

Reissued: 4-Oct-05

Model: Model TH-C1	Date: 12-Apr-05	No.: RB156001a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware History - PS3		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the PS3 firmware history.

Part No.	Program name			
B7695120				
<i>B</i>	<i>B7695120B.fwu</i>	<i>V1.03</i>		<i>October production '05</i>
A	B7695120A.fwu	V1.02		March production '05
-	B7695120.fwu	V1.01	-	February production '05 (only 12 units for RC).

Symptom Corrected	Version
<i>Cannot print Thai/Latin characters using the PS driver.</i>	<i>V1.03</i>
Light gray areas on the original appear darker on the printout when 2-bit mode is used.	V1.02
First release	V1.01

Model: Model TH-C1		Date: 17-May-05	No.: RB156002
Subject: Notes for Installation		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

CHANGES TO THE TH-C1 SERVICE MANUAL AND INSTALLATION PROCEDURE

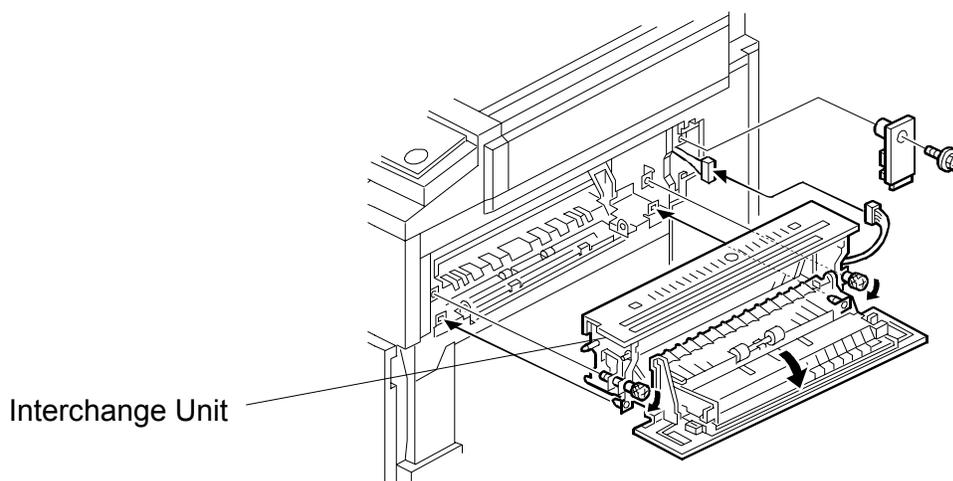
- The following changes were made to the Installation Procedure.
 - These changes are highlighted in blue beginning on pg. 4 of this RTB.

1. Interchange Unit Installation (S/M: 1-25)

Please add the following to the service manual

Important:

Make sure to insert **both sides of the interchange unit together**, so that the unit is parallel to the machine. If you attach one side at a time, duplex jams or noise from the interchange unit can occur.



2. Fax Unit Installation

- **Accessory Check** (S/M: Page 1-1, I/P page 5/19)

Please add the following parts to the accessory list. The I/P will be revised from the next printing.

12	Telephone Line (NA only)	1
13	FCC Decal (NA only)	1
14	Serial Number Decal	1

- **Service Manual: Step 19**, pg. 1-5 (Installation Procedure Step **19**, pg. 10/19)

Please add the following note to Step 19.

“SRAM has been formatted” is displayed after you turn on the main switch. Turn the main switch Off and On to use the machine.

3. G3 Interface unit installation

- **Accessory Check** (S/M: Page 1-7, I/P page 12/19)

Please add the following part to the accessory list.

8	FCC Decal (NA only)	1
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The number of screws should be corrected (5 → 7).

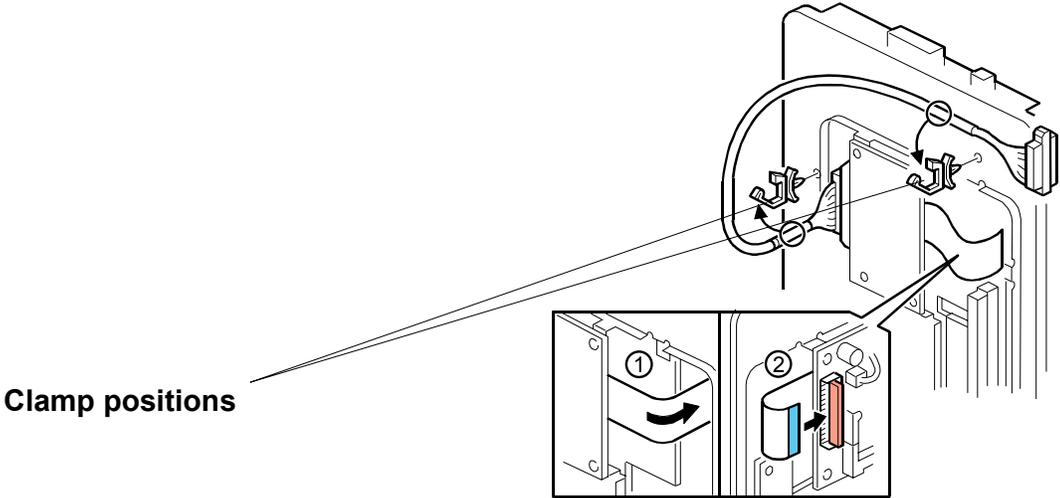
3	Screws	<u>7</u>
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- **Service Manual: Step 9**, pg. 1-10

Please add the following important note to Step 9

9. Attach the clamps [A] and put the harness inside the clamps.

Important: Make sure to attach the clamps in the two positions shown in the illustration. If you do not do this, you cannot attach the flat cable.



- **Service Manual Steps 13 + 14**, pg. 1-14 (Installation Procedure: Steps 12+13, pg. 19/19).

Please add the following steps to the service manual:

13. Attach the FCC decal [A].
NOTE: The FCC decal is for U.S. and Canada only.
14. Attach the FCC decal [B] if you have installed the dual G3 ports.

FAX OPTION TYPE 3232

(Machine Code: B750)

INSTALLATION PROCEDURE

For Machine Code: B156/B220 Copiers

WARNING

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.
5. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be remote risk of electric shock from lightning.
6. Do not use a telephone to report a gas leak in the vicinity of the leak.

CAUTION

1. Before installing the fax unit, switch off the main switch, and disconnect the power cord.
2. The fax unit contains a lithium battery. The danger of explosion exists if a battery of this type is incorrectly replaced. Replace only with the same or an equivalent type recommended by the manufacturer. Discard batteries in accordance with the manufacture's instructions.

NOTE FOR AUSTRALIA

Unit must be connected to Telecommunication Network through a line cord which meets the requirements of ACA Technical Standard TS008.

NOTE: THE FAX UNIT MUST BE INSTALLED BY A CUSTOMER SERVICE REPRESENTATIVE WHO HAS COMPLETED BASE COPIER AND FAX UNIT TRAINING.

B7508512A

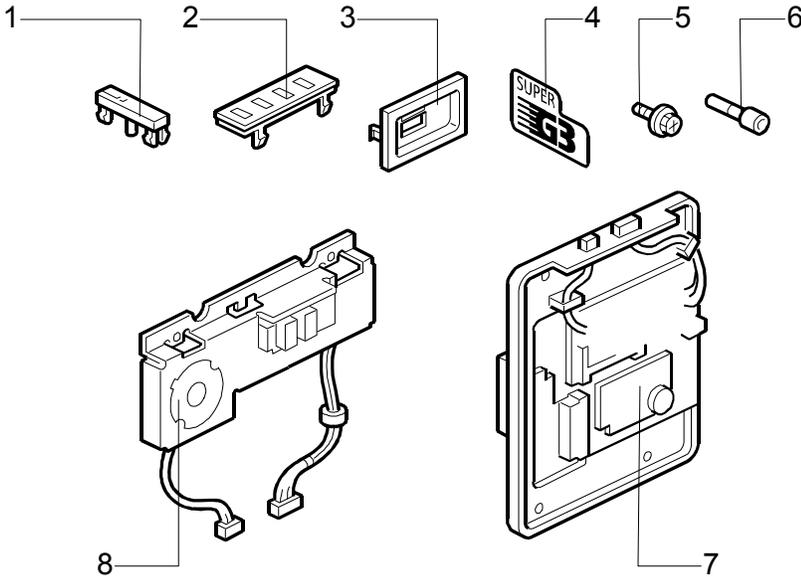


B7508512A

ACCESSORY CHECK

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

No.	Description	Q'ty
1	Fax key	2
2	Fax panel	1
3	Jack cover	1
4	G3 decal	1
5	Screws	6
6	Stamp	1
7	FCU	1
8	Speaker assembly	1
9	Operating Instructions – Fax Basic (Except EU model)	1
10	Operating Instructions – Fax Advanced Features (Except EU model)	1
11	Handset Bracket (NA only)	1
12	Telephone Line (NA only)	1
13	FCC Decal (NA only)	1
14	Serial Number Decal	1



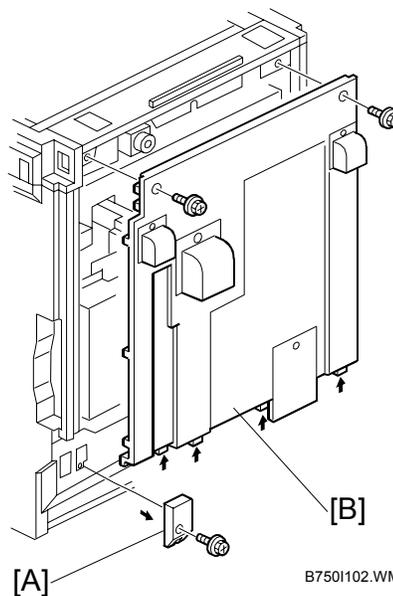
Installation Procedure

⚠ CAUTION

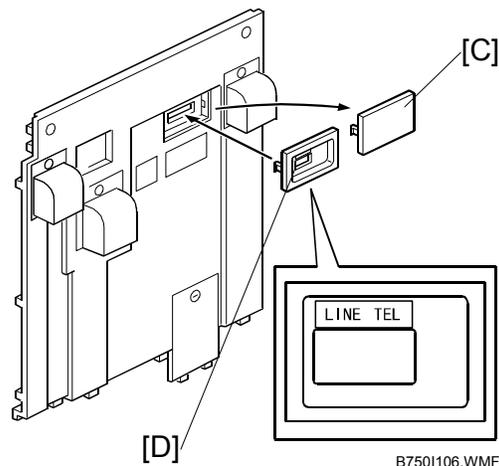
Before installing this fax unit,

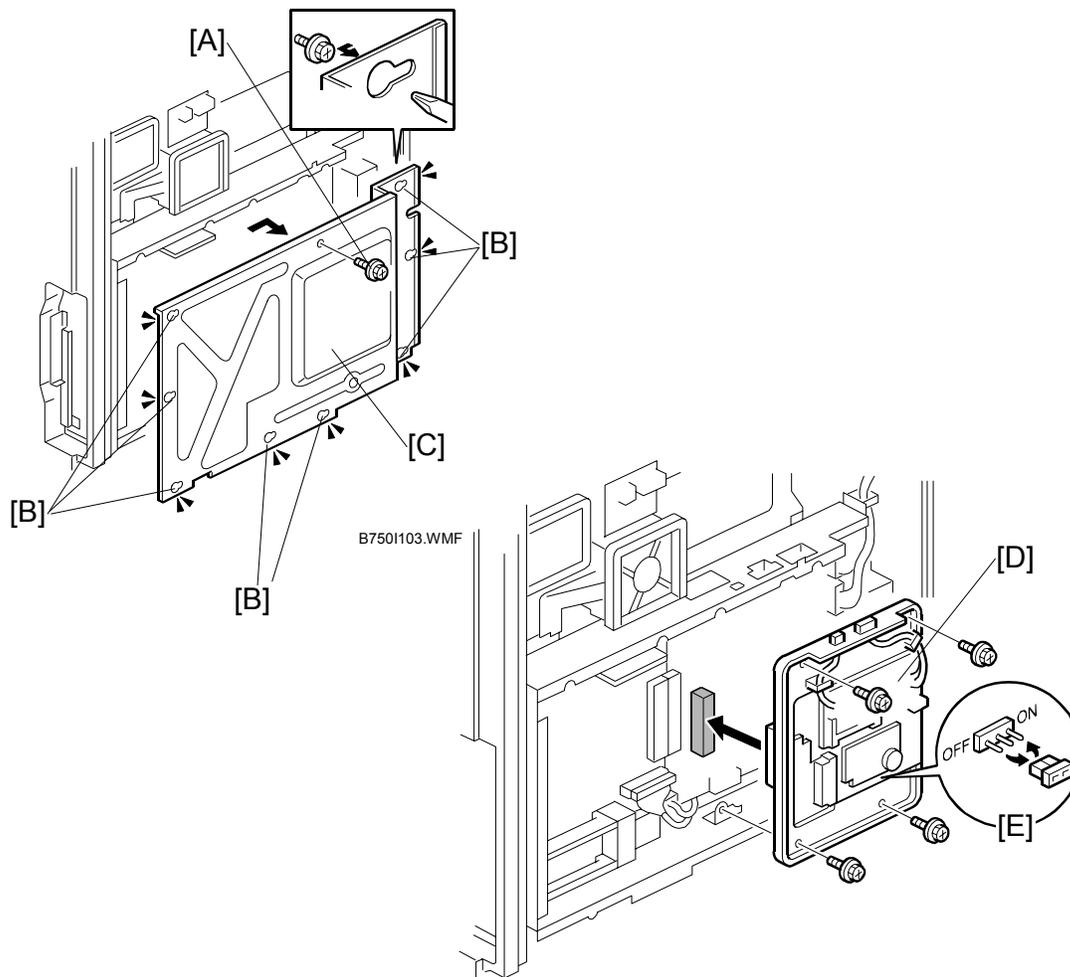
- 1) Print out all data in the printer buffer.
- 2) Turn off the main switch and disconnect the power cord and the network cable.

1. Remove the connector cover [A] (⚙ x 1).
2. Remove the rear cover [B] (⚙ x 2).

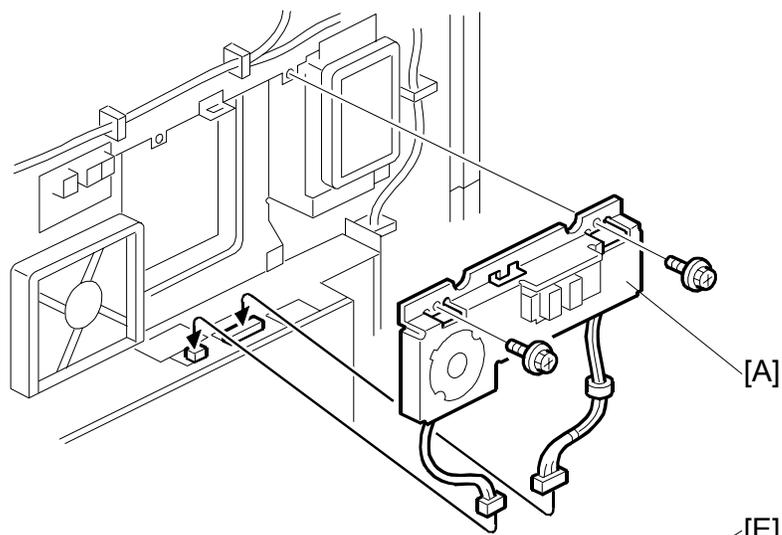


3. Remove the connector cover [C].
4. Install the jack cover [D].

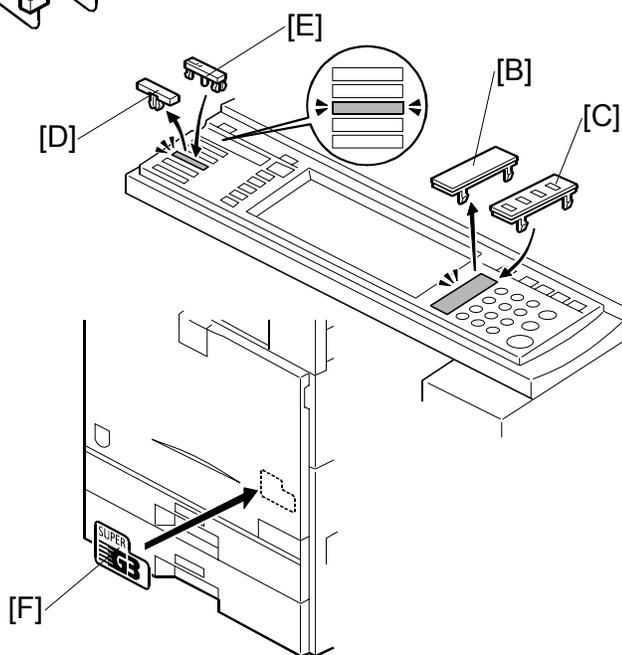




5. Remove the screw [A] (⌀ x 1) and loosen the eight screws [B] (⌀ x 8).
6. Slide the controller box cover [C] to the right side and remove it.
7. Attach the FCU [D] to the BICU (⌀ x 4).
8. Change the MBU battery jumper switch connector [E] from the "OFF" position to the "ON" position.
9. Press down the MBU.
NOTE: Make sure that the MBU is seated correctly. If not, SC occurs (SC819, SC672 etc.).



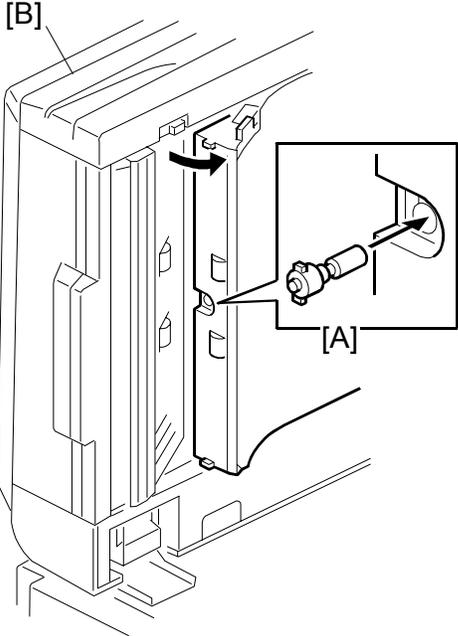
B7501105.WMF



B7501101.WMF

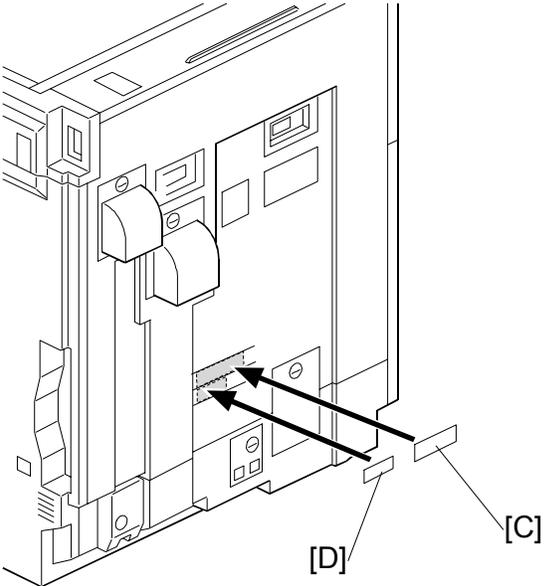
10. Install the speaker assembly [A] (⚙ x 2, 🔩 x 2).
11. Reattach the controller box cover.
NOTE: When reassembling, use caution not to damage harnesses and electrical circuits.
12. Replace the dummy keypad [B] with the fax keypad [C].
13. Replace the third key-slot cover [D] with the fax key [E].
14. Attach the decal (*SUPER G3*) [F] to the front cover.

15. Install the stamp cartridge [A] if the ARDF [B] has been installed.

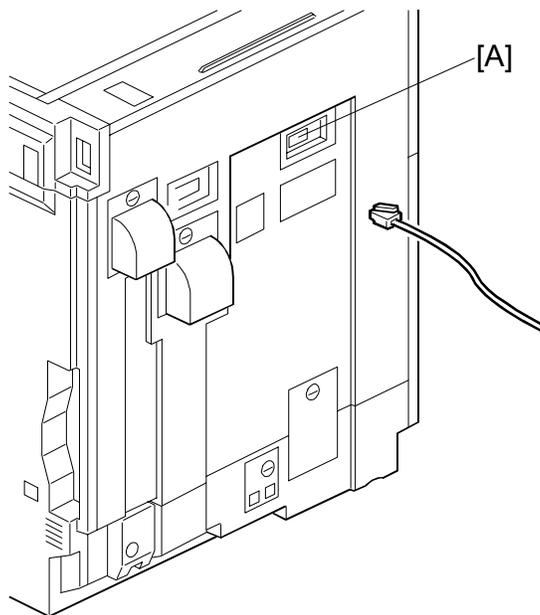


B502I006.WMF

- 16. Reattach the rear cover (⌀ x 2).
 - 17. Attach the FCC decal [C] and serial number decal [D].
- NOTE:** The FCC decal is for the U.S. and Canada only.



B750I501.WMF



B7501107.WMF

18. Connect the telephone line to the *LINE* jack [A].

19. Put the power plug into the outlet and turn the main switch on.

NOTE: 1) Make sure that the outlet is grounded.

2) "SRAM has been formatted" is displayed after you turn on the main switch. Turn the main switch Off and On to use the machine.

20. Make sure that the date and time are correctly set.

G3 INTERFACE UNIT TYPE 3232

Machine Code: B751

INSTALLATION PROCEDURE

For Machine Code: B156/B220 Copiers

WARNING

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.
5. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be remote risk of electric shock from lightning.
6. Do not use a telephone to report a gas leak in the vicinity of the leak.

CAUTION

1. Before installing the fax unit, switch off the main switch, and disconnect the power cord.
2. The fax unit contains a lithium battery. The danger of explosion exists if a battery of this type is incorrectly replaced. Replace only with the same or an equivalent type recommended by the manufacturer. Discard batteries in accordance with the manufacture's instructions.

NOTE FOR AUSTRALIA

Unit must be connected to Telecommunication Network through a line cord which meets the requirements of ACA Technical Standard TS008.

NOTE: THE G3 INTERFACE UNIT MUST BE INSTALLED BY A CUSTOMER SERVICE REPRESENTATIVE WHO HAS COMPLETED BASE COPIER AND FAX UNIT TRAINING.

B7518510A



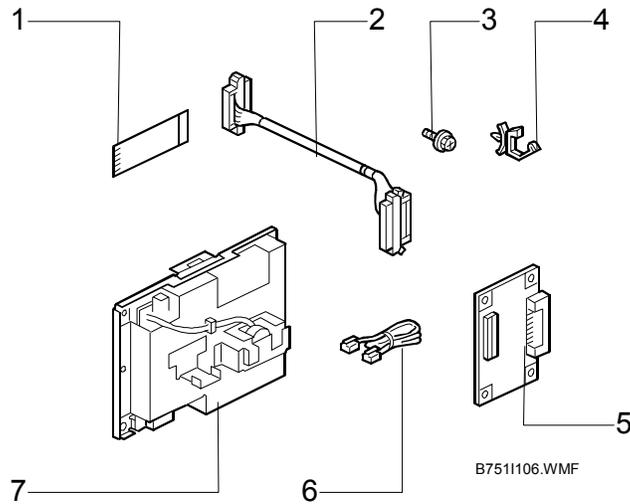
B7518510A

G3 INTERFACE UNIT

Accessory check

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

No.	Description	Q'ty
1	Flat cable	1
2	Harness	1
3	Screws	7
4	Clamps	2
5	CCU drive board	1
6	Telephone line (NA only)	1
7	SG3 board unit	1
8	FCC Decal (NA only)	1

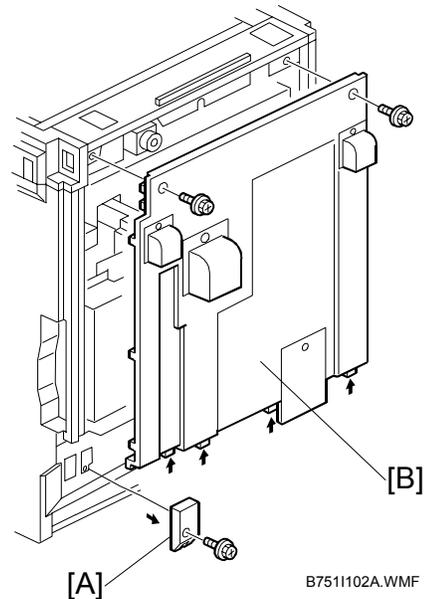


⚠ CAUTION

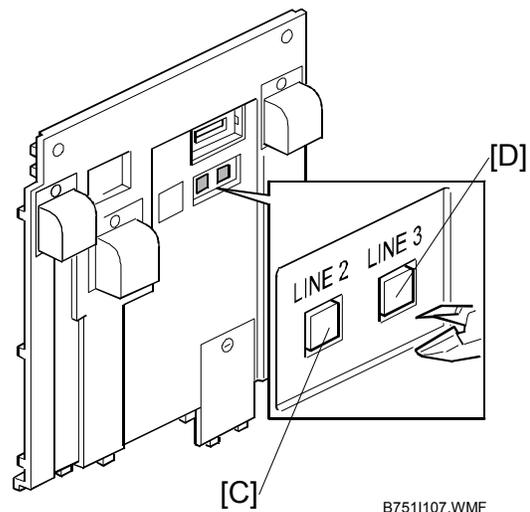
Before installing this optional unit,

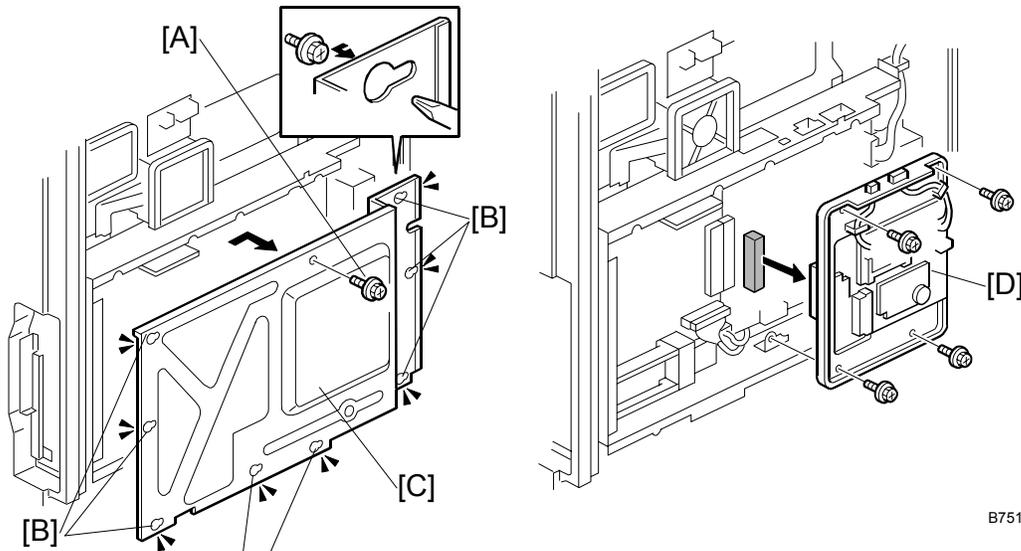
- 1) Print out all data in the printer buffer.**
- 2) Turn off the main switch and disconnect the power cord and the network cable.**

1. Remove the connector cover [A] (⚙ x 1).
2. Remove the rear cover [B] (⚙ x 2).



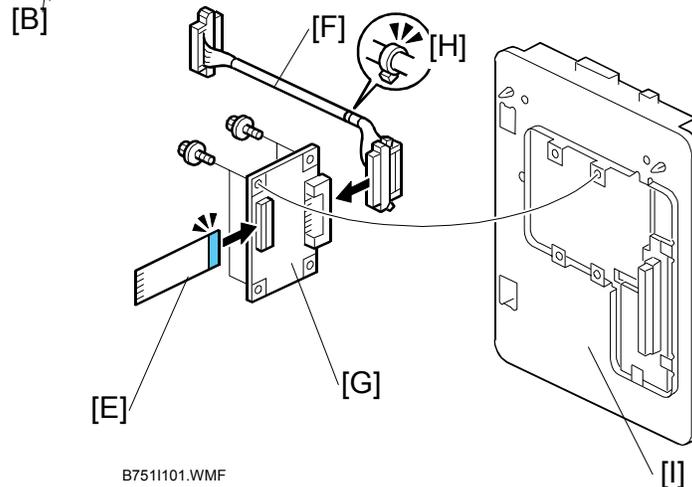
3. Remove the left connector shield [C] (LINE 2) and file the edge smoothly. If you install one more G3 interface unit, also cut away the right connector shield [D] (LINE 3) and file the edge smooth.





B751103A.WMF

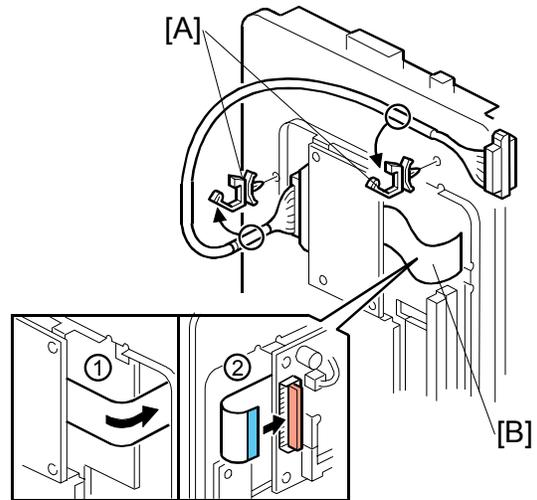
B7511501.WMF



B751101.WMF

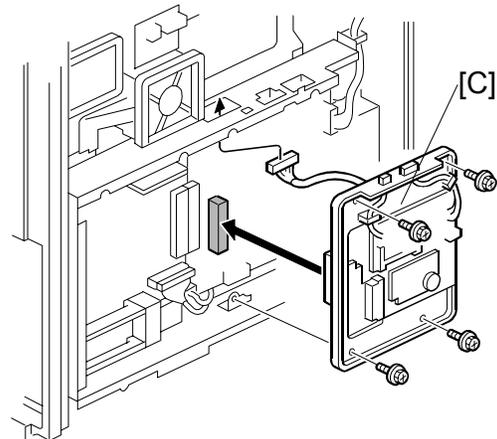
4. Remove the screw [A] and loosen eight screws [B].
5. Slide the controller box cover [C] to the right side and remove it.
6. Remove the FCU [D] (⌘ x 2, ⚙ x 4) if the fax unit has been installed.
7. Connect the flat cable [E] with blue side outside and the harness [F] to the CCU drive board [G].
NOTE: Use the connector that is near the binding [H] for connection with the CCU drive board.
8. Attach the CCU drive board [G] to the FCU bracket [I] (⚙ x 4).
NOTE: The *G3 Interface Unit Type 3232* package contains one CCU drive board. When installing the two optional units at once, only one of the two interfaces is necessary.

9. Attach the clamps [A] and put the harness inside the clamps.
10. Connect the flat cable [B] with the blue side outside to the FCU as shown.



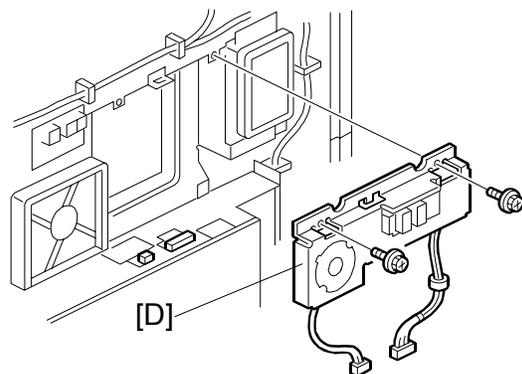
B7511102.WMF

11. Attach the FCU [C] to the BICU (⌀ x 4).
NOTE: Make sure that the jumper switch on the MBU is set to "On".
12. Press down the MBU.
NOTE: Make sure that the MBU is seated correctly. If not, SC occurs (SC819, SC672 etc.).



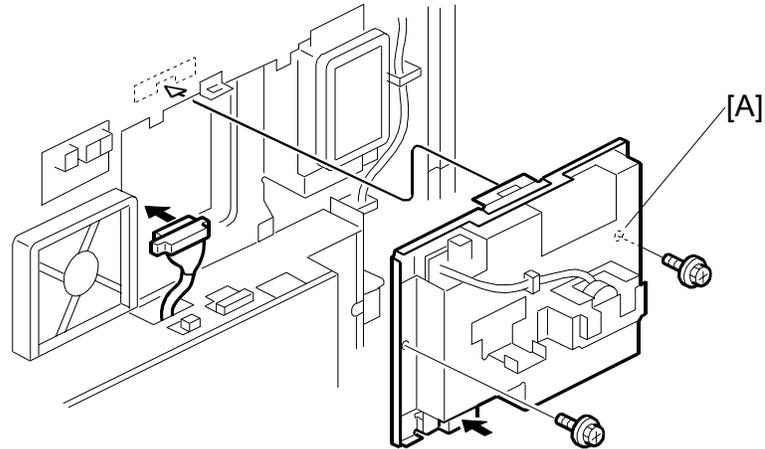
B7511103.WMF

13. Remove the speaker assembly [D] (⌀ x 2) if the speaker assembly has been installed.



B7511502.WMF

Do the following procedures for either single G3 port or dual G3 ports.
For Single G3 Port Installation

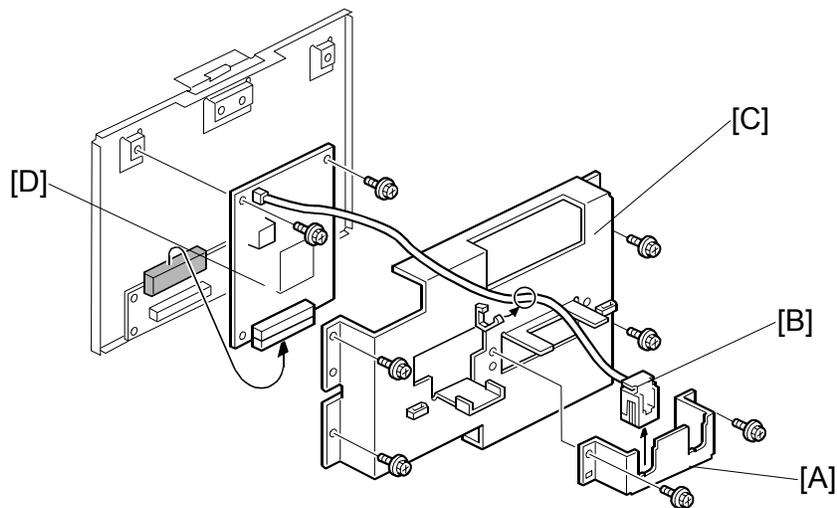


B7511104.WMF

1. Attach the SG3 board unit [A] to the I/O board cover bracket (⚙ x 2, 📏 x 1).

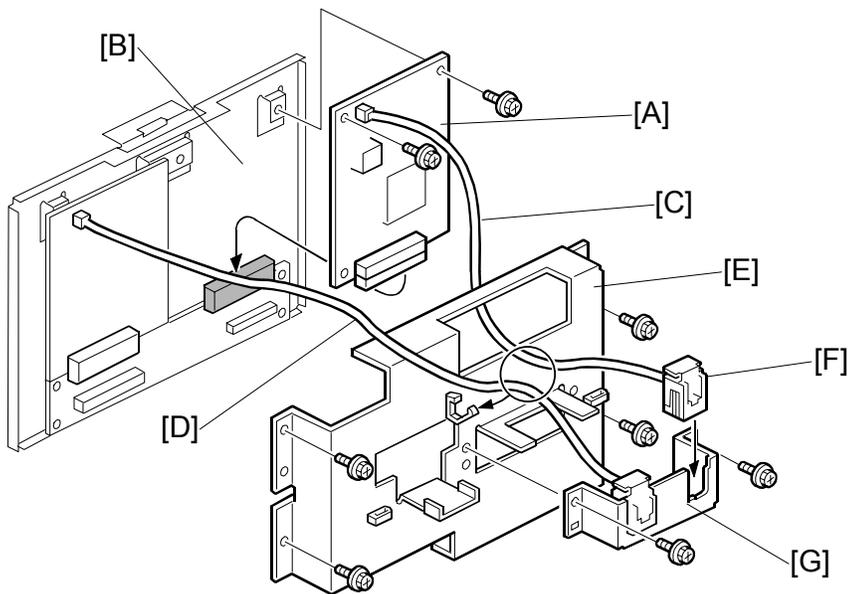
For Dual G3 Ports Installation

Two G3 interface units (Type 3232) are required when installing the dual G3 ports.

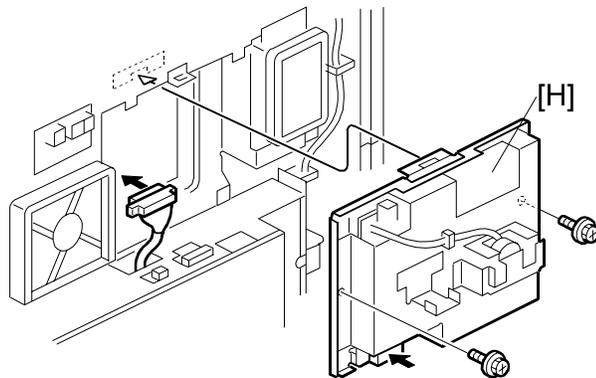


B7511151.WMF

1. From the second G3 interface unit, remove the telephone jack bracket [A] (⚙ x 2), and then remove the telephone jack [B].
2. Remove the G3 interface unit cover bracket [C] (⚙ x 4).
3. Remove the G3 interface board [D] (⚙ x 2).



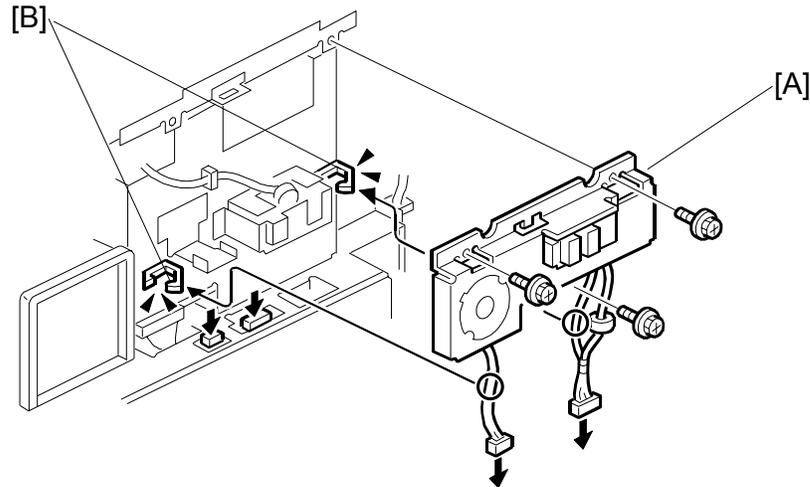
B7511152.WMF



B7511104.WMF

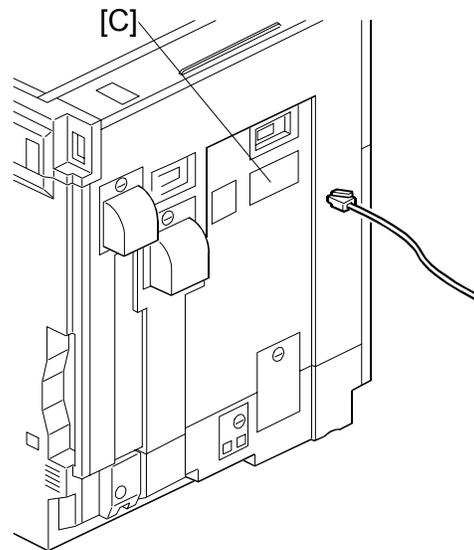
4. From the first G3 interface unit, remove the telephone jack bracket, telephone jack and G3 interface unit cover bracket as shown in steps 1 and 2.
5. Attach the second G3 interface board [A] to the right-hand connector on the G3 interface unit bracket [B] (⚙ x 2).
6. Run the telephone jack harnesses [C, D] as shown, and then attach the G3 interface unit cover bracket [E] (⚙ x 4).
7. Attach the telephone jack [F] to the telephone jack bracket [G].
8. Attach the telephone jack bracket [G] to the G3 interface unit cover bracket [E] (⚙ x 2).
9. Attach the dual SG3 boards unit [H] to the I/O board cover bracket (⚙ x 2, 📏 x 1).

For Single G3 Port Installation/ Dual G3 Ports Installation



B7511105.WMF

1. Attach the speaker assembly [A] to the I/O board cover bracket (⚙ x 3, 📌 x 2).
2. Bind the harnesses with clamps [B].
3. Reattach the controller box cover.
NOTE: When reassembling, use caution not to damage harnesses and electrical circuits.
4. Reattach the rear cover (⚙ x 2).
5. Connect the telephone line/s to the jack/s [C]
 - For single G3 interface unit: LINE 2
 - For dual G3 interface unit: LINE 2 and 3
6. Put the power plug into the outlet and turn the main switch on.
NOTE: Make sure that the outlet is grounded.
7. Start the service mode and set **bit 1 of communication switch 16** to "1" (SP1-104-023).
8. If you install the dual G3 interface units, also set the **bit 3 of communication switch 16** to "1" (SP1-104-023).
9. Turn the main switch off and on.
10. Print out the system parameter list and check that "G3-2 (single port) and G3-3 (dual ports)" is listed as an option (SP6-101).
11. Set up and program the items required for PSTN-2/PSTN-3 communications.



