

Model: Kir-C2		Date: 24-Mar-04	No.: RB121001
Subject: Important Notes for Fax Installation		Prepared by: H.Yokoyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Important Notes for When Installing the Optional Fax Feature

Please be sure to keep the following in mind when installing the optional fax:

1. **After changing the bit SW setting for the country code (system switch 0F), do not use the scroll key to go to the next bit setting.** Instead, turn the main power On/Off to activate the country code setting, and then go on to the next settings.
 - If the scroll key is used just after the country code is set, other bits may be changed.

2. **When installing the FCU, slowly and carefully connect the MBU to the FCU to ensure a proper connection.**
 - If the connection is not properly established, the fax option may not be detected and/or SC820 may occur.

Reissued: 8-Sep-04

Model: Kir-C2	Date: 31-Mar-04	No.: RB121002a
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RTB Correction

The items in bold italics have been corrected or added

Subject: Back of of directory information		Prepared by: H.Yokoyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

The following is an explanation of the SD card directory information backup feature. Please use this as a guide when backing up the customer's directory information.

This change has been applied from the following modification

Apply from December 2003 production: J9637200001~

<i>Part Number</i>	<i>Description</i>	<i>Firmware Version</i>
<i>B6585901C</i>	<i>Service Card FAX</i>	<i>V0.40.04</i>
<i>B6585902C</i>	<i>Service Card Copy EXP</i>	<i>V0.40.04</i>
<i>B6585903C</i>	<i>Service Card NIB</i>	<i>V4.13</i>
<i>B6585904C</i>	<i>Service Card Web System</i>	<i>V1.01</i>
<i>B6585905C</i>	<i>Service Card Net File</i>	<i>V0.28</i>

Backup of Directory Information

- CAUTION:**
- 1) Do not show the user how to copy the directory information. The normal machine operations are not guaranteed if the user has access to the SP mode.
 - 2) Use an SD card provided by a proper supplier. The normal machine operations are not guaranteed if you use an SD card provided by a third party.
 - 3) Turn off the main power switch before inserting an SD card into an SD card slot or removing an SD card from an SD card slot. The data in the SD card and/or in the machine memory may be corrupted if the main power switch is on.
 - 4) Use extreme caution when handling the directory information. The directory information can include confidential data.

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1. Overview

SP Mode

The machine can store directory information. You can copy the directory information from machine memory to an SD card; and you can copy the information from the SD card to machine memory. For this maintenance work, you use SP5-846-050 through 052. The table illustrates an overview of the functions of these SPs.

SP	Function	Remarks
SP5-846-050 (Clear Directory Information)	Initializes the directory information in the machine memory.	Use this SP before copying the information from the SD card to the machine memory.
SP5-846-051 (Upload Directory Information)	Copies the directory information from machine memory to the SD card.	☛ Refer to Section 1 (Overview)
SP5-846-052 (Download Directory Information)	Copies the directory information from the SD card to machine memory.	☛ Refer to Section 1
SP5-846-053 (Clear Upload Information)	Initializes the directory information in the SD card.	Use this SP to delete the information from your SD card.

NOTE: The SP name displayed on the operation panel may be abbreviated.

Folder and File Format

SP5-846-051 makes the folder "usrdb" in the SD card. The SP saves the directory information in this folder. This folder contains another folder that saves the directory information. The directory information is converted into the CSV format. This machine needs 150-KB free space in an SD card.

NOTE: For initializing SD cards, see Section 2. Requirements.

2. Requirements

1. SD card: You need an SD card provided by a proper supplier.
2. SD card drive: You need a computer with an SD card drive.
3. Windows: You need a computer running Windows to see the free space of your SD card or to copy the data from your SD card to the hard disk of a computer.
4. Application program supporting the CSV format: You need an application program that supports the CSV format to view the directory information on a computer.
5. SD Formatter: You need the following application program to initialize an SD card:
SD Formatter Ver. 1.1
You can download this application program from the following Web site:
http://panasonic.jp/support/audio/sd/download/sd_formatter_e.html.

NOTE: You do not have to initialize your SD card as long as the format of the SD card is not corrupted (☛ Refer to Section 7). Your SD card is already formatted when you get it from a proper supplier.

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3. Limitation

Overview

SP5-846-051 and 052 may not be able to copy some or all of the directory information. This limitation is brought by the following settings:

- SP5-846-003 (Maximum Entries): This is one of the SPs related to the management of the directory information. This SP increases the maximum entry number of the information.
- Group: This is supplemental information on recipients. The user can register this information to simplify their manual operation (☛ Operating Instructions).

SP5-846-003 (Maximum Entries)

The table below illustrates how SP5-846-003 affects SP5-846-051 and 052.

SP5-846-003 (Maximum Entries)	Smaller than default	Default (150)	Greater than default
SP5-846-051 (Upload Directory Information)	Can copy all	Can copy all	Can copy none*
SP5-846-052 (Download Directory Information)	Can copy all	Can copy all	Can copy all

* An error message is displayed when you try to copy the directory information from machine memory to an SD card.

Group

The table below illustrates how Group affects SP5-846-051 and 052. Note that SP5-846-051 cannot copy any data when SP5-846-003 has increased the maximum number of entries (see the table above).

	Group not registered	Group registered
SP5-846-051 (Upload Directory Information)	Can copy 150 entries	Can copy 149 entries
SP5-846-052 (Download Directory Information)	Can copy 150 entries	Can copy 149 entries

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4. Uploading Directory Information

1. Check that the SD card has enough free space. The SD card needs to have 150-KB free space to store the directory information of this machine.
2. Inform the user that:
You are going to copy the directory information to the SD card.
You delete those data from the SD card after the maintenance work.
3. Start the SP mode.
4. Select SP5-846-003 (Maximum Entries).
5. Check that the maximum entries are not increased (☛ Refer to Section 3). If the maximum number of entries is increased, return it to the default.
6. Quit the SP mode.
7. Press the power key on the operation panel.
8. Wait until the power LED turns off.
9. Turn off the main power switch.
10. Insert the SD card in the service slot.
11. Turn on the main power switch.
12. Start the SP mode.
13. Select SP5-846-051 (Upload Directory Information).
14. Follow the instructions on the operation panel.
15. Quit the SP mode.
16. Press the power key on the operation panel.
17. Wait until the power LED turns off.
18. Turn off the main power switch.
19. Remove the SD card.

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5. Copying Directory Information to a Computer

CAUTION: Use extreme caution when handling the directory information. The directory information can include confidential data.

You can copy the directory information from the SD card to a computer hard disk. You need a computer that runs Windows to copy the information. You need an application program that supports the CSV format to view the information on a computer.

1. Load the SD card into the SD card drive.
2. Start Explorer on Windows.
3. Navigate to the SD card.
4. Find the directory information file. The directory information file is in the folder "usrdb" (☛ Refer to Section 1).
5. Drag the directory information file to a folder. Or use the Copy command and the Paste command in the Edit menu of Explorer.
6. Open the copied file by an application program that supports the CSV format.
7. Check that the data is not corrupted.
8. Remove the SD card from the SD card drive.
9. Delete the directory information from the SD card (☛ Refer to Section 6).

6. Downloading Directory Information

When the user is going to keep the SD card, you do not need to delete the directory information from the SD card (SP5-846-053). When you are going to copy the directory information to the hard disk of the user's computer, see section 5.

1. Start the SP mode.
2. Select SP5-846-050 (Clear Directory Information).
NOTE: SP5-846-050 initializes the directory information in machine memory. Normal operations are not guaranteed if you copy the directory information from the SD card to machine memory without initializing the directory information in machine memory.
3. Follow the instructions on the operation panel.
4. Quit the SP mode.
5. View the address book to check that the directory information is normally initialized.
NOTE: You can view the address book by the following menu:  > System Settings > Key Operator Tools > Address Book: Print List. For details, see Operating Instructions.
6. Press the power key on the operation panel.
7. Wait until the power LED turns off.

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8. Turn off the main power switch.
9. Insert the SD card in the service slot.
10. Turn on the main power switch.
11. Start the SP mode.
12. Select SP5-846-052 (Download Directory Information).
13. Follow the instructions on the operation panel.
14. Quit the SP mode.
15. View the address book to check that the directory information is normally copied.
16. Start the SP mode.
17. Select SP5-846-053 (Clear Upload Information).
18. Follow the instructions on the operation panel.
19. Quit the SP mode.
20. Press the power key on the operation panel.
21. Turn off the main power switch.
22. Remove the SD card.

7. Possible Error

Some Examples

An error message is displayed under any of the following conditions:

- SP5-846-003 has increased the maximum entry number of the directory information (☛ Refer to section 3).
- The SD card has insufficient free space (☛ Refer to section 4).
- The directory information contains extraordinarily long data such as extraordinarily long mail addresses and fax numbers.
- The SD card is write-protected.
- Correct data is not found in the SD card.

Incomplete Download

An error message is displayed when SP5-846-052 (Download Directory Information) fails to copy some of the entries from the SD card to machine memory. In a case like this, other entries may be successfully copied to machine memory. The data of such entries can make machine operations unstable. Use SP5-846-050 (Clear Directory Information) to initialize machine memory, and copy the directory information from the SD card to machine memory once again.

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SC Code

The table lists the SC codes related to this maintenance work.

	Possible Cause	Remarks
SC866	The format in the SD card is corrupted.	Use SD Formatter (☛ Refer to section 2) to initialize the SD card.
SC867	The SD card is removed from the card slot, or the card is not correctly inserted.	Before inserting the SD card, ① press the power key, ② wait until the power LED turns off, and ③ turn off the main power switch.
SC868	The format in the SD card is corrupted.	Use SD Formatter (☛ Refer to section 2) to initialize the SD card.
SC870	SP5-846-052 has copied too many entries to machine memory.	This SC code is displayed when the user tries to register a new destination.
SC991	SP5-846-052 has copied too many entries to machine memory.	This SC code is displayed when the user tries to register a new destination.

