

Reissued: 27-Mar-08

Model: Martini-C3.5	Date: 07-Feb-08	No.: RD052001a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: S.Watanabe	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
<i>1.02.1:00</i>	<i>D0545127A</i>	<i>March 2008 production</i>
1.01 :00	D0545127	1st Mass production.

Version	Modified Points or Symptom Corrected
<i>1.02.1:00</i>	<i>Symptom corrected:</i> <i>1. Jam 23 occurs when copying on duplex mode.</i> <i>2. The printing feature does not work after the machine recovers from Energy Saver mode.</i>
1.01:00	1st Mass production.

Model: General		Date: 12-Mar-08	No.: RGene027
Subject: New Wireless LAN Option		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information on the Release of a New Wireless LAN Option

Overview

1. Production of a new wireless LAN option, the **IEEE 802.11b Interface Unit Type N**, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

for US

Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-08	403019	802.11b Interface Unit Type F	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-07	403018	IEEE802.11b Interface Unit Type H	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
G874-48	403017	IEEE802.11b Interface Unit Type I	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-09	414421	IEEE802.11b Interface Unit Type H	change from EDP:412996

2. Specifications of the new wireless LAN option:



Print_B7367059.pc

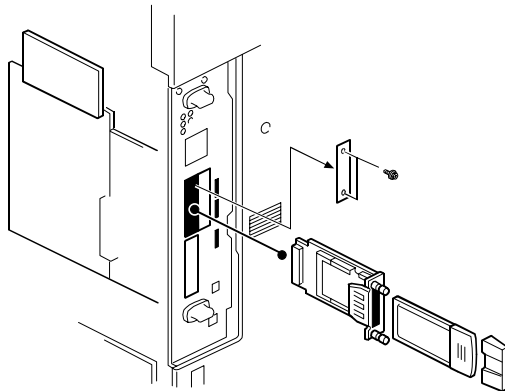
Specification Sheet:

Model Name: IEEE 802.11b Interface Unit Type N
 Machine code: B736-16
 EDP code: 414525
 Package: All-in-one (PCB, LAN card, and cover are pre-assembled)
 Channel freq. range: 2412 MHz to 2462 MHz (11ch.)
 Transmission speed: 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

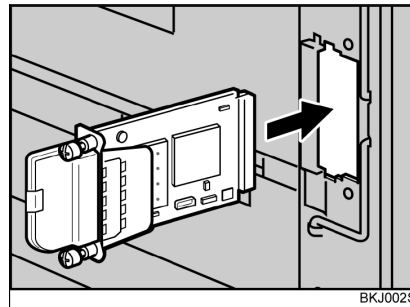
Model: General

Date: 12-Mar-08

No.: RGene027



Previous types:
PCB, LAN card, and cover are
separate



New Type (IEEE802.11b
Interface Unit Type N):
Pre-assembled

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

See “Target Models” below.

2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative.

See “Target Models” below.

Notice to users (excerpt on next page):



print_B7367058.pdf

Model: General

Date: 12-Mar-08

No.: RGene027

Excerpt from the Operating Instructions for LP models

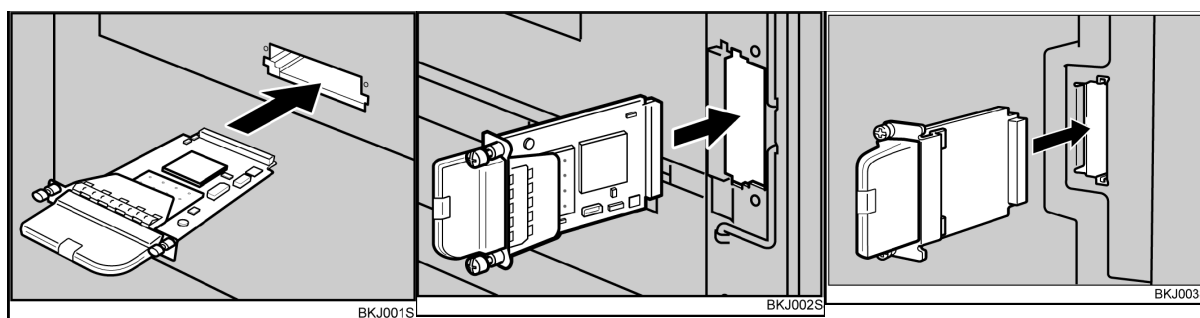
Installing the Optional Wireless LAN Interface Unit

Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
 - Do not subject the wireless LAN interface unit to physical shocks.
1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
 2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.
The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot.

Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws.
Check the wireless LAN interface unit is connected firmly to be controller board.

Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

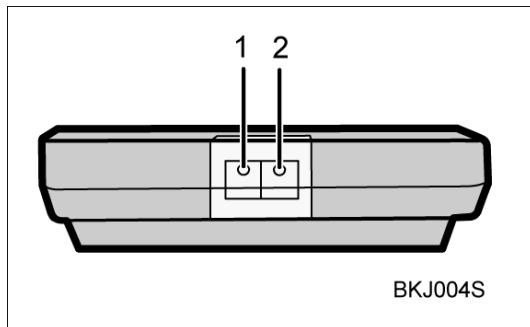
Model: General

Date: 12-Mar-08

No.: RGene027

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



1. The orange light indicates normal network connectivity.
2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Model: General

Date: 12-Mar-08

No.: RGene027

Target Models

MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena-C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	(1.31)	(5.17)	(1.08)	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella-C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian-C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	(1.12)	T.B.D	T.B.D	2008 April
02.	Gaia-P2L	(1.01)	T.B.D	T.B.D	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	(1.08)	T.B.D	T.B.D	2008 April
05.	Martini-P2	(1.10)	T.B.D	T.B.D	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	T.B.D	T.B.D	T.B.D	2008 May

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere -P1 mentions “version 1.07” for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Reissued: 08-Oct-08

Model: Martini-C3.5	Date: 07-Feb-08	No.: RD052001b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: S.Watanabe	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.03:00	<i>D0545127B</i>	<i>July 2008 production</i>
1.02.1:00	D0545127A	March 2008 production
1.01 :00	D0545127	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03:00	<i>Symptom corrected:</i> <i>1. A jam occurs after printing from by-pass tray on the 80 cpm machine.</i>
1.02.1:00	Symptom corrected: 1. Jam 23 occurs when copying on duplex mode. 2. The printing feature does not work after the machine recovers from Energy Saver mode.
1.01:00	1st Mass production.

Reissued: 16-Oct-08

Model: Martini-C3.5	Date: 07-Feb-08	No.: RD052001c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: S.Ishizu	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.04:00	<i>D0545127C</i>	<i>Oct 2008 production</i>
1.03:00	D0545127B	July 2008 production
1.02.1:00	D0545127A	March 2008 production
1.01 :00	D0545127	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04:00	Symptom corrected 1. An ejection jam occurs in staple mode with the Victoria and Z-folding unit. 2. Punch holes are skewed in 3-hole punch mode (NA) when using the Euphrates.
1.03:00	Symptom corrected: 1. Jam occurs after printing from by-pass tray on 80 cpm machine.
1.02.1:00	Symptom corrected: 1. Jam 23 occurs when copying on duplex mode. 2. The printing feature does not work after the machine recovers from Energy Saver mode.
1.01:00	1st Mass production.

