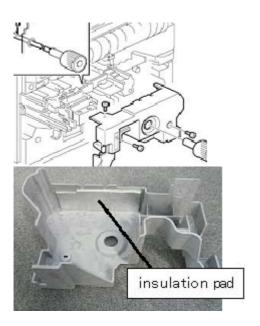


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Reissued:28-Jun-12

Model: Model MT-C4 Date: 21-Sept-11 No.: RD062060c

3. Attach the extra insulation pad (B0654255). Note: This will prevent heat from being transferred from the fusing unit to the toner bottle.





**PAGE: 1/1** 

Reissued: 24-Sep-12

Model: Martini-C3	Date: 01-Sep-06	No.: RB246001e
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#### **RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release History (Engine)			Prepared by: K. Yamamoto
From: 1st Tech S	ervice Sect., MFP/Printer Tech	n Service Dept.	
Classification:	Troubleshooting	☐ Part information	on Action required
	☐ Mechanical	☐ Electrical	Service manual revision
	☐ Paper path	☐ Transmit/rece	ive 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	<ol> <li>The machine does not print out when SC317 occurs.</li> <li>SC590 is displayed when SC495 occurs.</li> </ol>		
1.08:53	1st Mass Production		



**PAGE: 1/2** 

Reissued: 27-Mar-13

Model: Martini-C3	Date: 01-Sep-06	No.: RB246001f
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#### **RTB Reissue**

The items in bold italics have been added.

		<del></del>		
Subject: Firmware Release History (Engine)		Prepare	d by: K. Yamamoto	
From: 1st Tech S	Service Sect., MFP/Printer Tecl	n Service Dept.		
Classification:	☐ Troubleshooting	☐ Part information	on	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rece	ive	□ 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
1.14:60	Or later. 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	<ol> <li>The machine does not print out when SC317 occurs.</li> <li>SC590 is displayed when SC495 occurs.</li> </ol>
1.08:53	1st Mass Production

#### Technical Bulletin

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Reissued: 27-Mar-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002p
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#### **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 informat	ion	☐ Action required
	☐ Mechanical	Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ 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

[&]quot;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
	Important: To apply the above changes, you also need to install Engine firmware ver1.15:60 or later.



**PAGE: 2/6** 

Model: MT	Model: MT-C3 Date: 05-Dec-06 No.: RB246002p				
Version	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	<ol> <li>Symptom corrected:         <ol> <li>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.</li> <li>If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs.</li> <li>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.</li> <li>Other changes:</li> <li>The MAC address for the RICOH vendor code was changed.</li> </ol> </li> </ol>				
3.04	Changes made for the domestic (Japan) n				
3.03	<ol> <li>Symptom corrected:         <ol> <li>Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed.</li> <li>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.</li> <li>If a user logs back in after their session has timed out, the device might stall with the message "Authenticating Please wait".</li> <li>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.</li> <li>All pages of a PDF file are blank if created by scanning with the Custom Size setting.</li> <li>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.</li> <li>Use of the Cover Interposer Tray will reduce the printing speed at times when there are jobs waiting in the print queue.</li> </ol> </li> </ol>				
3.02	Symptom corrected: 1. Minor bugs related to RFU. 2. The device's internal RTC (Real time of turned off/on more than 1000 times. 3. Devices using an IPv6 linklocal address.	clock) might start to lag			
3.01	<ol> <li>Symptom corrected:</li> <li>The folding feature does not work after the machine recovers from Energy Saver mode.</li> <li>@Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default).</li> <li>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.     </li> <li>The device did not log Unauthorized Copying attempts in the Access logs.</li> </ol>				



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Model: MT-C3 Date: 05-Dec-06 No.: RB2460				
Version	Modified Points or	Symptom Corrected		
3.00	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)  1. Supports the Model MT-C3.5 (Machine Code: D052/D053/D054).			
2.09	Symptom corrected:			
	<ol> <li>The machine may freeze if a print job is initiated while the Data Overwrite Security Unit setting is enabled.</li> <li>When the machine recovers from Energy Saver mode, the LCD turns black and none of the keys or buttons on the operation panel work.</li> <li>The job processing speed is slower when the DataOverwriteSecurity option is installed.</li> <li>Device might not be able to access the network under the following conditions (FPR#RC07050005):         <ul> <li>The device is conneted to a HUB that has link flapping enabled.</li> </ul> </li> </ol>			
2.08	<ul> <li>The device "Ethernet speed" is not "Auto".</li> <li>Symptom corrected:</li> <li>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:</li> <li>1. The device stalls while the first job is being stored to the HDD.</li> <li>2. After the stall, the printer is rebooted and another job is submitted for storage.</li> <li>3. The first and second store must be to/from the same application (Copy/Scanner/Printer).</li> <li>2. The printing of stored jobs (ie. Locked Print) is not shown in Job History. This only affects devices with the optional HDD.</li> <li>3. Login User Names containing spaces that were input from the operation panel will not be saved.</li> </ul>			
	Other changes: Supports the Catalan and Turkish language For the details of this, please refer to RTB Turkish languages". Note: To support this feature, install all of a System_Copy firmware ver 2.08 or later - LCDC firmware ver 1.21 or later (Language) - 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	#RB246025 "Supports for the following firmware f	:	