Model: Kir-C2		Date: 28-May-04	No.: RB121003
Subject: 128MB RAM DIMM connecting failure		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Symptom:

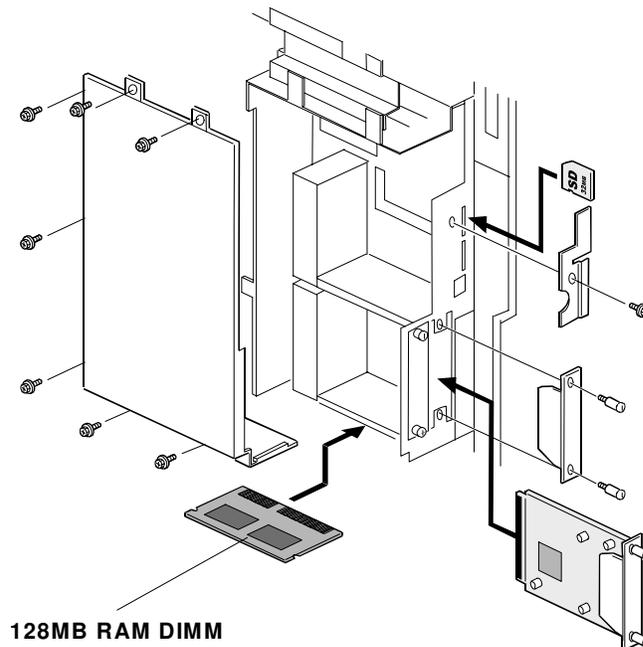
- The machine does not warm up to the ready status after installing the 128MB RAM DIMM on the GW controller board.
- SC998 occurs after installing the printer option.

Cause:

- 1) The RAM DIMM has not been set in the controller board socket properly.
- 2) The RAM DIMM is defective.

Action:

- 1) Remove the RAM DIMM and insert it in the socket again. Try repeating this a few times.
- 2) If this is unsuccessful, replace the RAM DIMM.



Model: Kir-C2 (Paper Bank)		Date: 1-Jun-04	No.: RB121004
Subject: Non-paper feed jam (Bad friction pad)		Prepared by: S.Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Note: This RTB applies only to the Kir-C2 Paper Bank and not to the Kir-C2 mainframe, since the mainframe uses a different friction pad.

SYMPTOM

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

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

CAUSE

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

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

SOLUTION

Please perform the following.

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

(1) Check the paper bank serial number (production date)

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

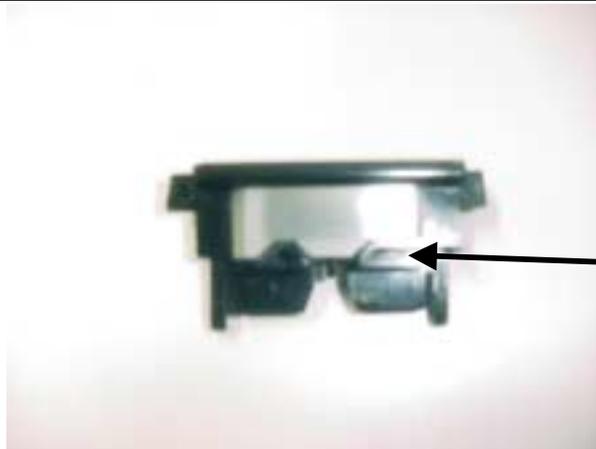
(2) Check the occurrence timing

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

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

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

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Cav number (1 or 2) is visible here.
 Cav 1: Normal
Cav 2: May be defective

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

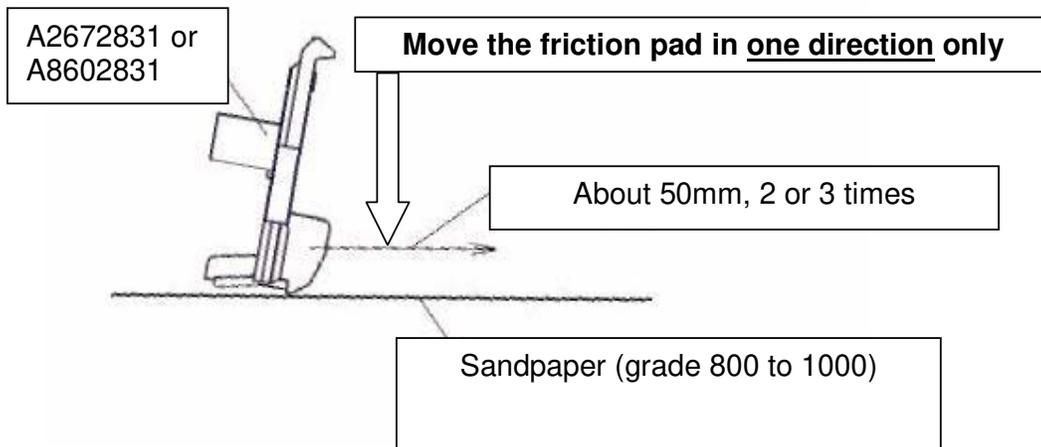
- (1) Replace the friction pad.

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

- (2) Remove the burr with grade 800 to 1000 sandpaper

- Smoothing the friction pad surface with grade 800-1000 sandpaper:

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



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

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

Please try adjusting the bottom plate pressure in SP mode (see Kir-C2 PFU Service Manual).

Model: Kir-C2 (Paper Bank)

Date: 1-Jun-04

No.: RB121004

AFFECTED UNITS

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

Code	Affected Unit Serial Number
B384-14	From L1034010001 to L1034040026
B384-17	From H8540100001 to H8540400147
B384-26	From 4J50140001 to 4J50440026
B385-14	From L1024010001 to L1024040147
B385-17	From H8440100001 to H8440400479
B385-26	From 4J40140001 to 4J40440026

Model: Kir-C2		Date: 3-Jun-04	No.: RB121005
Subject: Misprint on developer bag		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Please note the following regarding the Kir-C2 developer

Some Kir-C2 developer was shipped with the following one-letter misprint (“b” instead of “d”), however since this was a printing error only, the developer itself is fine and can be used as it is.

Note: The quantities below represent the maximum number of potentially affected developer bags from the lots listed, i.e. there are some bags with the correct imprint mixed in with this total.

For Lanier:

Incorrect: Black Developer for LD115/LD118/LD118**b**

Correct: Black Developer for LD115/LD118/LD118**d**

EDP Code: 888227

Product ID: 480019

Lot Number: 4213402

Production Date: May 14, 2004

Q'ty of potentially affected developer: Maximum 1,672 bags

For NRG:

Incorrect: Developer DSm615/DSm618/DSm618**b**

Correct: Developer DSm615/DSm618/DSm618**d**

EDP Code: 888225

Lot Numbers: 4214201, 4214202, 4214203, 4214204, 4214205, 4214206

Production Date: May 21/22, 2004

Q'ty of potentially affected developer: Maximum 7,500 bags

Reissued: 27-Aug-04

Model: Kir-C2	Date: 23-Jun-04	No.: RB121006a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware update procedure for MFP machine		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Service manual correction)		

The following is the revised procedure for firmware update on the MFP model using an SD card.

Important: This procedure is only for firmware files with the “.fwu” suffix (for the MFP model), and cannot be used for firmware files with a “.bin” suffix, which are only updated on the Basic model via an IC (Flash Memory) card.

1. SD card preparation

- 1-1. Format a clean SD card with, for example, *SD Formatter v1.1*.
- 1-2. Create a “romdata” folder on the card.
- 1-3. Create the following folders within the “romdata” folder:
B121, B620, B622, B658, B681, B685
- 1-4. Download the firmware from the server and store the files in the folder with the corresponding model code on the SD card.
Example:
File B1215540B should be stored in the “B121” folder, but files B6585902B, B6585903B, and B6585905B should be stored in the “B658” folder.

Note: It is strongly recommended to store only Kir-C2 files on SD cards used for downloading to the Kir-C2. With the controller used on this model, firmware update may sometimes be interrupted if there is software for multiple models stored on the same SD card.

Reissued: 27-Aug-04

Model: Kir-C2	Date: 23-Jun-04	No.: RB121006a
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2. Firmware update procedure

Before beginning the following, first check which firmware version(s) are currently installed in the machine with SP7-801-255.

- 1) Turn off the main power switch.
- 2) Disconnect the network cable from the copier if it is connected.
- 3) Insert the SD card into the lower slot with the card label facing the rear of the machine.
- 4) Turn the main power switch on.
 - After about 5 seconds, the LCD will display “Please wait...” Then, about 60 seconds later, the LCD will display “Program UpDate Menu P.01” on the first line and the name of the firmware on the second line (e.g. System/Copy).

Note: The following are the display names for each type of firmware.

Firmware	LCD Display Name
BICU	Engine
FCU	GWFCU3-1 (WW)-1
ServiceCardCopyEXP	System/Copy
ServiceCardNetFile	Network DocBox
ServiceCardNIB	Network Support
ServiceCardFAX	Fax
ServiceCardWebSystem	Web Support
Scanner	SD#1 Scanner
Printer	SD#1 Printer
SecurityModule_NRS	Security Module

- The part numbers for the version currently installed (“ROM”) and the version on the SD card that is to be installed (“New”) can be displayed by pressing the right scroll key (arrow).
 Example: ROM: B6585902B
 New: B6585902C
- The firmware versions can be displayed by pressing the right scroll key again.
 Example: ROM: 0.40.03
 New: 0.40.04
- The display returns to the firmware display name if the right scroll key is pressed a third time.
 Example: System/Copy

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No.: RB121006a

- 5) Use the up and down scroll keys to scroll to the firmware you wish to install.
 - If you wish to install the following firmware simultaneously, press the START key. The scroll keys can be used to confirm that these firmware modules have been selected (highlighted with a dark background).
 - Engine, FCU, Scanner, Printer, Printer Font, Security Module
 - Please note that the following firmware modules cannot be updated simultaneously. The update procedure must be repeated for each individually.
 - System/Copy, ServiceCardNetFile, ServiceCardNIB, ServiceCardFAX, ServiceCardWebSystem.