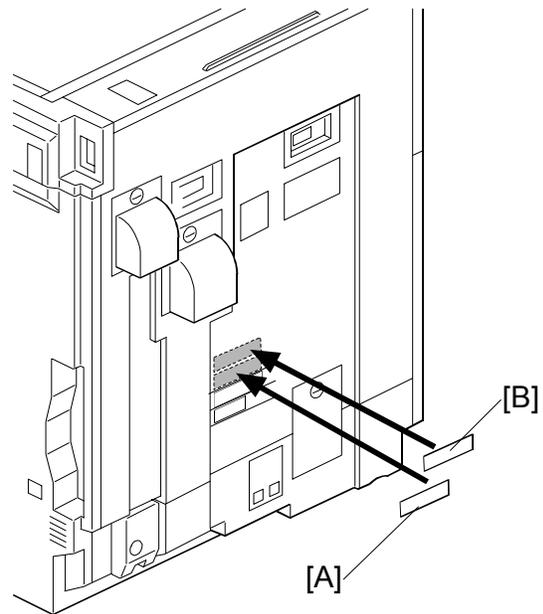
B7511107A.WMF

12. Attach the FCC decal [A].

NOTE: The FCC decal is for U.S. and Canada only.

13. Attach the FCC decal [B] if you have installed the dual G3 ports.

14. Turn the main switch off and on.



B751I504.WMF

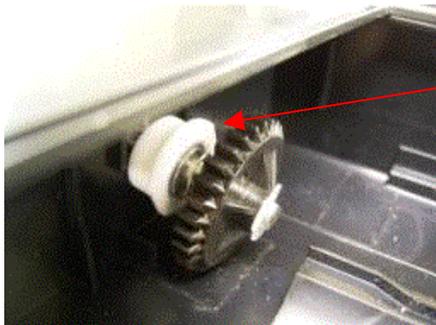
Model: Model TH-C1		Date: 2-Jun-05	No.: RB156003
Subject: Light image and/or Toner End indication cannot be cleared		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Light image (BCMY) occurs and/or toner end indication cannot be cleared (CMY).

CAUSE

The toner-supply-drive gear shaft in the development unit comes out of its position, because the shaft stopper is worn out by the shaft, which was not manufactured correctly. This causes the toner supply paddle to not rotate, and toner is not supplied to the toner hopper in the development unit. The white bearing also comes out of position.



White bearing

The toner-supply-drive gear shaft comes out of its position. The white bearing also may come out of its position.

Affected units

Some of the machines and spare parts that were produced from the beginning of February until 21 April (21/04/2005) production are defective.

February production to April production

- B156-26 6L4835XXXXX, 6L4845XXXXX
- B156-17, 22, 24, 27, 29 K71502XXXXX K71563XXXXX, K71564XXXXX
- B220-26 6L5835XXXX, 6L5845XXXX
- B220-22, 24, 27, 29 K72563XXXXX, K72564XXXXX

Development unit lot no.

- 00M502XXXXX --- 00M504XXXXX
- 00K502XXXXX --- 00K504XXXXX
- 00Y502XXXXX --- 00Y504XXXXX
- 00C502XXXXX --- 00C504XXXXX

How to read the lot numbers:
 XXIYMMXXXXX
 I: color KCMY
 Y: Year
 MM Month

Model: Model TH-C1	Date: 2-Jun-05	No.: RB156003
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Spare part lot numbers on the part number label
From February production until April 21 production

X 01 02 05 to X 21 04 05



How to read the lot numbers on the part label
H070505 indicates 2005 May 07 production. (Xddmmyy).

Distinguishing the defective units from the modified ones

A blue spot has been added on the carton of the modified machine.
Machines: To the right side of the bar code label on the machine carton



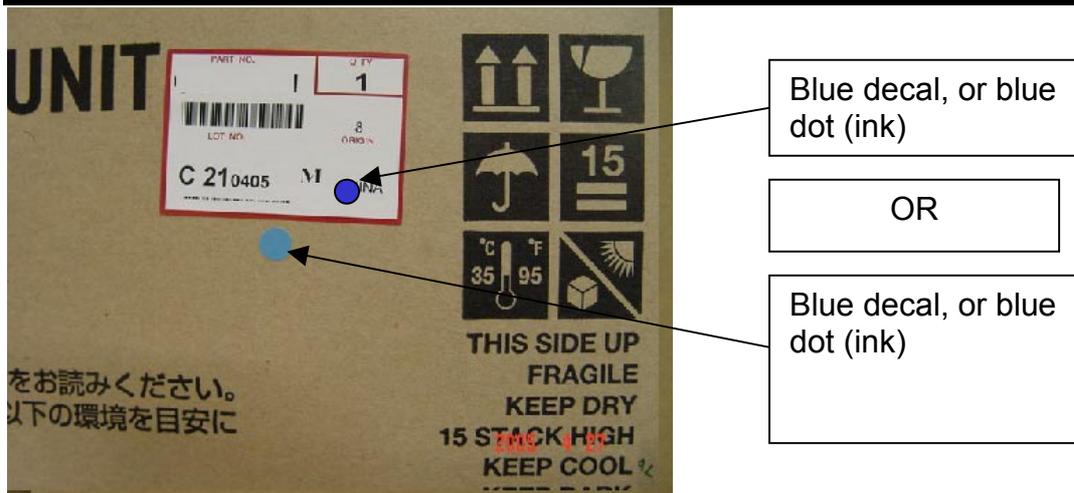
Blue decal, or blue dot (ink)

Spare parts: To the lower side of the part number label

Model: Model TH-C1

Date: 2-Jun-05

No.: RB156003



Cut-in serial numbers and lot numbers

B156-17	K7156400324
B156-24	K7156500631
B156-26	6L48550001
B156-27	K7156401020
B156-29	K7156501453
B220-24	K725650XXXX
B220-26	6L58550001
B220-27	K7256400582
B220-29	K7256500276

The corrected shaft has been installed in the following production parts:

Spare parts lot numbers (unit side)

- B154-0154 STM050400273
- B154-0152 STK050400361
- B154-0156 STY050400271
- B154-0155 STC050400271

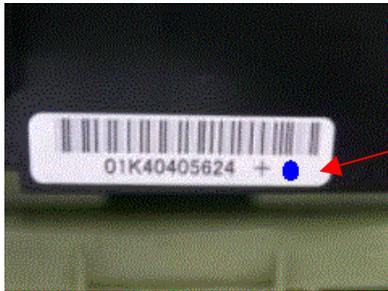
Spare parts lot number on label (spare part carton)

X 22 04 05 (From April 22 2005)

Model: Model TH-C1

Date: 2-Jun-05

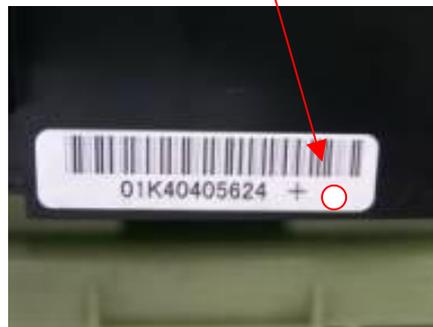
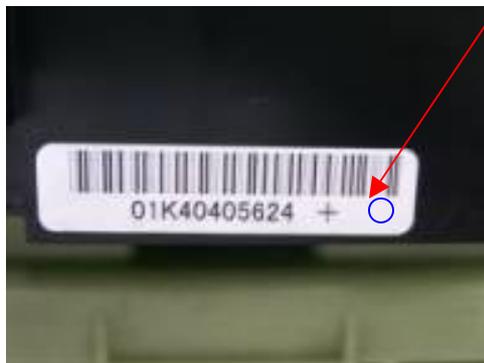
No.: RB156003

Some units in service parts stock have already been modified.

Blue decal, or blue
dot (ink)

Some units have a blue circle,
OR

Some units have a red circle



Model: Model TH-C1

Date: 2-Jun-05

No.: RB156003

SOLUTIONIn the production line

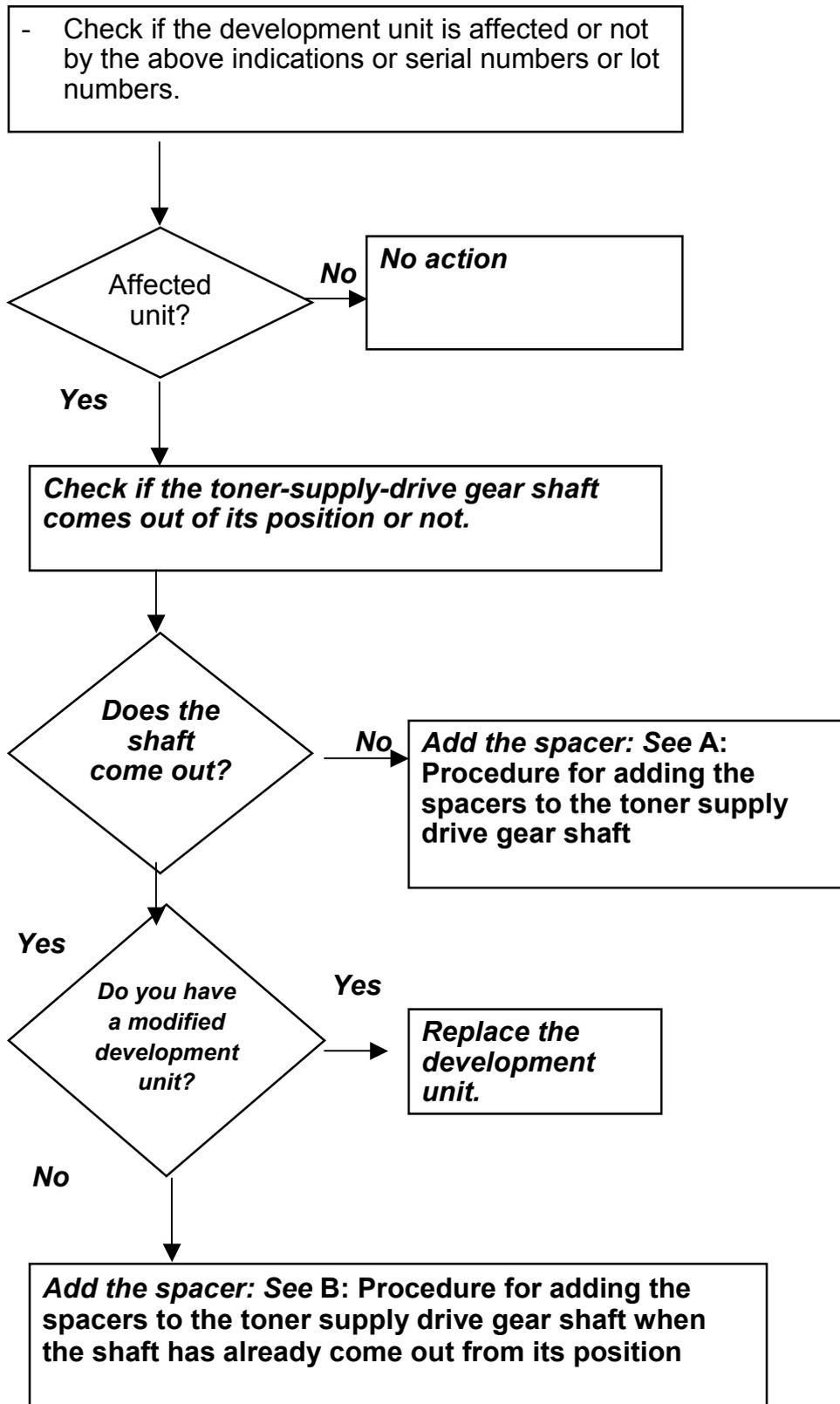
The corrected shaft has been installed in the development unit from the 22nd April on the production line.

In the field

Add the plastic washer to the toner supply drive shaft gear. This will prevent this symptom.

Model: Model TH-C1	Date: 2-Jun-05	No.: RB156003
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Action in the field



Model: Model TH-C1	Date: 2-Jun-05	No.: RB156003
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Next time that you visit an affected machine for a different purpose, please **add the spacers to the toner supply drive shafts in the development unit.**

When you visit the machines to respond to a service call for the shaft coming out of its position.

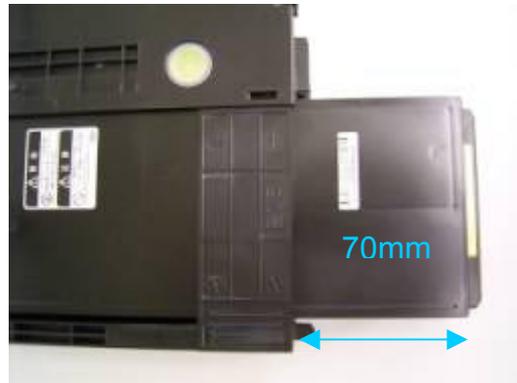
- **The development unit that shows the symptom.** Replace the development unit with the corrected one when the development unit is available. And add the spacers to the shaft in the other development units.
- If the development unit is not available, see the procedure for adding the spacer to the toner supply drive gear shaft (see below).

A: Procedure for adding the spacers to the toner supply drive gear shaft**I. IMPORTANT NOTES BEFORE YOU BEGIN**

- * Do not touch the surface of the development roller.
- * Be very careful not to scratch or damage the surface of the development roller.
- * Always keep the development unit flat (horizontal). Do not tip the unit to one side.
This is to prevent toner from leaking out of the unit.

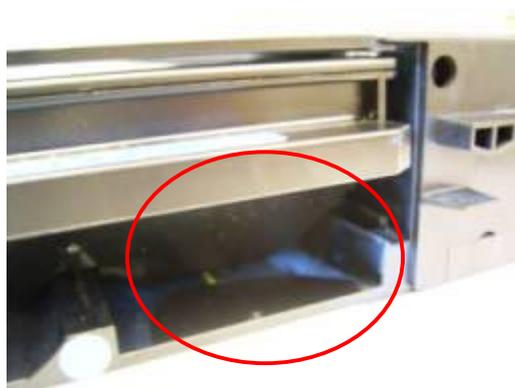
II. MAIN PROCEDURE

1. Remove the development unit from the machine.
2. Pull out the toner cartridge about 70 mm from the development unit.

**Important:**

Do not pull out the toner cartridge too far. If you do, toner can leak out of the cartridge (circled in red in the photos).

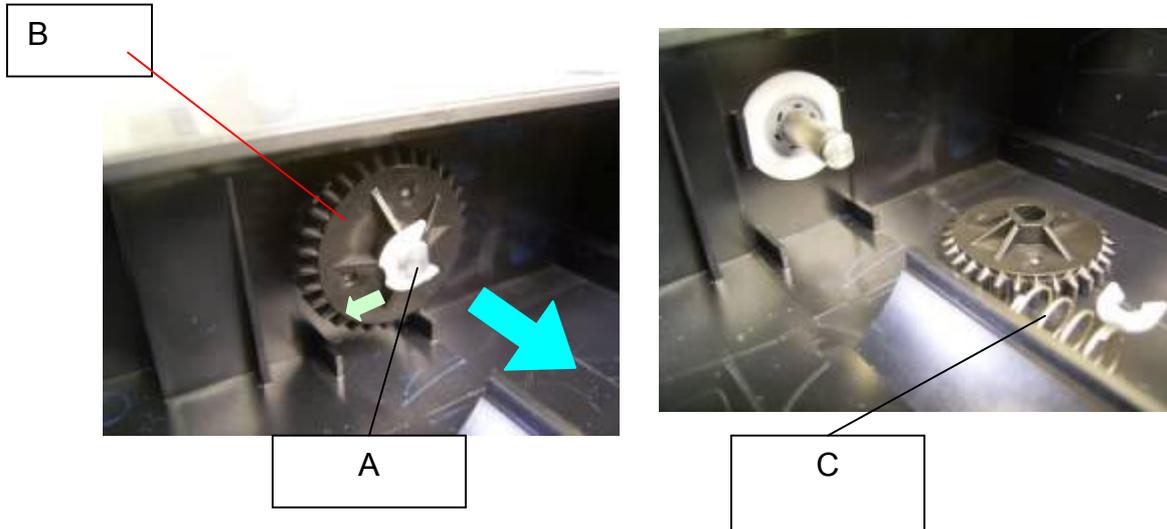
If this happens, remove the leaked toner.



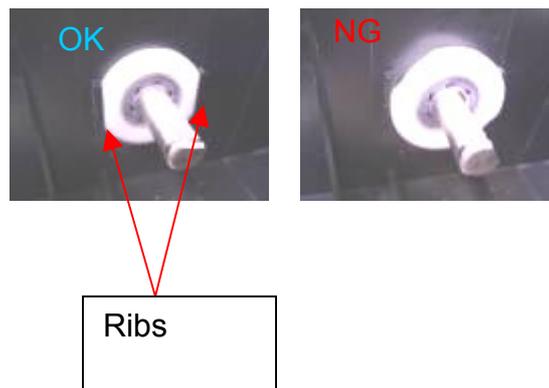
Model: Model TH-C1	Date: 2-Jun-05	No.: RB156003
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3. Remove the silencer (A), toner cartridge drive gear (B) and pressure spring (C).

Important: Be careful not to lose the silencer and spring.

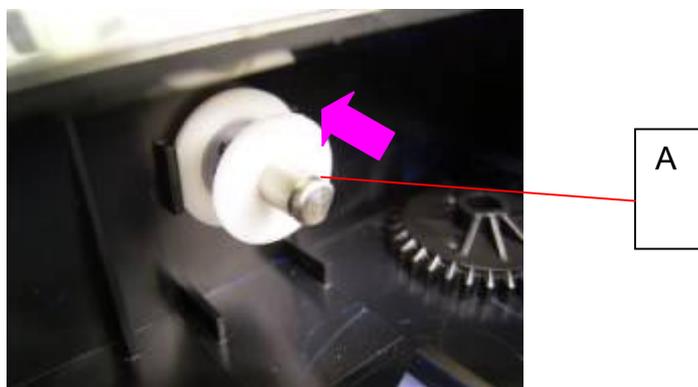


4. Make sure the flat sides of the bearing are parallel with the ribs (see the left photo).



5. Attach the new washer (A) to the shaft.

B0519911: Washer – 20 pcs/set



Important: The washer fits tightly around the shaft, but **DO NOT** change the size of the D-cut.

Model: Model TH-C1

Date: 2-Jun-05

No.: RB156003

6. Reattach the pressure spring, drive gear and silencer.

Important: Reattach the gear so that the flat side faces inward (the rounded side must face outward).



III. IMPORTANT POINTS TO CHECK

1. Make sure the silencer is properly attached.
2. Push the gear with your finger, and then release it.

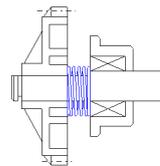
NORMAL: The gear moves about 3mm when you push it, and then returns to its original position when you release it.

NG: The gear does not move when you push it.

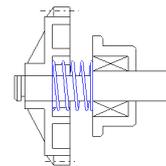
If the gear does not move, remove the gear and reattach it.



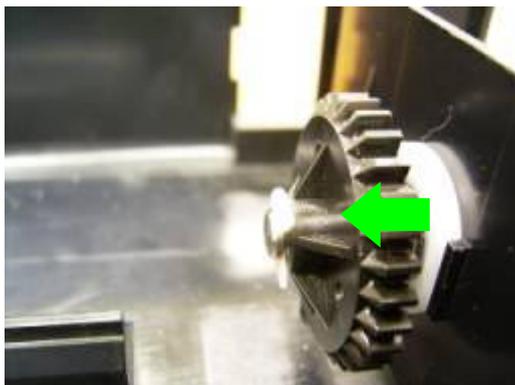
NG



OK



3. Pull the gear in the direction of the green arrow. Make sure the shaft does not move.

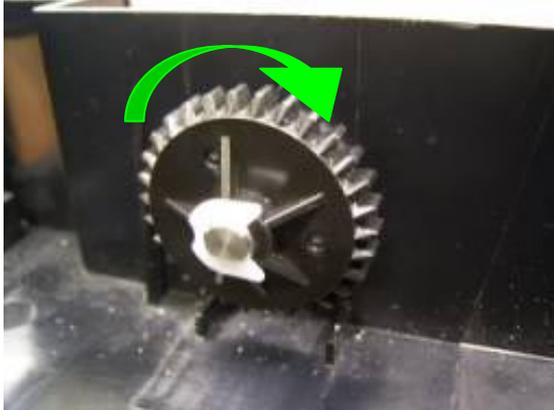


Model: Model TH-C1

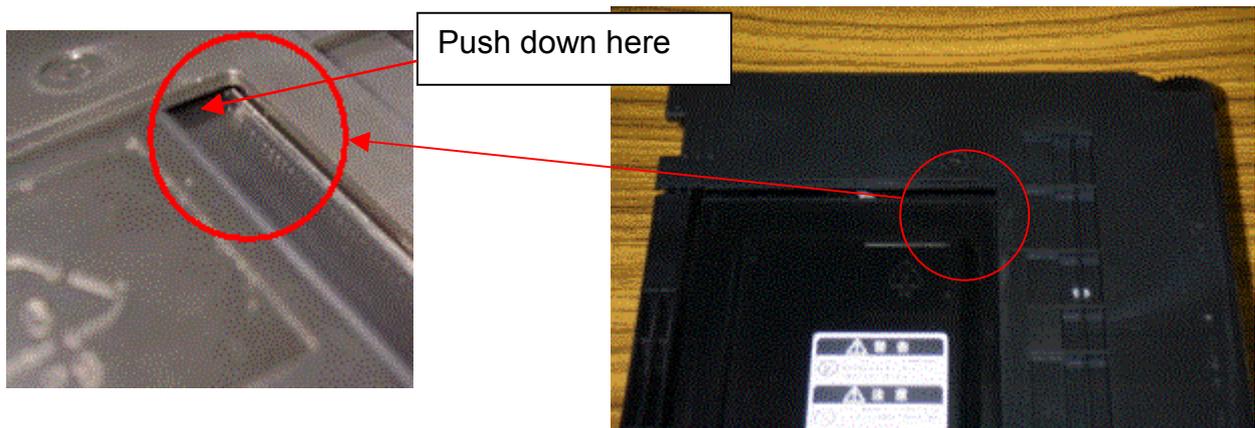
Date: 2-Jun-05

No.: RB156003

4. Make sure that you can turn the gear clockwise.
5. Make sure that you cannot turn the gear counterclockwise.



6. Push the toner cartridge back into the development unit.
7. Push down on the right rear corner of the BK toner cartridge. (BK Development unit only) to correct the BK cartridge position. If the position is incorrect, you feel the click when you push down the corner. Pushing down the corner corrects the BK toner cartridge position.



8. Mark the label on the development unit left side with a blue dot as shown.



Mark the label

Model: Model TH-C1	Date: 2-Jun-05	No.: RB156003
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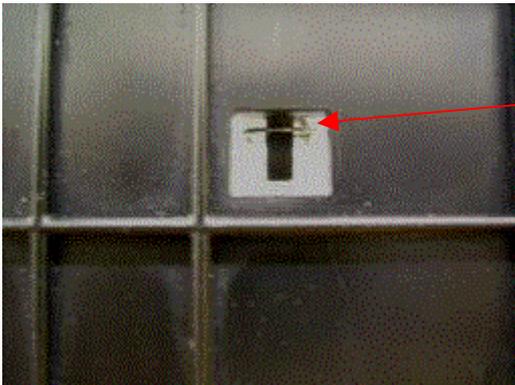
B: Procedure for adding the spacers to the toner supply drive gear shaft when the shaft has already come out from its position

I. IMPORTANT NOTES BEFORE YOU BEGIN

Please see “A: Procedure for adding the spacers to the toner supply drive gear shaft”.

II. MAIN PROCEDURE

1. Remove the development unit from the machine.
2. By looking at the spring from the bottom of the development unit, check if the spring is installed on the development unit or not. If the spring is not installed, it is impossible to carry out the following procedure. (Replace the development unit)



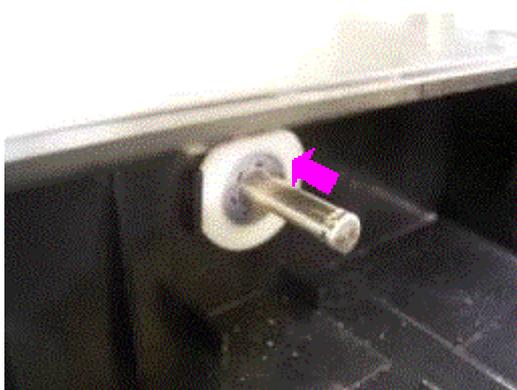
Spring
View from the bottom of the development unit

3. Pull out the toner cartridge about 70 mm from the development unit.
4. While taking care not to pull the shaft, remove the silencer, toner cartridge drive gear, and pressure spring.

Important: Be careful not to lose the silencer and spring.



5. Put back the bearing so that the flat sides of the bearing are parallel with the ribs (see the left photo).



Model: Model TH-C1

Date: 2-Jun-05

No.: RB156003

Ribs

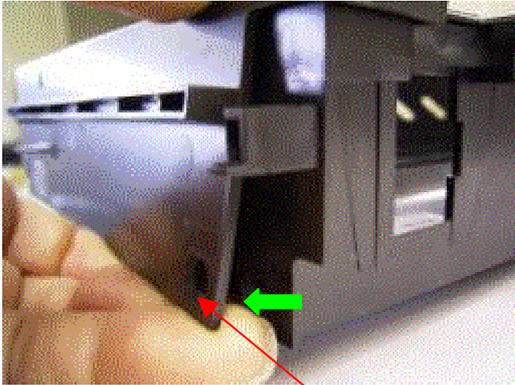
Model: Model TH-C1

Date: 2-Jun-05

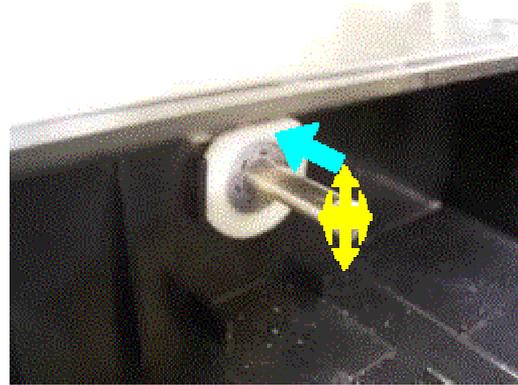
No.: RB156003

6. While opening the rear development cover (A), push the shaft so that the shaft is installed into the shaft holder hole.

Important: You cannot see the shaft holder hole (inside the cover). When the shaft is installed correctly, you hear a click.



A



7. Make sure the shaft does not come out, by pulling out the shaft slowly and gently. If the shaft comes out, repeat steps 5 and 6.

Important: If the shaft comes out completely, do not install the shaft again. In this case, you have to replace the development unit.



8. Do steps 5 and 6 from "A: Procedure for adding the spacers to the toner supply drive gear shaft - II. Main procedure".

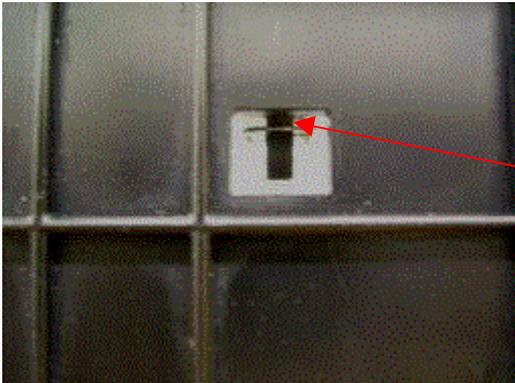
Then do steps 1 to 7 from "A: Procedure for adding the spacers to the toner supply drive gear shaft - III. Important points to check (1 to 8)".

Model: Model TH-C1

Date: 2-Jun-05

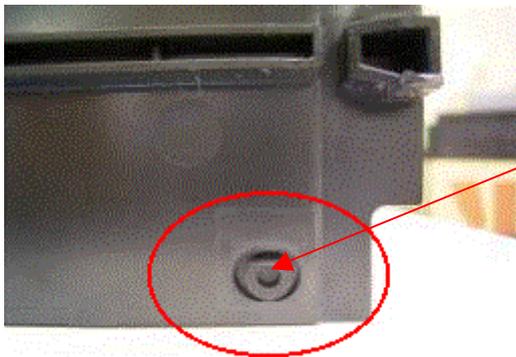
No.: RB156003

9. Make sure that the spring is installed on the development unit again.



Spring
View from the bottom of the
development unit

10. Make sure the projection (A) of the lower development case is installed into the hole in the rear development cover correctly.



A

11. Mark the label on the development unit left side with a blue dot as shown.



Mark the label

Model: Model TH-C1		Date: 6-Jul-05	No.: RB156004
Subject: Notes for Installation - 2		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Important: The following symptom is the same as the one announced in RTB RB051007a (Model U-C1). However, if the development unit is not installed correctly in the field, the production line solution in RTB RB051007a cannot prevent the symptom. Therefore at machine installation, make sure to do the check in the "Solution" below.

SYMPTOM

A blank area (**sample 1**) or blank patches (**sample 2**) may appear on the side edges of the paper.

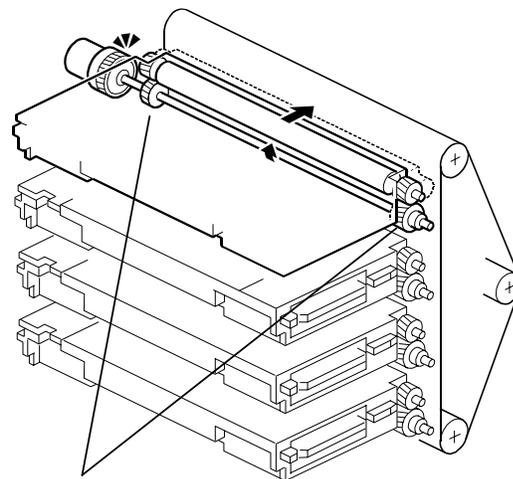
Note: Also, because of this problem, the ID sensor pattern on the OPC is blank. If the machine reads this, it can change the process control conditions.

CAUSE

The gears of the development unit do not engage the mainframe gears correctly.

Note: This can occur at toner cartridge replacement, when the old toner cartridge is not pulled out correctly.

Sample 1



Mainframe gears

Model: Model TH-C1

Date: 6-Jul-05

No.: RB156004

Sample 2**SOLUTION****● Production Line**

Four seals were added to the development unit cover (see the last page of this RTB) from the first production.

Gap Absorber Seals P/N B0511273

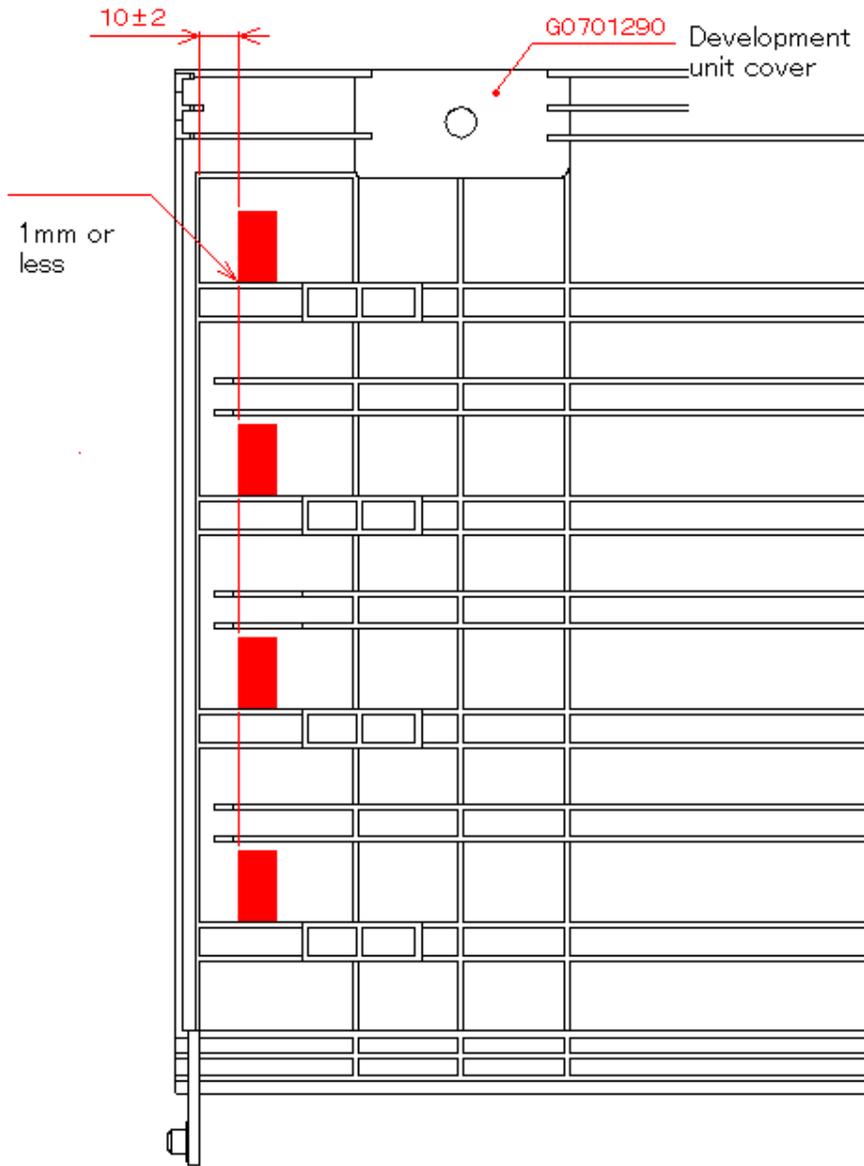
● At machine installation

1. Try and pull the development unit toward you along the rail.
Important: Do not remove the unit.
2. If the unit moves, there is a gap between the tab on the development unit and the rail stopper (see the photo below). In this case, do the following procedure:
 - Remove the development unit.
 - Rotate the mainframe gears manually.
 - Reinstall the development unit.

Model: Model TH-C1	Date: 6-Jul-05	No.: RB156004
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Model: Model TH-C1	Date: 6-Jul-05	No.: RB156004
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Model: Model TH-C1		Date: 19-Jul-05	No.: RB156005
Subject: Firmware History - BICU		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the BICU firmware history.

Part No.	Program name		
B1545552			
	<i>B1545552F.fwu</i>	<i>V1.06</i>	<i>July Production '05</i>
	<i>B1545552E.fwu</i>	<i>V1.05</i>	<i>June Production '05</i>
	<i>B1545552D.fwu</i>	<i>V1.04</i>	<i>May production '05</i>
	<i>B1545552C.fwu</i>	<i>V1.03</i>	<i>April production '05</i>
	<i>B1545552B.fwu</i>	<i>V1.021</i>	<i>March production '05</i>
-	<i>B1545552A.fwu</i>	<i>V1.011</i>	<i>February production '05</i>

Symptom Corrected	Version
<p>The bias voltage for Toner Refresh mode was changed to reduce the amount of toner that sticks to the ITB cleaning blade.</p> <ul style="list-style-type: none"> ·SP2-400-08 (Cleaning Bias LL1 Toner revival) ·SP2-401-08 (Cleaning Bias LL2 Toner revival) ·SP2-402-08(Cleaning Bias NN1 Toner revival) ·SP2-403-08(Cleaning Bias NN2 Toner revival) ·SP2-404-08(Cleaning Bias HH Toner revival) <p>[0 ~ 2000 / 1100(1400) / 10 volt/step]: (): Old default</p> <p>The machine freezes and does not accept the command from RC gate to update the firmware when in Low Power mode. ("ROM Updating" is displayed on the LCD).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>	V1.06
<p>(Some changes were made for the Japan model only).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>	V1.05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005
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Symptom Corrected	Version
<p>SP modes for Toner Refresh mode and PCU rotation when repeat B/W duplex copies/prints are made. This is to ensure that images (toner with silicone oil) do not stay on the ITB and get on the next sheet of paper. Note: Details will be explained in a separate RTB (TBA).</p> <p>SP2-981-003: [0 ~ 200 / 30 / 1 sheet/step]</p> <p>SP2-981-004: [0 ~ 200 / 6 / 1 sheet/step]</p> <p>SP2-984-001 (Duplex PCU Idling Setting - Total Period: T1) [6 ~ 200 / 60 / 1 s/step]</p> <p>SP2-984-002 (Duplex PCU Idling Setting - Printing Prohibited Period: T2) [6 ~ 60 / 6 / 1 s/step]</p> <p>SP3-970-005 (Image Area Rate – Oil end) [0 ~ 10.0 / 0.5 / 0.1 %/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.05 or later.</p>	V1.04
<p>Sometimes, the transfer belt sensor incorrectly declares a “no paper” condition when it detects a high-density solid image, even if there is paper at the sensor.</p> <p>The leading edge is dirty with toner. To improve this, the ITB cleaning time (ON time for the cleaning brush) was increased.</p>	V1.03

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005
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Symptom Corrected	Version
<p><i>The defaults for the following SP modes (image transfer current) were changed. This is to prevent residual images on small paper sizes.</i></p> <p>Paper Transfer LL1</p> <ul style="list-style-type: none"> • SP2-310-3 . . . 25→22: Normal/1st/210-256 • SP2-310-7 . . . 26→21: Mid/1st/257-296 • SP2-310-8 . . . 26→23: Mid/1st/210-256 • SP2-310-17 . . . 30→27: Normal/2nd/257-296 • SP2-310-22 . . . 31→28: Mid/2nd/257-296 <p>Paper Transfer LL2</p> <ul style="list-style-type: none"> • SP2-311-3 . . . 29→25: Normal/1st/210-256 • SP2-311-7 . . . 29→23: Mid/1st/257-296 • SP2-311-8 . . . 30→26: Mid/1st/210-256 • SP2-311-17 . . . 29→28: Normal/2nd/257-296 • SP2-311-22 . . . 30→29: Mid/2nd/257-296 <p>Paper Transfer NN1</p> <ul style="list-style-type: none"> • SP2-312-3 . . . 32→27: Normal/1st/210-256 • SP2-312-7 . . . 31→23: Mid/1st/257-296 • SP2-312-8 . . . 33→28: Mid/1st/210-256 <p>Paper Transfer NN2</p> <ul style="list-style-type: none"> • SP2-313-7 . . . 31→24: Mid/1st/257-296 • SP2-314-7 . . . 31→24: Mid/1st/257-296 • [0.1 ~ 70.0 // 0.1 μA/step] <p><i>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.04 or later.</i></p>	
<p><i>A new SP mode was added to turn on the development fan at job end (default: the fan is turned Off at job end). This is to prevent dirty background, which can occur in high-temperature/high-humidity conditions.</i></p> <p>SP2-983-2: Development unit fan continue [0 ~ 900 / 0 / 10 s/step]</p>	V1.021
<p><i>A new SP mode was added to adjust the method for counting the number of A4/LT SEF developments for Toner Refresh mode.</i></p> <p>Note:</p> <ul style="list-style-type: none"> - Usually, 1 A4/LT SEF sheet is counted as 1, but for machines which use this paper as their main size, a setting of "1.2" is better. - This setting of this SP mode does not change the value of the machine counters. <p>SP3-972-1: Development counter for A4/LT SEF [1 or 1.2 count/ 1 /]</p>	

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005
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Symptom Corrected	Version
<p><i>The default value of SP2-321-007 was changed. This is because toner particles are sometimes shifted at the trailing edge of duplex copies.</i></p> <p>SP2-321-007: <i>[0.1 ~ 2.0 / 1.0 (0.8) / 0.1 s/step] (): Old default</i></p> <p><i>The defaults for the following SP modes (image transfer current) were changed. This is to prevent residual images</i></p> <p>Paper Transfer LL1 – Normal/1st/257-296 · SP2-310-2 . . . 25→20:</p> <p>Paper Transfer LL2 – Normal/1st/257-296 · SP2-311-2 . . . 28→22:</p> <p>Paper Transfer NN1 – Normal/1st/257-296 · SP2-312-2 . . . 30→22:</p> <p>Paper Transfer NN2 – Normal/1st/257-296 · SP2-313-2 . . . 30→23:</p> <p>Paper Transfer NN1 – Normal/1st/257-296 · SP2-314-2 . . . 30→23:</p> <p><i>[0.1 ~ 70.0 // 0.1 μA/step]</i></p>	
<p>First release</p>	V1.011

Model: Model TH-C1		Date: 19-Jul-05	No.: RB156006
Subject: Firmware History - Main Unit Controller		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Main Unit Controller firmware history.

