

Reissued:22-Feb-06

Model: Model V-C1	Date: 2-Jun-05	No.: RB132001a
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RTB Reissue

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

Subject: Service Manual Revision		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☒ Service manual revision ☐ Retrofit information

Note: See **MB #** MB132008

The following are changes that were made to the Service Manual before the start of mass-production.

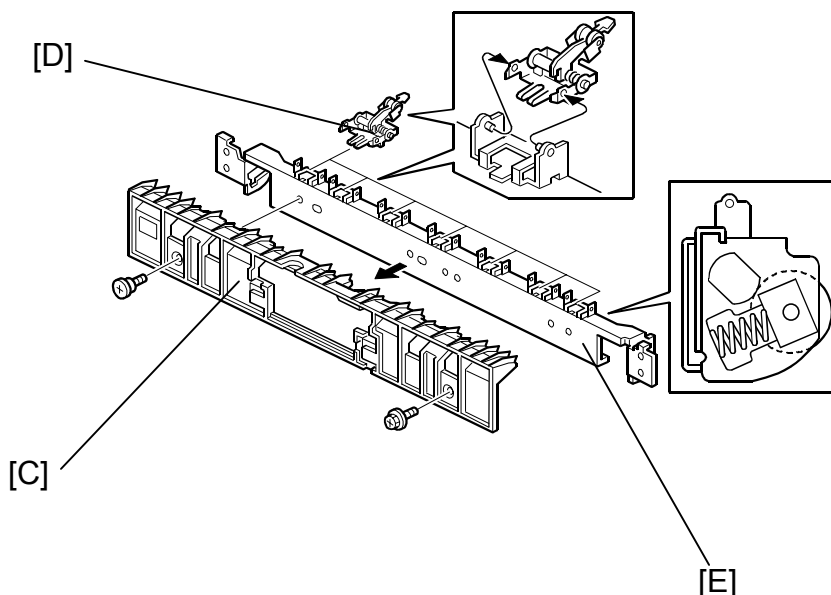
SECTION 2.3 PM TABLE

- **Delete** the "Cleaning Felt – Small" and "Cleaning Felt – Large"

	150K	300K	600K	EM	Note
FUSING UNIT					
Cleaning Felt – Small	R				(see 3.9.9)
Cleaning Felt – Large	R				(see 3.9.9)
Pressure Roller Cleaning Felt Roller Assy			R		(see 3.9.9)

SECTION 3.9.9 PRESSURE ROLLER CLEANING FELT PADS

- **Change** the section name to "PRESSURE ROLLER CLEANING FELT ROLLER".
- **Replace** the illustration (B132R406A.wmf) with the following:



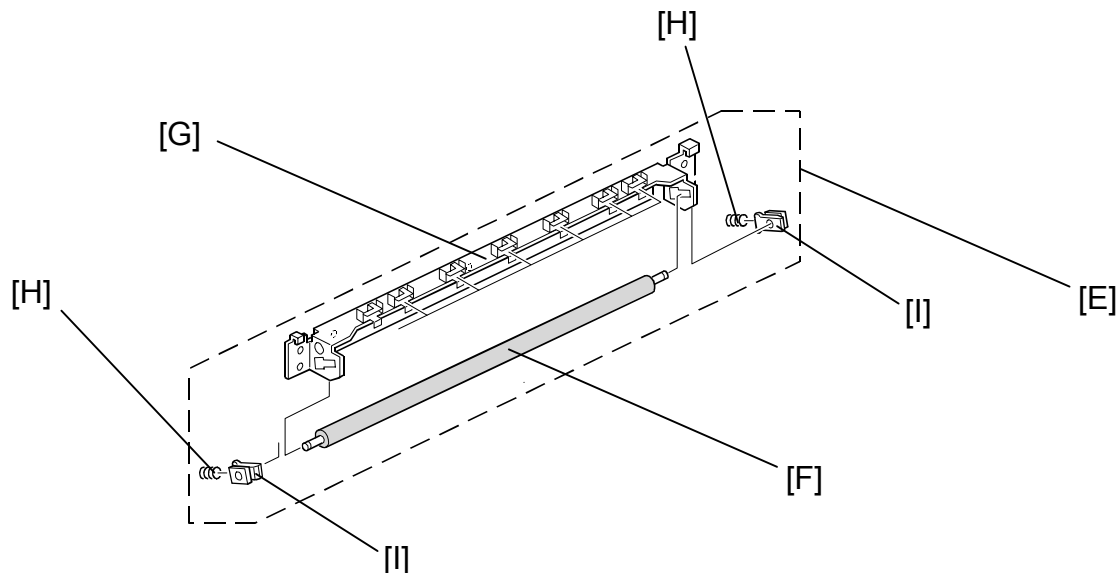
Reissued:22-Feb-06

Model: Model V-C1

Date: 2-Jun-05

No.: RB132001a

- *Add the illustration with the following.*



- **Replace** the illustration explanation with the following:
- **Add the explanation [F] thru [I]**

Remove:

Fusing unit (see 3.9.2)

- [A]: Exit sensor bracket (2 screws, 2 connectors)
- [B]: Lower exit guide assembly (2 screws)
- [C]: Lower exit guide (2 screws)
- [D]: Separation pawl Assy x 7
- [E]: Cleaning felt roller Assy
- [F]: **Cleaning felt roller**
- [G]: **Bracket**
- [H]: **Springs**
- [I]: **Bushing**

Reissued:22-Feb-06

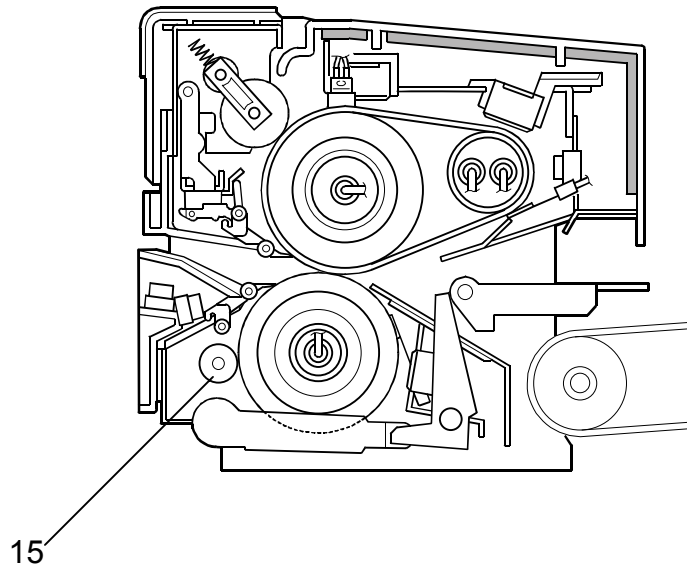
Model: Model V-C1

Date: 2-Jun-05

No.: RB132001a

SECTION 6.14 FUSING, PAPER EXIT

- Replace the illustration with the following:



- Delete “Cleaning Felt – Large” from the list and the illustration (#12).
- Change the name of callout #15 to “Cleaning Felt Roller.”

Reissued:22-Feb-06

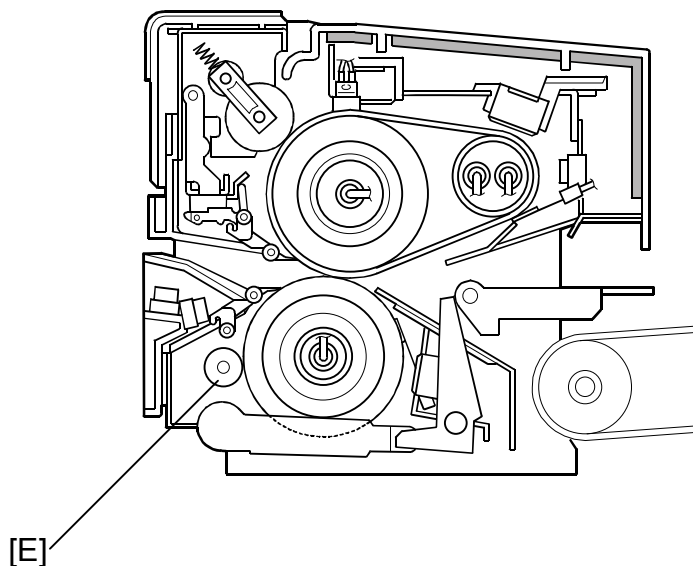
Model: Model V-C1

Date: 2-Jun-05

No.: RB132001a

SECTION 6.15.2 LUBRICATION AND CLEANING

- Replace the illustration with the following:



- Delete “Cleaning Felt – Large” from the list and the illustration ([F]).
- Change the name of callout [E] to “Cleaning Felt Roller.”
- Change the explanation for callouts [E] and [G] as follows:
 - OLD: Felt pads [E], [F] clean the surface of the pressure roller [G].
 - **NEW:** The cleaning felt roller [E] cleans the surface of the pressure roller [G].

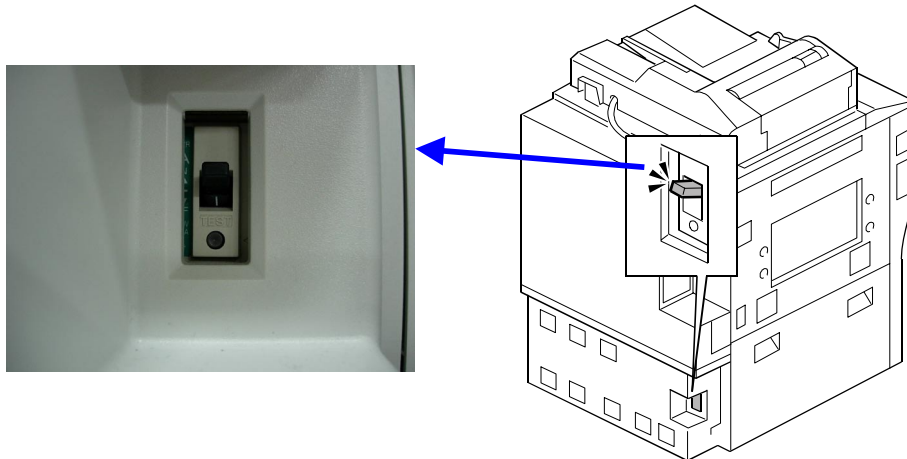
Model: Model V-C1		Date: 6-Jun-05	No.: RB132002
Subject: Breaker switch test procedure		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☒ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

The following is the procedure for testing the electrical breaker switch.

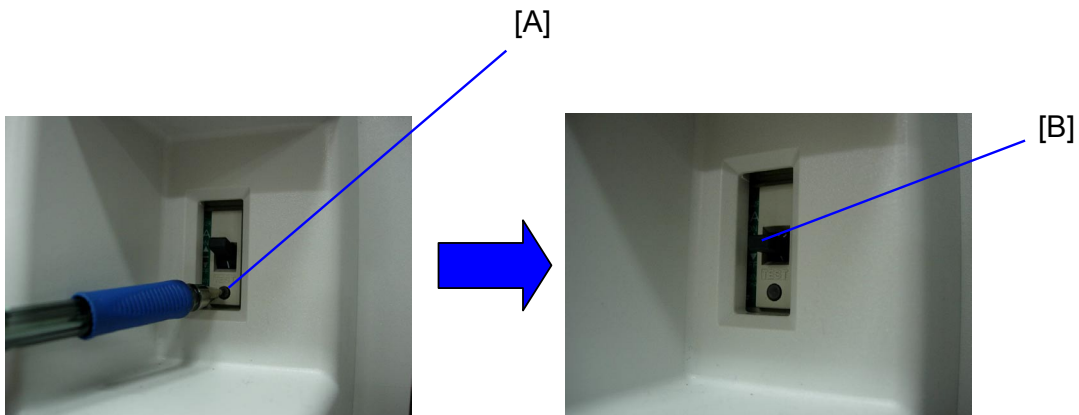
How to Test the Electrical Breaker Switch

Note:

- The breaker switch is located at the left rear corner of the machine.
- When the switch is in the ON position, you can see the "I" mark on the lower part of the switch.



1. Connect the power plug. Then, push the test button [A] with the tip of a pen.
 - If the switch [B] is functioning normally, it will automatically move to the **middle** position. You will see the "I" mark and the "o" mark.



Model: Model V-C1

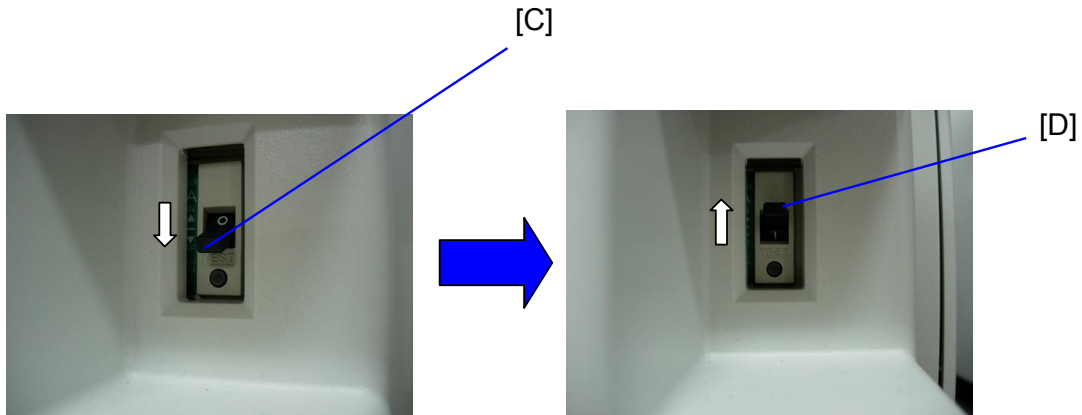
Date: 6-Jun-05

No.: RB132002

To return the switch to the ON position:

(Perform the following 2 steps)

1. Push down the switch to the lower (OFF) position [C].
 - You will see the "o" mark.
2. Push up the switch to the upper (ON) position [D].
 - You will see the "I" mark.



Model: Model V-C1		Date: 20-Jun-05	No.: RB132003
Subject: Service Manual Revision		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ()		

Please add following SC codes to the Service Manual (section 4).

SC Codes Group 2: Exposure

SC270	C	Mirror motor upper/lower limit: Y (Yellow)	
SC271	C	Mirror motor upper/lower limit: M (Magenta)	
SC272	C	Mirror motor upper/lower limit: C (Cyan)	
		The pulse rate of the mirror motor reaches the upper or lower limit. Note: SP2182 displays the pulse rate for each motor.	• 3rd mirror motor is defective. • 3rd mirror motor connector is not connected correctly.

SC285	D	MUSIC error	
		An error with MUSIC occurs four times since the last time the main power was turned ON.	• ITB defective • MUSIC sensors are dirty • MUSIC sensors are defective

SC codes Group 4: Image Development - 2

SC490	C	Peltier Unit error	
		An Abnormal Condition signal from the Peltier Unit is received 10 times.	• Peltier Unit is defective

SC499	C	ITB Position Sensor error	
		Abnormal ITB Position Sensor output.	• ITB Position Sensor 1 or 2 is dirty. • ITB Position Sensor 1 or 2 is defective. • ITB encoder strip is dirty, • ITB encoder strip is damaged. • ITB movement error (e.g. the belt cannot rotate correctly due to friction). • Connectors for ITB Position Sensor 1 or 2 are not connected correctly.

Model: Model V-C1

Date: 20-Jun-05

No.: RB132003

SC Codes Group 5: Paper Feed

SC520	A	Fusing/Exit Motor error	
		The Fusing/Exit Motor LOCK signal is not detected for a duration of one second after the motor START signal is sent.	- Fusing/Exit Motor connector is not connected correctly. - Fusing/Exit Motor torque is too high or too low. - Fusing/Exit Motor is defective.

SC535	C	Temperature/Humidity control abnormal	
		The output of the temperature/humidity sensor reaches the upper or lower limit, even after the Peltier unit has been ON for 3 hours.	Peltier Cooling Fan Motor is defective.

SC585	C	Double-feed sensor error	
		The output of the double-feed sensor reaches the upper or lower limit	- Double-feed sensor connector is not connected correctly. - Double-feed sensor is dirty with paper dust. - There is paper or foreign material between the receptor and LED of the double-feed sensor.

Model: Model V-C1		Date: 21-Jun-05	No.: RB132004
Subject: Printer/Scanner Unit (B737): S/No. missing		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☒ Action required ☐ Service manual revision ☐ Retrofit information

IMPORTANT NOTE for Printer/Scanner Unit Installation (B737)

When you install the B737 Printer/Scanner Unit, write down the lot number printed on the NIC+USB board in your records.

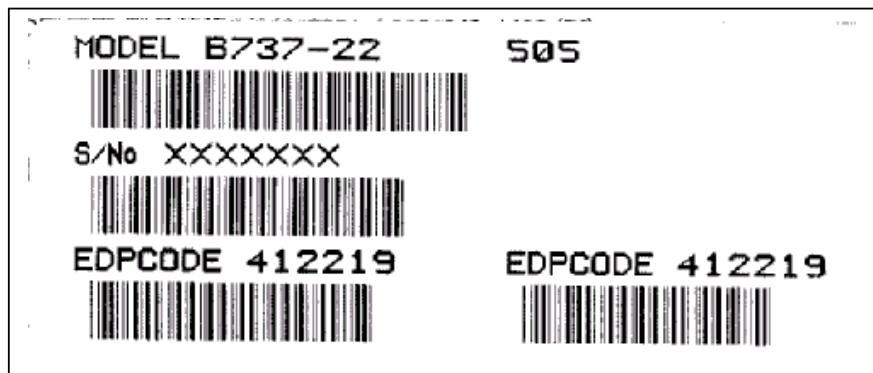
Note: With this lot number, it is possible to identify the production month and product number.

Reason

For some Printer/Scanner Units (see below), the serial number for the unit is written as "XXXXXXX" on the box label. Also, the serial number cannot be barcode scanned.

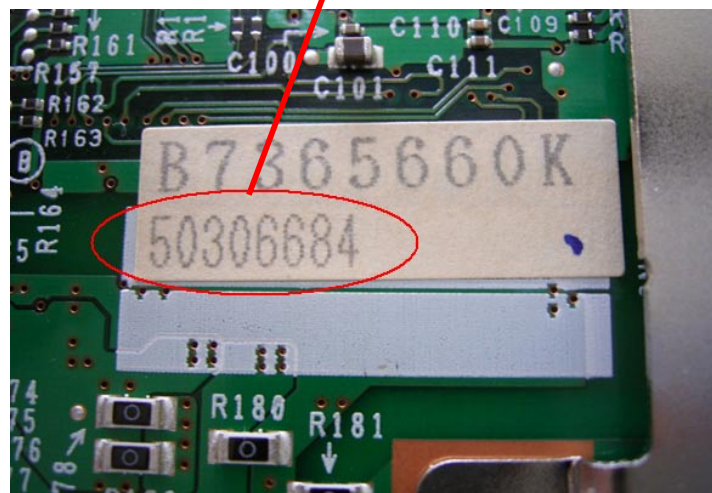
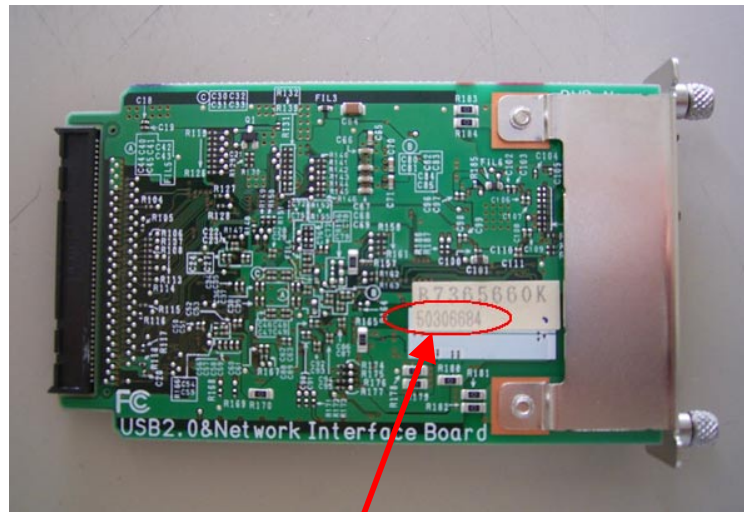
Note: B737 Printer/Scanner Units produced from **June 2005** have the correct barcode labels.

Example (B737-22):



Affected Units

B737-17	106 sets
B737-27	65 sets
B737-22	23 sets
B737-24	15 sets
B737-26	10 sets

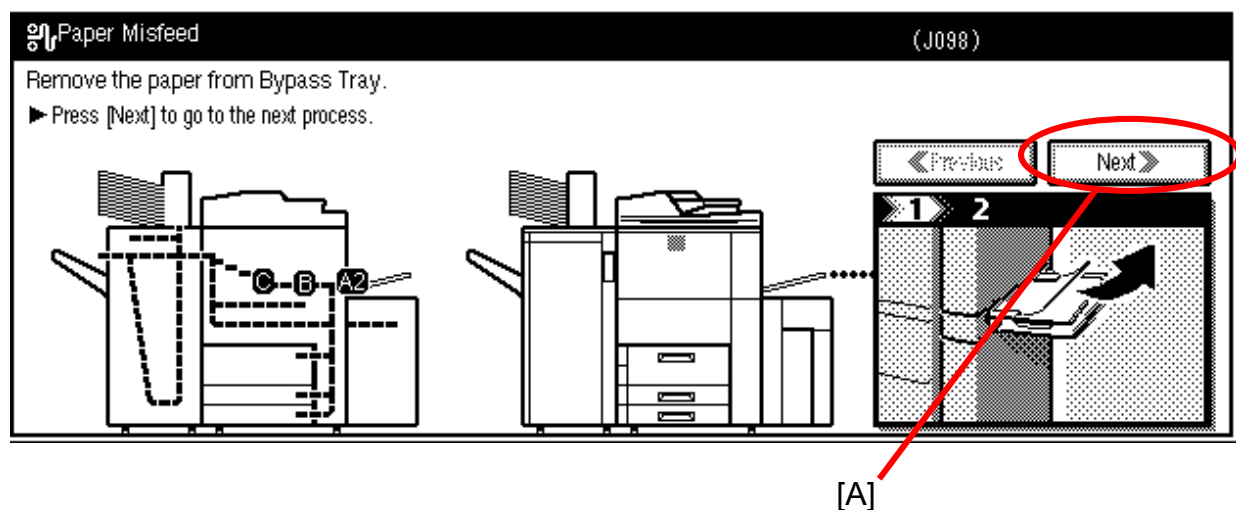


NIC+USB board lot number

Model: Model V-C1		Date: 20-Jul-05	No.: RB132005
Subject: Paper Misfeed (J098 / J099)		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

"Paper Misfeed (J098)" or "Paper Misfeed (J099)" is displayed on the operation panel.



CAUSE

- J098:
 - The Paper Type Detect setting is ON, and
 - The paper type or thickness setting does not match that of the first sheet
- J099:
 - The Double Feed Detect setting is ON, and
 - The paper type or thickness setting does not match that of the second or later sheets

Model: Model V-C1

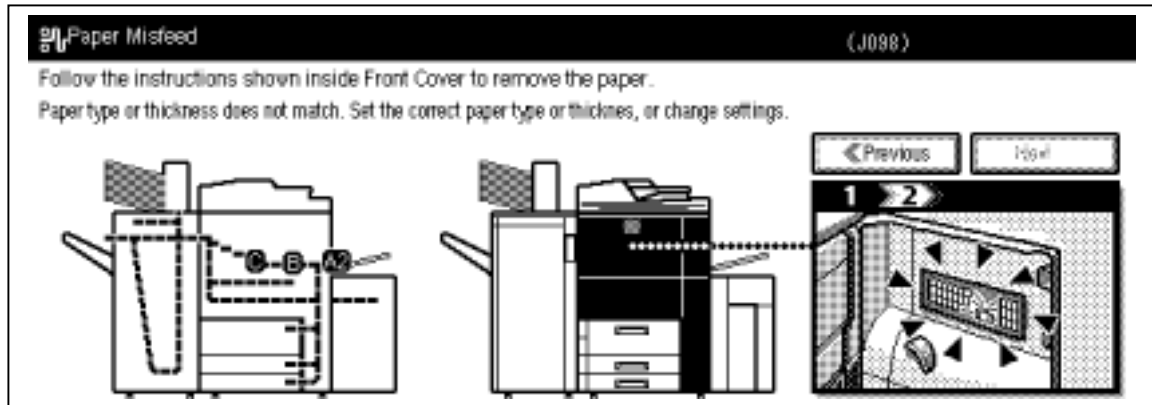
Date: 20-Jul-05

No.: RB132005

ACTION

Advise end users to do the following.

1. If J098 or J099 occur, press the "Next" button [A] on the operation panel. Then, follow the instructions that are displayed.



2. Do one of the following:

- Make sure the type and thickness of the paper match the type and thickness settings in the machine.

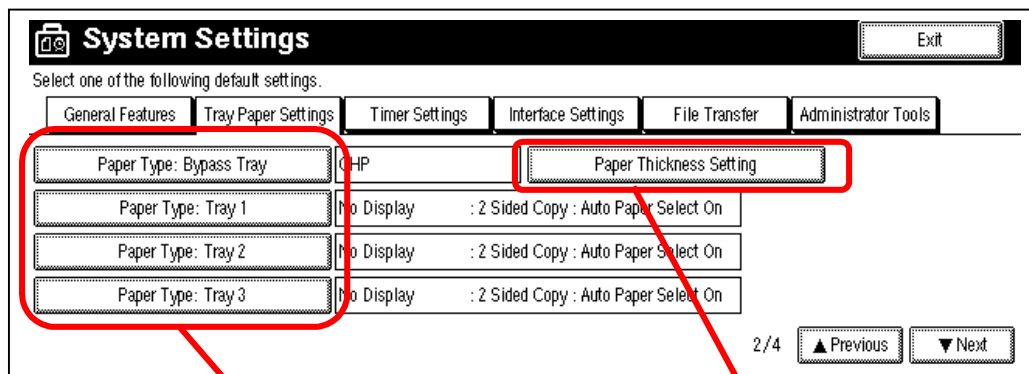
OR,

- Turn OFF the Paper Type Detect and Double Feed Detect settings (see the next page).

Important: After you turn this setting OFF, if the type or thickness of the paper does not match the settings in the machine, poor fusing can occur. No error message will be displayed.

How to Change the “Paper Thickness” and “Paper Type” Settings

1. Access: User Tools → System Settings → Tray Paper Settings (screen 2/4).
2. Press [B] to change the paper type.
Press [C] to change the paper thickness.



[B]

[C]

How to Change the "Paper Type Detect" or "Double Feed Detect" Setting

1. Access: User Tools → System Settings → Tray Paper Settings (screen 4/4).
2. Press [D] to change the "Paper Type Detect" setting (ON/OFF).
3. Press [E] to change the "Double Feed Detect" setting (ON/OFF).

System Settings Exit

Select one of the following default settings.

General Features Tray Paper Settings Timer Settings Interface Settings File Transfer Administrator Tools

Designation Sheet 2 Tray Off

Printer Bypass Paper Size 11 x 17

Paper Type Detect

Double Feed Detect

4/4 Previous Next

[D]

[E]

Model: Model V-C1		Date: 21-Jul-05	No.: RB132006
Subject: Tray Paper Size Setting		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

The size of the paper in the tray does not match the paper size that is displayed on the LCD. Sometimes, this causes a jam to occur.

CAUSE

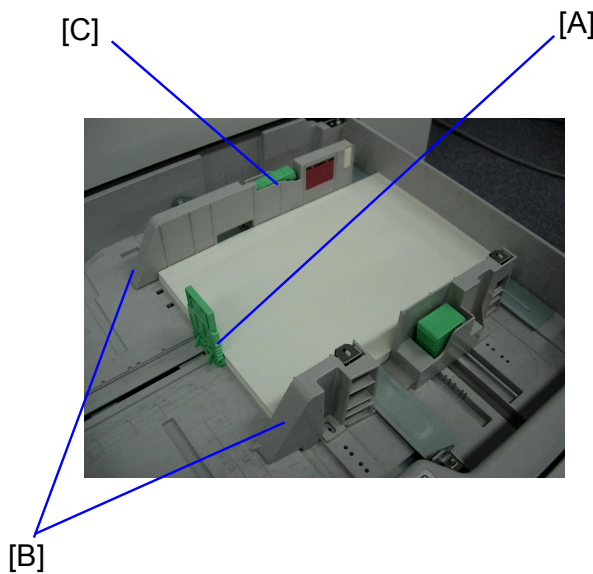
The operator did not set the side fence or end fence correctly.

Note: This can cause the machine to detect the wrong paper size when “Auto Paper Size Detection” is ON.

ACTION

Advise users to:

- Make sure to set the end fence [A] and side fences [B] correctly.
- Make sure to **lock** the side fence lock [C].



Side fence lock is unlocked.



Side fence lock is **locked**.

Model: Model V-C1		Date: 5-Aug-05	No.: RB132007
Subject: Copier Firmware Update Notice when Color Controller E-7000 is installed.		Prepared by: C.Tsuji	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☒ Electrical ☐ Transmit/receive	☒ Action required ☐ Service manual revision ☐ Retrofit information

Important Note for Firmware Update on V-C1 Machines Connected to an E-7000 Color Controller

Before you update the Copier Engine firmware with an SD card, make sure to **turn off** the power switch on the E-7000 Color Controller (see 'Procedure' below).

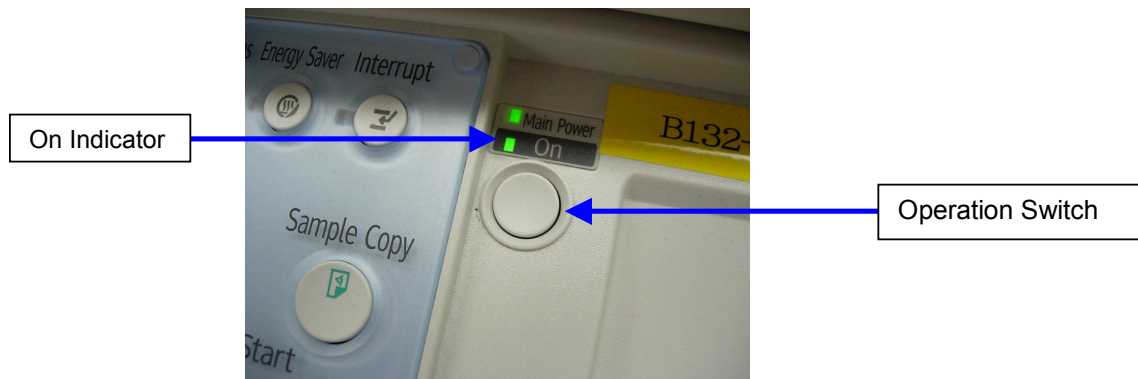
Reason:

If the power switch on the E-7000 Color Controller is on, the firmware update will not start. This is because the V-C1 cannot perform the update while it receives the boot-up status information from the E-7000.

Procedure:

Do the following when you update the Copier Engine firmware on V-C1 machines connected to a E-7000Color Controller:

1. Press the operation switch until the "On" indicator turns off.



Important: Before you do Step 2, make sure that the green light of the "On" indicator **turns off**. If you do Step 2 when the indicator is still on, this can damage the hard disk and cause a malfunction.

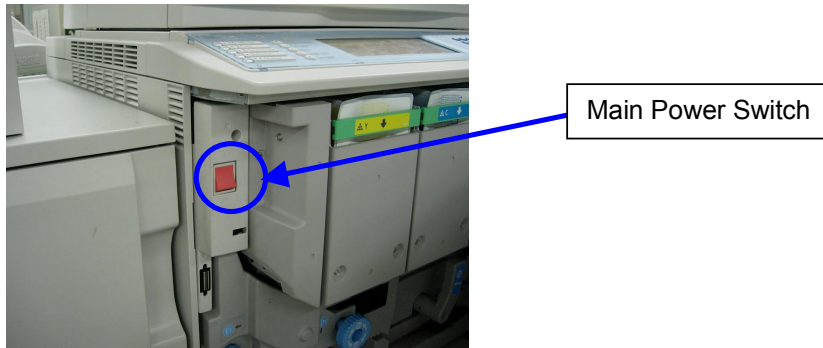
Model: Model V-C1

Date: 5-Aug-05

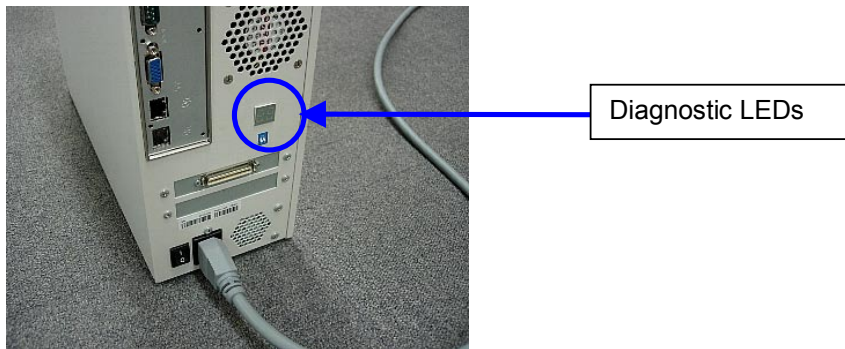
No.: RB132007

2. Turn off the V-C1 main power switch.

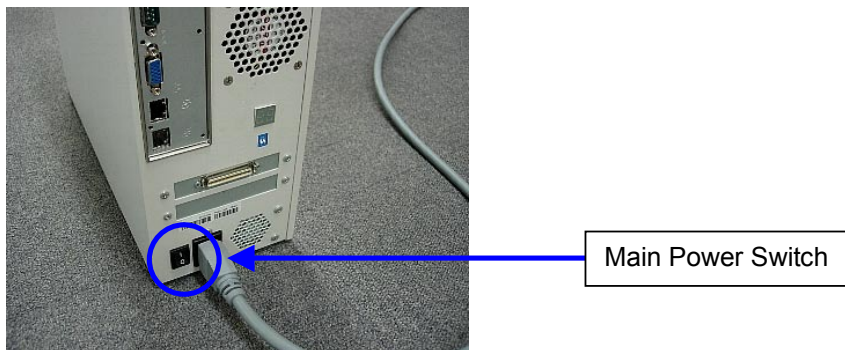
Note: The E-7000 Color Controller will shut down automatically.



2. Wait for the E-7000 diagnostic LEDs to turn off.



3. Turn **off** the main power switch of the E-7000 Color Controller.



5. Put the firmware SD card into **Slot 3** and turn on the V-C1 main power switch.
6. After the firmware update is finished, turn off the V-C1 main power switch and remove the SD card.
7. Turn on the V-C1 main power switch.
8. Turn on the main power switch of the E-7000 Color Controller.

Model: Model V-C1		Date: 8-Aug-05	No.: RB132008
Subject: Service Manual Revision		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ()		

Please **add** the following to your Service Manuals.

SECTION 2.3 PM TABLE

	150K	300K	600K	EM	Note
PAPER FEED (Copier)					
Double-Feed Sensor 1 (Receptor)		C			Blower brush
Double-Feed Sensor 2 (LED)		C			Blower brush

Reissued:28-Sep-05

Model: Model V-C1		Date: 8-Aug-05	No.: RB132009a
Subject: Download Error Codes Correction		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ()		

RTB Reissue

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

The Service Manual was corrected as follows.

Replace the “4.1.3 DOWNLOAD ERROR CODES” table with the following table:

Note: One item for SC991 and two items for Download Error E44 were deleted from the “Recovery” column.

