

Reissued: 16-Nov-11

Model: S-C4.5	Date: 26-Jan-11	No.: RD115004a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Engine		Prepared by: M.Ishihara	
From: 3rd Tech Service Sect., MFP/Printer Tech Service 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 <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
0.08:02	D1165540	1st Mass production	Available

Note: Definition of Availability of RFU
“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
0.08:02	1st Mass production <i>Do not install this firmware on a board which has a newer version of firmware (the newer version of the firmware starts with a “A” e.g. v.A2.0:**).</i> <i>If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it.</i>

Model: S-C4.5	Date: 26-Jan-11	No.: RD115005
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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 (Firmware)	<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	Availability of RFU
01.01.00	D1155528A	1st Mass production	Available

Note: Definition of Availability of RFU

“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
01.01.00	1st Mass production

Reissued: 12-Apr-16

Model: S-C4.5	Date: 26-Jan-11	No.: RD115006b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GWFCU3-25(WW)		Prepared by: Y. Suzuki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service 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 <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **GWFCU3-25(WW)**.

Version	Program No.	Effective Date	Availability of RFU
03.00.00	D1165570C	May 2016 production	Available
02.00.00	D1165570B	November 2011 production	Available
01.00.00	D1165570A	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
03.00.00	Symptom corrected: <i>If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i>
02.00.00	Symptom corrected: 1. FAX reception fails when receiving from a specific FAX server. 2. Abnormal image is transmitted by JBIG transmission.
01.00.00	1st Mass production

Reissued: 27-May-13

Model: S-C4.5	Date: 26-Jan-11	No.: RD115007a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: NetworkDocBox		Prepared by: K.Moriizumi	
From: 2nd Tech Service Sect., MFP/Printer Tech Service 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 <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.01	D1155525B	June 2013 production	Available
1.00	D1155525A	1st Mass production	Available

Note: Definition of Availability of RFU
“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
1.01	Minor bug correction.
1.00	1st Mass production

Reissued: 01-Sep-11

Model: S-C4.5	Date: 26-Jan-11	No.: RD115008a
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RTB Reissue

The items in bold italics have been changed or 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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <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
1.01	D1155531A	October 2011 production	Available
1.00	D1155531	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
1.01	Symptom corrected: PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)
1.00	1st Mass production

Reissued: 14-Nov-11

Model: S-C4.5	Date: 26-Jan-11	No.: RD115009b
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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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <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
1.02	D1155522C	December 2011 production	Available
1.01.1	D1155522B	April 2011 production	Available
1.01	D1155522A	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
1.02	Symptoms corrected: 1. 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 2. PS jobs with a large number of images might be unexpectedly reset.
1.01.1	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 PJI USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies. Symptom corrected: 1. Batches of jobs being printed from the device hard disk (Locked Print jobs for example) might be interrupted by Normal Print jobs. 2. 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: - Sample Print - Hold Print - Locked Print - Stored Print
1.01	1st Mass production

Model: S-C4.5	Date: 26-Jan-11	No.: RD115010
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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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <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	Availability of RFU
01.01.00	D1155524A	1st Mass production	Available

Note: Definition of Availability of RFU

“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
01.01.00	1st Mass production

Model: S-C4.5	Date: 9-Feb-11	No.: RD115011
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Subject: After installing the HDD		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 checked="" 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 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.

Model: S-C4.5	Date: 31-Mar-11	No.: RD115012
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Subject: 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 checked="" type="checkbox"/> Tier 2

Please correct your Service Manual as follows.

P.31

<Copier settings>

Incorrect

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

Correct

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

Model: S-C4.5	Date: 20-Apr-11	No.: RD115013
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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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

The items in ***bold italics*** have been added to “**Model S-C4.5 Machine Code: D115/D116 Appendices**”.

Please add the following information to Section 3. Appendix: SP Mode Tables (Page.125).

Printer Service Mode

Service Mode Table

1001	<i>Bit Switch</i>		
006	<i>Bit Switch 6</i>	<i>0</i>	<i>1</i>
	<i>Timing of the PJL Status ReadBack (JOB END) when printing multiple collated copies.</i>	<i>0: Disabled</i>	<i>1: Enable</i>
	<i>This bit switch determines the timing of the PJL USTATUS JOB END sent when multiple collated copies are being printed.</i> <i>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.</i> <i>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-C4.5	Date: 21-Apr-11	No.: RD115014
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Subject: Parts Catalog correction		Prepared by: M.Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM 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 <input checked="" type="checkbox"/> Other (Parts Catalog correction)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please correct your parts catalog as follows.