- 6) Press the OK key.
 - “Verify”, “UpDate” and “Exit” will be displayed at the bottom of the LCD, and the firmware to be updated will be highlighted (dark background).

Note: Do NOT press the “Verify” key.
- 7) **Press the “UpDate” key.**
 - The update will begin, and it will take a few minutes to complete. The LCD will initially display, “Updating... ***-----”.
 - When the update is completed, the LCD display will change to “Update done” or “Updated / Power Off On”.
- 8) Turn the main power switch off and on.
 - The LCD will display “Please wait...” for about 60 seconds, after which it will return to the “Program UpDate Menu” screen.
- 9) Repeat Steps 1-8 above until all firmware updates are complete.
- 10) Turn the main power switch off.
- 11) Remove the SD card from the lower slot on the controller by pushing on the card to release the spring lock.

Note:

- As mentioned above, it is possible to check which firmware version is now installed in the machine by accessing SP7-801-255.
- See section *5.22 Firmware Update Procedure for MFP Machines* (pg. 5-94) for details on any update failures that occur during the procedure.
- If the “Please Wait...” display does not change over to “Program Update Menu P.01,” it is possible the firmware has not been saved to the card correctly (e.g. files saved to the wrong folder). Please refer to Step 1 above (SD card preparation) to verify if the firmware was saved to the card correctly.

Model: Kir-C2		Date: 4-Aug-04	No.: RB121007
Subject: Digitalized line after image rotation		Prepared by: H.Yokoyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

- Digitalized line (Black stripe) after image rotation
- Fax option (FCU) is not detected
- SC820 (still under investigation)

CAUSE

The voltage supply to the FACE3 chip on the FCU (under MBU) is higher than it should be. Due to this, if stress occurs during image rotation, the performance of the IC will decrease (digitalized line problem). Also, if the IC gets damaged during a routine check at the factory check, a fax problem may also occur.

SOLUTION

The FCU has been modified. (A resistor chip was removed. A jumper was added)
 B1685172 to B1685182 PCB GWFCU3 NA (for 100V area)
 B1685174 to B1685184 PCB GWFCU3 EU (for 200V area)

CUT IN SERIAL NUMBER

Fax option

This modification will be applied to mass production from July 1st.
 The cut in serial number information is as follows.

- B620-27 : J9346700543
- B620-17 : J9346703578
- B620-29 : J9346700001
- B620-21 : no production in July
- B620-19 : from 22nd July

This may also affect plus some of the June production models (see below for details)

Model: Kir-C2

Date: 4-Aug-04

No.: RB121007

The following fax options contain the modified (new) FCU**B620-17 (1017 units)**

J9346604774-4846, 4852, 4860, 4869, 4876, 4915-4984, 4994, 5002, 5011, 5023, 5036, 5048, 5053, 5056-5145, 5147-5157, 5159-5164, 5166-5175, 5177-5182, 5322-5324, 5326-5333, 5335-5341, 5343-5373, 5375-5389, 5391-5401, 5403-5411, 5413-5419, 5421-5425, 5427, 5428, 5430-5438, 5696-5706, 5708-5714, 5716-5721, 5723-5735, 5737-5744, 5746-5751, 5753-5759, 5761-5766, 5909, 5916, 5924, 5932, 5941, 5974, 5982, 5990, 5998-6068, 6070-6077, 6079-6094, 6096-6156, 6159, 6161, 6162, 6165, 6167, 6169, 6170, 6173, 6174, 6176, 6185, 6195, 6203, 6216, 6237, 6259-6648

B620-21 (2 units)

J9346600106, 0111

B620-27 (1043 units)

J9346601795, 1806, 1828, 1845, 1975, 1988, 2005, 2011, 2020, 2032, 2045, 2056, 2071-2231, 2233-2246, 2248-2251, 2253-2261, 2263-2266, 2430, 2527-2535, 2537-2545, 2547-2564, 2566-2571, 2573-2582, 2584-2594, 2596-2602, 2604-2609, 2611-2617, 2619-2714, 2716, 2718-2727, 2733, 2734, 2737, 2739-2803, 2819, 2827, 2836, 2845, 2850-3114, 3116, 3125, 3136, 3143, 3154, 3165, 3185, 3195, 3203, 3213, 3222, 3254-3553

B620-29 (20units)

J9346600338, 0403, 0404, 0406-0410, 0412-0414, 0417, 0421, 0424-0428, 0433, 0435

Fax options in the warehouse

Some of the options in the warehouse have been modified:

The fax options which were modified have these changes:

A black circle is drawn beside the FCU serial number.

A black circle is drawn on the serial number labels on both sides of the box.

Service Parts (PCB GWFCU3)

All stock has been replaced from the beginning of July. All existing spare parts in stock are good boards.

Reissued: 3-Dec-04

Model: Model K-C2 Fax Option	Date: 20-Oct-04	No.: RB121008a
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RTB Correction

The items in bold italics have been corrected or added.

Subject: "Using Handset" on Display		Prepared by: A. Ishiyama	
From: 1st Technical Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Symptom

With some PBX's, "Using handset" is displayed after fax reception is finished

Note: This was reported in GFPR RE04050013.

Cause

Combination of PBX specification and software default settings:

Some PBX's cannot bring the line voltage back to the "On-hook" condition within 200ms.

Note:

When the handset is taken off the hook, the line voltage drops. The machine checks for 200ms to see if the line voltage drops. If the machine detects the drop, it changes to the "Off hook" condition. When the operator puts the handset back on the hook, the machine checks for 200ms to see if the line voltage increases. However, some PBX's cannot increase the line voltage within 200ms. In these cases, the machine stays in the "Off hook" condition.

Solution

1. Temporary

A. Change the "Handset off-hook detection time" from 200ms to **800ms**:

- Set RAM address 680582H, bit 0 to a value of 1.
(RAM address value = from 00 to 01).
- This increases the time that the machine checks for the line voltage drop.

Address	Function	Unit	Remarks
680582	Bits 0 and 1 - Handset off-hook detection time Bit 1 0 Setting 0 0 200 ms 0 1 800 ms Other Not used		
	Bits 2 and 3 - Handset on-hook detection time Bit 3 2 Setting 0 0 200 ms 0 1 800 ms Other Not used		
	Bits 4 to 7 - Not used		

Reissued: 3-Dec-04

Model: Model K-C2 Fax Option

Date: 20-Oct-04

No.: RB121008a

B. If "A" does not work, change the "Handset on-hook detection time" from 200ms to **800ms**:

- Set RAM address 680582H, bit 2 to a value of **1**.
Note: The RAM address value changes from 00 to 04 when you do only **B**, and from 00 to 05 when you do both **A** and **B**.
- This increases the time that the machine checks for the line voltage increase.

2. Permanent

Firmware modification:

- The detection time for the "On hook" condition was changed from 200ms to 800ms.
- The machine uses the detection interval (800m) and other methods to detect the "On Hook" condition.

Production information:

Firmware modification: v07.00.00

- Applied from: August 2004

- Details: Separate RTB for firmware history

Important Note for Updating to v0.7.00.00:

After you install firmware v07.00.00 or later, change RAM address 680582H from a value of 0x to **04**.

Note: This is to ensure that "Using handset" does not flicker on the operation panel in Fax mode. This is not related to the condition above.

Model: Model K-C2 Printer/Scanner Option (B622)		Date: 19-Nov-04	No.: RB121009
Subject: Wrong Installer on LAN-FAX Driver CD-ROM		Prepared by: A. Ishiyama	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This RTB only applies to the China/Taiwan versions of the Printer/Scanner option (B622-21).

Symptom

The LAN-FAX does not work if it is installed with “Auto Run” on the CD-ROM v1.00 or v1.01.

Cause

Firmware bug:
The installer program for “Auto-run” installs the wrong driver (M3).

Note: The LAN-FAX works fine if it is installed with “Add Printer,” because this program installs the correct driver (M4).

Workaround in the field

Install the LAN-FAX driver with “**Add Printer**” (not “Auto-run”).

Solution

Firmware modification.
Applied from: CD-ROM **v1.02**, December 2004 production

Reissued: 15-Apr-05

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

The items in bold italics have been corrected or added.

Subject: Remote Firmware Update		Prepared by: H. Someya	
From: 1st Tech. 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 ()		

1. OVERVIEW

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

2. SUPPORTED MODELS AND FIRMWARE

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

"04A": Autumn 2004

Printers

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

MFPs

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

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.

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

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Model: General RTB

Date: 15-Nov-04

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The following models do not support RFU:

- Printers:
Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products
- MFPs:
Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:

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

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

For Recovery Mode:

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

Protocols:

For RFU Mode & Recovery Mode:

- FTP (The port must be open)

Operating System:

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

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

Unsupported environments:

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

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Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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Ftp settings and commands:

- **User name (default):**
 - **Before 04A:** *rsysupdate*
 - **04A and later:** *admin*

- **Password (default):**
 - **Before 04A:** *password*
 - **04A and later:** *(no password)*

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

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

4. STATUS OF UNUPDATEABLE MACHINE

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

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

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

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

Recommendation:

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

5.1 Auto Rebooting

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

Printers

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

MFPs

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

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.