4.1.3. DOWNLOAD ERROR CODES

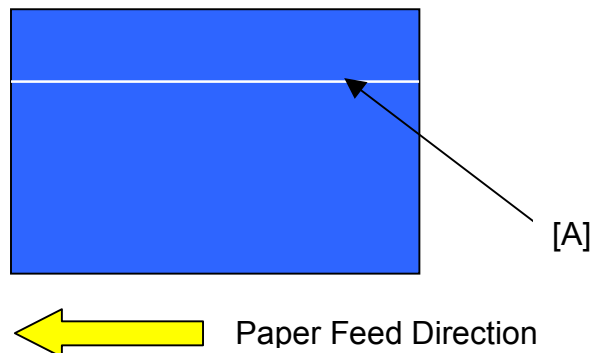
	Display	Details	Recovery
22	Download Error E22 Module ID Card No xx/xx	System error 3 (+SC991) Data fails to decompress. Card defective.	• Cycle the machine off/on and re-try. • Replace card • Replace controller board
		SC991 System error 4	▲ Cycle the machine off/on and re-try • Replace the controller board

44	Download Error E44 Module ID Card No.	Download result failure 5	• <i>Turn the machine power off. Then, install a new System SD card into Slot #1. (P/C, pg. 148, #17).</i>
		The data targeted for the write operation could not be accessed.	

Model: Model V-C1		Date: 9-Aug-05	No.: RB132010
Subject: White line in sub-scan direction on single color solid image.		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

A white line [A] appears along the paper feed direction in solid image areas that use one toner color (C, M, Y or K).



CAUSE

Dust or other foreign particles get into the development unit, and then get stuck between the doctor blade and development sleeve.

ACTION

- When the symptom occurs:
 1. Remove the developer from the development unit(s) that show the symptom.
 2. Remove the extra toner and developer from the development unit(s) with a vacuum cleaner.
 3. Install the new developer.
- When you install the developer cartridge or replace the developer:

Make sure to put the developer cartridge on a **clean** surface.

Model: Model V-C1		Date: 9-Aug-05	No.: RB132011
Subject: STC air pressure release tool		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

The STC (Soft Toner Cartridge) expands and cannot be installed in the copier bins.

CAUSE

When the STC is brought to an elevation of 1000m (3,280ft.) or higher, the difference in air pressure makes the STC expand.

ACTION

1. Wait 24 hours for the STC to return to its normal size naturally.
2. If the customer cannot wait 24 hours, advise them to use the STC Air Release Kit (service parts: P/N B1329710).

Note: This is a customer-usable part. The instructions are inside the kit.

Model: Model V-C1		Date: 9-Aug-05	No.: RB132012
Subject: Service Manual Revision		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ()		

Please **add** the following to your Service Manuals:

Specifications

Duplex Copy Speed (single-sided to double-sided)	B132/B181	Full color: 45cpm Monochrome: 60cpm
	B200	Full color: 55cpm (45cpm with ADF 1-to-1) Monochrome: 60cpm
Duplex Copy Speed (double-sided to double-sided)	B132/B181/B200	Full color: 28cpm or higher Monochrome: 42cpm or higher

Model: Model V-C1		Date: 9-Aug-05	No.: RB132013
Subject: System Stop Function due to the temperature limitation.		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

Important Notes on the “System Stop Control” Feature

The following is an overview of the feature and some action to take in the field.

Note: This feature is mentioned in No. 18 of the "User/Sales/Service Remarks" in the SLG.

Overview

1. The “System Stop Control” feature stops the machine during a copy or print job, and “Self-checking...” is displayed on the LCD.

Conditions:

- Engine firmware **v1.15.0** (B1325402L) or newer
- The temperature/humidity sensor output is 41C (105.8F) or higher.

Other notes:

- This feature keeps the temperature of the toner in the development unit below 50C (122F). If this toner is at 50C or higher, the toner starts to clump. This can cause white lines in solid image areas, or a machine failure from toner clumps in the toner supply tube and waste toner transport coil.
 - The temperature/humidity sensor is on the K-PCU.
2. The following factors make it easy for the temperature/humidity sensor output to reach 41C(105.8F) or higher:
 - "The temperature of the installation environment is **30C** (86F) or higher" AND "The machine prints for 2 hours **non-stop** in **full-color** mode".
 3. If the user makes **100% black and white** copies/prints **ONLY**, this feature **can be turned OFF** in SP9405-001.
 - See “Action” and “Related SP Modes” below

Action

1. Please explain the following points to end users:
 - The basic meaning of the System Stop Control feature.
 - The machine will start up again after it cools down and the temperature/humidity sensor output is 40C (104F) or lower. This will take about one hour.
 - After the machine finishes a non-stop, full-color print job, do not turn off the machine main power switch. Wait until the cooling fan turns off.
Note: If the user turns off the main power just after the job, the temperature/humidity sensor output increases quickly. The next time the main switch is turned on, System Stop Control will stop the machine.
2. If the user only makes **100% black and white** copies/prints, this feature **can be turned OFF** in SP9405-001.

Related SP Modes

The following SP modes were added from Engine firmware v1.15.0 (B1325402L).

9405	System Stop Ctrl Setting	Setting of the system stop control function.
001	System Stop Control ON/OFF	Switches the System Stop Control Function ON or OFF. When this switch is ON: The machine stops the job when the output of the temperature/humidity sensor on the K-PCU is 41C (105.8F) or higher. Note: This keeps the temperature of the toner in the development unit below 50C (122F), which prevents toner clumping and other machine failures. [0 - 1/ 1] 0: Off, 1: On (default)
002	System Stop History	Displays whether or not System Stop Control has ever stopped the machine in the middle of the job. 0 (default): System Stop Control has never stopped the machine. 1: System Stop Control has stopped the machine one or more times.

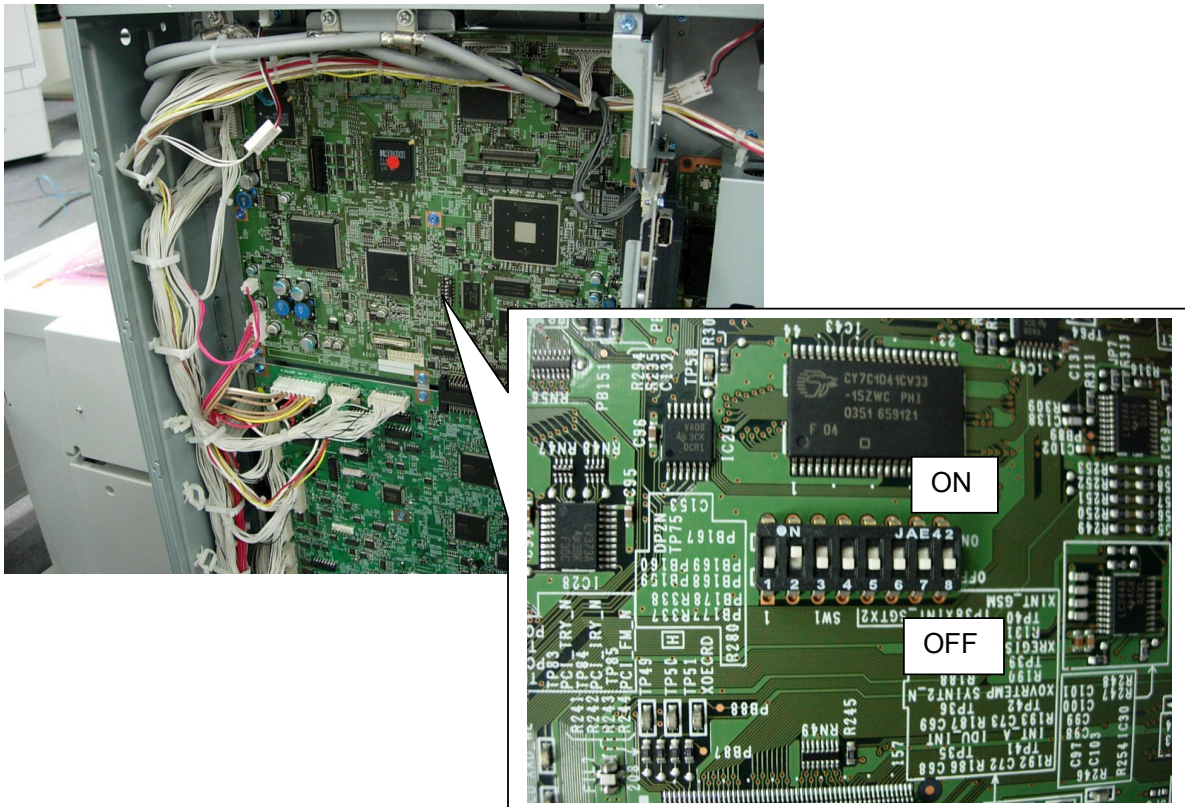
Model: Model V-C1		Date: 8-Sep-05	No.: RB132014
Subject: BICU DIP Switch Setting		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☒ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

IMPORTANT NOTE for BICU BOARD REPLACEMENT

When you replace the BICU board, make sure that the DIP switches are set to the correct positions.

- **120V machines:** Make sure **only DIP switch #1** is ON.
- **220/230/240V machines:** Make sure **only DIP switch #2** is ON.

Example: A **220/230/240V** machine (only DIP SW #2 is ON, the others are OFF).



Model: Model V-C1		Date: 6-Oct-05	No.: RB132016
Subject: NRS RC Gate cannot obtain coverage and counters in energy saver mode.		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

SYMPTOM

RC Gate cannot get information from the V-C1 (counter values, coverage values) while the V-C1 is in Energy Saver Mode.

CAUSE

The System/Copy firmware installed on the V-C1 does not support this function.

SOLUTION

If RC-Gate is used with the V-C1, install the following firmware or newer.

System/Copy: ver_LR0068 (B1326750F_LR0068.fwu)

Note: If RC-Gate is not used with the V-C1, you do not need to install this firmware.

Reissued:8-Nov-05

Model: Model V-C1	Date: 30-Sep-05	No.: RB132015a
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RTB Reissue

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

Subject: Copied/Printed Paper is fed out as Face Up		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

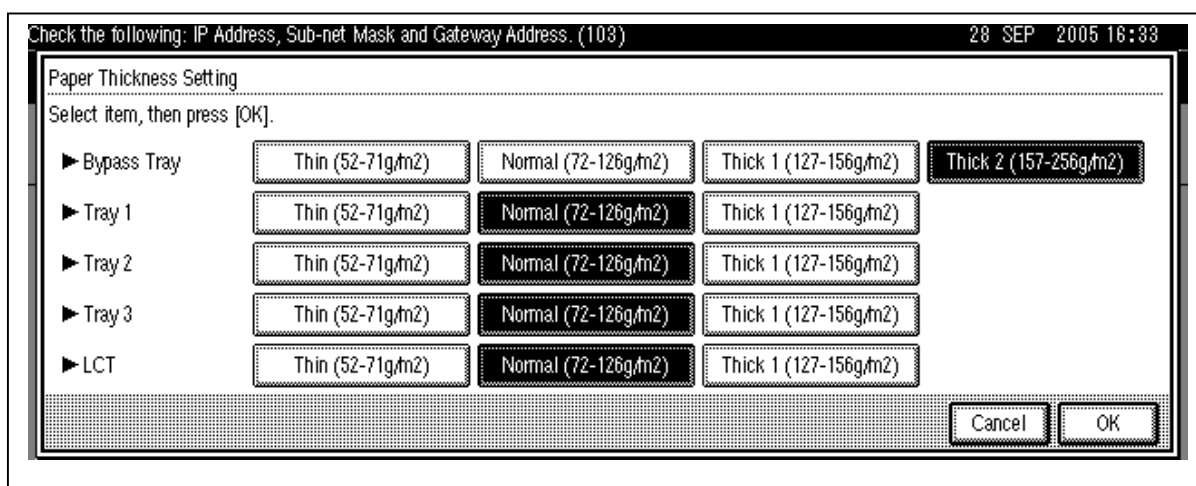
SYMPTOM

The paper for Copy and Print jobs is fed out to the exit tray face-up.

Conditions:

- 1) System/Copy firmware v1.16 (B1325750E) or v1.17 (B1325750F) is installed, **AND**
- 2) The Paper Thickness setting for the bypass tray was set to "Thick 2 (157-256g/m²)" **from inside User Tools.**

Note: The default setting is "Normal (72-126g/m²)".



CAUSE

Bug with System/Copy firmware v1.16 and v1.17.

ACTION

Update the System/Copy firmware to v1.18 (B1325750G) or newer.

Model: Model V-C1		Date: 8-Nov-05	No.: RB132017
Subject: Low Power Mode Temperature		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

SYMPTOM:

Fusing hot roller yield may decrease, or, the fusing hot roller could get damaged in the worst case.

CAUSE:

Hot roller has been exposed to excessive heat by the fusing lamp inside the Hot Roller.

ACTION:

1. Never increase the Low Power Mode temperature setting (SP 1202 11) for the fusing lamp inside the Hot Roller higher than the default setting.

SP number	Description	Value	Function
SP 1202 11	Hot Roller Energy Saver2 (H.R. Temperature in Low Power Mode)	Default: -50 Adjustable range: 0 to -200	The value set by this SP determines the additional value applied to the H.R. temperature in Stand-by mode.

Default value (-50) means that the H.R. temperature in Low Power Mode is "H.R. temperature in Stand-by mode minus 50 degrees". This setting is correct.

Example: If you set -30, the H.R. temperature in Low Power Mode will be "H.R. temperature in Stand-by mode minus 30 degrees". This setting is **not good** for H.R. yield.

Example: If you set -80, the H.R. temperature in Low Power Mode will be "H.R. temperature in Stand-by mode minus 80 degrees". This setting is correct.

2. Please instruct the end user that if the "Energy Saver Timer" is set longer than its default (15 minutes) with the User Tools, the fusing hot roller yield may decrease, depending on the machine condition.

NOTE: End users can change the "Energy Saver Timer" with the following procedure.
User Tools → System Settings → Timer Settings → Energy Saver Timer

Model: Model V-C1

Date: 8-Nov-05

No.: RB132017

Machine Status	Transition time setting in UP: User Tools → System Settings → Timer Settings	Hot Roller Heater ON/OFF	SP number for H.R.Temperature
Warming Up	9 min (Fixed)	ON	SP 1105 2
Operation	-	OFF	-
Stand-by Mode	-	ON	MM: SP 1105 36 LL: SP 1105 37 HH: SP 1105 38
Panel-off Mode	Panel-off Timer Default: 60 sec. (10 to 999 sec)	ON	(Same as Stand-by Mode)
Low Power Mode	Energy Saver Timer Default: 15 min (1 to 240 min)	ON	SP 1202 11
Auto Off Mode	Auto Off time Default: 90 min (1 to 240 min)	OFF	-

See the diagram in the service manual p6-153 "6.17.4 ENERGY SAVER MODE".

REISSUED:22-Dec-05

Model: Model V-C1	Date:8-Nov-05	No.: RB132018a
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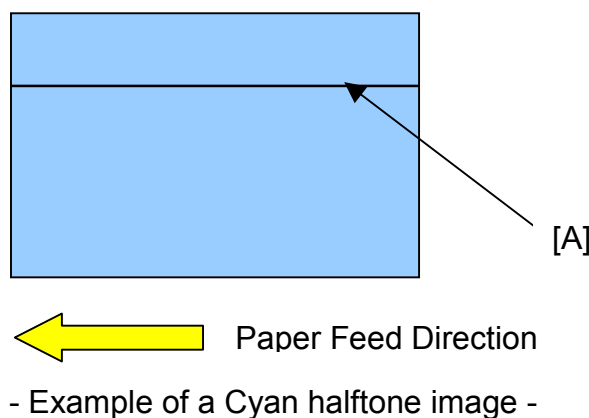
RTB REISSUE

The items in bold italics have been corrected.

Subject: Dirty black line in sub scan direction or dirty background		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

SYMPTOM:

- (1) A dirty black line [A] shows in the sub scan direction in single color (C, M, Y or K) halftone images



- (2) Dirty background in halftone images

CAUSE:

The drum charge roller becomes dirty. This can be a common occurrence especially in high CV machines, or in machines used under low temperature/low humidity conditions (temperature 10 degrees C [50 degrees F] / humidity 15%).

ACTION:

Remove the drum charge roller from the PCU, and clean it according to the procedure explained below.

1. Remove the PCU whose color has the symptom. (See APPENDIX of this RTB for details on how to print out the K, M, C or Y halftone test pattern).

NOTE: Make sure you put the removed PCU on the PCU stand when you do these procedures. Also, make sure to place a sheet of paper on the PCU to not let the OPC drum get exposed to light.

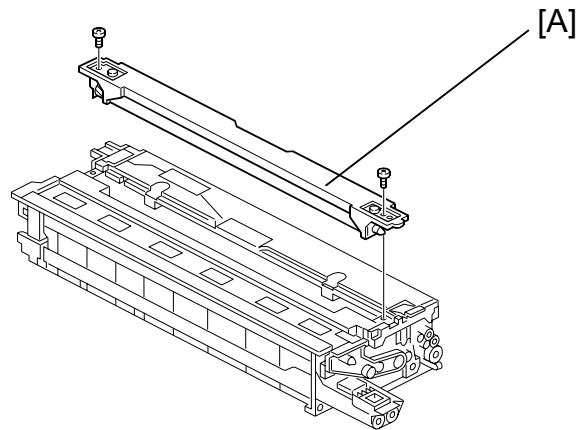
REISSUED:22-Dec-05

Model: Model V-C1

Date:8-Nov-05

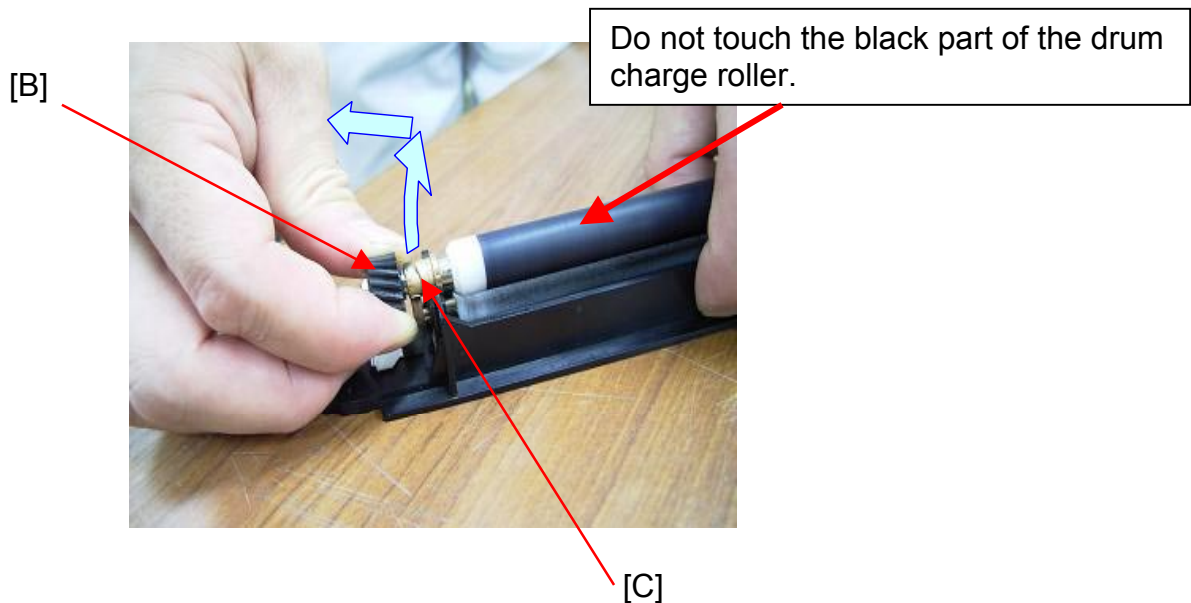
No.: RB132018a

2. Remove the charge roller unit [A] (2 screws). This unit contains the charge roller and the charge roller cleaning roller.



3. Remove the drum charge roller with gear and bushing.

4. Remove the drum charge roller gear [B] and the bushing [C] at the same time (See the illustration below).



NOTE: Do not remove the bushing on the non-gear side.

REISSUED:22-Dec-05

Model: Model V-C1

Date:8-Nov-05

No.: RB132018a

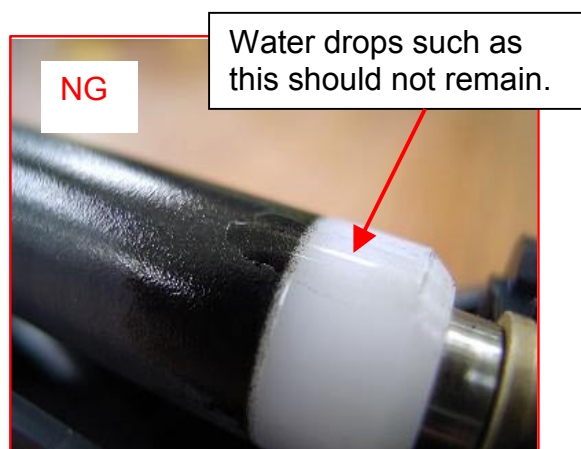
5. Clean the drum charge roller.

3-1. Wipe the drum charge roller with a clean **dry** cloth.

3-2. Then, wipe the drum charge roller with a **wet** cloth.

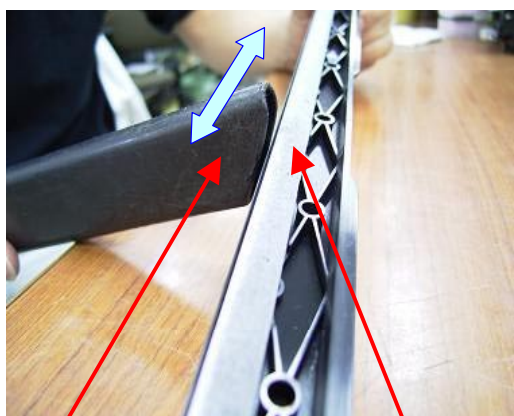
NOTE: Use "**water**" to make the cloth wet. Do not use alcohol or any solvent.
(This procedure is not the same as for other color MFPs such as the J-C2 drum charge roller).

3-3. Then, wipe the drum charge roller with a clean **dry** cloth again. Wait for the drum charge roller to dry.



6. Clean the charge roller cleaning roller [D] with a vacuum cleaner if it is also dirty.

NOTE: Make sure you do not touch the charge roller cleaning roller with the vacuum cleaner nozzle [E].



[E]

[D]



If the vacuum nozzle touches the cleaning roller, this kind of damage will occur.

REISSUED:22-Dec-05

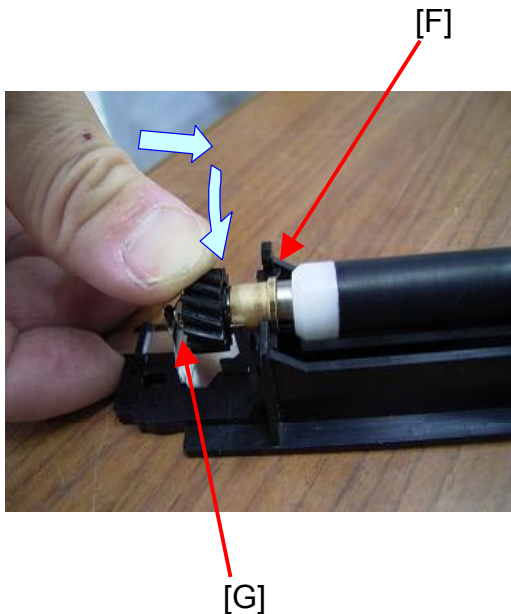
Model: Model V-C1

Date:8-Nov-05

No.: RB132018a

7. Reinstall the drum charge roller onto the charge roller unit (1 bushing, 1 gear).

NOTE: Make sure that the bushing is inserted correctly inside the molding guide [F]. Also make sure that the charging terminal [G] touches the charge roller end correctly.



Bushing not inserted correctly inside the molding guide .

8. Reinstall the charge roller unit onto the PCU (2 screws).

REISSUED:22-Dec-05

Model: Model V-C1

Date:8-Nov-05

No.: RB132018a

APPENDIX: How to print out the Black, Magenta, Cyan, or Yellow halftone test pattern to check the symptom.

1. Enter SP 2109 2 (Test Pattern: Select Pattern).
2. Select "8: 2-Dot Independent" pattern, then press the "OK" button.
3. Under this condition, use the following SP according to the color you want to print out.

SP 2109 5 (Density: K) default value = 63, variable range 0 to 63

SP 2109 6 (Density: M) default value = 63, variable range 0 to 63

SP 2109 7 (Density: C) default value = 63, variable range 0 to 63

SP 2109 8 (Density: Y) default value = 63, variable range 0 to 63

For example, if you want to print out Magenta half tone, change the settings as shown below.

SP 2109 5 (Density: K) to 0

SP 2109 7 (Density: C) to 0

SP 2109 8 (Density: Y) to 0

4. Press "Copy Window" button.
5. Select the Full Color mode. (In ACS mode, you cannot print out the halftone color image).
6. Select A3/DLT paper.
7. Press the "Start" button on the operation panel.

Reissued:7-Jul-06

Model: V-C1	Date:7-Jul-06	No.: RB132020a
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RTB Reissue

Because the final solution has been released, all part of this RTB has been modified.

Subject: Poor fusing on 100g/m2 paper		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

Part of the image peels off the paper.

Note: This symptom is most noticeable under these conditions:

- When solid images are printed onto 100g/m2 (28lb) paper in full color mode
- When using a Ricoh PostScript3 printer driver or using a Fiery controller

CAUSE

Not enough heat is supplied to the surface of the fusing roller.

SOLUTION

Add the "Middle Thickness Paper Mode" by the following action.

ACTION

Upgrade the following Firmware to the version below, and then follow the procedure that starts on the next page.

Engine: Ver. **1.20.2_08** (B1325402Q) or newer

System/Copy: Ver. **1.23** (B1325750M) or newer

IMPORTANT:

- For Fiery PS users, update both the Engine and System/Copy firmware at the same time. For Ricoh PS users, update the Engine firmware.
Note: For Ricoh PS users, it is recommended to also update the System/Copy firmware at the same time.
- If you already did "Poor Fusing Temporary Solution A, B or B+" from RTB #RB132020 on this machine, reset all related SP modes before you do the Final Solution in this RTB.
Note: See the Appendix below for the default SP settings.
- **Never** change the setting for Sp1105-036 (Hot Roller Wait Temp: Norm, default = 145 deg). If you increase the value above 145C, the hot roller surface can be damaged (RTB #RB132017).
- After you finish the procedure below, turn the machine main power OFF/ON.

Reissued:7-Jul-06

Model: V-C1

Date:7-Jul-06

No.: RB132020a

Final Solution: Middle Thickness Paper Mode

1. Power Supply Voltage Check when using before applying the final solution.

Check the Power Supply Voltage during the continuous printing. If the power supply voltage is lower than 220V, change the heating roller lamp 2 duty for FC printing.

SP1108-008 (Htg Roll Lamp2 Norm: FC)
Change to **100** (default: 83)

SP1108-009 (Htg Roll Lamp2 Scan: FC)
Change to **83** (default: 66)

2. Toner Maximum Limitation

If the customer agrees to the toner maximum limitation change, reduce the value as follows:

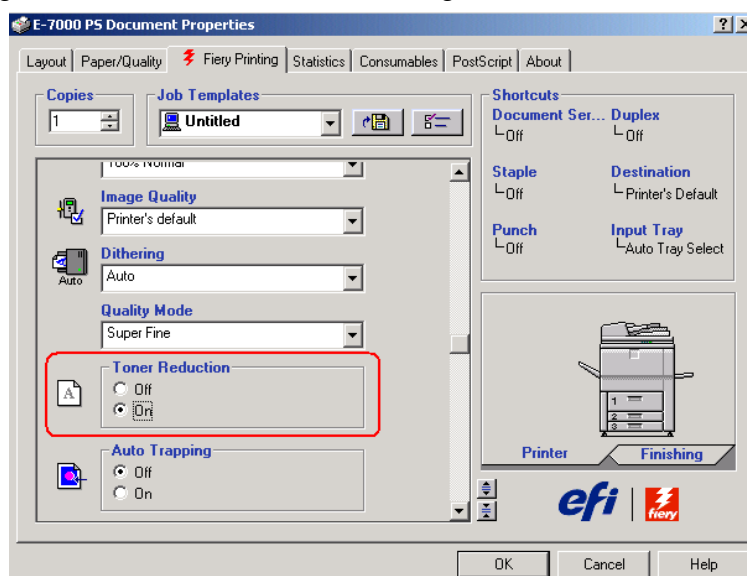
- For machines that use a Ricoh PS3 driver:

Set SP1106-001 to a value of **200**.

Printer SP Number	Description	Default Settings	Final Solution	NOTE
1106-001	Toner Limit: Photo	260	200	Toner maximum limitation for Photo mode.

- For the Fiery E-7000 controller:

- Open the "E-7000 PS Document Properties" dialog.
- Click on the "Fiery Printing" tab, then select the "Image Quality" option.
- Change the "Toner Reduction" setting to ON.



Reissued:7-Jul-06

Model: V-C1

Date:7-Jul-06

No.: RB132020a

3. Activate "Middle Thickness Paper Mode"

To activate the "Middle Thickness Paper Mode", change the following SP settings as a set.

(1) **SP1107-006** (Mode Shift / Feed Norm Temp):

Change to **1** (default: 0)

NOTE: This is to turn ON the "Middle Thickness Paper Mode".

(2) **SP2307-006** (Set Ptype Link Special Paper):

Change to **"0: Normal Paper"**, then press the "OK" button.
(default: "3 Special Paper 1").

NOTE: This is to change the paper transfer conditions to those for Normal Paper.

(3) **SP1200-006** (1st CPM Down / CPM Norm / Hi: FC):

Change to **40** (default: 30)

NOTE: This is to change the paper feed interval condition for High & Normal Temperature in FC mode.

(4) **SP1200-008** (1st CPM Down / CPM Low Temp: FC)

Change to **35** (default: 25)

NOTE: This is to change the paper feed interval condition for Low Temperature in FC mode.

4. Select the "Special Paper" for the tray to which you need to apply "Middle Thickness Paper Mode."

User Tools → System Settings → Tray Paper Settings → Paper Type: TrayXX (XX: tray number): **Special Paper** (default: No display)

NOTE:

- This setting is kept even when the main power switch is turned OFF/ON ("Special" is displayed for the trays which have been set to this mode).
- It can be selected for each paper tray independently.

5. Select the Paper Thickness Setting to "Normal Paper" for the tray, on which you need to apply "Middle Thickness Paper Mode."

User Tools → System Settings → Tray Paper Settings → Paper Thickness Setting
Then, select **"Normal (72-126g/m2)"** for the tray.

Reissued:7-Jul-06

Model: V-C1

Date:7-Jul-06

No.: RB132020a

6. Change the Fusing Temperature settings according to the type of "Middle Thickness Paper Mode", which is most appropriate for the poor fusing symptom.

1) "Middle Thickness Paper Mode -1" (Default)

NOTE: This setting is effective both for poor fusing and the sponge image/separation pawl streaks. You do **NOT** have to change any SP settings (Default settings are OK).

- (1) SP1105-013 (Htg Roll Sn1: Ctr / 1-S: Thk3: FC: NS: CPM)
Default:180.
- (2) SP1105-021 (Htg Roll Sn1: Ctr / 2-S: Thk3: FC: NS: CPM)
Default: 180.

2) "Middle Thickness Paper Mode -2"

NOTE: This setting should be selected if the effectiveness of "Middle Thickness Paper Mode-1" is not enough for the poor fusing. However, with this setting, it is easier for separation pawl streaks to occur.

Change the following SP setting as a set.

- (1) SP1105-013 (Htg Roll Sn1: Ctr / 1-S: Thk3: FC: NS: CPM)
Change to **185** (default: 180)
- (2) SP1105-021 (Htg Roll Sn1: Ctr / 2-S: Thk3: FC: NS: CPM)
Change to **185** (default: 180)

3) "Middle Thickness Paper Mode -3"

NOTE: This setting should be selected if the effectiveness of "Middle Thickness Paper Mode-2" is still not enough for the poor fusing. However, with this setting, it is easier for separation pawl streaks to occur.

Change the following SP setting as a set.

- (1) SP1105-013 (Htg Roll Sn1: Ctr / 1-S: Thk3: FC: NS: CPM)
Change to **190** (default: 180)
- (2) SP1105-021 (Htg Roll Sn1: Ctr / 2-S: Thk3: FC: NS: CPM)
Change to **190** (default: 180)
- (3) SP1107-001 (Mode Shift Low Temp SW)
Change to **0** (default: 5)

Reissued:7-Jul-06

Model: V-C1	Date:7-Jul-06	No.: RB132020a
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NOTE: Please refer to the table below to select the most appropriate type of Middle Thickness Paper Mode.

Type	Effectiveness level for poor fusing.	Separation Pawl Streaks level.
"Middle Thickness Paper Mode -1" (Default)	Less than previous temporary solution B or B+	Better than previous temporary solution B or B+
"Middle Thickness Paper Mode -2"	Same as previous temporary solution B or B+	Same as previous temporary solution B or B+
"Middle Thickness Paper Mode -3"	Better than previous temporary solution B or B+	Less than previous temporary solution B or B+

Side effects of various combinations of solutions

Side Effects	Previous Temporary Solution			Final Solution in this RTB
	Solution A	Solution B	Solution B+	
1. Separation pawl streaks	X	X	X	See the above table
2. Color reproduction	(None)	(None)	X	X
3. Paper curl with Normal paper	X	X	X	X (Only for the tray for which Middle Thickness Paper Mode is selected)
4. System stop control condition	X	X	X	X (Only for the tray for which Middle Thickness Paper Mode is selected)
5. 1st Print Time will be longer	(None)	(None)	(None)	X See NOTE 1
6. Paper Feeding Interval Adjustment	(None)	(None)	(None)	X See NOTE 2

"X": Indicates a side effect

NOTE 1: 1st Print Time in Final solution: 7 sec to 14.5 sec (maximum)

NOTE 2: During this adjustment, the printing speed will reduce during the first 3-5 A3 sheets.

1st 5 pages: 43.75 cpm, after that 45 cpm (in B132/B181)

1st 5 pages: 51.25 cpm, after that 55 cpm (in B200)

Reissued:7-Jul-06

Model: V-C1

Date:7-Jul-06

No.: RB132020a

APPENDIX:
Default settings of SP modes related to previous Temporary Solutions A, B and B+

SP Number	Description	Default Settings	NOTE
1105-003	Htg Roll Sn1: Ctr Wait Temp: Norm	177 deg	Heating Roller Temperature in Standby mode.
1105-006	Htg Roll Sn1: Ctr 1-S: Norm: 1 CoI	175 deg	Heating Roller Temperature for normal paper simplex 1C.
1105-007	Htg Roll Sn1: Ctr 1-S: Norm: FC	175 deg	Heating Roller Temperature for normal paper simplex FC.
1105-008	Htg Roll Sn1: Ctr 1-S: Trace: 1C	160 deg	Heating Roller Temperature for thin paper simplex 1C
1105-009	Htg Roll Sn1: Ctr 1-S: Trace: FC	160 deg	Heating Roller Temperature for thin paper simplex FC
1105-014	Htg: Roll Sn1: Ctr 2-S: Norm: 1C	175 deg	Heating Roller Temperature for normal paper duplex 1C
1105-015	Htg: Roll Sn1: Ctr 2-S: Norm: FC	175 deg	Heating Roller Temperature for normal paper duplex FC
1105-016	Htg: Roll Sn1: Ctr 2-S: Trace: 1C	160 deg	Heating Roller Temperature for thin paper duplex 1C.
1105-017	Htg: Roll Sn1: Ctr 2-S: Trace: FC	160 deg	Heating Roller Temperature for thin paper duplex FC.
1105-029	PressRoll Sensor Wait Temp: Norm	152 deg	Pressure Roller Temperature for Stand-by mode.
1107-007	Mode Shift Press Temp: Norm	5 deg	Additional Temperature for heating roller at the start of print job.
1107-008	Mode Shift Press Time: Norm	10 sec	Additional Temperature applying time for heating roller at the start of print job.
1107-015	To Cooling Mode Trace Cool End	5	Copy/Print job starts when the heating roller temperature reaches the setting temperature plus this value.
1108-008	Htg Roll Lamp2 Norm: FC	83	Heating Roller Lamp2 duty for FC printing
1108-009	Htg Roll Lamp2 Scan: Norm: FC	66	Heating Roller Lamp2 duty for FC scanning and printing.
1108-017	Htg Roll Lamp2 At Reload	27	Heating Roller Lamp2 duty during machine warming up.
9406-001	Fan Op Temp	0	Cooling fan full rotation 0: default (32C) 1: 30C 2: 28C

Model: Venus-C1		Date: 15-Dec-05	No.: RB132021
Subject: Patch Release for E-7000 V.1.0.0 (1.0.1)		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB is the release note for Patch File 1.0.1 for Color Controller E-7000 system version 1.0.0

Patch File	Issue(s)
1.0.1	- Controller stops after output tray is full with Booklet Staple Job. - Calibration error occurs when Dutch language is installed.