Incorrect

Page: 7

Index No. **3**

Part No. D1167500

Description: Model Name Plate: D116: RIC

Correct

Page: 7

Index No. **4**

Part No. D1167500

Description: Model Name Plate: D116: RIC

1.Exterior (D115/D116)

Index No.	Part No.	Description	Q'ty Per Assembly
1	B262 1848	Scale:Inner Back:NA	1
1	B262 1847	Scale:Inner Back:EU	1
2	B044 1847	Shoulder Screw	8
3	D115 7500	Model Name Plate:D115:RIC	1
3	D067 1436	Operation Panel:NA:D068 (D116)	1
3	D067 1437	Operation Panel:EU:D068 (D116)	1
3	D067 1438	Operation Panel:AA:D068 (D116)	1
3	D067 1431	Operation Panel:NA:D069 (D115)	1
3	D067 1435	Operation Panel:EU:D069 (D115)	1
3	D067 1434	Operation Panel:AA:D069 (D115)	1
4 ←	③ D116 7500	Model Name Plate:D116:RIC	1
4	D115 7504	Model Name Plate:D115:LAN:AA	1
4	D116 7504	Model Name Plate:D116:LAN:AA	1
5	D067 1256	Cover:IC Card	1
6	H555 2790	Decal - Paper Size	1
7	B044 1258	Shielding Plate	1
8	D115 1252	Cover:Exit:EU	1

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

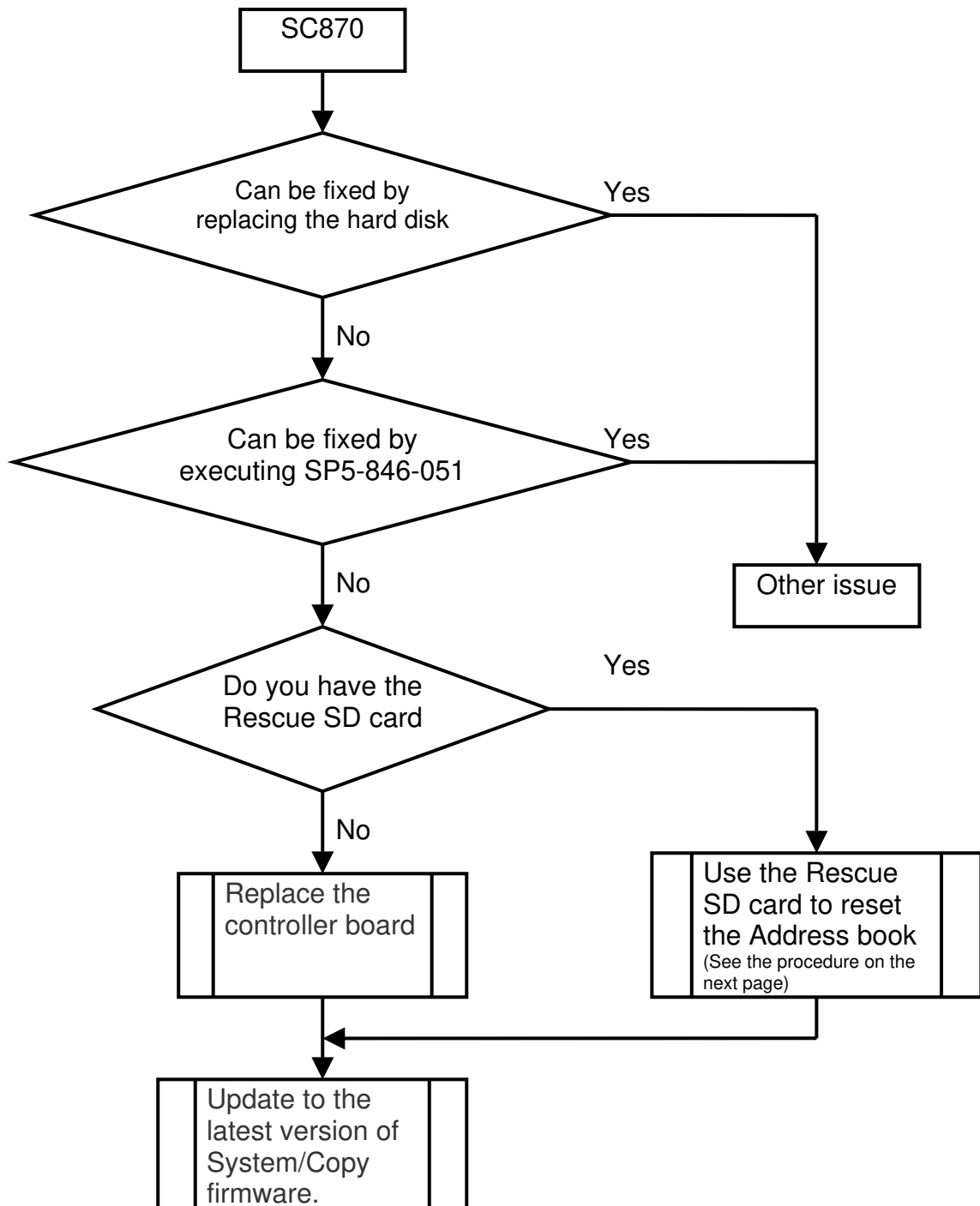
The main power switch is turned off while data is being written to the Address Book.