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

5.2 Preparation

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

5.2.1 Checking the IP address

For a machine with static IP address:

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

For a machine with a dynamic IP address:

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

5.2.2 Firmware

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

5.2.3 Checking the machine status

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

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5.3 RFU for Windows

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

```
C:\> ftp xxx.xxx.xxx.xxx          Specify the machine's IP address
Connected to xxx.xxx.xxx.xxx.
220 (Product name) FTP server (1.00)ready.
User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate    User name
331 Password required for rsysupdate.
Password:
```

4. Enter the password.

```
Password:xxxxx
230 User rsysupdate logged in.        Login successful.
ftp>
```

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

```
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for '/'.
-r--r--r--root root 200 Jan 1 01:08 help
-r--r--r--root root 200 Jan 1 01:08 info
-r--r--r--root root 200 Jan 1 01:08 install
-r--r--r--root root 200 Jan 1 01:08 prnlog
-r--r--r--root root 200 Jan 1 01:08 stat
-r--r--r--root root 200 Jan 1 01:08 syslog
-r--r--r--root root 200 Jan 1 01:08 version.txt
-r--r--r--root root 200 Jan 1 01:08 errlog.txt
226 Transfer complete.
ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

Reissued: 15-Apr-05

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

```

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

```

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

```

ftp> binary
200 Type set to I.
ftp>

```

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

```

ftp> put xxx.rru
200 PORT command successful.
150 Opening BINARY mode data connection for 'xxx.rru'.
226 Transfer complete.
ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.
ftp>

```

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

Reissued: 15-Apr-05

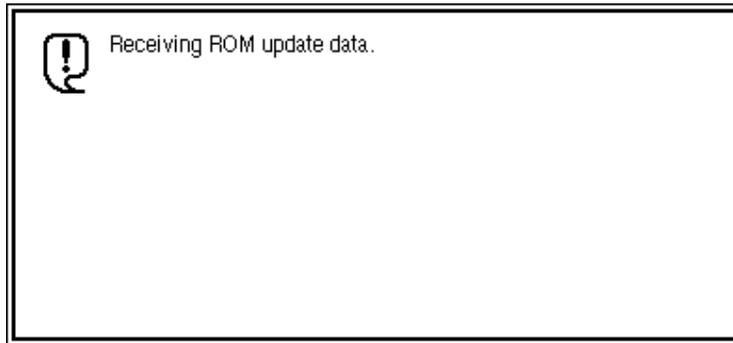
Model: General RTB

Date: 15-Nov-04

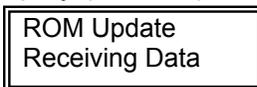
No.: RGene019a

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

- Display panel (MFPs)



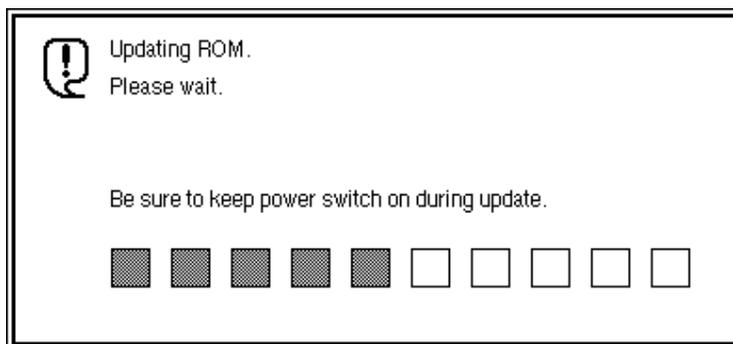
- Display (Printers)



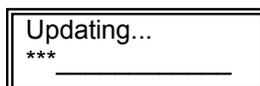
10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

- Display panel (MFPs)



- Display (Printers)



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

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

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

```
ftp> bye  
C:\>
```

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

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"  
User ("ip address"): User Name (for Administrator)  
230 User xxxx logged in.  
331 Password required for rsysupdate.  
Password: Password (for Administrator)  
230 User xxxx logged in.  
Connected to "ip address"  
Remote system type is UNIX.  
Using binary mode to transfer files.
```

2. Change to binary mode.

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

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

```
ftp> put "File Name of Firmware"  
200 PORT command successful.  
150 Opening BINARY mode data connection for "File Name of Firmware".  
226 Transfer complete.  
ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.  
ftp>
```

4. Close the ftp session.

```
ftp> bye  
host%
```

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

No.: RGene019a

5.5 Firmware Update for Centronics (IEEE1284)

Note:

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

```
C:>copy/b "file name"
```

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

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:

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

If the update was successful

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

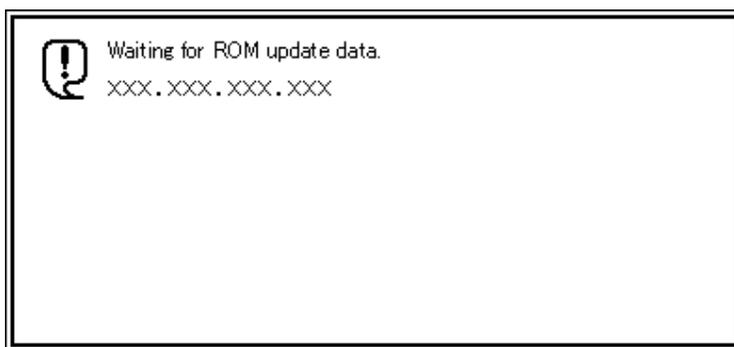
If an error occurs

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

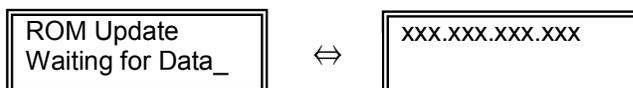
Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

- Display panel (MFPs)



- Display (Printers)



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

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

6.1 Recovery Procedure

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

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

Recommendation:

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

Printers

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

MFPs

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

Fig. 3 Recovery Method

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

No.: RGene019a

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

Procedure for type 1:

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

Procedure for type 2:

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

Procedure for type 3:

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

Reissued: 15-Apr-05

Model: General RTB

Date: 15-Nov-04

No.: RGene019a

7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

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

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

```
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for '/'.
-r--r--r-- root root 200 Jan  1 01:08 help
-r--r--r-- root root 200 Jan  1 01:08 syslog
-r--r--r-- root root 200 Jan  1 01:08 version.txt
-r--r--r-- root root 200 Jan  1 01:08 errlog.txt
226 Transfer complete.
ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

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