Note: This patch is only for E-7000 **System Version 1.0.0**.

If the system version is already version 1.0.1, then there is no need to apply this patch.

Patch Update Procedure

1. Extract the G815-6821.exe until you get the 1.0.1.ps file.
2. Import the patch file "1.0.1.ps" with CommandWorkstation to the "Print" queue.
3. Wait at least 60 seconds. (This is very important.)
4. Select "Shut Down" and then "Reboot System" on the operation panel, or execute a soft reboot from CommandWorkstation.
5. Wait until the E-7000 has come to idle.
6. Print out the configuration page.
Verify the Server Info section on the configuration sheet.
It should show the version number "1.0.1".

Reissued: 19-Mar-10

Model: V-C1 / V-C2	Date: 11-Jan-06	No.: RB132022d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: ADF		Prepared by: T. Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date
<i>1.33:14</i>	<i>B6525620M</i>	<i>May 2010 production</i>
1.32:13	B6525620L	September 2009 production
1.31:12	B6525620K	April 2009 production
1.30:11	B6525620J	November 2007 production
1.19:05	B6525620G	February 2006 Production
1.18	B6525620F	August 2005 Production
1.17	B6525620E	April 2005 Production

Version	Modified Points or Symptom Corrected
<i>1.33:14</i>	<i>Symptom Corrected: Countermeasure against SC687.</i>
1.32:13	1. SC990 occurs when feeding punched originals through the ADF on the D014/D015 and D078/D079 copiers. 2. A paper jam occurs on the following mainframes when feeding the following originals through the ADF: – Punched originals: B132/B181/B200, D014/D015, D078/D079. – Punched originals + duplex job + reduction/enlargement: B132/B181/B200, D014/D015, D078/D079. – Mixed sizes of punched originals: B132/B181/B200, D014/D015, D078/D079.
1.31:12	Symptom Corrected: Reliability has been increased for image misalignment caused by registration.
1.30:11	Other changes: 1. Supports the D014/D015 copier. 2. Paper feed control was modified so as to further minimize original feed jams.
1.19:05	Reliability has been increased for the original feeding jam when selecting duplex and enlarge copy mode.
1.18	Reliability has been increased for the original feeding jam when selecting reduce copy mode.
1.17	1st Mass production

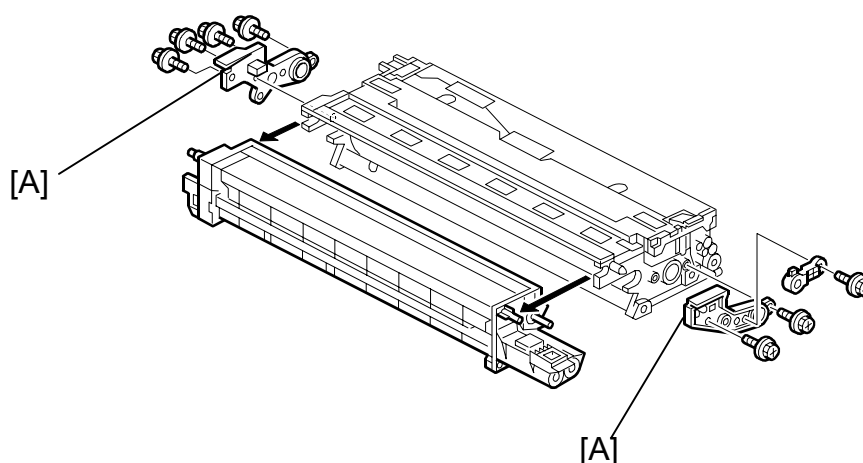
Model: V-C1		Date: 17-Jan-06	No.: RB132023
Subject: PCU faceplates cannot be removed.		Prepared by: H.Matsui	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM:

The PCU faceplates [A] cannot be removed from the PCU during developer installation.

Note:

The PCU faceplates must be removed from the PCU when installing the developer cartridge in the development unit. (See service manual p 1-16 and p 3-42).


CAUSE:

Rust can develop on the surface of the ball bearings inside the PCU faceplates, as the bearings are made of degreased chrome steel (not stainless steel).

ACTION:
For American (including Canada and South America), Asian and Oceania markets:

At the time of machine installation, replace the defective PCU faceplates with modified ones, whose ball bearings are made of stainless steel.

B1329552 (Face Plate Kit For 4-PCU), which contains 4 PCU faceplates (front), 4 PCU faceplates (rear) and the installation procedure, is included inside the shipping box.

Model: V-C1

Date: 17-Jan-06

No.: RB132023

For the market except for America, Asia and Oceania:

Make sure the identification mark (see the picture) exists on the barcode label on the carton. The machine with this identification mark on the barcode label has already been retrofitted in the warehouse.



Example (B200-27)

Model: V-C1

Date: 17-Jan-06

No.: RB132023

For machines in the field (all markets):

At the next service visit, replace the defective PCU faceplates with modified ones, whose ball bearings are made of stainless steel.

The modified PCU faceplates are available as the following Part Number

B1329552 (Face Plate Kit For 4-PCU), which contains 4 PCU faceplates (front), 4 PCU faceplates (rear) and the installation procedure.

NOTE:

All machines before the cut-in serial numbers have defective PCU faceplates **except for machines with the identification mark on the barcode label on the carton.**

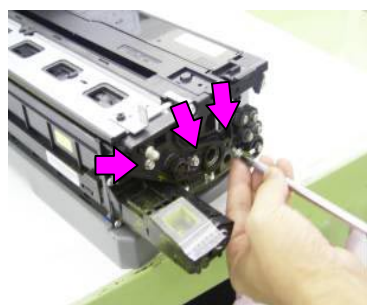
Cut-in serial numbers of modified PCUs with stainless ball bearings.

Model	V/Hz	Destination	Code	Serial Number
Aficio 3260C Savin C6045 Gestetner DSc460 Lanier LD160c	120V/60Hz	USA, Canada	B132-17	K5951000106
Nashuatec DSc460 Gestetner DSc460 Rex Rotary DSc460	220-240V/50Hz,60Hz	Europe, etc.	B181-22	L2151000045
Lanier LD160c	220-240V/50Hz,60Hz	Europe, etc.	B181-24	L2151100045
Infotec ISC4560	220-240V/50Hz,60Hz	Europe, etc.	B181-26	6L61150001
Aficio 3260C	220-240V/50Hz,60Hz	Europe, etc.	B181-27	L2151000182
Aficio Color 5560 Savin SDC555 Gestetner CS555 Lanier LC155	120V/60Hz	USA, Canada	B200-17	K60511XXXXX
Nashuatec CS555 Gestetner CS555 Rex Rotary CS555	220-240V/50Hz,60Hz	Europe, etc.	B200-22	K6051000053
Lanier LC155	220-240V/50Hz,60Hz	Europe, etc.	B200-24	K60511XXXXX
Infotec ISC5560	220-240V/50Hz,60Hz	Europe, etc.	B200-26	6L71150001
Aficio Color 5560	220-240V/50Hz, 60Hz	Europe, etc.	B200-27	K6051000120

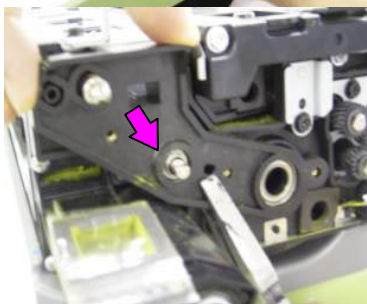
Replacement Procedure:



1. Place the PCU on the PCU stand.



2. Remove the 3 screws from the "PCU Face Plate-Front".



3. Remove the "PCU Face Plate-Front".

Use a pair of needle-nosed pliers as shown if the removal procedure is difficult.

Note: This can occur if the lower shaft (shown by the pink arrow) gets stuck in the hole.



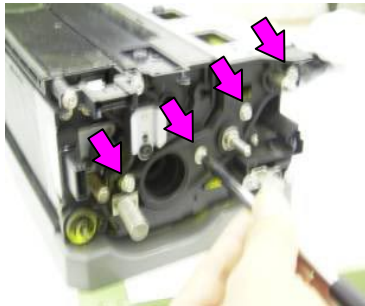
4. If you see rust on the surface of the lower shaft:

- Wipe off the rust with a dry cloth, and then clean the shaft with alcohol

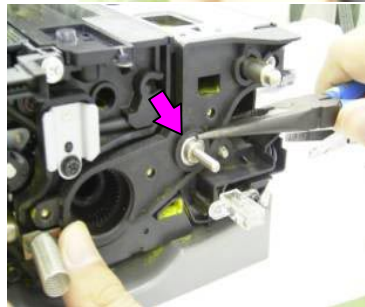


5. Attach the modified "PCU Face Plate-Front" (3-screws).

Note: The modified "PCU Face Plate-Front" has a white round paint mark (shown by the pink arrow).



6. Remove the 4 screws from the "PCU Face Plate-Rear".

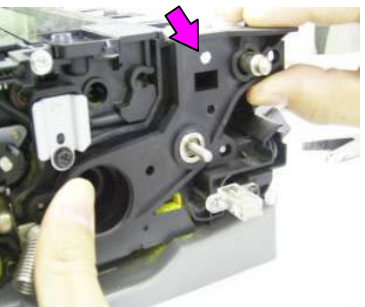


7. Remove the "PCU Face Plate-Rear".
Use a pair of needle-nosed pliers as shown if the removal procedure is difficult.
Note: This can happen if the lower shaft (shown by the pink arrow) gets stuck in the hole.



8. If you see rust on the surface of the lower shaft:

- Wipe off the rust with a dry cloth, and then clean the shaft with alcohol.



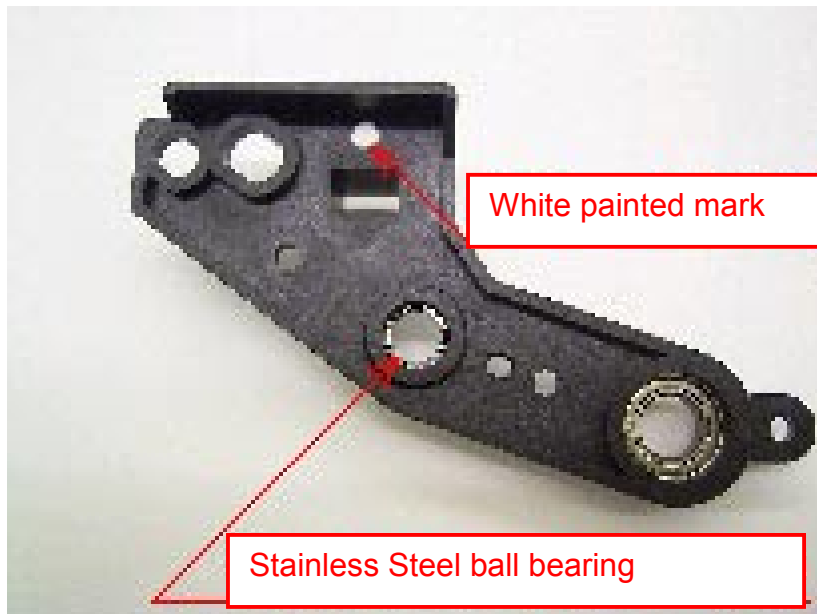
9. Attach the modified "PCU Face Plate-Rear" (4-screws).
Note: The modified "PCU Face Plate-Rear" has a white round paint mark (shown by the pink arrow).



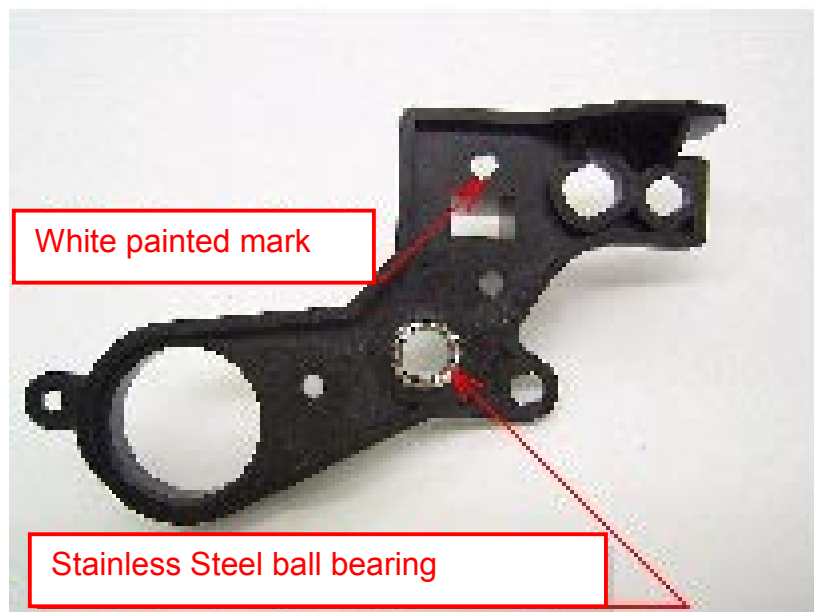
10. Modification completed.

How to distinguish the modified PCU faceplates

Modified PCU Faceplate-Front



Modified PCU Faceplate-Rear



Model: V-C1

Date: 17-Jan-06

No.: RB132023

APPENDIX

Machines with the S/No. listed below were produced after the cut-in S/No. on page 3. However, their PCU face plates have no white painted mark. For these machines, you do not have to replace the PCU face plates with B1329552 (Face Plate Kit For 4-PCU).

B132-17: 117 machines.

K5951200023	K5951200024	K5951200025	K5951200027	K5951200028	K5951200029	K5951200030	K5951200031	K5951200032	K5951200033
K5951200034	K5951200035	K5951200036	K5951200037	K5951200038	K5951200039	K5951200040	K5951200041	K5951200042	K5951200043
K5951200044	K5951200045	K5951200046	K5951200047	K5951200048	K5951200049	K5951200051	K5951200052	K5951200053	K5951200054
K5951200055	K5951200056	K5951200057	K5951200058	K5951200059	K5951200060	K5951200061	K5951200062	K5951200063	K5951200064
K5951200065	K5951200069	K5951200070	K5951200071	K5951200072	K5951200073	K5951200074	K5951200075	K5951200076	K5951200077
K5951200078	K5951200079	K5951200080	K5951200081	K5951200082	K5951200083	K5951200084	K5951200085	K5951200086	K5951200087
K5951200088	K5951200089	K5951200090	K5951200091	K5951200092	K5951200093	K5951200094	K5951200095	K5951200096	K5951200097
K5951200098	K5951200099	K5951200100	K5951200101	K5951200102	K5951200103	K5951200104	K5951200105	K5951200106	K5951200107
K5951200108	K5951200109	K5951200110	K5951200111	K5951200112	K5951200113	K5951200114	K5951200115	K5951200116	K5951200117
K5951200118	K5951200119	K5951200120	K5951200121	K5951200122	K5951200123	K5951200124	K5951200125	K5951200126	K5951200127
K5951200128	K5951200129	K5951200130	K5951200131	K5951200132	K5951200133	K5951200134	K5951200135	K5951200136	K5951200137
K5951200138	K5951200139	K5951200140	K5951200157	K5951200176	K5951200177	K5951200181			

B200-17: 28 machines

K6051200011	K6051200012	K6051200013	K6051200014	K6051200015	K6051200016	K6051200017	K6051200018	K6051200019	K6051200020
K6051200021	K6051200022	K6051200023	K6051200024	K6051200025	K6051200026	K6051200027	K6051200028	K6051200029	K6051200030
K6051200031	K6051200032	K6051200033	K6051200034	K6051200035	K6051200036	K6051200037	K6051200038		

B181-26: 57 machines

6L61250001	6L61250002	6L61250003	6L61250004	6L61250005	6L61250006	6L61250007	6L61250008	6L61250009	6L61250010
6L61250011	6L61250012	6L61250013	6L61250014	6L61250015	6L61250016	6L61250017	6L61250018	6L61250019	6L61250020
6L61250021	6L61250022	6L61250023	6L61250024	6L61250025	6L61250026	6L61250027	6L61250028	6L61250029	6L61250030
6L61250031	6L61250032	6L61250033	6L61250034	6L61250035	6L61250036	6L61250037	6L61250038	6L61250039	6L61250040
6L61250041	6L61250042	6L61250043	6L61250044	6L61250045	6L61250046	6L61250047	6L61250048	6L61250049	6L61250050
6L61250051	6L61250052	6L61250053	6L61250054	6L61250055	6L61250056	6L61250057			

B181-27: 97 machines

L2151200008	L2151200009	L2151200010	L2151200011	L2151200012	L2151200013	L2151200014	L2151200015	L2151200016	L2151200017
L2151200018	L2151200019	L2151200020	L2151200021	L2151200022	L2151200023	L2151200024	L2151200025	L2151200026	L2151200027
L2151200028	L2151200029	L2151200030	L2151200031	L2151200032	L2151200033	L2151200034	L2151200035	L2151200036	L2151200037
L2151200038	L2151200039	L2151200040	L2151200041	L2151200042	L2151200043	L2151200044	L2151200045	L2151200046	L2151200047
L2151200048	L2151200049	L2151200050	L2151200051	L2151200052	L2151200053	L2151200054	L2151200055	L2151200056	L2151200057
L2151200058	L2151200059	L2151200060	L2151200061	L2151200062	L2151200063	L2151200064	L2151200065	L2151200066	L2151200067
L2151200068	L2151200069	L2151200070	L2151200071	L2151200072	L2151200073	L2151200074	L2151200075	L2151200076	L2151200077
L2151200078	L2151200079	L2151200080	L2151200081	L2151200082	L2151200083	L2151200084	L2151200085	L2151200086	L2151200087
L2151200088	L2151200089	L2151200090	L2151200091	L2151200092	L2151200093	L2151200094	L2151200095	L2151200096	L2151200097
L2151200098	L2151200099	L2151200100	L2151200101	L2151200104	L2151200121	L2151200122			

B200-26: 18 machines

6L71250001	6L71250002	6L71250003	6L71250004	6L71250005	6L71250006	6L71250007	6L71250008	6L71250009	6L71250010
6L71250011	6L71250012	6L71250013	6L71250014	6L71250015	6L71250016	6L71250017	6L71250018		

B200-27: 34 machines.

K6051200176	K6051200177	K6051200178	K6051200179	K6051200180	K6051200181	K6051200182	K6051200183	K6051200184	K6051200185
K6051200186	K6051200187	K6051200188	K6051200189	K6051200190	K6051200191	K6051200192	K6051200193	K6051200194	K6051200195
K6051200196	K6051200197	K6051200198	K6051200199	K6051200200	K6051200201	K6051200202	K6051200203	K6051200204	K6051200205
K6051200206	K6051200207	K6051200208	K6051200209						

Model: V-C1		Date: 23-Jan-06	No.: RB132024
Subject: Paper feed skew		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ()	

SYMPTOM

Paper feed skew sometimes occurs (Printer and Copier).

CAUSE

The registration roller bushing on the rear side is damaged for some reason. One of the reasons for damage to the bushing is that the tip of the rear registration pressure spring is facing the wrong way. As a result, the spring touches the bushing when the registration roller rotates, and damages the bushing.

Note: For the location of this bushing, see callout #25 on pg. 100 of the Parts Catalog ("43. Transfer Entrance 2")

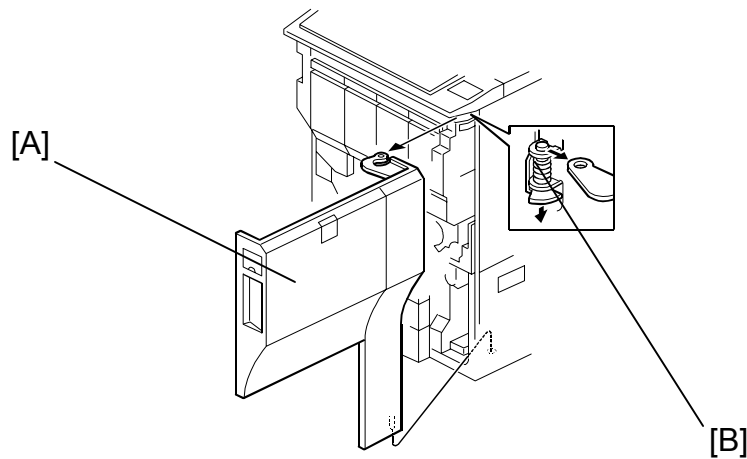
SOLUTION

- Check the rear bushing of the registration roller.
 - If the bushing is damaged, replace it with a new one.
- Check the position of the rear registration pressure spring (**see procedure below**).
 - If the spring is in the "NG position", change the spring to the "OK" position.

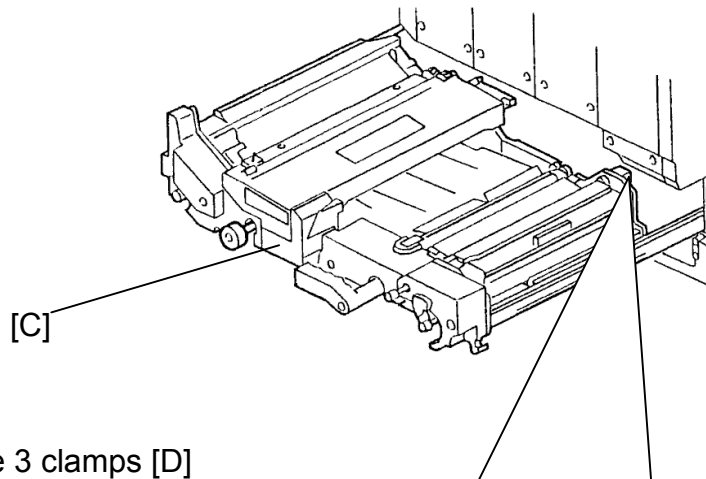
Note: For the location of this spring, see callout #22 on pg. 100 of the Parts Catalog.

HOW TO CHECK THE POSITION OF THE REAR REGISTRATION PRESSURE SPRING

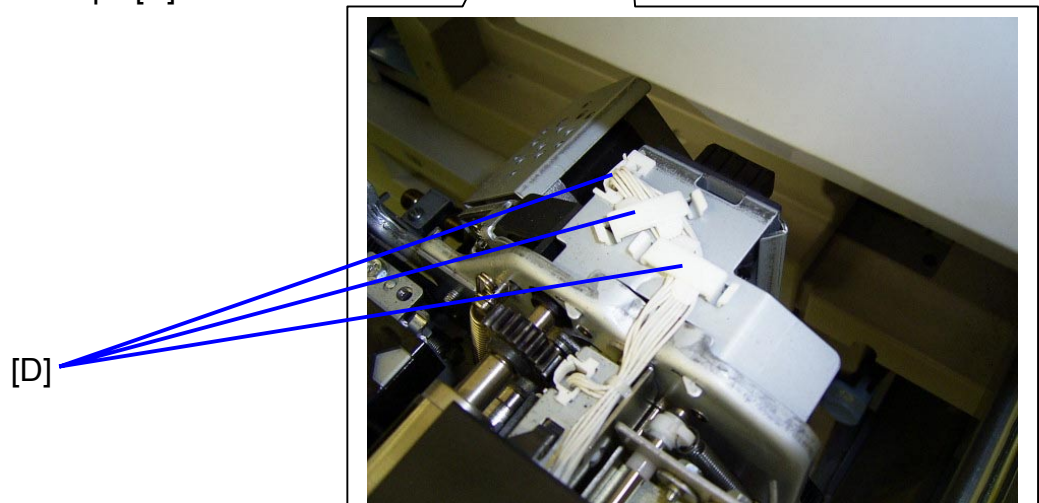
1. Press down the hinge spring [B] and remove the front cover [A].



2. Pull out the lower drawer unit [C].



3. Remove the 3 clamps [D]

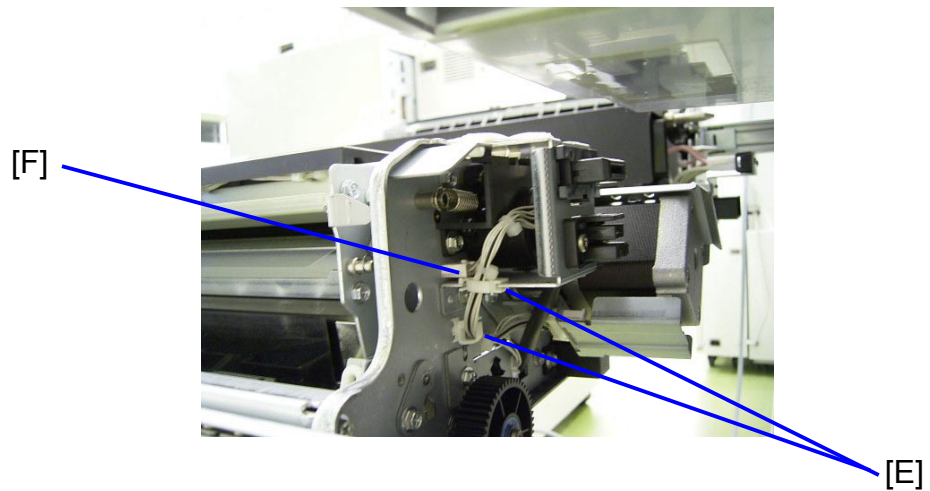


Model: V-C1

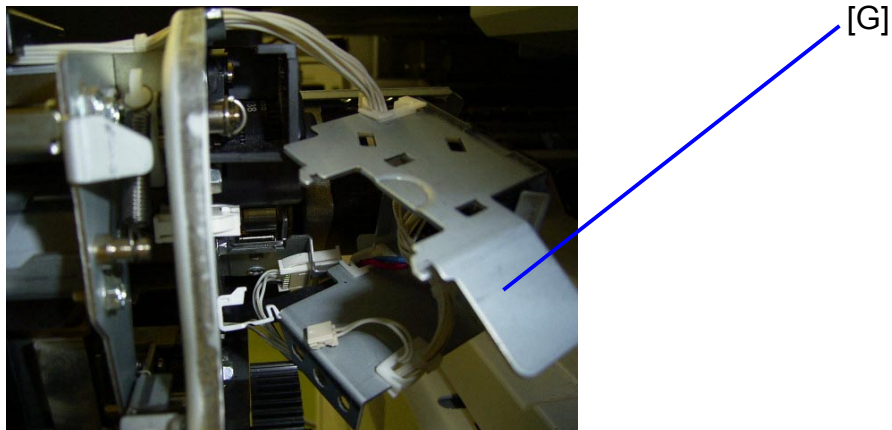
Date: 23-Jan-06

No.: RB132024

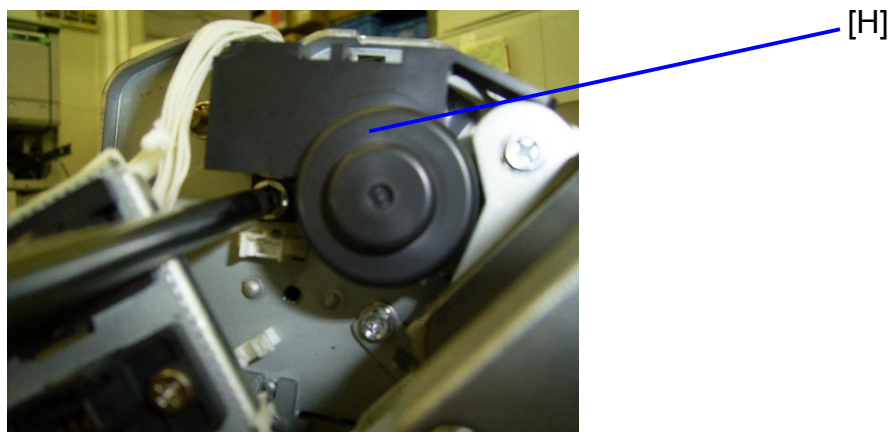
4. Remove the 2 clamps [E] and disconnect the connector [F]



5. Remove the bracket [G] (1 screw).



6. Remove the harness cover [H] (1 screw).



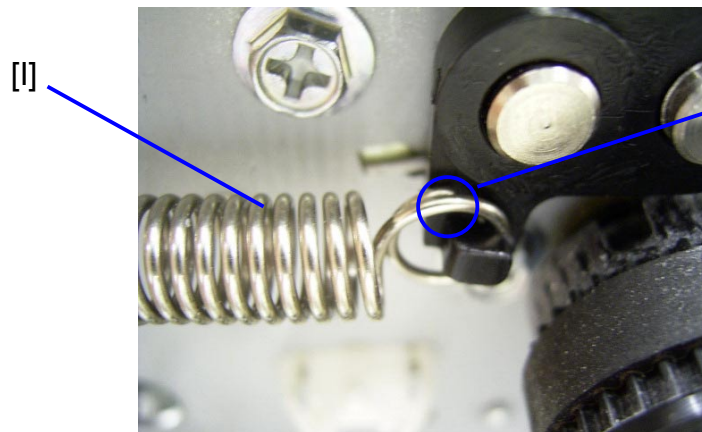
Model: V-C1

Date: 23-Jan-06

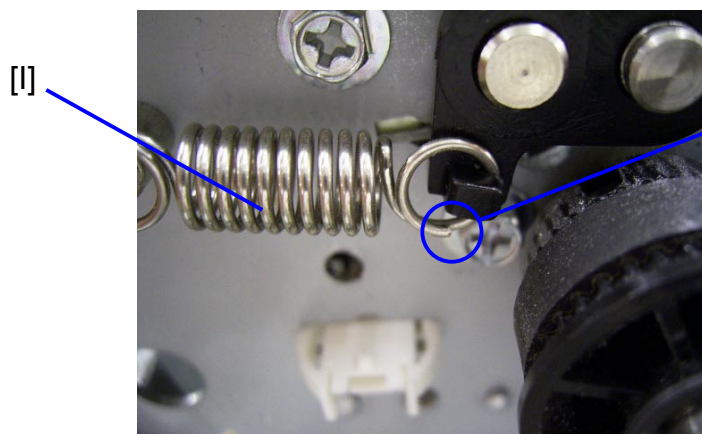
No.: RB132024

7. Check the position of the rear registration pressure spring [I].

- If the spring is in the NG position, change the spring to the **OK position**.



NG position
The area where the spring loops meet [J] is facing up



OK position
The area where the spring loops meet [J] is **facing down**

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

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]

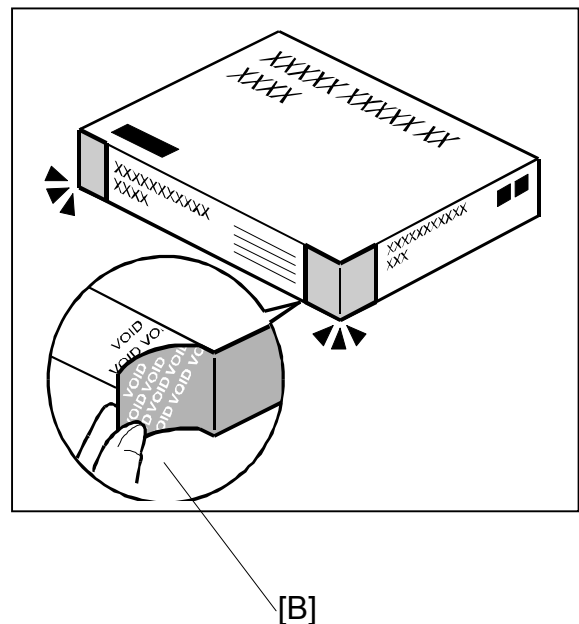
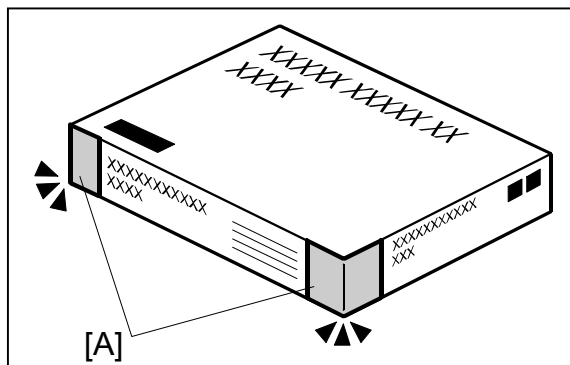
If this setting is disabled (not selected), tell the customer this setting must be enabled (selected) before you do the installation procedure.

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

Self-Diagnosis Report

Serial No.: 7M275840019

Firmware P/# : B2135931E

Firmware Version: 1.24

14 N

[System Construction]

Kernel Version : NetBSD 1.5.3 (LPXUMIPS05S_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	/ 3.96	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.

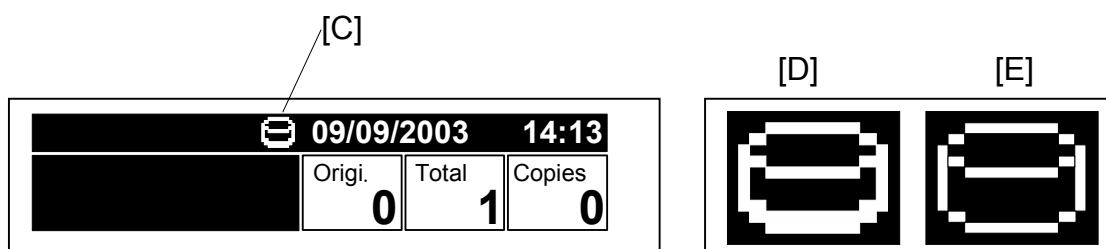
If this happens:

- 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].

Reissued: 21-May-07

Model: Model V-C1	Date: 20-Feb-06	No.: RB132025b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer		Prepared by: Y.Ikeda	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
1.05	<i>B7376540E</i>	<i>April 2007 production</i>
1.04	B7376540D	September 2006 production
1.03	B7376540C	February 2006 production
1.02	B7376540B	November 2005 production
1.01	B7376540A	September 2005 production
1.00	B7376540	1st Mass production

Version	Modified Points or Symptom Corrected
1.05	Symptom corrected: ● Minor bug correction
1.04	<i>Other changes:</i> <i>Supports use of the Printer with the Plockmatic SR90+/BK5010 and GBC Stream Punch III.</i> <i>Important:</i> <i>To apply the above changes, install all of the following firmware at the same time:</i> <i>-This firmware version or newer</i> <i>-Engine v1.21.0:08 (B1325402R) or newer.</i> <i>-System/Copy v1.23.1(B1325750M) or newer</i>
1.03	- The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error. - An RPCS job that contains a lot of graphic/image objects might be canceled by an "Insufficient Memory" error. - The device might stall or an "Insufficient Memory" error might occur if the machine receives a lot of RPCS jobs with different Print Quality settings. - The device might stall if it receives a PCL XL job that contains an image created by a specific graphics application, such as Route66.

