

Reissued: 05-Jun-14

Model: K-C4	Date: 22-Jan-13	No.: RD158002a
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RTB Reissue

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

Subject: Firmware Release Note: PowerSaving Sys		Prepared by: Y.Saitoh	
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 **PowerSaving Sys.**

Version	Program No.	Effective Date	Availability of RFU
<i>F.17</i>	<i>D1585562C</i>	<i>June 2014 production</i>	<i>Available</i>
F.16	D1585562B	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>F.17</i>	<i>1. Machine cannot recover from Energy Saver mode.</i> <i>2. SC672-11 (Controller start up error) occurs when the machine is prompted (e.g. by a print job or other operation) to recover from Energy Saver mode.</i>
F.16	1st Mass production

Reissued: 24-Jun-13

Model: K-C4	Date: 22-Jan-13	No.: RD158003b
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Engine		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 **Engine**.

Version	Program No.	Effective Date	Availability of RFU
1.05:08	D1595500C	June 2013 production	Available
1.04:08	D1595500B	February 2013 production	Available
1.03:08	D1595500A	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
1.05:08	Symptom corrected: 1. Color shift occurs when Mixed Sizes and Auto Reduce/Enlarge are used with a color scanning job. 2. The client-side machine of the Fax Connection may not respond if original feed or scanning is cancelled.
1.04:08	Symptoms corrected: 1. Temporary countermeasure for technical limitation, "Multiple vertical black lines" (Limitation #9). Note: A permanent solution will be released in the future. 2. Fusing hot-offset occurs at 93mm pitch. 3. SC101 occurs when a job is cancelled while the ARDF is scanning the original.
1.03:08	1st Mass production

Reissued: 27-Sep-16

Model: K-C4	Date: 22-Jan-13	No.: RD158004f
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RTB Reissue

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

Subject: Firmware Release Note: Fax		Prepared by: A. Ishida	
From: 1st 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 **Fax**.

Version	Program No.	Effective Date	Availability of RFU
07.00.00	D1585556G	September 2016 production	Available
06.00.00	D1585556F	November 2014 production	Available
05.00.00	D1585556E	June 2014 production	Available
04.00.00	D1585556D	October 2013 production	Available
03.00.00	D1585556C	July 2013 production	Available
02.00.00	D1585556B	May 2013 production	Available
01.00.00	D1585556A	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
07.00.00	Other Changes: - Added support for adhering to the Lot 6 regulation of the EU in European devices.
06.00.00	Symptom corrected: 1. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out. 2. SC899 may occur on the main machine if a Remote FAX is sent from the sub machine.
05.00.00	Symptom Corrected: [Simplified display only]: Icons on the Home Screen created by the user to link with specific programs do not call (link with) those programs correctly.
04.00.00	Symptom corrected: SC899 occurs after the machine recovers from Energy Saver Mode
03.00.00	Symptom corrected: Stored FAX reception documents cannot be accessed from WIM after the machine recovers from Energy Saver mode.
02.00.00	Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using Desk Top Binder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled.
01.00.00	1st Mass production

Reissued: 27-May-13

Model: K-C4	Date: 22-Jan-13	No.: RD158006a
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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
<i>1.01</i>	<i>D1585564B</i>	<i>May 2013 production</i>	<i>Available</i>
1.00	D1585564A	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>1.01</i>	<i>Symptom corrected: Received fax files are not monitored by Auto Document Link and/or are not displayed using Desk Top Binder if both the Output Mode Switch Timer setting is enabled and the Reception File Processing "Store" setting is enabled.</i>
1.00	1st Mass production

Reissued: 27-Sep-16

Model: K-C4	Date: 22-Jan-13	No.: RD158008b
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RTB Reissue

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

Subject: Firmware Release Note: RemoteFax		Prepared by: A. Ishida	
From: 1st 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 **RemoteFax**.

Version	Program No.	Effective Date	Availability of RFU
<i>03.00.00</i>	<i>D1585557C</i>	<i>September 2016 production</i>	<i>Available</i>
02.00.00	D1585557B	November 2014 production	Available
01.00.00	D1585557A	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>03.00.00</i>	<i>Other Changes:</i> - <i>Added support for adhering to the Lot 6 regulation of the EU in European devices.</i>
02.00.00	Symptom corrected: - Cannot receive an IP Fax
01.00.00	1st Mass production

Reissued: 07-Nov-14

Model: K-C4	Date: 22-Jan-13	No.: RD158011c
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RTB Reissue

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

Subject: Firmware Release Note: Web Uapl		Prepared by: Y. Kuwabara	
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 **Web Uapl**.

Version	Program No.	Effective Date	Availability of RFU
1.03	D1585560D	November 2014 production	Available
1.02	D1585560C	February 2014 production	Available
1.01	D1585560B	May 2013 production	Available
1.00	D1585560A	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: - <i>Although the fax function is installed in the device, "Fax Received File" might not be displayed in the "Print Job/Stored File" menu in Web Image Monitor.</i>
1.02	Symptom corrected: Scan to E-mail might fail even if the email size is 44,300 KB or less when the following conditions are met: - The HDD is not installed. - "Scanner Features" > "Send Settings" > "Max. E-mail Size" is set to "On", and the size is set to 44,301 KB or more. This firmware is dependent on the following firmware modules. Please be sure to update all of them: - System/Copy firmware v1.08(D1585551K) or later - Scanner firmware v01.04(D1585558C) or later
1.01	Symptom corrected: On Web Image Monitor, in "Device Management > Configuration > Scanner > Default Settings for Normal Screens on Device", the device might be unable to change the settings of the options because of an unavailable Java applet. (GFPR#RE12100022)
1.00	1st Mass production

Reissued: 07-Sep-16

Model: K-C4	Date: 22-Jan-13	No.: RD158012g
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RTB Reissue

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

Subject: Firmware Release Note: PCL		Prepared by: A. Ishida	
From: 1st 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 **PCL**.

Version	Program No.	Effective Date	Availability of RFU
1.08	D7015706H	September 2016 production	Available
1.07	D7015706G	April 2016 production	Available
1.06	D7015706F	July 2015 production	Available
1.05	D7015706E	February 2015 production	Available
1.04	D7015706D	November 2014 production	Available
1.03	D7015706C	December 2013 production	Available
1.02	D7015706B	April 2013 production	Available
1.01	D7015706A	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
1.08	Symptom corrected: <ul style="list-style-type: none"> <i>Printing might be slow when a spreadsheet containing many cells with patterns that are different from the default pattern in the following setting is printed from Microsoft Excel 2013:</i> <i>Select "Format Cell", select the "Fill" tab, and change the "Pattern Style" setting</i> <i>PDF file may not be printed via direct print if the PDF file contains True Type fonts.</i>
1.07	Symptom corrected: <ul style="list-style-type: none"> When "Unauthorized Copy Prevention Printing: Printer" is enabled, an error might occur, causing the job to be cancelled. Other changes: <ul style="list-style-type: none"> Support for the Portuguese orthography.
1.06	Symptom corrected: <ol style="list-style-type: none"> Using a bitmap font might result in jobs being cancelled. (GFPR#RE13100030) When printing an N-up PCL6 job by using a printer driver that is for Windows 8 or a later Windows operating system, some characters are missing. If a raster image is specified in the PCL6 driver to be reduced, be enlarged, or undergo N-up printing, unexpected white lines might appear in the printout. (GFPR#RA14080005, GFPR#RA14110005)

Reissued: 07-Sep-16

Model: K-C4		Date: 22-Jan-13	No.: RD158012g
Version	Modified Points or Symptom Corrected		
1.05	Symptom corrected: 1. When printing a PCL5 host-printing job in which 32,000 or more of the fill patterns are specified, the device will stall. 2. If a PCL5 job is printed under certain conditions related to the font header information when using host printing, PCL default fonts are used. (GFPR#RE14100009) 3. When printing certain documents in Microsoft Word, an SC899 error might occur.		
1.04	Symptom corrected: 1. Text in duplex PCL jobs are shifted and therefore overlap other text when the data is subjected to both of the following conditions: - Specify the front side of the page by using the <Esc>&a1G command when the current page is the backside. - The offset command <ESC>&l#U or <ESC>&l#Z is used after the drawing command is specified. (GFPR#RC13060012, GFPR#RE14010003) 2. When printing PCL5 jobs that include a scalable font, an SC899 error occurs or the device automatically reboots when fonts have exceeded the 256-character limit available for download. (GFPR#RE14020003) 3. PCL jobs with a specified clip range might print unnecessary 1-pixel width lines on the printout. 4. If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010) 5. When printing more than 111,600 bytes of a bitmap font—equivalent to a character that is larger than 39.62mm x 39.62mm—via a driver, an SC899 might occur. 6. An image that has had its size downscaled, such as a logo, might not be printed. (GFPR#RE14080016) 7. If an image size is big and has been enlarged by using the "Reduce/Enlarge" option in the PCL6 driver, unexpected white lines might appear in the printout.		
1.03	Symptom corrected: Specific TrueType fonts that include problematic hinting data might cause an SC899 error to occur. (GFPR#RA13030005)		
1.02	Symptom corrected: When printing from a host application and specifying a font that is installed on the HDD, the output results in garbled characters.		
1.01	1st Mass production		

Reissued: 17-Dec-14

Model: K-C4	Date: 22-Jan-13	No.: RD158013b
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RTB Reissue

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

Subject: Firmware Release Note: PDF		Prepared by: Y. Kuwabara	
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 **PDF**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.02</i>	<i>D7015733C</i>	<i>February 2015 production</i>	<i>Available</i>
1.01	D7015733B	May 2013 production	Available
1.00	D7015733A	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>1.02</i>	<i>Symptom corrected:</i> <i>1. When printing PDF data that includes a barcode via PDF Direct Print, the barcode lines might be printed thicker than the actual size. (GFPR#RC14090006)</i> <i>2. PDF Direct jobs containing a mask that was created using tiling, will be reset.</i> <i>3. A limitcheck error occurs if an image is too small to draw.</i>
1.01	Symptom corrected: Printing certain web pages from Safari or PDF created by iOS/Mac OS using AirPrint could cause the system to stall.
1.00	1st Mass production

Model: K-C4	Date: 22-Jan-13	No.: RD158014
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Subject: Firmware Release Note: PS3		Prepared by: M.Saiki	
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 **PS3**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D7015731A	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
1.00	1st Mass production

Reissued: 10-May-16

Model: K-C4	Date: 22-Jan-13	No.: RD158015e
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RTB Reissue

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

Subject: Firmware Release Note: Printer		Prepared by: A. Ishida	
From: 1st 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 **Printer**.

Version	Program No.	Effective Date	Availability of RFU
1.05	<i>D7015701F</i>	<i>April 2016 production</i>	<i>Available</i>
1.04	D7015701E	July 2015 production	Available
1.03	D7015701D	February 2014 production	Available
1.02	D7015701C	July 2013 production	Available
1.01	D7015701B	May 2013 production	Available
1.00	D7015701A	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
1.05	<i>Other changes:</i> <i>Support for the Portuguese orthography.</i> <i>Symptom corrected:</i> <i>Under all of the following conditions, paper is fed from the device trays even though the paper feed tray setting in the driver is set to the bypass tray:</i> <ul style="list-style-type: none"> - <i>The "Tray Setting Priority" of the bypass tray is "Driver/Command".</i> - <i>The "Paper Confirmation for Bypass Tray Display" setting is "Display".</i> - <i>The "Tray Switching" setting is "On".</i> - <i>The paper size and paper type set on the device matches to the setting configured on the driver is selected.</i>
1.04	Symptom corrected: <ul style="list-style-type: none"> - If the "Store and Skip Errored Jobs" function is enabled on a printer that has an HDD installed and a job is sent to the printer while the device is in sleep mode, the job will be changed to a hold job instead of printing.
1.03	Symptom corrected: <ol style="list-style-type: none"> 1. The printer might stall when one of the following is performed: <ul style="list-style-type: none"> - Printing without storing jobs that contain exclusions when using the "Card Authentication Package V2", "Enhanced Locked Print NX V2", "Card Authentication Package Enterprise Server V2", or "Enhanced Locked Print NX Flex Server V2" setting. - Printing a webpage from the browser on the operation panel. 2. When an A4-size document is printed from the bypass tray while the printer is in Low Power Mode, the setting "Paper Confirmation for Bypass Tray" is configured to "Display", and A4 paper is set to LEF in the bypass tray, a paper jam occurs.