Part No.	Program name			
B1545550				
	<i>B1545550D.fwu</i>	<i>V1.06</i>		<i>June production</i>
	<i>B1545550C.fwu</i>	<i>V1.05</i>		<i>May production '05</i>
	<i>B1545550B.fwu</i>	<i>V1.04</i>		<i>April production '05</i>
	B1545550A.fwu	V1.03		March production '05
-	B1545550.fwu	V1.02	-	February production '05

Symptom Corrected	Version
<p><i>Print and Copy speed is decreased when the data overwrite security unit is installed.</i></p> <p><i>SC672 misdetection.</i></p> <p><i>Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.</i></p> <p><i>Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.05 or later.</i></p>	V1.06
<p><i>The firmware cannot be updated with RC Gate if "Machine Management" is OFF (User Tools – Administrator Tools).</i></p> <p><i>Occurrence conditions of SC870 were changed to prevent unnecessary occurrences (Scanner and address in the HDD communication mal function).</i></p> <p><i>Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.</i></p> <p><i>Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.04 or later.</i></p>	V1.05
<p><i>The machine freezes after the BICU and/or FCU firmware is updated via RC Gate.</i></p> <p><i>The machine cannot connect to RC Gate at installation.</i></p> <p><i>The Start key does not turn green.</i></p> <p>Conditions:</p> <ul style="list-style-type: none"> - <i>The Capture function is used with the MLB</i> - <i>User authentication is enabled</i> - <i>The System Auto Reset Timer, Scanner Auto Reset Timer and Auto Logout Timer are all set to the same value</i> 	V1.04

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006
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Symptom Corrected	Version
<p><i>Modified in accordance with the BICU v1.03 modification. For details, please see RTB #RB156005.</i></p> <p><i>Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.03 or later.</i></p>	
<p><i>SC990 occurs if a user starts a print job for a Document Server document, logs out during the job, and then another user logs in.</i></p>	V1.03
<p><i>The operation panel freezes if a user logs in through User Authentication, logs off just after starting a job, presses the C/S key, and then presses the Job Reserve key.</i></p>	
<p><i>First release</i></p>	V1.02

Model: Model TH-C1		Date: 5-Aug-05	No.: RB156007
Subject: Chinese Version Information		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Note on the PCU PM Interval (China Model Only)

The PM interval for the PCU on the China model (B220-21) was changed to 80K.

Note:

- The PM interval was changed as a result of tests on various Chinese paper types.
- The actual PM yield will depend on the specific paper type/size, environmental conditions, image coverage ratio, and copy/print volume.
- The PM table on pg. 2-3 of the Service Manual was changed as follows:

Around the PCU

	Prints			Developments			EM	Remarks	
	70K	80K	120K	50K	80K	120K			240K
Charge corona unit						R		Replace as whole units or individual parts (listed below).	
PCU					R				
T/B waste toner bottle						R	C	Empty the bottle	
ID sensor							C	Blower brush	
O/B waste toner bottle				C			R	C	Empty the bottle

- For the parts unique to the China model, see the following MBs:
 - MB156002 (TH-C1)
 - MB750001 (TH-C1 Fax Option)

Model: Model TH-C1		Date: 5-Oct-05	No.: RB156008
Subject: Firmware History - Scanner		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Scanner firmware history.

Part No.	Program name			
B6776510				
C	B6776510C.fwu	V1.06	-	October production '05
-	B6776510.fwu	V1.03	-	February production '05

There is no A or B version, for internal reasons.

Symptom Corrected	Version
Sometimes after a power cycle, the buttons for selecting the Scan to Folder and Scan to E-mail functions will not work (grayed out). This only happens if the SNTP server address setting has been configured.	V1.06
First release	V1.03

Model: Model TH-C1		Date: 5-Oct-05	No.: RB156009
Subject: Firmware History - Printer		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Printer firmware history.

Part No.	Program name			
B1566510				
B	B1566510B.fwu	V1.02	-	October production '05
A	B1566510A.fwu	V1.01	-	August production '05
-	B1566510.fwu	V1.00	-	February production '05

Symptom Corrected	Version
<i>The machine freezes if the paper tray reaches Paper End or the tray is pulled out during a print job (Hungarian, Polish and Russian only).</i>	V1.02
<i>The job can be cancelled if the Clear/Stop button is pressed (it functions the same as the Job Reset button).</i>	
<i>SC990 may sometimes be displayed when the machine receives a Print job while in Energy Saver Mode.</i>	
<i>PDF Direct Print jobs (PS3 function) sent via DeskTopBinder in Driverless Mode are cancelled, if User Code Authentication is enabled.</i>	V1.01
<i>The print speed may decrease when PCL data is printed with HDD fonts.</i>	
<i>The machine may stall after some PCL jobs are printed with HDD fonts (GFPR #RE05060001).</i>	
<i>The machine may stall if a duplex job is sent from an RPCS driver and then cancelled from the operation panel or PC.</i>	V1.00
First release	

Model: Model TH-C1		Date: 5-Oct-05	No.: RB156010
Subject: Firmware History - Web System		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Web System firmware history.

Part No.	Program name			
B6766530				
A	B6766530A.fwu	V1.02.	-	October production '05
-	B6766530.fwu	V1.00.	-	February production '05

Symptom Corrected	Version
<p>Changed : <i>The following settings have been added to WIM [Configuration->Device Settings->System]:</i></p> <ol style="list-style-type: none"> <i>1. Display IP Address on the Display Panel - Displays the device's IP address on the panel.</i> <i>2. "Permit ROM Update" - Enable/Disable firmware updates.</i> <i>3. "Print Priority" function</i> <p><i>These settings can only be seen if all 3 of NCS firmware Ver 4.17 or later, Controller firmware Ver 1.08 or later and Websys firmware Ver 1.02 or later have been applied to the device.</i></p> <p><i>The device now supports the ROM update function via WIM. [Configuration->ROM Update]</i></p> <p><i>Web Image Monitor is available in Korean.</i></p>	V1.02
<p><i>Some menu items in WIM are incorrectly displayed.</i></p> <ol style="list-style-type: none"> <i>1. SSL settings in German.</i> <i>(Wrong) [Verschlüsselung/ Text löschen] [Chiffretext/ Text löschen]</i> <i>(Correct) [Verschlüsselung/ Klartext] [Chiffretext/ Klartext]</i> <i>2. Administrator Authentication Management in Czech</i> <i>(Wrong) Správa autorizace uživatele</i> <i>(Correct) Správa autorizace administrátora</i> 	
<p><i>Fixed: LDAP Authentication does not work if configured using the 'LDAP Server 3, 4 or 5' settings from WIM. These settings work correctly if set from the operation panel.</i></p>	
First release	V1.00

Model: Model TH-C1		Date: 5-Oct-05	No.: RB156011
Subject: Firmware History - NCS		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Network Support (NCS) firmware history.

Part No.	Program name			
B6766520				
A	B6766520A.fwu	V4.17	-	October production '05
-	B6766520.fwu	V4.12	-	February production '05

Symptom Corrected	Version
Fixed: If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.	V4.17
Fixed: SDM for Admin, running on a client PC that is connected to both a 1394 and Ethernet interface, will not be able to retrieve the 1394 hostnames of devices.	
Fixed: The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.	
Fixed: Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)	
Changed: The device can accept multiple incoming diprint(port9100) sessions.	
Changed: Communications via diprint(port9100) are now transmitted asynchronously.	
Fixed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)	
Fixed: RC gate may sometimes fail to update the firmware.	V4.12
First release	

Reissued: 7-Oct-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the BICU firmware history.

Part No.	Program name		
<i>B1545552</i>			
<i>H</i>	<i>B1545552H.fwu</i>	<i>V1.08:03</i>	<i>October Production '05</i>
<i>G</i>	<i>B1545552G.fwu</i>	<i>V1.07</i>	<i>August Production '05</i>
F	B1545552F.fwu	V1.06	July Production '05
E	B1545552E.fwu	V1.05	June Production '05
D	B1545552D.fwu	V1.04	May production '05
C	B1545552C.fwu	V1.03	April production '05
B	B1545552B.fwu	V1.021	March production '05
A	B1545552A.fwu	V1.011	February production '05

Symptom Corrected	Version
<i>SC670 is displayed when the scanner moves just after the main switch is turned on.</i>	<i>V1.08:03</i>
<i>On/off control for the ITB cleaning clutch was added for duplex printing. Note: The On/Off control for this clutch can now be adjusted separately for simplex and duplex. SP2-924-03 (ITB Cleaning Clutch Off/ON – Duplex) [0 ~ 5 / 2 / 1/step]</i>	<i>V1.07</i>
<i>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.07 or later.</i>	
The bias voltage for Toner Refresh mode was changed to reduce the amount of toner that sticks to the ITB cleaning blade. <ul style="list-style-type: none"> · SP2-400-08 (Cleaning Bias LL1 Toner revival) · SP2-401-08 (Cleaning Bias LL2 Toner revival) · SP2-402-08(Cleaning Bias NN1 Toner revival) · SP2-403-08(Cleaning Bias NN2 Toner revival) · SP2-404-08(Cleaning Bias HH Toner revival) 	V1.06
[0 ~ 2000 / 1100 (1400) / 10 volt/step]: () : Old default	

Reissued: 7-Oct-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005a
Symptom Corrected		Version
<p>The machine freezes and does not accept the command from RC gate to update the firmware when in Low Power mode. ("ROM Updating" is displayed on the LCD).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		
<p>(Some changes were made for the Japan model only).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		V1.05
<p>SP modes for Toner Refresh mode and PCU rotation when repeat B/W duplex copies/prints are made. This is to ensure that images (toner with silicon oil) do not stay on the ITB and get on the next sheet of paper. Note: Details will be explained in a separate RTB (TBA).</p> <p>SP2-981-003: [0 ~ 200 / 30 / 1 sheet/step] SP2-981-004: [0 ~ 200 / 6 / 1 sheet/step] SP2-984-001 (Duplex PCU Idling Setting - Total Period: T1) [6 ~ 200 / 60 / 1 s/step] SP2-984-002 (Duplex PCU Idling Setting - Printing Prohibited Period: T2) [6 ~ 60 / 6 / 1 s/step] SP3-970-005 (Image Area Rate - Oil end) [0 ~ 10.0 / 0.5 / 0.1 %/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.05 or later.</p>		V1.04
<p>Sometimes, the transfer belt sensor incorrectly declares a "no paper" condition when it detects a high-density solid image, even if there is paper at the sensor.</p>		V1.03
<p>The leading edge is dirty with toner. To improve this, the ITB cleaning time (ON time for the cleaning brush) was increased.</p>		

Reissued: 7-Oct-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005a
Symptom Corrected		Version
<p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images on small paper types.</p> <p>Paper Transfer LL1</p> <ul style="list-style-type: none"> • SP2-310-3 . . . 25→22: Normal/1st/210-256 • SP2-310-7 . . . 26→21: Mid/1st/257-296 • SP2-310-8 . . . 26→23: Mid/1st/210-256 • SP2-310-17 . . . 30→27: Normal/2nd/257-296 • SP2-310-22 . . . 31→28: Mid/2nd/257-296 <p>Paper Transfer LL2</p> <ul style="list-style-type: none"> • SP2-311-3 . . . 29→25: Normal/1st/210-256 • SP2-311-7 . . . 29→23: Mid/1st/257-296 • SP2-311-8 . . . 30→26: Mid/1st/210-256 • SP2-311-17 . . . 29→28: Normal/2nd/257-296 • SP2-311-22 . . . 30→29: Mid/2nd/257-296 <p>Paper Transfer NN1</p> <ul style="list-style-type: none"> • SP2-312-3 . . . 32→27: Normal/1st/210-256 • SP2-312-7 . . . 31→23: Mid/1st/257-296 • SP2-312-8 . . . 33→28: Mid/1st/210-256 <p>Paper Transfer NN2</p> <ul style="list-style-type: none"> • SP2-313-7 . . . 31→24: Mid/1st/257-296 • SP2-314-7 . . . 31→24: Mid/1st/257-296 • [0.1 ~ 70.0 // 0.1 μ A/step] <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.04 or later.</p>		
<p>A new SP mode was added to turn on the development fan at job end (default: the fan is turned Off at job end). This is to prevent dirty background, which can occur in high-temperature/high-humidity conditions.</p> <p>SP2-983-2: Development unit fan continue [0 ~ 900 / 0 / 10 s/step]</p>		V1.021
<p>A new SP mode was added to adjust the step for counting the number of A4/LT SEF developments for Toner Refresh mode.</p> <p>Note:</p> <ul style="list-style-type: none"> - Usually, 1 A4/LT SEF sheet is counted as 1, but for machines which use this paper as their main size, a setting of "1.2". - This setting of this SP mode does not change the value of the machine counters. <p>SP3-972-1: Development .counter for A4/LT SEF [1 or 1.2 count/ 1 /]</p>		

Reissued: 7-Oct-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005a
Symptom Corrected		Version
<p>The default value of Sp2-321-007 was changed. This is because toner particles are sometimes shifted at the trailing edge of duplex copies.</p> <p>SP2-321-007: [0.1 ~ 2.0 / 1.0 (0.8) / 0.1 s/step] (): Old default</p> <p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images</p> <p>Paper Transfer LL1 – Normal/1st/257-296 • SP2-310-2 . . . 25→20: Paper Transfer LL2 – Normal/1st/257-296 • SP2-311-2 . . . 28→22: Paper Transfer NN1 – Normal/1st/257-296 • SP2-312-2 . . . 30→22: Paper Transfer NN2 – Normal/1st/257-296 • SP2-313-2 . . . 30→23: Paper Transfer NN1 – Normal/1st/257-296 • SP2-314-2 . . . 30→23: [0.1 ~ 70.0 // 0.1 μ A/step]</p>		
First release		V1.011

Reissued: 7-Oct-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Main Unit Controller firmware history.

Part No.	Program name			
B1545550				
	<i>B1545550F.fwu</i>	<i>V1.08</i>		<i>October production '05</i>
	<i>B1545550E.fwu</i>	<i>V1.07</i>		<i>August production '05</i>
	B1545550D.fwu	V1.06		June production '05
	B1545550C.fwu	V1.05		May production '05
	B1545550B.fwu	V1.04		April production '05
	B1545550A.fwu	V1.03		March production '05
-	B1545550.fwu	V1.02	-	February production '05

Symptom Corrected	Version
<p>Changed: <i>1. The following SPs have been newly added.</i> <i>- SP5-886-001 (ROM Update)</i> <i>Allows to access the ROM by the Remote Firmware Update function</i> <i>[0 ~ 1/ 0 / 1/step] (0: Yes, 1: No)</i> <i>- SP5-005-001 (IP Address Display)</i> <i>Display the IP Address on the LCD.</i> <i>[0 ~ 1/ 0 / 1/step] (0: No, 1:Yes)</i> Note: <i>These above functions are only available if all 3 of NCS firmware ver 4.17 or later, Controller firmware Ver 1.08 or later and Websys firmware Ver 1.02 or later have been applied to the device.</i></p>	V1.08
<p>Fixed: Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p>	
<p>Fixed: If the device receives more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p>	
<p>Fixed: The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.</p>	
<p>Fixed: The username and password will still be contained in the fields when someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.</p>	

Reissued: 7-Oct-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006a
Symptom Corrected	Version	
<p>After a large number of documents (more than 80K) are printed in color, the device will stall.</p>		
<p>Fixed: The page numbering might not be printed correctly if a stored document in the Document Server is printed with the Magazine function and page numbering.</p>		
<p>Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, DeskTopBinder or DeskTopEditor for Production. This occurs only when data is scanned from a device with File Format Converter.</p>		
<p>Fixed: The menu for the Rom Update may not be displayed in the WebImageMonitor. (GFPR#RC05070002)</p>		
<p>Fixed: When a language other than English is used, the customer is not informed that the fusing oil unit is almost empty, only the telephone symbol is blinking on the display.</p>		
<p>Fixed: RC gate may sometimes fail to update the firmware.</p>		
<p>Documents with any of the following attributes that are printed from the document server using Magazine, Booklet, or Stamp may cause an SC687 error.</p> <ul style="list-style-type: none"> - Document size: [B4] or [Legal] - PS driver: [Color] setting is [Super Fine]. - RPCS driver: Resolution is [1800 x 600 dpi] (default) - PCL driver: Resolution is [600 dpi] and the [Gradation] setting is [Standard]. 	V1.07	
<p>An SC672 error might occur if documents are stored to the Document Server using the Fax or Scanner applications of a device with the MLB option. This only occurs if storing the job is attempted just after power on.</p>		
<p>Print and Copy speed is decreased when the data overwrite security unit is installed.</p>	V1.06	
<p>SC672 misdetection.</p>		
<p>Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.</p>		
<p>Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.05 or later.</p>		
<p>The firmware cannot be updated with RC Gate if "Machine Management" is OFF (User Tools – Administrator Tools).</p>	V1.05	
<p>Occurrence conditions of SC870 were changed to prevent unnecessary occurrences (Scanner and address in the HDD communication mal function).</p>		
<p>Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.</p>		
<p>Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.04 or later.</p>		
<p>The machine freezes after the BICU and/or FCU firmware is updated via RC Gate.</p>	V1.04	
<p>The machine cannot connect to RC Gate at installation.</p>		

Reissued: 7-Oct-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006a
Symptom Corrected		Version
The Start key does not turn green. Conditions: <ul style="list-style-type: none">- The Capture function is used with the MLB- User authentication is enabled- The System Auto Reset Timer, Scanner Auto Reset Timer and Auto Logout Timer are all set to the same value		
Modified in accordance with the BICU v1.03 modification. For details, please see RTB #RB156005.		
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.03 or later.		
SC990 occurs if a user starts a print job for a Document Server document, logs out during the job, and then another user logs in.		V1.03
The operation panel freezes if a user logs in through User Authentication, logs off just after starting a job, presses the C/S key, and then presses the Job Reserve key.		
First release		V1.02

Model: Model TH-C1		Date: 28-Oct-05	No.: RB156012
Subject: Firmware History - DESS		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the DESS (Data Encryption Standard Service Module) firmware history.

Part No.	Program name			
B1566560				
B	B1566560B.fwu	V3.09.1	-	November production '05
A	B1566560A.fwu	V2.08	-	February production '05

Symptom Corrected	Version
The DESS option supports 256-bit encryption.	V3.09.1
If more than five users are added to the Address Book using Smart Device Monitor for Admin with SSL, the connection will stay active and appear to be updating. However, after an hour or more, the connection will close and the Address Book will not be updated.	
SSL communication error with RC Gate.	
First release	V2.08

Model: Model TH-C1		Date: 28-Oct-05	No.: RB156013
Subject: Firmware History - Netfile		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Netfile (Network Docu Box) firmware history.

Part No.	Program name			
B6766540				
<i>B</i>	<i>B6766540B.fwu</i>	<i>V1.00</i>	<i>-</i>	<i>August production '05</i>
<i>A</i>	<i>B6766540A.fwu</i>	<i>V0.40</i>	<i>-</i>	<i>June production '05</i>
<i>-</i>	<i>B6766540.fwu</i>	<i>V0.39</i>	<i>-</i>	<i>February production '05</i>

Symptom Corrected	Version
<i>The device cannot be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.</i>	<i>V1.00</i>
<i>If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse.</i>	
<i>The operations below may not complete successfully if multiple PCs are accessing the device at the same time.</i>	
<ul style="list-style-type: none"> - <i>Using DeskTopBinder to send scanned files from the Document Server to a server such as ScanRouter.</i> - <i>Configuration of the device using SDM for Admin's "User Management Tool".</i> - <i>Printing to a SDM port.</i> 	
<i>If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.</i>	<i>V0.40</i>
First release	V0.39

Model: Model TH-C1		Date: 8-Nov-05	No.: RB156014
Subject: Duplex Oil Removal		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Residual positive image appears, and/or small amounts of toner spots show on the side edges of the print paper, after continual duplex BK printing. Specifically, this is visible in full color printing just after continual duplex BK printing is made when thin paper such as Japanese domestic paper is used.

CAUSE

Fusing oil is applied to the image transfer belt through the duplex printing paper. In addition, toner and lubricant on the transfer belt get mixed with the fusing oil. The viscosity has a tendency to increase when the fusing oil is mixed with the lubricant. Therefore small toner spots and/or residual positive images get transferred to the next sheet of paper from the image transfer belt.

SOLUTION

Toner refresh mode and PCU rotation get carried out when repeat B/W duplex copies/prints are made. (BICU 1.04 or later and controller unit 1.05 or later) This improves the printing quality.

The following SP modes have been added:

- A: SP2-981-003 (Toner Revitalization – Duplex job interruption)
[0 ~ 200 / **30** / 1 sheet/step]
- B: SP2-981-004 (Toner Revitalization – Duplex PCU Idling)
[0 ~ 200 / **6** / 1 sheet/step]
- C: SP2-981-005 (Toner Revitalization – Page count up)
[0.0 ~ -1.0 / **-0.1** / 0.1/step]
- D: SP2-984-001 (Duplex PCU Idling Setting - Total Period: T1)
[6 ~ 200 / **60** / 1 s/step]
- E: SP2-984-002 (Duplex PCU Idling Setting - Printing Prohibited Period: T2)
[6 ~ 60 / **6** / 1 s/step]
- F: SP3-970-005 (Image Area Rate – Oil end)
[0 ~ 10.0 / **0.5** / 0.1 %/step]

Input the above SP mode values when you update the BICU and controller firmware from the older version. This improves the printing quality.

Model: Model TH-C1

Date: 8-Nov-05

No.: RB156014

The oil removal mode (PCU idling and toner refresh) gets carried out when duplex printing accumulation reaches 30 sheets (A). When the average BK image pixel coverage is larger than 4.2%, 0.5% toner refresh (F) is carried out. When the average BK image pixel coverage is 4.2% or less, the current toner refresh process is carried out.

If the accumulated duplex printing number is from 6 (B) to 29 at the toner refresh mode timing after job end, then the oil removal mode is carried out.

The total period of the PCU idling is 60 seconds (D), and the machine can print 6 seconds (E) after PCU idling starts. When single printing is done, the number of single printing {absolute value of (C) times the single printing number} reduces the accumulated duplex printing number. The accumulated duplex printing number is reset to 0 after the oil removal mode.

Example

Current accumulated duplex printing number: 17

The number of single printing: 10

Absolute value of C: 0.1

Accumulated duplex printing number after single printing: $16=17-0.1 \times 10$

Reissued:22-Feb-06

Model: Model TH-C1	Date: 8-Nov-05	No.: RB156015a
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RTB Correction

The items in bold italics have been corrected or added.

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

SYMPTOM

“Please wait” shows and the machine does not reach the ready condition.

CAUSE

FU11 (+5V) was open on the PSU because the harness connected to the BICU may be pinched by the bracket. This can cause the harness and the bracket to short circuit.

SOLUTION

Production line

As shown in the photos in the next page, the controller box cover was closed while lowering the harness as shown with the red arrow during the production phase (Photo No. 2). The countermeasure has been applied to machine production since April, 2005.

As a final solution, a Mylar was added to the control unit bracket (see Photo No. 4).

- ***BICU Harness Protect Plate Mylar (P/N B1545881)***
- ***Applied from: March 2006 machine production***

Reissued:22-Feb-06

Model: Model TH-C1

Date: 8-Nov-05

No.: RB156015a

In the field

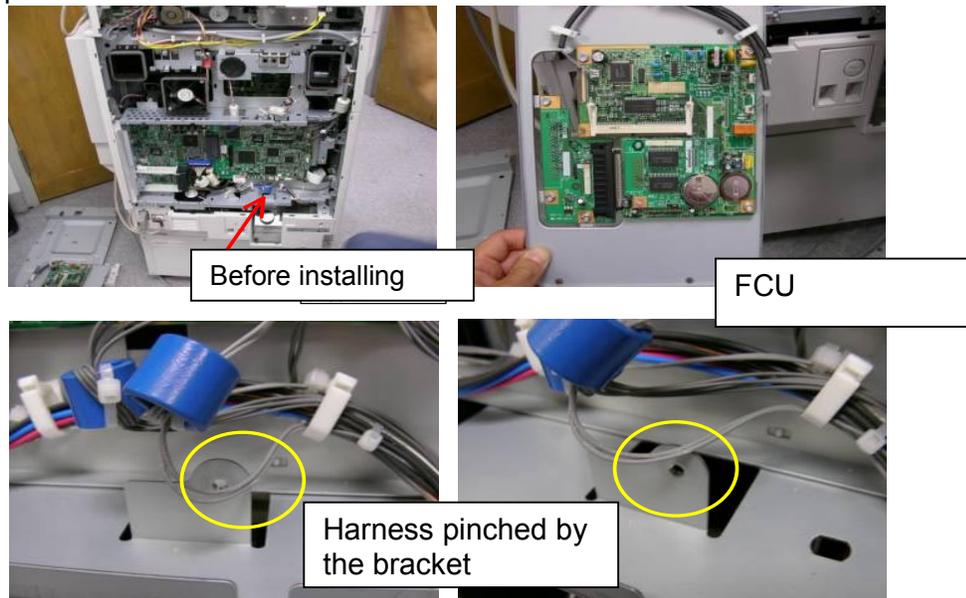
Replace the PSU and correct the pinched harness. Replace the harness if it is damaged.

Note for putting back the FCU

When putting back the FCU on the BICU at installation, and/or after removing the FCU, the following note is necessary to prevent the possibility of occurrence.

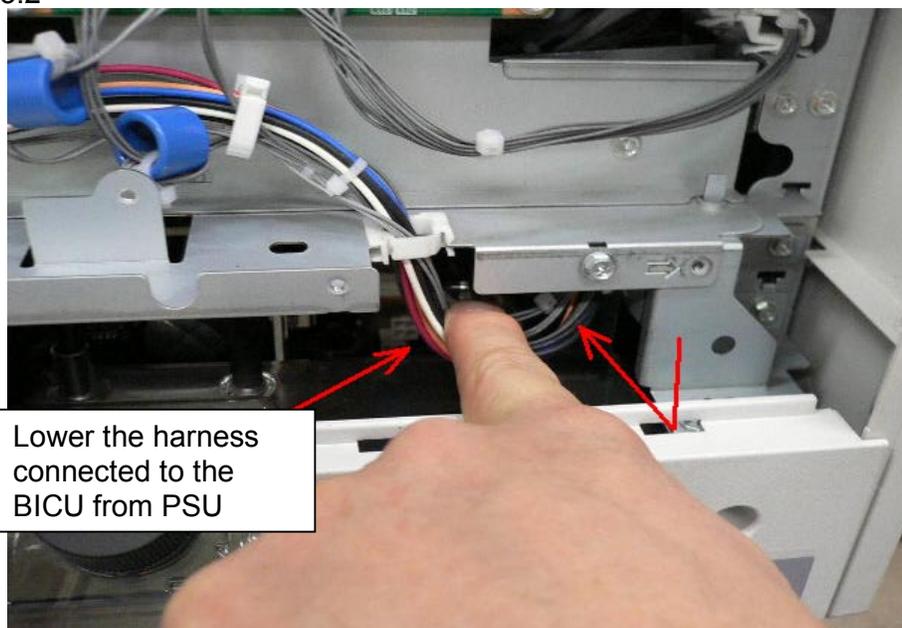
Make sure not to pinch the harness while lowering the harness connected to BICU from the PSU (as shown in photo No.2) when you put back the FCU.

Photo No.1



Lower the harness as shown with the red arrow when you put back the controller box cover.

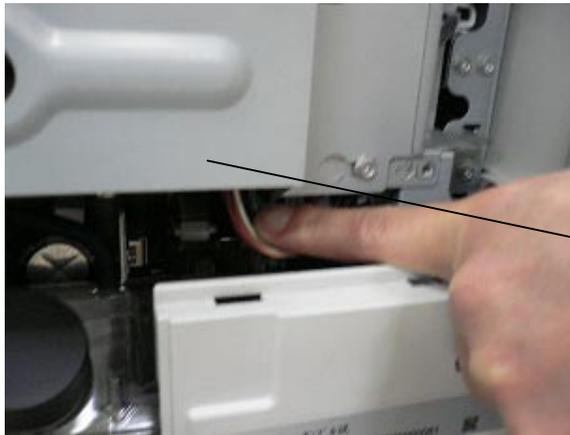
Photo No.2



Reissued:22-Feb-06

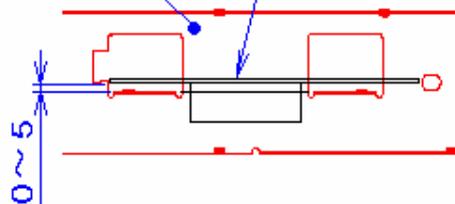
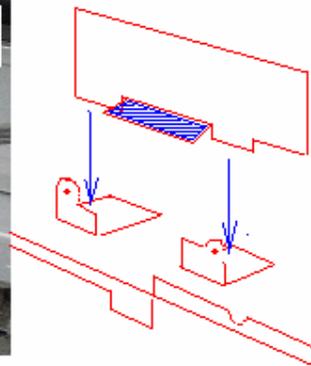
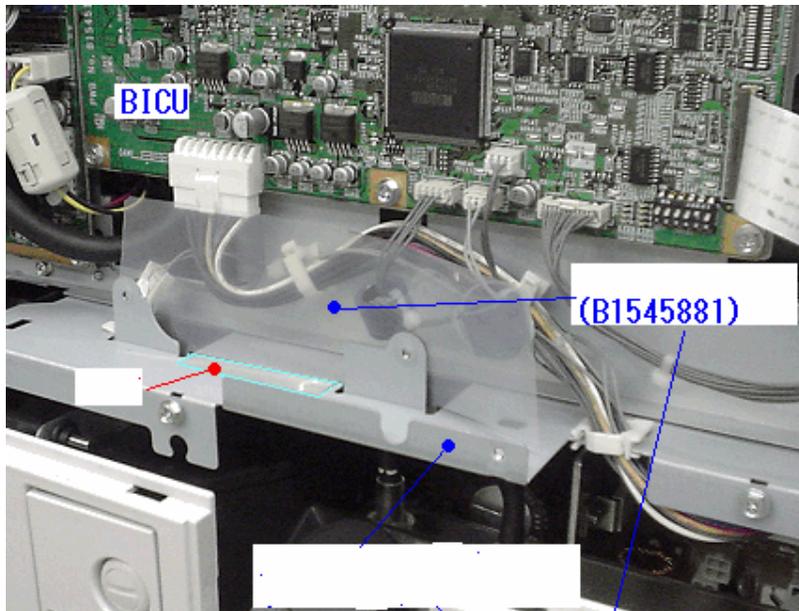
Model: Model TH-C1	Date: 8-Nov-05	No.: RB156015a
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Photo No.3



Controller box cover

Photo No. 4: The "BICU Harness Protect Plate Mylar" (B1545881)



Model: Model TH-C1		Date: 22-Nov-05	No.: RB156016
Subject: Firmware History - Fax Application		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the FAX Application firmware history.

Part No.	Program name			
B1545551				
B	B1545551B.fwu	V03.00.00		August production '05
A	B1545551A.fwu	V02.00.00		April production '05
-	B1545551.fwu	V01.00.00	-	February production '05

Symptom Corrected	Version
<ul style="list-style-type: none"> ● The machine may freeze when the IP-FAX port setting is programmed in Sp3107-001-007. ● Web Image Monitor cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot) is performed. 	V03.00.00
<ul style="list-style-type: none"> ● Communication is interrupted if the machine mode is changed and IP-FAX Switch 03/bit 4 is ON. ● The "Transmission Result Notification by E-mail" setting does not work. ● The machine may freeze after it communicates 20,000 times with IP-FAX. ● IP-FAX cannot communicate if SIP/UDP communication is performed repeatedly (memory shortage). 	V02.00.00
First release	V01.00.00

Reissued:27-Nov-06

Model: Model TH-C1	Date: 22-Nov-05	No.: RB156017b
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RTB Correction

The items in bold italics have been corrected or added.

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

This is to inform you of the FCU (MBU) firmware history.

Part No.	Program name			
B7505570				
<i>E</i>	<i>B7505570E.fwu</i>	<i>V05.00.00</i>		<i>November production '06</i>
D	B7505570D.fwu	V04.00.00		November production '05
C	B7505570C.fwu	V03.00.00		August production '05
B	B7505570B.fwu	V02.00.00	-	April production '05
A	<i>B7505570A.fwu</i>	V01.00.01	-	February production '05

Symptom Corrected	Version
<i>Symptom corrected: Sometimes, the machine cannot send a fax when it receives an ANSam/CED signal that is 210ms or shorter.</i>	<i>V05.00.00</i>
Wording errors (Russian, Korean).	V04.00.00
Wording errors (European languages). The ring signal cannot be detected. The time was printed incorrectly on reports (Chinese, Korean, Taiwanese). The display messages for "Receiving" and "Transmission" in Korean are displayed in English.	V03.00.00
Wording errors (Taiwanese).	
Wording correction for Spanish, Dutch, Korean, and Chinese.	V02.00.00
First release	V01.00.01

Re-issued: 05-Sep-06

Model: Model TH-C1	Date: 22-Nov-05	No.: RB156018b
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RTB Reissue

The items in bold italics have been added or modified.

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

This is to inform you of the Language Data software history for Model TH-C1.

Language

US English, UK English, French, Spanish, German, Italian, Dutch, Swedish, Norwegian, Danish, Finnish, Portuguese, Polish, Hungarian, Czech, Russian, Japanese

Version	Program No.	Effective Date
3.89	<i>B1545542B</i>	<i>July production 2006</i>
3.87	B1545542A	August production 2005
3.83	B1545542	February production 2005

Version	Symptom Corrected	Affected Language
3.89	<i>Wording errors</i>	<i>German, Spanish, Finnish, Russian, Swedish, Italian, Portuguese, Hungarian, Dutch</i>
3.87	The Spanish words correction	Spanish
3.83	First release	All

Reissued: 25-Nov-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005b
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the BICU firmware history.

Part No.	Program name		
<i>B1545552</i>			
<i>K</i>	<i>B1545552K.fwu</i>	<i>V1.10:03</i>	<i>December Production '05</i>
<i>J</i>	<i>B1545552J.fwu</i>	<i>V1.09:03</i>	<i>November Production '05</i>
H	B1545552H.fwu	V1.08:03	October Production '05
G	B1545552G.fwu	V1.07	August Production '05
F	B1545552F.fwu	V1.06	July Production '05
E	B1545552E.fwu	V1.05	June Production '05
D	B1545552D.fwu	V1.04	May production '05
C	B1545552C.fwu	V1.03	April production '05
B	B1545552B.fwu	V1.021	March production '05
A	B1545552A.fwu	V1.011	February production '05

Symptom Corrected	Version
<i>The machine detects the toner end signal from the BK toner end sensor, and then triggers the Toner End condition. Normally, this signal is not used for Toner End control, so this BICU version ignores the signal.</i>	<i>V1.10:03</i>
<i>A false SC545 detection occurs when the machine recovers from Energy Saver mode or immediately after the main switch is turned ON.</i>	
<i>It is possible to set Sp6-006-4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm.</i> <i>Note: As a result, lines appeared on the copy surface when the value was set to -3.0 to -5.0</i>	
<i>Other change:</i> <i>The machine performs Process Control once a day (low CV machines).</i> <i>Note: With previous versions, the machine performed Process Control when the fusing temperature increases from 60 degrees or less (recovery from the energy saver mode).</i>	
<i>Sometimes, incorrect solid images are printed when the machine recovers from Low Power mode, when the main switch is turned ON, or when a Scanning job is performed.</i>	<i>V1.09:03</i>
SC670 is displayed when the scanner moves just after the main switch is turned on.	V1.08:03

Reissued: 25-Nov-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005b
Symptom Corrected		Version
<p>On/off control for the ITB cleaning clutch was added for duplex printing. Note: The On/Off control for this clutch can now be adjusted separately for simplex and duplex. SP2-924-03 (ITB Cleaning Clutch Off/ON – Duplex) [0 ~ 5 / 2 / 1/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.07 or later.</p>		V1.07
<p>The bias voltage for Toner Refresh mode was changed to reduce the amount of toner that sticks to the ITB cleaning blade.</p> <ul style="list-style-type: none"> · SP2-400-08 (Cleaning Bias LL1 Toner revival) · SP2-401-08 (Cleaning Bias LL2 Toner revival) · SP2-402-08 (Cleaning Bias NN1 Toner revival) · SP2-403-08 (Cleaning Bias NN2 Toner revival) · SP2-404-08 (Cleaning Bias HH Toner revival) <p>[0 ~ 2000 / 1100(1400) / 10 volt/step]: (): Old default</p>		V1.06
<p>The machine freezes and does not accept the command from RC gate to update the firmware when in Low Power mode. (“ROM Updating” is displayed on the LCD).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		
<p>(Some changes were made for the Japan model only).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		V1.05
<p>SP modes for Toner Refresh mode and PCU rotation when repeat B/W duplex copies/prints are made. This is to ensure that images (toner with silicon oil) do not stay on the ITB and get on the next sheet of paper. Note: Details will be explained in a separate RTB (TBA).</p> <p>SP2-981-003: [0 ~ 200 / 30 / 1 sheet/step] SP2-981-004: [0 ~ 200 / 6 / 1 sheet/step] SP2-984-001 (Duplex PCU Idling Setting - Total Period: T1) [6 ~ 200 / 60 / 1 s/step] SP2-984-002 (Duplex PCU Idling Setting - Printing Prohibited Period: T2) [6 ~ 60 / 6 / 1 s/step] SP3-970-005 (Image Area Rate – Oil end) [0 ~ 10.0 / 0.5 / 0.1 %/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.05 or later.</p>		V1.04

Reissued: 25-Nov-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005b
Symptom Corrected		Version
<p>Sometimes, the transfer belt sensor incorrectly declares a “no paper” condition when it detects a high-density solid image, even if there is paper at the sensor.</p>		V1.03
<p>The leading edge is dirty with toner. To improve this, the ITB cleaning time (ON time for the cleaning brush) was increased.</p>		
<p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images on small paper types.</p>		
<p>Paper Transfer LL1</p> <ul style="list-style-type: none"> • SP2-310-3 . . . 25→22: Normal/1st/210-256 • SP2-310-7 . . . 26→21: Mid/1st/257-296 • SP2-310-8 . . . 26→23: Mid/1st/210-256 • SP2-310-17 . . . 30→27: Normal/2nd/257-296 • SP2-310-22 . . . 31→28: Mid/2nd/257-296 <p>Paper Transfer LL2</p> <ul style="list-style-type: none"> • SP2-311-3 . . . 29→25: Normal/1st/210-256 • SP2-311-7 . . . 29→23: Mid/1st/257-296 • SP2-311-8 . . . 30→26: Mid/1st/210-256 • SP2-311-17 . . . 29→28: Normal/2nd/257-296 • SP2-311-22 . . . 30→29: Mid/2nd/257-296 <p>Paper Transfer NN1</p> <ul style="list-style-type: none"> • SP2-312-3 . . . 32→27: Normal/1st/210-256 • SP2-312-7 . . . 31→23: Mid/1st/257-296 • SP2-312-8 . . . 33→28: Mid/1st/210-256 <p>Paper Transfer NN2</p> <ul style="list-style-type: none"> • SP2-313-7 . . . 31→24: Mid/1st/257-296 • SP2-314-7 . . . 31→24: Mid/1st/257-296 • [0.1 ~ 70.0 // 0.1 μA/step] <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.04 or later.</p>		
<p>A new SP mode was added to turn on the development fan at job end (default: the fan is turned Off at job end). This is to prevent dirty background, which can occur in high-temperature/high-humidity conditions.</p>		V1.021
<p>SP2-983-2: Development unit fan continue [0 ~ 900 / 0 / 10 s/step]</p>		

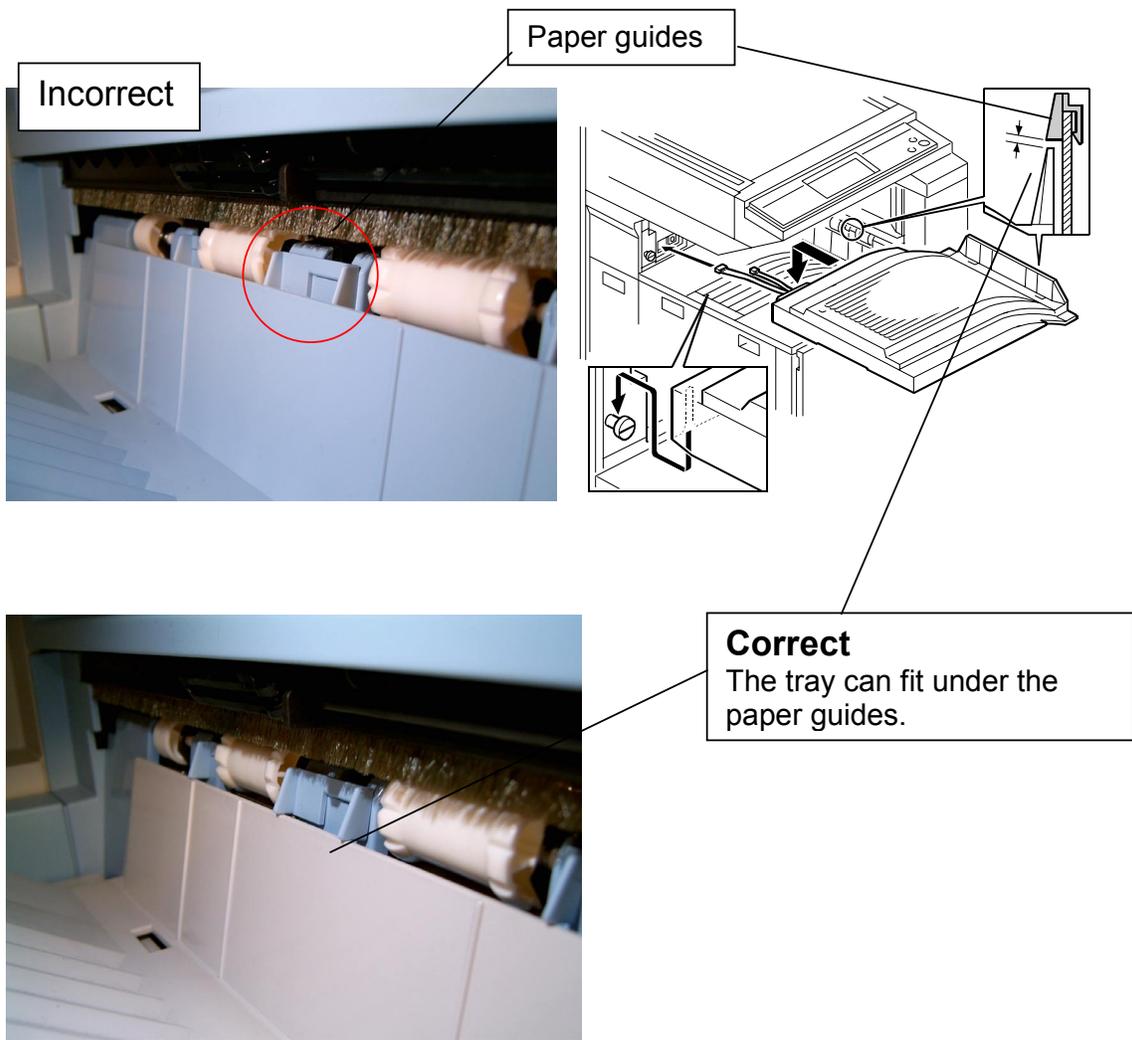
Reissued: 25-Nov-05

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005b
Symptom Corrected		Version
<p>A new SP mode was added to adjust the step for counting the number of A4/LT SEF developments for Toner Refresh mode.</p> <p>Note:</p> <ul style="list-style-type: none"> - Usually, 1 A4/LT SEF sheet is counted as 1, but for machines which use this paper as their main size, a setting of "1.2". - This setting of this SP mode does not change the value of the machine counters. <p>SP3-972-1: Development .counter for A4/LT SEF [1 or 1.2 count/ 1 /]</p>		
<p>The default value of Sp2-321-007 was changed. This is because toner particles are sometimes shifted at the trailing edge of duplex copies.</p> <p>SP2-321-007: [0.1 ~ 2.0 / 1.0 (0.8) / 0.1 s/step] (): Old default</p>		
<p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images</p> <p>Paper Transfer LL1 – Normal/1st/257-296</p> <ul style="list-style-type: none"> • SP2-310-2 . . . 25→20: <p>Paper Transfer LL2 – Normal/1st/257-296</p> <ul style="list-style-type: none"> • SP2-311-2 . . . 28→22: <p>Paper Transfer NN1 – Normal/1st/257-296</p> <ul style="list-style-type: none"> • SP2-312-2 . . . 30→22: <p>Paper Transfer NN2 – Normal/1st/257-296</p> <ul style="list-style-type: none"> • SP2-313-2 . . . 30→23: <p>Paper Transfer NN1 – Normal/1st/257-296</p> <ul style="list-style-type: none"> • SP2-314-2 . . . 30→23: <p>[0.1 ~ 70.0 // 0.1 μ A/step]</p>		
First release		V1.011

Model: Model TH-C1		Date: 13-Dec-05	No.: RB156019
Subject: The Shift Tray		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The shift tray unit (B510-27, -66) cannot be installed correctly.



