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|--|---|---|--|
| Model: Model J-C2 | | Date: 29-Mar-05 | No.: RB178001 |
| Subject: Firmware Release History (Engine) | | Prepared by: H.Taguchi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | C. SUM | Effective Date |
|-------------|------------------|-------------|------------------------------|
| 1.10 | B1805505D | D74C | March 2005 production |

| Version | Symptom Corrected |
|-------------|----------------------------|
| 1.10 | 1st Mass Production |

Reissued: 18-May-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178002b |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been corrected.

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

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

| Version | Program No. | C. SUM | Effective Date |
|-----------------------|-------------|--------|------------------------|
| 1.03 | B1805515A | B1C8 | March 2005 production |
| 1.04 | B1805515B | F1CD | April 2005 production |
| <i>1.06:04</i> | B1805515C | 036B | August 2005 production |

| Version | Symptom Corrected |
|-----------------------|---------------------------------|
| 1.03 | 1 st Mass Production |
| 1.04 | Version change only |
| <i>1.06:04</i> | Minor change |

Reissued: 27-Nov-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178003c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|------------------------|-------------------------|------------------------------------|
| <i>05.00.00</i> | <i>B1805911D</i> | <i>June 2006 production</i> |
| 04.00.00 | B1805911C | October 2005 production |
| 03.00.00 | B1805911B | April 2005 production |
| 02.00.00 | B1805911A | April 2005 production |
| 01.00.00 | B1805911 | March 2005 production |

| Version | Symptom Corrected |
|------------------------|---|
| <i>05.00.00</i> | ● <i>Sometimes the fax forwarding function does not work and the Receive File indicator remains lit.</i> |
| 04.00.00 | ● Minor changes applied to improve reliability. |
| 03.00.00 | ● 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. |
| 02.00.00 | ● 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). |
| 01.00.00 | 1 st Mass Production |

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 29-Mar-05 | No.: RB178004 |
| Subject: Firmware Release History (Netfile) | | Prepared by: H. Taguchi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input checked="" type="checkbox"/> Other () | | |

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

| Version | Program No. | C. SUM | Effective Date |
|-------------|-----------------|-------------|------------------------------|
| 0.34 | B7166560 | 3062 | March 2005 production |

| Version | Symptom Corrected |
|-------------|----------------------------|
| 0.34 | 1st Mass Production |

Reissued: 13-Mar-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178005d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------------------|-------------------------|--|
| 4.18 | <i>B7166540E</i> | <i>March 2007 production</i> |
| 4.17.1 | <i>B7166540D</i> | <i>November 2006 production</i> |
| 4.17 | B7166540C | October 2005 production |
| 4.13.2 | B7166540B | August 2005 production |
| 4.08.3 | B7166540A | May 2005 production |
| 4.10 4.08 | B7166540 | March 2005 production |

| Version | Symptom Corrected |
|-------------------------|--|
| 4.18 | <i>Symptom corrected:</i> <i>1. The device cannot login to Windows Vista via SMB.</i> |
| 4.17.1 | <i>Symptom corrected:</i> <i>1. SMB printing is sporadically unavailable.</i> |
| 4.17 | <ul style="list-style-type: none"> ➤ The device can accept multiple incoming diprint (port9100) sessions. ➤ Communications via diprint (port9100) are now transmitted asynchronously. <p>These settings can only be seen if all 3 of NIB firmware Ver 4.17 or later, System firmware Ver 1.28 or later and Websys firmware Ver 1.16 or later have been applied to the device.</p> <ul style="list-style-type: none"> ➤ Leading zeros will be removed from byte-counts in LPD control files (zero-suppression) |
| 4.13.2 | Available functions can not be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006) |
| 4.08.3 | Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports. |
| 4.10 4.08 | 1st Mass Production |

Reissued: 22-Sep-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178006a |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|------------------|------------------------------|
| 1.09 | B7166550A | March 2005 production |
| 1.15 | B7166550B | March 2005 production |

| Version | Symptom Corrected |
|-------------|---|
| 1.09 | 1 st Mass Production |
| 1.15 | <ul style="list-style-type: none"> • <i>Fixed a security issue in WIM that may have allowed attackers to execute JavaScript on the product's web server.</i> • <i>Web Image Monitor is available in Korean.</i> • <i>If we specify the location of the Cover Sheet Tray or Slip Sheet tray via WIM, the changes are not reflected in the Tray Icons on the operation panel.</i> • <i>The Finisher Booklet Tray is not displayed in the Output Tray list in WIM.</i> |

Reissued: 9-Dec-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178007b |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|----------------|------------------|-------------------------------|
| 1.10:04 | B1805155B | March 2005 production |
| 1.10.1:04 | B1805155C | April 2005 production |
| 1.13:04 | B1805155D | April 2005 production |
| 1.14:04 | B1805155E | August 2005 production |

| Version | Symptom Corrected |
|----------------|---|
| 1.10:04 | 1st Mass Production |
| 1.10.1:04 | Abnormal image |
| 1.13:04 | <ul style="list-style-type: none"> ● White lines occur if the original is scanned in ADF mode at 151% and A4→ A3. ● The Scanner only scans the first sheet of the document. Conditions: <ul style="list-style-type: none"> - Simplex - Mixed-sized Originals (A4T and A3) - Frame Deletion - Stamp |
| 1.14:04 | <ul style="list-style-type: none"> ● Sometimes, SC142 is not reported to the controller. Conditions: A white level detection error occurs during auto gain control, just after the main switch is turned ON. |

Reissued: 8-Dec-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178008c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|--|
| 1.20 | B1805958 | March 2005 production |
| 1.21 | B1805958A | May 2005 production |
| 1.22 | B1805958B | June 2005 production |
| 1.23 | B1805958C | August 2005 production |
| 1.24 | B1805958D | October 2005 production |
| 1.25 | <i>B1805958E</i> | <i>December 2005 production</i> |

| Version | Symptom Corrected |
|-------------|--|
| 1.20 | 1st Mass Production |
| 1.21 | If a duplex job is sent using the RPCS driver and cancelled from the operation panel or PC, the device may stall. |
| 1.22 | PDF Direct Print jobs sent via DeskTopBinder in dirverless mode, will be cancelled if usercode authentication is enabled. Even if a valid usercode is entered, the job will be cancelled. |
| 1.23 | <ul style="list-style-type: none"> • Devices that use Russian, Polish or Hungaran as the operation panel display language will stall if the paper size or type are mismatched. • When PCL data is printed using HDD fonts, print speed might be reduced. • After a certain number of PCL jobs are printed using HDD fonts, the device may stall (GFPR#RE05060001). |
| 1.24 | The "Clear/Stop" button can cancel print jobs like the "Job Reset"button. |
| 1.25 | <p><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></p> <p><i>Fixed: the device may stall if a large number of duplex jobs (65K) is sent to the device</i></p> <p><i>Fixed: Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronics or Bluetooth.</i></p> |

Reissued: 18-Oct-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178009b |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|------------------|--------------------------------|
| 1.07 | B7166520A | March 2005 production |
| 1.08 | B7166520B | May 2005 production |
| 1.09 | B7166520C | October 2005 production |

| Version | Symptom Corrected |
|-------------|--|
| 1.07 | 1st Mass Production |
| 1.08 | <ul style="list-style-type: none"> • The Gray scale 'Compression' setting in the Scanner System is wrong. - Low compression produces low-quality images with high compression (small size). - High compression produces high-quality images with low compression (large size). • Multiple page documents scanned with the Single page PDF setting will be sent to the ScanRouter server as multiple TIFF files. • The PDF counter is incremented instead of the TIFF(Multi/single) counter when scanned data sent to a ScanRouter Server. |
| 1.09 | <i>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.</i> |

Reissued: 21-Jun-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010b |
|-------------------|-----------------|----------------|

RTB Correction

The items in bold italics have been corrected or added.

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

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

| Version | Program No. | C. SUM | Effective Date |
|---------------|-------------------------|--------------------|-------------------------------------|
| 1.20.1 | <i>B1805901B</i> | <i>BC52</i> | <i>March 2005 production</i> |
| 1.25.1 | <i>B1805901C</i> | <i>9452</i> | <i>April 2005 production</i> |
| 1.26 | <i>B1805901D</i> | <i>91B7</i> | <i>June 2005 production</i> |

| Version | Symptom Corrected |
|---------------|---|
| 1.20.1 | <i>1st Mass Production</i> |
| 1.25.1 | <ul style="list-style-type: none"> ➤ <i>SC195 is not reported to the NRS center</i> ➤ <i>The number of SC code occurrences can not be read from the NRS center</i> ➤ <i>SDK application is registered as the priority application, but the machine cannot boot with the SDK application</i> |
| 1.26 | <ul style="list-style-type: none"> ➤ <i>The FCU version does not appear on SMC reports and SP7801-255</i> ➤ <i>The print/copy/scanner productivity is slower with the HDD data protection unit</i> |

Reissued: 11-Oct-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178011a |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | C. SUM | Effective Date |
|-------------|-------------------------|--------|--|
| 1.07 | <i>B7166570A</i> | - | <i>November 2007 production</i> |
| 1.06 | B7166570 | 75B2 | March 2005 production |

| Version | Symptom Corrected |
|-------------|---|
| 1.07 | <p><i>Symptom corrected:</i></p> <p><i>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.</i></p> <p><i>Note: To fix this issue, all of the following firmware must be applied:</i></p> <ul style="list-style-type: none"> - <i>System firmware ver 1.33 or later</i> - <i>Websys firmware ver 1.16.1 or later</i> - <i>NFA firmware ver 1.02.1 or later</i> - <i>WebDoxBox firmware ver 1.07 or later</i> - <i>Printer firmware ver 1.27 or later</i> - <i>(Optional) Fax firmware ver 06.00.00 or later</i> |
| 1.06 | 1st Mass Production |

Reissued: 11-Oct-07

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|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178012d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|------------------------|----------------------------------|--|
| <i>07.00.00</i> | <i>B7125572D</i> | <i>November 2006 production</i> |
| 06.00.00 | B7125572C | October 2005 production |
| 05.00.00 | B7125572B | April 2005 production |
| 04.00.00 | B7125572A | April 2005 production |
| 03.00.00 | B7125570C B7125572 | March 2005 production |

| Version | Symptom Corrected |
|------------------------|--|
| <i>07.00.00</i> | <p><i>Symptom corrected:</i></p> <ul style="list-style-type: none"> ● <i>Faxes received with Substitute Reception are not printed out from any paper tray if there is no paper in the bypass tray.</i> ● <i>Sometimes, the machine cannot send a Fax when it receives an ANSam/CED signal that is 210ms or shorter.</i> |
| 06.00.00 | <ul style="list-style-type: none"> ● Wording corrections (Russian). ● Wording corrections (Korean). |
| 05.00.00 | <ul style="list-style-type: none"> ● Wording corrections (Europe). ● Wording corrections (Taiwanese). ● The first line of the LCD is displayed in Korean, instead of English. ● The machine does not detect the ringing signal. ● The minute and second are not printed out correctly on reports (Chinese, Taiwanese, Korean). <p>Other changes:</p> <ul style="list-style-type: none"> ● The Korean display language was added. |
| 04.00.00 | <ul style="list-style-type: none"> ● Wording corrections (Spanish) with email sending and receiving. ● Wording corrections (Dutch). ● A Batch Transmission job made up of 500 files stops, and cannot be sent manually. ● The Fax time is displayed using the 12-hour clock (Korean). ● The time and date for received Faxes are not printed out in the correct order on reports (Chinese, Taiwanese, Korean). |
| 03.00.00 | 1st Mass Production |

Reissued: 13-Oct-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178013b |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|------------------|--------------------------------|
| 1.00 | B7635120 | March 2005 production |
| 1.01 | B7635120A | March 2005 production |
| 1.02 | B7635120B | October 2005 production |

| Version | Symptom Corrected |
|-------------|---|
| 1.00 | 1 st Mass Production |
| 1.01 | The colors of images that use a 2bit or 4bit Indexed Color Space cannot be properly reproduced. |
| 1.02 | Cannot print Thai/Latin characters using the PS driver. |

Reissued: 22-Sep-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178014a |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

NA

| Version | Program No. | Effective Date |
|---------|-------------|-----------------------|
| 1.07 | B1805234A | March 2005 production |

EU

| Version | Program No. | Effective Date |
|---------|-------------|-----------------------|
| 1.07 | B1805235A | March 2005 production |

Asia/Taiwan

| Version | Program No. | Effective Date |
|-------------|------------------|-----------------------------|
| 1.08 | B1805239 | March 2005 production |
| 1.11 | B1805239A | June 2005 production |

NA

| Version | Symptom Corrected |
|---------|---------------------|
| 1.07 | 1st Mass Production |

EU

| Version | Symptom Corrected |
|---------|---------------------|
| 1.07 | 1st Mass Production |

Asia/Taiwan

| Version | Symptom Corrected |
|-------------|-----------------------------------|
| 1.08 | 1st Mass Production |
| 1.11 | Wording error (Taiwanese). |

Reissued: 27-Jul -06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 27-May-05 | No.: RB178015a |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|------------------------------------|
| 3.85 | <i>B1805238A</i> | <i>July 2006 production</i> |
| 3.82 | B1805238 | March 2005 production |

| Version | Symptom Corrected |
|-------------|------------------------------------|
| 3.85 | <i>Wording corrections.</i> |
| 3.82 | 1st Mass Production |

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 9-Jun-05 | No.: RB178016 |
| Subject: Accesibility scanner unit does not work at installation | | Prepared by: H.Taguchi | |
| 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 following can occur with the accessibility scanner unit:

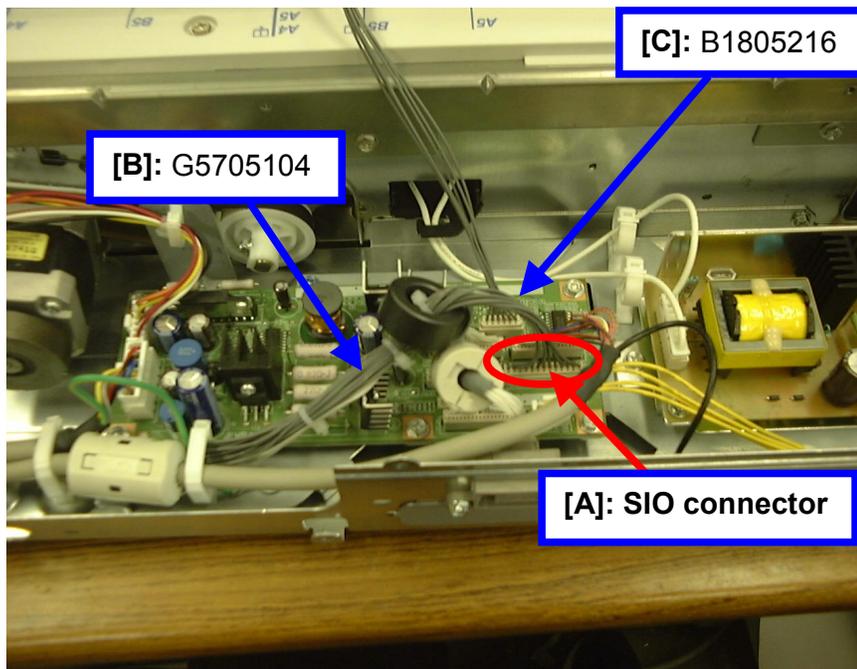
- Nothing is displayed on the LCD
- The LED for the Start button does not turn on

CAUSE

The scanner DC harness disconnects from the SIO board because of vibration or shock during shipping.

SOLUTION

1. Check to see if the SIO connector [A] for the scanner DC harness [B] is connected properly to the SIO board [C].
2. If it is not, reconnect the SIO connector [A] to the SIO board.



| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 9-Jun-05 | No.: RB178017 |
| Subject: Booklet skew and Loud sound from Booklet Finisher(B602) | | Prepared by: H.Taguchi | |
| 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 edges of folded sheets are not parallel (50–100mm booklet skew), and a loud sound can be heard from the Booklet Finisher.

CAUSE

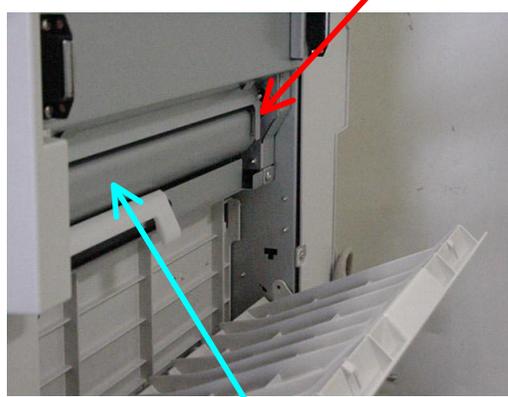
When the engineer removes the shipping tape at installation, he/she pushes the grounding plate [A] and bends it by mistake [B]. As a result, this interferes with the movement of the guide plate [C].

SOLUTION

- At machine installation:**
Do not press [B] the grounding plate when you remove the shipping tape.
 - If the symptom occurs in the field:**
 - 1) Check the grounding plate to see if it is bent.
 - 2) If the plate is bent:
 - 1) Bend it back as follows:
 - Direction: Away from the paper path
 - Amount: Target **2-3mm** (max. 5mm)
- OR**
- 2) Replace the grounding plate.



[B] DO NOT press the grounding plate



[A]: Grounding plate

[C]: Guide plate

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 28-Jun-05 | No.: RB178018 |
| Subject: SC393 or Message "Reset the development unit" | | Prepared by: H.Taguchi | |
| 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

Immediately after the machine is installed or immediately after the development unit is replaced, SC393 occurs or "Reset the development unit" is displayed.

CAUSE

1. Electricity cannot flow through the connector for the TD sensor.
2. The TD sensor was not attached firmly enough on the frame of the development unit.

SOLUTION

For Cause #1: Remove the development unit from the machine, and then put it back in.

- If this does not solve the problem, replace the development unit.

For Cause #2: Press the TD sensor firmly against the frame of the development unit.

Affected Machines

All machines produced up through March 2005.

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 28-Jul-05 | No.: RB178019 |
| Subject: Noise from the fusing unit | | Prepared by: H.Taguchi | |
| 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 fusing unit makes loud clicking noises.

CAUSE

The space between the pressure roller and the gear for the pressure roller causes the sound under a specific condition.

SOLUTION

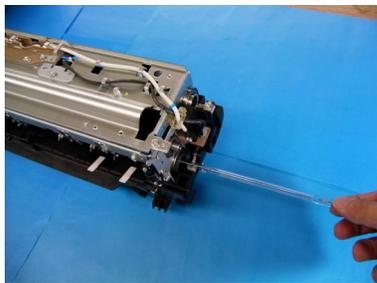
Please attach a spacer (P/N B1809004) according to the following procedure.