PAGE: 4/6

Model: MT	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.				
	<ul> <li>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.</li> <li>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.</li> <li>Note: To fix this issue, all of the following firmware must be applied: <ul> <li>System firmware ver 2.08 or later</li> <li>Websys firmware ver 2.02.1 or later</li> <li>NFA firmware ver 2.04 or later</li> </ul> </li> </ul>				
	- Printer firmware ver 1.07 or later - The device sporadically fails to login to a	_	o		
2.05	<ul> <li>ROM updates will fail via WebImageMon</li> <li>The job log will become corrupted and WebSmartDeviceMonitor ver 2.0 if the processed.</li> </ul>	d can no longer be uploa	aded to		
	<ol> <li>The size of PDF created by the scann operation panel.         Note: Both System firmware (version 2.02 or later) need to be apllied to fix to the machine displays "Proxy error. If turned ON.     </li> </ol>	2.05 or later) and NFA f his issue.	irmware (version		
2.04	<ol> <li>SC819 occurs if the power is turned C update (RFU).</li> <li>Supports the FAX and G3 options.</li> <li>Fax does not start after resetting the C</li> <li>2-byte fonts in the Key Display name This problem happens in the confirmate removed from "Protect Destination" or Pixels of images might be swapped dispapens toward the end of PCL or PS</li> </ol>	controller. will be displayed as a gation screen that is shown "Protect File(s)". ue to a byte ordering pro	arbage characters. In when a user is oblem. This only		
1.14.1	<ol> <li>SC632 (MF coin/card-operated device</li> <li>The bottom row of characters is not disscreen (German, Portuguese).</li> <li>SC990 occurs when the SMC is printe</li> <li>The prints of a Staple job are not shifted connected.</li> <li>During Copy Connection, some image the sub machine.</li> <li>SC990 occurs while the SMC is being</li> </ol>	error) occurs when the splayed in the remote find out ed when the finisher (B7 es from the previous job	MK-1 is connected rmware update 700/701) are		
	7. A new SP "SP5-401-103 ("Default Doo		n added.		

**PAGE: 5/6** 

Model: M	Г-C3	Date: 05-Dec-06	No.: RB246002p		
Version	Modified Points or Symptom Corrected				
	This SP can be used to assign the documents on the Document Serve		of users to their own		
	SP5-401-103 "Default Document A 0: Read only (default)	CL"			
	1: Edit				
	3: Full control	2: Edit/delete 3: Full control			
	Note1: This is only available using Authentication.	Note1: This is only available using Windows/LDAP/Integration Server Authentication.			
	Note2: This default will only apply t				
1.13	1. The machine cannot be turned off prepares the preview display.	f "Clear Modes" is selecte	d while the machine		
	SC672 occurs when the machine s main power is turned ON.	witches to Energy Saver I	Mode just after the		
	3. The SDK application might not be				
	4. The device might stall if soon after accessed from Extended Feature S	•			
1.12	Symptom corrected: The alert mes	<u> </u>			
	displayed.				
	2. Symptom corrected: Garbled chara screen when the Chinese display la		paper settings		
	Symptom corrected: Garbled chara when the Taiwanese, Chinese or K	cters are displayed in the			
	4. Symptom corrected: SC672 occurs Mode just after warming up.		<b>.</b>		
	<ol><li>Symptom corrected: The main mad when using Copy Connection.</li></ol>				
	6. Symptom corrected: "WARNING match the RTC time.				
	<ul><li>7. Unnecessary lines at the trailing ed</li><li>8. Added an Administrator counter for</li></ul>		ved.		
	Fixed: Some numbers are displayed		n the operation		
	panels of Chinese/Taiwanese mode 2. Fixed: Scan to SMB destinations wi		f specified		
	manually. This only happens if at le entered and User Authentication is	ast 1 SMB destination has	•		
	3. Fixed: Removal of a Scan to SMB of button), might freeze the device or the operation panel. This only happy	lestination from a job (usir might be displayed "SC99	7" error message on		
	has been specified for a Scan Job a 4. Fixed: The device that has the 'Aute able to authenticate a valid user on name contains non-ASCII character	and User Authentication is entication: High Security' s an LDAP server. This only	enabled. etting might not be		
	This problem effects the following for				