Model: Model TH-C1

Date: 13-Dec-05

No.: RB156019

CAUSE

Molding error at the parts vendor factory

SOLUTION**Production line**

The vendor corrected the mold and added a new inspection.

Cut-in serial numbers

B510-27 J3056900377

B510-66 2S89050001

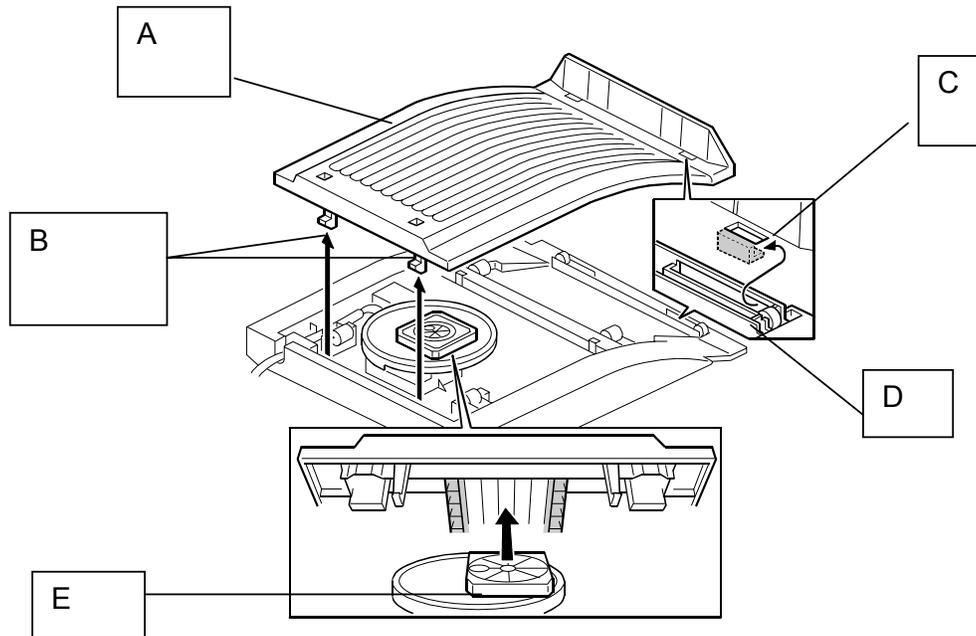
In the Field

Replace the Shift Tray Cover (B5106873: Tray: Shift) when this symptom occurs.

Note: See the procedure below (from the Service Manual).

Model: Model TH-C1	Date: 13-Dec-05	No.: RB156019
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TRAY COVER REMOVAL

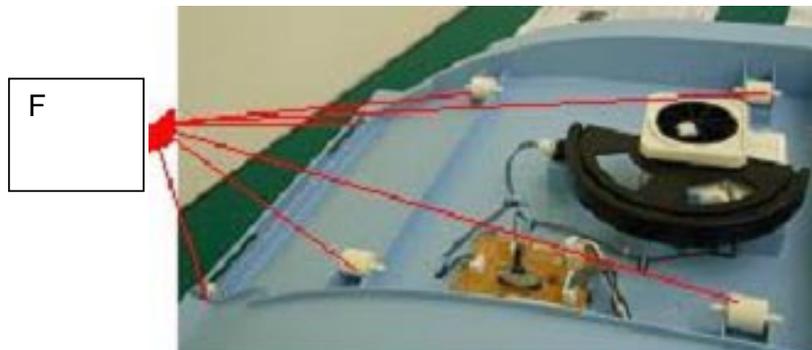


Remove the tray cover [A] by pressing on the two pawls [B] on the left side of the cover.

TRAY COVER ATTACHMENT

NOTE: The right side of the tray cover should be attached first.

1. Make sure the 6 idler wheels [F] are in the U-type slots.
2. Fit the pawls [C] (just below the cover fin) around the thin bar [D] on the shift tray.
3. Align the square [E] so that it fits into the groove in the underside of the tray cover and does not interfere with the attachment of the cover.
4. Complete the attachment by inserting the left side pawls [B] into place.



Reissued:6-Jan-06

Model: Model TH-C1	Date: 13-Dec-05	No.: RB156020a
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RTB Reissue

The items in bold italics have been added or modified.

Subject: Fly Wheel, Screw, and Brushless Motor		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Note regarding the PCU Motor and 6mm Banding

Do the following to ensure good image quality:

- When you replace the PCU motor (AX060319A), install all of these parts **together**:
 1. ***The new PCU motor:***
 2. The new flywheel assembly: B1544771 or newer
 3. The new 3x10 tapping screw: 04513010N or newer

- If a customer reports 6mm-pitched banding on a machine produced before the cut-in S/N listed below, install all of these parts **together**:
 1. The new flywheel assembly: B1544771 or newer
 2. The new 3x10 tapping screw: 04513010N or newer

Note: To improve the rotation of the PCU motor, and improve image quality, the two discs of the flywheel assembly are now attached together at the factory. See P/N information below.

Reissued:6-Jan-06

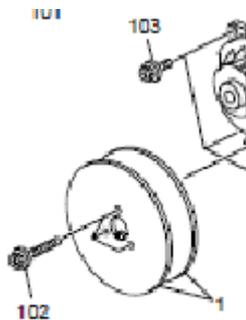
Model: Model TH-C1	Date: 13-Dec-05	No.: RB156020a
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P/N Information:

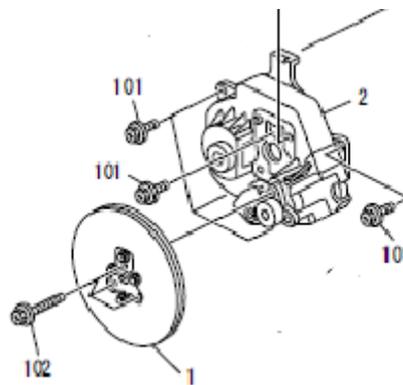
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1544732	B1544771	FLY WHEEL:MM140:ASS'Y	2 -1	X/X	55	1	X/O as a set
04513012N	04513010N	TAPPING SCREW:3X10	3 -3	X/X	55	102	

Note:

- Only a suffix change was made to the brushless motor (AX060319A→AX060319**B**).
The PCU motors (AX060319A: Brushless Motor – 8.8W:9Z) have been checked from the first production to make sure that the rotation is even. If the motor rotation is not even enough, the motors have not been used for the production. It is not necessary to check the motor's rotation for the new machines, and the production line no longer checks the motor rotation.
- This P/N information was announced in MB156009



Old flywheel, screw



New flywheel, screw

Reissued:6-Jan-06

Model: Model TH-C1	Date: 13-Dec-05	No.: RB156020a
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Cut-in Serial Numbers

[RAI (China) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio 3224C Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-17	K7156600001
Ricoh Aficio 3224C	110/60	Taiwan	B156-19	K71568xxxxx
Gestetner DSc424 Nashuatec DSc424 Rex Rotary DSc424	220,230,240/50, 60	Europe, etc	B156-22	K7156700339
Lanier LD124c	220,230,240/50	Europe	B156-24	K7156600351
Infotec ISC1024	220,230,240/50	Europe	B156-26	6L48650001
Ricoh Aficio 3224C	220,230,240/50, 60	Europe, etc	B156-27	K7156600391
Ricoh Aficio 3224C Gestetner DSc424 Lanier LD124c	220,230,240/50, 60	Asia, etc	B156-29	K7156600596
Ricoh Aficio 3232C Savin C3210 Gestetner DSc432 Lanier LD132c	120/60	USA	B220-17	K72568xxxxx
Ricoh Aficio 3232C	110/60	Taiwan	B220-19	K72568xxxxx
Gestetner DSc432 Nashuatec DSc432 Rex Rotary DSc432	220,230,240/50, 60	Europe, etc	B220-22	K7256700001
Lanier LD132c	220,230,240/50	Europe	B220-24	K7256600001
Infotec ISC1032c	220,230,240/50	Europe	B220-26	6L58650001
Ricoh Aficio 3232C	220,230,240/50, 60	Europe, etc	B220-27	K7256700101
Ricoh Aficio 3232C Gestetner DSc432 Lanier LD132c	220,230,240/50, 60	Asia, etc	B220-29	K7256600011

[Gotenba (Japan) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio 3224CG Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-58	K71506XXXXX

Model: Model TH-C1		Date: 14-Dec-05	No.: RB156021
Subject: The breaker is tripped		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Sometimes, the circuit breaker (P/N 11071103) is tripped when it does not need to be tripped.

CAUSE

The P/N 11071103 breaker is highly sensitive.

SOLUTION

If the symptom occurs often, replace the breaker with P/N **11071073** (the breaker used on the J-C1).

Reissued: 20-Jan-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005c
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the BICU firmware history.

Part No.	Program name		
<i>B1545552</i>			
<i>L</i>	<i>B1545552L.fwu</i>	<i>V1.11:03</i>	<i>February Production '06</i>
K	B1545552K.fwu	V1.10:03	December Production '05
J	B1545552J.fwu	V1.09:03	November Production '05
H	B1545552H.fwu	V1.08:03	October Production '05
G	B1545552G.fwu	V1.07	August Production '05
F	B1545552F.fwu	V1.06	July Production '05
E	B1545552E.fwu	V1.05	June Production '05
D	B1545552D.fwu	V1.04	May production '05
C	B1545552C.fwu	V1.03	April production '05
B	B1545552B.fwu	V1.021	March production '05
A	B1545552A.fwu	V1.011	February production '05

Symptom Corrected	Version
<i>A registered User Color cannot be copied after the machine recovers from Low Power Mode or after the operation switch is turned Off/On.</i>	<i>V1.11:03</i>
<i>The ARDF sometimes detects a U.S. standard size as a European standard size (e.g. an LT original is detected as A4).</i>	
The machine detects the toner end signal from the BK toner end sensor, and then triggers the Toner End condition. Normally, this signal is not used for Toner End control, so this BICU version ignores the signal.	V1.10:03
An SC545 misdetection occurs when the machine recovers from Energy Saver mode or when the main switch is turned ON.	
It is possible to set Sp6-006-4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm. Note: As a result, lines appeared on the copy surface when the value was set to -3.0 to -5.0	
Other change: The machine performs Process Control once a day (low CV machines). Note: With previous versions, the machine performed Process Control when the fusing temperature increases from 60 degrees or less (recovery from the energy saver mode).	

Reissued: 20-Jan-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005c
Symptom Corrected		Version
Sometimes, incorrect solid images are printed when the machine recovers from Low Power mode, when the main switch is turned ON, or when a Scanning job is performed.		V1.09:03
SC670 is displayed when the scanner moves just after the main switch is turned on.		V1.08:03
<p>On/off control for the ITB cleaning clutch was added for duplex printing. Note: The On/Off control for this clutch can now be adjusted separately for simplex and duplex. SP2-924-03 (ITB Cleaning Clutch Off/ON – Duplex) [0 ~ 5 / 2 / 1/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.07 or later.</p>		V1.07
<p>The bias voltage for Toner Refresh mode was changed to reduce the amount of toner that sticks to the ITB cleaning blade.</p> <ul style="list-style-type: none"> • SP2-400-08 (Cleaning Bias LL1 Toner revival) • SP2-401-08 (Cleaning Bias LL2 Toner revival) • SP2-402-08(Cleaning Bias NN1 Toner revival) • SP2-403-08(Cleaning Bias NN2 Toner revival) • SP2-404-08(Cleaning Bias HH Toner revival) <p>[0 ~ 2000 / 1100(1400) / 10 volt/step]: (): Old default</p>		V1.06
<p>The machine freezes and does not accept the command from RC gate to update the firmware when in Low Power mode. (“ROM Updating” is displayed on the LCD).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		
<p>(Some changes were made for the Japan model only).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		V1.05

Reissued: 20-Jan-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005c
Symptom Corrected		Version
<p>SP modes for Toner Refresh mode and PCU rotation when repeat B/W duplex copies/prints are made. This is to ensure that images (toner with silicon oil) do not stay on the ITB and get on the next sheet of paper. Note: Details will be explained in a separate RTB (TBA).</p> <p>SP2-981-003: [0 ~ 200 / 30 / 1 sheet/step]</p> <p>SP2-981-004: [0 ~ 200 / 6 / 1 sheet/step]</p> <p>SP2-984-001 (Duplex PCU Idling Setting - Total Period: T1) [6 ~ 200 / 60 / 1 s/step]</p> <p>SP2-984-002 (Duplex PCU Idling Setting - Printing Prohibited Period: T2) [6 ~ 60 / 6 / 1 s/step]</p> <p>SP3-970-005 (Image Area Rate – Oil end) [0 ~ 10.0 / 0.5 / 0.1 %/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.05 or later.</p>		V1.04
<p>Sometimes, the transfer belt sensor incorrectly declares a “no paper” condition when it detects a high-density solid image, even if there is paper at the sensor.</p>		V1.03
<p>The leading edge is dirty with toner. To improve this, the ITB cleaning time (ON time for the cleaning brush) was increased.</p>		

Reissued: 20-Jan-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005c
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Symptom Corrected	Version
<p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images on small paper types.</p> <p>Paper Transfer LL1</p> <ul style="list-style-type: none"> • SP2-310-3 . . . 25→22: Normal/1st/210-256 • SP2-310-7 . . . 26→21: Mid/1st/257-296 • SP2-310-8 . . . 26→23: Mid/1st/210-256 • SP2-310-17 . . . 30→27: Normal/2nd/257-296 • SP2-310-22 . . . 31→28: Mid/2nd/257-296 <p>Paper Transfer LL2</p> <ul style="list-style-type: none"> • SP2-311-3 . . . 29→25: Normal/1st/210-256 • SP2-311-7 . . . 29→23: Mid/1st/257-296 • SP2-311-8 . . . 30→26: Mid/1st/210-256 • SP2-311-17 . . . 29→28: Normal/2nd/257-296 • SP2-311-22 . . . 30→29: Mid/2nd/257-296 <p>Paper Transfer NN1</p> <ul style="list-style-type: none"> • SP2-312-3 . . . 32→27: Normal/1st/210-256 • SP2-312-7 . . . 31→23: Mid/1st/257-296 • SP2-312-8 . . . 33→28: Mid/1st/210-256 <p>Paper Transfer NN2</p> <ul style="list-style-type: none"> • SP2-313-7 . . . 31→24: Mid/1st/257-296 • SP2-314-7 . . . 31→24: Mid/1st/257-296 • [0.1 ~ 70.0 // 0.1 μA/step] <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.04 or later.</p>	
<p>A new SP mode was added to turn on the development fan at job end (default: the fan is turned Off at job end). This is to prevent dirty background, which can occur in high-temperature/high-humidity conditions.</p> <p>SP2-983-2: Development unit fan continue [0 ~ 900 / 0 / 10 s/step]</p>	V1.021
<p>A new SP mode was added to adjust the step for counting the number of A4/LT SEF developments for Toner Refresh mode.</p> <p>Note:</p> <ul style="list-style-type: none"> - Usually, 1 A4/LT SEF sheet is counted as 1, but for machines which use this paper as their main size, a setting of "1.2". - This setting of this SP mode does not change the value of the machine counters. <p>SP3-972-1: Development .counter for A4/LT SEF [1 or 1.2 count/ 1 /]</p>	

Reissued: 20-Jan-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005c
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Symptom Corrected	Version
<p>The default value of Sp2-321-007 was changed. This is because toner particles are sometimes shifted at the trailing edge of duplex copies.</p> <p>SP2-321-007: [0.1 ~ 2.0 / 1.0 (0.8) / 0.1 s/step] (): Old default</p> <p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images</p> <p>Paper Transfer LL1 – Normal/1st/257-296 <ul style="list-style-type: none"> • SP2-310-2 . . . 25→20: </p> <p>Paper Transfer LL2 – Normal/1st/257-296 <ul style="list-style-type: none"> • SP2-311-2 . . . 28→22: </p> <p>Paper Transfer NN1 – Normal/1st/257-296 <ul style="list-style-type: none"> • SP2-312-2 . . . 30→22: </p> <p>Paper Transfer NN2 – Normal/1st/257-296 <ul style="list-style-type: none"> • SP2-313-2 . . . 30→23: </p> <p>Paper Transfer NN1 – Normal/1st/257-296 <ul style="list-style-type: none"> • SP2-314-2 . . . 30→23: </p> <p>[0.1 ~ 70.0 // 0.1 μ A/step]</p>	
First release	V1.011

Model: Model TH-C1		Date: 25-Jan-06	No.: RB156022
Subject: The machine can not detect the ringing signal		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The machine does not receive a fax when the fax connects to the line via PBX.

CAUSE

The machine cannot correctly read the ringing signal due to an incompatibly between the wave pattern of the PBX ring signal, and the method in which the machine detects the signal.

Note: The wave pattern of the ringing signal varies with the PBX type.

SOLUTION

1. Change the ringing signal detection method to the fixed edge detection. (Default: Auto Detection)

FAX SP 2101 (RAM Read/Write)
RAM Address 006805E5 : **80** → **81** or **83**

2. If NG, expand the ringing signal detect range

FAX SP 2101 (RAM Read/Write)
RAM Address 00680572 : **0D** → **0A** or **09** or **08** or **07**

Model: General		Date: 23-Jan-06	No.: RGene021
Subject: Data Overwrite Security Unit Installation		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Service Manual Revision

Replace the installation procedure for the Data Overwrite Security Unit Type C or D with the procedure in this RTB (from pg. 2).

Note:

- The newly added areas are highlighted [in blue](#).
- The procedure was revised to further increase the level of data security.

IMPORTANT:

There are two types of Data Security Units: Type C and Type D. See the table below for the MFP models that can be used with each type.

Product Name	Corresponding MFP Model:
Data Overwrite Security Unit Type C (B735-17)	Martini-C2
	Venus-C1
Data Overwrite Security Unit Type D (B735-18)	Dolphin-C2
	Jupiter-C2
	Themis-C1
	Russian-C4
	Adonis-C4

Installation Procedure for the Data Overwrite Security Unit (Type C, Type D)

BEFORE YOU BEGIN THE PROCEDURE

1. Make sure that the following settings are **not** at their factory default values:

- Supervisor login password
- Administrator login name
- Administrator login password

If any of these settings is at a factory default value, tell the customer these settings must be changed before you do the installation procedure.

2. Make sure that “Admin. Authentication” is **ON**.

[System Settings] – [Administrator Tools] – [Administrator Authentication Management] - [Admin. Authentication]

If this setting is OFF, tell the customer this setting must be ON before you do the installation procedure.

3. Make sure that “Administrator Tools” is **enabled** (selected).

[System Settings] – [Administrator Tools] – [Administrator Authentication Management] - [Available Settings]

If this setting is disabled (not selected), tell the customer this setting must be enabled (selected) before you do the installation procedure.

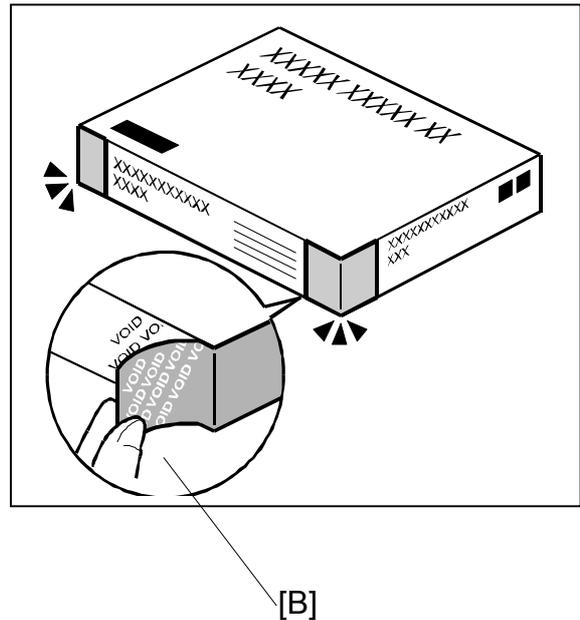
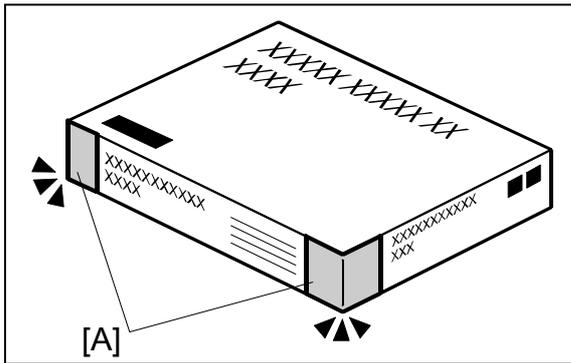
Model: General	Date: 23-Jan-06	No.: RGene021
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ACCESSORY CHECK

Check the accessories and their quantities against this list:

Description	Q'ty
1. SD Card	1

Seal Check And Removal



1. Make sure that:
 - 1) The box has **two pieces of tape** [A] attached to the corners in the photo, **AND**
 - 2) These two tapes are **blank**.
- If you can see “VOID” on the surface of the tape, DO NOT install the components in the box. Stop this procedure and contact your Sales division.
2. If the results of Step 1 are OK, remove the two pieces of tape from the box.
Note: After you remove the tapes, you will see “VOID” written on the box under the tape [B]. This is normal.

Model: General	Date: 23-Jan-06	No.: RGene021
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CAUTION
Before you begin any procedure, always turn OFF the machine main power switch and unplug the power cord.

1. If the machine is on, turn the main power switch OFF.
2. If the NIB is installed, disconnect the network cable.
3. Remove the SD card slot cover.
NOTE: The shape of SD card slot cover is different according to the each model. Please refer to the service manual of each model.
4. Insert the Data Overwrite Security Unit SD card into the application SD slot.
NOTE: The slot number, to which the Data Overwrite Security Unit should be inserted, is different according to the each model. Please refer to the service manual of each model.
5. If the NIB is installed, connect the network cable.
6. Turn the main power switch ON.
7. Do SP5878 (Option Setup).
8. Exit SP mode.
9. Turn the operation switch OFF, and then turn the main power switch OFF.
10. Turn the main power switch ON.
11. Do SP5990-005 (SP print mode Diagnostic Report).
12. Make sure the ROM number and firmware version in area **[A]** of the diagnostic report are the **same** as those in area **[B]**.
See the photograph on the next page

- **[A]:** “ROM Number/Firmware Version” – “HDD Format Option”
- **[B]:** “Loading Program” – “GW1a_zoffy” (Data Overwrite Security Unit **Type C**)
“Loading Program” – “GW2a_zoffy” (Data Overwrite Security Unit **Type D**)

Diagnostic Report:	“ROM No. / Firmware Version” [A]	“Loading Program” [B]
Data Overwrite Security Unit Type C	HDD Format Option: B7355050 / 0.04	GW1a_zoffy: B7355050 / 0.04
Data Overwrite Security Unit Type D	HDD Format Option: B7355060 / 0.03	GW2a_zoffy: B7355060 / 0.03

Important: The ROM number and firmware version number change when the firmware is upgraded. However, the important thing is to make sure the numbers in **[A]** are the same as the numbers in **[B]**.

Model: General	Date: 23-Jan-06	No.: RGene021
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RICOH Aficio 3045 *Adonis-Cf*

Self-Diagnosis Report

Serial No.: 7M275840019 Firmware P/# : B2135931E
Firmware Version: 1.24

14 N

[System Construction]

Kernel Version : NetBSD 1.5.3 (LPUXMIPS05S_NU) #3: Wed Mar 23 11:22:07 JST 2005
 CPU System Bus Clock : 133.0 MHz CPU Pipeline Clock : 465.500000 MHz
 Board Type : 39 ASIC Version : 1414672944
 RTC Existence : existence RAM Capacity : 384 MB
 HDD Existence : existence HDD Model :

[Total Counter]

0000198

[ROM No / Firmware Version]

System/Copy	: B2135931E	/ 1.24	RPGL	:	/
Engine	: B2135160F	/ 1.24:07	R55	:	/
Lcdc	: B1985212A	/ 1.02	RTIFF	:	/
PI	:	/	PCL	:	/ 1.01
ADF	: B7145160A	/	PCLXL	:	/ 1.01
SIB	: B2135342	/	MSIS	:	/
Finisher	:	/	MSIS(OPTION)	:	/
Finisher (Saddle)	:	/	PDF	:	/
Bank	: A6825150	/	BMLinkS	:	/
LCT	:	/	PictBridge	:	/
Mail Box	:	/	FONT	: Z7675383	/ 0.04
FCU	:	/	FONT1	:	/
NIB	: B7835934D	/ 5.10	FONT2	:	/
HDD Format Option	: B7355060	/ 0.03	FONT3	:	/
Language1	: B1985220	/ 3.92	Net File	: B7835938C	/ 1.02
Language2	: B1985220	/ .96	Fax	:	/
Bluetooth	:	/	Printer	: B7835931A	/ 1.02
RPCS	:	/ 3.2.15	Scanner	: B7835932D	/ a4_1.05
PS	:	/	RFax	:	/
RPDL	:	/	MIB	:	/ 041130000
R98	:	/	WebSystem	: B7835936D	/ 1.08
R16	:	/	WebDocBox	: B7835937A	/ 1.01

[A]

[Loading Program]

ADC4a_fax	: B2135932C	/ 01.05.00	(9fdf0000)
ADC4a_system	: B2135931E	/ 1.24	(9f015000)
GW3e_DESS	: B7835940B	/ 2.01.1	(/mnt/sd0/module/dess.mod)
GW2a_zoffy	: B7355060	/ 0.03	(/mnt/sd1/module/zoffy.mod)
GW1e_prt_fntM	: Z7675383	/ 0.04	(/mnt/sd0/module/fonts_e.mod)
ADC4e_printer	: B7835931A	/ 1.02	(/mnt/sd0/module/prt_exp.mod)
ADC4a_scn	: B7835932D	/ a4_1.05	(/mnt/sd0/module/scan.mod)
ADC4a_net	: B7835934D	/ 5.10	(/mnt/sd0/module/ncs.mod)
ADC4a_fax2	: B7835935B	/ 02.01.00	(/mnt/sd0/module/fax.mod)
ADC4a_web	: B7835936D	/ 1.08	(/mnt/sd0/module/websys.mod)
ADC4a_webdocbox	: B7835937A	/ 1.01	(/mnt/sd0/module/webdb.mod)
ADC4a_netfile	: B7835938C	/ 1.02	(/mnt/sd0/module/nfa.mod)

[B]

[Error List]

No Error

Note: This photograph is just an example for when Type D is installed. Because the numbers in [A] are the same as the numbers in [B], the unit was installed correctly.

Model: General	Date: 23-Jan-06	No.: RGene021
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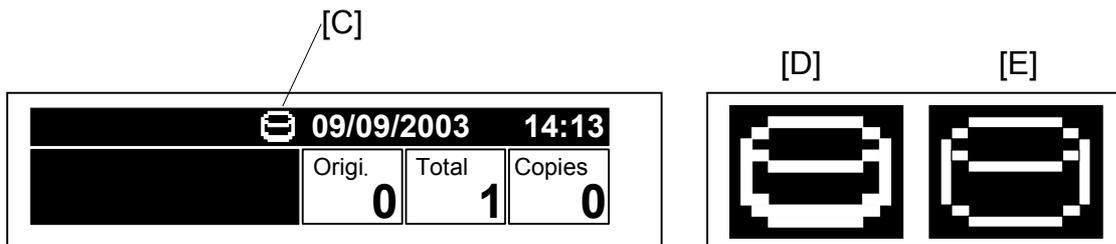
- If the ROM numbers are not the same, or the version numbers are not the same, this means the unit was not installed correctly.

If this happens:

- Make sure the MFP model and unit type match (Type C or D).
For this information, see pg. 1 of this RTB.
- If they do not match:
 - 1) Replace the NV-RAM
 - 2) Replace the “Data Overwrite Security Unit” (SD card) with the correct type
 - 3) Do the installation procedure in this RTB again, from Step 1.

13. Turn “Auto Erase Memory Setting” ON:
User Tools >> System Settings >> Administrator Tools >> Auto Erase Memory Setting >> ON

14. Exit User Tools.



15. Make sure the overwrite erase icon [C] is displayed on the operation panel.
If it is not displayed, do Step 7 again.

16. Make a sample copy.

17. Make sure the overwrite icon changes as follows:
- The bottom of the icon (white part) becomes thicker [D].
 - “Next Copy” is displayed for a short time under the icon.

The icon returns to its usual shape [E].

Model: Model TH-C1		Date: 10-Feb-06	No.: RB156023
Subject: Paper Jam		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Notes on User Errors that Trigger Service Calls

- The following three user errors are causing service calls recently:
 1. The customer does not put the end fences or side fences in the correct position.
 - ✧ Result: A paper jam occurs
 2. The customer does not set the paper type and paper size/direction when using the bypass tray.
 - ✧ Result: A paper jam occurs
 3. The customer does not open and close the front cover after removing jammed paper.
 - ✧ Result: The jam condition cannot be cleared

- To minimize these errors:
 - Field technicians: **Do the “Action” in this RTB.**
 - Call Center operators: **Use the “Action” in this RTB to advise customers.**

Model: Model TH-C1	Date: 10-Feb-06	No.: RB156023
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Action

1. Check the positions of the end fences and side fences

If the end fences or side fences are not in the correct position:

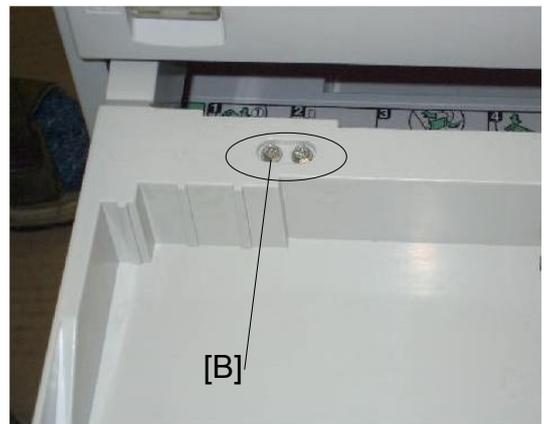
- Put them in the correct position. Then, tell the customer that the side fence should be set flush against the paper stack.
- If the customer gives their approval, secure the side fences in place [A] with two screws.

Note: These two screws [B] are inside Tray 1 and Tray 2.



B156T601.JPG

[A]



B156T602.JPG

[B]

Note: The background color of the decal for the side fences was changed to yellow. This is to make the decal easier to see.

P/N: B0512581 → B1542581 (from Feb. 2006 production)



Model: Model TH-C1	Date: 10-Feb-06	No.: RB156023
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2. If the customer uses the bypass tray, advise them to press the [#] key and set the paper type and paper size/direction.

3. Advise customers to open and close the front cover after removing jammed paper.

Note:

- If this is not done, the jam condition cannot be cleared.
- Instruction decals for clearing a paper jam are on the inside of the front cover.

Model: Model TH-C1		Date: 28-Feb-06	No.: RB156024
Subject: Pinched Harness		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

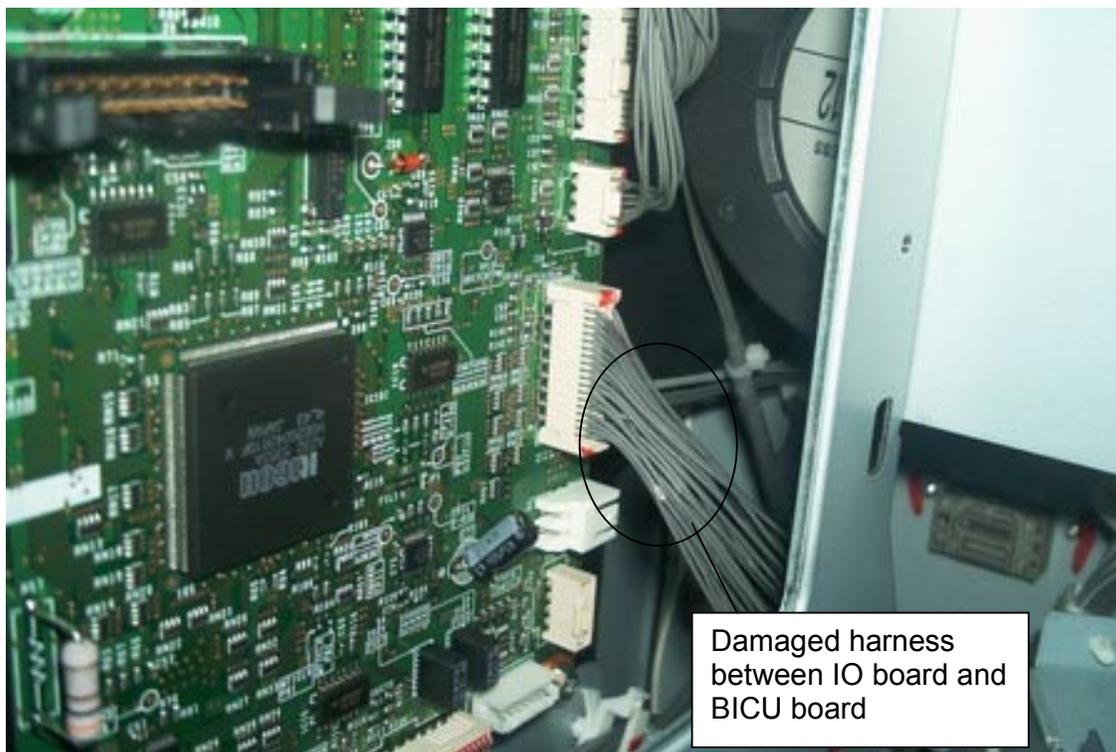
The BICU board is defective, or the controller board is defective and SC838 occurs (Verification Error).

CAUSE

A short circuit occurs with the +5VF or +5VE line in the harness between the IO board and BICU board (P/N B1545408).

- +5VE short-circuit: The controller board may be defective and SC838 occurs
- +5VF short-circuit: The BICU board may be defective

Note: The short circuit can be caused at the factory or in the field (see **Solution**).



Model: Model TH-C1	Date: 28-Feb-06	No.: RB156024
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SOLUTION

Production Line

To further ensure that a short circuit does not occur in the B1545408 harness, a visual inspection of the harness was added.

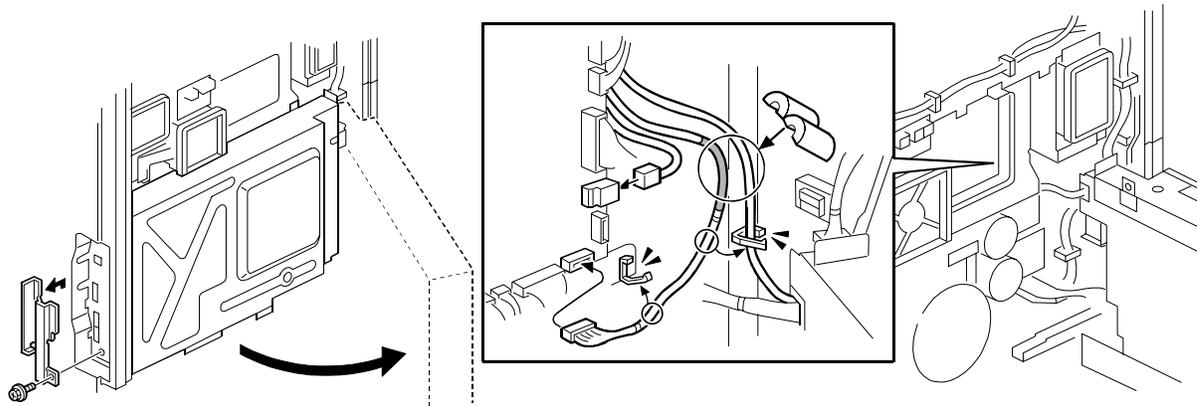
Note: Sometimes, the harness can be damaged if it is stored near rotating equipment.

Applied from: February 20, 2006

In the Field

Do the following when you install the shift tray, install the bridge unit, or do maintenance on the controller box:

1. Be careful not to damage the B1545408 harness.



2. Check the B1545408 harness for damage
 - If it is damaged, cover the damaged part with electrical tape (see the photo on the next page).
3. If SC838 occurs, follow the instructions in the Service Manual.
4. If the BICU board or controller board is defective, replace it.

Model: Model TH-C1

Date: 28-Feb-06

No.: RB156024



Protective electrical tape

Model: Model TH-C1		Date: 29-Mar-06	No.: RB156025
Subject: SC872/SC873		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

- Add the following new SC descriptions to your Service Manual:

Code No.		Symptom	Possible Cause
872	B	Email Receiving Data Error	<ul style="list-style-type: none"> ● Email(s) previously received by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-007, but note that doing so will <u>also delete all other received emails.</u> ● Defective HDD
		Machine detects an HDD error during warm-up.	
873	B	Email Sending Data Error	<ul style="list-style-type: none"> ● Email(s) previously sent by the machine and stored in the hard drive may contain damaged data. This can be deleted by executing SP5832-008, but note that doing so will <u>also delete all other sent emails and initialize the sender's user name/password and administrator mail address.</u> ● Defective HDD
		Machine detects an HDD error during warm-up.	

- Advise the end user of the following important notes from the Operating Instructions:

Note: This is because the HDD can be damaged easily if the main switch is turned OFF during data processing.

Do not turn off the main power switch immediately after turning it on. Doing so may result in damage to the hard disk or memory, leading to malfunction.

Do not turn off the main power switch when the 'On' indicator is lit or blinking. Doing so may result in damage to the hard disk or memory.

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005d
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the BICU firmware history.

