

Model: Met-MF3		Date: 25-Jan-19	No.: RD0BL001
Subject: Announcement for Customer Engineer Tool		Prepared by: Y. Taniguchi	
From: Technical Support Sect., Service Strategy Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive Other ()	Action required Service manual revision Retrofit information Tier 2 Tier 0.5

An SOP application which can support the maintenance operations is released.

1. Overview

Customer Engineer Tool is an SOP application which can confirm and execute some SP modes by graphical UI. It is more understandable than previous SP modes by text-based UI. As of today, only English is supported. Please switch SOP language setting to English before launching this application.



2. Supported Products

Model	Product Name	Required Firmware Version
MET-C2	MP C2004/C2504/C3004/ C3504/C4504/C5504/C6004	System Copy v1.24 or later
MET-C2.1	MP C2004ex/C2504ex/C3004ex/ C3504ex/C4504ex/C5504ex/C6004ex	System Copy v1.11 or later
MET-MF3	IM C2000/C2500/C3000/C3500/ C4500/C5500/C6000	System/Copy v1.03.2 or later (System/Copy v1.03.2 is included in Package v1.01)

Note: This document will be updated when another product is supported.

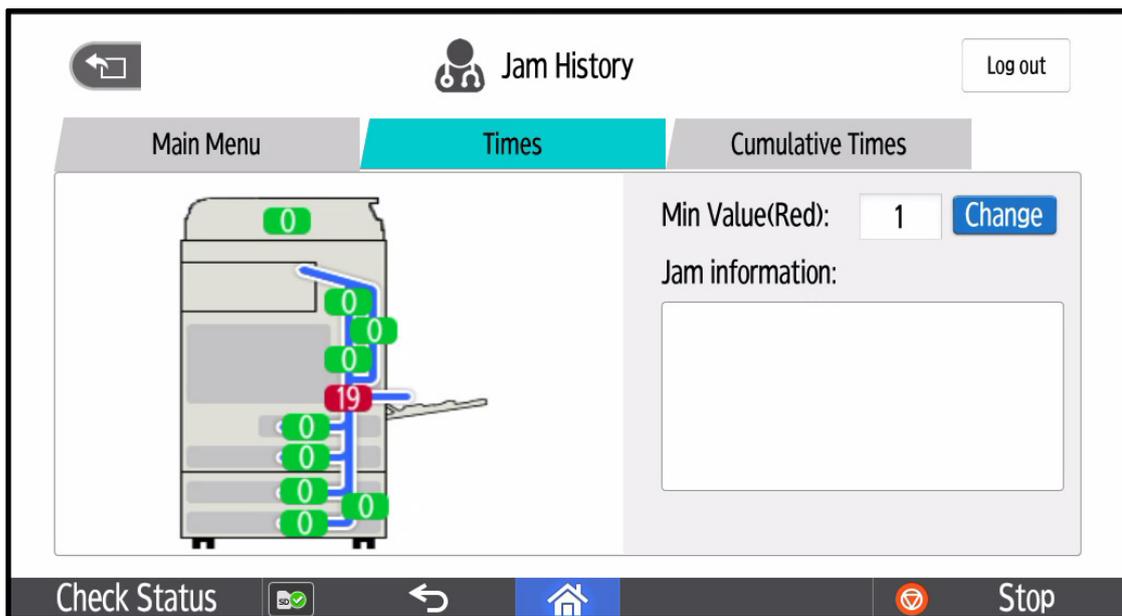
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3. Features

Category	Feature
Machine History Monitor	JAM HISTORY
	ENVIRONMENT HISTORY
	TONER BOTTLE LOG
	MACHINE ERROR DATA DISPLAY
Maintenance support	ENGINE I/O CHECK
	TEST PATTERN PRINT
	ABNORMAL IMAGE SCAN

3-1. JAM HISTORY

Jam times and locations can be confirmed. Please utilize this feature when fixing Paper Jam.

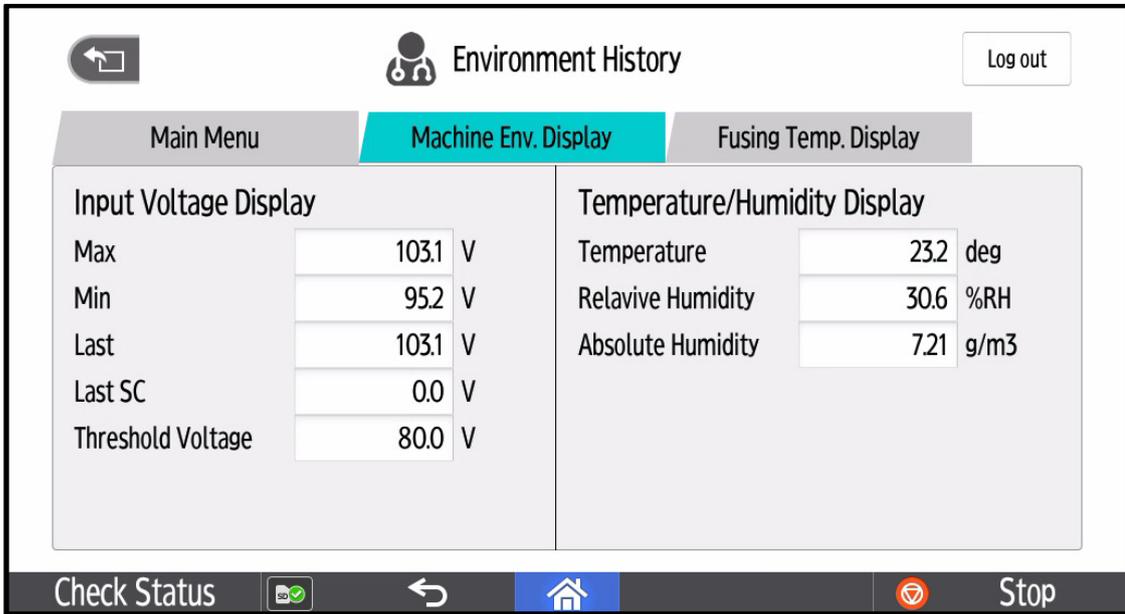


Note: "Time" can be reset by SP7-807-001 (SC/JAM counter clear). "Cumulative Times" CANNOT be reset.

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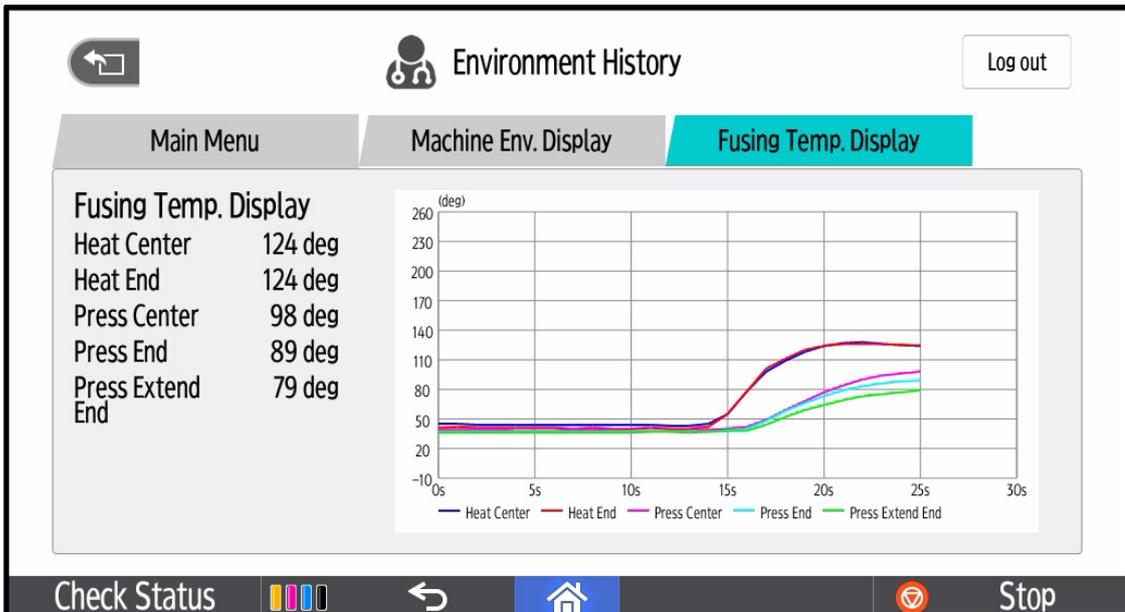
3-2. ENVIRONMENT HISTORY

Input voltage and Ambient Temperature/Humidity can be monitored. Please utilize this feature when troubleshooting SC codes or Image quality issues.



Note: The target of "Last SC" is SC541 to SC584.

Fusing temperature can be confirmed as a timeline. Please utilize this feature when troubleshooting Fusing SC or Fusing offset.



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3-3. TONER BOTTLE LOG

The detailed information for the 5 latest Toner cartridges can be confirmed. Please utilize this feature to check the toner consumption history.

Toner Bottle Log [Log out]

Main Menu **Toner Bottle Log**

Toner Bottle Type: Black

Black	1(New)	2	3	4	5(Old)
Serial No.	1807MJ30007081	1807MJ30007081	1606MJ32055543		
Attachment Date	2018/11/12 17:50	2018/10/26 15:55	2018/06/14 14:14		
Attachment: Total Counter	37	37	0		
Refill Information					
Diff:Date	17	134			
Diff:Total Counter	0	37			

Check Status [Home] [Stop]

3-4. MACHINE ERROR DATA DISPLAY

The logged Fusing Temperature for the latest SC codes can be confirmed here. Please utilize this feature when troubleshooting Fusing SC.

Machine Error Data Display [Log out]

Main Menu **Fusing Error Data**

Fusing SC Error Time Info

Temperature (C) [Y-axis: -100 to 300]

Time [X-axis: Time1, Time2, Time3]

Legend:

- HPR Roller Ctr
- HPR Roller End
- Press Roller Ctr
- Press Roller End
- MC Sensor Ctr
- MC Sensor End

Save To SD Card

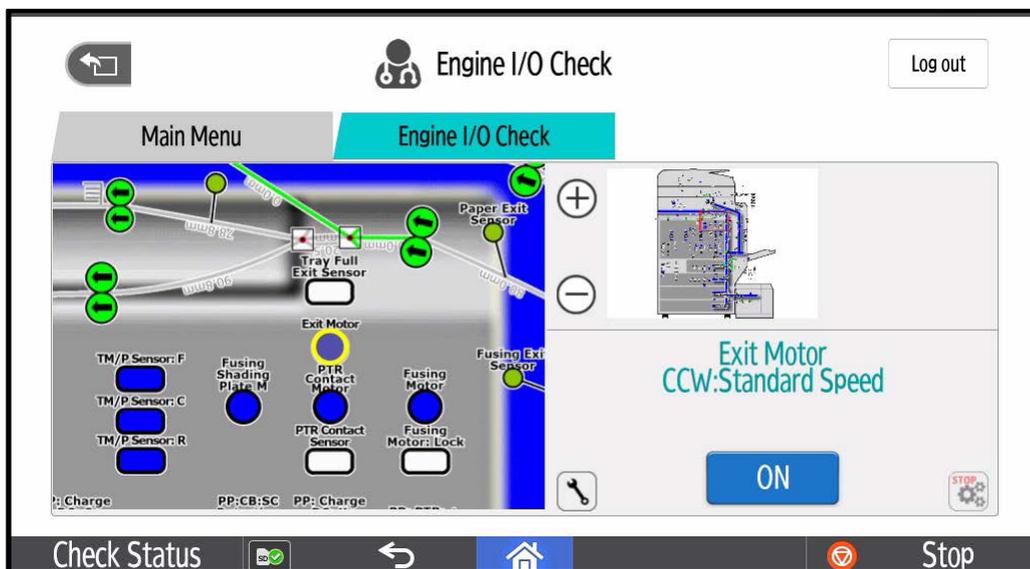
Check Status [Home] [Stop]

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3-5. ENGINE I/O CHECK

Input/Output check for each Motor/Sensor/Others can be executed here. All the elements are specified on the machine layout diagram. Up to 3 elements can be enabled simultaneously. Maximum drive time is 60 or 30 seconds for each element.

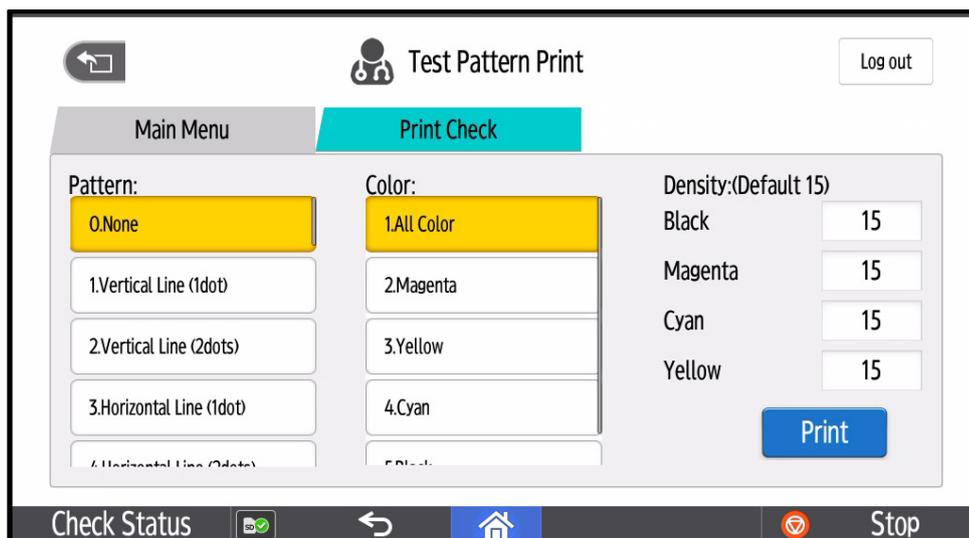
Please utilize this feature when troubleshooting Noise issues, Paper Jam or other issues.



Important: Please disconnect the Network cable, USB cable and FAX Line before using this feature in order to prevent job conflict.

3-6. TEST PATTERN PRINT

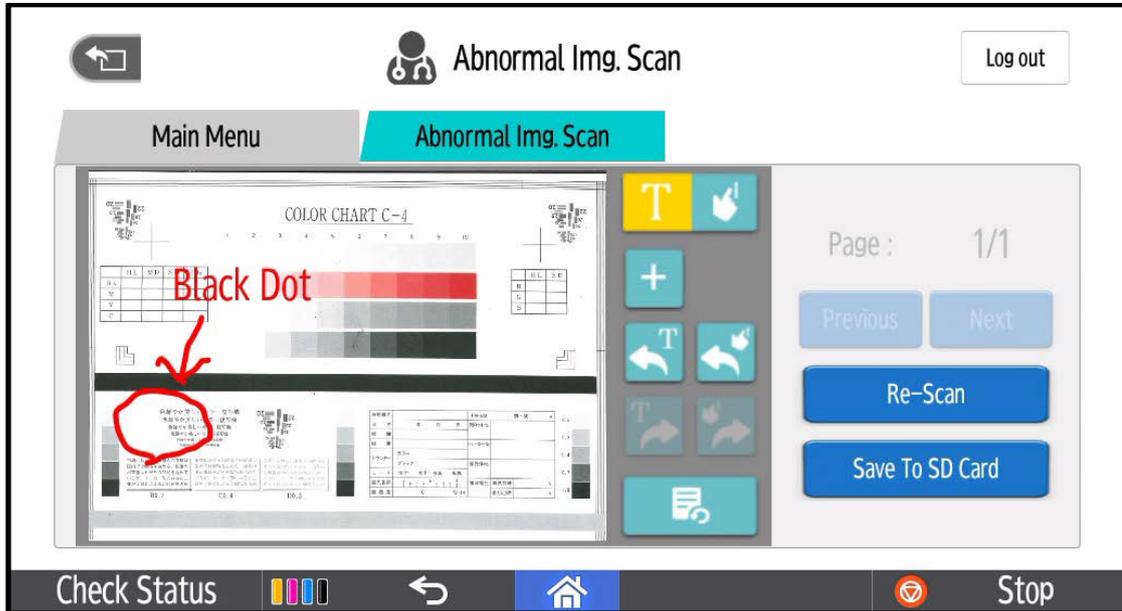
The test patterns can be printed under this menu. Pattern type, Color, and Density can also be adjusted. Please utilize this feature for Image Quality Issues or other problems.



Important: Please disconnect the Network cable, USB cable and FAX Line before printing test pattern to prevent job conflict.

3-7. ABNORMAL IMAGE SCAN

An original can be scanned and comments and marks can be added. This feature can be utilized to save and report Image Quality issues.

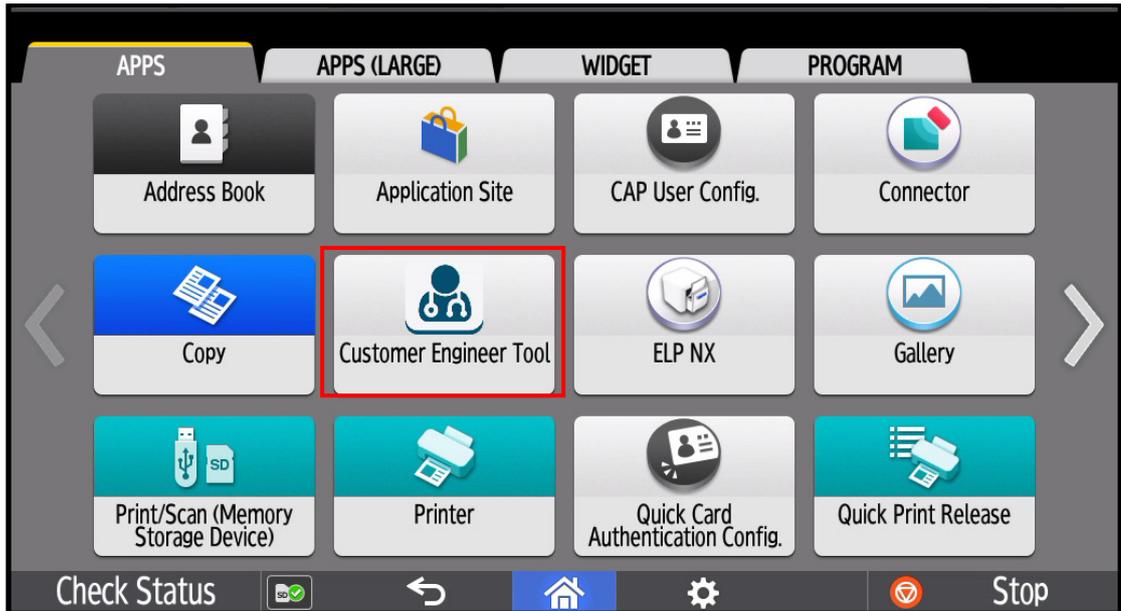


Important: Please be sure to get approval from the customer when you save the scanned images of a customer's documents.

4. Installation procedure

The installation procedure is the same with other SOP applications.

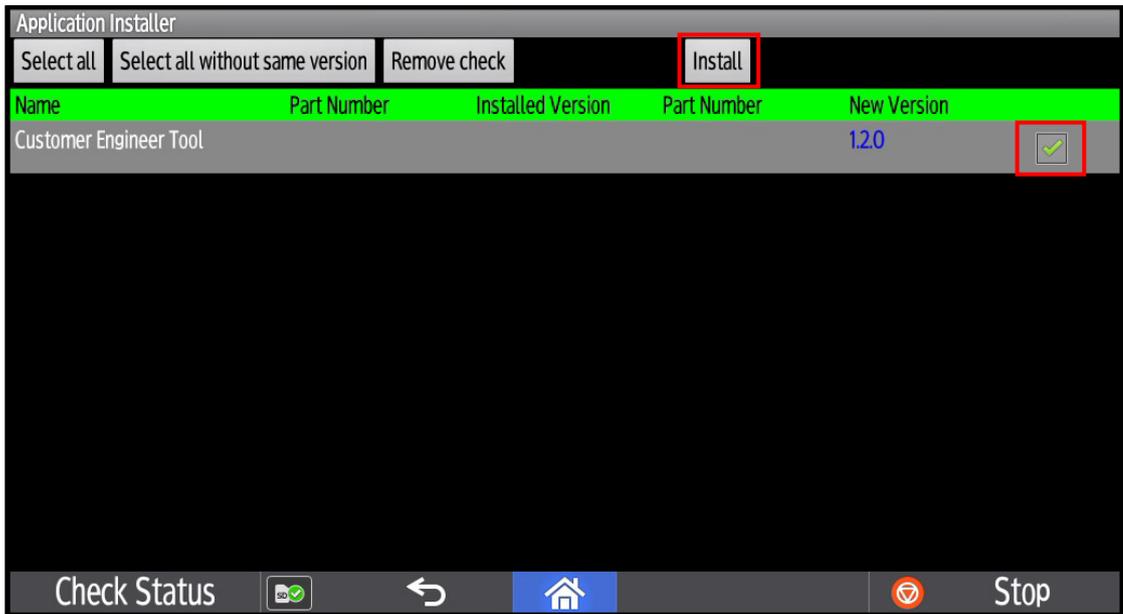
Important: After the installation, the icon of Customer Engineer Tool is shown in the application list as shown in the below image. Please ask for customer's approval before installing the application to prevent confusion and inquiry from the customer.



- 4-1. Save the .zip file of Customer Engineer Tool in the “app” folder created in the root level of the SD card.
- 4-2. Enter SOP SP mode and choose “APPS” -> “Install” -> “Install from SD card”.
- 4-3. Insert the SD card to the left slot on SOP.

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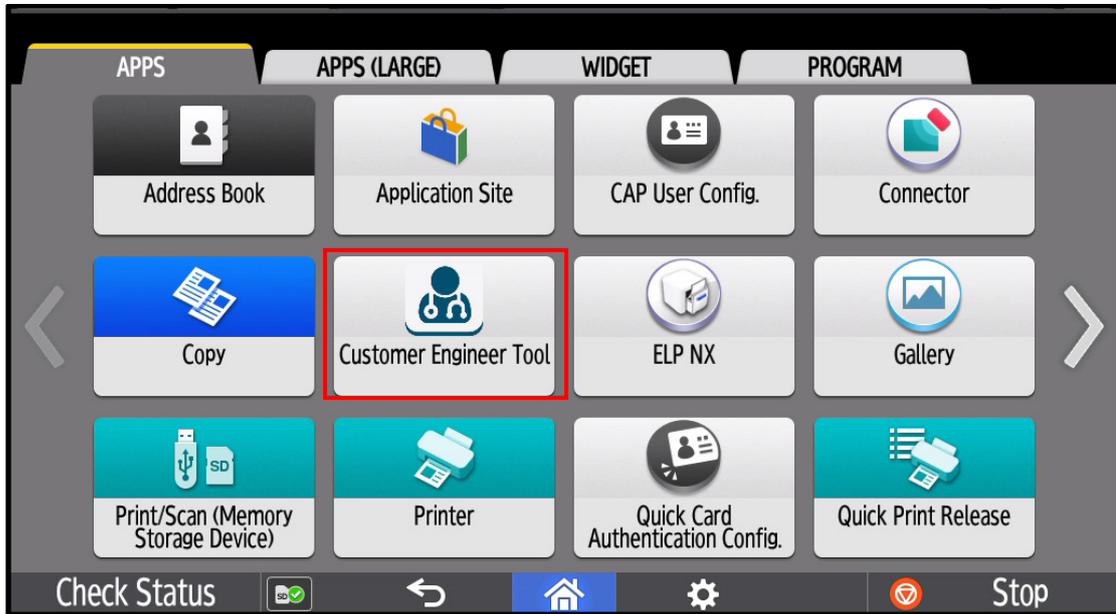
4-4. Check "Customer Engineer Tool" and then press "Install".



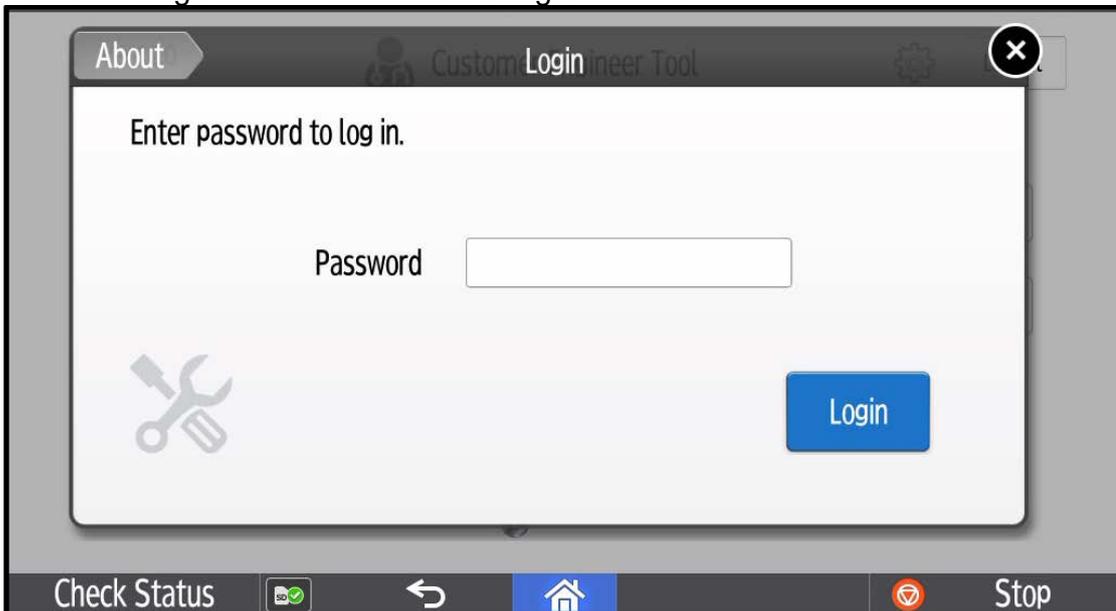
4-5. Exit SOP SP mode.

5. How to launch

5-1. Press the icon of Customer Engineer Tool from APPS menu.



5-2. Enter the 6 digits number when entering SP mode.



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6. Reference

Each feature is based on the following SP mode.

Category	Feature	Reference SP
Machine History Monitor	JAM HISTORY	SP7-504-XXX (Times) SP7-509-XXX (Times) SP7-505-XXX (Times) SP7-514-XXX (Cumulative Times) SP7-519-XXX (Cumulative Times) SP7-515-XXX (Cumulative Times)
	ENVIRONMENT HISTORY	SP1-133-XXX (Input voltage) SP3-260-XXX (Temp/Humid) SP1-106-XXX (Fusing Temp)
	TONER BOTTLE LOG	SP7-935-XXX (Black) SP7-936-XXX (Magenta) SP7-937-XXX (Cyan) SP7-938-XXX (Yellow)
	MACHINE ERROR DATA DISPLAY	SP1-141-XXX (Fusing SC)
Maintenance support	ENGINE I/O CHECK	SP5-803-XXX (Input check) SP5-804-XXX (Output check)
	TEST PATTERN PRINT	SP2-109-XXX (Test pattern)
	ABNORMAL IMAGE SCAN	-

Reissued : 7-Mar-19

Model: Met-MF3	Date: 27-Feb-19	No.: RD0BL002a
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RTB Reissue

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

Subject: Cannot log in during the daylight-saving time		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Cannot log into the MET-MF3 with Kerberos Authentication when the machine switches to Daylight Savings (Summer) time when the following conditions are met.

- 1) One of the following solutions is installed.

SLNX ver. **3.2** or later
 GSNX ver. **2.5** or later
 CAP V2 ver. ~~2.5.100~~ **2.5.000** or later

Note: These are native Android apps on which Kerberos Authentication is configurable.

AND,

- 2) The Time Zone (UP mode) is set to one of the affected time zones shown below.

Affected time zones	UTC offset (Default)
HST (Honolulu, USA)	UTC-10
AKST (Anchorage, USA)	UTC-9
PST (Los Angeles, USA)	UTC-8
MST (Phenix, USA)	UTC-7
CST (Chicago, USA)	UTC-6
NST (Newfoundland, Canada)	UTC-3:30
AZOT (The Azores) /CVT (Cape Verde)	UTC-1
IRST (Tehran, Iran)	UTC+3:30
AMT (Baku, Azerbaijan) /SAMT (Samara, Russia)	UTC+4
ACST (Darwin, Australia)	UTC+9:30
ACST (Adelaide, Australia)	UTC+10:30
NZST (Auckland, New Zealand)	UTC+12
CHAST(Chatham)	UTC+12:45

Reissued : 7-Mar-19

Model: Met-MF3	Date: 27-Feb-19	No.: RD0BL002a
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CAUSE

Due to a software bug, when the machine switches to Daylight Savings (Summer) time, the Unix Time setting in the SOP (Cheetah Operation Panel) does not match that on the server. As a result, an authentication error is triggered and login via Kerberos Authentication is not possible.

SOLUTION

Permanent solution:

Update the package firmware to **ver 1.02.01**

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package(ALL)	1.02.1	D0BL5592B
MET-MF3cde	Package(ALL)	1.02.1	D0BN5592B

Countermeasure firmware: Cheetah System [M2a_System] D0BQ1450E Ver. 1.05.1

Temporary solution:

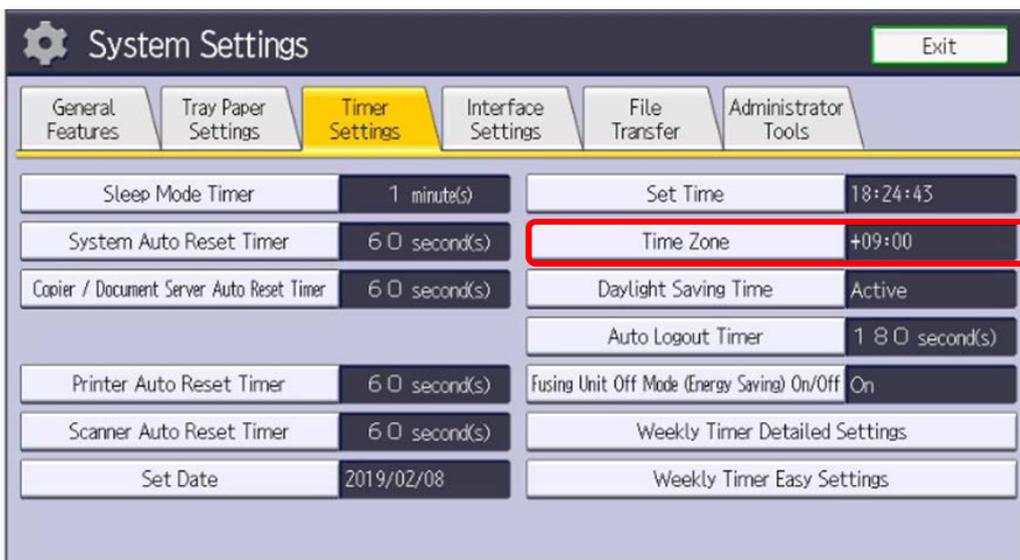
Do the **PROCEDURE** below.

Note: By doing this, the time zone information of the Android OS will effectively cease to exist. As a result, the Daylight Savings time setting is not applied (is effectively disabled).

PROCEDURE

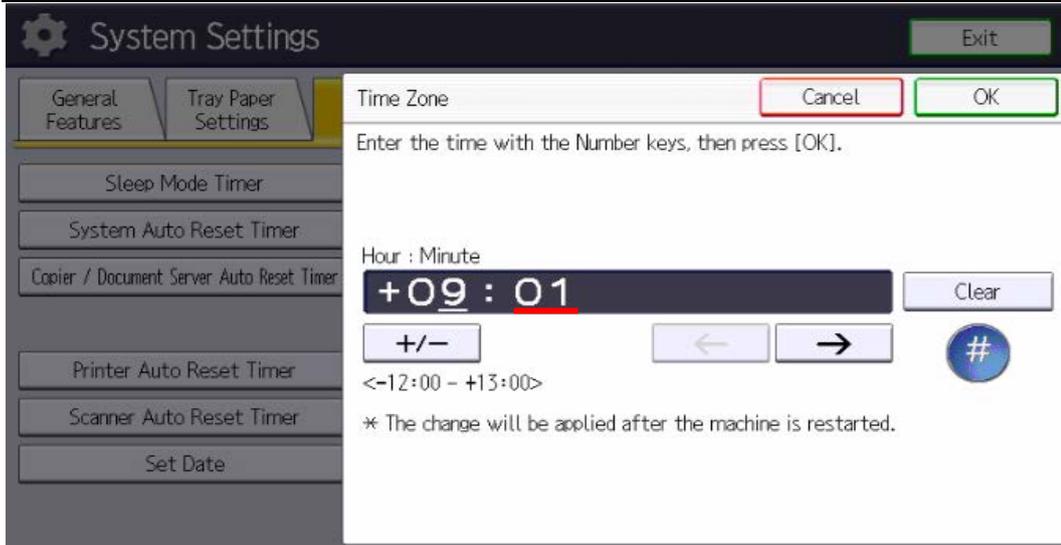
1. Increase the Time Zone setting by **one minute**.

Settings > Machine Feature Settings > System Settings > Timer Settings > Time Zone



Reissued : 7-Mar-19

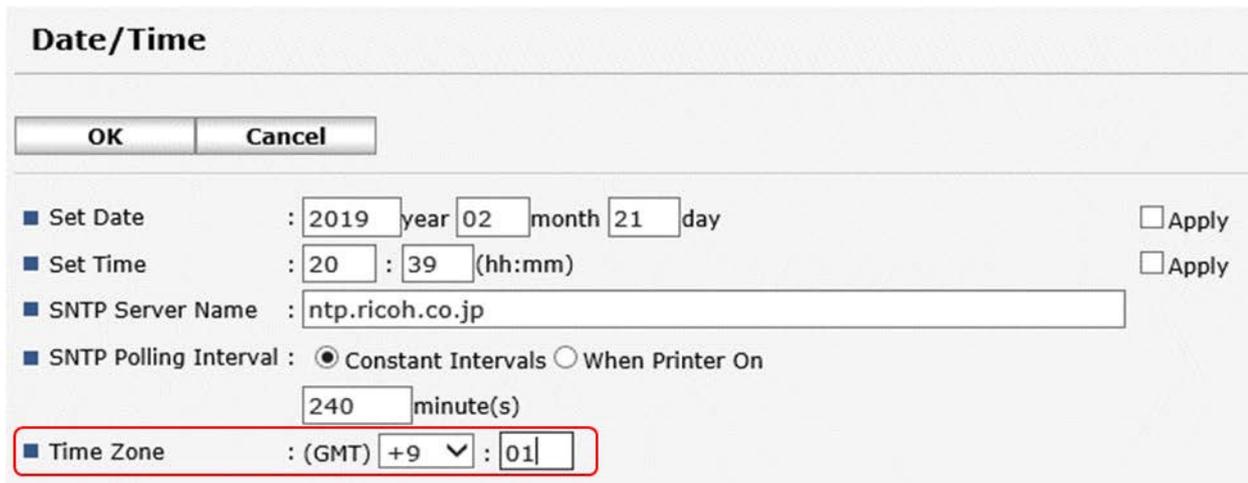
Model: Met-MF3	Date: 27-Feb-19	No.: RD0BL002a
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Or,

2. Do the same via Web Image Monitor.

Device Management > Configuration > Device Settings > Date/time > Time Zone



Technical Bulletin

PAGE: 1/2

Model: Met-MF3		Date: 05-Mar-19	No.: RD0BL003
Subject: Stapling can not be used for Printer job after Staple Near End		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality managemt Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Staple End condition is incorrectly detected while there are still staples remaining, and as a result, Stapling cannot be used for **print** jobs.

Conditions:

- Staple Near End has already been detected
- A **print job** using the Stapling feature is then executed

[Near-End threshold]

Model	SP	Initial	Near-End Threshold
Finisher SR3260	SP6795-002	5,000	500
Booklet finisher SR3270	SP6795-002	5,000	500
Finisher SR3280	SP6796-002	5,000	800
Booklet Finisher SR3290	SP6796-002	5,000	800
	SP6796-004	2,000	300
	SP6796-006	2,000	300

CAUSE

Printer firmware bug

When the staple Near End condition is triggered, the device recognizes this as the Staple End condition in the case of print jobs.

Model: Met-MF3	Date: 05-Mar-19	No.: RD0BL003
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SOLUTION

[Permanent solution]:

Update the package firmware.

Firmware	Model	version	P/N
Package all	Met-MF3 abyz	1.02.01	D0BL5592B
Package all	Met-MF3 cde	1.02.01	D0BN5592B

[Temporary Solution]

If the symptom occurs, reset the following SP modes to a value of "0".

Model	SP	Set to:
Finisher SR3260	SP6795-002: Staple Remaining Setting	0
Booklet finisher SR3270	SP6795-002: Staple Remaining Setting	0
Finisher SR3280	SP6796-002: Staple Remaining Setting	0
Booklet Finisher SR3290	SP6796-002: Staple Remaining Setting	0
	SP6796-004: Staple Remaining Setting (BookStplr Front)	0
	SP6796-006 Staple Remaining Setting (BookStplr Rear)	0

Model: Metis-MF3		Date: 6-Mar-19	No.: RD0BL004
Subject: Wrong transmission on the LAN FAX DRIVER		Prepared by: T.Kiyohara	
From: MFP section, OPOS Product Quality management Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Incorrect transmission via the Lan FAX driver occurs when the following operations are performed.