Reissued: 10-May-16

Model: K-C4		Date: 22-Jan-13	No.: RD158015e
Version	Modified Points or Symptom Corrected		
	3. The Compulsory Security Stamp is not printed under the following conditions: <ul style="list-style-type: none">- "Compulsory Security Stamp: Printer" is enabled in the Administrator Tools of System Settings.- The printer displays one of the following languages: Simplified Chinese, Traditional Chinese, Korean, Thai, Hebrew, Arabic, or Turkish. (GFPR#RA13100005)		
1.02	Symptom corrected: Job sent to a device is cancelled when using the operation panel to specify the Unauthorized Copy Prevention option after setting the language to Japanese.		
1.01	Symptom corrected: <ul style="list-style-type: none">1. The Compulsory Security Stamp either does not print correctly or is might be missing from printouts when printing.2. When printing from a removable storage device while the machine's Data In LED light is blinking, if printing from the removable storage device is canceled, then subsequent jobs are unable to print.3. When printing a gzip file, print jobs might be reset. If that occurs, the message "Compressed Data Error." will appear on the display.		
1.00	1st Mass production		

Reissued: 31-Oct-14

Model: K-C4	Date: 22-Jan-13	No.: RD158016a
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Subject: Firmware Release Note: RPCS		Prepared by: Y. Kuwabara	
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 **RPCS**.

Version	Program No.	Effective Date	Availability of RFU
3.12.29	D7015703B	November 2014 production	Available
3.12.28	D7015703A	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
3.12.29	Symptom corrected: - When printing certain documents in Microsoft Word, an SC899 error might occur.
3.12.28	1st Mass production

Reissued: 12-Jan-17

Model: K-C4	Date: 22-Jan-13	No.: RD158017f
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RTB Reissue

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

Subject: Firmware Release Note: GWFCU3.8-3(WW)		Prepared by: A. Ishida	
From: 1st 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 **GWFCU3.8-3(WW)**.

Version	Program No.	Effective Date	Availability of RFU
07.00.00	D7025580G	September 2016 production	Available
06.00.00	D7025580F	March 2016 production	Available
05.00.00	D7025580E	November 2015 production	Available
04.00.00	D7025580D	June 2014 production	Available
03.00.00	D7025580C	October 2013 production	Available
02.00.00	D7025580B	July 2013 production	Available
01.00.00	D7025580A	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
07.00.00	Support for ErP Lot 6 compliance.
06.00.00	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.
05.00.00	Symptom Corrected: 1. When documents received by fax are delivered as files to a PC using the ScanRouter delivery software, some files are printed instead of delivered to the PC. If SP5-191 is set to 1 and SP1-111-001 bit1 is set to 0, the following symptoms may occur: 2. The machine reboots and displays SC899. 3. FAX does not activate when the machine recovers from the Energy Saver mode. 5 minutes after the recovery, SC899 occurs.
04.00.00	Symptom corrected: The display for the number of jobs (remaining) that can be sent is not reduced after a Direct Transmission job is completed, and no Direct Transmission, Memory Transmission, or Memory Reception jobs can be performed.
03.00.00	Symptom corrected: SC899 occurs after the machine recovers from Energy Saver Mode

Reissued: 12-Jan-17

Model: K-C4		Date: 22-Jan-13	No.: RD158017f
Version	Modified Points or Symptom Corrected		
02.00.00	Symptom corrected: <ul style="list-style-type: none">- Stored FAX reception documents cannot be accessed from WIM after the machine recovers from Energy Saver mode.- SC899 may occur after the machine recovers from Energy Saver mode.		
01.00.00	1st Mass production		

Model: K-C4	Date: 22-Jan-13	No.: RD158018
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Subject: Firmware Release Note: aics		Prepared by: M.Saiki	
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 **aics**.

Version	Program No.	Effective Date	Availability of RFU
01.00.00	D7015759A	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
01.00.00	1st Mass production

Reissued: 10-Feb-16

Model: K-C4	Date: 22-Jan-13	No.: RD158019d
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: EXJS		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 **EXJS**.

Version	Program No.	Effective Date	Availability of RFU
1.18.00	D7015755E	December 2015 production	Not available
1.17.00	D7015755D	February 2014 production	Not available
1.16.00	D7015755C	November 2013 production	Not available
1.15.00	D7015755B	January 2013 production	Not available
1.13.00	D7015755A	1st Mass 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
1.18.00	Specification Change: - Support for the Portuguese orthography. Symptom corrected: - SC899 may occur when the user starts up the MFP browser.
1.17.00	Error Correction: - The machine can not scan with browser when ADF is opened.
1.16.00	Other changes: - Supports the Korean languages.
1.15.00	Symptom corrected: 1. Image data scanned using the Browser (sent to the server in .xml format) may not be rotated in accordance with the setting. 2. A scanning job using the Browser cannot be cancelled if an original jam occurs (Job Cancel button is not displayed and Stop button has no effect).
1.13.00	1st Mass production

Model: K-C4	Date: 22-Jan-13	No.: RD158020
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Subject: Firmware Release Note: Option Netware		Prepared by: M.Saiki	
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 **Option Netware**.

Version	Program No.	Effective Date	Availability of RFU
12.30	D7015760	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
12.30	1st Mass production

Model: K-C4	Date: 22-Jan-13	No.: RD158021
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Subject: Firmware Release Note: Paper Feed Unit PB2010		Prepared by: M.Saiki	
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 **Paper Feed Unit PB2010**.

Version	Program No.	Effective Date	Availability of RFU
01.030:06	D6995500A	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
01.030:06	1st Mass production

Model: K-C4	Date: 22-Jan-13	No.: RD158022
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Subject: Firmware Release Note: Paper Feed Unit PB2000		Prepared by: M.Saiki	
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 **Paper Feed Unit PB2000**.

Version	Program No.	Effective Date	Availability of RFU
01.030:06	D6985500A	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
01.030:06	1st Mass production

Reissued: 12-Jan-17

Model: K-C4/PT-D4	Date: 22-Jan-13	No.: RD158023b
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RTB Reissue

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

Subject: Firmware Release Note: ARDF DF2020		Prepared by: A. Ishida	
From: 1st 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 **ARDF DF2020**.

Version	Program No.	Effective Date	Availability of RFU
<i>01.060:05</i>	<i>D6845300E</i>	<i>December 2016 production</i>	<i>Not Available</i>
01.030:05	D6845300D	1st Mass 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
<i>01.060:05</i>	<i>Other changes:</i> <ul style="list-style-type: none"> <i>The ON/OFF timing of the electromagnetic clutch was changed, to reduce the load on the drive motor.</i> <i>The range of detection of Jam 14: Skew Correction Sensor was changed, to reduce the occurrences of the jam.</i>
01.030:05	1st Mass production

Reissued: 21-Jan-13

Model: GR-C1, S-C5, K-C4	Date: 02-Apr-12	No.: RD117025a
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Subject: Firmware Release Note: Font EXP		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 **Font EXP**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D1275800	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
1.00	1st Mass production

Reissued: 21-Jan-13

Model: AI-C2, GR-C1, S-C5, K-C4	Date: 20-Feb-12	No.: RD129012b
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Subject: Firmware Release Note: PS3 Font		Prepared by: T.Hirakawa	
From: 1st 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 **PS3 Font**.

Version	Program No.	Effective Date	Availability of RFU
1.11	D6415763A	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
1.11	1st Mass production

Reissued: 21-Jan-13

Model: AI-C2, GR-C1, S-C5, K-C4	Date: 13-Jun-12	No.: RD129020b
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Subject: Firmware Release Note: PCL Font		Prepared by: T.Hirakawa	
From: 1st 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 **PCL Font**.

Version	Program No.	Effective Date	Availability of RFU
1.13	D6415758A	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
1.13	1st Mass production

Model: K-C4	Date: 16-Oct-13	No.: RD158027
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Subject: Service manual revision		Prepared by: M.Kumagai	
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 type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

The following ***bold italic*** part was missing from the service manual.

SC6xx: Device Communication

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC670-00	D	<i>Engine start up error</i> <ul style="list-style-type: none"> Case 1 <ul style="list-style-type: none"> <i>/ENGRDY signal was not asserted when the machine was turned on or returned from energy saver mode.</i> <i>/IPURDY signal was not asserted when the machine was turned on or returned from energy saver mode.</i> <i>EC response was not received within specified time from power on.</i> <i>PC response was not received within specified time from power on.</i> <i>SC response was not received within specified time from power on.</i> <i>Writing to Rapi driver failed (the other party not found through PCI).</i> Case 2 <ul style="list-style-type: none"> <i>Unexpected down status was detected after /ENGRDY assertion.</i>
		<ul style="list-style-type: none"> Case 1 <ul style="list-style-type: none"> <i>Engine board does not start up.</i> Case 2 <ul style="list-style-type: none"> <i>Engine board reset unexpectedly.</i> <i>Check the connection between the engine board and the controller board.</i> <ul style="list-style-type: none"> <i>If it is always reproduced, replace the engine board. If the problem persists, consider replacing the controller board or other boards between them.</i> <i>If reproducibility is low, multiple causes are to be considered, such as software, engine board, controller board, and PSU.</i>

Model: K-C4

Date: 16-Oct-13

No.: RD158027

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-10	D	Controller start up error
		After the machine was powered on, communication between the controller and the operation panel was not established.
		<ul style="list-style-type: none"> ▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		<ul style="list-style-type: none"> ▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-11	D	Controller start up error
		After the machine was powered on, communication between the controller and the operation panel was not established, or communication with controller was interrupted after a normal startup.
		<ul style="list-style-type: none"> ▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		<ul style="list-style-type: none"> ▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-12	D	Controller start up error
		Communication with controller was interrupted after a normal startup.
		<ul style="list-style-type: none"> ▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		<ul style="list-style-type: none"> ▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

Model: K-C4

Date: 16-Oct-13

No.: RD158027

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-13	D	Controller start up error
		The operation panel detected that the controller is down.
		<ul style="list-style-type: none"> ▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		<ul style="list-style-type: none"> ▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC672-99	D	Controller start up error
		The operation panel software ended abnormally.
		<ul style="list-style-type: none"> ▪ Controller stalled ▪ Board installed incorrectly ▪ Controller board defective ▪ Operation panel connector loose, broken, or defective ▪ Controller late
		<ul style="list-style-type: none"> ▪ Turn the main power off/on. ▪ Check the connection of the controller board. ▪ Replace the controller board. ▪ Check the control panel harness.

Model: K-C4		Date: 17-Dec-13	No.: RD158028
Subject: Service manual revision		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 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 checked="" type="checkbox"/> Tier 2

Service Manual Revision

Add the following SC code list, which was missing from the Service Manual.

SC8xx: Controller

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC816	[0x0000]	Energy save I/O subsystem error
SC816-01	D	Subsystem error
SC816-02	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-03	D	Transition to STR was denied.
SC816-04	D	Interrupt in kernel communication driver
SC816-05	D	Preparation for transition to STR failed.
SC816-07	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-08	D	Sysarch (LPUX_ENGINE_TIMERCTRL) error
SC816-09	D	Sysarch (LPUX_RETURN_FACTOR_STR) error
SC816-10	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-11	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-12	D	Sysarch (LPUX_GET_PORT_INFO) error
SC816-13	D	open() error
SC816-14	D	Memory address error
SC816-15	D	open() error
SC816-16	D	open() error
SC816-17	D	open() error
SC816-18	D	open() error
SC816-19	D	Double open() error

Model: K-C4
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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC816-20	D	open() error
SC816-22	D	Parameter error
SC816-23	D	read() error
SC816-24	D	read() error
SC816-25	D	read() error
SC816-26	D	write() communication retry error
SC816-27	D	write() communication retry error
SC816-28	D	write() communication retry error
SC816-29	D	write() communication retry error
SC816-30	D	write() communication retry error
SC816-35	D	read() error
SC816-36	D	Subsystem error
SC816-37	D	Subsystem error
SC816-38	D	Subsystem error
SC816-39	D	Subsystem error
SC816-40	D	Subsystem error
SC816-41	D	Subsystem error
SC816-42	D	Subsystem error
SC816-43	D	Subsystem error
SC816-44	D	Subsystem error
SC816-45	D	Subsystem error
SC816-46	D	Subsystem error
SC816-47	D	Subsystem error
SC816-- 48	D	Subsystem error
SC816-- 49	D	Subsystem error
SC816-- 50	D	Subsystem error
SC816-- 51	D	Subsystem error

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC816--52	D	Subsystem error
SC816--53	D	Subsystem error
SC816--54	D	Subsystem error
SC816--55	D	Subsystem error
SC816--56	D	Subsystem error
SC816--57	D	Subsystem error
SC816--58	D	Subsystem error
SC816--59	D	Subsystem error
SC816--60	D	Subsystem error
SC816--61	D	Subsystem error
SC816--62	D	Subsystem error
SC816--63	D	Subsystem error
SC816--64	D	Subsystem error
SC816--65	D	Subsystem error
SC816--66	D	Subsystem error
SC816--67	D	Subsystem error
SC816--68	D	Subsystem error
SC816--69	D	Subsystem error
SC816--70	D	Subsystem error

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC816--71	D	Subsystem error
SC816--72	D	Subsystem error
SC816--73	D	Subsystem error
SC816--74	D	Subsystem error
SC816--75	D	Subsystem error
SC816--76	D	Subsystem error
SC816--77	D	Subsystem error
SC816--78	D	Subsystem error
SC816--79	D	Subsystem error
SC816--80	D	Subsystem error
SC816--81	D	Subsystem error
SC816--82	D	Subsystem error
SC816--83	D	Subsystem error
SC816--84	D	Subsystem error
SC816--85	D	Subsystem error
SC816--86	D	Subsystem error
SC816--87	D	Subsystem error
SC816--88	D	Subsystem error
SC816--89	D	Subsystem error

