

Model: Stella-C4	Date: 13-Jan-09	No.: RD067001
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Subject: Firmware Release Note: Engine(BICU-IC)		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Engine(BICU-IC)**

For Asia basic model

Version	Program No.	Effective Date
B015M015	D0675533A	1st Mass production

Version	Modified Points or Symptom Corrected
B015M015	1st Mass production

For MFP basic model

Version	Program No.	Effective Date
B015M015	D0675540B	1st Mass production

Version	Modified Points or Symptom Corrected
B015M015	1st Mass production

For NA,EU model

Version	Program No.	Effective Date
B015M015	D0675531B	1st Mass production

Version	Modified Points or Symptom Corrected
B015M015	1st Mass production

Model: Stella-C4	Date: 13-Jan-09	No.: RD067002
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Subject: Firmware Release Note: Engine(GW) (BICU-SD)		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Engine(GW) (BICU-SD)**

For MFP model

Version	Program No.	Effective Date
0.15	D0675540B	1st Mass production

Version	Modified Points or Symptom Corrected
0.15	1st Mass production

Reissued: 27-May-13

Model: S-C4	Date: 13-Jan-09	No.: RD067003c
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NFA(Network DocBox)		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer 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 type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **NFA (Network DocBox)**.

Version	Program No.	Effective Date	Availability of RFU
1.03	<i>D0675525D</i>	<i>June 2013 production</i>	<i>Available</i>
1.02	D0675525C	August 2010 production	Available
1.01	D0675525B	November 2009 production	Available
1.00	D0675525A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.03	<i>Minor bug correction.</i>
1.02	Symptom corrected: 1. MFP might not transfer the job log or the access log to the Web SmartDeviceMonitor or the Remote Communication Gate S Pro.
1.01	Symptom corrected: 1. Either of the following problems might occur if the transferring of logs from the device using Web SmartDeviceMonitor ver 2.x without the powercycle. - The 404 Not Found error will be shown if the WIM document server is accessed. - The device will stall if captured data is transferred to a delivery server such as ScanRouter. 2. Duplicate logs might be transfered to Web SmartDeviceMonitor ver 2.x.
1.00	1st Mass production

Reissued: 14-Nov-11

Model: S-C4	Date: 13-Jan-09	No.: RD067005d
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RTB Reissue

The items in bold italics have been changed.

Subject: Firmware Release Note: Printer		Prepared by: M. Saiki	
From: MFP/Printer Tech Service Dept., 2nd Tech Service Sect.			
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 checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.03	D4685540F	December 2011 production	Available
1.02.1	D4685540E	April 2011 production	Available
1.02	D4685540D	August 2010 production	Available
1.00.1	D4685540C	October 2009 production	Available
1.00	D4685540B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.03	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> Some invalid values in the Custom Paper Size default settings for the bypass tray are displayed. Horizontal: 210.0mm -> 297.0mm Vertical: 297.0mm -> 210.0mm If a job is sent while the Printer function is still in the process of starting up, the Printer function stalls, and "Processing..." is displayed.

Reissued: 14-Nov-11

Model: S-C4	Date: 13-Jan-09	No.: RD067005d
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Version	Modified Points or Symptom Corrected
1.02.1	<p>Other Changes: A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PjL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. PS jobs with a large number of images might be unexpectedly reset. 2. Batches of jobs being printed from the device hard disk (Locked Print jobs for example) might be interrupted by Normal Print jobs. 3. Multiple jobs that are released (printed from the hard disk) by the same user might result in some of the jobs being recorded in the device's Job History as being printed by "---". This only affects the use of the following Job Types and only occurs if User Authentication is enabled: <ul style="list-style-type: none"> - Sample Print - Hold Print - Locked Print - Stored Print
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Jobs not containing any PjL commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.). 2. Any job (compressed or not compressed) might cause the printer application to stall if "Menu > System > Print Compressed Data" = ON.
1.00.1	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO.
1.00	1st Mass production

Model: Stella-C4	Date: 13-Jan-09	No.: RD067008
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Subject: Firmware Release Note: Web Uapl		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.04	D0675529B	1st Mass production

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Reissued: 22-Jul-10

Model: S-C4	Date: 13-Jan-09	No.: RD067009a
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date
02.00.00	D0675528C	August 2010 production
01.00.00	D0675528B	1st Mass production

Version	Modified Points or Symptom Corrected
02.00.00	<p>Symptom corrected;</p> <p>1. When a memory reception document is selected for printing out, the printing job is "completed", but the document is not printed out.</p> <p>Note: If the operator selects "Delete after printing" before initiating the job, the document will be erased at the conclusion of the job.</p> <p>Other changes;;</p> <p>1. The following fax home position settings were added for fax communication lines.</p> <p>Switch number: 03</p> <p>Bit: 1.0</p> <p>Fax home position settings: 00 (G3) / 01 (H.323) / 10 (SIP)</p> <p>Default:00(G3)</p>
01.00.00	1st Mass production

Model: Stella-C4	Date: 13-Jan-09	No.: RD067010
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Subject: Firmware Release Note: SD Card Font		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **SD Card Font**.

Version	Program No.	Effective Date
1.06	D4685527	1st Mass production

Version	Modified Points or Symptom Corrected
1.06	1st Mass production

Reissued: 12-Apr-16

Model: S-C4	Date: 13-Jan-09	No.: RD067011c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: FCU (GWFCU3)		Prepared by: Y. Suzuki	
From: 2nd Tech Service Sect., MFP/Printer 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 type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **FCU (GWFCU3)**.

Version	Program No.	Effective Date	Availability of RFU
<i>05.00.00</i>	<i>D0685570E</i>	-	<i>Available</i>
04.00.00	D0685570D	November 2011 production	Available
03.00.00	D0685570C	February 2010 production	Available
02.00.00	D0685570B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>05.00.00</i>	<i>Symptom corrected: If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i>
04.00.00	Symptom corrected: 1. FAX reception fails when receiving from a specific FAX server. 2. Abnormal image is transmitted by JBIG transmission.
03.00.00	Symptom corrected: FAXes received cannot be printed out when the following settings are enabled: - Receive FAX into storage - Simultaneous printing - Send email notification when FAX received into storage
02.00.00	1st Mass production

Reissued: 08-Sep-14

Model: S-C4/ S-C4.5	Date: 13-Jan-09	No.: RD067012e
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: PCL		Prepared by: Y. Saitoh	
From: 2nd Tech Service Sect., MFP/Printer 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 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 checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.06	<i>D4685528G</i>	<i>October 2014 production</i>	<i>Available</i>
1.05	D4685528F	April 2012 production	Available
1.04	D4685528E	December 2011 production	Available
1.03	D4685528D	April 2011 production	Available
1.02	D4685528C	October 2009 production	Available
1.01	D4685528B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.06	<i>Symptom corrected:</i> <i>1. If a PCL5 job contains a picture frame that is drawn by HP/GL2, unexpected lines might be printed or some lines might be missing. (GFPR#RA09020002, GFPR#RA10050003, GFPR#RE13090003)</i>
1.05	Symptom corrected: HP-GL jobs might be missing objects or fail to print completely. (GFPR#RE11040006, GFPR#RE11090002, GFPR#RE12010005)
1.04	Symptom corrected: 1. The printing of documents containing more than 65,535 Bezier curves results in the device hanging up ("Printing ..." is displayed indefinitely). (GFPR#RE10070008) 2. Characters or symbols missing from the printouts of jobs containing HP-GL/2. (GFPR#RC10070002) 3. Objects out of position in PCL5 jobs containing HP-GL/2 and macro. (GFPR#RE08040008, GFPR#RE10110009) 4. Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'Ä'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are missing, the 'A' should still be printed. (GFPR#RE11040007) 5. Image rotation might result in parts of a page being blacked out. (GFPR#RA11030001)

Reissued: 08-Sep-14

Model: S-C4/ S-C4.5	Date: 13-Jan-09	No.: RD067012e
Version	Modified Points or Symptom Corrected	
1.03	Symptom corrected: <ol style="list-style-type: none">1. PCL jobs containing images might be printed slowly.2. When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects.3. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.4. A device stall might occur if using a very specific combination of font types.5. PCL5 raster images are omitted from the printout if any part of the raster image is located outside of the printable area. This did not occur if using the driver.	
1.02	Symptom corrected: <ol style="list-style-type: none">1. The device suddenly stops printing PCL5 macros after printing a large number of pages (500 or more) and continues to omit macros from PCL5 jobs until the device is rebooted.	
1.01	1st Mass production	

Model: Stella-C4	Date: 13-Jan-09	No.: RD067013
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Subject: Firmware Release Note: PCL Font		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.04	D4685529	1st Mass production

Version	Modified Points or Symptom Corrected
1.04	1st Mass production

Model: Stella-C4	Date: 13-Jan-09	No.: RD067014
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Subject: Firmware Release Note: PS3 Font		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3 Font**.

Version	Program No.	Effective Date
1.06	D4685915	1st Mass production

Version	Modified Points or Symptom Corrected
1.06	1st Mass production

Reissued: 01-Sep-11

Model: S-C4	Date: 13-Jan-09	No.: RD067015c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: PS3/PDF		Prepared by: M. Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3/PDF**.