Part No.	Program name		
<i>B1545552</i>			
<i>M</i>	<i>B1545552M.fwu</i>	<i>V1.12:03</i>	<i>April Production '06</i>
L	B1545552L.fwu	V1.11:03	February Production '06
K	B1545552K.fwu	V1.10:03	December Production '05
J	B1545552J.fwu	V1.09:03	November Production '05
H	B1545552H.fwu	V1.08:03	October Production '05
G	B1545552G.fwu	V1.07	August Production '05
F	B1545552F.fwu	V1.06	July Production '05
E	B1545552E.fwu	V1.05	June Production '05
D	B1545552D.fwu	V1.04	May production '05
C	B1545552C.fwu	V1.03	April production '05
B	B1545552B.fwu	V1.021	March production '05
A	B1545552A.fwu	V1.011	February production '05

Symptom Corrected	Version
<p><i>In rare cases, the machine freezes when it recovers from sleeping mode.</i></p> <p><i>Conditions:</i></p> <ul style="list-style-type: none"> - <i>The machine did Process Control at least once that day</i> - <i>When the machine recovers, it does Corona Wire Cleaning</i> - <i>When the machine recovers, the fusing roller temperature is 50C or lower</i> - <i>The temperature and humidity are within 15C/15% of the previous Process Control.</i> <p><i>Note: Even if this symptom occurs when a fax is received, the fax data is not erased. It can be printed out after the front cover is opened/closed, or the main power is turned Off/On.</i></p>	V1.12:03
A registered User Color cannot be copied after the machine recovers from Low Power Mode or the operation switch is turned Off/On.	V1.11:03
The ARDF sometimes detects a U.S. standard size as a European standard size (e.g. an LT original is detected as A4).	
The machine detects the toner end signal from the BK toner end sensor, and then triggers the Toner End condition. Normally, this signal is not used for Toner End control, so this BICU version ignores the signal.	V1.10:03

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005d
Symptom Corrected		Version
An SC545 misdetection occurs when the machine recovers from Energy Saver mode or when the main switch is turned ON.		
It is possible to set Sp6-006-4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm. Note: As a result, lines appeared on the copy surface when the value was set to -3.0 to -5.0		
Other change: The machine performs Process Control once a day (low CV machines). Note: With previous versions, the machine performed Process Control when the fusing temperature increases from 60 degrees or less (recovery from the energy saver mode).		
Sometimes, incorrect solid images are printed when the machine recovers from Low Power mode, when the main switch is turned ON, or when a Scanning job is performed.		V1.09:03
SC670 is displayed when the scanner moves just after the main switch is turned on.		V1.08:03
On/off control for the ITB cleaning clutch was added for duplex printing. Note: The On/Off control for this clutch can now be adjusted separately for simplex and duplex. SP2-924-03 (ITB Cleaning Clutch Off/ON – Duplex) [0 ~ 5 / 2 / 1/step] Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.07 or later.		V1.07
The bias voltage for Toner Refresh mode was changed to reduce the amount of toner that sticks to the ITB cleaning blade. • SP2-400-08 (Cleaning Bias LL1 Toner revival) • SP2-401-08 (Cleaning Bias LL2 Toner revival) • SP2-402-08(Cleaning Bias NN1 Toner revival) • SP2-403-08(Cleaning Bias NN2 Toner revival) • SP2-404-08(Cleaning Bias HH Toner revival) [0 ~ 2000 / 1100 (1400) / 10 volt/step]: (): Old default		V1.06
The machine freezes and does not accept the command from RC gate to update the firmware when in Low Power mode. (“ROM Updating” is displayed on the LCD). Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.		
(Some changes were made for the Japan model only). Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.		V1.05

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005d
Symptom Corrected		Version
<p>SP modes for Toner Refresh mode and PCU rotation when repeat B/W duplex copies/prints are made. This is to ensure that images (toner with silicon oil) do not stay on the ITB and get on the next sheet of paper. Note: Details will be explained in a separate RTB (TBA).</p> <p>SP2-981-003: [0 ~ 200 / 30 / 1 sheet/step]</p> <p>SP2-981-004: [0 ~ 200 / 6 / 1 sheet/step]</p> <p>SP2-984-001 (Duplex PCU Idling Setting - Total Period: T1) [6 ~ 200 / 60 / 1 s/step]</p> <p>SP2-984-002 (Duplex PCU Idling Setting - Printing Prohibited Period: T2) [6 ~ 60 / 6 / 1 s/step]</p> <p>SP3-970-005 (Image Area Rate – Oil end) [0 ~ 10.0 / 0.5 / 0.1 %/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.05 or later.</p>		V1.04
<p>Sometimes, the transfer belt sensor incorrectly declares a “no paper” condition when it detects a high-density solid image, even if there is paper at the sensor.</p>		V1.03
<p>The leading edge is dirty with toner. To improve this, the ITB cleaning time (ON time for the cleaning brush) was increased.</p>		

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005d
<p style="text-align: center;">Symptom Corrected</p> <p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images on small paper types.</p> <p>Paper Transfer LL1</p> <ul style="list-style-type: none"> • SP2-310-3 . . . 25→22: Normal/1st/210-256 • SP2-310-7 . . . 26→21: Mid/1st/257-296 • SP2-310-8 . . . 26→23: Mid/1st/210-256 • SP2-310-17 . . . 30→27: Normal/2nd/257-296 • SP2-310-22 . . . 31→28: Mid/2nd/257-296 <p>Paper Transfer LL2</p> <ul style="list-style-type: none"> • SP2-311-3 . . . 29→25: Normal/1st/210-256 • SP2-311-7 . . . 29→23: Mid/1st/257-296 • SP2-311-8 . . . 30→26: Mid/1st/210-256 • SP2-311-17 . . . 29→28: Normal/2nd/257-296 • SP2-311-22 . . . 30→29: Mid/2nd/257-296 <p>Paper Transfer NN1</p> <ul style="list-style-type: none"> • SP2-312-3 . . . 32→27: Normal/1st/210-256 • SP2-312-7 . . . 31→23: Mid/1st/257-296 • SP2-312-8 . . . 33→28: Mid/1st/210-256 <p>Paper Transfer NN2</p> <ul style="list-style-type: none"> • SP2-313-7 . . . 31→24: Mid/1st/257-296 • SP2-314-7 . . . 31→24: Mid/1st/257-296 • [0.1 ~ 70.0 // 0.1 μ A/step] <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.04 or later.</p>		<p style="text-align: center;">Version</p>
<p>A new SP mode was added to turn on the development fan at job end (default: the fan is turned Off at job end). This is to prevent dirty background, which can occur in high-temperature/high-humidity conditions.</p> <p>SP2-983-2: Development unit fan continue [0 ~ 900 / 0 / 10 s/step]</p>		<p>V1.021</p>
<p>A new SP mode was added to adjust the step for counting the number of A4/LT SEF developments for Toner Refresh mode.</p> <p>Note:</p> <ul style="list-style-type: none"> - Usually, 1 A4/LT SEF sheet is counted as 1, but for machines which use this paper as their main size, a setting of "1.2". - This setting of this SP mode does not change the value of the machine counters. <p>SP3-972-1: Development .counter for A4/LT SEF [1 or 1.2 count/ 1 /]</p>		

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005d
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Symptom Corrected	Version
<p>The default value of Sp2-321-007 was changed. This is because toner particles are sometimes shifted at the trailing edge of duplex copies.</p> <p>SP2-321-007: [0.1 ~ 2.0 / 1.0 (0.8) / 0.1 s/step] (): Old default</p>	
<p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images</p> <p>Paper Transfer LL1 – Normal/1st/257-296 • SP2-310-2 . . . 25→20: Paper Transfer LL2 – Normal/1st/257-296 • SP2-311-2 . . . 28→22: Paper Transfer NN1 – Normal/1st/257-296 • SP2-312-2 . . . 30→22: Paper Transfer NN2 – Normal/1st/257-296 • SP2-313-2 . . . 30→23: Paper Transfer NN1 – Normal/1st/257-296 • SP2-314-2 . . . 30→23: [0.1 ~ 70.0 // 0.1 μ A/step]</p>	
First release	V1.011

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006b
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Main Unit Controller firmware history.

Part No.	Program name		
B1545550			
	<i>B1545550K.fwu</i>	<i>V1.12</i>	<i>May production '06</i>
	<i>B1545550J.fwu</i>	<i>V1.11</i>	<i>February production '06</i>
	<i>B1545550H.fwu</i>	<i>V1.10</i>	<i>December production '05</i>
	<i>B1545550G.fwu</i>	<i>V1.09</i>	<i>November production '05</i>
	B1545550F.fwu	V1.08	October production '05
	B1545550E.fwu	V1.07	August production '05
	B1545550D.fwu	V1.06	June production '05
	B1545550C.fwu	V1.05	May production '05
	B1545550B.fwu	V1.04	April production '05
	B1545550A.fwu	V1.03	March production '05
-	B1545550.fwu	V1.02	February production '05

Symptom Corrected	Version
<i>The machine may stall when the operator changes the Authentication settings in Administrator Tools and then exits System Settings.</i>	<i>1.12</i>
<i>It takes a long time to download the Address data with SmartDeviceMonitor for Admin.</i>	
<i>SC687 may occur after the "Tray Full" (Finisher) message is cleared in Magazine Mode.</i>	
<i>A display error may occur if the key counter is not in the key counter holder when the main power is turned on.</i>	<i>1.11</i>
<i>The Data Overwrite function only uses the NSA method, even when another method is selected.</i>	<i>1.10</i>
<i>Sometimes, the counter data is not transferred to the RC Gate Center.</i>	
<i>Some of the data contained in a backup of the Address Book might not be encrypted. This can happen with any of the Address Book backup functions (SP mode, Web Image Monitor, SmartDeviceMonitor for Admin).</i>	
<i>The Document Server screen (operation panel) might lock if the screen is switched from "Copier" to "Document Server" while the Document Server is saving a print job.</i> <i>Note: The Document Server function itself (from WIM) and all other operation panel screens work correctly.</i>	

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006b
Symptom Corrected		Version
<p><i>It is possible to set SP6-006-1 or 4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm.</i></p> <p>Note:</p> <ul style="list-style-type: none"> - <i>As a result, lines appear on the copy surface when the value is set to -3.0 to -5.0.</i> - <i>In addition to this main unit controller version, be sure to update the BICU firmware to v1.10:03 or later.</i> 		
<p>Communication between RC Gate and the device does not work correctly.</p>		1.09
<p>The Key Counter counts up when a fax is printed out.</p> <p>Conditions:</p> <ul style="list-style-type: none"> - Sp5121-001 is ON (default setting: OFF) - “FAX” is selected in Key Counter Management 		
<p>Changed:</p> <p>1.The following SPs have been newly added.</p> <ul style="list-style-type: none"> - SP5-886-001 (ROM Update) Allows to access the ROM by the Remote Firmware Update function [0 ~ 1/ 0 / 1/step] (0: Yes, 1: No) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. [0 ~ 1/ 0 / 1/step] (0: No, 1:Yes) <p>Note:</p> <p>These above functions are only available if all 3 of NCS firmware ver 4.17 or later, Controller firmware Ver 1.08 or later and Websys firmware Ver 1.02 or later have been applied to the device.</p>		V1.08
<p>Fixed: Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p>		
<p>Fixed :If the devices receives more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p>		
<p>Fixed: The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.</p>		
<p>Fixed: The username and password will still be contained in the fields when someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.</p>		
<p>After a large number of documents (more than 80K) are printed in color, the device will stall.</p>		
<p>Fixed: The page numbering might not be printed correctly if a stored document in the Document Server is printed with the Magazine function and page numbering.</p>		
<p>Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, DeskTopBinder or DeskTopEditor for Production. This occurs only when data is scanned from a device with File Format Converter.</p>		
<p>Fixed: The menu for the Rom Update may not be displayed in the WebImageMonitor. (GFPR#RC05070002)</p>		
<p>Fixed: When the language other than English is used the customer is not informed that the fuser oil unit is almost empty, only the telephone symbol is blinking on the display.</p>		

Reissued: 14-Apr-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006b
Symptom Corrected		Version
Fixed: RC gate may sometimes fail to update the firmware.		
Documents with any of the below attributes that are printed from the document server using Magazine, Booklet, or Stamp may cause an SC687 error. - Document size: [B4] or [Legal] - PS driver: [Color] setting is [Super Fine]. - RPCS driver: Resolution is [1800 x 600 dpi] (default) - PCL driver: Resolution is [600 dpi] and the [Gradation] setting is [Standard]. An SC672 error might occur if documents are stored to the Document Server using the Fax or Scanner applications of a device with the MLB option. This only occurs if storing the job is attempted just after power on.		V1.07
Print and Copy speed is decreased when the data overwrite security unit is installed. SC672 misdetection. Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005. Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.05 or later.		V1.06
The firmware cannot be updated with RC Gate if "Machine Management" is OFF (User Tools – Administrator Tools). Occurrence conditions of SC870 were changed to prevent unnecessary occurrences (Scanner and address in the HDD communication mal function). Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005. Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.04 or later.		V1.05
The machine freezes after the BICU and/or FCU firmware is updated via RC Gate. The machine cannot connect to RC Gate at installation. The Start key does not turn green. Conditions: - The Capture function is used with the MLB - User authentication is enabled - The System Auto Reset Timer, Scanner Auto Reset Timer and Auto Logout Timer are all set to the same value Modified in accordance with the BICU v1.03 modification. For details, please see RTB #RB156005. Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.03 or later.		V1.04
SC990 occurs if a user starts a print job for a Document Server document, logs out during the job, and then another user logs in.		V1.03
The operation panel freezes if a user logs in through User Authentication, logs off just after starting a job, presses the C/S key, and then presses the Job Reserve key.		
First release		V1.02

Reissued:14-Apr-06

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156009a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Printer firmware history.

Part No.	Program name			
<i>B1566510</i>				
<i>C</i>	<i>B1566510C.fwu</i>	<i>V1.03</i>	<i>-</i>	<i>February production '06</i>
B	B1566510B.fwu	V1.02	-	October production '05
A	B1566510A.fwu	V1.01	-	August production '05
-	B1566510.fwu	V1.00	-	February production '05

Symptom Corrected	Version
<i>Fixed: Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronics or Bluetooth.</i>	<i>V1.03</i>
<i>Fixed : The device may stall if it receives a PCL XL job containing an image. Only images created by specific graphics applications such as Route66 will trigger the problem.</i>	
<i>Fixed: The device may stall if a large number of duplex jobs (65K) is sent to the device.</i>	
The machine freezes if the paper tray reaches Paper End or the tray is pulled out during a Print job (Hungarian, Polish and Russian only).	V1.02
The job can be cancelled if the Clear/Stop button is pressed (it functions the same as the Job Reset button).	
SC990 may sometimes be displayed when the machine receives a Print job while in Energy Saver Mode.	
PDF Direct Print jobs (PS3 function) sent via DeskTopBinder in Driverless Mode are cancelled, if User Code Authentication is enabled.	V1.01
The print speed may decrease when PCL data is printed with HDD fonts.	
The machine may stall after some PCL jobs are printed with HDD fonts (GFPR #RE05060001).	
The machine may stall if a duplex job is sent from an RPCS driver and then cancelled from the operation panel or PC.	
First release	V1.00

Reissued:14-Apr-06

Model: Model TH-C1	Date: 28-Oct-05	No.: RB156013a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Netfile (Network Docu Box) firmware history.

Part No.	Program name			
<i>B6766540</i>				
<i>D</i>	<i>B6766540D.fwu</i>	<i>V1.02</i>		<i>May production '06</i>
<i>C</i>	<i>B6766540C.fwu</i>	<i>V1.01</i>		<i>February production '06</i>
B	B6766540B.fwu	V1.00	-	August production '05
A	B6766540A.fwu	V0.40	-	June production '05
-	B6766540.fwu	V0.39	-	February production '05

Symptom Corrected	Version
<i>(ENG) Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380)</i>	<i>V1.02</i>
<i>(ENG)Fixed: Filenames or usernames in the Document Server operation panel may appear garbled if they contain 2-byte characters. The only way to assign 2-byte characters to a filename or username in the Document Server is using Web Image Monitor, DeskTopBinder or DeskTopEditor for Production.</i>	<i>V1.01</i>
The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.	V1.00
If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse	

Reissued:14-Apr-06

Model: Model TH-C1	Date: 28-Oct-05	No.: RB156013a
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Symptom Corrected	Version
<p>The below operations may not complete successfully if multiple PCs are accessing the device at the same time.</p> <ul style="list-style-type: none"> - Using DeskTopBinder to send scanned files from the Document Server to a server such as ScanRouter. - Configuration of the device using SDM for Admin's "User Management Tool". - Printing to a SDM port. 	
<p>If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.</p>	V0.40
<p>First release</p>	V0.39

Reissued:17-Apr-06

Model: Model TH-C1	Date: 22-Nov-05	No.: RB156016a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the FAX Application firmware history.

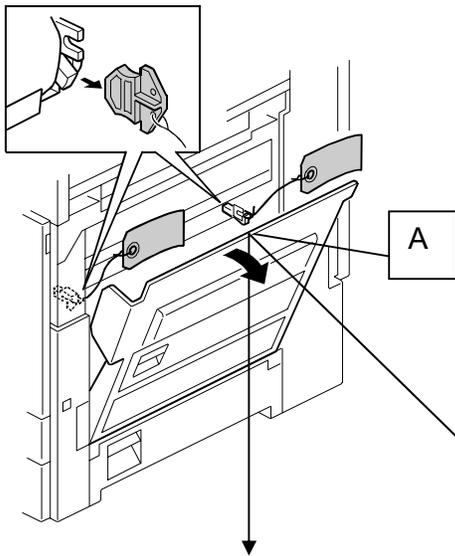
Part No.	Program name		
<i>B1545551</i>			
<i>C</i>	<i>B1545551C.fwu</i>	<i>V04.00.00</i>	<i>November production '05</i>
B	B1545551B.fwu	V03.00.00	August production '05
A	B1545551A.fwu	V02.00.00	April production '05
-	<i>B1545551.fwu</i>	V01.00.00	February production '05

Symptom Corrected	Version
<i>Sometimes a network error occurs, and as a result a fax cannot be sent with DeskTopBinder.</i>	<i>V04.00.00</i>
<i>The machine does not respond when the operator tries to do the following from WIM:</i> - <i>Check the status of a fax journal (Transmission and Receipt report).</i>	
<ul style="list-style-type: none"> ● The machine may freeze when the IP-FAX port setting is programmed in Sp3107-001-007. ● Web Image Monitor cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot) is performed. 	V03.00.00
<ul style="list-style-type: none"> ● Communication is interrupted if the machine mode is changed and IP-FAX Switch 03/bit 4 is ON. ● The "Transmission Result Notification by E-mail" setting does not work. ● The machine may freeze after it communicates 20,000 times with IP-FAX. ● IP-FAX cannot communicate if SIP/UDP communication is performed repeatedly (memory shortage). 	V02.00.00
First release	V01.00.00

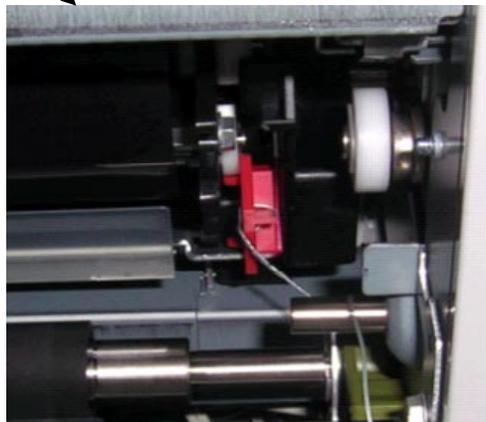
Model: Model TH-C1		Date: 5-Apr-06	No.: RB156026
Subject: PCU Shipping Retainer		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

At installation, the shipping retainer [A] on the rear side of the PCU ITB cannot be removed by hand.



Correct



Incorrect

Model: Model TH-C1	Date: 5-Apr-06	No.: RB156026
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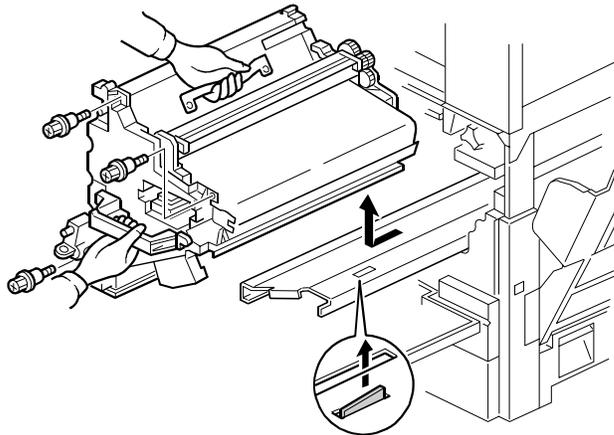
CAUSE

During factory QA sampling inspections, the shipping retainer was reattached in the wrong direction.

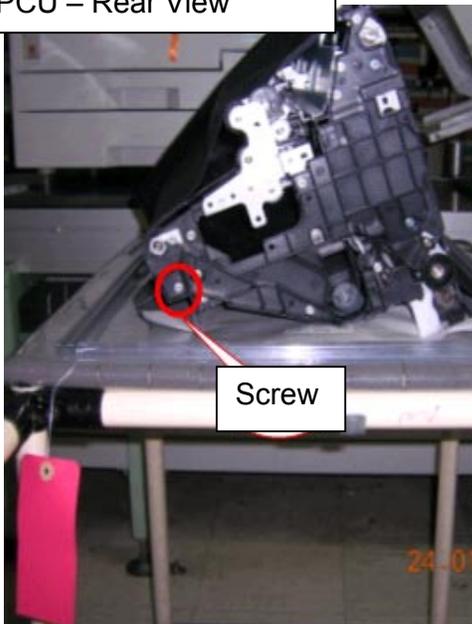
SOLUTION

If you cannot remove the shipping retainer when you install a machine from the **Affected Units** list, do the following procedure.

1. Remove the PCU from the machine (3 screws).



PCU – Rear View



2. Remove the screw as shown.
3. Remove the shipping retainer from the PCU with a pair of needle-nosed pliers.
4. Reattach the screw.

Model: Model TH-C1	Date: 5-Apr-06	No.: RB156026
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Affected Units

The shipping retainer may be attached in the wrong direction on the following machines:

TOTAL	-17	-22		-26		-27		-29	-19
	B156-17	B156-22	B220-22	B156-26	B220-26	B156-27	B220-27	B156-29	B156-19
125	8	53	9	3	1	34	9	7	1
1	K7157210105	K7157220261	K7257210116	6L48160020	6L58160026	K7157230562	K7257220124	K7166100027	K7166100002
2	K7157210147	K7157220290	K7257210119	6L48160039		K7157230569	K7257220146	K7166100045	
3	K7157210164	K7157220321	K7257210143	6L48160078		K7157230589	K7257220148	K7166100078	
4	K7157210174	K7157220343	K7257210146			K7157230597	K7257220159	K7166100096	
5	K7157210196	K7157220351	K7257210168			K7157230619	K7257220162	K7166100136	
6	K7166110055	K7157220365	K7257210177			K7157230643	K7257220169	K7166100163	
7	K7166110148	K7157220372	K7257210196			K7157230652	K7257220177	K7166100193	
8	K7166110178	K7157220385	K7257210204			K7157230670	K7257220227		
9		K7157220402	K7257210224			K7157230677	K7266120021		
10		K7157220406				K7157230709			
11		K7157220419				K7157230735			
12		K7157220427				K7157230737			
13		K7157220442				K7157230755			
14		K7157220452				K7157230764			
15		K7157220472				K7157230785			
16		K7157220488				K7157230793			
17		K7157220505				K7157230819			
18		K7157220516				K7157230823			
19		K7157220537				K7157230848			
20		K7157220547				K7157230850			
21		K7157220568				K7157230868			
22		K7157220560				K7157230876			
23		K7157220591				K7157230898			
24		K7157220599				K7157230903			
25		K7157220626				K7157230923			
26		K7157220628				K7157230935			
27		K7157220655				K7157230953			
28		K7157220658				K7157230960			
29		K7157220682				K7166130041			
30		K7157220685				K7166130063			
31		K7157220707				K7166130068			
32		K7157220716				K7166130150			
33		K7157220737				K7166130193			
34		K7157220741				K7166130228			
35		K7157220770							
36		K7157220774							
37		K7157220794							
38		K7157220798							
39		K7166120039							
40		K7166120060							
41		K7166120087							
42		K7166120109							
43		K7166120127							
44		K7166120201							

Model: Model TH-C1			Date: 5-Apr-06			No.: RB156026		
45		K7166120210						
46		K7166120246						
47		K7166120320						
48		K7166120356						
49		K7166120387						
50		K7166120418						
51		K7166120443						
52		K7166120455						
53		K7166120623						

Model: Model TH-C1		Date: 6-Apr-06	No.: RB156027
Subject: LCT Jam or Noise		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

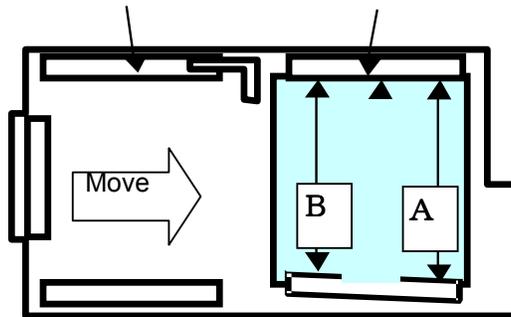
SYMPTOM

When the paper stack is moved from the left to the right in the LCT, the first sheet of the paper stack in the LCT jams, or noise occurs and the paper is not fed.

CAUSE

One or more of the following:

- The distance between the side fences is narrow. As a result, the paper is not moved correctly to the right side of the LCT, and the timing belt is overloaded.
- The paper is wider than specification or has burrs on its edge



SOLUTION

Production Line

Temporary:

1. The distance between the side fences was increased by 0.5mm.
 - The length of the front side fence was changed (P/N B1809902)
2. The distance between the side fences is checked on the production line.
 - Cut-in S/N:
J4051100001 (from 2005 November production)

Model: Model TH-C1	Date: 6-Apr-06	No.: RB156027
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Permanent:

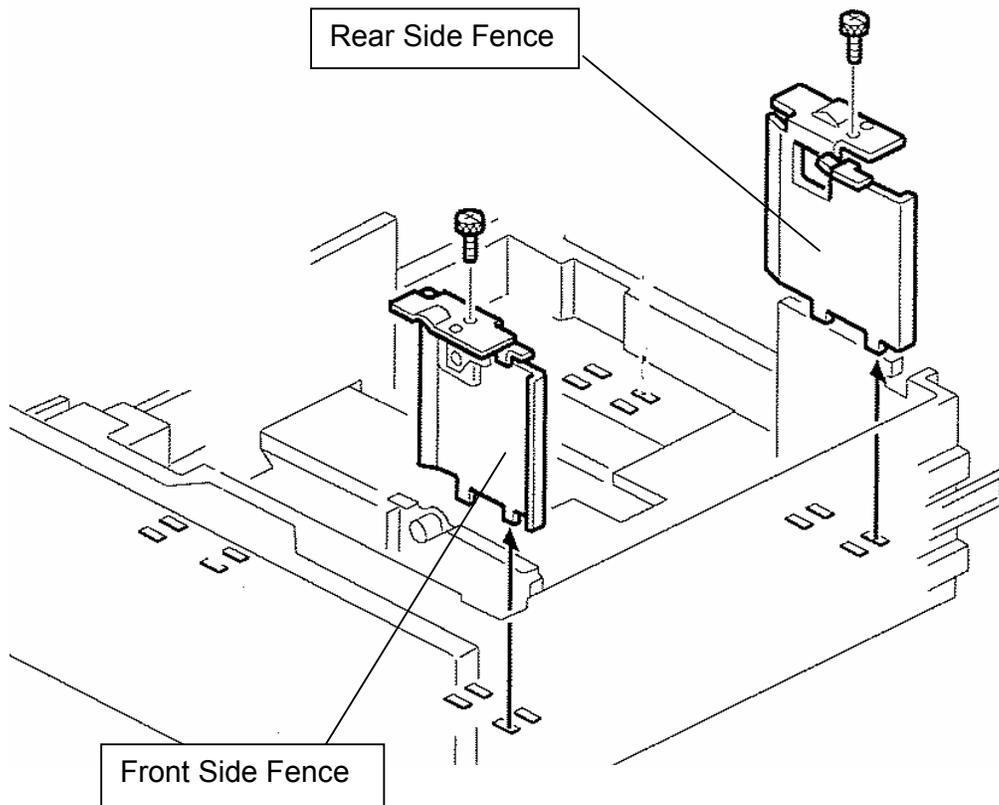
1. The distance between the side fences was increased by 0.2mm
 - The positions of the screw holes were moved 0.1mm.
2. The distance between the side fences is checked on the production line.

Old part number	New part number	Description	Q'ty	Int
G5692640 (B6002640)	B6002645	FRONT SIDE FENCE	1	X/O
G5692650 (B6002650)	B6002655	REAR SIDE FENCE	1	X/O

Note: G5692640 → B6002640, G5692650 → B6002650 O/O These change has been applied due to a vendor change.

Action in the Field

1. Replace the front side fence with **B1809902** (production line temporary solution).
- Or,**
2. Replace the front side fence and rear side fence with **B6002645** and **B6002655**.



Model: Model TH-C1		Date: 26-Apr-06	No.: RB156028
Subject: SC874/SC875		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

The Service Manual was changed as shown below.

- **Add the following new SC descriptions to your Service Manual:**

Code No.		Symptom	Action
874	D	Delete All error 1: HDD	<ul style="list-style-type: none"> ● Turn the main switch OFF/ON and try the operation again. ● Install the Data Overwrite Security Unit again. For more, see RTB RGene021. ● Replace the HDD.
		<p>An HDD/NVRAM data error is detected after the “Delete All Memory” feature of the Data Overwrite Security Unit is executed.</p> <p>Note: The source of the error is a Data Overwrite Security Unit that is run from an SD card.</p>	
875	D	Delete All error 2: Data area	<ul style="list-style-type: none"> ● Turn the main switch OFF/ON and try the operation again.
		<p>An error occurs while the Data Overwrite Security Unit is deleting data from the hard drive.</p> <p>Note: The source of the error is a Data Overwrite Security Unit that is run from an SD card.</p>	

Reissued:8-May-06

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156010a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Web System firmware history.

Part No.	Program name			
B6766530				
A	B6766530A.fwu	V1.02.	-	October production '05
-	<i>B6766530.fwu</i>	V1.00.	-	February production '05

Symptom Corrected	Version
<p><i>Important note:</i> <i>Websys firmware Ver 1.02 or later must be used with NIB firmware Ver 4.17 or later and controller firmware Ver 1.08 or later.</i></p> <p>Changed :</p> <p>The following settings have been added to WIM [Configuration->Device Settings->System]:</p> <ol style="list-style-type: none"> 1. Display IP Address on the Display Panel - Displays the device's IP address on the panel. 2. "Permit ROM Update" - Enable/Disable firmware updates. 3. "Print Priority" function <p>The device now supports the ROM update function via WIM. [Configuration->ROM Update]</p> <p>Web Image Monitor is available in Korean.</p> <p>Some menu items in WIM are improperly displayed.</p> <ol style="list-style-type: none"> 1. SSL settings in German. (Wrong) [Verschlüsselung/ Text löschen] [Chiffretext/ Text löschen] (Correct) [Verschlüsselung/ Klartext] [Chiffretext/ Klartext] 2. Administrator Authentication Management in Czech (Wrong) Správa autorizace uživatele (Correct) Správa autorizace administrátora <p>Fixed: LDAP Authentication does not work if configured using the 'LDAP Server 3, 4 or 5' settings from WIM. These settings work correctly if set from the operation panel.</p>	V1.02
First release	V1.00

Reissued:8-May-06

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156011a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Network Support (NCS) firmware history.

Part No.	Program name			
B6766520				
A	B6766520A.fwu	V4.17	-	October production '05
-	<i>B6766520.fwu</i>	V4.12	-	February production '05

Symptom Corrected	Version
<p><i>Important note:</i> <i>NIB firmware Ver 4.17 or later must be used with Websys firmware Ver 1.02 or later and controller firmware Ver 1.08 or later.</i></p> <p><i>Changed :</i></p> <p><i>The following settings have been added to WIM [Configuration->Device Settings->System]:</i></p> <ol style="list-style-type: none"> <i>1. Display IP Address on the Display Panel - Displays the device's IP address on the panel.</i> <i>2. "Permit ROM Update" - Enable/Disable firmware updates.</i> <i>3. "Print Priority" function</i> <p><i>The device now supports the ROM update function via WIM. [Configuration->ROM Update]</i></p> <p>Fixed: If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.</p> <p>Fixed: SDM for Admin, running on a client PC that is connected to both a 1394 and ethernet interface, will not be able to retrieve the 1394 hostnames of devices.</p> <p>Fixed: The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.</p> <p>Fixed: Available functions can not be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)</p> <p>Changed: The device can accept multiple incoming diprint(port9100) sessions.</p> <p>Changed: Communications via diprint(port9100) are now transmitted asynchronously.</p>	V4.17

Reissued:8-May-06

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156011a
Symptom Corrected		Version
Fixed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)		
Fixed: RC gate may sometimes fail to update the firmware.		
First release		V4.12

Reissued:8-May-06

Model: Model TH-C1	Date: 28-Oct-05	No.: RB156012a
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the DESS (Data Encryption Standard Service Module) firmware history.

Part No.	Program name			
<i>B1566560</i>				
<i>C</i>	<i>B1566560C.fwu</i>	<i>V3.10</i>	-	<i>May production '06</i>
B	B1566560B.fwu	V3.09.1	-	November production '05
A	B1566560A.fwu	V2.08	-	February production '05

Symptom Corrected	Version
<i>Fixed: The SSL/TLS rollback vulnerability. (TechMail#TS060225).</i>	<i>V3.10</i>
The DESS option supports 256-bit encryption.	V3.09.1
If more than five users are added to the Address Book using Smart Device Monitor for Admin with SSL, the connection will stay active and appear to be updating. However, after an hour or more, the connection will close and the Address Book will not be updated.	
SSL communication error with RC Gate.	
First release	V2.08

Reissued: 2-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005e
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the BICU firmware history.

Part No.	Program name		
<i>B1545552</i>			
<i>N</i>	<i>B1545552N.fwu</i>	<i>V1.13:03</i>	<i>June Production '06</i>
M	B1545552M.fwu	V1.12:03	April Production '06
L	B1545552L.fwu	V1.11:03	February Production '06
K	B1545552K.fwu	V1.10:03	December Production '05
J	B1545552J.fwu	V1.09:03	November Production '05
H	B1545552H.fwu	V1.08:03	October Production '05
G	B1545552G.fwu	V1.07	August Production '05
F	B1545552F.fwu	V1.06	July Production '05
E	B1545552E.fwu	V1.05	June Production '05
D	B1545552D.fwu	V1.04	May production '05
C	B1545552C.fwu	V1.03	April production '05
B	B1545552B.fwu	V1.021	March production '05
A	B1545552A.fwu	V1.011	February production '05

Symptom Corrected	Version
<p><i>The machine sometimes mis-detects an A4 LEF original as A3.</i></p> <p><i>Conditions:</i></p> <ul style="list-style-type: none"> - <i>The original is scanned on the exposure glass</i> - <i>The machine is in Energy Saver mode before scanning</i> <p><i>Note:</i></p> <ul style="list-style-type: none"> - <i>Sometimes, a malfunction of the original size sensor causes a mis-detection. The sensor was changed from June 2006 production (AW010114 to AW010138).</i> - <i>If the sensor causes a malfunction, the firmware will display "Cannot detect original size."</i> 	<i>V1.13:03</i>

Reissued: 2-Jun-06

Model: Model TH-C1		Date: 19-Jul-05	No.: RB156005e
Symptom Corrected		Version	
<p>In rare cases, the machine freezes when it recovers from sleeping mode. Conditions:</p> <ul style="list-style-type: none"> - The machine did Process Control at least once that day - When the machine recovers, it does Corona Wire Cleaning - When the machine recovers, the fusing roller temperature is 50C or lower - The temperature and humidity are within 15C/15% of the previous Process Control. <p>Note: Even if this symptom occurs when a FAX is received, the FAX data is not erased. It can be printed out after the front cover is opened/closed, or the main power is turned Off/On.</p>		V1.12:03	
<p>A registered User Color cannot be copied after the machine recovers from Low Power Mode or the operation switch is turned Off/On.</p>		V1.11:03	
<p>The ARDF sometimes detects a U.S. standard size as a European standard size (e.g. an LT original is detected as A4).</p>			
<p>The machine detects the toner end signal from the BK toner end sensor, and then triggers the Toner End condition. Normally, this signal is not used for Toner End control, so this BICU version ignores the signal.</p>		V1.10:03	
<p>An SC545 misdetection occurs when the machine recovers from Energy Saver mode or when the main switch is turned ON.</p>			
<p>It is possible to set Sp6-006-4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm. Note: As a result, lines appeared on the copy surface when the value was set to -3.0 to -5.0</p>			
<p>Other change: The machine performs Process Control once a day (low CV machines). Note: With previous versions, the machine performed Process Control when the fusing temperature increases from 60 degrees or less (recovery from the energy saver mode).</p>			
<p>Sometimes, incorrect solid images are printed when the machine recovers from Low Power mode, when the main switch is turned ON, or when a Scanning job is performed.</p>		V1.09:03	
<p>SC670 is displayed when the scanner moves just after the main switch is turned on.</p>		V1.08:03	
<p>On/off control for the ITB cleaning clutch was added for duplex printing. Note: The On/Off control for this clutch can now be adjusted separately for simplex and duplex. SP2-924-03 (ITB Cleaning Clutch Off/ON – Duplex) [0 ~ 5 / 2 / 1/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.07 or later.</p>		V1.07	

Reissued: 2-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005e
<p style="text-align: center;">Symptom Corrected</p> <p>The bias voltage for Toner Refresh mode was changed to reduce the amount of toner that sticks to the ITB cleaning blade.</p> <ul style="list-style-type: none"> · SP2-400-08 (Cleaning Bias LL1 Toner revival) · SP2-401-08 (Cleaning Bias LL2 Toner revival) · SP2-402-08 (Cleaning Bias NN1 Toner revival) · SP2-403-08 (Cleaning Bias NN2 Toner revival) · SP2-404-08 (Cleaning Bias HH Toner revival) <p>[0 ~ 2000 / 1100(1400) / 10 volt/step]: () : Old default</p>		<p style="text-align: center;">Version</p> <p>V1.06</p>
<p>The machine freezes and does not accept the command from RC gate to update the firmware when in Low Power mode. ("ROM Updating" is displayed on the LCD).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		
<p>(Some changes were made for the Japan model only).</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.06 or later.</p>		<p>V1.05</p>
<p>SP modes for Toner Refresh mode and PCU rotation when repeat B/W duplex copies/prints are made. This is to ensure that images (toner with silicon oil) do not stay on the ITB and get on the next sheet of paper. Note: Details will be explained in a separate RTB (TBA).</p> <p>SP2-981-003: [0 ~ 200 / 30 / 1 sheet/step]</p> <p>SP2-981-004: [0 ~ 200 / 6 / 1 sheet/step]</p> <p>SP2-984-001 (Duplex PCU Idling Setting - Total Period: T1) [6 ~ 200 / 60 / 1 s/step]</p> <p>SP2-984-002 (Duplex PCU Idling Setting - Printing Prohibited Period: T2) [6 ~ 60 / 6 / 1 s/step]</p> <p>SP3-970-005 (Image Area Rate – Oil end) [0 ~ 10.0 / 0.5 / 0.1 %/step]</p> <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.05 or later.</p>		<p>V1.04</p>
<p>Sometimes, the transfer belt sensor incorrectly declares a "no paper" condition when it detects a high-density solid image, even if there is paper at the sensor.</p>		<p>V1.03</p>
<p>The leading edge is dirty with toner. To improve this, the ITB cleaning time (ON time for the cleaning brush) was increased.</p>		

Reissued: 2-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005e
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Symptom Corrected	Version
<p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images on small paper types.</p> <p>Paper Transfer LL1</p> <ul style="list-style-type: none"> • SP2-310-3 . . . 25→22: Normal/1st/210-256 • SP2-310-7 . . . 26→21: Mid/1st/257-296 • SP2-310-8 . . . 26→23: Mid/1st/210-256 • SP2-310-17 . . . 30→27: Normal/2nd/257-296 • SP2-310-22 . . . 31→28: Mid/2nd/257-296 <p>Paper Transfer LL2</p> <ul style="list-style-type: none"> • SP2-311-3 . . . 29→25: Normal/1st/210-256 • SP2-311-7 . . . 29→23: Mid/1st/257-296 • SP2-311-8 . . . 30→26: Mid/1st/210-256 • SP2-311-17 . . . 29→28: Normal/2nd/257-296 • SP2-311-22 . . . 30→29: Mid/2nd/257-296 <p>Paper Transfer NN1</p> <ul style="list-style-type: none"> • SP2-312-3 . . . 32→27: Normal/1st/210-256 • SP2-312-7 . . . 31→23: Mid/1st/257-296 • SP2-312-8 . . . 33→28: Mid/1st/210-256 <p>Paper Transfer NN2</p> <ul style="list-style-type: none"> • SP2-313-7 . . . 31→24: Mid/1st/257-296 • SP2-314-7 . . . 31→24: Mid/1st/257-296 • [0.1 ~ 70.0 // 0.1 μ A/step] <p>Note: In addition to this BICU version, be sure to update the main unit controller firmware to V1.04 or later.</p>	
<p>A new SP mode was added to turn on the development fan at job end (default: the fan is turned Off at job end). This is to prevent dirty background, which can occur in high-temperature/high-humidity conditions.</p> <p>SP2-983-2: Development unit fan continue [0 ~ 900 / 0 / 10 s/step]</p>	V1.021
<p>A new SP mode was added to adjust the step for counting the number of A4/LT SEF developments for Toner Refresh mode.</p> <p>Note:</p> <ul style="list-style-type: none"> - Usually, 1 A4/LT SEF sheet is counted as 1, but for machines which use this paper as their main size, a setting of "1.2". - This setting of this SP mode does not change the value of the machine counters. <p>SP3-972-1: Development .counter for A4/LT SEF [1 or 1.2 count/ 1 /]</p>	

Reissued: 2-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156005e
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Symptom Corrected	Version
<p>The default value of Sp2-321-007 was changed. This is because toner particles are sometimes shifted at the trailing edge of duplex copies.</p> <p>SP2-321-007: [0.1 ~ 2.0 / 1.0 (0.8) / 0.1 s/step] (): Old default</p>	
<p>The default for the following SP modes (image transfer current) was changed. This is to prevent residual images</p> <p>Paper Transfer LL1 – Normal/1st/257-296 • SP2-310-2 . . . 25→20: Paper Transfer LL2 – Normal/1st/257-296 • SP2-311-2 . . . 28→22: Paper Transfer NN1 – Normal/1st/257-296 • SP2-312-2 . . . 30→22: Paper Transfer NN2 – Normal/1st/257-296 • SP2-313-2 . . . 30→23: Paper Transfer NN1 – Normal/1st/257-296 • SP2-314-2 . . . 30→23: [0.1 ~ 70.0 // 0.1 μ A/step]</p>	
First release	V1.011

Reissued: 22-Jun-06

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156009b
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Printer firmware history.