Model: Martini-C3/C3.5		Date: 22-Dec-08	No.: RD052002
Subject: SC542		Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> 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

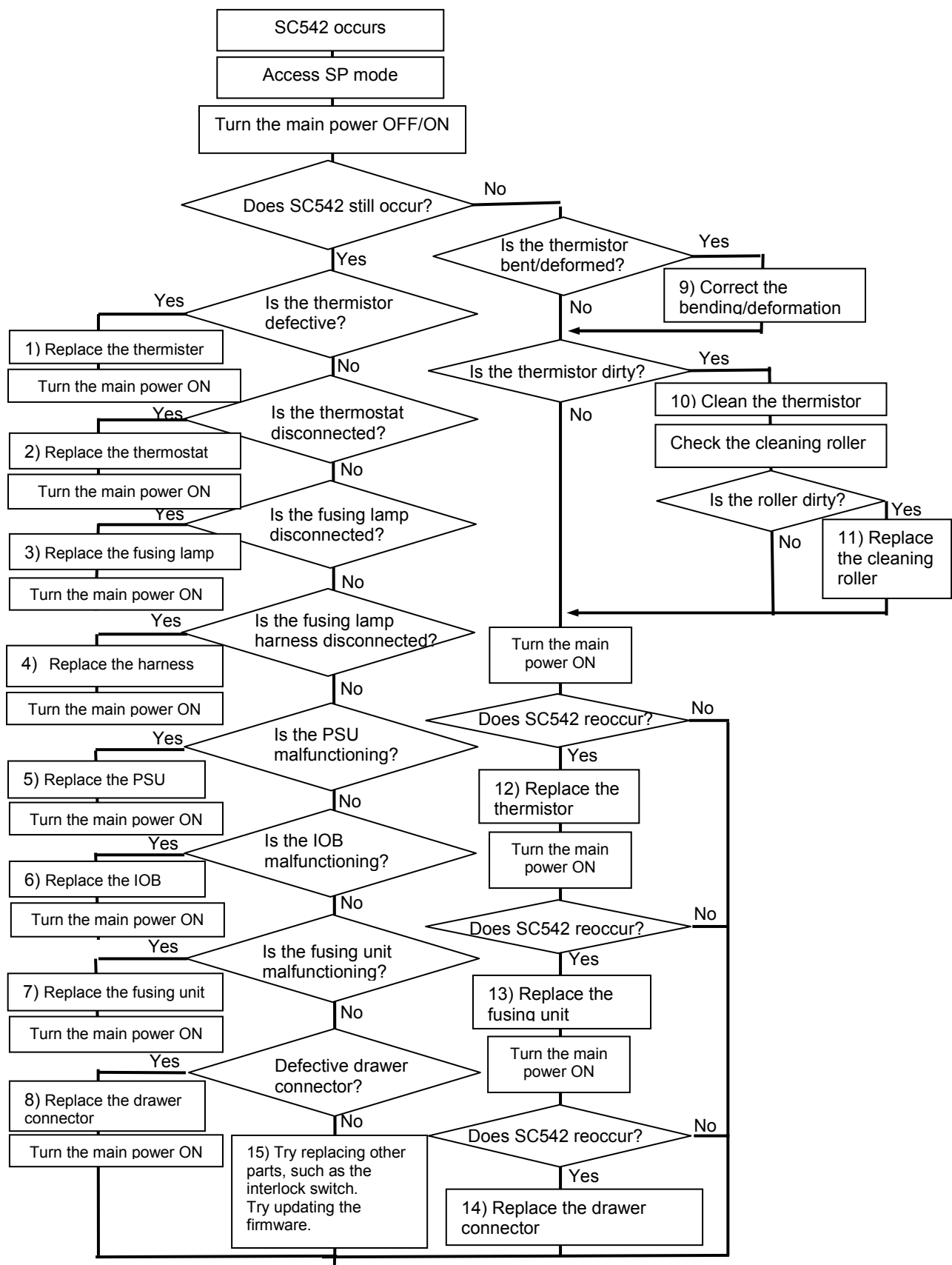
In rare cases, the SC can be caused by one of the following:

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.

Flowchart for SC542 occurrences



Keep a record of the cause of the SC that you determined in this procedure (write down the corresponding number). At the next occurrence, check to see if the cause is the same.


Model: Model MT-C3.5		Date: 11-Mar-09	No.: RD052003
Subject: Printer Bit Switch		Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other ()		

SP1-XXX (Service Mode)

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

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

Model: Model MT-C3.5	Date: 11-Mar-09	No.: RD052003
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		A collation type (shift or normal) will be applied to all jobs that do not already have a 'Collate Type' configured. <div>  Note </div> <ul style="list-style-type: none"> If #5-0 is enabled, this Bit Switch has no effect. 	
bit 3	[PCL5e/c,PS]: PDL Auto Switching	0: Enable	1: Disable
	Disable: The MFPs ability to change the PDL processor mid-job. Some host systems submit jobs that contain both PS and PCL5e/c. If Auto PDL switching is disabled, these jobs will not be printed properly.		
bit 4	DFU	-	-
bit 5	DFU	-	-
bit 6	DFU	-	-
bit 7	DFU	-	-

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

1001	Bit Switch		
004	Bit Switch 4 DFU	-	-


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

Model: Model MT-C3.5	Date: 11-Mar-09	No.: RD052003
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		If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"		
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PS] PS Criteria	Pattern3	Pattern1
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers		
	bit 4	Increase max number of the stored jobs to 1000 jobs.	Disable (100)	Enable (1000)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	Bit Switch			
006	Bit Switch 6	DFU	-	-

1001	Bit Switch			
007	Bit Switch 7	DFU	-	-

1001	Bit Switch			
008	Bit Switch 8		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	[PCL,PS]: Allow BW jobs to print without requiring User Code	Disable	Enable
		Enable: BW jobs submitted without a user code will be printed even if usercode authentication is enabled.		
		<div>  Note </div> <ul style="list-style-type: none"> Color jobs will not be printed without a valid user code. 		

Model: Model MT-C3.5	Date: 11-Mar-09	No.: RD052003
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	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	[PS]: Orientation Auto Detect Fuction	Disable	Enable
		<p>Automatically chooses page orientations of PostScript jobs (Landscape or Portrait) based on the content.</p> <p> Note</p> <p>Applied to PS firmware ver 1.01</p>		
	bit 7	DFU	-	-

Reissued: 19-May-09

Model: Martini-C3.5	Date: 07-Feb-08	No.: RD052001d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: K.Yamamoto	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.05:00	D0545127D	Apr 2009 production
1.04:00	D0545127C	Oct 2008 production
1.03:00	D0545127B	July 2008 production
1.02.1:00	D0545127A	March 2008 production
1.01 :00	D0545127	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05:00	Symptom corrected: 1. SC990 occurs when making a 1-to-1 copy using the ADF. 2. When an original jam occurs in the ADF, an error message is displayed stating that a plotter jam has occurred. 3. A jam occurs when using the SR4000 finisher and interposer.
1.04:00	Symptom corrected 1. An ejection jam occurs in staple mode with the Victoria and Z-folding unit. 2. Punch holes are skewed in 3 hole punch mode (NA) when using the Euphrates.
1.03:00	Symptom corrected: 1. Jam occurs after printing from by-pass tray on 80 cpm machine.
1.02.1:00	Symptom corrected: 1. Jam 23 occurs when copying on duplex mode. 2. The printing feature does not work after the machine recovers from Energy Saver mode.
1.01:00	1st Mass production.

Model: MT-3.5		Date: 1-Jun-09	No.: RD052004
Subject: Paper feed unit		Prepared by: K. Yamamoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0656330	B2476335	SIDE PLATE:REAR:PAPER FEED UNIT:ASS'Y	1	X/O as set	65	12	
B0656366	B2476366	BRACKET:DRIVE	1		63	27	