Version	Program No.	Effective Date	Availability of RFU
1.03	D4685105E	October 2011 production	Available
1.02	D4685105D	April 2011 production	Available
1.01	D4685105C	July 2009 production	Available
1.00	D4685105B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.03	Symptom corrected: PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)
1.02	Symptom corrected: If the submission of a PDF Direct job results in a disk-full error, all subsequent PDF Direct jobs (even ones that don't exceed the disk size) will be reset. Note: The occurrence of the problem and effectiveness of the fix are unrelated to whether or not the device has a hard disk or is using a RAM disk.
1.01	Symptom corrected: 1. PDF Direct Printing of PDFs containing multiple images might result in the PS error "limitcheck" being printed.
1.00	1st Mass production

Model: Stella-C4	Date: 13-Jan-09	No.: RD067016
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Subject: Firmware Release Note: RPCS		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
3.9.1	D4685526	1st Mass production

Version	Modified Points or Symptom Corrected
3.9.1	1st Mass production

Reissued: 29-Jul-10

Model: S-C4	Date: 13-Jan-09	No.: RD067017c
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RTB Reissue

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

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

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

Version	Program No.	Effective Date
03.00.00	D0675524D	August 2010 production
02.00.00	D0675524C	December 2009 production
01.00.00	D0675524B	1st Mass production

Version	Modified Points or Symptom Corrected
03.00.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> Cannot communicate with the InnovaPhone VoIP-Gateway IP305 (H.323/SIP). Connection error sometimes occurs when a RICOH IP-FAX receives a FAX from the Siemens IP-PBX HiPath8000. The machine transmits the DIS after receiving a FAX connection request from the Siemens VoIP-Gateway, however the gateway does not send the machine the DSC. Sometimes, IP-FAX sending and receiving do not work. <p>Note: <i>Please be advised that the delay timer of re-INVITE message(bit3,4 of IPFAX09 to 1,0 = 1 sec) under Siemens HiPath8000 needs to be set.</i></p>
02.00.00	<p>Symptom corrected:</p> <p>SC991 occurs if the Key Card is removed while the machine is printout out a PC Fax.</p>
01.00.00	1st Mass production

Reissued:21-Apr-09

Model: Stella-C4	Date: 26-Feb-09	No.: RD067019a
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RTB Reissue

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

Subject: Printer SP Bit Switch #6-0		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Please correct your Service Manual as follows.

Replace the description for SP1001-006 with the following:

Printer Service Mode

Service Mode Table

1001	Bit Switch	0	1
006	Bit Switch 6		
	bit 0	Disable	Enable
	<i>Make bypass the printer priority tray If enabled, the Bypass tray will be included in auto tray selection and be the printer priority tray.</i>		
	bit 1	-	-
	bit 2	-	-
	bit 3	-	-
	bit 4	-	-
	bit 5	-	-
	bit 6	-	-
	bit 7	-	-

Default:"0" (Disable)

How to change to "1" (Enable):

1. Select printer SP mode: 3
2. Select Bit Switch 6.
3. Press the "OK" key.
4. Press the numeric key "0" on the operation panel once.

Note:

- When you do this, the display for "0" will change to "1" at bit 0.
- If you press the "0" numeric key again, "1" will change back to "0".

Model: Stella-C4	Date: 8-Jul-09	No.: RD067020
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Subject: After installing the HDD		Prepared by: M. Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Please correct your Service Manual as follows.

- After Installing the HDD -

Incorrect

1. Do SP5832-001 to format the hard disk.
2. ***Do SP5853-001 to copy the preset stamp data from the firmware to the hard disk.***
3. ***Do SP5846-040 to copy the address book to the hard hard disk from the controller board.***
4. ***Do SP5846-041 to let the user get access to the address book.***
5. Turn the main power switch off/on.

Correct

1. Do SP5832-001 to format the hard disk.
2. Turn the main power switch off/on.

Reissued: 13-Oct-09

Model: S-C4	Date: 01-Sept-09	No.: RD067021a
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RTB Reissue

The chapter "Installation of Card Authentication Package " and "Updating Enhanced Locked Print NX Application and Filter" have been modified.

Subject: Card Authentication Package V1.3 Installation / Activation Guide		Prepared by: M. Ishihara	
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 ()	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the Card Authentication Package V1.3 Installation / Activation Guide release information.

Installation

Overview

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- **Server Type A:** This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- **Server Type B:** This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

Here is the matrix of possible combinations.

	Embedded Type A	Embedded Type B	Server Type A	Server Type B
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
CRT	Yes	Yes	Yes	Yes
ELP-NX	Yes	No	Yes	No

- CAP: Card Authentication Package
- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)
- CRT: Card Registration Tool for CAP

Confirmation Points before Installation

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the **VM card** is the latest version.
- Check the following SP settings;
 - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".

Installation of Card Authentication Package

"Working with the Machine"

1. Install a card reader device in a suitable location.
2. Connect the USB cable from the card reader device to the USB slot of the target machine.

Note

- The position of the USB slot may vary depending on the machine.

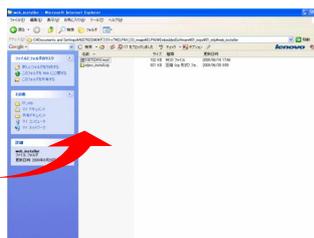
3. Secure the cable clamp to the USB slot.
4. Install the VM card in the service slot of the target machine.
5. Turn on the target machine.

"Working with the PC"

6. Prepare the applications related to the "Card Authentication Package" and "Enhanced Locked Print NX Package" on your PC.
7. Unzip the zip file of the "D4890001.zip" and "D4900001.zip".
8. Open the "readme.html" from each unzipped file.

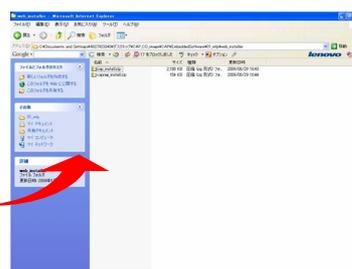
RICOH: <CAP>

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B	sd_image	remote_installer
Aficio MP 4000 / 4000B / 5000 / 5000B		
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500	sd_image	remote_installer
Aficio MP C2800 / C3300		
Aficio MP C4000 / C5000		
Aficio MP 6001 / 7001 / 8001 / 9001		
Aficio MP 171	sd_image	remote_installer
Aficio SP 8200DN		
Aficio SP C420DN		
Aficio SP C820DN / C821DN	sd_image	remote_installer



RICOH: <ELPNX>

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B	sd_image	remote_installer
Aficio MP 4000 / 4000B / 5000 / 5000B		
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500	sd_image	remote_installer
Aficio MP C2800 / C3300		
Aficio MP C4000 / C5000		
Aficio MP 6001 / 7001 / 8001 / 9001		
Aficio MP 171	sd_image	remote_installer
Aficio SP 8200DN		
Aficio SP C420DN		
Aficio SP C820DN / C821DN	sd_image	remote_installer



9. Click the "remote installer" of the target machine
10. Copy the zip file of each application on your PC
 - Please refer to the following device list and select the folder.

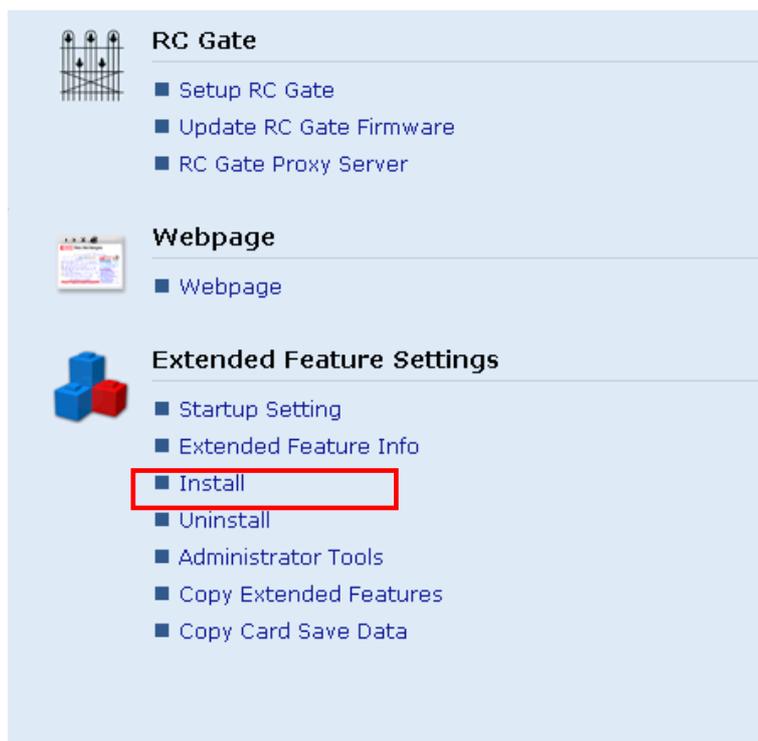
Model Name	Product Code	Application Name	Application Folder	File Name
Model S-C4	D067/D068/ D069/D072	CAP	/02_4line/web_installer	cap_install.zip
		CRT	/	capreg_install.zip
		ELP Application	/01_mips/02_4line/ web_installer/	elpnx_4line_install.zip
		ELP Filter		100732416.mod

11. Run the Web Image Monitor for the target machine.

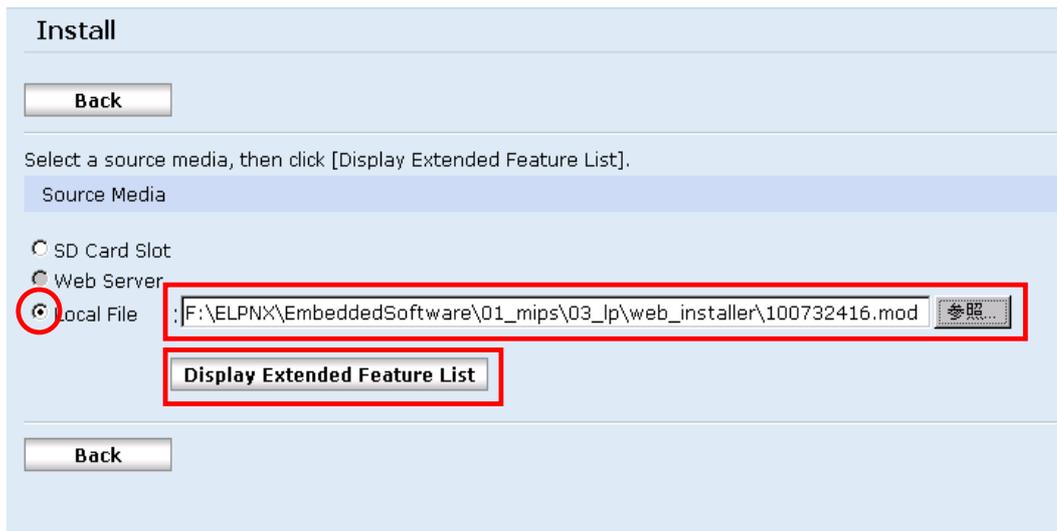
12. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