Reissued: 21-May-07

Model: Model V-C1		Date: 20-Feb-06	No.: RB132025b
Version	Modified Points or Symptom Corrected		
1.02	Following problem has been corrected. 1. The printer may stall if 65,000+ pages (simplex or duplex) are printed without cycling the power. The job that finally causes the stall will always be a duplex job.		
1.01	1. Following modifications have been applied. 1. PDF Direct Print jobs sent via DeskTopBinder in □riverless mode, will be cancelled if usercode authentication is enabled. Even if a valid usercode is entered, the job will be cancelled. 2. The “Clear/Stop” button can cancel print jobs like the “Job Reset”button. (2)Countermeasure against following symptom has been applied. 1. If a duplex job is sent using the RPCS driver and cancelled from the panel or PC, the device may stall. 2. Devices that use Russian, Polish or Hungaran as the operation panel display language will stall if the paper size or type are mismatched. 3. When PCL data is printed using HDD fonts, print speed might be reduced. 4. After a certain number of PCL jobs are printed using HDD fonts, the device may stall.		
1.00	1 st Mass Production		

Reissued: 26-Jul-07

Model: Model V-C1	Date: 1-Sep-06	No.: RB132026g
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: System/Copy		Prepared by: Y.Ikeda	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	Effective Date
1.26	<i>B1325750Q</i>	<i>July 2007 production</i>
1.25.1	B1325750P	April 2007 production
1.24	B1325750N	June 2006 production
1.23.1	B1325750M	May 2006 production
1.22	B1325750L	April 2006 production
1.21	B1325750K	April 2006 production
1.20	Not exist due to the firmware bug.	
1.19	B1325750H	December 2005 production
1.18	B1325750G	November 2005 production
1.17	B1325750F	August 2005 production
1.16	B1325750E	June 2005 production
1.12	B1325750D	April 2005 production
1.11	B1325750C	March 2005 production

Version	Modified Points or Symptom Corrected
1.26	<i>Symptom corrected:</i> <i>1. Color misalignment sometimes occurs with scanned images.</i> <i>2. If the power is cut during an RFU (remote firmware update), the update will fail when retried.</i> <i>3. The mixed size of PDFs created by the scanner might not match the size selected in the operation panel.</i> <i>Note: Both System firmware (version 1.26 or later) and NFA firmware (version 2.00 or later) need to be applied to fix this issue.</i>
1.25.1	Symptom corrected: 1. SC632 occurs if the MK-1 is installed on the V-C1 2. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 3. A jam occurs in the ARDF and the V-C1 stalls when using PC-FAX and Scanner application at the same time. 4. Pixels of images might be swapped due to a byte ordering problem. This only happens toward the end of PCL or PS jobs with a lot of pages. 5. The primary color layers of scanned images will be out of alignment under the

Reissued: 26-Jul-07

Model: Model V-C1		Date: 1-Sep-06	No.: RB132026g
Version	Modified Points or Symptom Corrected		
	following conditions: - "Full Color" mode is enabled - "Mixed Sizes" is enabled. Scan Size < Scan Settings - "Compression (Gray Scale / Full Color)" is disabled. Send Setting < Scanner Features < User Tools 6. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.25.1 or later - Websys firmware ver 1.05.1 or later - WebDocBox firmware ver 1.05 or later - Network DocBox firmware ver 2.00 or later - Printer firmware ver 1.05 or later Other changes: 1. Supports the ENERGY STAR standard.		
1.24	1. Fixed: A "SC990" might be displayed on the operation panel if the following procedure is performed while other users are accessing the document server: 1) Enable User Authentication. 2) Change the access privileges of a job in the document server. 3) Delete it. 2. Fixed: The device that has the 'Autentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication 3. Fixed: Either the scanner application or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 4.Fixed: Symptom corrected:SC230 occurs when feeding from the bypass tray. 5.A new SP "SP5-401-103 ("Default Document ACL")" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. SP5-401-103 "Default Document ACL" 0: Read only (default) 1: Edit 2: Edit/delete 3: Full control Note1: This is only available using Windows/LDAP/Integration Server Authentication.		

Reissued: 26-Jul-07

Model: Model V-C1		Date: 1-Sep-06	No.: RB132026g
Version	Modified Points or Symptom Corrected		
	Note2: This default will only apply to new users. It will not affect existing users.		
1.23.1	Symptoms corrected: 1. 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 is displayed in the error message will be wrong. 2. 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: - Access the Address Book from Web Image Monitor or SmartDeviceMonitor for Admin. - Print a document using User Authentication. Other changes: The display for the Sp5187-001 selections was changed as follows: Before: "0", "1" After: "0: OFF", "1: ON" Note: See the release note for v1.19 for more details.		
1.22	1. Under the occurrence conditions for SC543, the machine displays SC992 instead. 2. SC672 occurs when the main power is turned OFF/ON and performing the SC auto reboot function. 3. A display error may occur if the key counter is not in the key counter holder when the main power is turned on. 4. 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. 5. The device might stall with "Printing..." displayed on the panel. This might happen if a job that contains large images or a lot of pages is printed. RPCS jobs are not affected by this problem. 6. Two minutes after performing the below steps (in order) on a device with the File Format Converter, an SC880 will occur. (1) Enable the Compression (Gray Scale/Full Color) setting from Scanner Features. (2) Scan a job to the Document server with the GrayScale setting. (3) Scan a job to the Document server with the Full color setting.		
1.21	Note: This version is exactly the same as v1.19. This is because v1.20 was cancelled due to a firmware bug.		
1.20	Not exist due to the firmware bug.		
1.19	Following function has been added.		

Reissued: 26-Jul-07

Model: Model V-C1		Date: 1-Sep-06	No.: RB132026g
Version	Modified Points or Symptom Corrected		
	3. PM counter print function by UP mode. PM counter list can be printed out by UP button. This function is OFF as default. In order to activate this function, SP5187-001 should be changed as follows. SP5187-001 (PM Counter Print Out in UP) 0 : Off (default) 1 : On Following symptom has been corrected or fixed. 3. Fixed: The Document Server operation panel might be locked if the operation panel is switched from Copier to Document Server while the Document server is in the process of storing a Print job. The Document Server itself (via WebImageMonitor) and all other operation panels will still be operational. 2. Fixed: Some of the data contained in a backup of the AddressBook might not be encrypted. This can happen using any of the AddressBook backup functions (SP mode, Web Image Monitor, SmartDeviceMonitor for Admin). 3. Reliability of @Remote concerning the counter information has been modified.		
1.18	Following symptoms have been corrected. 1. 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. 2. The system cannot go into the Energy Saver mode after the auto logout. 3. 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. 1. 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. 1. The menu for the Rom Update may not be displayed in the WebImageMonitor. 6. RC Gate cannot get information from the V-C1 (counter values, coverage values) while the V-C1 is in Energy Saver Mode. 7. The message "Used Toner Bottle is almost full." Does not appear correctly except in English and Japanese. 8. The paper for Copy and Print jobs is fed out to the exit tray face-up when the paper thickness setting for the bypass tray is set to "Thick 2 (157-256g/m2)" from inside User Tools.		

Reissued: 26-Jul-07

Model: Model V-C1		Date: 1-Sep-06	No.: RB132026g
Version	Modified Points or Symptom Corrected		
1.17	3. Following modifications have been applied (Only for the machine with Printer/Scanner option) 3. The device can accept multiple incoming diprint(port9100) sessions. 2. Communications via diprint(port9100) are now transmitted asynchronously. These modification can only be available if all 3 of SystemCopy firmware Ver1.17 (Part#B1325750F) or newer + NIB firmware Ver 4.17(Part#B1325751C) or newer + Websys firmware Ver1.03 (Part#B1325753C) or newer have been applied as a set to the device. (2)Following modifications have been applied. 3. Reliability of RFU through NRS has been modified. 2. Reliability when SDK application is installed. 3. Reliability of Undo function during the SD card application move. 1. Parameter modification of ACC. 1. Reliability of NRS updating. NOTE: If this firmware is applied to the machine with Printer/Scanner option, "Websys V1.03 (B1325753C.fwu) or newer" + "NIB V4.17 (B1325751C.fwu) or newer" should be also applied as a set.		
1.16	SP5880-001 (ACS High Performance Mode) is available from this version. NOTE: This firmware should always be updated with Engine (B1325402K), whose version is 1.13.2 or newer as a set. Otherwise image quality problem of paper transfer may occur.		
1.12	Paper type/Double feed detection error message has been modified.		
1.11	1 st Mass Production		

Model: V-C1		Date: 17-Mar-06	No.: RB132027
Subject: Abnormal shift tray movement of SR841 with E-7000 controller		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

The shift tray for the SR841 finisher does not move correctly when **all** of the following conditions are met:

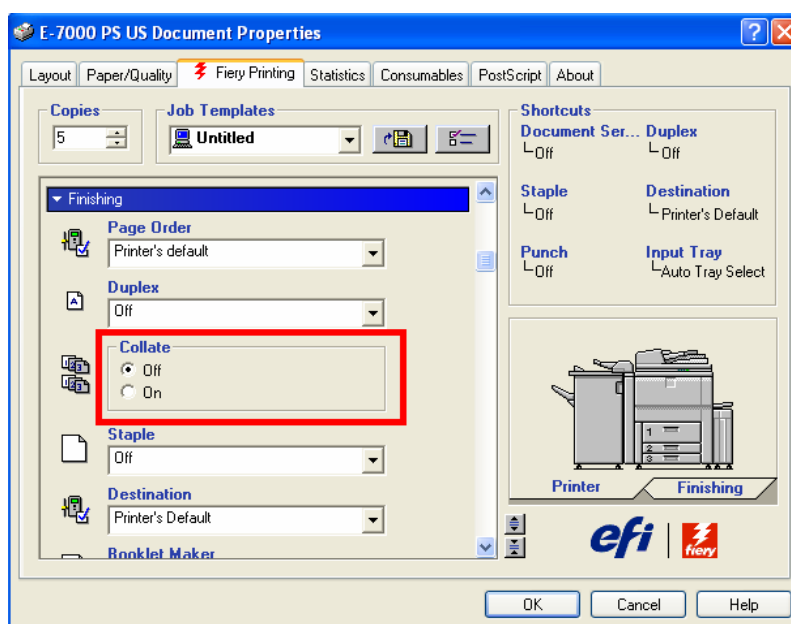
- The E-7000 controller is used, and
- “Collate” is ON in the E-7000 printer driver, and
- Multiple sets are printed out, and one set = one sheet of paper

CAUSE

Under the above conditions, the E-7000 controller sends the “shift” command to the shift tray for every sheet, and the shift tray is not able to respond quickly enough.

SOLUTION

Advise the user to turn the “Collate” setting OFF in the E-7000 printer driver if one set = one sheet of paper. This is because the Collate function is not necessary when one set = one sheet.



Model: Model V-C1		Date: 24-Mar-06	No.: RB132028
Subject: Release of RoHS compliant models (Color Controller E-7000)		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (New Release Information)	☐ Action required ☐ Service manual revision ☐ Retrofit information

Release Information for RoHS-compliant E7000 Color Controllers (G815-41/42)

Machine Code	Destination	RoHS Compliant	Machine Serial Number
G815-01	US	NO	Q27xxxxxxxx
G815-02	EUR/Asia		
G815-41	US	YES	Q74xxxxxxxx
G815-42	EUR/Asia		

1. Release/Production Schedule

Mass production for RoHS-compliant machines will begin from the following dates:

Europe/Asia: March 2006.

North America: April 2006.

2. Changes from the G815-01/02

- The materials of the parts below were changed to comply with the RoHS Directive
- The mother board was changed (technology, layout).
 - Some parts connected to the mother board were changed.
- Other changes were made (see the table below).

Part Name	Additional Changes (technology, specifications, etc.)
Video Board	Note: From January 2006 mass-production, this RoHS-compliant video board is also used on the G815-01/02.
Hard Disk Drive	G815-01/02: 40GB Size, PATA (Parallel ATA) G815-41/42: 80GB Size, SATA (Serial ATA)
HDD Cable	G815-01/02: Cable for PATA G815-41/42: Cable for SATA
Motherboard	G815-01/02: SATA not available, 14-pin socket, 512KB BIOS Flash ROM, etc. G815-41/42: SATA available, 16-pin socket, 8MB BIOS Flash ROM, etc.
CPU	G815-01/02: Intel Celeron 2GHz G815-41/42: Intel CeleronD 2.8GHz
CPU Cooling Kit	-

Model: Model V-C1
Date: 24-Mar-06
No.: RB132028

Part Name	Additional Changes (technology, specifications, etc.)
Memory (DIMM)	-
Diagnostic LED Board	G815-01/02: 14-pin socket G815-41/42: 16-pin socket
LED Cable	G815-01/02: 14-pin connector cable G815-41/42: 16-pin connector cable
Power Supply Unit	G815-01/02: SATA not available G815-41/42: SATA available Note: From February 2006 mass-production, this RoHS-compliant PSU is also used in the G815-01/02.

3. System Software Changes

System Software V1.1.0 is pre-installed in G815-41/-42 machines.
For details about this new System Software, please refer to RTB #RB132029.

4. Parts Catalog, Service Manuals

Parts Catalog:

- The parts changes described above were applied to the Parts Catalog.
 - Parts information for the G815-01/-02 and G815-41/-42 appears inside the same Parts Catalog.

Service Manual:

- A new Service Manual for the G815-41/-42 was issued.
 - Reason: The cables and connectors for some of the parts were changed, and so the replacement procedures for these parts were also changed.
- The previous Service Manual is for the G815-01/-02. (The title was changed).

REISSUED: 27-Mar-06

Model: Model V-C1	Date: 24-Mar-06	No.: RB132029a
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RTB REISSUE

The items in red colored bold italics have been corrected.

Subject: Release of System Software V.1.1.0.		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (New Release Information)	☐ Action required ☐ Service manual revision ☐ Retrofit information

Software Release: System Software V.1.1.0

Note: This version is pre-installed in G815-41/-42 (RoHS compliant) machines. Refer to RTB #RB132028 for details about these machines.

1. Changes:

The following issues with G815-01/-02 + System Software V.1.0.0/V.1.0.1 were fixed:

	Issue(s)
Fixed with patch V.1.0.1	- Controller stops after output tray is full with a Booklet Staple job. - Calibration error occurs after Dutch language is installed.
Problems, which has been newly solved with this V.1.1.0 version.	- A print job set for punching at default is punched with 2 holes when the 2 and 4-hole Punch Unit is installed. - When the print job is made with Mixed Media settings, a beep is made and a pop-up alert message is displayed for a short time for each chapter. - Color text looks blurred on the printout. - Pictures are sometimes missing from *.ps and pdf prints.

REISSUED: 27-Mar-06

Model: Model V-C1	Date: 24-Mar-06	No.: RB132029a
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2. Software and Hardware Compatibility List

The compatibility of the system software and machine hardware is as follows:

Software Version	G815-01/-02	G815-41/-42
System Software V.1.0.0	YES (Pre-installed) You can reload the system software using the system software CD set V.1.0.0	NO (Not Available)
System Software V.1.0.1	YES You can upgrade to this version by applying patch V.1.0.1.ps	NO (Not Available)
System Software V.1.1.0 * See #3 below.	YES You can reload or upgrade the system software to this version by: - Applying patch V.1.1.0.ps, OR - Installing the System software from the CD.	YES (Pre-installed) You can reload the system software using the system software CD set V.1.1.0

3. Variations of System Software V.1.1.0

There are two variations of System Software V.1.1.0.

To know which one is installed, refer to the Configuration Sheet.

1. System V.1.1.0R:

- This software is pre-installed on G815-41/-42 machines.
- This software can be reloaded using the System Software CD set V.1.1.0

2. System V.1.1.0:

- This software is the upgraded version from V.1.0.0

System V.1.1.0 = System Software V.1.0.0 + Patch V.1.01.ps + Patch V.1.1.0.ps

Model: V-C1		Date: 11-Apr-06	No.: RB132030
Subject: Streaks on glossy images		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ()	

SYMPTOM

Streaks are visible on glossy images printed with full coverage. The visible level of streaks differs according to the lighting angle. The streaks can be classified into the following 3 types.

1. Type A:

Streaks, whose width is equal to the fusing separation pawls (6mm), in the paper feeding direction corresponding to the fusing separation pawls position. This symptom occurs especially in solid images on Thick paper.

2. Type B:

Very sharp lines (the width is less than 0.5 mm) in the paper feeding direction corresponding in position to the fusing separation pawls. This is also visible especially on Thick paper.

3. Type C:

The streaks (the width is 1 through 2 mm) are in the same position as the edge of the previous paper size used. Type C occurs when you make 500–1000 prints with the same size/direction, and then change to a wider paper size.
Example: Make 1000 prints with A4 SEF, and then change to A4 LEF.

Model: V-C1

Date: 11-Apr-06

No.: RB132030

CAUSE and SOLUTION

Use the table below to check if the reported symptom is Type A, Type B or Type C.

- The causes and solutions are different for Type A, Type B and Type C.
- After reading this table, if you do not know which type the reported symptom is, contact your sales company for support.

Symptom Type	Cause	Solution
Type A	Due to the small grooves on the fusing belt created by the separation pawls, which touch during the rotation of fusing belt, the glossiness of the fused solid image differs at the position of separation pawls.	"Fusing Anti-glossy Streak Kit (P/No. B1329713)" is effective. However, it takes a certain amount of time to take effect for Type A. It depends on the type of paper, the condition of fusing belt when this kit is applied. See APPENDIX
Type B	The fusing belt is scratched by some foreign objects, which are stuck between the separation pawls and paper. Very sharp scar line(s) are made on the fusing belt. This scar line made a visible line on the fused solid image.	Do both of the following: 1. Clean all of the separation pawls to remove the foreign objects. 2. Replace the damaged fusing belt.
Type C	The paper dust from the edge of small sized paper is stuck on the fusing belt. The stuck paper dust comes to be the bands on fusing belt, which leads to the streaks on the fused solid image.	"Fusing Anti-glossy Streak Kit (P/No. B1329713)" is effective. See APPENDIX

Model: V-C1

Date: 11-Apr-06

No.: RB132030

APPENDIX: Fusing Anti-glossy Streak Kit (P/N B1329713)
Detailed part information:

The kit consists of the following parts (see the illustration on next page):

Gear Hot Roller: 44Z **[A]**

Gear Upper 52Z **[B]**

Gear 49Z **[C]**

Pressure Roller D50 **[D]**
Important Notes:

1. This kit is only effective for **Type A** and **Type C** explained above.
2. After you install this kit for **Type A**, it may take some time before the image quality improves. If the customer does not wish to wait, replace the fusing belt.
3. After you install this kit, the line speed of the fusing belt is 6% faster than the line speed of the pressure roller. (Default: Same speed). As a result, the yield of the fusing belt changes from 600K to 300K.
4. After you install the kit, make a visible mark on the outside of the fusing unit.
Example: Write, "Fusing anti-glossy streaks kit installed" on the outside of the fusing unit.

This is because the parts in this kit are not available as individual service parts. They are different from the service parts listed in MB132001.

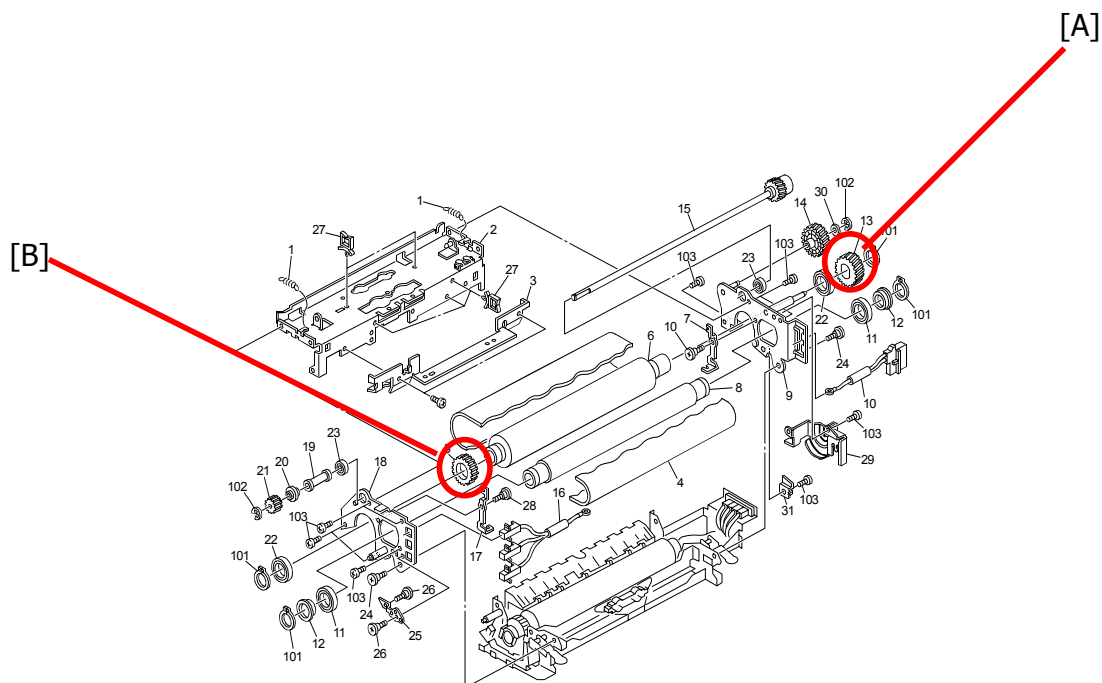
5. In the future, if any of the four parts above needs to be replaced, and there is a mark on the fusing unit like the example above, make sure to install the whole **Fusing Anti-glossy streak kit**. In such a case, do not use the parts in MB132001.

Model: V-C1

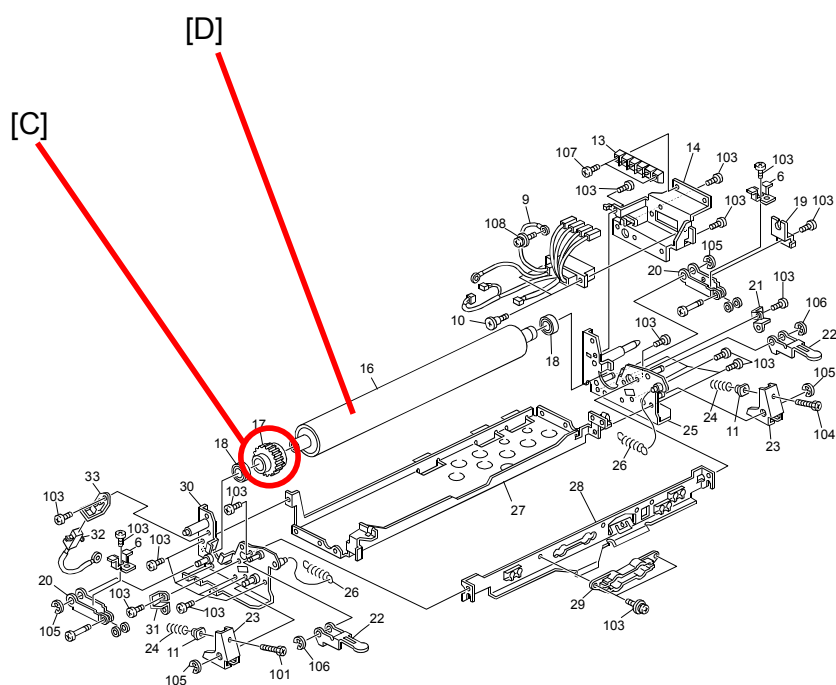
Date: 11-Apr-06

No.: RB132030

Parts Location (Parts Catalog page 112)



Parts Location (Parts Catalog page 114)



Model: Venus-C1		Date: 20-April-06	No.: RB132031
Subject: Patch Release for E-7000 V.1.0.1 (1.1.0)		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

For G815-01/02 machines only.

This RTB is the release note for Patch File 1.1.0.ps for Color Controller E-7000 system version 1.0.1.

The system will be updated from version 1.0.1 to version 1.1.0.

Patch File	Issue(s)
1.1.0.ps	- A print job set for punching at default is punched with 2 holes when the 2 and 4-hole Punch Unit is installed. - When the print job is made with Mixed Media settings, a beep is made and a pop-up alert message is displayed for a short time for each chapter. - Color text looks blurry on the printout. - Pictures are sometimes missing from *.ps and pdf prints.

Note:

Please confirm your E-7000 shows the version number “1.0.1” before installing.
If your E-7000 shows the number “1.0.0”, you should install “1.0.1.ps” patch first.

System V.1.0.0 + Patch 1.0.1.ps + Patch 1.1.0.ps = System V.1.1.0

Patch Update Procedure

- Print out the configuration page and confirm that the E-7000 shows the version number “1.0.1.” If the system is still V.1.0.0, install the 1.0.1.ps first.
- Extract the G8156841.exe until you get the 1.1.0.ps file.
- Import the patch file “1.1.0.ps” with CommandWorkstation to the “Print” queue.
- Wait at least 60 seconds. (This is very important.)
- Select “Shut Down” and then “Reboot System” on the operation panel, or execute a soft reboot from CommandWorkstation.
- Wait until the E-7000 has come to idle.
- Print out the configuration page.
Verify the Sever Info section on the configuration sheet.
It should show the version number “1.1.0”.

Model: Model V-C1	Date: 8-May-06	No.: RB132032
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Subject: SP table revision		Prepared by: H. Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

The Service Manual was changed as follows.

1. **Delete** SP6112-001 to 009 (Booklet Stapling Position Adjustment); pg. 5-137.
Note: This SP is only used for finishers connected to the Japan model. To adjust the booklet stapling position on the B700, use SP6126-001 to 009.

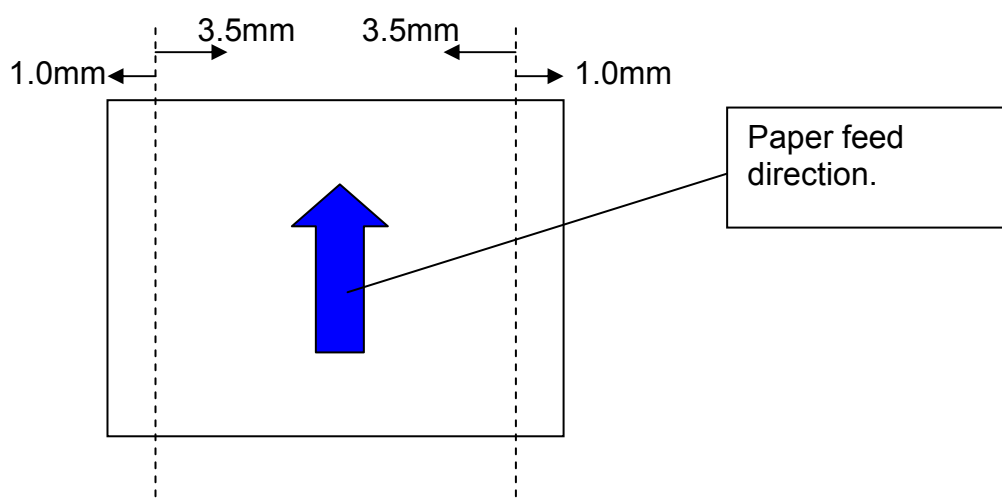
2. **Replace** the following description (delete "B701"):
Note: This is because the B701 finisher has no booklet function.

"These SPs adjust the position for booklet stapling with the 2000/3000-Sheet Finisher B700/~~B701~~. The initial setting is at "0" and can be adjusted in increments of 0.2 mm"

3. **Add** the following explanation for SP6109 (Adjust Staple Position of Corner Stapler).

Adjustable range: -3.5 to +3.5/0.5mm

Note: The paper feed direction must be as shown below.



Model: V-C1		Date: 11-May-06	No.: RB132033
Subject: Service Manual Revision		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

Service Manual Revision

- Add the following:

Section 5.5.2 COPIER SERVICE TABLES

9407	Environ Cntrl	
001	Environ Ctrl	Enables/disables the Peltier unit. [0 ~ 1 / 1] 0: Disabled 1: Enabled
004	Op Humidity	Factory Use Only. Do Not Touch in the field.
005	Stop Humidity	
006	Op On Time	
007	Op Off Time	

IMPORTANT:

- As a general rule, keep this SP mode **disabled**.
 Enable this SP mode **ONLY WHEN**:
 1. The temperature in the room is low, **and**
 2. There is condensation on the drum or charge roller, **and**
 3. The images on the printouts are blurred
- To enable the Peltier unit:
 1. Set this SP mode to a value of **1**, and
 2. Turn **OFF** the AOF function in User Program Mode.

Note: There are some environmental conditions that the Peltier unit needs to operate (for example: humidity of 60% or higher). If the Peltier unit does not operate after you do the above steps, it is because these conditions are not satisfied.
- When the AOF function is turned OFF, the machine is not in compliance with the Energy Star requirements.

Model: Model V-C1 Finisher	Date: 11-May-06	No.: RB700003
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Subject: Difference between SR980 and SR4000_Finishers		Prepared by: H. Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Important Information:

Differences Between the SR980 and SR4000

Overview

The Saddle Stitch Finisher SR4000, released for the MT-C3, can also be used with the V-C1. The SR980, the current finisher for the V-C1, was discontinued from production in February 2006. This RTB explains the differences between the SR980 and SR4000.

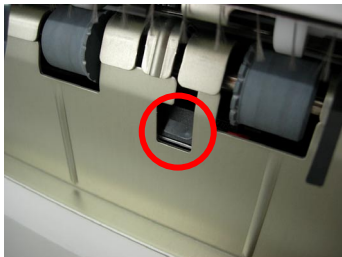
Note: The SR4000 supports Z-folding with the MT-C3, but it does not support Z-folding with the V-C1.

Model: Model V-C1 Finisher

Date: 11-May-06

No.: RB700003

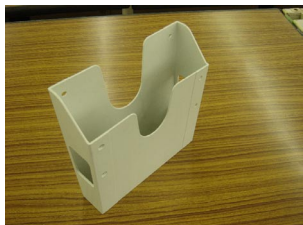
Differences Between the SR980 and SR4000

Item	SR980	SR4000
Proof tray full sensor	Photo interrupter type 	Optical reflection type 
Support plate for proof tray (Accessories)	 P/No. B4686515 (Before Dec. 2005 production)   P/No. B7006139 (Dec. 2005 production and later)  Important: Attach the B7006139 support plate on the proof tray as shown in this photo.	 P/No. B7006139  Important: Attach the B7006139 support plate on the proof tray as shown in this photo.

Model: Model V-C1 Finisher

Date: 11-May-06

No.: RB700003

Item	SR980	SR4000
Support plate for shift tray (Accessories)	(None)	 P/No. B7003425 Note: This plate is not used with the V-C1, because the SR4000 does not support Z-folding with the V-C1. This plate is only used with the MT-C3.
Accessory pocket (Accessories)	(None)	 P/No. B2231248 Important: Attach this pocket to the rear cover of the SR4000. Keep the support plates inside this pocket when they are not being used.
Firmware	The following firmware can be used with the SR980, SR4000 and SR970: Ver3.10 (P/N B7005521) or newer	

SR4000 Unique Service Parts

P/No.	Description	Qty	SR4000 Parts Catalog Page (index #)
AW010127	PAPER FEED SENSOR	1	7 (#2)
B2231248	OPERATING INSTRUCTIONS HOLDER	1	3 (#26)
B6742911	SURFACE OF PAPER SENSOR BRACKET	1	7 (#4)
B6742915	PROOF TRAY EXIT GUIDE PLATE	1	7 (#1)
B7003425	SHIFT TRAY	1	3 (#25)
B7005372	HARNESS - SENSOR	1	8 (#3)
B8042625	ROLLER:MM28	1	15 (#3)

Reissued: 15-May-07

Model: Model V-C1	Date: 7-Jun-06	No.: RB132034a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: WebDocBox		Prepared by: Y.Ikeda	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

Version	Program No.	Effective Date
<i>1.05</i>	<i>B1325754C</i>	<i>April 2007 production</i>
1.04	B1325754B	May 2006 production
1.03	B1325754A	1st Mass Production

Version	Modified Points or Symptom Corrected
<i>1.05</i>	<i>Minor bug correction.</i>
1.04	(Minor changes applied for the Japan model).
1.03	1st Mass production

Model: Model V-C1	Date: 7-Jun-06	No.: RB132035
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Subject: PUNCH UNIT INSTALLATION		Prepared by: H. Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☒ Service manual revision ☐ Retrofit information

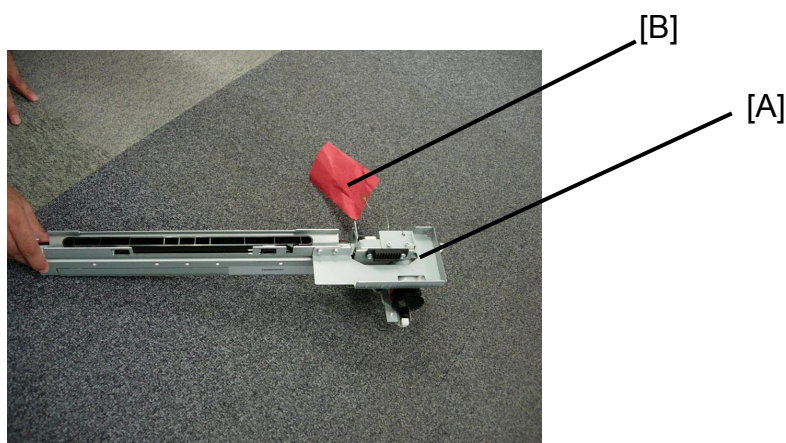
Correct your Service Manuals as follows:

- **Add** the following photograph

Note: The transportation retainer bracket [A] and its shipping tag [B] were added.

1.10 PUNCH UNIT (B702), pg. 1-74

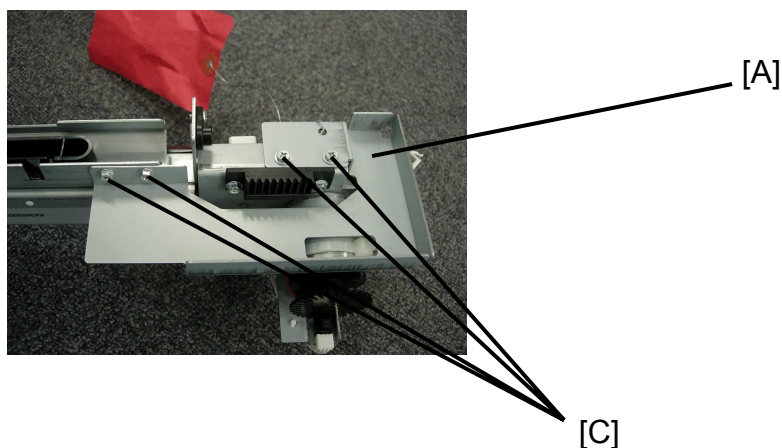
1.10.1 ACCESSORIES



- Add the sentence in **bold** below to Step 4.

1.10.2 INSTALLATION

4. **Remove the shipping retainer bracket [A] (screws [C]).** Move the punch unit along its rails into the finisher. Make sure that the pin engages correctly at the front and rear.



Reissued: 18-Jul-07

Model: Model V-C1	Date: 14-Jun-06	No.: RB132036b
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Subject: Firmware Release Note: Net_File		Prepared by: Y.Ikeda	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

Version	Program No.	Effective Date
2.00	B1325752E	August 2007 production
1.03	B1325752D	June 2006 production
1.02	B1325752C	May 2006 production
1.01	B1325752B	November 2005 production
1.00	B1325752A	1st Mass production

Version	Modified Points or Symptom Corrected
2.00	Symptom corrected: The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.26 or later) and NFA firmware (version 2.00 or later) need to be applied to fix this issue. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.25.1 or later - Websys firmware ver 1.05.1 or later - WebDocBox firmware ver 1.05 or later - NFA firmware ver 2.00 or later - Printer firmware ver 1.05 or later
1.03	- Fixed: DeskTopEditor For Production cannot configure staples for jobs that come from devices that have an SR970, SR980 or SR4000 finisher. - Fixed: Jobs stored using a Start Page number of more than 1000, cannot be printed via DeskTopBinder or DeskTopEditor For Production. The error message "Contains too many pages. Unable to process" will be displayed on the Client PC.
1.02	Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.