1. Remove the knob (Screw x 1).



2. Remove the Upper Cover (Screw x 4).

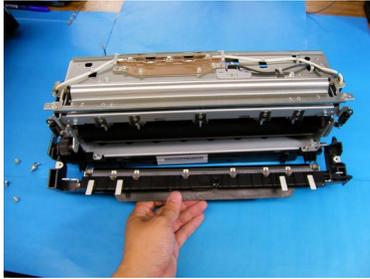


3. Remove the Pressure Roller Fusing Lamp (Screw x 2).

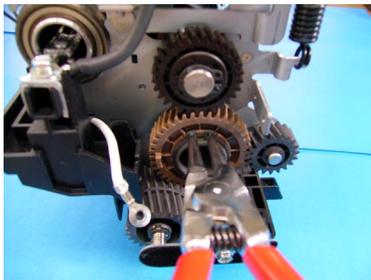
Model: Model J-C2

Date: 28-Jul-05

No.: RB178019



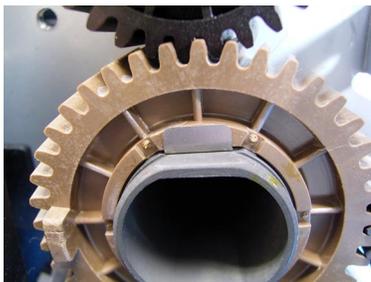
4. Remove the cleaning unit (Screw x 4).



5. Remove the C ring of the pressure roller gear.



6. Insert the spacer (P/N B1809004) all the way.



7. Reassemble the unit.

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 1-Aug-05 | No.: RB178020 |
| Subject: Vertical black lines | | Prepared by: H. Taguchi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input type="checkbox"/> Mechanical | <input type="checkbox"/> Electrical | <input type="checkbox"/> Service manual revision |
| | <input type="checkbox"/> Paper path | <input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Other () | | |

Symptom

Vertical black lines appear on the image.

Cause

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



Solution

1. Access SP5997 and make a 2-dot pattern (600 x 600 dpi) for each color.
2. Check each color on the test pattern to see if the vertical black lines occur.
3. Do the "Charge Roller Cleaning Procedure" below for the PCU that shows the symptom.
4. If the Charge Roller Cleaning Procedure does not fix the symptom, replace the PCU.

CHARGE ROLLER CLEANING PROCEDURE

1. Put the PCU on a cloth-covered surface.

Important: Make sure to put smaller cloths or sponge sheets under both edges of the unit as shown. This will protect the drum.



Model: Model J-C2

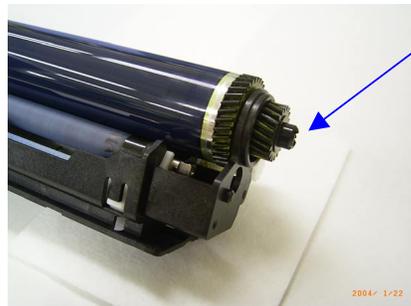
Date: 1-Aug-05

No.: RB178020

2. Remove the front cover (2 screws).



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



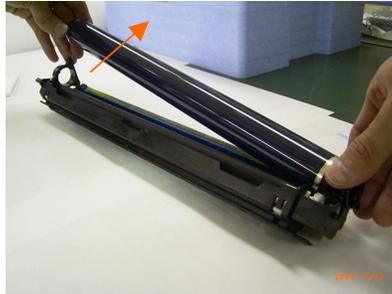
Slide the drum until this outer gear clears the PCU frame, as shown.

Model: Model J-C2

Date: 1-Aug-05

No.: RB178020

4. Lift the left side of the drum, and then remove the drum from the unit.



5. Put the drum on a cloth-covered surface.

Important: Make sure to put smaller cloths or sponge sheets under both edges of the drum as shown. This will protect the drum.



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



Model: Model J-C2

Date: 1-Aug-05

No.: RB178020

7. Remove the charge roller and plastic components B, C, and D from the frame (see the diagram of step 9).

Important: Only touch the **tape-covered rubber edges** of the roller (see the photo in step 9 below). DO NOT touch the exposed parts of the charge roller, or the cleaning blade.

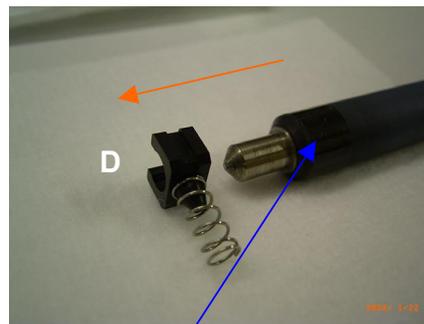
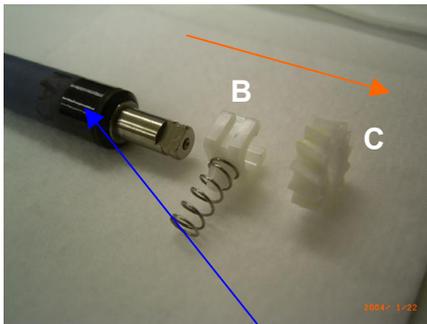


8. Put the charge roller on a cloth-covered surface.

Important: Make sure to put smaller cloths or sponge sheets under both edges of the charge roller as shown.



9. Hold the charge roller **by the tape-covered edges only**, and then remove parts B, C, and D.



Tape-covered areas.
Do not remove this tape.

Model: Model J-C2

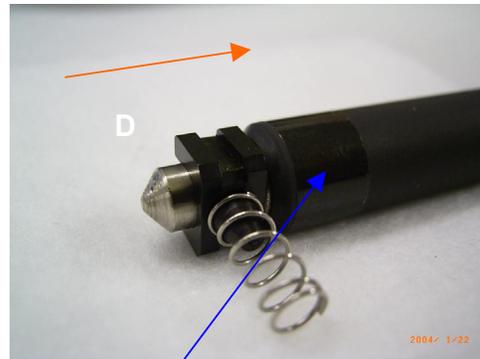
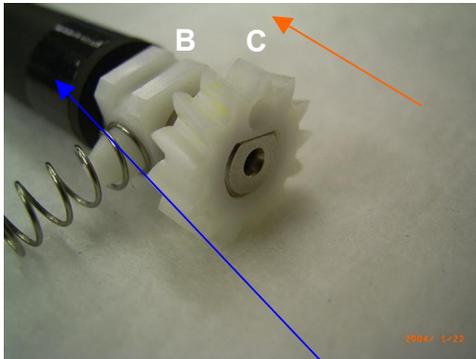
Date: 1-Aug-05

No.: RB178020

10. Hold the charge roller by its metallic edges, and then clean the roller surface with a new cloth and alcohol.



11. Hold the charge roller **by the tape-covered edges only**, and then attach parts B, C and D.



Tape-covered areas.
Do not remove this tape.

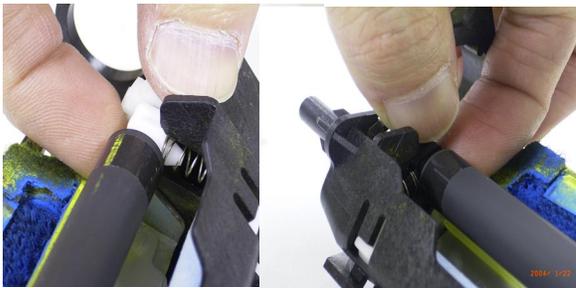
12. Reattach the charge roller to the PCU frame (see **Important** below).



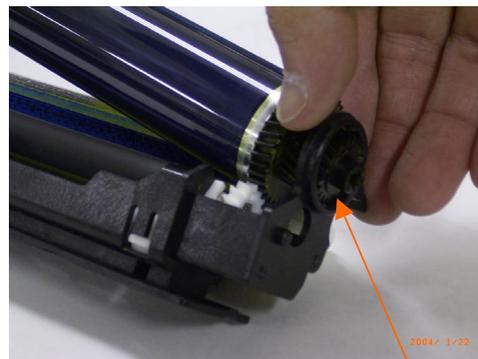
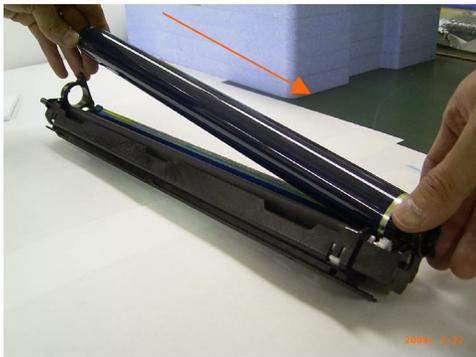
IMPORTANT:

When you attach the charge roller:

- Make sure parts B and D fit into the guide ribs on the unit frame.
- Make sure the spring is straight, not bent.
- Make sure the gears on both sides are attached to the shaft correctly
- Make sure the charge roller cleaning roller is installed securely inside the bushings on both ends.

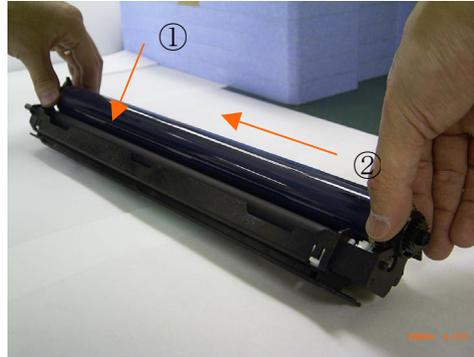


13. Hold the drum at both ends, and then put the drum gear inside the hole in the frame.



Put the drum gear in the hole in the frame.

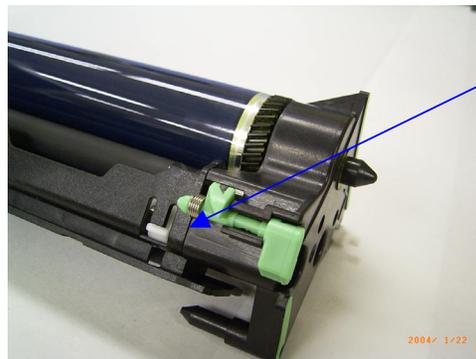
14. Put down the left end of the drum [1], and then slide the drum in the direction of the arrow [2].



15. Reattach the front cover (2 screws).

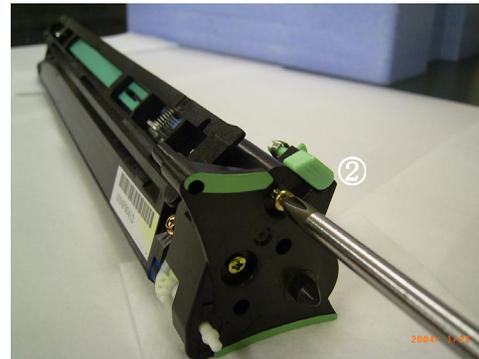
Important:

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



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

- Make sure to tighten screw **#1** first, and then screw **#2** (see the photos below):



Reissued: 15-Sep-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001a |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | C. SUM | Effective Date |
|-------------|-------------------------|--------------------|--------------------------------------|
| 1.10 | B1805505D | D74C | March 2005 production |
| 1.14 | <i>B1805505E</i> | <i>96EB</i> | <i>April 2005 production</i> |
| 1.15 | <i>B1805505F</i> | <i>3868</i> | <i>June 2005 production</i> |
| 1.16 | <i>B1805505G</i> | <i>2AAB</i> | <i>August 2005 production</i> |

| Version | Symptom Corrected |
|-------------|---|
| 1.10 | 1st Mass Production |
| 1.14 | <ul style="list-style-type: none"> ➤ <i>The paper in the by-pass tray cannot be fed when the paper side fence is moved during printing.</i> ➤ <i>“Please wait,” continue to shows in the ready condition when the machine resumes printing after recovering from energy saver mode.</i> ➤ <i>The default setting for SP 1105 28 has been changed to shorten the printing time for thick paper.</i> <i>SP 1105 28</i> <i>Default setting (J-C2b) 135 → 155</i> <i>Default setting (J-C2a, k) 123 → 150</i> ➤ <i>Jam 22 shows at incorrect times. The reason for this is due to a firmware bug that occurs under the following condition:</i> <i>J-C2a, LT (SEF), Tray3, ACS, 10 originals</i> |

Reissued: 15-Sep-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001a |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|----------------|---|
| 1.15 | <ul style="list-style-type: none">➤ The setting "2" for SP 1916 3 has been added SP 1916 3 (PreJob Mode) [0 to 2 / 0 / 1 /step] 0: Off 1: On (4 sec) 2: On (Specifies the extra idling operation time set with SP 1916 7) SP 1916 7 (PreJob Mode) [1 to 9 / 4 / 1 /step] Specifies how long the extra idling operation is executed after the fusing unit becomes ready when a print job arrives at the copier. ➤ The initial setting of the TD sensor is not executed even if the toner cartridge is set correctly when SP 2223 3 is set to 1. |
| 1.16 | Insufficient toner transfer occurs at the edge of the paper when the transfer bias is set to less than 2uA (Default: 4uA) |

Reissued: 1-Nov-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 15-Sep-05 | No.: RB178021a |
|-------------------|-----------------|----------------|

RTB Reissue

| | | | |
|---|---|---|--|
| Subject: Caution for printing on the reverse side of used paper | | Prepared by: H.Taguchi | |
| 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 on Using Pre-printed Paper

- 1) Remind customers of the following.

Please do not use paper that already has an image on one side printed by another model (including the J-C1/J-P series). If you do, the toner from the pre-printed image can melt and a paper jam can occur.

Note: It is all right to use pre-printed paper if the image was already printed by a J-C2.

Reason: The J-C2 uses more heat energy to fuse toner to the paper than other models. This is because the new polymer toner for the J-C2 requires more heat energy than other toner types. This energy is too high for toner from pre-printed images made on other models. This new polymer toner is used on the J-C2 because it increases image quality and is more environmentally friendly (it decreases the amount of CO₂ generated during the manufacturing process).

- 2) Attach the Caution decal (P/N **AA000717**; English only) to an area of the machine that will catch the customer's attention when they load the paper.

Note: To increase the heat energy, the J-C2 uses a larger nip width than the J-C1/J-P series. The fusing temperature is not higher on the J-C2.

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 15-Sep-05 | No.: RB178022 |
| Subject: The machine can not detect the ringing signal | | Prepared by: H.Taguchi | |
| 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 analyze the ringing signal due to the incompatibility between the wave pattern of the PBX ring signal, and the method in which the J-C2 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**

Reissued: 22-Sep-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178004a |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|--------------------|-------------------------|-------------------------------------|
| 0.34 | B7166560 | March 2005 production |
| <i>0.39</i> | <i>B7166560A</i> | <i>March 2005 production</i> |
| <i>1.00</i> | <i>B7166560B</i> | <i>June 2005 production</i> |

| Version | Symptom Corrected |
|--------------------|--|
| 0.34 | 1 st Mass Production |
| <i>0.39</i> | <ul style="list-style-type: none"> • <i>If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values.</i> • <i>The Folder authentication setting in the address book cannot be changed to "Do not specify" using the SDM Address Management Tool. It is possible to select "Do not Specify". However, the selection will not be applied to the device.</i> • <i>If the "Capture Server IP address" is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address.</i> |

Reissued: 22-Sep-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178004a |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|----------------|--|
| 1.00 | <ul style="list-style-type: none">• <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>The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.</i> • <i>The below operations 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 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> |

Reissued: 22-Sep-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010c |
|-------------------|-----------------|----------------|

RTB Correction

The items in bold italics have been corrected or added.

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

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

| Version | Program No. | C. SUM | Effective Date |
|-------------|-------------------------|--------------------|--------------------------------------|
| 1.20.1 | B1805901B | BC52 | March 2005 production |
| 1.25.1 | B1805901C | 9452 | April 2005 production |
| 1.26 | B1805901D | 91B7 | June 2005 production |
| 1.27 | <i>B1805901E</i> | <i>036C</i> | <i>August 2005 production</i> |

| Version | Symptom Corrected |
|-------------|--|
| 1.20.1 | 1st Mass Production |
| 1.25.1 | <ul style="list-style-type: none"> ➤ SC195 is not reported to the NRS center ➤ The number of SC codes occurrence can not be read from the NRS center ➤ SDK application is registered as the priority application, the machine cannot boot with SDK application |
| 1.26 | <ul style="list-style-type: none"> ➤ FCU version does not appear on SMC and SP7801-255 ➤ The print/copy/scanner productivity is slower with the HDD data protection unit |
| 1.27 | <ul style="list-style-type: none"> ● <i>Fax Document Server files are not sent to the delivery server, even when the fax transfer setting in ScanRouter is ON.</i> <p>Note:</p> <ul style="list-style-type: none"> - <i>The machine displays "100%" for the memory file free space, even when these fax Documents are in the Document Server.</i> - <i>The fax is sent to the server only after the MFP main power is turned Off/On.</i> <p>Other changes:</p> <ul style="list-style-type: none"> ● <i>The default setting for Energy Saver Mode was changed to comply with the BAM Standards.</i> |

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 22-Sep-05 | No.: RB178023 |
| Subject: Wrong paper add message | | Prepared by: H.Taguchi | |
| 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 “Add paper to Tray1/Tray 2” message is displayed when the machine warms up to the Ready condition, even when there is paper inside Tray 1 or Tray 2.

CAUSE

When the tray is pushed in, the rear side of the tray does not push the pick-up lever. As a result, the machine cannot detect the paper in the tray.

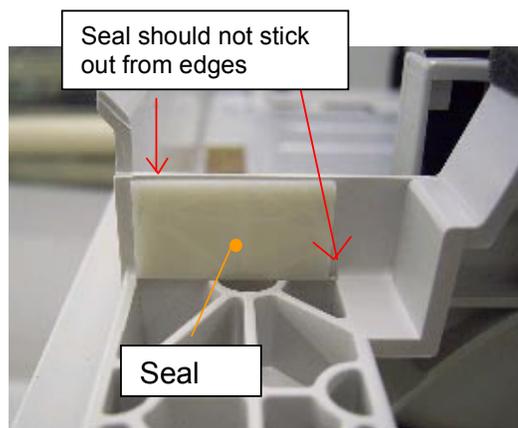
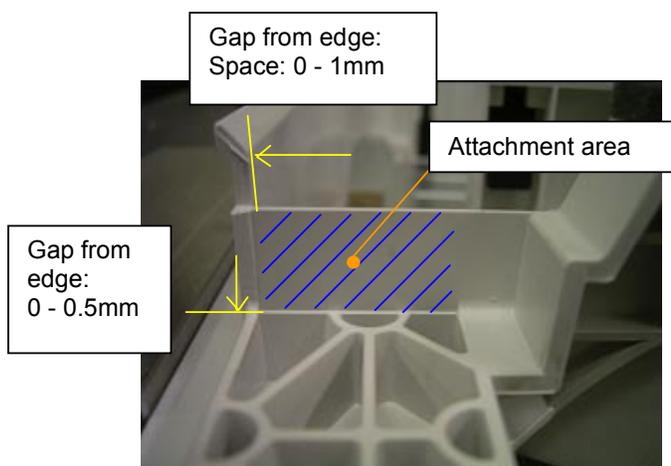
SOLUTION

Attach a seal to the rear side of the tray, which will ensure that the pick-up lever is pushed and the machine detects the paper.