13. Press "Configuration" in the main display.



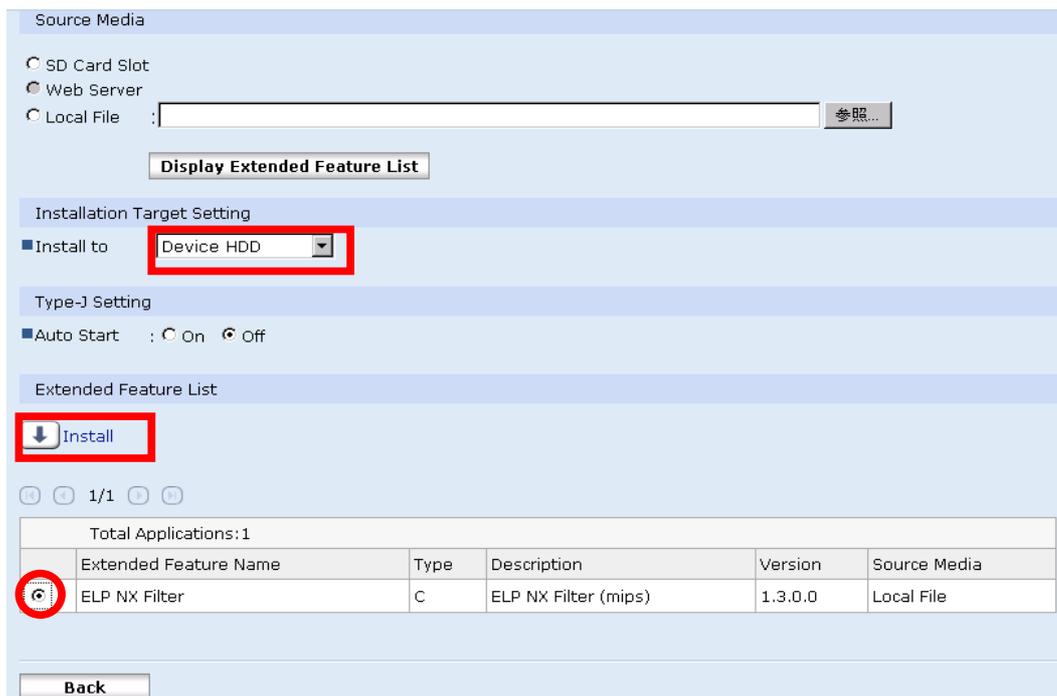
14. Press "Install".



15. Select “Local File” button and select a SDK application file that you want to install then press “Display Extended Feature List”

Note

Make sure that the correct application file name and folder.
Please refer to the table on page 3.



16. Select the destination of the installed SDK application.

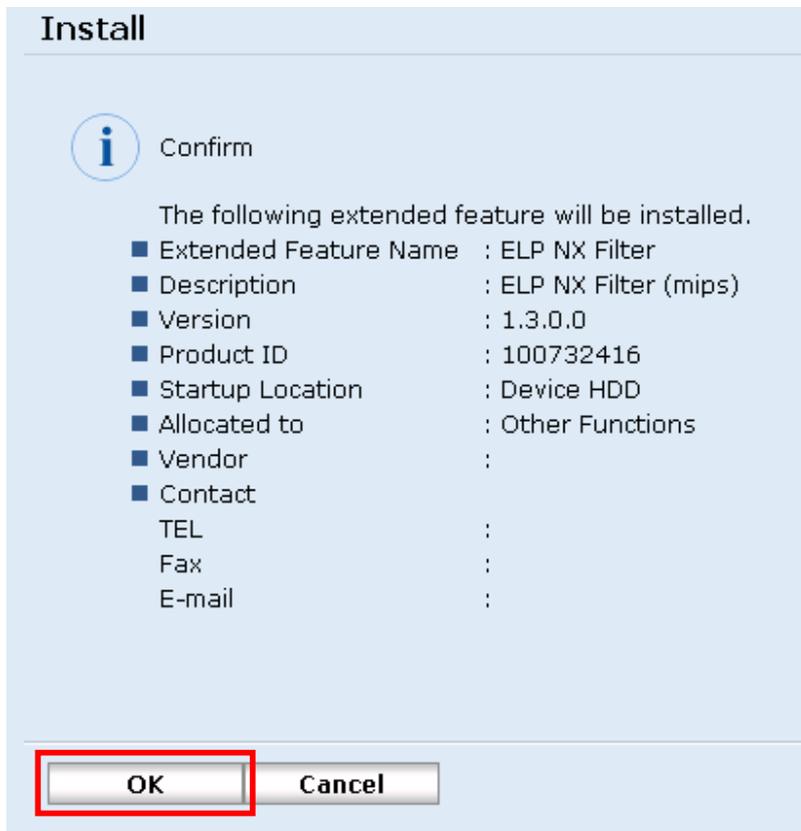
The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card
Enhanced Locked Print NX Application	SD Card

Application	Destination
Enhanced Locked Print NX Filter	HDD

17. Press the radio button of the SDK application that you want to install.

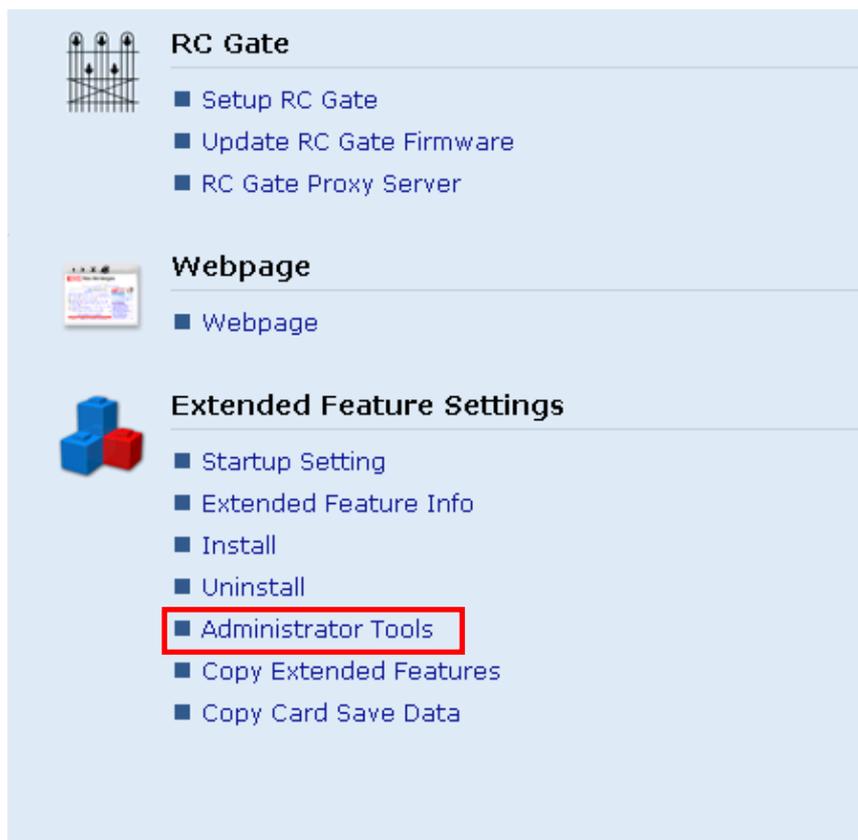
18. Press "Install".



19. Check the information for the installed SDK application.

20. Press "OK" to complete this installation.

21. If you want to install other SDK application, perform from step 15.



22. Press "Administrator Tools" in the mail view.



23. Input an appropriate value of the Heap size (see the table below) then press "Apply". Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	-	8 MB
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB
Yes	-	Yes	16 MB

24. Turn the target machine off and on.

"Working with the PC"

25. Activate the "Card Authentication Package" and "Enhanced Locked Print" (if it is installed) with the Remote Manager.

Note

- For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

The following steps from 26 to 34 should be done by a machine administrator.

26. Configure the card reader settings with the Card Authentication Package Web UI.
 27. Run the Web Image monitor for the target machine.
 28. Login to the target machine with the login name and password of the machine's administrator.
 29. Select "Address Book"

Address List

Back

Change Add User Add Group Delete Maintenance

View: All Search for: Registration No.

1/2 Page: Go Display Items: 10 Number of Regi

	Registration No.	Name	Freq.	Title 1	Title 2	Title 3	User Code	Fax Destination
	00001	asomura	On	---	---	---	asomura	---
	00002	masa	On	OPQ	---	---	masa	---

30. Select Registration No. and press "Change".

Authentication Information

User Code : asomura

SMTP Authentication : Specify Other Auth. Info below: Do not Specify

Login User Name :

Login Password : Change

Folder Authentication : Specify Other Auth. Info below: Do not Specify

Login User Name :

Login Password : Change

LDAP Authentication : Specify Other Auth. Info below: Do not Specify

Login User Name :

Login Password : Change

Available Functions

Copier : Full Color Two-color Single Color Black & White

Color Copy Mode Limitation : Limit to Auto Color Selection Full Color / Auto Color Selection

Printer : Color Black & White

Other functions : Document Server Facsimile Scanner JavaTM/X

31. Select "JavaTM/X" and press "OK".
 32. Turn the target machine off and on.

"Working with the Machine"

33. Check if the card reader works normally.
- Press the "Other Function" key for "SDK application" on the operation panel.
 - Select "Card Registration Tool for CAP"
 - Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
 - Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

Note

For details about step 26 to 34 see the operation instructions for "Setting Up the Card Reader".

The following step 34 should be done by a field service representative.

34. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

Uninstallation

Uninstalling Card Authentication Package

1. Turn on the target machine.
2. Deactivate "Card Authentication Package" and "Enhanced Locked Print-NX Application" with the Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Installation/Activation Guide".

★ Important

Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will be wasted.

3. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel or Web Image Monitor.
4. Turn the target machine off and on.
5. Uninstall the Java VM application with the operation panel or Web Image Monitor..
6. Change the following SP settings.
 - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
7. Turn off the target machine, and then remove the VM card from the target machine.

Remote Updating Procedure

Updating Card Authentication Package

★ Important

First update the Java VM Platform if the Java VM Platform and Card Authentication Package are supposed to be updated at the same time.

1. Ask a machine administrator to disable the Card Authentication Package with the operation panel.

↓ Note

- Disable other Card Authentication Packages if they have been installed in the machine.
- You can also disable the Card Authentication Package with the web image monitor.

