RICOH

Technical **B**ulletin

PAGE: 1/1

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001

Subject: Firmware Release History (Engine)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.09B	*B1495505G*	*5C1B*	*January 2004 production*
1.09A	*B1495505F*	*D474*	*December 2003 production*
1.09	*B1495505E*	*360C*	*December 2003 production*
1.08B	*B1495505D*	*24CC*	*November 2003 production*
1.08	*B1495505C*	*C8E5*	*October 2003 production*

Version	Symptom Corrected
1.09B	The counter on a <u>meter charge device installed</u> mistakenly increments twice when all of the following conditions are met. - A meter charge device (e.g. key-card, coin-lock, key-counter) is installed - The 2-tray paper supply unit is installed - SP5-121 is set to "Paper Feed" - A paper misfeed occurs in tray 4 **Note:** This error occurs only on the external meter charge device. The mainframe meter click counter increments correctly.
1.09A	(Changes applied to the Japanese model only).
1.09	● Optimized conditions for error detection during developer initialization to ensure that new development units are properly detected (Vt normal range changed from $< 0.5V$ to $\leqq 0.78V$). ● Optimized toner supply control for when printing onto undefined paper types longer than DLT/A3. ● SC220-1 misdetections. ● Optimized detection conditions of output tray JAM 25 to eliminate unnecessary occurrences.
1.08B	Optimized the target pressure roller temperature for when recovering from Low Power Mode. **Note**: This applies to the Asia model only.
1.08	1st Mass Production

Model: Model J-C1	Date: 26-Jan-04	No.: RB149002

Subject: Service Manual Correction	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

Please apply the following to your Service Manuals.

Revision:

2.2 PM TABLES, P2-2

Item	20K	40K	60K	80K	120K	140K	EM	Remarks
Development								
Dev. Unit–K				R				☞ 2.1
Dev. Unit–C				R				☞ 2.1
Dev. Unit–M				R				☞ 2.1
Dev. Unit–Y				R				☞ 2.1

Addition:

5.6.2 UPDATING FIRMWARE, P6-141

Preparation

1. If the SD card is blank, copy the entire "romdata" folder onto the SD card.

2. If the card already contains the "romdata" folder, copy the "B149" folder onto the card.

3. If the card already contains folders up to "B149", simply copy the necessary firmware files (e.g. B149xxxx.fwu) into this folder.

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Technical Bulletin

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003

Subject: Firmware Release History (System)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.12.2	*B1015851E*	*7EFF*	*December 2003 production*
1.10.1	*B1015851D*	*BE45*	*October 2003 production*

Version	Symptom Corrected
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

RICOH

Technical Bulletin

Model: Model J-C1	Date: 26-Jan-04	No.: RB149004

Subject: Specification change for the development counter	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

Important Note on SP7-003-14 Logging Data

With the previous addition of Group 8 SP modes (logging data modes common to all models from A-C3e/f and R-C3), SP7-003-14 was deleted, which counted how many B&W pages are made following a color page printed in ACS mode (i.e. while the transfer unit is in contact with all color PCUs).

Using the firmware below, the value of SP7-003-14 can be estimated as follows:

[SP8-771-03, -04, or –05] + [SP8-581-11] – [SP8-771-02], **or**

[SP8-771-03, -04, or –05] – [SP8-581-10]

Necessary Firmware

System firmware **v1.12.2 or later**, which contains the following specification change from v1.10.1:

The specification for the development counter (SP8-771-01 to -05) has been changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter.

Note:

● The estimation is not exactly the same as the previous SP7 value, as some modes listed above do not count SMC printouts for meter charge.

● Do not reset the development counters (SP8-771-01 to -05) with SP5-801-01 (Memory All Clear) or SP7-808 (Counter Reset), as it will not be possible to perform the above calculation.

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Technical Bulletin

Model: Model J-C1	Date: 26-Jan-04	No.: RB149005

Subject: HDD initialization when turing on the main switch	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

The HDD may be re-initialized immediately after the machine main switch is turned on.

CAUSE

A firmware bug prevents the "initialization complete" flag from being written to the disk label, causing the machine to regard the disk as not initialized every time the main power is turned on.

Note:

● The machine will automatically attempt to initialize the hard drive immediately after the main power is turned on, which is normally prevented by the presence of this flag.

● Due to individual characteristics, this symptom occurs on some hard drives but not on others.

SOLUTION

Permanent (production)

Controller system firmware modification, scheduled for application from February 2004.

Temporary (production)

The HDD initialization is performed manually at the factory in SP mode, which ensures that the flag is attached properly. Applied from: December 2003.

Cut-in Serial Numbers

Product Code	Serial Number	Product Code	Serial Number
B146-29	From J9940100001	B148-29	From K0140100001
B147-17	From K0231200236	B149-17	From K0331200358
B147-22	From K0240101331	B149-22	From K0340100531
B147-24	From K0240101433	B149-24	From K03401xxxxx
B147-26	From 4U60140001	B149-26	From 4U70140001
B147-27	From K0240101453	B149-27	From K0340101453

Note: Some units have already been reworked locally.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149005

ACTION REQUIRED IN THE FIELD

Be sure to perform the following manual HDD initialization <u>at machine installation/pre-installation</u> and <u>at HDD replacement</u> for machines containing System v1.12.2 or older. If it is not, any data stored in the hard drive (e.g. Document Server files, address book, Stamp data) will be lost at the next machine power up from an auto HDD initialization.

Machine On-site Installation, HDD Replacement:

1. If installing the machine, complete the normal machine installation procedure.
2. Access SP mode and perform an HDD initialization (SP5-832-001).
3. Turn OFF the main power switch.
4. Wait 1-2 seconds, then turn the main power switch back ON.
5. Access SP mode once the machine warms up.
6. Download the Stamp data (SP5-853-001).
7. Turn OFF the main power switch.
8. Make sure that Preset stamp data can be selected in Copier mode (Edit/Color Creation > Stamp).

Machine Pre-installation:

1. Open the front cover.
2. Turn ON the main power switch.
3. Access SP mode and perform an HDD initialization (SP5-832-001).
4. Turn OFF the main power switch.
5. Wait 1-2 seconds, then turn the main power switch back ON.
6. Access SP mode once the machine warms up.
7. Download the Stamp data (SP5-853-001).
8. Turn OFF the main power switch.
9. Once onsite, complete the normal machine installation procedure and then make sure that Preset stamp data can be selected in Copier mode (Edit/Color Creation > Stamp).

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Technical Bulletin

Model: Model J-C1	Date: 30-Jan-04	No.: RB149006

Subject: Meter-click function error on external meter charge devices	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

The counter on a meter charge device installed mistakenly increments twice when all of the following conditions are met.
- A meter charge device (e.g. key-card, coin-lock, key-counter) is installed
- The 2-tray paper supply unit is installed
- SP5-121 is set to "Paper Feed"
- A paper misfeed occurs in tray 4

Note: This error occurs only on the external meter charge device. The mainframe meter click counter increments correctly.

CAUSE

A software bug causes the counter to increment twice under the above conditions.

SOLUTION

I. PRODUCTION

Engine main firmware modification (applied from v1.09b)

Cut-in Serial Numbers

Product Code	Serial Number	Product Code	Serial Number
B146-29	From J9940100001	B148-29	From K0140100001
B147-17	From K0240100471	B149-17	From K0340100331
B147-22	From K0240101331	B149-22	From K0340100531
B147-24	From K0240101433	B149-24	From K0340200522
B147-26	From 4U60140001	B149-26	From 4U70140001
B147-27	From K0240101453	B149-27	From K0340101453

II. ACTION IN THE FIELD

1. Upgrade the engine-main firmware to v1.09b, **OR**
2. Change SP5-121 to "1: Paper Exit".

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Technical Bulletin

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Model: Model J-C1	Date: 4-Feb-04	No.: RB149007

Subject: Cold offset at power on in cold conditions	Prepared by: H.Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

Symptom

Cold offset (poor fusing) may occur when all of the following conditions are met:
1. The machine is turned on under low-temperature conditions
2. The weight of the paper loaded in the tray is near the upper limit for plain paper (e.g. 100g/28lb)
3. Copies are taken in B&W mode (185 mm/sec).

Note:
- The offset normally occurs between the second and fifth copy, gradually improving and disappearing within a total of approximately 15 copies.
- This does not occur in Color mode or with paper weights of 80g/24lb or less.

Cause

The heat distribution across the fusing belt is not uniform while the initial copies are made onto thicker plain paper in B&W mode (highest processing speed).

Action Required

1. SP1-912-2: Change the threshold for enabling low temperature correction from 17°C to **22°C**.
2. SP1-916-1: Enable idling mode (set to a value of **1**).

SP Mode	Default	Change to	
SP1-912-2	17°C	**22°C**	
SP1-916-1	0: OFF	**1: ON**	See Note below.

Note:
- It is **not** required to change the idling time (default: 30 sec) for SP1-916-2. Please **maintain** this setting of **30sec**, since a software bug will cause the machine to continue running if the setting is changed to 40sec or more (the firmware correcting this will be released soon).
- Enabling Idling Mode causes the warm-up time to increase by 30sec, therefore please advise customers of this point.

Permanent:
This firmware will be modified to ensure cold offset does not occur without changing the warm-up time. This RTB will be reissued when the released date had been fixed.

Model: Model J-C1	Date: 4-Feb-04	No.: RB149008

Subject: Faulty images	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

A RAM access error sometimes occurs when the controller attempts to access the SDRAM DIMM, resulting in one of the faulty images shown below (band shifting along the main scan direction, solid banding, stretched banding).

Note:

- Occurrence is limited to when SDRAM DIMM memory is inserted in all 3 slots, and shows a factory rate of approximately 0.56%.

- Even if this occurs on a fax image, the machine will not send the data.

CAUSE

The response time that the controller requires is sometimes too short for the SDRAM DIMM, preventing the image from being read out of memory correctly.

SOLUTION

Production (temporary):

SDRAMM DIMM parts are tested so that only those that are able to respond in time are selected for use.

Product Code	Serial Number	Product Code	Serial Number
B146-29	From J9931200001	B148-29	From K0131200001
B147-17	From K0231200001	B149-17	From K0331200001
B147-22	From K0231200721	B149-22	From K0331200816
B147-24	From K0231200851	B149-24	From K0331200926
B147-26	From 4U61230001	B149-26	From 4U71230001
B147-27	From K0231200931	B149-27	From K0331200956

Model: Model J-C1	Date: 4-Feb-04	No.: RB149008

Production (permanent):

The following resistors and filter on the controller board have been changed to ensure proper communication between the controller and SDRAM DIMM.

Old Part Number	New Part Number	Description	Symbol Number
B1475730	B1475733	Controller for J-C1y (B146/147)	*
B1495730	B1495733	Controller for J-C1z (B148/149)	*
16017879	16017757	Resistor - 0OHM	RN15, 32, 106, 107
16090026	16090011	Resistor - 22OHM:+-5%:1/16W	RN16, 17, 19, 20, 23, 24, 27, 28
16504470	16071520	Filter - BLM18BA470SN1B	R601, 602, 603
16340000	16504470	Resistor - 47OHM+-5%1/10W	JP56, 59, 62

Product Code	Serial Number	Product Code	Serial Number
B146-29	From J9940100001	B148-29	From K0140100001
B147-17	From K0231200236	B149-17	From K0331200201
B147-22	From K0240101331	B149-22	From K0340100531
B147-24	From K0240101433	B149-24	From K0340200522
B147-26	From 4U60140001	B149-26	From 4U70140001
B147-27	From K0240101453	B149-27	From K0340100573

TROUBLESHOOTING

Replace the controller board when any of the following image symptoms are reported.
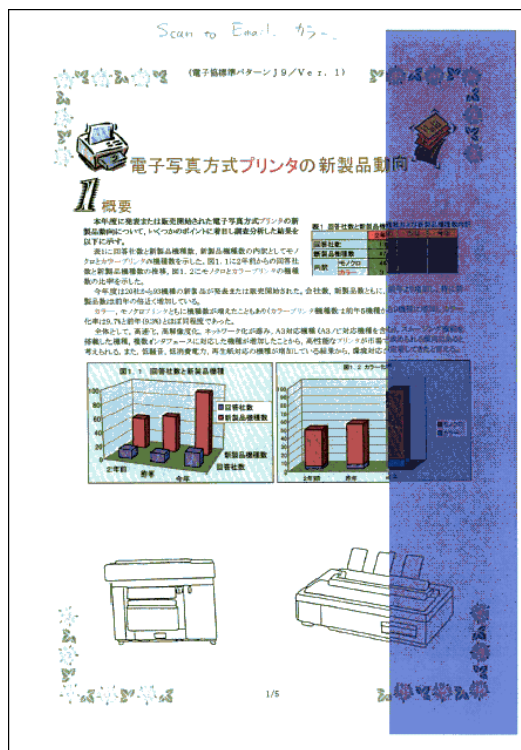
1. Printer Image

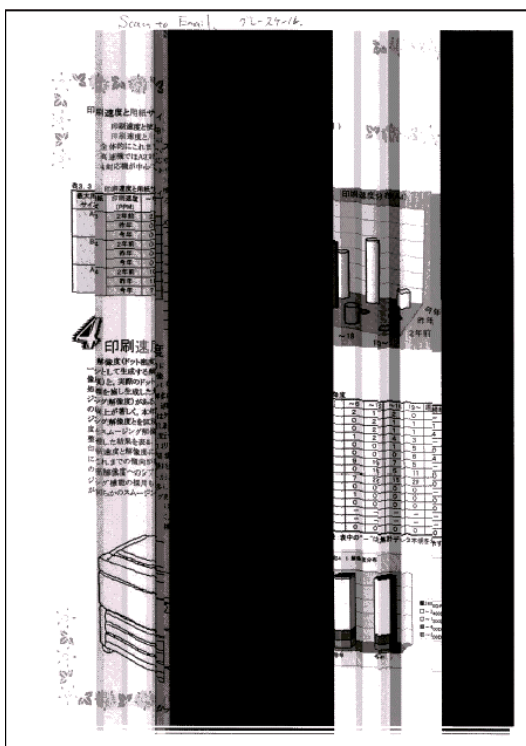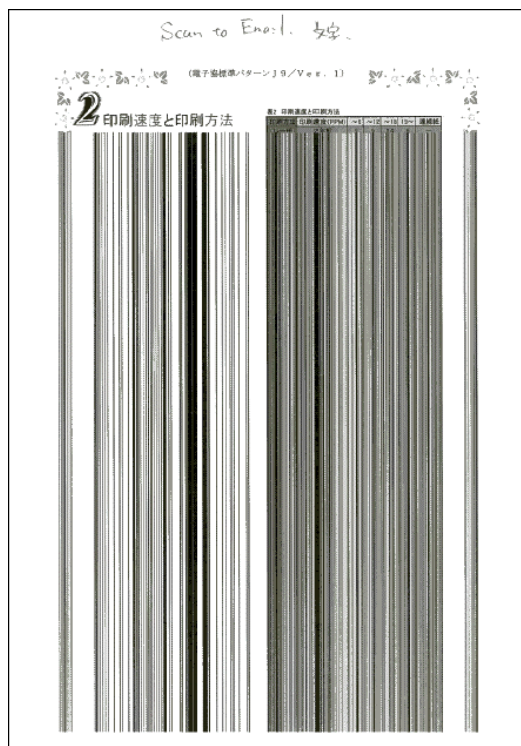2. Printer Image
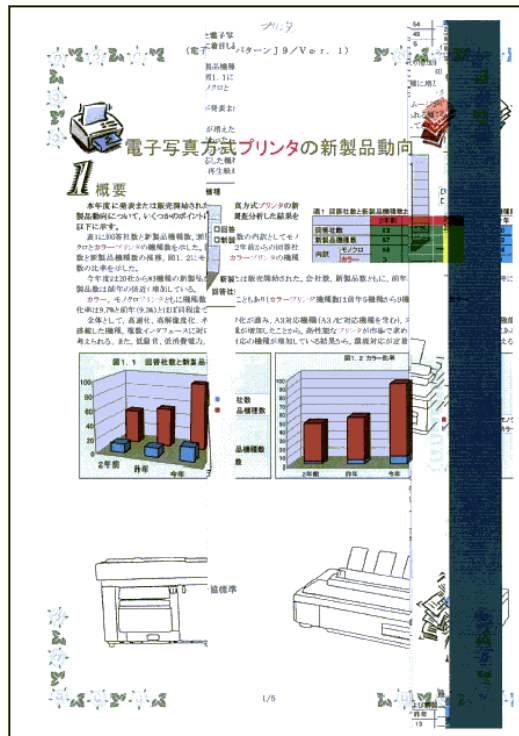
3. Copy Image
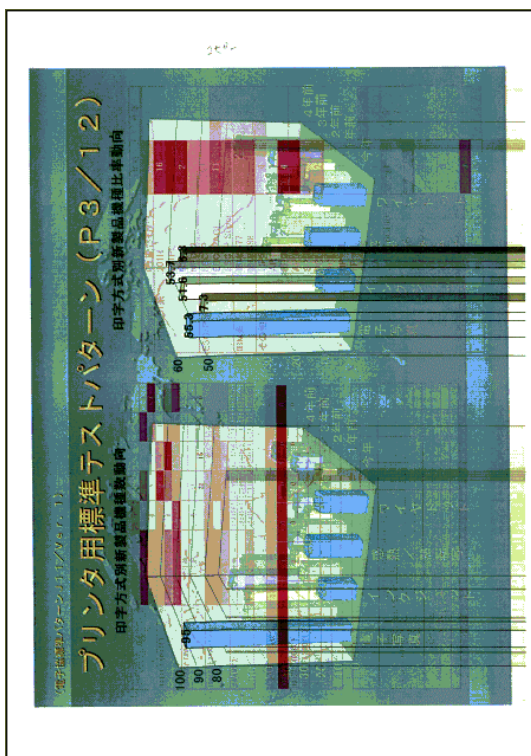
4. Scan-to-Email Image (Color)

5. Scan-to-Email Image (Grayscale)

6. Scan-to-Email Image (Text)

7. Scan-to-Email Image (Text/Photo)

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Technical Bulletin

Model: Model J-C1	Date: 9-Mar-04	No.: RB149009

Subject: Service Manual Correction	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

Please apply the following revisions to your Service Manuals.

2.1 SETTINGS, P2-1

- Development Unit–Y (SP5-999-006)
- Development Unit–C (SP5-999-008)

4.4 SC TABLES, P4-29

Delete the explanations for SC570 and SC571, as these conditions actually trigger written error messages and not SC code displays.

5.2 COPY SERVICE MODE, 5.2.1 SERVICE MODE TABLES, P5-63

Revise the description for the following.