```
ftp> get errlog.txt -
200 PORT command successful.
150 Opening ASCII mode data connection for 'errlog.txt'.
Module ID: xxxxxxxx
Error Code: 51
226 Transfer complete.
ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>
```

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

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

4. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

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Model: General RTB	Date: 15-Nov-04	No.: RGene019a
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7.2 Error Code List

Error Code	Description/Causes	Solutions
51	<p>The machine cannot be updated.</p> <ul style="list-style-type: none"> • The machine is processing a print job. • The machine is processing a scan job. • The machine is receiving image data from the network. • The control panel is in use. • The machine is sending or receiving a fax. • The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990). 	<p>Check that the machine is idle, and then try updating again.</p> <p>If an SC number appears, contact your service representative.</p>
52	<p>The file contains erroneous data.</p> <ul style="list-style-type: none"> • The data is too large or too small. • The CRC (cyclic redundancy check) value and the checksum do not match. • The firmware does not match the target machine. • The firmware was not completely uploaded or is corrupt. 	<p>Download the correct file from the website, and then try updating again.</p>
53	<p>An error occurred while updating.</p> <ul style="list-style-type: none"> • The machine is off. 	<p>If using a DNS server, the machine's IP address might have been changed.</p> <p>Check the IP address, and then try updating again.</p>

Reissued: 22-Jul-05

Model: Kir-C2	Date: 17-Dec-04	No.: RB121010b
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RTB Reissue

The items in bold italics have been added.

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

We hereby inform you of the firmware history for the Kir-C2 BICU for Basic.

B1215531	Version	C.SUM	Production
B	0.44.01	ACE7	1st Mass Prod.
C	0.48	CDB9	Dec. Prod.'03
D	0.54	6CD8	Mar.Prod.'04
E	0.57	1C59	Apr.Prod.'04
F	0.58	E2E9	Jun.Prod.'04
G	0.59	E5C6	Aug. Prod. '05

Symptom Corrected	Version
The PC-Fax image is abnormal when it is printed out.	0.48
The machine changes the paper feed tray during the copy job if the operator presses the Start key and Select key at the same time.	0.48
The copy paper stops at the registration area, and the fusing lamp and fan motor do not turn off if SC320/321/322 occurs when registration starts.	0.54
You cannot use 1260mm length paper on the bypass tray.	0.54
SC320 shows when copying starts again just after a copy cycle is completed. (Abnormal detection of SC320)	0.54
Skew correction does not function with SP6-006-006	0.54
The Taiwanese display language was added for the Asia model.	0.57
Minor wording corrections (all languages).	0.57
Minor wording corrections (all languages).	0.58
<i>Firmware changed so that accordion jams can be cleared without damage to the stripper pawls when the paper is removed.</i> <i>Note: The engine stops sooner once a jam is detected. So the jammed paper moves a shorter distance, and the paper is less wrinkled.</i> <i>As a result:</i> <ul style="list-style-type: none"> ● <i>Paper jam just before exit sensor: 147.3mm → 50mm</i> ● <i>Paper jam at exit sensor: 147.3mm → 50mm</i> 	0.59

Model: Kir-C2		Date: 6-Jan-05	No.: RB121011
Subject: ID sensor pattern production timing		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Please correct the contents of the Kir-C2 service manual on page 6-36 as follows.

6.8.3 ID SENSOR PATTERN PRODUCTION TIMING

Incorrect:

- If the machine starts warming up after a certain time (default: 90 minutes) has passed since entering night/off mode or low power mode.
The 90-minute interval can be changed using SP2-994.

Correct:

- When the machine returns from the energy saver mode, and the fusing temperature is at or below a certain temperature (default: 30 degrees C). You can change the fusing temperature setting with SP2-994.
- When the machine returns from the energy saver mode, and 100 or more print/copy jobs were made since last the pattern was made.

Reissued: 22-Jul-05

Model: Kir-C2	Date: 7-Jan-05	No.: RB121012a
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RTB Reissue

The items in bold italics have been added.

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

We hereby inform you of the firmware history for the Kir-C2 BICU for MFP.

B1215540	Version	C.SUM	Production
B	0.44	ACE7	1st Mass Prod.
C	0.48	F2CF	Dec. Prod.'03
D	0.56.1	52A9	Mar.Prod.'04
E	0.57	6275	Jun.Prod.'04
<i>F</i>	<i>0.58</i>	<i>18A4</i>	<i>Aug. Prod. '05</i>

Symptom Corrected	Version
The PC-Fax image appears abnormal when it is printed out.	0.48
The machine does not return to the original condition when you turn off the main switch during the firmware upgrade procedure.	0.48
"DISPLAY APS DATA" (SP4-301-001) differs from the basic model.	0.48
The platen cover sensor does not function in the input check (SP5-803-045).	0.48
The copy paper stops at the registration area, and the fusing lamp and fan motor do not turn OFF if SC320/321/322 occurs when registration starts.	0.56.1
You cannot use 1260mm length paper for the bypass tray.	0.56.1
SC320 shows when copying starts again just after the copy cycle is completed. (Abnormal detection of SC320)	0.56.1
Skew correction does not function with SP6-006-006	0.56.1
Copy jams occur just after the SMC (all) prints.	0.57
<i>Firmware changed so that accordion jams can be cleared without damage to the stripper pawls when the paper is removed.</i> <i>Note: The engine stops sooner once a jam is detected. So the jammed paper moves a shorter distance, and the paper is less wrinkled.</i> <i>As a result:</i> <ul style="list-style-type: none"> ● <i>Paper jam just before exit sensor: 147.3mm → 50mm</i> ● <i>Paper jam at exit sensor: 147.3mm → 50mm</i> 	<i>0.58</i>

Reissued: 25-Jul-05

Model: Kir-C2 (China only)	Date: 7-Jan-05	No.: RB121013a
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RTB Reissue

The items in bold italics have been added.

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

We hereby inform you of the firmware history for the Kir-C2 BICU for Basic.

B1215534	Version	C.SUM	Production
No Suffix	0.57	521E	1st Mass Prod.
<i>A</i>	<i>0.59</i>	<i>05F1</i>	<i>Aug. Prod. '05</i>

Symptom Corrected	Version
<p><i>Firmware changed so that accordion jams can be cleared without damage to the stripper pawls when the paper is removed.</i></p> <p><i>Note: The engine stops sooner once a jam is detected. So the jammed paper moves a shorter distance, and the paper is less wrinkled.</i></p> <p><i>As a result:</i></p> <ul style="list-style-type: none"> ● <i>Paper jam just before exit sensor: 147.3mm → 50mm</i> ● <i>Paper jam at exit sensor: 147.3mm → 50mm</i> 	<i>0.59</i>

Reissued: 25-Jul-05

Model: Kir-C2 (Korea only)	Date: 7-Jan-05	No.: RB121014a
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RTB Reissue

The items in bold italics have been added.

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

We hereby inform you of the firmware history for the Kir-C2 BICU for Basic.

B1215535	Version	C.SUM	Production
No Suffix	0.58	DA24	1st Mass Prod.
<i>A</i>	<i>0.59</i>	<i>855A</i>	<i>Aug. Prod. '05</i>

Symptom Corrected	Version
<p><i>Firmware changed so that accordion jams can be cleared without damage to the stripper pawls when the paper is removed.</i></p> <p><i>Note: The engine stops sooner once a jam is detected. So the jammed paper moves a shorter distance, and the paper is less wrinkled.</i></p> <p><i>As a result:</i></p> <ul style="list-style-type: none"> ● <i>Paper jam just before exit sensor: 147.3mm → 50mm</i> ● <i>Paper jam at exit sensor: 147.3mm → 50mm</i> 	<i>0.59</i>

Reissued: 25-Jul-05

Model: Kir-C2 (Asia and Taiwan only)	Date: 7-Jan-05	No.: RB121015a
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RTB Reissue

The items in bold italics have been added.

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

We hereby inform you of the firmware history for the Kir-C2 BICU for Basic.

B1215533	Version	C.SUM	Production
A	0.48	5333	1st Mass Prod.
B	0.54	2347	Mar.Prod.'04