2. Launch the Remote Manager.
3. Add a Card Authentication Package for updating in the Remote Manager

↓ Note

See the "Adding a Card Authentication Package in the "Remote Manager" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

4. Install the Card Authentication Package for updating in the target machine

↓ Note

See the "Installing the Card Authentication Package in the Target Machine" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

5. Turn off and on the target machine.
6. Ask a machine administrator to check if the version of the Card Authentication Package is updated and if the installed Card Authentication Package is "Starting Up"

Updating Enhanced Locked Print NX Application and Filter

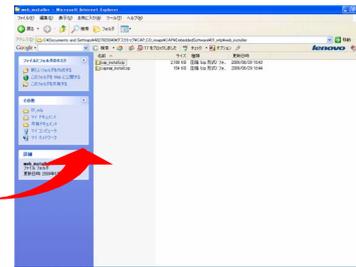
Enhanced Locked Print NX Application

1. Prepare the applications related to the “Enhanced Locked Print NX Package” on your PC.
2. Unzip the zip file of the “D4900001.zip”.
3. Open the "readme.html" from each unzipped file.

<ELPNX>

RICOH:

Device Name	SD Image	Remote Install Image
Aficio MP 2550 / 2550B / 3350 / 3350B	sd_image	remote_installer
Aficio MP 4000 / 4000B / 5000 / 5000B	sd_image	remote_installer
Aficio MP C2050 / C2550		
Aficio MP C6000 / C7500		
Aficio MP C2800 / C3300	sd_image	remote_installer
Aficio MP C4000 / C5000		
Aficio MP 6001 / 7001 / 8001 / 9001		
Aficio MP 171	sd_image	remote_installer
Aficio SP 8200DN	sd_image	remote_installer
Aficio SP C420DN	sd_image	remote_installer
Aficio SP C820DN / C821DN	sd_image	remote_installer



4. Click the “remote installer” of the target machine
5. Copy the zip file of each application on your PC
 - Please refer to the following device list and select the folder.

Model Type	Product Code	Application Folder	File Name
Model S-C4	D067/D068/D069/D072	/01_mips/02_4line/web_image/	elpnx_4line_install.zip

6. Ask a machine administrator to disable the ELP NX application using Web Image Monitor.
7. Login to the ELP Administrative Tool.
8. Export the system configuration file.

Note

See the “Exporting/Importing the System Configuration File” section of the "ELP Administrator’s Guide.”

9. Uninstall the ELP NX Filter using the Remote Manager.
10. Install the new version (the update) of the ELP NX Filter using Remote Manager.
11. Reissue the product license using Remote Manager.
12. Store the obtained product license in the target machine using Remote Manager.

Note

For details about steps from 4 to 7, see the “Uninstallation Procedure” section of the "Remote Manager Operation Guide.”

13. Import the system configuration file.

Note

See the “Exporting/Importing the System Configuration File” section of the "ELP Administrator’s Guide.”

14. Turn the main power of the target machine OFF/ON.
15. Ask a machine administrator to confirm that the ELP NX application has been

successfully updated to the target version, and that this application is operating normally.

Enhanced Locked Print NX Filter

The update procedure is the same as the installation procedure (see page 3 of this document).

Appendix

Matrix of Available Installation/Activation Tools

	Installation Destination	Action	WIM	Remote Manager	SD Card
CAP	Target Machine	Installation	Yes	Yes	No
		Activation	No	Yes	No
		Version Up Activation	Yes	Yes	No
CAP-ES	Server	Installation	No	No	No
		Activation	No	No	No
ELP-NX APP	Target Machine	Installation	Yes	Yes	No
		Activation	No	Yes	No
		Version Up Activation	Yes	Yes	No
ELP-NX Filter	Target Machine	Installation	Yes	No	No
		Activation	-	-	-
		Version Up Activation	Yes	No	No
CRT	Target Machine	Installation	Yes	No	No
		Activation	-	-	-

- CAP: Card Authentication Package Embedded Type
- CAP-ES: Card Authentication Package Server Type
- ELP-NX APP: Enhanced Locked Print - NX Application
- ELP-NX Filter: Enhanced Locked Print - NX Filter
- CRT: Card Registration Tool
- WIM: Web Image Monitor
- -: Not necessary

Installation File Types

SD Card

- Unzipped folder of each application

Remote Manager

- Zip file of each application

Web Image Monitor

- All applications except ELP-NX Filter: Zip file (same as RM)
- ELP-NX Filter: Unzipped folder in the /sdk/

Model: S-C4		Date: 11-Dec-09	No.: RD067022
Subject: Sheet: Display: Operation Panel		Prepared by: M. Ishihara	
From: 2 nd Overseas Tech Support Sec. 2 nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	D0671450	Sheet: Display: Operation Panel: NA: C4	0-1	-	9	16	New Index
-	D0671451	Sheet: Display: Operation Panel: EU: C4	0-1	-	9	17	New Index

Reason / Change: Those parts were missing in the parts catalog.

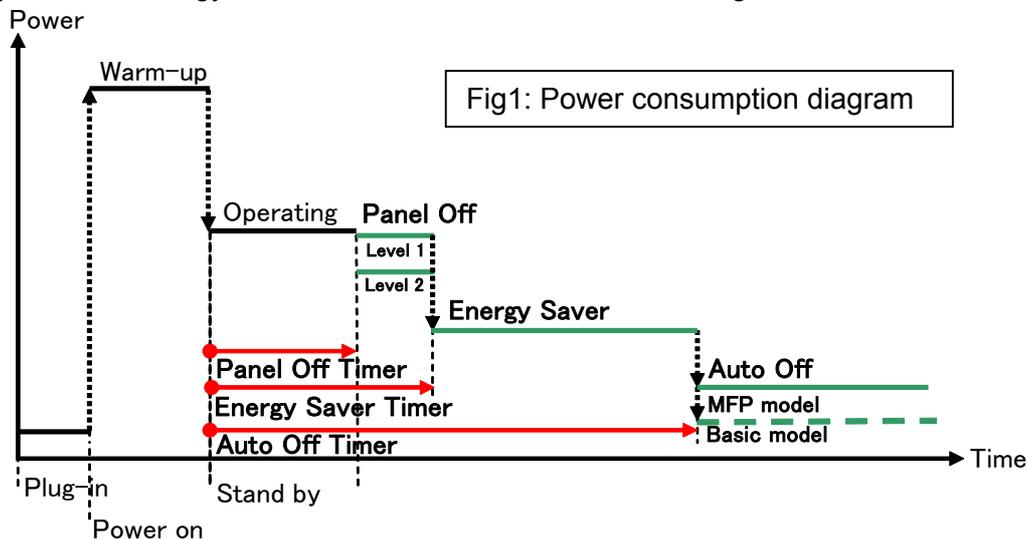
Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2		Date: 18-Nov-09	No.: RGene036
Subject: Recommended Eco Mode setting (for Europe/Middle East/Africa only)		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

1. Recommended Ricoh Eco Mode settings

Ricoh products are designed to help our customers to reduce their power consumption. The following table shows Ricoh recommended setting values for Panel off timer, Energy saver timer and Auto off timer for energy saving.

Model	Panel Off Timer		Energy Saver Timer		Auto Off Timer		Reduction ratio for power consumption	
	Recommend Setting (10 sec ~ 240 min)	Recovery time	Recommend Setting (1 ~ 240 min)	Recovery time	Recommend setting (1 ~ 240 min)	Recovery time		
B&W	S-C4	-	-	10 sec	1 min (Factory default)	10sec (C4/C4SPF) 7 sec (C4F)	77%~86%	
	K-C3	-	-	10 sec		10 sec	74%~85%	
	PR-C1	-	-	10 sec		10 sec	83%	
	R-C5	1 min (Factory default)	0 sec	-		-	10 sec	72%~81%
	AI-C1	-	0 sec	-		-	10 sec	66%
B2C	Di-C1	<ul style="list-style-type: none"> 1 min Level2 (Factory default) 	5.9 sec	-	-	20min(Di-C1a/C1La) 30min(Di-C1c/C1Lc) (Factory default)	25 sec (C1a/C1La/C1Lc) 26 sec(C1c)	38%~42%
	AT-C2	<ul style="list-style-type: none"> 1 min (Factory default) Change from Level1 (default) to Level2 See Note 	7sec	15 min (Factory default)	17sec	30 min (Factory default)	24 sec	35%~37%
	AP-C2	<ul style="list-style-type: none"> 1 min Level1 (Factory default) 	5.4 sec	Change from 15 min (default) to 1 min See Note	5.5 sec	45 min (Factory default)	31 sec(C1c) 49 sec(C1d)	24%

Note: We cannot change the default settings to be the recommended settings, because we already took the Energy Star certification with the default settings.



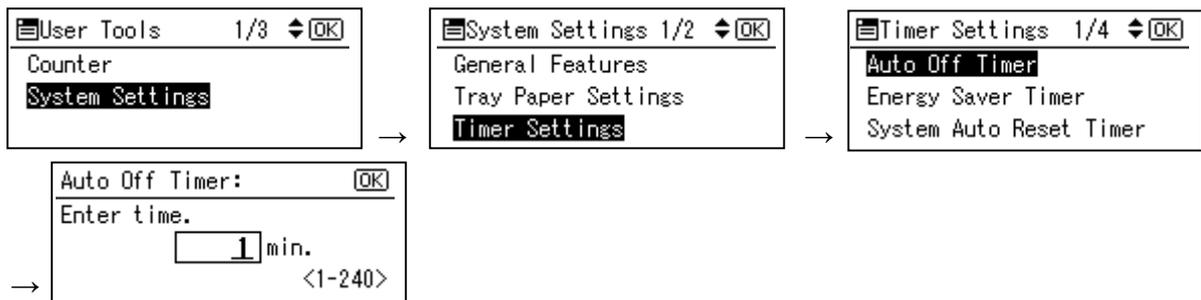
Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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2. Eco Mode setting procedure
2.1 B/W models

Model S-C4, K-C3, PR-C1

■ Timer Setting Procedure:

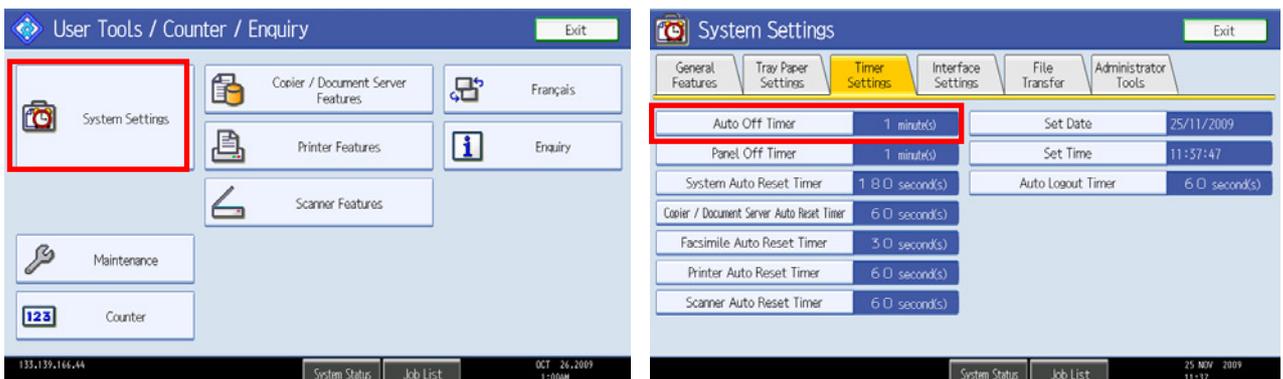
- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model R-C5

■ Timer Setting Procedure:

- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model:
S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

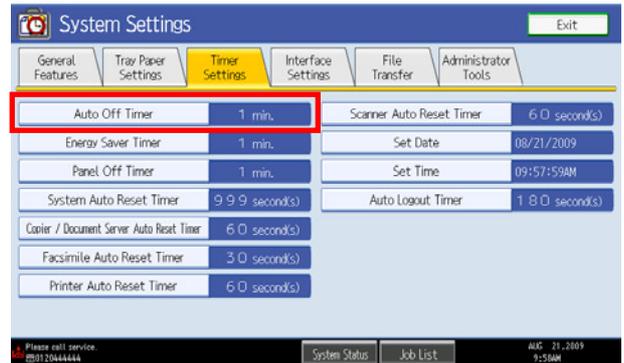
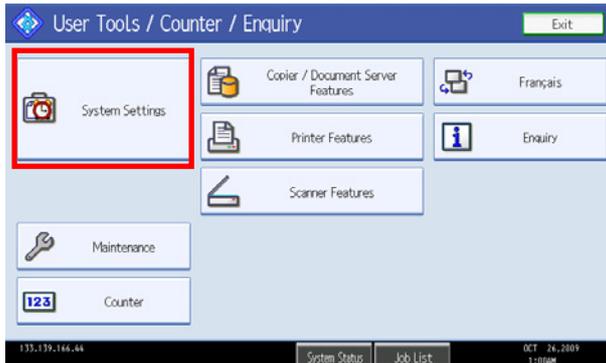
Date: 18-Nov-09

No.: RGene036

Model AL-C1

■ Timer Setting Procedure:

- 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).
- User Tools/Counter → System Settings → Timer Settings → Auto Off Timer 1 min. (Default)



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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2.2 Color models

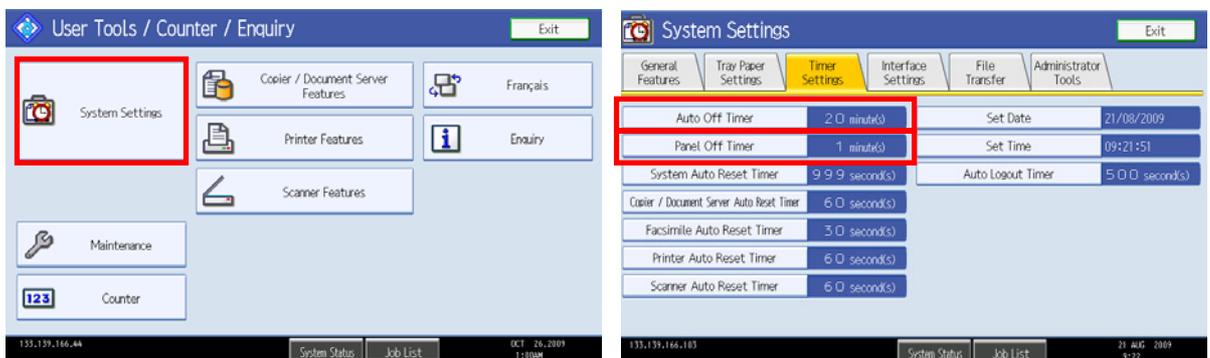
Model Di-C1

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.
(Refer to table on page 1/9)

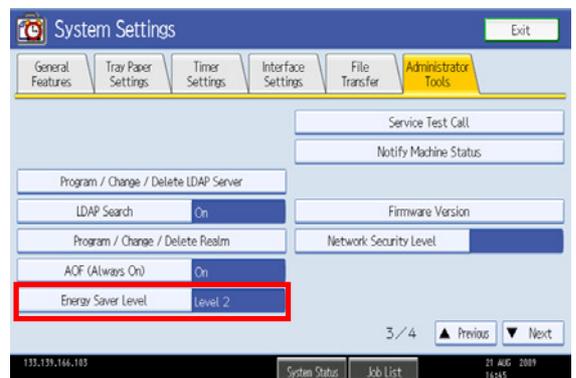
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings
→ Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2 (factory default setting).



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
---	-----------------	---------------

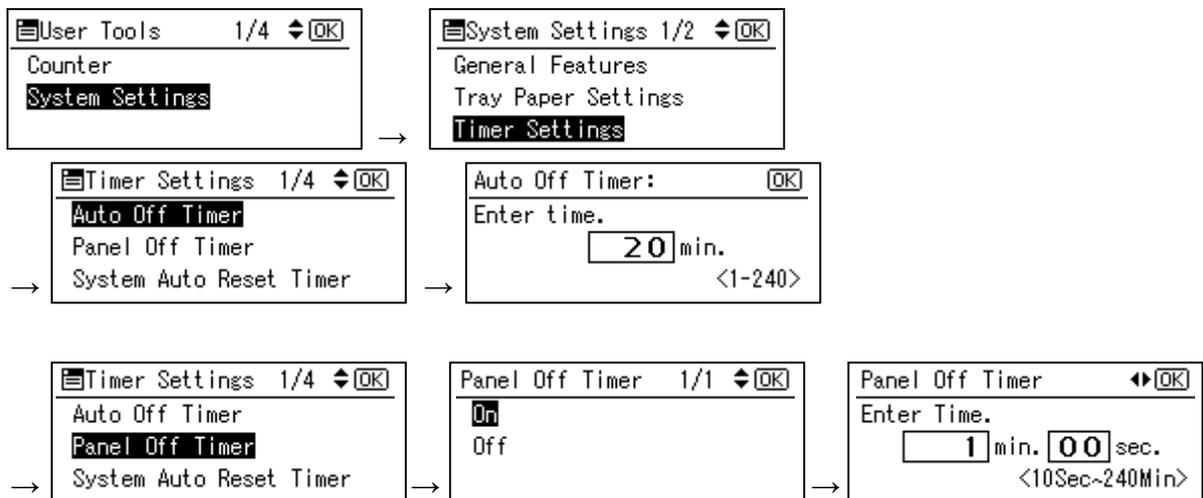
Model Di-C1L

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.

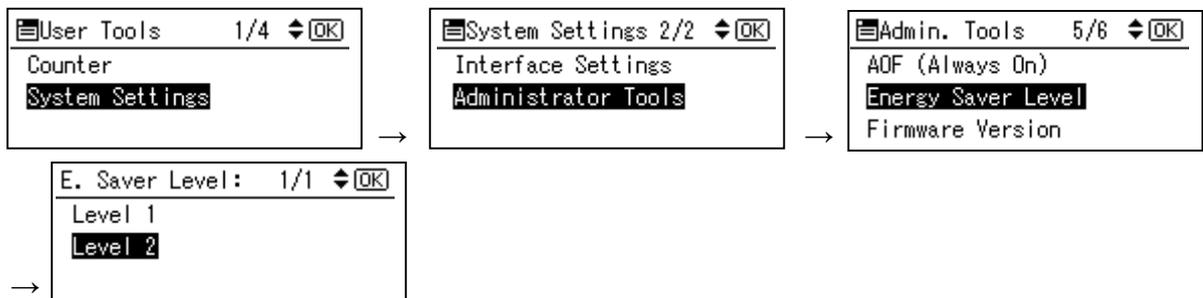
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
---	-----------------	---------------

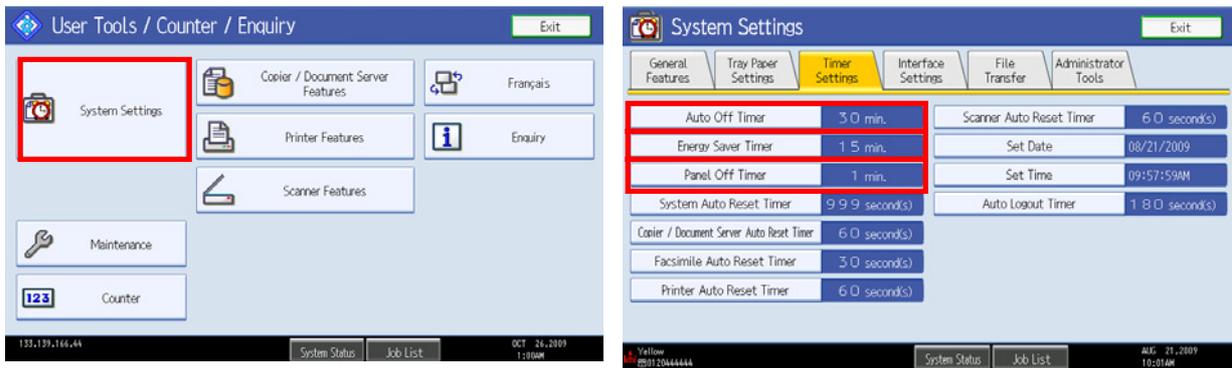
Model AT-C2

■ **Timer Setting Procedure:**

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not at the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

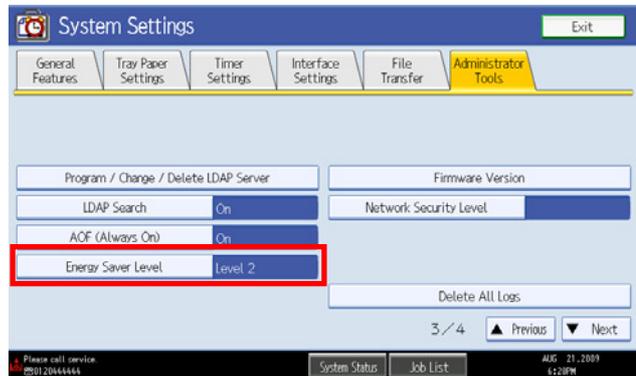
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ **Panel Off timer (Energy Saver Level) on setting Procedure:**