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC816--90	D	Subsystem error
SC816--91	D	Subsystem error
SC816--92	D	Subsystem error
SC816--93	D	Subsystem error
SC816--94	D	Subsystem error
		Energy save I/O subsystem detected some abnormality.
		<ul style="list-style-type: none"> Energy save I/O subsystem defective Energy save I/O subsystem detected a controller board error (non-response). Error was detected during preparation for transition to STR.
		<ul style="list-style-type: none"> Turn the main power off/on. Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC840-00	D	EEPROM access error
		An error occurred during I/O processing. <ul style="list-style-type: none"> A read error occurred and 3 retries failed. A write error occurred.
		EEPROM defective or end-of-life
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC841-00	D	EEPROM read data error
		Compared the data from 3 areas of the EEPROM mirror data with the original data and all 3 of them were different from the original data.
		Data in the specific area of the EEPROM has been modified.
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC842-00	C	Nand-Flash updating verification error

Model: K-C4
Date: 17-Dec-13
No.: RD158028

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		During remote ROM update or ROM update, the SCS detected a write error (verify error) regarding the data written to the Nand-Flash.
		Nand-Flash damaged
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC842-01	B	Nand-Flash bad block number exceeding the threshold
		When the status of the Nand-Flash was checked at power-on or when returning from energy saver mode, the number of bad blocks exceeded the threshold.
		Nand-Flash bad block number exceeding the threshold
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC842-02	B	Number of times of Nand-Flash block erase exceeding the threshold
		When the status of the Nand-Flash was checked at power-on or when returning from energy saver mode, the number of times the block was erased exceeded the threshold.
		Number of times of Nand-Flash block erase exceeding the threshold
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC853-00	B	Bluetooth device connection error
		The Bluetooth hardware (USB type) was connected after the machine was turned on.
		The Bluetooth hardware (USB type) was connected after the machine was turned on.
		Turn the main power with the Bluetooth hardware (USB type) connected.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC854-00	B	Bluetooth device disconnected

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		The Bluetooth hardware (USB type) was disconnected after the machine was turned on.
		The Bluetooth hardware (USB type) was disconnected after the machine was turned on.
		Turn the main power with the Bluetooth hardware (USB type) connected.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC855-01	B	Wireless LAN board error (driver attachment failure)
		Wireless LAN board error (wireless LAN card: 802.11 is covered)
		<ul style="list-style-type: none"> Defective wireless LAN board Loose connection
		<ul style="list-style-type: none"> Turn the main power off/on. Replace wireless LAN board

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC855-02	B	Wireless LAN board error (driver initialization failure)
		Wireless LAN board error (wireless LAN card: 802.11 is covered)
		<ul style="list-style-type: none"> Defective wireless LAN board Loose connection
		<ul style="list-style-type: none"> Turn the main power off/on. Replace wireless LAN board

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC857-00	B	USB I/F Error
		The USB interface is unusable because of a driver error.
		USB driver error (There are three causes of USB error: RX error/CRC error/STALL. SC is issued only in the case of STALL.)
		<ul style="list-style-type: none"> Check USB connection. Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-01	-	Data encryption conversion error (HDD Key Setting Error)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		A serious error occurred during an attempt to update the encryption key.
		<ul style="list-style-type: none"> Data in the USB Flash etc. corrupted Communication error because of electromagnetic interference etc. Controller board defective
		Replace the board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-02	A	Data encryption conversion error (NVRAM read/write error)
		A serious error occurred after data conversion during an attempt to update the encryption key.
		NVRAM defective
		Replace the board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-30	A	Data encryption conversion error (NVRAM Before Replace error)
		A serious error occurred after data conversion during an attempt to update the encryption key.
		Software error such as conversion parameters being invalid.
		Replace the board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC858-31	A	Data encryption conversion error (Other Error)
		A serious error occurred after data conversion during an attempt to update the encryption key.
		Controller board defective
		Replace the board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC859-01	B	Data encryption conversion HDD conversion error (HDD check error)

Model: K-C4
Date: 17-Dec-13
No.: RD158028

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>HDD was not converted correctly during an attempt to update the encryption key. Only an error screen is displayed and no SC is issued during conversion. This SC is issued after machine restart.</p> <ul style="list-style-type: none"> HDD conversion was selected in the Encryption key update function but the machine was turned on with the HDD removed. Power failure occurred during encryption key update. HDD was not successfully converted during encryption key update due to HDD errors or cable noises. <ul style="list-style-type: none"> Check HDD connection. Format the HDD. If there is a problem with the HDD, it has to be replaced.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC859-02	B	Data encryption conversion HDD conversion error (Power failure during conversion)
		<p>HDD was not converted correctly during an attempt to update the encryption key. Only an error screen is displayed and no SC is issued during conversion. This SC is issued after machine restart. Details: NVRAM/HDD conversion is incomplete.</p>
		Power failure occurred during encryption key update.
		<p>None The display after restart instructs the user to format the HDD.</p>

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC859-10	B	Data encryption conversion HDD conversion error (Data read/write command error)
		<p>HDD was not converted correctly during an attempt to update the encryption key. Only an error screen is displayed and no SC is issued during conversion. This SC is issued after machine restart. Details: Abnormal DMAC return value has been received two or more times (DMAC timeout, serial communication error etc.)</p>
		HDD was not successfully converted during encryption key update due to HDD errors or cable noises.
		<ul style="list-style-type: none"> Check HDD connection. Format the HDD. If there is a problem with the HDD, it has to be replaced.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC860-00	B	HDD startup error at main power on (HDD error)
		<ul style="list-style-type: none"> The HDD is connected but the driver detected the following errors. <ul style="list-style-type: none"> SS_NOT_READY:/* (-2)HDD does not become READY*/ SS_BAD_LABEL:/* (-4)Wrong partition type*/ SS_READ_ERROR:/* (-5)Error occurred while reading or checking the label*/ SS_WRITE_ERROR:/* (-6)Error occurred while writing or checking the label*/ SS_FS_ERROR:/* (-7)Failed to repair the filesystem*/ SS_MOUNT_ERROR:/* (-8)Failed to mount the filesystem*/ SS_COMMAND_ERROR:/* (-9)Drive not responding to command*/ SS_KERNEL_ERROR:/* (-10)Internal kernel error*/ SS_SIZE_ERROR:/* (-11)Drive size too small*/ SS_NO_PARTITION:/* (-12)The specified partition does not exist*/ SS_NO_FILE:/* (-13)Device file does not exist*/ Attempted to acquire HDD status through the driver but there has been no response for 30 seconds or more.
		<ul style="list-style-type: none"> Unformatted HDD Label data corrupted HDD defective
		Format the HDD through SP mode.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-01	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in an area that does not belong to a partition, such as the disklabel area.)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-02	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "a".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-03	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "b".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-04	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "c".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-05	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "d".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-06	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "e".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-07	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "f".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-08	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "g".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-09	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "h".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-10	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "i".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-11	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "j".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-12	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "k".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-13	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "l".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-14	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "m".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-15	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "n".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-16	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "o".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-17	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "p".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-18	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "q".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-19	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "r".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-20	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "r.")
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-21	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "t")

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-22	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "u".)
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC863-23	D	HDD data read failure
		The data written to the HDD cannot be read normally.
		Bad sectors were generated during operation. (An error occurred in partition "y".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<p>Guide for when to replace the HDD</p> <ol style="list-style-type: none"> When SC863 has occurred ten times or more <ul style="list-style-type: none"> The interval is short. Repeatedly occurs in the same situation (At power-on, etc.). Startup takes a long time when the main power is turned on. It takes a long time after main power on for the operation panel to become ready. HDD access may be consuming time. Normal HDD access time after main power on is about 5 seconds. If the machine is not waiting for the engine to be ready and it still takes 20 to 30 seconds or more, the HDD may be the cause. If there is a problem with the HDD, HDD-related SCs such as SC860 and SC863 will occur frequently. Print the SC log data and check them.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-01	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in an area that does not belong to a partition, such as the disklabel area.)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-02	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "a".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-03	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "b".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-04	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "c".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-05	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "d".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-06	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "e".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-07	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "f".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-08	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "g".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-09	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "h".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-10	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "i".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-11	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "j".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-12	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		Bad sectors were generated during operation. (An error occurred in partition "k".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-13	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "l".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-14	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "m".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-15	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "n".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-16	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "o".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-17	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "p".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-18	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "q".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-19	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "r".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-20	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "s".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-21	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "t".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-22	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "u".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC864-23	D	HDD data CRC error
		During HDD operation, the HDD returned a CRC error.
		Bad sectors were generated during operation. (An error occurred in partition "v".)
		<ul style="list-style-type: none"> Format the HDD. Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-00	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error).
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-01	D	HDD access error
		During HDD operation, the HDD returned an error.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in an area that does not belong to a partition, such as the disklabel area.)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-02	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "a".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-03	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "b".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-03	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "c".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-05	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "d".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-06	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "e".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-07	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "f".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-08	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "g".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-09	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "h".)
		Replace the HDD.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-10	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "i".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-11	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "j".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-12	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "k".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-13	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "l".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-14	D	HDD access error
		During HDD operation, the HDD returned an error.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "m".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-15	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "n".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-16	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "o".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-17	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "p".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-18	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "q".)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-19	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "r".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-20	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "s".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-21	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "t".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-22	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "u".)
		Replace the HDD.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC865-23	D	HDD access error
		During HDD operation, the HDD returned an error.
		The HDD returned an error that does not constitute SC863 (bad sector) or SC864 (CRC error). (An error occurred in partition "v".)
		Replace the HDD.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC866-00	B	SD card authentication error
		A license error of an application that is started from the SD card was detected.
		Invalid program data is stored on the SD card.
		Store a valid program data on the SD card.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC867-00	D	SD card removed
		The SD card that starts an application was removed from the slot.
		The SD card that starts an application was removed from the slot (mount point of /mnt/sd0).
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC867-01	D	SD card removed
		The SD card that starts an application was removed from the slot.
		The SD card that starts an application was removed from the slot (mount point of /mnt/sd1).
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC867-02	D	SD card removed
		The SD card that starts an application was removed from the slot.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		The SD card that starts an application was removed from the slot (mount point of /mnt/sd2).
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC868-00	D	SD card access error
		The SD controller returned an error during operation. (Error occurred at the mount point of /mnt/sd0)
		<ul style="list-style-type: none"> SD card defective SD controller defective
		<ul style="list-style-type: none"> Reformat the SD card (using the "SD Formatter" made by Panasonic).* Check the SD card insertion status. Replace the SD card. Replace the controller board.

* Do not format an SD card supplied with the main machine or sold as an option. You may only format SD cards used for Firmware Update by a Customer Engineer.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC868-01	D	SD card access error
		The SD controller returned an error during operation. (Error occurred at the mount point of /mnt/sd1)
		<ul style="list-style-type: none"> SD card defective SD controller defective
		SD card that starts an application <ul style="list-style-type: none"> Turn the main power off and check the SD card insertion status. <ul style="list-style-type: none"> If no problem is found, insert the SD card and turn the main power on. If an error occurs, replace the SD card. SD card for users <ul style="list-style-type: none"> In case of a file system error, reformat the SD card (using the "SD Formatter" made by Panasonic).* In case of a device access error, turn the main power off and check the SD card insertion status. If no problem is found, insert the SD card and turn the main power on. If an error occurs, use another SD card. If the error persists

* Do not format an SD card supplied with the main machine or sold as an option. You may only format SD cards used for Firmware Update by a Customer Engineer.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC868-02	D	SD card access error
		The SD controller returned an error during operation. (Error occurred at the mount point of /mnt/sd1)
		<ul style="list-style-type: none"> SD card defective SD controller defective
		SD card that starts an application <ul style="list-style-type: none"> Turn the main power off and check the SD card insertion status. <ul style="list-style-type: none"> If no problem is found, insert the SD card and turn the main power on. If an error occurs, replace the SD card. SD card for users <ul style="list-style-type: none"> In case of a file system error, reformat the SD card (using the "SD Formatter" made by Panasonic).* In case of a device access error, turn the main power off and check the SD card insertion status. If no problem is found, insert the SD card and turn the main power on. If an error occurs, use another SD card. If the error persists