C	0.57	E470	Apr.Prod.'04
C	0.57	A019	Jun.Prod.'04
<i>D</i>	<i>0.59</i>	<i>8696</i>	<i>Aug. Prod. '05</i>

Symptom Corrected	Version
The copy paper stops at the registration area, and the fusing lamp and fan motor do not turn off if SC320/321/322 occurs when registration starts.	0.54
You cannot use 1260mm length paper on the bypass tray.	0.54
SC320 shows when copying starts again just after the copy cycle is completed. (Abnormal detection of SC320)	0.54
Skew correction does not function with SP6-006-006.	0.54
The firmware version shows when you turn on the main switch.	0.54
The Taiwanese display language was added for the Asian model.	0.57
Minor wording corrections (all languages).	0.57
<i>Firmware changed so that accordion jams can be cleared without damage to the stripper pawls when the paper is removed.</i> <i>Note: The engine stops sooner once a jam is detected. So the jammed paper moves a shorter distance, and the paper is less wrinkled.</i> <i>As a result:</i> <ul style="list-style-type: none"> ● <i>Paper jam just before exit sensor: 147.3mm → 50mm</i> ● <i>Paper jam at exit sensor: 147.3mm → 50mm</i> 	<i>0.59</i>

Model: Kir-C2		Date: 8-Jan-05	No.: RB121016
Subject: ROM History (PS3)		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This is to inform you of the firmware history for the Kir-C2 PS3.

B6815906	Version	C.SUM	Production
No Suffix	1.00	6EFA	1 st Mass Prod.
A	1.01	8C33	Feb. Prod.'04

Symptom Corrected	Version
The firmware is also common to the Stella-C2.	1.01

Model: Kir-C2		Date: 8-Jan-05	No.: RB121017
Subject: ROM History (PS Font)		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This is to inform you of the firmware history for the Kir-C2 PS Font.

B6815907	Version	C.SUM	Production
No Suffix	1.00	5FF3	1 st Mass Prod.
A	1.01	4052	Feb. Prod.'04

Symptom Corrected	Version
The firmware is also common to the Stella-C2.	1.01

Model: Kir-C2		Date: 22-Feb-05	No.: RB121018
Subject: Original misdetection on DF79 ARDF		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

Original misdetection: The machine detects an A4 original as an A5 original.

CAUSE

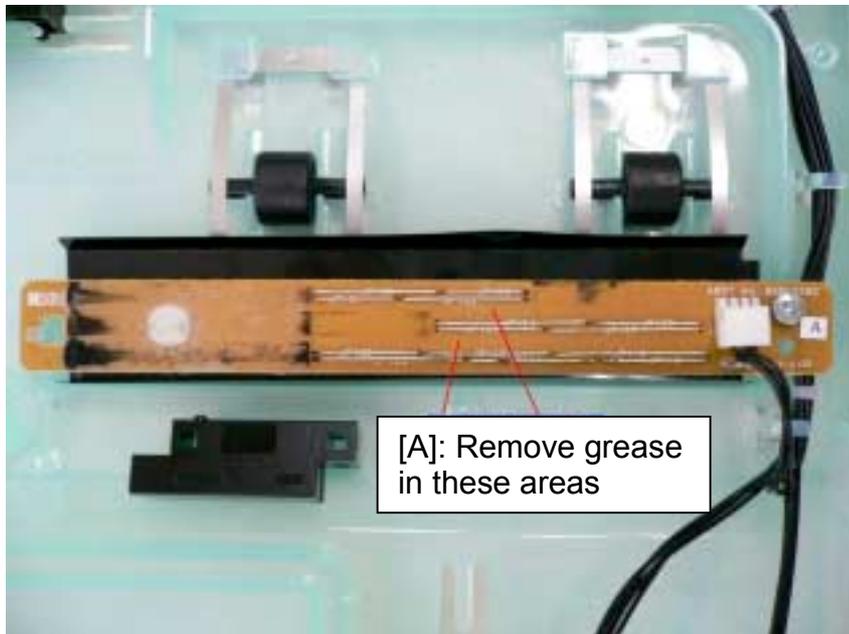
Grease sticks to the flat areas [A] on the paper size sensor board (P/N B3865550), and this interferes with the connection between the thin bars on the board and the electrode plate (P/N A8594663).

Note: The connection between the thin bars and electrode plate tells the machine the paper size. The grease is used to increase conductivity between these parts.

SOLUTION

Production Line: Grease is applied to these parts more evenly, so that it does not stick to the flat areas of the board [A].

In the Field: Wipe the grease off the **flat areas of the board [A]** (see the photo).



CUT-IN SERIAL NUMBERS

B617-17: J9857403327 - (February 2005 production onward)

B617-26: 4W98350001 - (March 2005 production onward)

Reissued:3-Oct-06

Model: Kir-C2	Date: 21-July-05	No: RB121019a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History (Service Card Copy EXP)		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Kir-C2 Service Card Copy EXP.

B6585902	Version	C.SUM	Production
B	0.40.03		1st Mass Prod.
C	0.40.04	0F04	Dec. Prod.'03
D	0.40.06	05A2	Mar.Prod.'04
E	0.40.07	DA2C	Apr.Prod.'04
F	0.40.08	33B3	Jun.Prod.'04
F	CS2981	76FD	Service use (Jul.'04)
G	0.40.09	9401	Oct.Prod.'04
G	FAX_TX_RX	A6DC	Service use (Mar.'05)
<i>H</i>	<i>0.40.12</i>	<i>5070</i>	<i>1st Mass Prod. (Kir-C2.5)</i>

Symptom Corrected	Version
Paper size is not indicated in SP4-301-001.	0.40.04
Correction of the access code NG guidance indication	0.40.04
Service Test Call cannot be set.	0.40.04
Adding SD back-up function for the address registration	0.40.04
APS does not work when quick dial label printing.	0.40.04
4 th line message of the copy re-start indication does not appear when in memory full condition. It occurs only in Polish language.	0.40.06
SC990 occurs if the upper/lower triangle key is pressed when all menus cannot be selected by the system warning indication.	0.40.06
SC990 occurs by time-out the FCUH thread starting.	0.40.06
SC818 may occur instead of SC819 when VM becomes shortage.	0.40.06
Taiwanese is added for the Asian model.	0.40.07
Copy does not start by pressing the continue function key in the operation panel when the clear/stop key is pressed in memory full condition in sort copy mode.	0.40.08
Customization for Australia. (Special request for additional function of the polling reception.)	CS2981
PM alarm is not indicated on MFP model.	0.40.09
1) Fax "Transmission" and "Reception" were reversed in the display (Russian). 2) Minor wording corrections (Czech and Swedish).	FAX_TX_RX
<i>For 1st Mass Production for Kir-C2.5</i>	<i>0.40.12</i>

Model: Kir-C2 (Kir-C2.5)		Date: 28-Apr-05	No.: RB121020
Subject: Differences between Kir-C2 and Kir-C2.5		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

DIFFERENCES BETWEEN THE KIR-C2 AND KIR-C2.5

This RTB is a summary of the differences between the Kir-C2 and Kir-C2.5.

Note:

- The Kir-C2.5 will be launched in September 2005.
 - Kir-C2.5b (B259): One-tray model
 - Kir-C2.5c (B260): Two-tray model
 - Kir-C2.5cd (B261): Two-tray duplex model
- For the P/N differences, see MB121005.

Kir-C2/Kir-C2.5 Differences

1) Copy Speed

C2b:	15cpm	C2b2.5:	16cpm
C2c:	18cpm	C2.5c:	20cpm
C2cd:	18cpm	C2.5cd:	20cpm (N.A only: 21cpm)

Note:

1. The actual copy speed of the C2.5c and C2.5cd is 20.6cpm.
2. The copy speed on all C2.5 models was increased through a mainframe software change. This change shortens the paper interval.
3. All parts used on all C2.5 models are RoHS-compliant (environmentally friendly).

Model: Kir-C2 (Kir-C2.5)	Date: 28-Apr-05	No.: RB121020
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2) Product/Destination Codes

Refer to the Plug & Play setting below (Sp5907-1).

Product Code	Code No.	Brand	Model
B259-17	*18	RICOH	Aficio2016
	21	SAVIN	8016
	24	Gestetner	DSm616
	33	LANIER	LD116
B259-27	18	RICOH	Aficio2016
B259-29	*18	RICOH	Aficio2016
		Gestetner	DSm616
		LANIER	LD116
B259-21	18	RICOH	Aficio2016
B259-22	27	NRG	DSm616
B259-24	33	LANIER	LD116
B259-34	33	LANIER	LD116
B259-26	30	infotec	IS2212
B260-17	*19	RICOH	Aficio2020
	22	SAVIN	8020
	25	Gestetner	DSm620
	34	LANIER	LD120
B260-27	19	RICOH	Aficio2020
B260-29	*19	RICOH	Aficio2020
		Gestetner	DSm620
		LANIER	LD120

* Default (Factory setting)

Model: Kir-C2 (Kir-C2.5)

Date: 28-Apr-05

No.: RB121020

Product Code	Code No.	Brand	Model
B260-21	19	RICOH	Aficio2020
B260-22	28	NRG	DSm620
B260-24	34	LANIER	LD120
B260-34	34	LANIER	LD120
B260-26	31	infotec	IS2220
B261-17	*20 23 26 35	RICOH SAVIN Gestetner LANIER	Aficio2020D 8020D DSm620D LD120D
B261-27	20	RICOH	Aficio2020D
B261-29	*20 26 35	RICOH Gestetner LANIER	Aficio2020D DSm620D LD120D
B261-21	20	RICOH	Aficio2020D
B261-22	29	NRG	DSm620D
B261-24	35	LANIER	LD120D
B261-34	35	LANIER	LD120D
B261-26	32	infotec	IS2220D

* Default (Factory setting)

Model: Kir-C2 (Kir-C2.5)	Date: 28-Apr-05	No.: RB121020
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3) Peripherals

The peripherals are the same for all C2 and C2.5 models, so all peripherals can be used on both models. The only difference is the product code for the Optional Printer/Scanner Unit, as shown below:

Kir-C2.5 models:

Optional Printer/Scanner unit: **B263**

- 10 : Asia, Gestetner
- 14 : Asia, Lanier
- 15 : North America, Generic
- 17 : Asia, Ricoh
- 21 : China, Ricoh
- 22 : Europe, NRG
- 24 : Europe, Lanier
- 26 : Europe, infotec
- 27 : Europe, Ricoh

4) Sections of the Service Manual that are the Same

The following sections are the same for all C2 and C2.5 models.

1. INSTALATION
2. PREVENTIVE MAINTENANCE SCHEDULE
3. REPLACEMENT AND ADJUSTMENT
4. TROUBLESHOOTING
5. SERVICE TABLES
6. DETAILED SECTION DESCRIPTIONS
7. PERIPHERALS

Model: Model K-C2		Date: 1-Aug-05	No.: RB121021
Subject: Service Manual Correction (FAX Option)		Prepared by: A. Ishiyama	
From: 1st Technical 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"/> Other ()		

The Service Manual for the B620 FAX Option was corrected as follows:

Add bits 5, 6 and 7 for System Switch 04 (pg. 3-9).

System Switch 04		
No	FUNCTION	COMMENTS
0-2	Not used	Do not change the settings.