Transmission job 1:

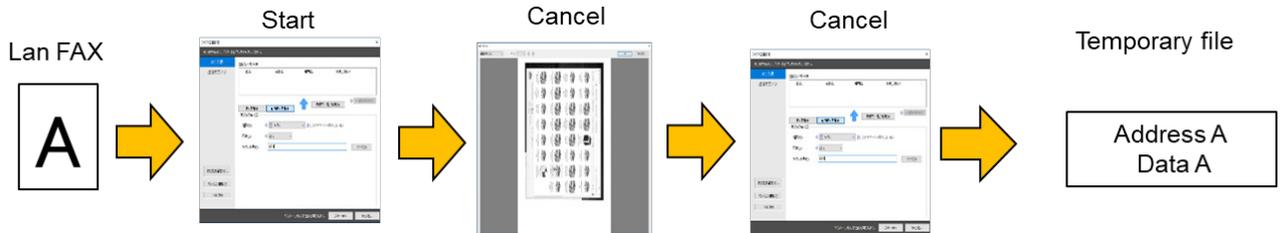
- Select document A and address A then click **Start**, so that the image of the job is displayed in the preview screen if Preview function* is selected.
(Preview function: Default setting is OFF)
- Then, click **Cancel** twice, so as to cancel the transmission.

Transmission job 2:

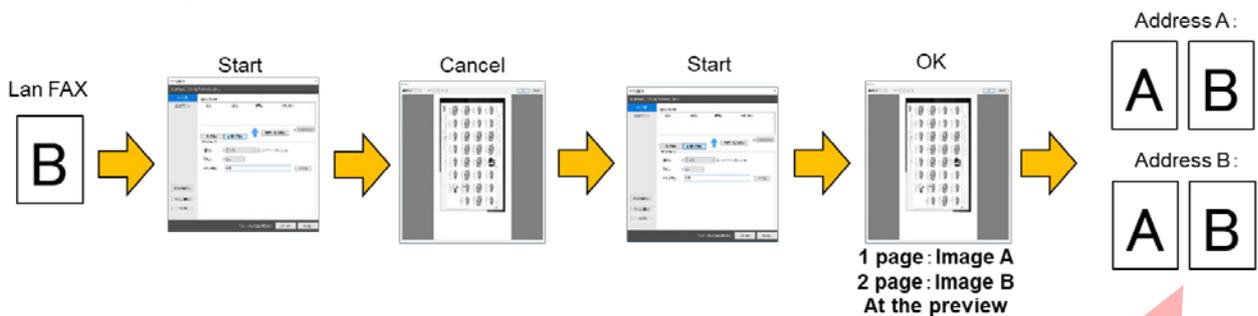
- Right after job 1, select another document B and address B for another transmission.
- Click **Start**, so that the image of the job is displayed in the preview screen
- Click **Cancel** and then **Start**, so that the image of the previous job is displayed in the preview screen for the current job (along with the current job's image).
- Click **OK**

When these operations are performed, the image from the previous FAX job is sent along with the image of the current job to one or both destinations.

Transmission job 1 (to address A):



Transmission job 1 (to address B):



INCORRECT transmission
Both A and B are sent to Address A.
Both A and B are sent to Address B.

Model: Metis-MF3	Date: 6-Mar-19	No.: RD0BL004
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CAUSE:

LAN FAX driver bug ver10.0.0.0.0, ver10.1.0.0.0, ver10.2.0.0.0

In "Improvement of when preview canceled", the specifications were changed so that a transmission is sent to the sender setting screen when the preview screen is cancelled. At that time, the drawing data is saved as a temporary file. The specification was changed so that the preview display acquires the drawing data from the temporary file. The symptom occurred because this temporary file was used without being deleted when it is canceled.

SOLUTION

Update the LAN FAX DRIVER to the following version:

	Driver name	Version
1	Enhanced LAN FAX DRIVER	Ver.10.3.0.0

URL:

http://support.ricoh.com/bb/html/dr_ut_e/rc3/model/imc2000/imc2000.htm

http://support.ricoh.com/bb/html/dr_ut_e/rc3/model/imc3000/imc3000.htm

http://support.ricoh.com/bb/html/dr_ut_e/rc3/model/imc4500/imc4500.htm

Technical Bulletin

Model: MET-MF3		Date: 8-Mar-19	No.: RD0BL005
Subject: Supplementary information on the anti-condensation heater (for EU/AP/CH)		Prepared by: Y. Taniguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

This bulletin is targeted to EU/AP/CH (220v-240v power) models.

4 types of anti-condensation heaters are available as service parts for the following components:

- Mainframe paper tray
- Optional paper tray (PB3300/PB3280/PB3270/PB3290)
- PCU
- Scanner

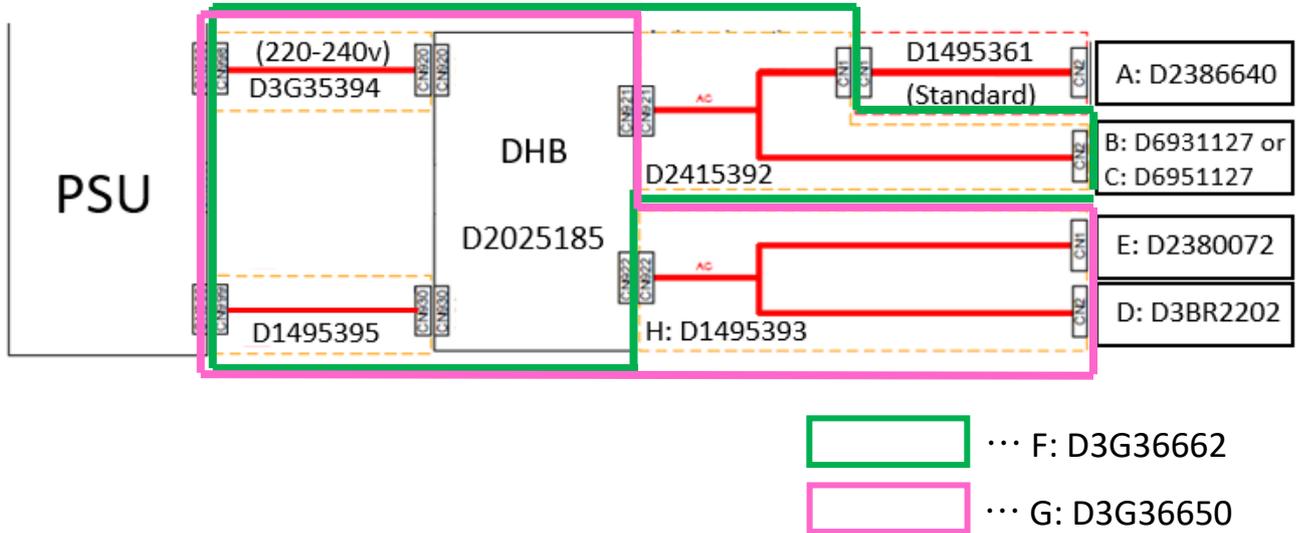
See the table below for the parts required when installing the heater.

		Part description	P/N for EU/AP/CHN (220V to 240V)	Tray heater (Main unit)	Tray heater (Op tray)	PCU Heater	Scanner Heater	Tray heaters (Main + Op)	Tray heater (main unit) + PCU heater	Tray heaters (Main + Op) + PCU heater	Scanner + PCU heater	Tray heaters (Main + Op) + Scanner + PCU heater
A	Tray Heater for mainframe	HEATER:PAPER TRAY:220/240V: ASS'Y	D2386640	1				1	1	1		1
B	Tray Heater for PB3300/PB3280/PB3270	HEATER:EU:ASS'Y	D6931127		*1			*1		*1		*1
C	Tray Heater for LCT PB3290	HEATER:EU:ASS'Y	D6951127		*1			*1		*1		*1
D	PCU Heater	HEATER:PHOTOCONDUCTOR:ASS'Y	D3BR2202			1			1	1	1	1
E	Scanner Heater	HEATER:SCANNER:220/240V:ASS'Y	D2380072				1				1	1
F	ELECTRICAL COMPONENTS for Paper Tray	HEATER:PAPER TRAY:ELECTRICAL COMPONENTS SECTION:ASS'Y	D3G36662	1	1			1	1	1		1
G	ELECTRICAL COMPONENTS for PCU/Scanner	ELECTRICAL COMPONENTS SECTION:SCANNER:MF3_200V:ASS'Y	D3G36650			1	1				1	
H	Harness for PCU/Scanner	HARNESS:SCANNER:PCU:HEATER:EXP	D1495393						1	1		1

* Choose one.

Model: MET-MF3	Date: 8-Mar-19	No.: RD0BL005
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DIAGRAM:



IMPORTANT:

The part numbers shown above are for 220v-240v power. Make sure to install the heater(s) with the rated voltage that matches your country/region.

- If you do not, the heater will overheat and damage the tray and/or cause carbonization (Ex., If a 100V heater is installed on a 220V rated machine), or the heater will not be able to reduce enough moisture (Ex., If a 220V heater is installed on a 100V rated machine).

Technical Bulletin

Model: MET-MF3		Date: 8-Mar-19	No.: RD0BL006
Subject: Supplementary information on the anti-condensation heater (for NA/TWN)		Prepared by: Y. Taniguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

This bulletin is targeted to NA/TWN (110v-120v power) models.

4 types of anti-condensation heaters are available as service parts for the following components:

- Mainframe paper tray
- Optional paper tray (PB3300/PB3280/PB3270/PB3290)
- PCU
- Scanner

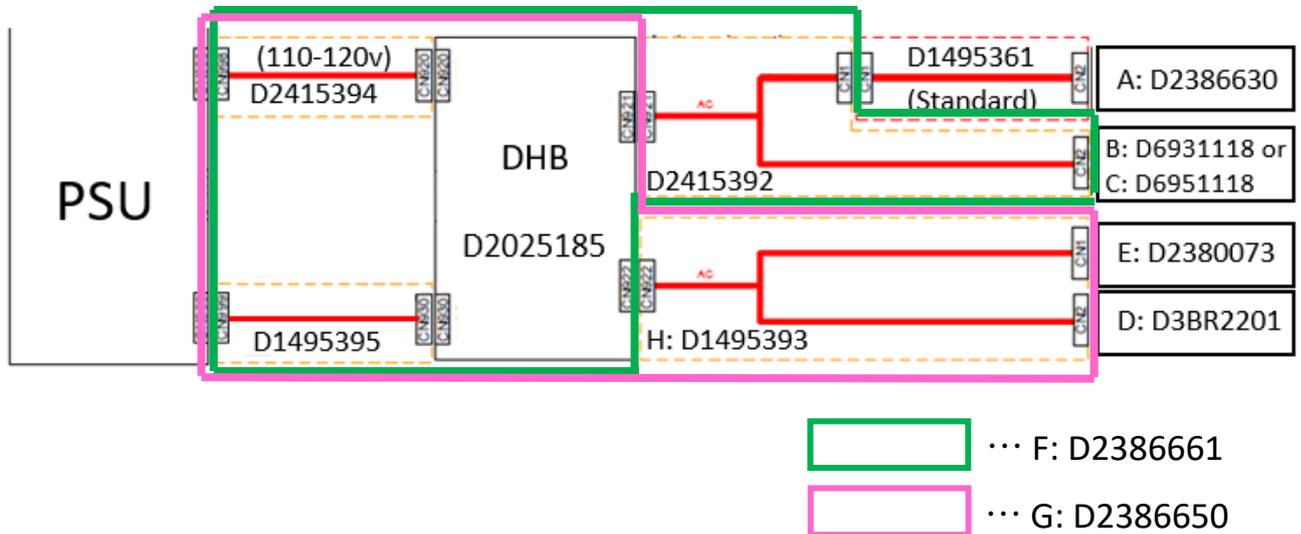
See the table below for the parts required when installing the heater.

		Part description	P/N for NA/TWN (110v-120v)	Tray heater (Main unit)	Tray heater (Op tray)	PCU Heater	Scanner Heater	Tray heaters (Main + Op)	Tray heater (main unit) + PCU heater	Tray heaters (Main + Op) + PCU heater	Scanner + PCU heater	Tray heaters (Main + Op) + Scanner + PCU heater
A	Tray Heater for mainframe	HEATER:PAPER TRAY:120V:ASS'Y	D2386630	1				1	1	1		1
B	Tray Heater for PB3300/PB3280/PB3270	HEATER:EU:ASS'Y	D6931118		*1			*1		*1		*1
C	Tray Heater for LCT PB3290	HEATER:EU:ASS'Y	D6951118		*1			*1		*1		*1
D	PCU Heater	HEATER:PHOTOCONDUCTOR:ASS'Y	D3BR2201			1			1	1	1	1
E	Scanner Heater	HEATER:SCANNER:120V:ASS'Y	D2380073				1				1	1
F	ELECTRICAL COMPONENTS for Paper Tray	HEATER:PAPER TRAY:ELECTRICAL COMPONENTS SECTION:ASS'Y	D2386661	1	1			1	1	1		1
G	ELECTRICAL COMPONENTS for PCU/Scanner	HEATER:SCANNER:PCU:ELECTRICAL COMPONENTS SECTION:ASS'Y	D2386650			1	1				1	
H	Harness for PCU/Scanner	HARNESS:SCANNER:PCU:HEATER:EXP	D1495393						1	1		1

* Choose one.

Model: MET-MF3	Date: 8-Mar-19	No.: RD0BL006
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DIAGRAM:



IMPORTANT:

Make sure to install the heater(s) with the rated voltage that matches your country/region.

- If you do not, the heater will overheat and damage the tray and/or cause carbonization (Ex., If a 100V heater is installed on a 220V rated machine), or the heater will not be able to reduce enough moisture (Ex., If a 220V heater is installed on a 100V rated machine).

Reissued : 25-Jun-19

Model: Metis-MF3	Date: 19-Mar-19	No.: RD0BL007b
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Reissue

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

Subject: Jam 63 (SPDF DF3120/3100/3080)		Prepared by: T.Kiyohara	
From: Oversea Field Sect., OP/OS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

A paper non-feed (multi-feed and/or Jam 63) occurs.

Affected models:

MET-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE

Paper dust and toner attaches to the reverse roller. If the attraction strength between sheets of paper is too large, the ability of the paper to separate is decreased.

SOLUTION

If the symptom occurs, do the following:

1. Update the package firmware to **ver 1.03.01 or newer**.

Note: This will suppress the slight rotation of the reverse roller that is generated when the paper feed motor is stopped.

Model	Firmware Type	Version	P/N
Met-MF3abyz	Package (ALL)	1.03.1	D3BL5592C
Met-MF3cde	Package (ALL)	1.03.1	D3BN5592C

Note: ADF_SINAI-H D3FF5260C Ver.01.020:02 is installed.

2. If this does not solve the issue, replace the separation pad with the following one, which has been customized specifically for this symptom.

See PROCEDURE below.

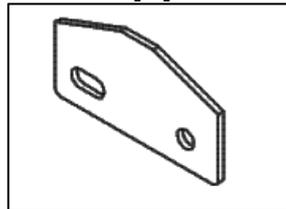
IMPORTANT: Only install this part if the firmware upgrade does not work. This is because there are side effects with this part (explained below).

Reissued : 25-Jun-19

Model: Metis-MF3	Date: 19-Mar-19	No.: RD0BL007b
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Part Name	P/N	QTY
PAD:SEPARATION:ASSIST +3	<i>D6839102</i>	1

[A]



Reissued : 25-Jun-19

Model: Metis-MF3

Date: 19-Mar-19

No.: RD0BL007b

PROCEDURE

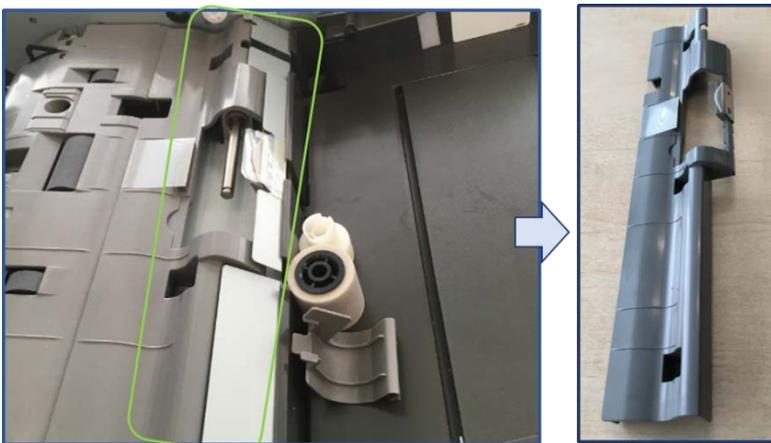
1. Remove the separate unit.



2. Remove the cover and reverse roller.



3. Remove the paper feed guide plate.



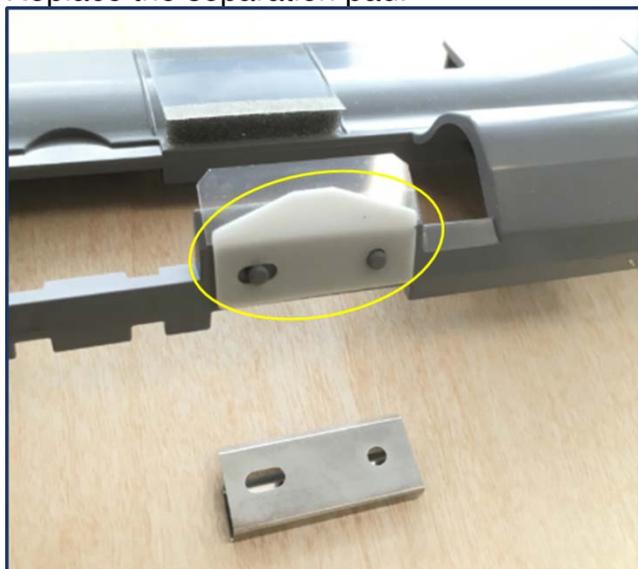
Reissued : 25-Jun-19

Model: Metis-MF3	Date: 19-Mar-19	No.: RD0BL007b
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4. Remove the separation pad cover.



5. Replace the separation pad.



Reissued: 10-Apr-19

Model: Met-MF3	Date: 19-Mar-19	No.: RD0BL008a
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RTB Reissue

The items in **red** were changed or added or deleted

Subject: Notice of Quick Migration Tool		Prepared by: Hiromichi Kawano	
From: Technical Support Sect., Service Strategy Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	Retrofit information
	<input type="checkbox"/> Product Safety	Other ()	Tier 2 Tier 0.5

Dear all,

Unfortunately, we have had to make some changes to the schedule. The updated schedule is written in red below.

Let me explain the following symptom that occurs when using the Quick Migration Tool (Smart Installation+).

Symptom:

1. After installing Card Authentication Package V2 or RICOH Streamline NX on the migration destination machine (MET-MF3), when the setting value is migrated by SI +, SC 636* occurs.
* SC 636: IC card error (enhanced authentication module error)
2. Cannot use the Card Authentication Package V2 management tool.

Occurrence conditions:

1. The following SPs are set to something other than default:

- SP5-401-160 (default:0)
- SP5-401-161 (default:0)
- SP5-401-162 (default:0)

2. When the SSL / TLS communication permission setting (SP5-828-123) is "ciphertext priority"

Affected model:

MET-MF3

Causes:

1. The enhanced authentication management setting was enabled.

This setting must be enabled when Card Authentication Package V2 is used in the migration source MET-C1. Since the specification of Card Authentication Package V2 of MET-MF3 has been changed, this setting must be disabled.

2. The SSL / TLS communication permission setting is "ciphertext priority".

The default value, "ciphertext / plaintext", of the migration destination Met-MF 3 was overwritten by "ciphertext priority", which is the default value of the migration source MET-C1. Since the Card Authentication Package V2 management tool of MET-MF 3 is only a request in plaintext, ciphertext communication cannot be performed.

Workaround

Reissued: 10-Apr-19

Model: Met-MF3	Date: 19-Mar-19	No.: RD0BL008a
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1. On the migration source machine, perform data migration with SI + while disabling the three SP settings above, which are causes of the SC 636 occurrence.

- Step 1) Turn off the source machine
- Step 2) Insert the SD card of SIP application
- Step 3) Power on * SIP application starts
- Step 4) Enter super service mode
- Step 5) Set the default value (0) for the above three settings
- Step 6) Exit super service mode
- Step 7) Return to the SIP application screen
- Step 8) Execute the data export
- Step 9) Import on the destination machine

Note: If Card Authentication Package V2 is installed, these SPs will automatically be enabled by turning the power off / on, so it is necessary to export with SP disabled.

2. Check the setting contents at the migration destination and change to "ciphertext / plain text" (initial value) if "ciphertext priority" was set.

What to do when the symptom occurs:

1. Follow the procedure below:

- Step 1) Enter super service mode with SC occurrence status
- Step 2) Set the default value (0) to the above three SP settings
- Step 3) Exit super service mode
- Step 4) Power off / on

2. Change the Permit SSL/TLS Communication setting to "ciphertext / plain text" (initial value) if it was set to "ciphertext priority".

Permanent Fix

Specification Changes:

1. When importing to MET-C2/C2.1/MF3, the following SP settings will not be imported.

- SP5-401-160(default:0)
- SP5-401-161(default:0)
- SP5-401-162(default:0)

2. When importing to MET-C2/C2.1/MF3, the encryption setting (SP5-828-123) will not be imported.

Note: We are also considering enabling encrypted communication with Card Authentication Package V2 management tool.

Schedule:

Please be aware that due to this change, the cloud server will be suspended during the following dates.

~~AP:2019/04/12(Friday) 00:30-09:30(GMT)~~

AP: 2019/05/09 (Thursday) 00:30-09:30 (GMT)

~~EU:2019/04/15(Monday) 00:30-09:30(GMT)~~

EU: 2019/05/09 (Thursday) 00:30-09:30 (GMT)

~~US:2019/04/16(Tuesday) 00:30-09:30(GMT)~~

US: 2019/05/10 (Friday) 00:30-09:30 (GMT)

Other reference:

https://global-ricoh.custhelp.com/app/answers/detail/a_id/261211

Model: Metis-MF3		Date: 26-Mar-19	No.: RD0BL009
Subject: Fails to scan to mail/ folder and @remote		Prepared by: T.Kiyohara	
From: Oversea Field Sect., OP/OS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Data cannot be sent out from the controller if STR is cancelled within a certain interval (700ms) by incoming data. The error continues to occur until the machine is cycled OFF/ON.

Examples:

- Scan to Folder (The error message is displayed in the operation panel)
- Scan to Mail (The error message is displayed in the operation panel)
- @Remote (Embedded type): RFU, Supply call, SC call, etc.
- ARFU
- FAX forwarding
- Sending a reception confirmation email for Lan fax
- Web browser on the SOP
- Connection to the application site

Note:

- When the Sleep Mode Transition setting is ON (default), the power condition of the machine shifts from Standby – Quiet – Engine OFF after one minute, and then switch to STR soon after. In this case, Sleep Mode = STR.
- If the machine does not transition to STR, the Engine OFF condition is maintained. The Energy Saving settings are different depending on the UP and SP mode settings. (See Service Manual for details).

Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE

"Power Saving sys" firmware bug:

The GW controller does not switch from the sub CPU back to the main CPU and main memory when STR is cancelled under the conditions described above. As a result, data from the external network is not passed on to the main memory.

With this model, the STR control flow was changed so that the main CPU is not woken up unnecessarily (maximizing sleep time). To achieve this, the sub CPU was given the task of processing non-critical information from the outside while the machine is in STR mode. To prevent software port overload, a hardware port filter was added.

Model: Metis-MF3	Date: 26-Mar-19	No.: RD0BL009
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However, the hardware port filter is not cancelled (as it should be) when STR transition is cancelled under the conditions described above. As a result, the controller fails to switch back to the main CPU, and the data is consequently not sent on to the main memory.

SOLUTION

Update the package firmware to **ver 1.03.01 or newer**.

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package (ALL)	1.03.01	D0BL5592C
MET-MF3cde	Package (ALL)	1.03.01	D0BN5592C

*Power Saving Sys [METMF3Ca_subcpu] D0BN5556C Ver. F.L3.23.1 is installed.

Note:

1. If the package firmware version does not appear on the SMC, check the Power Saving Sys firmware and make sure it has been updated to Ver. F.L3.23.1 or newer.
2. Because the Power Saving Sys firmware is not included in the previous version of package firmware, it could not be updated on the MET-MF3 via ARFU. This is why Power Saving Sys needed to be included in the package firmware. This is a special solution only for the MET-MF3 and is not included in the package firmware for other models, to which the solution has already been applied.

Limitation:

SC672 or E32 occurs during firmware update under the below conditions.

Conditions:

- SP 5858-002 is changed from its default of 0 (HDD) to 1 (SD card).
 - SD card is inserted in the service slot in the back of the machine.
 - JAVA VM also can access from the controller to SD card when SD card is set in the service slot (lower slot), but it normally set to the option slot (upper slot.)
3. The machine can recover from the above errors if the following is done:
 - Turn the main switch OFF
 - Hold down the button for at least 5 seconds
 - Turn the main switch back ON.

Model: Metis-MF3		Date: 26-Mar-19	No.: RD0BL010
Subject: Can not connect at the wireless direct		Prepared by: T.Kiyohara	
From: Oversea Field Sect., OPOS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The Wireless Direct function of a device on which the wireless LAN option type M19 is installed cannot connect from a PC or smart device in the following modes.

- Direct Connection Mode
- Direct connection: Group Owner Mode

Note: This does not occur when the MAC address uses the old vendor code, i.e. *00:00:27:XX:XX:XX*.

It occurs when the new vendor code is used, i.e. *70:88:4d:XX:XX:XX*.

Affected model:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE:

System/Copy firmware bug

When the MAC address vendor code of a wireless LAN module on 2018 Software is changed, the firmware cannot follow this change.

Note: “Ad-hoc mode” and “Infrastructure mode” of the wireless Lan option can be used due to their different specifications. The wireless direct function on the SOP can also be used.

The MAC address of the wireless module mounted on the extended wireless LAN board was changed to the new vendor code in mid-2018.

When using wireless direct connection, there is a problem with the controller process, and the MAC address of the new vendor code cannot be detected correctly. As a result, an error occurs when the wireless communication sequence is established between the device and connection source (PC or smart device), and the connection cannot be established.

Model: Metis-MF3

Date: 26-Mar-19

No.: RD0BL010

SOLUTION

Update the package firmware to **ver. 1.03.01 or newer.**

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package (ALL)	1.03.01	D0BL5592C
MET-MF3cde	Package (ALL)	1.03.01	D0BN5592C

* The following System/Copy is installed.

System/Copy [METMF3a_system] D0BL5550J Ver. 1.05.01 is installed.

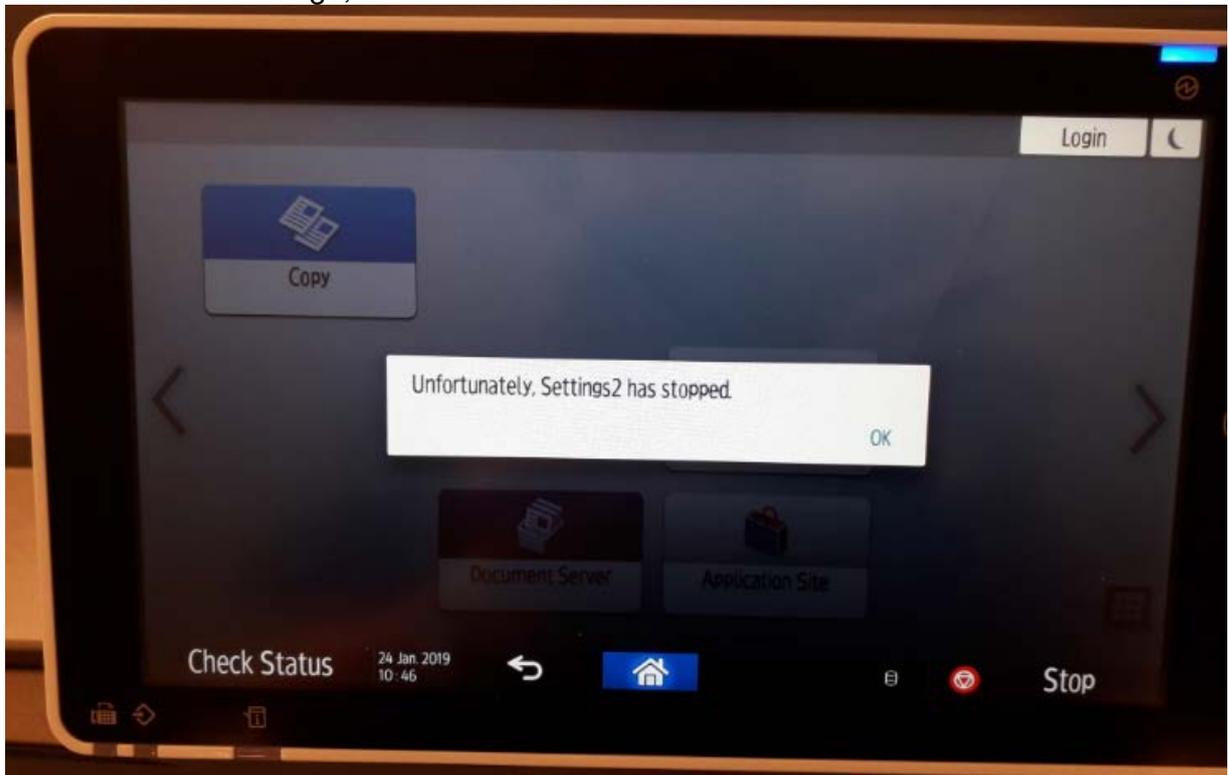
System/Copy [METMF3a_system] D0BN5550J Ver. 1.05.01 is installed.

Model: Metis-MF3		Date: 27-Mar-19	No.: RD0BL011
Subject: "Unfortunately, Setting 2 has stopped" is displayed.		Prepared by: T.Kiyohara	
From: Oversea Field Sect.,OPOS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The following occur under the **conditions** listed below.

- "Unfortunately, Setting2 has stopped" error message appears at start-up and cannot be cleared, and during this time the machine is not usable.
- An error screen is displayed when the Sound Settings screen is accessed inside Installation Settings, which then closes down/crashes.



Conditions:

The settings file imported to the machine at the time of the shipment from the configuration center does not contain the three settings underlined below (of the total 13 sound type settings).

1. Notification Sound
2. Operation Invalid
3. Operation Completed
4. Fax Printing Finished
5. Fax Transmission Finished
6. Fax Reception Finished

Model: Metis-MF3

Date: 27-Mar-19

No.: RD0BL011

7. Login
8. Logout
9. Warm-up
10. Auto Reset
11. Sound of Less Urgent Level
12. Sound of Urgent Level
13. Blank Page Detected

Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE:

Cheetah System firmware bug

The "Settings2" (SOP app) assumes that all or none of the sound settings data exists at start-up. When part of the data has been altered (i.e. the 3 files mentioned above are not included), this is judged to be invalid data, triggering the error message.

Note: This internal operation is new from Cheetah-G2.5, which is why it occurs on the Met-MF3.

SOLUTIONUpdate the package firmware to **ver 1.03 or newer**.

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package (ALL)	1.03.01	D0BL5592C
MET-MF3cde	Package (ALL)	1.03.01	D0BN5592C

Note: Cheetah System [M2a_System] D0BQ1450F Ver. 1.06.1 is installed.

Model: Met-MF3		Date: 27-Mar-19	No.: RD0BL012
Subject: Cannot log in when the daylight-saving time start from October, November and December		Prepared by: T.Kiyohara	
From: Oversea Field Sect., OPOS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Cannot log into the MET-MF3 with Kerberos Authentication when the machine switches to Daylight Savings (Summer) time with all the following conditions met:

- 1) One of the following solutions is installed.

- SLNX ver. **3.2** or later
- GSNX ver. **2.5** or later
- CAP V2 ver. **2.5.100** or later

Note: These are native Android apps on which Kerberos Authentication is configurable.

AND,

- 2) The Start Date (UP mode) of the Daylight Saving (Summer) time is set to **October, November or December.**

Note: This means that the affected regions are those in the **southern hemisphere** only.

Affected model:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE

System/Copy firmware bug

Due to a software bug, when the machine switches to Daylight Savings (Summer) time in the month of October, November, or December, the controller’s internal time calculation does not match that on the server. As a result, an authentication error is triggered and login via Kerberos Authentication is not possible.

Model: Met-MF3

Date: 27-Mar-19

No.: RD0BL012

SOLUTION

Update the package firmware to **ver 1.03.01 or newer**

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package (ALL)	1.03.1	D0BL5592C
MET-MF3cde	Package (ALL)	1.03.1	D0BN5592c

*The following System/Copy is installed.

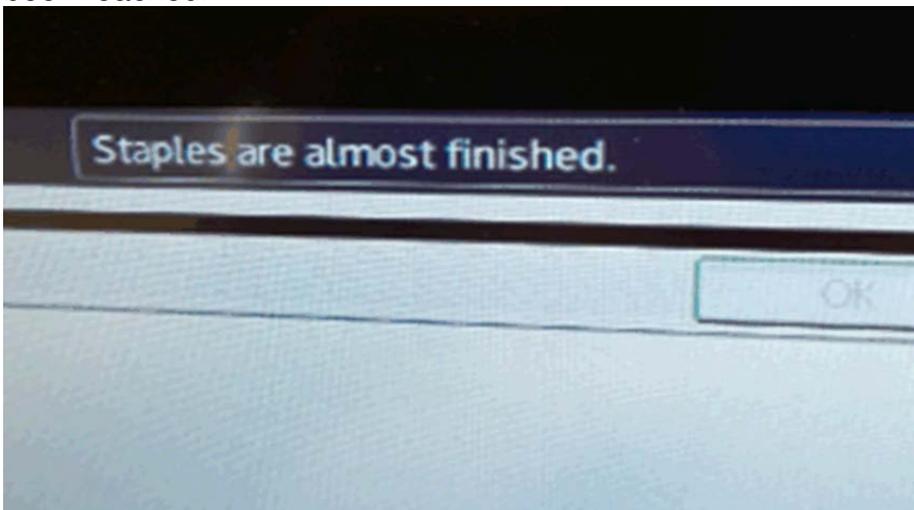
System/Copy [METMF3a_system] D0BL5550J Ver. 1.05.01 is installed.

System/Copy [METMF3a_system] D0BN5550J Ver. 1.05.01 is installed.

Model: Metis-MF3		Date: 28-Mar-19	No.: RD0BL013
Subject: Early Staple Near End		Prepared by: T.Kiyohara	
From: Oversea Field Sect., OPOS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

“Staples are almost finished.” is displayed in the banner shown below right after installation, even though the staple cartridge is almost full and Near End has not yet been reached.



Note: Staple Near End is calculated by counting the actual number of staples, so that the remaining number can be detected. You can confirm this value from the machine operation panel.

Affected Serial numbers:

Mode			Serial number	Destination	RHQ
D3FR17	Finisher SR3260	AMUR-C(HY)	3458QA10002	Panama	RAC
D3FR17	Finisher SR3260	AMUR-C(HY)	3458QA10004	Panama	RAC
D3FR17	Finisher SR3260	AMUR-C(HY)	3458QB10684	LA	RAC
D3FR17	Finisher SR3260	AMUR-C(HY)	3458QB10756	LA	RAC
D3FR17	Finisher SR3260	AMUR-C(HY)	3458QC13249	LA	RAC
D3FR17	Finisher SR3260	AMUR-C(HY)	3458QC15561	Panama	RAC
D3FQ17	Booklet Finisher SR3270	AMUR-C	3448QA10003	Rotterdam	RE
D3FQ17	Booklet Finisher SR3270	AMUR-C	3448QB10139	Rotterdam	RE
D3FQ17	Booklet Finisher SR3270	AMUR-C	3448QB10143	Rotterdam	RE
D3FQ17	Booklet Finisher SR3270	AMUR-C	3448QC10858	LA	RAC
D3FQ17	Booklet Finisher SR3270	AMUR-C	3448QC10946	LA	RAC
D3FN17	Booklet Finisher SR3290	VOLGA-E	3608QA10006	Rotterdam	RE
D3FN17	Booklet Finisher SR3290	VOLGA-E	3608QC10296	NZ	RA
D3G417	Booklet Finisher SR3280	VOLGA-E	3628QA10003	Uruguay	RAC
D3G417	Booklet Finisher SR3280	VOLGA-E	3628QC10792	Panama	RAC

Model: Metis-MF3	Date: 28-Mar-19	No.: RD0BL013
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Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE

An ORT (On-going Reliability Test) was performed on the finisher at the factory, but the factory did not return the remaining number of staples to the initial value. As a result, the remaining number counter value became lower than the Near End threshold, triggering the Near End alert to be displayed. Since a new cartridge was replaced at shipment, a discrepancy occurred between the staple remaining counters and the actual number in the staple cartridge.

SOLUTION

[At installation]

Before the Staple feature is used, reset the following SPs to their initial values.

Model	SP	Initial value
Booklet Finisher SR3290	SP6796-002:Staple Remaining Setting	5000
SR3260/SR3270	SP6796-004:Staple Remaining Setting (BookStplr Front)	2000
SR3260/SR3270	SP6796-006 Staple Remaining Setting (BookStplr Rear)	2000

[Machines already installed]

Do the following if the machine uses the Staple feature.

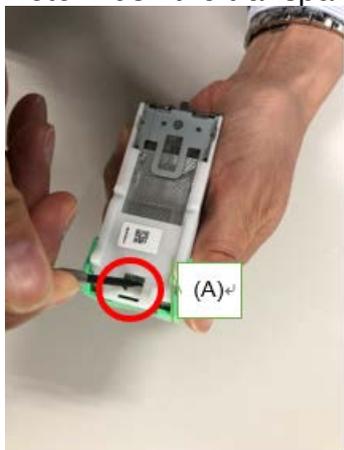
1. Replace the Staple cartridge (Not just the Stapler before Staple End).
2. Set the SPs in the table above to the initial values shown.

