

Model: SP3		Date: 30-Sep-97	No: 1
Subject: SCU ROM Modification		Prepared by: A.Tokoyama	
From: QAC 2nd Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes the software modifications for the SCU board.

Two [Copy1 and MF Shell (Copy2)] ROMs have been changed for this modification

Problem	Countermeasure
If the paper is jammed during feed out after the final stapling print job, SC600 may occur. Switch the power off and on to reset the machine.	Modified software.
If the operator switches to printer mode regardless of any remaining paper in the duplex unit from a copier job, Controller Error 02 will occur.	Modified software.
When using the scanner function, the image density setting (dark/ light) has the opposite effect.	Modified software.
When using the scanner function, if an error occurred, it is possible to switch to the copier menu from the scanner mode directly and a controller error may occur.	Modified software.

Model: SP3

Date: 30-Sep-97

No: 1

When replacing the 2 ROMs, please replace them with the applicable combination shown in the table below.

Product Code	Language	ROM: Copy 1	ROM: MF Shell (Copy 2)	ROM: MSIS
A195-10,15,17,55	English (NA)	A1957717G	A1957720G	*(A1957723C)
A195-22	English (EU)	A6525102F	A6525103F	*(A6525101A)
A652-01	English (EU)	A6525102F	A6525103F	*(A6525101A)
A652-02	German	A6525132B	A6525133B	*(A6525131)
A652-03	French	A6525162B	A6525163B	*(A6525161)
A652-04	Italian	A6525202B	A6525203B	*(A6525201)
A652-05	Swedish	A6525232B	A6525233B	*(A6525231)
A652-06	Spanish	A6525262B	A6525263B	*(A6525261)
A652-07	Dutch	A6525302B	A6525303B	*(A6525301)
A652-08	Danish	A6525332B	A6525333B	*(A6525331)
A652-09	Norwegian	A6525362B	A6525363B	*(A6525361)

* : The software of this ROM has not been changed at this modification.

Model: Finisher for SP3		Date: 30-Sep-97	No: 2
Subject: SC101		Prepared by: E.Fukuyama	
From: QAC 2nd Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

For the machines on which the Finisher is installed, if a large amount of copies is made right after power-up, SC101 may occur. If SC101 occurs, please replace the Entrance Guide with part number A6122333. The installation procedure for the Entrance Guide is shown on the next page.

Symptom

SC101 occurs.

Cause

If the Entrance Guide is not installed in the proper position, a gap may develop between the Cover and the Main Frame through which the heat and humidity generated by the paper may enter and lead to high temperature/high humidity around the lamp stabilizer.

Countermeasure

MB#8 and MB#9 for the SR700 provide information concerning the change in shape of the Entrance Guide. Please refer to these MBs for further details concerning this modification.

ACTION

During the set-up of a Finisher manufactured after May 1997, please install the Entrance Guide in a manner that will prevent a gap from developing between the Cover and the Main Frame. Please refer to the attached page for this procedure.

In the event of an SC101 on a Finisher manufactured before April 1997, please replace the Entrance Guide with part number A6122333.