5999	New Unit Set	*BCU #	[0: Disable/1: Enable]
5999 1	PCU: Bk		This program makes the machine to start the initialization processing for a newly installed unit. You set **1: Enable** before installing a new unit.
5999 2	PCU: Y		
5999 3	PCU: M		
5999 4	PCU: C		
5999 5	Dev. U: Bk		
5999 6	Dev. U: Y		
5999 7	Dev. U: M		
5999 8	Dev. U: C		
5999 9	Fuser		

5.2 COPY SERVICE MODE, 5.2.1 SERVICE MODE TABLES, P5-73

Revise the description for SP7804 (sentence in bold), as there are no switches for automatic detection of newly-installed PCUs or development units.

7804	**[PM Counter Reset]** PM Counter Clear
	(Unit, [Color]) Dev.: Development Unit, PF: Paper Feed Rollers, Transfer: Transfer Unit
	Clears the PM counter. **Press the Enter key after the machine asks "Execute?," which will store the PM counter value in SP7-906-1 to 25 (PM Counter – Previous), and reset the value of the current PM counter to 0.** NOTE: The LCT is counted as the 3rd feed station.

6.7 PHOTOCONDUCTOR UNIT, 6.7.1 OVERVIEW, P6-49

Delete the following explanation, as there are no switches for automatic detection of newly-installed PCUs or development units:

"The push switches in the drum positioning plate detect when a new PCU has been installed."

6.8 DEVELOPMENT, 6.8.1 OVERVIEW, P6-58

Delete the following explanation, as there are no switches for automatic detection of newly-installed PCUs or development units:

"The push switches in the drum positioning plate detect a new development unit when it has been installed, and detect whether the development unit is in the machine."

6.12 FUSING, 6.12.5 WASTE OIL, P6-96

Revise the following explanation (portion in bold), as the condition referred to will trigger a written error message, not SC571.

"After this message appears, the copier can operate until the number of rotations of development drive motor K reaches the value specified with SP7-905-010. **When the number has reached this value, an error message is displayed and the copier stops operation**. When you dispose of the waste oil, the machine resumes its normal operations (no need to switch the machine off/on)."

6.12 FUSING, 6.12.6 NEW FUSING OIL SUPPLY UNIT DETECTION, P6-96

Revise the following explanation (portion in bold), as the condition referred to will trigger a written error message, not SC570.

"Oil near-end is detected by counting the number of prints made. The machine indicates oil near-end 2,500 sheets before the life of the oil supply unit runs out. This timing can be changed with SP7-905-14. **When the number has reached this value, an error message is displayed and the copier stops operation**."

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Technical Bulletin

Model: Model J-C1	Date: 17-Mar-04	No.: RB149010

Subject: Firmware Release History (Language)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
3.28	*B1015238*	*5F95*	*October 2003 production*

Version	Symptom Corrected
3.28	*1st Mass Production*

Using the Language Kit.
1. Insert the SD card containing the firmware into the controller SD card slot.
2. Turn ON the main power. Then, chose either the First or Second display language for the update.
   Note: It is also possible to write to both the First and Second languages.
3. Start the update.
4. Select the appropriate display language in User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

RICOH **T**echnical **B**ulletin

Model: Model J-C1	Date: 17-Mar-04	No.: RB149010

Possible Display Languages for Operation Panel Software

Key:
✓: Can be displayed.
Δ: Can be displayed, but printer application window is not displayed correctly.
--: Cannot be displayed.

LCDC Software: Language:	B1015234 (NA)	B1015235 (EU)	B1485531 (Asia/TWN)
Japanese	✓	✓	--
English-NA	✓	✓	✓
English-UK	✓	✓	✓
French	✓	✓	✓
German	✓	✓	✓
Italian	✓	✓	✓
Spanish	✓	✓	✓
Dutch	✓	✓	✓
Norwegian	✓	✓	✓
Danish	✓	✓	✓
Swedish	✓	✓	✓
Portuguese	✓	✓	✓
Czech	✓	✓	✓
Finish	✓	✓	✓

Model: Model J-C1	Date: 17-Mar-04	No.: RB149011

Subject: Firmware Release History (MUSIC)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.00	*B1015660*	*A108*	*October 2003 production*

Version	Symptom Corrected
1.00	*1st Mass Production*

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Technical **B**ulletin

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Model: Model J-C1	Date: 17-Mar-04	No.: RB149012a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (Fax)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

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

Version	Program No.	C. SUM	Effective Date
04.00.00	*B1015853C*	*A8D0*	*July 2004 production*
03.00.00	*B1015853B*	*3F99*	*December 2003 production*
02.00.00	*B1015853A*	*2F66*	*October 2003 production*

Version	Symptom Corrected
03.00.00	*The machine cannot detect the fax option if a network interface board is not installed.*
03.00.00	*Minor changes applied to improve reliability.*
02.00.00	*1st Mass Production*

RICOH

Technical Bulletin

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Reissued: 30-Mar-05

Model: Model J-C1	Date: 17-Mar-04	No.: RB149013a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (Netfile)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

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

Version	Program No.	C. SUM	Effective Date
1.03	*B1015854C*	*6528*	*January 2005 production*
1.02	B1015854B	F83C	December 2003 production
1.01	B1015854A	7540	October 2003 production

Version	Symptom Corrected
1.03	*A blank screen if the operator tries to download JPEG or TIFF files from the Document Server.* *Conditions: Occurs when WIM is used with IE6.0 SP1.*
1.02	The Tray Full error message is not displayed when the destination output tray has reached capacity.
1.01	1st Mass Production

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

Reissued: 30-Mar-05

Model: Model J-C1	Date: 17-Mar-04	No.: RB149014a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (NIB)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
4.13.1	*B1015852C*	*0CD3*	*(Not applied to production)*
4.13	B1015852C	7DB9	December 2003 production
4.11	B1015852B	1EF8	October 2003 production

Version	Symptom Corrected
4.13.1	*If a host name with over 15 characters is entered, only the first 14 characters is sent to the DHCP server when the client requests an IP address (GFPR#RE04100004).*
4.13	Printing slows when jobs of more than 1Mb are sent through a Windows 2000 Standard TCP/IP port (Raw protocol) only.
4.11	1st Mass Production

RICOH

Technical **B**ulletin

Model: Model J-C1	Date: 17-Mar-04	No.: RB149015

Subject: Firmware Release History (WebSystem)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.03	*B1015855B*	*5A7E*	*October 2003 production*

Version	Symptom Corrected
1.03	*1st Mass Production*

RICOH

Technical Bulletin

Model: Model J-C1	Date: 17-Mar-04	No.: RB149016

Subject: Firmware Release History (WebDocBox)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.03	B1015856B	149D	October 2003 production

Version	Symptom Corrected
1.03	1st Mass Production

RICOH

Technical **B**ulletin

Model: Model J-C1	Date: 17-Mar-04	No.: RB149017

Subject: Firmware Release History (LCDC)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

NA

Version	Program No.	C. SUM	Effective Date
1.03	*B1015234A*	*8255*	*October 2003 production*

EU

Version	Program No.	C. SUM	Effective Date
1.03	*B1015235A*	*D422*	*October 2003 production*

Asia/Taiwan

Version	Program No.	C. SUM	Effective Date
1.03	*B1485531*	*DCFF*	*October 2003 production*

NA

Version	Symptom Corrected
1.03	*1st Mass Production*

EU

Version	Symptom Corrected
1.03	*1st Mass Production*

Asia/Taiwan

Version	Symptom Corrected
1.03	*1st Mass Production*

RICOH

Technical Bulletin

Model: Model J-C1	Date: 17-Mar-04	No.: RB149018

Subject: Firmware Release History (FCU)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
07.00.00	*B6035570F*	*BB96*	*February 2004 production*
06.00.00	*B6035570E*	*1E9C*	*December 2003 production*
05.00.00	*B6035570D*	*E6EA*	*October 2003 production*

Version	Symptom Corrected
07.00.00	1. *Communication error sometimes occurs when receiving a PC fax through MH/MR reception.* 2. *The machine accepts an incoming email while in an SC error condition, in spite of the fact that User SW05 bit 0 is set to 1 (i.e. "do not accept emails while in an SC error condition").* 3. *The sound generated to alert the operator that reception has been completed does not turn off, even when this setting is disabled.*
06.00.00	*Minor changes applied to improve reliability.*
05.00.00	*1st Mass Production*

RICOH

Technical **B**ulletin

PAGE: 1/1

Model: Model J-C1	Date: 18-Mar-04	No.: RB149019

Subject: Firmware Release History (Scanner)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
2.03	B6126520C	D7A6	December 2003 production
2.02	B6126520B	42C7	October 2003 production

Version	Symptom Corrected
2.03	1. The Access Code dialogue box remains displayed after pushing the Scanner button on the MFP if the Partial Access Code settings are not completed. 2. When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead. 3. SP1-007-001 (Store Priority) returns to its default value of 1 ("Send Only") following a Scanner Document Server job using either a setting of 2 ("Store Only") or 3 ("Send and Store"). 4. The Destination field for a Scanner Document Server job is selectable even if SP1-007-001 (Store Priority) has been set to 2 ("Store Only"), when: The setting of 2 is input → Scanner main screen is accessed → Main power is turned Off/On. 5. The following errors occur when printing out the Scanner UP from SP5-990-23: - The default and current values for "Original Feed Type Priority" do not appear on the printout. - The default and current values for "Exposure Glass" and "SADF" (under Wait Time for Next Originals) are displayed incorrectly.
2.02	1st Mass Production

RICOH

Technical Bulletin

Model: Model J-C1	Date: 25-Mar-04	No.: RB149020

Subject: Firmware Release History (Scanner IPU)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.10:03	*B1015155C*	*7B9F*	*December 2003 production*
1.09:03	*B1015155B*	*8833*	*October 2003 production*

Version	Symptom Corrected
1.10:03	*Minor changes applied to improve reliability.*
1.09:03	*1st Mass Production*

Model: Model J-C1	Date: 30-Mar-04	No.: RB149021

Subject: Firmware Release History (Printer)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.04	*B6126505C*	*D24E*	*February 2004 production*
1.03.1	*B6126505B*	*A415*	*January 2004 production*
1.02	*B6126505A*	*EDEF*	*December 2003 production*
1.01	*B6126505*	*A666*	*October 2003 production*

Version	Symptom Corrected
1.04	*SC920 sometimes occurs when attempting to bring the Printer function on line (timeout error).*
1.03.1	*1. B/W pages contained in data sent from the driver as a Color job are not counted up by the external counting device when the device is set to prohibit B/W prints.* *Note: The mainframe counters increment correctly.* *2. Addition:* *Bit SW2 bit 6 is now active, which utilizes a new dither pattern to improve color consistency in 600x600dpi, 2-bit Photo Mode.* *Note: To properly activate the setting, it is necessary to turn the main power Off/On, and then perform ACC.*
1.02	*<GPS>* *Cell shading specified using the "pattern" settings is not printed when using Excel (for Win2K/XP).*
	<PCL> *1. The form overlay and text in a PCL job are printed separately (GFPR #RC03080015).* *2. Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0): GFPR #RC03070024.* *3. Incorrect font size settings when printing a multi-page document in PCL format: GFPR #RC03090002.*
1.01	*1st Mass Production*

RICOH

Technical Bulletin

Reissued: 21-Apr-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (Engine)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.11	*B1495505K*	*D9E8*	*April 2004 production*
1.09D	*B1495505J*	*33E4*	*March 2004 production*
1.09C	*B1495505H*	*4CE3*	*February 2004 production*
1.09B	B1495505G	5C1B	January 2004 production
1.09A	B1495505F	D474	December 2003 production
1.09	B1495505E	360C	December 2003 production
1.08B	B1495505D	24CC	November 2003 production
1.08	B1495505C	C8E5	October 2003 production

Version	Symptom Corrected
1.11	● *Modified as part of the solution for cold offset at power on under cold conditions.* ● *Modified in conjunction with PCU cleaning blade modification to ensure the blade remains properly fixed in place.* ● *Finisher jam with series printing if the stapling positions for the 1st and 2nd jobs are different and the 1st job is set for stapling under unsupported conditions (e.g. only one sheet in the stack).* ● *SC545/555 falsely detected (EU).*
1.09D	*SC670 falsely detected.*
1.09C	● *Default fusing temperature changed on NA machines for the following modes in order to increase the glossiness on the second side of a duplex sheet.*

1105 6	H:N [K] D 125	*BCU	[100 to 190 / NA: *170*, EU: 165 / 5°C/step]
1105 11	H:N[FC] D 125	*BCU	[100 to 190 / NA: *170*, EU: 170 / 5°C/step]
1105 17	P:N [K] D 125	*BCU	[0 to 190 / NA: *150*, EU: 145 / 5°C/step]
1105 22	P:N[FC] D 125	*BCU	[0 to 190 / NA: *150*, EU: 150 / 5°C/step]

RICOH   Technical Bulletin

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001a

Version	Symptom Corrected
1.09B	The counter on a <u>meter charge device installed</u> mistakenly increments twice when all of the following conditions are met. - A meter charge device (e.g. key-card, coin-lock, key-counter) is installed - The 2-tray paper supply unit is installed - SP5-121 is set to "Paper Feed" - A paper misfeed occurs in tray 4 **Note:** This error occurs only on the external meter charge device. The mainframe meter click counter increments correctly.
1.09A	(Changes applied to the Japanese model only).
1.09	• Optimized conditions for error detection during developer initialization to ensure that new development units are properly detected (Vt normal range changed from $< 0.5V$ to $\leqq 0.78V$). • Optimized toner supply control for when printing onto undefined paper types longer than DLT/A3. • SC220-1 misdetections. • Optimized detection conditions of output tray JAM 25 to eliminate unnecessary occurrences.
1.08B	Optimized the target pressure roller temperature for when recovering from Low Power Mode. **Note**: This applies to the Asia model only.
1.08	1st Mass Production

RICOH

Technical **B**ulletin

Reissued: 21-Apr-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.14.1	*B1015851F*	*0EED*	*February 2004 production*
1.12.2	B1015851E	7EFF	December 2003 production
1.10.1	B1015851D	BE45	October 2003 production

Version	Symptom Corrected
1.14.1	• *After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward.*
	• *Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied:*
	- The destination folder is selected from a registered entry in the Address Book.
	- A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen.
	- Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen.
	• *Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).*
	• *HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details).*
	• *SC990 sometimes occurs just after the main switch is turned on.*

RICOH

Technical Bulletin

Reissued: 21-Apr-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003a

Version	Symptom Corrected
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

RICOH

Technical Bulletin

Reissued: 21-Apr-04

Model: Model J-C1	Date: 18-Mar-04	No.: RB149019a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (Scanner)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
2.04	*B6126520D*	*FB6F*	*February 2004 production*
2.03	B6126520C	D7A6	December 2003 production
2.02	B6126520B	42C7	October 2003 production

Version	Symptom Corrected
2.04	*1. VRAM memory-full error after multiple Scanner transmission jobs.* *2. Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).*

2.03	1. The Access Code dialogue box remains displayed after pushing the Scanner button on the MFP if the Partial Access Code settings are not completed.
	2. When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.
	3. SP1-007-001 (Store Priority) returns to its default value of 1 ("Send Only") following a Scanner Document Server job using either a setting of 2 ("Store Only") or 3 ("Send and Store").
	4. The Destination field for a Scanner Document Server job is selectable even if SP1-007-001 (Store Priority) has been set to 2 ("Store Only"), when: The setting of 2 is input → Scanner main screen is accessed → Main power is turned Off/On.
	5. The following errors occur when printing out the Scanner UP from SP5-990-23:
	    - The default and current values for "Original Feed Type Priority" do not appear on the printout.
	    - The default and current values for "Exposure Glass" and "SADF" (under Wait Time for Next Originals) are displayed incorrectly.

2.02	1st Mass Production

Model: Model J-C1	Date: 1-Jun-04	No.: RB149022

Subject: SC285, SC387, 388, 389	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

SC285, SC387, SC388, SC389 sometimes occur on machines that print primarily in B/W mode (total color to B/W page ratio of 1:100), such as when using the machine primarily as a fax machine.

CAUSE

Color development units are activated at power off/on, jam recovery and process control (ID sensor pattern), which slightly charges and consumes the toner, but the units are inactive and so toner is not replenished when printing out primarily in B/W mode (triggering the SC).

Action Required

1. Set SP3-125-003 to a value of **2** to enable Job End & Non-use Self Check Mode.
   Note: This will instruct the machine to perform Auto Density Adjustment every 200 prints at the next job end (operation lasts approximately two to six minutes).

2. Set SP3-125-005 to a value of **0** (disable).
   Note: This will instruct the machine to ignore all environmental factors when performing process control.

RICOH

Technical Bulletin

Model: Model J-C1	Date: 24-Jun-04	No.: RB149023

Subject: SC385	Prepared by: H.Tagucghi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

SC385 sometimes occurs at intervals of 20k prints or less.

CAUSE

Toner scatters from the transfer belt during process control, which can then sometimes accumulate on the ID sensor (center).

SOLUTION

- If SC385 is reported from the field, clean the surface of the ID sensor by opening and closing the ID sensor shutter several times.
  - ➢ The ID sensor shutter is located inside the drum positioning plate.

- At the next service visit, make sure that SP3107-02, -04 and –06 all show a value of 200 or lower. If they do not, clean the ID sensor as described above.

Note: In either case, after cleaning the ID sensor, check the SP modes listed above and confirm that they show a value of 200 or lower.

Model: Model J-C1	Date: 27-Jul-04	No.: RB149024

Subject: Paper jam in the duplex unit	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

Paper jam occurs in the duplex unit.

CAUSE

The shape of some Mylars in the duplex unit were wrong, and the Mylars were attached at the wrong angle. This blocked the paper when it was sent to the two-tray finisher or booklet finisher.

Occurrence conditions:

- Mainframe + two-tray finisher and LCT or,
- Mainframe + two-tray finisher and paper feed unit (2 trays), or
- Mainframe + Booklet finisher

SOLUTION

Production Line

An inspection has been added to make sure the Mylars have the correct shape and they are attached correctly.