Reissued: 18-Jul-07

Model: Model V-C1	Date: 14-Jun-06	No.: RB132036b
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Version	Modified Points or Symptom Corrected
1.01	Following symptom is modified. 1. 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	1st Mass Production

Model: V-C1		Date:19-Jun-06	No.: RB132037
Subject: Combination of PTR and PTR lubricant bar		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☒ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

Important Note Regarding the Replacement of the PTR and PTR Lubricant Bar

- **Do not** install the following parts on the same machine:

B1326289 The **old PTR lubricant bar** in MB132011
B1326340 The **new PTR** in MB132016

If you do, an image problem on the rear side of the paper can occur.

Note: One way to help prevent this is to install the new PTR lubricant bar (B1326289) and new PTR (B1326340) **together as a set** on machines produced before the cut-in S/N listed on the last page. (When installing them for the first time).

See the following table:

	Old PTR (P/No. B1326250)	New PTR (P/No. B1326340)
Old PTR lubricant bar (P/No. B1326289)	OK	DO NOT USE together
New PTR lubricant bar (P/No. B1326330)	OK	OK

Model: V-C1

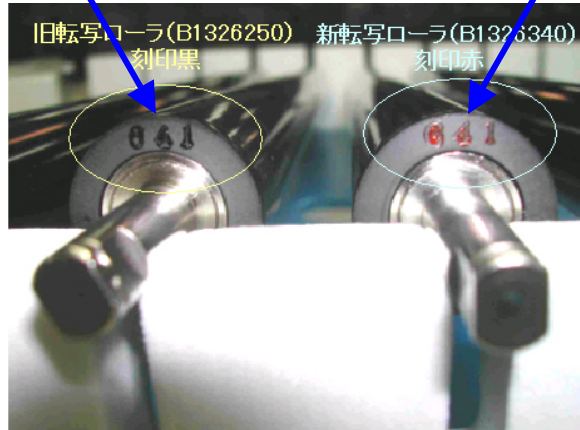
Date:19-Jun-06

No.: RB132037

How to distinguish between the old and new PTR (Paper Transfer Roller).

Old PTR (B1326250) has the lot number in black.

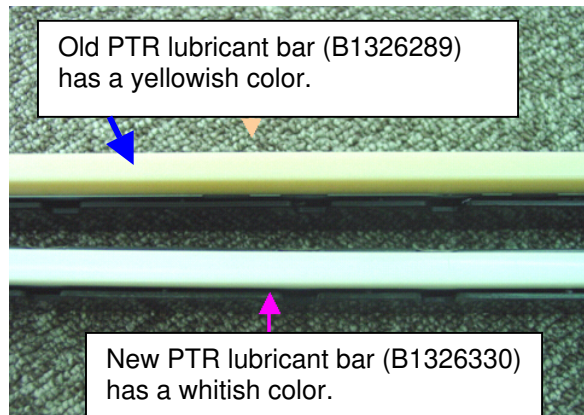
New PTR (B1326340) has the lot number in red.



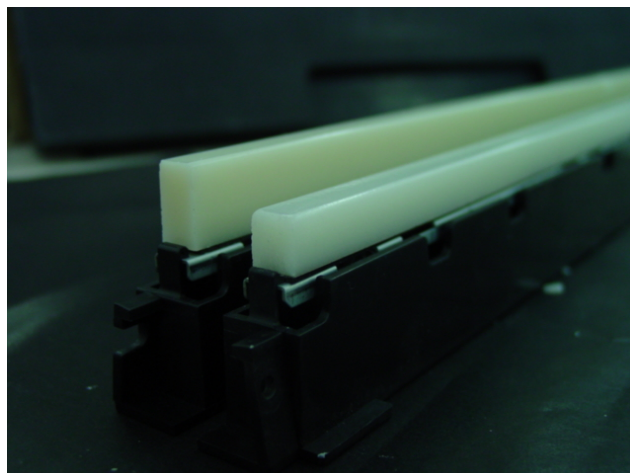
How to distinguish between the old and new PTR lubricant bar.

Old PTR lubricant bar (B1326289) has a yellowish color.

New PTR lubricant bar (B1326330) has a whitish color.



Old PTR lubricant bar (B1326289) is taller than new PTR lubricant bar (B1326330) when before use.



Model: V-C1	Date:19-Jun-06	No.: RB132037
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Cut-in Serial Numbers:

Model	V/Hz	Destination	Code	Serial Number
Aficio 3260C Savin C6045 Gestetner DSc460 Lanier LD160c	120V/60Hz	USA, Canada	B132-17	K5960500043
Nashuatec DSc460 Gestetner DSc460 Rex Rotary DSc460	220-240V/50Hz,60Hz	Europe, etc.	B181-22	L2160500037
Lanier LD160c	220-240V/50Hz,60Hz	Europe, etc.	B181-24	L21606XXXXX
Infotec ISC4560	220-240V/50Hz,60Hz	Europe, etc.	B181-26	6L6066XXXX
Aficio 3260C	220-240V/50Hz,60Hz	Europe, etc.	B181-27	L2160500204
Aficio Color 5560 Savin SDC555 Gestetner CS555 Lanier LC155	120V/60Hz	USA, Canada	B200-17	K6060500001
Nashuatec CS555 Gestetner CS555 Rex Rotary CS555	220-240V/50Hz,60Hz	Europe, etc.	B200-22	K6060500089
Lanier LC155	220-240V/50Hz,60Hz	Europe, etc.	B200-24	K60606XXXXX
Infotec ISC5560	220-240V/50Hz,60Hz	Europe, etc.	B200-26	6L7066XXXX
Aficio Color 5560	220-240V/50Hz, 60Hz	Europe, etc.	B200-27	K6060500150

Model: Model V-C1	Date: 21-Jun-06	No.: RB132038
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Subject: Firmware Release Note: Security Module		Prepared by: H. Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
3.08	B7376535B	June 2006 production
3.07	B7376535A	August 2005 production

Version	Modified Points or Symptom Corrected
3.08	<i>Fixed: The SSL/TLS rollback vulnerability.</i>
3.07	Following modifications have been applied. 1. DESS option supports 256-bit encryption from this version. 2. Modified following problem: "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."

Model: Model V-C1	Date: 26_Jun_06	No.: RB132039
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Subject: Firmware Release Note: Language		Prepared by: H. Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
3.83	<i>B1325459</i>	<i>June 2006 production</i>
3.82	B1325457	1st Mass production.

Version	Modified Points or Symptom Corrected
3.83	<i>Symptom corrected: Wording errors in German, Russian, Spanish and Hungarian.</i>
3.82	1st Mass production.

Model: Model V-C1	Date: 26_Jun_06	No.: RB132040
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Subject: Firmware Release Note: LCDC-NA		Prepared by: H. Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
1.10	B1325452A	June 2006 production
1.08	B1325452	1st Mass production.

Version	Modified Points or Symptom Corrected
1.10	Symptom corrected: Wording corrections (Spanish): Incorrect: Tipo de escaneo correct: Tamano escaneo Incorrect: Asignacion estatica correct: Ambito
1.08	1st Mass production.

Reissued: 27-Dec-07

Model: Model V-C1	Date: 12-Mar-07	No.: RB132041c
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RTB Reissue

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

Subject: Firmware Release Note: Engine		Prepared by: Y.Ikeda	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ()		

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

Version	Program No.	Effective Date
<i>1.23.0:08</i>	<i>B1325402T</i>	<i>January 2008 Production</i>
1.22.0:08	B1325402S	March 2007 Production
1.21.0:08	B1325402R	August 2006 Production
1.20.2:08	B1325402Q	July 2006 Production
1.18.0_08	B1325402P	November 2005 Production
1.17.0_08	B1325402N	October 2005 Production
1.16.0	B1325402M	July 2005 Production
1.15.0	B1325402L	July 2005 Production
1.13.2	B1325402K	June 2005 Production
1.13.0	B1325402J	May 2005 Production
1.12.0	B1325402H	April 2005 Production

Version	Modified Points or Symptom Corrected
<i>1.23.0:08</i>	<i>Symptom corrected:</i> <i>The position of CMY colors was not adjusted for Bk color if an odd value was set in the first decimal place of the main scan width.</i> <i>The formula for calculating the main scan width has now been fixed.</i>
1.22.0:08	1. Countermeasure for Hot roller Damage. Change the initial values of the SP below. (related document: RB132049a) 1-105-036: 145-> 135 1-105-037: 150-> 140 1-105-038: 142-> 127 1-108-016: 100.0-> 60.0 1-202-011: -50-> -40 1-107-006: 0-> 1 2-307-006: 3-> 0 1-200-006: 30-> 40 1-200-008: 25-> 35

Reissued: 27-Dec-07

Model: Model V-C1		Date: 12-Mar-07	No.: RB132041c
Version	Modified Points or Symptom Corrected		
	2. Symptom corrected: The toner drips on the prints		
1.21.0:08	From this version, Plockmatic/GBC can be used. To support the Plockmatic/GBC, install the following firmware. -Engine v1.21.0:08 (B1325402R) or newer. -System/Copy v1.23.1(B1325750M) or newer Important: This version still contains following limitations. 1. Wrong error message on V-C1 operation panel when GBC Stream Punch door is/was opened, which could cause a paper jam. If this occurred, please close the door of GBC Stream Punch. 2. Wrong communication when V-C1 is switched on/off, goes to sleep mode or wakes up, leads to wrong error message (Clear Misfeed) appears on operation panel of Plockmatic BK5010. If this occurred, please open and close the door of Plockmatic BK5010.		
1.20.2:08	Symptom corrected: 1.Poor fusing sometimes occurs when the PS printer driver or EFI PS printer driver is used. Note: See RTB #RB132020a for the procedure. Important: To apply this change, install the following firmware: - Engine v1.20.2:08 (B1325402Q) or newer, AND - System/Copy v1.23.1 (B1325750M) or newer. 2. SC543 sometimes occurs if the bypass tray runs out of paper. Note: When using System_Copy versions v1.21 or older, this SC was incorrectly displayed as SC992. Important: To apply this change, install the following firmware: - Engine v1.20.2:08 (B1325402Q) or newer, AND - System/Copy v1.22 or newer.		

Reissued: 27-Dec-07

Model: Model V-C1		Date: 12-Mar-07	No.: RB132041c
Version	Modified Points or Symptom Corrected		
1.18.0_08	1.Upper limit range of Vpp for the drum charge roller has been increased to improve the reliability. 2.Paper feeding out tray change (from shift tray to proof tray)timing has been changed from 700ms to 1200ms to improve the reliability against the paper jam for the SR970/SR980 finisher.		
1.17.0_08	Following symptoms have been corrected. (1) If the staple job is interrupted by the print job, whose output tray is different from the staple job, the staple job does not start again and the paper remains inside the staple tray. (2) SC534 appears after the Output Check of duplex exit fan.		
1.16.0	The reliability for Potential Sensor Error: SC43* (* = 2 to 9) has been modified.		
1.15.0	System Stop Ctrl Setting SP (SP9405) has been added.		
1.13.2	The reliability for the Copy Connector Kit has been increased. NOTE: This firmware should always be updated with System/Copy(B1325750E), whose version is 1.16 or newer as a set. Otherwise image quality problem of paper transfer may occur.		
1.13.0	Process Control Self-check program has been modified to increase the reliability.		
1.12.0	Time, which takes from energy saver mode to ready condition has been corrected from 10 to 1 second.		

Model: V-C1		Date: 2-Aug-06	No.: RB132042
Subject: Heating Roller, Fusing Belt, Hot Roller		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

Assembly Procedure for the Heating Roller, Fusing Belt, and Hot Roller

The following procedure was added to Section 3 of the Service Manual (**3.9.12 HEATING ROLLER, FUSING BELT, HOT ROLLER**)

HEATING ROLLER, FUSING BELT HOT ROLLER ASSEMBLY

1. Attach the Fusing Belt [12] and Hot Roller [13].
2. Attach the Lock rings [9], Shaft bearings [10] and Gears [11] to the front and rear of the heating roller.

Important: Make sure the bearing flange is on the **outside**.

3. Attach the heating roller [8] (**Length [A] > [B]**).
4. Attach the Lock rings [5], Bushings [6] and Bearings [7] to the front and rear of the heating roller.

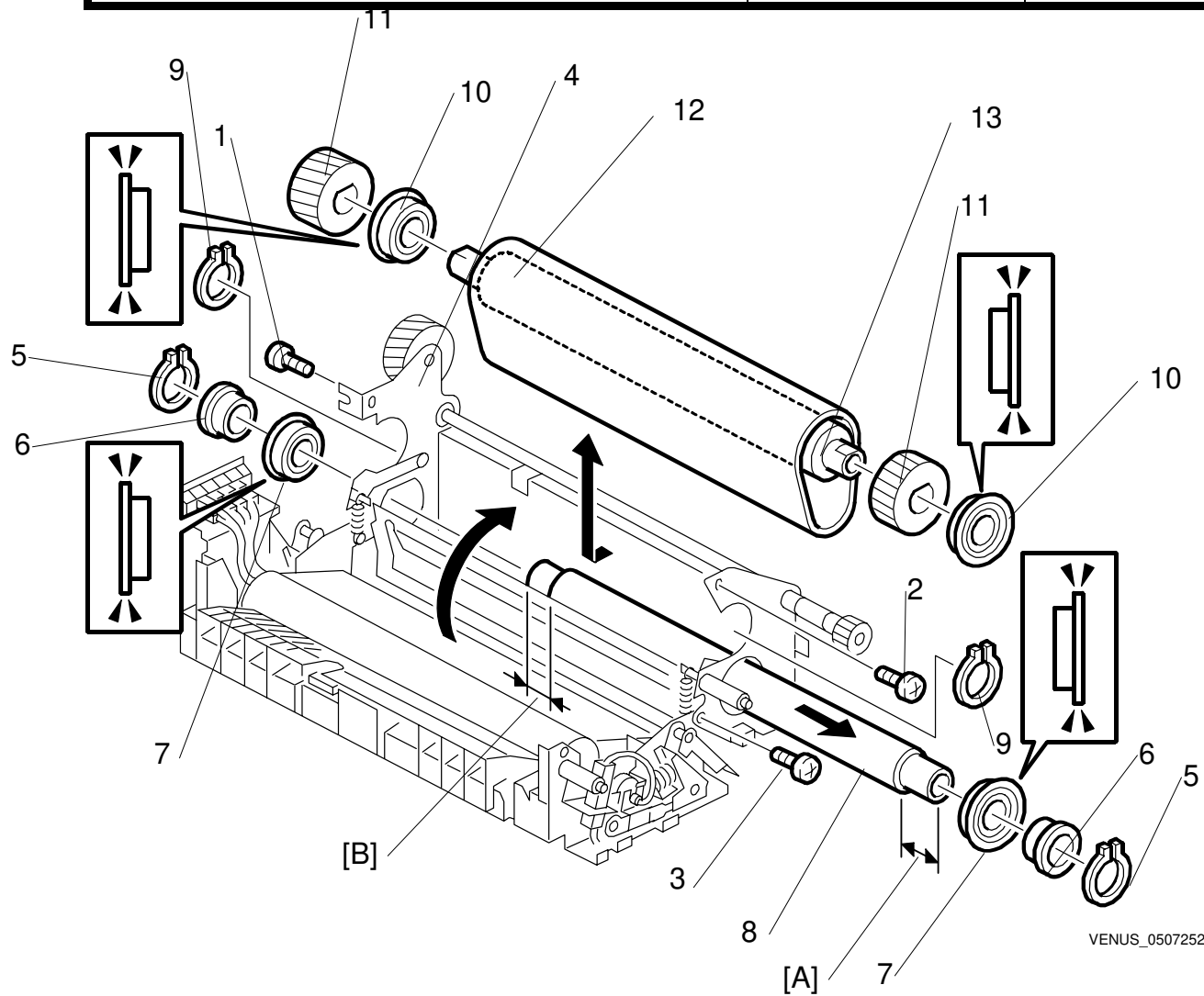
Important: Make sure the bearing flange is on the **outside**.

5. Rotate the frame [4] to the left.
6. Tighten the three screws [1], [2], [3].

Model: V-C1

Date: 2-Aug-06

No.: RB132042



Reissued: 21-Dec-07

Model: Model V-C1	Date: 13-Dec-06	No.: RB132043c
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RTB Reissue

The items in ***bold italics*** were changed.

Subject: Necessary condition of V-C1 for Plockmatic/GBC		Prepared by: Y.Ikeda	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☒ Service manual revision ☐ Retrofit information

This RTB shows you the necessary firmware and other requirements for using the Plockmatic SR90+/BK5010 and GBC Stream Punch III with Model V-C1

1. Plockmatic SR90+ or BK5010

Plockmatic	Finisher	Finisher Adapter	Requirements (V-C1)
SR90+	SR841 (B706-17/26)	Type-A (B698-01)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08 (B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Install Finisher Adapter Type-A on SR841 2. Install ROM v2.08 (B6985820) : available as service parts) or newer (not the ROM included with Finisher Adapter Type-A).
BK5010	SR842 (B706-37/46)	Type-A (B698-01)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08 (B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Install Finisher Adapter Type-A on the SR842. 2. Install ROM v2.08 (B6985820) or newer, not the ROM included with the Finisher Adapter Type-A.
	SR842 (B706-37/46)	Type-B (B698-02)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08 (B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Install Finisher Adapter Type-B on SR842. 2. Install ROM v2.08 (B6985820) or newer. Check the version of ROM included with Finisher Adapter Type-B.

Reissued: 21-Dec-07

Model: Model V-C1	Date: 13-Dec-06	No.: RB132043c
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Plockmatic	Finisher	Finisher Adapter	Requirements (V-C1)
BK5010	SR841 (B706-17/26)	Type-A (B698-01) / Type-B (B698-02)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08(B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Remove the SR841 main board and replace it with the SR842 main board (B7065200: available as service parts). 2. Install Finisher Adapter Type-B on the SR841 (including ROM v2.08 (B6985220). or 2. Install Finisher Adapter Type-A on the SR841. 3. Install ROM v2.08 (B6985820) or newer, not the ROM included with the Finisher Adapter Type-A.

Important:

- If the customer uses the Plockmatic with the Printer function, upgrade the Printer firmware to Printer: **v1.04** (B7376540D) or newer.
- If the customer uses the Plockmatic with the EFI controller, install the appropriate patch.
Note: The release dates of the EFI patch have not yet been set.
- **Install the following two parts to upgrade the SR841 to the functionality of the SR842:**
 - PCB:MAIN CONTROL (#B7065200)
 - ROM v2.08 (B6985820) or newer

Important:

- *Even though "B6985220" is printed on the ROM included in Finisher Adapter Kit Type-B, the correct P/N for ordering this ROM is B6985820.*
- *To connect the Plockmatic BK5010 on a machine that uses Finisher Adapter Kit Type-A, simply replace the adapter ROM with P/N B6985820.*

Reissued: 21-Dec-07

Model: Model V-C1	Date: 13-Dec-06	No.: RB132043c
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2. GBC Stream Punch III

GBC	Finisher	Finisher Adapter	Necessary Condition on V-C1
Stream Punch III	SR841 (B706-17/26)	Type-A (B698-01)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08 (B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Install ROM v2.08 (B6985820) or newer.
	SR842 (B706-37/46)		
	SR841 (B706-17/26)	Type-B (B698-02)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08 (B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Install ROM v2.08 (B6985820) or newer. Note: The ROM v2.08 may be included with the Finisher Adapter Type-B.
	SR842 (B706-37/46)		

Reissued: 21-Dec-07

Model: Model V-C1	Date: 13-Dec-06	No.: RB132043c
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3. GBC Stream Punch III and Plockmatic BK5010 at the same time

GBC	Plockmatic	Finisher	Finisher Adapter	Necessary Condition on V-C1
Stream Punch III	BK5010	SR842 (B706-37/46)	Type-A (B698-01)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08(B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Install Finisher Adapter Type-A on SR842 2. Install ROM v2.08 (B6985820) or newer, and not the ROM included with the Finisher Adapter Type-A.
			Type-B (B698-02)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08(B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Install ROM v2.08 (B6985820) or newer. Note: ROM v2.08 may be included with the Finisher Adapter Type-B.
		SR841 (B706-17/26)	Type-A (B698-01) / Type-B (B698-02)	Venus-C1 firmware requirements 1. Install Engine: v1.21.0:08(B1325402R) or newer 2. Install System_Copy: v1.23.1 (B1325750M) or newer Important: Update this firmware together as a set. Other requirements. 1. Remove the SR841 main board and replace it with the SR842 main board (B7065200: available as service parts). 2. <i>Install Finisher Adapter Type-B on the SR841 (including ROM v2.08 (B6985220).</i> <i>or</i> 2. <i>Install Finisher Adapter Type-A on the SR841.</i> 3. <i>Install ROM v2.08 (B6985820) or newer, not the ROM included with the Finisher Adapter Type-A.</i>

NOTE both for Plockmatic and GBC:

Engine firmware: **v1.21.0:08**(B1325402R) still contains the following problems, but these are limitations at this moment.

1. Wrong error message on the V-C1 operation panel when the GBC Stream Punch door is/was opened, which could cause a paper jam. If this occurred, please close the door of the GBC Stream Punch.

Reissued: 21-Dec-07

Model: Model V-C1

Date: 13-Dec-06

No.: RB132043c

2. Wrong communication when the V-C1 is switched on/off, goes to sleep mode or wakes up, leads to the wrong error message (Clear Misfeed) on the operation panel of the Plockmatic BK5010. If this occurred, please open and close the door of the Plockmatic BK5010.

Install the following two parts to upgrade the SR841 to the functionality of the SR842:

- **PCB:MAIN CONTROL (#B7065200)**
- **ROM v2.08 (B6985820) or newer**

Model: V-C1		Date: 5-Sep-06	No.: RB132044
Subject: Interlock Guide on Tandem Tray		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Improve the reliability)	

Parts Addition Information

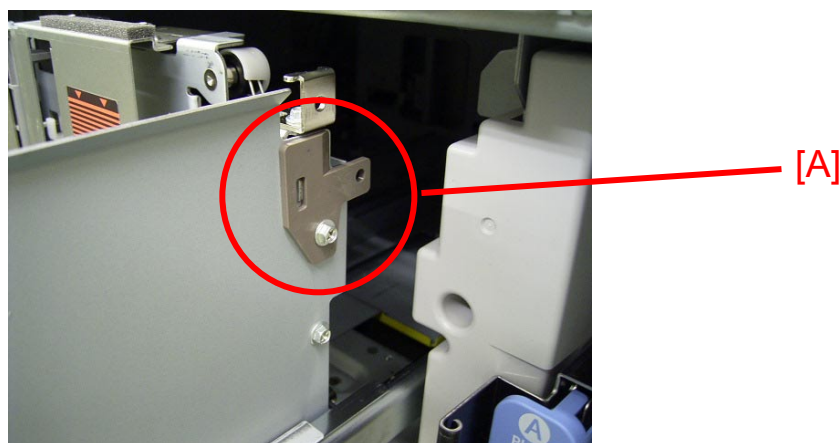
A Tandem Tray Interlock Guide [A] was added to V-C1 machines from August 2006 production (cut-in serial numbers are listed in last page).

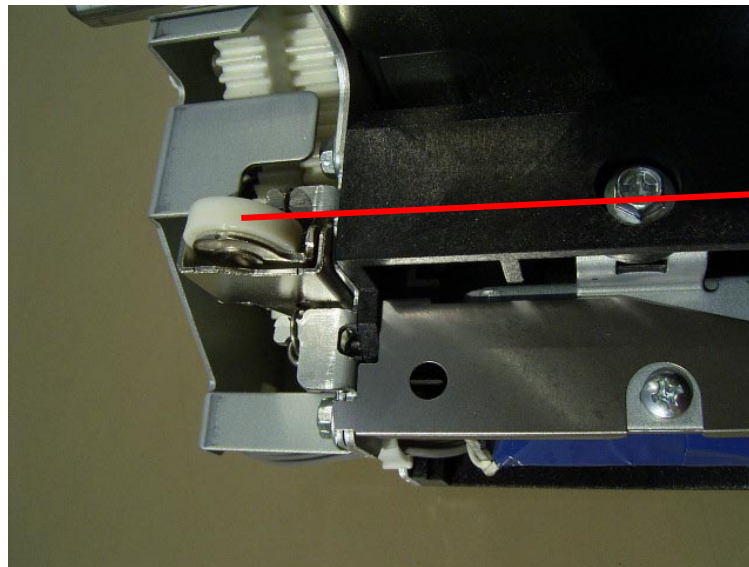
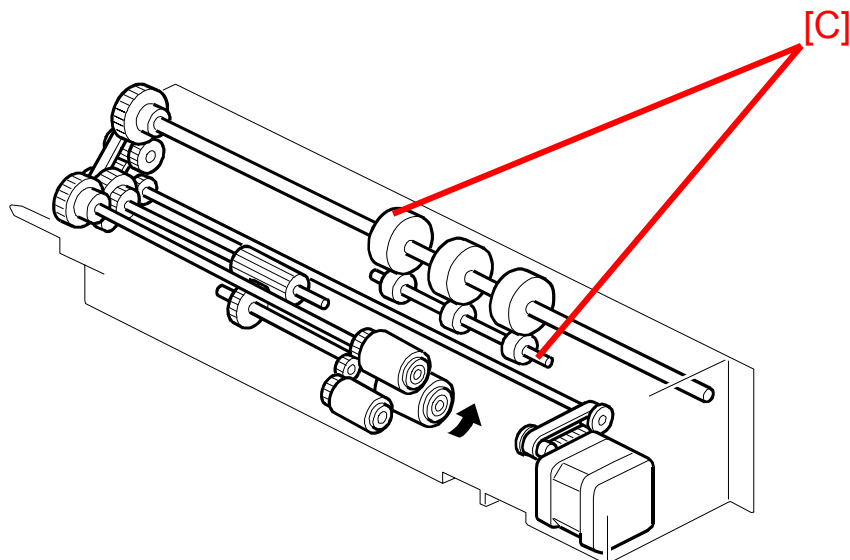
Reason this part was added:

To eliminate the gap between the pair of grip rollers [C]. This improves the paper feed performance from the tandem tray.

Note:

- The interlock guide presses the part [B] of paper feed unit. When the part [B] is pressed, the pair of grip rollers [C] contacts more firmly through the mechanism in paper feed unit.
- A Tandem Tray Interlock Guide [A] has been already listed in the original Parts Catalog (B0656672, #19 on pg. 62), but this **was** a Parts Catalog mistake. However, this new part is used on actual machines that are assembled from August 2006. Therefore, you do not have to correct the parts catalog.




[B]

[C]
Note for when installing the B133-03: A3/11"x17" Tray Type 2105

If you install this option on the V-C1, first remove the Tandem Tray Interlock Guide [A] from the standard tandem tray. Then, attach the Tandem Tray Interlock Guide [A] to the A3/11"x17" Tray Type 2105 in the same position.

Important: Use the same screw.

Model: V-C1

Date: 5-Sep-06

No.: RB132044

Cut-in S/N for the Tandem Tray Interlock Guide

Model	V/Hz	Destination	Code	Serial Number
Aficio 3260C Savin C6045 Gestetner DSc460 Lanier LD160c	120V/60Hz	USA, Canada	B132-17	K5960800001
Nashuatec DSc460 Gestetner DSc460 Rex Rotary DSc460	220-240V/50Hz,60Hz	Europe, etc.	B181-22	L2160800030
Lanier LD160c	220-240V/50Hz,60Hz	Europe, etc.	B181-24	L21609XXXXX
Infotec ISC4560	220-240V/50Hz,60Hz	Europe, etc.	B181-26	6L60860008
Aficio 3260C	220-240V/50Hz,60Hz	Europe, etc.	B181-27	L2160800114
Aficio Color 5560 Savin SDC555 Gestetner CS555 Lanier LC155	120V/60Hz	USA, Canada	B200-17	K6060800001
Nashuatec CS555 Gestetner CS555 Rex Rotary CS555	220-240V/50Hz,60Hz	Europe, etc.	B200-22	K6060800071
Lanier LC155	220-240V/50Hz,60Hz	Europe, etc.	B200-24	K60608XXXXX
Infotec ISC5560	220-240V/50Hz,60Hz	Europe, etc.	B200-26	6L70860001
Aficio Color 5560	220-240V/50Hz, 60Hz	Europe, etc.	B200-27	K6060800121

Reissued: 28-Nov-06

Model: V-C1	Date: 13-Oct-06	No.: RB132045a
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RTB Reissue
The step in bold italics has been revised.

Subject: Nip Width Adjustment		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other (Improve the reliability)	☐ Action required ☒ Service manual revision ☐ Retrofit information

This RTB shows you how to measure and adjust the nip width.

Important: If a finisher is installed on the machine, remove it before you begin these procedures.

Measuring the Nip Width

1. Load one OHP sheet ("3M PP2500 Transparency Film") in the bypass tray.
2. Turn OFF "Paper Type Detect " and "Double Feed Detect" for the bypass tray.

Note: See Technical Service Bulletin RB132005.

3. Make sure the following SP modes are set to their defaults.

SP1111-002 (Stop Time) Default: 60

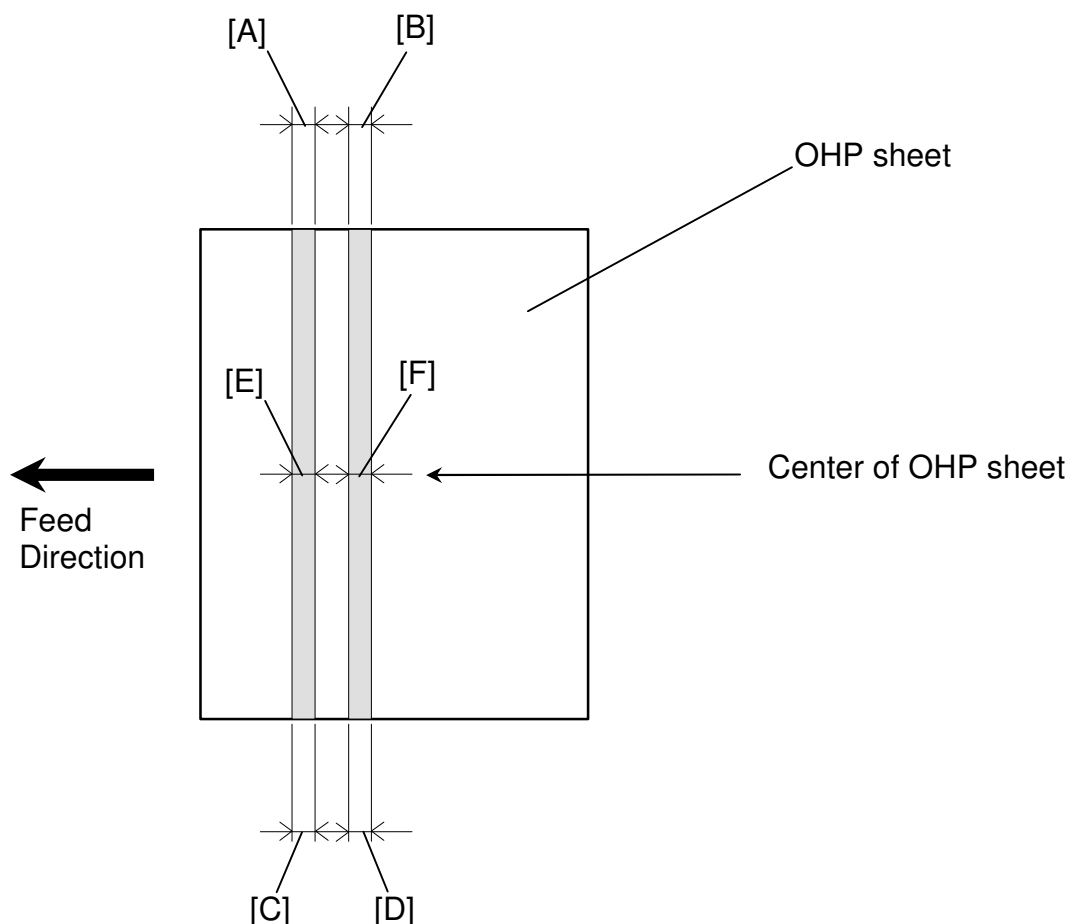
SP1111-003 (Stop Interval) Default: 200

4. Do SP1111-001 (Nip Width Mode – Execute).

Reissued: 28-Nov-06
Model: V-C1
Date: 13-Oct-06
No.: RB132045a

5. Measure the nip width on the OHP sheet and make sure it is within specification.

Note: See **Nip Width Specifications** below.



Nip Width Specifications

All of the following must be true.

1. $([E] + [F]) / 2 = 11.1 \pm 0.3\text{mm}$

and

2. The difference between [A] and [C] is **0.5mm or smaller**

and

3. The difference between [B] and [D] is **0.5mm or smaller**

Reissued: 28-Nov-06

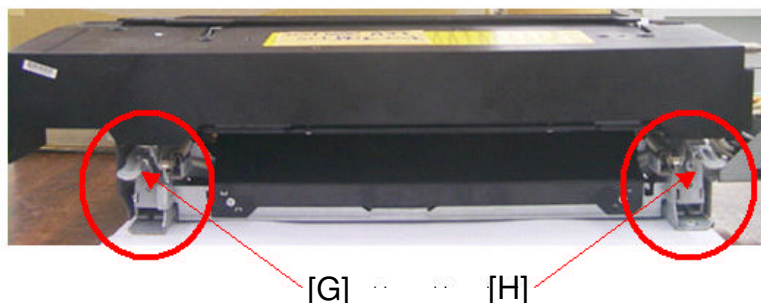
Model: V-C1

Date: 13-Oct-06

No.: RB132045a

Adjusting the Nip Width

1. Remove the fusing unit from the copier and place it on the table.



2. Make sure the pressure levers ([I], [J]) are in the **upper position** as shown in Photo A.

Note: If the levers are not in the upper position, pressure will not be applied between the fusing belt and pressure roller.

Photo A: **OK**

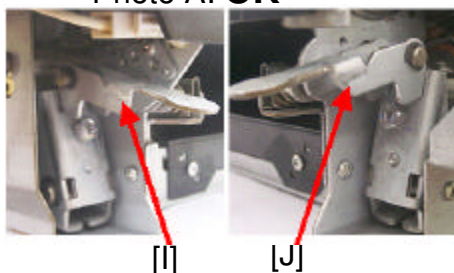
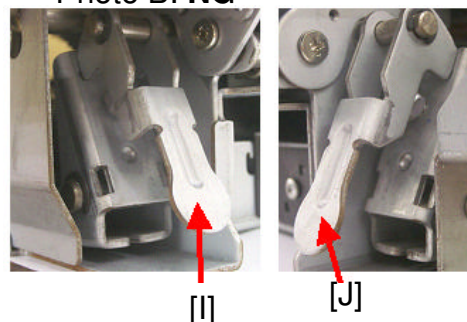


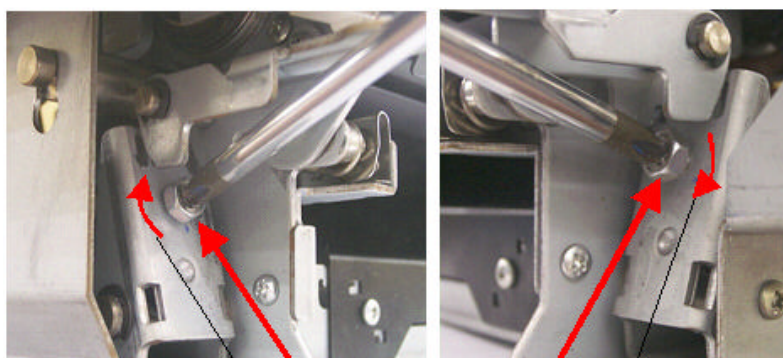
Photo B: **NG**



3. Turn screws [G] and [H] to bring the nip width to within specification.

- To **increase** the nip width, turn the screws **clockwise**.
- To **decrease** the nip width, turn the screws **counter-clockwise**.