Part No.	Program name			
<i>B1566510</i>				
<i>D</i>	<i>B1566510D.fwu</i>	<i>V.1.05</i>	-	<i>June production '06</i>
C	B1566510C.fwu	V1.03	-	February production '06
B	B1566510B.fwu	V1.02	-	October production '05
A	B1566510A.fwu	V1.01	-	August production '05
-	B1566510.fwu	V1.00	-	February production '05

Symptom Corrected	Version
<i>An RPCS error occurs and the printer hangs in the middle of a print job.</i>	<i>V1.05</i>
Fixed: Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth.	V1.03
Fixed : The device may stall if it receives a PCL XL job containing an image. Only images created by specific graphics applications such as Route66 will trigger the problem.	
Fixed: The device may stall if a large number of duplex jobs(65K) is sent to the device.	
The machine freezes if the paper tray reaches Paper End or the tray is pulled out during a Print job (Hungarian, Polish and Russian only).	V1.02
The job can be cancelled if the Clear/Stop button is pressed (it functions the same as the Job Reset button).	
SC990 may sometimes be displayed when the machine receives a Print job while in Energy Saver Mode.	
PDF Direct Print jobs (PS3 function) sent via DeskTopBinder in Driverless Mode are cancelled, if User Code Authentication is enabled.	V1.01
The print speed may decrease when PCL data is printed with HDD fonts.	
The machine may stall after some PCL jobs are printed with HDD fonts (GFPR #RE05060001).	
The machine may stall if a duplex job is sent from an RPCS driver and then cancelled from the operation panel or PC.	

Reissued: 22-Jun-06

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156009b
Symptom Corrected		Version
First release		V1.00

Reissued:22-Jun-06

Model: Model TH-C1	Date: 22-Nov-05	No.: RB156016b
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the FAX Application firmware history.

Part No.	Program name		
<i>B1545551</i>			
<i>D</i>	<i>B1545551D.fwu</i>	<i>V05.00.00</i>	<i>June production '05</i>
C	B1545551C.fwu	V04.00.00	November production '05
B	B1545551B.fwu	V03.00.00	August production '05
A	B1545551A.fwu	V02.00.00	April production '05
-	<i>B1545551.fwu</i>	V01.00.00	February production '05

Symptom Corrected	Version
<i>An extra thumbnail file is created when a Fax reception document is delivered.</i>	<i>V05.00.00</i>
Sometimes a network error occurs, and as a result a FAX cannot be sent with DeskTopBinder. The machine does not respond when the operator tries to do the following from WIM: - Check the status of a FAX journal (Transmission and Receipt report).	V04.00.00
<ul style="list-style-type: none"> The machine may freeze when the IP-FAX port setting is programmed in Sp3107-001-007. Web Image Monitor cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot) is performed. 	V03.00.00
<ul style="list-style-type: none"> Communication is interrupted if the machine mode is changed and IP-FAX Switch 03/bit 4 is ON. The "Transmission Result Notification by E-mail" setting does not work. The machine may freeze after it communicates 20,000 times with IP-FAX. IP-FAX cannot communicate if SIP/UDP communication is performed repeatedly (memory shortage). 	V02.00.00
First release	V01.00.00

Model: Model TH-C1		Date: 21-Jun-06	No.: RB156029
Subject: BK Toner Cartridge		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

Sometimes, it is hard to remove the black toner cartridge.

CAUSE

The shutter release position is only 12mm from the edge of the cartridge. As a result, the cartridge cannot be removed easily.

Note: The shutter release position on color toner cartridges and black toner cartridges on previous models is about 108mm from the edge of the cartridge.



BK toner cartridge
Shutter release position: 12 mm



Color toner cartridge and predecessor model BK cartridge
Shutter release position: 108 mm

SOLUTION

- Field technicians: **Do the procedure below.**
- Call Center operators: **Use the procedure below to advise customers.**

Model: Model TH-C1

Date: 21-Jun-06

No.: RB156029

Procedure

Do the following if the black cartridge is hard to open:

1. Push in the black toner cartridge all the way.



2. Pull out the black toner cartridge with a little force.



Model: Model TH-C1		Date: 21-Jun-06	No.: RB156030
Subject: Charge Corona Harness		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Note for When Replacing the Charge Corona Unit

- When you install the charge corona unit, **do not straighten** the cleaner motor harness if this harness is **white**.
 - From May 2006 production, the material of the harness was changed to a more environmentally-friendly type. The new harness is **white** and the material is harder than the black harness.
 - The new harness is bent at the factory. This is to make sure that harness does not push the quenching lamp (QL).
 - If you straighten the white harness, SC305 can occur.

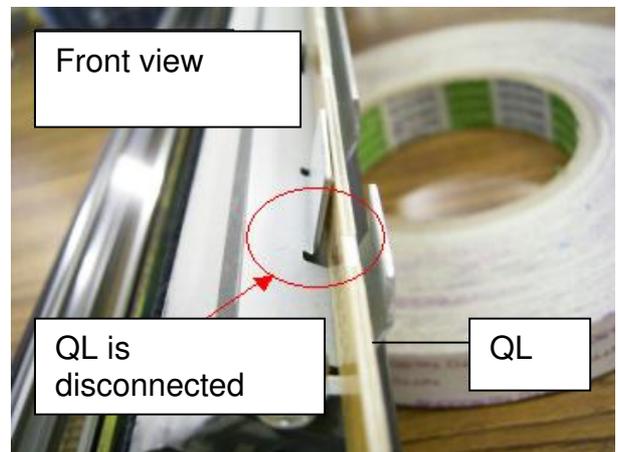
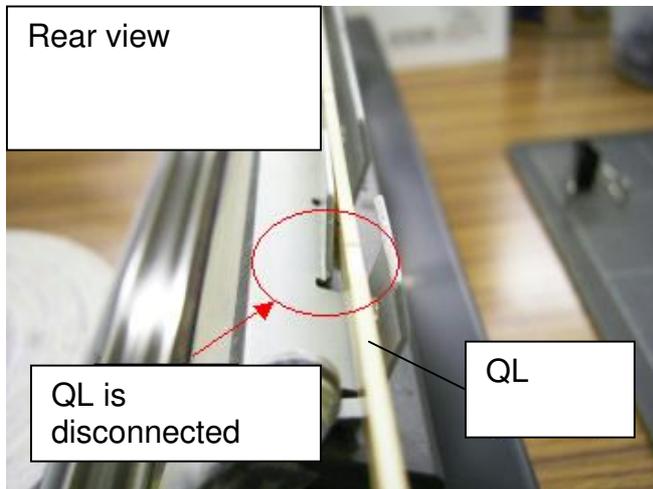
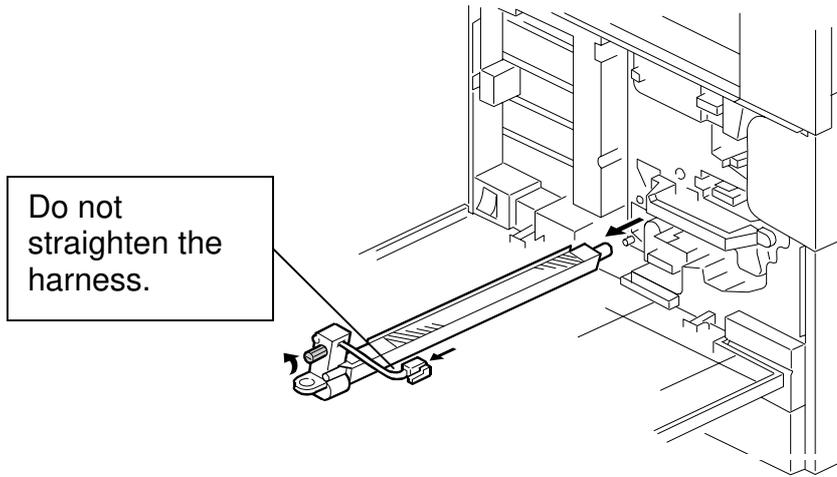


- If SC305 occurs when you install the charge corona unit:

This means the white harness is straight, and is pushing on the QL/holder connection (see the photos on the next page).

Action: Correct the QL position and bend the white harness so that it does not push the QL.

Model: Model TH-C1	Date: 21-Jun-06	No.: RB156030
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Model: Model TH-C1		Date: 22-Jun-06	No.: RB156031
Subject: LCD & LCDC PCB on Opeartion Panel		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Notes Regarding RoHS Compliant Parts

1. The materials of the LCD flat cable and LCDC PCB connector were changed to comply with the RoHS Directive.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1545231	B1545225	PCB:LCDC:ASIA & TAIWAN	1	X/X	13	15	
B1545232	B1545226	PCB:LCDC:Korea :Ass'y	1	X/X	13	15	
B1545233	B1545227	PCB:LCDC:China:Ass'y	1	X/X	13	15	
B1545236	B1545223	PCB:LCDC:NA:Ass'y	1	X/X	13	15	
B1545237	B1545224	PCB:LCDC:EU:Ass'y	1	X/X	13	15	
B1805259	B2135225	LCD:HVGA:SH:BL	1	X/O	13	18	

2. In the field, handle the parts as shown in the tables below.

Part-to-part interchangeability:

This is to make sure that parts are used in the correct combination.

	Old LCD (Non-RoHS Compliant)	New LCD (RoHS Compliant)
Old LCDC PCB (Non-RoHS Compliant)	Usable (*)	Usable (*)
New LCDC PCB (RoHS Compliant)	<u>DO NOT USE</u>	Usable

Important:

- **DO NOT** use the old LCD (**non-RoHS** compliant) with the new LCDC PCB (**RoHS** compliant). If you do, a malfunction of the LCD may occur.
- When you install the new LCDC PCB for the first time, install it with the new LCD **together as a set**.
- (*): See the table below.

Model: Model TH-C1	Date: 22-Jun-06	No.: RB156031
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Part-to-machine interchangeability:

This is to make sure that the correct parts are used on the correct machines.

	RoHS Compliant Parts	Non-RoHS Compliant Parts
RoHS Compliant Machines	OK	<u>DO NOT USE</u>
Non-RoHS Compliant Machines	OK	OK

3. Note the following visual differences between the old and new parts.

- Visual difference between the old/new **LCD**



Old: Blue New: Green

- Visual difference between the old/new **LCDC PCB**

The part number printed on the LCDC PCB was changed.

B154523X to B154522X

Reissued: 26-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006c
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Main Unit Controller firmware history.

Part No.	Program name		
B1545550			
	<i>B1545550L.fwu</i>	<i>V1.13</i>	<i>June production '06</i>
	B1545550K.fwu	V1.12	May production '06
	B1545550J.fwu	V1.11	February production '06
	B1545550H.fwu	V1.10	December production '05
	B1545550G.fwu	V1.09	November production '05
	B1545550F.fwu	V1.08	October production '05
	B1545550E.fwu	V1.07	August production '05
	B1545550D.fwu	V1.06	June production '05
	B1545550C.fwu	V1.05	May production '05
	B1545550B.fwu	V1.04	April production '05
	B1545550A.fwu	V1.03	March production '05
-	B1545550.fwu	V1.02	February production '05

Symptom Corrected	Version
<i>Incorrect wording ("Dammy test") is sometimes displayed when the key counter is not inserted.</i>	<i>1.13</i>
<i>The machine sometimes hangs if the authentication process is cancelled repeatedly.</i>	
<i>The machine sometimes hangs if a large number of originals are scanned for copying.</i>	
The machine may stall when the operator changes the Authentication settings in Administrator Tools and then exits System Settings.	1.12
It takes a long time to download the Address data with SmartDeviceMonitor for Admini.	
SC687 may occur after the "Tray Full" (Finisher) message is cleared in Magazine Mode.	
A display error may occur if the key counter is not in the key counter holder when the main power is turned on.	1.11
The Data Overwrite function only uses the NSA method, even when another method is selected.	
Sometimes, the counter data is not transferred to the RC Gate Center.	1.10

Reissued: 26-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006c
Symptom Corrected		Version
Some of the data contained in a backup of the AddressBook might not be encrypted. This can happen with any of the AddressBook backup functions (SP mode, Web Image Monitor, SmartDeviceMonitor for Admin).		
The Document Server screen (operation panel) might lock if the screen is switched from "Copier" to "Document Server" while the Document Server is saving a print job. Note: The Document Server function itself (from WIM) and all other operation panel screens work correctly.		
It is possible to set Sp6-006-1 or 4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm. Note: - As a result, lines appear on the copy surface when the value is set to -3.0 to -5.0. - In addition to this main unit controller version, be sure to update the BICU firmware to v1.10:03 or later.		
Communication between RC Gate and the device does not work correctly.		1.09
The Key Counter counts up when a FAX is printed out. Conditions: - Sp5121-001 is ON (default setting: OFF) - "FAX" is selected in Key Counter Management		
Changed: 1.The following SPs have been newly added. - SP5-886-001 (ROM Update) Allows to access the ROM by the Remote Firmware Update function [0 ~ 1/ 0 / 1/step] (0: Yes, 1: No) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. [0 ~ 1/ 0 / 1/step] (0: No, 1:Yes) Note: These above functions are only available if all 3 of NCS firmware ver 4.17 or later, Controller firmware Ver 1.08 or later and Websys firmware Ver 1.02 or later have been applied to the device.		V1.08
Fixed: Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).		
Fixed :If the devices receives more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.		
Fixed: The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.		
Fixed: The username and password will still be contained in the fields when someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.		
After a large number of documents (more than 80K) are printed in color, the device will stall.		
Fixed: The page numbering might not be printed correctly if a stored document in the Document Server is printed with the Magazine function and page numbering.		

Reissued: 26-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006c
Symptom Corrected		Version
Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, DeskTopBinder or DeskTopEditor for Production. This occurs only when data is scanned from a device with File Format Converter.		
Fixed: The menu for the Rom Update may not be displayed in the WebImageMonitor. (GFPR#RC05070002)		
Fixed: When the language other than English is used the customer is not informed that the fuser oil unit is almost empty, only the telephone symbol is blinking on the display.		
Fixed: RC gate may sometimes fail to update the firmware.		
Documents with any of the below attributes that are printed from the document server using Magazine, Booklet, or Stamp may cause an SC687 error. - Document size: [B4] or [Legal] - PS driver: [Color] setting is [Super Fine]. - RPCS driver: Resolution is [1800 x 600 dpi] (default) - PCL driver: Resolution is [600 dpi] and the [Gradation] setting is [Standard].		V1.07
An SC672 error might occur if documents are stored to the Document Server using the Fax or Scanner applications of a device with the MLB option. This only occurs if storing the job is attempted just after power on.		
Print and Copy speed is decreased when the data overwrite security unit is installed.		V1.06
SC672 misdetection.		
Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.		
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.05 or later.		
The firmware cannot be updated with RC Gate if "Machine Management" is OFF (User Tools – Administrator Tools).		V1.05
Occurrence conditions of SC870 were changed to prevent unnecessary occurrences (Scanner and address in the HDD communication mal function).		
Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.		
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.04 or later.		
The machine freezes after the BICU and/or FCU firmware is updated via RC Gate.		V1.04
The machine cannot connect to RC Gate at installation.		
The Start key does not turn green.		
Conditions:		
- The Capture function is used with the MLB - User authentication is enabled - The System Auto Reset Timer, Scanner Auto Reset Timer and Auto Logout Timer are all set to the same value		

Reissued: 26-Jun-06

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006c
Symptom Corrected		Version
Modified in accordance with the BICU v1.03 modification. For details, please see RTB #RB156005.		
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.03 or later.		
SC990 occurs if a user starts a print job for a Document Server document, logs out during the job, and then another user logs in.		V1.03
The operation panel freezes if a user logs in through User Authentication, logs off just after starting a job, presses the C/S key, and then presses the Job Reserve key.		
First release		V1.02

Model: Model TH-C1		Date:05-Jul-06	No.: RB156032
Subject: BICU, LD Harness, Imaging Unit		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Important Notes Regarding RoHS Compliant Parts

1. The material of the flat cable between the imaging unit and BICU board was changed.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0515425	B1545425	HARNESS:FFC:LD	1	X/O	19	11	A
B1545210	B1545214	PCB:BICU:ASS'Y	1	X/O	45	22	
B1545425	B1545441	LD HARNESS:FFC	1	X/O	45	34	B
					19	11	
B1541852	B1541854	IMAGING UNIT WITH LD HARNESS	1	X/O	19	*	

Note: A) Only the part number was corrected.

B) LD harness was changed due to this modification.

2. In the field, handle the parts as shown in the table below.

Part-to-part interchangeability:

This is to make sure that parts are used in the correct combination.

	Old BICU Board (Non-RoHS Compliant)	New BICU Board (RoHS Compliant)
Old LD Harness (Non-RoHS Compliant)	Usable (*)	<u>DO NOT USE</u>
New LD Harness (RoHS Compliant)	Usable (*)	Usable

	Old Imaging Unit (Non-RoHS Compliant)	New Imaging Unit (RoHS Compliant)
Old LD Harness (Non-RoHS Compliant)	Usable (*)	<u>DO NOT USE</u>
New LD Harness (RoHS Compliant)	Usable (*)	Usable

Model: Model TH-C1

Date:05-Jul-06

No.: RB156032

Important:

- **DO NOT** use the old LD harness (**non-RoHS** compliant) with the new BICU board or new imaging unit (**RoHS** compliant). If you do, a malfunction of the BICU board or imaging unit may occur.
- When you replace the old BICU board or imaging unit with the new BICU board or imaging unit for the first time, install it with the new LD harness **together as a set**.
Note: To ensure this, the new imaging unit (B1541854) and new BICU board (B1545214) include the new LD harness.
- (*): See table below.

Part-to-machine interchangeability:

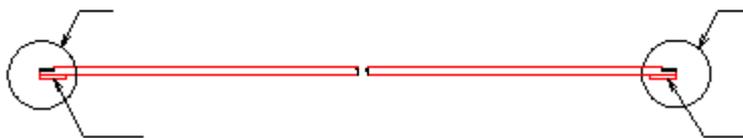
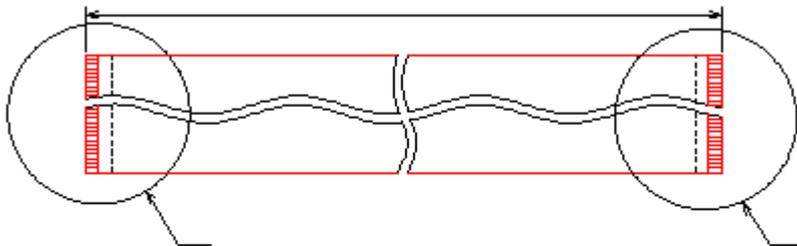
This is to make sure that the correct parts are used on the correct machines.

	RoHS Compliant Parts	Non-RoHS Compliant Parts
RoHS Compliant Machines	OK	<u>DO NOT USE</u>
Non-RoHS Compliant Machines	OK	OK

Model: Model TH-C1

Date:05-Jul-06

No.: RB156032

3. Note the visual differences between the old/new parts**● Visual difference between the old/new LD harness**Old (**non-RoHS**): Edges of support plate are **blue**New (**RoHS**): Edges of support plate are **green**

Old: Blue
New: Green

Model: Model TH-C1	Date:05-Jul-06	No.: RB156032
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- Visual difference between the old/new **BICU board**

The part number printed on the BICU board was changed.

B1545210 to B1545214

- Visual difference between the old/new **imaging unit**

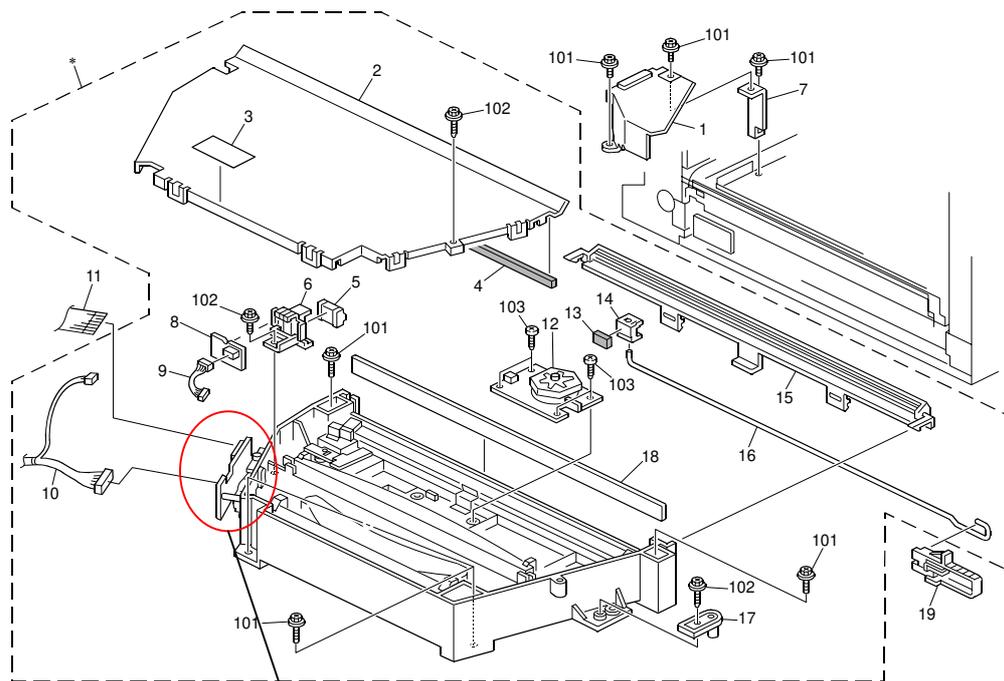
The part number printed on the imaging unit PCB was changed.

B1545105 to B1545107

Model: Model TH-C1

Date:05-Jul-06

No.: RB156032



P/N printed on the imaging unit PCB:
Old: B1545105
New: B1545107

Model: Model TH-C1		Date:11-Jul-06	No.: RB156033
Subject: Fusing Unit & PCU		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

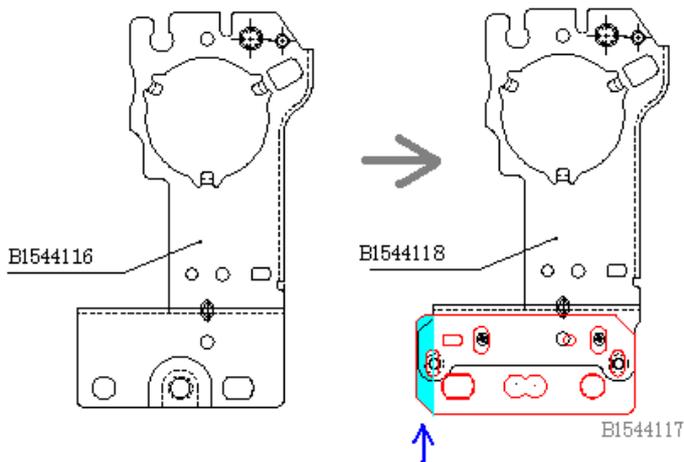
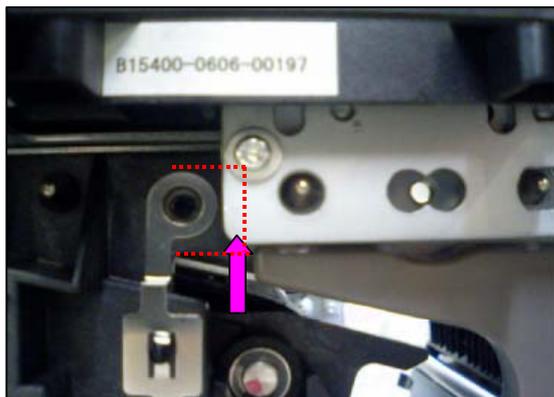
The PCU cannot be pulled out if the fusing unit is not pulled out first.

Note: This does not affect image quality in any way.

CAUSE

The front side plate (B1544118) of the fusing unit overlaps with the PCU as shown.

Note: Previously, the front side plate was separated into two parts to meet a field request (Front Side Plate: B1544118, Front Adjustment Side Plate: B1544117). The height can be adjusted to fix image skew.



Model: Model TH-C1	Date:11-Jul-06	No.: RB156033
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SOLUTION

Production line

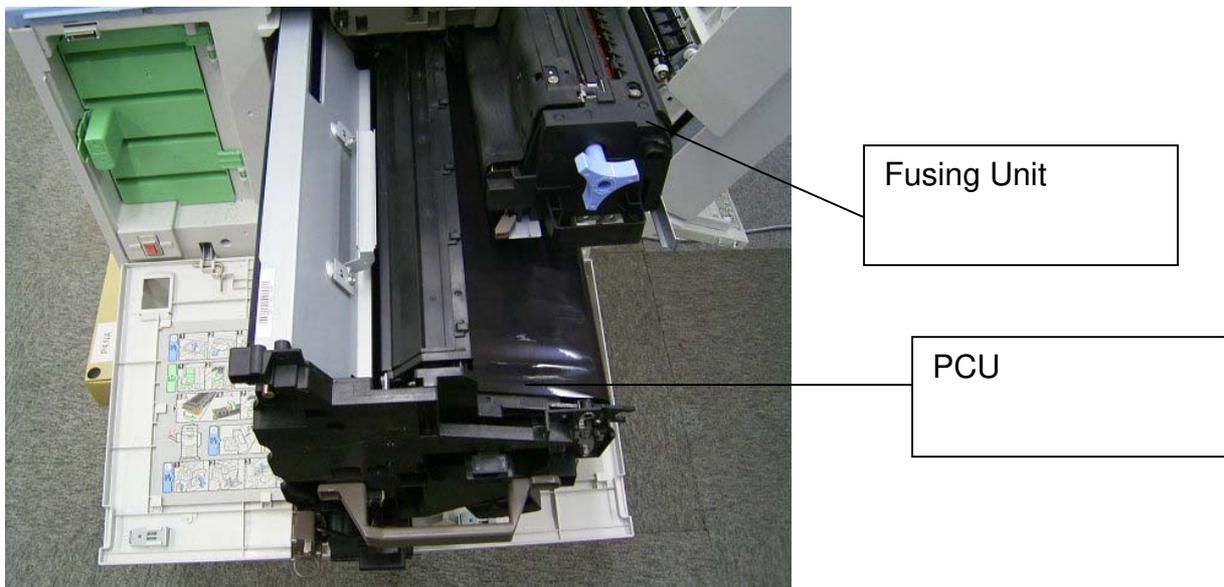
The height adjustment mechanism was discontinued. The front side plate is now only one part.

In the field

Whenever you remove the PCU during service activities:

1. First, pull out the fusing unit halfway (1 screw).
2. Remove the PCU (3 screws).
3. After you finish the maintenance, reattach the PCU first and then push the fusing unit back in.

Important: When you reattach the PCU, be careful that the PCU does not contact the fusing unit.



Model: Model TH-C1	Date:11-Jul-06	No.: RB156033
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P/N Change History for the Fusing Unit

Fusing unit status Version	A	B	C	D
230V European version	B1544033	<u>B1544034</u>	B1544046	New P/N (TBA)
120V US version	B1544026	<u>B1544029</u>	B1544032	New P/N (TBA)
110V Taiwan Version	B1544037	<u>B1544038</u>	B1544040	New P/N (TBA)
Interchangeability & Modification	O/X Adding the skew adjustment mechanism		X/O The fusing unit has been returned to the old condition (A). A = C	O/O Again, adding the skew adjustment mechanism without the limitation of the Fusing unit / PCU overlapping.

B

Except for the serviceability limitation (The PCU cannot be pulled out if the fusing unit is not be pulled out first.), the function of the fusing unit is the same with A or B unit.

D

The fusing unit will be modified to add the skew adjustment mechanism. An RTB for the adjustment procedure will be issued when the new P/N is available.

A & C

The fusing unit (A & C) is basically the same unit. Interchangeability between A and C is O/O.

Model: Model TH-C1	Date:11-Jul-06	No.: RB156033
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Affected Units (B condition)

B15617	K7166510001 to K7166510010
B15619	K7166600001 to K7166600003
B15622	K7166520310 to K7166520564
	K7166620001 to K7166620405
B15626	6L48560051 to 6L48560140
	6L48660001to 6L48660090
B15627	K7166530159, K7166530292 to K7166530674
	K7166500134 to K7166500314
	K7166600004 to K7166600277, K7166600281 to K7166600296,
	K7166600298, K7166600300 to K7166600305
B22019	K7266600019 to K7266600029
B22021	K7266600013 to K7266600018
B22026	6L58660001 to 6L58660036
B22028	K7266600003 to K7266600008, K7266600012
B22029	K7266500032 to K7266500073
	K7266600001 to K7266600002

Model: Model TH-C1		Date: 05-Sep-06	No.: RB156034
Subject: Firmware History - LCDC		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the LCDC (Operation panel display).

Ver.	US Models	EU Models	Asia/Taiwan Models	Chinese Models	Korean Models	Japanese	Effective Date
	Program No.	Program No.	Program No.	Program No.	Program No.	Program No.	
1.16	B1545536C						July production '06
1.15					B1545541		November production '05
1.12						B1545535B	----
1.10				B1545540			September production '05
1.09	-	-	B1545539				February production '05
1.08	B1545536A	B1545537A					February production '05

B1545536B is not applied to the production machines.

Symptom Corrected	Version
<p><i>Wording errors: German, Spanish, Finnish, Russian, Swedish, Italian, Portuguese, Hungarian, Dutch</i></p> <p><i>Important: To apply these changes to the EU models, update the language firmware (see RTB RB156018b).</i></p>	<p><i>1.16 (US model)</i></p>

Model: Model TH-C1	Date: 05-Sep-06	No.: RB156034
Symptom Corrected	Version	
First release	V1.08 (US & EU models) V1.09 (Asia/Taiwan models) V1.10 (Chinese model) V1.15 (Korean models) V1.12 (Japanese font)	

Model: Model TH-C1		Date: 4-Oct-06	No.: RB156035
Subject: Front Door Safety Switch		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The front door safety switch breaks when the front door is closed with too much force.

Note: This does not occur if the front door is closed with the normal amount of force.

CAUSE

The operator closes the front door with too much force, and the front door switch boss pushes too strongly on the safety switch.

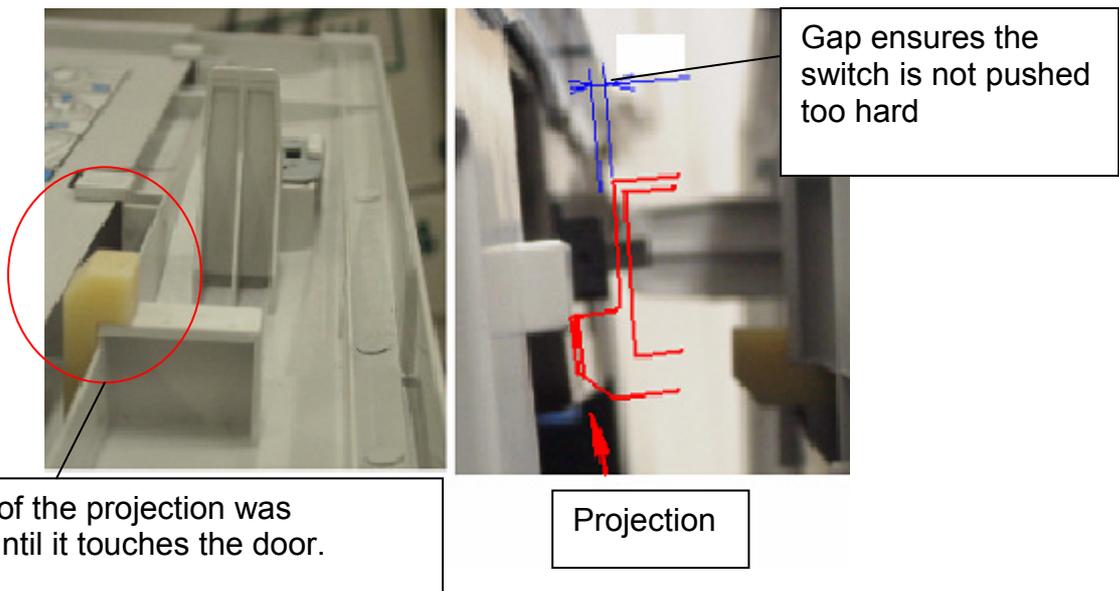
SOLUTION

Production line

The projection on the inside of the front door was made longer. As a result, the projection stops the switch boss before the switch boss pushes the switch too far.

Note: The change was applied to the following parts, but the P/N are still the same.
See the cut-in S/N below.

Part number	Description	Q'ty	Page	Index	Note
B1541250	Door: Front (EU)	1	9	1	
B1561259	Door: Front (NA/Asia)	1	9	1	



Model: Model TH-C1	Date: 4-Oct-06	No.: RB156035
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In the field

If the symptom is reported from the field, tell customers not to close the front door too strongly.

Note: As mentioned above, the symptom does not occur when the front door is closed with the normal amount of force.

Cut-in Serial Numbers for the Modification

[RAI (China) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio 3224C Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-17	K7157210191
Ricoh Aficio 3224C	110/60	Taiwan	B156-19	K7166100001
Gestetner DSc424 Nashuatec DSc424 Rex Rotary DSc424	220,230,240/50, 60	Europe, etc	B156-22	K7156920206
Lanier LD124c	220,230,240/50	Europe	B156-24	K71661xxxxx
Infotec ISC1024	220,230,240/50	Europe	B156-26	6L49050001
Ricoh Aficio 3224C	220,230,240/50, 60	Europe, etc	B156-27	K7156930001
Ricoh Aficio 3224C	220,230,240/50, 60	Korea, etc	B156-28	K7166400001
Ricoh Aficio 3224C Gestetner DSc424 Lanier LD124c	220,230,240/50, 60	Asia, etc	B156-29	K7166100003
Ricoh Aficio 3232C Savin C3210 Gestetner DSc432 Lanier LD132c	120/60	USA	B220-17	K72661xxxxx
Ricoh Aficio 3232C	110/60	Taiwan	B220-19	K7266100001
Ricoh Aficio 3232C	220,230,240/50, 60	China	B220-21	K7256900096
Gestetner DSc432 Nashuatec DSc432 Rex Rotary DSc432	220,230,240/50, 60	Europe, etc	B220-22	K7256910042
Lanier LD132c	220,230,240/50	Europe	B220-24	K72661xxxxx
Infotec ISC1032c	220,230,240/50	Europe	B220-26	6L59250001
Ricoh Aficio 3232C	220,230,240/50, 60	Europe, etc	B220-27	K7257220001
Ricoh Aficio 3232C	220,230,240/50, 60	Korea	B220-28	K7266400022
Ricoh Aficio 3232C Gestetner DSc432 Lanier LD132c	220,230,240/50, 60	Asia, etc	B220-29	K7266100016

Reissued:13-Jun-07

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156011b
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RTB Reissue

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

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

This is to inform you of the Network Support (NCS) firmware history.

Part No.	Program name			
B6766520				
<i>B</i>	<i>B6766520B.fwu</i>	<i>V4.19</i>	-	<i>July production '07</i>
A	B6766520A.fwu	V4.17	-	October production '05
-	<i>B6766520.fwu</i>	V4.12	-	February production '05

Symptom Corrected	Version
<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>SMB printing is sporadically unavailable.</i> <i>SMB folders cannot be registered in the address book. (TechMail#OTS-2007-1913)</i> <i>Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)</i> <i>The device cannot login to Windows Vista via SMB.</i> 	V4.19
<p>Important note: NIB firmware Ver 4.17 or later must be used with Websys firmware Ver 1.02 or later and controller firmware Ver 1.08 or later.</p> <p>Changed :</p> <p>The following settings have been added to WIM [Configuration->Device Settings->System]:</p> <ol style="list-style-type: none"> Display IP Address on the Display Panel - Displays the device's IP address on the panel. "Permit ROM Update" - Enable/Disable firmware updates. "Print Priority" function <p>The device now supports the ROM update function via WIM. [Configuration->ROM Update]</p>	V4.17
Fixed: If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.	
Fixed: SDM for Admin, running on a client PC that is connected to both a 1394 and ethernet interface, will not be able to retrieve the 1394 hostnames of devices.	
Fixed: The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.	

Reissued:13-Jun-07

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156011b
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Symptom Corrected	Version
Fixed: Available functions can not be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)	
Changed: The device can accept multiple incoming diprint(port9100) sessions.	
Changed: Communications via diprint(port9100) are now transmitted asynchronously.	
Fixed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)	
Fixed: RC gate may sometimes fail to update the firmware.	
First release	V4.12

Reissued: 15-Jun-07

Model: Model TH-C1	Date: 22-Nov-05	No.: RB156016c
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the fax application firmware history.

Part No.	Program name			
<i>B1545551</i>				
<i>E</i>	<i>B1545551E.fwu</i>	<i>V06.00.01</i>		<i>July production '07</i>
D	B1545551D.fwu	V05.00.00		June production '05
C	B1545551C.fwu	V04.00.00		November production '05
B	B1545551B.fwu	V03.00.00		August production '05
A	B1545551A.fwu	V02.00.00		April production '05
-	<i>B1545551.fwu</i>	V01.00.00	-	February production '05

Symptom Corrected	Version
<i>Symptom corrected:</i> <i>When an original is scanned for fax transmission using the ADF, the machine makes a beep sound (which is normally made when an original is left on the exposure glass).</i>	<i>V06.00.01</i>
An extra thumbnail file is created when a Fax reception document is delivered.	V05.00.00
Sometimes a network error occurs, and as a result a fax cannot be sent with DeskTopBinder.	V04.00.00
The machine does not respond when the operator tries to do the following from WIM: - Check the status of a fax journal (Transmission and Receipt report).	
<ul style="list-style-type: none"> The machine may freeze when the IP-FAX port setting is programmed in Sp3107-001-007. Web Image Monitor cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot) is performed. 	V03.00.00
<ul style="list-style-type: none"> Communication is interrupted if the machine mode is changed and IP-FAX Switch 03/bit 4 is ON. The "Transmission Result Notification by E-mail" setting does not work. The machine may freeze after it communicates 20,000 times with IP-FAX. IP-FAX cannot communicate if SIP/UDP communication is performed repeatedly (memory shortage). 	V02.00.00
First release	V01.00.00

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006d
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Main Unit Controller firmware history.