1. Clean the attachment area with alcohol.
2. Attach the seal (P/N **B1809501**) tightly to the attachment area.

Important:

- Gap from the top edge of the tray: 0 – 1mm
- Gap from the side edge of the tray: 0 – 0.5mm
- Make sure the edges of the seal do not stick out from the edges of the tray.



| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 5-Oct-05 | No.: RB178024 |
| Subject: SC992 | | Prepared by: H.Taguchi | |
| 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

SC992 displayed during 2-tray finisher installation.

CAUSE

Damage during transportation:

The shift motor bracket shaft (A697 3210) was bent by shock during transportation.
Because of this, the tray 2 shift motor does not work.

SOLUTION

Replace the shift motor bracket shaft (A697 3210) and the tray 2 shift motor.

REISSUED:8-Dec-05

| | | |
|-------------------|----------------|----------------|
| Model: Model J-C2 | Date: 6-Oct-05 | No.: RB178025a |
|-------------------|----------------|----------------|

RTB REISSUE

The items in bold italics have been added.

| | | | |
|--|--|---|---|
| Subject: Service Manual Correction | | Prepared by: H. Taguchi | |
| 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 corrected as follows:

P1-76: Installation procedure for the Data Overwrite Security Unit Type C (B735)

The following steps were **deleted**:

Step 4: Do the “Copy SPs” in the table below.

Step 5: Do the “Printer SP” in the table below.

Step 19: Remove the Document Server and Scanner key-tops, and then replace them with the blank key-tops inside the kit.

P2-2:

The PM intervals for the pressure roller and fusing roller were **changed**:

| Item | C2a/C2b | | | | C2k | | | | Remarks |
|--------------------------|---------|------|------|----|-----|------|------|----|--------------------|
| | 60K | 120K | 150K | EM | 52K | 104K | 130K | EM | |
| Scanner | | | | | | | | | |
| 1st/2nd/3rd mirrors | | C | | | | C | | | Optics cloth |
| Front and Rear Rails | | C | | | | C | | | Dry cloth |
| Exposure Glass | | C | | C | | C | | C | Dry cloth; alcohol |
| ADF Exposure Glass | | C | | C | | C | | C | Dry cloth; alcohol |
| Exposure Lamp | | | | I | | | | I | Dry cloth; alcohol |
| APS Sensor | | C | | | | C | | | Dry cloth |
| Development | | | | | | | | | |
| Dev. Unit-K | R | | | | R | | | | ☛ 2.1 |
| Dev. Unit-C | R | | | | R | | | | ☛ 2.1 |
| Dev. Unit-M | R | | | | R | | | | ☛ 2.1 |
| Dev. Unit-Y | R | | | | R | | | | ☛ 2.1 |
| PCU | R | | | | R | | | | ☛ 2.1 |
| Transfer | | | | | | | | | |
| Waste Toner Bottle | R | | | | R | | | | |
| Fusing | | | | | | | | | ☛ 2.1 |
| Pressure Roller | | R | | | | R | | | |
| Fusing Roller | | R | | | | R | | | |
| Heat Roller | | R | | | | R | | | |
| Pressure Cleaning Roller | R | | | | R | | | | |

REISSUED:8-Dec-05

| | | |
|-------------------|----------------|----------------|
| Model: Model J-C2 | Date: 6-Oct-05 | No.: RB178025a |
|-------------------|----------------|----------------|

| Item | C2a/C2b | | | | C2k | | | | Remarks |
|----------------------------|---------|------|------|----|-----|------|------|----|-------------------------------------|
| | 60K | 120K | 150K | EM | 52K | 104K | 130K | EM | |
| Oil Supply Roller | R | | | | R | | | | |
| Fusing Belt | R | | | | R | | | | |
| Pick-off Pawl Ass'y | R | | | | R | | | | |
| Stripper Pawls | C | | | | C | | | | Dry cloth; alcohol |
| Pressure Roller Thermistor | C | | | | C | | | | Dry cloth; alcohol |
| Heating Roller Thermistor | C | | | | C | | | | Dry cloth; alcohol |
| Spurs | | | | C | | | | C | Dry cloth; alcohol |
| Paper Path | | | | | | | | | |
| Registration Sensor | | | | C | | | | C | Blower brush |
| Duplex Unit | | | | | | | | | |
| Inverter Roller | | | | C | | | | C | Damp cloth |
| Transport Roller | | | | C | | | | C | Damp cloth |
| Inverter Sensor | | | | C | | | | C | Blower brush |
| Miscellaneous | | | | | | | | | |
| Dust Filter | | R | | | | R | | | Distributed with development unit-K |
| Breaker | | | | I | | | | I | |
| Tray | | | | | | | | | |
| Feed rollers | | | R | | | | R | | |
| Pick-up Rollers | | | R | | | | R | | |
| Separation Rollers | | | R | | | | R | | |

P5-163

Replace the "Undo Exec" procedure in section 5.7.3 of the Service Manual with the following:

5.7.3 Undo Exec

Do this procedure if you moved an option from the original SD card to another card by mistake, and you want to restore it to the original SD card.

1. Turn the main switch off.
2. Put the original source SD card into Slot 3.
3. Put the SD card that contains the application(s) into Slot 1.
4. Turn the main switch ON.
5. Execute Sp5873-002 (Undo Exec).
6. Follow the instructions on the LCD.
7. Turn the main switch OFF.
8. Remove the original source SD card from Slot 3.
9. Turn the main switch ON.
10. Make sure that the application(s) in the SD card work correctly.

Reissued: 19-May-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178006c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|---------|-------------|-------------------------|
| 1.09 | B7166550A | March 2005 production |
| 1.15 | B7166550B | March 2005 production |
| 1.16 | B7166550C | October 2005 production |

| Version | Symptom Corrected |
|---------|---|
| 1.09 | 1 st Mass Production |
| 1.15 | <ul style="list-style-type: none"> • Fixed a security issue in WIM that may have allowed attackers to execute JavaScript on the product's web server. • Web Image Monitor is available in Korean. • If we specify the location of the Cover Sheet Tray or Slip sheet tray via WIM, the changes are not reflected in the Tray Icons on the operation panel. • The Finisher Booklet Tray is not displayed in the Output Tray list in WIM. |

Reissued: 19-May-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178006c |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 1.16 | <p>Note: Websys firmware Ver 1.16 or later must be used with NIB firmware Ver 4.17 or later and System firmware Ver 1.28 or later.</p> <ul style="list-style-type: none"> • The following settings have been added to WIM [Configuration->Device Settings->System]: <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 • The device now supports the ROM update function via WIM. [Configuration->ROM Update] • Web Image Monitor is available in Korean. • Some menu items in WIM are improperly labelled. <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 • 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. |

| | | | |
|--|--|---|--|
| Model: Model J-C2 | | Date: 20-Oct-05 | No.: RB178026 |
| Subject: 1st print speed for OHP is slow | | Prepared by: H.Taguchi | |
| 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 () | |

Important Note Regarding First Print Speed for OHP Sheets

- To further increase the first print speed for OHP sheets, set **SP1-105-024** as follows:
 - C2a: Set to a value of **150**
 - C2b: Set to a value of **155**

- The firmware will be modified to support the increased first print speed for OHP sheets (release timing TBA).

REISSUED:07-Nov-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 20-Oct-05 | No.: RB178027b |
|-------------------|-----------------|----------------|

RTB REISSUE

This items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|------------------------------------|
| 2.08 | B1805960A | March 2005 production |
| 3.09 | B1805960B | August 2005 production |
| 3.09.2 | B1805960C | November 2005 production |
| 4.00 | <i>B1805960D</i> | <i>July 2006 production</i> |

| Version | Symptom Corrected |
|-------------|--|
| 2.08 | 1st Mass Production |
| 3.09 | <ul style="list-style-type: none"> ➤ Fixed: The DESS option supports 256-bit encryption. ➤ Fixed: 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. |
| 3.09.2 | <ul style="list-style-type: none"> ➤ Fixed: Communication between RC Gate and the device does not work properly. |
| 4.00 | <ul style="list-style-type: none"> ➤ <i>Fixed : The SSL/TLS rollback vulnerability. (TechMail#TS060225).</i> ➤ <i>Fixed: The device might stall if a hardware key is pressed repeatedly while the device browser is connected via SSL to a ScanRouter server that is running IIS.</i> <p style="text-align: center;"><i>Note: Both browser firmware (version 1.11 or later) and Security firmware (version 4.00 or later) need to be applied to fix this issue.</i></p> |

Reissued: 27-Jul -06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178014c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

NA

| Version | Program No. | Effective Date |
|--------------------|-------------------------|------------------------------------|
| 1.07 | B1805234A | March 2005 production |
| <i>1.13</i> | <i>B1805234B</i> | <i>July 2006 production</i> |

EU

| Version | Program No. | Effective Date |
|---------|-------------|-----------------------|
| 1.07 | B1805235A | March 2005 production |

Asia/Taiwan

| Version | Program No. | Effective Date |
|---------|-------------|-----------------------|
| 1.08 | B1805239 | March 2005 production |
| 1.11 | B1805239A | June 2005 production |

Korea

| Version | Program No. | Effective Date |
|---------|-------------|---------------------------------|
| 1.12 | B1805549 | 1 st mass production |

NA

| Version | Symptom Corrected |
|--------------------|--|
| 1.07 | 1st Mass Production |
| <i>1.13</i> | <i>Wording corrections (English, Spanish)</i> |

Reissued: 27-Jul -06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178014c |
|-------------------|-----------------|----------------|

EU

| Version | Symptom Corrected |
|----------------|--------------------------|
| 1.07 | 1st Mass Production |

Asia/Taiwan

| Version | Symptom Corrected |
|----------------|----------------------------|
| 1.08 | 1st Mass Production |
| 1.11 | Wording error (Taiwanese). |

Korea

| Version | Symptom Corrected |
|----------------|--------------------------|
| 1.12 | 1st Mass Production |

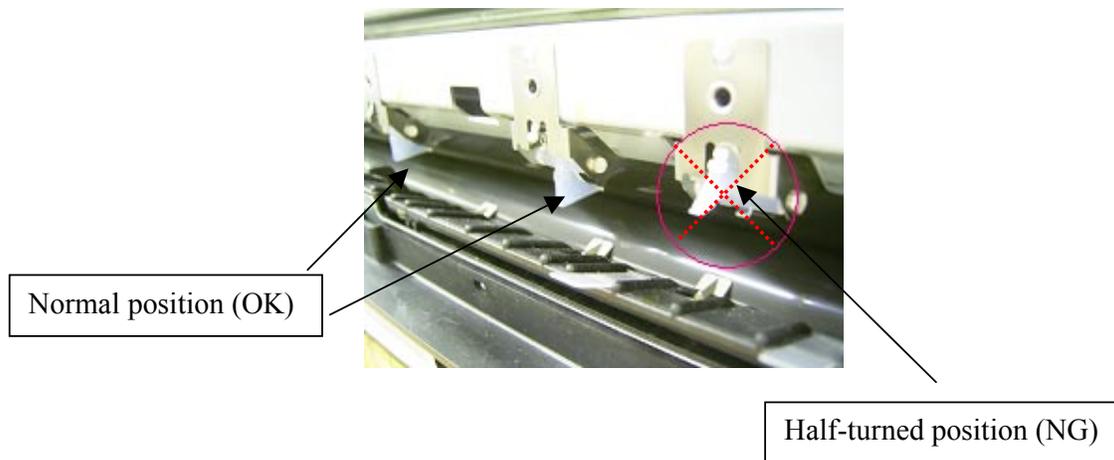
| | | | |
|--|--|---|--|
| Model: Model J-C2 | | Date: 25-Nov-05 | No.: RB178028 |
| Subject: Fusing belt damage | | Prepared by: H.Taguchi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <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 () | |

SYMPTOM

The pick-off pawl damages the fusing belt when the operator removes jammed paper from the fusing unit.

CAUSE

The user does not turn the knob when they remove the jammed paper. As a result, the pick-off pawls are locked at the half-turned position and damage the fusing belt.

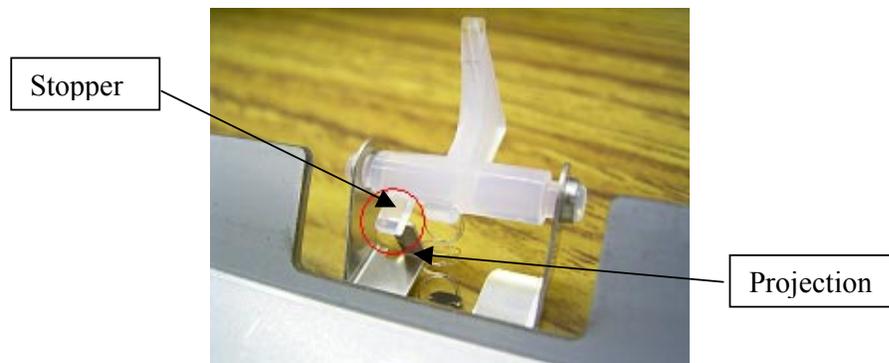


SOLUTION

Shorten the pick-off pawl stopper (see the procedure below).

1. Remove the upper cover (4 screws).
2. Remove the pick-off pawl brackets (2 screws each).
3. Cut 0.5 mm off the edge of the pick-off pawl stopper (5 pick-off pawls).

Important: After you cut the stopper, rotate the stopper and make sure it contacts the projection on the bracket.



4. Reattach the pick-off pawls in the correct position (see “normal position” in the photograph on page 1).

| | | | |
|---|--|---|---|
| Model: Model J-C2 | | Date: 28-Nov-05 | No.: RB178029 |
| Subject: Important Note regarding the Paper Thickness Setting | | Prepared by: H. Someya | |
| 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 () | |

Important Note regarding the Paper Thickness Setting

Please remind users of the following point:

As mentioned in the Operating Instructions,

- For paper that is 91g-105g /25lb-28lb, use the “**Middle Thick**” setting.
 - If you use the “Normal” setting for this paper, the toner cannot be fused to the paper correctly.
 - The setting is located in: *User Tools Mode / Maintenance / Plain Paper Type*

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 28-Nov-05 | No.: RB178030 |
| Subject: Cold offset image | | Prepared by: H.Someya | |
| 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

Cold offset may occur with paper that has a rough surface.

Note:

- “Cold offset”: The fusing temperature is not high enough for the paper used, and part of the image is printed more than once on the same paper.
- This occurs more easily when the machine is turned ON in a cold environment, after it was not used for a while.

CAUSE

Under the conditions mentioned above, it is difficult for the toner to fuse to the paper correctly.

SOLUTION

- Change the Paper Type setting from “Normal” to “**Middle Thick**” (91g-105g /25lb-28lb).
 - UP Mode / Maintenance / Plain Paper Type / Middle Thick

Note: The first print time is a little longer with “Middle Thick” than with “Normal.” This is because with “Middle Thick”, the machine performs a pre-rotation of the fusing unit.

- If the paper curls after you change the setting to “Middle Thick”, **decrease** the fusing temperature **by 5C**.

Reissued: 8-Dec-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178004b |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|------------------|--------------------------------|
| 0.34 | B7166560 | March 2005 production |
| 0.39 | B7166560A | March 2005 production |
| 1.00 | B7166560B | June 2005 production |
| 1.01 | B7166560C | October 2005 production |

| Version | Symptom Corrected |
|---------|---|
| 0.34 | 1 st Mass Production |
| 0.39 | <ul style="list-style-type: none"> • If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values. • The Folder authentication setting in the address book cannot be changed to “Do not specify” using the SDM Address Management Tool. It is possible to select “Do not Specify”. However, the selection will not be applied to the device. • If the “Caputure Server IP address” is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address. |

Reissued: 8-Dec-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178004b |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|-------------|---|
| 1.00 | <ul style="list-style-type: none"> · If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel. · The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled. · 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 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. |
| 1.01 | <p><i>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></p> |

Reissued: 9-Dec-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001b |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | C. SUM | Effective Date |
|-------------|-------------------------|---------------------|--|
| 1.10 | B1805505D | D74C | March 2005 production |
| 1.14 | B1805505E | 96EB | April 2005 production |
| 1.15 | B1805505F | 3868 | June 2005 production |
| 1.16 | B1805505G | 2AAB | August 2005 production |
| 1.17 | <i>B1805505H</i> | <i>740AH</i> | <i>October 2005 production</i> |
| 1.18 | <i>B1805505J</i> | <i>B10BH</i> | <i>November 2005 production</i> |

| Version | Symptom Corrected |
|---------|---|
| 1.10 | 1st Mass Production |
| 1.14 | <ul style="list-style-type: none"> ➤ The paper in the by-pass tray cannot be fed when the paper side fence is moved during printing. ➤ "Please wait," continue to shows in the ready condition when the machine resumes printing after recovering from energy saver mode. ➤ The default setting for SP 1105 28 has been changed to shorten the printing time for thick paper. SP 1105 28 Default setting (J-C2b) 135 → 155 Default setting (J-C2a, k) 123 → 150 ➤ Jam 22 shows at incorrect times. The reason for this is due to a firmware bug that occurs under the following condition: J-C2a, LT (SEF), Tray3, ACS, 10 originals |

Reissued: 9-Dec-05

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001b |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 1.15 | <p>➤ The setting “2” for SP 1916 3 has been added SP 1916 3 (PreJob Mode) [0 to 2 / 0 / 1 /step] 0: Off 1: On (4 sec) 2: On (Specifies the extra idling operation time set with SP 1916 7)</p> <p>SP 1916 7 (PreJob Mode) [1 to 9 / 4 / 1 /step]</p> <p>Specifies how long the extra idling operation is executed after the fusing unit becomes ready when a print job arrives at the copier.</p> <p>➤ The initial setting of the TD sensor is not executed even if the toner cartridge is set correctly when SP 2223 3 is set to 1.</p> |
| 1.16 | <p>Insufficient toner transfer occurs at the edge of the paper when the transfer bias is set to less than 2uA (Default: 4uA)</p> |
| 1.17 | <p>➤ SP 1902 5 was added.</p> <p>SP 1902-005 (Fix Size) [0 or 1 / 0 / -] Alphanumeric 0: OFF, 1: ON</p> <ul style="list-style-type: none"> • ON: The by-pass tray automatically detects the paper size and orientation. The process speed is decreased to 1/2. • OFF: The by-pass tray does not detect the paper size. The process speed stays at normal speed. |
| 1.18 | <p>The toner concentration decreases when 300k-500k continuous prints are made from the bypass tray. Note: The toner density returns to normal when the operator changes the paper size or job settings.</p> |