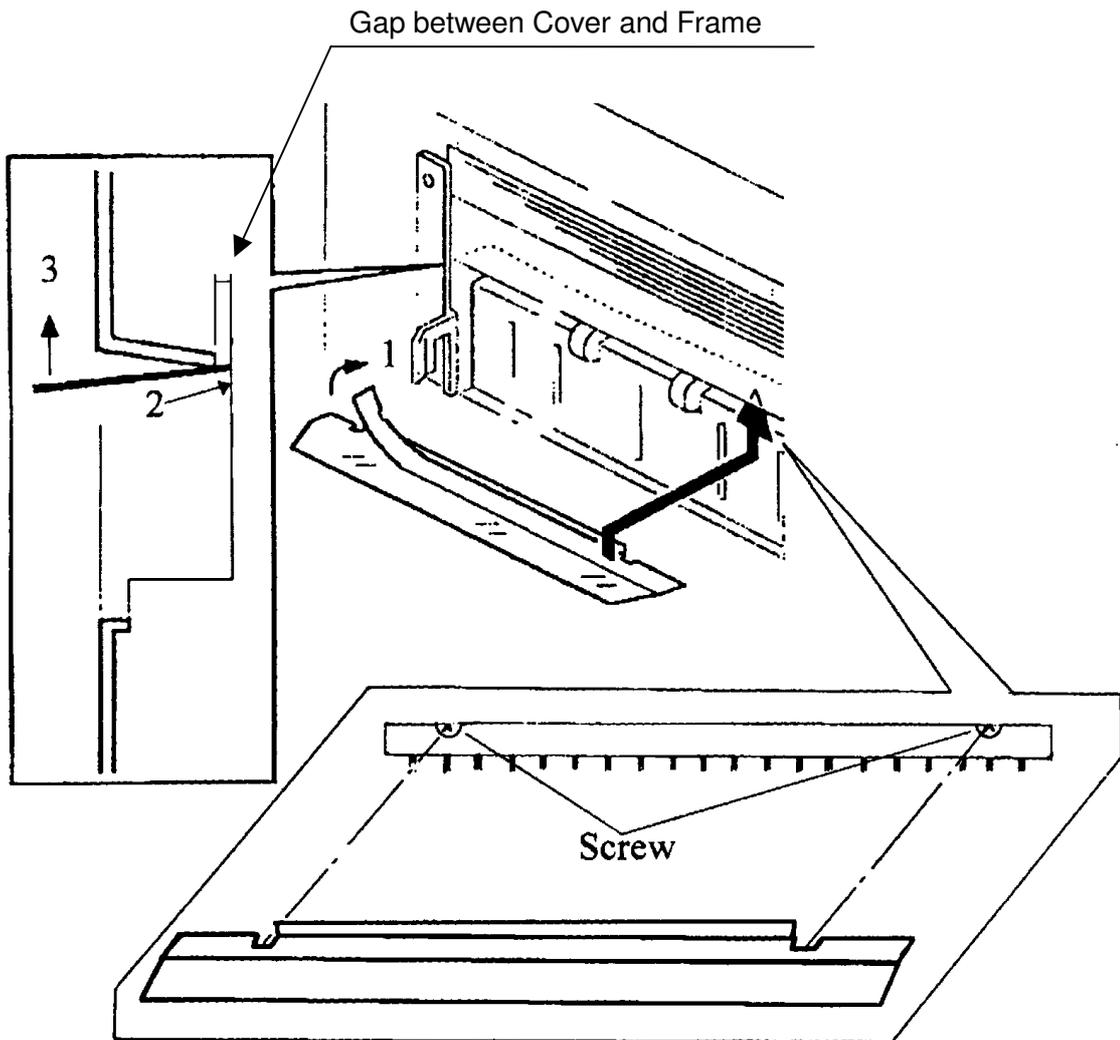
Model: Finisher for SP3

Date: 30-Sep-97

No: 2

Entrance Guide Installation Procedure

1. Peel off the tape seal for the Entrance Guide
2. Place the Entrance Guide on the Main Frame.
3. Attach the Entrance Guide to the Cover



New Entrance Guide

Model: SP3		Date: 31-Oct-97	No: 3
Subject: BCU ROM Modification		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes the software modification for the BCU board.

The new software version has been included in the SP3 machines from September production.

Problem	Countermeasure
Legal size paper (8 1/2" x 14") cannot be used in the by-pass tray. Request for a modification to allow the use of legal size paper.	SP mode 1900 has been added. When the side fence of the by-pass tray is set to 8 1/2", letter (11") or legal (14") size can be selected.

NOTE: To enable this function, the three ROMs (Copy1, MSIS, MF-Shell) on the SCU board should each be the latest version (the SCU ROM modification is described in RTB No. 1 for the SP3.).

BCU ROM and Board Part Number:

Product Code	ROM: BCU	BCU Board
A195-10,15,17,22,26,27,55,65	A1955104C	A1957728C

Model: SP3		Date: 31-Oct-97	No: 4
Subject: Controller Board ROM Modification		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This bulletin describes the software modifications for the printer controller board. The new software version has been included in the controller board from October production.

Category	Problem	Countermeasure
Scanner Option	When there is an original in the ADF and no paper on the exposure glass, if the user scans the original using the flat-bed original mode from the PC, the controller may hang up.	Modified software
Scanner Option	Whenever the power is on, the controller board sometimes performs a SCSI Bus reset.	Modified software
Scanner Option	When scanning using 256 gray scales, 300dpi, and the maximum scanning area, the controller cannot scan the image and a time out error occurs.	Modified software
New PCL Printer Driver (Software 2000)	Using the new PCL printer driver (by Software 2000), if a different paper tray is selected for the first page with this printer driver, the first page cannot be stapled together with the following pages	Modified software

Important: This modification is required if the scanner option is installed. Before the scanner option is installed, check the software version of the controller board. If it is ver. 2.29 or earlier, replace the controller software.

NOTE: Note that the software version used on the production line skipped from ver. 2.27 to 2.30.

Controller Board Part Number and Software Version:

Product Code	Controller Board	Software Version
A649-00	A6495100Q	ver. 2.30

RTB Correction

Reissue date: **31-Jan-98**

The items in bold italics have been added.

Model: SP3		Date: 15-Jan-98	No: 5
Subject: Controller Error		Prepared by: E.Fukuyama	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

A controller error was displayed due to a poor connection of the harness between the controller board and the hard disk.

Problem

LEDs D2, 3, 5, and 6 **or the LED D6** on the controller board were lit and a controller error was displayed on the operation panel.

Cause

Due to a poor connection of the harness between the controller board and the hard disk, the hard disk test cannot be executed.