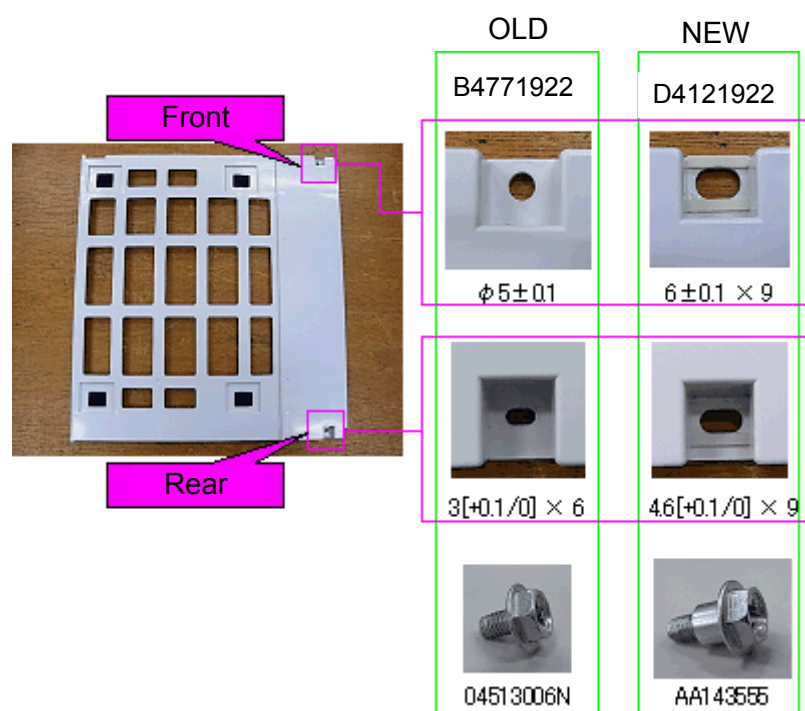
Change/ Reason: Vender change

Model: MT-3.5		Date: 2-Jun-09	No.: RD052005
Subject: Lower cover - ADF		Prepared by: K. Yamamoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B4771922	D4121922	COVER: LOWER	1	X/O	21	3	
04513006N	AA143555	SCREW – M3X5	1	as set	21	102	

Change: The shape of the screw holes in the lower cover was changed.

Reason: To further minimize curving in the cover.



Model: MT-3.5		Date: 22-Jul-09	No.: RD052006
Subject: Decal for side fence		Prepared by: K. Yamamoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

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

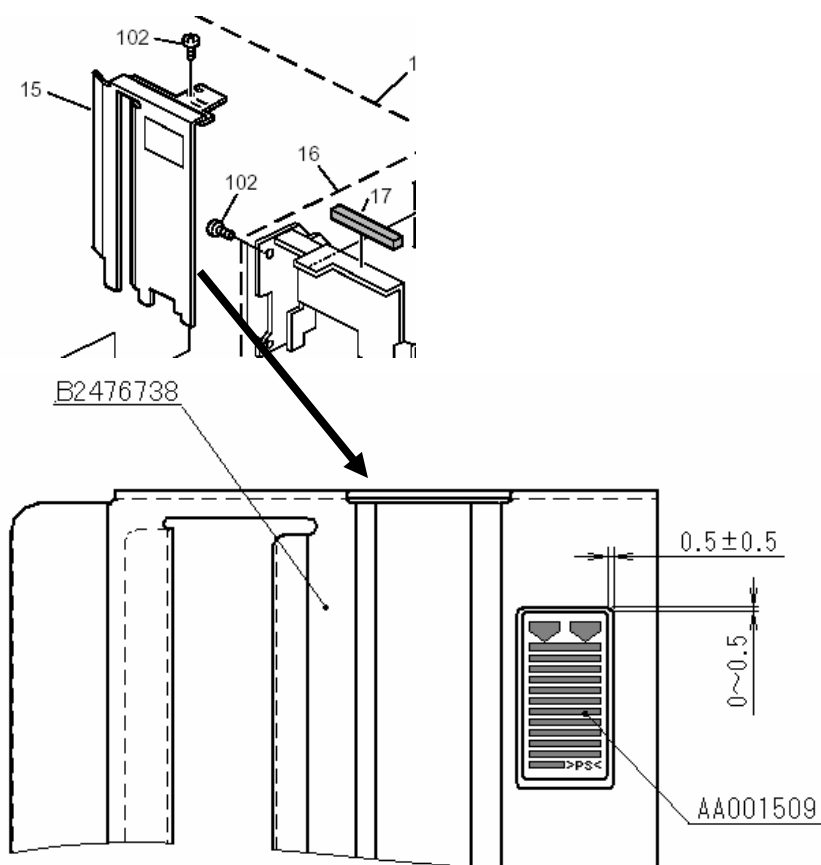
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	AA001509	DECAL:SIDE FENCE:16X30	1	-	55	25*	

*New index

Change: A decal was added to the side fence.

Reason: To further improve the usability of the side fence.

Location of decal



Reissued:30-Sep-09

Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a
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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:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

SYMPTOM:

SC555 or SC542 occurs

CAUSE:

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

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

SOLUTION:

If the symptom occurs:

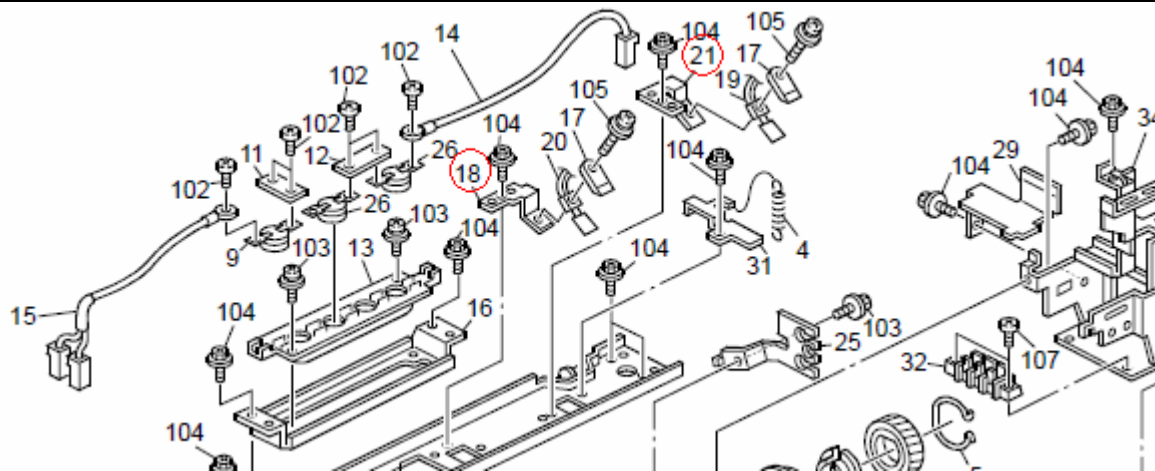
1. Clean the middle and rear thermistors.
2. If the SC still occurs even after cleaning the thermistors, replace the thermistor brackets with the new parts in the table below.

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

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

Reissued:30-Sep-09

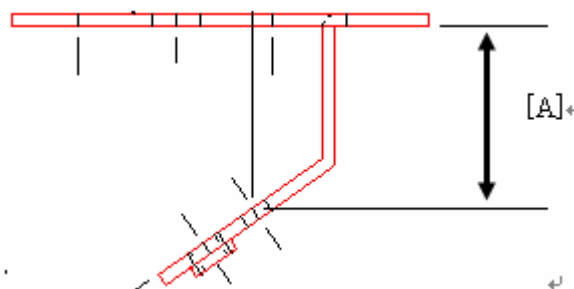
Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a
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The distance [A] is different between the new and old brackets .

B1404196/7: 14.8mm

D0624196/7: 15.3mm

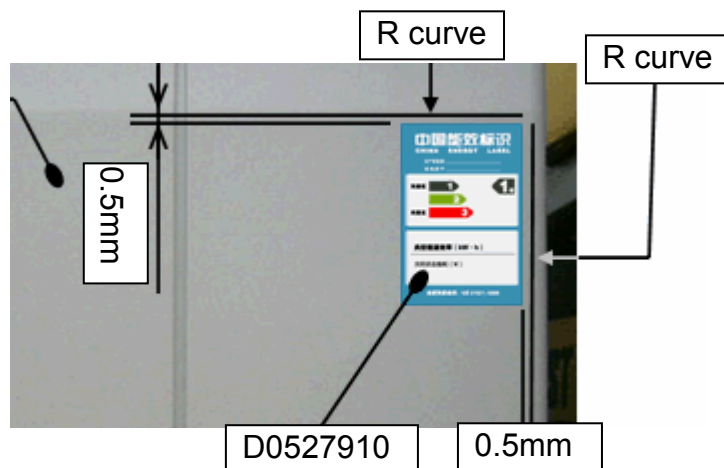


Model: MT-3.5		Date: 29-Jul-09	No.: RD052007
Subject: China Energy Label		Prepared by: K. Yamamoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D0527910	Decal China Energy Label D05221	1	-	15	38	

Change: The “China Energy Label” was added as a service part.