Note: One turn of the screw changes the nip width about 0.3mm



Clockwise direction

[G]

[H]

Clockwise direction

Model: Venus-C1		Date: 11-October-06	No.: RB132046
Subject: Patch Release for E-7000 V.1.1.0 (1.2.0)		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB is the release note for Patch File 1.2.0.ps for Color Controller E-7000 system version 1.2.0.

The system will be updated from version 1.1.0 (or 1.1.0R) to version 1.2.0.

System V.1.2.0 = System V.1.0.0 + Patch 1.0.1.ps + Patch 1.1.0.ps + **Patch 1.2.0.ps**

or

System V.1.2.0 = System V.1.1.0R + **Patch 1.2.0.ps**

Patch File	Issue(s)
1.2.0.ps	• Job tab is missing in Fiery Spooler Overriding Job Option Setting (OS9). • Plate shift occurs when Bypass Tray Setting Priority was set to "Driver Command". • When Tray Full is indicated, printing does not restart after removing paper from the copy tray. • Invalid separation in Overprint Selection. • The output color is unstable when performing ColorCal repeatedly. • E-7000 does not Booklet Finish with Legal paper (8.5" x 14"). • MIB: The wrong value is set for ricohQueJob. • Post-rastered jobs show the same file size as the held jobs on the E-7000. • Printed image gets shifted and then paper jam occurred when printing large data. • Missing pictures in PDF file with top binding /open to left setting. • LDAP does not work on LCD.

Note:

1. This patch can be applied on E-7000 system V.1.1.0 or V.1.1.0R.
2. When the system is upgraded to V.1.2.0, ask your customer to use the printer driver v.1.2.0 or later (which is provided via Web site).

Model: Venus-C1

Date: 11-October-06

No.: RB132046

Patch Update Procedure

1. Print out the configuration page and confirm that the E-7000 shows the version number "1.1.0." or "1.1.0R"
If the system is still V.1.0.0, or V.1.0.1, upgrade the system to V.1.1.0 / V.1.1.0R first.
2. Extract the G8156850.exe until you get the 1.2.0.ps file.
3. Import the patch file "1.2.0.ps" with CommandWorkstation to the "Print" queue.
4. Wait at least 60 seconds. (This is very important.)
5. Select "Shut Down" and then "Reboot System" on the operation panel, or execute a soft reboot from CommandWorkstation.
6. Wait until the E-7000 has come to idle.
7. Print out the configuration page.
Verify the Sever Info section on the configuration sheet.
It should show the version number "1.2.0".

Model: V-C1		Date: 28-Nov-06	No.: RB132047
Subject: SP5-979		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

The following SP mode was added.

GBC Unit Set [SP5-979]

0: Off (GBC Unit Not Installed)

1: On (GBC Unit Installed)

Important: Set this SP mode to “1” when you install the GBC unit.

Reissued: 14-Dec-06

Model: V-C1	Date: 8-Dec-06	No.: RB132049a
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RTB Reissue

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

Subject: Fusing Roller Damage		Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

SC520 (Fusing/Exit Motor error), SC548 (Heating roller thermistor 2 error 2) or a fusing jam occurs.

CAUSE

The fusing roller stays in standby for a long time, which causes the rubber layer to deteriorate and eventually break.

Note: Sometimes, the damage to the fusing roller causes damage to the fusing belt, stripper pawls and/or thermistors.

SOLUTION

At the next service visit, set the standby temperature to a lower value. This can increase the lifetime of the roller.

See the procedure below.

Important: To minimize occurrence of the symptom even more, set the Energy Saver timer to the default (15 minutes) or a lower value. This will minimize the standby time, which will help to decrease roller deterioration.

Reissued: 14-Dec-06

Model: V-C1	Date: 8-Dec-06	No.: RB132049a
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Setting the standby fusing temperature to a lower value

1. Set the SP modes below to the values in the “Set to” column.

SP Number	Set to:	Default:	Display
1-105-036	135	145	Hot Roll Sensor / Wait Temp: Norm
1-105-037	140	150	Hot Roll Sensor / Wait Temp: Low
1-105-038	127	142	Hot Roll Sensor / Wait Temp: High
1-108-016	60	100	Htg Roll Lamp2 / Wait Time
1-202-011	-40	-50	Hot Roller / Energy Save 2

Note: The first print time will increase by about 2 seconds.

2. If the customer is using paper between **90g – 126g**, do #1 above and **also** enable “Middle Thick Mode” in SP/UP mode:

1. Make sure the following firmware is installed:

Engine: **v1.20.2_08** (B1325402Q) **or newer**

System/Copy: **v1.23** (B1325750M) **or newer**

2. Change the SP/UP modes below to the values in the “Set to” column.

Note: See the next page and RTB #Rb132020a for more details on how to do these settings.

Enabling Middle Thick Mode in SP mode:

SP Number	Set to:	Default	Display
1-107-006	1	0	Mode Shift / Feed Norm Temp
2-307-006	0	3	Set Ptype Link Special Paper
1-200-006	40	30	1st CPM Down / CPM Norm / Hi: FC
1-200-008	35	25	1st CPM Down / CPM Low Temp: FC

Enabling Middle Thick Mode in UP mode:

User Tool	Set to:	Default	Notes:
Paper Type	Special Paper	No display	See “Method “1” below
Paper Thickness	Normal	Normal	See “Method “2” below

Reissued: 14-Dec-06

Model: V-C1

Date: 8-Dec-06

No.: RB132049a

How to do the UP settings:**Method 1:**

Select "Special Paper" for the tray that you want to set to Middle Thick Mode.

User Tools → System Settings → Tray Paper Settings →
Paper Type: TrayXX (XX: tray number): Special Paper

Note:

- This setting can be done for each tray independently.
- This setting does not change when the main power is turned OFF/ON.

Method 2:

Select "Special Paper" for the tray that you want to set to Middle Thick Mode.

User Tools → System Settings → Tray Paper Settings → Paper Thickness Setting
→ "Normal (72-126g/m2)"

Note:

- The first print time will increase by about 4 seconds.
- If a fusing problem occurs, do the SP mode changes mentioned in RTB #Rb132020a.

Reissued: 15-May-07

Model: Venus-C1	Date: 14-Dec-06	No.: RB132050a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Web Support)		Prepared by: Y. Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	C. SUM	Effective Date
<i>1.05.1</i>	<i>B1325753E</i>	-	<i>April 2007 production</i>
1.04	B1325753D	-	November 2006 production
1.03	B1325753C	-	September 2005 production
1.02	B1325753B	-	April 2005 Production

Version	Symptom Corrected
<i>1.05.1</i>	<i>Symptom corrected:</i> <i>1. Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</i> <i>2. Attempting to configure an IPP Authentication password of 8 two-byte numeric digits will cause the device's web service to stall.</i>
1.04	Other changes: Supports the new Ricoh logo.

Reissued: 15-May-07

Model: Venus-C1		Date: 14-Dec-06	No.: RB132050a
Version	Symptom Corrected		
1.03	1. The following settings have been added to WIM [Configuration->Device Settings->System]: 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 These settings can only be seen if all 3 of NIB firmware Ver 4.17(Part#B1325751C) or newer + System Copy firmware Ver1.17 (Part#B1325750F) or newer + Websys firmware Ver 1.03(Part#B1325753C) or newer have been applied as a set to the device. 2. The device now supports the ROM update function via WIM. [Configuration->ROM Update] 3. Some menu items in WIM are improperly labelled. 1. SSL settings in German. 2. Administrator Authentication Management in Czech 4. LDAP Authentication does not work if c		
1.02	1st Mass Production		

Reissued:18-Jan-07

Model: V-C1	Date: 20-Dec-06	No.: RB132051a
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RTB Reissue

The items in ***bold italics*** were changed.

Subject: Necessary condition of V-C1 for PS option and SDK applications		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ()	

Important Information: Using Type-2 (Java-based) SDK Applications on the V-C1

- ***The following limitations exist when using Type-2 (Java-based) SDK applications on the V-C1.***

Note: This information is described in the “Important Description” provided with Type-2 SDK applications.

- 1. PDF/PS emulations and PS fonts cannot be used together with Type-2 SDK applications***
- 2. Xlet and Servlet applications cannot be used at the same time.***

- ***To overcome these limitations, install both of the following:***

- 1. Firmware: System_Copy: v1.22 (B1325750L) or newer***
- 2. Memory: Optional Memory Unit Type C 256MB, EDP Code 400718***

Note: See the procedure on the next page.

Reissued:18-Jan-07

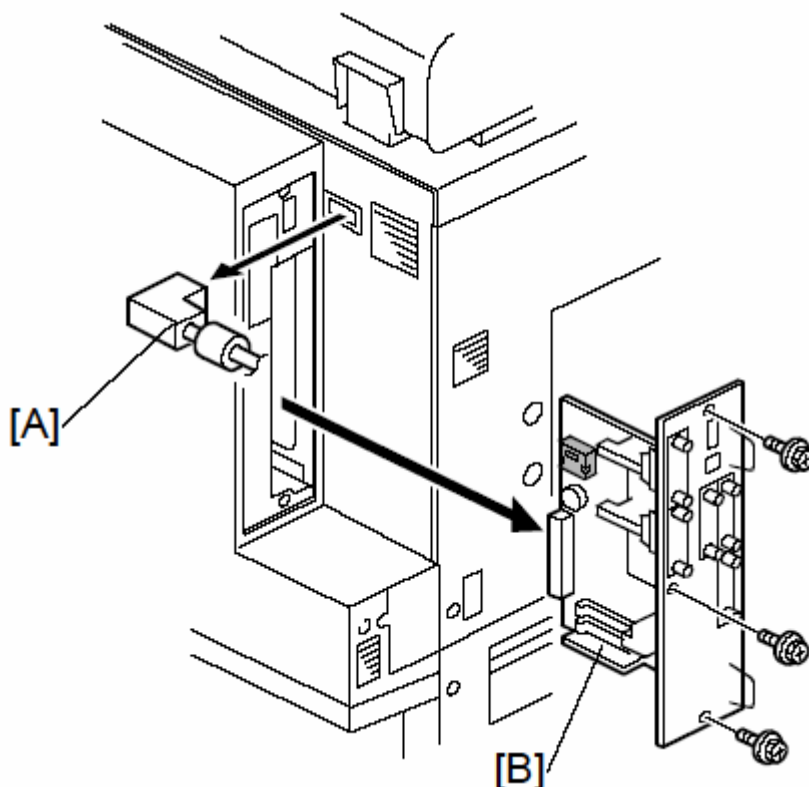
Model: V-C1

Date: 20-Dec-06

No.: RB132051a

Installation Procedure for the Memory Unit Type C 256MB

1. Disconnect the ARDF cable [A].
2. Remove the Printer/Scanner control board [B] (three screws).
3. If PCB:SDRAM-DIMM:128MB is already inserted in RAM slot CN501 on the Printer/Scanner controller board, remove PCB:SDRAM-DIMM:128MB.
4. Connect the PCB:SDRAM-DIMM:256MB (**Memory Unit Type C 256MB; EDP Code 400718**) into RAM slot CN501 on the Printer/Scanner controller board.
5. Reattach the Printer/Scanner control board [B] (three screws).
6. Connect the ARDF cable [A].



Model: V-C1		Date: 10-Jan-07	No.: RB132052
Subject: SP2181-30 Error		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

The Service Manual was changed as follows.

Add the following codes to the table in section 4.2.1.

Code	Error	Problem	Recovery
60	Communication err.	Communication err	Turn off and turn on the main switch.
61	Time out for detecting the MUSIC pattern.	ITB misaligned	Reinstall the ITB.
		SP2153 023 set to 1 (OFF).	Set SP2153 023 to 0 (ON).
			The settings of sensor lights 1, 2, 3 are different from the default setting, which is 2050. (These settings are done with SP2153 020~022.)
		Dirty, abnormal images.	Output Pattern 1, 18, or 20 with SP2109 002 and check the images.
		Connector loose. Connector dirty. Harness defective. Other	Check the ID sensor and its connection.

Model: Venus-C1		Date: 10-Jan-07	No.: RB132053
Subject: Patch Release for E-7000 V.1.2.0 (1-PMXVL.ps)		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB is the release note for Patch File 1-PMXVL.ps for Color Controller E-7000 system version 1.2.0.

Patch File	Issue(s)
1-PMXVL.ps	- When output tray gets full or jams, the E7000 v1.2 server cannot recover. - Sending two jobs to E7000 v1.2; with a Plockmatic finisher attached. The second job gets stuck in the Staple tray in the Plockmatic finisher.

Note:

- This patch can be applied on E-7000 system V.1.2.0.

Patch Update Procedure

- Print out the configuration page and confirm that the E-7000 shows the version number "1.2.0"
If the system is still V.1.0.0, V.1.0.1, or V.1.1.0, upgrade the system to V.1.2.0 first.
- Extract the G8156851.exe until you get the 1-PMXVL.ps file.
- Import the patch file "1-PMXVL.ps" with CommandWorkstation to the "Direct" queue.
- Wait at least 60 seconds. (This is very important.)
- Select "Shut Down" and then "Reboot System" on the operation panel, or execute a soft reboot from CommandWorkstation.
- Wait until the E-7000 has come to idle.
- Print out the configuration page.
Verify the Sever Info section on the configuration sheet.
It should show the version number " 1-PMXVL.ps".

Model: V-C1	Date: 16-Jan-07	No.: RB132054
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Subject: SP2-153 Set Value		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

The Service Manual was changed as follows.

Change the description of SP2-153 (the settings in bold were changed).

5.5 Service Program Tables

5.5.2 COPIER SERVICE TABLES

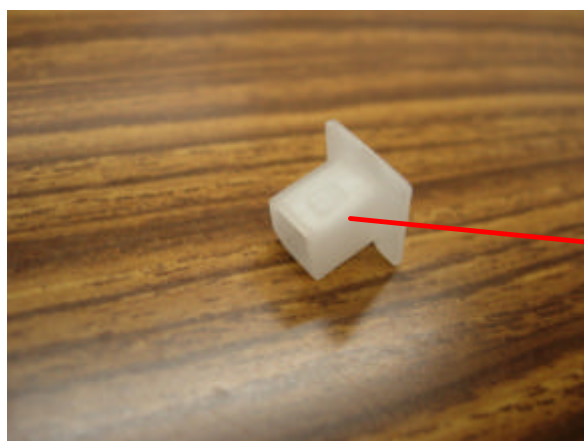
Group 2000

2153	MUSIC Settings	MUSIC Condition Settings
	These SPs determine how MUSIC executes. In the settings below 0: Off, 1:On.	

Model: V-C1		Date: 18-Jan-07	No.: RB132055
Subject: USB connector cap in Interface Unit Type 3260		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

Parts Addition Information

- A USB connector cap was added to the Interface Unit Type 3260 (B736-01), so that this kit can support other models. But this cap is not necessary for the V-C1.
- So when you install this kit on the V-C1, please dispose of this cap in accordance with local disposal/recycling regulations.



[A]

Model: V-C1		Date: 8-Feb-07	No.: RB132056
Subject: SC680 revision		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

The Service Manual was changed as follows:

Replace the following description of SC680.

Note: The sentences about the toner cartridge and ID chip were deleted.

4.3 SERVICE CALL CONDITIONS

4.3.3 SC CODE DESCRIPTIONS

SC codes Group 6: Device Communication

SC680	D	BCU-MUSIC communication error	
		The main CPU fails to communicate with the MUSIC CPU within 5 sec. and three attempts failed.	• UART communication failure; replace the BCU

Model: V-C1		Date: 14-Feb-07	No.: RB132057
Subject: Operation Panel		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

The operation panel LCD does not turn on when the main switch is turned on for the first time.

Note:

- The symptom only occurs on a small number of V-C1 machines (see Affected Units below).
- If the symptom does not occur when the main power is turned on for the first time, it will not occur after that.

CAUSE

Defective IC on the PCB: OPC.

SOLUTION

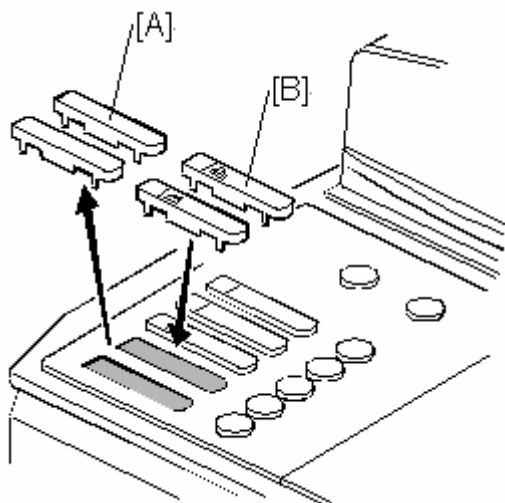
If the symptom occurs on one of the affected units, replace the operation panel assembly (index number 1, page 21, in the Parts Catalog).

Important: If the symptom occurs on a machine with the Printer/Scanner option or EFI controller already installed, do the procedure on the next page.

Procedure of Replacing the Keys for the P/S option or EFI Controller

Do the following procedure if the symptom occurs on a machine with the Printer/Scanner option or EFI controller already installed.

1. Remove the keys [B] for the P/S option or EFI controller that are already installed on the machine.
2. Remove the key covers [A] from the new operation panel assembly.
Important: Use a flat-blade screwdriver.
3. Attach the keys [B] for the P/S option or EFI controller on the new operation panel assembly.
4. Replace the operation panel assembly.



Model: V-C1

Date: 14-Feb-07

No.: RB132057

Affected Units

The symptom may occur on the following machines, but this number is estimated to be very small. In Japan, it occurred on about 2% of the total number of affected units.

Model	V/Hz	Destination	Code	Serial Number
Aficio 3260C Savin C6045 Gestetner DSc460 Lanier LD160c	120V/60Hz	USA, Canada	B132-17	K59612xxxxx
Infotec ISC4560	220-240V/50Hz,60Hz	Europe, etc.	B181-26	6L612xxxxx
Aficio Color 5560 Savin SDC555 Gestetner CS555 Lanier LC155	120V/60Hz	USA, Canada	B200-17	K60612xxxxx
Nashuatec CS555 Gestetner CS555 Rex Rotary CS555	220-240V/50Hz,60Hz	Europe, etc.	B200-22	K60612xxxxx
Aficio Color 5560	220-240V/50Hz, 60Hz	Europe, etc.	B200-27	K60612xxxxx

120V: 355 machines

220-240V: 65 machines

Reissued: 30-Aug-10

Model: Model V-C1	Date: 27-Mar-07	No.: RB132058a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Network support)		Prepared by: T. Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
<i>4.18.2</i>	<i>B1325751E</i>	<i>September 2010 production</i>
4.18.1	B1325751D	April 2007 production
4.09.1	B1325751	1st Mass production

Reissued: 30-Aug-10
Model: Model V-C1
Date: 27-Mar-07
No.: RB132058a

Version	Symptom Corrected
4.18.2	Symptom corrected: SMB folders can not be registered in the address book. Extra steps are required if a user provides an invalid username or password for Scan to SMB. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. If the device tries and fails to login to a Windows scan destination 3 times, the device will stall displaying an SC 889 error. This is intermittent, occurring about 20% of the time that the conditions are met. 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. Other changes: Unable to Scan to SMB to a destination that is not specified using an FQDN. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. Windows Authentication fails if the username or password includes lower-case European characters. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.

Reissued: 30-Aug-10

Model: Model V-C1		Date: 27-Mar-07	No.: RB132058a
4.18.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB.		
4.09.1	1st Mass production		

Model: V-C1		Date: 15-May-07	No.: RB132059
Subject: SP5816 revision		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

Change: The Service Manual was changed.

Reason: The following description of SP5816 was added.

5.5 SERVICE PROGRAM TABLES

5.5.2 COPIER SERVICE TABLES

Group 5000

5816	Remote Service	
021	RCG – C Registered	This SP displays the Cumin installation end flag. 0: Installation not completed 1: Installation completed
022	RCG – C Registered Detail	This SP displays the Cumin installation status. 0: Basil not registered 1: Basil registered 2: Device registered
023	Connect Type (N/M)	This SP displays and selects the Cumin connection method. [0 or 1 / 0 / 1 /step 0: Internet connection 1: Dial-up connection
061	Cert. Expire Timing DFU	Proximity of the expiration of the certification.
062	Use Proxy	This SP setting determines if the proxy server is used when the machine communicates with the service center.
063	Proxy Host	This SP sets the address of the proxy server used for communication between Cumin-N and the gateway. Use this SP to set up or display the customer proxy server address. The address is necessary to set up Cumin-N. Notes: ● The address display is limited to 128 characters. Characters beyond the 128 characters are ignored. ● This address is customer information and is not printed in the SMC report.

Model: V-C1		Date: 15-May-07	No.: RB132059
064	Proxy Port Number	This SP sets the port number of the proxy server used for communication between Cumin-N and the gateway. This setting is necessary to set up Cumin-N. Notes: ● This port number is customer information and is not printed in the SMC report.	
065	Proxy User Name	This SP sets the HTTP proxy certification user name. Notes: ● The length of the name is limited to 31 characters. Any character beyond the 31st character is ignored. ● This name is customer information and is not printed in the SMC report.	
066	Proxy Password	This SP sets the HTTP proxy certification password. Notes: ● The length of the password is limited to 31 characters. Any character beyond the 31st character is ignored. ● This name is customer information and is not printed in the SMC report.	
067	CERT: Up State	Displays the status of the certification update.	
		0	The certification used by Cumin is set correctly.
		1	The certification request (setAuthKey) for update has been received from the GW URL and certification is presently being updated.
		2	The certification update is completed and the GW URL is being notified of the successful update.
		3	The certification update failed, and the GW URL is being notified of the failed update.
		4	The period of the certification has expired and new request for an update is being sent to the GW URL.
		11	A rescue update for certification has been issued and a rescue certification setting is in progress for the rescue GW connection.
		12	The rescue certification setting is completed and the GW URL is being notified of the certification update request.
		13	The notification of the request for certification update has completed successfully, and the system is waiting for the certification update request from the rescue GW URL.
		14	The notification of the certification request has been received from the rescue GW controller, and the certification is being stored.
		15	The certification has been stored, and the GW URL is being notified of the successful completion of this event.
		16	The storing of the certification has failed, and the GW URL is being notified of the failure of this event.
		17	The certification update request has been received from the GW URL, the GW URL was notified of the results of the update after it was completed, but a certification error has been received, and the rescue certification is being recorded.
		18	The rescue certification of No. 17 has been recorded, and the GW URL is being notified of the failure of the certification update.
068	CERT: Error	Displays a number code that describes the reason for the request for update of the certification.	
		0	Normal. There is no request for certification update in progress.

Model: V-C1		Date: 15-May-07	No.: RB132059
		1	Request for certification update in progress. The current certification has expired.
		2	An SSL error notification has been issued. Issued after the certification has expired.
		3	Notification of shift from a common authentication to an individual certification.
		4	Notification of a common certification without ID2.
		5	Notification that no certification was issued.
		6	Notification that GW URL does not exist.
069	CERT: Up ID	The ID of the request for certification.	
083	Firmware Up Status	Displays the status of the firmware update.	
084	Non-HDD Firm Up	This setting determines if the firmware can be updated, even without the HDD installed. 0: Not allowed update 1: Allowed update	
085	Firm Up User Check	This SP setting determines if the operator can confirm the previous version of the firmware before the firmware update execution. If the option to confirm the previous version is selected, a notification is sent to the system manager and the firmware update is done with the firmware files from the URL.	
086	Firmware Size	Allows the service technician to confirm the size of the firmware data files during the firmware update execution.	
087	CERT: Macro Version	Displays the macro version of the NRS certification.	
088	CERT: PAC Version	Displays the PAC version of the NRS certification.	
089	CERT: ID2 Code	Displays ID2 for the NRS certification. Spaces are displayed as underscores (_). Asterisks indicate that no NRS certification exists.	
090	CERT: Subject	Displays the common name of the NRS certification subject. CN = the following 17 bytes. Spaces are displayed as underscores (_). Asterisks indicate that no DESS exists.	
091	CERT: Serial Number	Displays serial number for the NRS certification. Asterisks (*) indicate that no DESS exists.	
092	CERT: Issuer	Displays the common name of the issuer of the NRS certification. CN = the following 30 bytes. Asterisks indicate that no DESS exists.	
093	CERT: Valid Start	Displays the start time of the period for which the current NRS certification is enabled.	
094	CERT: Valid End	Displays the end time of the period for which the current NRS certification is enabled.	
150	Selection Country	Select from the list the name of the country where Cumin-M is installed in the machine. After selecting the country, you must also set the following SP codes for Cumin-M: ▪ SP5816-153 ▪ SP5816-154 ▪ SP5816-161 0: Japan, 1: USA, 2: Canada, 3: UK, 4: Germany, 5: France, 6: Italy, 7: Netherlands, 8: Belgium, 9: Luxembourg, 10: Spain	

Model: V-C1		Date: 15-May-07	No.: RB132059
151	Line Type Authentication Judgment	Touch [Execute]. Setting this SP classifies the telephone line where Cumin-M is connected as either dial-up or push type, so Cumin-M can automatically distinguish the number that connects to the outside line. - The current progress, success, or failure of this execution can be displayed with SP5816-152. - If the execution succeeded, SP5816-153 will display the result for confirmation and SP5816-154 will display the telephone number for the connection to the outside line.	
152	Line Type Judgment Result	Displays a number to show the result of the execution of SP5816 151. Here is a list of what the numbers mean. 0: Success 1: In progress (no result yet). Please wait. 2: Line abnormal 3: Cannot detect dial tone automatically 4: Line is disconnected 5: Insufficient electrical power supply 6: Line classification not supported 7: Error because fax transmission in progress – ioctl() occurred. 8: Other error occurred 9: Line classification still in progress. Please wait.	
153	Selection Dial/Push	This SP displays the classification (tone or pulse) of the telephone line to the access point for Cumin-M. The number displayed (0 or 1) is the result of the execution of SP5816 151. However, this setting can also be changed manually. [0 to 1 / 0 / 1 /step] 0: Tone Dialing Phone 1: Pulse Dialing Phone Inside Japan “2” may also be displayed: 0: Tone Dialing Phone 1: Pulse Dialing Phone 10PPS 2: Pulse Dialing Phone 20PPS	
154	Outside Line/Outgoing Number	The SP sets the number that switches to PSTN for the outside connection for Cumin-M in a system that employs a PBX (internal line). - If the execution of SP5816 151 has succeeded and Cumin-M has connected to the external line, this SP display is completely blank. - If Cumin-M has connected to an internal line, then the number of the connection to the external line is displayed. - If Cumin-M has connected to an external line, a comma is displayed with the number. The comma is inserted for a 2 sec. Pause. - The number setting for the external line can be entered manually (including commas).	
156	Dial Up User Name	Use this SP to set a user name for access to remote dial up. Follow these rules when setting a user name: - Name length: Up to 32 characters - Spaces and # allowed but the entire entry must be enclosed by double quotation marks (“”).	
157	Dial Up Password	Use this SP to set a password for access to remote dial up. Follow these rules when setting a user name: - Name length: Up to 32 characters - Spaces and # allowed but the entire entry must be enclosed by double quotation marks (“”).	

Model: V-C1		Date: 15-May-07	No.: RB132059
161	Local Phone Number	Use this SP to set the telephone number of the line where Cumin-M is connected. This number is transmitted to and used by the Call Center to return calls. Limit: 24 numbers (numbers only)	
162	Connection Timing Adjustment: Incoming	When the Call Center calls out to a Cumin-M modem, it sends a repeating ID tone (*#1#). This SP sets the line remains open to send these ID tones after the number of the Cumin-M modem is dialed up and connected. [0 to 24 / 1 / 1 /step] The actual amount of time is this setting x 2 sec. For example, if you set "2" the line will remain open for 4 sec.	
163	Access Point	This is the number of the dial-up access point for Cumin-M. If no setting is done for this SP code, then a preset value (determined by the country selected) is used. Default: 0 Allowed: Up to 16 alphanumeric characters	
164	Line Connecting	This SP sets the connection conditions for the customer. This setting dedicates the line to Cumin-M only, or sets the line for sharing between Cumin-M and a fax unit. [0 to 1 / 0 / 1 /step] 0: Sharing Fax 1: No Sharing Fax Note: ● If this setting is changed, the copier must be cycled off and on. ● SP5816 187 determines whether the off-hook button can be used to interrupt a Cumin-M transmission in progress to open the line for fax transaction.	
173	Modem Serial Number	This SP displays the serial number registered for the Cumin-M.	
174	Retransmission Limit	Normally, it is best to allow unlimited time for certification and ID2 update requests, and for the notification that the certification has been completed. However, Cumin-M generates charges based on transmission time for the customer, so a limit is placed upon the time allowed for these transactions. If these transactions cannot be completed within the allowed time, do this SP to cancel the time restriction.	
187	FAX TX Priority	This SP determines whether pushing the off-hook button will interrupt a Cumin-M transmission in progress to open the line for fax transaction. This SP can be used only if SP5816 164 is set to "0". [0 or 1 / 0 / -] 0: Disable, 1: Enable	
200	Manual Polling	Executes the manual polling.	
201	Regist: Status	Displays a number that indicates the status of the NRS service device. 0: Neither the NRS device nor Cumin device are set. 1: The Cumin device is being set. Only Box registration is completed. In this status the Basil unit cannot answer a polling request. 2: The Cumin device is set. In this status the Basil unit cannot answer a polling request. 3: The NRS device is being set. In this status the Cumin device cannot be set. 4: The NRS module has not started.	
202	Letter Number	Allows entry of the number of the request needed for the Cumin device.	
203	Confirm Execute	Executes the inquiry request to the NRS GW URL.	

Model: V-C1		Date: 15-May-07	No.: RB132059
204	Confirm Result	Displays a number that indicates the result of the inquiry executed with SP5816 203. 0: Succeeded 1: Inquiry number error 2: Registration in progress 3: Proxy error (proxy enabled) 4: Proxy error (proxy disabled) 5: Proxy error (Illegal user name or password) 6: Communication error 7: Certification update error 8: Other error 9: Inquiry executing	
205	Confirm Place	Displays the result of the notification sent to the device from the GW URL in answer to the inquiry request. Displayed only when the result is registered at the GW URL.	
206	Register Execute	Executes Cumin Registration.	
207	Register Result	Displays a number that indicates the registration result. 0: Succeeded 2: Registration in progress 3: Proxy error (proxy enabled) 4: Proxy error (proxy disabled) 5: Proxy error (Illegal user name or password) 6: Communication error 7: Certification update error 8: Other error 9: Registration executing	
208	Error Code	Displays a number that describes the error code that was issued when either SP5816-204 or SP5816-207 was executed.	
		Cause	Code Meaning
		Illegal Modem Parameter	-11001 Chat parameter error
			-11002 Chat execution error
			-11003 Unexpected error
		Operation Error, Incorrect Setting	-12002 Inquiry, registration attempted without acquiring device status.
			-12003 Attempted registration without execution of an inquiry and no previous registration.
			-12004 Attempted setting with illegal entries for certification and ID2.
			-12005 @Remote communication is prohibited. The device has a problem with a Cumin function.
			-12006 After confirmation is completed, confirmation request was made again
			-12007 Different request number was used for registration from the number which was used for confirmation.
			-12008 Due to the device was in use, updating certification was failed.
		Error Caused by Response from GW URL	-2385 Attempted dial up overseas without the correct international prefix for the telephone number.
			-2387 Not supported at the Service Center

Model: V-C1			Date: 15-May-07	No.: RB132059
			-2389	Database out of service
			-2390	Program out of service
			-2391	Two registrations for same device
			-2392	Parameter error
			-2393	Basil not managed
			-2394	Device not managed
			-2395	Box ID for Basil is illegal
			-2396	Device ID for Basil is illegal
			-2397	Incorrect ID2 format
			-2398	Incorrect request number format
209	@Remote Setting Clear	Releases the machine from its Cumin setup.		
250	CommLog Print	Prints the communication log.		

Model: V-C1		Date: 15-May-07	No.: RB132061
Subject: Installation of Key Card		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

The Service Manual was changed as follows:

- **Replace** the Installation Procedure for the Key Card.
Note: Steps 9-15 (sentences about the 20-pin Key Counter) were added.

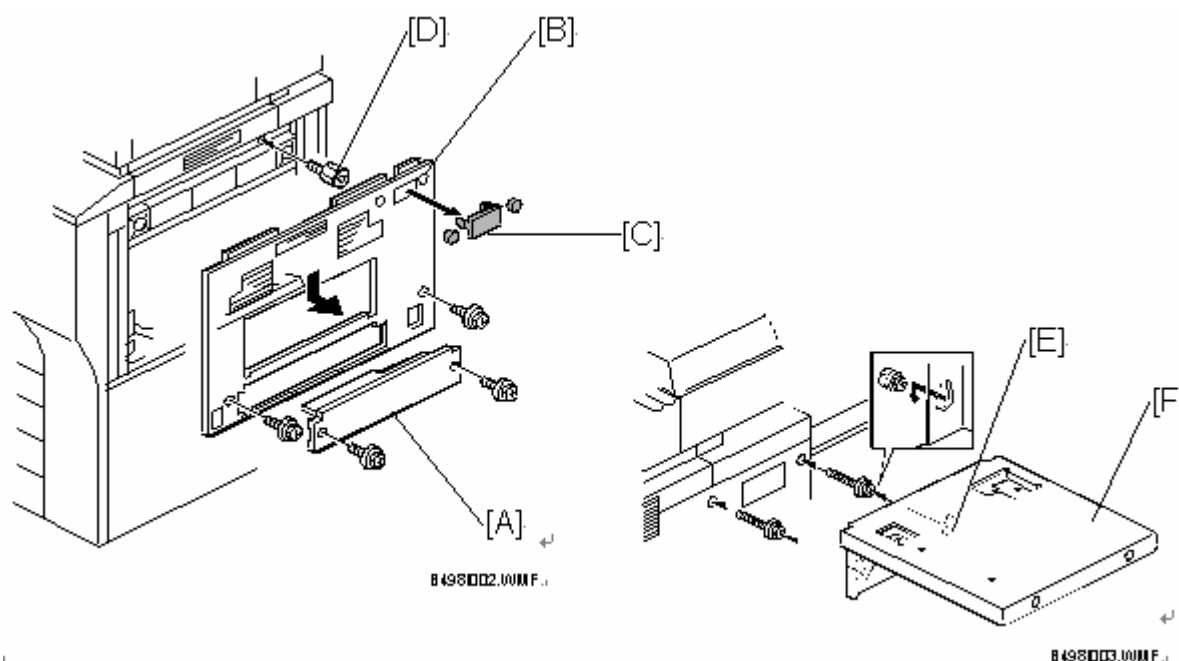
1.6 KEY CARD BRACKET (B498), KEY COUNTER BRACKET (B452)

1.6.3 INSTALLATION

Install the Key Card Bracket and Assembled Key Counter

⚠ WARNING!

Always turn the machine off and disconnect the machine power cord before you do this procedure.