* Do not format an SD card supplied with the main machine or sold as an option. You may only format SD cards used for Firmware Update by a Customer Engineer.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC870-00	B	Address Book data error (Anytime: Address Book Error.)
SC870-01	B	Address Book data error (On startup: Media required for storing the Address Book is missing.)
SC870-02	B	Address Book data error (On startup: encryption is configured but the module required for encryption (DESS) is missing.)
SC870-03	B	Address Book data error (Initialization: Failed to generate a file to store internal Address Book.)
SC870-04	B	Address Book data error (Initialization: Failed to generate a file to store delivery sender.)
SC870-05	B	Address Book data error (Initialization: Failed to generate a file to store delivery destination.)
SC870-06	B	Address Book data error (Initialization: Failed to generate a file to store information required for LDAP search.)
SC870-07	B	Address Book data error (Initialization: Failed to initialize entries required for machine operation.)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC870-08	B	Address Book data error (Machine configuration: HDD is present but the space for storing the Address Book is unusable.)
SC870-09	B	Address Book data error (Machine configuration: Inconsistency in the NVRAM area used for storing settings required for Address Book configuration.)
SC870-10	B	Address Book data error (Machine configuration: Cannot make a directory for storing the Address Book in the SD/USB FlashROM.)
SC870-11	B	Address Book data error (On startup: Inconsistency in Address Book entry number.)
SC870-20	B	Address Book data error (File I/O: Failed to initialize file.)
SC870-21	B	Address Book data error (File I/O: Failed to generate file.)
SC870-22	B	Address Book data error (File I/O: Failed to open file.)
SC870-23	B	Address Book data error (File I/O: Failed to write to file.)
SC870-24	B	Address Book data error (File I/O: Failed to read file.)
SC870-25	B	Address Book data error (File I/O: Failed to check file size.)
SC870-26	B	Address Book data error (File I/O: Failed to delete data.)
SC870-27	B	Address Book data error (File I/O: Failed to add data.)
SC870-30	B	Address Book data error (Search: Failed to obtain data from cache when searching in the machine Address Book. delivery destination/sender.)
SC870-31	B	Address Book data error (Search: Failed to obtain data from cache during LDAP search.)
SC870-32	B	Address Book data error (Search: Failed to obtain data from cache while searching the WS-Scanner Address Book.)
SC870-41	B	Address Book data error (Cache: failed to obtain data from cache.)
SC870-50	B	Address Book data error (On startup: Detected abnormality of the Address Book encryption status.)
SC870-51	B	Address Book data error (Encryption settings: Failed to create directory required for conversion between plaintext and encrypted text.)
SC870-52	B	Address Book data error (Encryption settings: Failed to convert from plaintext to encrypted text.)
SC870-53	B	Address Book data error (Encryption settings: Failed to convert from encrypted text to plaintext.)

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC870-54	B	Address Book data error (Encryption settings: Detected data inconsistency when reading the encrypted Address Book.)
SC870-55	B	Address Book data error (Encryption settings: Failed to delete file when changing encryption setting.)
SC870-56	B	Address Book data error (Encryption settings: Failed to erase the file that records the encryption key during an attempt to change the encryption setting.)
SC870-57	B	Address Book data error (Encryption settings: Failed to move a file during an attempt to change the encryption setting.)
SC870-58	B	Address Book data error (Encryption settings: Failed to delete a directory during an attempt to change the encryption setting.)
SC870-59	B	Address Book data error (Encryption settings: Detected a resource shortage during an attempt to change the encryption setting.)
SC870-60	B	Address Book data error (Unable to obtain the on/off setting for administrator authentication (06A and later).)
		When an error related to the Address Book is detected during startup or operation.
		<ul style="list-style-type: none"> Software bug Inconsistency of Address Book source location (machine/delivery server/LDAP server) Inconsistency of Address Book encryption setting or encryption key (NVRAM or HDD was replaced individually without formatting the Address Book) Address Book storage device (SD/HDD) was temporarily removed or hardware configuration does not match the application configuration. Address Book data corruption was detected.
		<ul style="list-style-type: none"> Check the HDD connection. Initialize all UCS settings and address/authentication information (SP5-846-046). Initialize the Address Book partition (SP5-832-006).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		HDD mail reception error
SC872-00	B	An error was detected on the HDD immediately after the machine was turned on.
		<ul style="list-style-type: none"> HDD defective Power was turned of while the machine used the HDD.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> Format the HDD (SP5-832-007). Replace the HDD. <p>When you do the above, the following information will be initialized.</p> <ul style="list-style-type: none"> Partly received partial mail messages. Already-read statuses of POP3-received messages (All messages on the mail server are handled as new messages).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC873-00	B	HDD mail reception error
		An error was detected on the HDD immediately after the machine was turned on.
		<ul style="list-style-type: none"> HDD defective Power was turned of while the machine used the HDD.
		<ul style="list-style-type: none"> Format the HDD (SP5-832-007). Replace the HDD. <p>When you do the above, the following information will be initialized.</p> <ul style="list-style-type: none"> Default sender name/password (SMB/FTP/NCP) Administrator mail address Scanner delivery history

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC875-01	D	Delete all error (HDD erasure) (hddchack -i error)
SC875-02	D	Delete all error (HDD erasure) (Data deletion failure)
		An error was detected before HDD/data erasure starts. (Failed to erase data/failed to logically format HDD)
		<ul style="list-style-type: none"> HDD logical formatting failed. The modules failed to erase data.
		Turn the main power off/on.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-01	D	Log Data Error 1
		An error was detected in the handling of the log data at power on or during machine operation.
		Damaged log data file
		Initialize the HDD (SP5-832-004).

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-02	D	Log Data Error 2
		An error was detected in the handling of the log data at power on or during machine operation.
		Log encryption is enabled but encryption module is not installed.
		<ul style="list-style-type: none"> Replace or set again the encryption module. Disable the log encryption setting.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-03	D	Log Data Error 3
		An error was detected in the handling of the log data at power on or during machine operation.
		Inconsistency of encryption key between NV-RAM and HDD.
		<ul style="list-style-type: none"> Disable the log encryption setting. Initialize LCS memory (SP5801-019). Initialize the HDD (SP5-832-004).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-04	D	Log Data Error 4
		An error was detected in the handling of the log data at power on or during machine operation.
		<ul style="list-style-type: none"> Log encryption key is disabled but the log data file is encrypted. (NVRAM data corruption) Log encryption key is enabled but the log data file is not encrypted. (NVRAM data corruption)
		Initialize the HDD (SP5-832-004).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-05	D	Log Data Error 5
		An error was detected in the handling of the log data at power on or during machine operation.
		<ul style="list-style-type: none"> Only the NV-RAM has been replaced with one previously used in another machine. Only the HDD has been replaced with one previously used in another machine.

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		<ul style="list-style-type: none"> ▪ Attach the original NV-RAM. ▪ Attach the original HDD. ▪ With the configuration that caused the SC, initialize the HDD (SP5-832-004).

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC876-99	D	Log Data Error 99
		An error was detected in the handling of the log data at power on or during machine operation.
		Other causes
		-

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC877-00	B	Data Overwrite Security card error
		The "Auto Erase Memory" function of the Data Overwrite Security is set to on but it cannot be done.
		<ul style="list-style-type: none"> ▪ Data Overwrite Security option SD card is broken. ▪ Data Overwrite Security option SD card has been removed.
		<ul style="list-style-type: none"> ▪ If the SD card is broken, prepare a new Data Overwrite Security option SD card and replace the NVRAM. ▪ If the SD card has been removed, turn the main power off and reinstall a working Data Overwrite Security option SD card.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-00	D	TPM electronic authentication error
		The machine failed TPM electronic authentication. System hash registered in the TPM did not match the data on the USB flash.
		<ul style="list-style-type: none"> ▪ System module was updated in an unauthorized manner. ▪ USB flash is not working correctly.
		Replace the board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-01	D	USB Flash error
		USB Flash file system error

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SC No.	Level	Error Name/Error Condition/Major Cause/Solution
		USB Flash file system has been destroyed.
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-02	D	TPM error
		Error occurred in the TPM or TPM driver.
		TPM defective
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC878-03	D	TCSD error
		Error occurred in TPM software stack.
		<ul style="list-style-type: none"> Unable to start TPM Necessary files missing from the TPM.
		Replace the controller board.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC880-00	D	MLB error
		Reply to MLB access was not returned within a specified time.
		MLB defective
		<ul style="list-style-type: none"> Replace the MLB. Remove the MLB.

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC881-01	D	Authentication area error
		<ul style="list-style-type: none"> Software error detected. This error may occur even if IC card option (ERIE/AYU/Greenland etc.) is not installed.
		<ul style="list-style-type: none"> This is caused by accumulation of abnormal authentication information in the software. (User operation will not directly cause it.) Occurs when authentication is done. <p>Example: When a job is sent to the printer/when logged on from the operation panel/when logged on from a Web browser</p>
		Turn the main power off/on.

Model: K-C4

Date: 17-Dec-13

No.: RD158028

SC No.	Level	Error Name/Error Condition/Major Cause/Solution
SC899-00	D	Software performance error (signal reception end)
		-
		Occurs when an internal program behaves abnormally.
		In case of a hardware defect ▪ Replace the hardware. In case of a software error ▪ Turn the main power off/on. ▪ Try updating the firmware.

Model:K-C4	Date: 27-Jan-14	No.: RD158029
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Subject: Parts information.		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 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

Service Manual Revision

See the following information about accessories and service parts.

Important: Use the part names, part numbers, and diagrams shown below when you order the HEATER:PAPER FEED:EU:C:ASS'Y, HEATER:PAPER FEED:NA:C:ASS'Y, HEATER:EU:ASS'Y, or HEATER:NA:ASS'Y.

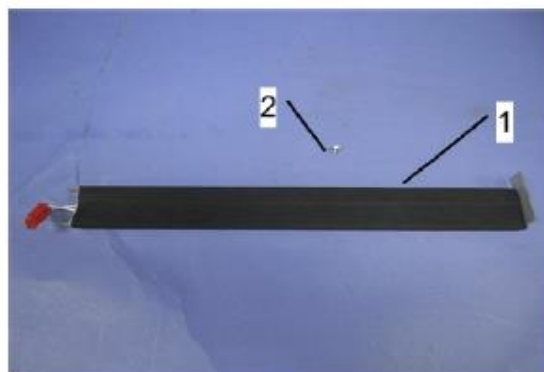
For HEATER:PAPER FEED:EU:C:ASS'Y, HEATER:PAPER FEED:NA:C:ASS'Y

Part number	Description	Q'ty	Int	Page	Index	Set	Note
B0392783	HEATER:EU:ASS'Y	1	O/O		*		For EU and AA Please refer to No.1
B0392782	HEATER:NA:ASS'Y	1	O/O				For NA Please refer to No.1
09503006	SCREW:SPRING WASHER:M3X6	1	O/O				Please refer to No.2

Component Check

Check the quantity and condition of the components against the following list.

No.	Description	Q'ty
1	Heater	1
2	Screw	1



d1582216

Model:K-C4

Date: 27-Jan-14

No.: RD158029

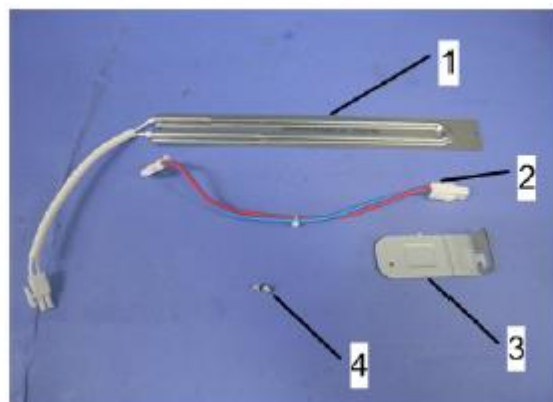
For HEATER:EU:ASS'Y, HEATER:NA:ASS'Y

Part number	Description	Q'ty	Int	Page	Index	Set	Note
B2291688	HEATER:230V:9W	1	O/O		*		for EU and AA Please refer to No.1
B2291687	HEATER:120V:9W	1	O/O				for NA Please refer to No.1
D1595227	HARNESS:AC:HEATER:SCANNER	1	O/O				Please refer to No.2
D1491835	BRACKET:DEHUMIDIFIER:HEATER	1	O/O				Please refer to No.3
03530030	SCREW:M3X3	2	O/O				Please refer to No.4

Component Check

Check the quantity and condition of the components against the following list.

No.	Description	Q'ty
1	Anti-condensation Heater	1
2	Relay Harness	1
3	Bracket	1
4	Screw	2



d1582215

Reissued:24-Feb-14

Model: K-C4	Date: 13-Feb-14	No.: RD158030a
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RTB Reissue

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

Subject: Important notice when install 1 Bin Tray BN2010		Prepared by: Y.Saitoh	
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 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

Important Information about Installing the 1-Bin Tray (BN2010)

- When you install the 1-Bin tray (BN2010) on one of the target machines listed below, make sure to route the harness as shown in this RTB.
See PROCEDURE below.
- If you do not do this procedure, you cannot install the 1-Bin Tray (BN2010).