Action

1. Check to see if the connector pins on the hard disk or the connector board are deformed.
If the pins are deformed, fix them if possible. Replace them if they cannot be fixed.
2. Check to see if there is any foreign material on the connector. If so, please remove it.
3. Reset the harness.
When inserting the harness into the connector, enough force should be applied to ensure that it is completely plugged in.

RTB Correction

Reissue date: **30-Apr-98**

The items in bold italics have been corrected or added.

Model: SP3		Date: 15-Mar-98	No: 6
Subject: SCU ROM Modification		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes the software modifications for the SCU board.

Two ROMs [Copy1 and MF Shell (Copy2)] have been changed for this modification.

The new software version has been included in the SP3 machines from February production.

Problem	Countermeasure
“Set Key-Counter” is displayed, when pressing the Printer/Scanner button on the operation panel to enter printer mode in User Code mode (which is only for the copier feature).	Modified software.
If the bypass tray is used for a copy job after a printing job using the bypass tray without closing the bypass tray to reset it, only a part of the image is printed with bypass tray feeding.	Modified software.

Model: SP3	Date: 15-Mar-98	No: 6
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When replacing the 2 ROMs, please replace them with the applicable combination shown in the table below.

Product Code	Language	ROM: Copy 1	ROM: MF Shell (Copy 2)	ROM: MSIS
A195-10,15,17,55	English (NA)	A1957717 H	A1957720 H	*(A1957723C)
A195-22	English (EU)	A6525102H	A6525103H	*(A6525101B)
A652-01	English (EU)	A6525102H	A6525103H	*(A6525101B)
A652-02	German	A6525132D	A6525133D	*(A6525131A)
A652-03	French	A6525162D	A6525163D	*(A6525161A)
A652-04	Italian	A6525202D	A6525203D	*(A6525201A)
A652-05	Swedish	A6525232D	A6525233D	*(A6525231A)
A652-06	Spanish	A6525262D	A6525263D	*(A6525261A)
A652-07	Dutch	A6525302D	A6525303D	*(A6525301A)
A652-08	Danish	A6525332D	A6525333D	*(A6525331A)
A652-09	Norwegian	A6525362D	A6525363D	*(A6525361A)

* : The software in this ROM has not been changed at this modification.



Model: SP3		Date: 15-Mar-98	No: 7
Subject: Software Upgrade Procedure Revision		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes the revision of the upgrade procedure for the SP3 printer controller software.

If the SP3 printer controller software must be upgraded in the field, please use the following procedure. New upgrade program files (SCOPY.BAT, FCOPY.EXE and TIMER.EXE) will be use to upgrade the new system software.

Please modify the section "Download New System Software" (from page 4-4) of the technical manual for the Printer/Scanner Controller Options.

----- Technical Manual for the Printer /Scanner Controller -----

2.3 DOWNLOAD NEW SYSTEM SOFTWARE

Download New System Software is used to update the controller system software from a personal computer through a parallel cable.

Preparation

- Provide a DOS based computer with a parallel port (LPT1 is used by default)
NOTE: MS-DOS or PC-DOS is required on the PC.
- Provide a standard parallel cable to connect the computer to the SP3.
- Provide new system software to download from the computer
- Provide the SCOPY programs under one directory (command files and BAT file).

i.e.

```
C:\SCOPY(directory)\SCOPY.BAT
                    FCOPY.EXE
                    TIMER.EXE
```

All these three files are required to download the system software.

Model: SP3

Date: 15-Mar-98

No: 7

2.3.2 HOW TO DOWNLOAD NEW SYSTEM SOFTWARE

NOTE: Before doing this, remove all printer/network cables from the SP3.

1. Check that the parallel cable is properly connected to the downloading computer.
2. Turn on the SP3, then turn on the computer.
3. Copy the new system software file to the computer's hard disk.
4. Check the location of the SCOPY program files (BAT file and EXE files) on the computer.
5. Check the printer port to which the parallel cable is connected (LPT1).
6. After the DOS prompt appears, change to the directory that contains the SCOPY program files,
7. On the SP3, enter the Maintenance Menu through the control panel. Refer to the "How to enter the Maintenance Menu" section.
8. On the SP3, press the "Execute" button in the "Download new system software" screen. The control panel displays the following message:
"Are you sure you want to Download New System Software?"
If the computer is ready to upload the software, press the "Yes" button.
9. On the computer, type the following at the DOS prompt in the directory where SCOPY.BAT is.
SCOPY (space)File name(space)

Example:

c:\SCOPY\SCOPY s201r.img LPT1

Model: SP3

Date: 15-Mar-98

No: 7

10. Press the "Enter" key on the computer

- The SP3 control panel displays the following message during software downloading.

"Downloading New System Software"

The computer displays the following:

[e.g.]

c:\SCOPY\SCOPY 201r.img

Start to downloading...

Please confirm on control panel if download is completed successfully.

⚠ CAUTION

Do not press any key or turn off the machine before confirming on the SP3 control panel that the software download was successful (i.e., until the following message is displayed).

Within approximately 2 minutes, the displayed message will be changed to the following message on the SP3 control panel automatically.