Reissued: 5-Jan-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010d |
|-------------------|-----------------|----------------|

RTB Correction

The items in bold italics have been corrected or added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|--|
| 1.20.1 | B1805901B | March 2005 production |
| 1.25.1 | B1805901C | April 2005 production |
| 1.26 | B1805901D | June 2005 production |
| 1.27 | B1805901E | August 2005 production |
| 1.28 | <i>B1805901F</i> | <i>October 2005 production</i> |
| 1.29 | <i>B1805901G</i> | <i>November 2005 production</i> |

| Version | Symptom Corrected |
|---------|--|
| 1.20.1 | 1st Mass Production |
| 1.25.1 | <ul style="list-style-type: none"> ➤ SC195 is not reported to the NRS center ➤ The number of SC codes occurrence can not be read from the NRS center ➤ SDK application is registered as the priority application, the machine cannot boot with SDK application |
| 1.26 | <ul style="list-style-type: none"> ➤ FCU version does not appear on SMC and SP7801-255 ➤ The print/copy/scanner productivity is slower with the HDD data protection unit |
| 1.27 | <ul style="list-style-type: none"> ● FAX Document Server files are not sent to the delivery server, even when the FAX transfer setting in ScanRouter is ON. <p>Note:</p> <ul style="list-style-type: none"> - The machine displays "100%" for the memory file free space, even when these FAX Documents are in the Document Server. - The FAX is sent to the server only after the MFP main power is turned Off/On. <p>Other changes:</p> <ul style="list-style-type: none"> ● The default setting for Energy Saver Mode was changed to comply with the BAM Standards. |

Reissued: 5-Jan-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010d |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 1.28 | <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>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: Yes 1: No, default = 0) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. (0: No 1:Yes, default 0) <p>Note: These above functions are only available if all 3 of NCS firmware ver or later, Controller firmware Ver or later and Websys firmware Ver or later have been applied to the device.</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 login attempts are made from (the operation-panel, WIM, in print data).</p> <p>Fixed: The error code for Remote firmware update remains even if the Remote Firmware Update is successful.</p> <p>Fixed: The machine sometimes does not recover from the energy saver mode.</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>Fixed: The data overwrite function works with a different erase mode than the one that was selected.</p> <p>Fixed: 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: TIFF file is not be displayed properly with Win XP viewer</p> |

Reissued: 5-Jan-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010d |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|----------------|---|
| 1.29 | <ul style="list-style-type: none">● <i>Fixed: Communication between RC Gate and the device does not work properly.</i>● <i>The Key Counter counts up when a fax is printed out.</i> Conditions:<ul style="list-style-type: none">- <i>SP5121-001 is enabled [Default setting: OFF]</i>- <i>“FAX” is selected in Key Counter Management</i> |

| | | | |
|--|---|---|--|
| Model: MODEL J-C2 | | Date: 9-Dec-05 | No.: RB178031 |
| Subject: White dots on the solid image | | Prepared by: H. Someya | |
| 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

White dots appear in solid image areas when using paper that has a rough surface.

CAUSE

When the paper has a rough surface, the toner cannot be transferred evenly to all areas of the paper surface.

SOLUTION

1. (Copy mode only):
 - Set Auto Image Density to “OFF”, and
 - Increase the darkness of the image density setting on the operation panel
2. Increase the toner M/A target from 0.40 to 0.45 using SP3-903-001 to -008. These settings are effective after executing SP3-126-001.

Note: If the toner M/A increased is too much, toner blasting may occur.

3. Increase the target development γ from 0.70 to 0.75 using SP3-120-001 to -004. These settings are effective after executing SP3-126-001.

Note: If the development γ is increased too high, toner scattering, dirty background, and toner drops may occur. It has no immediate effect, but it has effect after printing approximately 100 sheets.

4. Increase the transfer current for magenta, cyan and yellow by 3 to 6 μ A with the following SP modes. If the transfer current is increased, change the transfer current for “Special” as thin paper type or for “Middle Thick” as thick normal paper type, and then use “Special” or “Middle Thick”.

Transfer current of 1st page for “Special”: SP2-301-046 to -048, -050 to -052

Transfer current of 1st page for “Middle thick”: SP2-301-083 to -085, -087 to -089

Note: If the transfer current is increased too much, white dots or image offset may appear, especially in halftone areas of damp paper.

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 13-Dec-05 | No.: RB178032 |
| Subject: The breaker is tripped | | Prepared by: H.Taguchi | |
| 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 1171103) 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).

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 16-Dec-05 | No.: RB178033 |
| Subject: PS Driver Job Types are Missing | | Prepared by: H.Someya | |
| 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 both the model A-C3e/f and J-C2 PS drivers are installed on the same PC, Job Types that are implemented using plugin modules will not work.

Affected Job Types: Locked Print, Sample Print, Document Server and User Code.

OS/Environment: Windows 2000, XP, 2003

Affected models: A-C3e/f / J-C2 (The problem only occurs if the drivers for these 2 models are installed on the same PC.)

CAUSE

The cause is that both model A-C3e/f and J-C2 drivers use plugin modules of the same name. These names are supposed to be different, but accidentally, the same names were used.

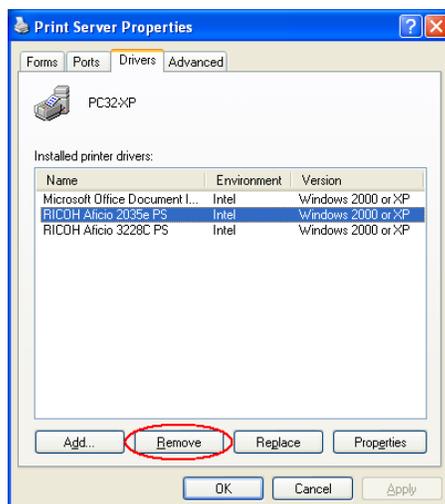
- 1) "RA45PSUI.DLL" UI module. (displays the UI.)
- 2) "RA45PSRE.DLL" Render module. (renders print jobs.)

If both drivers are installed on the same PC, the plugin module names will conflict. Due to the conflict some Job Types are unavailable.

SOLUTION

Please use the fixed version (v1.3.0 or later) of the model J-C2 PS driver. The names of the model J-C2 plugin modules have been changed to solve the problem.

Note: Before installing the fixed driver, please completely delete the old driver for model J-C2 and A-C3e/f (File - Server Properties - Drivers tab). Then install the new driver for model J-C2 and A-C3e/f.



REISSUED:20-Dec-05

| | | |
|-------------------|----------------|----------------|
| Model: Model J-C2 | Date: 1-Aug-05 | No.: RB178020a |
|-------------------|----------------|----------------|

RTB REISSUE

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

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

Symptom

Vertical black lines appear on the image.

Cause

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

Temporary Solution

1. Access Sp5997 and make a 2-dot pattern (600x600dpi) for each color.
2. Check each color on the test pattern to see if the vertical black lines occur.
3. Do the "Charge Roller Cleaning Procedure" below for the PCU, which shows the symptom.
4. If the Charge Roller Cleaning Procedure does not fix the symptom, replace the PCU

Permanent Solution

The material of the lubricant bar and the shape of the brush roller were changed.

Note: See MB178002 for details.

Cut-in Serial Numbers

B17817: K5050600436
B17819: K5050800801
B17822: K5050600786
B17824: K5050701441
B17826: 5J10650001
B17827: K5050600976
B17828: K5051201371
B17829: K5050701701

B18017: K5150600551
B18019: K5150801001
B18022: K5150601179
B18024: K5150701001
B18026: 5J20650001
B18027: K5150601324
B18028: K5151200453
B18029: K5150701301

B20217: K5250600466
B20219: K5250801001
B20222: K5250600931
B20224: K5250701401
B20226: 5I90650001
B20227: K5250601351
B20228: K5251201954
B20229: K5250701701

REISSUED:20-Dec-05

Model: Model J-C2

Date: 1-Aug-05

No.: RB178020a

CHARGE ROLLER CLEANING PROCEDURE

1. Put the PCU on a cloth-covered surface.

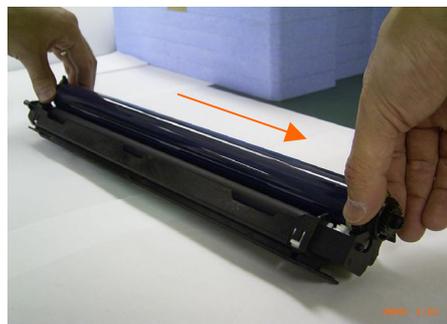
Important: Make sure to put smaller cloths or sponge sheets under both edges of the unit as shown. This will protect the drum.



2. Remove the front cover (2 screws).



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



REISSUED:20-Dec-05

Model: Model J-C2

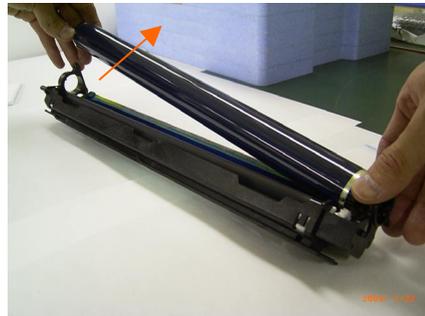
Date: 1-Aug-05

No.: RB178020a



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

4. Lift the left side of the drum, and then remove the drum from the unit.



5. Put the drum on a cloth-covered surface.

Important: Make sure to put smaller cloths or sponge sheets under both edges of the drum as shown. This will protect the drum.



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



REISSUED:20-Dec-05

Model: Model J-C2

Date: 1-Aug-05

No.: RB178020a

7. Remove the charge roller and plastic components B, C and D from the frame.

Important: Only touch the **tape-covered rubber edges** of the roller (see the photo in Step 9 below). DO NOT touch the exposed parts of the charge roller, or the cleaning blade.



8. Put the charge roller on a cloth-covered surface.

Important: Make sure to put smaller cloths or sponge sheets under both edges of the charge roller as shown.



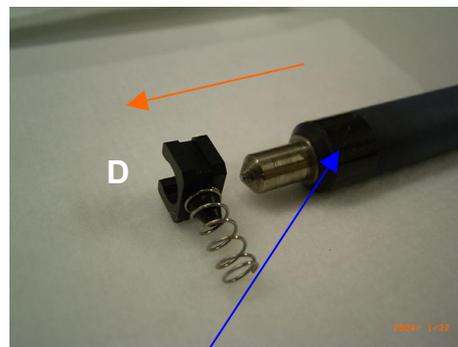
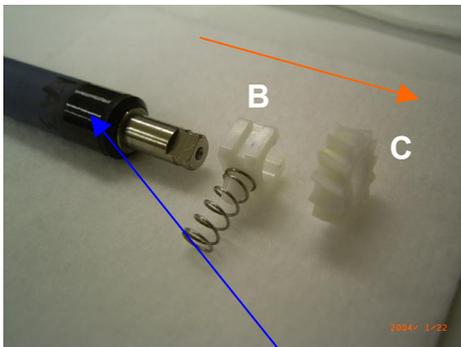
REISSUED:20-Dec-05

Model: Model J-C2

Date: 1-Aug-05

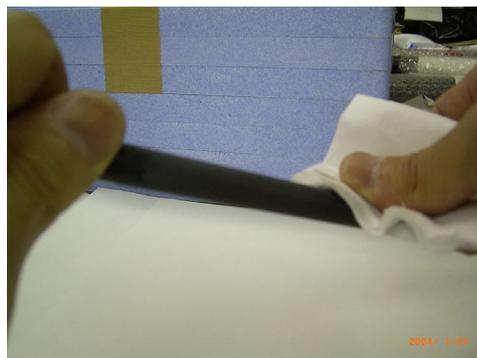
No.: RB178020a

9. Hold the charge roller **by the tape-covered edges only**, and then remove parts B, C and D.



Tape-covered areas.
Do not remove this tape.

10. Hold the charge roller by its metallic edges, and then clean the roller surface with a new cloth and alcohol.



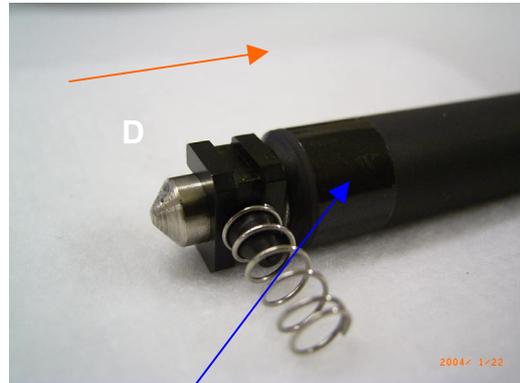
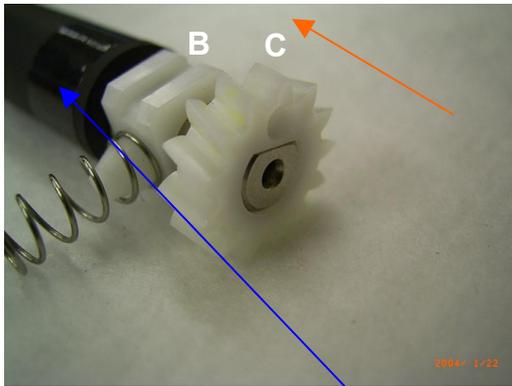
REISSUED:20-Dec-05

Model: Model J-C2

Date: 1-Aug-05

No.: RB178020a

11. Hold the charge roller **by the tape-covered edges only**, and then attach parts B, C and D.



Tape-covered areas.
Do not remove this tape.

12. Reattach the charge roller to the PCU frame (see **Important** below).

**IMPORTANT:**

When you attach the charge roller:

- Make sure parts B and D fit into the guide ribs on the unit frame.
- Make sure the spring is straight, not bent.
- Make sure the gears on both sides are attached to the shaft correctly
- Make sure the charge roller cleaner is secured inside the bushings on both ends.



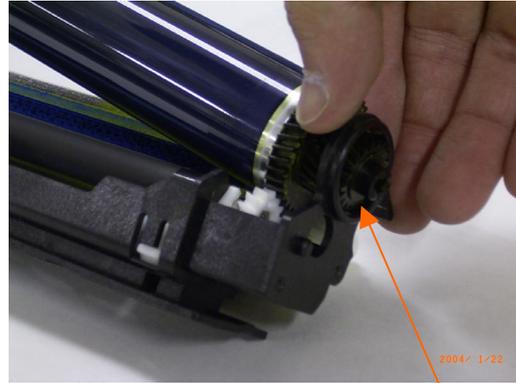
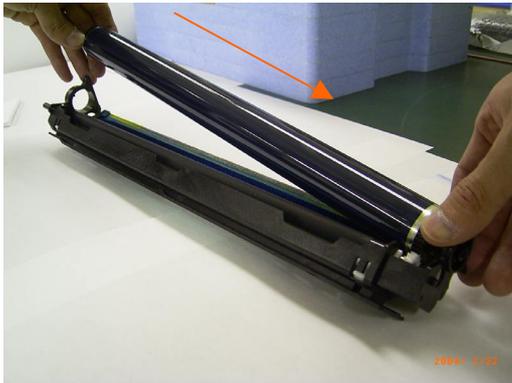
REISSUED:20-Dec-05

Model: Model J-C2

Date: 1-Aug-05

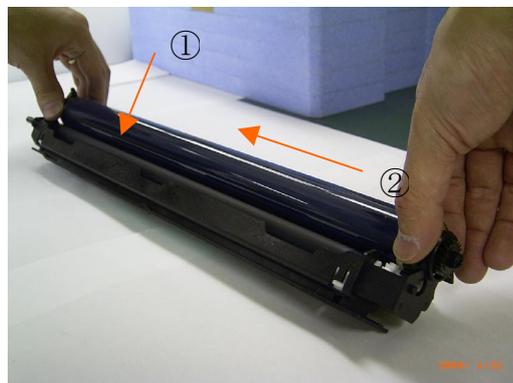
No.: RB178020a

13. Hold the drum at both ends, and then put the drum gear inside the frame hole.



Set the drum gear in the frame hole.

14. Put down the left end of the drum [1], and then slide the drum in the direction of the arrow [2].



REISSUED:20-Dec-05

Model: Model J-C2

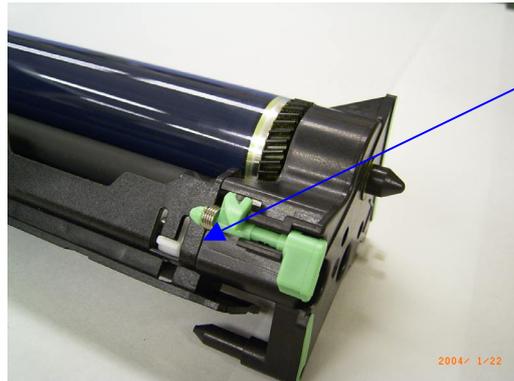
Date: 1-Aug-05

No.: RB178020a

15. Reattach the front cover (2 screws).

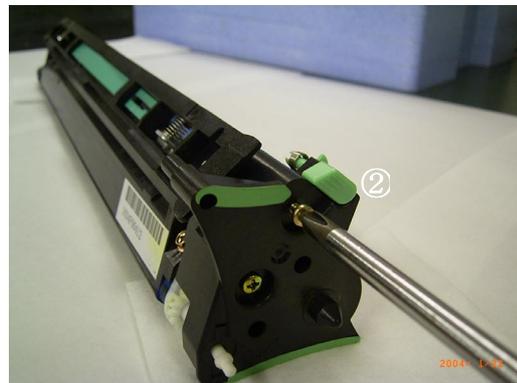
Important:

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



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

- Make sure to tighten screw **#1 first**, and then screw **#2** (see the photos below):

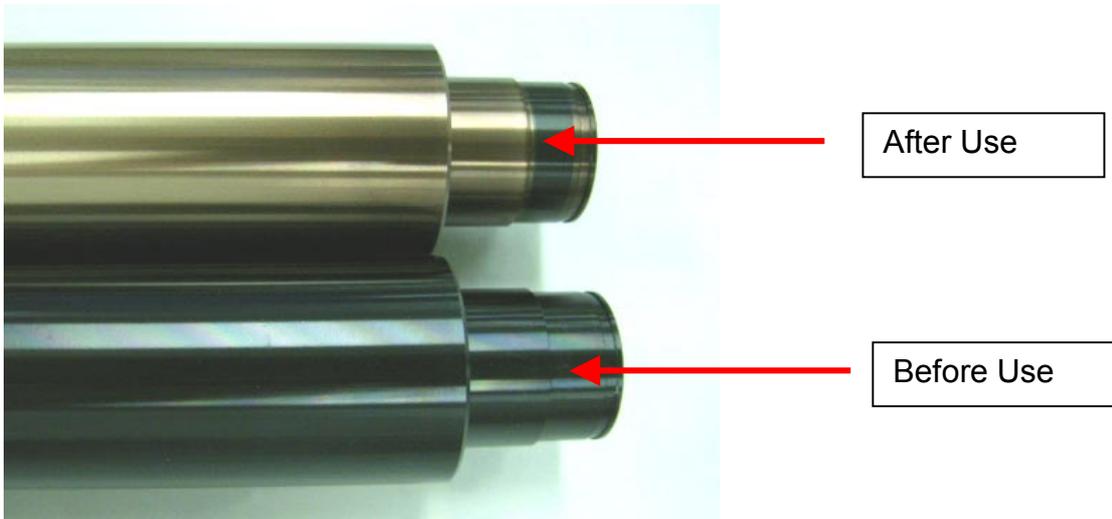


| | | | |
|--|--|---|--|
| Model: Model J-C2 | | Date: 5-Jan-06 | No.: RB178034 |
| Subject: Pressure roller | | Prepared by: H.Taguchi | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <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 () | |

Technical Tips

The color of the pressure roller in the fusing unit dulls in color as a result of heat and passage of time.