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.

Action in the field



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-C4.5 / C4/ C4L		Date: 15-Sep-11	No.: RD115015
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	17	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.

Reissued: 26-Oct-11

Model: S-C4.5	Date: 16-Sep-11	No.: RD115016a
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RTB Reissue

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

Subject: CPU and firmware change Notification		Prepared by: M. Ishihara	
From: 3rd Tech Service Sect., MFP/P Tech Service 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

Important Information About Engine PCB (BICU) Replacement

Background

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for engine PCBs (BICUs) used on Ricoh products. To continue machine production, a different type of CPU had to be used on engine PCBs (BICUs).

Service parts changes

- 1) As a result, a modified version of the engine firmware is preloaded on board that use the new CPU. This change is shown in the table below.

Note: There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.

- 2) The board containing the old CPU (and old firmware) is still available to order.

Note: This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

Old Part Number	New Part Number	Description	I/C
D1165101	D1165105	PCB: BICU: GW: Exp: Ass'y	O/O

**Cut-in S/N: D115-17:W3019102846-(2011/7/13), D115-27:W3019106048-(2011/7/18),
D115-29:W3019303827-(2011/8/25), D116-17:W3119300001-(2011/9/6),
D116-27:W3119300481-(2011/9/3), D116-29: from next production**

Important Notes

Make sure to keep the following in mind:

- Do not install the old firmware (v.0.08:02) on the new engine board. This is because the old firmware **cannot be used** on the new board, and the new firmware (**v.A2.0:20 : The new version starts with "A"**) **cannot be used** on the old board. For this reason, the new firmware will **not** be released to the field.

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	D4685528G	October 2014 production	Available
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	Symptom corrected: 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)
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)

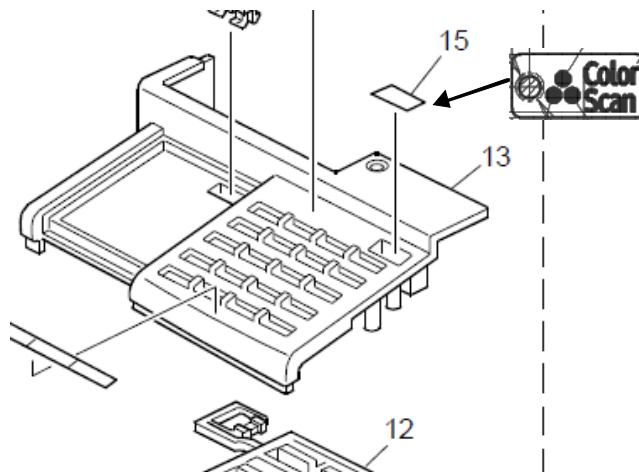
Reissued: 08-Sep-14

Model: S-C4/ S-C4.5		Date: 13-Jan-09	No.: RD067012e
Version	Modified Points or Symptom Corrected		
1.03	Symptom corrected: 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: 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: S-C4.5		Date: 26-Nov-12	No.: RD115017
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 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