Action in the Field

Replace the seven Mylars shown below (P/N G3484682, Sheet: Gate: 2).

| Model: Model J-C1 | Date: 27-Jul-04 | No.: RB149024 |

Mylar Replacement Procedure

1. Open the duplex left cover [A].

2. Remove the top cover (screw x 4).

3. Remove the stopper.

4. Remove the duplex control board (screw x 4, harness x 7).
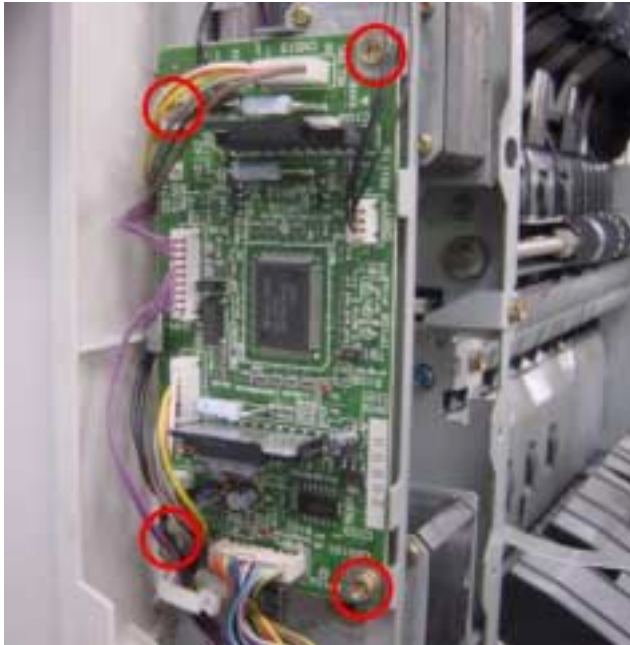
5. Remove the left middle guide plate (screw x 2).

6. Replace the 7 Mylars shown in the photo (red circles).
    Important:

> ➢ Refer to the **Attachment Specifications** below.

> ➢ Clean the attachment area for each Mylar before you attach the new one.

> ➢ Press hard on the attachment area of the Mylar.

> ➢ Make sure the Mylar is not sticking out from the guide plate.

Attachment Specifications:

A: Horizontal (left to right):   **- 0.5mm to + 0.5mm**
B: Vertical (up and down):   **0 to + 0.5mm**

Note: The "edge line" is a line **on** the guide plate. It is not the edge of the guide plate.

RICOH

Technical Bulletin

Model: Model J-C1	Date: 27-Jul-04	No.: RB149025

Subject: Machine cannot detect fax unit if NIB is not installed.	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

If the optional network interface board is not installed, the machine cannot detect the optional fax unit.

Note: This does not happen on models for North America or Europe, because the network interface board is standard on these models.

CAUSE

Fax firmware bug.

Note: The fax firmware is stored inside the controller.

SOLUTION

Production:

The fax firmware was modified to v04.00.00.

Mainframe Cut-in Serial Numbers:

Product Code	Serial Number	Product Code	Serial Number
B146-29	From J9940600001	B148-29	From K0140600001
B147-17	From K02407xxxxx	B149-17	From K03407xxxxx
B147-22	From K02407xxxxx	B149-22	From K03407xxxxx
B147-24	From K02407xxxxx	B149-24	From K03407xxxxx
B147-26	From 4U6074xxxx	B149-26	From 4U7074xxxx
B147-27	From K02407xxxxx	B149-27	From K03407xxxxx

Action in the field:

At machine installation, update the fax firmware to v04.00.00 or newer if the network interface board is not installed.

Note: The network interface board is included in the optional Printer/Scanner Unit.

RI**C**O**H**   **T**echnical **B**ulletin

Model: Model J-C1	Date: 17-Aug-04	No.: RB149026

Subject: Differences between J-C1y/z and J-C1k	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

The following information shows differences between J-C1y/z and J-C1k models. Please add this to your Service Manuals,

2. PREVENTIVE MAINTENANCE

2.2 PM TABLES

There is a wider gap between sheets of paper in the J-C1k. The PM interval is based on the number of motor revolutions. Increasing the paper interval shortens the PM interval by 10% (motor revolutions are more frequent, so PM intervals occur sooner).

Chart: A4 (LT)/5%
Mode: 3 copies/original (prints/job)
Environment: Normal temperature and humidity
Yield may change depending on circumstances and print conditions.

Symbol key: C: Clean,   R: Replace,   L: Lubricate,   I: Inspect

Copier

Item	18K	36K	54K	72k	108K	126K	EM	Remarks
Scanner								
1st/2nd/3rd mirrors					C			Optics cloth
Front and Rear Rails					C			Dry cloth
Exposure Glass					C		C	Dry cloth; alcohol
ADF Exposure Glass					C		C	Dry cloth; alcohol
Exposure Lamp							I	Dry cloth; alcohol
APS Sensor					C			Dry cloth
Development								
Dev. Unit–K				R				☛ 2.1
Dev. Unit–C				R				☛ 2.1
Dev. Unit–M				R				☛ 2.1
Dev. Unit–Y				R				☛ 2.1
PCU–K			R					☛ 2.1
PCU–CMY			R					☛ 2.1
Transfer								
Waste Toner Bottle		R						
Fusing								
Fusing Unit			R					☛ 2.1
Oil Supply Unit	R							
Paper Path								
Registration Sensor							C	Blower brush

Model: Model J-C1	Date: 17-Aug-04	No.: RB149026

Item	18K	36K	54K	72k	108K	126K	EM	Remarks
Duplex Unit								
Inverter Roller							C	Damp cloth
Transport Roller							C	Damp cloth
Inverter Sensor							C	Blower brush
Miscellaneous								
Dust Filter						R		Distributed with development unit-K
Breaker							I	

ARDF

Item	216K	EM	Remarks
Pick-up Roller	R	C	Damp cloth; alcohol
Feed Belt	R	C	Damp cloth; alcohol
Separation Roller	R	C	Damp cloth; alcohol
Sensors	C	C	Blower brush
Platen Sheet Cover		C	Damp cloth; alcohol (Replace if required.)
White Plate		C	Dry or damp cloth
Drive Gear	L		Grease G501
Transport Roller		C	Damp cloth; alcohol
Exit Roller		C	Damp cloth; alcohol
Inverter Roller		C	Damp cloth; alcohol
Idle Rollers		C	Damp cloth; alcohol

NOTE: 216k copies (= 72k originals x 3 copies/original)

5. SERVICE TABLES

5.10 DIP SWITCHES

BCU Board

Set the DIP switch on the BCU as shown in the table.

Model	DIP Switch				
	1	2	3	4	
				C1y/k	C1z
North/South America	ON	OFF	OFF	OFF	ON
Europe	OFF	ON	OFF	OFF	ON
Asia	ON	ON	OFF	OFF	ON
Taiwan	ON	OFF	ON	OFF	ON
Korea	OFF	ON	ON	OFF	ON

One of these errors occurs when the DIP switch is incorrectly set:

- "SC195"
- "SC902"
- "Fusing Unit Setting Error"

SPECIFICATIONS

1. GENERAL SPECIFICATIONS

1.1 BASIC

Copy speed: Normal
      C1y: 24 cpm (color) or 32 cpm (black & white)
      C1z: 28 cpm (color) or 38 cpm (black & white)
      C1k: 20 cpm (color) or 28 cpm (black & white)
     OHP/Thick
      C1y, C1z, C1k: 10 cpm (color/black & white)
     ADF 1 to 1
      C1y: 24 cpm (color) or 32 cpm (black & white)
      C1z: 28 cpm (color) or 38 cpm (black & white)
      C1k: 20 cpm (color) or 38 cpm (black & white)

1.2 PRINTER

Printing speed:

		Resolution	Plain paper	Thick/OHP
C1y	Monochrome	600 x 600 dpi	32 ppm	10 ppm
		1,800 x 600 dpi	32 ppm	10 ppm
		1,200 x 1,200 dpi	24 ppm	10 ppm
	Color	600 x 600 dpi	24 ppm	10 ppm
		1,800 x 600 dpi	24 ppm	10 ppm
		1,200 x 1,200 dpi	14 ppm	10 ppm
C1z	Monochrome	600 x 600 dpi	38 ppm	10 ppm
		1,800 x 600 dpi	38 ppm	10 ppm
		1,200 x 1,200 dpi	28 ppm	10 ppm
	Color	600 x 600 dpi	28 ppm	10 ppm
		1,800 x 600 dpi	28 ppm	10 ppm
		1,200 x 1,200 dpi	14 ppm	10 ppm
C1k	Monochrome	600 x 600 dpi	28 ppm	10 ppm
		1,800 x 600 dpi	28 ppm	10 ppm
		1,200 x 1,200 dpi	20 ppm	10 ppm
	Color	600 x 600 dpi	20 ppm	10 ppm
		1,800 x 600 dpi	20 ppm	10 ppm
		1,200 x 1,200 dpi	14 ppm	10 ppm

RICOH

Technical **B**ulletin

Model: Model J-C1	Date: 18-Aug-04	No.: RB149027

Subject: SC387/SC388	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

SC387/SC388 may occur when you install the machine.

CAUSE

The drum plate can bend if development unit K (Y) is not set correctly. This will not let development unit C (M) get set correctly. At this time, development unit C (M) cannot mesh with the mainframe drive gear. As a result, the development unit cannot be driven when the main switch is turned on.

Action required when installing the machine

Do these steps before you turn on the main switch.

1. Turn the transfer belt release lever counterclockwise.

2. Loosen two screws that fasten the drum plate. Then lift the plate until you hear a click.
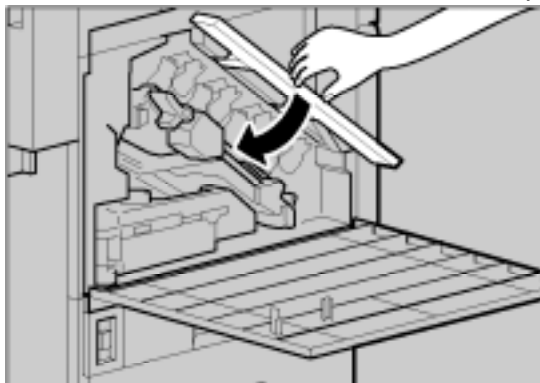
3. Hold the development unit. At the same time, slowly pull out the tape horizontally.
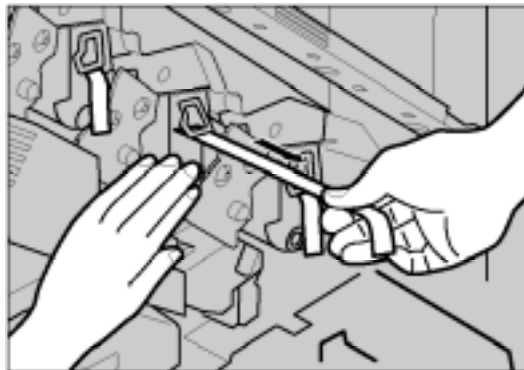
4. Push in each development unit.

5. Lower the drum plate. Then tighten two screws that hold the plate (the upper left one first, then the lower right one).

RICOH

Technical **B**ulletin

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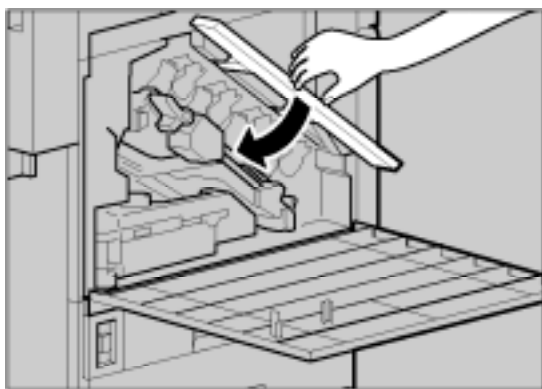
Reissued: 27-Aug-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001b

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (Engine)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB announces the firmware release information for the engine.

Version	Program No.	C. SUM	Effective Date
1.14	*B1495505M*	*2EF0*	*September 2004 production*
1.13	*B1495505L*	*86FB*	*June 2004 production*
1.11	B1495505K	D9E8	April 2004 production
1.09D	B1495505J	33E4	March 2004 production
1.09C	B1495505H	4CE3	February 2004 production
1.09B	B1495505G	5C1B	January 2004 production
1.09A	B1495505F	D474	December 2003 production
1.09	B1495505E	360C	December 2003 production
1.08B	B1495505D	24CC	November 2003 production
1.08	B1495505C	C8E5	October 2003 production

Version	Symptom Corrected
1.14	● *Added the serial number information for the Korea model.*
1.13	● *The display values for SP7-803-46 and SP7-906-34 were wrong ("oil unit lifetime 1000%"). Also, the calculation for oil unit lifetime was improved.* ● *Modified software to get Energy Star certification in Taiwan.*
1.11	● Modified as part of solution for cold offset at power on under cold conditions. ● Modified in conjunction with PCU cleaning blade modification to ensure the blade remains properly fixed in place. ● Finisher jam with series printing if the stapling positions for the 1st and 2nd jobs are different and the 1st job is set for stapling under unsupported conditions (e.g. only one sheet in stack). ● SC545/555 misdetection (EU).
1.09D	SC670 misdetection.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001b

Version	Symptom Corrected
1.09C	• Default fusing temperature changed on NA machines for the following modes in order to increase the glossiness on the second side of a duplex sheet.

1105 6	H:N [K] D 125	*BCU	[100 to 190 / NA: *170*, EU: 165 / 5°C/step]
1105 11	H:N[FC] D 125	*BCU	[100 to 190 / NA: *170*, EU: 170 / 5°C/step]
1105 17	P:N [K] D 125	*BCU	[0 to 190 / NA: *150*, EU: 145 / 5°C/step]
1105 22	P:N[FC] D 125	*BCU	[0 to 190 / NA: *150*, EU: 150 / 5°C/step]

Version	Symptom Corrected
1.09B	The counter on a meter charge device installed mistakenly increments twice when all of the following conditions are met. - A meter charge device (e.g. key-card, coin-lock, key-counter) is installed - The 2-tray paper supply unit is installed - SP5-121 is set to "Paper Feed" - A paper misfeed occurs in tray 4 **Note:** This error occurs only on the external meter charge device. The mainframe meter click counter increments correctly.
1.09A	(Changes applied to the Japanese model only).
1.09	• Optimized conditions for error detection during developer initialization to ensure that new development units are properly detected (Vt normal range changed from < 0.5V to ≦ 0.78V). • Optimized toner supply control for when printing onto undefined paper types longer than DLT/A3. • SC220-1 misdetections. • Optimized detection conditions of output tray JAM 25 to eliminate unnecessary occurrences.
1.08B	Optimized the target pressure roller temperature for when recovering from Low Power Mode. **Note**: This applies to the Asia model only.
1.08	1st Mass Production

RICOH

Technical Bulletin

Reissued: 27-Aug-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003b

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.19	*B1015851H*	*0086*	*July 2004 production*
1.18.1	*B1015851G*	*6A36*	*May 2004 production*
1.14.1	B1015851F	0EED	February 2004 production
1.12.2	B1015851E	7EFF	December 2003 production
1.10.1	B1015851D	BE45	October 2003 production

Version	Symptom Corrected
1.19	• *"Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese.* • *When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.*
1.18.1	• *Added the J-C1k product name.*
1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward. • Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen. • Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen). • HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details). • SC990 sometimes occurs when the main switch is turned on.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003b

Version	Symptom Corrected
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

RICOH

Technical Bulletin

Reissued: 27-Aug-04

Model: Model J-C1	Date: 25-Mar-04	No.: RB149020a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (Scanner IPU)		Prepared by: H. Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB announces the firmware release information for the scanner IPU.

Version	Program No.	C. SUM	Effective Date
1.11:03	*B1015155D*	*53B1*	*July 2004 production*
1.10:03	B1015155C	7B9F	December 2003 production
1.09:03	B1015155B	8833	October 2003 production

Version	Symptom Corrected
1.11:03	*The scanner freezes if SP4-008 (Firmware Release History (Scanner IPU)) is set to 0.8 or higher OR to a negative value.*
1.10:03	Minor changes applied to improve reliability.
1.09:03	1st Mass Production

Reissued: 27-Aug-04

Model: Model J-C1	Date: 17-Mar-04	No.: RB149017a

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (LCDC)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

NA

Version	Program No.	C. SUM	Effective Date
1.03	B1015234A	8255	October 2003 production

EU

Version	Program No.	C. SUM	Effective Date
1.03	B1015235A	D422	October 2003 production

Asia/Taiwan

Version	Program No.	C. SUM	Effective Date
1.12	*B1485531A*	*24CA*	*July 2004 production*
1.03	B1485531	DCFF	October 2003 production

Korea

Version	Program No.	C. SUM	Effective Date
1.11	*B1485549*	*BB36*	*August 2004 production*

NA

Version	Symptom Corrected
1.03	1st Mass Production

EU

Version	Symptom Corrected
1.03	1st Mass Production

Model: Model J-C1	Date: 17-Mar-04	No.: RB149017a

Asia/Taiwan

Version	Symptom Corrected
1.12	*Mass production begins for Taiwan*
1.03	1st Mass Production

Korea

Version	Symptom Corrected
1.11	*1st Mass Production*

RICOH

Technical Bulletin

Model: Model J-1	Date: 27-Aug-04	No.: RB149028

Subject: Firmware Release History (PS)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB announces the firmware release information for the PS unit.

Version	Program No.	C. SUM	Effective Date
1.00	G3695907	9337	October 2003 production

Version	Symptom Corrected
1.00	1st Mass Production

RICOH

Technical Bulletin

Reissued: 7-Sep-04

Model: Model J-1	Date: 30-Mar-04	No.: RB149021a

RTB Reissue

The items in bold italics have been added.

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

This RTB announces the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.05	*B6126505D*	*4423*	*July 2004 production*
1.04	B6126505C	D24E	February 2004 production
1.03.1	B6126505B	A415	January 2004 production
1.02	B6126505A	EDEF	December 2003 production
1.01	B6126505	A666	October 2003 production

Version	Symptom Corrected
1.05	*<GPS>* *1. Sometimes Locked Print does not work when User Code Control is enabled (GFR #RC04040009).*
1.04	1. SC920 sometimes occurs when attempting to bring the Printer function on line (timeout error).
1.03.1	1. B/W pages contained in data sent from the driver as a Color job are not counted up by the external counting device when the device is set to prohibit B/W prints. Note: The mainframe counters increment correctly. 2. Addition: Bit SW2 bit 6 is now active, which utilizes a new dither pattern to improve color consistency in 600x600dpi, 2-bit Photo Mode. Note: To properly activate the setting, it is necessary to turn the main power Off/On, and then perform ACC.
1.02	<GPS> 1. Cell shading specified using the "pattern" settings is not printed when using Excel (for Win2K/XP).
	<PCL> 1. The form overlay and text in a PCL jobs are printed separately (GFPR #RC03080015). 2. Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0): GFPR #RC03070024. 3. Incorrect font size settings when printing a multi-page document in PCL format: GFPR #RC03090002.
1.01	1st Mass Production

RICOH

Technical Bulletin

PAGE: 1/1

Model: Model J-C1	Date: 13-Sep-04	No.: RB149029

Subject: Early toner near end alert	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

The toner near end alert shows even if toner remains in the toner cartridge.

CAUSE

When the machine is not used for a long period of time, the air supply bulbs cannot work normally. This causes insufficient toner agitation.

SOLUTION

Remove the toner cartridge from the machine and shake it side to side 5 to 6 times. Then put it back in the machine.