3	Printing dedicated tx parameters on Quick/Speed Dial Lists 0: Disabled 1: Enabled	1: Each Quick/Speed dial number on the list is printed with the dedicated tx parameters (8 bytes each). The last 10 bytes of data are the programmed dedicated tx parameters; 32 bytes of data are printed (the other 22 bytes have no use for service technicians).
4	Not used	Do not change the setting.
5	Memory file transfer operation 0: User level 1: Service level	If the machine is unable to print fax messages due to a mechanical problem, change this bit to 0 to transfer all messages in the memory (including confidential rx messages) to another terminal. Always reset this bit to 1 after transfer. However, this bit can be left at 0, if the customer's key-operators want to transfer the files themselves. This machine does not support confidential rx. Procedure 1. Enter the service mode and change this bit to 0. 2. Exit the service mode. 3. Enter the key-operator mode, and select 'Key-operator settings'. 4. Choose '03' and specify a destination for the machine to transfer all the files to. 5. Press 'Start'. 6. After the machine transfers the memory files, enter the service mode and reset this bit to 1. Otherwise, anybody who knows how to enter the key-operator mode can transfer confidential messages.
6	G3 CSI/G4 Terminal ID programming level 0: User level 1: Service level	1: The CSI and Terminal ID can only be programmed by a technician (in the user tools). The Terminal ID can only be programmed if a Group 4 option is installed. This machine does not have a Group 4 option.
7	Telephone line type programming mode 0: User level 1: Service level	1: Telephone line type selection (choosing tone dial or pulse dial) can only be programmed by a technician (in the user tools).

REISSUED:7-Dec-05

Model: Kir-C2	Date: 28-Sep-05	No.: RB121022a
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RTB REISSUE

The items in bold italics have been added.

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

Symptom

- Non-feed jam in the paper tray
- Skew during paper feed
- Exit jam or Fusing jam caused by incorrect paper loaded in the paper tray

Cause

The operator loads paper incorrectly (e.g. not setting the end fence and side fence correctly, not fanning the stack, not placing it in the tray properly), so that the fences restrict or change the movement of the paper and cause it to feed incorrectly.

Solution

- 1) A tapping screw (P/N 04503008N) for the side fence (See Fig.1, 2 on next page)
It is already registered as a service part.
- 2) A rubber spacer for fixing the end fence (see Fig. 3, 4, 5 on next page)
It will be registered as a service part.

We registered the part as follows.

Part Number: B1219501

Description: Spacer – End Fence

Action in the Field

After gaining the consent of the customer,

1. Please fix the side fence to the base of the tray using one tapping screw.

Attention: After fixing the side fence with a tapping screw, please check that the paper feeds smoothly by hand. If the paper will not feed smoothly, please loosen the screw by one rotation.

2. After loading the paper correctly, please insert the rubber spacer into the end fence to fix it in position.

Model: Kir-C2	Date: 28-Sep-05	No.: RB121022a
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Note:

- Please inform the customer that once the side fence and the end fence are secured in place, 1) the paper size cannot be changed (until the next service visit), and 2) moving the fixed fence by force may damage the fence and/or tray base.

Fixing the Side Fence in Place

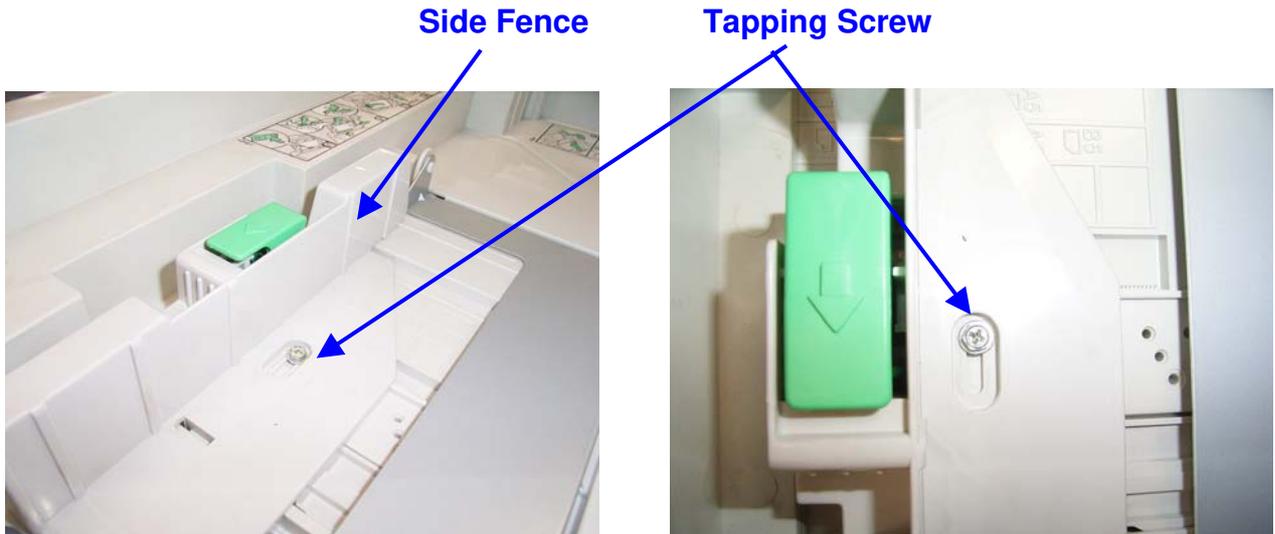


Fig. 1

Fig. 2

Fixing the End Fence in Place

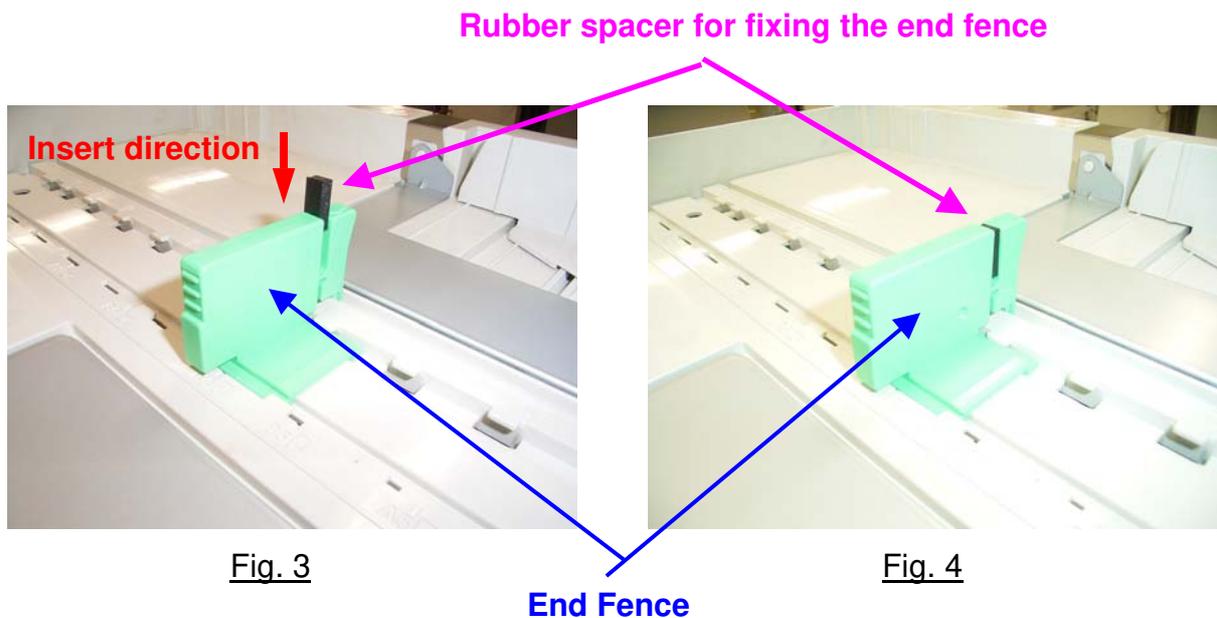


Fig. 3

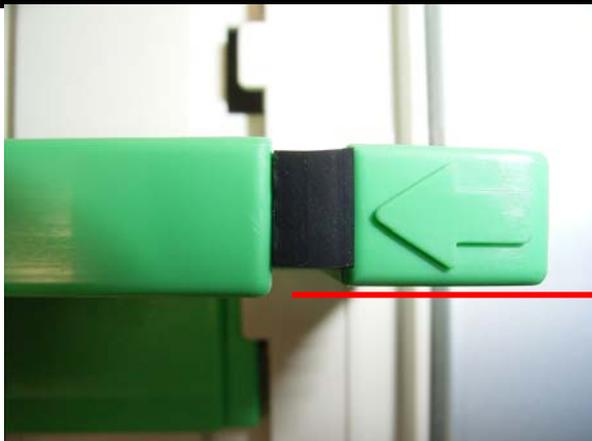
Fig. 4

REISSUED:7-Dec-05

Model: Kir-C2

Date: 28-Sep-05

No.: RB121022a

**NOTE:**

Position the rubber spacer so that it will not contact the paper.

The paper contacts here.

Fig. 5

Reissued: 24-Oct-05

Model: Kir-C2.5	Date: 29-Sep-05	No.: RB121023c
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RTB Reissue

The items in bold italics have been added.

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

We hereby inform you of the firmware history for the Kir-C2.5 BICU for MFP.

B2595540	Version	C.SUM	Production
A	0.03	7BD1	1st Mass Prod.
<i>B</i>	<i>0.04</i>	<i>FDE7</i>	<i>Oct.Prod.'05</i>

Symptom Corrected:	Version
<p><i>The second sheet of paper jams inside or near the one-bin tray.</i> <i>Conditions:</i> - <i>B261/260 mainframes only</i> - <i>The one-bin tray is used as the paper exit tray.</i> - <i>The Fax option or Printer/Scanner option is installed.</i></p>	<i>0.04</i>

Model: Kir-C2.5 (For China only)		Date: 29-Sep-05	No.: RB121024
Subject: ROM History (BICU: Basic)		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Kir-C2.5 BICU for Basic.

B2595534	Version	C.SUM	Production
-	0.03	11FE	1st Mass Prod.

Model: Kir-C2.5 (NA_EUR)		Date: 29-Sep-05	No.: RB121025
Subject: ROM History (BICU: BASIC)		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Kir-C2.5 BICU for BASIC.

B2595531	Version	C.SUM	Production
A	0.03 0.03	1AC2	1st Mass Prod.

Model: Kir-C2.5 (Asia and Taiwan only)		Date: 29-Sep-05	No.: RB121026
Subject: ROM History (BICU: BASIC)		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Kir-C2.5 BICU for BASIC.

B2595533	Version	C.SUM	Production
-	0.03 0.03	556C	1st Mass Prod.

Model: Kir-C2.5		Date: 21-Oct-05	No.: RB121027
Subject: Paper misfeed from I bin tray		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

A misfeed occurs when the machine feeds the second sheet of paper to the optional 1-bin tray (PT340).

Conditions:

- The machine is a B260/B261 (K-C2.5c, K-C2.5cd) mainframe
- The Fax option or Printer/Scanner option is installed

Note: This does not occur when the same optional 1-bin tray is used with the K-C2.

CAUSE

Bug with the BICU (Engine) firmware v0.03 (P/N B2595540A).

Note: This firmware version is used from the beginning of mass-production (July 05).

SOLUTION

If the optional 1-bin tray is installed and the machine is a B260/B261 mainframe from the "Affected Machine Serial Numbers" list below, install BICU (Engine) firmware **v0.04** (P/N **B2595540B**).

Note: See RTB #RB121023a for the firmware release note

Model: Kir-C2.5	Date: 21-Oct-05	No.: RB121027
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Affected Machine Serial Numbers

Code	Destination	Q'ty	Jul.'05 Prod.	Q'ty	Aug.'05 Prod.	Q'ty	Sept.'05 Prod.	Q'ty	Oct.'05 Prod.
B260-17	Generic/N. S. America	50	K8256700001-00050	520	K8256800639-01158	1392	K8256940001-41392	625	K8257040001-40625
B260-21	Ricoh/China	-	-	-	-	300	K8256900262-00561	400	K8257000241-00640
B260-22	NRG/Europe, S. America	215	K8256710001-10215	1058	K8256810001-11058	1723	K8256910001-11723	216	K8257010001-10216
B260-24	LANIER/Europe	-	-	220	K8256801159-01378	-	-	-	-
B260-26	Infotec/Europe	-	-	115	9N68850001-0115	100	9N68950001-0100	170	9N69050001-0170
B260-27	Ricoh/Europe, ME Asia, S. America	132	K8256720001-20132	831	K8256820001-20831	1682	K8256900001-21682	628	K8257020001-20628
B260-29	Generic/Asia,	-	-	638	K8256800001-00638	261	K8256900001-00261	240	K8257000641-00680
								40	K8257000641-00680
B261-17	Generic/N. S. America	50	K8356700001-00050	1430	K8356800371-01800	2896	K8356940001-42896	1528	K8357040001-41528
B261-21	Ricoh/China	-	-	-	-	500	K8356900638-01137	698	K8357000001-00698
B261-22	NRG/Europe, S. America	217	K8356710001-10217	904	K8356810001-10904	1777	K8356910001-11777	299	K8357010001-10299
B261-24	LANIER/Europe	-	-	370	K8356800001-00370	76	K8356900562-00637	46	K8357000701-00746
B261-26	Infotec/Europe	-	-	165	9N78850001-0165	108	9N78950001-0108	145	9N79050001-0145
B261-27	Ricoh/Europe, ME Asia, S. America	140	K8356720001-20140	1726	K8356820001-21726	2445	K8356920001-22445	1170	K8357020001-21170

Model: Kir-C2.5

Date: 21-Oct-05

No.: RB121027

Cut-in Serial Numbers

BICU (Engine) firmware v0.04 (P/N B2595540B) is installed in machines in production from the following serial numbers (Oct. 20th):

B260-17: K8257040626

B260-21: K8257100001

B260-22: K8257010217

B260-24: K8257100001

B260-26: 9N69150001

B260-27: K8257100001

B260-29: K8257100001

B261-17: K8357041529

B261-21: K8357000747

B261-22: K8357100001

B261-24: K8357100001

B261-26: 9N79150001

B261-27: K8357100001

Model: Kir-C2		Date: 25-Oct-05	No.: RB121028