Reason: To make it possible to replace the label in the field.



Reissued:7-Aug-09

Model: MT-3.5	Date: 22-Jul-09	No.: RD052006a
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RTB Reissue

The picture was added.

Subject: Decal for side fence		Prepared by: K. Yamamoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

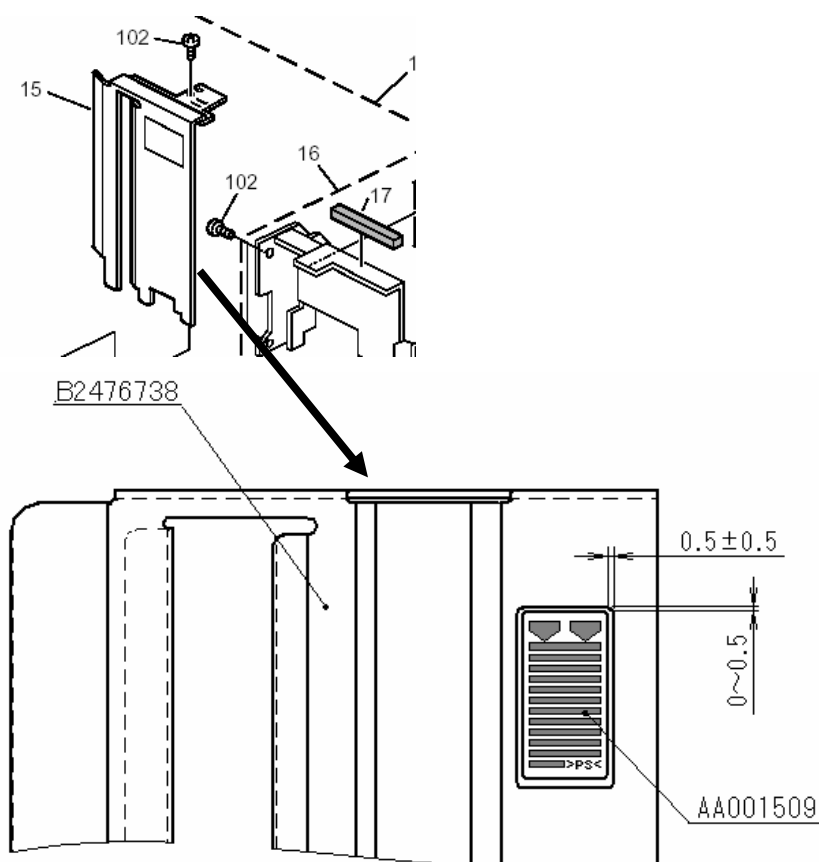
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	AA001509	DECAL:SIDE FENCE:16X30	1	-	55	25*	

*New index

Change: A decal was added to the side fence.

Reason: To further improve the usability of the side fence.

Location of decal



Reissued:7-Aug-09

Model: MT-3.5

Date: 22-Jul-09

No.: RD052006a



Reissued: 28-Aug-09

Model: Martini-C3.5	Date: 07-Feb-08	No.: RD052001e
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: K.Yamamoto	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.06:00	D0545127E	July 2009 production
1.05:00	D0545127D	Apr 2009 production
1.04:00	D0545127C	Oct 2008 production
1.03:00	D0545127B	July 2008 production
1.02.1:00	D0545127A	March 2008 production
1.01 :00	D0545127	1st Mass production.

Version	Modified Points or Symptom Corrected
1.06:00	Symptom corrected: SP6128-008 (2nd Fold: A3 SEF) settings cannot be adjusted.
1.05:00	Symptom corrected: 1. SC990 occurs when making a 1-to-1 copy using the ADF. 2. When an original jam occurs in the ADF, an error message is displayed stating that a plotter jam has occurred. 3. A jam occurs when using the SR4000 finisher and interposer.
1.04:00	Symptom corrected 1. An ejection jam occurs in staple mode with the Victoria and Z-folding unit. 2. Punch holes are skewed in 3 hole punch mode (NA) when using the Euphrates.
1.03:00	Symptom corrected: 1. Jam occurs after printing from by-pass tray on 80 cpm machine.
1.02.1:00	Symptom corrected: 1. Jam 23 occurs when copying on duplex mode. 2. The printing feature does not work after the machine recovers from Energy Saver mode.
1.01:00	1st Mass production.

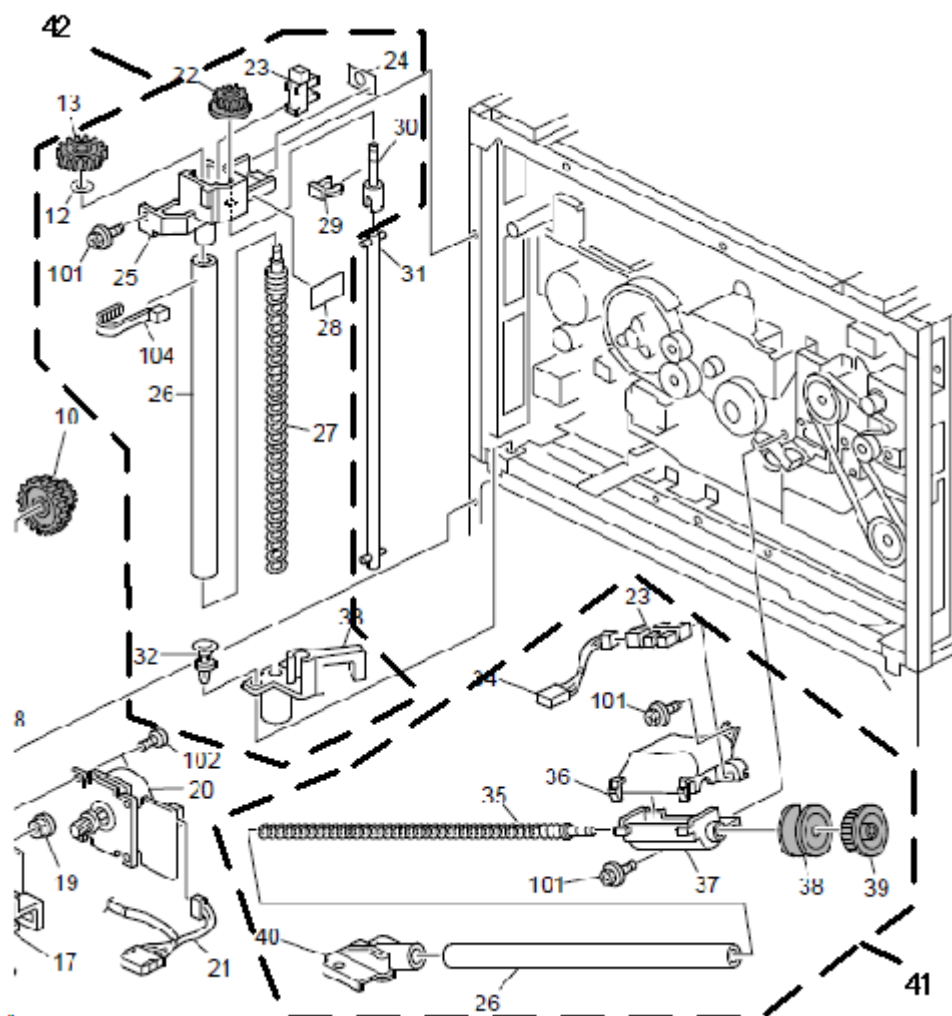
Model: MT-C4	Date: 29-Mar-10	No.: RD062036
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Subject: Toner collection units		Prepared by: K.Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

New parts numbers for units are added

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



Model: Model MT-C4	Date: 24-May-10	No.: RD062040
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Subject: SC542		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

SYMPTOM

SC542 occurs

CAUSE

Temperature misdetection by the thermistors

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

SOLUTION

1. Clean or replace the fusing roller

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

2. Replace the middle and rear thermistor brackets.

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

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

Model: Model MT-C4	Date: 24-May-10	No.: RD062040
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3. Replace the middle and rear thermistors.