Model: Model J-C1	Date: 13-Sep-04	No.: RB149030

Subject: Message "Add paper to Tray1 (2)" shows even if there is paper in paper tray 1 (2).	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

- "Add paper to Tray1 (2)" shows even if there is paper in paper tray 1 (2).

Note: This does not occur for the LCT or optional paper tray unit.

CAUSE

1. The paper tray holder (17: picture below) moves forward due to the defective rear metal board. This does not let the paper tray close correctly. This tends to occur in tray 2 because of the machine layout.

2. The tray holder cannot hold the paper tray firmly if these occur:
   - The paper tray gets pushed and pulled many times.
   - The tray holder is worn.
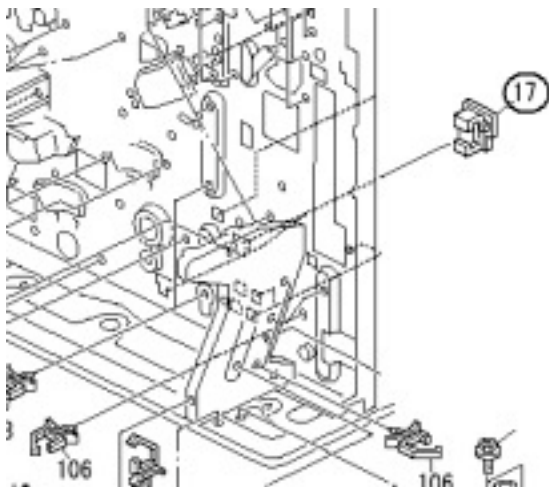
SOLUTION

For CAUSE 1:

Use this procedure to attach the tape (G0123897 X 4).

1. Remove the rear cover
2. Remove the high voltage supply unit
3. Remove the sub power supply unit
4. Remove the tray holder
5. Attach the tape according to the following picture
6. Reassemble the machine
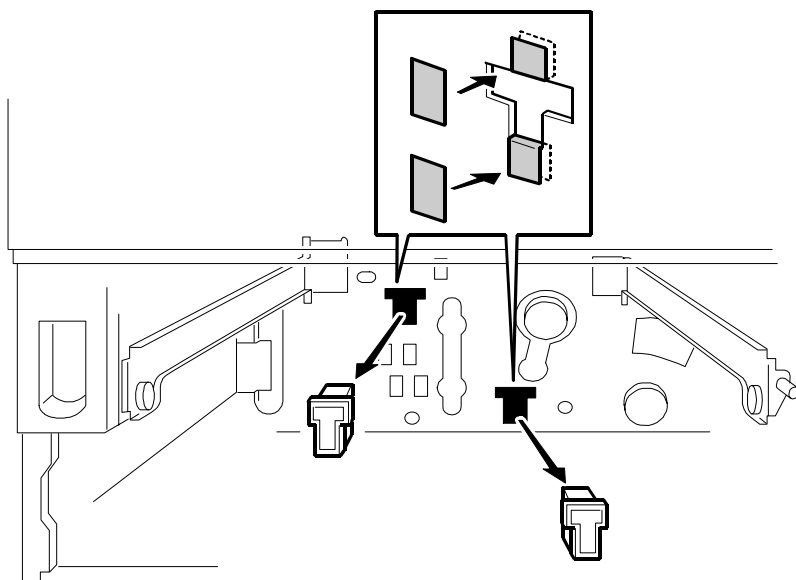
For CAUSE 2:

1.Replace the tray holder

RICOH

Technical Bulletin

Reissued: 8-Oct-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003c

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.20	*B1015851J*	*F49B*	*October 2004 production*
1.19	B1015851H	0086	July 2004 production
1.18.1	B1015851G	6A36	May 2004 production
1.14.1	B1015851F	0EED	February 2004 production
1.12.2	B1015851E	7EFF	December 2003 production
1.10.1	B1015851D	BE45	October 2003 production

Version	Symptom Corrected
	• *The Concorde (remote service) system captures the Development Counter data even when the machine is configured to use the Page Counter.* *Example: A color print job.* <table><tr><td></td><td>*Color Counter*</td><td>*BK Counter*</td></tr><tr><td>*Page Counter value*</td><td>*+1*</td><td>*0*</td></tr><tr><td>*Development Counter value*</td><td>*+3*</td><td>*+1*</td></tr><tr><td>*Excess*</td><td>*+2*</td><td>*+1*</td></tr></table>
1.19	• "Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese. • When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.
1.18.1	• Added the J-C1k product name.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003c

Version	Symptom Corrected
1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward. • Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen. • Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen). • HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details). • SC990 sometimes occurs when the main switch is turned on.
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

RICOH

Technical Bulletin

PAGE: 1/1

Model: Model J-C1	Date: 4-Oct-04	No.: RB149031

Subject: Firmware Release History (J-C1k Engine)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

J-C1k engine firmware is different from J-C1y/z engine firmware.

This RTB announces the firmware release information for the J-C1k engine.

Version	Program No.	C. SUM	Effective Date
K1.02	B1905505B	62D0	October 2004 production
1.01	B1905505A	AFED	August 2004production

Version	Symptom Corrected
K1.02	Added the serial number information for the Infotec model.
1.01	1st Mass Production

Note: SC995 will occur if the J-C1y/z engine firmware is installed in the J-C1k BCU.
If this happens, install the J-C1k engine firmware.

Reissued: 15-Oct-04

Model: Model J-C1	Date: 18-Aug-04	No.: RB149027a

RTB Correction

The items in bold italics have been corrected or added.

Subject: SC387/SC388	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

SC386, SC387, SC388 **or SC389** may occur when you install the machine **or replace the development unit.**

CAUSE

The drum plate bends slightly and the development unit gear cannot join with the mainframe gear.

This can happen when:

> ➢ *The unit is not installed correctly at the factory*

> ➢ *A new unit is not installed correctly in the field at developer replacement*

SOLUTION

The drum plate will be changed (details TBA).

Action in the Field

1. When You Install the Machine

Do this procedure before you turn on the main switch.

1. Turn the transfer belt release lever counterclockwise.

Model: Model J-C1	Date: 18-Aug-04	No.: RB149027a

2. Loosen the two screws on the drum plate.
3. Open the drum plate until you hear a click.

4. While you hold the development unit with one hand, pull out the tape gently as shown.
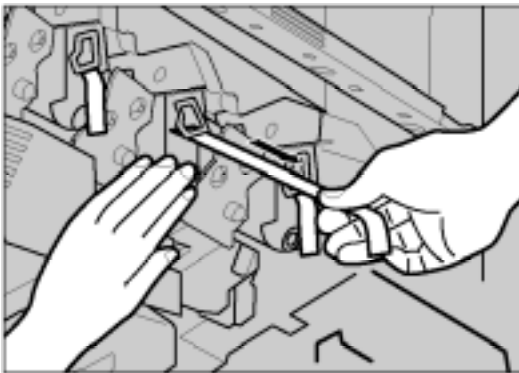
5. Push in the four development units all the way to the rear.

6. Close the drum plate.
7. Tighten the upper-left screw for the drum plate.
8. Tighten the lower-right screw for the drum plate.
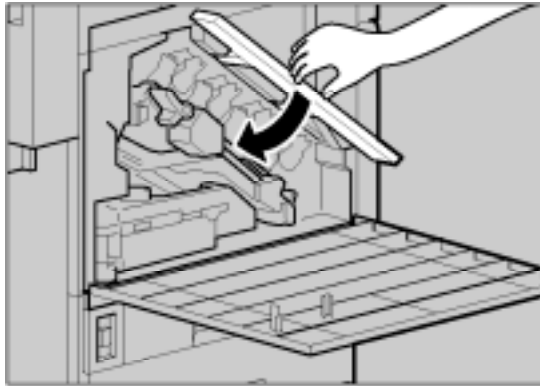
2. When You Replace the Development Unit

If the symptom occurs after you install a new development unit,

1. *Pull out the new development unit from the machine.*
2. *Check if there is any toner scattering inside the machine, and clean the area if necessary.*
   - ➢ *Toner scattering can occur because in some cases, toner is supplied even when the development unit is not running.*

3. *Install the new development unit again.*

   IMPORTANT: Make sure to push the unit all the way to the rear of the machine.

RICOH

Technical Bulletin

Model: Model J-C1	Date: 15-Oct-04	No.: RB149033

Subject: Springs on rollers in the transfer unit come off	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

The springs for the transfer unit rollers come loose during transport.

Note: Transfer unit P/N: B1013810.

CAUSE

Vibration during transport makes the springs come loose.

SOLUTION

Production:
Two stoppers were added to the unit (see the photo below).

In the Field:
When you install the new units (=units with stoppers):
- Remove the two stoppers before you install the new transfer unit.
  - ➢ Remove the wires at the four ends of the stoppers
  - ➢ Remove the four red tags

Stopper ← → Stopper
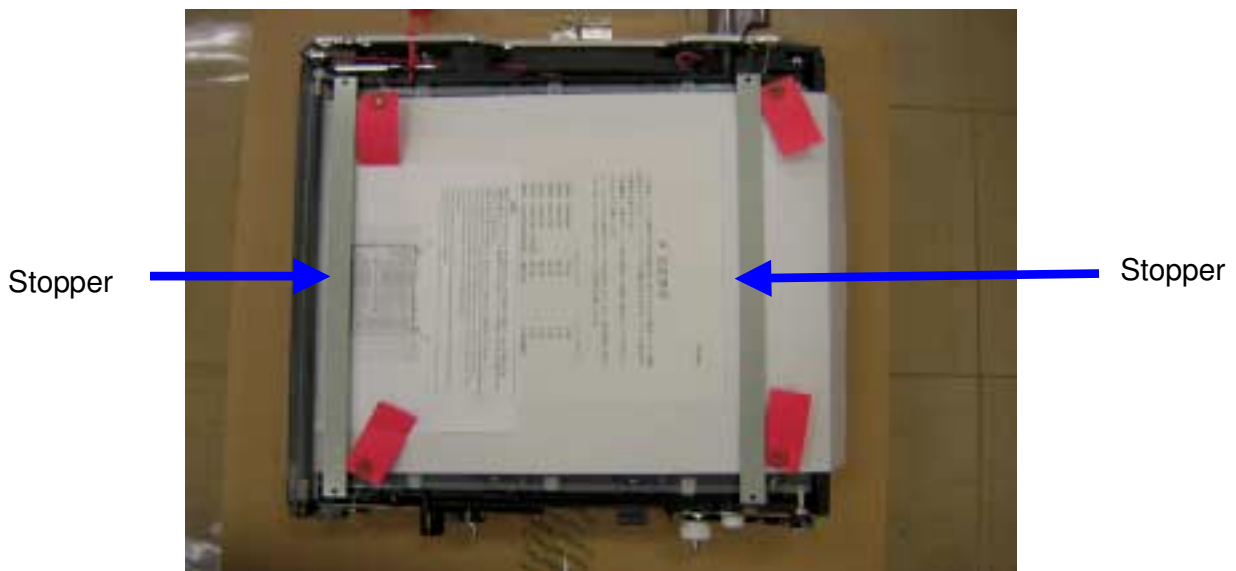
Reissued: 2-Nov-04

Model: Model J-C1	Date: 24-Jun-04	No.: RB149023a

RTB Correction
The items in bold italics have been corrected or added.

Subject: SC385	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

SC385 sometimes occurs at intervals of 20k prints or less.

CAUSE

Toner scatters from the transfer belt during process control. This can sometimes accumulate on the ID sensor (center).

SOLUTION

Attach a reinforcing plate (P/N B1499903) according to the following procedure.

Note: Check these the next time you make a service call even if this problem does not occur:

> ***- Check the SMC history and see whether or not SC385 has occurred,***

> ***- Check if SP3107-02, -04 and -06 all show a value of 200 or higher.***

> ***If either is true, install the corrective part (P/N B1499903).***

Affected unit

From the beginning of mass production to the beginning of July 2004

Attachment Procedure for the Guide Plate Reinforcing Material

The following is the procedure for attaching B1499903 (a reinforcing plate) to the bottom of the guide plate. This material will help ensure that the guide plate does not bend.

Model: Model J-C1	Date: 24-Jun-04	No.: RB149023a

Reinforcing material (B1499903 Bracket Guide Plate)

Components:

Bracket for Guide Plate [A] x 1

M3x5 Screw [B] x 1

Attachment procedure
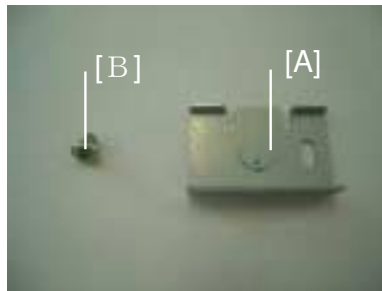
Procedure

1. *Turn OFF the main power switch.*

2. *Remove the transport feed unit.*

3. *Remove the transfer unit.*

4. *Remove the fusing unit.*

5. *Remove the Black PCU.*

6. *Remove the ID sensor assembly [C] (screw x 2, connector x 1).*

7. *Remove the Guide Plate (G0803620 [D]). (screw x 1).*

8. *Remove the Shutter (G0803617 [E]) (screw x 2, spring x 1).*
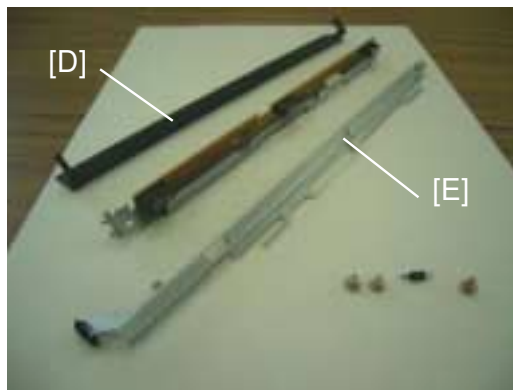
Model: Model J-C1	Date: 24-Jun-04	No.: RB149023a

9. **Remove the screw [F] from the ID sensor assembly.**

[F]
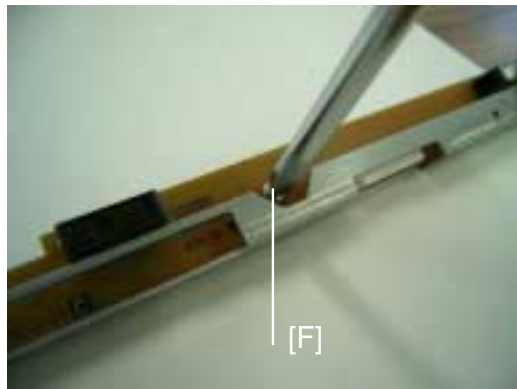
10. **Attach the Bracket for Guide Plate [G] (M3x5 screw x 1 [H]). Note: This is the M3x5 screw included in B1499903 instead of the screw removed in Step 9.**

IMPORTANT: Make sure there is no clearance between the bracket and ID sensor assembly core.
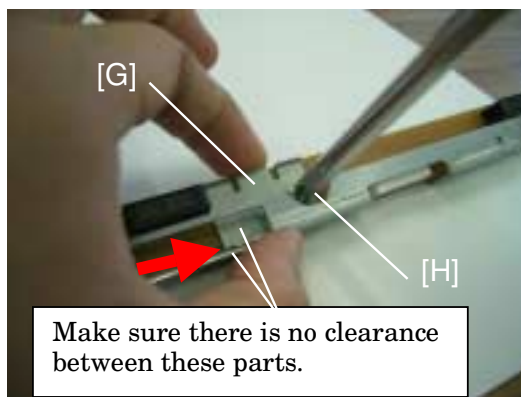
[G]

[H]

Make sure there is no clearance between these parts.

11. **Re-assemble the ID sensor assembly.**

To do this: Re-attach the parts you removed in Steps 7-10.

Re-attach all the parts you removed in Steps 1-6.

RICOH

Technical Bulletin

PAGE: 1/2

Reissued: 22-Nov-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001c

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (Engine)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB announces the firmware release information for the J-C1y/z engine.

Note: SC995 will occur if the J-C1k engine firmware is installed in the J-C1y/z BCU. If this happens, install the J-C1y/z engine firmware.

Version	Program No.	C. SUM	Effective Date
1.16	*B1495505P*	*FF5D*	*December 2004 production*
1.14A	*B1495505N*	*12CB*	*November 2004 production*
1.14	B1495505M	2EF0	September 2004 production
1.13	B1495505L	86FB	June 2004 production
1.11	B1495505K	D9E8	April 2004 production
1.09D	B1495505J	33E4	March 2004 production
1.09C	B1495505H	4CE3	February 2004 production
1.09B	B1495505G	5C1B	January 2004 production
1.09A	B1495505F	D474	December 2003 production
1.09	B1495505E	360C	December 2003 production
1.08B	B1495505D	24CC	November 2003 production
1.08	B1495505C	C8E5	October 2003 production

Version	Symptom Corrected
1.16	● *Added fusing control data for the China model.*
1.14A	● *The detection timing for SC471 was optimized.*
1.14	● Added the serial number information for the Korea model.
1.13	● The display values for SP7-803-46 and SP7-906-34 were wrong ("oil unit lifetime 1000%"). Also, the calculation for oil unit lifetime was improved. ● Modified software to get Energy Star certification in Taiwan.
1.11	● Modified as part of solution for cold offset at power on under cold conditions. ● Modified in conjunction with PCU cleaning blade modification to ensure the blade remains properly fixed in place. ● Finisher jam with series printing if the stapling positions for the 1st and 2nd jobs are different and the 1st job is set for stapling under unsupported conditions (e.g. only one sheet in stack). ● SC545/555 misdetection (EU).
1.09D	SC670 misdetection.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001c

Version	Symptom Corrected
1.09C	● Default fusing temperature changed on NA machines for the following modes in order to increase the glossiness on the second side of a duplex sheet. | 1105 6	H:N [K] D 125	*BCU	[100 to 190 / NA: ***170***, EU: <u>165</u> / 5°C/step]
1105 11	H:N[FC] D 125	*BCU	[100 to 190 / NA: ***170***, EU: <u>170</u> / 5°C/step]
1105 17	P:N [K] D 125	*BCU	[0 to 190 / NA: ***150***, EU: <u>145</u> / 5°C/step]
1105 22	P:N[FC] D 125	*BCU	[0 to 190 / NA: ***150***, EU: <u>150</u> / 5°C/step]	
1.09B	The counter on a <u>meter charge device installed</u> mistakenly increments twice when all of the following conditions are met. - A meter charge device (e.g. key-card, coin-lock, key-counter) is installed - The 2-tray paper supply unit is installed - SP5-121 is set to "Paper Feed" - A paper misfeed occurs in tray 4 **Note:** This error occurs only on the external meter charge device. The mainframe meter click counter increments correctly.
1.09A	(Changes applied to the Japanese model only).
1.09	● Optimized conditions for error detection during developer initialization to ensure that new development units are properly detected (Vt normal range changed from < 0.5V to ≦ 0.78V). ● Optimized toner supply control for when printing onto undefined paper types longer than DLT/A3. ● SC220-1 misdetections. ● Optimized detection conditions of output tray JAM 25 to eliminate unnecessary occurrences.
1.08B	Optimized the target pressure roller temperature for when recovering from Low Power Mode. **Note**: This applies to the Asia model only.
1.08	1st Mass Production

Reissued: 22-Nov-04

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003d

RTB Correction

The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.21	*B1015851K*	*C02A*	*December 2004 production*
1.20	B1015851J	F49B	October 2004 production
1.19	B1015851H	0086	July 2004 production
1.18.1	B1015851G	6A36	May 2004 production
1.14.1	B1015851F	0EED	February 2004 production
1.12.2	B1015851E	7EFF	December 2003 production
1.10.1	B1015851D	BE45	October 2003 production

Version	Symptom Corrected
1.21	• *The "Oil Near Full" message is displayed in WebImageMonitor (correct: "Oil Near End").* *Note: Swedish display language only.* • *B/W image quality with the Scanner ACS feature was improved.* *Note: To enable this change, set SP2-022-007 (Adjustment value of threshold) to a value of –110.*
1.20	• The Concorde (remote service) system captures the Development Counter data even when the machine is configured to use the Page Counter. Example: A color print job. <table><tr><td></td><td>Color Counter</td><td>BK Counter</td></tr><tr><td>Page Counter value</td><td>+1</td><td>0</td></tr><tr><td>Development Counter value</td><td>+3</td><td>+1</td></tr><tr><td>Excess</td><td>+2</td><td>+1</td></tr></table>
1.19	• "Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese. • When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.
1.18.1	• Added the J-C1k product name.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003d

Version	Symptom Corrected
1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward. • Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen. • Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen). • HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details). • SC990 sometimes occurs when the main switch is turned on.
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

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Technical **B**ulletin

Reissued: 22-Nov-04

Model: Model J-C1	Date: 17-Mar-04	No.: RB149011a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (MUSIC)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

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

Version	Program No.	C. SUM	Effective Date
1.01	*B1015660A*	*67C1*	*November 2004 production*
1.00	B1015660	A108	October 2003 production

Version	Symptom Corrected
1.01	*Vsg adjustment error during process control self check*
1.00	1st Mass Production

Model: Model J-C1	Date: 17-Mar-04	No.: RB149016a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (WebDocBox)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.04	*B1015856C*	*2A08*	*August 2004 production*
1.03	B1015856B	149D	October 2003 production

Version	Symptom Corrected
1.04	*The separator line is printed in the wrong color or it is not printed when a Magazine/Combine job is sent from WebImageMonitor or DeskTopBinder.*
1.03	1st Mass Production

RICOH

Technical **B**ulletin

PAGE: 1/2

Reissued: 22-Nov-04

Model: Model J-C1	Date: 18-Mar-04	No.: RB149019b

RTB Correction
The items in bold italics have been corrected or added.