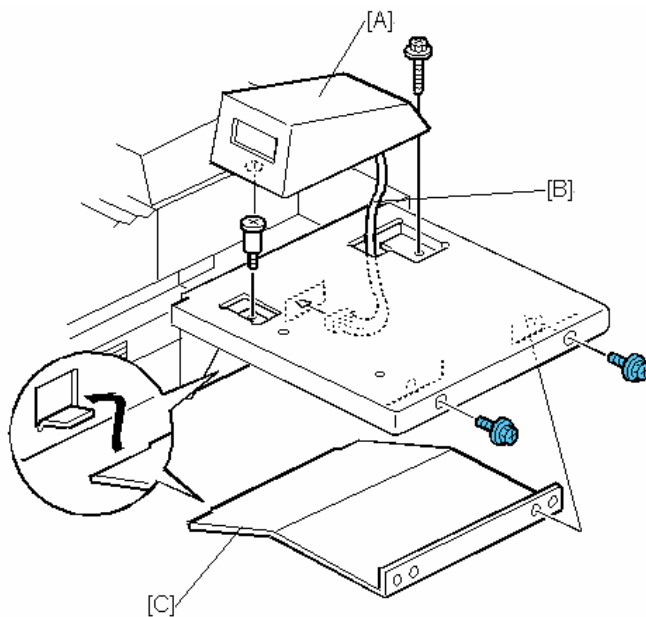


Model: V-C1

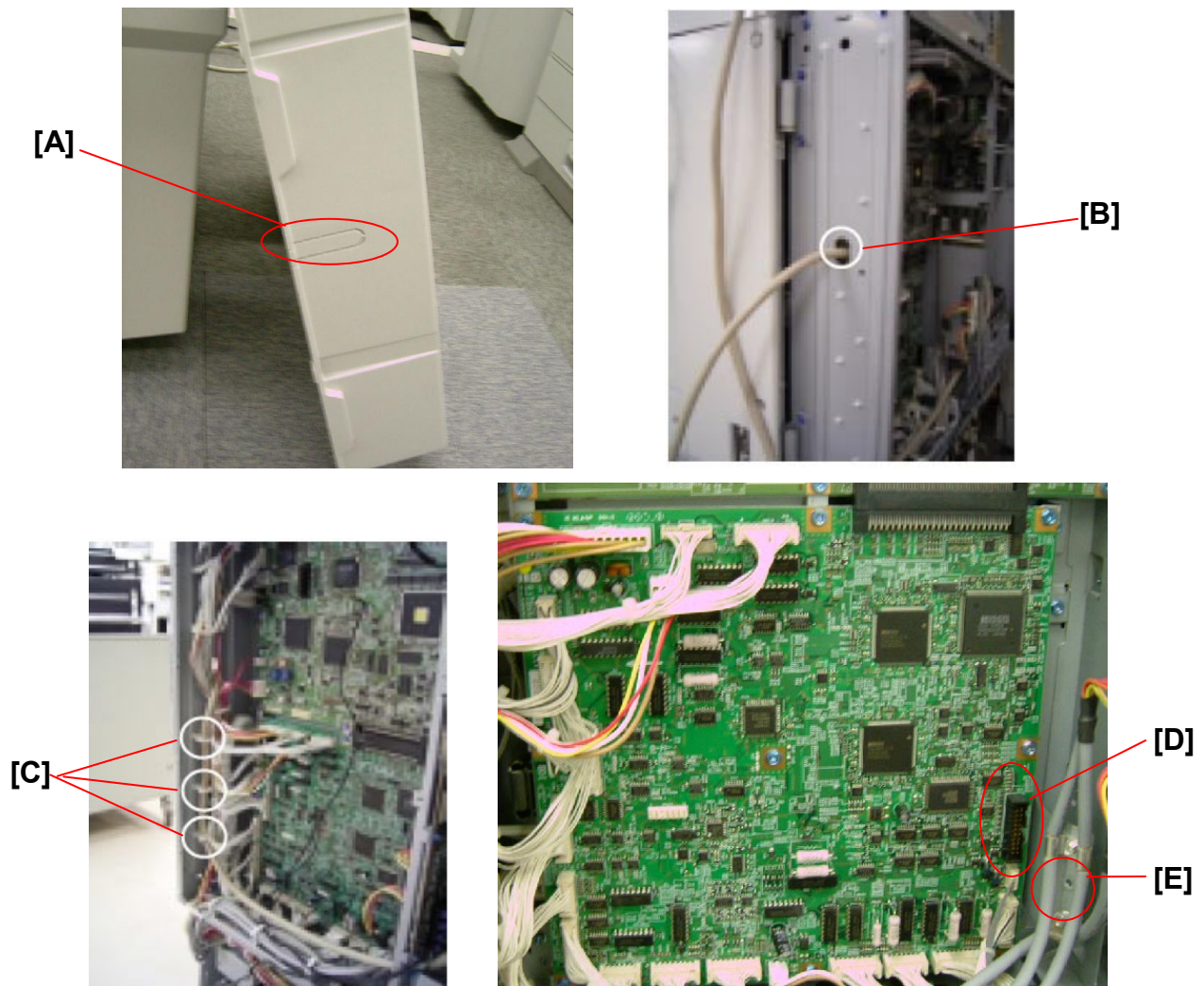
Date: 15-May-07

No.: RB132061

1. Remove the cover [A] (⚙ x2).
2. Remove the right upper cover [B] (⚙ x2).
3. Remove the three caps [C].
4. Attach the stud [D].
5. Install the right upper cover [B].
6. Put the keyholes [E] in the key card table [F] over the heads of the shoulder screws, as shown above. Then tighten the screws to attach the table (M4 x 14, ⚙ x2).
7. Replace the cover [A] (⚙ x2).



8. Attach the key counter bracket [A] or the Key Card (⚙ x 2).
9. If you are installing the key counter bracket:
 Connect one end of the harness [B] to the key counter bracket [A] (⚙ x 1), and the other end to the 4-pin connector on the right side of the copier. Then attach the bracket support [C] to the side of the copier (⚙ x 2).



10. If you are installing the Key Card:

Remove the rear cover and the cover of the Control Box.

11. Remove the cutout [A] on the rear cover.

12. Pass the harness of the Key Card through the hole [B] in the C/T Box.

13. Clamp the harness in three places [C].

14. Connect the harness to CN220 [D] on the IOB. Then connect the grounding cable to the bracket [E] (⌀ x 1).

15. Reattach the Control Box cover and rear cover.

Model: V-C1		Date: 12-Jun-07	No.: RB132062
Subject: Waste Toner Bottle		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Improve the reliability)	

Important Information Regarding the Waste Toner Bottle

- Please be sure to check the waste toner bottle whenever you make a service visit (not just at PM), and if necessary, please clean or replace the waste toner bottle.
- This information is mentioned in the following section of the Maintenance Service Manual: 2.3.1: MAIN MACHINE, 2.3: PM TABLE, 2:PREVENTIVE MAINTENANCE

Reissued: 31-Jul-07

Model: V-C1	Date: 27-Jun-07	No.: RB132063a
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The items in ***bold italics*** were changed.

Subject: Scanner function problem after updating system firmware to System_v1.25.1		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

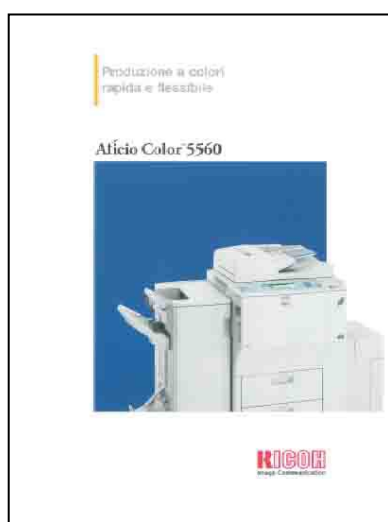
IMPORTANT:

At the next service visit, if the machine contains System/Copy ver1.25.1 (B1325750P), upgrade to System/Copy ver1.26 (B1325750Q) or later.

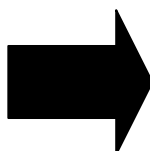
SYMPTOM

Data scanned with Scan to Folder or Scan to Email is corrupted under the conditions listed below.

Sample image:



Original Image



Scanned Image

Occurrence conditions:

- The System/Copy firmware is upgraded to ver1.25.1 (B1325750P), **and**
- The number of pixels per page (= scan size x resolution) is higher than that of the previous scanning job, **and**
- Only one original was scanned in the previous scanning job, **OR**
The Clear Modes key was pressed after the previous scanning job was completed.

Reissued: 31-Jul-07

Model: V-C1	Date: 27-Jun-07	No.: RB132063a
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CAUSE

Firmware bug in System/Copy ver 1.25.1 (B1325750P).

SOLUTION

Upgrade the System/Copy firmware to ver 1.26 (B1325750Q) or later.

Model: V-C1		Date: 10-Jul-07	No.: RB132065
Subject: SC195 after replacing the PCB control board		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ()	

SYMPTOM

SC195 (Machine Serial Number Error) occurs after the PCB control board is replaced.

CAUSE

When the PCB control board (Parts Catalog, pg.148, #16) is replaced, the NV-RAM (Parts Catalog, pg.148, #14) from the old board is not installed on the new PCB control board.

SOLUTION

When you replace the PCB control board, make sure to remove the NV-RAM from the old board and then attach it to the new board.

Model: Model V-C1		Date: 25-July-07	No.: RB132066
Subject: WebImageMonitor problem via an single sign-on server		Prepared by: Y. Ikeda	
From: 2nd Tech. Support Sec. Service Support Dept			
Classification:	☒ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ()		

SYMPTOM

Accessing the document server in WIM via a single sign-on server might result in "404 Not Found".

Note: 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.

CAUSE

Firmware bug

SOLUTION

Install all of the following firmware **together as a set**:

System firmware	ver 1.25.1 or later
Websys firmware	ver 1.05.1 or later
WebDocBox firmware	ver 1.05 or later
NFA firmware	ver 2.00 or later
Printer firmware	ver 1.05 or later

Note: For each firmware version listed above, the symptom and solution in this RTB will be added to the "Symptom Corrected" description in the next Release Note.

Model: Venus-C1		Date: 27-Aug-07	No.: RB132067
Subject: Patch Release for E-7000 V.1.2.0 (Patch Package for design changes of Sep. 2007)		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ()		

This RTB is the release note for the set of patches which will be additionally applied from the September 2007 mass-production.

Folder Name	Sub Folder	Patch File Name	File Size	Installation
2007_Sep	1st	1-PEGEF.ps	589,628 bytes	Exclusive
	2nd	1-PFLDO.ps	476,257 bytes	Exclusive
	3rd	1-PHKRA.ps	476,137 bytes	Exclusive
	4th	1-QJHKD.ps	1,951,214 bytes	Exclusive
	5th	1-QQA65.ps	587,532 bytes	Not Exclusive These 5 patches can be downloaded together and controller reboot is required only once.
		1-RDHYP.ps	476,139 bytes	
		1-RYID5.ps	476,195 bytes	
		1-RAPF5.ps	11,835 bytes	
		1-OWL90.ps	418,579 bytes	

Important Note:

1. Keep the order of patches (1st, 2nd, 3rd, 4th, 5th) to be applied as shown in the table above.
If some of the patches were not applied or were not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. Cannot print a booklet job when User Code Authentication = ON.
2. Scan job is canceled when Mix size scan with Black and White.
3. Files created with InDesign that contains gradients show artifacts when printing from OS X 10.3.9.
4. Unexpected horizontal thin lines sometimes appear on the print on the text when a document is printed from PowerPoint 2003.
5. Document Server does not work after installing 1-PMXVL.ps on E-7000.
6. Adjust the system clock for the new 2007 Daylight Saving Time schedule.

Model: Venus-C1

Date: 27-Aug-07

No.: RB132067

7. Secure Erase functionality improvement.

EFI has achieved Common Criteria for Secure Erase (EAL3) for Fiery System 6/6e and 7/7e with Secure Erase Option. (Color Controller E-7000 is designed based on System 7e). More information can be found on the following site:

http://niap.bahialab.com/cc-scheme/st/ST_VID10043.cfm

Prerequisite(s):

- Patch 1-PMXVL.ps should be applied on system V.1.2.0 before applying these sets of patches.

Preparation before installation:

1. Print out the configuration page and confirm that the E-7000 shows the version number "1.2.0"
Also check that **1-PMXVL** is already applied to the controller.
2. Extract **G8156852.exe**.
3. Check that **2007_Sep** folder which consists of 5 folders and 9 patches is created.
(Refer to the table on the 1/3 page of this bulletin.)

Installation instructions:

1. Download/Import the patch file "**1-PEGEF.ps**" with Command Workstation to the "Direct" queue.
2. Wait at least 60 seconds. This will ensure the patch file is completely processed.
3. Select "Shut Down" and then "Reboot System" on the E-7000 LCD or execute a soft reboot from Command Workstation.
4. Wait until the E-7000 has come to idle, then print out the configuration page.
Verify the **Update Information** section. It should show additionally "**1-PEGEF**".
5. Download/Import the patch file "**1-PFLDO.ps**" with Command Workstation to the "Direct" queue.
6. Wait at least 60 seconds. This will ensure the patch file is completely processed.
7. Select "Shut Down" and then "Reboot System" on the E-7000 LCD or execute a soft reboot from Command Workstation.
8. Wait until the E-7000 has come to idle, then print out the configuration page.
Verify the **Update Information** section. It should show additionally "**1-PFLDO**".
9. Download/Import the patch file "**1-PHKRA.ps**" with Command Workstation to the "Direct" queue.
10. Wait at least 60 seconds. This will ensure the patch file is completely processed.
11. Select "Shut Down" and then "Reboot System" on the E-7000 LCD or execute a soft reboot from Command Workstation.
12. Wait until the E-7000 has come to idle, then print out the configuration page.
Verify the **Update Information** section. It should show additionally "**1-PHKRA**".
13. Download/Import the patch file "**1-QJHKD.ps**" with Command Workstation to the "Direct" queue.
14. Wait at least 60 seconds. This will ensure the patch file is completely processed.
15. Select "Shut Down" and then "Reboot System" on the E-7000 LCD or execute a soft reboot from Command Workstation.

Model: Venus-C1

Date: 27-Aug-07

No.: RB132067

16. Wait until the E-7000 has come to idle, then print out the configuration page.
Verify the **Update Information** section. It should show additionally **"1-QJHKD"**.
17. Download/Import the patch file **"1-QQA65.ps"**, **"1-RDHYP.ps"**, **"1-RYID5.ps"**, **"1-RAPF5.ps"** and **"1-OWL90.ps"** with Command Workstation to the "Direct" queue.
18. Wait at least 60 seconds. This will ensure the patch file is completely processed.
19. Select "Shut Down" and then "Reboot System" on the E-7000 LCD or execute a soft reboot from Command Workstation.
20. Wait until the E-7000 has come to idle, then print out the configuration page.
21. Verify the **Update Information** section. It should show additionally **"1-QQA65"**, **"1-RDHYP"**, **"1-RYID5"**, **"1-RAPF5"** and **"1-OWL90"**.

Note:

"1-PEGEF.ps", **"1-PFLDO.ps"**, **"1-PHKRA.ps"** and **"1-QJHKD.ps"** patches are **Exclusive** which means it must be installed independently and the system rebooted once. After which, other patches can be applied to the system.

"1-QQA65.ps", **"1-RDHYP.ps"**, **"1-RYID5.ps"**, **"1-RAPF5.ps"** and **"1-OWL90.ps"** patches are **Not Exclusive** which means that it can be applied to the system along with other patches concurrently and only one system reboot is sufficient for all patches to take effect on the system.

Model: Venus-C1		Date: 27-Aug-07	No.: RB132068
Subject: Patch Release for E-7000 V.1.2.0 (1-RYIDX and 1-TOR2L)		Prepared by: Chisato Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB is the release note for Color Controller E-7000 system V.1.2.0.

The default file format for ScanToEmail for E-7000 is "TIFF".

As there are requests from the market to change the default file format of ScanToEmail to "PDF", the following two patches are released optionally.

1-RYIDX.ps: Changes the default file format of Scan-To-Email from TIFF to PDF.

1-TOR2L.ps: Returns the default file format of Scan-To-Email from PDF to TIFF.

Important Notes:

- These two patches are not necessary to apply until there is a special request from your customer to change the default file format.
- If the controller already has **1-PFLDO** and **1-RYID5** installed, then **1-RYIDX.ps** and **1-TOR2L.ps** can be used any time as follows.

1-PFLDO.ps + 1-RYID5.ps = **TIFF**

1-PFLDO.ps + 1-RYID5.ps + 1-RYIDX.ps = **PDF**

1-PFLDO.ps + 1-RYID5.ps + 1-RYIDX.ps+ 1-TOR2L = **TIFF**

1-PFLDO.ps + 1-RYID5.ps + 1-RYIDX.ps+ 1-TOR2L+ 1-RYID5.ps = **PDF**

1-PFLDO.ps + 1-RYID5.ps+ 1-RYIDX.ps+ 1-TOR2L+ 1-RYID5.ps+ 1-TOR2L = **TIFF**

Detailed information about 1-RYIDX.ps

- This patch will change the default file format of Scan-To-Email from TIFF to PDF.
- If the customer specially makes a requirement to change the default file format to PDF, then apply this patch.
- To apply this patch, at least the following patches should be already installed on the controller. (If any of the listed patches is missing, apply the missing patch first.)

1-PFLDO.ps

1-RYID5.ps

- If the above two patches are already installed in the system, this 1-RYIDX.ps can be applied any time, regardless of how much patches are installed after 1-RYID5.ps.

Model: Venus-C1

Date: 27-Aug-07

No.: RB132068

Detailed information about 1-T0R2L.ps

- This patch returns/changes the default file format of Scan-To-Email from PDF to TIFF.
- This patch can be used only if the default file format of Scan-To-Email is already changed to PDF by using 1-RYIDX.ps, but the customer/field technician wants to return the file format to TIFF for some reason.
- If 1-RYIDX.ps is already installed in the system, this 1-T0R2L.ps can be applied any time, regardless of how much patches are installed after 1-RYIDX.ps.

Installation procedure for 1-RYIDX.ps

1. Extract **G8156853.exe** on your PC until you get the **1-RYIDX.ps** file.
2. Download/Import the patch file "**1-RYIDX.ps**" with CommandWorkstation to the "**Direct**" Queue.
3. Wait at least 60 seconds. This will ensure the patch file to completely processed.
4. From either CommandWorkstation or E-7000 LCD, select "Shut Down" and then "Reboot System".
5. Wait until the E-7000 has come to idle and then print the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-RYIDX**".

Installation procedure for 1-T0R2L.ps

1. Extract **G8156854.exe** on your PC until you get the **1-T0R2L.ps** file.
2. Download/Import the patch file "**1-T0R2L.ps**" with CommandWorkstation to the "**Direct**" Queue.
3. Wait at least 60 seconds. This will ensure the patch file to completely processed.
4. From either CommandWorkstation or E-7000 LCD, select "Shut Down" and then "Reboot System".
5. Wait until the E-7000 has come to idle and then print the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-T0R2L**".

Model: V-C1		Date: 16-Oct-07	No.: RB132069
Subject: SC54x, SC55x, SC56x		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☒ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

SC54x, SC55x, or SC56x occurs.

CAUSE

Poor connection of the fusing unit harness.

SOLUTION

Production line:

The material of the fusing unit harness (Drive Section 2, pg. 141, index 8) was changed to improve the harness connection.
See MB132072.

In the field:

If this symptom is reported, replace the harness with this new part.

Reissued: 1-Nov-07

Model: V-C1	Date: 29-Oct-07	No.: RB132070a
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RTB Reissue

The items in ***bold italics*** were changed.

Subject: Service Manual Revision :SC542, SC548, SC552, SC562		Prepared by: Y. Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☒ Service manual revision ☐ Retrofit information

The Service Manual was changed as follows.

Add the following to Section 4 (SC542, SC548, SC552 and SC562):

Possible Cause and Action:

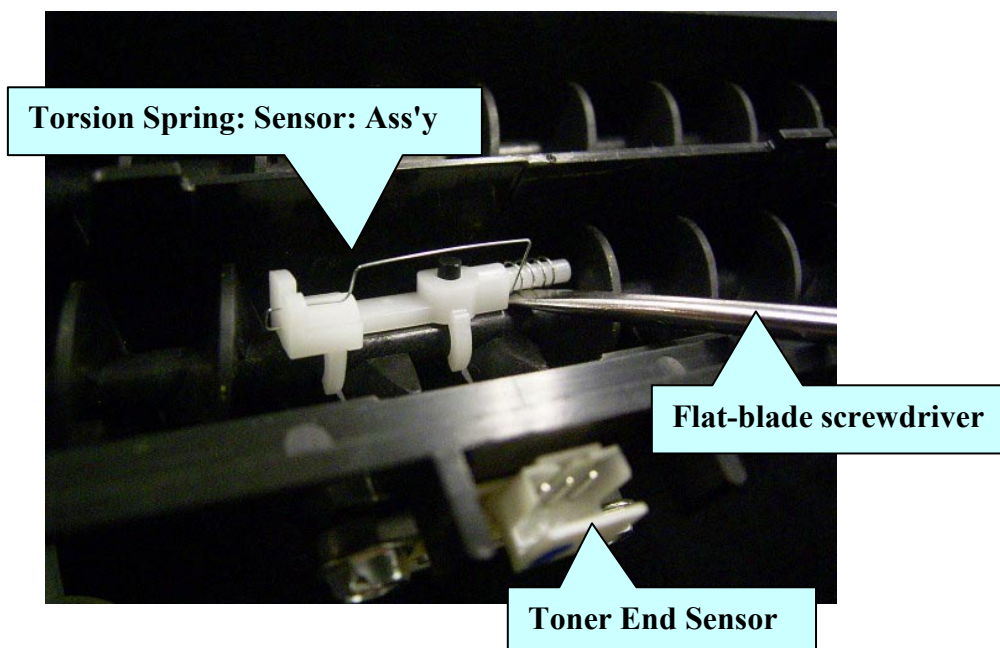
- Check to see if the ***Thermostat*** is broken (Parts Catalog pg. 108, index **#6, #7, #9, #10**).
- Check to see if the screws for the ***Thermostat*** are tightened correctly.

Model: V-C1		Date: 26-Feb-08	No.: RB132071
Subject: Torsion Spring: Sensor: Ass'y		Prepared by: Y.Ikeda	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (supplement for the Parts Catalogue)	☐ Action required ☐ Service manual revision ☐ Retrofit information

Attachment Procedure for the Torsion Spring Sensor Assembly

Note: The Torsion Spring Sensor Assembly was added as a service part (Toner Supply 2, index 23, page 79, in the Parts Catalog).

1. Remove the torsion spring sensor assembly from the toner supply unit, using a flat-blade screwdriver.



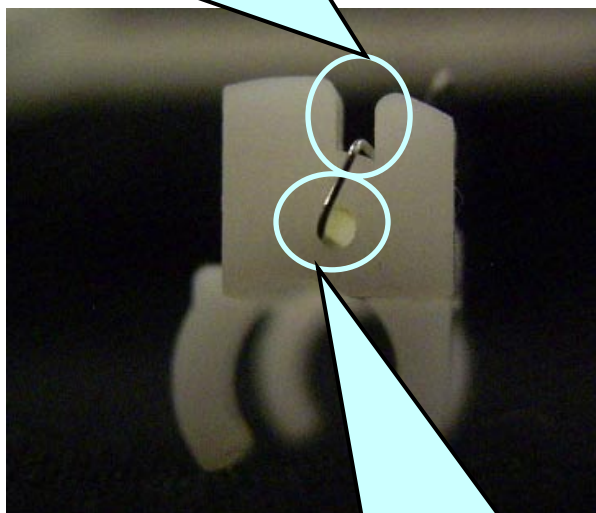
Model: V-C1

Date: 26-Feb-08

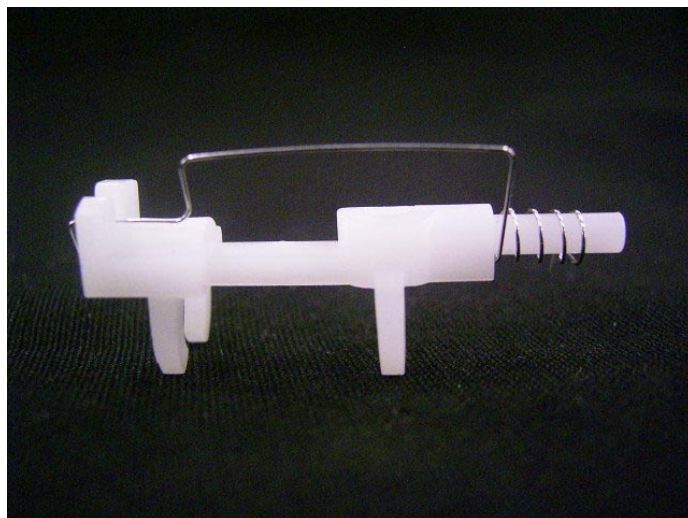
No.: RB132071

2. Check the condition of the new torsion spring sensor assembly, as shown below:

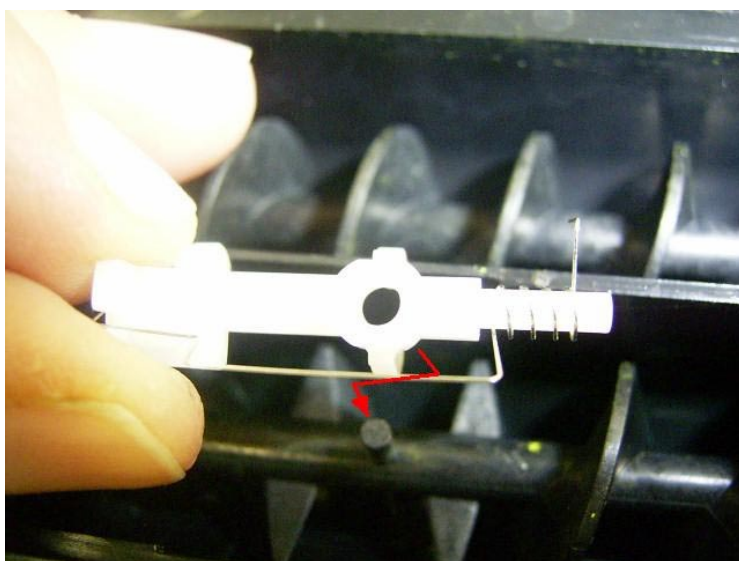
Make sure to rest the straight end of the spring inside this groove.



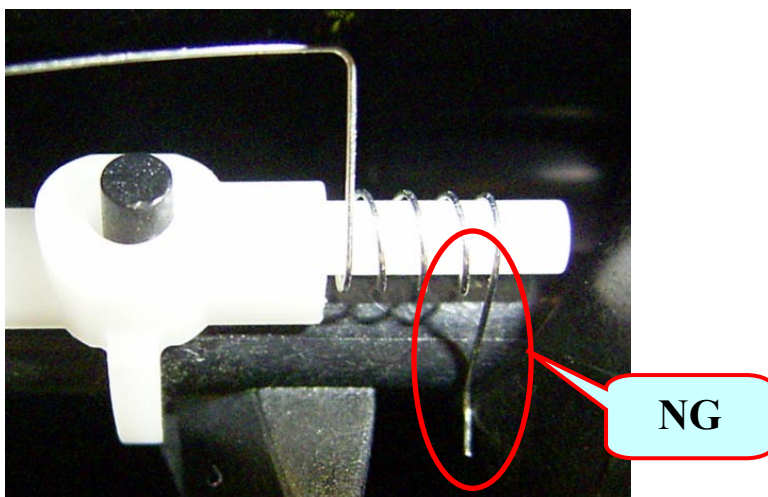
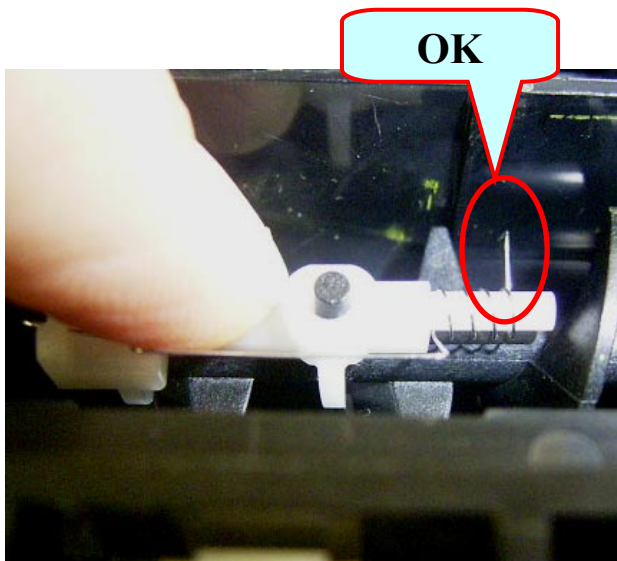
Make sure to hook the end of the spring through this hole.



3. Attach the new torsion spring sensor assembly to the toner supply unit as shown in the photo (see the arrow).



4. Check the position of the coiled end of the spring.



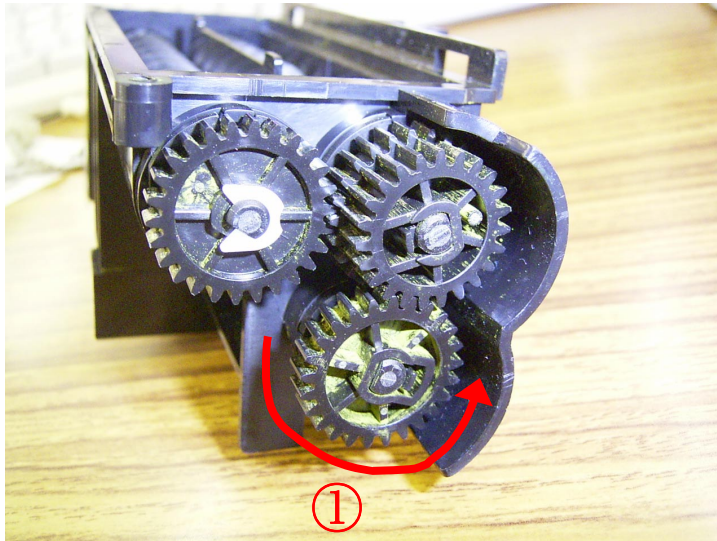
Important: If the spring was not attached correctly, remove it and attach it again.

Model: V-C1

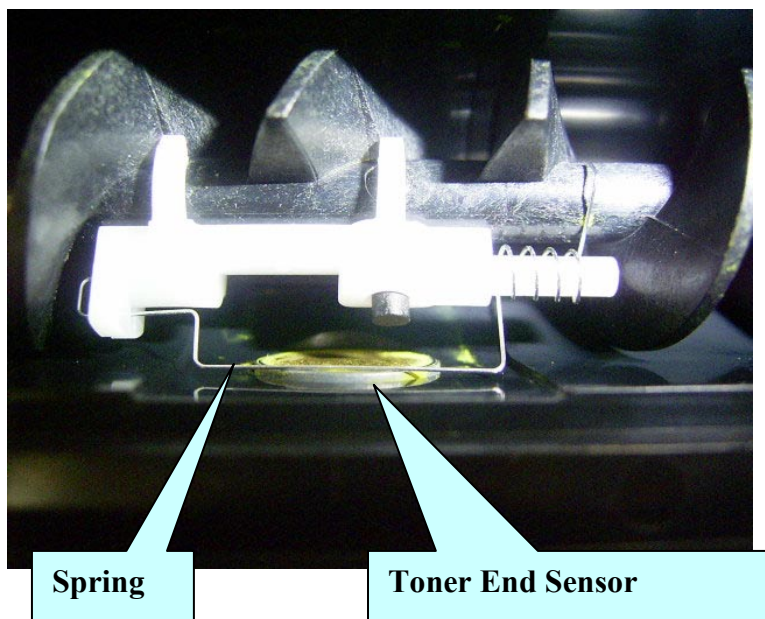
Date: 26-Feb-08

No.: RB132071

5. Rotate the gear in the direction of the arrow marked "1" until the spring touches the **detector part** of the Toner End Sensor.



The spring is touching the detector part of the Toner End Sensor:



Model: Venus-C1		Date: 26-Dec-08	No.: RB132072
Subject: HDD Format Utility for E-7000		Prepared by: C. Tsuji	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ()		

This RTB is the release note for HDD format utility1.0 for Color Controller E-7000.

Note: This utility is only for G815-41/42 machines.
G815-01/02 will not have this problem.

Program Name	Issue(s)
HDD Format Utility Version 1.0	Symptom: Very rarely, the system software installation tool does not format the Fiery's hard drive as expected. "Please wait..." keeps appearing on the LCD and the system doesn't come to idle after system installation. Reason: It is found that if the HDD is connected to a SATA port other than SATA0, the HDD may not be formatted when performing the system re-installation. (At the factory, the HDD is connected to SATA0. This situation may happen at HDD replacement.)

How to use this utility:

1. Extract **G8156891.exe** until you get the **System8eFormat.zip** file.
2. Unzip the "**System8eFormat.zip**" file and burn the .ISO image onto a CD.
3. Connect the client computer to the Fiery using a crossover cable.
4. Set the DIP switch to service mode.
5. Insert the CD you burn in step # 2 into the CD drive of the client computer.
6. Follow the instructions and format the Fiery's hard drive.

Note:

In the middle of the installation procedure, you may see

- "Fiery System Software Installer" indicated as the window title.
- "This installer will install system software on your Fiery" indicated as the explanation.

These are incorrect, so please ignore them.

Model: Venus-C1

Date: 26-Dec-08

No.: RB132072



Model: Model V-C1

Date:17-Mar-09

No.: RB132073

Subject: Parts Catalog Correction

Prepared by: T.Toriumi

From: 2nd Tech. Support Sec. Service Support Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

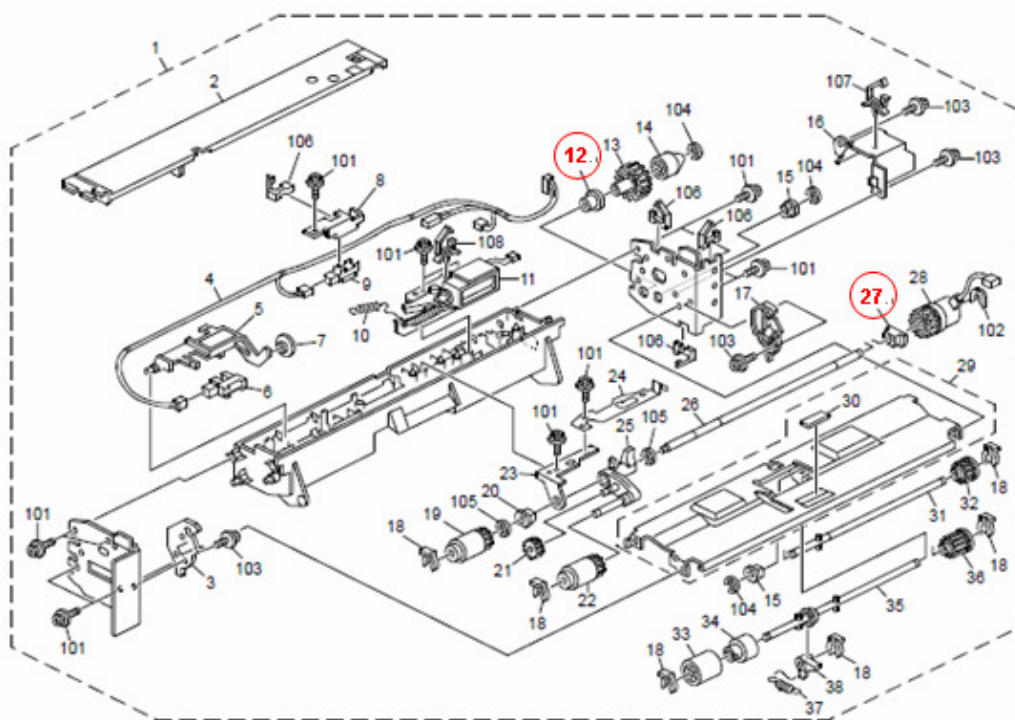
☐ Retrofit information

☐ Other ()

22. By-pass Feed 2 (B132/B181/B200)

Part Number	Description	Q'ty	Page	Index	Note
AA083014	One-way Clutch	1	59	12	-
AA083013	Bushing - 8x18x11	1	59	27	-

Change: The following indexes were corrected.