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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.		the operation panel
1.11	<ol> <li>Fixed: Searching function can use by user code on the scanner and document server.</li> <li>Fixed: A preset job cannot be deleated.</li> </ol>		
1.10	1st Mass production		



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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	d by: K. Yamamoto	
From: 2nd Tech	Service Sect., MFP/Printer Tec	h Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	tion	Action required	
		☐ Electrical		☐ Service manual revision	
	☐ Paper path	☐ Transmit/rec	eive	☐ 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	<ol> <li>Symptom corrected:         <ol> <li>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.</li> <li>If the Capture Priority setting is enabled (User Tools/Counter &gt; System Settings &gt; Administrator Tools &gt; Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</li> </ol> </li> <li>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.</li> </ol>
3.02	<ol> <li>Symptom corrected:         <ol> <li>Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list.</li> <li>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.</li> <li>Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor without the powercycle.</li></ol></li></ol>



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Reissued: 15-Mar-13

Model: M	Model: MT-C3/MT-C3.5 Date: 21-Dec-06 No.: RB246006k					
Version	Modified Points or Symptom Corrected					
	<ul> <li>server is accessed.</li> <li>The device will stall if captured data is transferred to a delivery server such as ScanRouter.</li> </ul>					
	4. Duplicate logs might be transferred to Web SmartDeviceMonitor.					
3.01	Symptom corrected:  1. The web service might stall if the device Operation Panel at the same time as S					
3.00	<ol> <li>Symptom corrected:</li> <li>The stored files might not be able to be</li> <li>File and user names shown in the Doctoharacters might have appeared garble WeblmageMonitor. This only occurred document server (not downloaded and</li> </ol>	ument server that conta ed in the operation pane if the document was ed	l or ited directly in the			
	Other changes:  1. "Embedded Software Architecture Type is now supported. For the details of this "Embedded Software Architecture Type Ver. 1.00".	, please refer to the rele	ase notes for			
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 sin the operation panel. Note: Both System firmware (version 2 2.04 or later) need to be applied to fix t  2. Accessing the document server in WIM in "404 Not Found". This only happens "Host Name" and "Domain Name" (The blank.). It does not happen if the url con Note: To fix this issue, all of the following — 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	scanner might not matc .08 or later ) and NFA fi his issue. I via an single sign-on s if the url used to access e "domain name" setting ntains an IP address. ng firmware must be ap	rmware (version erver might result WIM contains a g in the MFP is not			
2.03	<ol> <li>Symptom corrected:</li> <li>The "Total Printouts: Scanner(Scanner for Admin's "Export User Statistics List"</li> <li>Documents might fail to be sent to SME both 1-byte and 2-byte characters. This imported to the address book from a cs</li> <li>Dummy files entitled "Lost Document" a capture function, instead of the actual j only affected jobs of Sample Print/Hold</li> <li>Devices without a File Format Converted problems. This affects all files that were</li> </ol>	function, will contain a or NCP folder paths or NCP folder paths or only happenned if the sy file via SDM for Admitare sent to the ScanRoup ob submitted to the print Print/Locked Print job ter option might experier	Il zeroes. Containing a mix of folder paths were n. Liter server deviceter. This problem ypes. Lice the following			