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

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

Version	Program No.	C. SUM	Effective Date
2.05	*B6126520*	*5DCD*	*December 2004 production*
2.04	B6126520D	FB6F	February 2004 production
2.03	B6126520C	D7A6	December 2003 production
2.02	B6126520B	42C7	October 2003 production

Version	Symptom Corrected
2.05	*Default value for SP2-022-007 (Adjustment value of threshold) was changed from -80 → -110.* *Reason: To improve the B/W image quality with the Scanner ACS feature.* *Note:* *- To enable this change, set SP2-022-007 to its new default of –110.* *- Also install System firmware v1.21 or newer.*
2.04	1. VRAM memory-full error after multiple Scanner transmission jobs. 2. Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).

2.03	1. The Access Code dialogue box remains displayed after pushing the Scanner button on the MFP if the Partial Access Code settings are not completed.
	2. When a blank fax number is input for an advanced search using the LDAP search function, information for the previous user will be displayed instead.
	3. SP1-007-001 (Store Priority) returns to its default value of 1 ("Send Only") following a Scanner Document Server job using either a setting of 2 ("Store Only") or 3 ("Send and Store").
	4. The Destination field for a Scanner Document Server job is selectable even if SP1-007-001 (Store Priority) has been set to 2 ("Store Only"), when: The setting of 2 is input → Scanner main screen is accessed → Main power is turned Off/On.
	5. The following errors occur when printing out the Scanner UP from SP5-990-23:
	  - The default and current values for "Original Feed Type Priority" do not appear on the printout.
	  - The default and current values for "Exposure Glass" and "SADF" (under Wait Time for Next Originals) are displayed incorrectly.

Model: Model J-C1	Date: 18-Mar-04	No.: RB149019b

Version	Symptom Corrected
2.02	1st Mass Production

RICOH   **T**echnical **B**ulletin   **PAGE:** 1/1

Reissued: 22-Nov-04

Model: Model J-C1	Date: 4-Oct-04	No.: RB149031a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (J-C1k Engine)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

J-C1k engine firmware is different from J-C1y/z engine firmware.

This RTB announces the firmware release information for the J-C1k engine.

Version	Program No.	C. SUM	Effective Date
K1.04	*B1905505D*	*9393*	*December 2004 production*
K1.03	*B1905505C*	*BA05*	*November 2004 production*
K1.02	B1905505B	62D0	October 2004 production
1.01	B1905505A	AFED	August 2004production

Version	Symptom Corrected
K1.04	*(Changes applied to the Japanese model only).*
K1.03	*The detection timing for SC471 has been optimized.*
K1.02	Added the serial number information for the Infotec model.
1.01	1st Mass Production

Note: SC995 will occur if the J-C1y/z engine firmware is installed in the J-C1k BCU.
If this happens, install the J-C1k engine firmware.

Model: Model J-C1	Date: 22-Nov-04	No.: RB149034

Subject: The PCU yield has been increased from 40k to 60k.	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

Important Note on the Increased PCU Yield (40k→ 60k)

A lubricant bar was added to the PCU cleaning brush to further ensure that additives in the paper do not stick to the drum surface (See **MB149002**). This increases the yield from 40k to 60k. In accordance with this change:

- The PCU yield has been increased from 40k to 60k.
- Both the color and Bk PCUs have been standardized to one part number, as they all use the same modified cleaning mechanism mentioned above.

P/N Changes:
- Black PCU: B1492214 → B1909510
- Color PCU: B1492213 → B1909510

NOTE: Before replacing any of the new units, be sure and perform the following procedure to enable the new-unit detection program.

1. Check the engine firmware version.
2. If the version is v1.11 or newer, go to step 4.
3. **If available**, update the engine firmware to v1.11 or newer.
4. Access SP5-999.
5. Select one of the new set programs (SP5-999-001 to 004).
6. Select "1. Enable."
7. Select "OK."

Number	Unit	Default Settings	Adjustable Range
SP5-999-001	PCU–K	0	0: Disable
SP5-999-002	PCU–Y		**1: Enable**
SP5-999-003	PCU–M		
SP5-999-004	PCU–C		

8. Exit SP mode.
9. Turn the main switch off.
10. Replace the unit.
11. Turn the main switch on. The machine will begin the initialization for the new unit. <u>If the engine firmware is v1.11 or newer, the following step is not required</u>.
12. **Only if the engine firmware is older than v1.11:**
    In User Tools, perform Auto Color Registration (automatic line position adjustment) twice.

RICOH

Technical Bulletin

Model: Model J-C1	Date: 22-Nov-04	No.: RB149035

Subject: Vertical black lines	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

Symptom

Vertical black lines appear on the image.

Cause

Paper dust or silica particles can collect on the charge roller, which increases the roller surface's electrical resistance and decreases its charge efficiency, resulting in vertical lines on the image.

Applicable Units

All PCU's which have a lubricant bar (P/N: B1909510).

Solution

Replace the PCU or clean the surface of the charge roller according to the following cleaning procedure.

CHARGE ROLLER CLEANING PROCEDURE

1. Place the PCU on a cloth-covered surface, being sure to place smaller cloths or sponge sheets underneath both edges of the unit as shown, to protect the drum.

2. Remove the front cover (2 screws).

3. Hold the drum at both ends as shown, then slide it in the direction of the arrow until the outer gear has cleared the PCU frame (see the next photo).
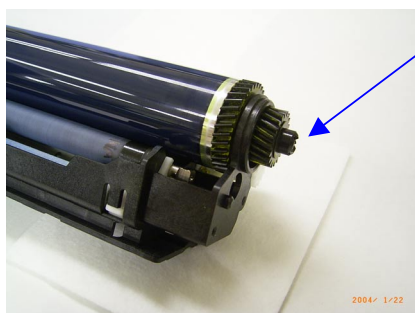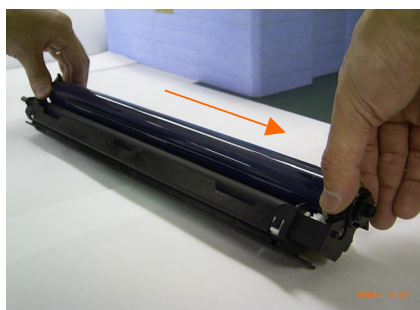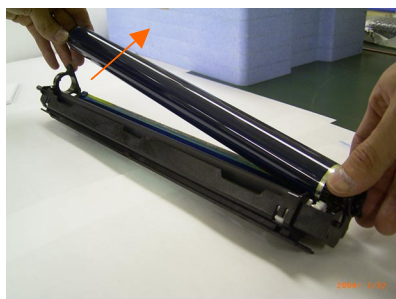

Slide the drum until this outer gear clears the PCU frame, as shown.

4. Lift the drum out of the unit as shown below, i.e. from the left end.

5. As in Step 1, place the drum down on the cloth-covered surface, being sure to place smaller cloths or sponge sheets under both edges as shown, to protect the drum.

6. Cover the drum with a black plastic sheet or black cloth to prevent light fatigue.

7. Remove the charge roller from the frame along with plastic components B, C and D shown below, being sure to <u>touch only the tape-covered</u> rubber edges of the roller (see photo in Step 9 below).

    Note: Do not touch the cleaning blade or exposed rubber surfaces of the charge roller.
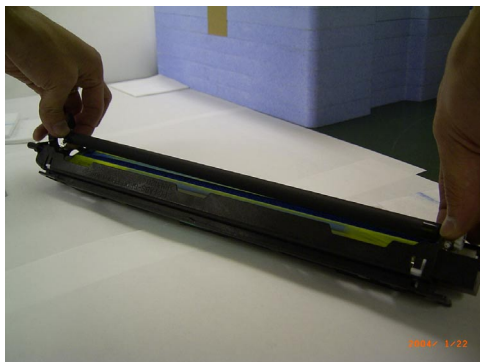
8. Place the charge roller on the cloth-covered surface just as in Step 5, with smaller cloths or sponge sheets under both edges as shown.

9. Remove parts B, C and D as shown while holding the charge roller by its taped edges.
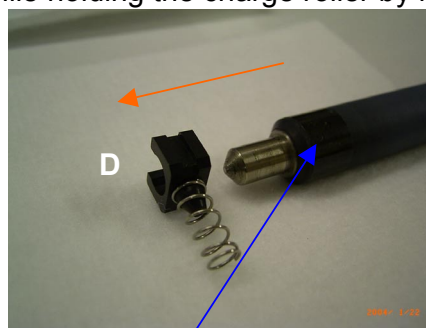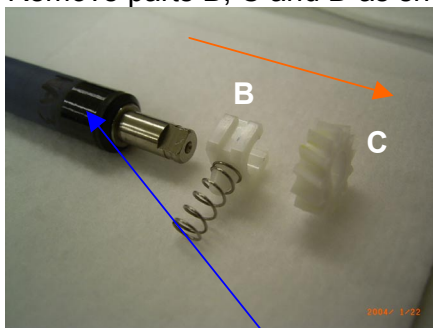
Tape-covered areas.
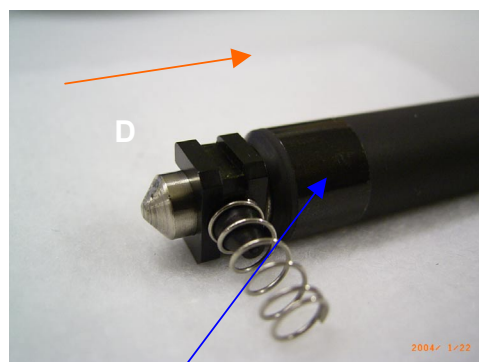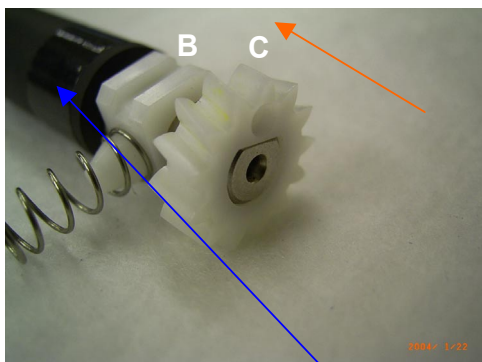Do not remove this tape.

Model: Model J-C1	Date: 22-Nov-04	No.: RB149035

10. Clean the charge roller surface with a new cloth while holding the roller by its metallic edges.
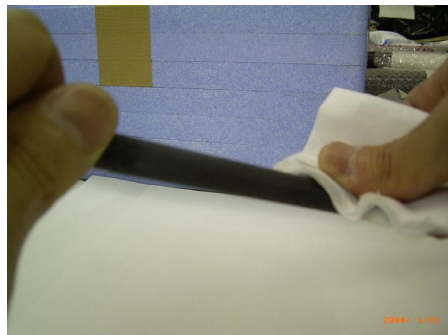
11. Clean the charge roller with alcohol.

12. Attach parts B, C and D while holding the charge roller by its tape-covered areas.

B C

D

Tape-covered areas.
Do not remove this tape.

13. Reattach the charge roller to the PCU frame (see Notes on the next page).

Note: Before proceeding to the next step,
- ➢ Make sure to attach the charge roller as shown below, i.e. parts B and D should both fit into their respective guide ribs on the unit frame.
- ➢ Make sure that: 1) the spring is properly aligned (straight; not bent), 2) the gears on both sides are attached properly to the shaft, and 3) the charge roller cleaner is properly secured in its bushings at both ends.
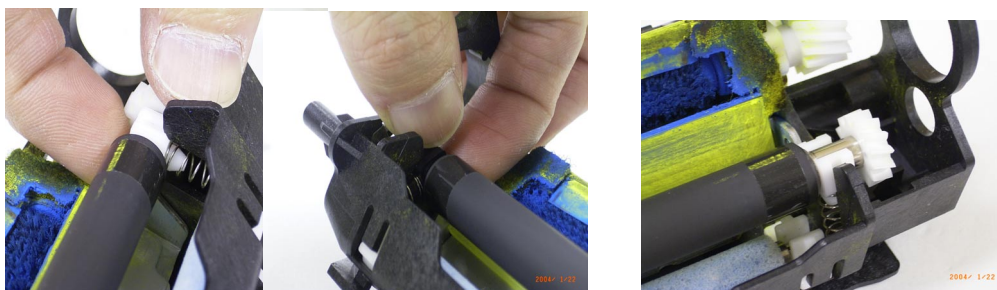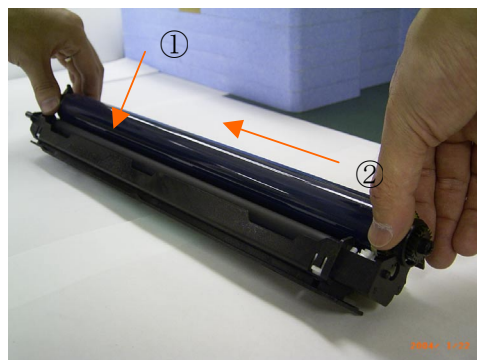
14. Holding the drum by both ends as shown, reattach the gear-end first by sliding the drum in the direction shown and then mounting the gear in the frame hole.
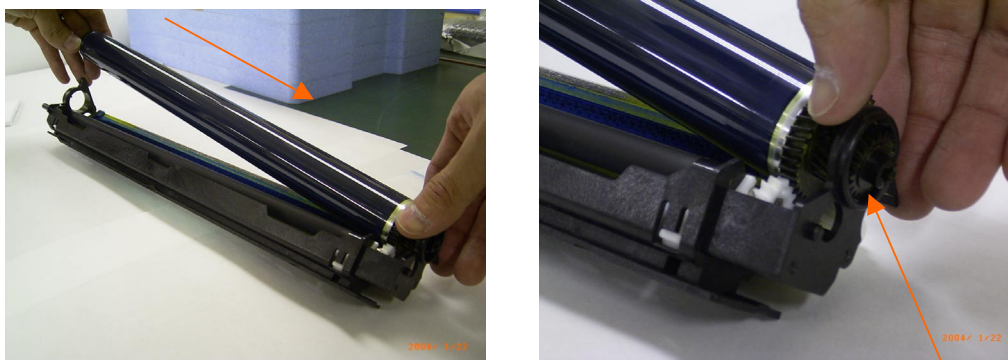
Set the drum gear in the frame hole.

15. Bring down the unattached end [1], and then slide the drum in the direction shown [2] to complete the attachment.
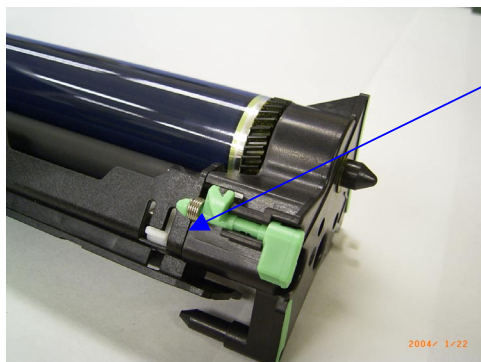
①

②

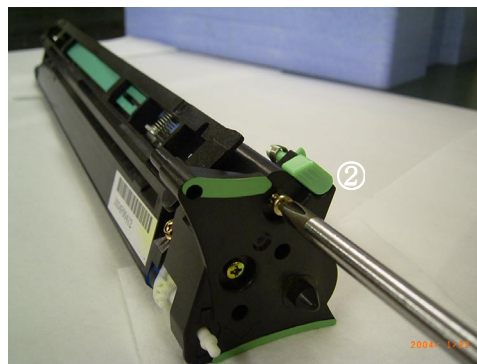16. Reattach the front cover (2 screws).

Note:

➢ When reattaching the front cover, make sure there is no gap between the cover and the frame.

Make sure there is no gap between the cover and the frame.

➢ Make sure to tighten the screws in the following order (#1, then #2):

Reissued: 15-Apr-05

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

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

1. OVERVIEW

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

2. SUPPORTED MODELS AND FIRMWARE

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

"04A": Autumn 2004

Printers

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

MFPs

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

Fig. 1 Models supporting RFU

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

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

The following models do not support RFU:

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

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

3. SYSTEM REQUIREMENTS

Network Interface:
- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)
Note: IEEE1284 does not support error recovery after a power loss.