Affected machines

Total quantity: 2047

From (S/N)	To (S/N)	Q'ty
E403Z600001	E403Z600419	419
E403Z700001	E403Z700470	470
E403Z800001	E403Z800236	236
E403Z900001	E403Z900704	704
E403ZA00001	E403ZA00215	215
E403ZB00003		1
E403ZB00005		1
E403ZB00007		1

2047

Reissued:24-Feb-14

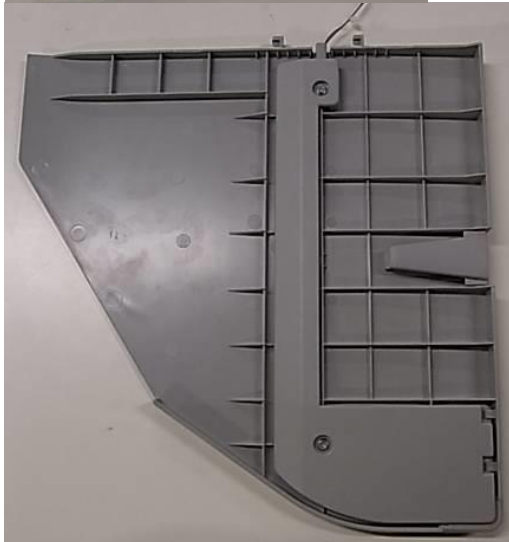
Model: K-C4

Date: 13-Feb-14

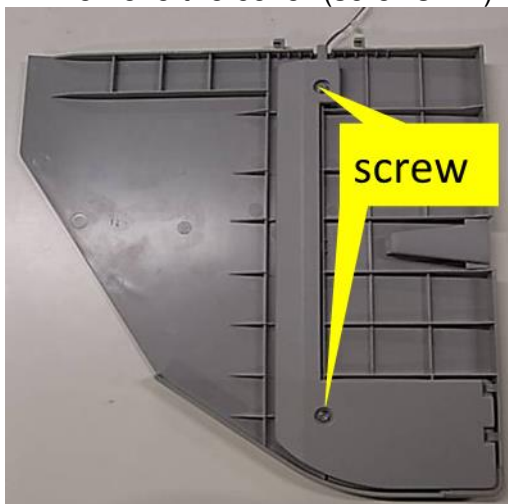
No.: RD158030a

PROCEDURE

1. Turn the 1-Bin tray upside down, as shown in the second photo.



2. Remove the cover (screws x 2).



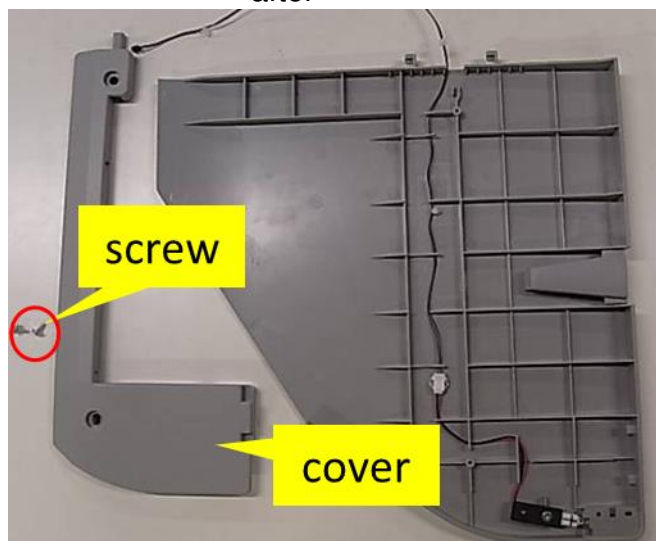
Reissued:24-Feb-14

Model: K-C4

Date: 13-Feb-14

No.: RD158030a

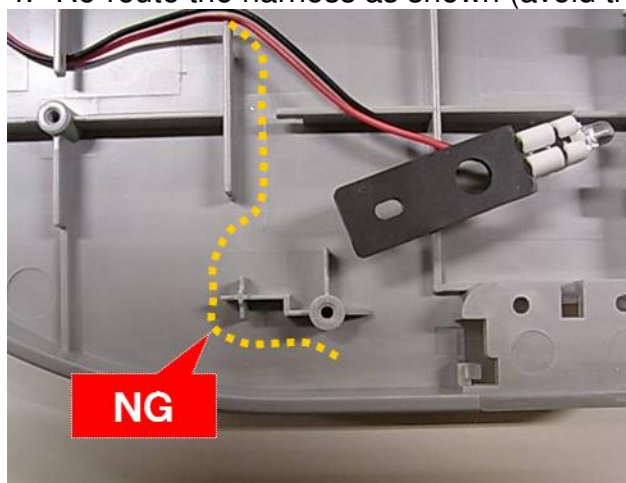
- after -



3. Detach the LED lamp (screw x 1) as shown.



4. Re-route the harness as shown (avoid the path shown by the yellow dotted line).



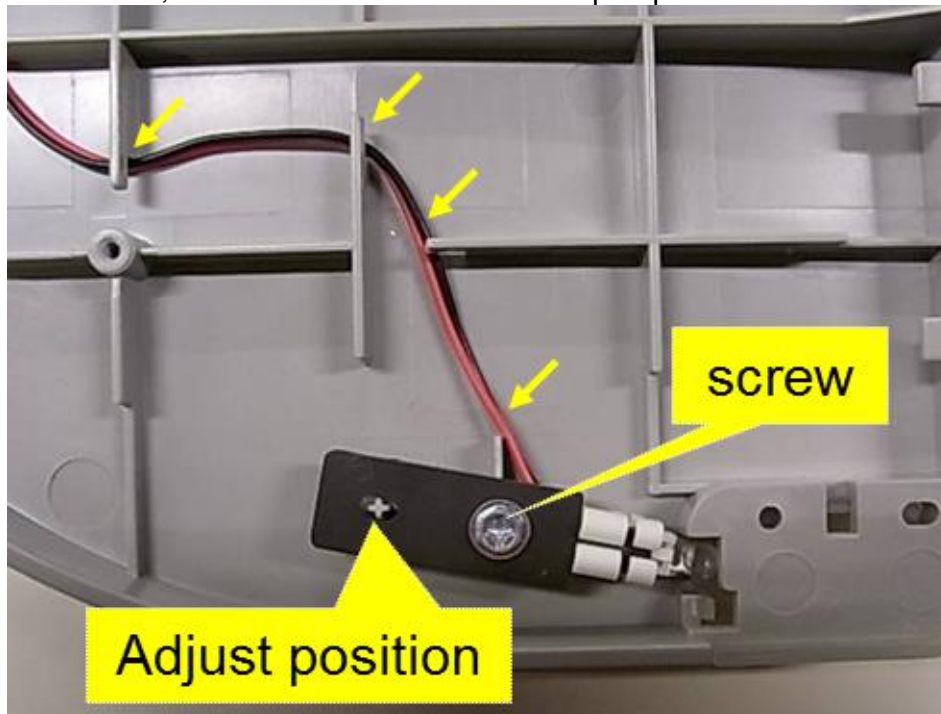
Reissued:24-Feb-14

Model: K-C4

Date: 13-Feb-14

No.: RD158030a

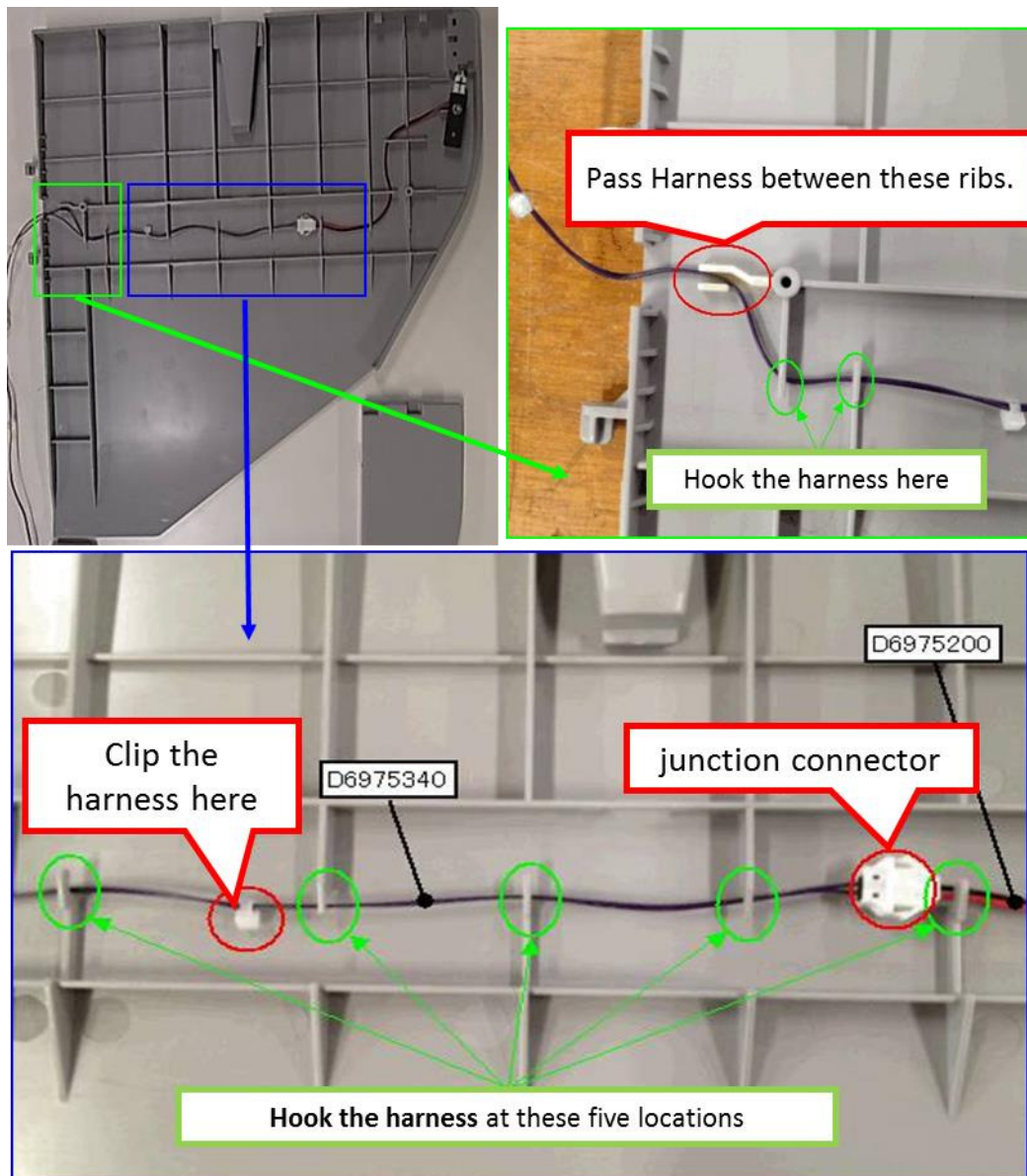
5. Adjust the position of the convex part of the LED lamp inside the elliptical hole in the bracket, and then secure the LED lamp in place with the screw.



Reissued:24-Feb-14

Model: K-C4	Date: 13-Feb-14	No.: RD158030a
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6. Re-route the harness as shown in the following photos.