The color of the pressure roller after use is different from the one before use as shown below. However this is not related to the product quality in any regard.



| | | | |
|---|---|---|--|
| Model: Model J-C2 | | Date: 23-Jan-06 | No.: RB178035 |
| Subject: Dog ear/ Paper Jam at duplex inverter unit | | Prepared by: H.Taguchi | |
| 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

A paper jam or dog-ear may occur at the lower exit area of the inverter unit.



CAUSE

The paper curls and gets stuck in the opening of the lower exit area.

SOLUTION

Attach the guide Mylars (P/N: B1802658) when the symptom occurs.

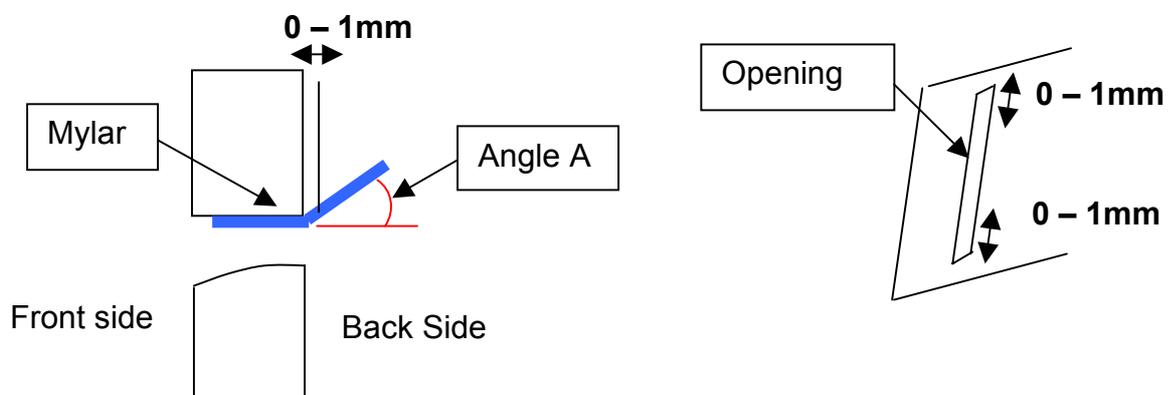
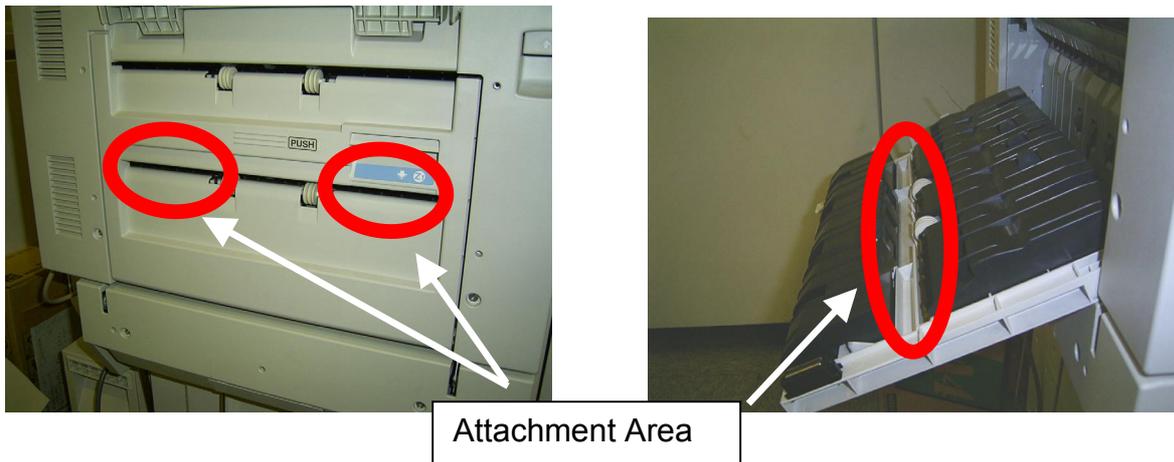
See the procedure below

Attachment Procedure for the Guide Mylars (P/N: B1802658)

1. Open the inverter unit cover.
2. Clean the **upper** surface of the **lower** opening with alcohol.
3. Attach the two guide Mylars **firmly** to the upper surface of the lower opening.

Important:

- Attach the Mylars **0-1mm** from the left and right ends of the opening.
- Attach the Mylars so that the distance between the edge of the attachment surface and the folded part of the Mylar is **0-1mm**.
- Make sure that "Angle A" below is **15-45 degrees**.



| | | | |
|--|--|---|---|
| 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.

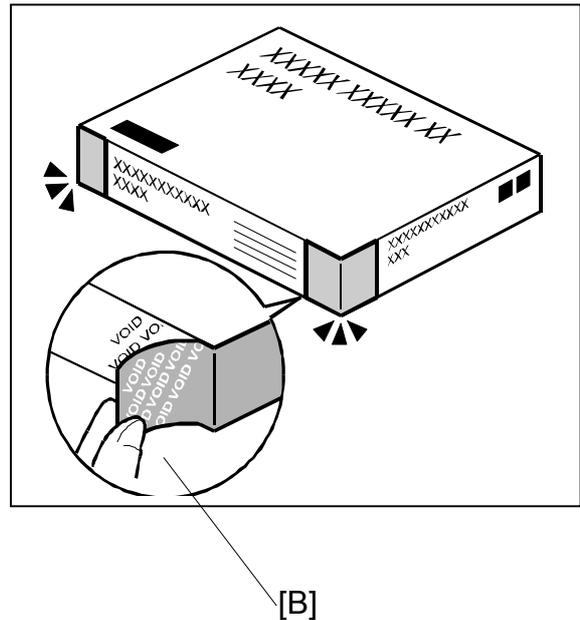
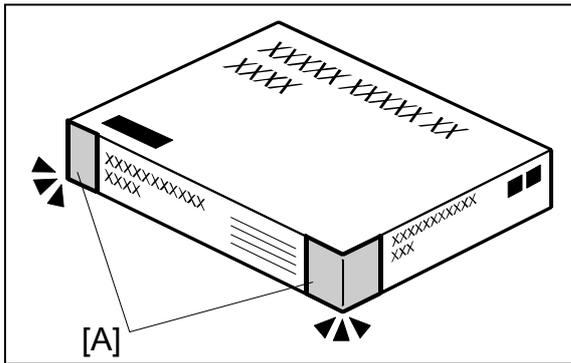
| | | |
|----------------|-----------------|---------------|
| Model: General | Date: 23-Jan-06 | No.: RGene021 |
|----------------|-----------------|---------------|

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 |
|----------------|-----------------|---------------|

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 |
|----------------|-----------------|---------------|

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 |
|----------------|-----------------|---------------|

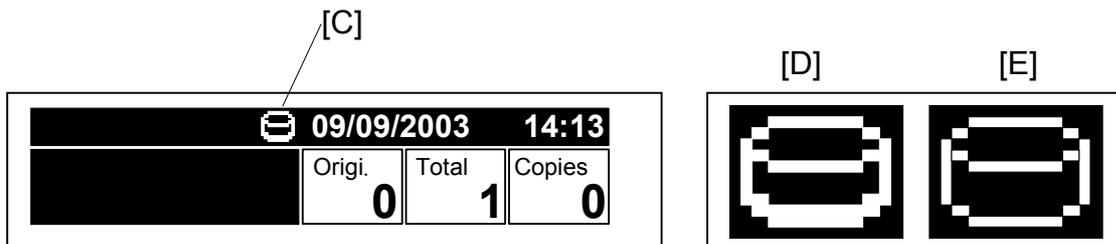
- If the ROM numbers are not the same, or the version numbers are not the same, this means the unit was not installed correctly.

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 J-C2 | | Date: 7-Feb-06 | No.: RB178036 |
| Subject: Fax Error Message | | Prepared by: H.Taguchi | |
| 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 () | |

Service Manual Correction

Add the following fax error messages:

| Code | Meaning | Suggested Cause/Action |
|-------|---------------------------------|---|
| 14-14 | Internal processing error | • Update the Fax and FCU firmware to the latest version |
| 14-15 | Email parameter error | • Update the Fax and FCU firmware to the latest version |
| 14-16 | Email partitioning error | • Update the Fax and FCU firmware to the latest version |
| 14-17 | Defective authentication ticket | • Update the Fax and FCU firmware to the latest version |
| 14-18 | Internal processing error | • Update the Fax and FCU firmware to the latest version |

Reissued: 24-Feb-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | C. SUM | Effective Date |
|-------------|-------------------------|--------------------|---------------------------------------|
| 1.10 | B1805505D | D74C | March 2005 production |
| 1.14 | B1805505E | 96EB | April 2005 production |
| 1.15 | B1805505F | 3868 | June 2005 production |
| 1.16 | B1805505G | 2AAB | August 2005 production |
| 1.17 | B1805505H | 740AH | October 2005 production |
| 1.18 | B1805505J | B10BH | November 2005 production |
| 1.19 | <i>B1805505K</i> | <i>A686</i> | <i>January 2006 production</i> |

| Version | Symptom Corrected |
|---------|--|
| 1.10 | 1st Mass Production |
| 1.14 | <ul style="list-style-type: none"> ➤ The paper in the by-pass tray cannot be fed when the paper side fence is moved during printing. ➤ "Please wait," continue to shows in the ready condition when the machine resumes printing after recovering from energy saver mode. ➤ The default setting for SP 1105 28 has been changed to shorten the printing time for thick paper. SP 1105 28 Default setting (J-C2b) 135 → 155 Default setting (J-C2a, k) 123→ 150 ➤ Jam 22 shows at incorrect times. The reason for this is due to a firmware bug that occurs under the following condition: J-C2a, LT (SEF), Tray3, ACS, 10 originals |

Reissued: 24-Feb-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001c |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|-------------|---|
| 1.15 | <ul style="list-style-type: none"> ➤ The setting “2” for SP 1916 3 has been added SP 1916 3 (PreJob Mode) [0 to 2 / 0 / 1 /step] 0: Off 1: On (4 sec) 2: On (Specifies the extra idling operation time set with SP 1916 7) SP 1916 7 (PreJob Mode) [1 to 9 / 4 / 1 /step] Specifies how long the extra idling operation is executed after the fusing unit becomes ready when a print job arrives at the copier. ➤ The initial setting of the TD sensor is not executed even if the toner cartridge is set correctly when SP 2223 3 is set to 1. |
| 1.16 | <p>Insufficient toner transfer occurs at the edge of the paper when the transfer bias is set to less than 2uA (Default: 4uA)</p> |
| 1.17 | <ul style="list-style-type: none"> ➤ SP 1902 5 was added. SP 1902-005 (Fix Size) [0 or 1 / 0 / -] Alphanumeric 0: OFF, 1: ON • ON: The by-pass tray automatically detects the paper size and orientation. The process speed is decreased to 1/2. • OFF: The by-pass tray does not detect the paper size. The process speed stays at normal speed. |
| 1.18 | <p>The toner concentration decreases when 300k-500k continuous prints are made from the bypass tray. Note: The toner density returns to normal when the operator changes the paper size or job settings.</p> |
| 1.19 | <p><i>Color drum detection cannot detect the drum when the color drum positioning sensor is broken.</i></p> |

Reissued: 27-Mar-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010e |
|-------------------|-----------------|----------------|

RTB Correction

The items in bold italics have been corrected or added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|---------------------------------------|
| 1.20.1 | B1805901B | March 2005 production |
| 1.25.1 | B1805901C | April 2005 production |
| 1.26 | B1805901D | June 2005 production |
| 1.27 | B1805901E | August 2005 production |
| 1.28 | B1805901F | October 2005 production |
| 1.29 | B1805901G | November 2005 production |
| 1.30 | <i>B1805901H</i> | <i>January 2006 production</i> |

| Version | Symptom Corrected |
|---------|--|
| 1.20.1 | 1st Mass Production |
| 1.25.1 | <ul style="list-style-type: none"> ➤ SC195 is not reported to the NRS center ➤ The number of SC codes occurrence can not be read from the NRS center ➤ SDK application is registered as the priority application, the machine cannot boot with SDK application |
| 1.26 | <ul style="list-style-type: none"> ➤ FCU version does not appear on SMC and SP7801-255 ➤ The print/copy/scanner productivity is slower with the HDD data protection unit |
| 1.27 | <ul style="list-style-type: none"> ● FAX Document Server files are not sent to the delivery server, even when the FAX transfer setting in ScanRouter is ON. <p>Note:</p> <ul style="list-style-type: none"> - The machine displays "100%" for the memory file free space, even when these FAX Documents are in the Document Server. - The FAX is sent to the server only after the MFP main power is turned Off/On. <p>Other changes:</p> <ul style="list-style-type: none"> ● The default setting for Energy Saver Mode was changed to comply with the BAM Standards. |

Reissued: 27-Mar-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010e |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 1.28 | <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>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: Yes 1: No, default = 0) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. (0: No 1:Yes, default 0) <p>Note: These above functions are only available if all 3 of NCS firmware ver or later, Controller firmware Ver or later and Websys firmware Ver or later have been applied to the device.</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 machine sometimes does not recover from the energy saver mode.</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>Fixed: The data overwrite function works with the different erase mode.</p> <p>Fixed: 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: TIFF file is not be displayed properly with Win XP viewer</p> |

Reissued: 27-Mar-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010e |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 1.29 | <ul style="list-style-type: none"> ● Fixed: Communication between RC Gate and the device does not work properly. ● The Key Counter counts up when a FAX is printed out. Conditions: <ul style="list-style-type: none"> - Sp5121-001 is enabled [Default setting: OFF] - "FAX" is selected in Key Counter Management |
| 1.30 | <ul style="list-style-type: none"> ● <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>The Key Counter does not work when the "PC Control" setting for User Codes is ON.</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>SC670 or SC991 sometimes occurs when RC-Gate is installed</i> ● <i>Sometimes, the counter data is not transferred to the RC Gate Center.</i> ● <i>The Data Overwrite function only uses the NSA method, even when another method is selected.</i> ● <i>The Document Server operation panel might lock if the operation panel 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 panels work correctly.</i> |

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 27-Mar-06 | No.: RB178037 |
| Subject: Color registration error more than 1.4mm | | Prepared by: H.Taguchi | |
| 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

A color registration error of more than 1.4mm occurs.

CAUSE

The automatic Line Position Adjustment alone cannot fix the error.

SOLUTION**1. Do SP5-993-039**

This will reduce the registration error to 1.4mm or less

2. Do SP5-993-002 (Line Position Adjustment)

This will further reduce the registration error to less than 1.4mm.

| | | | |
|--|---|---|--|
| Model: Model J-C2 | | Date: 10-May-06 | No.: RB178038 |
| 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 () | |

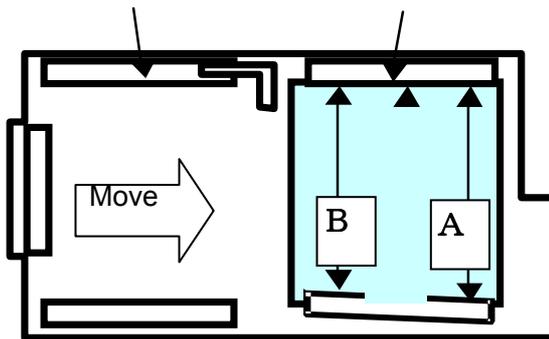
SYMPTOM

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:
5J61150001 (B600-66) K0751100021(B600-67) (from 2005 November production)

| | | |
|-------------------|-----------------|---------------|
| Model: Model J-C2 | Date: 10-May-06 | No.: RB178038 |
|-------------------|-----------------|---------------|

Permanent:

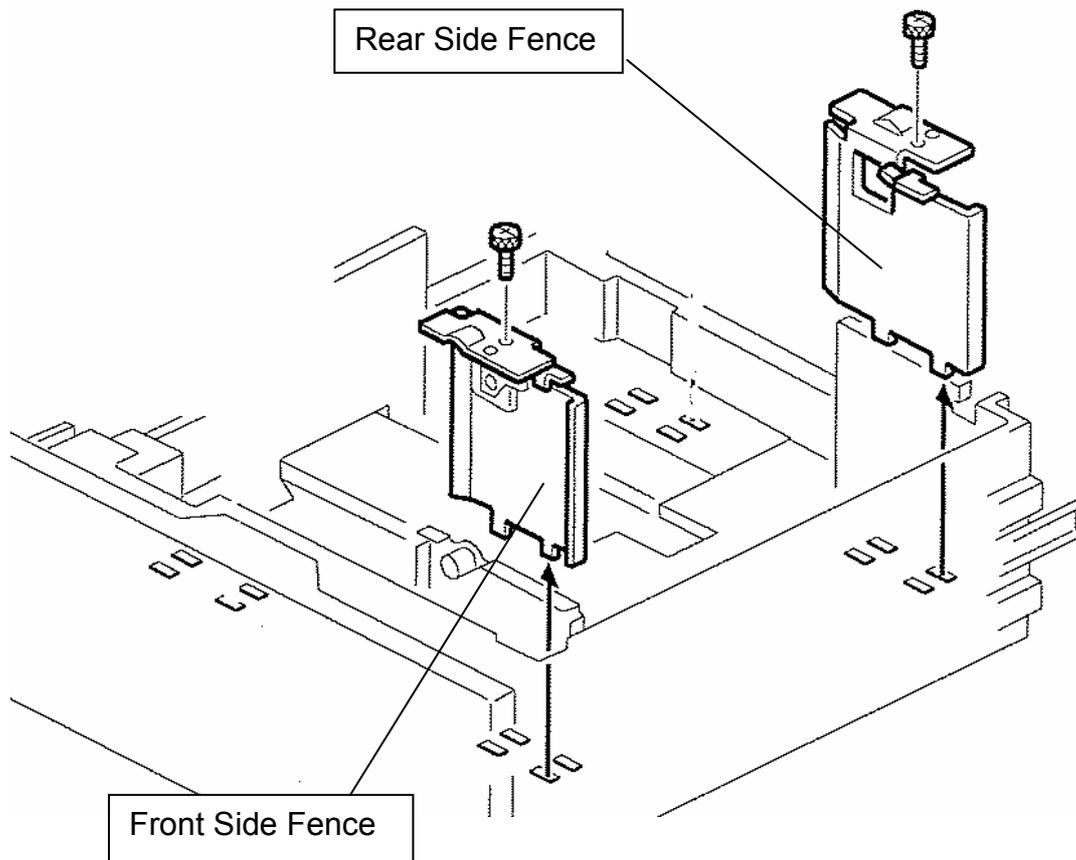
1. The distance between the side fences was increased by 0.2 mm
 - The positions of the screw holes were moved 0.1 mm.
2. The distance between the side fences is checked on the production line.

| 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 changes have been applied due to 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**.