Procedure

How to remove the stapler.

Push the hang (A) by the screw driver so that the stapler cartridge will pop up.

Note: Push the transparency cartridge case instead of white part.



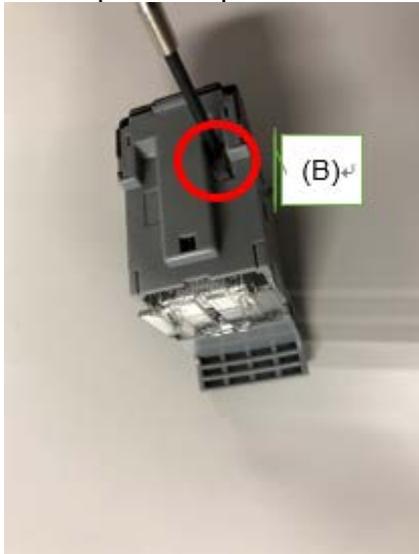
Model: Metis-MF3

Date: 28-Mar-19

No.: RD0BL013

How to remove the booklet stapler

Push up the stapler needle from hole (B) at the backside of staple cartridge.



Model: Met-MF3		Date: 9-Apr-19	No.: RD0BL014
Subject: "Remove the paper from Finisher Shift Tray" is displayed and Jam185 occurs.		Prepared by: T. Kiyohara	
From: Oversea Field Sect., OP/OS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

- 1) "Remove the paper from Finisher Shift Tray" does not disappear even though there is no paper.
- 2) Shift tray keeps falling (does not come up)
- 3) Jam 185 occur frequently from the day after Finisher installed.

Affected models:

- Booklet Finisher SR3290/ Finisher SR3280 (D3FN/D3G4)
- Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE

"Paper sensor feeler (D3FN3773)" is come off.

Because the force is applied in the direction in which the "Paper sensor feeler" is come off when removing the packaging tape of the "Paper sensor feeler" at the time of unpacking & installation. (Refer the Fig. 1 shown as below)

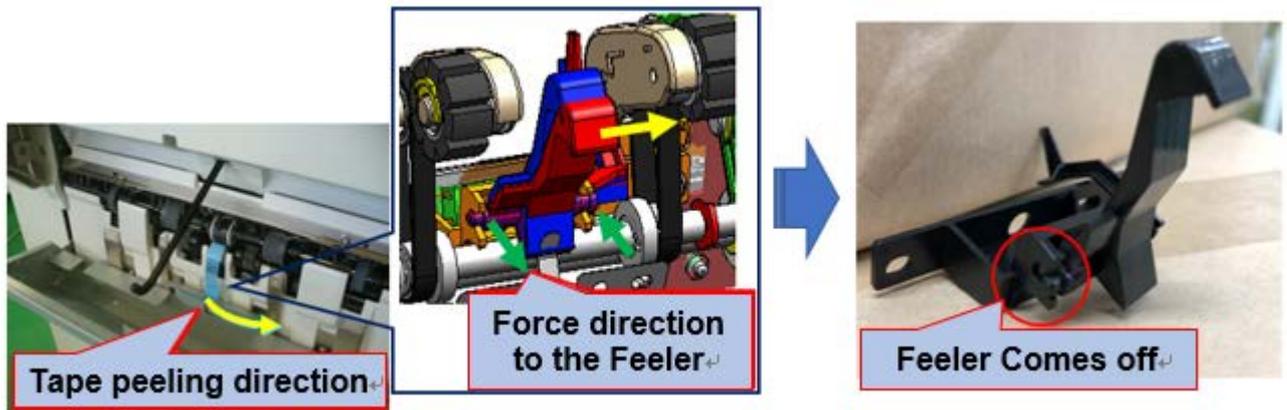


Fig. 1

SOLUTION

Change the tape peeling procedure.

Model: Met-MF3	Date: 9-Apr-19	No.: RD0BL014
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Procedure

Peel the packaging tape straight up and pull out the protective member, when peeling off the packaging tape of the “Paper Sensor feeler”. (Refer the Fig. 2 shown as below)

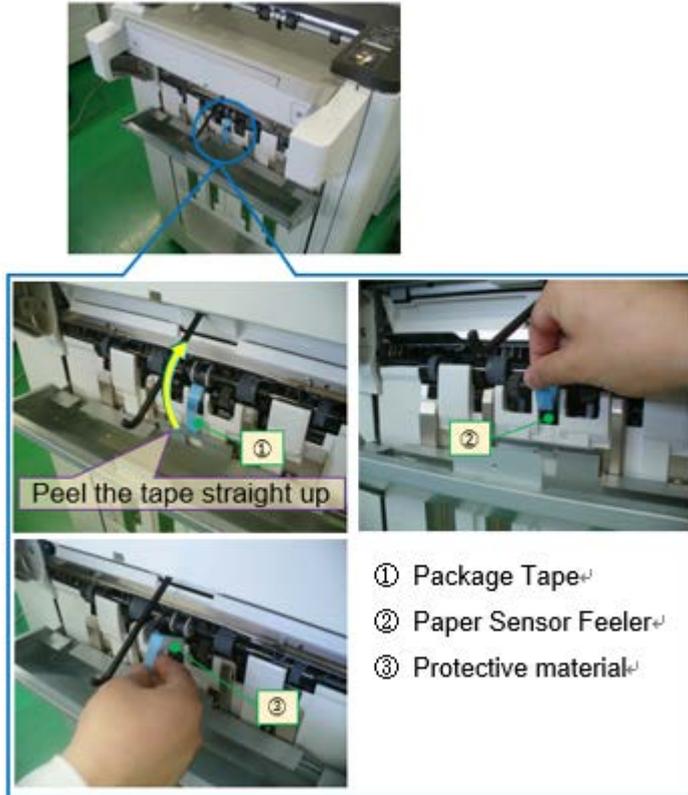


Fig. 2

Note: Be careful not to pull off the packaging tape in the horizontal direction.
Please refer the Figure shown in the “Cause” above as the “Horizontal direction”.

Procedure to recover the “Paper sensor feeler” come off



Fig3

If the Paper Sensor feeler has come off, hold it as shown in the picture below, and push it up to reset it.
If it is difficult to set it, perform SP6-115-005 (Finisher Free Run: 2K/3K FIN : Free Run 5), lower the shift tray, and then set it again.

Model: Met-MF3	Date: 9-Apr-19	No.: RD0BL014
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After executing this SP, open the front cover of the finisher and return the shift tray to the normal position.

**SOLUTION
in Factory**

Change the “Paper Sensor feeler” fixing method

Modification to “Not tap to Feeler” from “Tape to Feeler” is applied from March, 2019. See the Change as below Fig. 4. And the procedure described this RTB is not required with those Finisher.

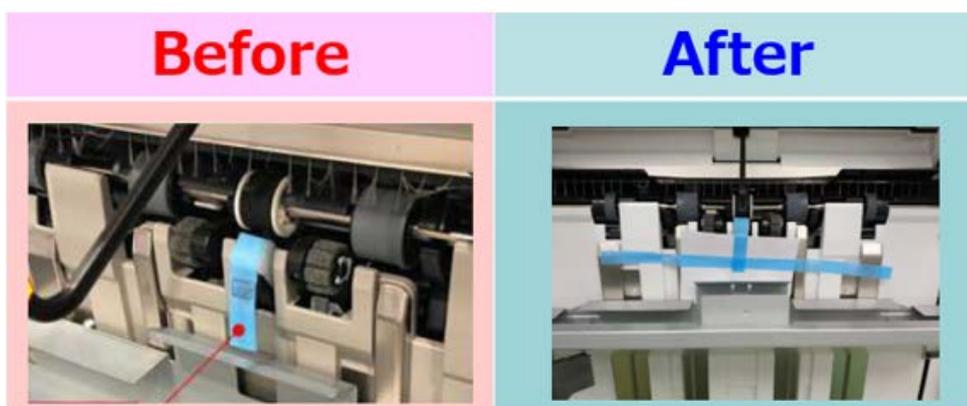


Fig. 4

CUT-IN SERIAL NUMBERS:

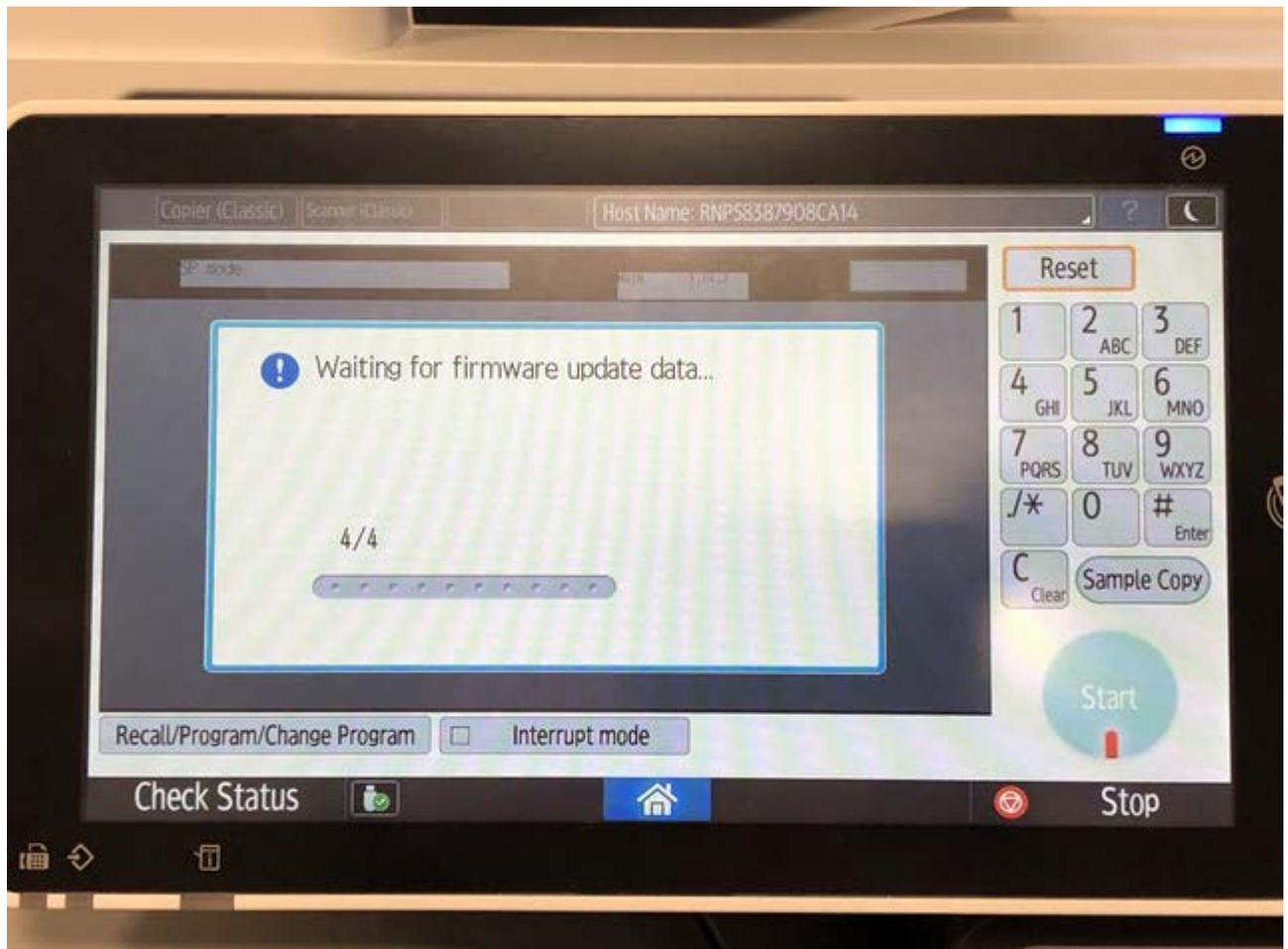
Product code:	Model name:	GER:	Cut-in S/N
D3FN17	Booklet Finisher SR3290	All	3609Q410001
D3G417	Finisher SR3280		3629Q410001

Model: Metis-MF3		Date: 10-Apr-19	No.: RD0BL015
Subject: The firmware update from SD/USB slot on the operation unit slot fails		Prepared by: T.Kiyohara	
From: Oversea Field Sect., OPOS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Firmware updates fail when performed from the SD/USB slot on the operation panel after recovering from energy saving mode, and the following message is displayed.

Note: You can turn off the machine main power to clear this condition, and this will not cause any operational problems. This is because the following error screen is displayed during the update preparation stage, when the package file is extracted (i.e. before the update is actually performed).



Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

Model: Metis-MF3

Date: 10-Apr-19

No.: RD0BL015

CAUSE:

System/Copy firmware bug

When the machine transitions to or from Energy Saver mode, the flag for the firmware upgrade start conditions is cleared.

SOLUTION

Update the package firmware to **ver. 1.03.01 or newer**.

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package (ALL)	1.03.01	D0BL5592C
MET-MF3cde	Package (ALL)	1.03.01	D0BN5592C

Note: This package contains the following System/Copy versions.

System/Copy [METMF3a_system] D0BL5550K Ver. 1.05
System/Copy [METMF3a_system] D0BN5550K Ver. 1.05

Model: Metis-MF3		Date: 12-Apr-19	No.: RD0BL016
Subject: Machine does not start up at the saving recovery		Prepared by: T.Kiyohara	
From: Oversea Field Sect., OP/OS Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The machine does not recover from Energy Saver mode.

Conditions:

- The user has made the Application Site service available (by agreeing to the Terms of Use and connecting to the Internet)
- Automatic Updating is enabled for the Application Site service (Default: ON)

Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE

Firmware bugs with the Cheetah System and Application Site

The device transitions to offline status during automatic update of Cheetah applications, but then remains offline, making SP/UP modes and the Copy, Scanner and FAX Start button unusable.

Note: Automatic update is on by default and executed between 1:00 and 5:00am local time. As a result, the symptom occurs more frequently in the morning on machines that are left on at night.

SOLUTION

Temporary:

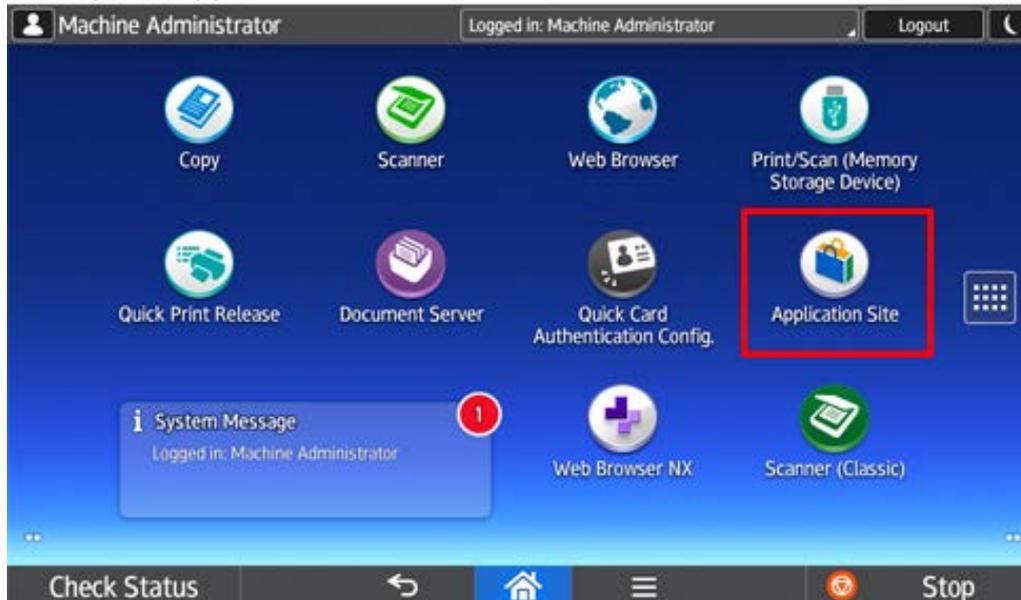
Turn off Automatic Updating for the Application Site service.
See **PROCEDURE** below.

PROCEDURE

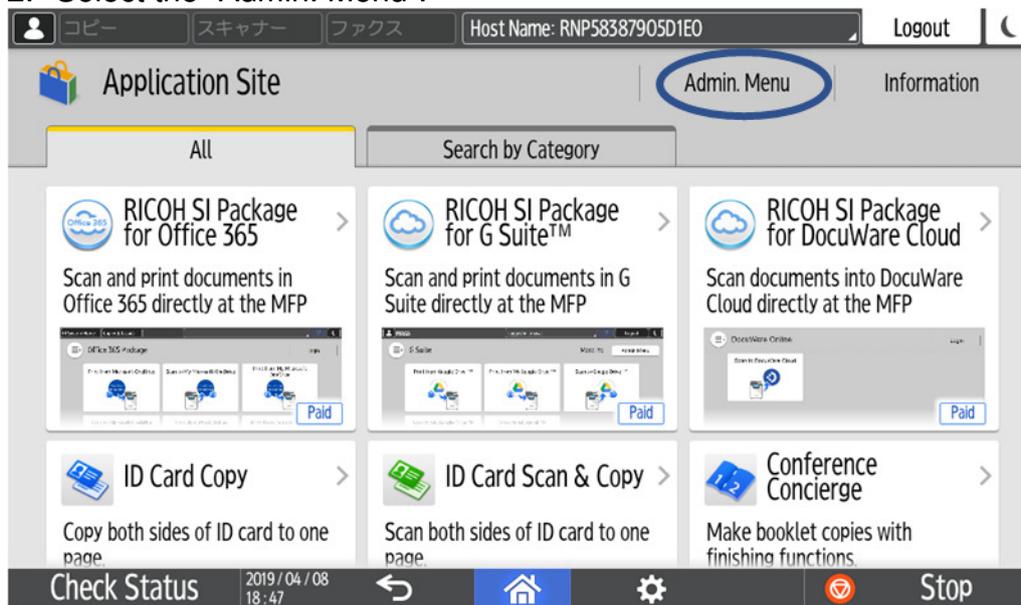
Note: Since this procedure will disable automatic updating of Cheetah applications that are available through the Application Site, any updating of such applications already installed on the MFP will need to be done manually.

Model: Metis-MF3	Date: 12-Apr-19	No.: RD0BL016
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1. Tap the Application Site.

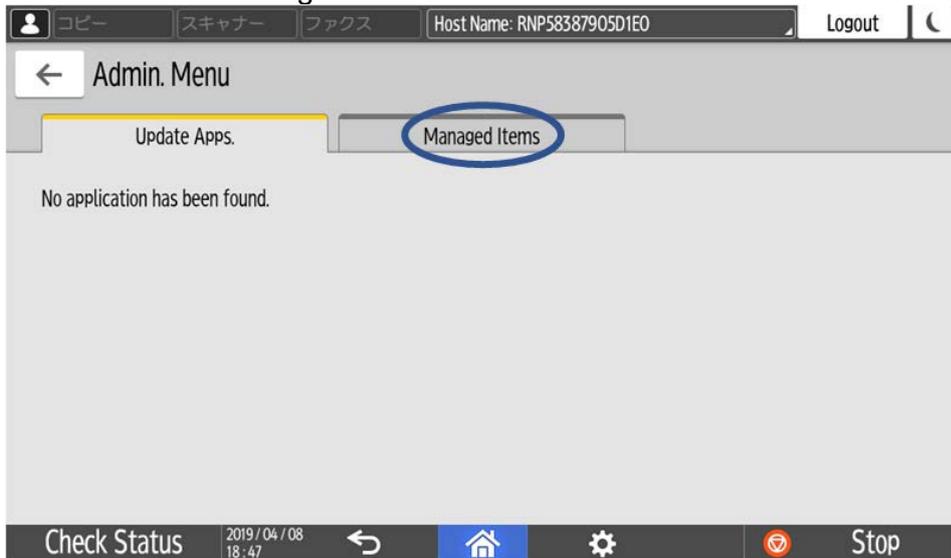


2. Select the "Admin. Menu".

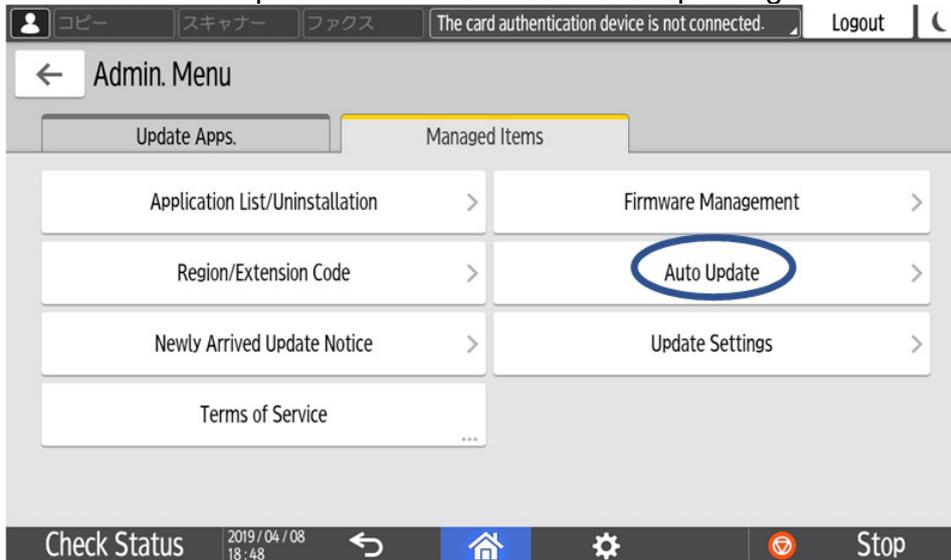


Model: Metis-MF3	Date: 12-Apr-19	No.: RD0BL016
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3. Select the “Managed Items

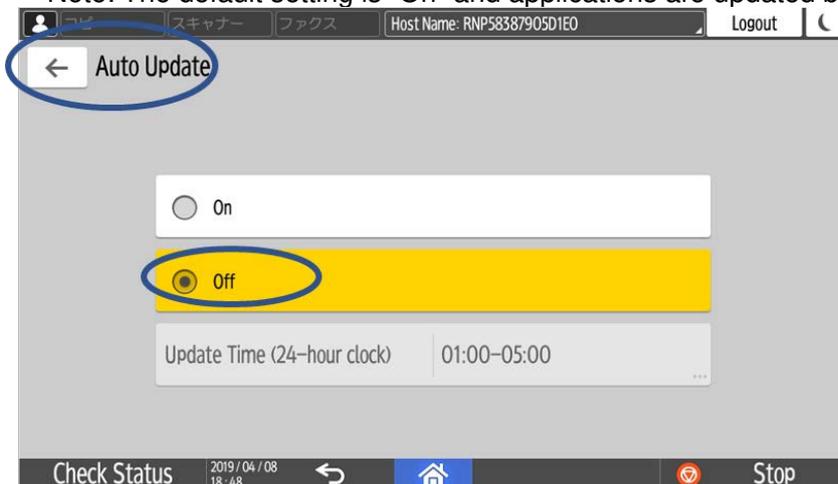


4. Select “Auto update”. Turn off Automatic Updating.



5. Select “Off” and tap “Auto Update”.

Note: The default setting is “On” and applications are updated between 1:00 to 05:00am.



Reissued: 7-Jun-19

Model: Met-MF3		Date: 12-Apr-19	No.: RD0BL017a
Subject: Information about PaaS		Prepared by: T. ITO	
From: Tech Support Sect.,Product Marketing Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Remarks: This document only applies to China

Summary:

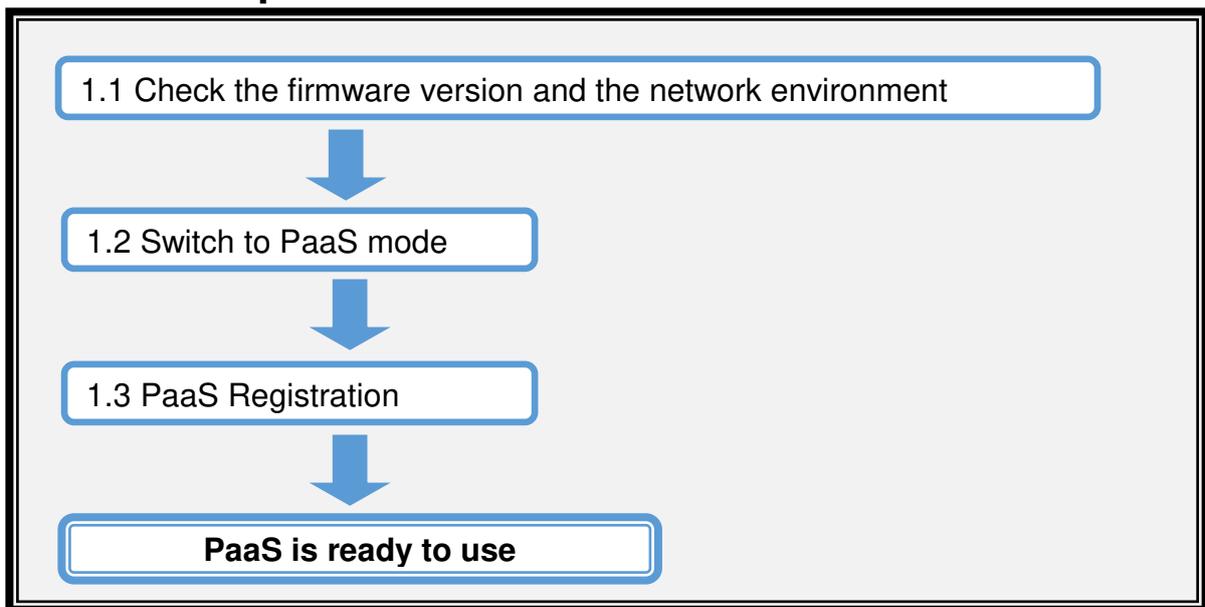
PaaS (Printer as a service) is a system that ensures device uptime is maximized through real time monitoring of machine status and proactively taking care of maintenance requirements.

This document provides information about PaaS.

Table of contents:

- 1. PaaS Setup Procedure 1
- 2. Unregistering PaaS 3
- 3. Changing Registered Device / Controller Board..... 4
- 4. Switching Back to Normal Mode 6
- 5. SP Number..... 6
- 6. PaaS Execution Return Code 7
- 7. PaaS Error Code List 8
- 8. Technical Tips 9

1. PaaS Setup Procedure



Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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[Preparation]

- The customer Contract ID and the customer authentication key are required for authentication.
- Check that the SP5-816-201 value is “0” to make sure that @Remote is NOT enabled.

1.1 Check the Network Environment

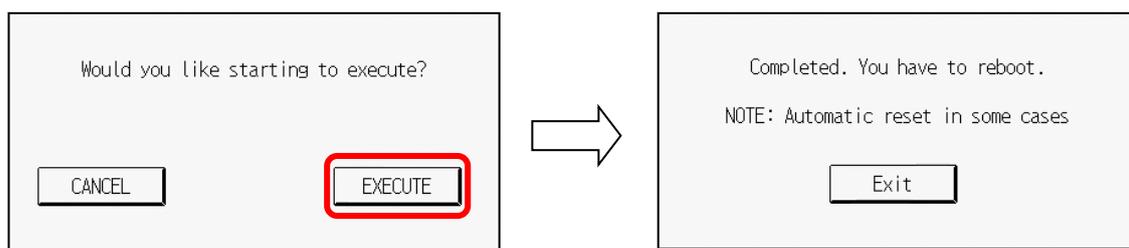
Specify the network settings (IP address, Subnet mask, Gateway, and DNS) in the following menu:

Open **User Tools > Machine Features > System Settings > Interface Settings**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer’s network environment.

Note: Make sure the machine’s main power is always turned on and connected to the internet during registration.

1.2 Switch to PaaS mode

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-002 (Entering PaaS mode) *1
- 3) Close the dialog and reboot the device.



- 4) After rebooting, check the SP5-760-001(PaaS Mode) value is “1” to confirm PaaS mode.

*1: When machine is already in PaaS mode or @Remote is running, an "Execution Failed" message is displayed on the operating panel.

1.3 PaaS Registration

After PaaS Registration, you cannot switch back to normal mode.

- 1) Enter SP Mode.
- 2) **Specify the following SP proxy server settings:**
 - **SP5-760-015 (Use Proxy) 1: Use / 0: Don't use**
 - **SP5-760-016 (Proxy Server)**
 - **SP5-760-017 (Proxy Port Number)**
 - **SP5-760-018 (Proxy User Name)**
 - **SP5-760-019 (Proxy User Password)**
- 3) Input the Contract ID, Authentication Key, Server Name, and Server Port Number in SP5-760-003 to SP5-760-007.

Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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Registration configuration:

SP No.	Item	
SP5-760-003	Contract ID	Enter the customer Contract ID.
SP5-760-004	Authentication Key	Enter the customer Authentication Key.
SP5-760-005	Server Name	<i>'rpaasdev.online.tj.cn'</i> Don't change the value above.
SP5-760-006	Server URL Path	<i>'/npb-base-web/API/npb/v1.0/deviceNotification'</i> Don't change the value above.
SP5-760-007	Server Port Number	443 Don't change the value above.

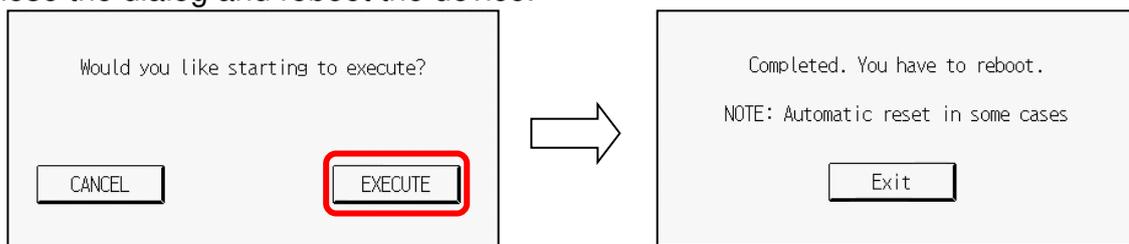
- 4) Press **[Execute]** in SP5-760-009(Registration)
- 5) Please wait a moment for communication with the server.
- 6) Check the SP5-760-012(Execution Return Code) value is "0" to confirm the success of PaaS setup.
If the value is not "0", please check the result with the SP5-760-013 values in **PaaS Error Code List**.
- 7) Make sure the SP5-760-008(Registration Status) value is "1" to confirm that PaaS registration is complete.

2. Unregistering PaaS

[Preparation]

- In order to unregister, it is necessary to follow the cancellation procedure on the PaaS server side in advance.

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-010(Unregistration).
- 3) Close the dialog and reboot the device.



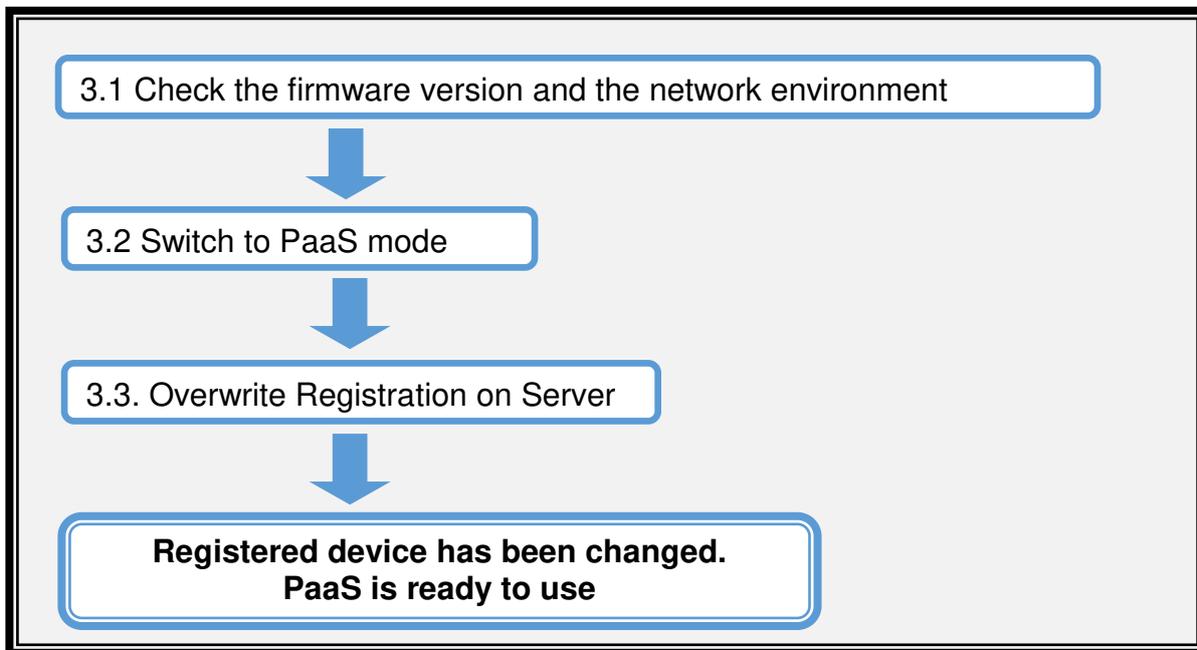
- 4) Please wait a moment for communication with the server.
- 5) After auto rebooting, make sure the SP5-760-012(Execution Return Code) value is "0" to confirm the success of the PaaS unregistration.
If the value is not "0", please check the result with the SP5-760-013 values in the **PaaS Error Code List**.
- 6) Make sure the SP5-760-008(Registration Status) value is "0" to confirm that the PaaS unregistration is complete.

Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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3. Changing Registered Device / Controller Board

To change the PaaS registered device or if the controller board is replaced, please follow the procedure below on the new device.



[Preparation]

- The customer Contract ID and the customer authentication key are required for authentication.
- Check that the SP5-816-201 value is “0” to make sure that @Remote is NOT enabled.

3.1 Check the Network Environment

Specify the network settings (IP address, Subnet mask, Gateway, and DNS) in the following menu:

Open **User Tools > Machine Features > System Settings > Interface Settings**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer’s network environment.

Note: Make sure the machine’s main power is always turned on and connected to the internet during registration.

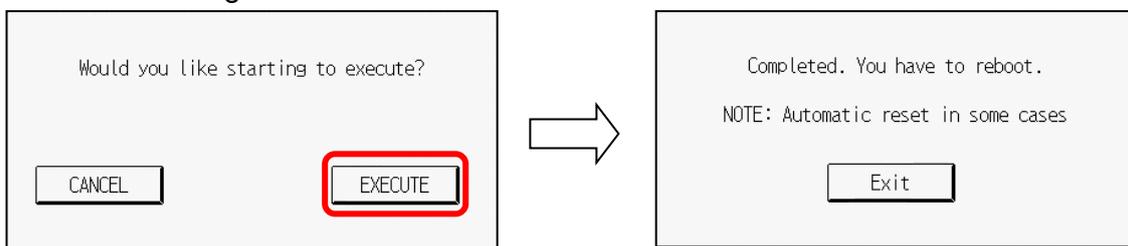
3.2 Switch to PaaS mode

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-002 (Entering PaaS mode) *1

Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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3) Close the dialog and reboot the device.



4) After rebooting, check the SP5-760-001(PaaS Mode) value is “1” to confirm PaaS mode.

*1: When the machine is already in PaaS mode or @Remote is running, an "Execution Failed" message is displayed on the operating panel.

3.3 Overwrite Registration on Server

After PaaS Registration, you cannot switch back to normal mode.

1) Enter SP Mode.

2) **Specify the following SP proxy server settings:**

- **SP5-760-015 (Use Proxy) 1: Use / 0: Don't use**
- **SP5-760-016 (Proxy Server)**
- **SP5-760-017 (Proxy Port Number)**
- **SP5-760-018 (Proxy User Name)**
- **SP5-760-019 (Proxy User Password)**

3) Input the details, such as Contract ID, Authentication Key, Server Name, and Server Port Number in SP5-760-003 to SP5-760-007.

Registration configuration:

SP No.	Item	
SP5-760-003	Contract ID	Enter the customer's Contract ID.
SP5-760-004	Authentication Key	Enter the customer's Authentication Key.
SP5-760-005	Server Name	'rpaasdev.online.tj.cn' Don't change the value above.
SP5-760-006	Server URL Path	'/npb-base-web/API/npb/v1.0/deviceNotification' Don't change the value above.
SP5-760-007	Server Port Number	443 Don't change the value above.

4) Press **[Execute]** in SP5-760-011(Overwrite Registration on Server).

5) Please wait a moment for communication with the server.

6) Check the SP5-760-012(Execution Return Code) value is “0” to confirm the success of PaaS setup.

If the value is not “0”, please check the result with the SP5-760-013 values in **PaaS Error Code List**.

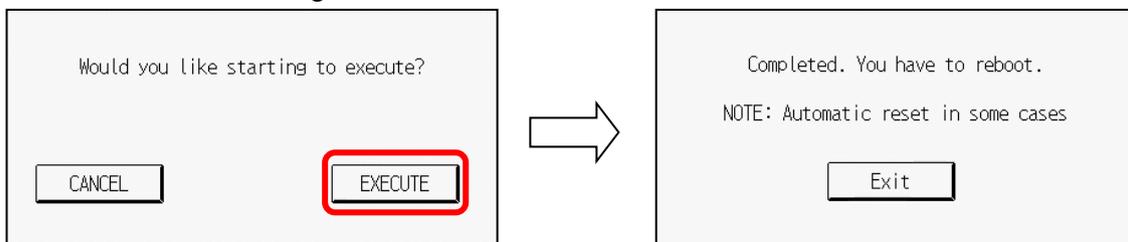
7) Make sure the SP5-760-008(Registration Status) value is “1” to confirm that PaaS registration is complete.

Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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4. Switching Back to Normal Mode

- 1) Enter SP Mode.
- 2) Press **[Execute]** in SP5-760-024(Entering Normal Mode).
- 3) Close the reboot dialog and reboot the device.



- 4) After rebooting, check the SP5-760-001(PaaS Mode) value is “0” to confirm that switching to Normal mode is complete.

Note: This function targets the device before registering with PaaS and after unregistering with PaaS. After registering the PaaS device, it cannot be unregistered in SP5-760-024(Enter Normal Mode). It is necessary to unregister through SP5-760-010 (Unregistration).

5. SP Number

SP No.	Name
SP5-760-001	PaaS Mode
SP5-760-002	Enter PaaS Mode
SP5-760-003	Contract ID
SP5-760-004	Authentication Key
SP5-760-005	Server Name
SP5-760-006	Server URL Path
SP5-760-007	Server Port Number
SP5-760-008	Registration Status
SP5-760-009	Registration
SP5-760-010	Unregistration
SP5-760-011	Overwrite Registration on Server
SP5-760-012	Execution Return Code
SP5-760-013	Error Code
SP5-760-015	Use Proxy 0:Don't use 1:Use
SP5-760-016	Proxy Server
SP5-760-017	Proxy Port Number
SP5-760-018	Proxy User Name

Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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SP5-760-019	Proxy User Password
SP5-760-020	Retry Interval
SP5-760-021	Retry Count
SP5-760-023	Next Update Time
SP5-760-024	Enter Normal Mode
SP5-760-025	Prescribed Print Sheet No/Page (default value is 100) *
SP5-760-027	Permit Setting 0: The device is usable 1: The device cannot be used if communication with PaaS-PF is not possible. 2: The device cannot be used if communication with PaaS-PF cannot be performed for a long time. (About 30 days) 3: The device cannot be used if the limit of print number is exceeded.
SP5-760-028	Selection Country
SP5-760-029	Connect Type 0: LAN 1: (Dial-up: Not Supported) 2: 3G

*This value applies when not connected to PaaS-PF in PaaS mode yet. In other words, the machine stopped at 100 sheets because your machine was not able to connect to PaaS-PF.

6. PaaS Execution Return Code

SP No.	Value	Description	Solution / Workaround
SP5-760-012	0	Initial / Succeeded	-
	1	Invalid	Follow Switch to PaaS mode
	2	Already registered	-
	3	Already unregistered	-
	4	Communication error	For details, refer to SP5-760-013 in PaaS Error Code List .
	9	Running	Please wait a moment and check the status again.

Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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7. PaaS Error Code List

SP No.	Value	Description	Solution / Workaround
SP5-760-013			
	0	No error	-
	1	Network information has not been set, or an invalid contract ID and authentication key were entered.	Confirm information such as the Contract ID, Authentication Key, PaaS Server Name, PaaS Server Port Number, etc...
	2	DNS server does not resolve the host name.	Confirm the PaaS Server Name and Proxy Server. Check the firmware version and the network environment. If this does not work, contact the network administrator.
	3	PaaS Server is not connected.	Confirm the PaaS Server Name/Port Number and Proxy Server/Port Number. If this does not work, contact the network administrator.
	4	Proxy is not authenticated	Confirm the Proxy User Name and Password. If this does not work, contact the network administrator.
	5	PaaS Server registration error	Confirm the cause with the PaaS Server Escalate to the PaaS Server Supplier
	6	PaaS Server internal error	Retry the procedure. If this does not work, confirm the cause with PaaS Server
	7	PaaS Server internal error	Confirm the cause with the PaaS Server
	8	PaaS Server parameter error	Confirm the cause with the PaaS Server
	9	PaaS Server under maintenance	Retry the procedure after maintenance has finished.
	10	HTTP communication error (404)	Review the PaaS Server URL Path. Check PaaS Configuration.
	11	HTTP communication error (500)	Check the firmware version, the network environment, and the PaaS Configuration. If this does not work, escalate to the PaaS Server Supplier.
	12	3G Error	
	51	Connection timeout	Confirm the network settings such as the IP address. Check the firmware version and the network environment
	52	3G Error	
	101	Unit number error	Escalate to the Device Supplier
	102	Device data collection error	Escalate to the Device Supplier
	103	PaaS Server response data conversion error	Escalate to the Device Supplier

Reissued: 7-Jun-19

Model: Met-MF3	Date: 12-Apr-19	No.: RD0BL017a
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104	PaaS Server response error	Escalate to the Device Supplier
110	Invalid HTTP header	Escalate to the Device Supplier
111	Incorrect JSON structure	Escalate to the Device Supplier
112	HTTP communication error (405)	Escalate to the Device Supplier
113	HTTP communication error (411)	Escalate to the Device Supplier
114	HTTP communication error (413)	Escalate to the Device Supplier
115	HTTP communication error (414)	Escalate to the Device Supplier
116	HTTP communication error (other)	Escalate to the Device Supplier
255 :	System error	Escalate to the Device Supplier

8. Technical Tips

- If communication fails, the PaaS update process will retry three more times at five second intervals.
- If the PaaS update process fails on three consecutive days, the device will display the banner message.
- If a PaaS communication update error occurs, the device will try to connect to the server to update after being rebooted.
- If the device is rebooted, the banner message will not be displayed. The banner message not being displayed doesn't necessarily mean the communication update was successful.

Model: Met-MF3		Date: 23-Aug-19	No.: RD0BL023
Subject: FSM correction: The setting of SMTP authentication in Scan to Email		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

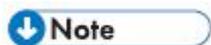
The descriptions ***in bold italic*** have been corrected:

Appendices > 4. Software Configuration > Scanner Settings > The Setting of SMTP authentication in Scan to Email (P.1822~)

The Setting of SMTP authentication in Scan to Email

Scan to Email fails with the error message "Transmission has failed ". The SMTP username and password are correct. How can I make Scan to Email pass ?

Change SP 5-860-022 "SMTP Auth. From Field Replacement" to On. By doing this, Scan to Email will pass the SMTP authentication.



- Using this option to solve the above problem, the device **SMTP email address** will appear in the email's "From" field. **The email address of the user who sent the email or the administrator** will appear in the "Reply-to" field.

Explanation

This is an SMTP authentication issue that aborts transmission of an already started Scan to Email. Currently this has only been reproduced using MS-Exchange server.

MS-Exchange requires that all of the following match:

1. The sender's address in the "MAIL FROM" field. This is also known as the "envelope sender" or "MIME sender". It is an SMTP command sent at the beginning of the email transmission process.
2. The sender's address in the mail header "From:" field. This appears as "From" in email clients. It is a part of the email itself.
3. The email address corresponding to the SMTP username used to login into the SMTP server.

Model: Met-MF3

Date: 23-Aug-19

No.: RD0BL023

When the MFP logs into the SMTP server, the email address of the username 3) will be compared to 1) and 2). If these comparisons fail, authentication will also fail. Exchange server will stop the transmission procedure, and the "Transmission has failed" message will be returned to the sender.

Typical example

NG case:

SP5-860-022 is Off:

1. The "MAIL FROM" field = **SMTP email address (Fig.1)**
2. The mail header "From:" field = **User or administrator (Fig.2 or Fig.3)**
3. The SMTP username = **SMTP user name (Fig.1)**

When the SMTP server compares 2) and 3) the Exchange Server will stop the transmission procedure.

OK case:

SP5-860-022 can be used to make the values in the above example, match.

In this example, if SP5-860-022 is On, **the user's email address or administrator's email address** in the mail header '2)' will be replaced by **the SMTP email address. (see Fig.1)**

To solve the problem, the **"Mail From:" field** must be the same as the **mail header From:" field.**

If this is done:

1. The "Mail From: field = **SMTP email address (Fig.1)**
2. The mail header "From:" field = **SMTP email address (Fig.1)**
3. The SMTP username = **SMTP user name (Fig.1)**

1, 2 and 3 must match and the authentication should be successful.



• **When SP5-860-022 is on, the user's email address or the administrator's email address will be inserted into the reply-to field.**

Model: Met-MF3	Date: 23-Aug-19	No.: RD0BL023
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Fig.1 Default device SMTP user name, password and email address

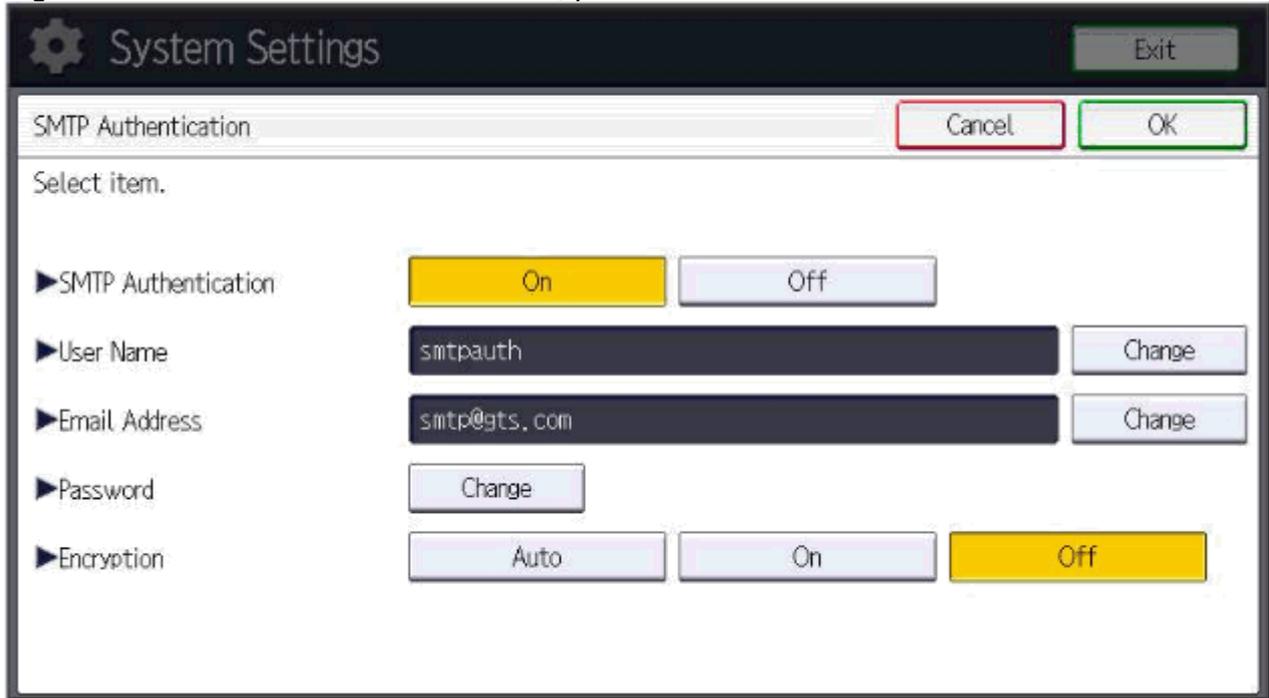
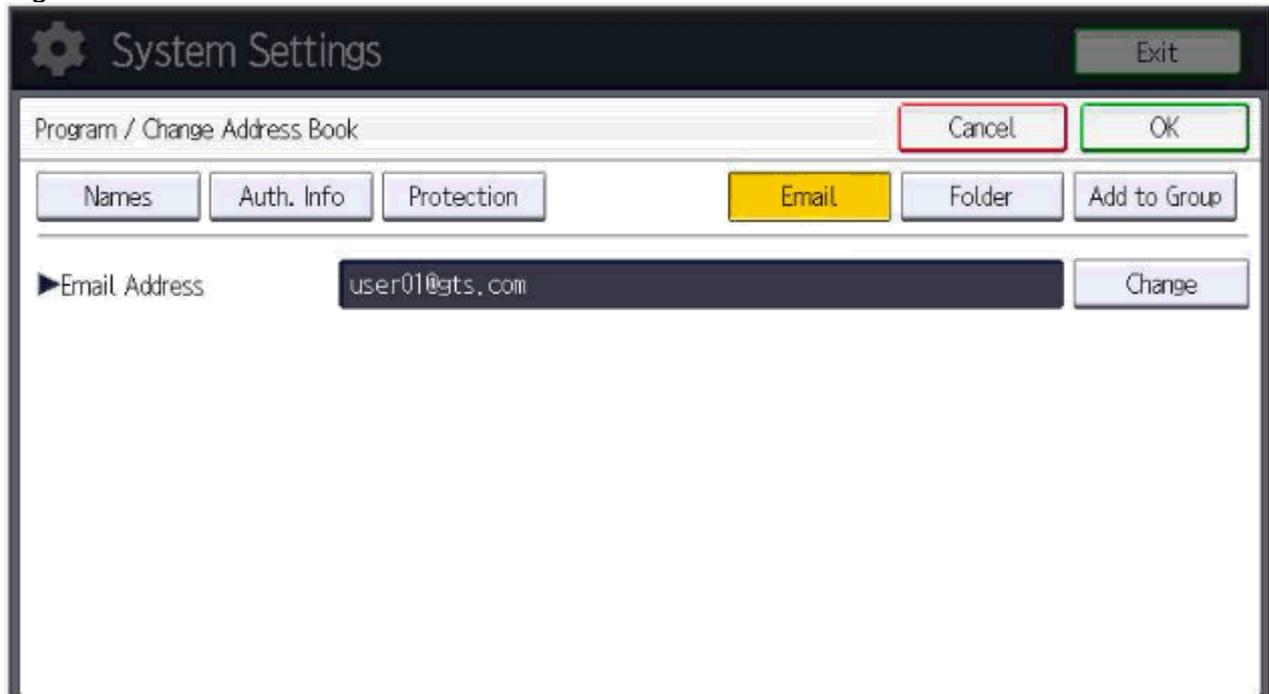
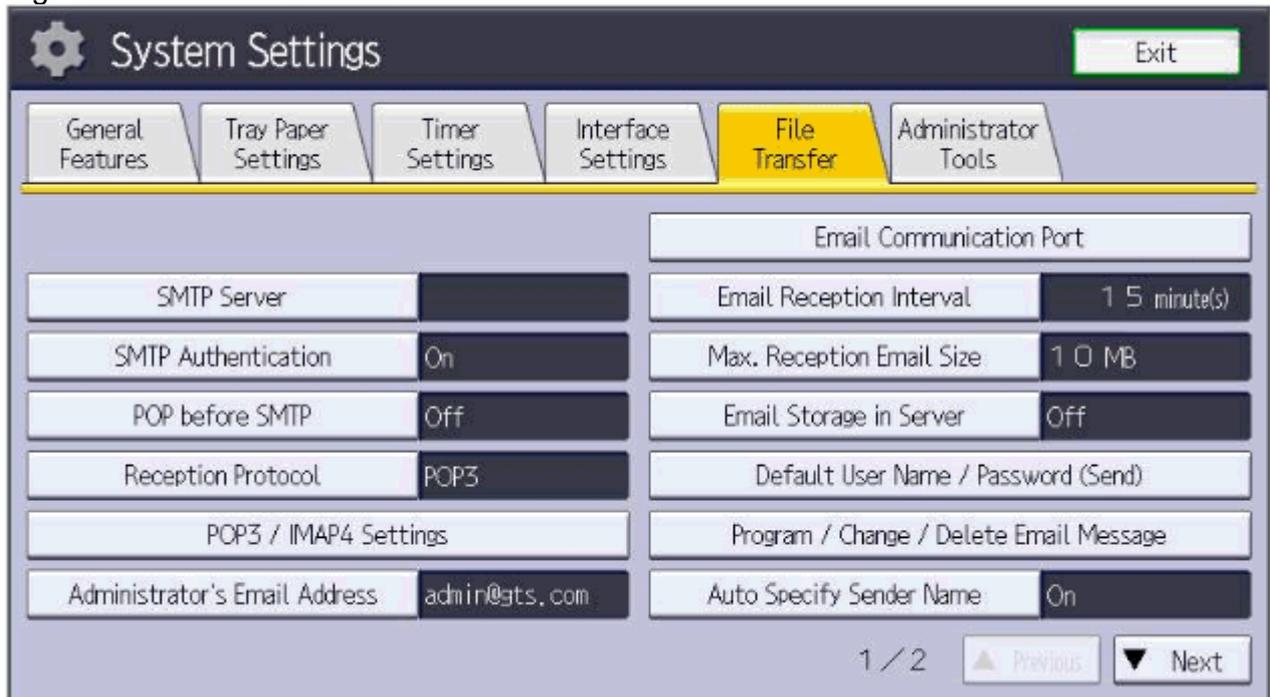


Fig.2 A user's email address in the Address Book



Model: Met-MF3	Date: 23-Aug-19	No.: RD0BL023
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Fig.3 Administrator's email address



Reissued: 28-Jun-19

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Met-P2, Mimir-C2.1	Date: 27-Jun-19	No.: RD147178b
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Reissue

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

Subject: Parts Catalog Correction: Parts Integration of Manual Feed and Duplex unit		Prepared by: Takahiro Tada	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Parts catalog correction

The part numbers for the models below have been changed due to utilizing the same Manual Feed and Duplex Unit.

Affected models are as follows:

<Group A>

Product Code	Model name						
D146	C3003	D147	C3503	D148	C4503	D149	C5503
D150	C6003	D176	C2003	D177	C2503	D237	C2011

<Group B>

Product Code	Model name						
D238	C3004	D239	C3504	D240	C4504	D241	C5504
D242	C6004	D243	C2004	D244	C2504	D0AC	C3004
D0AD	C3504	D0AE	C4504	D0AF	C5504	D0AG	C6004
D0AH	C2004	D0AJ	C2504	M0AJ	C840	M0AL	C842

<Group C>

Product Code	Model name						
D0BL	IM C3000	D0BM	IM C3500	D0BN	IM C4500	D0BP	IM C5500
D0BQ	IM C6000	D0BJ	IM C2000	D0BK	IM C2500		

<Group D>

Product Code	Model name
D0BH	C501

Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Change 1: Manual Feed Unit part number has been changed to make the new parts compatible with the mentioned models.

<Group B>: Some of the parts in Manual Feed Unit have been changed (Please refer to **Change 2-5**).

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
M0BW2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	X/O	1	A
-	D2412661*1	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

*1: This harness is originally used in **<Group B>**.

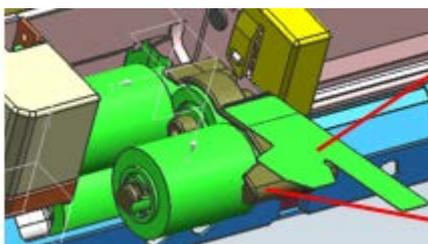
<Group C>: The harness has been removed from Manual Feed Unit (D0BQ2601).

Old P/N <Group C>	New P/N	Description	Int	Q'ty	Note
D0BQ2601	D0BQ2600	MANUAL FEED UNIT:ASS'Y	O/O	1	A
-	D0BQ2673*1	HARNES:MANUAL FEED:CONNECTING	-	0->1	A

*1: This harness is originally used in **<Group C>**.

Change 2: The material and the color of the pickup arm has been changed and the seat of the pickup arm also removed.

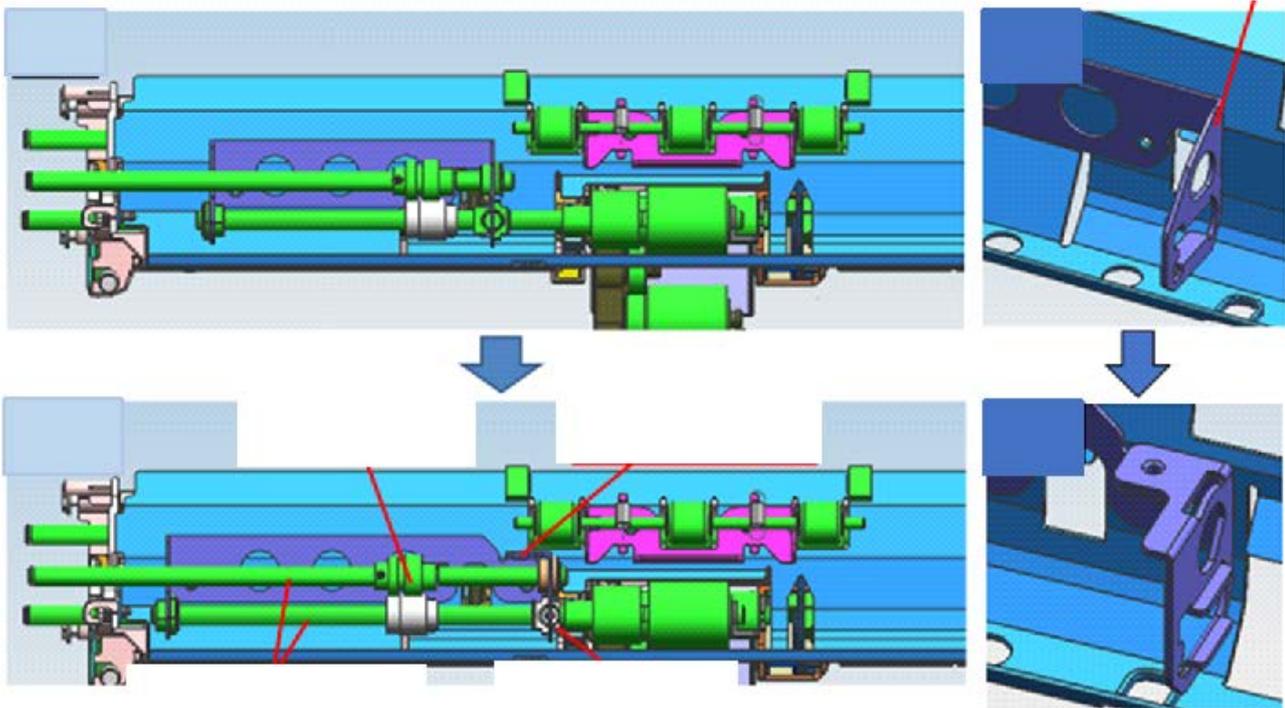
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
D2022617	D0BQ2623	ARM:PICKUP:MANUAL FEED	X/O	1	B
D2022618	-	SHEET:PICKUP	-	1->0	B



Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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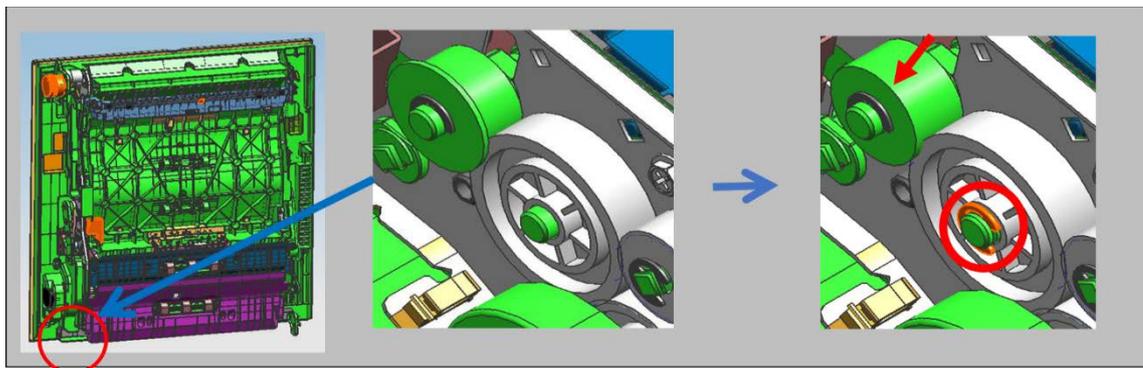
Change 3: The shape of the brackets and bearings, length of the roller shaft, and the gear position has changed. Also e-rings added.

Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
08050104	08050104	RETAINING RINGS-E:SILENCER:DIA4	-	2->3	C
D1494770	D0BQ2608	SHAFT:SEPARATOR:DRIVEN:ASS'Y	X/X	1	C
M0BW2615	D0BQ2615	GUIDE PLATE:SEPARATOR:ASS'Y	X/X	1	C
D1492619	D0BQ2619	SHAFT:SEPARATOR:DRIVE:ASS'Y	X/X	1	C
D2412653	D0BQ2653	COIL SPRING:PRESSURE:SEPARATOR	X/X	1	C



Change 4: There are no protruding parts to hold the gear. An e-ring added to stop the gear in position, and a groove added to the shaft for the e-ring.

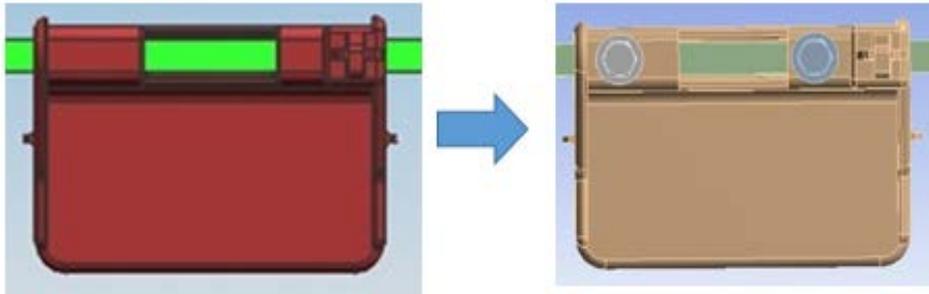
Old P/N <Group B>	New P/N	Description	Int	Q'ty	Note
07200040E	07200040E	RETAINING RING - M4	-	3->4	D
D2414631	D0BQ4631	SIDE PLATE:REAR:DUPLX:PEEN	X/X	1	D
D2414644	D0BQ4644	GEAR:MECHANICAL ROLLER CLUTCH	X/X	1	D



Model: Met-C1abcdekyz, Met-C2abcdeyz, Met-C2.1abcdeyz, Met-MF3abcdeyz, Mimir-C2.1	Date:	No.:
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Change 5: The grip of duplex unit has been changed from press fit to screw type.

Old P/N <Group A/B/D>	New P/N	Description	Int	Q'ty	Note
-	03603006N	SCREW - M3X6	-	0->2	E
D1754654	D0BQ4654	SHAFT:LEVER:LOCK	X/X	1	E
D1494655	D2894655	GRIP:DUPLEX UNIT	X/X	1	E



Appendix

The following list is the new part numbers of the duplex unit.

The part numbers of <Group C> not changed.

Old P/N	New P/N	Description	Int	Q'ty	Model
D1754521	D1754523	DUPLEX UNIT: ASS'Y	O/O	1	<Group A>
D1474532	D1474534	DUPLEX UNIT: ASS'Y	O/O	1	
D1484515	D1484517	DUPLEX UNIT: ASS'Y	O/O	1	
D2414517	D2414519	DUPLEX UNIT: ASS'Y	O/O	1	<Group B>
D2444515	D2444517	DUPLEX UNIT: ASS'Y	O/O	1	
D0BH4517	D0BH4519	DUPLEX UNIT: ASS'Y	O/O	1	<Group D>

Model: <u>Met-MF3cde</u>		Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
Subject: CC-CERTIFIED IN 2019 Machine		Prepared by: <u>T.Suzuki</u>	
From: <u>1st Tech Service Sect., Tech Service Dept.</u>			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

- 削除: Model GIM-MF1d/dM
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- 削除: RM160026
- 書式を変更: フォント : 10 pt
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- 削除: 5
- 削除: Y. Gaman
- 削除: 1st Tech Service , MFP/P Tech Service D

This RTB describes the requirements for installing models in the IM C4500/C4500G/C5500/C6000/C6000G series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following sixteen steps if you want to install the IM C4500/C4500G/C5500/C6000G series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in March 2019.
 Important: If you perform with accessing SP mode, the machine become the different condition as when CC certification was attained.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 9-11.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 9. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
https://support.ricoh.com/services/device/ccmanual/IMC4500/en-GB/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/MC4500/en-GB/pdf/SafetyInformation.html>
- Tell the customer to see the Online Document Set 3 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/MC4500/en-GB/pdf/User.html>
- Tell the customer to see the Online Document Set 4 from the following URL:
https://support.ricoh.com/services/device/ccmanual/MC4500/SecurityReference/en-GB/booklist/int/index_book.htm
- Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the following URL:
https://support.ricoh.com/services/device/ccmanual/im_C4500_C5500_C6000/en/download_admin.html
https://support.ricoh.com/services/device/ccmanual/im_C4500_C5500_C6000/en/download_user.html

Model: Met-MF3cde	Date: 22-Apr-19	No.: RD0BL018
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2. Tell the customer to read th “Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009”.

See the following pages for Step 3 to Step 16.

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- 削除: RM160026

Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "[IM C4500/C5500/C6000 IM C2000/C2500/C3000/C3500 Machine Code: D0BN/D0BP/D0BQ D0BJ/D0BK/D0BL/D0BM Field Service Manual](#)", confirm that no

suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "[IM C4500/C5500/C6000 IM C2000/C2500/C3000/C3500 Machine Code: D0BN/D0BP/D0BQ D0BJ/D0BK/D0BL/D0BM Field Service Manual](#)", confirm that no

suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M37.

By comparing the fax unit and the images in "1. Installation", "Fax Option Type M37 (D3GF)", and "Accessory Check" in "[Fax Unit Field Service Manual](#)", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M37.

For the detailed installation procedure, see "Fax Option Type M37 (D3GF)" in "1. Installation", [Fax Unit Field Service Manual](#).

5. Hide Administrator Password Change Screen

If the "Program/Change Administrator" screen is displayed at startup, execute SP5-755-002 (Hide Administrator Password Change Scrn).

6. Setting "Smart Operation Panel mode" to "Secure boot"

In the SP5-748-101 (Op Type Action Setting), set "bit2: Smart Operation Panel mode" to "1".

7. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"

In the SP5-848-025 (Web Service Access Ctrl:Rest WebService (Lower 4bits)), set bit0 to "0", and set bit1 to "1".

8. Setting "On Board USB" to "0"

In the SP5-985-002 (On Board USB), set "On Board USB" to "0".

9. Setting "Auto Update Setting" to "0"

In the SP5-886-111 (Auto Update Setting), set "Auto Update Setting" to "0".

10. Setting "Introduction Setting Boot Mode" to "0"

In the SP5-761-007 (SmartOperationPanel Setting:Introduction Setting Boot Mode), set "Introduction Setting Boot Mode" to "0".

11. Setting "PaaS:Contract Status" to "0"

In the SP5-760-008 (PaaS:Contract Status), set "PaaS:Contract Status" to "0".

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削除: RICOH IM C2000, C2500, C3000, C3500, C4500, C5500, C6000 Machine Code:D0BL, D0BM, D0BN, D0BP, D0BQ, D0BJ, D0BK Field Service Manual",

削除: RICOH IM C2000, C2500, C3000, C3500, C4500, C5500, C6000 Machine Code:D0BL, D0BM, D0BN, D0BP, D0BQ, D0BJ, D0BK Fax Service Manual...

削除: RICOH IM C2000, C2500, C3000, C3500, C4500, C5500, C6000 Machine Code:D0BL, D0BM, D0BN, D0BP, D0BQ, D0BJ, D0BK Fax Service

Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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12. Setting "GuestNetwork" to "0"

In the SP5-764-001 (NFC Setting:GuestNetwork), set "GuestNetwork" to "0".

13. Invalid setting of Remote Assistant function

Set "System" -> "Screen Device Settings" -> "Application Settings" -> "Remote Control of the Control Panel Screen" -> "Remote Operation / Monitoring Function" to [OFF] from the service setting of the operation unit.

Set "System" -> "Screen Device Settings" -> "Application Settings" -> "RemoteSupportService" -> "Service Availability" to "Disable" from the service setting of the operation unit.

14. Instructions for uninstalling iWnn

Uninstall "iWnn IME Korean Pack", "iWnn IME Simplified Chinese Pack", "iWnn IME Traditional Chinese Pack", and "iWnn IME" from "Device" -> "Application" -> "Install" -> "Uninstall" from the service setting of the operation unit.

15. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

16. Check firmware versions.

If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware versions of the machine are the same as or later than the ones in the table.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.
 - If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later.
- If you are not sure which of these the customer prefers, confirm this with your Sales department.

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Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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Firmware versions with which the IM C4500/C4500G/C5500/C6000/C6000G series models first achieved CC-CERTIFICATION:

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Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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Firmware Name:	Version:	Firmware Number:
System/Copy	1.02.3	D0BN5550F
Network Support	18.39	D0BL5578B
Web Support	1.00	D0BN5570B
Fax	01.01.00	D0BL5560C
RemoteFax	01.00.00	D0BL5562B
Scanner	01.01	D0BL5568B
Web Uapl	1.01	D0BN5572C
NetworkDocBox	1.00	D0BL5574B
animation	1.00	D0BN5576B
Printer	1.00.1	D0BN5581B
RPCS	3.23.13	D0BN5583B
Font EXP	1.00	D2415581
PCL	1.01	D0BL5584B
IRIPS PS3	1.00	D0BL5586A
IRIPS PDF	1.03	D0BL5588B
IRIPS Font	1.15	D0AF5577A
GraphicData	1.00	D0BN5591B
MovieData	1.00	D0BN5561B
MovieData2	1.00	D0BN5563B
MovieData3	1.00	D0BN5565B
Data Erase Onb *	1.05	D2625244
GWFCU3.8-22(WW)	01.00.00	D0BL5564C
PowerSaving Sys	F.L3.23	D0BN5556B
M2a_System	1.01	D0BQ1450B
M2a_BLEPlugin	4.0.1	D0BM1454A
M2a_BluetoothSe	1.01	D0BQ1468A
M2a_cspf	3.00.00	D0BM1450A
M2a_DeviceHub	1.00	D0BM1472
M2a_HelpService	5.00	D0BQ1496B
M2a_ICCdDisptch	3.05.00	D0BQ1478A
M2a_InstSetting	1.00	D0BQ1484B
M2a_KrbServ	1.04.00	D0BQ1495A
M2a_MeidaPrtScn	1.00	D0BQ1474B
M2a_NFCPlugin	3.03.00	D0BM1452A
M2a_PrinterInfo	1.00	D0BQ1470B
M2a_PrinterSJob	1.00	D0BQ1475B
M2a_ProgramInfo	1.20	D0BQ1469B
M2a_QRCode_SDC	4.0.3	D0BM1451A
M2a_QuickCdAuth	3.04.00	D0BQ1457A
M2a_RemAssist	1.1	D0BQ1499B
M2a_RemPnlOpe	1.0.1	D0BQ1497A
M2a_RemSptSvc	1.0	D0BQ1498B
M2a_SimpleWFD	1.09	D0BM1455B

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Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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Firmware Name:	Version:	Firmware Number:
M2a_SmartCopy	1.00	D0BQ1471B
M2a_SmartFAX	5.00	D0BQ1473B
M2a_SmartScan	1.00	D0BQ1472B
M2a_SmartScanEx	2.01	D0BQ1493
M2a_USBCdPlugin	3.03.00	D0BM1453A
M2a_WEcoInfo	1.00	D0BQ1464B
M2a_WFaxInfo	1.00	D0BQ1462B
M2a_WLanguage	1.00	D0BQ1460B
M2a_WStopKey	1.00	D0BQ1463B
M2a_WToner	1.00	D0BQ1461B
M2a_WTray	1.00	D0BQ1477B
M2a_zoo	3.00.06	D0BQ1476A
Engine	1.04:04	D0BQ5503B
ADF		
ARDF	01.000:03	D3FE5260B
SPDF	01.010:02	D3FF5260B
Platen Cover	Undisplayed	Undisplayed

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* If the Data Erase Onb version is not the same as shown in the table, contact your supervisor. (This version is never upgraded).

Ic Key and Ic Ctlr versions with which the IM C4500/C4500G/C5500/C6000/C6000G series models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01024704

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).
 These versions can be confirmed from the operation panel.

Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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MultiLink-Panel

Firmware Name:	Version:	Firmware Number:
Firmware	1.01	D0BQ1450B
Keymicon	9.07	-
Application Site	3.00.06	D0BQ1476A
Bluetooth Authentication Plugin	4.0.1	D0BM1454A
BluetoothService	1.01	D0BQ1468A
Change Langs. Widget	1.00	D0BQ1460B
Copy	1.00	D0BQ1471B
CSPF	3.00.00	D0BM1450A
Direct Connection	1.09	D0BM1455B
Eco-friendly Widget	1.00	D0BQ1464B
Fax	5.00	D0BQ1473B
Fax RX File Widget	1.00	D0BQ1462B
GraphicData	1.00	D0BN5591B
ICCardDispatcher	3.05.00	D0BQ1478A
Installation Settings	1.00	D0BQ1484B
KerberosService	1.04.00	D0BQ1495A
LegacyUIData	1.00	D0BN5576B
Multi Device Hub	1.00	D0BM1472
Print/Scan (Memory Storage Device)	1.00	D0BQ1474B
Printer	1.00	D0BQ1470B
ProgramInfoService	1.20	D0BQ1469B
Proximity Card Reader Support Plugin	3.03.00	D0BM1453A
Quick Card Authentication Config.	3.04.00	D0BQ1457A
Quick Print Release	1.00	D0BQ1475B
Remote Panel Operation	1.0.1	D0BQ1497A
RemoteConnect Support	1.1	D0BQ1499B
RemoteSupportService	1.0	D0BQ1498B
RicohScanGUIService	2.01	D0BQ1493
Scanner	1.00	D0BQ1472B
Smart Device Connector	4.0.3	D0BM1451A
Standard IC Card Plugin	3.03.00	D0BM1452A
Stop Widget	1.00	D0BQ1463B
Supply Info Widget	1.00	D0BQ1461B
Support Settings	5.00	D0BQ1496B
Tray/Remaining Paper	1.00	D0BQ1477B

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Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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The list of Operating Instructions (O/I)
 <For North America and GSA*>
 *GSA: General Services Administration.