Model: V-C1	Date:6-Jul-09	No.: RB132074
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Subject: ARDF		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☒ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

14. ARDF Drive & Electrical 2 (B132/B181/B200)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
A8062281	D4122345	GEAR:Z47:M0.8	1-1	X/X	25	30	X/O as a set
A8062161	D4122349	Timing Pulley - T30/Z20 S2M/M0.8	1-1	X/X	43	15	
A8062283	D4122347	GEAR:Z20/Z47:M0.8:LEFT:REAR	2-2	X/X	43	16	
A8062285	D4122346	GEAR:Z20/Z47:M0.8:RIGHT:FRONT	1-1	X/X	43	13	
A8062287	D4122348	GEAR:Z20/Z47:M0.8:RIGHT:REAR	1-1	X/X	43	12	
-	G0703088	PULLEY SPACER	0-1	-	43	36	New Index

Change/Reason:

New part (index#36) was added.

It is necessary to replace the above parts together as a set to avoid SC705.

Note:

There is only a small possibility of the above case, so these parts do not need to be applied to the B132/B181/B200 copiers which are already in the field.

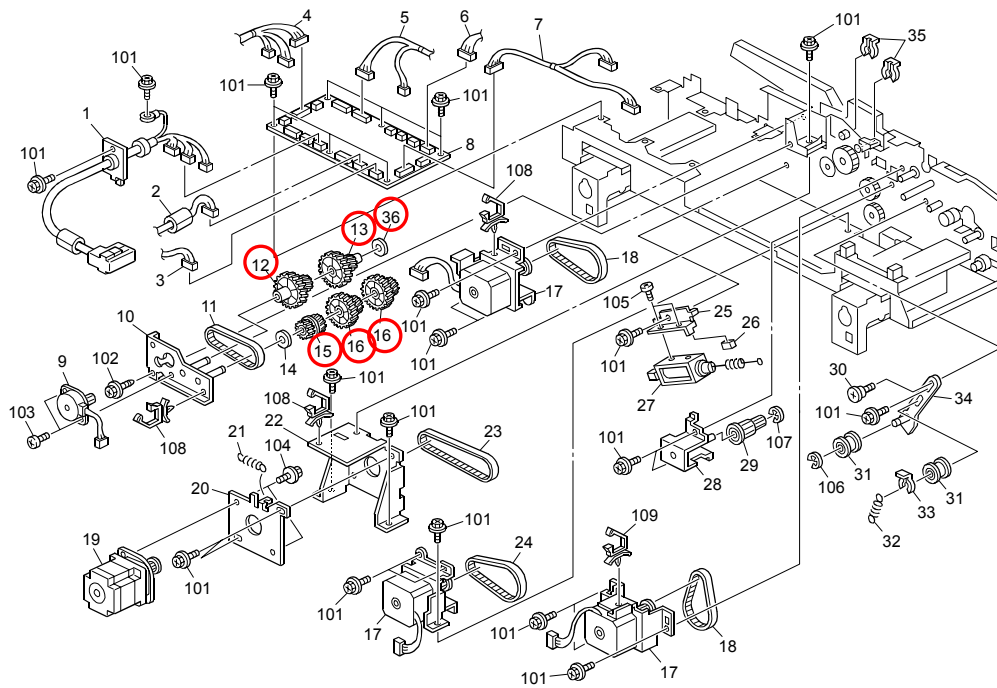


illustration for pg.43

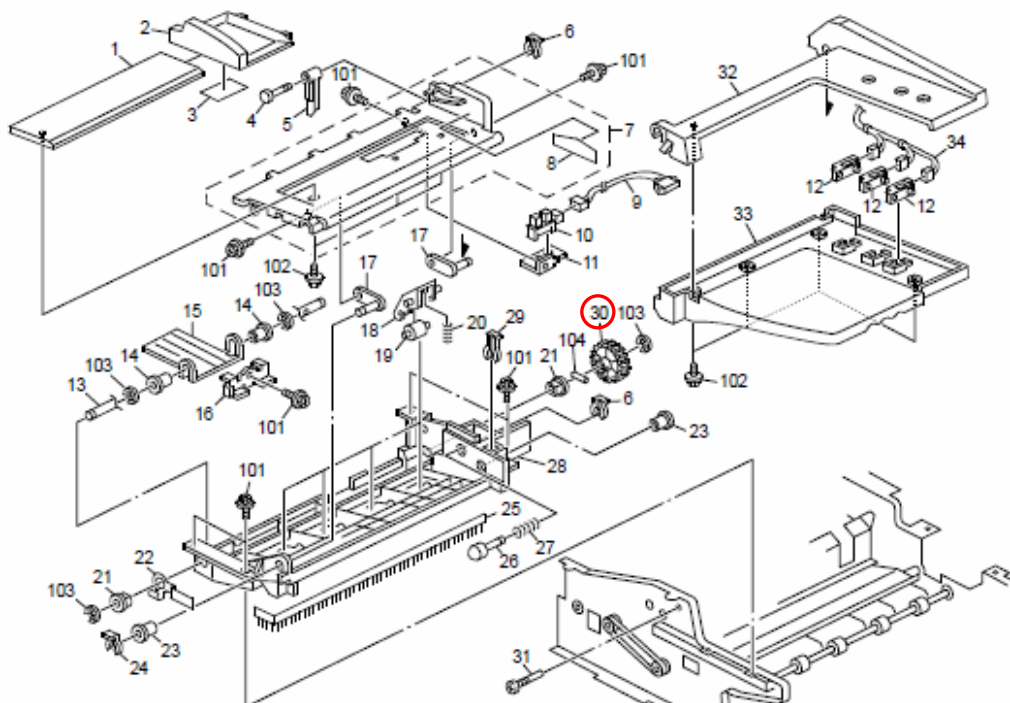


illustration for pg.25

Model: V-C1

Date:17-Jul-09

No.: RB132075

Subject: Paper Registration		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☒ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

28. Paper Registration 1 (B132/B181/B200)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0656330	B2476335	Rear Side Plate - Paper Feed	1-1	X/X	73	14	O/O as a set
B0656366	B2476366	Drive Bracket	1-1	X/X	71	31	

Change/Reason:

Vendor change

Note:

Please replace the above parts together as a set.

28.Paper Registration 1 (B132/B181/B200)

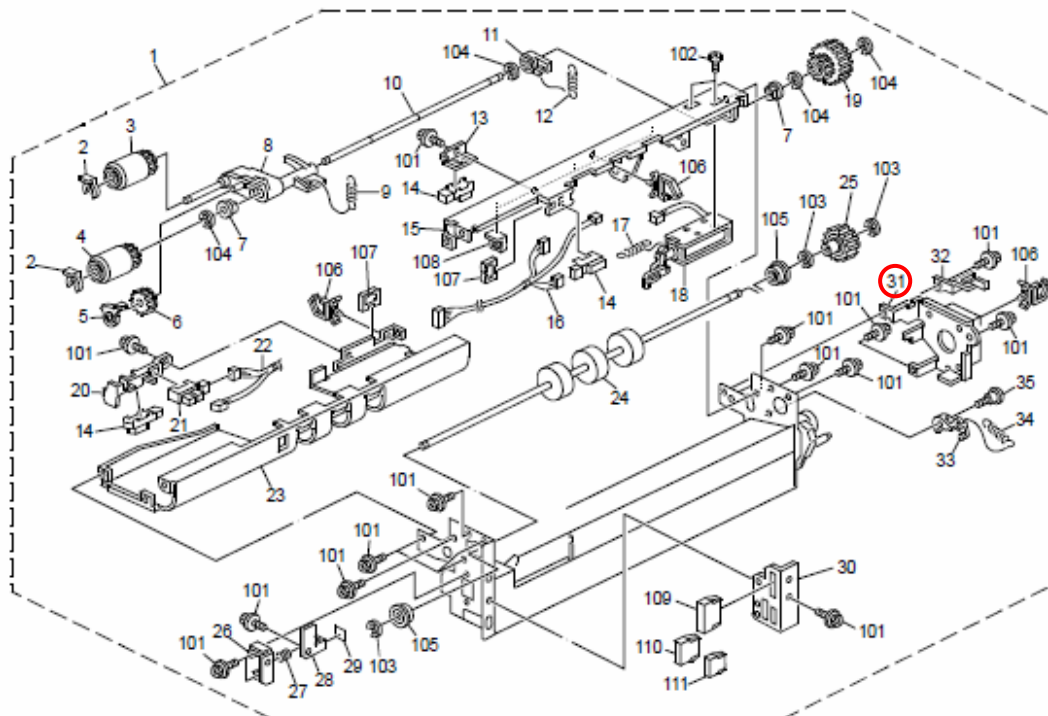


illustration for pg.71

29.Paper Registration 2 (B132/B181/B200)

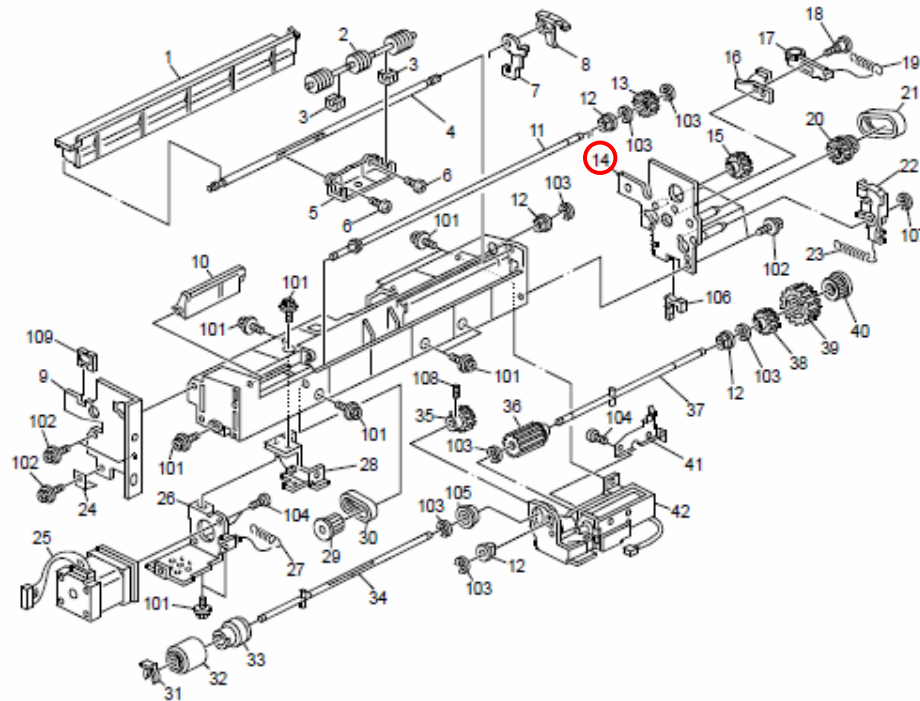


illustration for pg.73

Model: V-C1	Date:3-Aug-09	No.: RB132076
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Subject: BRACKET:DENSITY SENSOR:ASS'Y		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☒ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

35. PCU 2 (B132/B181/B200)

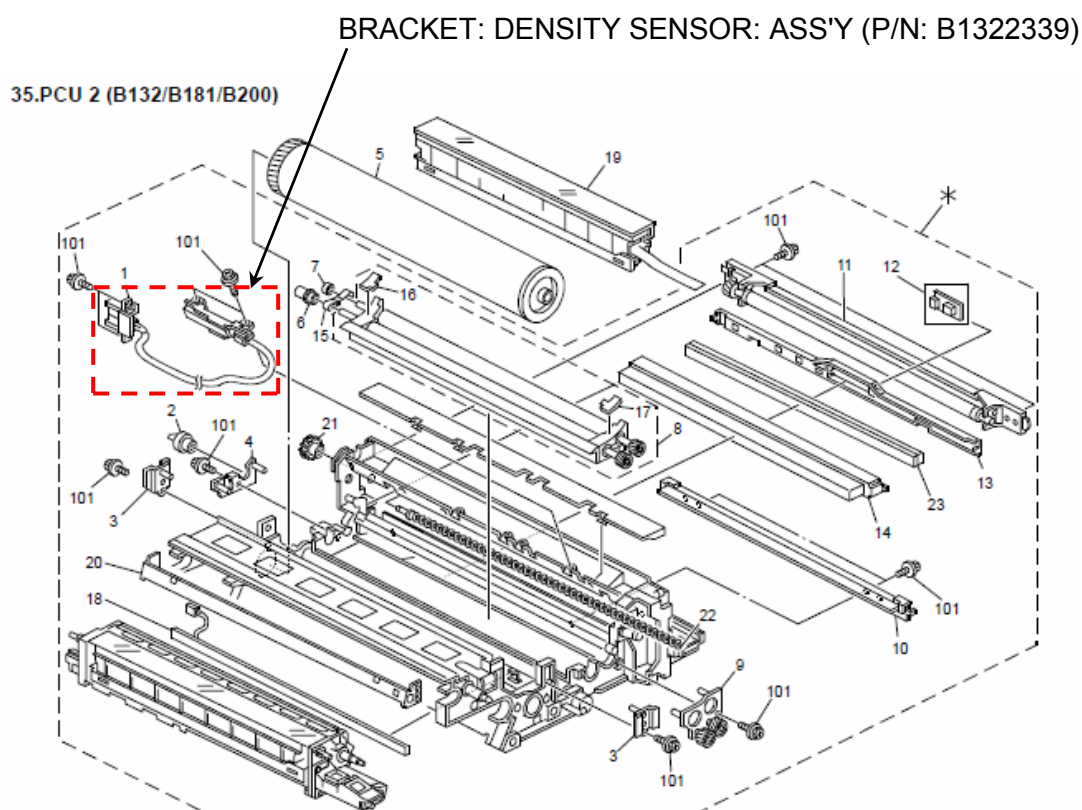
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B1322339	BRACKET:DENSITY SENSOR:ASS'Y	0-1	-	85	27	New Index

Change/Reason:

The above part has been registered as a service part.

Note:

If the bracket needs to be replaced in the field, please order this part.



Model: Model V-C1	Date: 09-Oct-09	No.: RB132077
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Subject:: Service Manual Revision (The Term "BCU")		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

B132/B181/B200 Service Manual Revision

The terms "BCU" and "BICU" appear throughout the Service Manual, however they mean the same thing. Please replace all instances of "BCU" with "**BICU**".

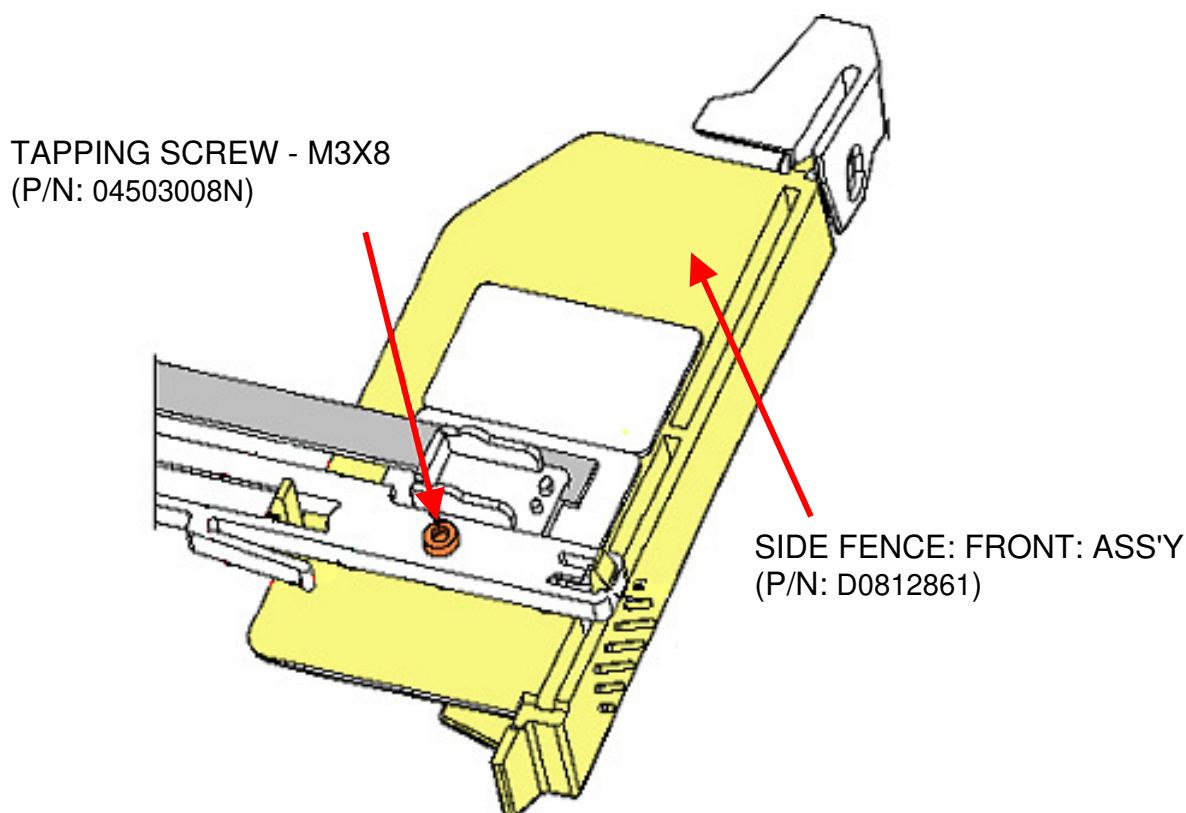
Model: Model V-C1	Date: 15-Oct-10	No.: RB132078
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Subject: SIDE FENCE:FRONT:ASS'Y		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☒ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1322861	D0812861	SIDE FENCE:FRONT:ASS'Y	1-1	X/O	57	6	-
-	04503008N	TAPPING SCREW - M3X8	0-1	As a set	57	104	New Index

Change: A tapping screw (M3x8) was added to the side fence front assembly.

Reason: To fix the assembly in place, so that it does not detach from the hook when it is slid.



Model: V-C1

Date: 26-Jan-11

No.: RB132079

Subject: Parts Catalog Correction (Bracket: Stay: Duct)

Prepared by: Takeshi Toriumi

From: 1st Overseas Tech Support Sec., 1st PQM Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

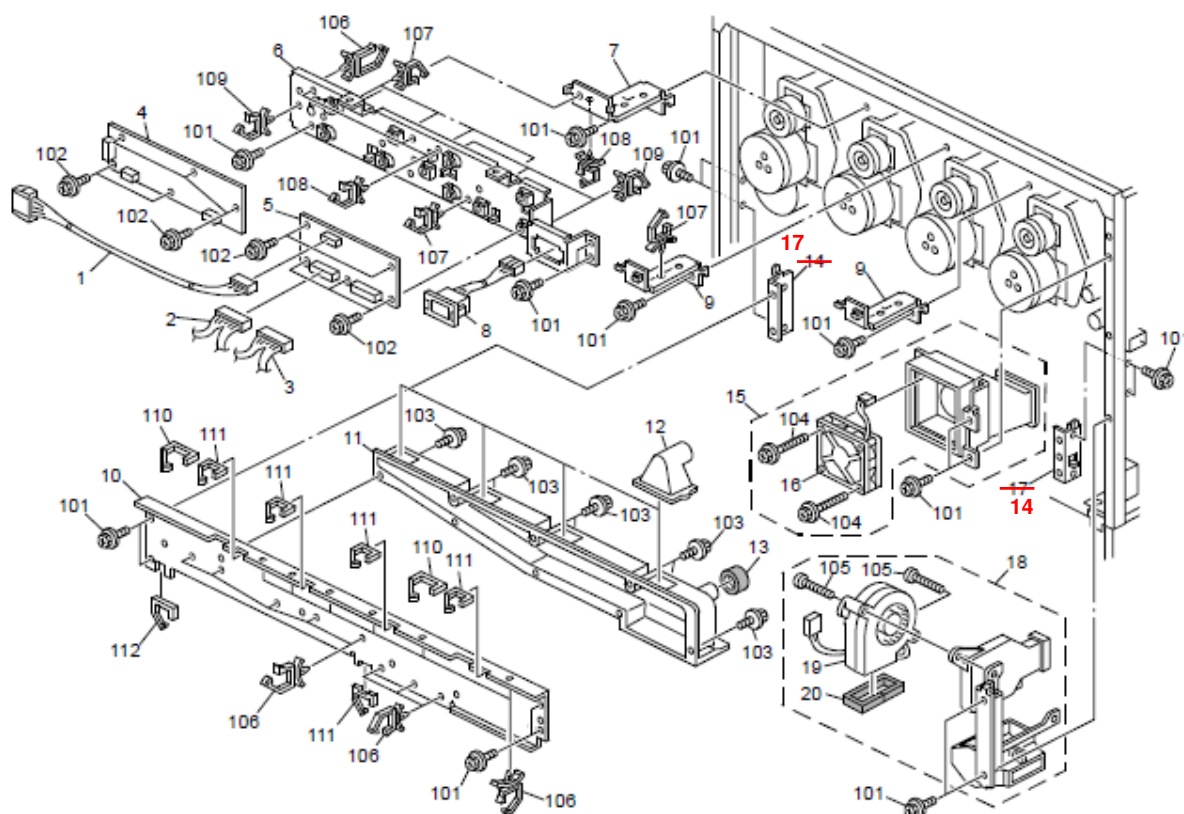
☐ Other ()

Change/Reason: The index numbers shown below were corrected.

72. Electrical Section 6 (B132/B181/B200)

Incorrect Index No.	Correct Index No.	Part No.	Description	Q'ty	Page	Note
14	17	B1322432	Bracket: Stay: Duct	1	159	-
17	14	B132 2433	Bracket: Stay: Duct: Right	1	159	-

72.Electrical Section 6 (B132/B181/B200)



Model: V-C1

Date: 22-Feb-11

No.: RB132080

Subject: Parts Information(Image Transfer Belt Unit)

Prepared by: Takeshi Toriumi

From: 1st Overseas Tech Support Sec., 1st PQM Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

☐ Other ()

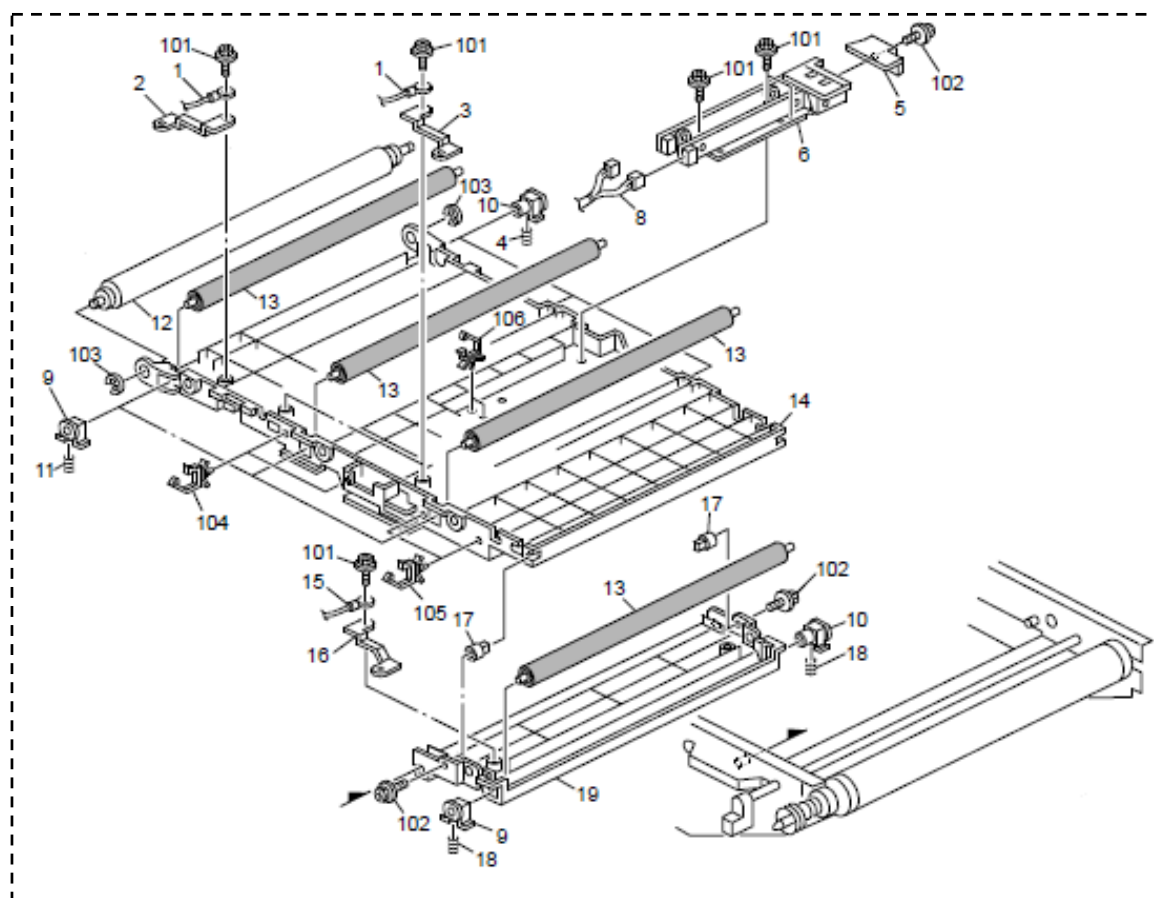
Parts Catalog Correction

37. Transfer Belt Unit 1 (B132/B181/B200)

Part No.	Description	Q'ty	Int	Pg.	Index	Note
B1326001	TRANSFER UNIT	1	-	89	*	-

Change/Reason: The parts information for the transfer unit was missing from the B132/B181/B200 Parts Catalog.

37.Transfer Belt Unit 1 (B132/B181/B200)



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Model: V-C1	Date: 08-Mar-11	No.: RB132081
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Subject: Parts Information(ADF)		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

12. Original Exit 2 (B132/B181/B200)

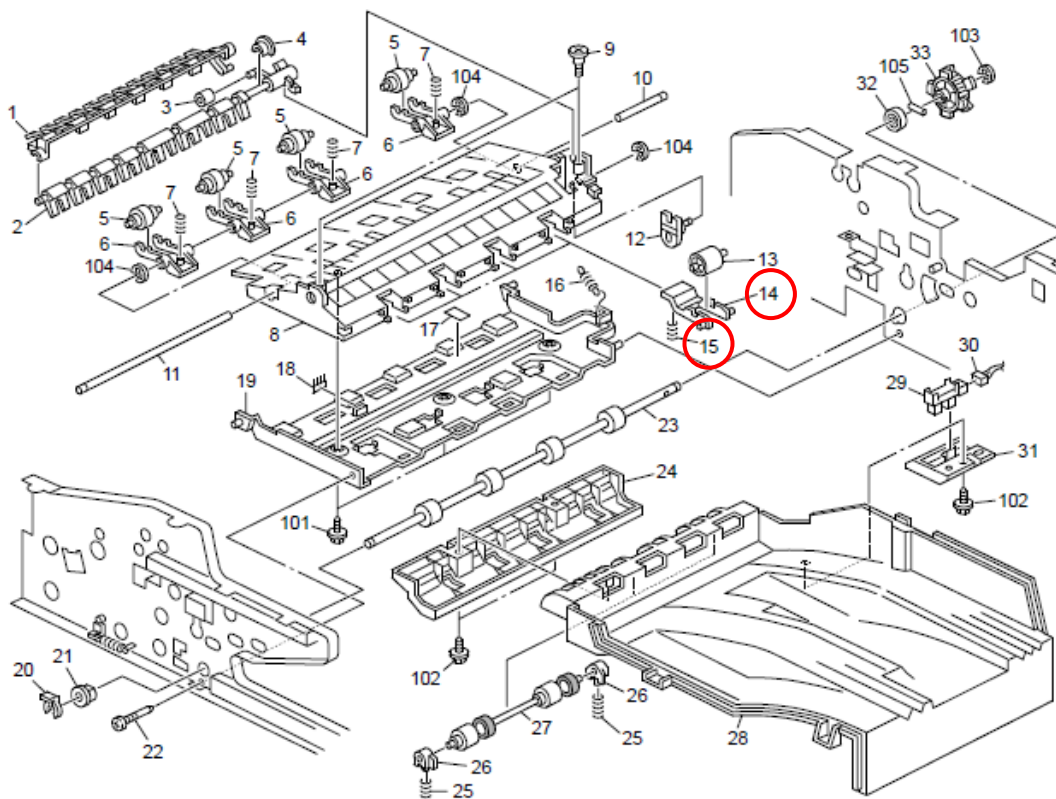
Old part number	New part number	Description	Q'ty	Int	Pg.	Index	Note
B6524517	D5524517	Arm: Pressure: Reverse: Lower	4-4	X/X	39	14	X/O as a set
B6524518	D5224518	Compression Spring	4-4	X/X	39	15	

Change: The shapes of these parts were changed.

Reason: To improve paper feed performance and minimize occurrences of paper jam.

Note: Install both new parts **together as a set**.

12.Original Exit 2 (B132/B181/B200)



Model: V-C1	Date: 22-Sept-11	No.: RB132082
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Subject: Stay: Frame: Left		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Other ()	☒ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

15. ARDF Frame (D014/D015)

Old part number	New part number	Description	Q'ty	Int	Pg.	Index	Note
B4771152	B6521152	Stay: Frame: Left	1-1	X/O as a set	45	2	-
-	11050511	Harness Clamp - LWS-0306ZC	1-1		45	105	

Change: A harness clamp has been added. Also, a hole for that harness clamp has been added to the Stay Frame Left.

Reason: To prevent the harness from touching the roller.

Before Parts Change



After Parts Change



Model: V-C1		Date: 10-Nov-11	No.: RB132083
Subject: Guide Plate: Paper Feed: Lower		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

8. Original Trans 1 (B132/B181/B200)

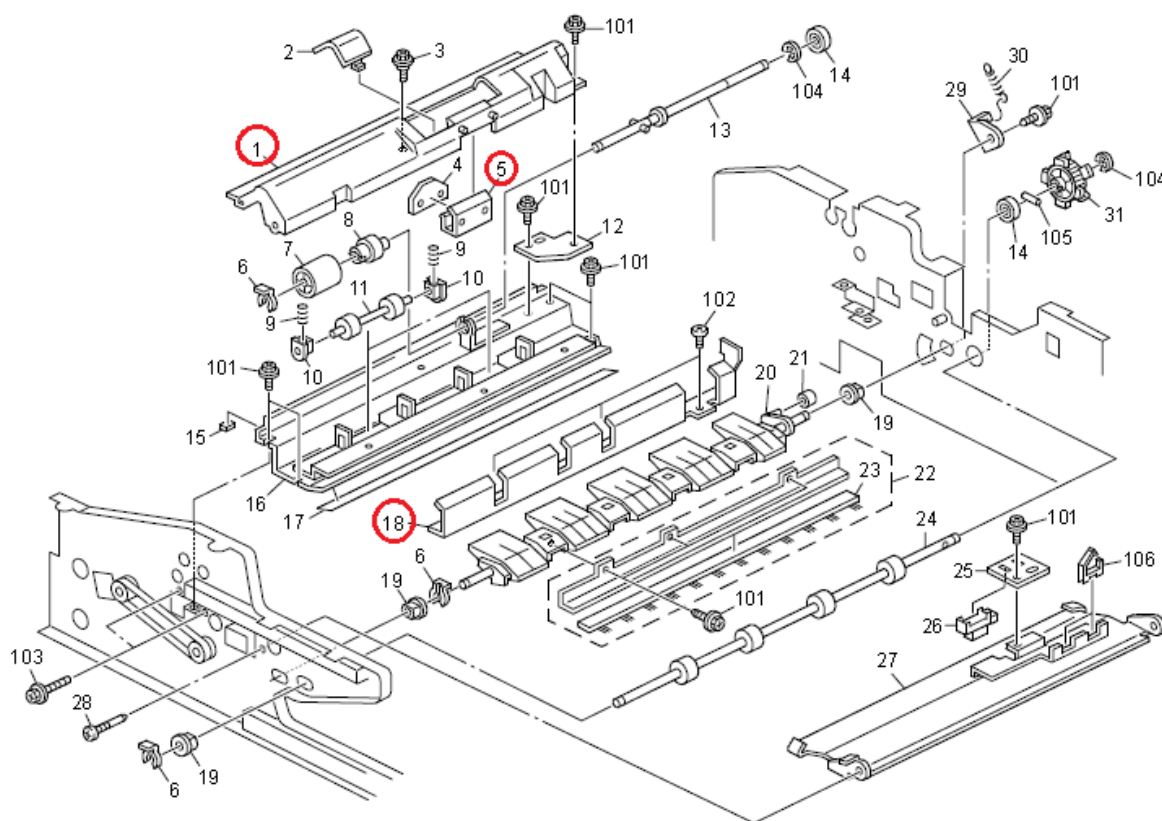
Old part number	New part number	Description	Q'ty	Int	Pg.	Index	Note
B6522142	B6522143	Guide Plate: Paper Feed: Lower	1-1	X/X	31	1	X/O as a set
B3011156	B6522146	Separation Pad Holder	1-1	X/X	31	5	
B6522432	B6522433	Guide Plate: Original Table	1-1	X/X	31	18	

Change: The shapes of these parts were changed (which changes the angle of attachment for the separation pad).

Reason: To minimize original feed jams and front-edge folding of the original.

Important: Install the new parts **together as a set**.

8.Original Trans 1 (B132/B181/B200)



Model: General		Date: 26-Feb-13	No.: RGene060
Subject: The System Software reloading error occurs when using HDD(D6504004/D0295795/D0295796)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

SYMPTOM

A formatting time-out error occurs when reloading the System software using an Ethernet network cable after replacing the HDD with one of the following:

D6504004 (160GB), D0295795 (500GB), D0295796 (500GB)

Note: Even under these conditions, there are cases in which the error does not occur. If it does not occur, the HDD can be used without any functional issues. However, the original storage capacity of the HDD (see CAUSE below) will appear on the Configuration Sheet / CWS (Command WorkStation).

CAUSE

The usable storage capacity of the HDD mentioned above was not “capped” to 80GB/160GB before the drives were registered as Service parts.

Note:

- Capping has been performed on HDDs installed in machines at the factory since the beginning of production.
- The D0295795 and D0295796 HDDs can be used on At/Ap-C2/C2.5, Mt-C4, because the specified HDD size of these machines is 500GB.

SOLUTION

Service parts:

The usable storage capacity has been capped.

In the field:

If the symptom occurs, replace the HDD with the following:

Model		Code	Specified value	New P/N
V-C1 EFI	Color Controller E-7000	D815-41/42	80GB	D5021020 (clipped from 500GB to 80GB)
V-C2 EFI	Color Controller E-7100	D380		
V-C3 EFI	Color Controller E-7200	D502		
At/Ap-C1 EFI	Color Controller E-3000/5000	G878/889		
At/Ap-C2 EFI	Color Controller E-3100/5100	D479/480		
At/Ap-C2.5 EFI	Color Controller E-3200/5200	D557/558		
B-C3 EFI	Printer Controller EB-135	G847	160GB	D6501020 (clipped from 500GB to 160GB)
At/Ap-C3 EFI	Color Controller E-3300/5300	D650/D651		