Reissued: 18-May-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178008d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|-------------------------------------|
| 1.20 | B1805958 | March 2005 production |
| 1.21 | B1805958A | May 2005 production |
| 1.22 | B1805958B | June 2005 production |
| 1.23 | B1805958C | August 2005 production |
| 1.24 | B1805958D | October 2005 production |
| 1.25 | B1805958E | December 2005 production |
| 1.26 | <i>B1805958F</i> | <i>April 2006 production</i> |

| Version | Symptom Corrected |
|---------|--|
| 1.20 | 1st Mass Production |
| 1.21 | If a duplex job is sent using the RPCS driver and cancelled from the operation panel or PC, the device may stall. |
| 1.22 | PDF Direct Print jobs sent via DeskTopBinder in dirverless mode, will be cancelled if usercode authentication is enabled. Even if a valid usercode is entered, the job will be cancelled. |
| 1.23 | <ul style="list-style-type: none"> • Devices that use Russian, Polish or Hungaran as the operation panel display language will stall if the paper size or type are mismatched. • When PCL data is printed using HDD fonts, print speed might be reduced. • After a certain number of PCL jobs are printed using HDD fonts, the device may stall (GFPR#RE05060001). |
| 1.24 | The "Clear/Stop" button can cancel print jobs like the "Job Reset"button. |
| 1.25 | <p>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.</p> <p>Fixed: the device may stall if a large number of duplex jobs (65K) is sent to the device</p> <p>Fixed: Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centro nix or Bluetooth.</p> |

Reissued: 18-May-06

| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178008d |
|-------------------|--|----------------|
| Version | Symptom Corrected | |
| 1.26 | <i>Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</i> | |

Reissued: 23-May-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010f |
|-------------------|-----------------|----------------|

RTB Correction

The items in bold italics have been corrected or added.

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

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

| Version | Program No. | Effective Date |
|-------------|------------------|------------------------------|
| 1.20.1 | B1805901B | March 2005 production |
| 1.25.1 | B1805901C | April 2005 production |
| 1.26 | B1805901D | June 2005 production |
| 1.27 | B1805901E | August 2005 production |
| 1.28 | B1805901F | October 2005 production |
| 1.29 | B1805901G | November 2005 production |
| 1.30 | B1805901H | January 2006 production |
| 1.31 | B1805901J | April 2006 production |

| Version | Symptom Corrected |
|---------|--|
| 1.20.1 | 1st Mass Production |
| 1.25.1 | <ul style="list-style-type: none"> ➤ SC195 is not reported to the NRS center ➤ The number of SC codes occurrence can not be read from the NRS center ➤ SDK application is registered as the priority application, the machine cannot boot with SDK application |
| 1.26 | <ul style="list-style-type: none"> ➤ FCU version does not appear on SMC and SP7801-255 ➤ The print/copy/scanner productivity is slower with the HDD data protection unit |
| 1.27 | <ul style="list-style-type: none"> ● FAX Document Server files are not sent to the delivery server, even when the FAX transfer setting in ScanRouter is ON. <p>Note:</p> <ul style="list-style-type: none"> - The machine displays "100%" for the memory file free space, even when these FAX Documents are in the Document Server. - The FAX is sent to the server only after the MFP main power is turned Off/On. <p>Other changes:</p> <ul style="list-style-type: none"> ● The default setting for Energy Saver Mode was changed to comply with the BAM Standards. |

Reissued: 23-May-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010f |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 1.28 | <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>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: Yes 1: No, default = 0) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. (0: No 1:Yes, default 0) <p>Note: These above functions are only available if all 3 of NCS firmware ver or later, Controller firmware Ver or later and Websys firmware Ver or later have been applied to the device.</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 machine sometimes does not recover from the energy saver mode.</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>Fixed: The data overwrite function works with the different erase mode.</p> <p>Fixed: 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: TIFF file is not be displayed properly with Win XP viewer</p> |

Reissued: 23-May-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010f |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|---|
| 1.29 | <ul style="list-style-type: none"> ● Fixed: Communication between RC Gate and the device does not work properly. ● The Key Counter counts up when a FAX is printed out. Conditions: <ul style="list-style-type: none"> - Sp5121-001 is enabled [Default setting: OFF] - "FAX" is selected in Key Counter Management |
| 1.30 | <ul style="list-style-type: none"> ● A display error may occur if the key counter is not in the key counter holder when the main power is turned on. ● The Key Counter does not work when the "PC Control" setting for User Codes is ON. ● 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). ● SC670 or SC991 sometimes occurs when RC-GATE is installed ● Sometimes, the counter data is not transferred to the RC Gate Center. ● The Data Overwrite function only uses the NSA method, even when another method is selected. ● The Document Server operation panel might lock if the operation panel 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 panels work correctly. |
| 1.31 | <p>Fixed: SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode (SP5875-001) is already enabled.</p> <p>Fixed: Sometimes, Margin Adjustment does not work with Background Numbering when a stored document is printed out.</p> <p>Fixed: The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall at the next login attempt. Note: The automatic logout confirmation is only displayed if someone is logged into the system and user/administrator authentication settings are changed before the Exit button is pressed.</p> <p>Fixed: SC687 occurs when Magazine copies are removed from an output tray after that tray becomes full (GFPR#RC05110006).</p> <p>Fixed: The device might stall if the operation panel keyboard is being used while either of the following are performed:</p> <ul style="list-style-type: none"> - Access the Address Book from WIM or SmartDeviceMonitor for Admin. - Print a document using User Authentication. |

Reissued: 27-Jul-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|------------------|-----------------------------|
| 1.10 | B1805505D | March 2005 production |
| 1.14 | B1805505E | April 2005 production |
| 1.15 | B1805505F | June 2005 production |
| 1.16 | B1805505G | August 2005 production |
| 1.17 | B1805505H | October 2005 production |
| 1.18 | B1805505J | November 2005 production |
| 1.19 | B1805505K | January 2006 production |
| 1.20 | B1805505L | June 2006 production |

| Version | Symptom Corrected |
|---------|--|
| 1.10 | 1st Mass Production |
| 1.14 | <ul style="list-style-type: none"> ➤ The paper in the by-pass tray cannot be fed when the paper side fence is moved during printing. ➤ "Please wait," continue to shows in the ready condition when the machine resumes printing after recovering from energy saver mode. ➤ The default setting for SP 1105 28 has been changed to shorten the printing time for thick paper. <p>SP 1105 28 Default setting (J-C2b) 135 → 155 Default setting (J-C2a, k) 123→ 150</p> <ul style="list-style-type: none"> ➤ Jam 22 shows at incorrect times. The reason for this is due to a firmware bug that occurs under the following condition: J-C2a, LT (SEF), Tray3, ACS, 10 originals |

Reissued: 27-Jul-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178001d |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 1.15 | <p>➤ The setting "2" for SP 1916 3 has been added SP 1916 3 (PreJob Mode) [0 to 2 / 0 / 1 /step] 0: Off 1: On (4 sec) 2: On (Specifies the extra idling operation time set with SP 1916 7)</p> <p>SP 1916 7 (PreJob Mode) [1 to 9 / 4 / 1 /step]</p> <p>Specifies how long the extra idling operation is executed after the fusing unit becomes ready when a print job arrives at the copier.</p> <p>➤ The initial setting of the TD sensor is not executed even if the toner cartridge is set correctly when SP 2223 3 is set to 1.</p> |
| 1.16 | <p>Insufficient toner transfer occurs at the edge of the paper when the transfer bias is set to less than 2uA (Default: 4uA)</p> |
| 1.17 | <p>➤ SP 1902 5 was added.</p> <p>SP 1902-005 (Fix Size) [0 or 1 / 0 / -] Alphanumeric 0: OFF, 1: ON</p> <ul style="list-style-type: none"> • ON: The by-pass tray automatically detects the paper size and orientation. The process speed is decreased to 1/2. • OFF: The by-pass tray does not detect the paper size. The process speed stays at normal speed. |
| 1.18 | <p>The toner concentration decreases when 300k-500k continuous prints are made from the bypass tray. Note: The toner density returns to normal when the operator changes the paper size or job settings.</p> |
| 1.19 | <p>Color drum detection can not detect the drum when the color drum positioning sensor is broken.</p> |
| 1.20 | <p><i>(Changes applied to the Japanese model only)</i></p> |

Reissued: 30-Oct-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178004c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|------------------------------------|
| 1.02 | <i>B7166560D</i> | <i>June 2006 production</i> |
| 1.01 | B7166560C | October 2005 production |
| 1.00 | B7166560B | June 2005 production |
| 0.39 | B7166560A | March 2005 production |
| 0.34 | B7166560 | March 2005 production |

| Version | Symptom Corrected |
|-------------|--|
| 1.02 | <ol style="list-style-type: none"> <i>1. Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380)</i> <i>2. Jobs stored using a Start Page number of more than 1000 cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC.</i> <i>3. The TWAIN error message shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin.</i> - Before: 34992 Insufficient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function. |
| 1.01 | 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. |

Reissued: 30-Oct-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178004c |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|---|
| 1.00 | <ul style="list-style-type: none"> · If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel. · The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled. · 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 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. |
| 0.39 | <ul style="list-style-type: none"> · If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values. · The Folder authentication setting in the address book cannot be changed to "Do not specify" using the SDM Address Management Tool. It is possible to select "Do not Specify". However, the selection will not be applied to the device. · If the "Capture Server IP address" is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address. |
| 0.34 | 1 st Mass Production |

Reissued: 21-Nov-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010g |
|-------------------|-----------------|----------------|

RTB Correction

The items in bold italics have been corrected or added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|------------------------------------|
| 1.32 | <i>B1805901K</i> | <i>July 2006 production</i> |
| 1.31 | B1805901J | April 2006 production |
| 1.30 | B1805901H | January 2006 production |
| 1.29 | B1805901G | November 2005 production |
| 1.28 | B1805901F | October 2005 production |
| 1.27 | B1805901E | August 2005 production |
| 1.26 | B1805901D | June 2005 production |
| 1.25.1 | B1805901C | April 2005 production |
| 1.20.1 | B1805901B | March 2005 production |

| Version | Symptom Corrected |
|-------------|---|
| 1.32 | <p><i>Fixed: The device might stall when making a large amount of prints.</i></p> <p><i>Fixed: SC230 might occur when using the Combine, Coversheet and Page Numbering functions together.</i></p> <p><i>Fixed: The top part of the image might be printed at the bottom of the paper when using Erase Margin Adjustment.</i></p> <p><i>Fixed: If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will receive an error message when they are run. This is the correct result. However the SDK name that displayed in the error message will be wrong.</i></p> <p><i>Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, the user tried one of the following:</i></p> <ul style="list-style-type: none"> <i>- Access the Address Book from Web Image Monitor or SmartDeviceMonitor for Admin.</i> <i>- Print a document using User Authentication.</i> <p><i>Fixed: "¥" is used instead of "\" for Scan to FTP directory separators in the ftp destination paths.</i></p> |

Reissued: 21-Nov-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010g |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| | <p>Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers.</p> <p>Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.</p> <p>This problem affects the following functions:</p> <ul style="list-style-type: none"> - LDAP Search - LDAP Connection Test - LDAP Authentication |
| 1.31 | <p>Fixed: SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode (SP5875-001) is already enabled.</p> <p>Fixed: Sometimes, Margin Adjustment does not work with Background Numbering when a stored document is printed out.</p> <p>Fixed: The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall next login attempt. Note: The automatic logout confirmation is only displayed if someone is logged into the system and user/administrator authentication settings are changed before the Exit button is pressed.</p> <p>Fixed: SC687 occurs when Magazine copies are removed from an output tray after that tray becomes full (GFPR#RC05110006).</p> <p>Fixed: The device might stall if the operation panel keyboard is being used while either of the following are performed:</p> <ul style="list-style-type: none"> - Access the Address Book from WIM or SmartDeviceMonitor for Admin. - Print a document using User Authentication. |
| 1.30 | <ul style="list-style-type: none"> ● A display error may occur if the key counter is not in the key counter holder when the main power is turned on. ● The Key Counter does not work when the "PC Control" setting for User Codes is ON. ● 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). ● SC670 or SC991 sometimes occurs when RC-GATE is installed ● Sometimes, the counter data is not transferred to the RC Gate Center. ● The Data Overwrite function only uses the NSA method, even when another method is selected. ● The Document Server operation panel might lock if the operation panel is switched from Copier to Document Server while the Document server is saving a print job. |

Reissued: 21-Nov-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010g |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|---|
| | <p>Note: The Document Server function itself (from WIM) and all other operation panels work correctly.</p> |
| 1.29 | <ul style="list-style-type: none"> ● Fixed: Communication between RC Gate and the device does not work properly. ● The Key Counter counts up when a FAX is printed out. Conditions: <ul style="list-style-type: none"> - Sp5121-001 is enabled [Default setting: OFF] - "FAX" is selected in Key Counter Management |
| 1.28 | <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>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: Yes 1: No, default = 0) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. (0: No 1:Yes, default 0) <p>Note: These above functions are only available if all 3 of NCS firmware ver or later, Controller firmware Ver or later and Websys firmware Ver or later have been applied to the device.</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 machine sometimes does not recover from the energy saver mode.</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>Fixed: The data overwrite function works with the different erase mode.</p> <p>Fixed: 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: 21-Nov-06

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010g |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| | <p>Fixed: The menu for the Rom Update may not be displayed in the WebImageMonitor. (GFPR#RC05070002)</p> <p>Fixed: TIFF file is not be displayed properly with Win XP viewer</p> |
| 1.27 | <ul style="list-style-type: none"> ● FAX Document Server files are not sent to the delivery server, even when the FAX transfer setting in ScanRouter is ON. <p>Note:</p> <ul style="list-style-type: none"> - The machine displays "100%" for the memory file free space, even when these FAX Documents are in the Document Server. - The FAX is sent to the server only after the MFP main power is turned Off/On. <p>Other changes:</p> <ul style="list-style-type: none"> ● The default setting for Energy Saver Mode was changed to comply with the BAM Standards. |
| 1.26 | <ul style="list-style-type: none"> ➤ FCU version does not appear on SMC and SP7801-255 ➤ The print/copy/scanner productivity is slower with the HDD data protection unit |
| 1.25.1 | <ul style="list-style-type: none"> ➤ SC195 is not reported to the NRS center ➤ The number of SC codes occurrence can not be read from the NRS center ➤ SDK application is registered as the priority application, the machine cannot boot with SDK application |
| 1.20.1 | 1st Mass Production |

| | | | |
|--|--|---|---|
| Model: J-C2 | | Date: 26-Dec-06 | No.: RB178039 |
| Subject: Faint diagonal lines due to decreased amount of developer | | Prepared by: S. Yoshiki | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

SYMPTOM

Diagonal lines of low image density can be seen on the printout.



CAUSE

The development clutch continues rotating even after the machine disengages the clutch, and a small amount of developer leaks out of the development unit. As this continues, the amount of developer in the development unit decreases.

SOLUTION

Replace the development clutch for the toner color on which the symptom occurs.

| | | | |
|--|---|---|--|
| Model: J-C2 | | Date: 26-Dec-06 | No.: RB178040 |
| Subject: Loose connection of bypass tray lower cover | | Prepared by: S.Yoshiki | |
| 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 bypass tray lower cover comes loose.

CAUSE

The shaft for the cover bends.

SOLUTION

Add a stopper to the area shown below. This will increase the durability of the shaft.

Stopper:Cover:Manual Feed P/N B1802941



See the procedure on the next page.

| | | |
|-------------|-----------------|---------------|
| Model: J-C2 | Date: 26-Dec-06 | No.: RB178040 |
|-------------|-----------------|---------------|

Attaching the New Stopper (Stopper:Cover:Manual Feed, P/N B1802941)

1. Open the bypass tray lower cover.



Attachment position

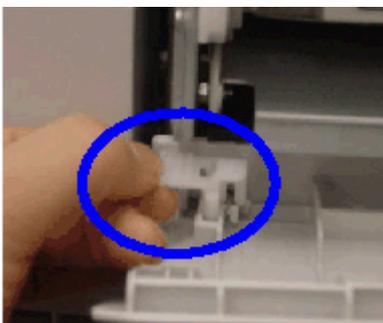


2. If the shaft is bent too far or in very bad condition, replace the bypass tray lower cover itself.

3. Attach the new stopper.

Important:

- Line up the small projection on the stopper with the groove in front of the cover/shaft.
- Attach the stopper so that the shaft is fixed firmly in place.
- Push the stopper in until you feel it click into place.



After attachment

| | | | |
|--|---|---|--|
| Model: J-C2 | | Date: 27-Dec-06 | No.: RB178041 |
| Subject: Jam in duplex inverter unit | | Prepared by: S. Yoshiki | |
| 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

Paper jams in the duplex inverter unit occur frequently.

CAUSE

The junction gate Mylar at both ends of the duplex inverter unit bends. This happens most often when using paper that has a high stiffness and has a large curl. The paper hits the Mylar and causes it to bend.

Note: The jam occurs when the paper is guided to the inside of the bent Mylar. Clearing this type of jam with too much force causes further deformation of the Mylar and increases the jam occurrence.