Subject: Service Manual Revision		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This RTB applies to the following models:

Kir-C2, Kir-C2.5, Panda-C1 (B121, B122, B123, B259, B260, B261, B270)

The following change was made to the Service Manual.

Page3-3

The crossed-out item (~~B0399000~~) was deleted.

3.2 SPECIAL TOOLS AND LUBRICANTS

Part Number	Description	Q'ty
A0069104	Scanner Positioning Pins (4 pins/set)	1 set
A2929500	Test Chart S5S (10 pcs/set)	1 set
A0299387	FLUKE 87 Digital Multimeter	1
A2309352	4MB Flash Memory Card	1
A2579300	Grease Barrierta S552R	1
52039502	Grease G-501	1
B0399000	NVRAM Minus Counter	4
G0219350	Loop-back Counter	1
B6455010	SD-Card: Ass'y	1
B6456700	SD-Card: Adapter: BN-SDAA2	1
B6456800	AD-Card: USB: Writer: BN-SDCE2	1

Model: Kir-2		Date: 25-Oct-05	No.: RB121029
Subject: Important Notes for replacement of the PM parts		Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB applies to the following models:

Kir-C1, Kir-C2, Kir-C2.5 (B039, B120, B121, B122, B123, B259, B260, B261)

Important Note Regarding PM Parts for the Kir-C1 and Kir-C2/2.5

The PM parts in **bold** below are unique to specific models.

- Be sure to use the parts in **bold** in Table 1 **only with** the Kir-C2 and Kir-C2.5
- Be sure to use the parts in **bold** in Table 2 **only with** the Kir-C1.

Note: If you use these unique parts on the wrong model, the machine may not work correctly.

Table 1: PM parts for the Kir-C2 and Kir-C2.5

Part Number	Description	PM Interval
Paper Feed		
B0392740	Paper Feed Roller	120k
B0392711	Friction Pad	120k
Transfer Roller Unit		
B0393820	Transfer Roller	120k
Fusing Unit		
AE011105	Hot Roller	120k
AE020150	Pressure Roller	120k
AE044040	Stripper Pawl	120k
G0294174	Pressure Roller Bushing	120k
AE042063	Fusing Cleaning Roller	120K
Photoconductor Unit		
AD027018	Roller Charge A3	60k
AD042058	Cleaning Sponge – Charge Roller	60k
B0392335	Pickoff Pawl	60k
AD042059	Cleaning Blade	60k
B0399510	OPC Drum	60k

Model: Kir-2	Date: 25-Oct-05	No.: RB121029
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Table 2: PM parts for the Kir-C1

Part Number	Description	PM Interval
Paper Feed		
B0392740	Paper Feed Roller	120k
B0392711	Friction Pad	120k
Transfer Roller Unit		
B0393820	Transfer Roller	120k
Fusing Unit		
AE011065	Hot Roller	60k
AE020100	Pressure Roller	120k
AE044040	Stripper Pawl	120k
G0294174	Pressure Roller Bushing	120k
Photoconductor Unit		
AD027018	Roller Charge A3	60k
G0602326	Charge Roller Cleaner	60k
B0392335	Pickoff Pawl	60k
B0392289	Cleaning Blade	60k

Model: Kir-C2.5		Date: 16-Nov-05	No.: RB121030
Subject: ROM History (Service Card Copy EXP)		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Kir-C2.5 Service card Copy EXP.

B6585902	Version	C.SUM	Production
B6585902H	0.40.12		1st Mass Prod.

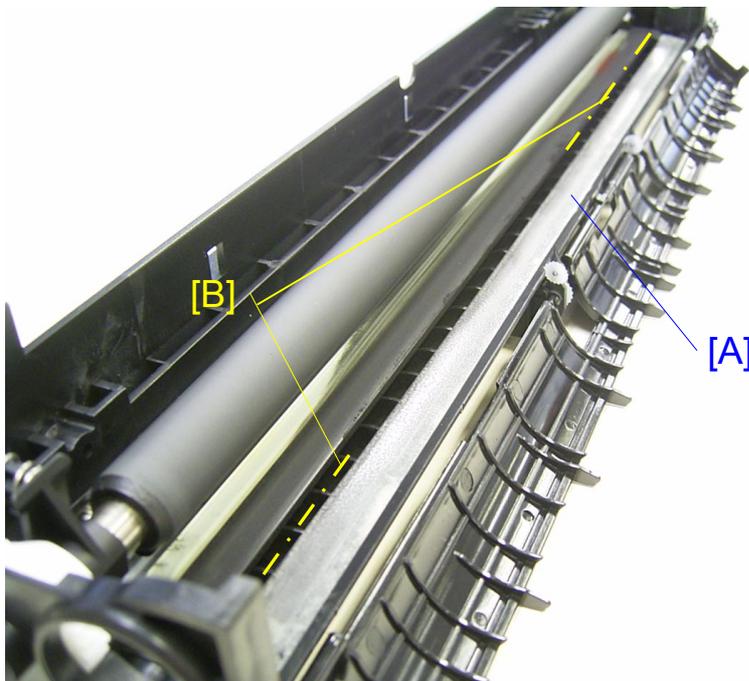
Model: Kir-C2		Date: 16-Dec-05	No.: RB121031
Subject: Applying toner to the mylar for sealing		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> 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 ()	

Important Note regarding Replacement of the OPC and the Upper PCU Case

Make sure to do the following to prevent damage to the Mylar [A] and OPC:

1. When you replace the OPC together with the upper PCU case (B1212253), **be very careful so that the Mylar [A] is not damaged. Handle the OPC and the Upper PCU Case very gently.**
2. When you replace only the upper PCU case (B1212253), put some toner on the surface of the Mylar [B] that touches the OPC (operator side and non-operator side).

Note: This will decrease the friction between the Mylar and OPC and prevent damage to these parts.



Model: Kir-C2		Date: 7-Mar-06	No.: RB121032
Subject: Paper jam prevention		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Symptom

1. The stripper pawls come loose after an accordion jam
2. Non-feed jam
3. Paper jam

Cause

1. Stripper pawls come loose after an accordion jam:
When an accordion jam occurs, the jammed paper folds up and creases. When the user removes the paper, the stripper pawls are pulled out of position.
2. Non-feed jam:
The user does not set the end fences correctly. The fences change the movement of the paper so that it is not fed.
3. Paper jam:
The user does not set the side fences correctly. The fences change the movement of the paper so that it is not fed straight.

Solution

1. Stripper pawls come loose after an accordion jam:
 - Firmware modification:
If a paper jam is detected, the machine stops earlier. As a result, the paper does not fold up like an accordion. When the paper is removed, it does not catch on the pawls.
 - See RTB RB121010b, RB121012a, RB121013a, RB121014a, RB121015a
 - Stripper pawl shape change:
With the new shape, it is harder for the pawls to come loose.
 - See MB121013 (P/N AE044062)
2. Non-feed jam:
 - A rubber spacer can be used to secure the end fences in place more tightly.
 - See RB121022a (P/N B1219501)
3. Paper jam:
 - A tapping screw can be used to secure the side fences in place.
 - See RB121022a (P/N 04503008N)

Model: Kir-C2		Date: 26-Jun-06	No.: RB121033
Subject: Important Notes for the replacement of the controller board		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

This RTB applies to the following models:

Model K-C2, K-C2.5 (B121, B122, B123, B259, B260, B261)

Important Note Regarding the Replacement of the Controller Board

Do the following procedure after you replace the controller board.

Note: This is necessary for the machine to support @Remote (NRS).

1. Execute **Sp5870-3** (Common Key Info Initialize).
2. Execute **Sp5870-1** (Common Key Info Writing).
3. Turn the machine main power OFF/ON.

Reissued: 15-Nov-07

Model: Kir-C2		Date: 31-Jul-06	No.: RB121034a
Subject: ROM History (Printer Scanner SD Card Security Module for NRS)		Prepared by: Y.Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

We hereby inform you of the firmware history for the Kir-C2 Printer Scanner SD card Security Module.

<For all areas >

B6225004	Version	C.SUM	Production
-	1.02	CB89	April 05' Production

Model: Kir-C2		Date: 10-Oct-06	No.: RB121035
Subject: Optional Heater operation		Prepared by: Hiromoto Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input checked="" type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Note on the Optional Heaters for the Model K-C Series

The following optional tray heaters turn ON or OFF depending on the operation mode of the machine :

- Anti-condensation heater
- Tray heaters for mainframe
- Tray heaters for optional paper feed units

Operation Mode:	Operation Panel:	Engine:	Optional Heater:
While printing or in the Ready Condition	On	On	Off
Low Power Mode	Off	On	Off
Transit Mode	Off	On	Off
Night/Off Mode	Off	Off	On
While the main switch is OFF, but the power cord is connected.	Off	Off	On
While the power cord is disconnected.	Off	Off	Off

Model: Kir-C2/C2.5	Date: 18-Apr-07	No.: RB121036
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Subject: Firmware Release Note: Service Card (Fax(Prepared by: H. Saitoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the Service Card (Fax) firmware release history.

Version	Program No.	Effective Date
0.40.09	G	Feb. 07' production
0.40.08	F	Dec. 04' production
0.40.07	E	Jun. 04' production
0.40.04	B6585901C	1st Mass production.

Version	Modified Points or Symptom Corrected
0.40.09	1. Symptom corrected: Cannot print out specific e-mail(s). This condition is only cleared when the power is turned off/on.
0.40.08	1. Taiwanese character error. 2. It will be stalled while ROM updating from the SD card.
0.40.07	1. Error is not indicated by SP mode if main SW turns OFF/ON after error occurs. 2. Tone "." is indicated as "\" in Chinese version machine.
0.40.04	1st Mass production.

Model: Kir-C2.5		Date: 12-Dec-07	No.: RB121037
Subject: ROM History (SD #1 Printer)		Prepared by: Y.Yoshida	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

We hereby inform you of the firmware history for the Kir-C2 for SD #1 Printer)

B6225901	Version	Production
B	1.04	June 06' Production

Version	Symptom Corrected
1.04	Symptom corrected: 1. The paper staple position cannot be selected for duplex jobs (Kir-C2.5). 2. The settings for the duplex function do not appear on the Configuration Page (Kir-C2.5).