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Reissued: 15-Mar-13

Model: MT-C3/MT-C3.5		Date: 21-Dec-06	No.: RB246006k
Version	Modified Points or Symptom Corrected		
	<ul> <li>by the Copier or Printer applications.</li> <li>PDF files are displayed as a sigl pressed in WebImageMonitor.</li> <li>An error message is displayed if WebImageMonitor.</li> </ul>		
2.02	operation panel.	<ol> <li>The size of PDF created by the scanner might not match the size selected in the operation panel.</li> <li>Note: Both System firmware (version 2.05 or later ) and NFA firmware (version</li> </ol>	
2.01	A FAX option is now available.		
1.14	<ol> <li>Fixed: Jobs downloaded using Desk the Job Log.</li> <li>This happens only when the SSL se enabled and "Ciphertext/Clear Text"</li> <li>Fixed: Jobs cannot be output to Tray DeskTopEditor For Production.</li> <li>Fixed: Jobs downloaded using the Efunction, can not be returned to the</li> </ol>	ting on the device is disatis permitted.  7(the Bypass tray) via DeskTopEditor for Product	bled or if it is eskTopBinder or
	<ul> <li>5. Fixed: Jobs stored using a Start Pagprinted via DeskTopBinder or DeskT "Contains too many pages. Unable t PC.</li> <li>6. Fixed: The TWAIN error massage sl while another user is restoring the action.</li> </ul>	opEditor For Production. o process" will be display	The error message ed on the Client g the Twain driver
	Admin Before: 34992 Insuffiecient me - After: 36855 Scanner is in use fo	mory. Reduce the scannii r other function.	ng area.
1.11.1	Some of the device settings specified us Batch Configuration function, might not be	ng the SmartDeviceMoni	
1.11	1st Mass production		

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Reissued: 17-May-13

Model: MT-C3/MT-C3.5		ite: 08-Aug-06	No.: RB246003k	
<b>RTB Reissue</b> The items in bol	d italics have been ac	lded.		
Subject: Firmwai	re Release History (NCS)		Prepared by: k	K. Yamamoto
From: 2nd Tech	Service Sect., MFP/Printer	r Tech Service Dept.		
Classification:	☐ Troubleshooting	☐ Part informa	ation	ion required
	☐ Mechanical	☐ Electrical	☐ Ser	rvice manual revision
	☐ Paper path	☐ Transmit/re	ceive	trofit information

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

Other (

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

☐ Product Safety

[&]quot;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

[&]quot;Available": The firmware can be updated via RFU or SD card.

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Model: MT-C3/MT-C3.5 Date: 08-Aug-06 No.: RB2460				
Version	Modified Points or Symptom Corrected			
	connectivity could be temporarily re 5. Use of an IP address to send a Scan document not being sent.(GFPR#RE 6. Under very specific combinations of address, some of the MFP's network defaults.	stored after a power of to SMB might result in 11100009) IP address, Subnet Ma configuration setting	n the scanned lask, and Gateway s might revert to	
	<ul> <li>7. If the device's IPP Authentication se installed on Windows 2008 R2 SP1 of</li> <li>8. Scan to SMB fails if the both of the fearther the device has NBT disabunable to resolve the destination one or more octets in the destination zeros.</li> </ul>	or 7 SP1 using an IPP   collowing conditions a led or it is enabled bu n's NetBIOS name.	oort. re met. t the device is	
	<ol> <li>SC991 might occur and network fund DHCP and DDNS are both enabled in distributes to the device an FQDN the 10. Device applications or services that could not be used. This occurs if the negotiation handshake to any of the Affected applications include Web In @Remote.</li> </ol>	n the device and if the lat is more than 127 by use any of port 80, 44 e illegal packet is sent device's TCP ports 44	DHCP server yte in length. 13, 7443 or 7444 after SSL 13, 7443 or 7444.	
	11. If "CNAME" is specified as the destination for and Windows authentication might to 13. Cannot scan to shared folders in William 14. Cannot scan to shared folders in Ma	or Scan to Folder migh fail. ndows 8.	t not be displayed	
5.60	Symptom corrected:  1. An httpd timeout has been implemented that sometimes occurred when applicated the same to some some some some some some some som	d to prevent Web Image tions accessed the MFF o the DFS folder in the of folder. orinting a large number	e Monitor lockups by http. destination and the	
5.59	<ol> <li>Symptom corrected:         <ol> <li>Unable to Scan to SMB to Windows 7 or that have Windows Live ID Sign-in assis</li> <li>Trying and failing to login to a Scan dest Scanner application stalling.</li> <li>Unable to Scan to SMB to Windows 98 using an IP address.</li> <li>Unable to retrieve the Windows group of during Windows Authentication. Because granted the "Available Functions" species.</li> </ol> </li> <li>The device is unable to assign group phas a name consisting of more than 20 supported group name length will be in</li> <li>The MFP's Windows Authentication fur being authenticated on a Windows 200 will still be successfully authenticated by</li> <li>After changing the MFP's DNS server</li> </ol>	or Windows Server 2008 stant installed. stination three times might /98SE/Me/NT 4.0 destination are from a Windows 2 se of this, logged in use ified for them in the Addrivileges to a logged in bytes. To address this creased to 40 bytes. Inction is unable to use keyer and the street of the street	ght result in the nations specified 2008 R2 server ers will only be dressbook. User if that group issue, the Cerberos when server. The MFP back to NTLMv2.	