Paper Documents

- D0BQ-7030 Safe Use of This Machine
- D0BQ-7077 For Users of This Product
- D0BQ-7089 Notes for Users
- D241-7238 SOFTWARE LICENSE AGREEMENT

Online Document Set 1

- D0BQ-7477 Setup
- D0BQ-7476 Introduction and Basic Operations
- D0BQ-7478 Copy
- D0BQ-7479 Document Server
- D0BQ-7480 Fax
- D0BQ-7482 Scan
- D0BQ-7481 Printer
- D0BQ-7483 Maintenance
- D0BQ-7484 Troubleshooting
- D0BQ-7485 Settings
- D0BQ-7486 Specifications
- D0BQ-7487 Security
- D0BQ-7488 Driver Installation Guide

Online Document Set 2

- D0BQ-7503 Safety Information

Online Document Set 3

- D0BQ-7475 User Guide
Selected Version

Online Document Set 4

- D0BQ-7495 Security Reference

Online Document Set 5

- D0BQ-7505 Notes on Security Functions
- D0BQ-7498 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Europe>

Paper Documents

- D0BQ-7030 Safe Use of This Machine
- D0BQ-7077 For Users of This Product

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Model: <u>Met-MF3cde</u>	Date: <u>22-Apr-19</u>	No.: <u>RD0BL018</u>
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- D0BQ-7089 Notes for Users
- D241-7238 SOFTWARE LICENSE AGREEMENT
- D150-1469A Note to users EU Countries

Online Document Set 1

- D0BQ-7477 Setup
- D0BQ-7476 Introduction and Basic Operations
- D0BQ-7478 Copy
- D0BQ-7479 Document Server
- D0BQ-7480 Fax
- D0BQ-7482 Scan
- D0BQ-7481 Printer
- D0BQ-7483 Maintenance
- D0BQ-7484 Troubleshooting
- D0BQ-7485 Settings
- D0BQ-7486 Specifications
- D0BQ-7487 Security
- D0BQ-7488 Driver Installation Guide

Online Document Set 2

- D0BQ-7503 Safety Information

Online Document Set 3

- D0BQ-7475 User Guide
Selected Version

Online Document Set 4

- D0BQ-7495 Security Reference

Online Document Set 5

- D0BQ-7505 Notes on Security Functions
- D0BQ-7498 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Asia>

Paper Documents

- D0BQ-7032 Safe Use of This Machine
- D0BQ-7077 For Users of This Product
- D0BQ-7089 Notes for Users
- D241-7238 SOFTWARE LICENSE AGREEMENT

Online Document Set 1

- D0BQ-7477 Setup

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Model: Met-MF3cde	Date: 22-Apr-19	No.: RD0BL018
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- D0BQ-7476 Introduction and Basic Operations
- D0BQ-7478 Copy
- D0BQ-7479 Document Server
- D0BQ-7480 Fax
- D0BQ-7482 Scan
- D0BQ-7481 Printer
- D0BQ-7483 Maintenance
- D0BQ-7484 Troubleshooting
- D0BQ-7485 Settings
- D0BQ-7486 Specifications
- D0BQ-7487 Security
- D0BQ-7488 Driver Installation Guide

Online Document Set 2

- D0BQ-7503 Safety Information

Online Document Set 3

- D0BQ-7475 User Guide
Selected Version

Online Document Set 4

- D0BQ-7495 Security Reference

Online Document Set 5

- D0BQ-7505 Notes on Security Functions
- D0BQ-7498 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

削除: Model GIM-MF1d/dM

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削除: 2-Jun-15

書式を変更: フォント : 10 pt

書式を変更: フォント : 10 pt

削除: RM160026

Model: <u>Met-MF3abyz</u>		Date: <u>20-May-19</u>	No.: <u>RD0BL019</u>
Subject: CC-CERTIFIED IN 2019 Machine		Prepared by: <u>T. Suzuki</u>	
From: <u>1st Tech Service Sect., Tech Service Dept.</u>			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

- 削除: Model Met-MF3abyzGIM-MF1d/dM
- 書式を変更: タブ位置: 20.08 字(なし) + 40.16 字
- 削除: 2-Jun-15
- 削除: RM160026
- 書式を変更: フォント: 10 pt
- 書式を変更: フォント: 10 pt
- 削除: 5
- 削除: Y. Gaman
- 削除: 1st Tech Service Sect., MFP/P Tech Service

This RTB describes the requirements for installing models in the IM C2000/C2000G/C2500/C2500G/C3000/C3000G/C3500/C3500G series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009.

書式を変更

Do the following sixteen steps if you want to install the IM C2000/C2000G/C2500/C2500G/C3000/C3000G/C3500/C3500G series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

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Note: Machines in production are CC-certified beginning in March 2019.

書式を変更

Important: If you perform with accessing SP mode, the machine become the different condition as when CC certification was attained.

書式を変更

書式を変更

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 9-11.

書式を変更

Important:

書式を変更

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 10. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).

書式を変更

- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).

書式を変更

- Tell the customer to see the Online Document Set 1 from the following URL:

書式を変更

https://support.ricoh.com/services/device/ccmanual/IMC2000/en-GB/booklist/int/index_book.htm

- Tell the customer to see the Online Document Set 2 from the following URL:

書式を変更

<https://support.ricoh.com/services/device/ccmanual/MC2000/en-GB/pdf/SafetyInformation.html>

- Tell the customer to see the Online Document Set 3 from the following URL:

書式を変更

<https://support.ricoh.com/services/device/ccmanual/MC2000/en-GB/pdf/User.htm>

書式を変更

- Tell the customer to see the Online Document Set 4 from the following URL:

書式を変更

https://support.ricoh.com/services/device/ccmanual/MC2000/SecurityReference/en-GB/booklist/int/index_book.htm

書式を変更

- Tell the customer to download the Online Document Set 5 (the information about the authentication based on the CC certification system) from the following URL:

書式を変更

https://support.ricoh.com/services/device/ccmanual/im_C2000_C2500_C3000_C3500/en/download_admin.html

https://support.ricoh.com/services/device/ccmanual/im_C2000_C2500_C3000_C3500/en/download_user.html

書式を変更

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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2. Tell the customer to read th “Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009”.

See the following pages for Step 3 to Step 16.

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式を変更: フォント : 10 pt
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
- 削除: RM160026
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Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation" and "Internal Options" in "[JM C4500/C5500/C6000 IM C2000/C2500/C3000/C3500 Machine Code: D0BN/D0BP/D0BQ D0BJ/D0BK/D0BL/D0BM Field Service Manual](#)", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "[IM C4500/C5500/C6000 IM C2000/C2500/C3000/C3500 Machine Code: D0BN/D0BP/D0BQ D0BJ/D0BK/D0BL/D0BM Field Service Manual](#)", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Install Fax Option Type M37.
By comparing the fax unit and the images in "1. Installation", "Fax Option Type M37 (D3GF)", and "Accessory Check" in "[Fax Unit Field Service Manual](#)", confirm that no suspicious parts or devices are attached to the fax unit.

Install Fax Option Type M37.
For the detailed installation procedure, see "Fax Option Type M37 (D3GF)" in "1. Installation", [Fax Unit Field Service Manual](#).

5. Hide Administrator Password Change Screen
If the "Program/Change Administrator" screen is displayed at startup, execute SP5-755-002 (Hide Administrator Password Change Scrn).

6. Setting "Smart Operation Panel mode" to "Secure boot"
In the SP5-748-101 (Op Type Action Setting), set "bit2: Smart Operation Panel mode" to "1".

7. Setting "Web Service Access Ctrl:Rest WebService (Lower 4bits)" to "on"
In the SP5-848-025 (Web Service Access Ctrl:Rest WebService (Lower 4bits)), set bit0 to "0", and set bit1 to "1".

8. Setting "On Board USB" to "0"
In the SP5-985-002 (On Board USB), set "On Board USB" to "0".

9. Setting "Auto Update Setting" to "0"
In the SP5-886-111 (Auto Update Setting), set "Auto Update Setting" to "0".

10. Setting "Introduction Setting Boot Mode" to "0"
In the SP5-761-007 (SmartOperationPanel Setting:Introduction Setting Boot Mode), set "Introduction Setting Boot Mode" to "0".

11. Setting "PaaS:Registration Status" to "0"
In the SP5-760-008 (PaaS: Contract Status), set "PaaS: Contract Status" to "0".

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式を変更: タブ位置: 20.08 字(なし) + 40.16 字
- 書式を変更: フォント : 10 pt
- 削除: RM160026
- 削除: RICOH IM C2000, C2500, C3000, C3500, C4500, C5500, C6000 Machine Code:D0BL, D0BM, D0BN, D0BP, D0BQ, D0BJ, D0BK Field Service ManualIM
- 削除: RICOH IM C2000, C2500, C3000, C3500, C4500, C5500, C6000 Machine Code:D0BL, D0BM, D0BN, D0BP, D0BQ, D0BJ, D0BK Field Service Manual",
- 削除: RICOH IM C2000, C2500, C3000, C3500, C4500, C5500, C6000 Machine Code:D0BL, D0BM, D0BN, D0BP, D0BQ, D0BJ, D0BK Fax Service Manual...
- 削除: RICOH IM C2000, C2500, C3000, C3500, C4500, C5500, C6000 Machine Code:D0BL, D0BM, D0BN, D0BP, D0BQ, D0BJ, D0BK Fax Service Manual...

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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12. Setting "GuestNetwork" to "0"

In the SP5-764-001 (NFC Setting: GuestNetwork), set "GuestNetwork" to "0".

13. Invalid setting of Remote Assistant function

Set "System" -> "Screen Device Settings" -> "Application Settings" -> "Remote Control of the Control Panel Screen" -> "Remote Operation / Monitoring Function" to [OFF] from the service setting of the operation unit.

Set "System" -> "Screen Device Settings" -> "Application Settings" -> "RemoteSupportService" -> "Service Availability" to "Disable" from the service setting of the operation unit.

14. Instructions for uninstalling iWnn

Uninstall "iWnn IME Korean Pack", "iWnn IME Simplified Chinese Pack", "iWnn IME Traditional Chinese Pack", and "iWnn IME" from "Device" -> "Application" -> "Install" -> "Uninstall" from the service setting of the operation unit.

15. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

16. Check firmware versions.

If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware versions of the machine are the same as or later than the ones in the table.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.
- If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later. If you are not sure which of these the customer prefers, confirm this with your Sales department.

削除: Model
削除: GIM-MF1d/dM
書式を変更: フォント : 10 pt
削除: 2-Jun-15
書式を変更: タブ位置: 20.08 字(なし) + 40.16 字
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Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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Firmware versions with which the IM
C2000/C2000G/C2500/C2500G/C3000/C3000G/C3500/C3500G series models first
achieved CC-CERTIFICATION:

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
- 書式を変更: フォント : 10 pt
- 削除: RM160026

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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Firmware Name:	Version:	Firmware Number:
System/Copy	1.02.3	D0BL5550F
Network Support	18.39	D0BL5578B
Web Support	1.00	D0BN5570B
Fax	01.01.00	D0BL5560C
RemoteFax	01.00.00	D0BL5562B
Scanner	01.01	D0BL5568B
Web Uapl	1.01	D0BN5572C
NetworkDocBox	1.00	D0BL5574B
animation	1.00	D0BL5576B
Printer	1.00.1	D0BL5581B
RPCS	3.23.13	D0BN5583B
Font EXP	1.00	D2415581
PCL	1.01	D0BL5584B
IRIPS PS3	1.00	D0BL5586A
IRIPS PDF	1.03	D0BL5588B
IRIPS Font	1.15	D0AF5577A
GraphicData	1.00	D0BL5591B
MovieData	1.00	D0BL5561B
MovieData2	1.00	D0BL5563B
MovieData3	1.00	D0BL5565B
Data Erase Onb *	1.05	D2625244
GWFCU3.8-22(WW)	01.00.00	D0BL5564C
PowerSaving Sys	F.L3.23	D0BL5589B
M2a_System	1.01	D0BQ1450B
M2a_BLEPlugin	4.0.1	D0BM1454A
M2a_BluetoothSe	1.01	D0BQ1468A
M2a_cspf	3.00.00	D0BM1450A
M2a_DeviceHub	1.00	D0BM1472
M2a_HelpService	5.00	D0BQ1496B
M2a_ICCdDisptch	3.05.00	D0BQ1478A
M2a_InstSetting	1.00	D0BQ1484B
M2a_KrbServ	1.04.00	D0BQ1495A
M2a_MeidaPrtScn	1.00	D0BQ1474B
M2a_NFCPlugin	3.03.00	D0BM1452A
M2a_PrinterInfo	1.00	D0BQ1470B
M2a_PrinterSJob	1.00	D0BQ1475B
M2a_ProgramInfo	1.20	D0BQ1469B
M2a_QRCode_SDC	4.0.3	D0BM1451A
M2a_QuickCdAuth	3.04.00	D0BQ1457A
M2a_RemAssist	1.1	D0BQ1499B
M2a_RemPnlOpe	1.0.1	D0BQ1497A
M2a_RemSptSvc	1.0	D0BQ1498B
M2a_SimpleWFD	1.09	D0BM1455B

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
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- 削除: RM160026

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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Firmware Name:	Version:	Firmware Number:
M2a_SmartCopy	1.00	D0BQ1471B
M2a_SmartFAX	5.00	D0BQ1473B
M2a_SmartScan	1.00	D0BQ1472B
M2a_SmartScanEx	2.01	D0BQ1493
M2a_USBCdPlugin	3.03.00	D0BM1453A
M2a_WEcoInfo	1.00	D0BQ1464B
M2a_WFaxInfo	1.00	D0BQ1462B
M2a_WLanguage	1.00	D0BQ1460B
M2a_WStopKey	1.00	D0BQ1463B
M2a_WToner	1.00	D0BQ1461B
M2a_WTray	1.00	D0BQ1477B
M2a_zoo	3.00.06	D0BQ1476A
Engine	1.04:04	D0BQ5503B
ADF		
ARDF	01.000:03	D3FE5260B
SPDF	01.010:02	D3FF5260B
Platen Cover	Undisplayed	Undisplayed

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
- 書式を変更: フォント : 10 pt
- 削除: RM160026

* If the Data Erase Onb version is not the same as shown in the table, contact your supervisor. (This version is never upgraded).

Ic Key and Ic Ctlr versions with which the IM C2000/C2000G/C2500/C2500G/C3000/C3000G/C3500/C3500G models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01024704

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).
 These versions can be confirmed from the operation panel.

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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MultiLink-Panel

Firmware Name:	Version:	Firmware Number:
Firmware	1.01	D0BQ1450B
Keymicon	9.07	-
Application Site	3.00.06	D0BQ1476A
Bluetooth Authentication Plugin	4.0.1	D0BM1454A
BluetoothService	1.01	D0BQ1468A
Change Langs. Widget	1.00	D0BQ1460B
Copy	1.00	D0BQ1471B
CSPF	3.00.00	D0BM1450A
Direct Connection	1.09	D0BM1455B
Eco-friendly Widget	1.00	D0BQ1464B
Fax	5.00	D0BQ1473B
Fax RX File Widget	1.00	D0BQ1462B
GraphicData	1.00	D0BL5591C
ICCardDispatcher	3.05.00	D0BQ1478A
Installation Settings	1.00	D0BQ1484B
KerberosService	1.04.00	D0BQ1495A
LegacyUIData	1.00	D0BL5576B
Multi Device Hub	1.00	D0BM1472
Print/Scan (Memory Storage Device)	1.00	D0BQ1474B
Printer	1.00	D0BQ1470B
ProgramInfoService	1.20	D0BQ1469B
Proximity Card Reader Support Plugin	3.03.00	D0BM1453A
Quick Card Authentication Config.	3.04.00	D0BQ1457A
Quick Print Release	1.00	D0BQ1475B
Remote Panel Operation	1.0.1	D0BQ1497A
RemoteConnect Support	1.1	D0BQ1499B
RemoteSupportService	1.0	D0BQ1498B
RicohScanGUIService	2.01	D0BQ1493
Scanner	1.00	D0BQ1472B
Smart Device Connector	4.0.3	D0BM1451A
Standard IC Card Plugin	3.03.00	D0BM1452A
Stop Widget	1.00	D0BQ1463B
Supply Info Widget	1.00	D0BQ1461B
Support Settings	5.00	D0BQ1496B
Tray/Remaining Paper	1.00	D0BQ1477B

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
- 書式を変更: フォント : 10 pt
- 削除: RM160026

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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The list of Operating Instructions (O/I)
 <For North America and GSA*>
 *GSA: General Services Administration.

Paper Documents

- D0BQ-7031 Safe Use of This Machine
- D0BQ-7078 For Users of This Product
- D0BQ-7090 Notes for Users
- D241-7239 SOFTWARE LICENSE AGREEMENT

Online Document Set 1

- D0BQ-7477 Setup
- D0BQ-7476 Introduction and Basic Operations
- D0BQ-7478 Copy
- D0BQ-7479 Document Server
- D0BQ-7480 Fax
- D0BQ-7482 Scan
- D0BQ-7481 Printer
- D0BQ-7483 Maintenance
- D0BQ-7484 Troubleshooting
- D0BQ-7485 Settings
- D0BQ-7486 Specifications
- D0BQ-7487 Security
- D0BQ-7488 Driver Installation Guide

Online Document Set 2

- D0BQ-7503 Safety Information

Online Document Set 3

- D0BQ-7475 User Guide, Selected Version,

Online Document Set 4

- D0BQ-7495 Security Reference

Online Document Set 5

- D0BQ-7505 Notes on Security Functions
- D0BQ-7497 Notes for Administrators:
 Using This Machine in a Network Environment
 Compliant with IEEE Std 2600.2™-2009

<For Europe>

Paper Documents

- D0BQ-7031 Safe Use of This Machine
- D0BQ-7078 For Users of This Product

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
- 書式を変更: フォント : 10 pt
- 削除: RM160026

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- 削除:)

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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- D0BQ-7090 Notes for Users
- D241-7239 SOFTWARE LICENSE AGREEMENT
- D219-7463A Note to users EU Countries

Online Document Set 1

- D0BQ-7477 Setup
- D0BQ-7476 Introduction and Basic Operations
- D0BQ-7478 Copy
- D0BQ-7479 Document Server
- D0BQ-7480 Fax
- D0BQ-7482 Scan
- D0BQ-7481 Printer
- D0BQ-7483 Maintenance
- D0BQ-7484 Troubleshooting
- D0BQ-7485 Settings
- D0BQ-7486 Specifications
- D0BQ-7487 Security
- D0BQ-7488 Driver Installation Guide

Online Document Set 2

- D0BQ-7503 Safety Information

Online Document Set 3

- D0BQ-7475 User Guide
Selected Version

Online Document Set 4

- D0BQ-7495 Security Reference

Online Document Set 5

- D0BQ-7505 Notes on Security Functions
- D0BQ-7497 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Asia>

Paper Documents

- D0BQ-7033 Safe Use of This Machine
- D0BQ-7078 For Users of This Product
- D0BQ-7090 Notes for Users
- D241-7239 SOFTWARE LICENSE AGREEMENT

Online Document Set 1

- D0BQ-7477 Setup

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
- 書式を変更: フォント : 10 pt
- 削除: RM160026

- 書式変更: インデント : 左 : 0 mm, ぶら下げインデント : 21.6 字
- 削除: (
- 削除:)

Model: Met-MF3abyz	Date: 20-May-19	No.: RD0BL019
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- D0BQ-7476 Introduction and Basic Operations
- D0BQ-7478 Copy
- D0BQ-7479 Document Server
- D0BQ-7480 Fax
- D0BQ-7482 Scan
- D0BQ-7481 Printer
- D0BQ-7483 Maintenance
- D0BQ-7484 Troubleshooting
- D0BQ-7485 Settings
- D0BQ-7486 Specifications
- D0BQ-7487 Security
- D0BQ-7488 Driver Installation Guide

Online Document Set 2

- D0BQ-7503 Safety Information

Online Document Set 3

- D0BQ-7475 User Guide, Selected Version

Online Document Set 4

- D0BQ-7495 Security Reference

Online Document Set 5

- D0BQ-7505 Notes on Security Functions
- D0BQ-7497 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

- 削除: Model
- 削除: GIM-MF1d/dM
- 書式を変更: フォント : 10 pt
- 削除: 2-Jun-15
- 書式変更: タブ位置: 20.08 字(なし) + 40.16 字
- 書式を変更: フォント : 10 pt
- 削除: RM160026

- 書式変更: インデント : 左 : 0 mm, ぶら下げインデント : 21.6 字
- 削除: (
- 削除:)

Reissued:18-Dec-19

Model: Met-MF3	Date: 5-Jul-19	No.: RD0BL020b
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RTB Reissue

The descriptions in ***bold italic*** have been added or corrected.

Subject: FSM correction		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

The descriptions ***in bold italic*** have been added or corrected:

Summary:

#	Section	Description
1	Appendices -> 3. SP mode tables -> Controller SP Tables-5 -> SP5-XXX	Add description for SP5-518-XXX.
2	Appendices -> 1. Specifications -> Machine Specifications -> General specifications	First Copy time is corrected.
3	Appendices -> 3. SP mode tables -> Controller SP Tables-5 -> SP5-992-XXX	Add description for SP5-992-XXX and SP5-993-XXX
4	<i>2. Installation > PostScript3 Unit Type M37 (D3GF-26, -27, -28) > Switching back to Clone PS from Adobe PS</i>	<i>How to Switch back to Clone PS from Adobe PS is corrected.</i>

1. Add description for SP5-518-XXX.

Section:

Appendices -> 3. SP mode tables -> Controller SP Tables-5 -> SP5-XXX

Controller SP Tables-5

SP5-XXX (Mode)

The following SP codes are added. These SP codes are implemented for future use (CBM purpose) and currently not used. The detailed information will be announced separately. Do not change the values until the announcement.

Note: The SP codes are not displayed on Operation Panel.

SP No.	Large Category	Small Category	ENG or CTL	[Min to Max/Init./Step]
5-518-001	Remote service	Forecast setting on/off	CTL*	[0 to 1 / 0 / 1/step]

Reissued:18-Dec-19

Model: Met-MF3		Date: 5-Jul-19	No.: RD0BL020b	
SP No.	Large Category	Small Category	ENG or CTL	[Min to Max/Init./Step]
				0: OFF (Def) 1: ON
5-518-002	Remote service	Diagnosis setting on/off	CTL*	[0 to 1 / 0 / 1/step] 0: OFF (Def) 1: ON
5-518-003	Remote service	Data size maximum (Kbyte)	CTL*	[0 to 4194303 / 1024 / 1/step]

2. First Copy time

Section:

Appendices -> 1. Specifications -> Machine Specifications -> General specifications

Item	Spec.
First copy time: (A4 Portrait, Tray 1, exposure glass)	<ul style="list-style-type: none"> ● IM C2000/C2500: FC: 5.5 seconds B&W: 7.7 seconds ● IM C3000/C3500: FC: 4.6 seconds B&W: 7.3 seconds ● IM C4500: FC: 4.0 seconds B&W: 5.7 seconds ● IM C5500/C6000: FC: 3.1 seconds B&W: 4.6 seconds ● IM C2000/C2500: FC: 7.7 seconds B&W: 5.5 seconds ● IM C3000/C3500: FC: 7.3 seconds B&W: 4.6 seconds ● IM C4500:

Reissued:18-Dec-19

Model: Met-MF3	Date: 5-Jul-19	No.: RD0BL020b
Item	Spec.	
	FC: 5.7 seconds B&W: 4.0 seconds • IM C5500/C6000: FC: 4.6 seconds B&W: 3.1 seconds	

3. Add description for SP5-992-XXX and SP5-993-XXX

Section:

Appendices -> 3. SP mode tables -> Controller SP Tables-5 -> SP5-XXX

Additional information for SP5-993-xxx and SP5-992-xxx.

SP5-993-xxx is a function for saving the SMC as text data on the SD card without any personal information such as the domain name, hostname, server name, username, email address, etc.

SP5-992-xxx is a function for saving the SMC as text data on the SD card, including personal information.

4. Switching back to Clone PS from Adobe PS

Section:

2. Installation > PostScript3 Unit Type M37 (D3GF-26, -27, -28) > Switching back to Clone PS from Adobe PS

The following procedure written in FSM is wrong and the wrong descriptions are deleted with lines.

~~Clone PS can be resumed by removing the Adobe PS card from the SD card slot and applying the firmware for Clone PS/PDF (".fwu" or ".rfu").~~

~~Note: The work should be carried out by service technicians.~~

~~In doing this, be sure to apply both PS3 and PDF firmware modules. If only one of them is applied, the machine will not operate properly. (As a stopgap measure to fix the malfunction, insert the optional Adobe PS card again into the SD card slot to enable the use of Adobe PS. Then, Clone PS can be resumed by applying both the PS3 and PDF firmware modules once again.)~~

Classification	Firmware name	Software part number
Clone PS component firmware	Clone PS3	D0AF5573
	Clone PDF	D0AF5575
	IRIPS Font	D0AF5577
Adobe PS	Adobe PS3	D3BD5731

Reissued:18-Dec-19

Model: Met-MF3		Date: 5-Jul-19	No.: RD0BL020b
component firmware	Adobe PDF	D3BD5733-	
	PS3 Font	D2415681-	

The following descriptions are right procedure.

To switch back to Close PS, follow the PROCEDURE below.

PROCEDURE

1. Turn the main power OFF.
2. Remove the Adobe PS card from the SD card slot (upper slot).
3. Insert the SD card including the package for the firmware update into the SD card slot (lower slot).

The correct firmware packages are listed in the following table.

Model	Region	Firmware Type	Version	P/N
MET-MF3abyz	GEN	Package(All)	2.20.04 or later	D0BL5592G or later
	CHN	Package_02	2.20 or later	D0BL5596 or later
MET-MF3cde	GEN	Package(All)	2.20.04 or later	D0BN5592G or later
	CHN	Package_02	2.20 or later	D0BN5596 or later

4. Turn the main power ON.
5. Execute the firmware update.
6. Turn the main power OFF.
7. Remove the SD card for the firmware update.
8. Turn the main power ON.

Note:

- Removing the Adobe PS card alone is not enough for Clone PS to operate properly. The firmware update must be completed after removing the Adobe PS card.

Model: Metis-MF3		Date: 24-Jul-19	No.: RD0BL021
Subject: Stored Fax document is deleted		Prepared by: T.Kiyohara	
From: Overseas info Sect., OP Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

When the users select "**Delete after printing**" in the storage document screen on the **Smart Fax** and push the print, users can select another stored document. As a result, the later selected storage document is also deleted without being print out .

Important:

Cannot recovery the document which is once deleted.

If the stored document function is ON, the received document is stored on the HDD and the memory on the FCU board. When a document is once deleted, the document information in both the HDD and memory is deleted.

Occurrence Condition

- #1. Smart FAX is used. (when legacy fax is used, this problem does not occur.)
- #2. Fusing unit off mode: "On"
- #3. Exit Fusing unit OFF Mode ... "On Printing"
- #4. Store at Reception File settings... "On".
- #5. "Delete after print" is checked to "ON".

Affected Model and the default values at the occurrence condition

Model	Fusing unit Off mode	Exit Fusing unit OFF Mode	Reception file setting
Met-MF3abcdeyz	ON	On printing	OFF
Met-C2.1abcdeyz	ON	On printing	OFF
Met-C2abcdeyz	ON	On printing	OFF
Cor-C1.5cdefgh	ON	On printing	OFF
Ch-C2	OFF	On printing	OFF
Gr-C3	OFF	On printing	OFF
Chimay-MF1	OFF	On printing	OFF
Gim-MF1.5	OFF	On printing	OFF
Lef-C1	OFF	On printing	OFF

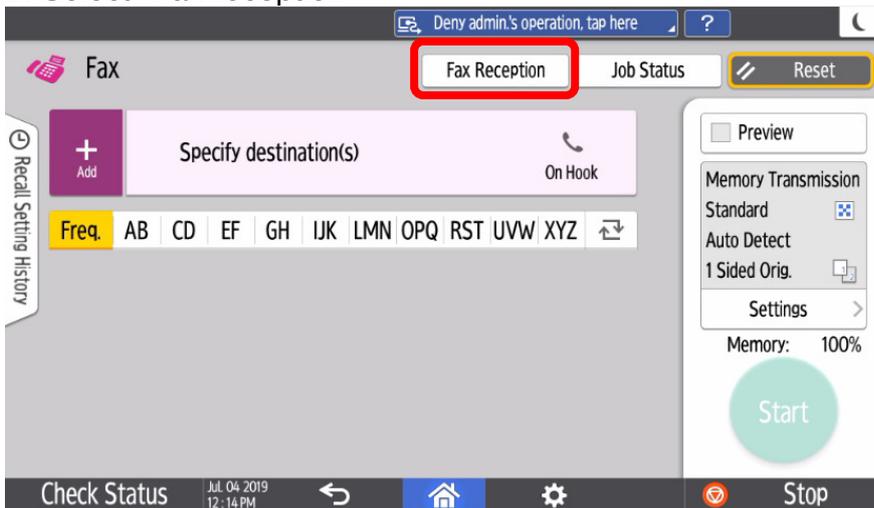
Model: Metis-MF3	Date: 24-Jul-19	No.: RD0BL021
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Duplication Procedure

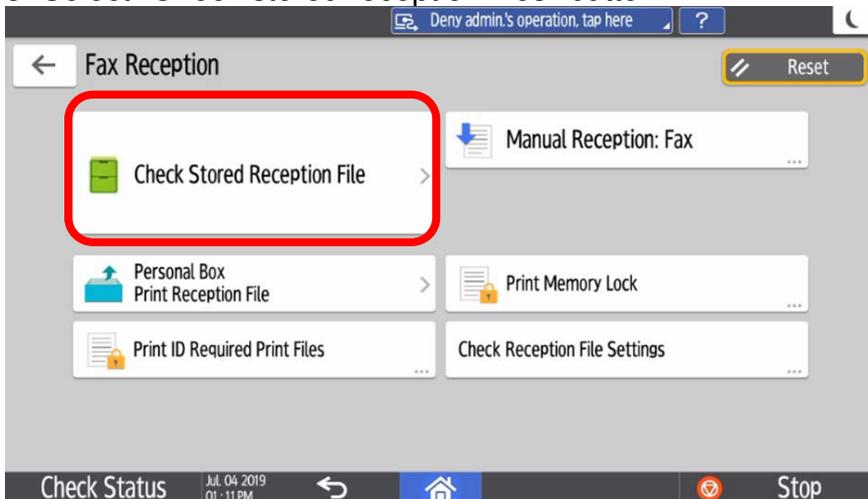
1. Select Smart FAX.



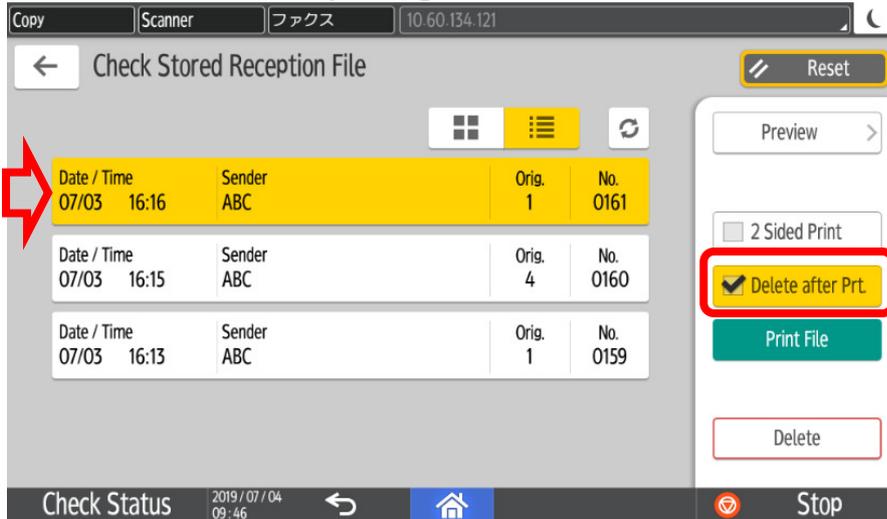
2. Select "Fax reception"



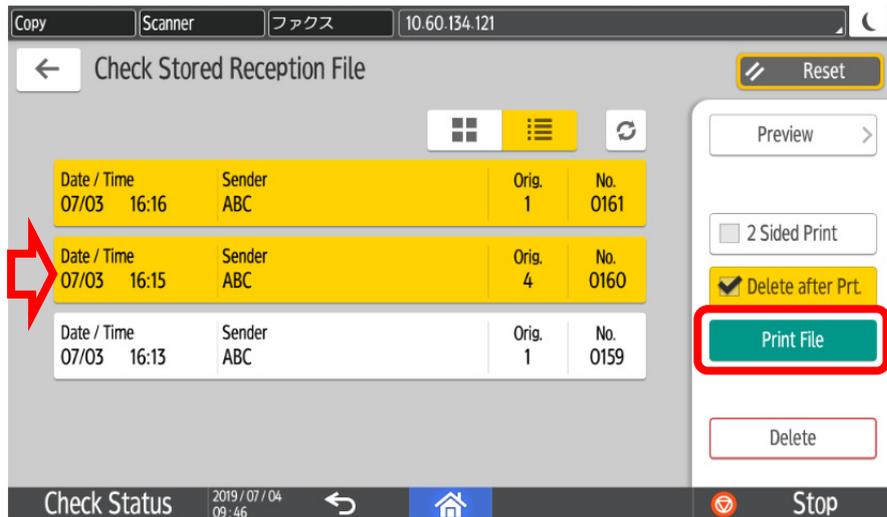
3. Select "Check stored reception files" button.



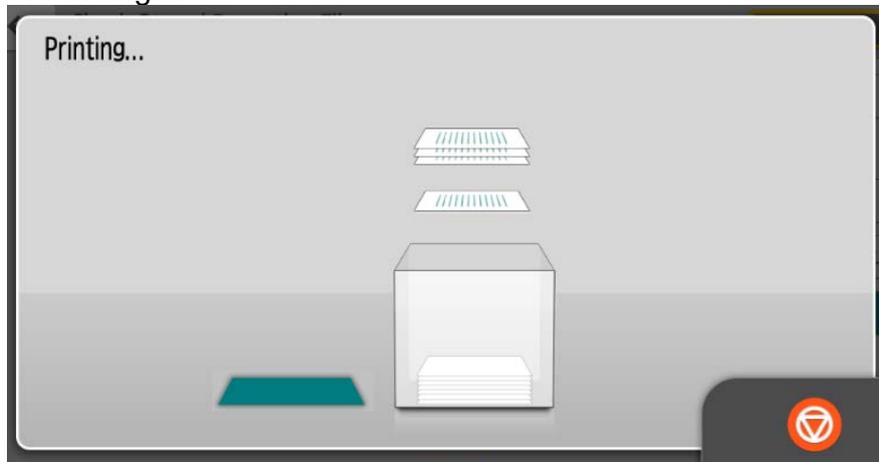
4. Check "Delete after printing" and select the stored document.



5. The other stored document can be selected for about 2 seconds and push "Print File".



6. Printing...



Model: Metis-MF3	Date: 24-Jul-19	No.: RD0BL021
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7. Both documents are erased.



CAUSE:

Smart FAX firmware bug

1. In the status of print waiting, the stored document can be selected when the device receives the signal that the fusing unit is ON. (It takes approx. 2 seconds on Metis / Corona series).
2. It is controlled so that the selected document, and not the printed document, is deleted instead.

Permanent SOLUTION:

Update the package firmware to **ver 2.20.04 or newer**

Model	Model	Firmware Type	Version	P/N
MET-MF3abyz,	GEN	Package (ALL)	2.20.04	D0BL5592G
MET-MF3cde	GEN	Package (ALL)	2.20.04	D0BN5592G
MET-MF3abyz,	CHN	package_02	2.20	D0BL5596
MET-MF3cde	CHN	package_02	2.20	D0BN5596

*The following Smart FAX is installed.

Smart FAX [M2a_SmartFAX] D0BQ1473F Ver. 5.07 is installed.:

[Other model]

As the temporary solution,

-Setting of "Exit Fusing unit OFF Mode" is set to " On operating control panel".

The countermeasure firmware plan to be release soon. (The schedule is not fixed)

Model: Metis-MF3 abcdeyz		Date: 8-Aug-19	No.: RD0BL022
Subject: SR3180 Jam301/303		Prepared by: K. Yamamoto	
From: Oversea Field Sect., OP Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Jam 301/303 occurs when using the SR3180.

CAUSE

Static electric charge causes the paper to stick to the guide plate (D7662095). As a result, the shaft gear (D7662435) is given extra force, which triggers a jam.

SOLUTION

If shaft gear (D7662435) has already been modified (shaved), replace the gear.

Then do the following:

Temporary:

1. Clean the roller shaft (D7662117) and apply silicon oil to the shaft.
2. Clean the shaft gear (D7662435) and apply grease.

Permanent:

1. Replace the guide (D7662095 => D3FT2090) to reduce the static electricity.
2. Replace the roller shaft (D7662117 => D3FT2117).