Note: The new thermistor is resistant to toner buildup on its surface.

Changes:

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

Reasons:

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

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



Old



New



Correct position of the thermistor

Reissued: 30-Aug-10

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

The items in bold italics have been added.

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

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

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

Version	Modified Points or Symptom Corrected
5.59	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 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. 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. 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 fall back to NTLMv2. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.

Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003i
Version	Modified Points or Symptom Corrected		
	<p>8. <i>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.</i></p> <p>9. <i>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.</i></p> <p>10. <i>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.</i></p> <p>Other changes:</p> <p>1. <i>Unable to Scan to SMB to a destination that is not specified using an FQDN.</i></p> <p>2. <i>Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</i></p> <p>3. <i>Windows Authentication fails if the username or password includes lower-case European characters.</i></p> <p>4. <i>The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</i></p>		
5.58	<p>Symptom corrected:</p> <ol style="list-style-type: none"> IPP print jobs are cancelled. This happened very infrequently. 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. 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). <p>Other changes:</p> <ol style="list-style-type: none"> Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. The MFP now supports CIFS, DFS and NTLM v2. 		
5.57	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441). 		
5.56	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: <ul style="list-style-type: none"> The Ethernet Speed is changed to any setting except "Auto Select", from the 		

Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003i
Version	Modified Points or Symptom Corrected		
	<p>operation panel.</p> <ul style="list-style-type: none"> The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. <p>7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</p> <p>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.</p> <ul style="list-style-type: none"> 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. <p>Other changes:</p> <p>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.</p>		
5.55	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> IPP clients might not print to devices that joined the network using mDNS (Bonjour). 		
5.53.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).</p>		

Reissued: 30-Aug-10

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003i
Version	Modified Points or Symptom Corrected		
5.10c	<ol style="list-style-type: none"> 1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length. 		
5.07.1c	1st Mass production		

Reissued: 09-Feb-11

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

The items in bold italics have been added.

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

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

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

Note: Definition of Availability of RFU
“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
5.60	Symptom corrected: <ol style="list-style-type: none"> An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the MFP by http. 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. 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: <ol style="list-style-type: none"> Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003j
Version	Modified Points or Symptom Corrected		
	<p>that have Windows Live ID Sign-in assistant installed.</p> <ol style="list-style-type: none"> Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 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. 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. 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. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. 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. 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. 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. <p>Other changes:</p> <ol style="list-style-type: none"> Unable to Scan to SMB to a destination that is not specified using an FQDN. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. Windows Authentication fails if the username or password includes lower-case European characters. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec. 		
5.58	<p>Symptom corrected:</p> <ol style="list-style-type: none"> IPP print jobs are cancelled. This happened very infrequently. 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. 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). <p>Other changes:</p> <ol style="list-style-type: none"> Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. The MFP now supports CIFS, DFS and NTLM v2. 		
5.57	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441). 		

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003j
Version	Modified Points or Symptom Corrected		
5.56	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> – 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. <ul style="list-style-type: none"> – 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. <p>Other changes:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. IPP clients might not print to devices that joined the network using mDNS (Bonjour). 		
5.53.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB. 4. The device might be unable to obtain an IP address from a DHCP Server through 		

Reissued: 09-Feb-11

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003j
Version	Modified Points or Symptom Corrected		
	a DHCP Relay Agent (FPR#RE06110003/RE06110011/RC06120002). 5. A 404 error will be returned by WIM after the "Date and time" setting is configured via a WebSmartDeviceMonitor ver.2.0 Batch Configuration. 6. The device will not be registered with a DNS server by a DHCP relay agent. 7. The device fails to renew with the DDNS server, it will not try again.		
5.11c	The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).		
5.10c	1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001) 3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.		
5.07.1c	1st Mass production		

Reissued: 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.

Subject: Firmware Release History (FAX)		Prepared by: K. Moriizumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> 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	<i>B2475108K</i>	-	-	<i>Available</i>
09.00.00	B2475108J	-	December 2010 production	Available
8.00	B2475108H	-	October 2009 production	Available
7.00	B2475108G	-	September 2009 production	Available
6.00	B2475108F	-	January 2008 production	Available
5.00	B2475108E	-	July 2007 production	Available
4.00	B2475108D	-	March 2007 production	Available
3.00	B2475108C	-	November 2006 Production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
10.00.00	<i>Symptom corrected:</i> <i>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.</i>
09.00.00	Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
8.00	Other: 1. Minor changes applied for the Japanese model.
7.00	Symptom corrected: If a FAX is sent under the following conditions, the sender information is not included in the Send Results: - The operator sets the LCD to "Simplified Display". - The operator logs in via User Authentication using a name that has been set manually (i.e. changed from the default name initially allocated).
6.00	Supports the Model MT-C3.5(Machine Code: D052/D053/D054).
5.00	Supports the Catalan and Turkish languages.

Reissued: 10-Aug-16

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

Model: MT-C4		Date: 25-Mar-11	No.: RD062055
Subject: Part number change Counter		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> 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 by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

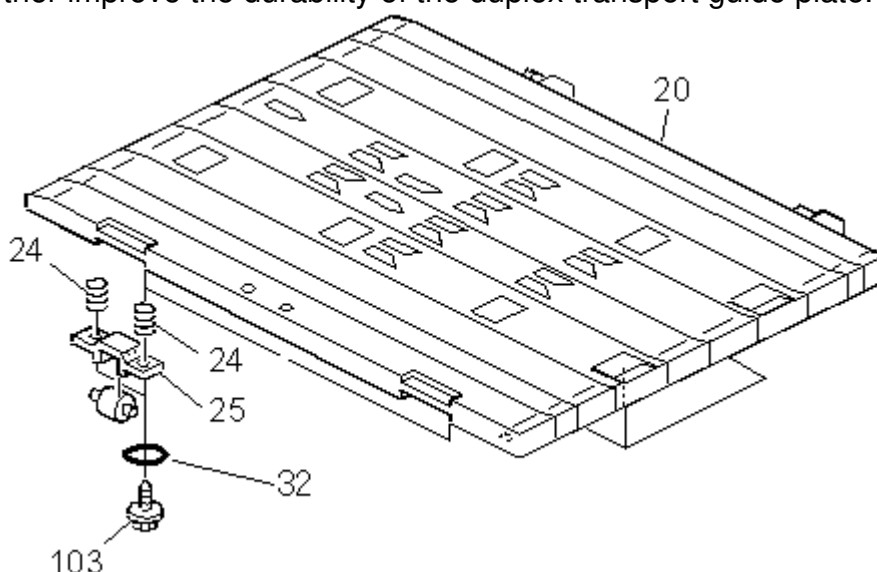
Old part number	New part number	Description	Q'ty	Int	Page	Index
B0654730	D0624730	GUIDE PLATE:TRANSPORT:LOWER	1	X/O as a set	119	20
AA063581	D0624741	COMPRESSION SPRING: HOLDER:GUIDE PLATE	4		119	24
A2294727	D0624727	HOLDER:PRESSURE:GUIDE PLATE	2		119	25
-	B1801743	SBU WASHER	4		119	32*
04503008	08025320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



Reissued: 12-Sep-16

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

The items in bold italics have been added.

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

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

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

Note: Definition of Availability of RFU via @Remote

"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

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

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060
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Subject: Background / Overtoneing / light image		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2



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

SYMPTOM

One of the following occurs before the developer reaches its replacement cycle:

- Light copies
- Dirty background
- Toner dusting inside the machine

CAUSE

Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.

SOLUTION

Do the following.

1. Change/check the following SP settings, and then check the image quality.
 - Set **SP2201-004** (Development Bias Adjustment ID Sensor Pattern Dev. Potential) to its default value of **240V**.
Note: This SP adjusts the amount of the toner supplied.
 - Set **SP2-967-001** (Developer Density Adjustment Mode) to its default value of **0**.
Note: This SP is only for special (ammonia) paper.
 - **SP3-902-008** (Drum Condition Display VI)
If the VL value is less than **-380**, replace the drum.
2. Check/do the following
 - Replace any PM parts whose counter values are higher than the target yield.
 - If the following SC(s) are mentioned often on the SMC report, do the action recommended in the Service Manual:
SC317, SC340, SC345, SC350, SC352, SC401, SC402

Model: Model MT-C4

Date: 21-Sept-11

No.: RD062060

- 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.