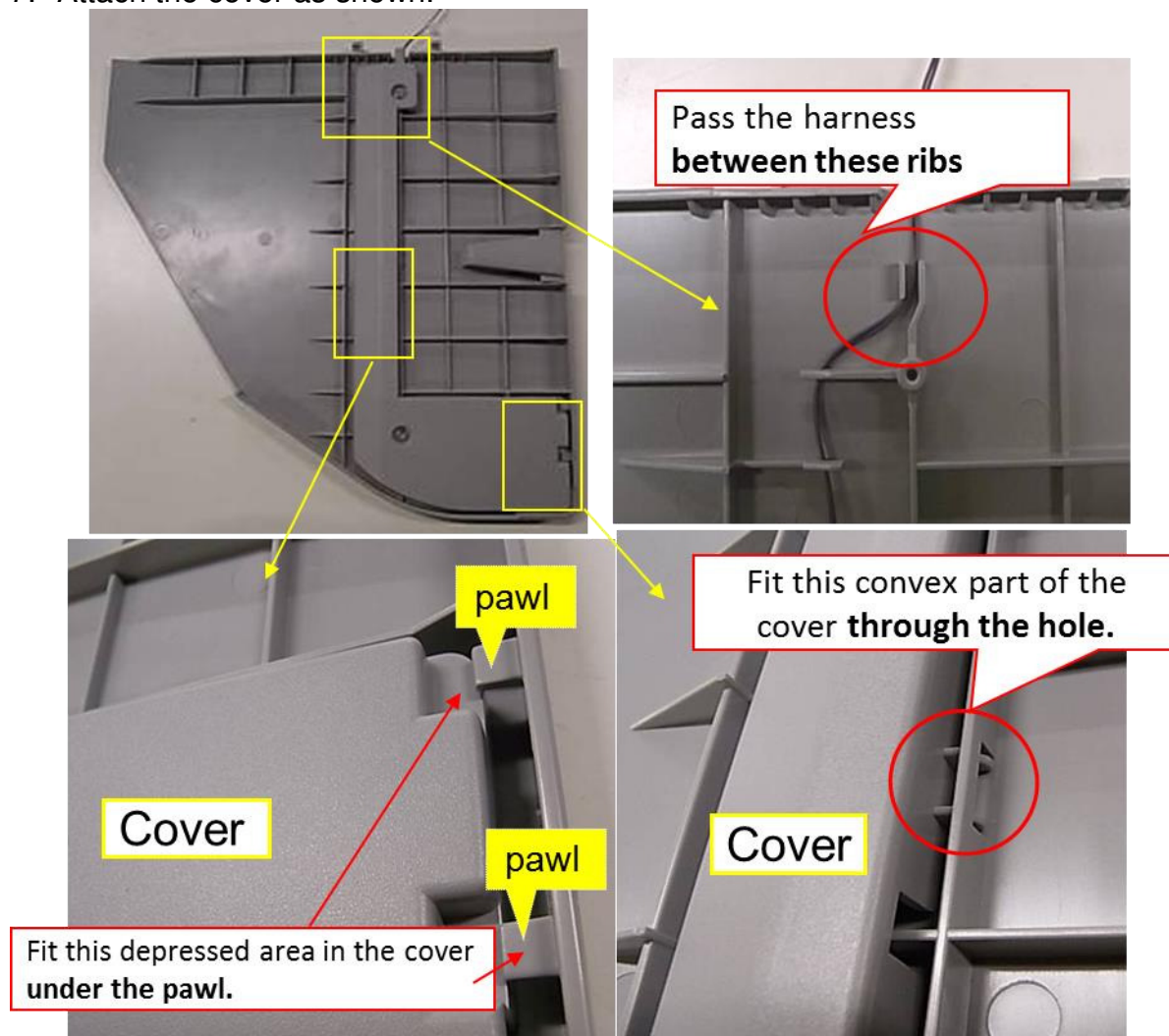
Reissued:24-Feb-14

Model: K-C4	Date: 13-Feb-14	No.: RD158030a
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INCORRECT:



7. Attach the cover as shown.



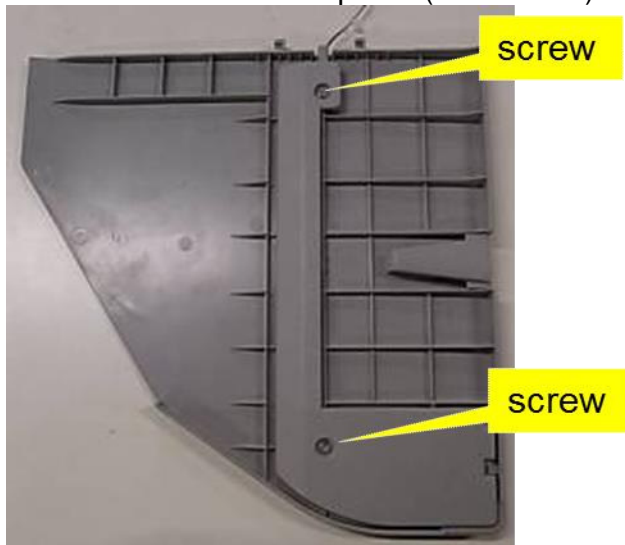
Reissued:24-Feb-14

Model: K-C4

Date: 13-Feb-14

No.: RD158030a

8. Secure the cover in place (screws x 2).



Model: K-C4		Date: 1-Oct-14	No.: RD158031
Subject: Parts Catalog Correction		Prepared by: Y.Kuwabara	
From: Improvement for reverse feeding in ARDF			
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 P/N	New P/N	Description	Q'ty	Int	Set	Page	Index	Note
D6844721	D6844722	ORIGINAL TABLE	1-1	X/X	O/O			
D6844676	D6844677	TOSHIN BAR SPRING:REVERSE	4-4	X/X	O/O			

Change:

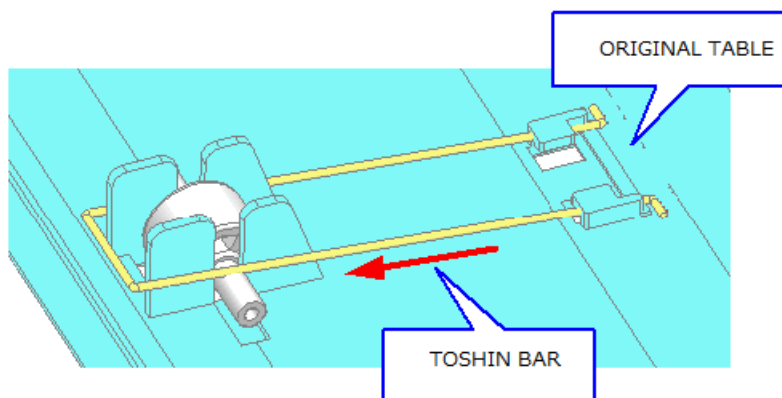
- 1) Added a fixed-position rib to the original table.
- 2) Lengthened the TOSHIN BAR.

Reason: To further improve ARDF reverse feed performance.

IMPORTANT:

To install, do the following.

1. Attach the TOSHIN BAR and pull in the direction of the red arrow.
2. Attach the rib to the original table.



Reissued:20-Oct-14

Model: Kir-C4	Date: 16-Oct-14	No.: RD158034a
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RTB Reissue

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

Subject: Poor paper alignment at paper exit		Prepared by: Y.Saitoh	
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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

Poor paper alignment at paper exit when feeding from the DF.

CAUSE

- Sometimes, the tray is not able to stop the paper in the target position.
- The combination of stiffness of the paper and external environmental conditions.

SOLUTION
In the field:

Attach a stopper and a Mylar (See **PROCEDURE** below).

Stopper

<i>Part number</i>	<i>Description</i>
<i>D6849502</i>	<i>UNIFORM UNIT:PAPER EXIT SUB-UNIT:ASS'Y</i>

Mylar

<i>Part number</i>	<i>Description</i>
<i>D6849501</i>	<i>SHEET:EXIT:UNIFORM:AUXILIARY</i>

Reissued:20-Oct-14

Model: Kir-C4

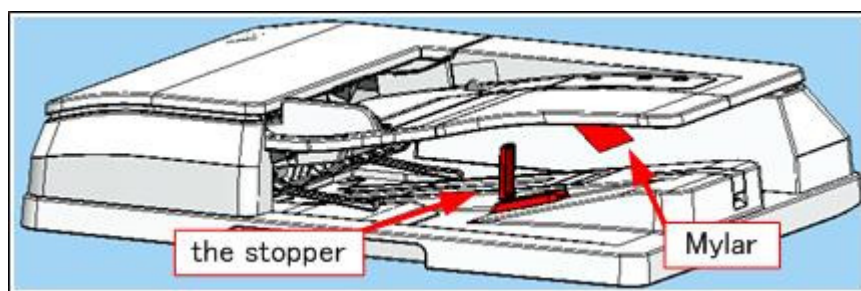
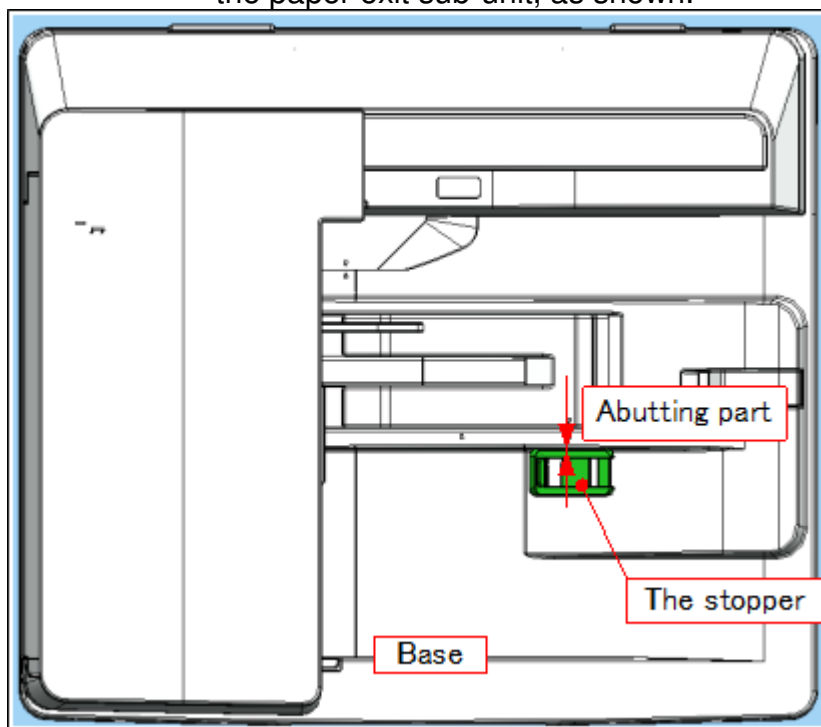
Date: 16-Oct-14

No.: RD158034a

PROCEDURE

1. Peel off the adhesive covering (paper) from the stopper.
2. Attach the stopper to the ramp as shown in the diagram.

Important: Make sure the long end of the stopper is flush against (touching) the side of the paper exit sub-unit, as shown.



Reissued:20-Oct-14

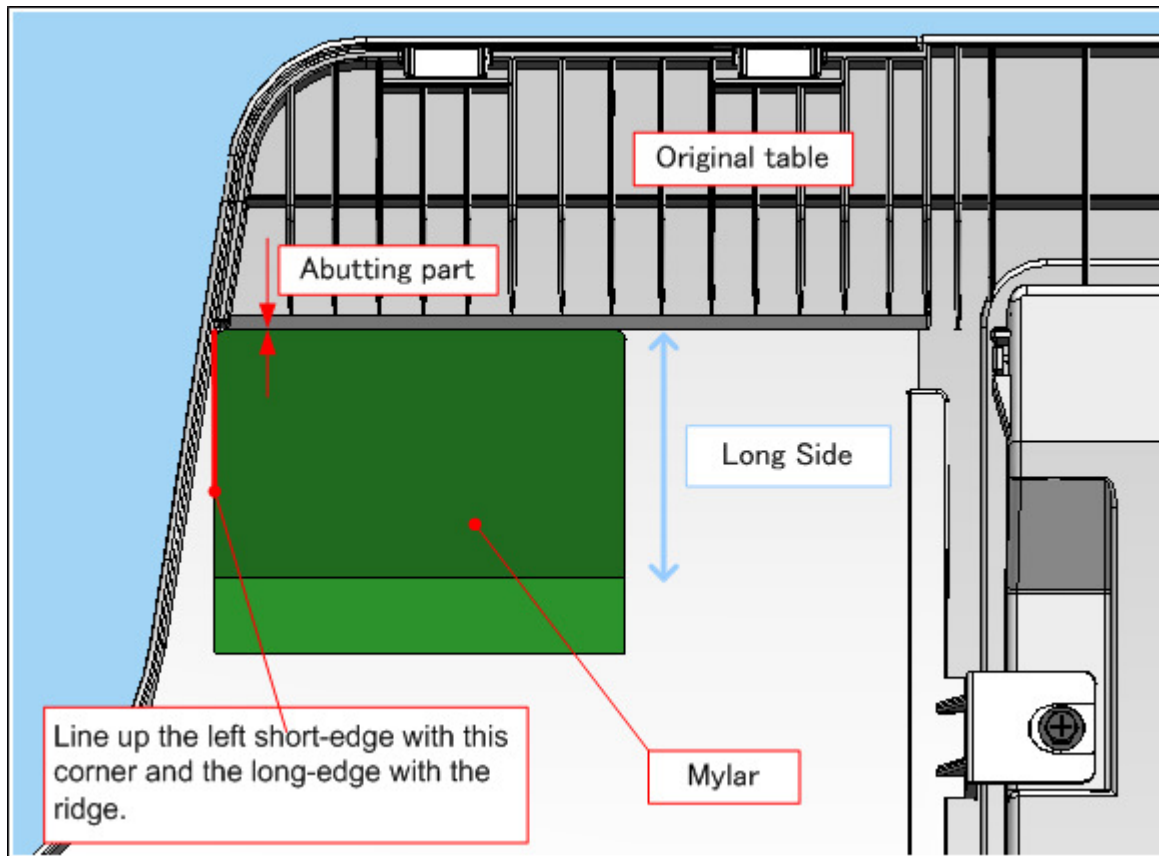
Model: Kir-C4

Date: 16-Oct-14

No.: RD158034a

3. Attach the Mylar as follows:

- Line up the left long-edge with the corner, and the ridge, as shown in the diagram below.