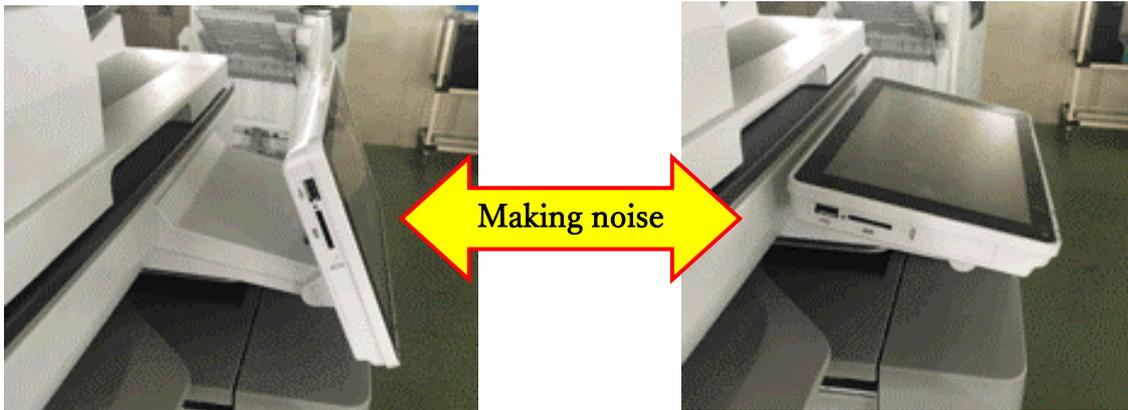
Note: Reliability has been improved with the newer part.

Old part number	New part number	Description	Q'ty	Int	Note
D7662095	D3FT2090	D GUIDE PLATE:ENTRANCE:UPPER:OPEN AND CLOSE:ASS'Y	1	X/O	
D7662117	D3FT2117	SHAFT:TRANSPORT ROLLER:SHIFT:ASS'Y	1	X/O	

Model: Met-MF3abcdeyz		Date: 27-Aug-19	No.: RD0BL024
Subject: Trouble shooting: To prevent making noise in SOP		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

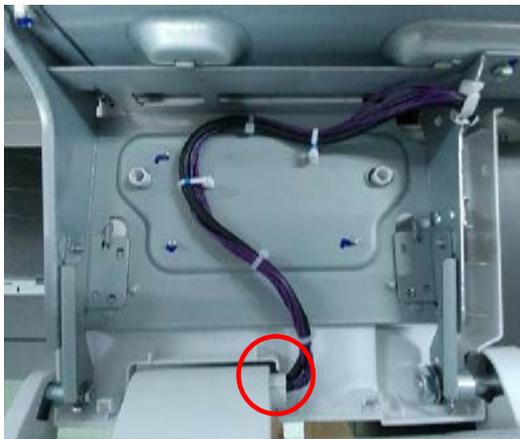
SYMPTOM

The noise occurs when the SOP tilted back down.



CAUSE

The noise is caused by the harness touching the cover (marked with the red circle).



Model: Met-MF3abcdeyz

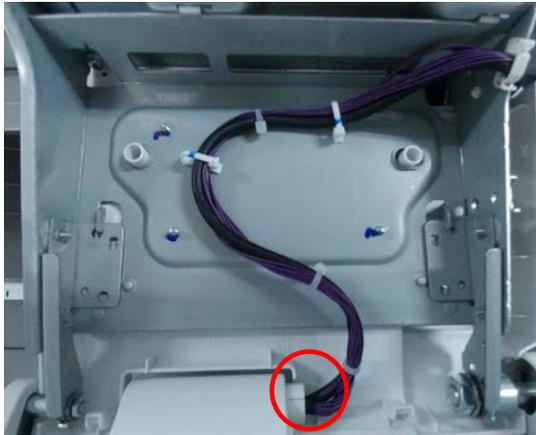
Date: 27-Aug-19

No.: RD0BL024

Solution

The noise can be prevented by using tape (as scotch tape), marked with the red circle below, in order to reduce friction between the cover and the harness.

So please use tape to fix the SOP harness (P/N : D0BQ5260) if the noise is caused.



Model: Met-MF3		Date: 27-Sep-19	No.: RD0BL025
Subject: Information regarding Toner Pre Near End message		Prepared by: Y. Taniguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

The alert message of Toner Pre Near End (Estimated Near End) in IM C series can be switched by the combination of following SP modes in the table below.

<Enable/Disable of Toner Pre Near End message>

		Toner Pre Near End Message
SP5-507-003 is "1" (Def) and SP5-515-010 is "1" (Def)		Disable
SP5-507-003 is "0" and/or SP5-515-010 is "0"	SP5-061-002 is "0" (Def)	Enable
	SP5-061-002 is "1"	Disable

Important:

As shown in the table above Toner Pre Near End message is disabled by factory default so please be sure to change the SP modes according to the table (ex. change SP5-515-010 to "0") above in the case that Toner Pre Near End message is needed.

This specification is based on the policy that Pre Near End Message should be disabled when Automatic Toner Delivery is enabled.

<Related SP modes>

SP num	Description	Value
SP5-507-003	Toner Supply Alarm	0: OFF 1: ON (Factory Default)
SP5-515-010	Supply Automatic Ordering Call	0: OFF 1: ON (Factory Default)
SP5-061-002	Toner PreNearEnd Display Change	0: OFF (Factory Default) 1: ON

Note:

Toner Near End message is enabled by default regardless the SP settings above.

Model: Met-MF3	Date: 27-Sep-19	No.: RD0BL025
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<Reference>

The definition of toner status is shown in the table below.

Status	Printing	Displayed Message	Condition
Toner Pre Near End (Toner Estimated Near End)	Available	Check you have a print cartridge replacement(s). Current print cartridge can be used until the replacement alert.	Calculated toner consumption reaches the threshold (SP3-110-00X).
Toner Near End	Available (Several hundred)	Toner Cartridge is empty. Printing will be suspended soon. Replace the cartridge.	1) The condition of toner Pre Near End is met. 2) Toner End Sensor detects less toner amount in Toner Hopper Unit.
Toner End	Unavailable	Toner has been depleted. Replace Toner cartridge.	A specified amount of prints or coverages after Toner Near End.

Refer to the Field Service Manual for detailed conditions.

7. Detailed descriptions -> Toner Supply -> Mechanism -> Toner End/End Detection

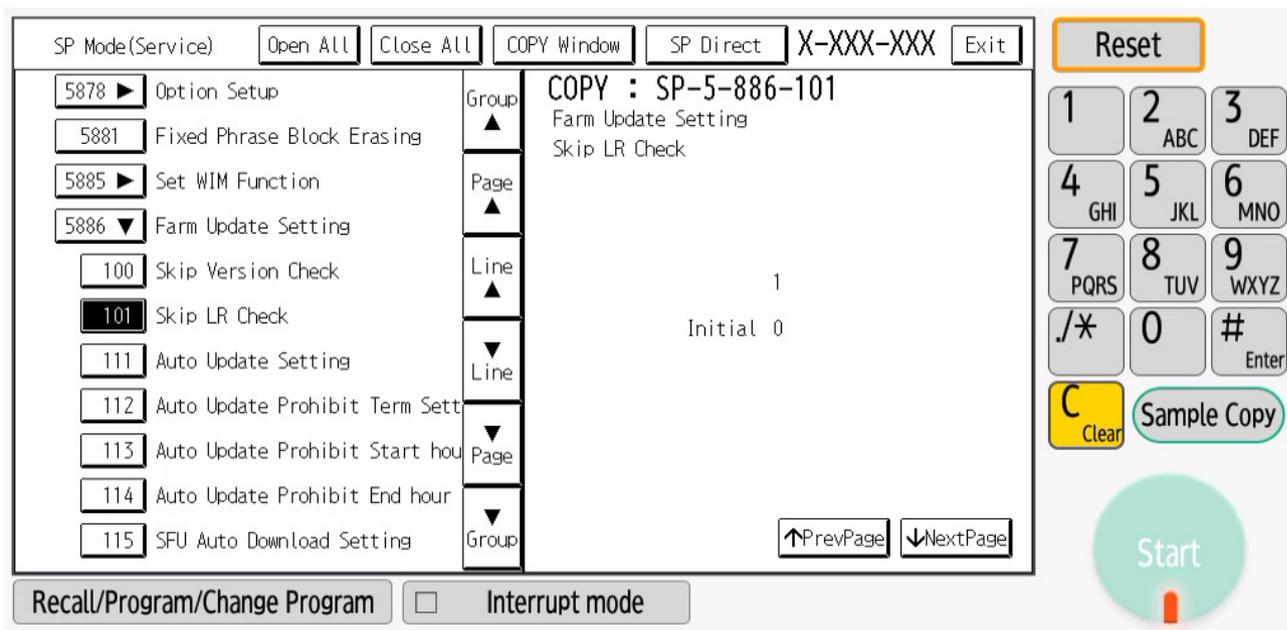
Model: Met-MF3		Date: 2-Oct-19	No.: RD0BL026
3Subject: How to overwrite temporary/customized firmware		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Tier 2

In cases that a temporary or customized firmware (e.g. “D0BL1234A_LRC1234”) has been applied to a machine, a standard package firmware can NOT be applied in order to prevent any software failures caused by the mismatched combination of each firmwares.

In order to overwrite a temporary or a customized firmware and restore the machine to the standard version, follow the **PROCEDURE** below.

PROCEDURE

1. Enter the SP mode and change SP5-886-101 (Farm Update Setting: Skip LR Check) to “1”, and then tap the “#” key on the operation panel.



2. Press [EXIT] to leave the SP mode.
 3. Execute the firmware update with “**package_01**” rather than “**Package(ALL)**”.
- Note:** If “Package(ALL)” is used, E86 appears and the update does not start.

Model: Met-MF3

Date: 2-Oct-19

No.: RD0BL026

Model	Region	Firmware Type	Version	P/N
MET-MF3abyz	GEN	package_01	2.20.04	D0BL5595
	CHN	TBA	TBA	TBA
MET-MF3cde	GEN	package_01	2.20.04	D0BN5595
	CHN	TBA	TBA	TBA

Note: package_01 will be released officially by early 19-Oct.

Note:

- If "Package(ALL)" is used to overwrite a temporary or customized firmware, E86 appears and the update does not start. (**E86: a temporary or customized firmware cannot be updated**).
- However, the machine will boot normally after turning the power OFF/ON.
- "Package(ALL)" and "package_01" are different only in the update specifications so the included firmwares themselves are same.
- Once the "package_01" applied to a machine and temporary or customized firmware is overwritten, "Package(ALL)" can be applied and the ARFU function will be available.
- SP5-886-101 previously set to "1", will automatically return to "0" after the update.
- The value of SP5-886-101 does not affected by turning the power OFF/ON.

Model: Metis-MF3		Date: 8-Oct-19	No.: RD0BL027
Subject: Printing with SLNX V3 can be slow when multiple print jobs are executed.		Prepared by: T.Kiyohara	
From: Overseas info Sect., OP Product Quality Management			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Printing with SLNX V3 can be slow when multiple print jobs are executed.

Occurrence conditions:

This problem occurs when both of the following conditions are met.

- 15S or later (SOP) machines
- Multiple print jobs are executed

Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

Affected versions and modes:

- Streamline NX v3.0 or later versions
- Full-Native mode embedded application

CAUSE

Firmware bug (a countermeasure for a past issue resulted in a bug with the logic of passing print order information to jobs in the job queue).

SOLUTION

Update the package firmware to **ver 2.22 or newer**.

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package (ALL)	2.22	D0BL5592J
MET-MF3cde	Package (ALL)	2.22	D0BN5592J

***Note:** The following System/Copy is installed.

- System/Copy [METMF3ab_system] D0BL5550P **Ver. 2.21**
- System/Copy [METMF3cde_system] D0BN5550P **Ver. 2.21**

Reissued: 21-Oct-19

Model: Met-MF3	Date: 17-Oct-19	No.: RD0BL028a
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Reissue

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

Subject: Do not install package firmware v2.22 for Met-MF3		Prepared by: T. Kiyohara	
From: Overseas Field info Sect., OP Prod Quality Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

IMPORTANT Notice about “Package_ALL” Firmware V2.22 (Met-MF3)

- **DO NOT install** the following “Pakage_ALL” firmware on machines in the field.

Note: These versions are no longer released/available.

Model	Firmware	version	P/N
Met-MF3 abyz	Package All	2.22	D0BN5592J
Met-MF3 cde	Package All	2.22	D0BL5592J

Affected models:

MET-MF3abcdeyz (DOBL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

- Symptom 1: When the package firmware is updated to v2.22, Cloud Application (ICE: integrated Cloud Environment) displays the error message, “Unfortunately, Web Browser NX has stopped” and Browser NX cannot be operated.

Note: RCL is currently checking whether other applications are affected.

- Symptom 2: When a machine is downgraded from package firmware v2.22 to v2.20.04, the following occur.

- Browser NX does not start up.
- Application site does not start up.
- Cloud Application (e.g. ICE) does not start up.

Note: RCL is currently checking whether other applications are affected.

Reissued: 21-Oct-19

Model: Met-MF3	Date: 17-Oct-19	No.: RD0BL028a
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SOLUTION***Permanent solution:******Update the package firmware to ver 2.23***

<i>Model</i>	<i>Firmware Type</i>	<i>Version</i>	<i>P/N</i>
<i>MET-MF3abyz,</i>	<i>Package(ALL)</i>	<i>2.23</i>	<i>D0BL5592K</i>
<i>MET-MF3cde</i>	<i>Package(ALL)</i>	<i>2.23</i>	<i>D0BN5592K</i>

Countermeasure firmware: Cheetah System [M2a_System] D0BQ1450M Ver. 2.03.1

Model: MET-MF3		Date: 17-OCT-19	No.: RD0BL029
Subject: Troubleshooting SC665-XX		Prepared by: T. Kiyohara	
From: Overseas info.Sect., OPQuality Management Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

SC665-XX (IOB does not start up).

Affected models: Met-MF3abyz (D0BL/D0BN/D0Q/D0BR)

CAUSE

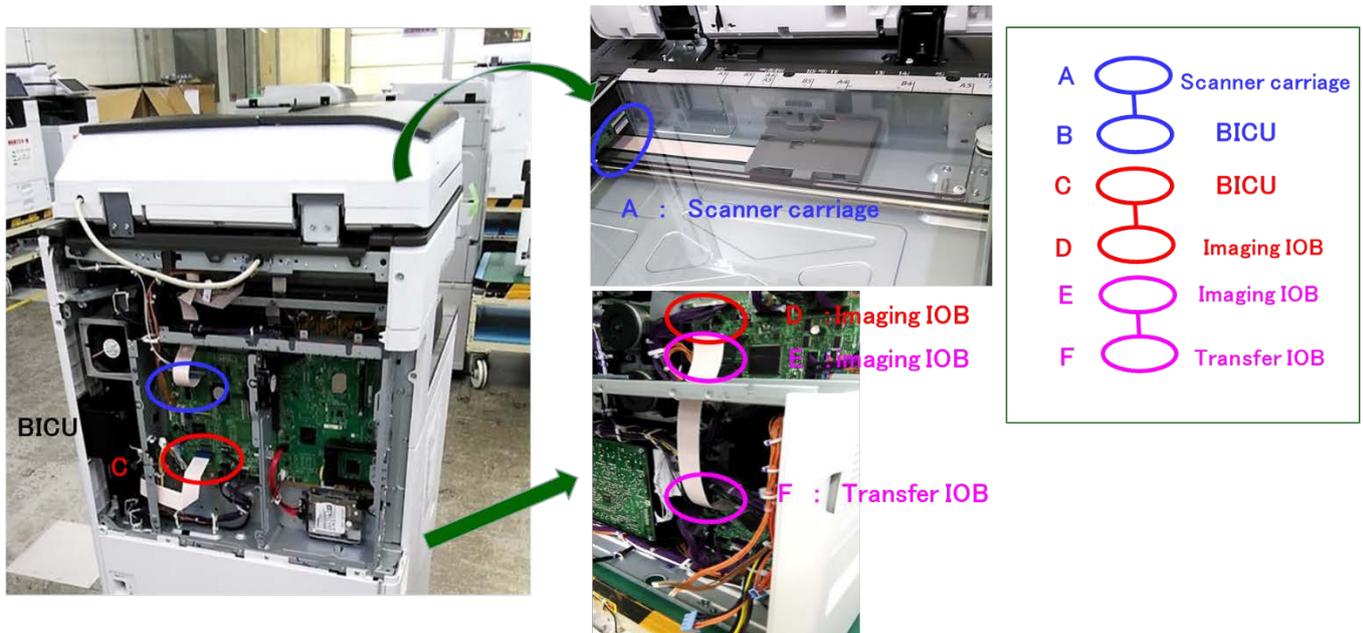
The FFC was disconnected due to heat during transport.

SOLUTION

In the field:

1. Replace the FFC that connects the image IOB and BiCU.
2. Replace the FFC that connects the transport IOB and BiCU.
3. If the symptom still occurs, replace the PCB (see Service Manual for procedure).

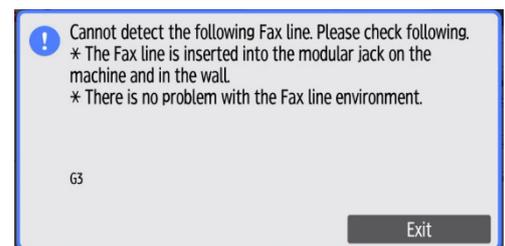
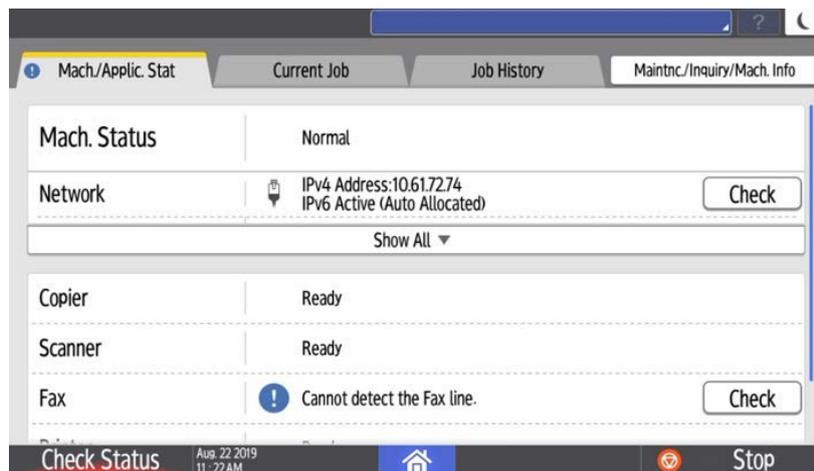
FFC Layout



Model: MET-MF3		Date: 21-Oct-19	No.: RD0BL030
Subject: Troubleshooting Delete the display Cannot detect fax line		Prepared by: T. Kiyohara	
From: Overseas info.Sect., OPQuality Management Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Important Information about “Cannot detect FAX line” Error Message
 MET-MF3abcdeyz (DOBL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK))

- If the customer would like to prevent the “Cannot detect FAX line” error message from being displayed, do the **Procedure** below.



- By specification, this message is displayed when the machine sends a Fax or recovers from Energy Saver, if the FAX line has not been properly inserted. However, in cases where the Fax is not used, the customer may wish to eliminate this message altogether.

Model: MET-MF3	Date: 21-Oct-19	No.: RD0BL030
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Procedure

1. Update the Package (ALL) firmware to the following version or newer.

Model	Firmware Type	Version	P/N
MET-MF3abyz	Package (ALL)	2.23	D0BL5592K
MET-MF3cde	Package (ALL)	2.23	D0BN5592K

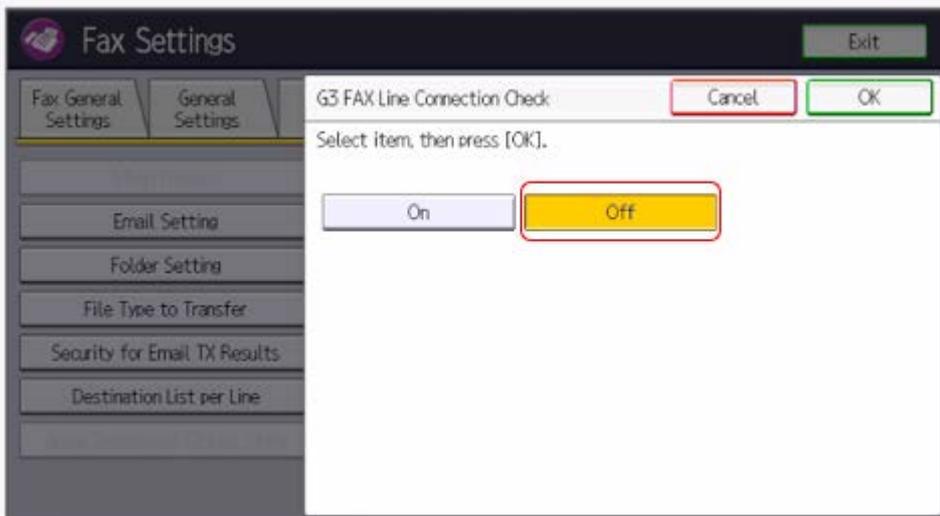
Note: This will disable the error message at FAX transmission.

2. Turn **OFF** the “ G3 FAX Line Connection Check”.

Settings > Machine Feature Settings > FAX Settings > Initial Settings > G3 FAX Line Connection Check



3. Select “OFF”



Note: This will disable the error message at recovery from Energy Saver and at FAX transmission.

Reissued: 4-Mar-20

Model: MET-MF3	Date: 25-Oct-19	No.: RD0BL031a
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RTB Reissue

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

Subject: Troubleshooting : SC860,861,862,863,864,865,869,870,872,873,874,876		Prepared by: T. Kiyohara	
From: Overseas info.Sect., OPQuality Management Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC8XX-XX occurs.

SC	Description
860-00	HDD startup error at main power on (HDD error)
860-01	HDD file system error at main power on (HDD error)
860-02	HDD label error at main power on (HDD error)
860-03	HDD encryption key error at main power on (HDD error)
861-00	HDD re-try failure
862-00	Number of the defective sector reaches the maximum count
863-00 to 23	HDD data read failure
864-00 to 23	HD data CRC error
865-00 to 23	HDD access error
865-50 to 73	HDD time-out error
869-01	Continuously detecting malfunction
869-02	Continuously non-detecting malfunction
870-00 to 60	Address Book data error
872-00	HDD mail reception error
873-00	HDD mail reception error
874-05 to 99	Delete all error
875-01	Delete all error (HDD erasure) (hddchack -i error)
875-02	Delete all error (HDD erasure) (Data deletion failure)
875-03	Delete all error (HDD erasure)
876-00 to 05	Log Date Error

Reissued: 4-Mar-20

Model: MET-MF3

Date: 25-Oct-19

No.: RD0BL031a

Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

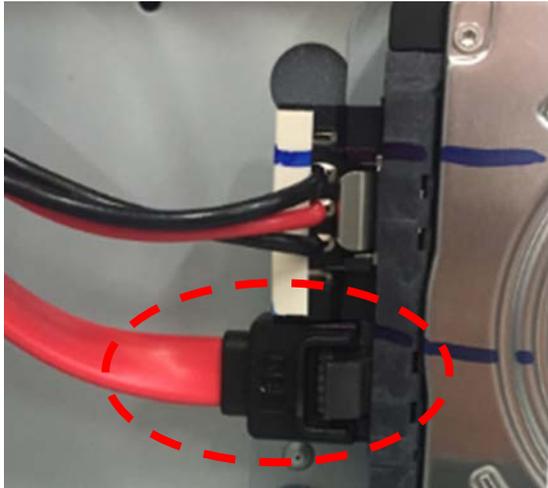
Met-C2.1abcdeyz (D0AC/D0AD/D0AE/D0AF/D0AG/D0AH/D0AJ)

Met-C2abcdeyz (D238/D239/D240/D241/D242/D243/D244)

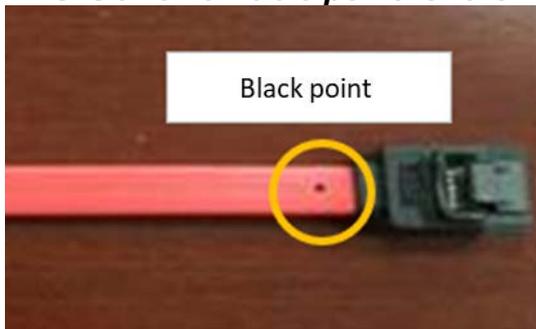
Met-P2ce(M0AJ/M0AL)

CAUSE

HDD cable provided from the vendor (D2415250:CABLE:HDD:SATA:210) is defective.

Occurrence ratio: 0.08% (=4/5,808 machines)**SOLUTION****Production line:**

The HDD cable has been modified since July 2019 production.

This is a remarkable point for the new cable.**In the field:**

1. Replace the HDD cable when SC8XX occurs.
2. If the symptom still occurs, replace the HDD or other parts (see Service Manual for procedure).

Model: MET-MF3		Date: 1-Nov-19	No.: RD0BL032
Subject: Information for Touch Panel replacement of Smart Operation Panel G2.5		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

The Touch Panel of the Smart Operation Panel G2.5 can be ordered separately as an individual service part.

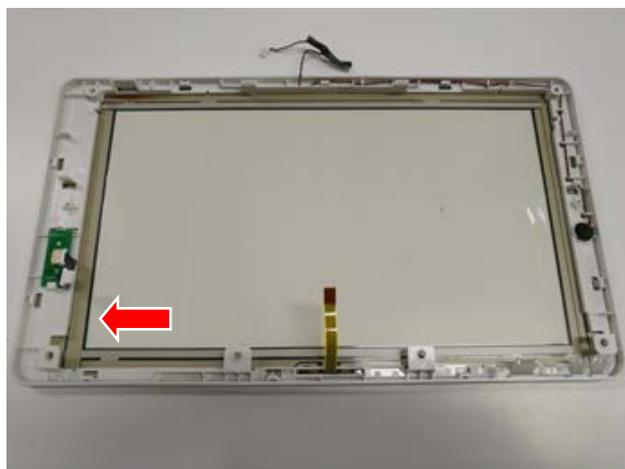
The part number for the touch panel is **"D0BQ1516"** and the part is shown in the following picture.



The following section was added from the Field Service Manual. When the touch panel is replaced, please see following procedures.

Touch Panel

1. Remove the operation panel unit. (Refer to "Operation Panel (PCB13)" in the section "4. Replacement and Adjustment")
2. Remove the main controller board. (Refer to "Main Controller Board" in the section "8. Smart Operation Panel G2.5")
3. Remove the LCD unit. (Refer to "LCD" in the section "8. Smart Operation Panel G2.5")
4. Remove the NFC board [A].



Model: MET-MF3

Date: 1-Nov-19

No.: RD0BL032

5. Replace the touch panel with the new one.

Note

- After replacing the touch panel, following procedures must be performed as written in the Field Service Manual: TouchPanel Calibration, MultiTouch Calibration and TouchPanel Check.

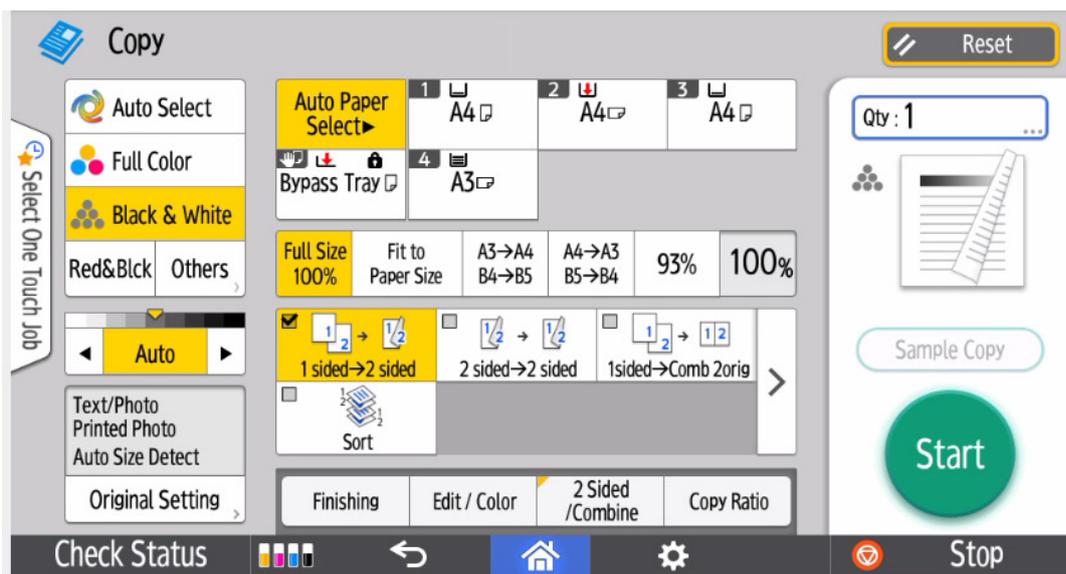
(Section : 8. Smart Operation Panel G2.5 > System Maintenance > Panel Self Check)

Model: MET-MF3		Date: 1-Nov-19	No.: RD0BL033
Subject: Instructions for switching from Standard Mode to Full View Mode of Smart Copy UI		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (UI)	<input checked="" type="checkbox"/> Tier 2

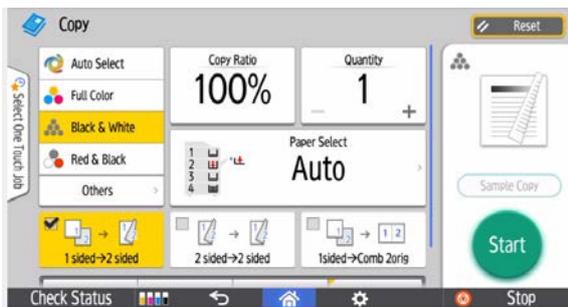
The new layout for Smart Copy “Smart UI (Full view mode)” comes default from the factory.

Check the following screenshots out for each option, “Smart UI (Full View Mode)”, “Smart UI (Standard Mode)” and “Classic UI”. They all have different layouts.

<Smart UI (Full View Mode)>



<Smart UI (Standard Mode)>



<Classic UI>

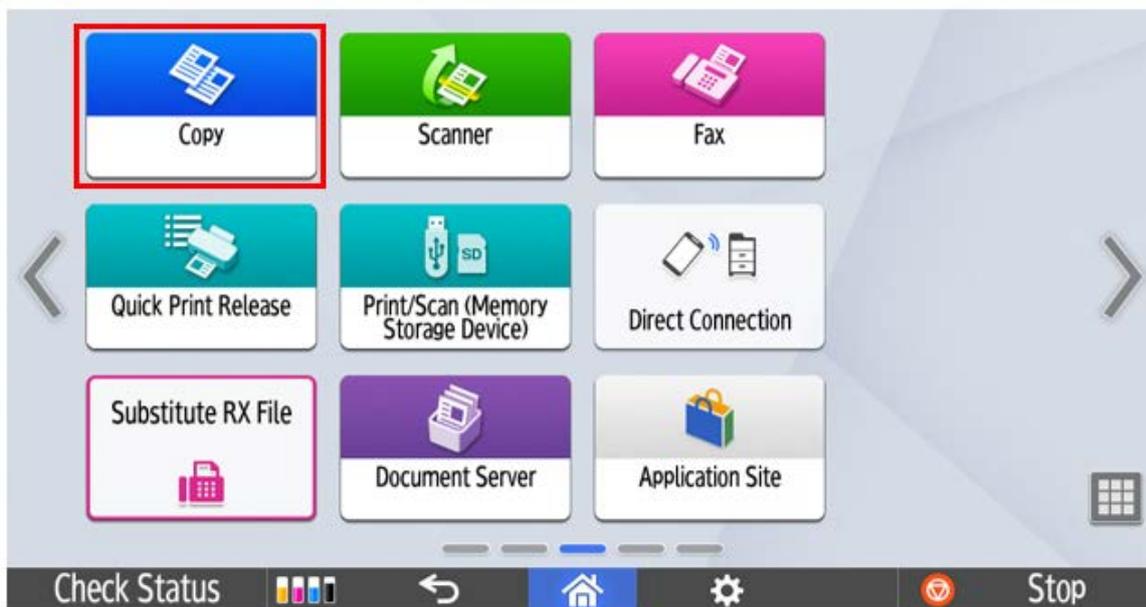


Model: MET-MF3	Date: 1-Nov-19	No.: RD0BL033
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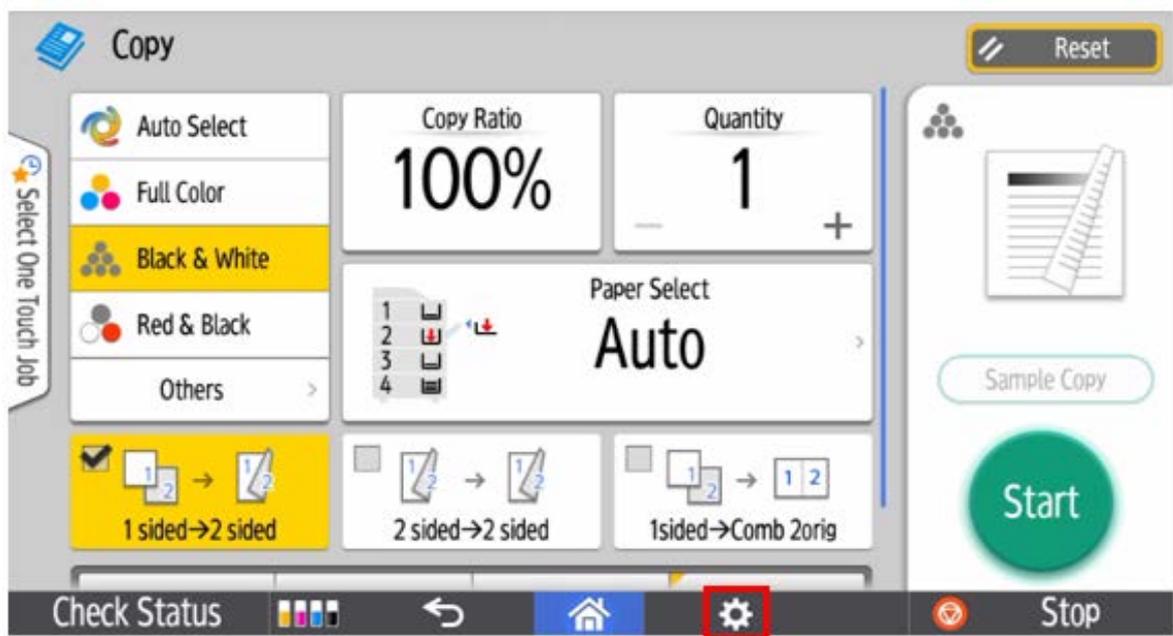
In order to change the layout type from Smart UI (Standard Mode) to Smart UI (Full View Mode), follow the **PROCEDURE** below:

PROCEDURE

1. Tap the Smart Copy icon [Copy].



2. Tap the Settings icon [Gear].

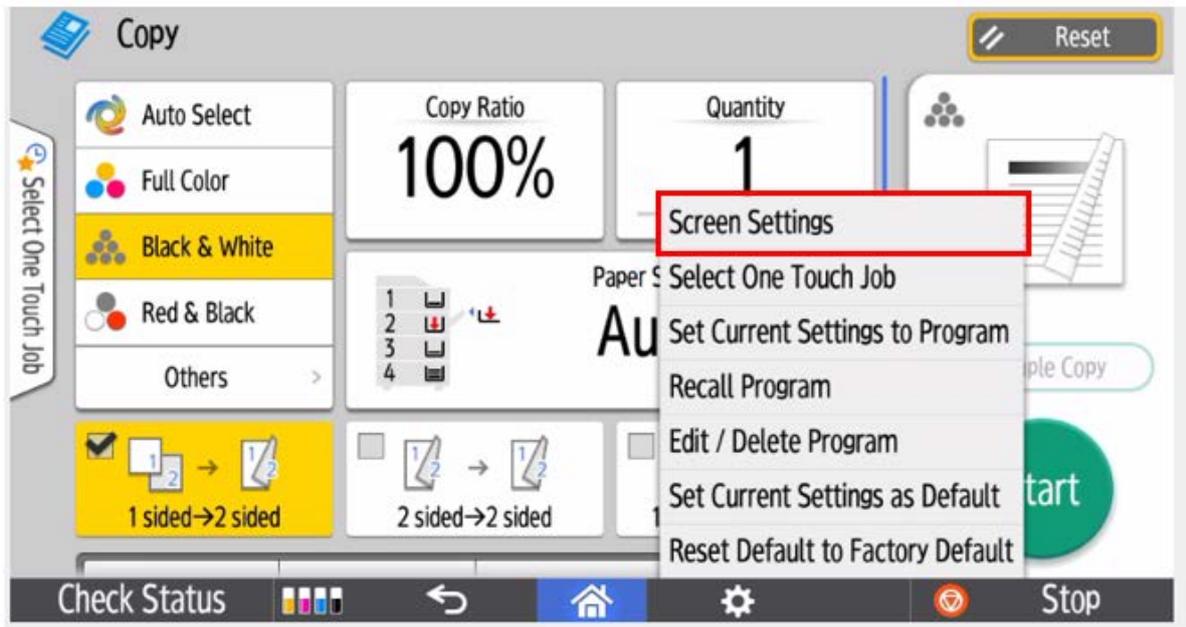


Model: MET-MF3

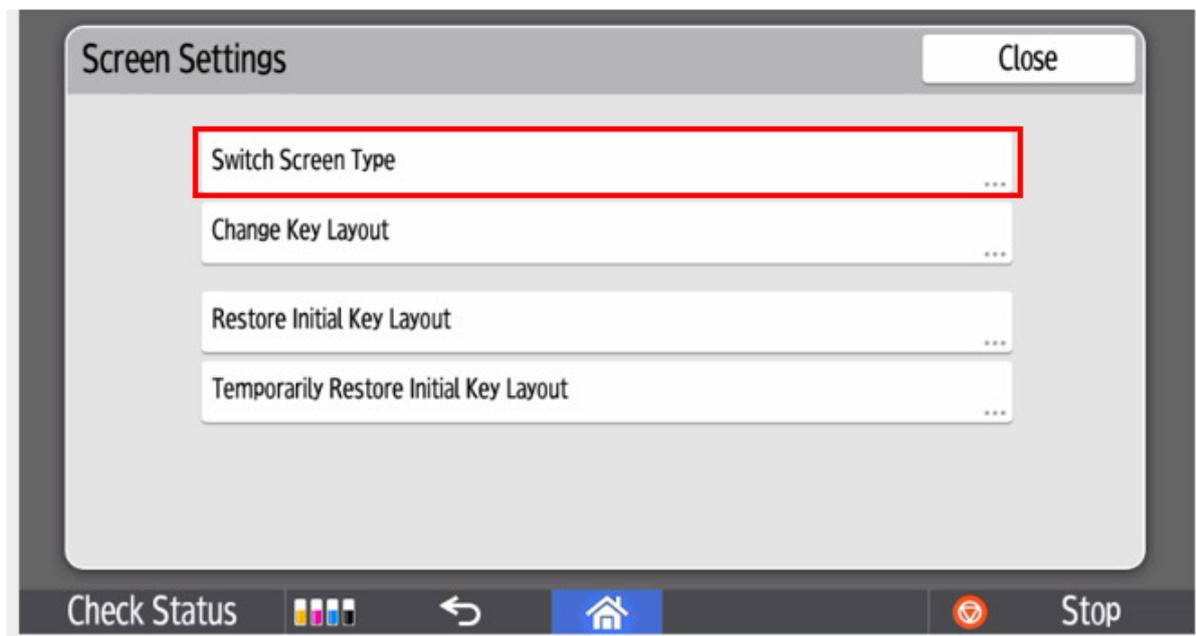
Date: 1-Nov-19

No.: RD0BL033

3. Choose the [Screen Settings].

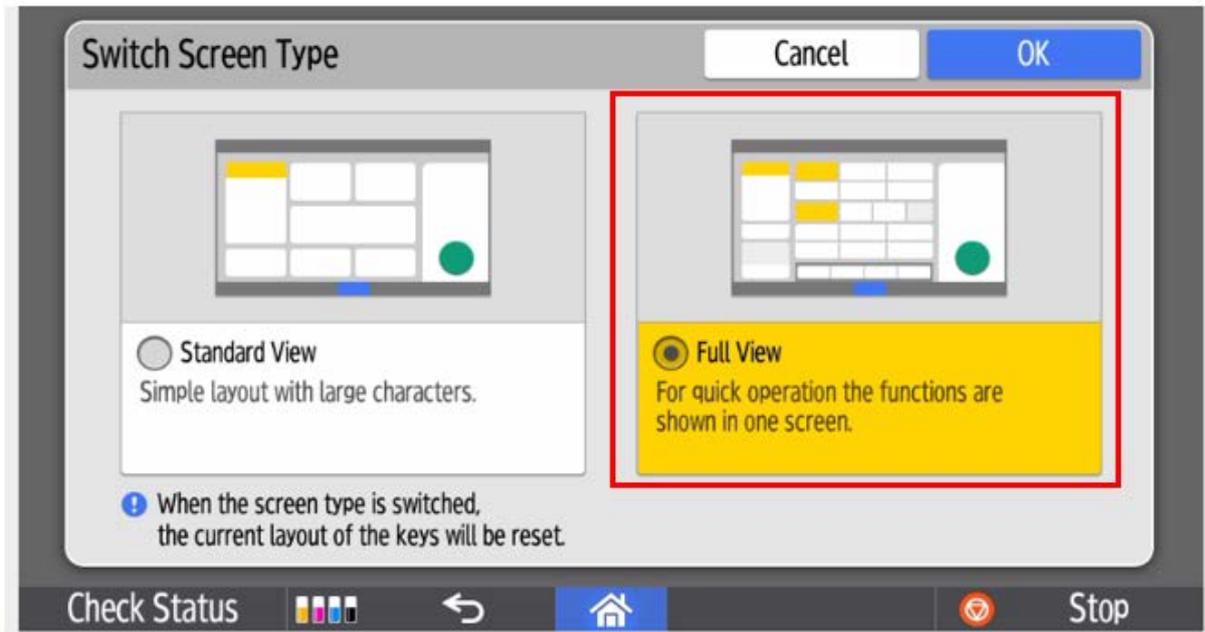


4. Tap on [Switch Screen Type].

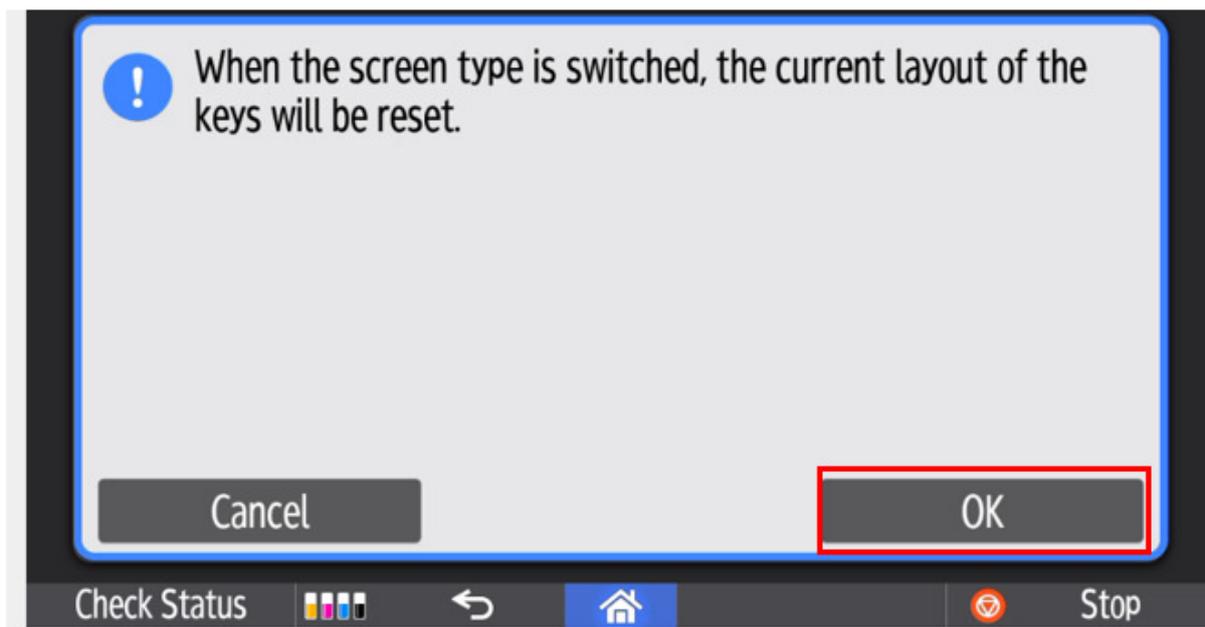


Model: MET-MF3	Date: 1-Nov-19	No.: RD0BL033
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5. Choose [Full View] and tap [OK].

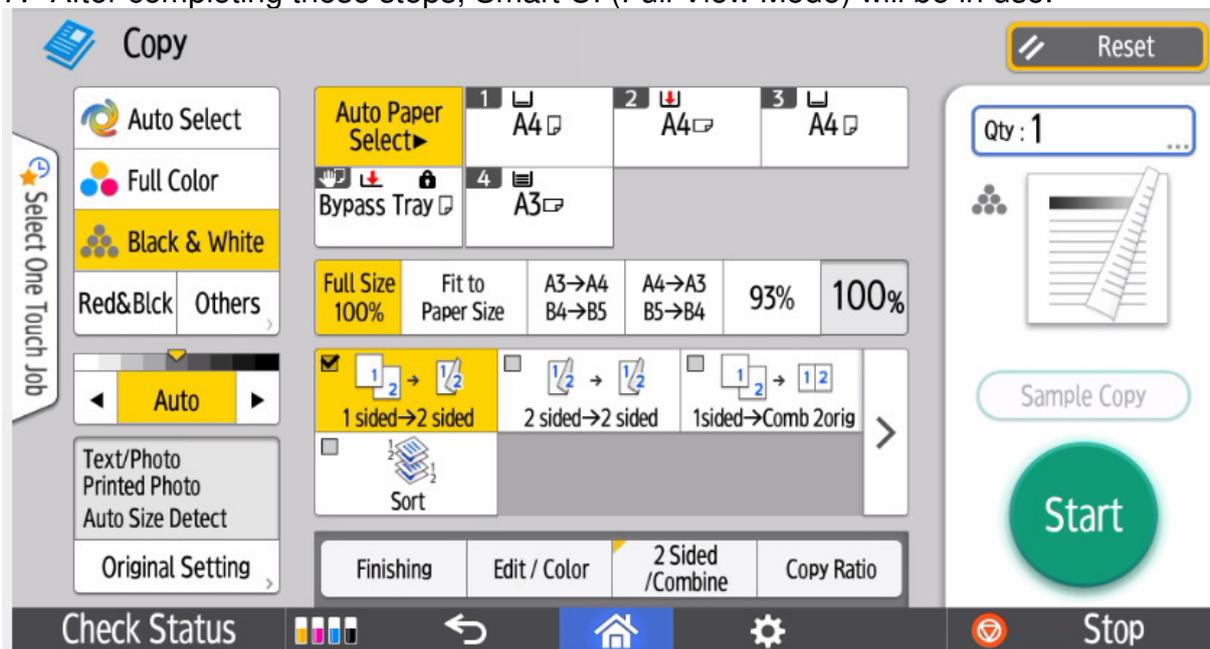


6. Tap [OK] again.



Model: MET-MF3	Date: 1-Nov-19	No.: RD0BL033
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7. After completing these steps, Smart UI (Full View Mode) will be in use.



Note

- Smart UI (Full View Mode) applies to Smart Copy application only.
- The functions of Smart UI (Full View Mode) and Smart UI (Standard Mode) are same. The difference is the layout.

Reissued: 27-Jan-20

Model: Metis-MF3	Date: 14-Nov-19	No.: RD0BL034a
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Reissue

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

Subject: SC672- 21 occurs when Fax is sent after package v2.22 or v2.23 is updated.		Prepared by: T.Kiyohara	
From: Overseas Field Sect., OP Product Quality Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC672-21 occurs when sending **FAX** on a device which has the **Streamline NX** and **FAX** and has been updated to v2.22 or v2.23.

Occurrence conditions:

- Fax is sent.
- One or more of the following apps (which use the tracking function) is installed.
 - Streamline NX
 - Kofax (by Nuance)
 - Paper Cut,
 - Pharos,
 - LRS ,
 - Inepro.
 - MyQ

Affected models:

Met-MF3abcdeyz (D0BL/D0BM/D0BN/D0BP/D0BQ/D0BJ/D0BK)

CAUSE

"System /copy" firmware bug:

The authentication module on the CTL abnormally terminates during the transmission count process when sending a FAX. As a result, the CTL cannot communicate with the SOP, triggering SC672-21.

WORKAROUND

Power the machine Off/On.:

Reissued: 27-Jan-20

Model: Metis-MF3	Date: 14-Nov-19	No.: RD0BL034a
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SOLUTION**Temporary:**

Downgrade the package firmware to v2.20.04 or older.

Permanent:

Update the package firmware to **ver 2.26 or newer**.

Model	Firmware Type	Version	P/N
MET-MF3abyz,	Package (ALL)	2.26	D0BL5592N
MET-MF3cde	Package (ALL)	2.26	D0BN5592N

***System copy [METMF3_system] D0BN5550S Ver. 2.23 must be installed.**

Model: MET-MF3		Date: 18-Nov-19	No.: RD0BL035
Subject: Troubleshooting SOP does not respond when using single-touch		Prepared by: T. Kiyohara	
From: Overseas info.Sect., OPQuality Management Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

SOP does not respond (operations not possible) when using single-touch.

CAUSE

Electrical noise generated from a radio tower

In cases where there is a radio tower nearby, the operator acts an antenna and channels electrical noise into SOP. As a result, the machine regards the single-touch input as multi-touch.

SOLUTION

In the field:

1. Update the Package (ALL) firmware to the following version or newer.

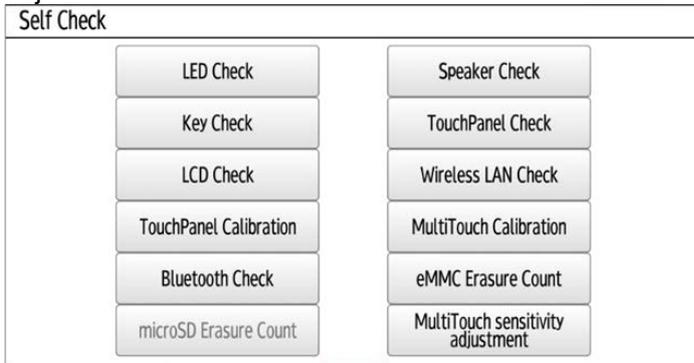
Model	Firmware Type	Version	P/N
MET-MF3abyz	Package (ALL)	2.23	D0BL5592K
MET-MF3cde	Package (ALL)	2.23	D0BN5592K

Note: This will add the Multi-touch sensitivity adjustment to the screen feature settings.

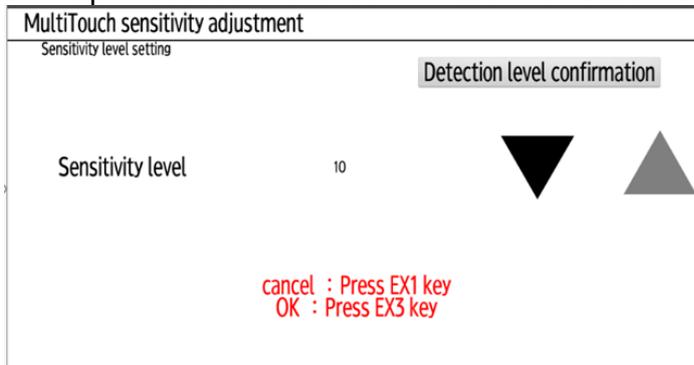
Model: MET-MF3	Date: 18-Nov-19	No.: RD0BL035
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2. Access operation panel SP mode.

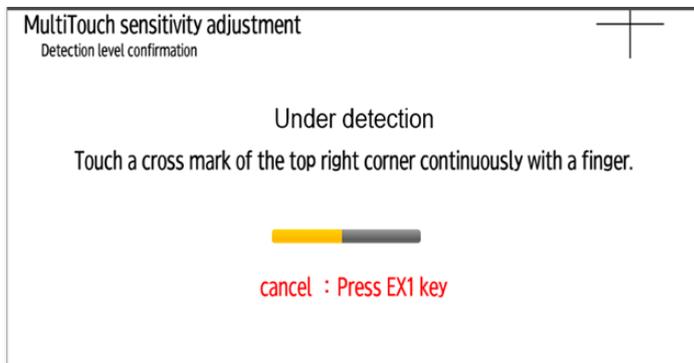
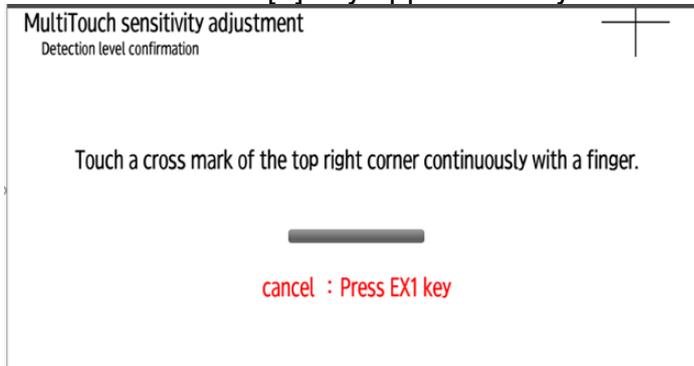
Operation panel SP mode > Screen feature settings> Panel Self Check > Multi touch sensitivity adjustment



3. Tap "Detection level confirmation" to start the test.

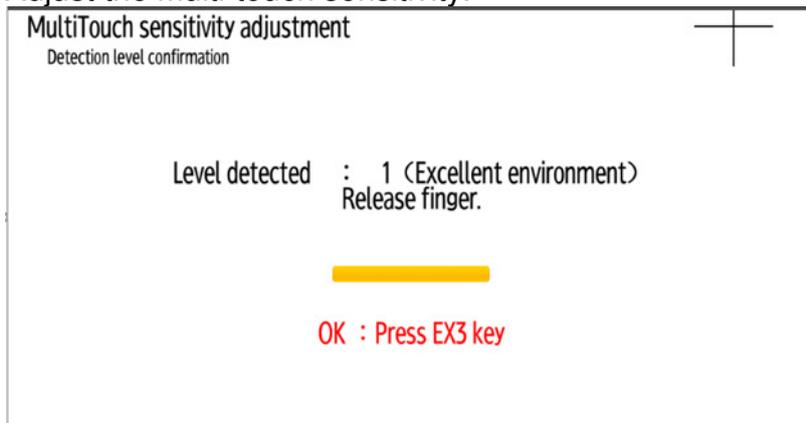


4. Hold down the [+] key approximately 20 seconds.



Model: MET-MF3	Date: 18-Nov-19	No.: RD0BL035
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Adjust the multi-touch sensitivity.



<Result>

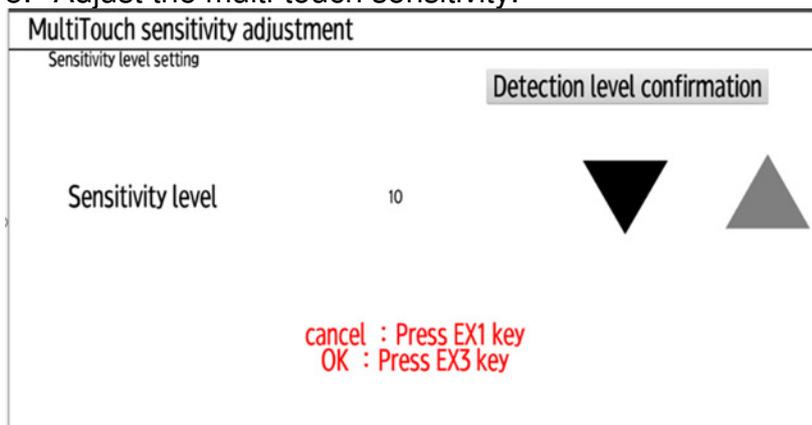
Detection level 1 (Excellent): OK

Detection level 2 (Good): OK

Detection level 3 (Not recommended): **NG**

Detection level 4 (Too low): **NG**

5. Adjust the multi-touch sensitivity.



If the detection level is 3 or 4, push “▽” and decrease the sensitivity (Default value: 10).

Note: When the level of the detection is 0, the multi-touch feature is disabled.

Model: Met-MF3		Date: 17-Jan-20	No.: RD0BL036
Subject: The print job of the previous user is printed		Prepared by: T. Kiyohara	
From: Overseas info.Sect., OPQuality Management Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

The job of the user who was previously logged in is printed when printing with the below applications.

Affected model:

- **Met-MF3abyz/cde** package ver **2.22/2.23**
-

Affected solution:

- Enhanced Locked Print NX V2

Occurrence conditions:

- Location free environment
- It takes over 15 seconds (but less than the app. time-out limit of 60 seconds (default value)) for the print data to be received by the device once the device print button is pressed.
- Print job originates from above solutions.

Occurrence mechanism:

1. When pressing the print button from the application, MFP will wait at the socket for the connection from the application.
2. If there is no response from the application for 15 seconds, MFP will notify application of the end of printing due to time-out.
3. The print data from the application has reached the socket and stocks there.
4. Since the application has finished writing the printed data, MFP finishes normally. (The printer has already finished printing and the print job is not output in #2 at this time.)
5. When the next user presses the print button, MFP prints the previous data of step #3 which has been stored in the socket.

CAUSE

Printer firmware bug (it is included in the package version **2.22/ 2.23**).

Model: Met-MF3

Date: 17-Jan-20

No.: RD0BL036

SOLUTION**Enhanced Locked Print:**

Update Enhanced Locked print v2 to v2.5.202.

Met-MF3:Update the package firmware to **ver 2.26 or newer**.

Model	Firmware Type	Version	P/N	Area
Met-MF3abyz	Package (ALL)	2.26	D0BL5592N	Other
Met-MF3cde	Package (ALL)	2.26	D0BN5592N	Other
Met-MF3abyz	Package 02	2.26	D0BL5596C	China
Met-MF3cde	Package 02	2.26	D0BN5596C	China

*Printer [MEMF3d_printer] D0BN5580K Ver. 2.15 must be installed.

Model: ACT V1.1		Date: 27-Jan-20	No.: RGene114
Subject: Release Information for RICOH Always Current Technology V1.1		Prepared by: Y. Taniguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

RICOH Always Current Technology V1.1 will be released.

RICOH Always Current Technology (ACT) is a way to add the latest functions by upgrading the software (Firmware/Application) on an MFP. If the model is equipped with ACT, functions that were not installed on the machine during installation can be added later. Customers can optimize their operations by selecting functions that match their business needs.

■ Overview of ACT V1.1

[Release Date]

Please contact the sales department in your region.

[Target models]

RICOH IM C2000/C2500/C3000/C3500/C4500/C5500/C6000 series
 RICOH IM 550F/600F series

[Release ACT Version and Firmware]

ACT Version : 1.1

Firmware : Package_ALL / Package_02(for China) Ver.2.26

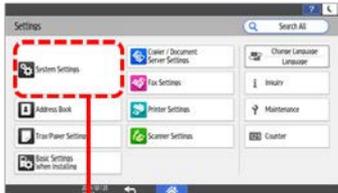
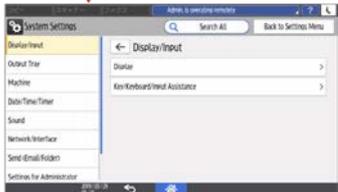
After completing the firmware update to ver.2.26 or later, it is possible to activate the latest functions.

Important:

Activation is possible with ver.2.23 but some important bug fixes (e.g. SC672 with SLNX and FAX) are included in ver.2.26, so please be sure to apply package firmware ver.2.26 or later during activation.

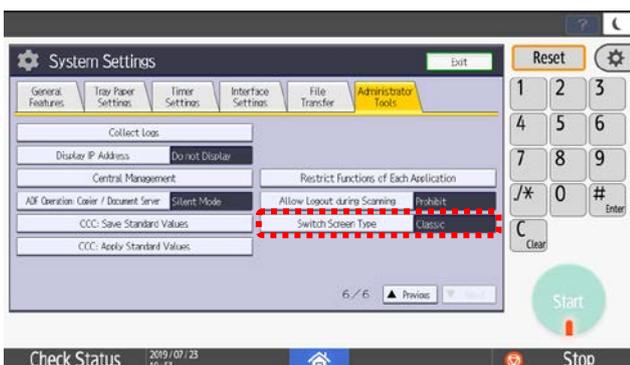
Model: MET-MF3	Date: 27-Jan-20	No.: R
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[V1.1 New Features] (More details can be found in the lower part of this bulletin.)

Function	Details
New Settings screen	<p>We have redesigned the Settings screen and integrated the Mainframe settings and the Screen settings. Administrators can set up the machine smoothly by reviewing the setting category and using the search function.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Settings (Classic)</p>  </div> <div style="text-align: center;"> <p>Settings (Standard)</p>  </div> </div> <p style="text-align: center; font-size: 2em; color: yellow; margin: 10px 0;">➔</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> </div> <p>Note</p> <p>After activating ACT V1.1, you can switch to the new Settings screen from the Administrator settings. It will not automatically switch. Machines manufactured with ACT V1.1 have already been switched to the new Settings screen at the factory.</p>
Added features to the new Copy screen	On the new copy screen, the following functions have been added that were previously only available on the Classic Copy screen: Reserved copy, Fit to paper, Inverted copy, Mirrored copy, Repeated copy
Added a feature to choose the save location for received fax files	The save location of received fax documents can be changed to the HDD.

How to switch the screen type:

Settings> Machine Feature Settings> System Settings> Administrator Tools



1. Tap **[Switch Screen Type]**



2. Tap **[Standard]**

Model: MET-MF3	Date: 27-Jan-20	No.: R
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■ **Who can Activate ACT? How is ACT activated?**

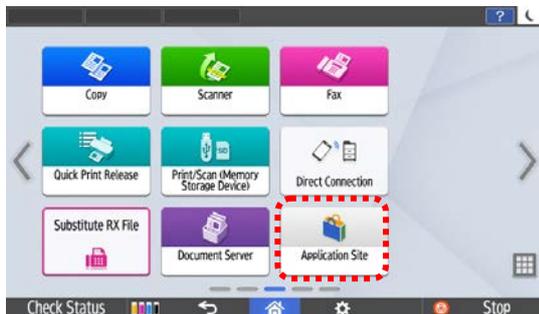
Who can Activate ACT?

1. If the machine has already been installed, activation is performed by customers themselves via the Application Site.
2. All machines will soon be shipped from the factory with ACT already activated. As soon as production starts on machines with ACT included, we will announce the cut-in Serial Number.
3. Activation of the latest ACT version is recommended during machine installation to deliver the latest features to the customers. However, if the sales department or the customer doesn't want to activate ACT, please do not activate it.

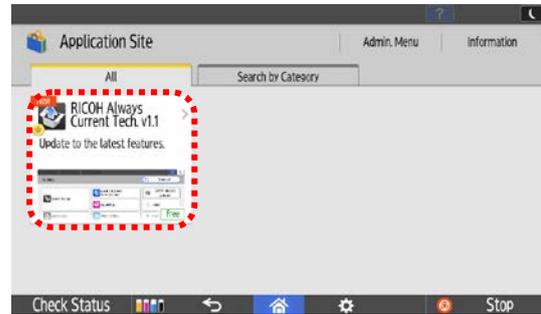
How is ACT Activated?

ACT V1.1 can be activated with one of the three procedures explained below.

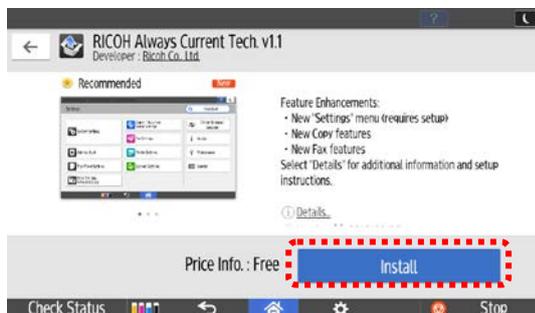
Procedure 1. Follow this procedure if the F/W has already been updated by ARFU or CE: Important: In a proxy environment, the proxy settings in "Screen Features Settings" are required.



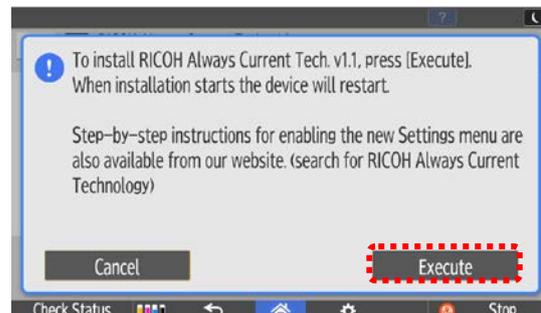
1. Tap [Application Site]



2. Tap [RICOH Always Current Tech. v1.1]



3. Tap [Install]



4. Tap [Execute]
After installation, the machine will reboot, and new ACT V1.1 functions will be available on the machine.

Model: MET-MF3	Date: 27-Jan-20	No.: R
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Procedure 2. Follow this procedure if the F/W update is required prior to ACT V1.1 installation:

Important: In a proxy environment, the proxy settings in “Screen Features Settings” and SP5-816-XXX are required.



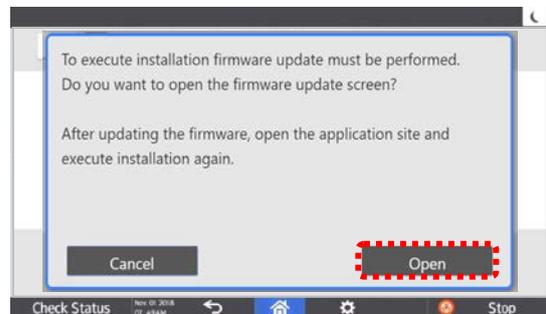
1. Tap **[Application Site]**



2. Tap **[RICOH Always Current Tech. v1.1]**



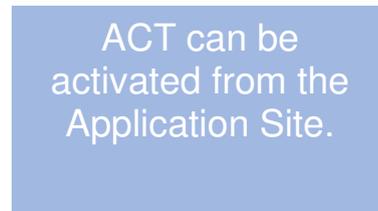
3. Tap **[Install]**



4. Tap **[Open]**



5. After F/W update is completed, the machine will reboot.



6. Follow steps 1 to 4. if the F/W has already been updated by ARFU or CE

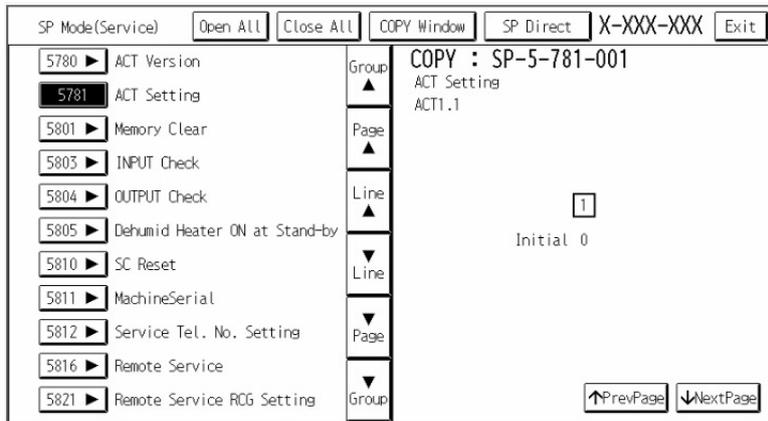
Model: MET-MF3

Date: 27-Jan-20

No.: R

Procedure 3. Follow this procedure if ACT is activated via SP mode:

1. Install the package firmware that corresponds to the ACT version you want to activate.
2. ACT v1.1 can be activated using SP5-781-001 (0: Disable, 1: Enable). After changing the value, power OFF/ON the machine.

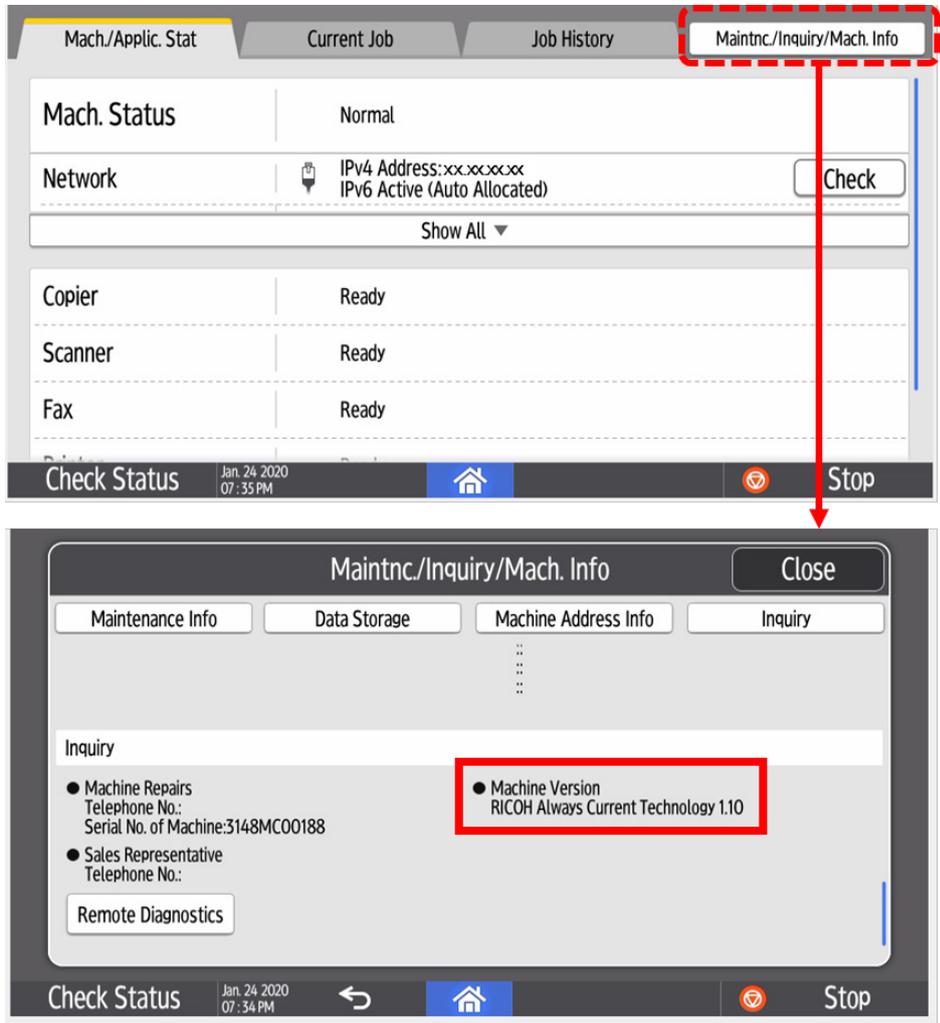
**Note**

- Don't activate the ACT version until confirming the version is already released on the Application Site.

Model: MET-MF3	Date: 27-Jan-20	No.: R
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■ **How to Confirm the Machine Version**

On IM C2000/C2500/C3000/C3500/C4500/C5500/C6000, this can be displayed only with package firmware ver.2.22.04 or later. The status can be checked on the Status Confirmation screen.



Important:

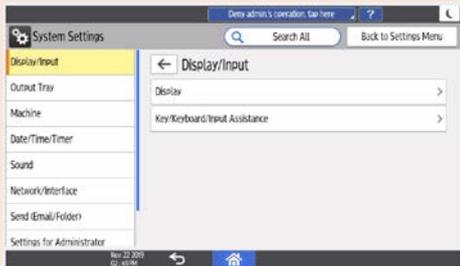
The suffix number may be added to the final digit of the ACT version (e.g. version 1.10) when an important bug fix is applied. This is to prevent activation via the Application site without an important bug fix. The suffix digit is only for the purpose above, and there are no added features.

Model: MET-MF3	Date: 27-Jan-20	No.: R
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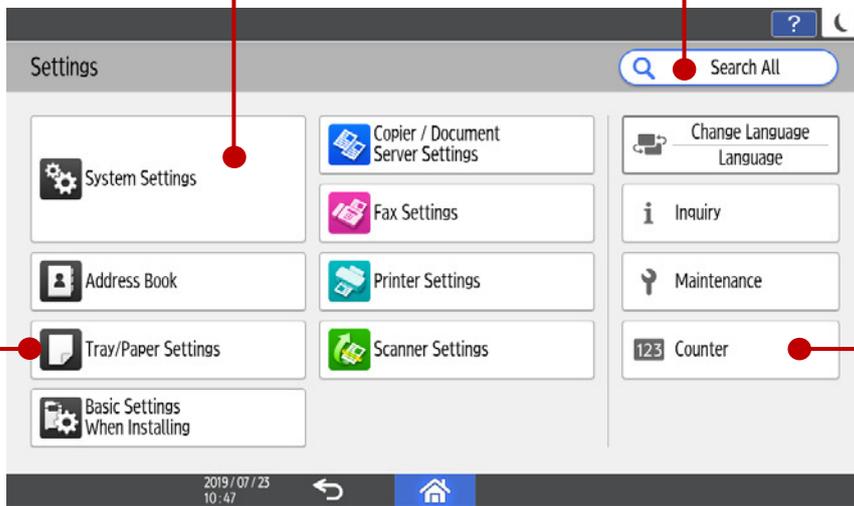
■ Details of Newly Added Features

1) Details of New Setting Screen (Standard)

Sound Settings is in a higher level menu. Network settings for mainframe and screen have been merged.



Search for setting items using certain terms.



Paper Type and Thickness can be specified on one screen.



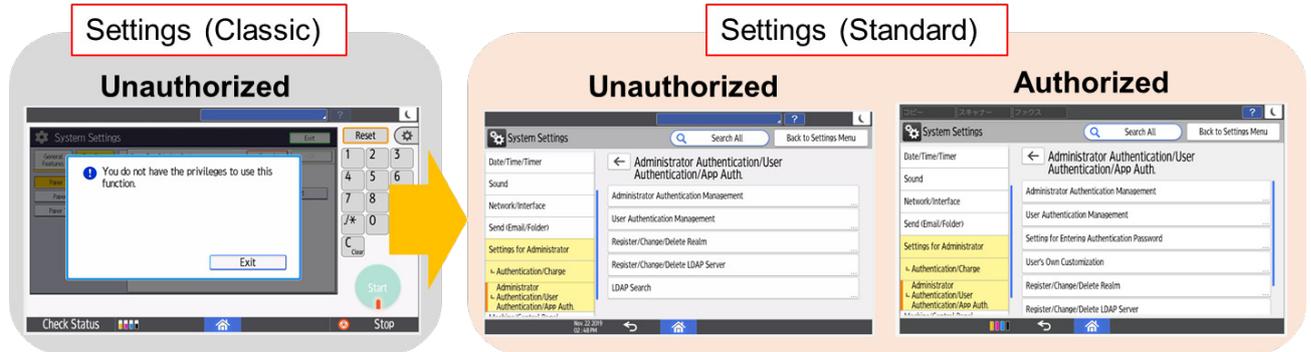
All counter information can be displayed on one screen.



Model: MET-MF3	Date: 27-Jan-20	No.: R
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[Displayed Setting Items depend on Access Rights]

In the classic setting screen, an alert message appears when an unauthorized item is touched. In the new setting screen, only authorized items are displayed.



[Easier to Understand Fax user parameters]

Some fax user parameters are displayed in the new settings screen.