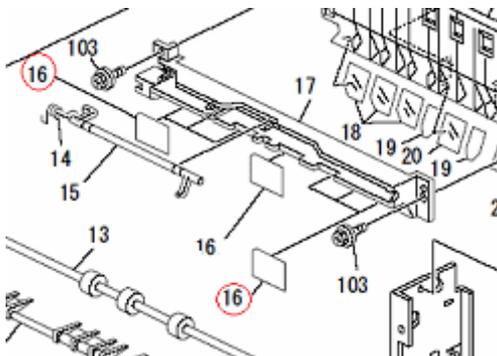
SOLUTION

1. Replace the junction gate Mylar (index #16) at both sides of the duplex inverter unit with **P/N B1809005**.
2. If any of the other junction gate Mylars are bent, replace all junction gate Mylars.

See the attachment procedure on the next page.

Note: B1809005 is for machines using paper that has a high stiffness and a large curl. If thin paper types (64g/17lb or less) are used with this part, paper wrinkling has a greater tendency to occur.

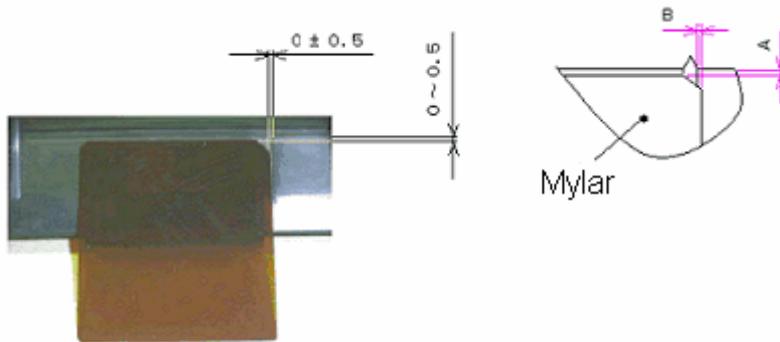
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| | | |
|-------------|-----------------|---------------|
| Model: J-C2 | Date: 27-Dec-06 | No.: RB178041 |
|-------------|-----------------|---------------|

Attachment Procedure (P/N B1809005)

1. Clean the attachment area with alcohol.
2. Line up the top edge of the Mylar with the ridge of the guide plate, as shown in the photo (**0 to 0.5mm** from the ridge).
3. Line up the right edge of the Mylar with the groove, as shown in the photo (**-0.5mm to +0.5mm** from the groove).
4. Make sure the top edge of the Mylar is not sticking out from the ridge of the guide plate.
5. Make sure the entire attachment surface of the Mylar is attached firmly to the guide plate (no wrinkles, no bends).

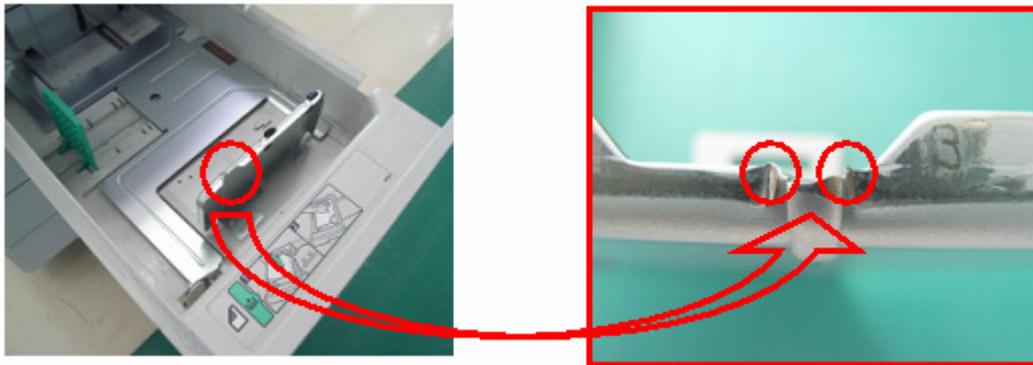


| | | | |
|--|--|---|--|
| Model: J-C2 | | Date: 30-Aug-07 | No.: RB178042 |
| Subject: Burrs on paper tray 1 side fence | | Prepared by: S.Yoshiki | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> 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

There are small burrs on the top edge of the side fence. In a small number of cases, this may cause injury if touched.

Note: This is not an area that the operator usually touches.



CAUSE

Burrs, which form as a normal part of the sheet metal stamping process, can sometimes be as prominent as those shown in the photo.

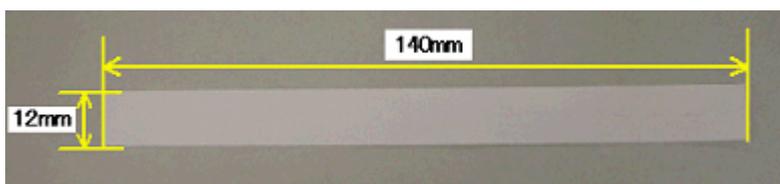
SOLUTION

Although only some side fences may have burrs like those shown in the photo, please attach the following protective tape at the next service visit.

See the attachment procedure on the next page

P/N **B1809910**

TAPE: SIDE FENCE (140mmx12mm) 1pc = 10 strips



Model: J-C2

Date: 30-Aug-07

No.: RB178042

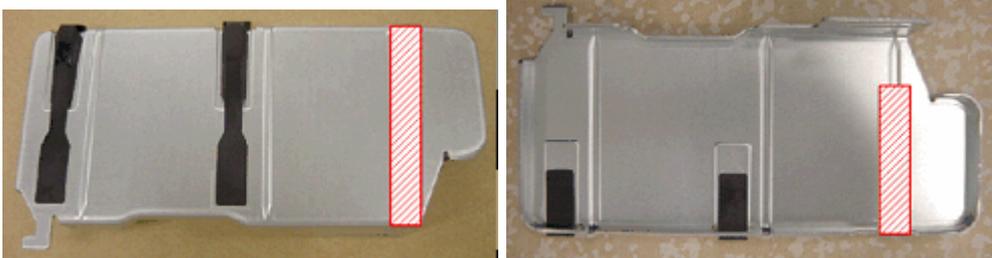
Attachment Procedure for the B1809910 Protective Tape

Note: The color of the tape in the photos below is yellow, but the actual tape is transparent.

1. Remove the side fence from the tray (1 screw).



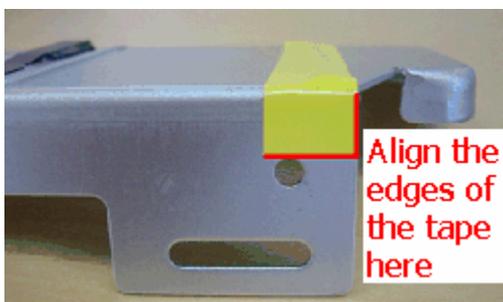
2. Clean the attachment area for the new tape (red area shown in the photo) with alcohol.



3. Attach one end of the tape to the bottom of the side fence. Then, attach the rest of the tape as shown.

Important:

- On the bottom of the side fence, make sure to align the two edges of the tape as shown in the photo below.
- Make sure to attach the tape firmly so that it does not wrinkle or peel off. **Make sure the tape completely covers the area with the burrs.**



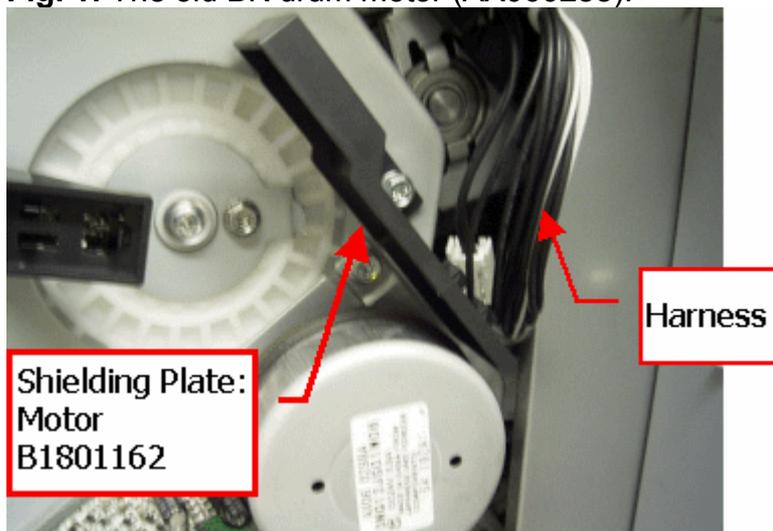
| | | | |
|--|--|---|--|
| Model: J-C2 | | Date: 4-Sep-07 | No.: RB178043 |
| Subject: Drum motor | | Prepared by: S.Yoshiki | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input type="checkbox"/> Part information | <input 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 () | |
| | | | |

Important Notes for When Installing the Drum Motor With Cover (AX060340 / AX060341 or newer)

- Only use **M3x6** screws to attach the cover. If you use any other screws, they will touch the drum gear.
- When you attach the BK drum motor (AX060340) for the first time, remove the shielding plate (B1801162) that is already attached.

Note: The shielding plate is not listed in the Parts Catalog (due to an error).

Fig. 1: The old BK drum motor (AX060288).



| | | |
|-------------|----------------|---------------|
| Model: J-C2 | Date: 4-Sep-07 | No.: RB178043 |
|-------------|----------------|---------------|

Fig. 2: The new BK drum motor (AX060340).

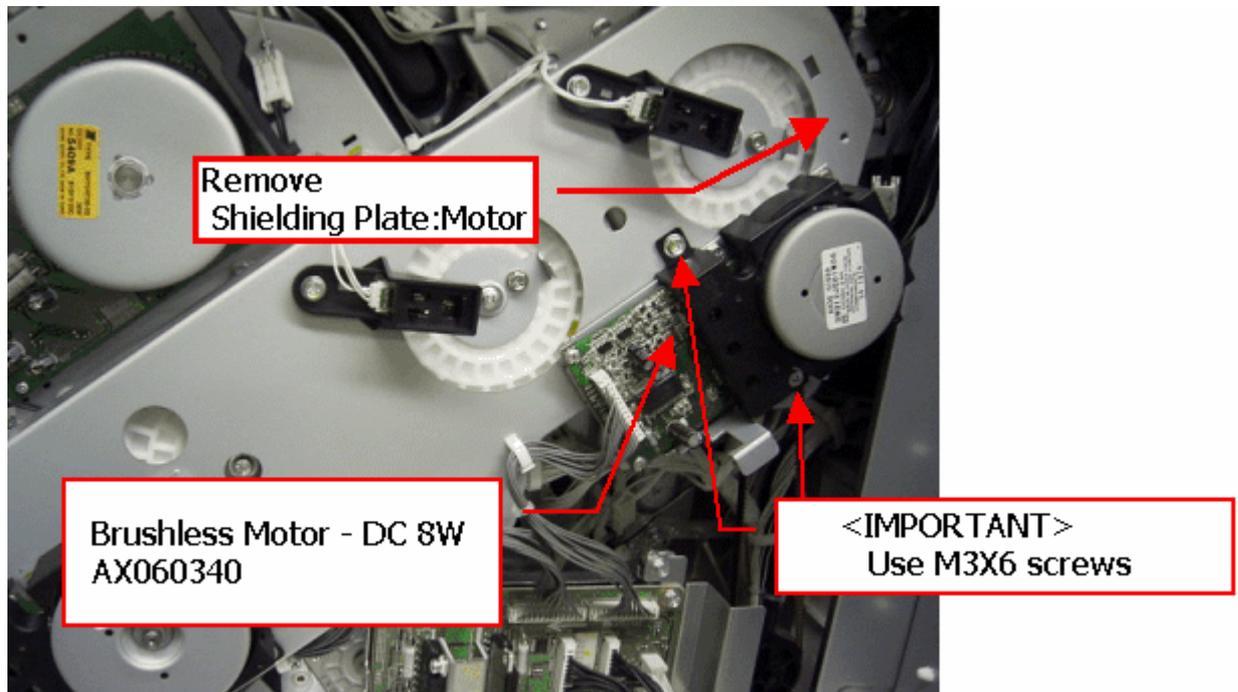
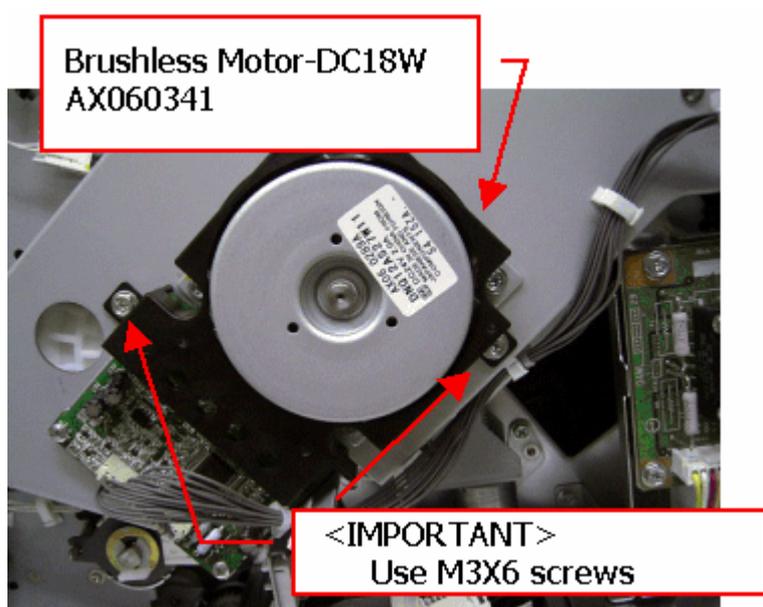


Fig. 3: The new color drum motor (AX060341).



| | | | |
|--|--|---|--|
| Model: Model J-C2 | | Date: 05-Sep-07 | No.: RB178044 |
| Subject: Platen cover sheet damage | | Prepared by: S.Yoshiki | |
| 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.



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

Reissued: 11-Oct-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178003c |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-----------------|-------------------------|--|
| 07.00.00 | <i>B1805911F</i> | <i>March 2007 production</i> |
| 06.00.00 | <i>B1805911E</i> | <i>November 2007 production</i> |
| 04.00.00 | B1805911C | October 2005 production |
| 03.00.00 | B1805911B | April 2005 production |
| 02.00.00 | B1805911A | April 2005 production |
| 01.00.00 | B1805911 | March 2005 production |

| Version | Symptom Corrected |
|-----------------|---|
| 07.00.00 | ● <i>Minor changes applied to improve reliability.</i> |
| 06.00.00 | ● <i>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.</i> <i>Note: To fix this issue, all of the following firmware must be applied:</i> <ul style="list-style-type: none"> - <i>System firmware ver 1.33 or later</i> - <i>Websys firmware ver 1.16.1 or later</i> - <i>NFA firmware ver 1.02.1 or later</i> - <i>WebDoxBox firmware ver 1.07 or later</i> - <i>Printer firmware ver 1.27 or later</i> - <i>(Optional) Fax firmware ver 06.00.00 or later</i> |
| 04.00.00 | ● Minor changes applied to improve reliability. |
| 03.00.00 | ● 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. |
| 02.00.00 | ● 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). |

Reissued: 11-Oct-07

| Model: Model J-C2 | | Date: 29-Mar-05 | No.: RB178003c |
|-------------------|---------------------------------|-----------------|----------------|
| Version | Symptom Corrected | | |
| 01.00.00 | 1 st Mass Production | | |

Reissued: 11-Oct-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178004d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|---------------|-------------------------|--|
| 2.00 | <i>B7166560F</i> | <i>July 2007 production</i> |
| 1.02.1 | <i>B7166560E</i> | <i>November 2006 production</i> |
| 1.02 | B7166560D | June 2006 production |
| 1.01 | B7166560C | October 2005 production |
| 1.00 | B7166560B | June 2005 production |
| 0.39 | B7166560A | March 2005 production |
| 0.34 | B7166560 | March 2005 production |

| Version | Symptom Corrected |
|---------------|--|
| 2.00 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</i> Note: Both System firmware (version 1.35 or later) and NFA firmware (version 2.00 or later) need to be applied to fix this issue. <i>Fax documents stored in the document server might appear slightly cut-off when viewed or downloaded as PDF via WebImageMonitor.</i> |
| 1.02.1 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>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.</i> Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - <i>System firmware ver 1.33 or later</i> - <i>Websys firmware ver 1.16.1 or later</i> - <i>NFA firmware ver 1.02.1 or later</i> - <i>WebDoxBox firmware ver 1.07 or later</i> - <i>Printer firmware ver 1.27 or later</i> - <i>(Optional) Fax firmware ver 06.00.00 or later</i> |
| 1.02 | <ol style="list-style-type: none"> Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380) |

Reissued: 11-Oct-07

| Model: Model J-C2 | | Date: 29-Mar-05 | No.: RB178004d |
|-------------------|---|-----------------|----------------|
| Version | Symptom Corrected | | |
| | <p>2. Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC.</p> <p>3. The TWAIN error message shown when a user is using the Twain driver while another user is restoring the address book via SmartDeviceMonitor for Admin.</p> <ul style="list-style-type: none"> - Before: 34992 Insufficient memory. Reduce the scanning area. - After: 36855 Scanner is in use for other function. | | |
| 1.01 | 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. | | |
| 1.00 | <ul style="list-style-type: none"> • If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel. • The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled. • 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 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. | | |
| 0.39 | <ul style="list-style-type: none"> • If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values. • The Folder authentication setting in the address book cannot be changed to "Do not specify" using the SDM Address Management Tool. It is possible to select "Do not Specify". However, the selection will not be applied to the device. • If the "Capture Server IP address" is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address. | | |
| 0.34 | 1 st Mass Production | | |

Reissued: 11-Oct-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178006d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|---------------|-------------------------|--|
| 1.17 | <i>B7166550E</i> | <i>March 2007 production</i> |
| 1.16.1 | <i>B7166550D</i> | <i>November 2006 production</i> |
| 1.16 | B7166550C | October 2005 production |
| 1.15 | B7166550B | March 2005 production |
| 1.09 | B7166550A | March 2005 production |

| Version | Symptom Corrected |
|---------------|---|
| 1.17 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle" are worded in Web Image Monitor.</i> <i>Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.</i> <i>"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</i> |
| 1.16.1 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>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.</i> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - <i>System firmware ver 1.33 or later</i> - <i>Websys firmware ver 1.16.1 or later</i> - <i>NFA firmware ver 1.02.1 or later</i> - <i>WebDoxBox firmware ver 1.07 or later</i> - <i>Printer firmware ver 1.27 or later</i> - <i>(Optional) Fax firmware ver 06.00.00 or later</i> |
| 1.16 | <p>Note: Websys firmware Ver 1.16 or later must be used with NIB firmware Ver 4.17 or later and System firmware Ver 1.28 or later.</p> <p>· The following settings have been added to WIM [Configuration->Device</p> |