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
---	-----------------	---------------

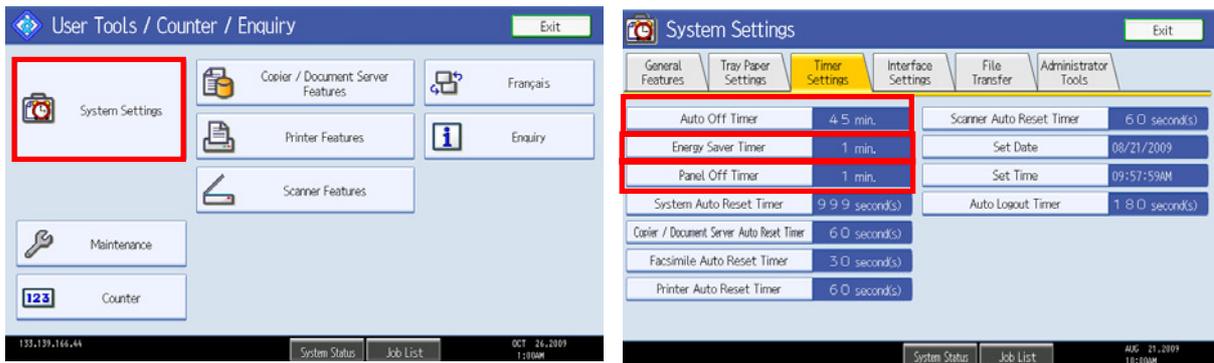
Model AP-C2

■ **Timer Setting Procedure:**

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

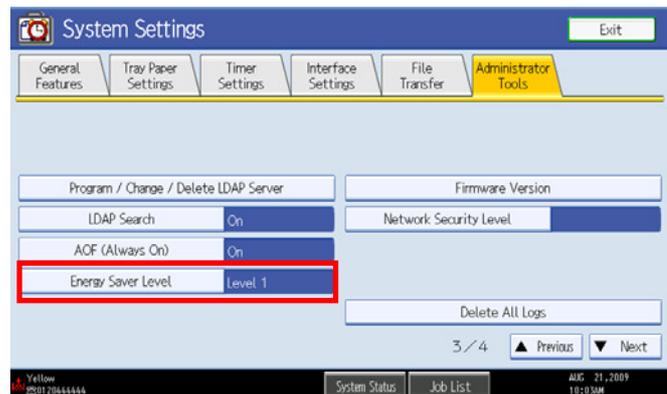
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



■ **Panel Off timer (Energy Saver Level) on setting Procedure:**

User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 1, change the setting to Level 1 (factory default setting).



Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
---	-----------------	---------------

3. Power consumption

Model Name	Panel Off Timer			Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting		Recommendation	Default Setting		Recommendation	Default Setting		Recommendation	
	Time (m)	Power consumption (W)	Time (W)	Time (m)	Power consumption (W)	Time (W)	Time (m)	Power consumption (W)	Time (W)	
S-C4				1	21.6	Keep Factory Default	1	0.6	Keep Factory Default	86
S-C4 F				1	30.2		1	4.8		77
S-C4 SPF				1	25.5		1	5.0		77
K-C3a				1	40		1	1.0		85
K-C3b				1	40		1	1.0		85
K-C3cd				1	40		1	0.7		74
PR-C1				1	34.3		1	0.7		83
R-C5b CS	1	161	Keep Factory Default				1	5.6	Keep Factory Default	77
R-C5c CS	1	161					1	5.6		72
R-C5b	1	154					1	1.1		81
R-C5c	1	154					1	1.1		76
AI-C1b	1	143					1	5.7		66

Model Name	Panel Off Timer				Energy saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation	Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	
Di-C1La	2	1	126	Keep Factory Default				20	4.7	Keep Factory Default	40
Di-C1Lc	2	1	126					30	4.7		38
Di-C1a	2	1	131					20	5.2		42
Di-C1c	2	1	131					30	5.2		41

Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
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Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	Time (min)	Power consumption (W)	Time (min)	
AT-C2a	1	1	210	Change to Level2	Keep Factory Default	173	15	106	Keep Factory Default	30	4.3	Keep Factory Default	35
AT-C2b	1	1	216	Change to Level2		171	15	104		30	4.3		37

Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	Time (min)	Power consumption (W)	Time (min)	
AP-C2c	1	1	141	Keep Factory Default	Keep Factory Default	135	15	135	Change to 1 min	45	2.9	Keep Factory Default	24
AP-C2d	1	1	141				15			45	2.9		24

Note 1: Percentage reduction in power consumption when using the recommended settings, compared with the maximum setting of 240 minutes.
 The actual reduction in power consumption will vary depending on the customer's usage conditions (e.g. ACV, P/J, option configuration, etc.) and installation environment (e.g. temperature and humidity conditions).

Model: S-C4	Date: 22-Dec-09	No.: RD067023
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Subject: VM Card Type L (D467) Installation		Prepared by: M. Ishihara	
From: 2 nd Overseas Tech Support Sec. 2 nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Service Manual Revision

The following information was missing from the S-C4 Field Service Manual.
Page.77 VM Card Type L (D467) Installation procedure

Accessories:

No. 3

Description: Key Top ("Other Function", which is not used on the S-C4)

Q'ty: 2

Procedure:

3. Log into Web Image Monitor with administrator's account. (Default: admin)

The screenshot shows the RICOH Aficio MP 171 Web Image Monitor interface. At the top, there is a navigation bar with the RICOH logo and the text "Aficio MP 171 Web Image Monitor". On the right side of this bar, there are several icons: a search icon, a question mark, an information icon, and a "Login" button which is circled in red. Below the navigation bar, there is a sidebar on the left with a menu containing "Home", "Fax Received File", "Printer: Print Jobs", "Job", and "Configuration". The main content area is titled "Home" and has three tabs: "Status", "Device Info", and "Counter". The "Status" tab is active, showing the following information:

- Device Name : RICOH Aficio MP 171
- Location :
- Comment :
- Host Name : Stella-C4

 To the right of this information is a 3D image of the Aficio MP 171 printer. At the top right of the main content area, there is a language dropdown menu set to "English" and a "Refresh" button.

Model: S-C4	Date: 22-Dec-09	No.: RD067023
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4. Click "Configuration".

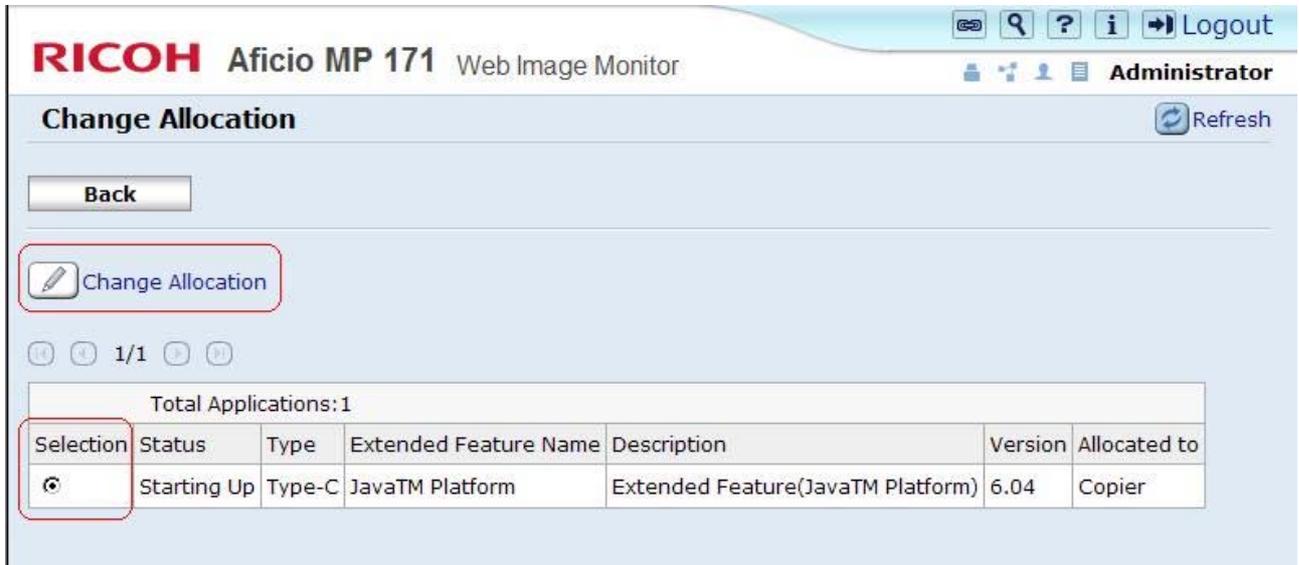


5. Click "Change Allocation of the Extended Feature Settings".

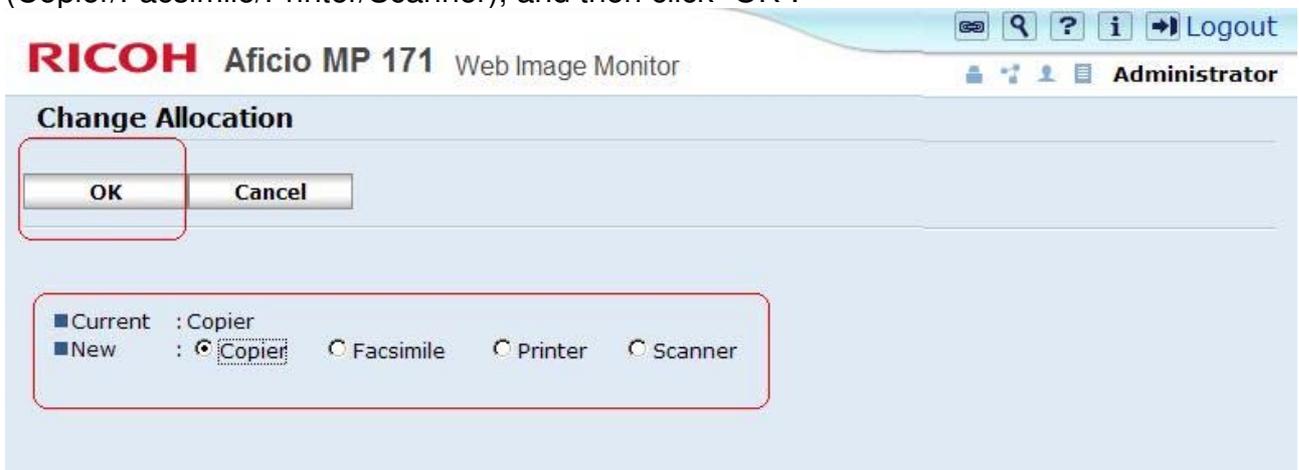


Model: S-C4	Date: 22-Dec-09	No.: RD067023
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- 6. Press the hard key on the machine operation panel (Copier/Facsimile/Printer/Scanner) that you want to assign to the application.
- 7. Click “Change Allocation “ in Web Image Monitor.