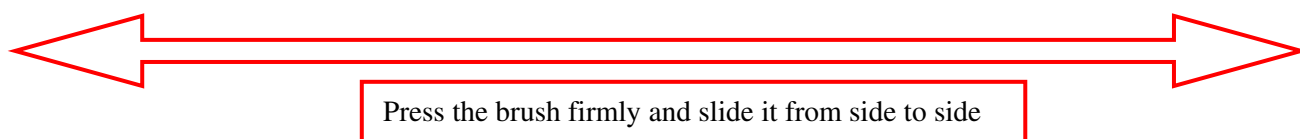
2. Remove the developer from the development unit through the development roller sleeve.



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.





4. Wipe the toner off the sleeve.

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



Before cleaning



After cleaning

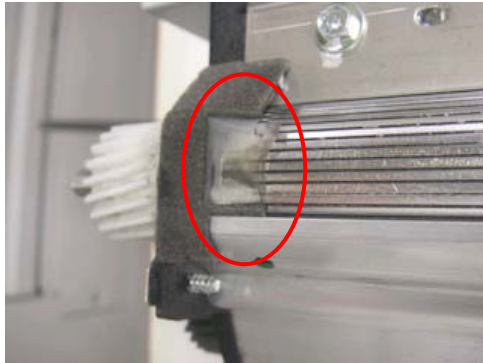
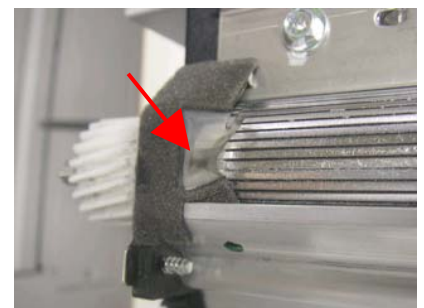
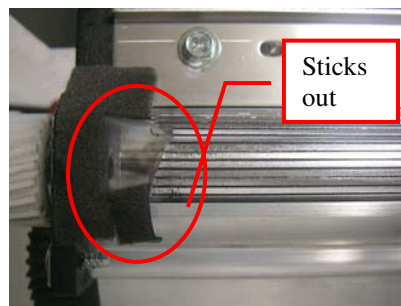
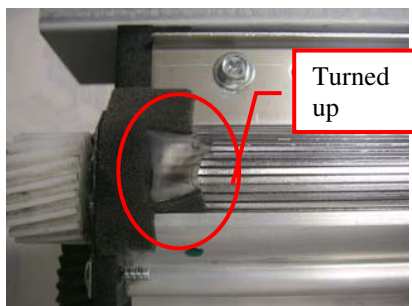


Model: Model MT-C4

Date: 21-Sept-11

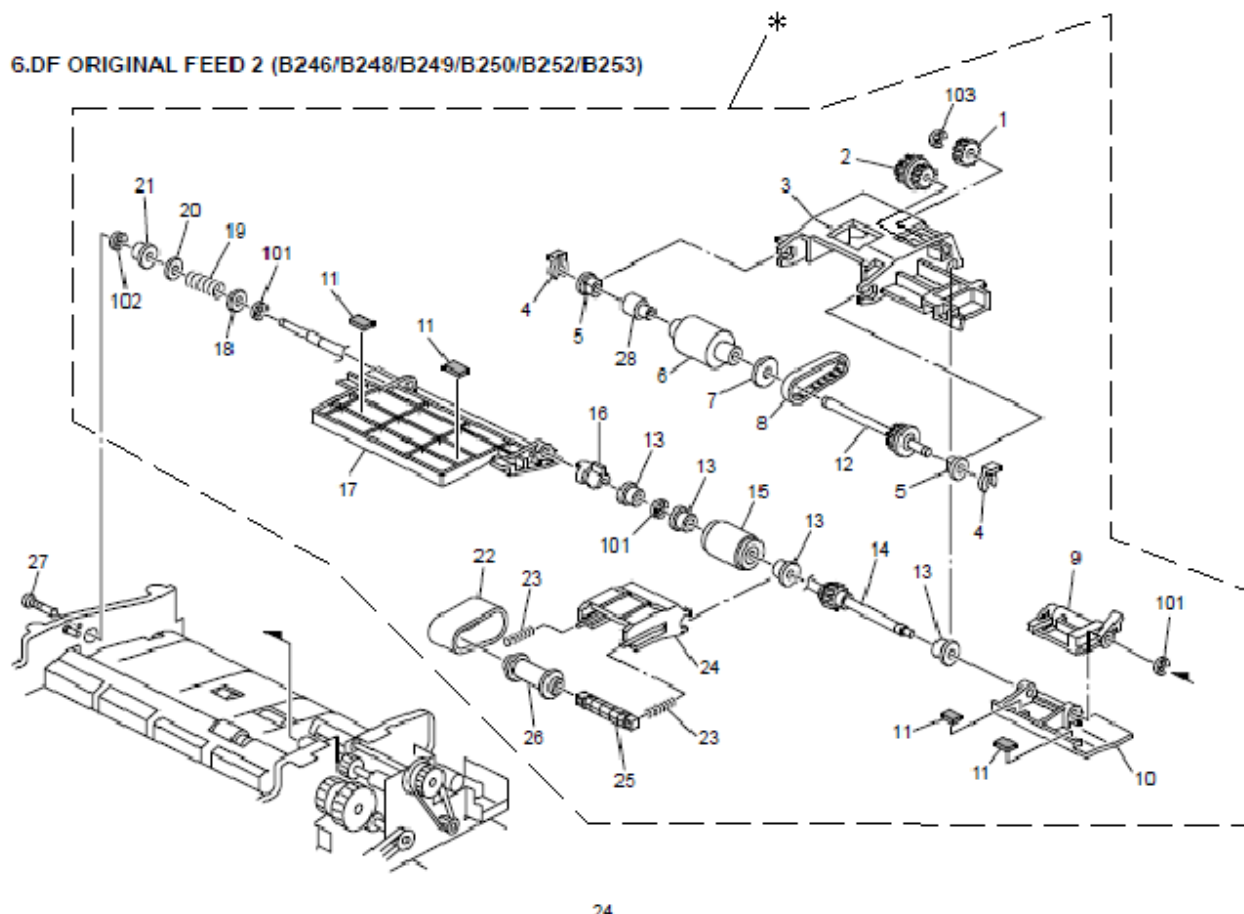
No.: RD062060

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

CORRECT:**Incorrect:**

6. Reattach the Mylar and install new developer.

Model: MT-C3.5		Date: 25-Mar-11	No.: RD052008
Subject: Newly registered Original feed section		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2



24. Tandem Tray 3 (D062/D063/D065/D066)

Part number	Description	Q'ty	Page	Index	Note
B4772175	SHAFT:SEPARATION:DRIVE:ASS'Y	1	25	*	New Index

Change: These parts were newly registered as service parts.

Reason: To meet a request from the field.