"System Flash Download is successful Power machine off and then on to restart."

NOTE: Depending on the PC configuration, the time to complete downloading software may differ.

11. After confirming a successful download, turn off and restart the machine.

12. Print out the Print Self Test to check the software version. (Refer to the Checking the Connections Section.)

NOTE: If the job cannot be completed, it may be necessary to change the LPT configuration.

Model: SP3		Date: 15-Mar-98	No: 8
Subject: Controller Software Modification		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes the software modifications for the printer controller board. The new software version has been included in the controller board from February production.

Category	Problem	Countermeasure
Scanner Option	When the NIC is installed, if the user scans an original using the grey-scale mode from the PC, the controller may hang up.	Modified software

Controller Board Part Number and Software Version:

Product Code	Controller Board	Software Version
A649-00	A6495100R	ver. 2.31

Model: NIC Option for SP3		Date: 15-Mar-98	No: 9
Subject: The floppy disk cannot be read		Prepared by: K.Ugaeri	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

Floppy disk for DOS cannot be read.

CAUSE

Some DOS floppy disks have been copied from the floppy disk for Unix.

SOLUTION

A. Stocked NIC board in the warehouse

Please replace the floppy disks in the carton box.

B. In the field

If you have this problem in the field, please replace the floppy disk.

* Regarding the new floppy disk kits, for the replacement please contact the Ricoh sales company.

Model: PS2 OPTION for SP3 (A650-00)		Date: 15-Mar-98	No: 10
Subject: No recognition & No reprogrammable		Prepared by: K.Ugaeri	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

The PS2 OPTION for SP3 (A650-00) has the following two faults.

SYMPTOMS

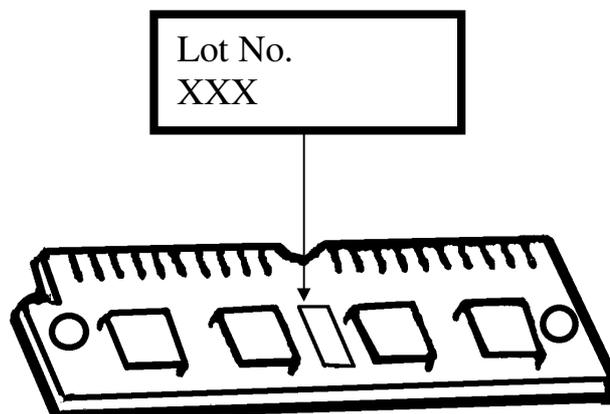
1. At installation, the PS2 board cannot be recognized.
2. New PS software cannot be reprogrammed into the PS2 board, because it is not possible to erase the programmed software before reprogramming it.

CAUSES

1. The program in some PS2 options was damaged due to noise on the cable between the PC and the checker in the factory which downloads the software.
2. The PS2 option uses flash ROMs from two vendors (Fujitsu and AMD). The AMD chips were used for the December production in 1997 and January production in 1998. These chips cannot be erased before programming new software.

ACTION REQUIRED

- A. Stocked PS2 options in the warehouse
Please replace them with new ones and send back the old ones.
- B. PS2 options in the field
1. When the PS2 board cannot be recognized after installing it, please replace it with a new one.
(Note) Before replacing it, please reinstall again and confirm that it can be recognized.
 2. Please replace all boards with the lot no. of 7Zxxx and 81xxx with new ones.
The lot no. is shown on the carton or on the label on the board as shown below.



Model: SP3		Date: 31-Mar-98	No: 11
Subject: SCU ROM Modification (RTB Correction)		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This bulletin corrects a previous technical bulletin (No.6 ; issued Mar.15th).

Please correct the following part numbers in the technical bulletin.

Product Code	Language	ROM: Copy 1	ROM: MF Shell (Copy 2)	ROM: MSIS
A195-10,15,17,55	English (NA)	A1957717J	A1957720J	*(A1957723D)

On the RTB 06	A1957717G	A1957720G	A1957723G
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Model: SP3		Date: 31-Mar-98	No: 12
Subject: Technical Manual Correction		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes revisions to the Service Program Mode Table for the SP3. Please modify the "Service Program Mode Table" section (page 16) of the technical manual for the SP3 technical manual.

This SP mode has been available from the beginning of the SP3 production. This is a correction to the service manual. Please add this SP mode to your manual.

Mode No.		Function	Settings
Class 1	Class 2		
1900		Max. Copies for Image Rotation	Select the paper length of the 8.5" width paper using the by-pass tray.
			8X11" 8X14"
			<i>This SP is for the 115V version only.</i>

NOTE: The default setting of this SP mode for the Lanier version is 8x14" from the last December production.

Model: SP3		Date: 31-Mar-98	No: 13
Subject: SCU ROM Modification		Prepared by: A.Tokoyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes the software modifications for the SCU board.

NOTE: This software modification has been released before the previous modification bulletin (RTB No.6). The following part numbers are not the latest versions. Please refer to RTB No.6 for the latest version.