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

Protocols:
For RFU Mode & Recovery Mode:
- FTP (The port must be open)

Operating System:
- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)
Note: RFU is available for any OS from which FTP is possible.

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

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.

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

5. UPDATING PROCEDURE

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

5.1 Auto Rebooting

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

Printers

Model	System	Network	WebSys	Printer	Engine
Model J-P2	Auto	Auto	---	Auto	Auto
Model J-P2CF	Auto	Auto	---	Auto	Auto
Model K-P3	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.

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

5.2 Preparation

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

5.2.1 Checking the IP address

For a machine with static IP address:

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

For a machine with a dynamic IP address:

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

5.2.2 Firmware

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

5.2.3 Checking the machine status

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

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

5.3 RFU for Windows

1. Open a command prompt.
   - ○ [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>
```

Technical Bulletin

Reissued: 15-Apr-05

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

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         XXXXXXX_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>
```
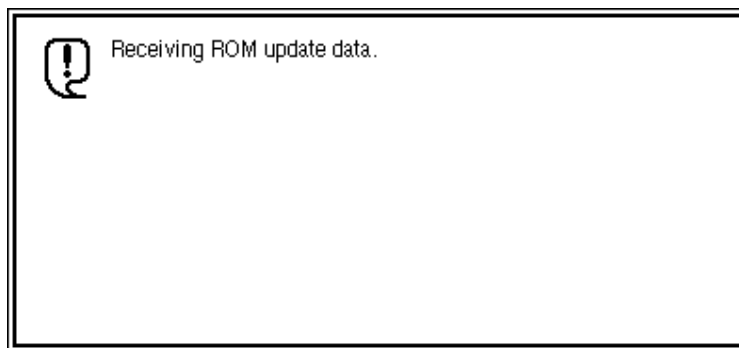
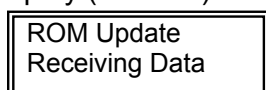**Note:** Do not turn off the power of the machine while updating the firmware.

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.
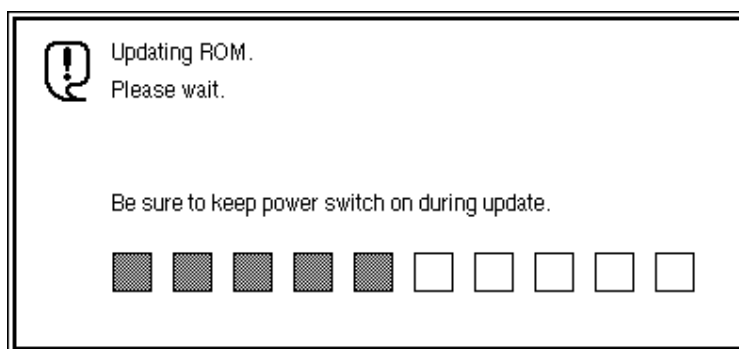
o Display panel (MFPs)

Receiving ROM update data.
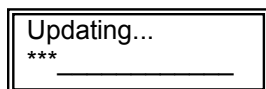
o Display (Printers)

ROM Update
Receiving Data

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

The following message appears:

o Display panel (MFPs)

Updating ROM.
Please wait.

Be sure to keep power switch on during update.

o Display (Printers)

Updating...
***

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

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.

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

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).
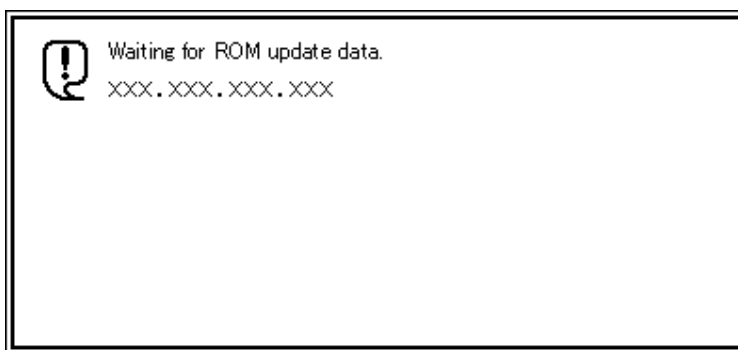
If an error occurs

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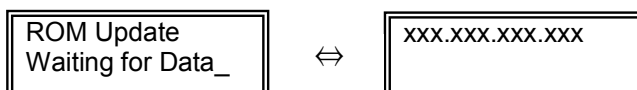
  Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

o Display panel (MFPs)

```
┌─────────────────────────────────────┐
│  ⟨!⟩  Waiting for ROM update data.   │
│       XXX.XXX.XXX.XXX                 │
│                                       │
│                                       │
│                                       │
│                                       │
│                                       │
└─────────────────────────────────────┘
```

o Display (Printers)

```
┌──────────────────┐        ┌──────────────────┐
│ ROM Update       │   ⟺    │ xxx.xxx.xxx.xxx  │
│ Waiting for Data_│        │                  │
└──────────────────┘        └──────────────────┘
```

6. ERROR RECOVERY

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

6.1 Recovery Procedure

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

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

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

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1	---	Type1	Type1	IC
Model J-P2CF	Type1	Type1	---	Type1	Type1	IC
Model K-P3	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

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. <u>If this does not work</u>, 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. <u>If this does not work</u>, try 'Procedure for type 2'.

3. <u>If this does not work</u>, replace the internal SD card or circuit board.