- 8. Select the radio button for the hard key you selected in Step 6 (Copier/Facsimile/Printer/Scanner), and then click “OK”.



- 8. Turn the main switch OFF/ON.

Model: S-C4		Date: 19-Jan-11	No.: RD067024
Subject: Power Supply Unit: 200V		Prepared by: M. Ishihara	
From: 2 nd Overseas Tech Support Sec. 2 nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
AZ230162	AZ230249	Power Supply Unit: 200V	1-1	X/O	43	20	

Reason / Change: To meet EU standard EN60950 and Chinese standard CCC, the component parts on the PSU have been changed.

Model: Stella-C4	Date: 31-Mar-11	No.: RD067025
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Subject: For D068/D069 : Copier settings		Prepared by: M. Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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

Please correct your Service Manual as follows.

P.35

<Copier settings>

Incorrect

4. Select the “@Remote Service” (“User Tool”>”System Settings>Administrator Tools”. >”Extended Security”>@Remote Service”) and select “**Prohibit**”.

Correct

4. Select the “@Remote Service” (“User Tool”>”System Settings>Administrator Tools”. >”Extended Security”>@Remote Service”) and select “**Do not Prohibit**”.

Model: Stella-C4	Date: 20-Apr-11	No.: RD067026
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Subject: Printer Service Mode		Prepared by: M. Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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 items in ***bold italics*** have been added to “**Model S-C4 Machine Code: D067/D068/D069/D072 Appendices**”.

Please add the following information to Section 5. Appendix: SP Mode Tables (Page.169).

Printer Service Mode

Service Mode Table

1001	<i>Bit Switch</i>		
006	<i>Bit Switch 6</i>	0	1
	<i>Timing of the PJL Status ReadBack (JOB END) when printing multiple collated copies.</i>	<i>0: Disabled</i>	<i>1: Enable</i>
bit 7	<i>This bit switch determines the timing of the PJL USTATUS JOB END sent when multiple collated copies are being printed. 0 (default): JOB END is sent by the device to the client after the first copy has completed printing. This causes the page counter to be incremented after the first copy and then again at the end of the job. 1: JOB END is sent by the device to the client after the last copy has finished printing. This causes the page counter to be incremented at the end of each job.</i>		

Model: S-C4/C4.5	Date: 13-Sept-11	No.: RD067027
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Subject: Troubleshooting for SC870		Prepared by: I. Soh	
From: 2nd Overseas Tech Support Sec.. 2nd PQM 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

Important Troubleshooting Information for SC870 (Unrecoverable Address Book Error)

SYMPTOM

SC870 is triggered and cannot be cleared unless you replace the controller board.

CAUSE

The main power switch is turned off while data is being written to the Address Book.

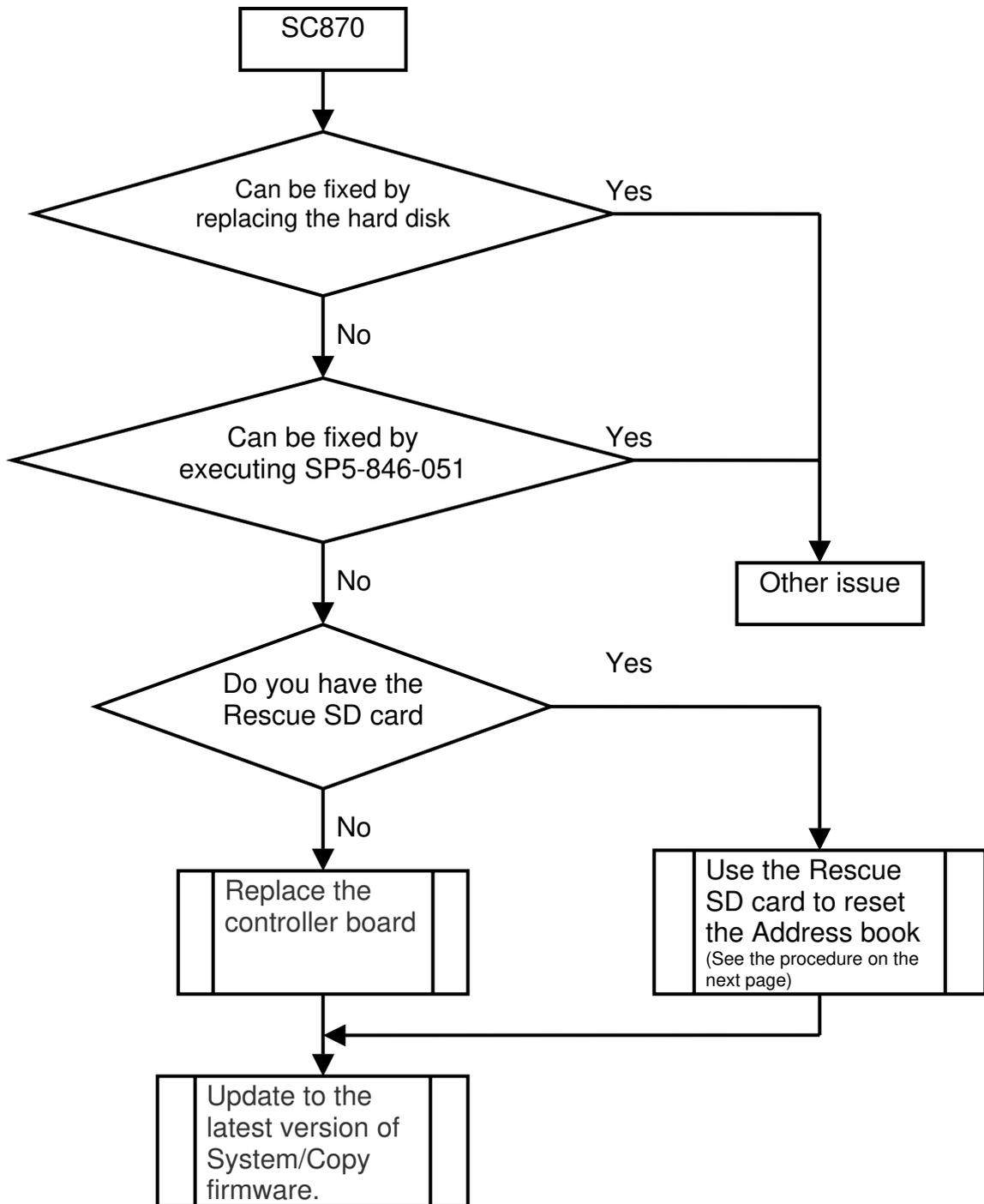
SOLUTION

Use the rescue SD card to reset the Address book, and then update to the newest version of System/Copy firmware.

See “**Action in the field**” starting on the next page.

Model: S-C4/C4.5	Date: 13-Sept-11	No.: RD067027
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Action in the field



Model: S-C4/C4.5

Date: 13-Sept-11

No.: RD067027

Rescue SD card Applying Procedure

- 1) Turn the main switch ON. --->"Address book data error" will be displayed on the operation panel.
- 2) Insert the rescue SD card in slot # 1 (upper slot).
- 3) Wait for 30 seconds. --->Nothing will be displayed on the operation panel.
- 4) Turn the main switch OFF.
- 5) Remove the rescue SD card from slot # 1 (upper slot).
- 6) Turn the main switch ON. ---> You can confirm that "Address book data error" does not appear in the operation panel.
- 7) Perform SP5-846-050 (Initialize All Address Book Data) to initialize the address book data.
- 8) Turn the main switch OFF and ON.

Model: S-C4 / C4.5/ C4L		Date: 15-Sep-11	No.: RD067028
Subject: PCB: S-C4: LCD: Ass'y		Prepared by: M. Ishihara	
From: 2 nd Overseas Tech Support Sec. 2 nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
(D0671495)		LCD: 168x64DOTS			9	14	
(D0671551)		PCB: OPU			9	9	
	D0671490	PCB: S-C4: LCD: Ass'y	0-1		9	18	New Index

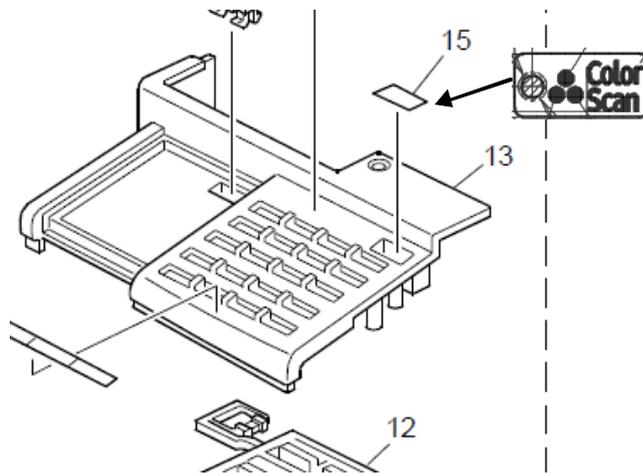
Reason: To facilitate replacing the part in the field

Change: D0671490 was available as a service part. It is an assembled part number which contains the above two parts (LCD and PCB) soldered together.