Part No.	Program name		
B1545550			
	<i>B1545550M.fwu</i>	<i>V1.14.1</i>	<i>July production '07</i>
	B1545550L.fwu	V1.13	June production '06
	B1545550K.fwu	V1.12	May production '06
	B1545550J.fwu	V1.11	February production '06
	B1545550H.fwu	V1.10	December production '05
	B1545550G.fwu	V1.09	November production '05
	B1545550F.fwu	V1.08	October production '05
	B1545550E.fwu	V1.07	August production '05
	B1545550D.fwu	V1.06	June production '05
	B1545550C.fwu	V1.05	May production '05
	B1545550B.fwu	V1.04	April production '05
	B1545550A.fwu	V1.03	March production '05
-	B1545550.fwu	V1.02	February production '05

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006d
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Symptom Corrected	Version
<p>Symptom corrected:</p> <p>1. The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.</p> <p>This problem effects the following functions:</p> <ul style="list-style-type: none"> - LDAP Search - LDAP Connection Test - LDAP Authentication <p>2. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System firmware ver 1.14.1 or later - Websys firmware ver 1.03 or later - WebDocBox firmware ver 1.02 or later - NFA firmware ver 2.00 or later - Printer firmware ver 1.06 or later <p>3. The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</p> <p>Note: Both System firmware (version 1.14.1 or later) and NFA firmware (version 2.00 or later) need to be applied to fix this issue.</p> <p>4. Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers.</p> <p>5. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU)</p>	1.14.1
<p>Incorrect wording ("Dammy test") is sometimes displayed when the key counter is not inserted.</p> <p>The machine sometimes hangs if the authentication process is cancelled repeatedly.</p> <p>The machine sometimes hangs if a large number of originals are scanned for copying.</p>	1.13
<p>The machine may stall when the operator changes the Authentication settings in Administrator Tools and then exits System Settings.</p> <p>It takes a long time to download the Address data with SmartDeviceMonitor for Admini.</p> <p>SC687 may occur after the "Tray Full" (Finisher) message is cleared in Magazine Mode.</p>	1.12
<p>A display error may occur if the key counter is not in the key counter holder when the main power is turned on.</p> <p>The Data Overwrite function only uses the NSA method, even when another method is selected.</p>	1.11
<p>Sometimes, the counter data is not transferred to the RC Gate Center.</p> <p>Some of the data contained in a backup of the AddressBook might not be encrypted. This can happen with any of the AddressBook backup functions (SP mode, Web Image Monitor, SmartDeviceMonitor for Admin).</p>	1.10

Reissued: 29-Jun-07

Model: Model TH-C1		Date: 19-Jul-05	No.: RB156006d
Symptom Corrected		Version	
<p>The Document Server screen (operation panel) might lock if the screen is switched from “Copier” to “Document Server” while the Document Server is saving a print job.</p> <p>Note: The Document Server function itself (from WIM) and all other operation panel screens work correctly.</p>			
<p>It is possible to set Sp6-006-1 or 4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm.</p> <p>Note:</p> <ul style="list-style-type: none"> - As a result, lines appear on the copy surface when the value is set to -3.0 to -5.0. - In addition to this main unit controller version, be sure to update the BICU firmware to v1.10:03 or later. 			
<p>Communication between RC Gate and the device does not work correctly.</p>		1.09	
<p>The Key Counter counts up when a FAX is printed out.</p> <p>Conditions:</p> <ul style="list-style-type: none"> - Sp5121-001 is ON (default setting: OFF) - “FAX” is selected in Key Counter Management 			
<p>Changed:</p> <p>1.The following SPs have been newly added.</p> <ul style="list-style-type: none"> - SP5-886-001 (ROM Update) Allows to access the ROM by the Remote Firmware Update function [0 ~ 1/ 0 / 1/step] (0: Yes, 1: No) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. [0 ~ 1/ 0 / 1/step] (0: No, 1:Yes) <p>Note:</p> <p>These above functions are only available if all 3 of NCS firmware ver 4.17 or later, Controller firmware Ver 1.08 or later and Websys firmware Ver 1.02 or later have been applied to the device.</p>		V1.08	
<p>Fixed: Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p>			
<p>Fixed :If the devices receives more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p>			
<p>Fixed: The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.</p>			
<p>Fixed: The username and password will still be contained in the fields when someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.</p>			
<p>After a large number of documents (more than 80K) are printed in color, the device will stall.</p>			
<p>Fixed: The page numbering might not be printed correctly if a stored document in the Document Server is printed with the Magazine function and page numbering.</p>			
<p>Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, DeskTopBinder or DeskTopEditor for Production. This occurs only when data is scanned from a device with File Format Converter.</p>			

Reissued: 29-Jun-07

Model: Model TH-C1		Date: 19-Jul-05	No.: RB156006d
Symptom Corrected		Version	
Fixed: The menu for the Rom Update may not be displayed in the WebImageMonitor. (GFPR#RC05070002)			
Fixed: When the language other than English is used the customer is not informed that the fuser oil unit is almost empty, only the telephone symbol is blinking on the display.			
Fixed: RC gate may sometimes fail to update the firmware.			
Documents with any of the below attributes that are printed from the document server using Magazine, Booklet, or Stamp may cause an SC687 error. - Document size: [B4] or [Legal] - PS driver: [Color] setting is [Super Fine]. - RPCS driver: Resolution is [1800 x 600 dpi] (default) - PCL driver: Resolution is [600 dpi] and the [Gradation] setting is [Standard].		V1.07	
An SC672 error might occur if documents are stored to the Document Server using the Fax or Scanner applications of a device with the MLB option. This only occurs if storing the job is attempted just after power on.			
Print and Copy speed is decreased when the data overwrite security unit is installed.		V1.06	
SC672 misdetection.			
Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.			
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.05 or later.			
The firmware cannot be updated with RC Gate if "Machine Management" is OFF (User Tools – Administrator Tools).		V1.05	
Occurrence conditions of SC870 were changed to prevent unnecessary occurrences (Scanner and address in the HDD communication mal function).			
Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.			
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.04 or later.			
The machine freezes after the BICU and/or FCU firmware is updated via RC Gate.		V1.04	
The machine cannot connect to RC Gate at installation.			
The Start key does not turn green. Conditions: - The Capture function is used with the MLB - User authentication is enabled - The System Auto Reset Timer, Scanner Auto Reset Timer and Auto Logout Timer are all set to the same value			
Modified in accordance with the BICU v1.03 modification. For details, please see RTB #RB156005.			
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.03 or later.			
SC990 occurs if a user starts a print job for a Document Server document, logs out during the job, and then another user logs in.		V1.03	

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006d
Symptom Corrected		Version
The operation panel freezes if a user logs in through User Authentication, logs off just after starting a job, presses the C/S key, and then presses the Job Reserve key.		
First release		V1.02

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156009c
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Printer firmware history.

Part No.	Program name			
B1566510				
<i>E</i>	<i>B1566510E.fwu</i>	<i>V.1.06</i>		<i>July production '07</i>
D	B1566510D.fwu	V.1.05	-	June production '06
C	B1566510C.fwu	V1.03	-	February production '06
B	B1566510B.fwu	V1.02	-	October production '05
A	B1566510A.fwu	V1.01	-	August production '05
-	B1566510.fwu	V1.00	-	February production '05

Symptom Corrected	Version
<p>Symptom corrected: 1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the URL used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the URL contains an IP address. Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System firmware ver 1.14.1 or later - Websys firmware ver 1.03 or later - WebDocBox firmware ver 1.02 or later - NFA firmware ver 2.00 or later - Printer firmware ver 1.06 or later 	V1.06
An RPCS error occurs and the printer hangs in the middle of a print job.	V1.05
Fixed: Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth.	V1.03
Fixed : The device may stall if it receives a PCL XL job containing an image. Only images created by specific graphics applications such as Route66 will trigger the problem.	
Fixed: The device may stall if a large number of duplex jobs(65K) is sent to the device.	
The machine freezes if the paper tray reaches Paper End or the tray is pulled out during a Print job (Hungarian, Polish and Russian only).	V1.02
The job can be cancelled if the Clear/Stop button is pressed (it functions the same as the Job Reset button).	

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156009c
Symptom Corrected		Version
SC990 may sometimes be displayed when the machine receives a Print job while in Energy Saver Mode.		
PDF Direct Print jobs (PS3 function) sent via DeskTopBinder in Driverless Mode are cancelled, if User Code Authentication is enabled.		V1.01
The print speed may decrease when PCL data is printed with HDD fonts.		
The machine may stall after some PCL jobs are printed with HDD fonts (GFPR #RE05060001).		
The machine may stall if a duplex job is sent from an RPCS driver and then cancelled from the operation panel or PC.		
First release		V1.00

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156010b
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Web System firmware history.

Part No.	Program name			
B6766530				
<i>B</i>	<i>B6766530B.fwu</i>	<i>V1.03.</i>		<i>July production '07</i>
A	B6766530A.fwu	V1.02.	-	October production '05
-	<i>B6766530.fwu</i>	V1.00.	-	February production '05

Symptom Corrected	Version
<p>Symptom corrected:</p> <p>1. Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle" are worded in Web Image Monitor.</p> <p>2. Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</p> <p>3. "Job Order" can be selected for the Print Priority setting even though it is not supported by the device (GFPR#RC06040005). WIM > Device Settings > System > Print Priority > Job Order</p> <p>4. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System (Controller) firmware ver 1.14.1 or later - Websys firmware ver 1.03 or later - WebDocBox firmware ver 1.02 or later - Netfile firmware ver 2.00 or later - Printer firmware ver 1.06 or later 	V1.03

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156010b
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Symptom Corrected	Version
<p>Important note: Websys firmware Ver 1.02 or later must be used with NIB firmware Ver 4.17 or later and controller firmware Ver 1.08 or later.</p> <p>Changed :</p> <p>The following settings have been added to WIM [Configuration->Device Settings->System]:</p> <ol style="list-style-type: none"> 1. Display IP Address on the Display Panel - Displays the device's IP address on the panel. 2. "Permit ROM Update" - Enable/Disable firmware updates. 3. "Print Priority" function <p>The device now supports the ROM update function via WIM. [Configuration->ROM Update]</p> <p>Web Image Monitor is available in Korean.</p> <p>Some menu items in WIM are improperly displayed.</p> <ol style="list-style-type: none"> 1. SSL settings in German. (Wrong) [Verschlüsselung/ Text löschen] [Chiffretext/ Text löschen] (Correct) [Verschlüsselung/ Klartext] [Chiffretext/ Klartext] 2. Administrator Authentication Management in Czech (Wrong) Správa autorizace uživatele (Correct) Správa autorizace administrátora <p>Fixed: LDAP Authentication does not work if configured using the 'LDAP Server 3, 4 or 5' settings from WIM. These settings work correctly if set from the operation panel.</p>	V1.02
First release	V1.00

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 28-Oct-05	No.: RB156013b
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Netfile (Network Docu Box) firmware history.

Part No.	Program name			
<i>B6766540</i>				
<i>E</i>	<i>B6766540E.fwu</i>	<i>V2.00</i>		<i>July production '07</i>
D	B6766540D.fwu	V1.02		May production '06
C	B6766540C.fwu	V1.01		February production '06
B	B6766540B.fwu	V1.00	-	August production '05
A	B6766540A.fwu	V0.40	-	June production '05
-	B6766540.fwu	V0.39	-	February production '05

Symptom Corrected	Version
<p>1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System (Controller) firmware (version 1.14.1 or later) and Netfile firmware (version 2.00 or later) need to be applied to fix this issue.</p>	V2.00
<p>2. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System (Controller) firmware ver 1.14.1 or later - Websys firmware ver 1.03 or later - WebDocBox firmware ver 1.02 or later - Netfile firmware ver 2.00 or later - Printer firmware ver 1.06 or later</p>	
(ENG) Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380)	V1.02
(ENG)Fixed: Filenames or usernames in the Document Server operation panel may appear garbled if they contain 2-byte characters. The only way to assign 2-byte characters to a filename or username in the Document Server is using Web Image Monitor, DeskTopBinder or DeskTopEditor for Production.	V1.01

Reissued: 29-Jun-07

Model: Model TH-C1	Date: 28-Oct-05	No.: RB156013b
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Symptom Corrected	Version
The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.	V1.00
If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse	
The below operations may not complete successfully if multiple PCs are accessing the device at the same time. <ul style="list-style-type: none">- Using DeskTopBinder to send scanned files from the Document Server to a server such as ScanRouter.- Configuration of the device using SDM for Admin's "User Management Tool".- Printing to a SDM port.	
If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.	V0.40
First release	V0.39

Model: Model TH-C1		Date: 29-Jun-07	No.: RB156036
Subject: Firmware History - WebDocument Box		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the Web Document Box firmware history.

Part No.	Program name			
B6766550				
A	B6766550A.fwu	V1.02		July production '07
-	B6766550.fwu	V1.01	-	February production '05

Symptom Corrected	Version
<p>Symptom corrected: 1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System firmware ver 1.14.1 or later - Websys firmware ver 1.03 or later - WebDocBox firmware ver 1.02 or later - NFA firmware ver 2.00 or later - Printer firmware ver 1.06 or later 	V1.02
First release	V1.01

Reissued: 23-Jul-07

Model: Model TH-C1	Date:11-Jul-06	No.: RB156033a
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RTB Reissue

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

Subject: Fusing Unit & PCU		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

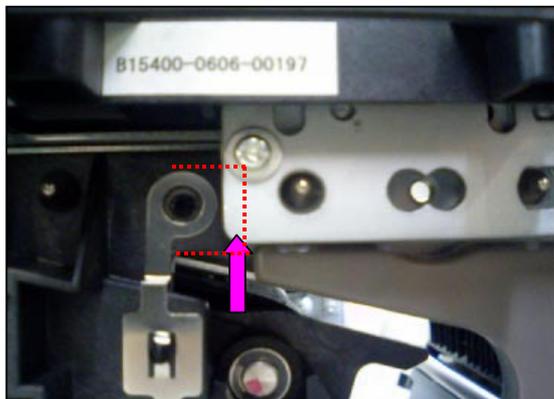
The PCU cannot be pulled out if the fusing unit is not pulled out first.

Note: This does not affect image quality in any way.

CAUSE

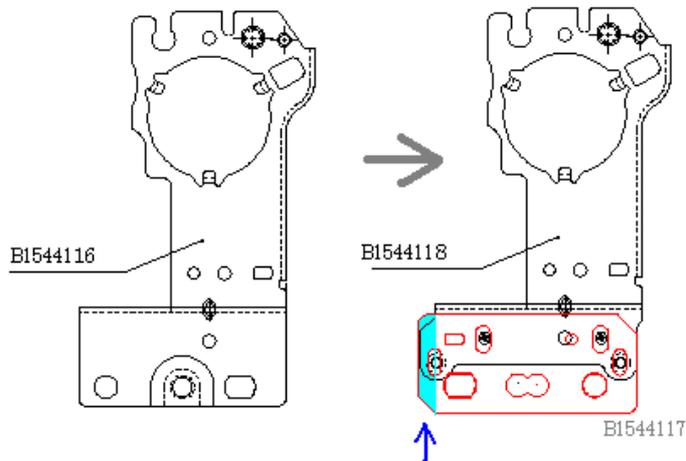
The front side plate (B1544118) of the fusing unit overlaps with the PCU as shown.

Note: Previously, the front side plate was separated into two parts to meet a field request (Front Side Plate: B1544118, Front Adjustment Side Plate: B1544117). The height can be adjusted to fix image skew.



Reissued: 23-Jul-07

Model: Model TH-C1	Date:11-Jul-06	No.: RB156033a
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SOLUTION

Production line

The height adjustment mechanism was discontinued. The front side plate is now only one part.

In the field

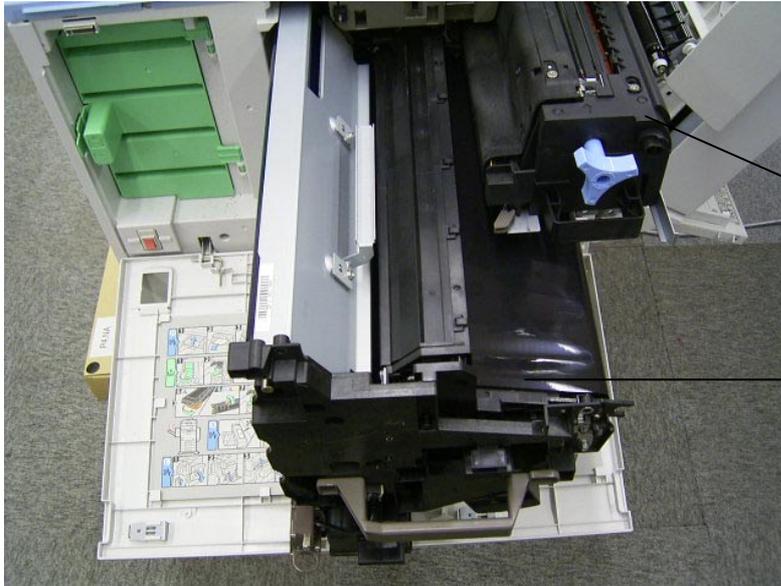
Whenever you remove the PCU during service activities:

1. First, pull out the fusing unit halfway (1 screw).
2. Remove the PCU (3 screws).
3. After you finish the maintenance, reattach the PCU first and then push the fusing unit back in.

Important: When you reattach the PCU, be careful that the PCU does not contact the fusing unit.

Reissued: 23-Jul-07

Model: Model TH-C1	Date:11-Jul-06	No.: RB156033a
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Fusing Unit

PCU

Reissued: 23-Jul-07

Model: Model TH-C1	Date:11-Jul-06	No.: RB156033a
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P/N Change History for the Fusing Unit

Fusing unit status Version	A	B	C	D
230V European version	B1544033	<u>B1544034</u>	B1544046	B1544044
120V US version	B1544026	<u>B1544029</u>	B1544032	B1544043
110V Taiwan Version	B1544037	<u>B1544038</u>	B1544040	B1544045
Interchangeability & Modification	O/X Adding the skew adjustment mechanism		X/O The fusing unit has been returned to the old condition (A). A = C	O/O Again, adding the skew adjustment mechanism without the limitation of the Fusing unit / PCU overlapping.

B

Except for the serviceability limitation (the PCU cannot be pulled out if the fusing unit is not be pulled out first), the function of the fusing unit is the same as the A or B unit.

D

The fusing unit will be modified to add the skew adjustment mechanism. An RTB for the adjustment procedure will be issued when the new P/N is available.

A & C

The fusing unit (A & C) is basically the same unit. Interchangeability between A and C is O/O.

Reissued: 23-Jul-07

Model: Model TH-C1	Date:11-Jul-06	No.: RB156033a
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Affected Units (B condition)

B15617	K7166510001 to K7166510010
B15619	K7166600001 to K7166600003
B15622	K7166520310 to K7166520564
	K7166620001 to K7166620405
B15626	6L48560051 to 6L48560140
	6L48660001to 6L48660090
B15627	K7166530159, K7166530292 to K7166530674
B15629	K7166500134 to K7166500314
	K7166600004 to K7166600277, K7166600281 to K7166600296,
	K7166600298, K7166600300 to K7166600305
B22019	K7266600019 to K7266600029
B22021	K7266600013 to K7266600018
B22026	6L58660001 to 6L58660036
B22028	K7266600003 to K7266600008, K7266600012
B22029	K7266500032 to K7266500073
	K7266600001 to K7266600002

Cut-in Serial number (C to D)

[RAI (China) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
<i>Ricoh Aficio 3224C Savin C2410 Gestetner DSc424 Lanier LD124c</i>	120/60	USA	B156-17	Spare part only
<i>Ricoh Aficio 3224C</i>	110/60	Taiwan	B156-19	Spare part only
<i>Gestetner DSc424 Nashuatec DSc424 Rex Rotary DSc424</i>	220,230,240/50, 60	Europe, etc	B156-22	Spare part only
<i>Lanier LD124c</i>	220,230,240/50	Europe	B156-24	Spare part only
<i>Infotec ISC1024</i>	220,230,240/50	Europe	B156-26	Spare part only
<i>Ricoh Aficio 3224C</i>	220,230,240/50, 60	Europe, etc	B156-27	Spare part only
<i>Ricoh Aficio 3224C</i>	220,230,240/50, 60	Korea, etc	B156-28	Spare part only
<i>Ricoh Aficio 3224C Gestetner DSc424 Lanier LD124c</i>	220,230,240/50, 60	Asia, etc	B156-29	Spare part only
<i>Ricoh Aficio 3232C Savin C3210</i>	120/60	USA	B220-17	Spare part only

Reissued: 23-Jul-07

Model: Model TH-C1		Date:11-Jul-06	No.: RB156033a	
Gestetner DSc432 Lanier LD132c				
Ricoh Aficio 3232C	110/60	Taiwan	B220-19	Spare part only
Ricoh Aficio 3232C	220,230,240/50, 60	China	B220-21	Spare part only
Gestetner DSc432 Nashuatec DSc432 Rex Rotary DSc432	220,230,240/50, 60	Europe, etc	B220-22	Spare part only
Lanier LD132c	220,230,240/50	Europe	B220-24	Spare part only
Infotec ISC1032c	220,230,240/50	Europe	B220-26	Spare part only
Ricoh Aficio 3232C	220,230,240/50, 60	Europe, etc	B220-27	Spare part only
Ricoh Aficio 3232C	220,230,240/50, 60	Korea	B220-28	Spare part only
Ricoh Aficio 3232C Gestetner DSc432 Lanier LD132c	220,230,240/50, 60	Asia, etc	B220-29	Spare part only

[Gotenba (Japan) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio 3224CG Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-58	Spare part only
Ricoh Aficio 3224C	110/60	Taiwan	B156-59	K7170200001
Gestetner DSc424 Nashuatec DSc424 Rex Rotary DSc424	220,230,240/50, 60	Europe, etc	B156-60	K71703xxxxx
Ricoh Aficio 3224C	220,230,240/50, 60	Europe, etc	B156-61	K71703xxxxx
Ricoh Aficio 3224C Gestetner DSc424 Lanier LD124c Infotec ISC1024	220,230,240/50, 60	Asia, etc	B156-63	K7170200027
Ricoh Aficio 3224C	220,230,240/50, 60	Korea, etc	B156-68	K7170300050
Ricoh Aficio 3232C	110/60	Taiwan	B220-59	K72703xxxxx
Ricoh Aficio 3232C	220,230,240/50, 60	China	B220-61	K72703xxxxx
Ricoh Aficio 3232C Gestetner DSc432 Lanier LD132c Infotec ISC1032c4	220,230,240/50, 60	Asia, etc	B220-63	K72703xxxxx
Ricoh Aficio 3232C	220,230,240/50, 60	Korea, etc	B220-68	K7270300001

Model: Model TH-C1		Date: 23-Jul-07	No.: RB156037
Subject: Trapezoid Image on A3 or 11X17		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The image is printed out in the shape of a half-trapezoid when using A3 or 11" x 17" paper (The trailing edge of the image is angled upward, and not parallel to the trailing edge of the paper).

CAUSE

The rear side of the fusing unit is slightly higher or lower than the front side.

SOLUTION

Production line:

The fusing unit was changed so that it is possible to adjust the height of the front/rear sides of the unit.

In the field:

If the symptom is reported, install the Adjust Plate and secure the screws at the upper or lower position, depending on which side of the trailing edge is angled upward.

See the illustration and procedure below

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1544032	B1544043	FUSING UNIT - 120V	1	O/O	37 39	*	
B1544040	B1544045	FUSING UNIT - 110V	1	O/O	37 39	*	
B1544046	B1544044	FUSING UNIT - 220V	1	O/O	37 39	*	
B1544120	B1544121	FRONT SIDE PLATE-PRESSURE SUB-UNIT	1	X/X	39	43	O/O as a set
	B1544122	SIDE PLATE: PRESSURE: FRONT: ADJUST	1		39	47	
	09513006N	SCREW - M3X6	n - n+2		39	106	

Model: Model TH-C1	Date: 23-Jul-07	No.: RB156037
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Raising/lowering the front side of the fusing unit

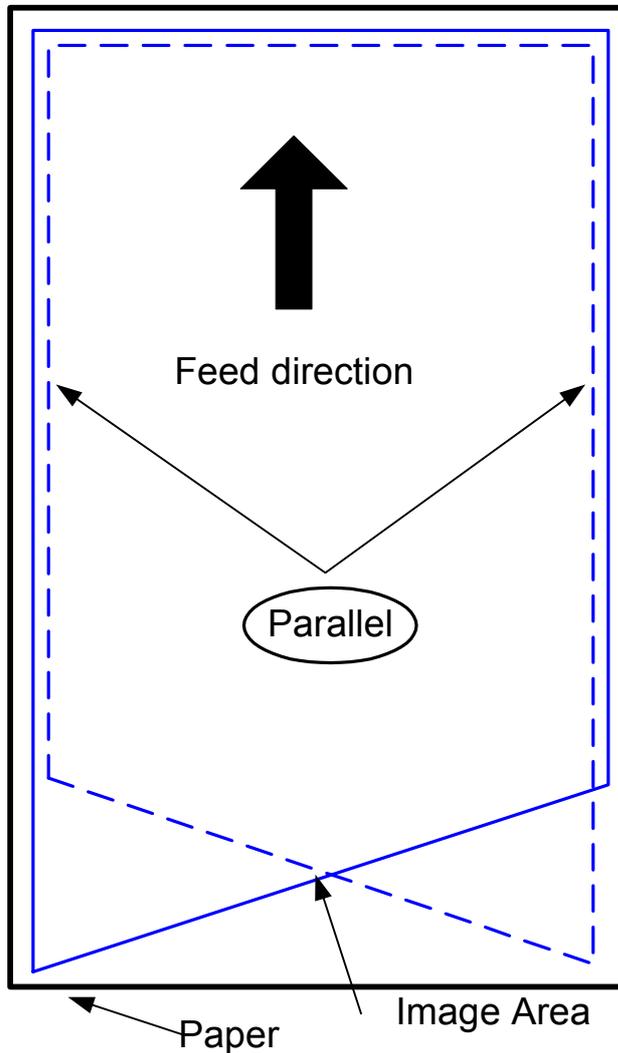
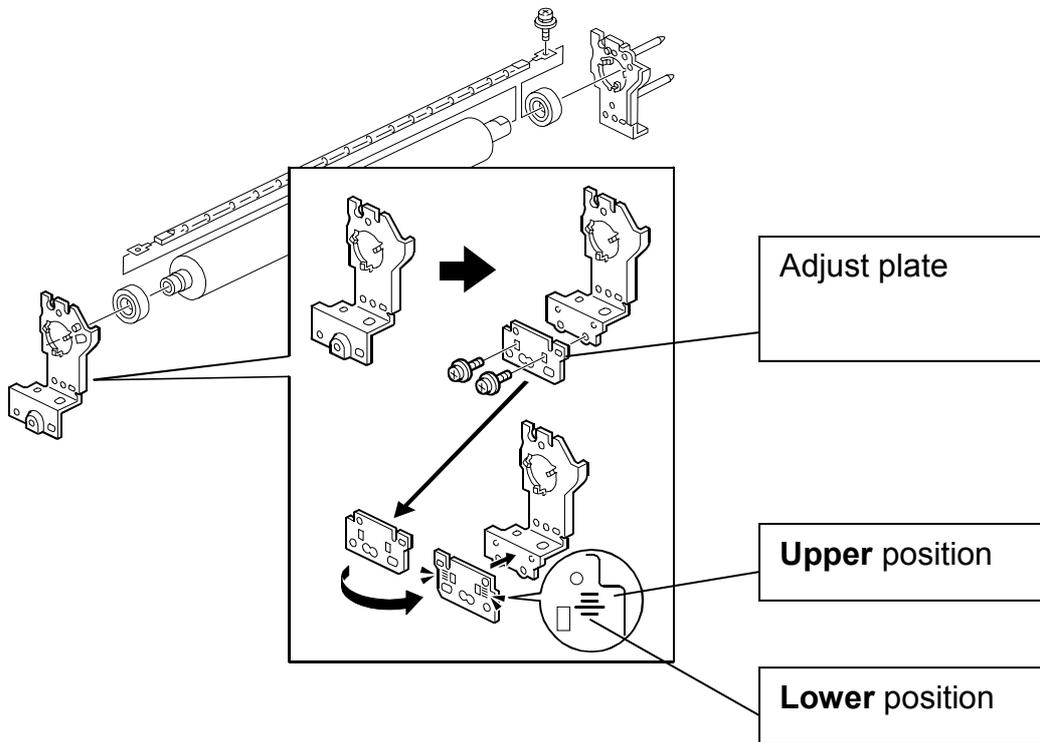


Image shown by the **dotted line**:
 → **Raise** the front side of the unit

Image shown by the **solid line**:
 → **Lower** the front side of the unit

- If the image shown by the **dotted line** occurs:
 Attach the new Adjust Plate (B1544122, 2 screws, inside out), and secure the screws at the **upper** position.
Note: This will raise the front side of the fusing unit.
- If the image shown by the **solid line** occurs:
 Attach the new Adjust Plate (B1544122, 2 screws, inside out), and secure the screws at the **lower** position.
Note: This will lower the front side of the fusing unit.

Model: Model TH-C1	Date: 23-Jul-07	No.: RB156037
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Cut-in Serial Numbers

[RAI (China) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio 3224C Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-17	Spare part only
Ricoh Aficio 3224C	110/60	Taiwan	B156-19	Spare part only
Gestetner DSc424 Nashuatec DSc424 Rex Rotary DSc424	220,230,240/50, 60	Europe, etc	B156-22	Spare part only
Lanier LD124c	220,230,240/50	Europe	B156-24	Spare part only
Infotec ISC1024	220,230,240/50	Europe	B156-26	Spare part only
Ricoh Aficio 3224C	220,230,240/50, 60	Europe, etc	B156-27	Spare part only
Ricoh Aficio 3224C	220,230,240/50, 60	Korea, etc	B156-28	Spare part only
Ricoh Aficio 3224C Gestetner DSc424 Lanier LD124c	220,230,240/50, 60	Asia, etc	B156-29	Spare part only
Ricoh Aficio 3232C Savin C3210 Gestetner DSc432 Lanier LD132c	120/60	USA	B220-17	Spare part only
Ricoh Aficio 3232C	110/60	Taiwan	B220-19	Spare part only
Ricoh Aficio 3232C	220,230,240/50, 60	China	B220-21	Spare part only

Model: Model TH-C1		Date: 23-Jul-07	No.: RB156037	
Gestetner DSc432 Nashuatec DSc432 Rex Rotary DSc432	220,230,240/50, 60	Europe, etc	B220-22	Spare part only
Lanier LD132c	220,230,240/50	Europe	B220-24	Spare part only
Infotec ISC1032c	220,230,240/50	Europe	B220-26	Spare part only
Ricoh Aficio 3232C	220,230,240/50, 60	Europe, etc	B220-27	Spare part only
Ricoh Aficio 3232C	220,230,240/50, 60	Korea	B220-28	Spare part only
Ricoh Aficio 3232C Gestetner DSc432 Lanier LD132c	220,230,240/50, 60	Asia, etc	B220-29	Spare part only

[Gotenba (Japan) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio 3224CG Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-58	Spare part only
Ricoh Aficio 3224C	110/60	Taiwan	B156-59	K7170200001
Gestetner DSc424 Nashuatec DSc424 Rex Rotary DSc424	220,230,240/50, 60	Europe, etc	B156-60	K71703xxxxx
Ricoh Aficio 3224C	220,230,240/50, 60	Europe, etc	B156-61	K71703xxxxx
Ricoh Aficio 3224C Gestetner DSc424 Lanier LD124c Infotec ISC1024	220,230,240/50, 60	Asia, etc	B156-63	K7170200027
Ricoh Aficio 3224C	220,230,240/50, 60	Korea, etc	B156-68	K7170300050
Ricoh Aficio 3232C	110/60	Taiwan	B220-59	K72703xxxxx
Ricoh Aficio 3232C	220,230,240/50, 60	China	B220-61	K72703xxxxx
Ricoh Aficio 3232C Gestetner DSc432 Lanier LD132c Infotec ISC1032c4	220,230,240/50, 60	Asia, etc	B220-63	K72703xxxxx
Ricoh Aficio 3232C	220,230,240/50, 60	Korea, etc	B220-68	K7270300001

Model: Model TH-C1		Date: 05-Sep-07	No.: RB156038
Subject: Platen cover sheet damage		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> 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.



Platen Cover Sheet



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 TH-C1		Date: 28-Sep-07	No.: RB156039
Subject: Clutch in the transport drive unit		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

To increase the durability of the transport drive unit, the clutch design was changed from the early stages of the machine's launch.

This RTB describes how to install the new clutch into the old transport drive unit.

Parts number information

The new parts are listed in the part catalogue.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-----	B1544801	BRACKET:TRANSPORT:ASS'Y	1 - 1		57	2	
B1544805	AX200295	MAGNETIC CLUTCH:32Z:0.5N·M	1 - 1		57	14	
AA149943	AA149950	SHAFT:DRIVE:CLEANING	1 - 1		57	15	
G0704802	B1544806	BRACKET: TRANSPORT	1 - 1		57	3	
AA082108		BUSHING - 6X10X6	8 - 6		57	4	
	AA082146	BUSHING -6X10X4	0 - 2		57	34	

The parts to be replaced:

AX200295: MAGNETIC CLUTCH:32Z:0.5N·M 1 pc

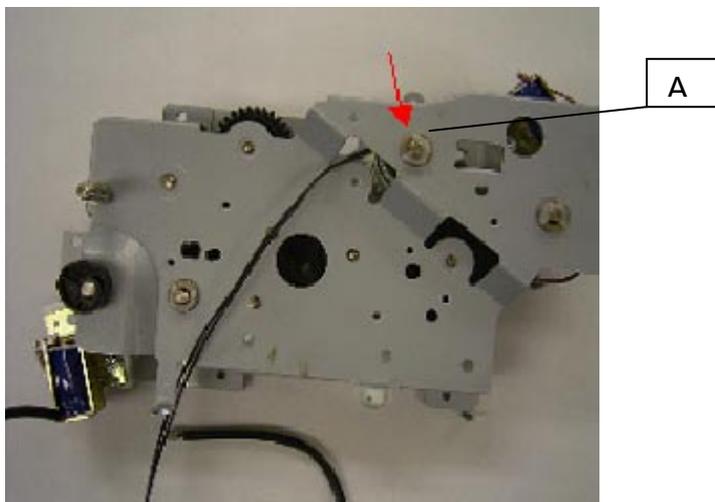
AA149950: SHAFT: DRIVE: CLEANING 1 pc

AA082146: BUSHING -6X10X4 2 pc

Model: Model TH-C1	Date: 28-Sep-07	No.: RB156039
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Procedure

1. Remove the transport drive unit.
2. Remove the bushing [A] (1 mold ring).



3. Remove the shaft while releasing the stopper.

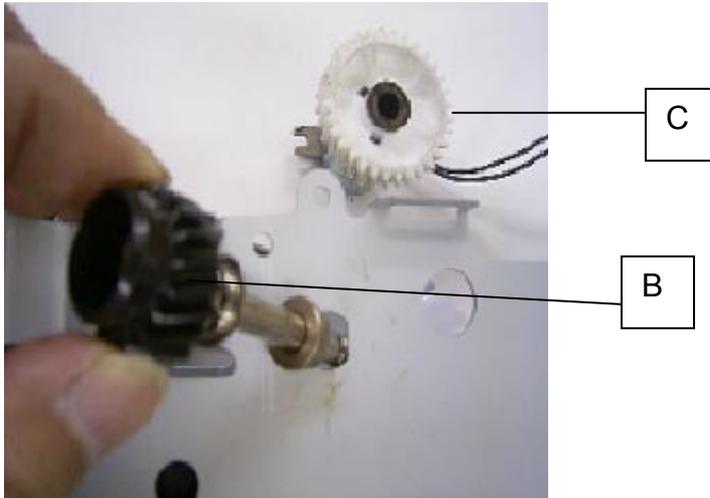


Model: Model TH-C1

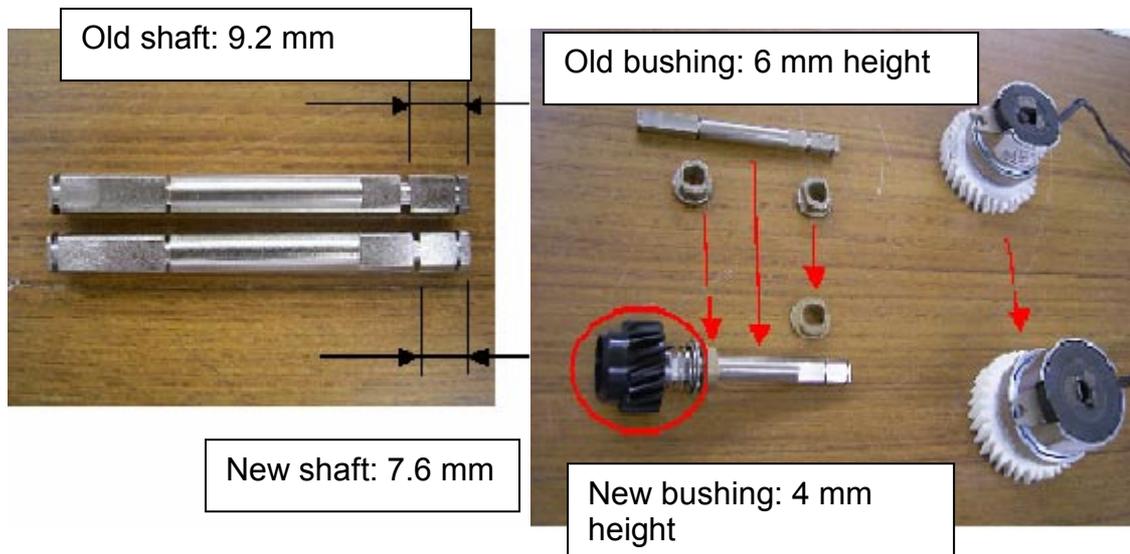
Date: 28-Sep-07

No.: RB156039

4. Remove the cleaning drive shaft [B], bushing, clutch [C].



5. Replace the cleaning drive shaft, bushings, and clutch with new ones.



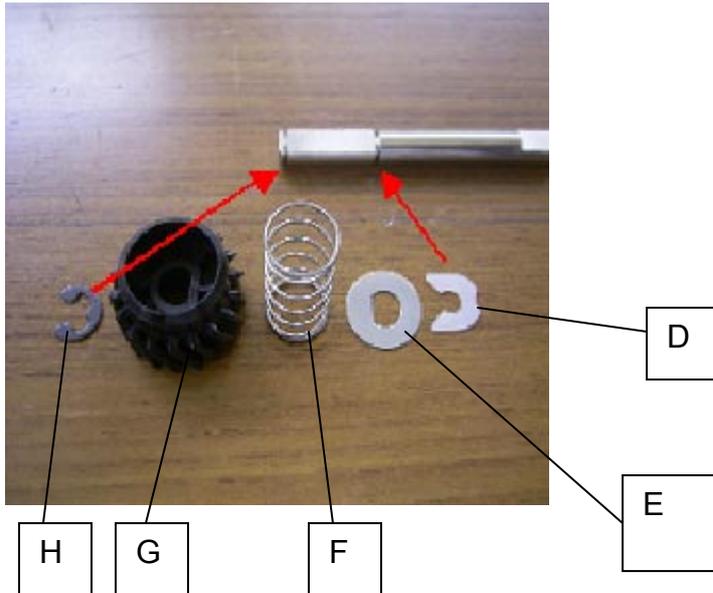
Model: Model TH-C1

Date: 28-Sep-07

No.: RB156039

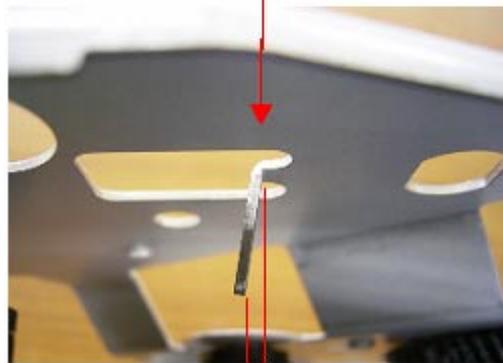
6. Install the parts on the new shaft in the following order.

- 1) Plastic (white) ring [D]
- 2) Spacer [E]
- 3) Spring [F]
- 4) Gear [G]
- 5) E-Ring [H]



Model: Model TH-C1	Date: 28-Sep-07	No.: RB156039
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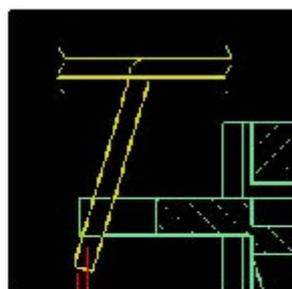
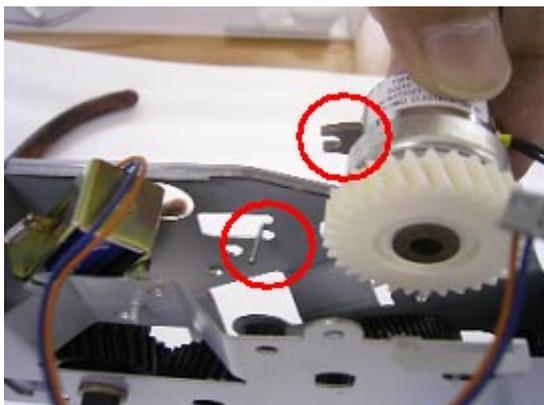
7. Bend the clutch stopper so that the new clutch can be installed with the bent stopper as shown.



$3 +0.5$ $3 -0.5$

8. Assemble the clutch, cleaning shaft, bushing in the reverse order as shown.

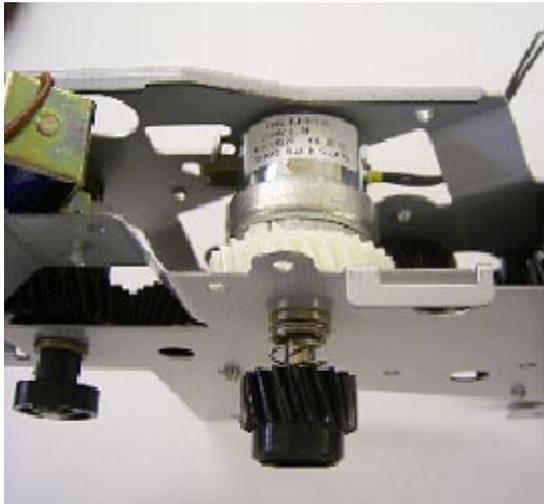
- 1) Temporarily install the clutch with the stopper.



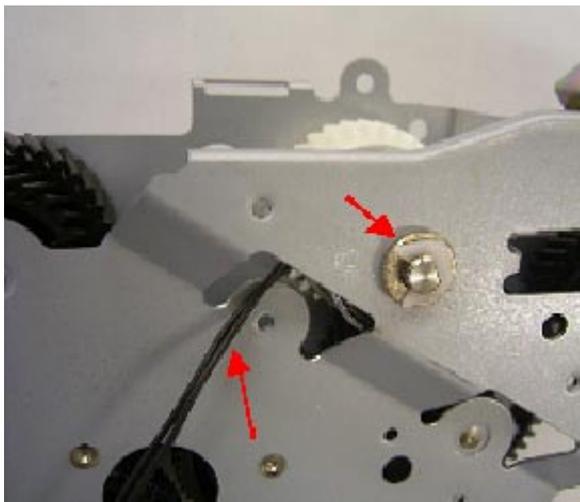
0.2 ± 0.5

Model: Model TH-C1	Date: 28-Sep-07	No.: RB156039
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- 2) Install the cleaning shaft.