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Model: M7	Model: MT-C3/MT-C3.5 Date: 08-Aug-06 No.: RB246003k				
Version	Modified Points or	Symptom Corrected			
	<ul> <li>destinations specified using a hostnam</li> <li>8. The Scan to SMB "Connection Test" fadirectly below a DFS root. Only the "Cosuccessful and even the "Connection Test" directory.</li> <li>9. The device might return an SC 819 error This only occurred if SMB was browsed rebooted.</li> <li>10. If the MFP's IP address is changed to a not be able to browse the network (usin rebooted.</li> </ul>	ils if performed on direction Test" failed, so the comment of worked if performent or when browsing the new frequently and the devent IP address of another	canning was d on any sub- etwork using SMB. vice was not r subnet, users will		
	Other changes:  1. Unable to Scan to SMB to a destination 2. Unable to Scan to SMB to destinations Samba v2.x.  3. Windows Authentication fails if the user European characters.  4. The device's SMB timeout was too sho being used across subnets. For this real control of the second s	that are using both LM rname or password inclert (1sec). This caused p	Authentication and udes lower-case problems when		
5.58	<ol> <li>Symptom corrected:</li> <li>IPP print jobs are cancelled. This happed.</li> <li>After a job consisting of a multiple of elements. IPP, the device will no longer accept at the MFP's IP address lease renewal rejected by DHCP relay agents. This wountil the MFP reinitializes the network.</li> <li>Other changes:</li> </ol>	xactly 8KB (8192 bytes ny more jobs until rebo equest is incorrectly for vill result in a loss of cor	) is submitted via oted. matted and nectivity that lasts		
	<ol> <li>Scan to Folder destinations located on can now be selected by browsing.</li> <li>The MFP now supports CIFS, DFS and</li> </ol>		s Server 2008 R2		
5.57	Symptom corrected:  1. The device might not be able to acces is run (TechMail#TS080441).		Log collection tool		
5.56	<ol> <li>Symptom corrected:</li> <li>The device will stall if a PCL job is subriby default) or sftp spooler (on by default).</li> <li>Jobs submitted from Mac OS via Apple discarded completely by the printer.</li> <li>An SSL2.0 client code fails to properly (TechMail#OTS-2008-185).</li> <li>Multiple RSA implementations fail to pr 4339). (TechMail#OTS-2008-276).</li> <li>The connection to a WLAN might be dr for an extended period of time and was 6. If WLAN is enabled, an SC991 might be either of the following settings are charman are charman.</li> <li>The Ethernet Speed is changed to</li> </ol>	It) are stopped. Talk might result in an other check for NULL(CVE-2) operly handle signature copped if the device has authenticated using We displayed on the Open ged:	error or be  006-4343).  s(CVE-2006-  been connected PA. ration Panel if		



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Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003k
Version	Modified Points or Symptom Corrected		
	<ul> <li>operation panel.</li> <li>The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.</li> <li>7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</li> <li>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.</li> <li>Jobs submitted from Mac via AppleTalk might be discarded completely by the printer.</li> <li>The client can not connect to the device using a NetBIOS path.</li> </ul>		
	Other changes:  1. The new WLAN card is now available. Note: To use this new card, System firmware (version 2.03 or later) and NC be applied to the device.	nware (version 3.01 or	later), Websys
5.55	Symptom corrected:  1. SMB folders can not be registered in the 1913)  2. Extra steps are required if a user provide Scan to SMB. (TechMail#OTS-2007-19)  3. The performance of WIM might be reduced to the second state of the se	des an invalid username 913) uced if SSDP is enabled k will cause devices to s	e or password for I on the device. stall if the USB
5.54	Symptom corrected: 1. IPP clients might not print to devices the (Bonjour).	nat joined the network u	sing mDNS
5.53.1	<ol> <li>Symptom corrected:         <ol> <li>SMB printing is sporadically unavailable</li> <li>The device cannot login to Windows Vi.</li> <li>Workgroup names that contain specific SMB.</li> </ol> </li> <li>The device might be unable to obtain a a DHCP Relay Agent (FPR#RE061100)</li> <li>A 404 error will be returned by WIM after via a WebSmartDeviceMonitor ver.2.0</li> <li>The device will not be registered with a The device fails to renew with the DDN</li> </ol>	sta via SMB. 2-byte characters cannot be standard to the characters cannot be standard to the characters of the configuration.  DNS server by a DHCl	ICP Server through 120002). setting is configured P relay agent.
5.11c	The device might not be able to retrieve an specific conditions (GFPR#RC06060003).	IP address from a DHO	CP server under