This technical bulletin is issued only for modification history information.

Two ROM chips [Copy1 and MF Shell (Copy2)] have been changed for this modification.

This software version had been included in SP3 machines from December 97 production.

Engineering Change Request	Countermeasure
Lanier has requested us to change the default setting of the double counting for A3/DLT size from No to Yes (SP 5104).	Modified software. If Lanier is selected as the OEM code setting, this default setting will be used.
Lanier has requested us to change the default setting of the paper length of the 8.5" width paper from 11" to 14" (SP 1900).	Modified software. If Lanier is selected as the OEM code setting, this default setting will be used.

Model: SP3	Date: 31-Mar-98	No: 13
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Product Code	Language	ROM: Copy 1	ROM: MF Shell (Copy 2)	ROM: MSIS
A195-10,15,17,55	English (NA)	A1957717H	A1957720H	*(A1957723D)
A195-22	English (EU)	A6525102G	A6525103G	*(A6525101A)
A652-01	English (EU)	A6525102G	A6525103G	*(A6525101A)
A652-02	German	A6525132C	A6525133C	*(A6525131)
A652-03	French	A6525162C	A6525163C	*(A6525161)
A652-04	Italian	A6525202C	A6525203C	*(A6525201)
A652-05	Swedish	A6525232C	A6525233C	*(A6525231)
A652-06	Spanish	A6525262C	A6525263C	*(A6525261)
A652-07	Dutch	A6525302C	A6525303C	*(A6525301)
A652-08	Danish	A6525332C	A6525333C	*(A6525331)
A652-09	Norwegian	A6525362C	A6525363C	*(A6525361)

* : The software has not been changed in this modification.

NOTE: The above part numbers are not the latest versions. Please refer to RTB No.6 for the latest versions.

RTB Correction

Reissue date: **30-Apr-98**

The items in bold italics have been corrected or added.

An illustration has been added.

Model: SP3		Date: 15-Apr-98	No: 14
Subject: Duplex Jam		Prepared by: A.Sasaki	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

1. During paper feed from the duplex unit, the leading edge of the paper is bent or a no-feed jam occurs.
2. During stacking in the duplex unit, a stacking jam occurs.

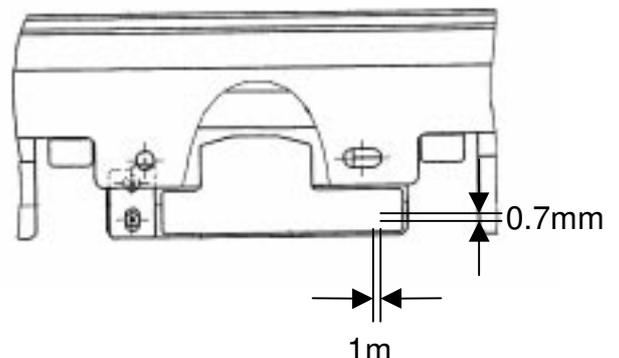
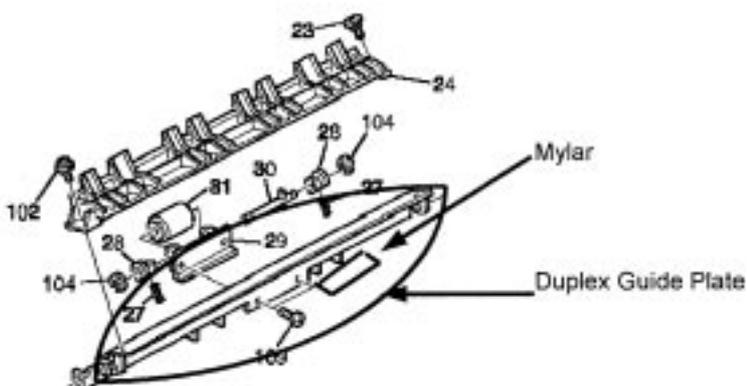
ACTION

1. Paper feed jam (leading edge bent or non-feed)
 - 1) Check to see if the duplex guide mylar is set properly. If it is bent or out of position, please replace ***the duplex guide mylar (A1344670)*** or the duplex guide plate ***(A1344662)***.

Method: Rotate the feed roller by hand. If it makes a clicking sound it is OK.