- 3) Install the bushing and mold (white) ring.
- 4) Pass the clutch harness through the hole as shown. Take care not to damage the harness.



- 9. Put back the transport drive shaft.

It is not necessary to perform the above action for machines with the serial numbers shown on the following page:

Model: Model TH-C1	Date: 28-Sep-07	No.: RB156039
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Cut-in Serial Numbers

[RAI (China) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NO.
Ricoh Aficio 3224C Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-17	K7156600001
Ricoh Aficio 3224C	110/60	Taiwan	B156-19	K71568xxxxx
Gestetner DSc424 Nashuatec DSc424 Rex Rotary DSc424	220,230,240/50, 60	Europe, etc	B156-22	K7156700339
Lanier LD124c	220,230,240/50	Europe	B156-24	K7156600351
Infotec ISC1024	220,230,240/50	Europe	B156-26	6L48650001
Ricoh Aficio 3224C	220,230,240/50, 60	Europe, etc	B156-27	K7156600391
Ricoh Aficio 3224C Gestetner DSc424 Lanier LD124c	220,230,240/50, 60	Asia, etc	B156-29	K7156600596
Ricoh Aficio 3232C Savin C3210 Gestetner DSc432 Lanier LD132c	120/60	USA	B220-17	K72568xxxxx
Ricoh Aficio 3232C	110/60	Taiwan	B220-19	K72568xxxxx
Gestetner DSc432 Nashuatec DSc432 Rex Rotary DSc432	220,230,240/50, 60	Europe, etc	B220-22	K7256700001
Lanier LD132c	220,230,240/50	Europe	B220-24	K7256600001
Infotec ISC1032c	220,230,240/50	Europe	B220-26	6L58650001
Ricoh Aficio 3232C	220,230,240/50, 60	Europe, etc	B220-27	K7256700101
Ricoh Aficio 3232C Gestetner DSc432 Lanier LD132c	220,230,240/50, 60	Asia, etc	B220-29	K7256600011

[Gotenba (Japan) Production]

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh Aficio 3224CG Savin C2410 Gestetner DSc424 Lanier LD124c	120/60	USA	B156-58	K71506XXXXX

Reissued: 14-Nov-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006e
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RTB Reissue

The items in bold italics have been added.

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

This is to inform you of the Main Unit Controller firmware history.

Part No.	Program name		
B1545550			
	<i>B1545550N.fwu</i>	<i>V1.15</i>	<i>November production '07</i>
	B1545550M.fwu	V1.14.1	July production '07
	B1545550L.fwu	V1.13	June production '06
	B1545550K.fwu	V1.12	May production '06
	B1545550J.fwu	V1.11	February production '06
	B1545550H.fwu	V1.10	December production '05
	B1545550G.fwu	V1.09	November production '05
	B1545550F.fwu	V1.08	October production '05
	B1545550E.fwu	V1.07	August production '05
	B1545550D.fwu	V1.06	June production '05
	B1545550C.fwu	V1.05	May production '05
	B1545550B.fwu	V1.04	April production '05
	B1545550A.fwu	V1.03	March production '05
-	B1545550.fwu	V1.02	- February production '05

Reissued: 14-Nov-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006e
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Symptom Corrected	Version
<p>Other changes: Supports the new 80GB HDD (this firmware supports both the 40GB and 80GB drives).</p> <p>Note: If an earlier firmware version is used with the 80GB HDD, the machine may stall, an image problem may occur, or the productivity of the Data Overwrite Security Unit may be reduced.</p>	1.15
<p>Symptom corrected:</p> <p>1. The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication</p> <p>2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.14.1 or later - Websys firmware ver 1.03 or later - WebDocBox firmware ver 1.02 or later - NFA firmware ver 2.00 or later - Printer firmware ver 1.06 or later</p> <p>3. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.14.1 or later) and NFA firmware (version 2.00 or later) need to be applied to fix this issue.</p> <p>4. Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers.</p> <p>5. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU)</p>	1.14.1
<p>Incorrect wording ("Dammy test") is sometimes displayed when the key counter is not inserted.</p> <p>The machine sometimes hangs if the authentication process is cancelled repeatedly.</p> <p>The machine sometimes hangs if a large number of originals are scanned for copying.</p>	1.13
<p>The machine may stall when the operator changes the Authentication settings in Administrator Tools and then exits System Settings.</p> <p>It takes a long time to download the Address data with SmartDeviceMonitor for Admini.</p> <p>SC687 may occur after the "Tray Full" (Finisher) message is cleared in Magazine Mode.</p>	1.12
<p>A display error may occur if the key counter is not in the key counter holder when the main power is turned on.</p>	1.11
<p>The Data Overwrite function only uses the NSA method, even when another method is selected.</p>	
<p>Sometimes, the counter data is not transferred to the RC Gate Center.</p>	1.10

Reissued: 14-Nov-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006e
Symptom Corrected	Version	
<p>Some of the data contained in a backup of the AddressBook might not be encrypted. This can happen with any of the AddressBook backup functions (SP mode, Web Image Monitor, SmartDeviceMonitor for Admin).</p>		
<p>The Document Server screen (operation panel) might lock if the screen is switched from “Copier” to “Document Server” while the Document Server is saving a print job. Note: The Document Server function itself (from WIM) and all other operation panel screens work correctly.</p>		
<p>It is possible to set Sp6-006-1 or 4 to a value of -3.0(mm) to -5.0(mm), even though the setting range is -2.5(mm) to +5.0mm. Note: - As a result, lines appear on the copy surface when the value is set to -3.0 to -5.0. - In addition to this main unit controller version, be sure to update the BICU firmware to v1.10:03 or later.</p>		
<p>Communication between RC Gate and the device does not work correctly.</p>	1.09	
<p>The Key Counter counts up when a FAX is printed out. Conditions: - Sp5121-001 is ON (default setting: OFF) - “FAX” is selected in Key Counter Management</p>		
<p>Changed: 1.The following SPs have been newly added. - SP5-886-001 (ROM Update) Allows to access the ROM by the Remote Firmware Update function [0 ~ 1/ 0 / 1/step] (0: Yes, 1: No) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. [0 ~ 1/ 0 / 1/step] (0: No, 1:Yes) Note: These above functions are only available if all 3 of NCS firmware ver 4.17 or later, Controller firmware Ver 1.08 or later and Websys firmware Ver 1.02 or later have been applied to the device.</p>	V1.08	
<p>Fixed: Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p>		
<p>Fixed :If the devices receives more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p>		
<p>Fixed: The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.</p>		
<p>Fixed: The username and password will still be contained in the fields when someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.</p>		
<p>After a large number of documents (more than 80K) are printed in color, the device will stall.</p>		
<p>Fixed: The page numbering might not be printed correctly if a stored document in the Document Server is printed with the Magazine function and page numbering.</p>		

Reissued: 14-Nov-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006e
Symptom Corrected		Version
Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, DeskTopBinder or DeskTopEditor for Production. This occurs only when data is scanned from a device with File Format Converter.		
Fixed: The menu for the Rom Update may not be displayed in the WebImageMonitor. (GFPR#RC05070002)		
Fixed: When the language other than English is used the customer is not informed that the fuser oil unit is almost empty, only the telephone symbol is blinking on the display.		
Fixed: RC gate may sometimes fail to update the firmware.		
Documents with any of the below attributes that are printed from the document server using Magazine, Booklet, or Stamp may cause an SC687 error. - Document size: [B4] or [Legal] - PS driver: [Color] setting is [Super Fine]. - RPCS driver: Resolution is [1800 x 600 dpi] (default) - PCL driver: Resolution is [600 dpi] and the [Gradation] setting is [Standard].		V1.07
An SC672 error might occur if documents are stored to the Document Server using the Fax or Scanner applications of a device with the MLB option. This only occurs if storing the job is attempted just after power on.		
Print and Copy speed is decreased when the data overwrite security unit is installed.		V1.06
SC672 misdetection.		
Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.		
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.05 or later.		
The firmware cannot be updated with RC Gate if "Machine Management" is OFF (User Tools – Administrator Tools).		V1.05
Occurrence conditions of SC870 were changed to prevent unnecessary occurrences (Scanner and address in the HDD communication mal function).		
Modified in accordance with the BICU v1.04 modification. For details, please see RTB #RB156005.		
Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.04 or later.		
The machine freezes after the BICU and/or FCU firmware is updated via RC Gate.		V1.04
The machine cannot connect to RC Gate at installation.		
The Start key does not turn green.		
Conditions:		
<ul style="list-style-type: none"> - The Capture function is used with the MLB - User authentication is enabled - The System Auto Reset Timer, Scanner Auto Reset Timer and Auto Logout Timer are all set to the same value 		

Reissued: 14-Nov-07

Model: Model TH-C1	Date: 19-Jul-05	No.: RB156006e
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Symptom Corrected	Version
Modified in accordance with the BICU v1.03 modification. For details, please see RTB #RB156005. Note: In addition to this main unit controller version, be sure to update the BICU firmware to v1.03 or later.	
SC990 occurs if a user starts a print job for a Document Server document, logs out during the job, and then another user logs in.	V1.03
The operation panel freezes if a user logs in through User Authentication, logs off just after starting a job, presses the C/S key, and then presses the Job Reserve key.	
First release	V1.02

Model: Model TH-C1		Date: 3-Apr-08	No.: RB156040
Subject: Lens Block Replacement		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

The Service Manual was corrected as follows:

Replace Step 6 of the “Replacement Procedure for the Lens Block Assembly” (section 3.3.3, pg. 3-3) with the following.

6. After reassembling, input the data in accordance with the data sheet included in the spare SBU unit (☛ SP4-540).

- Row No. 1: Numbers 1 to 6 – please ignore
- Row No. 2: Numbers 7 to 10 – please store **0** in the following SP modes
 - 7: SP 4-540-001
 - 8: SP 4-540-002
 - 9: SP 4-540-003
 - 10: SP 4-540-004
- Row No. 3: Numbers 11 to 14 – please store **0** in the following SP modes
 - 11: SP 4-540-021
 - 12: SP 4-540-022
 - 13: SP 4-540-023
 - 14: SP 4-540-024

Reason for this change:

The input method for these SP modes was changed when the TH-C1 was released. However, the Service Manual and service parts inserts describe the old method, which includes entering negative numbers. You cannot input negative numbers into these SP modes on the TH-C1, so the value was changed to **0** (as shown above).

Note: Inputting a value of **0** into these SP modes will not negatively affect image quality.

Reissued:02-Dec-08

Model: Model TH-C1	Date: 2-Dec-08	No.: RB156016d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware History - Fax Application		Prepared by: K.Moriizumi.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware History)		

This is to inform you of the FAX Application firmware history.

Part No.	Program name		
<i>B1545551</i>			
<i>E</i>	<i>B1545551E_LRC005 2</i>	<i>V06.00.01</i>	<i>November production '08</i>
E	B1545551E.fwu	V06.00.01	July production '07
D	B1545551D.fwu	V05.00.00	June production '05
C	B1545551C.fwu	V04.00.00	November production '05
B	B1545551B.fwu	V03.00.00	August production '05
A	B1545551A.fwu	V02.00.00	April production '05
-	<i>B1545551.fwu</i>	V01.00.00	February production '05

Symptom Corrected	Version
Symptom corrected: IP-FAX communication fails (Bit 24: Expansion, unnecessary for DCS, is ON). Note: "DCS" means Digital Command Signal, a standard fax protocol signal.	V06.00.01
Symptom corrected: When an original is scanned for FAX transmission using the ADF, the machine makes a beep sound (which is normally made when an original is left on the exposure glass).	V06.00.01
An extra thumbnail file is created when a Fax reception document is delivered.	V05.00.00
Sometimes a network error occurs, and as a result a FAX cannot be sent with DeskTopBinder.	V04.00.00
The machine does not respond when the operator tries to do the following from WIM: - Check the status of a FAX journal (Transmission and Receipt report).	
<ul style="list-style-type: none"> The machine may freeze when the IP-FAX port setting is programmed in Sp3107-001-007. Web Image Monitor cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot) is performed. 	V03.00.00
<ul style="list-style-type: none"> Communication is interrupted if the machine mode is changed and IP-FAX Switch 03/bit 4 is ON. The "Transmission Result Notification by E-mail" setting does not work. The machine may freeze after it communicates 20,000 times with IP-FAX. IP-FAX cannot communicate if SIP/UDP communication is performed repeatedly (memory shortage). 	V02.00.00

Reissued:02-Dec-08

Model: Model TH-C1	Date: 2-Dec-08	No.: RB156016d
Symptom Corrected		Version
First release		V01.00.00

Reissued:30-Apr-09

Model: Model TH-C1	Date: 13-Apr-09	No.: RB156041a
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RTB Reissue

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

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

SYMPTOM

- ***The panel does not respond at all, or***
- ***The positions of the buttons shift (even after performing calibration)***

Note: This issue affects all TH-C1 machines.

CAUSE

The adhesive that binds electrodes to the touch panel surface contains a polymer that tends to expand under normal office environmental conditions.

SOLUTION

In the field:

Replace the touch panel (**see the procedure below**).

Service parts:

The adhesive was changed to one that will not expand under conditions of standard office environments.

Note: This solution was only applied to service parts, as this model has already been discontinued from production.

Old Part Number	New Part Number	
B2135222	H3109900	TOUCH PANEL:HVGA:FU-ACF

Model: Model TH-C1

Date: 13-Apr-09

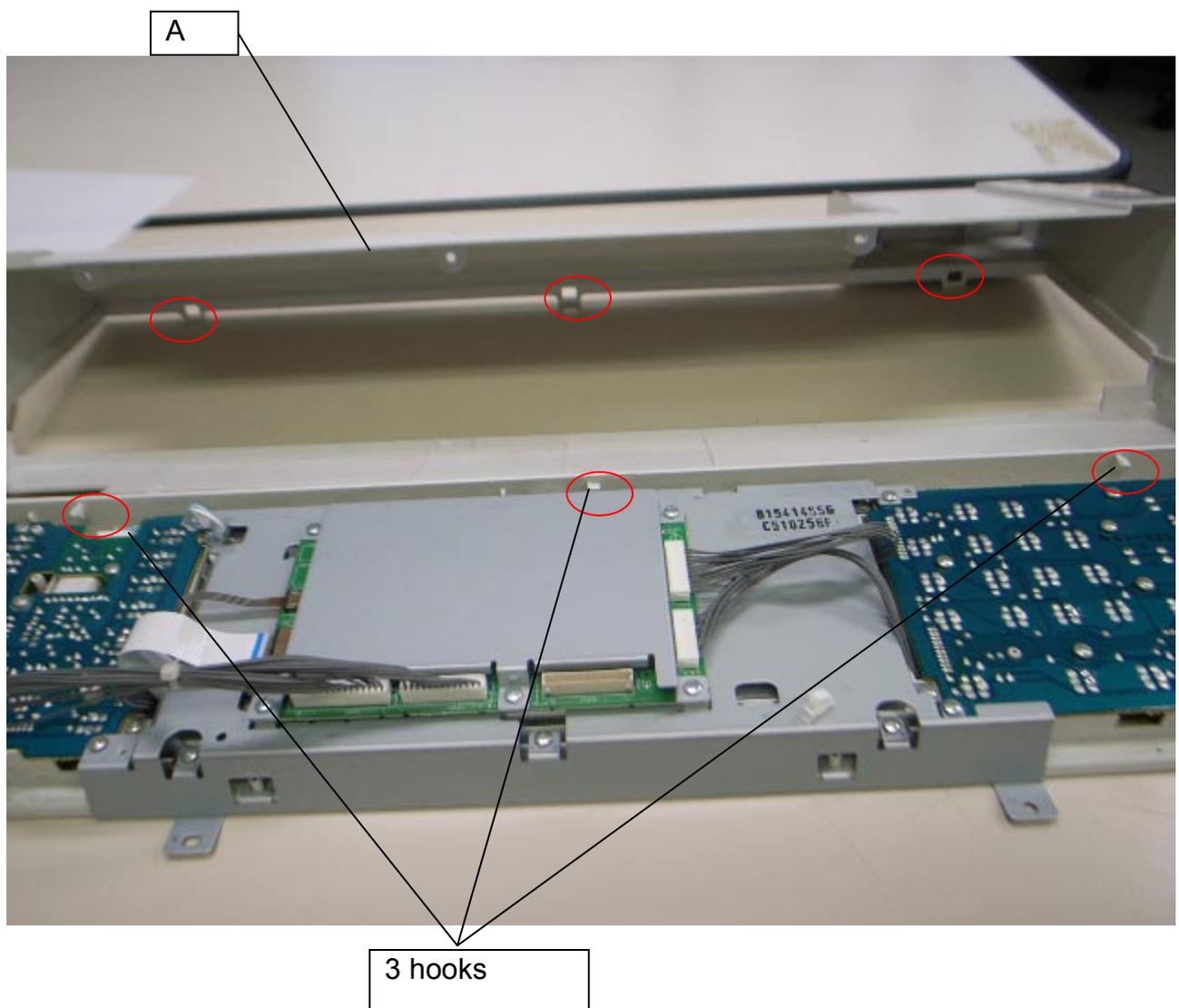
No.: RB156041

Touch Panel Replacement Procedure

1. Remove the operation panel (5 screws, 1 connector).



2. Remove the operation panel cover [A] (3 hooks).



Model: Model TH-C1

Date: 13-Apr-09

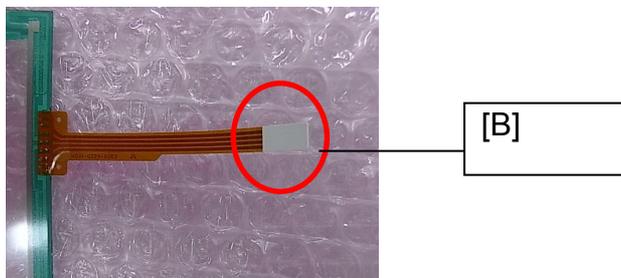
No.: RB156041

Note: Visual difference between the old and new touch panels:

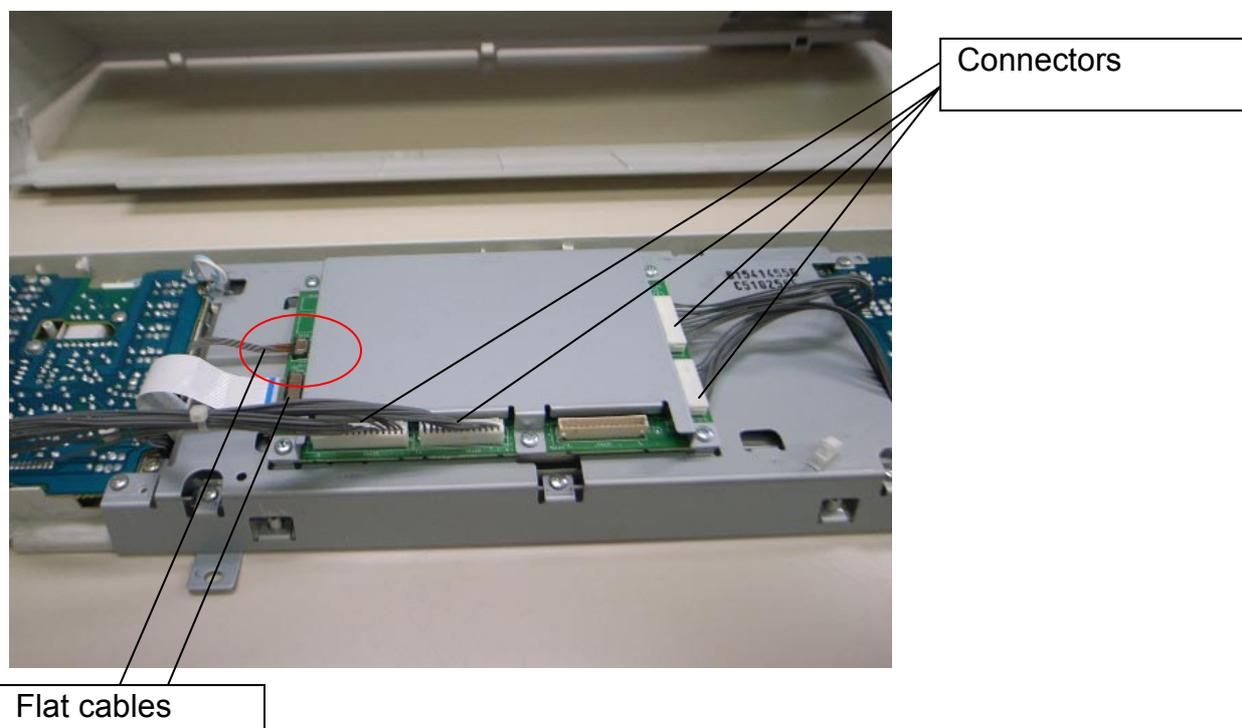
Old (B2135222): The tip [B] of the electrode attached to the touch panel is **brown**.

New (H3109900): This tip [B] is **white**.

IMPORTANT: Therefore, if the tip [B] is white, do not replace the touch panel.

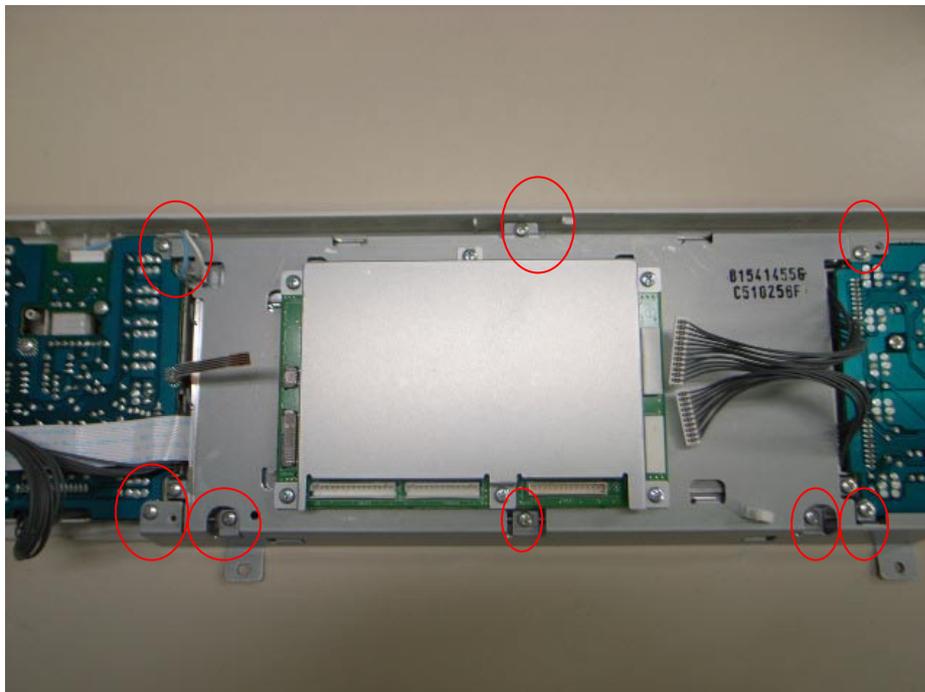


3. Remove the connectors (4 connectors, 2 flat cable connectors).



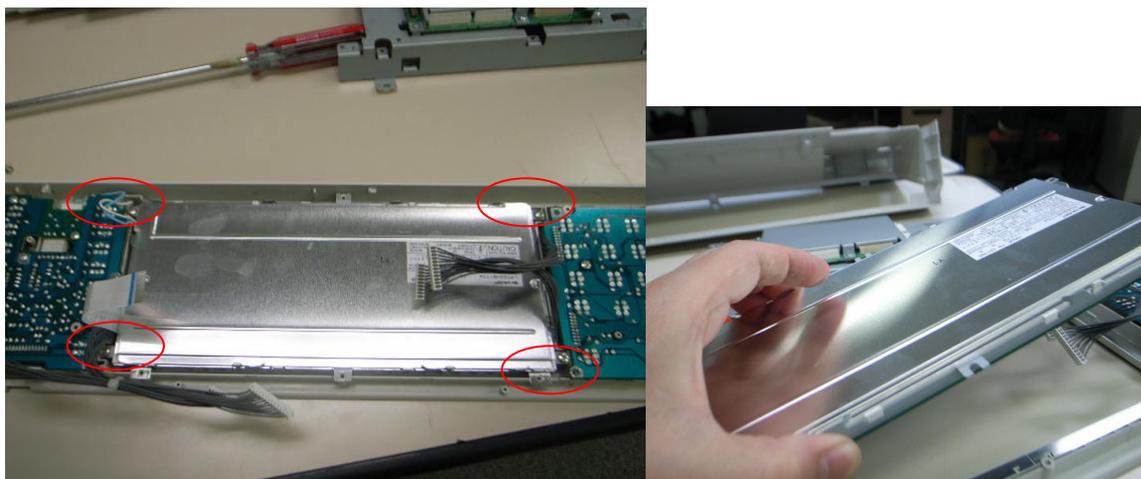
Model: Model TH-C1	Date: 13-Apr-09	No.: RB156041
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4. Remove the operation panel bracket (8 screws).



5. Remove the four screws from the LCD (circled below in red). Then, detach the LCD from the operation panel as shown.

Important: There is a connector attached to the left side of the LCD, which prevents the LCD from being completely disconnected from the operation panel. Leave this connector in place.



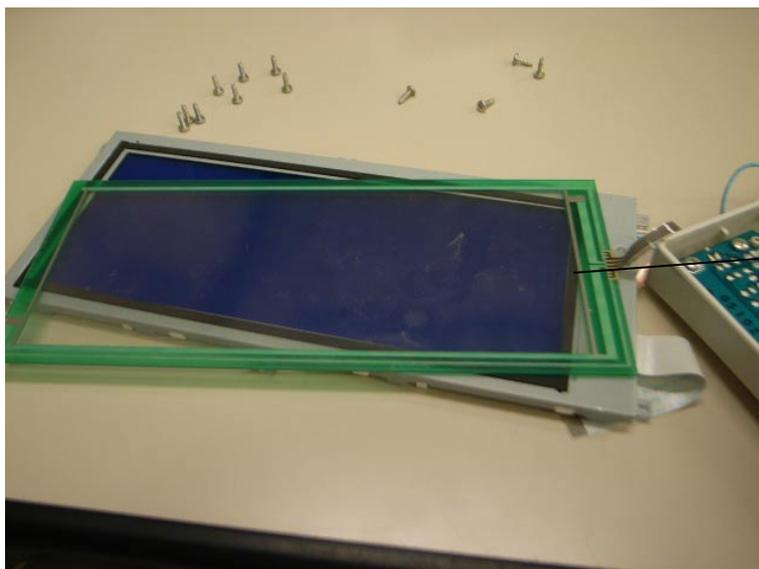
Model: Model TH-C1	Date: 13-Apr-09	No.: RB156041
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LCD

6. Replace the touch panel.

- Caution:**
1. The touch panel is attached to the LCD, so remove the touch panel from the LCD.
 2. Only replace the touch panel. Do not replace the LCD.



Touch panel

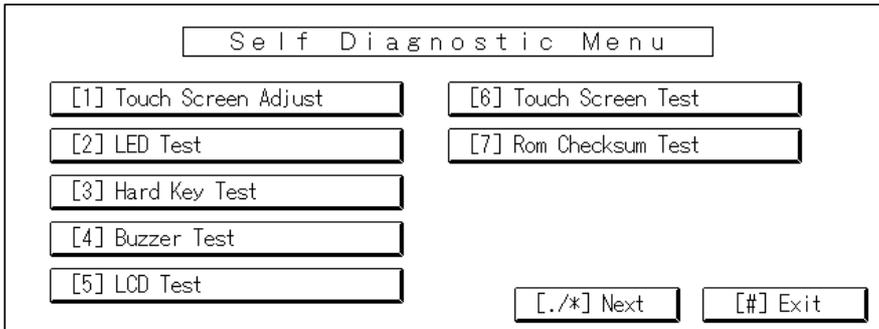
7. Re-assemble the operation panel in the reverse order of the steps above.
8. Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

Model: Model TH-C1	Date: 13-Apr-09	No.: RB156041
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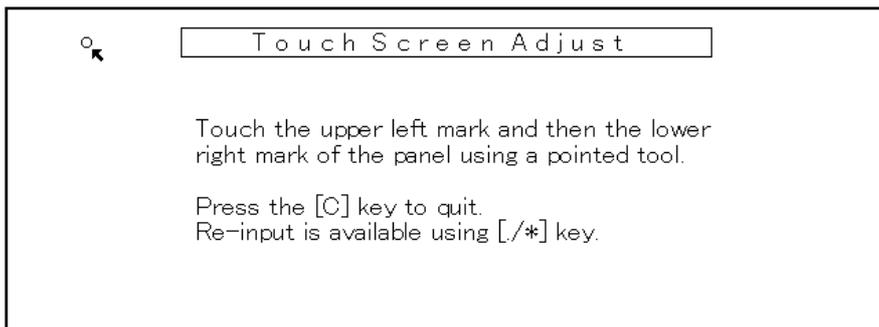
TOUCH SCREEN CALIBRATION

NOTE: Do not attempt to use items [2] to [9] on the Self-Diagnostic Menu. These items are for design use only.

1. Press “Clear” key, press “1”, “9”, “9”, “3”, and then press “Clear/Stop” key 5 times to open the Self-Diagnostics menu.



B156R298.WMF



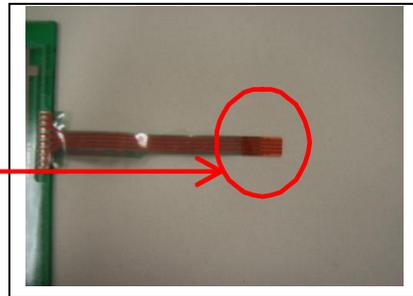
B156R299.WMF

On the touch screen press “Touch Screen Adjust” (or press “1” key).

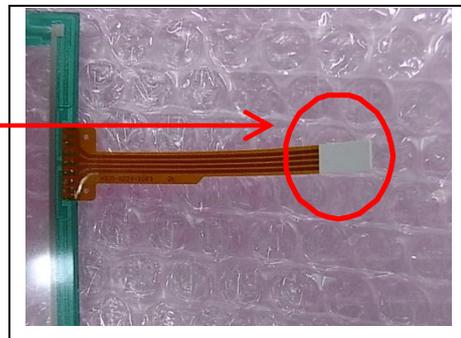
2. Use a pointed (not sharp!) tool to press the upper left mark “o”.
3. Press the lower right mark “o” after it appears.
4. Touch a few spots on the touch screen to confirm that the marker (+) appears exactly where the screen is touched.
If the + mark does not appear where the screen is touched, press Cancel and repeat from Step 2.
5. When you are finished, press [#] OK on the screen (or press “#” key).
6. Touch [#] Exit on the screen to close the Self-Diagnostic menu and save the calibration settings.

Model: Model TH-C1	Date: 13-Apr-09	No.: RB156041
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How to distinguish the new parts from the old parts



Old parts:
The tip of the electrode is **brown**.



New parts:
The tip of the electrode is **white**.

Model: Model TH-C1		Date: 08-Jan-10	No.: RB156042
Subject: Service manual & Parts Catalog Correction		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

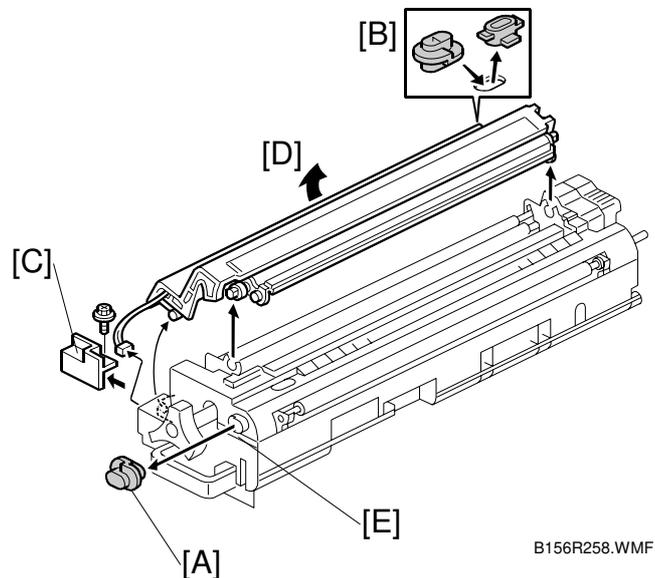
Service Manual Correction

Step 5 was added to the oil supply unit removal procedure.

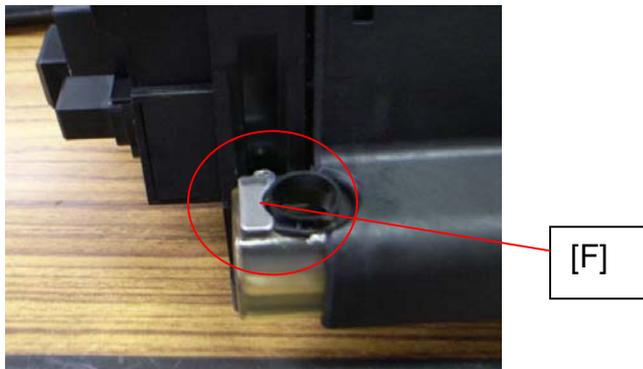
Oil Supply Unit

1. Fusing unit.
2. Put the fusing unit on a level place.
3. Remove the cap [A] from the fusing unit cover, and put it in the oil supply opening [B].
4. Connector cover [C] (1 screw)
5. **Oil Supply Unit Stopper [F] (1 screw)**
6. Oil supply unit [D] (connector x 1)
NOTE: Do not touch the oiling felt.

NOTE: When reassembling, install the oil supply unit, remove the cap from the oil supply opening, wipe the cap and the cap holder [E] with a dry cloth, and put it on the holder.



B156R258.WMF



Model: Model TH-C1	Date: 08-Jan-10	No.: RB156042
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Parts Catalog Correction

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B1544263	PLATE:OIL APPLICATION UNIT:REAR	0 - 1		41	*26	

*: New index

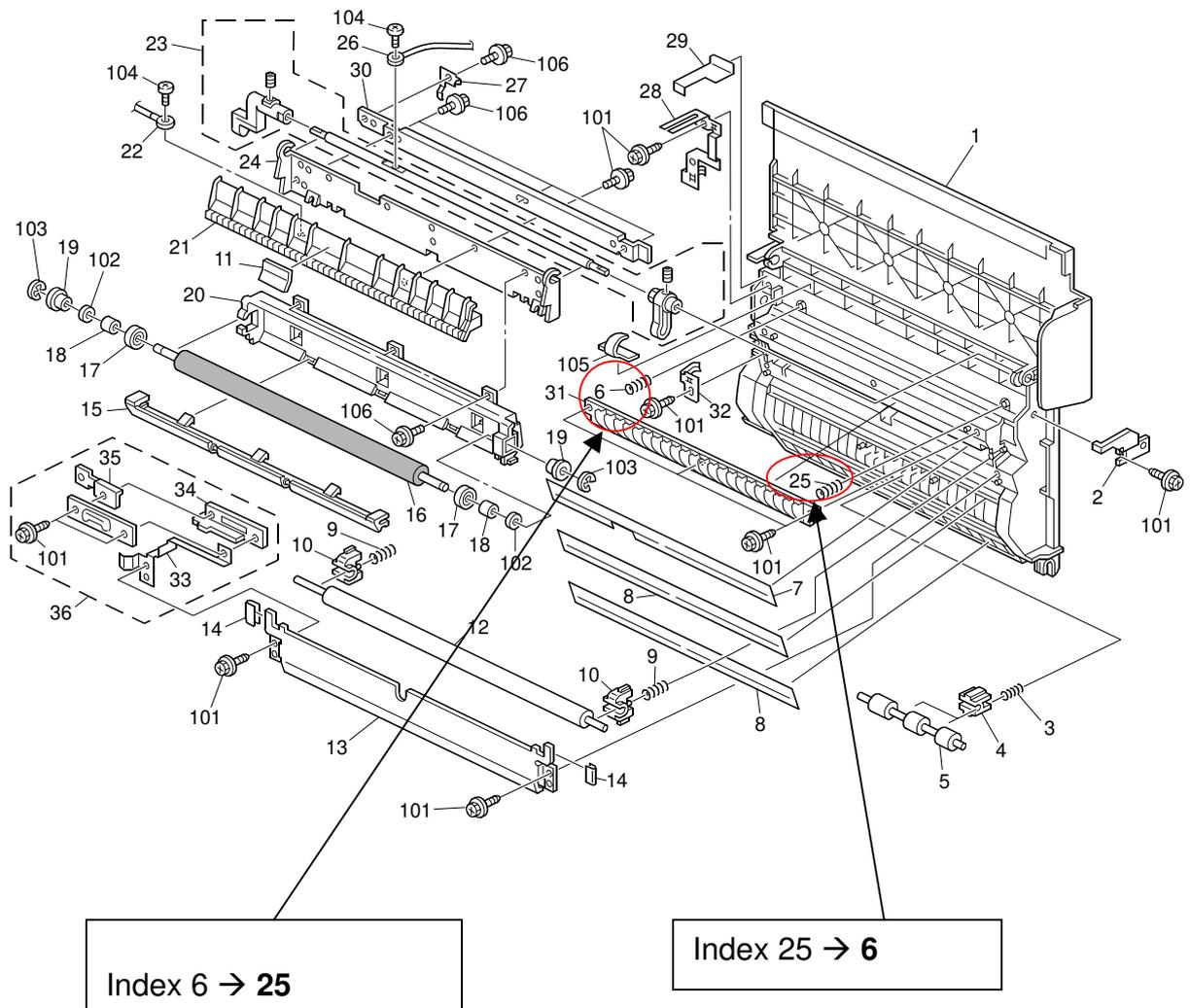
Change: The Oil Supply Unit Stopper was added to the parts catalog in the Fusing Unit 3 section as described above.

Reason: The part was not listed in the parts catalog.

Model: Model TH-C1		Date: 20-Apr-10	No.: RB156043
Subject: Illustration of the Parts Catalog		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Change/Reason: The index numbers in the illustration were corrected.

Transfer Section 3 (pg. 28)



Reissued: 06-Sep-10

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156011c
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RTB Reissue

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

Subject: Firmware History - NCS		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This is to inform you of the Network Support (NCS) firmware history.

Part No.	Program name			
B6766520				
<i>C</i>	<i>B6766520C.fwu</i>	<i>V4.20</i>	-	<i>September production '10</i>
B	B6766520B.fwu	V4.19	-	July production '07
A	B6766520A.fwu	V4.17	-	October production '05
-	<i>B6766520.fwu</i>	V4.12	-	February production '05

Symptom Corrected	Version
<p>Other changes:</p> <p>1. Unable to Scan to SMB to a destination that is not specified using an FQDN.</p>	V4.20
<p>2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</p>	
<p>3. Windows Authentication fails if the username or password includes lower-case European characters.</p>	
<p>4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</p>	
<p>Symptom corrected:</p> <p>1. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</p>	
<p>2. Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error.</p>	
<p>3. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</p>	
<p>4. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook.</p>	
<p>5. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.</p>	

Reissued: 06-Sep-10

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156011c
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Symptom Corrected	Version
<p>6. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2.</p>	
<p>7. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</p>	
<p>8. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.</p>	
<p>9. If the device tries and fails to login to a Windows scan destination 3 times, the device will stall displaying an SC 889 error. This is intermittent, occurring about 20% of the time that the conditions are met.</p>	
<p>10. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</p>	
<p>Symptom corrected: 1. SMB printing is sporadically unavailable. 2. SMB folders cannot be registered in the address book. (TechMail#OTS-2007-1913) 3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913) 4. The device cannot login to Windows Vista via SMB.</p>	V4.19
<p>Important note: NIB firmware Ver 4.17 or later must be used with Websys firmware Ver 1.02 or later and controller firmware Ver 1.08 or later.</p> <p>Changed :</p> <p>The following settings have been added to WIM [Configuration->Device Settings->System]:</p> <ol style="list-style-type: none"> 1. Display IP Address on the Display Panel - Displays the device's IP address on the panel. 2. "Permit ROM Update" - Enable/Disable firmware updates. 3. "Print Priority" function <p>The device now supports the ROM update function via WIM. [Configuration->ROM Update]</p>	V4.17
<p>Fixed: If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.</p>	
<p>Fixed: SDM for Admin, running on a client PC that is connected to both a 1394 and ethernet interface, will not be able to retrieve the 1394 hostnames of devices.</p>	
<p>Fixed: The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.</p>	
<p>Fixed: Available functions can not be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)</p>	

Reissued: 06-Sep-10

Model: Model TH-C1	Date: 5-Oct-05	No.: RB156011c
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Symptom Corrected	Version
Changed: The device can accept multiple incoming diprint(port9100) sessions.	
Changed: Communications via diprint(port9100) are now transmitted asynchronously.	
Fixed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)	
Fixed: RC gate may sometimes fail to update the firmware.	
First release	V4.12