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:\>
```

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

7.2 Error Code List

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

Model: Model J-C1	Date: 9-Feb-05	No.: RB149036

Subject: Service Manual Correction	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

Please apply the following correction to your Service Manual (in **bold**):

Page 5-76

7905	[Alert Display]		
7905 10	Wst Oil: Full	*BCU	[232 to 464 / 232 / 1 kilo-revolutions/step]
	Specifies the number of revolutions the development drive motor-K can make after the message, "Waste Oil Bottle is Almost Full", is displayed. The machine stops after the motor has made the specified number of revolutions. This SP specifies the interval from near end to end for the waste oil bottle. 232k revolutions equals 2.5k prints. If it is set to 464, the end condition is 5.0k prints after near end.		
7905 14	Oil: Alert: Page	*BCU	[25.0 to 27.5 / 27.5 / 0.1 kilo-sheets/step]
	Specifies the number of sheets to trigger the oil near-end condition. **Note: The target job volume for this SP mode is 5 p/j.**		

Reissued: 4-Mar-05

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003e

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.22	*B1015851L*	*6C87*	*January 2005 production*
1.21	B1015851K	C02A	December 2004 production
1.20	B1015851J	F49B	October 2004 production
1.19	B1015851H	0086	July 2004 production
1.18.1	B1015851G	6A36	May 2004 production
1.14.1	B1015851F	0EED	February 2004 production
1.12.2	B1015851E	7EFF	December 2003 production
1.10.1	B1015851D	BE45	October 2003 production

Version	Symptom Corrected
1.22	• *J-C1 is not displayed in the Mac chooser when using Apple Talk as a printer port.* • *The machine does not update the address book data after SP5850-3 is executed.* *Note: This occurs only when the address book data is in the FCU.*
1.21	• The "Oil Near Full" message is displayed in WebImageMonitor (correct: "Oil Near End"). Note: Swedish display language only. • B/W image quality with the Scanner ACS feature was improved. Note: To enable this change, set Sp2-022-007 (Adjustment value of threshold) to a value of –110.
1.20	• The Concorde (remote service) system captures the Development Counter data even when the machine is configured to use the Page Counter. Example: A color print job.

	Color Counter	BK Counter
Page Counter value	+1	0
Development Counter value	+3	+1
Excess	+2	+1

Reissued: 4-Mar-05

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003e

Version	Symptom Corrected
1.19	• "Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese. • When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.
1.18.1	• Added the J-C1k product name.
1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward. • Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen. • Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen). • HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details). • SC990 sometimes occurs when the main switch is turned on.
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

Reissued: 30-Mar-05

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003f

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.23	*B1015851M*	*5496*	*March 2005 production*
1.22	B1015851L	6C87	January 2005 production
1.21	B1015851K	C02A	December 2004 production
1.20	B1015851J	F49B	October 2004 production
1.19	B1015851H	0086	July 2004 production
1.18.1	B1015851G	6A36	May 2004 production
1.14.1	B1015851F	0EED	February 2004 production
1.12.2	B1015851E	7EFF	December 2003 production
1.10.1	B1015851D	BE45	October 2003 production

Version	Symptom Corrected
1.23	• *The value for the single color counter is not included in the value for the Printer total counter (GFPR#RE04120007).* • *Wording errors in the device status information from the MIB.*
1.22	• J-C1 is not displayed in the MAC chooser using Apple Talk as a printer port. • The machine does not update the address book data after SP5850-3 is executed. Note: This occurs only when the address book data is in the FCU.
1.21	• The "Oil Near Full" message is displayed in WebImageMonitor (correct: "Oil Near End"). Note: Swedish display language only. • B/W image quality with the Scanner ACS feature was improved. Note: To enable this change, set Sp2-022-007 (Adjustment value of threshold) to a value of −110.
1.20	• The Concorde (remote service) system captures the Development Counter data even when the machine is configured to use the Page Counter. Example: A color print job. |	Color Counter	BK Counter
---	---	---
Page Counter value	+1	0
Development Counter value	+3	+1
Excess	+2	+1	

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Technical Bulletin

Reissued: 30-Mar-05

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003f

Version	Symptom Corrected
1.19	• "Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese. • When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.
1.18.1	• Added the J-C1k product name.

1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward.
	• Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied:
	  - The destination folder is selected from a registered entry in the Address Book.
	  - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen.
	  - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen.
	• Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).
	• HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details).
	• SC990 sometimes occurs when the main switch is turned on.

1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

Model: Model J-C1	Date: 8-Apr-05	No.: RB149037

Subject: Service Manual Correction	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

The Service Manual was changed as follows:

I. Additions:

J-C1z (for China)

Item	20K	40K	60K	80K	120K	140K	EM	Remarks
Development								
PCU–K		R						☞ 2.1
PCU–CMY		R						☞ 2.1
Fusing								
Fusing Unit		R						☞ 2.1

II. Revisions:

2.2 PM TABLES, P2-2

Item	20K	40K	60K	80K	120K	140K	EM	Remarks
Development								
PCU			R					☞ 2.1

Note: The yield of the PCU was increased from 40k to 60k. See RTB #RB149034.

3.8 PCU AND DEVELOPMENT UNIT, P3-41

1. Start the SP mode and execute the New Unit Set:
   - PCU: SP5-999-001 ~ 004
   - Development unit: SP5-999-005 ~ 008

4.1.1 DEVELOPER INITIALIZATION RESULT, P4-1

SP-3-005-006 (Developer Initialization Result)

No.	Result	Description	Possible Causes		Action
3	Vt error	Vt is less than 0.5V and SC370, SC371, SC372, or SC373 is displayed.	1. 2. 3. • • • • •	Check if the drum stay is properly set and secured. Check if the development unit is properly set. If the problem is still the same, check the following: Poor connection of connectors TD sensor defective Harness damage BCU board failure Firmware problem (engine main or MUSIC)	

4.6.3 COLOR SHIFT AFTER TRANSFER UNIT, P4-80

Fusing/ Registration Roller Speed Adjustment

Registration roller speed adjustment (For B&W mode)

1. Input the following values in the SP modes.
   SP1-004-006 = (Value of SP1-004-005)
   SP1-005-002 = - 0.2%

5.2 COPY SERVICE MODE, 5.2.1 SERVICE MODE TABLES, P5-44

5501	PM Alarm	*CTL	
5501 1	PM Alarm Level		Specifies the PM alarm level. [0~9999 / **0** / 1 step] **0**: Alarm off 1~9999: *Specifies the PM alarm level.* *The PM alarm occurs when L x 1000 $\leq$ C, where L is the specified level and C is the current PM counter value.*

P5-55

5857	Debug Log Save Function	*CTL	
5857 2	Target (2:HDD 3:SD)	**2**:HDD, 3:SD Card	
	Select "3" (SD Card) if the HDD unit is temporarily out of service		

Model: Model J-C1	Date: 8-Apr-05	No.: RB149037

P5-56

5859	Debug Save Key No.	*CTL	
5859 1	Key 1	These SPs allow you to set up to 10 keys for log files for functions that use common memory on the controller board. (☛5.10) [-9999999~9999999 / 0 / 1]	
5859 2	Key 2		
5859 3	Key 3		
5859 4	Key 4		
5859 5	Key 5		
5859 6	Key 6		
5859 7	Key 7		
5859 8	Key 8		
5859 9	Key 9		
5859 10	Key 10		

P5-110

8 801	Toner Remain	*CTL	[0~100/ **0** / 10]
	These SPs display the percent of toner remaining for each color. This SP allows the user to check the toner supply at any time.		
8 801 1	K		
8 801 2	Y		
8 801 3	M		
8 801 4	C		

5.6.1 TYPE OF FRIMWARE, P5-139

Type of firmware	Function	Location of firmware	Message displayed
PS3	Printer Description Language	SD card	Option PS3

5.10 DIP SWITCHES, P5-167

Controller Board

DIP SW No.	OFF	ON
1 to 4	Factory Use Only: Keep these switches OFF.	

BCU Board

Model	DIP Switch				
	1	2	3	4	
				C1y/k	C1z
North/South America	ON	OFF	OFF	OFF	ON
Europe	OFF	ON	OFF	OFF	ON
Asia	ON	ON	OFF	OFF	ON
Taiwan	ON	OFF	ON	OFF	ON
Korea	OFF	ON	ON	OFF	ON
China	OFF	OFF	ON	---	ON

6.14.4 CONTROLLER FUNCTIONS, P6-108

Sample Print

- The maximum number of pages is 1,000. It is 1,100, including jobs using locked print and collation.
- The size of the hard disk partition for the sample print feature is 2.5 GB. This partition is also used by the collation and locked print features.

Locked Print

- The maximum number of pages is 1,000. It is 1,100, including jobs using sample print and collation.
- Locked print uses the same hard disk partition as sample print and collation, which is 2.5 GB.

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Technical **B**ulletin

PAGE: 1/1

Model: Model J-C1		Date: 21-Apr-05	No.: RB149038

Subject: Vertical lines		Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.		

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

SYMPTOM

Vertical lines temporarily appear on the rear side after at least 200 sheets are printed out continuously.
Note: This symptom tends to occur under these conditions:
1) During the initial period after installation, and
2) Soon after the cleaning blade or cleaning unit is replaced

CAUSE

The setting powder on the cleaning blade sticks to the edge of the blade and ITB. As a result, the cleaning blade cannot clean all of the toner on the ITB.

SOLUTION

Production/Service Parts
● Cleaning blade: The setting powder was removed from the blade.
● Cleaning unit: The setting powder was removed from the blade and Y toner was added.
Note: Part numbers were not changed.

In the Field
Do actions #1 and #2 below.

1. Replace the cleaning blade.
    Important:
    ● If there is already setting powder on the new cleaning blade, wipe the powder off and apply Y toner to the blade.
    ● If there is no setting powder on the new cleaning blade, apply Y toner to the blade.

2. Replace the ITB.
    Important:
    ● If you do not have a new ITB, clean the old ITB with a cloth and alcohol. Then, replace the ITB at the next service visit.
        ➢ **After you clean the ITB, wait for the ITB to dry completely.**
    ● **DO NOT** apply setting powder to the ITB in any situation.

IMPORTANT: If the symptom still occurs after you do actions #1 and #2, replace the cleaning unit and follow the "**Important**" notes in action #1.

Reissued: 9-May-05

Model: Model J-C1	Date: 24-Jun-04	No.: RB149023b

RTB Correction
The items in bold italics have been corrected or added.

Subject: SC385	Prepared by: H.Tagucghi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

SC385 sometimes occurs at intervals of 20k prints or less.

CAUSE

Toner scatters from the transfer belt during process control. This can sometimes accumulate on the ID sensor (center).

SOLUTION

Attach a reinforcing material according to the following procedure.

Note: Check these the next time you make a service call even if this problem does not occur:

- Check the SMC history and see whether or not SC385 has occurred,

- Check if SP3107-02, -04 and -06 all show a value of 200 or higher.

If either is true, install the corrective part.

Affected unit

From the beginning of mass production to the beginning of July 2004

Attachment Procedure for the Guide Plate Reinforcing Material

The following is the procedure for attaching a reinforcing material to the bottom of the guide plate. This material will help ensure that the guide plate does not bend.

Reissued: 9-May-05

Model: Model J-C1	Date: 24-Jun-04	No.: RB149023b

Reinforcing material:

➢ *Bracket for Guide Plate [A] x 1 (B1013613)*

➢ *M3x5 Screw [B] x 2 (03530050N)*
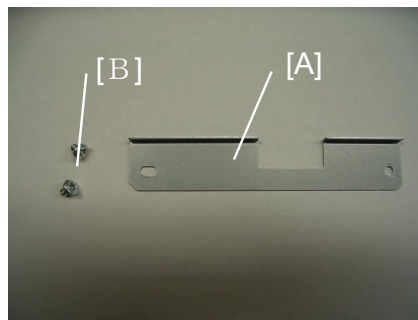
Attachment Procedure

1. Turn OFF the main power switch.

2. Remove the transport feed unit.

3. Remove the transfer unit.

4. Remove the fusing unit.

5. Remove the Black PCU.

6. Remove the ID sensor assembly [C] (screw x 2, connector x 1).
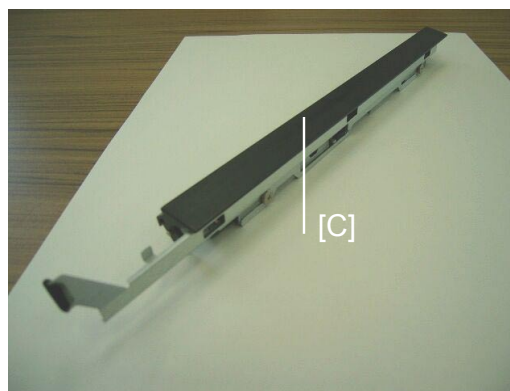
7. Remove the Guide Plate (G0803620 [D]) (screw x 1).

8. Remove the Shutter (G0803617 [E]) (screw x 2, spring x 1).
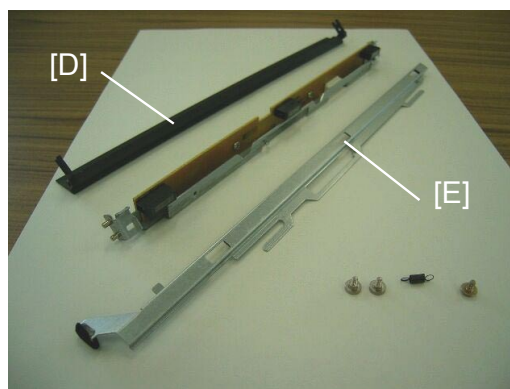
Model: Model J-C1	Date: 24-Jun-04	No.: RB149023b

9. Remove two screws [F] from the ID sensor assembly.

[F]
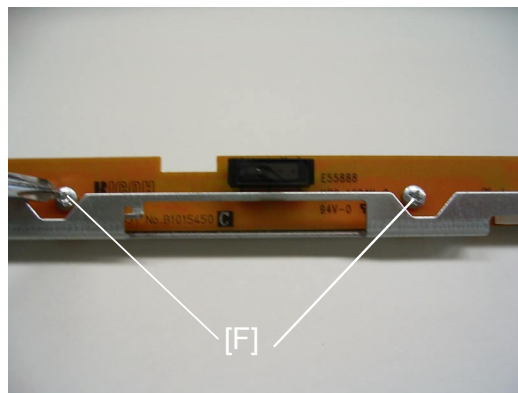
10. Attach the Bracket for Guide Plate [G] (M3x5 screw x 2 [H]). Note: This is the M3x5 screw (03530050N) instead of the screw removed in Step 9.
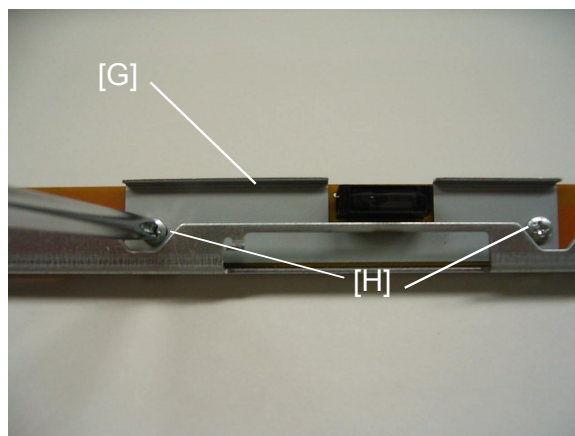
[G]

[H]

11. Re-assemble the ID sensor assembly.

To do this: Re-attach the parts you removed in Steps 7-10.

Re-attach all the parts you removed in Steps 1-6.
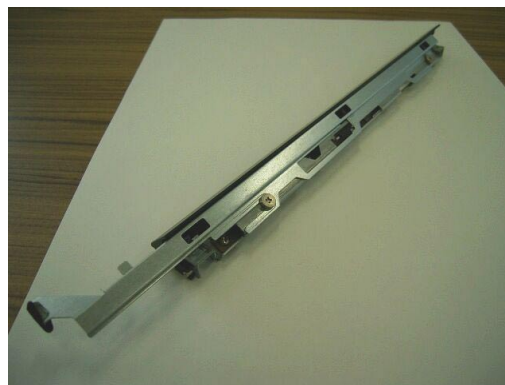
Model: Model J-C1	Date: 26-Jan-04	No.: RB149003g

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H. Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.23.1	*B1015851N*	*7F1A*	*April 2005 production*
1.23	B1015851M	5496	March 2005 production
1.22	B1015851L	6C87	January 2005 production
1.21	B1015851K	C02A	December 2004 production
1.20	B1015851J	F49B	October 2004 production
1.19	B1015851H	0086	July 2004 production
1.18.1	B1015851G	6A36	May 2004 production
1.14.1	B1015851F	0EED	February 2004 production
1.12.2	B1015851E	7EFF	December 2003 production
1.10.1	B1015851D	BE45	October 2003 production

Version	Symptom Corrected
1.23.1	• *Wording errors with the device status information from the MIB.*
1.23	• The value for the single color counter is not included in the value for the Printer total counter (GFPR #RE04120007). • Wording errors with the device status information from the MIB.
1.22	• J-C1 is not displayed in the MAC chooser using Apple Talk as a printer port. • The machine does not update the address book data after SP5850-3 is executed. Note: This occurs only when the address book data is in the FCU.
1.21	• The "Oil Near Full" message is displayed in WebImageMonitor (correct: "Oil Near End"). Note: Swedish display language only. • B/W image quality with the Scanner ACS feature was improved. Note: To enable this change, set Sp2-022-007 (Adjustment value of threshold) to a value of –110.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003g

Version	Symptom Corrected
1.20	• The Concorde (remote service) system captures the Development Counter data even when the machine is configured to use the Page Counter. Example: A color print job.
1.19	• "Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese. • When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.
1.18.1	• Added the J-C1k product name.

1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward.
	• Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied:
	  - The destination folder is selected from a registered entry in the Address Book.
	  - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen.
	  - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen.
	• Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen).
	• HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details).
	• SC990 sometimes occurs when the main switch is turned on.

1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

Within version 1.20, the following table appears:

	Color Counter	BK Counter
Page Counter value	+1	0
Development Counter value	+3	+1
Excess	+2	+1

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Technical Bulletin

Model: Model J-C1	Date: 19-May-05	No.: RB149039

Subject: Wrong machine status message	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

1. The wrong machine status message is displayed in Smart Device Monitor for Admin/Client, Web Image Monitor and utilities/tools that can display machine status messages.
   Example: The actual condition is Y Toner End, but the Near End message for BK toner is displayed.

   - Conditions:
     - Occurs with the Fax, Scanner and Printer functions only
     - An RPCS, RPCL or PS driver is installed

2. The wrong machine status item is displayed in the "Printer job history" log of Smart Device Monitor for Admin.

   - Conditions:
     - Occurs with the Printer function only

3. The wrong LED name is displayed in utilities/tools that can display machine status messages.

   - Conditions:
     - Occurs with the Printer function only

4. The wrong machine status message is displayed in the NRS center system

CAUSE

A bug with Controller System firmware v1.23 causes the SNMP-MIB to select the wrong character string for the machine status.

SOLUTION

Production
The Controller System firmware was modified to v1.23.1.

In the Field
At machine installation or the next service visit, update the Controller System firmware to **v1.23.1 or newer** on machines from the S/N list below.

Model: Model J-C1	Date: 19-May-05	No.: RB149039

S/N of Affected Machines

B14717	From K0250400001 to K0250400232
B14722	From K0250300802 to K0250300896
B14727	From K0250301001 to K0250301049
	From K0250400001 to K0250400250
B14728	From K0250500001 to K0250500010
B14819	From K0150400002
	From K0150500001 to K0150500002
B14917	From K0350400001 to K0350400910
B14921	From K0350400576 to K0350400580
B14927	From K0350300644 to K0350300691
	From K0350400001 to K0350400350
B14928	From K0350400941 to K0350400950
	From K0350500001 to K0350500005
B19017	From K4350300598 to K4350300817
	From K4350400001 to K4350400834
B19027	From K4350300948 to K4350301347
	From K4350400001 to K4350400100

Model: Model J-C1	Date: 9-Jun-05	No.: RB149040

Subject: Booklet skew and Loud sound at installation	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

- The edges of folded sheets are not parallel (50–100mm booklet skew), and
- A loud sound can be heard.

CAUSE

When the engineer removes the shipping tape at installation, he/she pushes the grounding plate **[A]** and bends it by mistake **[B]**. As a result, this interferes with the movement of the guide plate **[C]**.

SOLUTION

1. **At machine installation**:
   Do not press **[B]** the grounding plate when you remove the shipping tape.

2. **If the symptom occurs in the field**:
   1) Check the grounding plate to see if it is bent.
   2) If the plate is bent:

   1) Bend it back as follows:

      - Direction: Away from the paper path