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

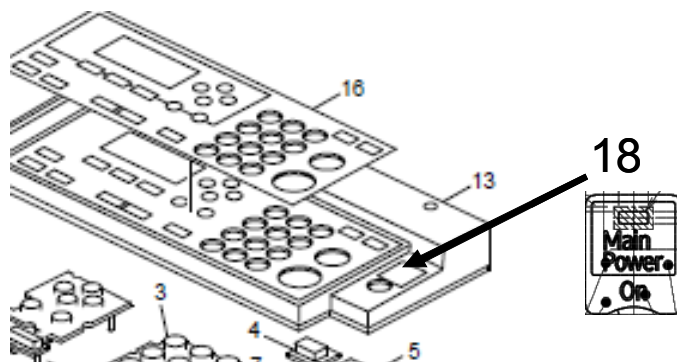
Change/Reason: The "Color Scan" decal was missing from the parts catalog.



Model: S-C4.5		Date: 26-Nov-12	No.: RD115018
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 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

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-C4.5		Date: 24-Apr-13	No.: RD115019
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 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

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-C4.5	Date: 17-Dec-13	No.: RD115020
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Subject: Firmware Release Note: Engine(2ndCPU)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service 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 <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Engine (2ndCPU)**.

Version	Program No.	Effective Date	Availability of RFU
A2.0:20	D1165541	July 2011 production	Not 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
A2.0:20	<p>A new engine board and firmware have been applied, as a different type of CPU had to be used on engine PCBs (BICUs) due to the earthquake and tsunami disaster in the Tohoku region of Japan on March 11, 2011.</p> <p>IMPORTANT: Do not install this firmware on boards that already contain an older version of the firmware. Older versions begin with "0" (Ex., v0.0.8:**). If you install the old firmware on the new engine board by mistake, the new engine board will be damaged and will have to be replaced.</p>

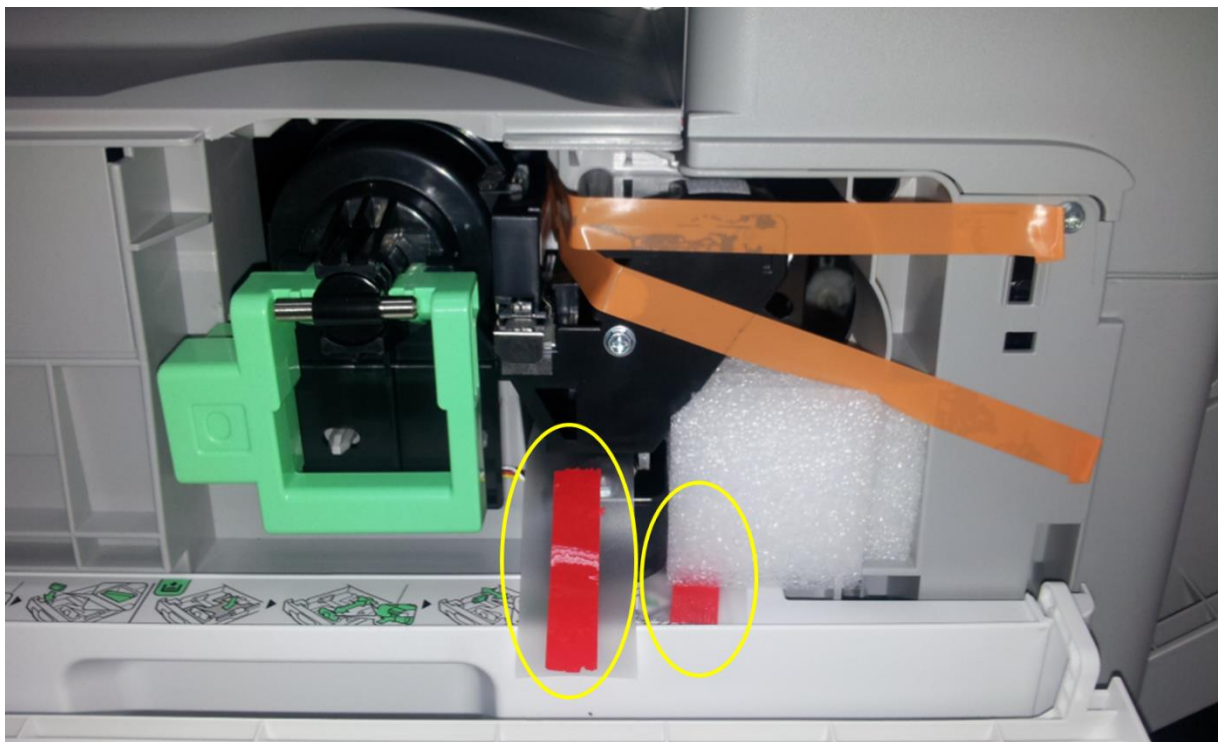
Model: S-C4.5		Date: 7-1-15	No.: RD115021
Subject: Notice of the appearance change of PCU		Prepared by: Y.Saitoh	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> 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.