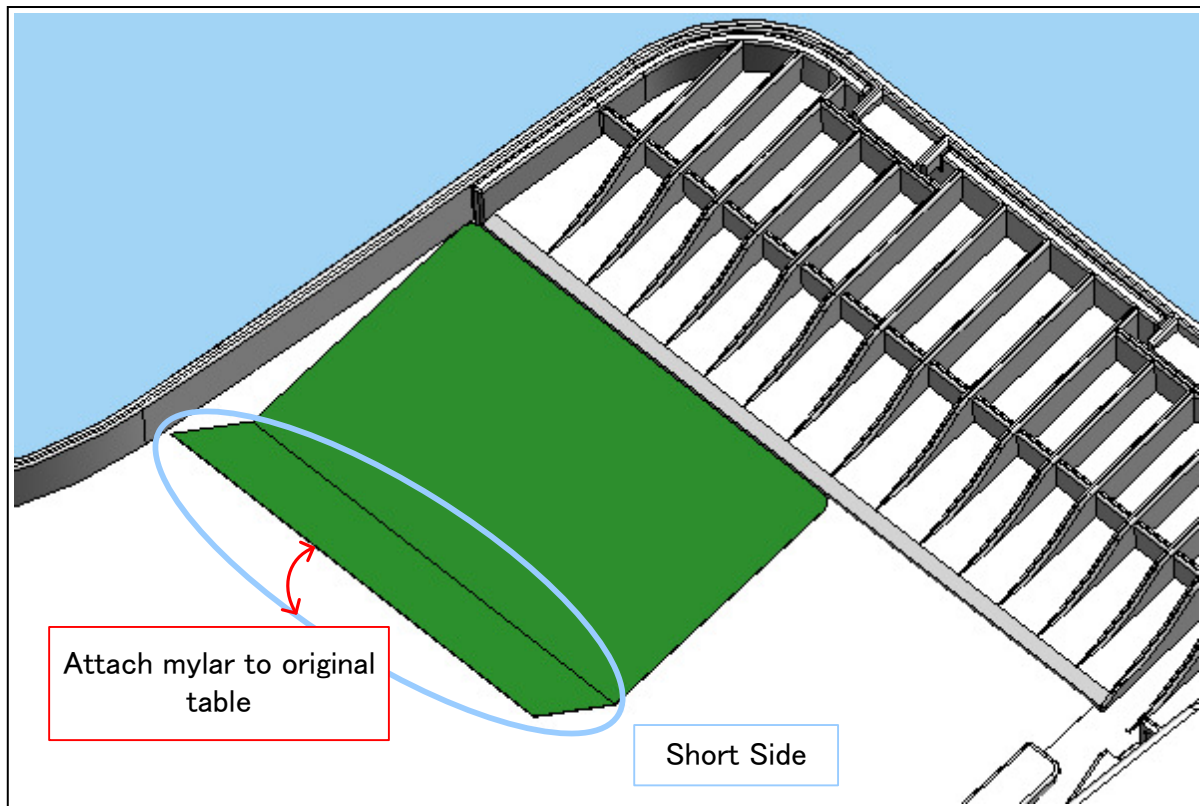
Reissued:20-Oct-14

Model: Kir-C4

Date: 16-Oct-14

No.: RD158034a

4. Peel off the adhesive covering (paper) from the **short side** of the Mylar.
5. Attach the short side to the original table, as shown.



Model: K-C4		Date: 13-Jun-13	No.: RD158025
Subject: CC-CERTIFIED IN 2013 Machine		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 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

Important Information on Installing the K-C4 as a CC-CERTIFIED Machine
compliant with IEEE Std. 2600.1™-2009

Do the following seven steps if you want to install the K-C4 as a CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009.

Note: Machines in production are CC-certified beginning in April 2013.

Important: If the customer requests maintenance on the machine, please perform the maintenance without accessing SP mode.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 7 - 9

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- Tell the customer to download the online documents (the information about the authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Manuals Provided with This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009".

See the following pages for Step 3 to Step 7.

Model: K-C4

Date: 13-Jun-13

No.: RD158025

3 Install Fax Option Type M1.

Installation Procedure for Fax Option Type M1

Install Fax Option Type M1.

For the detailed installation procedure, see "Fax Option Installation" in "1.Installation", Fax Option Type M1 Machine Code: D702 Field Service Manual.

4 Install Hard Disk Drive Option Type M1.

Installation Procedure for Hard Disk Drive Option Type M1

Install Hard Disk Drive Option Type M1.

For the detailed installation procedure, see "Hard Disk Drive Option (D158/D159 only)" in "2.Installation", Model K-C4/K-C4L Machine Code: D158/D159/D160/D161/D170 Field Service Manual.

5. Enable the HDD Encryption Unit.

Enabling the Encryption Settings

This must be specified by the machine administrator.

Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

Important

- The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.

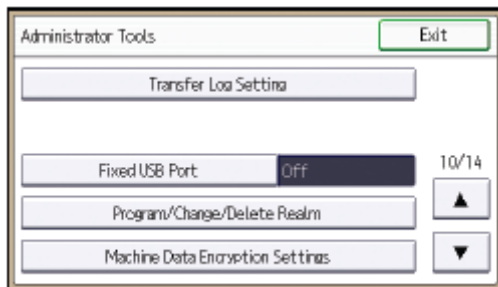
5.1 The machine administrator logs in from the control panel.

5.2 Press [System settings].

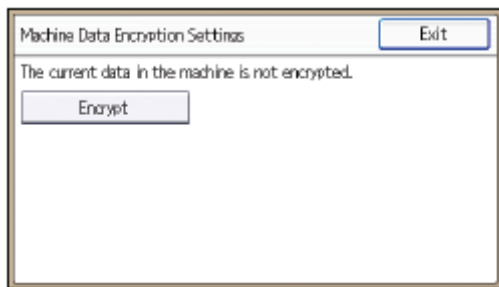
5.3 Press [Administrator Tools].

5.4 Press [Machine Data Encryption Settings].

If the setting to be specified does not appear, press [▼next].



5.5 Press [Encrypt].



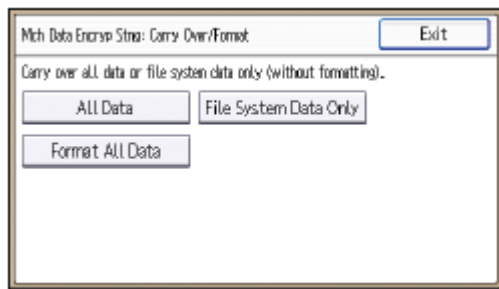
Model: K-C4

Date: 13-Jun-13

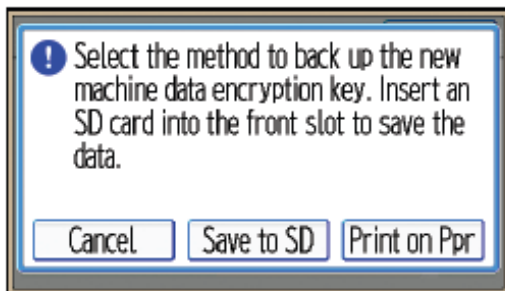
No.: RD158025

5.6 Select the [Format All Data] to reset all of the data.

Note: It takes about five minutes to complete this operation.



5.7 Press the [Print on Ppr].



5.8 Hand the customer the printout of the encryption key.

5.9 Press [OK].

5.10 Press [Exit].

5.11 Press [Exit].

5.12 Log out.

5.13 Turn off the main power switch, and then turn the main power switch back on.

Model: K-C4

Date: 13-Jun-13

No.: RD158025

6. Make sure that App2Me is NOT installed.

If the App2Me is installed, that machine will NOT be a CC-certified machine. In this case, turn off the machine main power, remove the VM card containing App2Me from slot 2, and then give the VM card to the customer.

7. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the same condition as when CC Certification was first attained (same as the April 2013 machines), install the exact versions shown in the table below.

- If the customer wants to install the machine as an equivalent of the April 2013 machines, install the versions shown in the table below or later.

If you are not sure which one the customer is requesting, contact your sales department.

Model: K-C4

Date: 13-Jun-13

No.: RD158025

Firmware versions with which the K-C4 first achieved CC-CERTIFICATION:
(April 2013)

Firmware Name:	Version:	Firmware Number:
System/Copy	1.01	D1585551C
Network Support	12.38	D1585563A
Fax	01.00.00	D1585556A
RemoteFax	01.00.00	D1585557A
NetworkDocBox	1.00	D1585564A
Web Support	1.00.2	D1585559A
Web Uapl	1.00	D1585560A
animation	1.00	D1585561A
Scanner	01.02	D1585558A
Printer	1.00	D7015701A
PCL	1.01	D7015706A
PCL Font	1.13	D6415758A
Data Erase Onb	1.03m	D3775913
GWFCU3.8-3(WW)	01.00.00	D7025580A
Engine	1.03:08	D1595500A
OpePanel	1.02	D1581491A

Ic Key and Ic Hdd versions with which the K-C4 first achieved CC-CERTIFICATION:
(April 2013)

Hardware:	Version:
Ic Key	01020714
Ic Hdd	3330

Model: K-C4

Date: 13-Jun-13

No.: RD158025

The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D159-7512 MP 2501SP
Read This First
- D159-7502 MP 2001SP/MP 2501SP
User Guide
- D159-7515 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D143-7348 Notes for Security Guide
- D702-8610 FAX OPTION TYPE M1
(Machine Code: D702)
INSTALLATION PROCEDURE
For Machine Code: D158 / D159 Copiers

CD-ROMs

- D159-7113 Manuals
MP 2001SP/MP 2501SP
A
- D159-7100 Printer/Scanner Drivers and Utilities
RICOH MP 2501SP LANIER MP 2501SP
SAVIN MP 2501SP

Online Documents

- D159-7578 Notes on Security Functions
- D159-7577 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

Model: K-C4

Date: 13-Jun-13

No.: RD158025

<For EU>

Paper Documents

- D159-7511 MP 2001SP/MP 2501SP
Read This First
- D159-7515 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT
- A232-8561A Safety Information
- D143-7348 Notes for Security Guide

CD-ROMs

- D159-7113 Manuals
MP 2001SP/MP 2501SP
A
- D159-7103 Printer/Scanner Drivers and Utilities
RICOH MP 2001SP/MP 2501SP MP 2001SP/2501SP
infotec MP 2001SP/MP 2501SP

Online Documents

- D159-7578 Notes on Security Functions
- D159-7577 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1TM-2009

Model: K-C4

Date: 13-Jun-13

No.: RD158025

<For Asia>

Paper Documents

- D159-7513 MP 2001SP/MP 2501SP
Read This First
- D159-7502 MP 2001SP/MP 2501SP
User Guide
- D159-7515 Notes for Users
- D645-7901 SOFTWARE LICENSE AGREEMENT
- D143-7348 Notes for Security Guide

CD-ROMs

- D159-7113 Manuals
MP 2001SP/MP 2501SP
A
- D159-7106 Printer/Scanner Drivers and Utilities
RICOH MP 2001SP/MP 2501SP Gestetner MP 2001SP/MP 2501SP
LANIER MP 2001SP/MP 2501SP

Online Documents

- D159-7578 Notes on Security Functions
- D159-7577 Notes for Administrators:
Using this Machine in a Network Environment
Compliant with IEEE Std. 2600.1™-2009

Reissued: 21-Jan-15

Model: MET-C1yz/MET-C1yz_SOP/MET-C1k/ MET-C1ab/MET-C1ab_SOP/AI-C2/K-C4/OR-C2	Date: 20-Nov-13	No.: RD177019b
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RTB Reissue

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

Subject: Firmware Release Note: Data Erase Onb		Prepared by: E. Hinata	
From: 1st 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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **Data Erase Onb**.

Version	Program No.	Effective Date	Availability of RFU
1.03m	D3775913	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
1.03m	1st Mass production Supported: Model MET-C1k <i>Supported: Model MET-C1ab, MET-C1ab_SOP, AI-C2, K-C4, OR-C2</i>

Reissued: 06-Feb-15

Model: MET-C1ab/ MET-C1cde/MET-C1yz/MET-C1yz_SOP/ Z-C2/Z-C2_SOP/ CH-C1 Office/OR-C2/Cor-C1/Cor-C1_SOP/K-C4 /Gim-MF1a/Gim-MF1b/Gim-MF1d/Gim-P1c/Gim-P1d/BR-C1/ Leo-C1/Leo-P1	Date: 13-Mar-14	No.: RD147059a
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RTB Reissue

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

Subject: Firmware Release Note: SD card for Fonts Type D		Prepared by: N. Yoshida	
From: 1st 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

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **SD card for Fonts Type D**.

Version	Program No.	Effective Date	Availability of RFU
0.00	M1095277	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
0.00	1st Mass production

Model: K-C4		Date: 1-Jul-15	No.: RD158035
Subject: Rear cover change (for the China model only)		Prepared by: Y.Suzuki	
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	Model code	Note
D1581257	D1581281	COVER:REAR:B:SECC	1 - 1	X/X	D158-	O/O as a set
D1585899	D1585895	COVER:COVER:REAR:SECC	1 - 1	X/X	21,25	
D1591257	D1591281	COVER:REAR:B:SECC	1 - 1	X/X	D159-	O/O as a set
D1585899	D1585895	COVER:COVER:REAR:SECC	1 - 1	X/X	21,25	

Change: The color of the rear cover was changed (for the China model only).