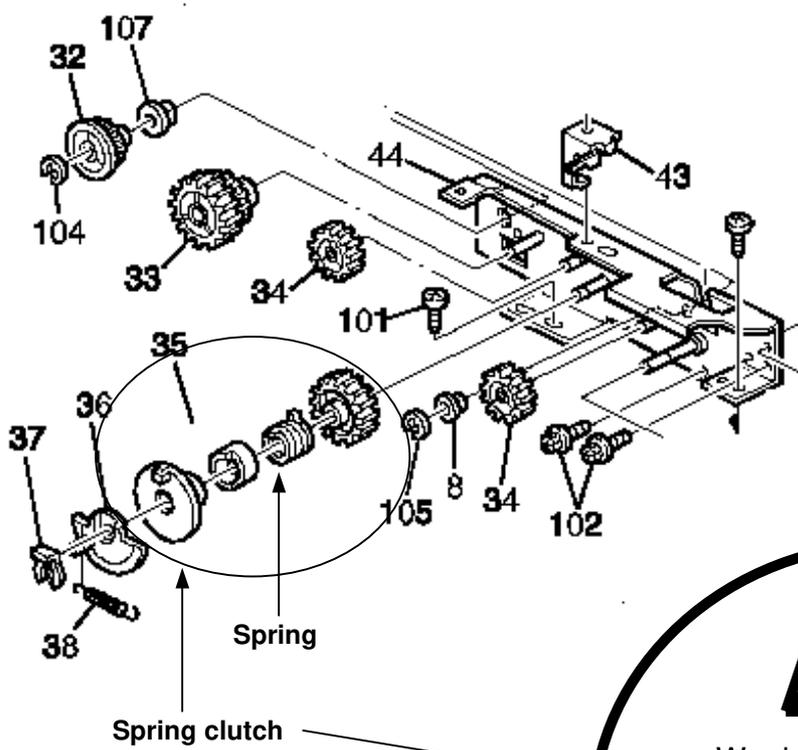
(If the mylar is bent or out of position, the leading edge of the copy may be bent or no-feed jams may occur.)

Reattaching the mylar (as shown below) is a temporary countermeasure. As a permanent countermeasure, the duplex guide plate should be replaced.

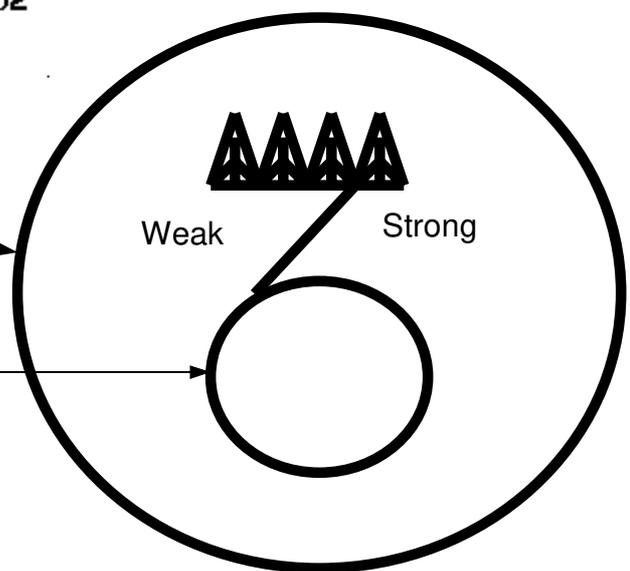


Model: SP3	Date: 15-Apr-98	No: 14
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- 2) If 1) does not solve the problem, change the position of the spring in the spring clutch to increase the pressure on the bottom plate, or replace the spring clutch.
 - By adjusting the spring setting, the pressure on the bottom plate in the duplex unit increases. The stronger it is set, the more effective it is. (If the pressure on the bottom plate is insufficient, no-feed paper jams may occur.)



There are 3 settings for the spring. The one on the right is the strongest.