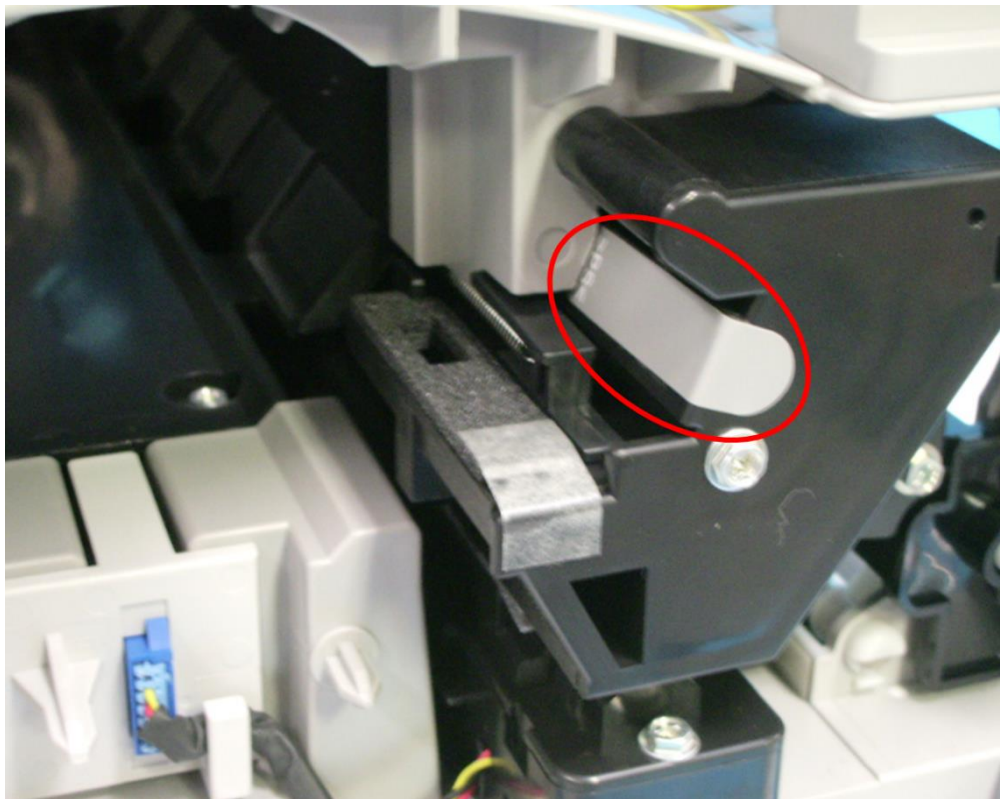


Model: S-C4.5

Date: 7-1-15

No.: RD115021

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



Model: S-C4.5		Date: 17-Aug-15	No.: RD115022
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 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 checked="" type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
D1155712	D1155713	PCB:CTL:STL-C4.5:SUB-ASS'Y	1 - 1	X/O	