Reason: The material was changed.

Note: There is no difference in function between the old and new rear covers. The part number was changed for control purposes. Therefore, these parts do not have to be replaced as a set if the color difference is acceptable to the customer.



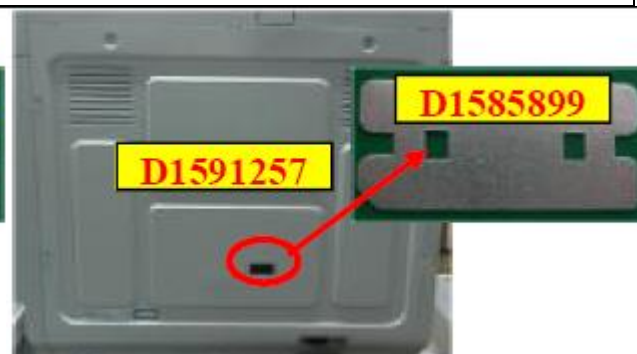
Model: K-C4

Date: 1-Jul-15

No.: RD158035

D158-21,25

D159-21,25


RAI (China) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Ricoh MP 2001SP	220/50	China	D158-21	E324M730001
Gestetner DSm1020SP	220/50	China	D158-25	E325M6XXXXXX
Ricoh MP 2501SP	220/50	China	D159-21	E334M430031
Gestetner DSm1025SP	220/50	China	D159-25	E335M6XXXXXX

Model: K-C4		Date: 13-Oct-15	No.: RD158036
Subject: Manual correction - Caution note on PSU replacement		Prepared by: Y.Suzuki	
From: 2nd MFP Tech Service Sec., MFP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" 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 checked="" type="checkbox"/> Tier 2

Please add the following caution in the field service manual in this section:

HTML version: Top Page > Main Chapters > Replacement and Adjustment > Electrical Components > PSU (Power Supply Unit)

PDF version: page 254

Parts number	Parts description	Product code
AZ230265	POWER SUPPLY UNIT:EU/AA/CHN:157W	D158, D159, D170
AZ230263	POWER SUPPLY UNIT:NA:157W	D158, D159, D170

Model: K-C4

Date: 13-Oct-15

No.: RD158036

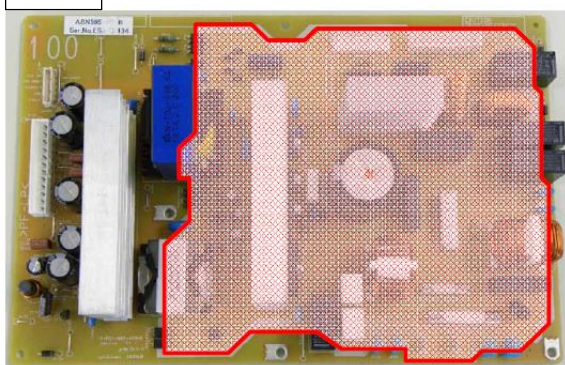
⚠ CAUTION:

NEVER touch the areas outlined in red in the photos below, to prevent electric shock caused by residual charge.

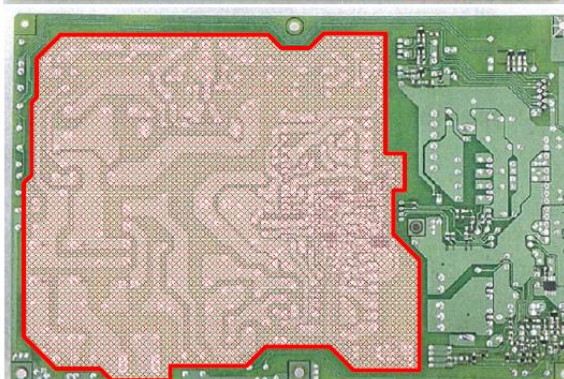
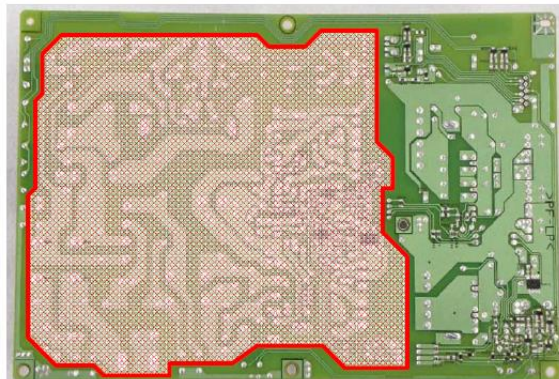
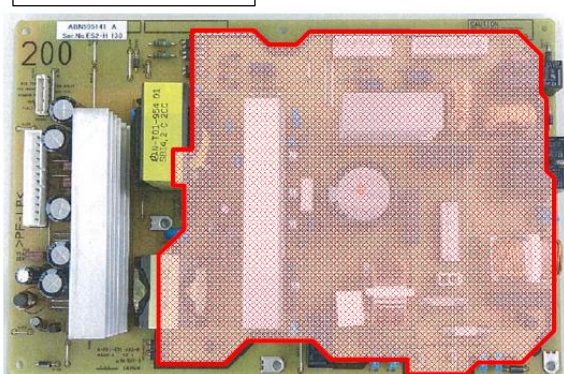
Residual charge of about 100V-400V remains in the AC circuits on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

The procedure to discharge residual charge from the machine by unplugging the power cord from the AC wall outlet and pressing the main power switch works only for the DC circuits on this board. Residual charge remains in the AC circuits.

NA



EU / AA / CHN



Model: K-C4		Date: 24-Nov-15	No.: RD158037
Subject: Request for mylar replacement when installing the Document Feeder DF2020		Prepared by: Y. Suzuki	
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 (Request at installation)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Request

When installing the Document Feeder (DF2020), replace the mylar originally attached to its exposure glass with the new mylar included as an accessory to the Document Feeder. Scan quality, especially at the trailing edge of the original, is better with the new mylar.

Replace the mylar for the following combination of the mainframe and DF2020:

- DF2020 manufactured **from** October 2015 and main unit manufactured **before** October 2015 production.

S/N information

Main unit	Document Feeder (DF2020)
Before October 2015 production	From October 2015 production
e.g.	
E32 <u>5</u> <u>f</u> <u>9</u> xxxxx, E32 <u>5</u> <u>f</u> <u>8</u> xxxxx, E33 <u>5</u> <u>f</u> <u>9</u> xxxxx, E33 <u>5</u> <u>f</u> <u>8</u> xxxxx,	E52 <u>5</u> <u>f</u> <u>A</u> xxxxx, E52 <u>5</u> <u>f</u> <u>B</u> xxxxx, E52 <u>5</u> <u>f</u> <u>C</u> xxxxx,

e.g. E32ymxxxxx

y: Rightmost digit of the year of production

m: Production month

Model: K-C4

Date: 24-Nov-15

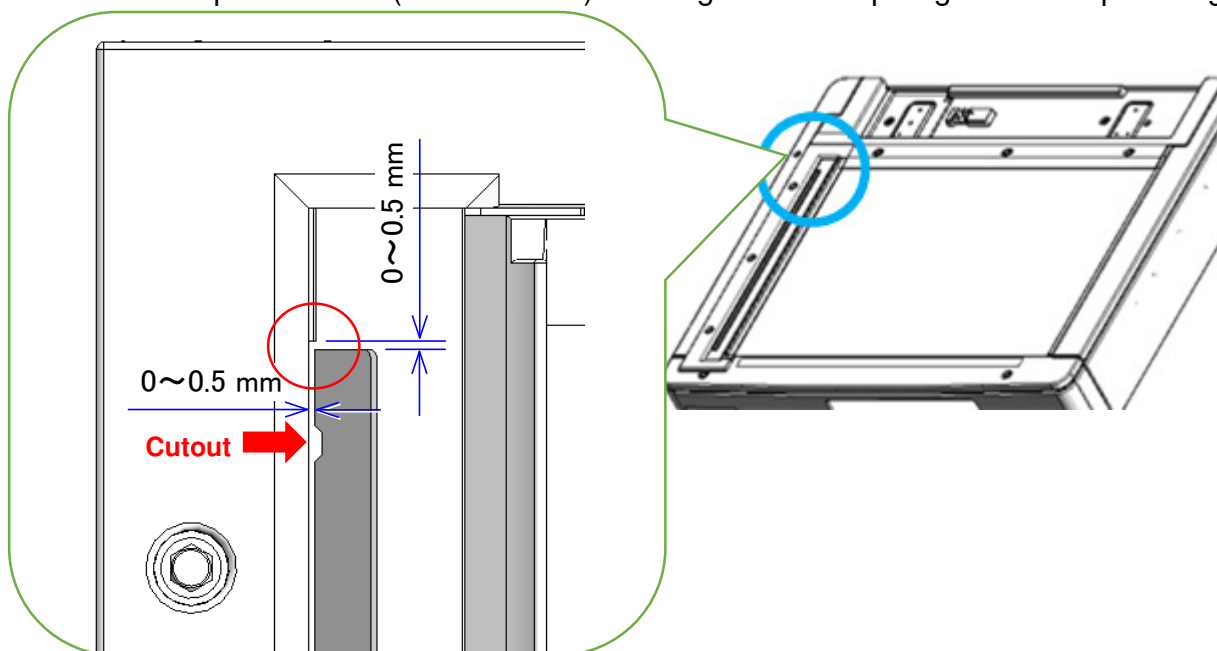
No.: RD158037

Mylar Replacement Procedure:

Note:

- If the mylar could not be attached properly, remove it and attach a new one at your next visit.
- Without the new mylar, feeding thick paper for more than 90K pages may cause jitter.

1. Remove the originally attached mylar from the document feeder exposure glass.
2. Wipe the document feeder exposure glass with cloth.
3. Attach the new mylar.
 - The cutout in the mylar faces the left.
 - Set the top left corner (circled in red) flush against the top edge of the exposure glass.



View from the side:



Part Information:

Part number	Description	Q'ty
D2411727	SHEET:GAP:ASS'Y	1

Reissued: 20-Jun-16

Model: K-C4	Date: 21-Dec-15	No.: RD158038a
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RTB Reissue

The Cut-In Serial Numbers information has been updated.

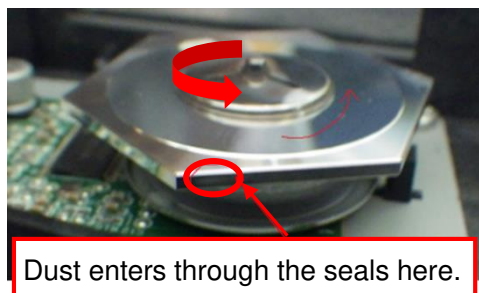
Subject: Modified polygon mirror housing to prevent blurry image and low image density		Prepared by: A.Ishida	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input 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

SYMPTOM

Blurred image, low image density

CAUSE

Dust enters the laser unit and adheres to the polygon mirror.



SOLUTION

The height of the seals covering the polygon mirrors was increased (from 3mm to 6mm) to prevent dust from the entering the housing.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D1581961	D1581900	OPTICAL HOUSING:ASS'Y	1	O/O	-	-	-

Reissued: 20-Jun-16

Model: K-C4	Date: 21-Dec-15	No.: RD158038a
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Cut-in Serial Numbers

The new optical housing ass'y has been applied at the factory from the following serial numbers.

Name	Destination	Product Code	Serial #
MP 2001SP	TWN	D15819	E325MC70001
	CHN	D15821	E325MC30001
	EU	D15827	E325MC20001
	KOR	D15828	E325MC80001
	AA	D15829	E326M350001
MP 2501SP	NA	D15917	E335MB10100
	TWN	D15919	E335MC70001
	CHN	D15921	E335MC30001
	EU	D15927	E335MB21048
	AA	D15929	E335MB10001
MP 2001L	CHN	D16021	E345MC30001
	CHN	D16025	E345MC10001
	AA	D16029	E346M150001
MP 2501L	CHN	D16121	E355MB30408
	CHN	D16125	E355MC10001
	AA	D16129	E355MB50213

Model: K-C4		Date: 10-Aug-17	No.: RD158039
Subject: Parts Catalog Correction: Stripper pawls		Prepared by: K. Moriizumi	
From: 1st 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 <input type="checkbox"/> Tier 0.5

Old part number	New part number	Description	Q'ty	Int	Note
-	D1584043	STRIPPER PAWLS:SUB-ASS'Y	1	-	
AE044090	AE044091	STRIPPER PAWLS	1	XX	A
AA066637	AA066642	COIL SPRING:STRIPPER PAWLS	1	XX	A
B0394168	D1584168	STOPPER:STRIPPER PAWLS	1	XX	A

Note:

A: Interchangeability of combination parts: O/O

The first time you replace any of these parts, you need to either replace all of the parts as a set at the same time, or install the new part (D1584043 Stripper Pawls sub-ass'y) instead.

Change/Reason:

To prevent noise from the stripper pawls.