Classic (Bit SW)	Settings items in new settings screen (Standard)
SW3 bit0,2,5,7	
SW4 bit0	FAX Settings > Others > Report Output Settings > Report Auto Print Settings
SW20 bit0	
SW4 bit4,5,7	FAX Settings > Others > Report Output Settings > Report Contents Settings
SW5 bit5	FAX Settings > Reception Settings > Reception File Print Settings > Just Size Printing
SW8 bit1	FAX Settings > Reception Settings > Register Special Sender > Receive Fax (Caller ID Blocked)
SW10 bit0	FAX Settings > Reception Settings > Stored Reception File User Setting
SW10 bit1	FAX Settings > Reception Settings > Reception File Print Settings > Combine Two Originals
SW10 bit7	FAX Settings > Reception Settings > Reception File Settings > Reception File Storing Error Setting
SW11 bit5	FAX Settings > Reception Settings > Register Special Sender > Print/Store on Forwarding Special Sender
SW21 bit1,4,7	FAX Settings > Detailed Initial Settings > Notification Email Settings
SW21 bit6	FAX Settings > Detailed Initial Settings > Display Network Error
SW24 bit2	FAX Settings > Send Settings > Stored Fax File Auto Delete
SW32 bit0	FAX Settings > Detailed Initial Settings > Destination Type Priority
SW32 bit4,5,6	FAX Settings > Reception Settings > Delivery per Line > Delivery per Line
SW34 bit0,1	FAX Settings > Detailed Initial Settings > IP-Fax Settings > Server Use Settings
SW36	FAX Settings > Send Settings > Number of Resends Settings > Number of Resends in Backup File
SW37 bit4	FAX Settings > Reception Settings > Folder Transfer Settings > File Name Setting in Folder Transfer > Add Sender Information to File Name
SW37 bit5	FAX Settings > Reception Settings > Folder Transfer Settings > File Name Setting in Folder Transfer > Limit File Name Character Type
SW38	FAX Settings > Send Settings > Number of Resends Settings > Number of Resends in Folder Transfer

Model: MET-MF3		Date: 27-Jan-20	No.: R
SW40 bit0	FAX Settings > Reception Settings > Reception File Settings > Reception File Storing Error Setting		
SW40 bit1	FAX Settings > Send Settings > Email address/Folder Path in Communication Log		
SW40 bit1	FAX Settings > Reception Settings > Folder Transfer Settings > Email address/Folder Path on Communication Log		
SW46 bit7	FAX Settings > Reception Settings > Light Response after Receiving Fax		

[Sound Settings]

In the classic settings screen, setting items regarding the operation sound are separated between the Mainframe settings and the Screen settings. All sound settings have been merged in the new settings screen (standard). Some new setting items have also been added.

"Classic" Settings	"Standard" Settings	Scene
Operation Completed	Operation Completed Sound	A operation is completed.
	Copy: Job Done Sound	A copy job is completed.
Sound of Less Urgent Level	Caution Sound	Caution (e.g. Paper end)
	Copy: Forgot Original Sound	An original in left on the contact glass after a Copy job is completed.
	Scanner: Forgot Original Sound	An original in left on the contact glass after a Scanner job is completed.
	Fax: Forgot Original Sound	An original in left on the contact glass after a Fax job is completed.

[Another Difference Between Classic and Standard Screens]

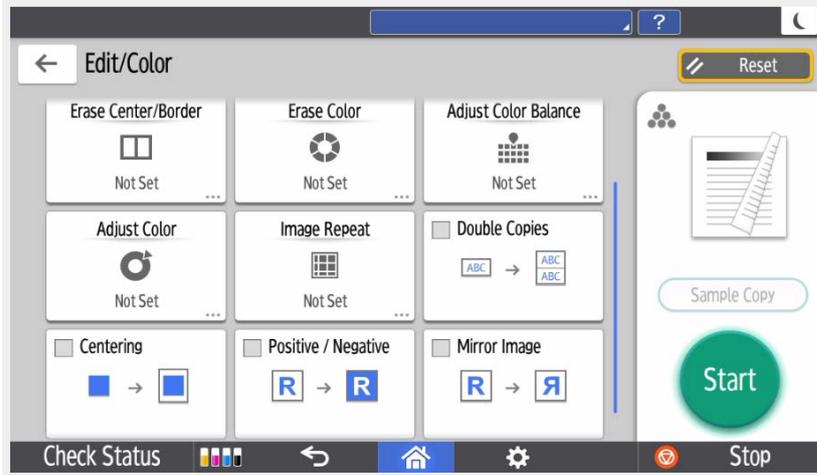
Some Extended Feature Settings are not included in the Standard settings. Please configure the settings on the Classic screen or Web Image Monitor.

Model: MET-MF3	Date: 27-Jan-20	No.: R
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2) Added Features to the New Copy Screen

On the Copy screen, the following functions have been added that were previously only available on the Classic Copy screen:

Reserved copy, Fit to paper, Inverted copy, Mirrored copy, Repeated copy



3) Added a Feature to Choose the Save Location for Received Fax Files

【Paperless Fax Storage Function Enhancement】

A mode for storing old reception files on the HDD has been added when the fax memory is full.

The large increase in reception file storage makes paperless fax reception easier. *1

*1 Previously, the old received files were printed when the fax memory was full.

【The number of stored pages】

Before: About 320 pages ⇒ ACT V1.1: About 30,000 pages

※The pages (before) is the value when the reception file storage location is “Fax Memory”.

※If the resolution is “Standard” and “ITUTNo1chart (A4)” is used.

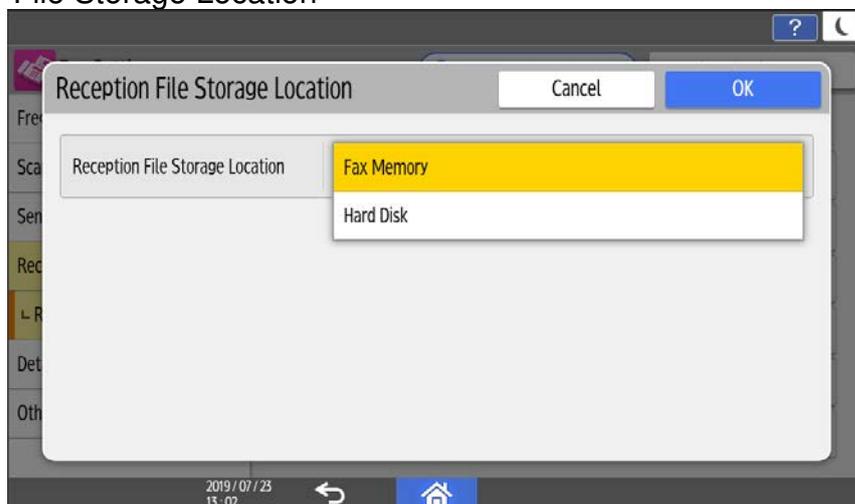
Model: MET-MF3

Date: 27-Jan-20

No.: R

【How to change the setting of the Reception File Storage Location】

Settings > FAX Settings > Reception Settings > Reception File Settings > Reception File Storage Location

**Note**

- The default setting of the reception file storage location is “Fax Memory”. The setting can only be changed from the new settings screen.
- The number of stored documents does not change. (800 documents)
- The fax reception file storage location cannot be changed from “Fax Memory” to “HDD” if there is fax reception data in the HDD. Delete the fax reception data before changing the reception file storage location setting.
- When reception file storage location is “HDD”, folder and mail transfer is recommended because the stored files might not be restored if the HDD crashes.

Model: MET-MF3

Date: 27-Jan-20

No.: R

[About User Guides]

User Guides of the models with ACT will be revised.

The models with ACT are as follows:

- RICOH IM C2000/C2500/C3000/C3500/C4500/C5500/C6000 series
- RICOH IM 550/600 series

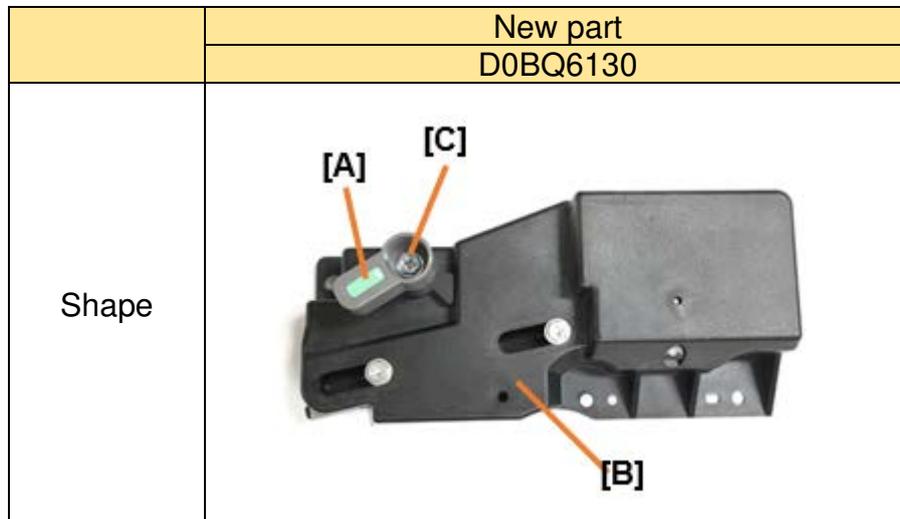
Model: MET-MF3		Date: 10-Feb-20	No.: RD0BL037
Subject: Part Change Information : TONER OUTLET UNIT		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Parts catalog correction

The shape of the metal lever shaft in the ITB unit has changed slightly.

The lever and the toner outlet unit might need to be replaced at the same time due to the above change. A set (**D0BQ6130**) including both parts is now available (as shown in the picture below).

P/N		Description		Q'ty	Int
Old	New	Old	New		
M0AJ6175	D0BQ6130	TONER OUTLET UNIT:BELT CLEANING:ASS'Y	TONER OUTLET UNIT:BELT CLEANING:SERVICE PARTS	1	X/O



Change: The shape of the metal lever shaft has been changed slightly. The metal lever shaft is attached to the toner outlet unit[B].

Reason: To prevent the lever breaking from over-rotation.

Note:

When replacing the lever[A] or the toner outlet unit[B], use “D0BQ6130”.

Remove the screw in the lever[C] before attaching to the ITB unit.

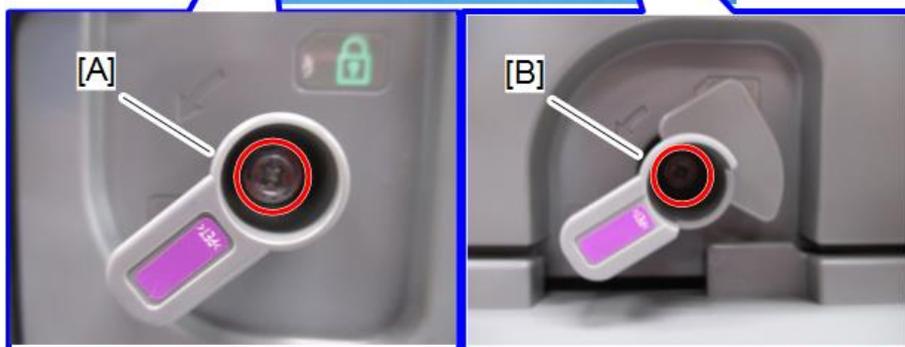
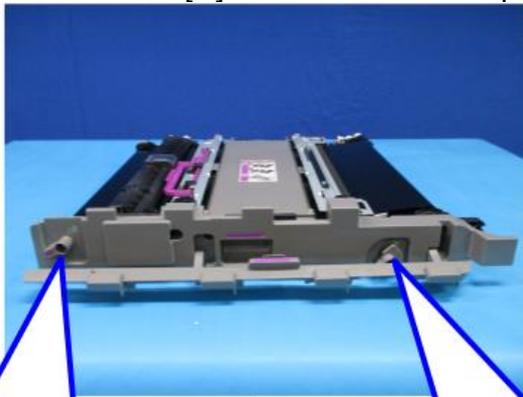
Model: MET-MF3

Date: 10-Feb-20

No.: RD0BL037

Replacement Procedure

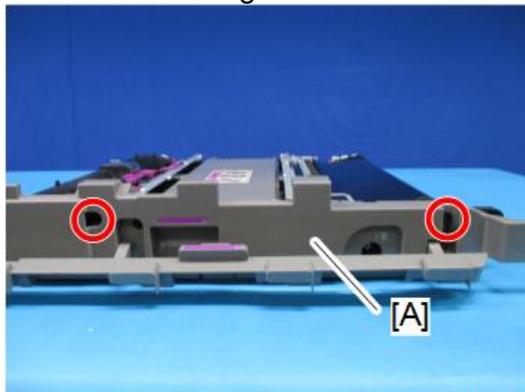
- 1.** Remove the Image transfer belt unit.
- 2.** Remove the ITB lock lever [A] and ITB contact/separation lever [B].



x2

d0bqz0073

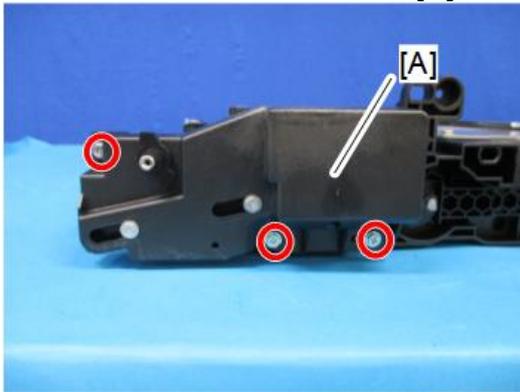
- 3.** Remove the image transfer front cover [A].



d0bqz0074

Model: MET-MF3	Date: 10-Feb-20	No.: RD0BL037
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- 4.** Remove the toner outlet unit [A].



 x2,  x1

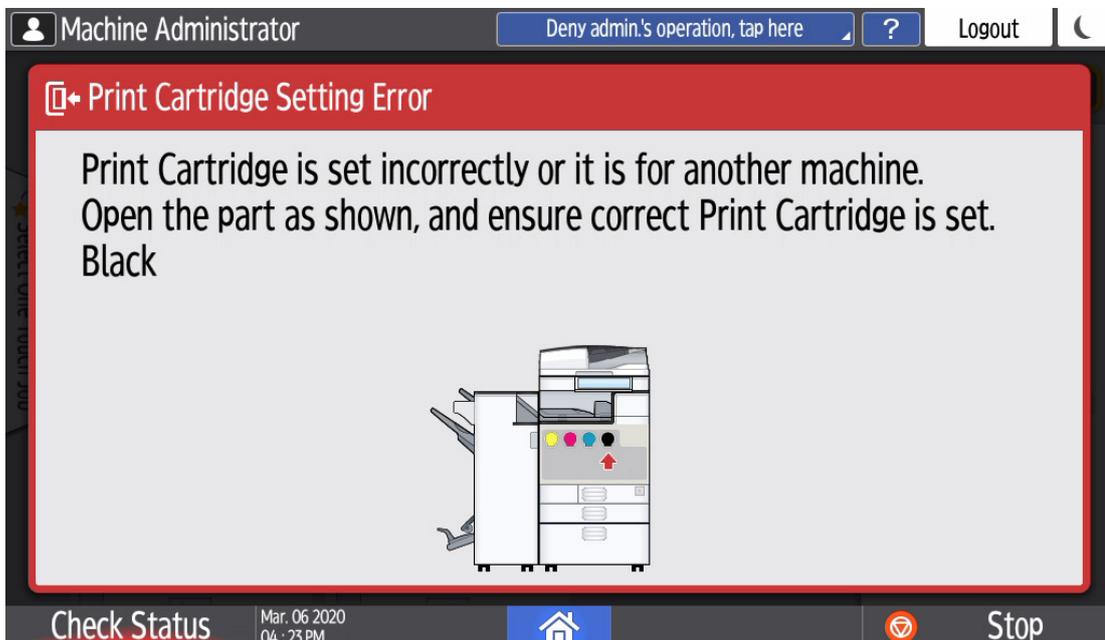
d0bqz0078

- 5.** Attach the new toner outlet unit.
- 6.** Attach the image transfer front cover.
- 7.** Attach the new ITB lock lever and ITB contact/separation lever.

Model: MET-MF3		Date: 9-Mar-20	No.: RD0BL039
Subject: Important notice: Specification change regarding Toner Cartridge region		Prepared by: Yuusuke Taniguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Toner)	<input type="checkbox"/> Tier 2

Change:

If the region code of the toner cartridge does not match the machine’s region, an alert message will appear on the screen and the printing features (Copy/Printer/FAX/Others) will be locked.



This function will be enabled with the following package firmware versions or later.

Firmware Type	P/N	Version
Package_All(GEN)	D0BN5592P	2.27.1
Package_02(CHN)	D0BN5596D	2.27.1

* This firmware will be available from the beginning of March 2020

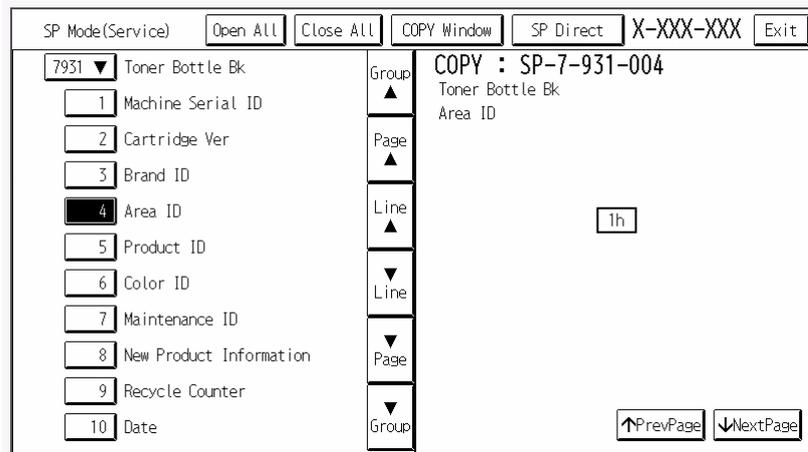
Purpose:

This change is to ensure product quality. The quality of toner cartridges cannot be guaranteed if shipped informally due to varying shipping conditions.

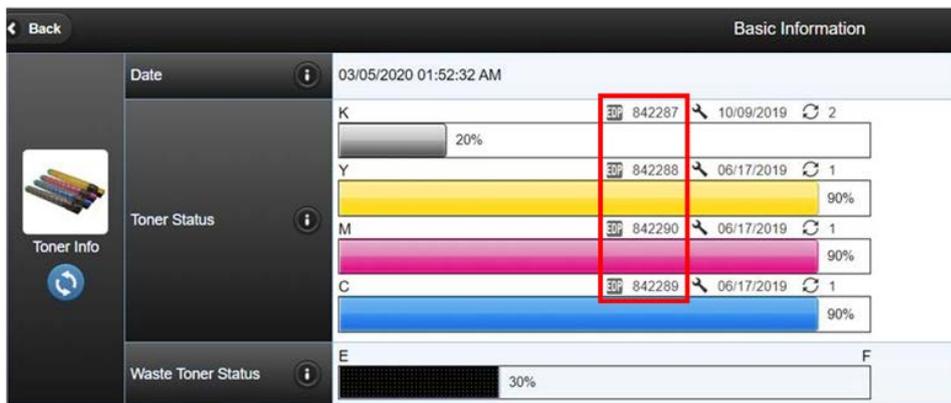
Model: MET-MF3	Date: 9-Mar-20	No.: RD0BL039
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Important:

- This function will take effect immediately after the firmware above is applied. Printing features (Copy/Printer/FAX/Others) will be locked **automatically** if a toner cartridge for a different region is already installed in the machine.
- This function will also be applied to machines from the production line.
- The region code of the toner cartridge installed in the machine can be confirmed by SP7-93X-004. (1h:JP / 2h:NA / 3h:EU / 4h:AA / 5h:CHINA)



- The EDP code of toner cartridges installed in the machine can be confirmed remotely by ARMS.



- The region (product code) of the machine can be confirmed on the rating label located on the back of the machine.



Model: MET-MF3	Date: 9-Mar-20	No.: RD0BL039
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Reference: Machine and Toner Cartridge Region Codes

<Mainframe>

Region	Product Name	Product code	S/N	Operable Toner Region code
JP	IM C2000 series	D0BJ-00/-01	301A-xxxxxx	1h: JP
	IM C2500 series	D0BK-00/-01	301B-xxxxxx	
	IM C3000 series	D0BL-00/-01	301C-xxxxxx	
	IM C3500 series	D0BM-00/-01	302A-xxxxxx	
	IM C4500 series	D0BN-00/-01/-04	302B-xxxxxx	
	IM C5500 series	D0BP-00/-01/-04	302C-xxxxxx	
	IM C6000 series	D0BQ-00/-01	303A-xxxxxx	
NA/LA	IM C2000 series	D0BJ-17/-18	308xxxxxxxx	2h: NA 4h: AA
	IM C2500 series	D0BK-17/-18	309xxxxxxxx	
	IM C3000 series	D0BL-17/-18	310xxxxxxxx	
	IM C3500 series	D0BM-17/-18	311xxxxxxxx	
	IM C4500 series	D0BN-17/-18/-57/-58	312xxxxxxxx	
	IM C6000 series	D0BQ-17/-18/-57/-58	314xxxxxxxx	
EU	IM C2000 series	D0BJ-27/-65	308xxxxxxxx	3h: EU
	IM C2500 series	D0BK-27/-65	309xxxxxxxx	
	IM C3000 series	D0BL-27/-65	310xxxxxxxx	
	IM C3500 series	D0BM-27/-65	311xxxxxxxx	
	IM C4500 series	D0BN-27/-65	312xxxxxxxx	
	IM C5500 series	D0BP-27/-65	313xxxxxxxx	
	IM C6000 series	D0BQ-27	314xxxxxxxx	
AA/ KOR/ LA	IM C2000 series	D0BJ-29	308xxxxxxxx	2h: NA 4h: AA
	IM C2500 series	D0BK-26/-29	309xxxxxxxx	
	IM C3000 series	D0BL-29	310xxxxxxxx	
	IM C3500 series	D0BM-26/-29	311xxxxxxxx	
	IM C4500 series	D0BN-29	312xxxxxxxx	
	IM C6000 series	D0BQ-29	314xxxxxxxx	
CH	IM C2000 series	D0BJ-21	308xxxxxxxx	5h: CHN
	IM C2500 series / GS3020c	D0BK-21/-22	309xxxxxxxx	
	IM C3000 series / GS3030c	D0BL-21/-22	310xxxxxxxx	
	IM C3500 series	D0BM-21	311xxxxxxxx	
	IM C4500 series / GS3045c	D0BN-21/-22	312xxxxxxxx	
	IM C6000 series / GS3160c	D0BQ-21/-22	314xxxxxxxx	
TWN	IM C2000 series	D0BJ-19	308xxxxxxxx	4h: AA
	IM C2500 series	D0BK-19	309xxxxxxxx	
	IM C3000 series	D0BL-19	310xxxxxxxx	
	IM C3500 series	D0BM-19	311xxxxxxxx	
	IM C4500 series	D0BN-19	312xxxxxxxx	
	IM C6000 series	D0BQ-19	314xxxxxxxx	

Model: MET-MF3	Date: 9-Mar-20	No.: RD0BL039
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<Toner Cartridges>

Region	Product Name	EDP	Toner Region code
NA/LA	Print Cartridge Black IM C2500	842307	2h: NA
	Print Cartridge Yellow IM C2500H	842308	
	Print Cartridge Magenta IM C2500H	842309	
	Print Cartridge Cyan IM C2500H	842310	
	Print Cartridge Yellow MP C2503	841922	
	Print Cartridge Magenta MP C2503	841923	
	Print Cartridge Cyan MP C2503	841924	
	Print Cartridge Black IM C3500	842251	
	Print Cartridge Yellow IM C3500	842252	
	Print Cartridge Magenta IM C3500	842253	
	Print Cartridge Cyan IM C3500	842254	
	Print Cartridge Black IM C6000	842279	
	Print Cartridge Yellow IM C6000	842280	
	Print Cartridge Magenta IM C6000	842281	
	Print Cartridge Cyan IM C6000	842282	
EU	Print Cartridge Black IM C2500	842311	3h: EU
	Print Cartridge Yellow IM C2500H	842312	
	Print Cartridge Magenta IM C2500H	842313	
	Print Cartridge Cyan IM C2500H	842314	
	Print Cartridge Yellow MP C2503	841929	
	Print Cartridge Magenta MP C2503	841930	
	Print Cartridge Cyan MP C2503	841931	
	Print Cartridge Black IM C3500	842255	
	Print Cartridge Yellow IM C3500	842256	
	Print Cartridge Magenta IM C3500	842257	
	Print Cartridge Cyan IM C3500	842258	
	Print Cartridge Black IM C6000	842283	
	Print Cartridge Yellow IM C6000	842284	
	Print Cartridge Magenta IM C6000	842285	
Print Cartridge Cyan IM C6000	842286		
AP/ TWN/ KOR	Print Cartridge Black IM C2500	842315	4h: AA
	Print Cartridge Yellow IM C2500H	842316	
	Print Cartridge Magenta IM C2500H	842317	
	Print Cartridge Cyan IM C2500H	842318	
	Print Cartridge Yellow MP C2503S	841936	
	Print Cartridge Magenta MP C2503S	841937	
	Print Cartridge Cyan MP C2503S	841938	
	Print Cartridge Black IM C3500	842259	
	Print Cartridge Yellow IM C3500	842260	
	Print Cartridge Magenta IM C3500	842261	

Model: MET-MF3	Date: 9-Mar-20	No.: RD0BL039
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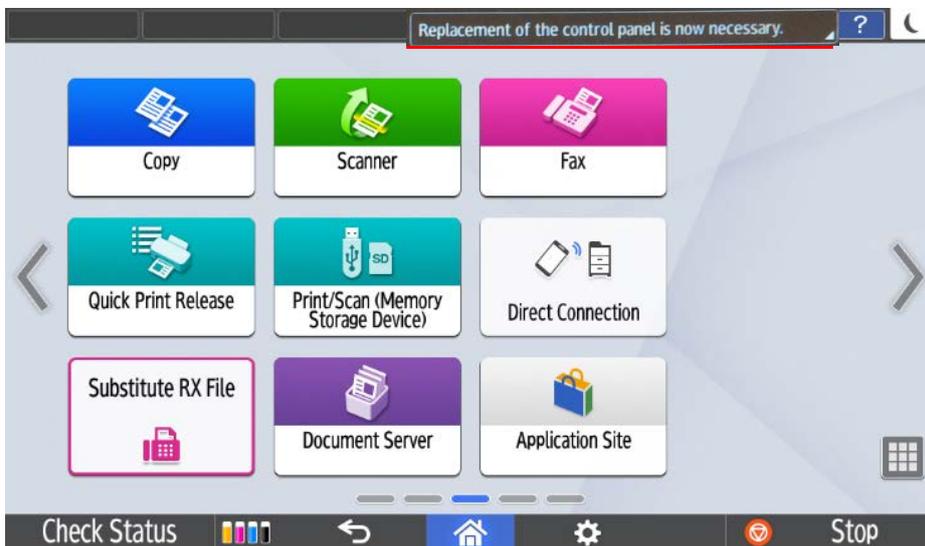
	Print Cartridge Cyan IM C3500	842262	
	Print Cartridge Black IM C6000	842287	
	Print Cartridge Yellow IM C6000	842288	
	Print Cartridge Magenta IM C6000	842289	
	Print Cartridge Cyan IM C6000	842290	
CHN	Print Cartridge Black IM C2500	842327	5h: CHN
	Print Cartridge Yellow IM C2500H	842328	
	Print Cartridge Magenta IM C2500H	842329	
	Print Cartridge Cyan IM C2500H	842330	
	Print Cartridge Yellow MP C2503LC	841950	
	Print Cartridge Magenta MP C2503LC	841951	
	Print Cartridge Cyan MP C2503LC	841952	
	Print Cartridge Black GS3025c	842331	
	Print Cartridge Yellow GS3025c	842332	
	Print Cartridge Magenta GS3025c	842333	
	Print Cartridge Cyan GS3025c	842334	
	Print Cartridge Yellow DSc1025L	841954	
	Print Cartridge Magenta DSc1025L	841955	
	Print Cartridge Cyan DSc1025L	841956	
	Print Cartridge Black IM C3500	842271	
	Print Cartridge Yellow IM C3500	842272	
	Print Cartridge Magenta IM C3500	842273	
	Print Cartridge Cyan IM C3500	842274	
	Print Cartridge Black GS3030c	842275	
	Print Cartridge Yellow GS3030c	842276	
	Print Cartridge Magenta GS3030c	842277	
	Print Cartridge Cyan GS3030c	842278	
	Print Cartridge Black IM C6000	842299	
	Print Cartridge Yellow IM C6000	842300	
	Print Cartridge Magenta IM C6000	842301	
	Print Cartridge Cyan IM C6000	842302	
	Print Cartridge Black GS3160c	842303	
	Print Cartridge Yellow GS3160c	842304	
	Print Cartridge Magenta GS3160c	842305	
	Print Cartridge Cyan GS3160c	842306	

Model: MET-MF3		Date: 16-Mar-20	No.: RD0BL040
Subject: The message that “Replacement of the control panel is now necessary” and SC843-02		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

“Replacement of the control panel is now necessary” is displayed and SC843-02 occurs.

Affected models: RICOH IM C2000/C2500/C3000/C3500/C4500/C5500/C6000 series



Confirmation method of the number of eMMC rewriting:

As described in the Smart operation panel report : SP5990-27 in hexadecimal notation.

When “Average” exceeds 3000 times (0 × 0 BB 8) as below, it becomes SC.

< Name >	< State >
eMMC block erase count	
Minimum	0x0000
Maximum	0x0001
Average	0x0000
Operation Panel Kind	118R

Model: MET-MF3

Date: 16-Mar-20

No.: RD0BL040

CAUSE

The thresholds for the data in eMMC (Cheetah System memory. please see the below block figure) overwrites is exceeded during operation or while the machine is recovering from Energy Saver mode.

Thresholds:

- 3000 deletions per block on eMMC

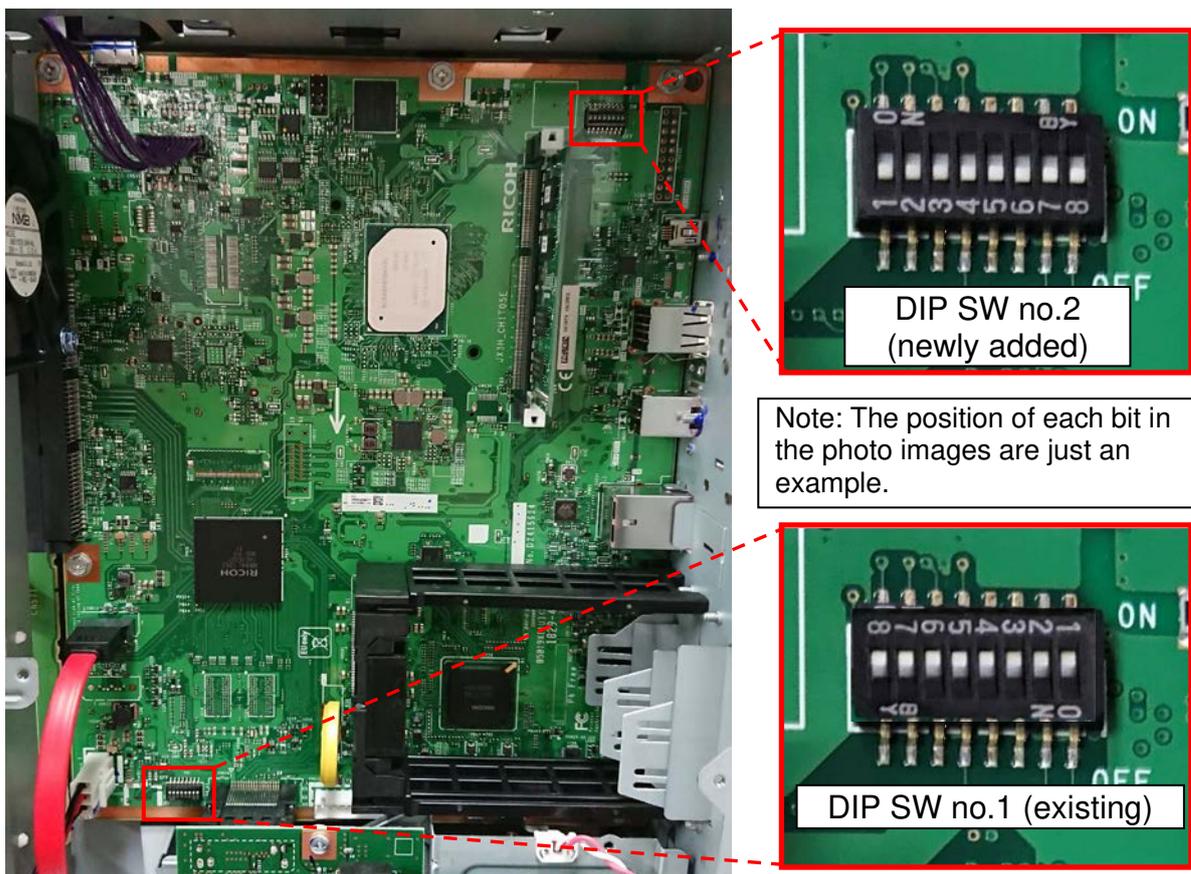
SOLUTION

Replace the PCB board for the Smart Operation Panel.

Model: MET-MF3		Date: 19-Mar-20	No.: RD0BL041
Subject: Announcement for components change on the Controller Board		Prepared by: Y. Taniguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input checked="" type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

A DIP switch no.2 has been added on the Controller board as the following photo image. This is for the purpose of factory QA management so **no utilization for service operation in the field.**

Important: Please be sure not to change the settings of DIP SW no.1 and no.2 in the field. Correct setting depends on each Controller Board and SC672 or other symptom may occur if the machine is booted with an incorrect setting.



Note: The position of each bit in the photo images are just an example.

Note: In general, some electrical components (e.g. Register, DIP SW or other) on PCB are subject to be changed, added or removed without notification unless the replacement/troubleshooting procedure is changed with that components change. Please do not concern if you find any components change.

Model: MET-MF3		Date: 29-Jun-20	No.: RD0BL043
Subject: Change of some PM parts number for NA and LA		Prepared by: Shunsuke Kuramoto	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Parts catalog correction

The part number (P/N) of some PM parts in North America (NA) and Latin America (LA) has been changed due to the production base moving from China to Thailand. For NA and LA, the P/N of some PM parts is different from other regions.

The following table shows the P/N announced on May 2020 by PCIL.

Region	P/N		Description		Q'ty	Int
	Old	New	Old	New		
NA	D0BQ3000	D0BQ3030	DEVELOPMENT UNIT:K:IMC3000-6000	TDEVELOPMENT UNIT:K:IMC3000-6000:NA	1	O/O
LA	-	D0BQ3030	-	TDEVELOPMENT UNIT:K:IMC3000-6000:NA	1	-

Other P/N changes will be announced by PCIL, so please check the latest parts catalog to check the latest P/N.

Note:

- Please order the part from the parts catalog that matches the region of the model.
- In Latin America, there are AA (Asia) models and NA models. When using an AA model, order from the AA catalog, and when using an NA model, order from the NA catalog.
- In the parts catalog for AA, there are AA parts and LA parts. If using an Asian model in Latin America, please order the part shown under LA.
- This information is summarized in the table below.

Region	Model	Parts catalog
NA	NA	NA
LA	NA	NA
	AA	AA
AA	AA	AA

Model: MET-MF3	Date: 29-Jun-20	No.: RD0BL043
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The images below give an example of the difference between the P/N in the NA and AA catalogs.

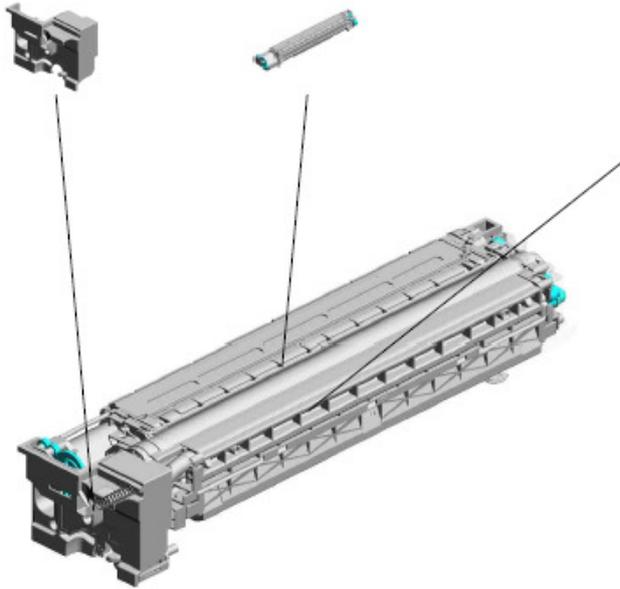
Parts catalog for NA

U006_S004.PCDU:K:IMC3000-6000

U006 S004 S001
D0BQ2389
COVER:PCU:FRONT:SUB-AS
SY

U006 S004 S003
D0BQ3030
(NA/LA):DEVELOPMENT UNI
T:K:IMC3000-6000

U006 S004 S002
D0BM2215
PCU:K:IMC3000-6000



Parts catalog for AA

U006_S004.PCDU:K:IMC3000-6000

U006 S004 S003
D0BQ3000
(EU/CHN/TWN/AA/KOR):DEV
ELOPMENT UNIT:K:IMC3000-
6000

U006 S004 S004
D0BQ3030
(NA/LA):DEVELOPMENT UNI
T:K:IMC3000-6000