Model: S-C4		Date: 26-Nov-12	No.: RD067029
Subject: Parts Catalog Correction_Color Scan Key Decal		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/P Tech Service 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B2621467	SHEET:DISPLAY:EXPAND:B:NA	1-1		11	15	

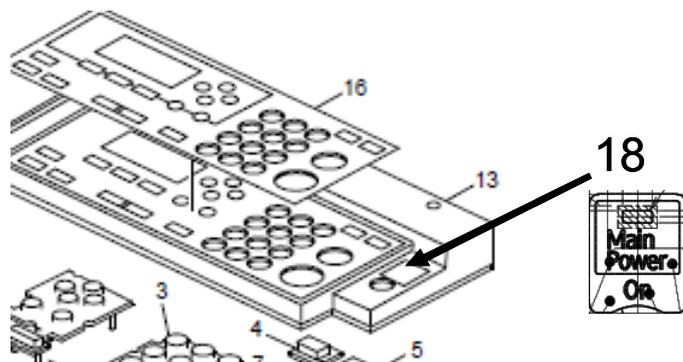
Change/Reason: The "Color Scan" decal was missing from the parts catalog.



Model: S-C4		Date: 26-Nov-12	No.: RD067030
Subject: Parts Catalog Correction_ "Main Power ON" decal		Prepared by: M.Saiki	
From: 2nd Tech Service Sect., MFP/P Tech Service 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B2621458	SHEET:DISPLAY:POWER SOURCE:NA	1-1		9	18	

Change/Reason: The "Main Power On" decal was missing from the parts catalog.



Model: S-C4		Date: 24-Apr-13	No.: RD067031
Subject: Part Catalog Correction "Transfer Roller Ass'y"		Prepared by: K. Moriizumi	
From: 2nd Tech Service Sect., MFP/P Tech Service 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B2623802	D1273802	Transfer Roller Ass'y	1 - 1	O/O	17	8	

Change: The material and color of the holder for the transfer roller were changed.

Reason: Parts standardization with successor models.

Model: S-C4

Date: 7-Jan-15

No.: RD067032

Subject: Notice of the appearance change of PCU

Prepared by: Y.Saitoh

From: 2nd Tech Service Sect., MFP/P Tech Service Dept.

Classification:

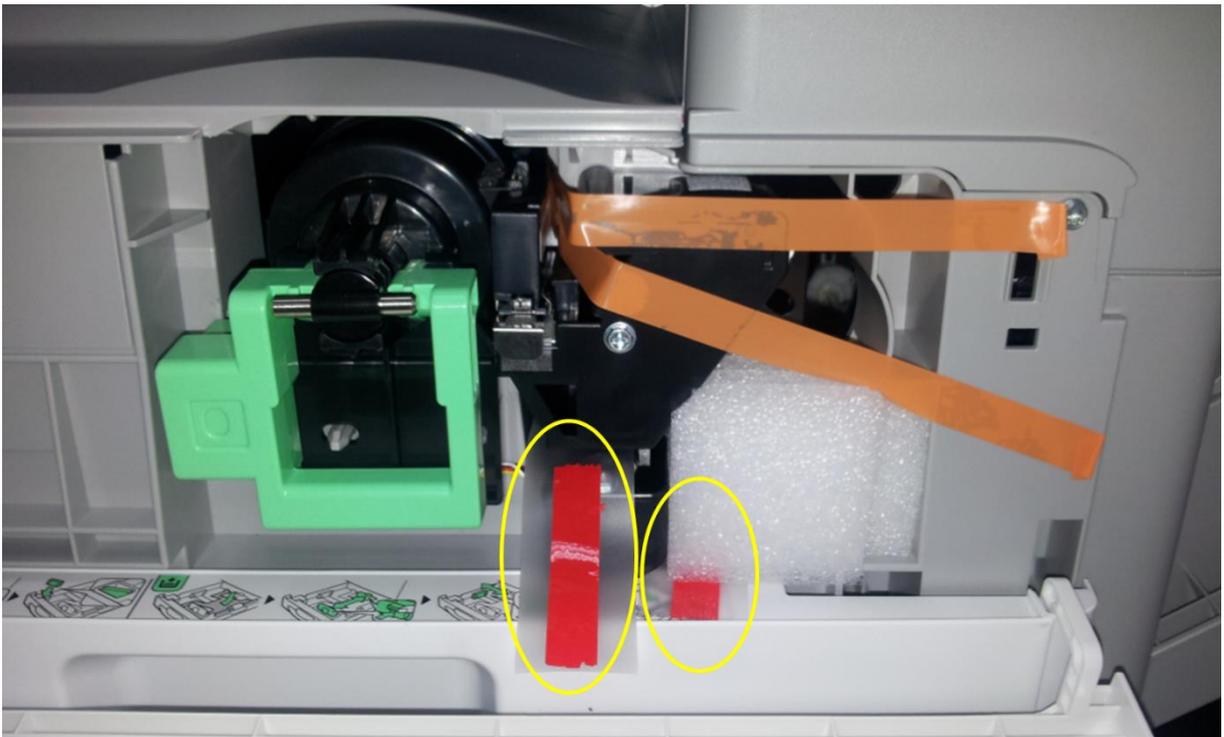
 Troubleshooting Part information Action required Mechanical Electrical Service manual revision Paper path Transmit/receive Retrofit information Product Safety Other () Tier 2

Important Information about Changes to the PCU

The following changes were made to the appearance of the PCU.

To be applied from: **First December 2014**

1. The strips of red tape (circled below) were changed.

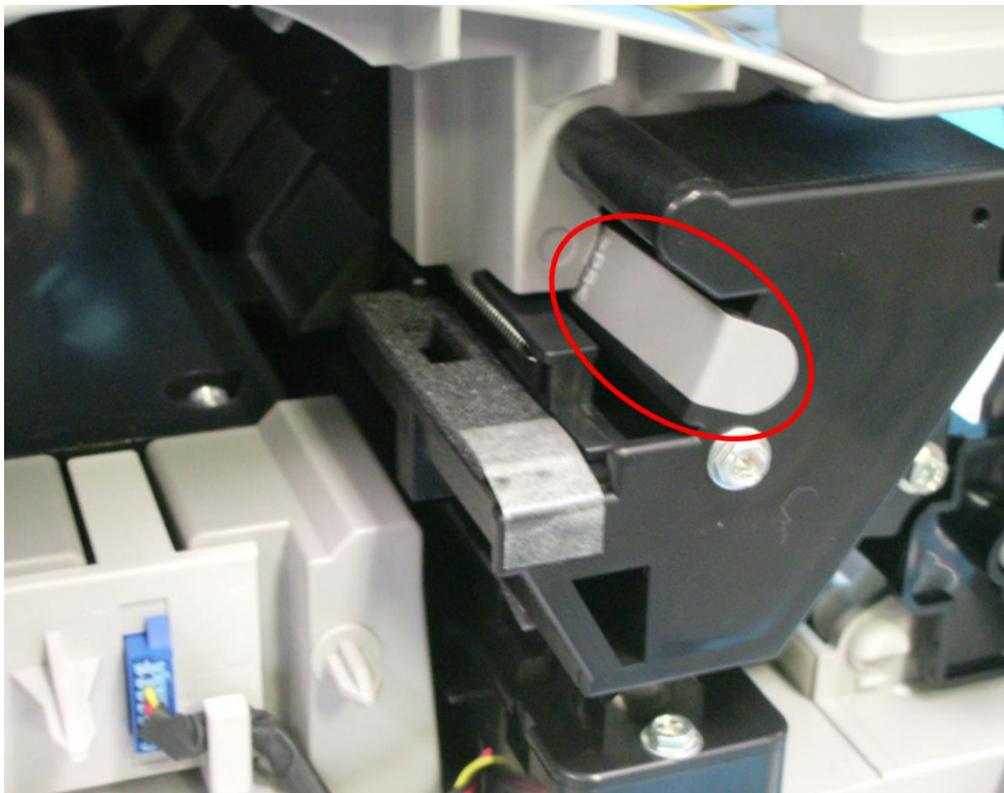


Model: S-C4

Date: 7-Jan-15

No.: RD067032

2. The seal affixed to the area circled in the photo was deleted.



Model: S-C4		Date: 17-Aug-15	No.: RD067033
Subject: New Controller Board for higher reliability		Prepared by: Aya Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service 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

Old part number	New part number	Description	Q'ty	Int	Note
D0685713	D0685716	PCB:CTL:STL-C4:SUB-ASS'Y	1 - 1	X/O	

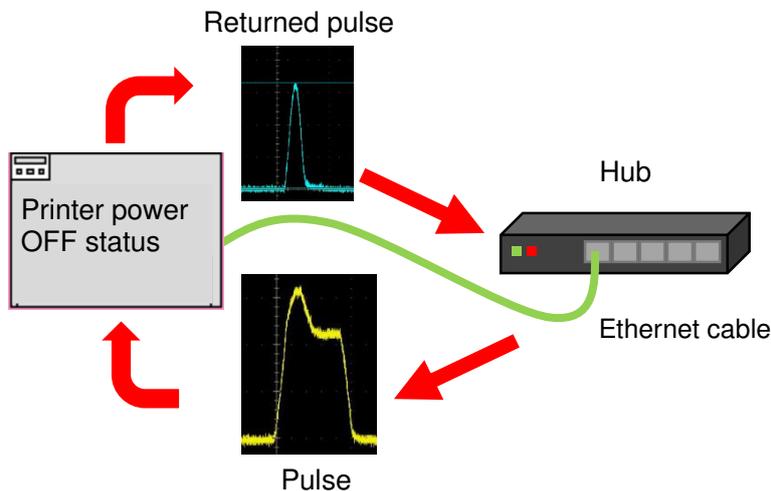
SYMPTOM

Interference in network communication may occur, if the printer is connected to a hub and the printer switch had been turned OFF (or the power cable was unplugged).

NOTE: The problem does not occur while the printer is in energy saver mode.

CAUSE

Pulse generated from hubs are transmitted to the printer while the printer is switched OFF (or unplugged). After transmitted to the printer, it then returns to the hub, causing interference in network communication.



SOLUTION

The circuit on the Controller Board was modified.

Model: S-C4		Date: 18-Apr-16	No.: RD067034
Subject: FSM Correction: SC641 table		Prepared by: Y. Suzuki	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Field Service Manual Correction

Please add the following description on SC641 to your FSM in section:

Appendices > Appendix: Service Call Conditions > SC Tables (F/SPF: D068/D069) > GW SC Code Descriptions > SC6xx (Pg.33)

No. Definition		Symptom	Possible Cause/Countermeasure
SC641	B	Engine to controller communication error (No response)	
		No response from the engine to the frame sent from the controller.	1. Check the connection between controller board and BICU. 2. Replace the harness or BICU.