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Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003k
Version	Modified Points o	r Symptom Corrected	
5.10c	<ol> <li>The device might not obtain an IP add disabled. In some cases, "Cannot condisplayed on the operation panel.</li> <li>The device can not connect in enviror same NDS tree. (GFPR#RC0512000)</li> <li>The SSID is shown as blank in the Cobeen configured. This will only happen length.</li> </ol>	nect with DHCP Server nments with multiple Net I/RC06020010/RE06030 onfiguration Page, even	Ware servers in the 0007/RE06030001) if the SSID has
5.07.1c	1st Mass production		



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Reissued: 21-Aug-13

Model: MT-C3	Date: 01-Sep-06	No.: RB246001g
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#### **RTB Reissue**

The items in bold italics have been added.

1110 1101110 111 001	a italioo havo boon aaacc	<b>~</b> ·	
Subject: Firmware Release History (Engine)		Prepared by: K. Yamamoto	
From: 2nd Tech	Service Sect., MFP/Printer Tec	ch Service Dept.	
Classification:	Troubleshooting	Part information	<u> </u>
	☐ Mechanical	☐ Electrical	Service manual revision
	☐ Paper path	☐ Transmit/rece	eive 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	1	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

[&]quot;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.

[&]quot;Available": The firmware can be updated via RFU or SD card.

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	<ol> <li>The machine does not print out when SC317 occurs.</li> <li>SC590 is displayed when SC495 occurs.</li> </ol>
1.08:53	1st Mass Production



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Reissued: 21-Aug-13

Model: MT-C3	Date: 05-Dec-06	No.: RB246002q
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#### **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 Tec	h Service Dept.		
Classification:	Troubleshooting	☐ Part informat	tion	Action required
	☐ Mechanical	☐ Electrical		☐ Service manual revision
	☐ Paper path	☐ Transmit/rec	eive	☐ 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

[&]quot;Available": The firmware can be updated via RFU or SD card.

[&]quot;Not available": The firmware can only be updated via SD card.



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Reissued: 21-Aug-13

Model: MT-C3 Date: 05-Dec-06 No.: RB246002q

Varalar	Madified Dainta as Occasion Occasion
Version 3.08	Modified Points or Symptom Corrected
3.00	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	<ol> <li>Symptom corrected:         <ol> <li>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.</li> <li>If "Notify when error:" = "Occurs", an Auto E-mail Notification might be only sent when the error is recovered, not when the error occurs.</li> <li>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.</li> </ol> </li> <li>Other changes:</li> </ol>
	The MAC address for the RICOH vendor code was changed.
3.04	Changes made for the domestic (Japan) model only.
3.03	<ol> <li>Symptom corrected:</li> <li>Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed.</li> <li>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.</li> <li>If a user logs back in after their session has timed out, the device might stall with the message "Authenticating Please wait".</li> </ol>