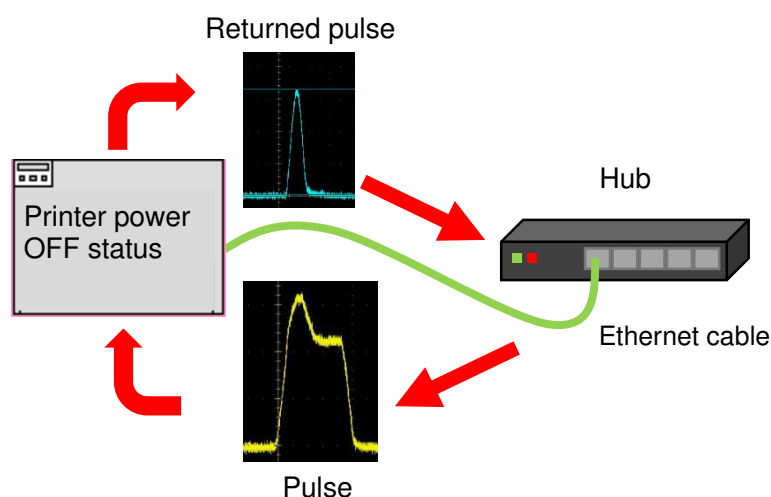
SYMPTOM

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.

Reissued: 12-Apr-16

Model: S-C4/ S-C4.5	Date: 13-Jan-09	No.: RD067004f
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RTB Reissue

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

Subject: Firmware Release Note: NCS(Network Support)		Prepared by: Y. Suzuki	
From: 2nd Tech Service Sect., MFP/Printer Tech Service 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 <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
9.07	D0675526F	June 2013 production	Not available
9.06	D0675526E	September 2012 production	Not available
9.05.2	D0675526D	August 2010 production	Not available
9.03	D0675526C	December 2009 production	Available
9.02.1	D0675526B	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
9.07	Symptom corrected: - If "CNAME" is specified as the destination folder, ScanTo Folder will abort. - If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail. - Cannot scan to shared folders in Windows 8 and Windows Sever 2012. - Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v1.05 or later
9.06	Symptom corrected: 1. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the MFP by http. (GFPE#RC10060010) 2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder. 3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected. 4. Chunk Transfer Encoding over an IPP port might results in print jobs being reset. 5. If SSDP = Active (Web Image Monitor > Configuration > Network Security), a high load on the CPU might result in Web Image Monitor locking up. 6. MFP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active" (before the network settings were changed). 7. The LP icon might not be shown in the Windows "Network" dialogue if SSDP is

Reissued: 12-Apr-16

Model: S-C4/S-C4.5		Date: 13-Jan-09	No.: RD067004f
Version	Modified Points or Symptom Corrected		
	<p>enabled. This affected Windows Vista, 2008/R2, and 7.</p> <ol style="list-style-type: none"> 8. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the printer's network configuration settings might revert to defaults. 9. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent. 10. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port. 11. Scan to SMB fails if the both of the following conditions are met. <ul style="list-style-type: none"> - Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name. - One or more octets in the destination's IPv4 address contain leading zeros. 12. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length. 13. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote. 		
9.05.2	<p>Other changes:</p> <ol style="list-style-type: none"> 1. If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection. The result of this was that the MFP/LP was unable to send emails. 2. Unable to Scan to SMB to a destination that is not specified using an FQDN. 3. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. 4. Windows Authentication fails if the username or password includes lower-case European characters. 5. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec. 6. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers. <p>SSL-related changes:</p> <ol style="list-style-type: none"> 7. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form. <p>Note: In order for this field to appear, Web Support firmware version 1.07 must also be applied to the device.</p> 8. Web ImageMonitor now shows the certificate's key length in: <ul style="list-style-type: none"> - Configuration > Security > Device Certificate > Details <p>Note: In order for this information to appear in the Details dialogue, Web Support firmware version 1.07 must also be applied to the device.</p> 9. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web ImageMonitor. The setting can be configured from either of the following locations: <ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS 		

Reissued: 12-Apr-16

Model: S-C4/S-C4.5	Date: 13-Jan-09	No.: RD067004f
Version	Modified Points or Symptom Corrected	
	<p>Note: In order for these settings to appear, Web Support firmware version 1.07 must also be applied to the device.</p> <p>10. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web ImageMonitor:</p> <ul style="list-style-type: none"> - Configuration > Security > Network Security - Configuration > Security > SSL/TLS <p>Note: In order for this setting to appear, Web Support firmware version 1.07 must also be applied to the device.</p> <p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SDK/J applications might not be able to recognize some supported USB devices. 2. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten by the domain obtained from DHCP. 3. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. 4. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. 5. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 6. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). 7. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. 8. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. 9. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. 10. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. 11. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. 12. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted. 13. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted. 	
9.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed. 2. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure. 3. If either of the WSD Printer or Netware functions are enabled, the following problems might occur. If these problems occur, they typically last for about 2.5 	