Reissued: 11-Oct-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178006d |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|---|
| | <p>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 <ul style="list-style-type: none"> • The device now supports the ROM update function via WIM. [Configuration->ROM Update] • Web Image Monitor is available in Korean. • Some menu items in WIM are improperly labelled. <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 • 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. |
| 1.15 | <ul style="list-style-type: none"> • Fixed a security issue in WIM that may have allowed attackers to execute JavaScript on the product's web server. • Web Image Monitor is available in Korean. • If we specify the location of the Cover Sheet Tray or Slip sheet tray via WIM, the changes are not reflected in the Tray Icons on the operation panel. • The Finisher Booklet Tray is not displayed in the Output Tray list in WIM. |
| 1.09 | 1 st Mass Production |

Reissued: 11-Oct-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178008e |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|--|
| 1.28 | <i>B1805958H</i> | <i>March 2007 production</i> |
| 1.27 | <i>B1805958G</i> | <i>November 2006 production</i> |
| 1.26 | B1805958F | April 2006 production |
| 1.25 | B1805958E | December 2005 production |
| 1.24 | B1805958D | October 2005 production |
| 1.23 | B1805958C | August 2005 production |
| 1.22 | B1805958B | June 2005 production |
| 1.21 | B1805958A | May 2005 production |
| 1.20 | B1805958 | March 2005 production |

| Version | Symptom Corrected |
|-------------|--|
| 1.28 | <p>Symptom corrected:</p> <p>1. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:</p> <ul style="list-style-type: none"> - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. |
| 1.27 | <p>Symptom corrected:</p> <p>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 1.33 or later - Websys firmware ver 1.16.1 or later - NFA firmware ver 1.02.1 or later - WebDoxBox firmware ver 1.07 or later - Printer firmware ver 1.27 or later - (Optional) Fax firmware ver 06.00.00 or later |

Reissued: 11-Oct-07

| Model: Model J-C2 | | Date: 29-Mar-05 | No.: RB178008e |
|-------------------|--|-----------------|----------------|
| Version | Symptom Corrected | | |
| 1.26 | Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error. | | |
| 1.25 | <p>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.</p> <p>Fixed: the device may stall if a large number of duplex jobs (65K) is sent to the device</p> <p>Fixed: Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centro nix or Bluetooth.</p> | | |
| 1.24 | The "Clear/Stop" button can cancel print jobs like the "Job Reset"button. | | |
| 1.20 | 1st Mass Production | | |
| 1.23 | <ul style="list-style-type: none"> • Devices that use Russian, Polish or Hungaran as the operation panel display language will stall if the paper size or type are mismatched. • When PCL data is printed using HDD fonts, print speed might be reduced. • After a certain number of PCL jobs are printed using HDD fonts, the device may stall (GFPR#RE05060001). | | |
| 1.22 | PDF Direct Print jobs sent via DeskTopBinder in dirverless mode, will be cancelled if usercode authentication is enabled. Even if a valid usercode is entered, the job will be cancelled. | | |
| 1.21 | If a duplex job is sent using the RPCS driver and cancelled from the operation panel or PC, the device may stall. | | |

Reissued: 15-Oct-07

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010h |
|-------------------|-----------------|----------------|

RTB Correction

The items in bold italics have been corrected or added.

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

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

| Version | Program No. | Effective Date |
|-------------|-------------------------|--|
| 1.35 | <i>B1805901N</i> | <i>July 2007 production</i> |
| 1.34 | <i>B1805901M</i> | <i>March 2007 production</i> |
| 1.33 | <i>B1805901L</i> | <i>November 2006 production</i> |
| 1.32 | B1805901K | July 2006 production |
| 1.31 | B1805901J | April 2006 production |
| 1.30 | B1805901H | January 2006 production |
| 1.29 | B1805901G | November 2005 production |
| 1.28 | B1805901F | October 2005 production |
| 1.27 | B1805901E | August 2005 production |
| 1.26 | B1805901D | June 2005 production |
| 1.25.1 | B1805901C | April 2005 production |
| 1.20.1 | B1805901B | March 2005 production |

| Version | Symptom Corrected |
|-------------|---|
| 1.35 | <p>Symptom corrected:</p> <p>1. <i>The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</i></p> <p>Note: Both System firmware (version 1.35 or later) and NFA firmware (version 2.00 or later) need to be applied to fix this issue.</p> |
| 1.34 | <p>Symptom corrected:</p> <p>1. <i>SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU).</i></p> <p>2. <i>Sometimes, machines with the Data Overwrite Security Unit installed do not recover from Energy Saver Mode.</i></p> |
| 1.33 | <p>Symptom corrected:</p> <p>1. <i>Abnormal images might occur when printing under the following conditions:</i></p> <ul style="list-style-type: none"> - <i>2-sided originals of mixed sizes, AND</i> - <i>1-sided printouts, AND</i> - <i>Margin adjustment is used</i> <p>2. <i>Machines with the File Format Converter installed may stall when a large amount of Scan to Folder jobs are performed.</i></p> |

Reissued: 15-Oct-07

| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010h |
|-------------------|---|----------------|
| Version | Symptom Corrected | |
| | <p>3. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</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 1.33 or later - Websys firmware ver 1.16.1 or later - NFA firmware ver 1.02.1 or later - WebDoxBox firmware ver 1.07 or later - Printer firmware ver 1.27 or later - (Optional) Fax firmware ver 06.00.00 or later | |
| 1.32 | <p>Fixed: The device might stall when making a large amount of prints.</p> <p>Fixed: SC230 might occur when using the Combine, Coversheet and Page Numbering functions together.</p> <p>Fixed: The top part of the image might be printed at the bottom of the paper when using Erase Margin Adjustment.</p> <p>Fixed: If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will receive an error message when they are run. This is the correct result. However the SDK name that displayed in the error message will be wrong.</p> <p>Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, tried one of the following:</p> <ul style="list-style-type: none"> - Access the Address Book from Web Image Monitor or SmartDeviceMonitor for Admin. - Print a document using User Authentication. <p>Fixed: "¥" is used instead of "\" for Scan to FTP directory separators in the ftp destination paths.</p> <p>Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers.</p> <p>Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.</p> <p>This problem effects the following functions:</p> <ul style="list-style-type: none"> - LDAP Search - LDAP Connection Test - LDAP Authentication | |
| 1.31 | <p>Fixed: SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode (SP5875-001) is already enabled.</p> | |

Reissued: 15-Oct-07

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| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010h |
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| Version | Symptom Corrected |
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| | <p>Fixed: Sometimes, Margin Adjustment does not work with Background Numbering when a stored document is printed out.</p> <p>Fixed: The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall next login attempt. Note: The automatic logout confirmation is only displayed if someone is logged into the system and user/administrator authentication settings are changed before the Exit button is pressed.</p> <p>Fixed: SC687 occurs when Magazine copies are removed from an output tray after that tray becomes full (GFPR#RC05110006).</p> <p>Fixed: The device might stall if the operation panel keyboard is being used while either of the following are performed: - Access the Address Book from WIM or SmartDeviceMonitor for Admin. - Print a document using User Authentication.</p> |
| 1.30 | <ul style="list-style-type: none"> ● A display error may occur if the key counter is not in the key counter holder when the main power is turned on. ● The Key Counter does not work when the "PC Control" setting for User Codes is ON. ● 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). ● SC670 or SC991 sometimes occurs when RC-GATE is installed ● Sometimes, the counter data is not transferred to the RC Gate Center. ● The Data Overwrite function only uses the NSA method, even when another method is selected. ● The Document Server operation panel might lock if the operation panel 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 panels work correctly. |
| 1.29 | <ul style="list-style-type: none"> ● Fixed: Communication between RC Gate and the device does not work properly. ● The Key Counter counts up when a FAX is printed out. Conditions: - Sp5121-001 is enabled [Default setting: OFF] - "FAX" is selected in Key Counter Management |
| 1.28 | <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>1.The following SPs have been newly added. - SP5-886-001 (ROM Update) Allows to access the ROM by the Remote Firmware Update function</p> |

Reissued: 15-Oct-07

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| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178010h |
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| Version | Symptom Corrected |
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| | <p>(0: Yes 1: No, default = 0) - SP5-005-001 (IP Address Display) Display the IP Address on the LCD. (0: No 1:Yes, default 0)</p> <p>Note: These above functions are only available if all 3 of NCS firmware ver or later, Controller firmware Ver or later and Websys firmware Ver or later have been applied to the device.</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 machine sometimes does not recover from the energy saver mode.</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>Fixed: The data overwrite function works with the different erase mode.</p> <p>Fixed: 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: TIFF file is not be displayed properly with Win XP viewer</p> |
| 1.27 | <ul style="list-style-type: none"> ● FAX Document Server files are not sent to the delivery server, even when the FAX transfer setting in ScanRouter is ON. <p>Note:</p> <ul style="list-style-type: none"> - The machine displays “100%” for the memory file free space, even when these FAX Documents are in the Document Server. - The FAX is sent to the server only after the MFP main power is turned Off/On. <p>Other changes:</p> <ul style="list-style-type: none"> ● The default setting for Energy Saver Mode was changed to comply with the BAM |

Reissued: 15-Oct-07

| Model: Model J-C2 | | Date: 29-Mar-05 | No.: RB178010h |
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| Version | Symptom Corrected | | |
| | Standards. | | |
| 1.26 | <ul style="list-style-type: none">➤ FCU version does not appear on SMC and SP7801-255➤ The print/copy/scanner productivity is slower with the HDD data protection unit | | |
| 1.25.1 | <ul style="list-style-type: none">➤ SC195 is not reported to the NRS center➤ The number of SC codes occurrence can not be read from the NRS center➤ SDK application is registered as the priority application, the machine cannot boot with SDK application | | |
| 1.20.1 | 1st Mass Production | | |

| | | | |
|--|---|---|--|
| Model: J-C2 | | Date: 12-Mar-08 | No.: RB178045 |
| Subject: paper jam from the bypass tray | | Prepared by; N. Yoshida | |
| 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

Paper jam when feeding from the bypass tray

CAUSE

The machine mis-detects the paper size due to one of the following:

1. The size detection plate bends
2. The bypass tray table is opened and closed frequently, and the wire(s) in the harness for the size detection plate are cut

SOLUTION

Production line

1. Bent plate:

A black sponge is attached to the 38mm-wide area shown in the photo below.

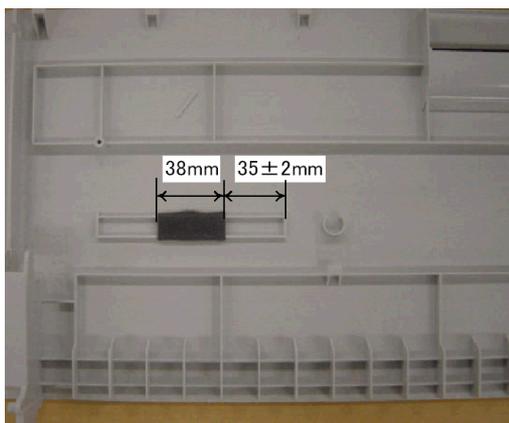
In the field

1. Bent plate:

Attach two pieces of Teflon tape (TEFLON TAPE - 19MMX10M, P/N **A012-9112**) to the unit cover, **one on top of the other**.

Important:

- Attach the tape to the area shown in **black** in the photo below (38mm wide).



| | | |
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| Model: J-C2 | Date: 12-Mar-08 | No.: RB178045 |
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2. Size misdetection (harness damage):

Wrap a piece of Teflon tape (TEFLON TAPE - 19MMX10M, P/N: **A012-9112**) 7-8 times around the protective tube of the harness, as shown in the photo below.

Attachment position: $45 \pm 3\text{mm}$ from the leading edge of the connector

No. of wraps: 7-8 times (required tape length: $100 \pm 5\text{mm}$)



Important: Do the following after you attach the tape.

- Make sure there are no sharp bends in the harness (like the one shown in **Photo A** below).
- Make sure that the harness passes through the cutout in the guide plate smoothly when the bypass tray is opened/closed (as in **Photo C** below).
- Make sure the cover is not sticking out at all when the cover is closed (as in **Photo D** below).

Photo A

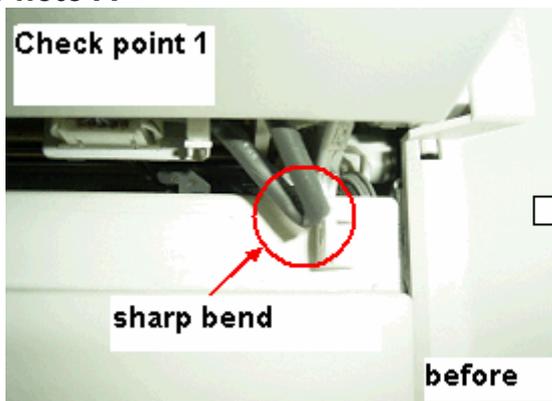
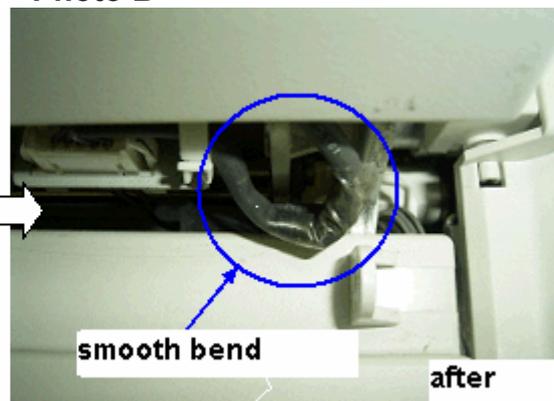


Photo B



| | | |
|-------------|-----------------|---------------|
| Model: J-C2 | Date: 12-Mar-08 | No.: RB178045 |
|-------------|-----------------|---------------|

Photo C

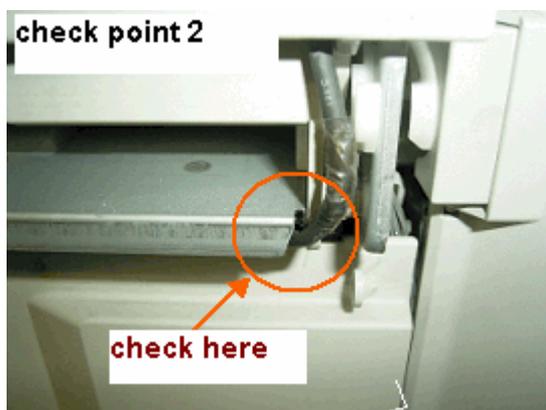


Photo D



Reissued: 01-Oct-08

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178003d |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|--|---|--|
| Subject: Firmware Release History (Fax) | | 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 () | | |

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

| Version | Program No. | Effective Date |
|------------------------|---------------------------------|---------------------------------------|
| <i>07.00.00</i> | <i>B1805911F_LRC0037</i> | <i>October 2008 production</i> |
| 07.00.00 | B1805911F | March 2007 production |
| 06.00.00 | B1805911E | November 2007 production |
| 04.00.00 | B1805911C | October 2005 production |
| 03.00.00 | B1805911B | April 2005 production |
| 02.00.00 | B1805911A | April 2005 production |
| 01.00.00 | B1805911 | March 2005 production |

| Version | Symptom Corrected |
|------------------------|---|
| <i>07.00.00</i> | <p><i>Symptom corrected:</i></p> <ul style="list-style-type: none"> ● <i>IP-FAX communication fails (Bit 24: Expansion, unnecessary for DCS, is ON).</i> ● <i>Note: "DCS" stands for Digital Command Signal, a standard facsimile protocol signal.</i> |
| 07.00.00 | <ul style="list-style-type: none"> ● Miner changes applied to improve reliability. |
| 06.00.00 | <ul style="list-style-type: none"> ● Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - System firmware ver 1.33 or later - Websys firmware ver 1.16.1 or later - NFA firmware ver 1.02.1 or later - WebDoxBox firmware ver 1.07 or later - Printer firmware ver 1.27 or later - (Optional) Fax firmware ver 06.00.00 or later |
| 04.00.00 | <ul style="list-style-type: none"> ● Minor changes applied to improve reliability. |
| 03.00.00 | <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. |

Reissued: 01-Oct-08

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|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178003d |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|----------------|--|
| 02.00.00 | <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). |
| 01.00.00 | 1 st Mass Production |

Reissued: 14-Oct-10

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178005e |
|-------------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

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

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

| Version | Program No. | Effective Date |
|-------------------------|-------------------------|---|
| <i>4.20</i> | <i>B7166540F</i> | <i>September 2010 production</i> |
| 4.18 | B7166540E | March 2007 production |
| 4.17.1 | B7166540D | November 2006 production |
| 4.17 | B7166540C | October 2005 production |
| 4.13.2 | B7166540B | August 2005 production |
| 4.08.3 | B7166540A | May 2005 production |
| 4.10 4.08 | B7166540 | March 2005 production |

Reissued: 14-Oct-10

| | | |
|-------------------|-----------------|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178005e |
|-------------------|-----------------|----------------|

| Version | Symptom Corrected |
|---------|--|
| 4.20 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. <i>SMB folders cannot be registered in the address book.</i> 2. <i>Extra steps are required if a user provides an invalid username or password for Scan to SMB.</i> 3. <i>Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</i> 4. <i>Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.</i> 5. <i>Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</i> 6. <i>The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</i> 7. <i>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.</i> 8. <i>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.</i> 9. <i>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.</i> 10. <i>After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</i> 11. <i>The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.</i> 12. <i>The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted.</i> 13. <i>If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</i> <p>Other changes:</p> <ol style="list-style-type: none"> 1. <i>Unable to Scan to SMB to a destination that is not specified using an FQDN.</i> 2. <i>Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</i> 3. <i>Windows Authentication fails if the username or password includes lower-case European characters.</i> 4. <i>The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</i> |
| 4.18 | <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. <i>The device cannot login to Windows Vista via SMB.</i> |

Reissued: 14-Oct-10

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|-------------------------|---|----------------|
| Model: Model J-C2 | Date: 29-Mar-05 | No.: RB178005e |
| 4.17.1 | Symptom corrected: 1. SMB printing is sporadically unavailable. | |
| 4.17 | <ul style="list-style-type: none">- The device can accept multiple incoming diprint (port9100) sessions.- Communications via diprint (port9100) are now transmitted asynchronously. <p>These settings can only be seen if all 3 of NIB firmware ver.4.17 or later, System firmware ver.1.28 or later and Websys firmware ver.1.16 or later have been applied to the device.</p> <ul style="list-style-type: none">- Leading zeros will be removed from byte-counts in LPD control files (zero suppression) | |
| 4.13.2 | Available functions can not be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006) | |
| 4.08.3 | Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports. | |
| 4.10 4.08 | 1st Mass Production | |