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Model: MT	T-C3	Date: 05-Dec-06	No.: RB246002q
Version	Modified Points o	r Symptom Corrected	
	<ol> <li>The Job log will stop recording User II Job log if WIM is accessed more than</li> <li>All pages of a PDF file are blank if cre setting.</li> <li>The use of 102 or more Designation S Sample Copy function will result in an</li> <li>Use of the Cover Interposer Tray will there are jobs waiting in the print quet</li> </ol>	300 times using authen ated by scanning with the Sheets with a stored job SC990 error.	tication. ne Custom Size or with the Copier's
3.02	<ol> <li>Symptom corrected:</li> <li>Minor bugs related to RFU.</li> <li>The device's internal RTC (Real time turned off/on more than 1000 times.</li> <li>Devices using an IPv6 linklocal address</li> </ol>		
3.01	<ol> <li>Symptom corrected:         <ol> <li>The folding feature does not work after mode.</li> <li>@Remote communication is now pose even when SP5985-001 (on board NI Scan to NCP problems. (TechMail#T Note: Both System firmware (version (version 1.19 or later) need to be app 4. The device did not log Unauthorized to the device of the new WLAN card is now available Note: To use this new card, System firmware (version 2.03 or later) and Note to be applied to the device.</li> <li>The new features of "Embedded Softw SDcard Ver.2.11)" are now supported refer to the release notes for "Embedde (SDK/J SDcard Ver.2.11)".</li> </ol> </li> <li>Daylight savings time and date can be (TechMail#RC060731)</li> </ol>	ssible over a wireless LAC setting) is set to "1" (or S070022) 3.01 or later) and Scan lied to fix this issue. Copying attempts in the community of the communi	AN connection, default).  ner firmware  Access logs.  543)  later), Websys  56 or later) needs  rd Ver.2.11 (SDK/Je features, please re SD card Ver.2.11
3.00	1. Supports the Model MT-C3.5 (Machine	Code: D052/D053/D05	4).
2.09	<ol> <li>Symptom corrected:</li> <li>The machine may freeze if a print job Security Unit setting is enabled.</li> <li>When the machine recovers from Enemone of the keys or buttons on the opens.</li> <li>The job processing speed is slower winstalled.</li> <li>Device might not be able to access the (FPR#RC07050005):         <ul> <li>The device is conneted to a HUB to The device "Ethernet speed" is not</li> </ul> </li> </ol>	ergy Saver mode, the LC eration panel work. hen the DataOverwriteS e network under the follo hat has link flapping ena	CD turns black and security option is owing conditions
2.08	Symptom corrected: 1. 2 seperate jobs are stored on the HDD	as a single job with ove	rlapping page

## Technical Bulletin

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Model: MT	T-C3	Date: 05-Dec-06	No.: RB246002q		
Version	Modified Points or Symptom Corrected				
	images. This can only happen if all of the factorists. The device stalls while the first job is learning. After the stall, the printer is rebooted a 3. The first and second store must be to (Copy/Scanner/Printer).  2. The printing of stored jobs (ie. Locked Faffects devices with the optional HDD.  3. Login User Names containing spaces the not be saved.	being stored to the HDE and another job is subm /from the same applicat Print) is not shown in Jol	o. litted for storage. lion o History. This only		
	Other changes: Supports the Catalan and Turkish language For the details of this, please refer to RTB Turkish languages".  Note: To support this feature, install all of System_Copy firmware ver 2.08 or later.  LCDC firmware ver 1.21 or later (Language).  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.  The mixed size of PDF created by the sin the operation panel.  Note: Both System firmware (version 2. 2.04 or later) need to be apllied to fix this if 5. Entries such as "usercode/username" in shown incorrectly in Web SmartDeviceMolarge number of entries.  Accessing the document server in WIM "404 Not Found". This only happens if the Name" and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url contains an IP and "Domain Name" (The "domain does not happen if the url	#RB246025 "Supports to the following firmware er uage firmware ver 0.71 canner might not match 08 or later) and NFA firmssue. In the Job Log or Access nitor ver 2.x. This only of via an single sign-on securl used to access WIM name" setting in the Maddress.	or later)  In the size selected  Inware (version  Is Log, might be  Doccurs if there are a  Derver might result in  If contains a "Host  FP is not blank.). It		
	<ul> <li>System firmware ver 2.08 or later</li> <li>Websys firmware ver 2.02.1 or later</li> <li>WebUapl firmware ver 1.11 or later</li> <li>NFA firmware ver 2.04 or later</li> <li>Printer firmware ver 1.07 or later</li> <li>The device sporadically fails to login to a</li> <li>ROM updates will fail via WebImageMon</li> </ul>	_	Setting is On.		
2.05	The job log will become corrupted and WebSmartDeviceMonitor ver 2.0 if the processed.	d can no longer be uploa	aded to		
	The size of PDF created by the scann operation panel.     Note: Both System firmware (version)	•			