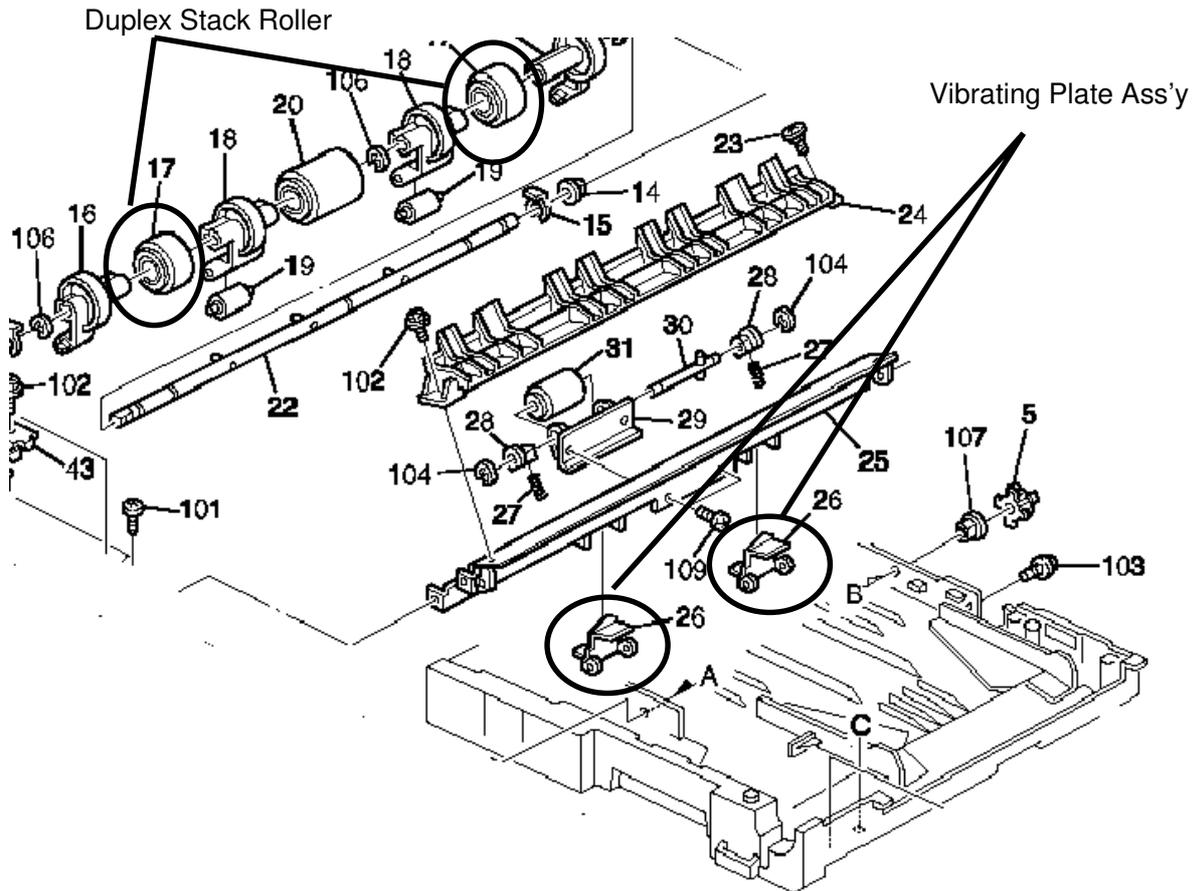
Spring clutch as viewed from the rear of the unit

- 3) If 2) does not solve the problem, change the spring clutch (P/N AB040015) to a modified one (P/N AB040017). (Refer to an MB for the details of the modification.)

Model: SP3	Date: 15-Apr-98	No: 14
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2. Stacking Jams

- 1) Check the condition of the mylar setting on the vibrating plate ass'y. If it is bent or damaged, replace the vibrating plate ass'y (A1544626)
 Rotate the duplex stack roller. If it makes a clicking sound, it is OK.
 (If the mylar is bent or damaged, stack jams may occur.)



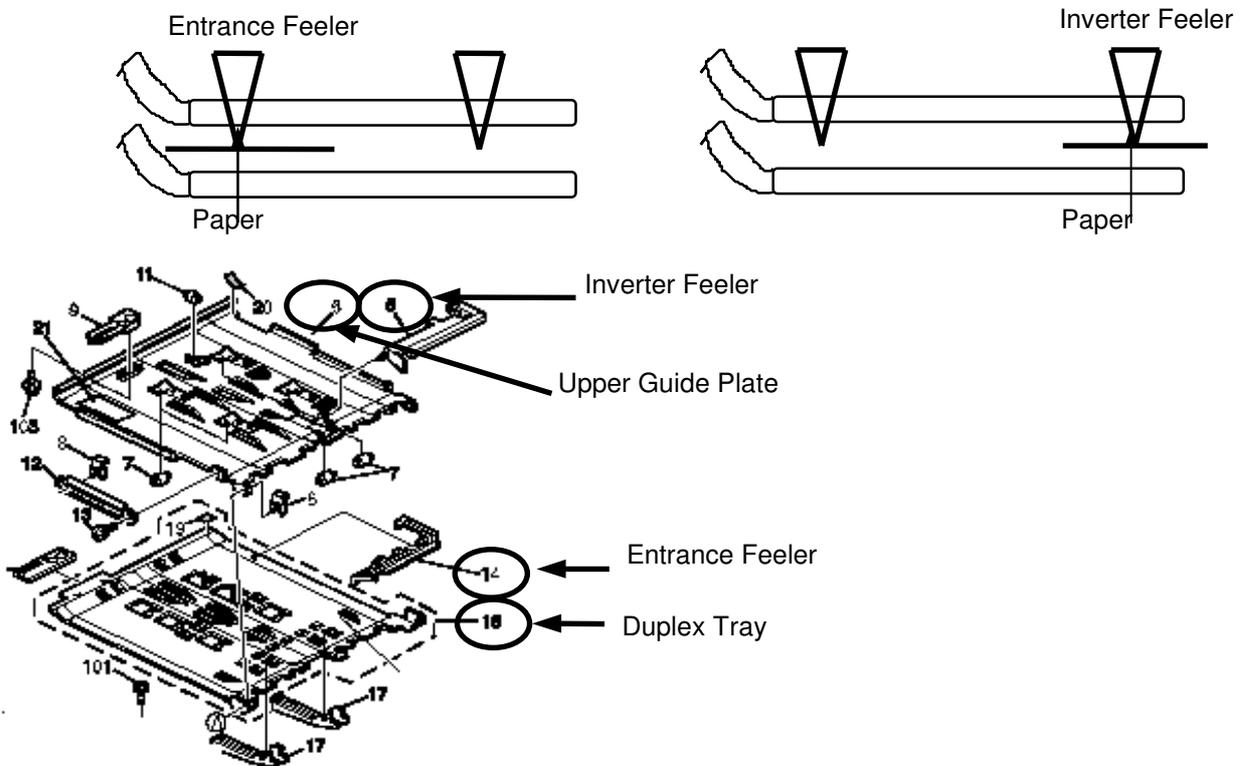
Model: SP3	Date: 15-Apr-98	No: 14
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2) Check to see if the upper guide plate (A13444732) or the duplex tray are deformed. If so, replace the parts.