      - Amount: Target **2-3mm** (max. 5mm)

   OR

   2) Replace the grounding plate.

[A]: Grounding plate

[B] DO NOT press the grounding plate
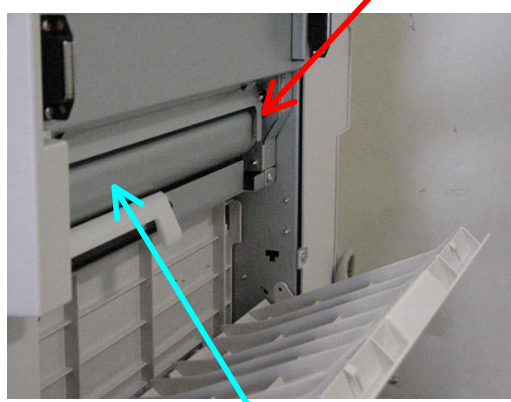
[C]: Guide plate

Model: Model J-C1	Date: 31-Oct-05	No.: RB149041

Subject: Oil supply unit for the high duty user	Prepared by: H.Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

Fusing jam or offset occurs.

Conditions:

- The operator makes high-volume print jobs on a daily basis
- The operator sometimes makes high P/J print jobs

CAUSE

Under these conditions, the machine cannot supply enough fusing oil to the fusing unit.

SOLUTION

Install the new Oil Supply Unit.
P/N: B1499500 (J-C1), G1069500 (J-P2, J-P3)

Important:
- Only install the new unit for **these cases:**
  - ➢ Fusing jams or offset images were reported, and
  - ➢ ACV/APV is 15K prints or more.

- Do not install this unit if operators use the machine at normal print volume. If you do, the yield of the unit will decrease.

Note: On the new unit, the lot number is white (see the photos below).

Unit for **normal ACV** (black):

Unit for **high ACV** (white)
B1499500, G1069500

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003h

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: H.Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.24	*B1015851P*	*November 2005 production*
1.23.1	B1015851N	April 2005 production
1.23	B1015851M	March 2005 production
1.22	B1015851L	January 2005 production
1.21	B1015851K	December 2004 production
1.20	B1015851J	October 2004 production
1.19	B1015851H	July 2004 production
1.18.1	B1015851G	May 2004 production
1.14.1	B1015851F	February 2004 production
1.12.2	B1015851E	December 2003 production
1.10.1	B1015851D	October 2003 production

Version	Symptom Corrected
1.24	• *Communication between RC Gate and the device works properly.* • *Sometimes, the firmware cannot be updated via RC Gate through FTP.*
1.23.1	• Wording errors with the device status information from the MIB.
1.23	• The value for the single color counter is not included in the value for the Printer total counter (GFPR #RE04120007). • Wording errors with the device status information from the MIB.
1.22	• J-C1 is not displayed in the MAC chooser using Apple Talk as a printer port. • The machine does not update the address book data after SP5850-3 is executed. Note: This occurs only when the address book data is in the FCU.
1.21	• The "Oil Near Full" message is displayed in WebImageMonitor (correct: "Oil Near End"). Note: Swedish display language only. • B/W image quality with the Scanner ACS feature was improved. Note: To enable this change, set Sp2-022-007 (Adjustment value of threshold) to a value of –110.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003h

Version	Symptom Corrected
1.24	• *Communication between RC Gate and the device works properly.* • *Sometimes, the firmware cannot be updated via RC Gate through FTP.*
1.20	• The Concorde (remote service) system captures the Development Counter data even when the machine is configured to use the Page Counter. Example: A color print job. (table below)

	Color Counter	BK Counter
Page Counter value	+1	0
Development Counter value	+3	+1
Excess	+2	+1

Version	Symptom Corrected
1.19	• "Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese. • When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.
1.18.1	• Added the J-C1k product name.
1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward. • Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen. • Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen). • HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details). • SC990 sometimes occurs when the main switch is turned on.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003h

Version	Symptom Corrected
1.24	• *Communication between RC Gate and the device works properly.* • *Sometimes, the firmware cannot be updated via RC Gate through FTP.*
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

RICOH

Technical Bulletin

Model: Model J-C1	Date: 28-Mar-06	No.: RB149042

Subject: Firmware Release History (DESS)	Prepared by: H. Taguchi
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	C. SUM	Effective Date
1.00	*B6126735*	*2C5A*	*April 2005 production*

Version	Symptom Corrected
1.00	*1st Mass Production*

Model: Model J-1	Date: 30-Mar-04	No.: RB149021b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)	Prepared by: S. Yoshiki
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB announces the firmware release information for the Printer.

Version	Program No.	Effective Date
1.06	*B6126505E*	*May 2006 production*
1.05	B6126505D	July 2004 production
1.04	B6126505C	February 2004 production
1.03.1	B6126505B	January 2004 production
1.02	B6126505A	December 2003 production
1.01	B6126505	October 2003 production

Version	Symptom Corrected
1.06	*Fixed: The device might stall after multiple PCL forms are sent to it. (GFPR#RC05120008 and RE04080003)*
1.05	<GPS> 1. Sometimes Locked Print does not work when User Code Control is enabled (GFR #RC04040009).
1.04	1. SC920 sometimes occurs when attempting to bring the Printer function on line (timeout error).
1.03.1	1. B/W pages contained in data sent from the driver as a Color job are not counted up by the external counting device when the device is set to prohibit B/W prints. Note: The mainframe counters increment correctly. 2. Addition: Bit SW2 bit 6 is now active, which utilizes a new dither pattern to improve color consistency in 600x600dpi, 2-bit Photo Mode. Note: To properly activate the setting, it is necessary to turn the main power Off/On, and then perform ACC.
1.02	<GPS> 1. Cell shading specified using the "pattern" settings is not printed when using Excel (for Win2K/XP).
	<PCL> 1. The form overlay and text in a PCL jobs are printed separately (GFPR #RC03080015). 2. Vector lines are shifted slightly to the side with Overlay Printing (PCL 5c 1.4.0.0): GFPR #RC03070024. 3. Incorrect font size settings when printing a multi-page document in PCL format: GFPR #RC03090002.

Model: Model J-1	Date: 30-Mar-04	No.: RB149021b

Version	Symptom Corrected
1.01	1st Mass Production

RICOH
Technical Bulletin

Model: Model J-C1	Date: 24-Nov-06	No.: RB149043

Subject: SC471 after clearing a jam	Prepared by: S.Yoshiki
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

SC471 (transfer contact/release error) occurs after a jam is cleared.

Note:
- The SC can be cleared by removing and re-installing the transfer unit.
- Sometimes, the SC can be cleared by turning the main power OFF/ON.

CAUSE

When the operator opens the vertical transport unit to clear a jam, sometimes the guide Mylar at the entrance of the transfer unit slips under the Cover: Upper Registration in the vertical transport unit.
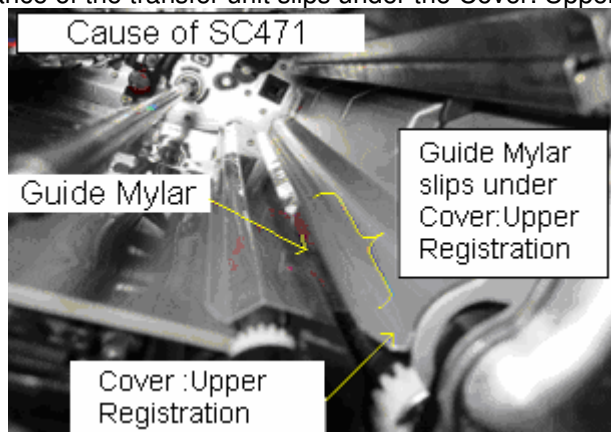
SOLUTION

Replace the guide Mylar at the entrance of the transfer unit with P/N **B1803908**.
Note: This new guide Mylar is bent, which prevents the edge of the guide Mylar from slipping under the Cover: Upper Registration.
**See procedure below.**
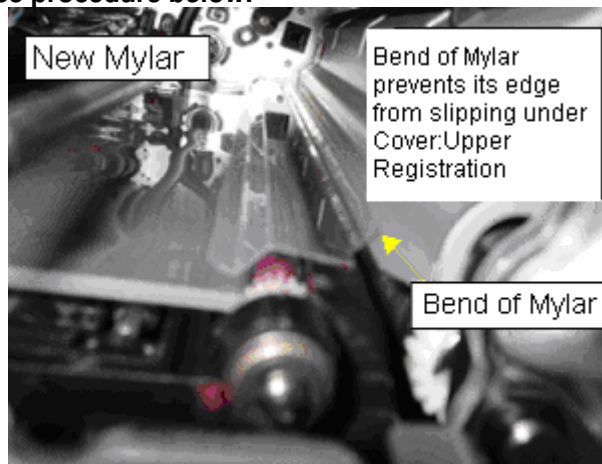
Model: Model J-C1	Date: 24-Nov-06	No.: RB149043

Replacement procedure for the B1803908 Mylar

1. Remove the transfer unit.
2. Remove the following parts:
    Guide Plate:Entrance:Transfer (**G0803960**, 2 screws in front, 1 screw in back).
    Note: This part is on pg. 55, index 38.
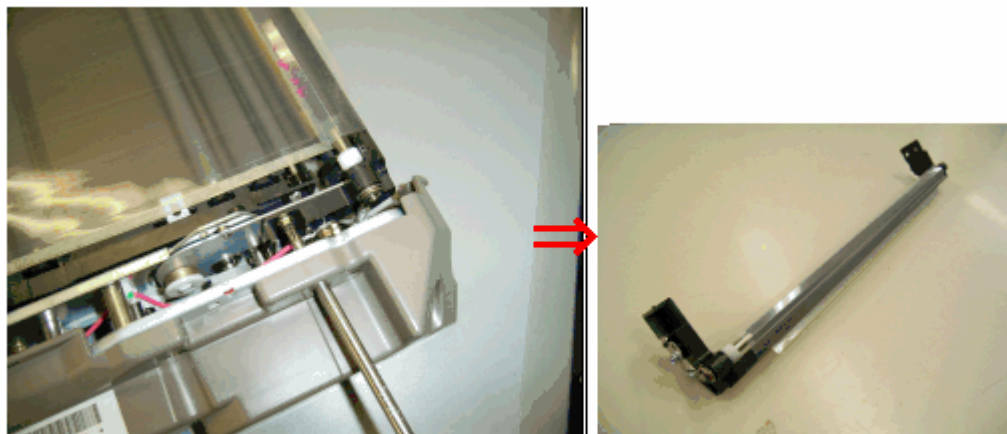
3. Remove the Upper Registration Guide (G0603908, index 40, pg. 55) from G0803960.
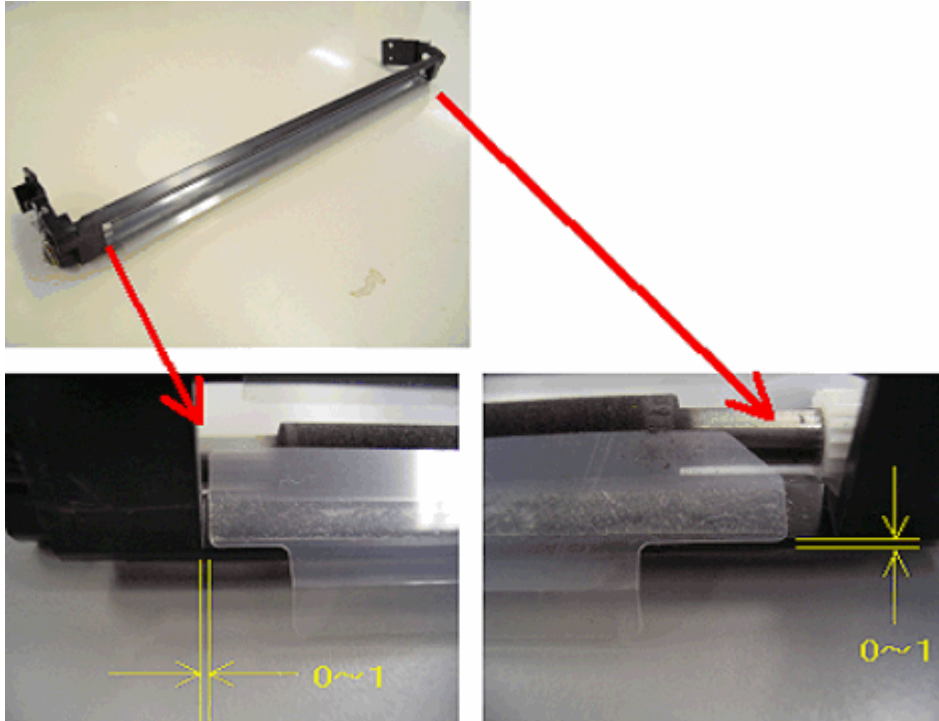   **Important:** Clean the surface that the Mylar was attached to with alcohol.
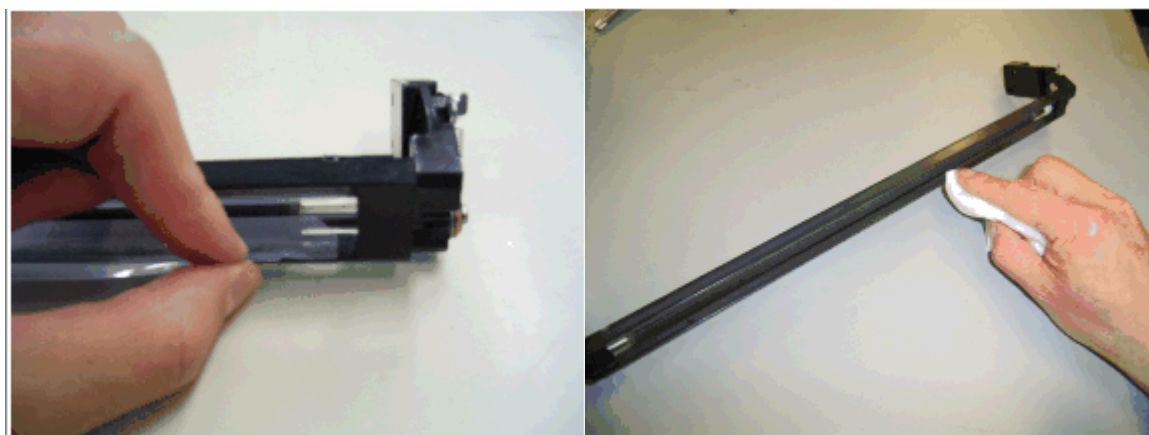
4. Attach the new Upper Registration Guide (**B1803908**) to the Guide Plate:Entrance:Transfer.

5. Re-assemble the transfer unit.

Model: J-C1	Date: 30-Aug-07	No.: RB149044

Subject: Platen cover sheet damage	Prepared by: S.Yoshiki
From: 1st Tech. Support Sec. Service Support Dept.	

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

SYMPTOM

A small area on the lower front edge of the platen cover sheet is damaged. This may have a potential safety risk, depending on the amount of damage.

CAUSE

The platen cover is opened/closed repeatedly over a long period of time, and each time, the operator touches the platen cover sheet. As a result, this area of the platen cover sheet is gradually worn down.

SOLUTION

Check the condition of the platen cover sheet at the next service visit.

If the platen cover sheet shows any damage:

Temporary:
● Remove the platen cover sheet and reattach it in the reverse orientation (turn it 180 degrees so that the damaged edge is at the rear side).
● Cover the damaged area of the platen cover sheet with transparent tape.

Permanent:
● Replace the platen cover sheet with the modified part:

P/N G3291371   Sheet: Pressure plate: Ass'y
Used in platen cover options produced from: March 2007

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001d

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (Engine)	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

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

This RTB announces the firmware release information for the J-C1y/z engine.

***Note: SC995 will occur if the J-C1k engine firmware is installed in the J-C1y/z BCU.
If this happens, install the J-C1y/z engine firmware.***

Version	Program No.	C. SUM	Effective Date
1.17	***B1495505Q***	***-***	***June 2005 production***
1.16	B1495505P	FF5D	December 2004 production
1.14A	B1495505N	12CB	November 2004 production
1.14	B1495505M	2EF0	September 2004 production
1.13	B1495505L	86FB	June 2004 production
1.11	B1495505K	D9E8	April 2004 production
1.09D	B1495505J	33E4	March 2004 production
1.09C	B1495505H	4CE3	February 2004 production
1.09B	B1495505G	5C1B	January 2004 production
1.09A	B1495505F	D474	December 2003 production
1.09	B1495505E	360C	December 2003 production
1.08B	B1495505D	24CC	November 2003 production
1.08	B1495505C	C8E5	October 2003 production

Version	Symptom Corrected
1.17	● ***SC387, SC388 and SC389 occur when the color ratio is low.*** ● ***Sheets of paper impact each other inside the finisher.***
1.16	● Added fusing control data for the China model.
1.14A	● The detection timing for SC471 was optimized.
1.14	● Added the serial number information for the Korea model.
1.13	● The display values for SP7-803-46 and SP7-906-34 were wrong ("oil unit lifetime 1000%"). Also, the calculation for oil unit lifetime was improved. ● Modified software to get Energy Star certification in Taiwan.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149001d

Version	Symptom Corrected
1.11	● Modified as part of solution for cold offset at power on under cold conditions. ● Modified in conjunction with PCU cleaning blade modification to ensure the blade remains properly fixed in place. ● Finisher jam with series printing if the stapling positions for the 1st and 2nd jobs are different and the 1st job is set for stapling under unsupported conditions (e.g. only one sheet in stack). ● SC545/555 misdetection (EU).
1.09D	SC670 misdetection.
1.09C	● Default fusing temperature changed on NA machines for the following modes in order to increase the glossiness on the second side of a duplex sheet. <table><tr><td>1105 6</td><td>H:N [K] D 125</td><td>*BCU</td><td>[100 to 190 / NA: **170**, EU: 165 / 5°C/step]</td></tr><tr><td>1105 11</td><td>H:N[FC] D 125</td><td>*BCU</td><td>[100 to 190 / NA: **170**, EU: 170 / 5°C/step]</td></tr><tr><td>1105 17</td><td>P:N [K] D 125</td><td>*BCU</td><td>[0 to 190 / NA: **150**, EU: 145 / 5°C/step]</td></tr><tr><td>1105 22</td><td>P:N[FC] D 125</td><td>*BCU</td><td>[0 to 190 / NA: **150**, EU: 150 / 5°C/step]</td></tr></table>
1.09B	The counter on a <u>meter charge device installed</u> mistakenly increments twice when all of the following conditions are met. - A meter charge device (e.g. key-card, coin-lock, key-counter) is installed - The 2-tray paper supply unit is installed - SP5-121 is set to "Paper Feed" - A paper misfeed occurs in tray 4 **Note:** This error occurs only on the external meter charge device. The mainframe meter click counter increments correctly.
1.09A	(Changes applied to the Japanese model only).
1.09	● Optimized conditions for error detection during developer initialization to ensure that new development units are properly detected (Vt normal range changed from < 0.5V to ≦ 0.78V). ● Optimized toner supply control for when printing onto undefined paper types longer than DLT/A3. ● SC220-1 misdetections. ● Optimized detection conditions of output tray JAM 25 to eliminate unnecessary occurrences.
1.08B	Optimized the target pressure roller temperature for when recovering from Low Power Mode. **Note**: This applies to the Asia model only.
1.08	1st Mass Production

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003i

RTB Correction
The items in bold italics have been corrected or added.

Subject: Firmware Release History (System)	Prepared by: N.Yoshida
From: 1st Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.25	*B1015851Q*	*June 2008 production*
1.24	B1015851P	November 2005 production
1.23.1	B1015851N	April 2005 production
1.23	B1015851M	March 2005 production
1.22	B1015851L	January 2005 production
1.21	B1015851K	December 2004 production
1.20	B1015851J	October 2004 production
1.19	B1015851H	July 2004 production
1.18.1	B1015851G	May 2004 production
1.14.1	B1015851F	February 2004 production
1.12.2	B1015851E	December 2003 production
1.10.1	B1015851D	October 2003 production

Version	Symptom Corrected
1.25	• *If a host on the network (not the MFP) has 2 network cards with the same IP address, the MFP's print/copy quality might be reduced or an SC818 error will be shown on the operation panel.*
1.24	• Communication between RC Gate and the device works properly. • Sometimes, the firmware cannot be updated via RC Gate through FTP.
1.23.1	• Wording errors with the device status information from the MIB.
1.23	• The value for the single color counter is not included in the value for the Printer total counter (GFPR #RE04120007). • Wording errors with the device status information from the MIB.
1.22	• J-C1 is not displayed in the MAC chooser using Apple Talk as a printer port. • The machine does not update the address book data after SP5850-3 is executed. Note: This occurs only when the address book data is in the FCU.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003i

Version	Symptom Corrected
1.21	• The "Oil Near Full" message is displayed in WebImageMonitor (correct: "Oil Near End"). Note: Swedish display language only. • B/W image quality with the Scanner ACS feature was improved. Note: To enable this change, set Sp2-022-007 (Adjustment value of threshold) to a value of –110.
1.20	• The Concorde (remote service) system captures the Development Counter data even when the machine is configured to use the Page Counter. Example: A color print job.

	Color Counter	BK Counter
Page Counter value	+1	0
Development Counter value	+3	+1
Excess	+2	+1

Version	Symptom Corrected
1.19	• "Near End" messages for oil and waste toner are only displayed when the display language is English or Japanese. • When a Magazine/Combine job is made, the separator line is printed in the wrong color or it is not printed.
1.18.1	• Added the J-C1k product name.
1.14.1	• After canceling a scan using DeskTopBinder, an internal error will occur if another scan is attempted afterward. • Unable to send with Scan-to-Folder to an SMB-connected Win98 PC with shared security settings enabled when all of the following conditions are satisfied: - The destination folder is selected from a registered entry in the Address Book. - A New Password has been set but the User Name has not in the Address Book MgmtNew Program Folder screen. - Neither the SMB Default User Name nor Default Password has been set in the File TransferDefault Username/Password (Send) screen. • Network PC stations registered under a given workgroup are not displayed when the workgroup name consists only of numerical characters (SMB transmission Network screen). • HDD initialization is performed when the main switch is turned on (see RTB # RB149005 for details). • SC990 sometimes occurs when the main switch is turned on.

Model: Model J-C1	Date: 26-Jan-04	No.: RB149003i

Version	Symptom Corrected
1.12.2	• Minor errors during an HDD self-diagnostic are sometimes not detected. • Minor errors during an optional RAM self-diagnostic are sometimes not detected. • The machine mistakenly allows local storage files containing mixed B/W and color pages to be printed out in Magazine Mode. • Optimized detection conditions for NVRAM access errors to eliminate unnecessary occurrences. Specification changes: • A data backup function (SP5-846-50 to -53) has been added to the SD card that allows the Address Book data to be uploaded to the card. **Note:** An RTB will be released announcing the details of this change. • Specification for the development counters (SP8-771-01 to -05) changed so that the counter increments according to actual machine operation, i.e. no longer follows the value of the meter charge counter. • Revised so that SP8-383-01 (F:Total PrtPGS) does not increment when printing out a Fax reception document from local storage.
1.10.1	1st Mass Production

Model: Model J-C1		Date: 21-Jul-09	No.: RB149045

Modified Article: Encoder for J-C1	Prepared by: N. Yoshida
From: 2nd Tech. Support Sec. Service Support Dept.	

Reason for Modification:	☐ Parts catalog correction	☐ Vendor change	☐ Other
	☐ To facilitate assembly	☐ To improve reliability	☐ To meet standards
	☒ Part standardization	☐ Product Safety	( )

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1013930	G1073830	ENCODER:ASS'Y	1	X/X	57	25	*

NOTE: New part is common with D130/131 and replaced with the following parts A and B as a set.
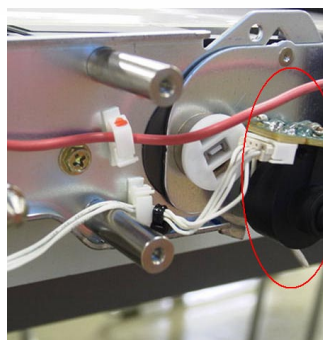A *G*1073832: PLATE:ENCODER
B G0803990: DRUM STAY:TRANSFER UNIT:PEEN
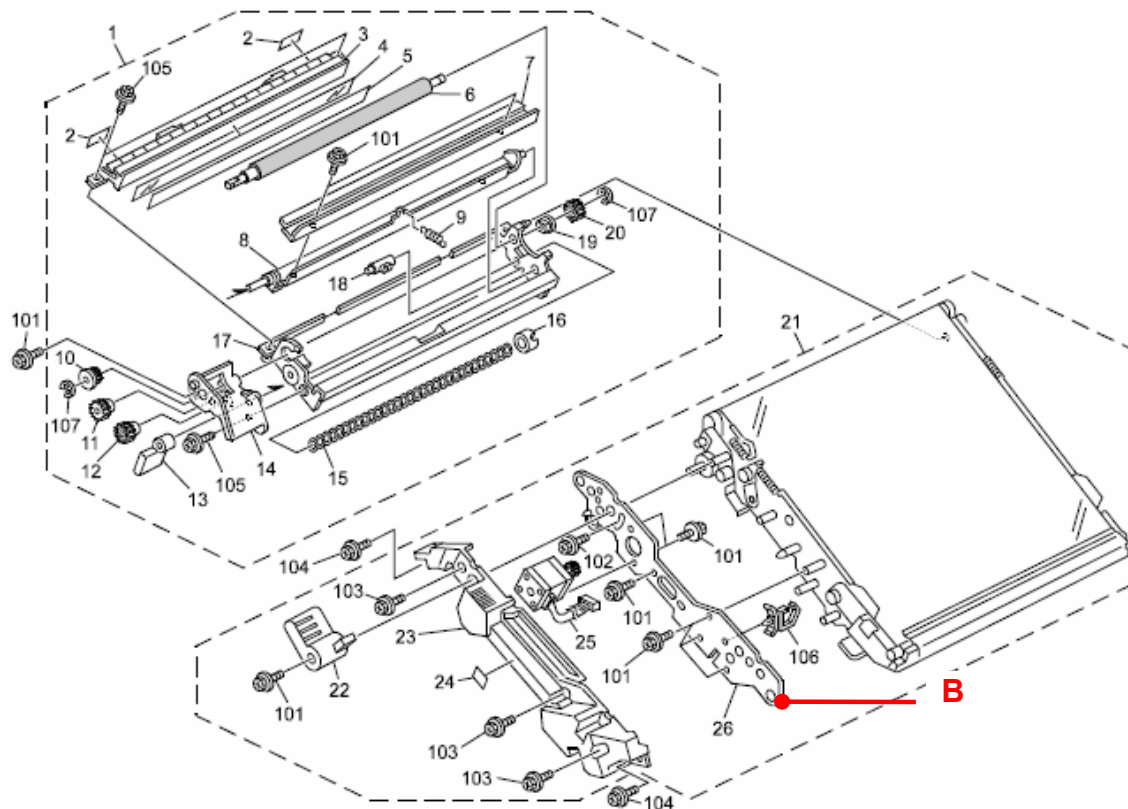
24. Transfer Unit 3 (B146/B147/B148/B149)

G130/131 part catalog
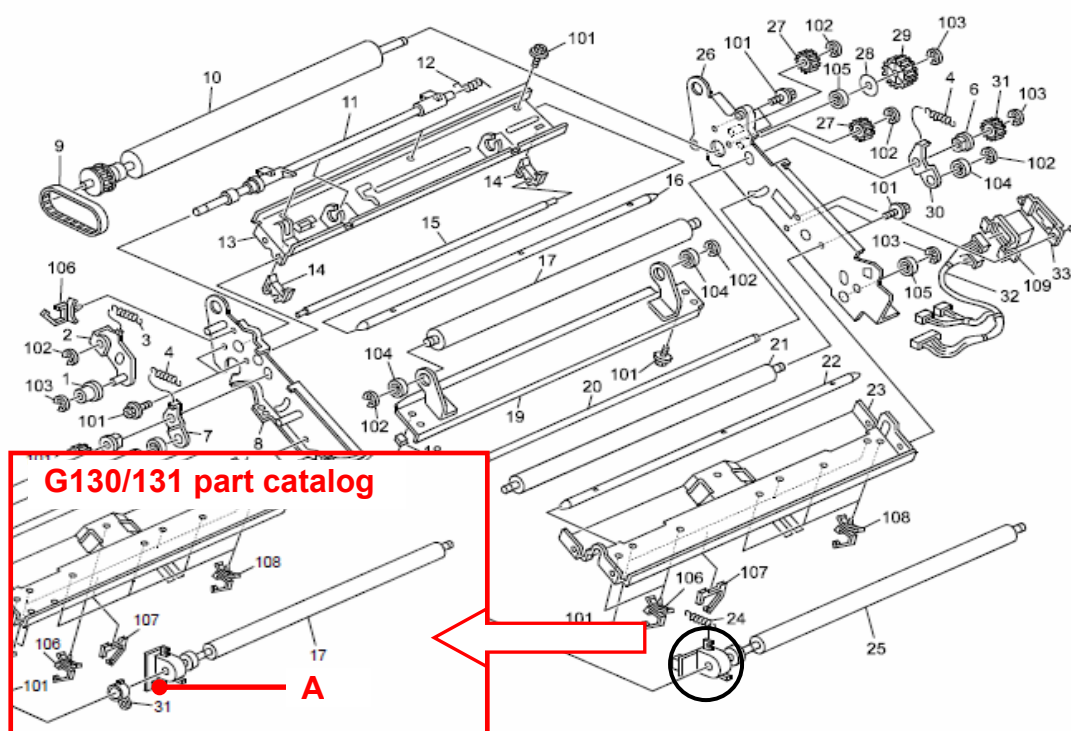
The shape circled by black was changed.

22.Transfer Unit 1 (B146/B147/B148/B149)

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Model: J-C1		Date: 24-Aug-09	No.: RB149046

Subject: J-C1 Fusing cover: Lower		Prepared by: N.Yoshida
From: 2nd Tech Support Sec. Service Support Dept.		

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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	G0804201	FUSING COVER:LOWER	1		62		*

NOTE: The part number is added to the part catalog.

27.Fusing Unit 2 (B146/B147/B148/B149)