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Model: M7	Г-С3		Date: 05-Dec-06	No.: RB246002q
Version		Modified Points or Symptom Corrected		
	3.	2.02 or later) need to be apllied to fix the machine displays "Proxy error. If turned ON.		e main power is
2.04	1.	SC819 occurs if the power is turned OFF and ON during a remote firmware		
		update (RFU).		
	2. 3.	Supports the FAX and G3 options.  Fax does not start after resetting the options.	controller	
	4.	· · · · · · · · · · · · · · · · · · ·		arbage characters.
		This problem happens in the confirma		•
	_	removed from "Protect Destination" or	` ,	
	5.	Pixels of images might be swapped do happens toward the end of PCL or PS		
1.14.1	1.	SC632 (MF coin/card-operated device	•	
	2.	The bottom row of characters is not disscreen (German, Portuguese).	splayed in the remote fi	mware update
	3.	SC990 occurs when the SMC is printe	d out	
	4.	The prints of a Staple job are not shifted		'00/701) are
		connected.		
	5.	During Copy Connection, some image the sub machine.	es from the previous job	are printed out by
	6.	SC990 occurs while the SMC is being	printed out	
	7.	A new SP "SP5-401-103 ("Default Doo		n added.
		This SP can be used to assign the defa	ault access privileges o	f 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 ne	ew users. It will not affe	ct existing users
1.13	1.	The machine cannot be turned off if "C		
		prepares the preview display.		<u>.</u>
	2.	SC672 occurs when the machine switch	ches to Energy Saver M	ode just after the
	3.	main power is turned ON.  The SDK application might not be inst	alled using WIM	
	4.	The SDK application might not be installed using WIM.  The device might stall if soon after a power cycle, a Java SDK application is		
		accessed from Extended Feature Setti	ngs on the operation pa	anel.
1.12	1.	Symptom corrected: The alert messag	e for fusing web Near E	ind is not
	2.	displayed. Symptom corrected: Garbled characte	rs are displayed in the r	paper settings
		screen when the Chinese display lange		Japon Johnnigo
	3.	Symptom corrected: Garbled characte	rs are displayed in the $\epsilon$	
	_	when the Taiwanese, Chinese or Kore		
	4.	Symptom corrected: SC672 occurs if the symptom corrected occurs in the symptom corrected occur	ne machine switches to	Energy Saver

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Model: M	Т-С3	Date: 05-Dec-06	No.: RB246002q
Version	Modified Points or Symptom Corrected		
	<ul> <li>Mode just after warming up.</li> <li>5. Symptom corrected: The main machine prints but the sub machine does not print when using Copy Connection.</li> <li>6. Symptom corrected: "WARNING" is displayed when the system time does not match the RTC time.</li> <li>7. Unnecessary lines at the trailing edge of the image are removed.</li> <li>8. Added an Administrator counter for the MIB.</li> </ul>		
	<ol> <li>Fixed: Some numbers are displayed as panels of Chinese/Taiwanese models.</li> <li>Fixed: Scan to SMB destinations will not manually. This only happens if at least entered and User Authentication is enaily.</li> <li>Fixed: Removal of a Scan to SMB destination), might freeze the device or might the operation panel. This only happens has been specified for a Scan Job and</li> <li>Fixed: The device that has the 'Autenticate to authenticate a valid user on an name contains non-ASCII characters. This problem effects the following function.</li> <li>LDAP Search</li> <li>LDAP Connection Test</li> <li>LDAP Authentication</li> </ol>	ot be added to the job if 1 SMB destination has bled. ination from a job (using in t be displayed "SC997 is more than 1 Scan to User Authentication is e cation: High Security' se LDAP server. This only	specified already been  g the clear/stop " error message on SMB destination enabled. etting might not be
	<ul> <li>5. Fixed: Either the scanner application or search reference, recursively spans 3 c</li> <li>6. Fixed: The device might lockup with "Susing Scan to Document Server.</li> <li>7. Fixed: Print settings of documents store</li> </ul>	or more servers. canning" displayed on t	he operation panel
	document is downloaded using DeskTo to the document server.		
1.11	1. Fixed: Searching function can use by us server.	er code on the scanner	and document
1.10	2. Fixed: A preset job cannot be deleated.     1st Mass production		



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Reissued: 10-Aug-16

Model: MT-C3/MT-C3.5	Date: 05-Dec-06	No.: RB246016g
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#### **RTB Reissue**

The items in bold italics have been added

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Subject: Firmware Release History (FAX)		Prepared by: K. Moriizumi	
From: 1st Tech S	Service Sect., MFP/Printer Te	ech Service Dept.	
Classification:	☐ Troubleshooting ☐ Mechanical	☐ Part information ☐ Electrical	☐ Action required ☐ Service manual revision
	Paper path	☐ Transmit/receive	
	☐ 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

[&]quot;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:
	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.

[&]quot;Available": The firmware can be updated via RFU or SD card.



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Model: MT-C3/MT-C3.5	Date: 05-Dec-06	No.: RB246016g
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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