Model: MT-C3.5

Date: 14-Dec-11

No.: RD052009

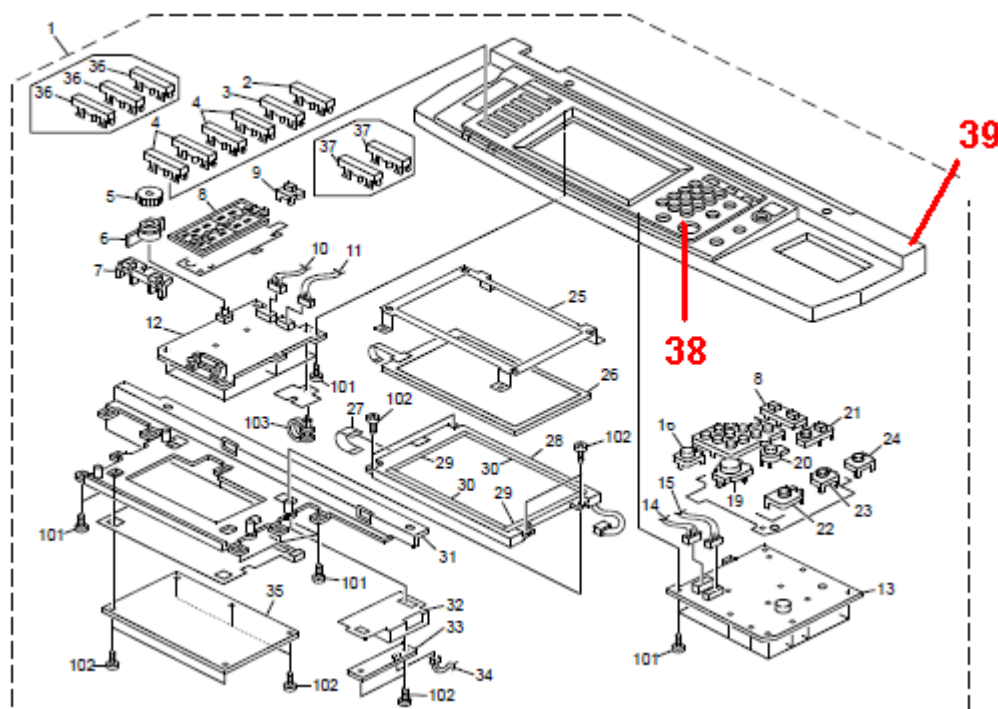
Subject: Part Information (Operation Panel)		Prepared by: T. Hirakawa	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Change/Reason:

As per field request, the following part was newly added as a service part.

New part number	Description	Target model	Q'ty	Page	Index
B2231561	PANEL:UPPER:NA	D052/D053/D054-17/29/57	1	19	38
B2231562	PANEL:UPPER:EU	D052/D053/D054-27	1	19	38
B2471440	COVER:UPPER:M-C3:NA	D052/D053/D054-17/57	1	19	39
B2471470	COVER:UPPER:M-C3:EU	D052/D053/D054-27	1	19	39

3.Operation Panel (D052/D053/D054)



Reissued:28-Jun-12

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

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

Subject: Background / Overtoneing / light image		Prepared by: K. Yamamoto	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> 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

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**.

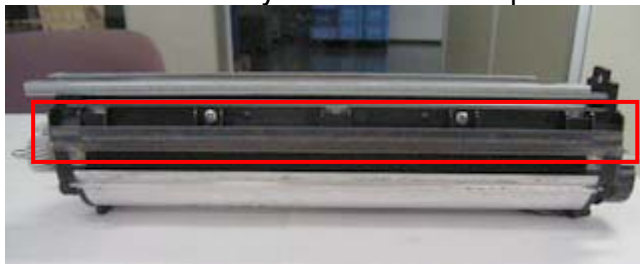
Set **SP2210** (ID Sensor Pattern Interval) to a value of **1**.

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.



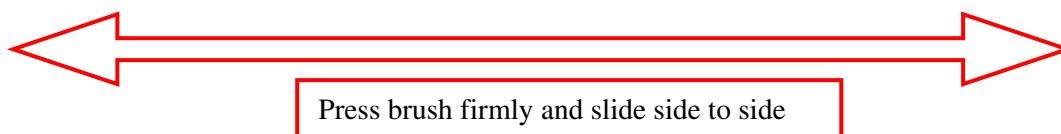
3. Clean the development roller sleeve by sliding the brush shown in the photo firmly along the entire length of the sleeve.

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



Reissued:28-Jun-12

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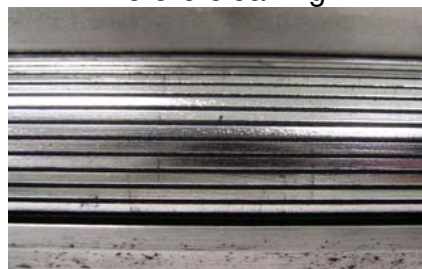


4. Wipe the toner off the sleeve.

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



Before cleaning



After cleaning



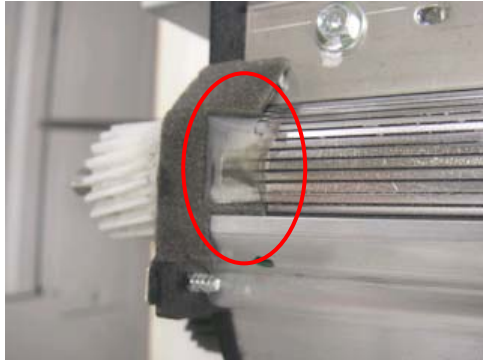
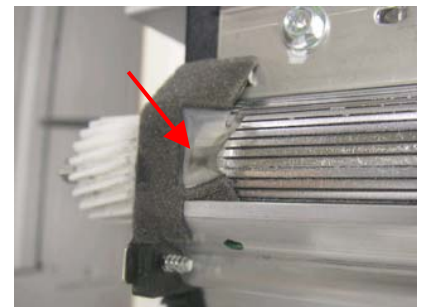
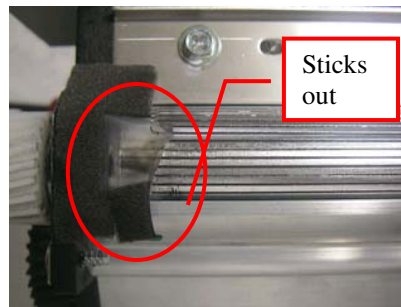
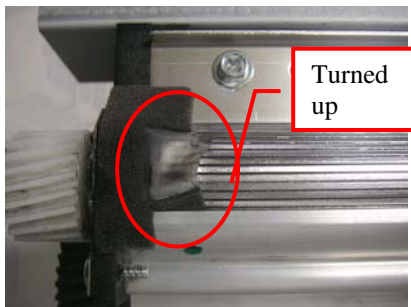
Reissued:28-Jun-12

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.

Reissued:28-Jun-12

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

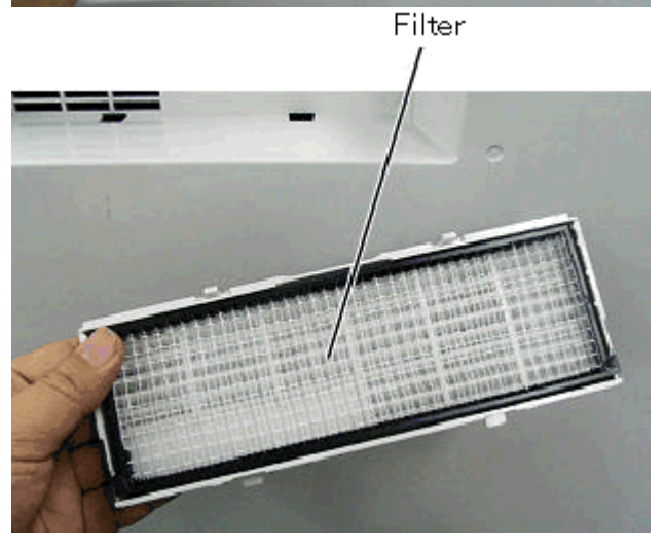
MT-C3: Update the Engine firmware (B2475127) to ver1.13:60.

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.



Reissued:28-Jun-12

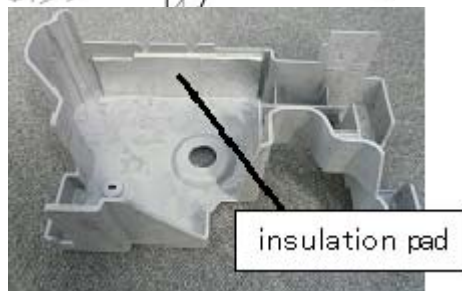
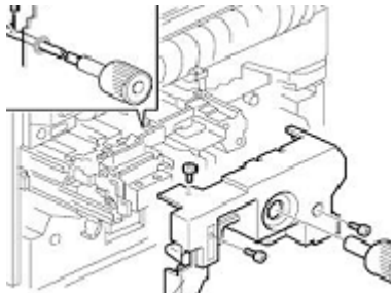
Model: Model MT-C4

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.