Check procedures: Pull out the duplex unit and put paper in between the upper guide plate and the duplex tray as shown below. Next, insert the tray and note whether or not a duplex jam is indicated. If it is, then it's OK. (This checks the inverter feeler detector and the entrance feeler detector.)

- Please inform the users that they should pull out the duplex unit all the way when removing paper when a jam occurs. If the duplex unit is only pulled out part way, this may lead to deformation of the upper guide plate and the duplex tray.

- Duplex Jam indicated = OK -



3) Check to see if there is enough grease on the SP clutch.

*Grease should be added at the 120K PM visit. Grease: Mobil Temp 78.

Lack of grease may result in stack jams.

Model: SP3		Date: 31-Aug-98	No: 15
Subject: SCU ROM Modification		Prepared by: E.Fukuyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This bulletin describes the software modifications for the SCU board.

Three [MSIS, Copy1 and MF Shell] ROMs have been changed for this modification.

Caution

North American Model

When replacing with the new ROM, the User Tools file is initialized. Before replacing the ROM, please use SP-5990-1 to perform the SP Mode Data Printing. After replacing the ROM, please re-write the values of the printed SP Mode data.

European Model

When replacing with the new ROM, the User Tools and the SP files are initialized. Before replacing the ROM, please use SP-5990-1 to perform the SP Mode Data Printing. After replacing the ROM, please re-write the values of the User Tools and the printed SP Mode data.

Problem

There were only 20 User IDs available and there were requests from the field to increase this number.

Countermeasure

The number of User IDs has been increased from 20 to 250.

Model: SP3

Date: 31-Aug-98

No: 15

When replacing the 3 ROMs, please replace them with the applicable combination shown in the table below.

Product Code	Language	ROM: Copy 1	ROM: MF Shell (Copy 2)	ROM: MSIS
A195-10,15,17,55	English (NA)	A1957717K	A1957720K	A1957723F
A195-22	English (EU)	A6525102J	A6525103J	A6525101C
A652-01	English (EU)	A6525102J	A6525103J	A6525101C
A652-02	German	A6525132E	A6525133E	A6525131B
A652-03	French	A6525162E	A6525163E	A6525161B
A652-04	Italian	A6525202E	A6525203E	A6525201B
A652-05	Swedish	A6525232E	A6525233E	A6525231B
A652-06	Spanish	A6525262E	A6525263E	A6525261B
A652-07	Dutch	A6525302E	A6525303E	A6525301B
A652-08	Danish	A6525332E	A6525333E	A6525331B
A652-09	Norwegian	A6525362E	A6525363E	A6525361B

Model: SP3		Date: 30-Apr-99	No.: RA195016
Subject: Scanned Image in the Hard Disk		Prepared by: E. Fukuyama	
From: Technical Service Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Software explanation)		

We sometimes receive enquiries concerning the memory deletion from the hard disk when copies are made using digital copiers.

Certainly, some customers may be worried that the scanned original image stored on the hard disk can be recalled by someone else.

Please explain to customers when required.

In the copy mode, when an original is scanned, the scanned original is stored as an image on the hard disk.

The stored image on the hard disk is deleted when the job is completed (when the Start key turns green for the next job).

Model: AD3, SP3 and AD50		Date: 09-Jul-01	No.: RA133023
Subject: SC341		Prepared by: E. Fukuyama	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

Please add the following to your service manuals:

SC341: Development Motor Lock

- Definition - [B]

The development motor lock signal remains high (unstable rotation) for 1 second or longer.

- Possible causes -

- Too much load on the drive mechanism
- Development motor defective

Model: SP3		Date: 13-Mar-03	No.: RA195017
Subject: Trobleshooting for the PSU problem		Prepared by: Y.Urushihara	
From: Technical Services Sec. Service Planning Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

When the Start key is pressed, the machine powers down then powers back up.

CAUSE

An L8 temperature increase (to 105 degrees) caused over-current to flow through it when the main power was turned on, which in turn activated the protective circuit causing the power to turn off.

SOLUTION

The resistance of the circuit's R82 (for protection against over-current) has been increased from 10 to 12 Ohms.

The P/N change for the DC Supply Board is as follows.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AZ240031	A1959500	DC SUPPLY BOARD (230V)	1-1	X/O	75	15	