Reissued: 12-Apr-16

Model: S-C4/ S-C4.5		Date: 13-Jan-09	No.: RD067004f
Version	Modified Points or Symptom Corrected		
	hours. 1) The network might become unresponsive. 2) User Tools can be accessed but configuration changes will not be applied. 3) Application buttons on the operation panel might become unresponsive. 4. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds).		
9.02.1	1st Mass production		

Model: S-C4.5		Date: 15-Apr-16	No.: RD115023
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"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Field Service Manual Correction

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

Main Chapters > Troubleshooting > SC Tables > GW SC Code Descriptions > SC6xx
(Pg.161)

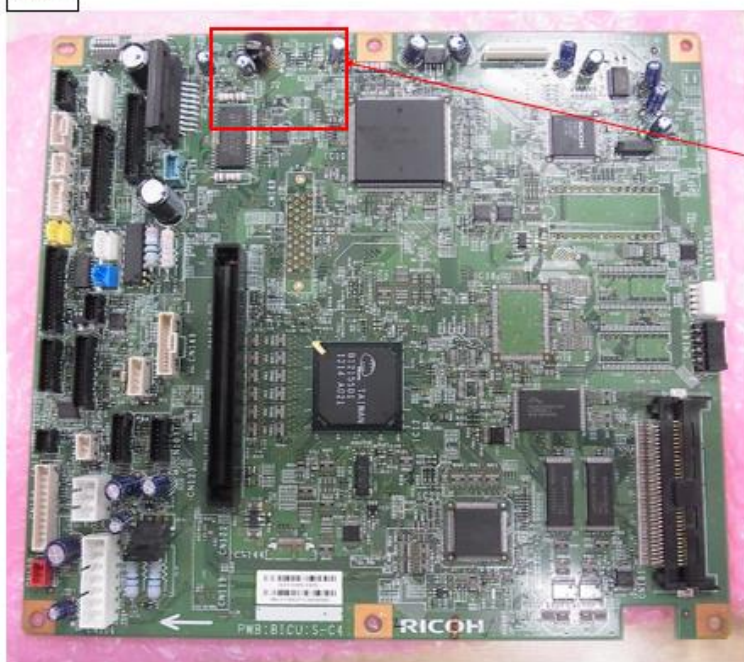
No. Definition		Symptom	Possible Cause/Countermeasure
SC641	B	Engine to controller communication error (No response)	
		No response from the engine to the frame sent from the controller.	1. Check the connection between controller board and BICU. 2. Replace the harness or BICU.

Model: S-C4.5		Date: 24-Nov-16	No.: RD115024
Subject: Board smoking		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Smoke is emitted from the BICU board.

BICU



The burned portion



CAUSE

The harness containing 5v lines was pinched between the BICU and surrounding electrical component(s) and then damaged. This resulted in electrical stress on the IC (Q22).

Model: S-C4.5

Date: 24-Nov-16

No.: RD115024

SOLUTION

Check the following harnesses of the 5v line and replace the damaged harness and BICU.

Important: Make sure that you do not allow harnesses to be pinched when you replace a harness or board.

5v lines connected to the BICU:

- CN112 (SBU)
- CN116 (Polygon Motor)
- CN116 (LDD)
- CN123 (T sensor)
- CN132 (ID sensor)
- CN125 (HVPP)
- CN149 (Key card)
- CN109 (ARDF)
- CN128 (Paper exit sensor)
- CN128 (Separate sensor)
- CN126 (HPS)
- CN127 (Registration sensor)
- CN104 (PFU)
- CN138 (Duplex motor)
- CN129 (PE sensor)
- CN130 (Bypass tray PE sensor)
- CN122 (FAN)
- CN107 (PSU)

Model: S-C4.5		Date: 2-Nov-17	No.: RD115025
Subject: Parts catalog correction: ADF set sensor		Prepared by: T.Tachibana	
From: 2nd Tech Service Sect., MFP/P Tech Service 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

Change: The illustration was added.

Reason: The illustration was missing from the parts catalog.

Part number	Description	Q'ty	Int	Page	Index	Note
GW020020	PHOTOINTERRUPTOR:LG248NL1	1	-	7	31	

1.Exterior (D115/D116)