Reissued: 27-Jun-12

Model: Martini-C3.5	Date: 07-Feb-08	No.: RD052001f
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: K.Yamamoto	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.06c:00	D0545127E_LR0534	February 2012 production	Available
1.06:00	D0545127E	July 2009 production	Available
1.05:00	D0545127D	Apr 2009 production	Available
1.04:00	D0545127C	Oct 2008 production	Available
1.03:00	D0545127B	July 2008 production	Available
1.02.1:00	D0545127A	March 2008 production	Available
1.01 :00	D0545127	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.06c:00	Symptom corrected: One of the following occurs before the developer reaches its replacement cycle: <ul style="list-style-type: none"> - Light copies - Dirty background - Toner dusting inside the machine
1.06:00	Symptom corrected: SP6128-008 (2nd Fold: A3 SEF) settings cannot be adjusted.
1.05:00	Symptom corrected: 1. SC990 occurs when making a 1-to-1 copy using the ADF. 2. When an original jam occurs in the ADF, an error message is displayed stating that a plotter jam has occurred. 3. A jam occurs when using the SR4000 finisher and interposer.
1.04:00	Symptom corrected 1. An ejection jam occurs in staple mode with the Victoria and Z-folding unit. 2. Punch holes are skewed in 3 hole punch mode (NA) when using the Euphrates.
1.03:00	Symptom corrected: 1. Jam occurs after printing from by-pass tray on 80 cpm machine.
1.02.1:00	Symptom corrected: 1. Jam 23 occurs when copying on duplex mode. 2. The printing feature does not work after the machine recovers from Energy Saver mode.
1.01:00	1st Mass production

Reissued: 17-May-13

Model: MT-C3/MT-C3.5	Date: 08-Aug-06	No.: RB246003k
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)		Prepared by: K. Yamamoto	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

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

Version	Program No.	C. SUM	Effective Date	Availability of RFU
5.61	B2475102N	-	March 2013 production	Available
5.60	B2475102M	-	December 2010 production	Available
5.59	B2475102L	-	September 2010 production	Available
5.58	B2475102J	-	January 2010 production	Available
5.57	B2475102H	-	October 2008 production	Available
5.56	B2475102G	-	February 2008 production	Available
5.55	B2475102F	-	October 2007 production	Available
5.54	B2475102E	-	April 2007 production	Available
5.53.1	B2475102D	-	March 2007 production	Available
5.11c	B2475102C	-	Aug 2006 Production	Available
5.10c	B2475102B	-	May 2006 Production	Available
5.07.1c	B2475102A	8120	March 2006 Production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
5.61	Symptom corrected: <ol style="list-style-type: none"> Chunk Transfer Encoding over an IPP port might results in print jobs being reset. If SSDP = Active (Web ImageMonitor > Configuration > Network Security), a high load on the CPU might result in the MFP stalling with an SC899 error. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7. The device might lose network connectivity if SSDP is enabled. Network

Reissued: 17-May-13

Model: MT-C3/MT-C3.5		Date: 08-Aug-06	No.: RB246003k
Version	Modified Points or Symptom Corrected		
	<p><i>connectivity could be temporarily restored after a power cycle.</i></p> <p>5. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.(GFPR#RE11100009)</p> <p>6. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults.</p> <p>7. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.</p> <p>8. Scan to SMB fails if the both of the following conditions are met.</p> <ul style="list-style-type: none"> - Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name. - One or more octets in the destination's IPv4 address contain leading zeros. <p>9. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length.</p> <p>10. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.</p> <p>11. If "CNAME" is specified as the destination folder, ScanTo Folder will abort.</p> <p>12. If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail.</p> <p>13. Cannot scan to shared folders in Windows 8.</p> <p>14. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.</p>		
5.60	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the MFP by http. 2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder. 3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected. 		
5.59	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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 		

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	<p>destinations specified using a hostname might not be found.</p> <ol style="list-style-type: none"> 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. 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. 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. <p>Other changes:</p> <ol style="list-style-type: none"> Unable to Scan to SMB to a destination that is not specified using an FQDN. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. Windows Authentication fails if the username or password includes lower-case European characters. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec. 		
5.58	<p>Symptom corrected:</p> <ol style="list-style-type: none"> IPP print jobs are cancelled. This happened very infrequently. 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. 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). <p>Other changes:</p> <ol style="list-style-type: none"> Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. The MFP now supports CIFS, DFS and NTLM v2. 		
5.57	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441). 		
5.56	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: <ul style="list-style-type: none"> The Ethernet Speed is changed to any setting except "Auto Select", from the 		

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	<p>operation panel.</p> <ul style="list-style-type: none"> The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. <p>7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.</p> <p>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.</p> <ul style="list-style-type: none"> 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. <p>Other changes:</p> <p>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.</p>		
5.55	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> IPP clients might not print to devices that joined the network using mDNS (Bonjour). 		
5.53.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>The device might not be able to retrieve an IP address from a DHCP server under specific conditions (GFPR#RC06060003).</p>		

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5.10c	<ol style="list-style-type: none">1. The device might not obtain an IP address from DHCP server if Autonet is disabled. In some cases, "Cannot connect with DHCP Server.(101)" will be displayed on the operation panel.2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)3. The SSID is shown as blank in the Configuration Page, even if the SSID has been configured. This will only happen if the SSID is exactly 32 characters in length.		
5.07.1c	1st Mass production		

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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network DocBox)		Prepared by: K. Yamamoto	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> 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	<i>B8415530M</i>	-	<i>March 2013 production</i>
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	<i>Symptom corrected:</i> <ol style="list-style-type: none"> <i>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.</i> <i>If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.</i> <i>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.</i>
3.02	Symptom corrected: <ol style="list-style-type: none"> Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 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. Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor without the powercycle. <ul style="list-style-type: none"> The 404 Not Found error will be shown if the WebImageMonitor document

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	<p>server is accessed.</p> <ul style="list-style-type: none"> - The device will stall if captured data is transferred to a delivery server such as ScanRouter. <p>4. Duplicate logs might be transferred to Web SmartDeviceMonitor.</p>		
3.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 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. <p>Other changes:</p> <ol style="list-style-type: none"> 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	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Fax documents stored in the document server, might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor. 		
2.04	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.08 or later) and NFA firmware (version 2.04 or later) need to be applied to fix this issue. 2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - System firmware ver 2.08 or later - Websys firmware ver 2.02.1 or later - WebUapl firmware ver 1.11 or later - NFA firmware ver 2.04 or later - Printer firmware ver 1.07 or later 		
2.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The "Total Printouts: Scanner(Scanner)" column in the csv file created by SDM for Admin's "Export User Statistics List" function, will contain all zeroes. 2. Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happened if the folder paths were imported to the address book from a csv file via SDM for Admin. 3. Dummy files entitled "Lost Document" are sent to the ScanRouter server device-capture function, instead of the actual job submitted to the printer. This problem only affected jobs of Sample Print/Hold Print/Locked Print job types. 4. Devices without a File Format Converter option might experience the following problems. This affects all files that were originally stored in the Document Server 		

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	by the Copier or Printer applications. – PDF files are displayed as a single line if the "Enlarge Image" button is pressed in WebImageMonitor. – An error message is displayed if the "File properties" button is pressed in WebImageMonitor.		
2.02	1. The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 2.05 or later) and NFA firmware (version 2.02 or later) need to be applied to fix this issue.		
2.01	1. A FAX option is now available.		
1.14	1. Fixed: Jobs downloaded using DeskTopEditor For Production are not logged in the Job Log. 2. This happens only when the SSL setting on the device is disabled or if it is enabled and "Ciphertext/Clear Text" is permitted. 3. Fixed: Jobs cannot be output to Tray 7(the Bypass tray) via DeskTopBinder or DeskTopEditor For Production. 4. Fixed: Jobs downloaded using the DeskTopEditor for Production 'For Printing' function, can not be returned to the Document Server. 5. Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC. 6. Fixed: The TWAIN error message 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		