# Technical Bulletin

#### **PAGE: 1/4**

Model: Bc-C1		Date: 06-Jul-15		15	No.:RD245001	
Subject: Cleaning points for preventive maintenance				Prepared	d by: H.M	Iorishima
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Troubleshooting	] Part info ] Electrica ] Transm ] Other (	ormat al it/rec	tion eive )	<ul> <li>Action</li> <li>Servio</li> <li>Retrol</li> <li>Tier 2</li> </ul>	n required ce manual revision fit information

### Service Manual Revision (Additional Information)

The area highlighted **in bold** were corrected or added.

### 2. Appendices: Preventive Maintenance (Appendices P.25)

Notice: Clean the following locations (indicated in orange) with dry cloth at PM visits.

Item	60K	120K	180K	EM	Note
Scanner					
Platen cover	C/I/L				Replace the platen sheet if necessary. Dry cloth or alcohol
Exposure glass	C/I/L				Dry cloth or alcohol
Toner shield glass	C/I/L				Dry cloth or optics cloth
PCU					
OPC drum	R				
Charge roller	R				
Cleaning brush	R				
Drum cleaning blade	R				
Pick-off pawls	R				
Developer	R				
Guide plate: Transfer: Upper	С				Refer to the following procedure #2
Entrance seal: Development	С				Refer to the following procedure #6
Blade: Cleaning	С				Refer to the following procedure #5

# Technical Bulletin

**PAGE: 2/4** 

Model: Bc-C1

Date: 06-Jul-15

No.:RD245001

Item	60K	120K	180K	EM	Note
Transfer					
Transfer rollers		R			
Discharge plate		R			
ID Sensor	C/I				Blower brush or dry cloth
Frame: Transfer	C/I				Refer to the following
					procedure #3
Fusing				•	
Hot roller	R				
Pressure roller		R			
Thermistors		R			
Hot roller stripper pawls	C/I	R			
Fusing entrance guide plate	C/I				
Bearing		C/I/L			
Paper path		ſ		1	
Feed roller		R		С	Damp cloth
Friction pad		R		С	Damp cloth
Paper end sensor				С	Damp cloth
By-pass pick-up roller				С	Damp cloth
By-pass separation roller				С	Damp cloth
By-pass friction pad				С	Damp cloth
By-pass paper end sensor				С	Damp cloth
Registration roller	С				Damp cloth
Registration sensor				С	Damp cloth
Guide plate: Dupley: Middle	C				Refer to the following
	0				procedure #1
Sheet: Exit: Duplex	С				Refer to the following
C. Sou Eve Eduar	•				procedure #4

# Technical Bulletin

**PAGE: 3/4** 

Model: Bc-C1

Date: 06-Jul-15

No.:RD245001

Item	60K	120K	180K	EM	Note
ADF					
					Replace parts every 30K
ADF friction pad				С	(original).
				Damp cloth	
					Replace parts every 45K
ADF pickup roller				С	(original).
					Damp cloth
					Replace parts every 45K
ADF leed foller				C	(original).
ADF feed roller torque				6	Down cloth
limiter				C	
Duplex					
Duplex transfer rollers				С	Damp cloth

1. Reverse guide plate

Effective for: Streaks, Stains on paper edges





2. PCDU paper contact surface

<u>Effective for:</u> Stains on paper edges, Paper dust accumulation Work carefully to avoid damages to the drum.



RICOH	Technical Bulleti	PAGE: 4/4	
Model: Bc-C1	Date: 0	16-Jul-15	No.:RD245001

3. Transfer guide plate (transfer roller side)

Effective for: Stains on paper edges, Streaks



4. Mylar attached to the upper tray



5. Around the PCU

Remove the drum to clean around the PCU.

Effective for: Stains on paper edges, Streaks



6. Entrance seal of the development unit



# Technical Bulletin

**PAGE: 1/3** 

Model:Bc-C1 Da			Dat	e: 06-Jul-15	No.: RD245002
Subject: Notes on handling of the PCDU			Prepared by: H	Morishima	
From: 2nd Tech	Service Sect., MFP/P Tech Ser	vice Dept.			
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	<ul> <li>Part info</li> <li>Electric</li> <li>Transm</li> <li>Other (</li> </ul>	ormat al it/rec	tion 🛛 Actio	on required vice manual revision ofit information 2

Notice: Points and cautions about handling of the PCDU (PCU and Development unit).





# Technical Bulletin

**PAGE: 2/3** 



3

Date: 06-Jul-15

No.: RD245002

# Fasten the face plate with screws. **DO NOT** press the top surface of the frame. Doing so may narrow the development gap.



Hold the area indicated with the dotted line when fastening the screw. Then, install the coupling.



**DO NOT** press the top surface.





Support the area indicated with the dotted lines when fastening the screw. **Never press the top surface.** 









- If the connector is disconnected, the machine will not boot and remain displaying "Warming Up."
- If the connector is connected but the machine will not boot with the message "Warming Up" displayed,
   → pins 1~3 are snapped.

654321

 If the connector is connected but the machine posts SC362 (Abnormal TD sensor output),
 → pins 4~6 are snapped.

# Technical Bulletin

#### **PAGE: 1/3**

Model: Bc-C1 Dat			e: 06-Jul-1	15	No.: RD245003	
Subject: Notes on installing the developer			Prepared	d by: H. N	Morishima	
From: 2nd Tech	Service Sect., MFP/P Tech Serv	vice Dept.				
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	Part info Electric Transm	ormat al it/rec	tion eive )	Action Servic Retrof Tier 2	n required se manual revision fit information

#### Notes on Installing the Developer

When removing the upper case of the development unit



Slightly bend the upper case upward to release the boss at the center of the unit.

Work carefully to prevent the gears from dropping after removing the upper cover.

### When putting back a removed development roller



Insert the development roller halfway into the case with the Dcut side facing up.



Attach the development roller gear to the D-cut and rotate the roller in the direction indicated with the arrow.

RICOH
Madala D. O.

# Technical Bulletin

Model: Bc-C1	Date: 06-Jul-15	No.: RD245003



Attach the adjuster to the D-cut.

When installing the developer



Slightly tilt the development unit as shown when installing the developer.



Insert the developer through the gap between the doctor blade and the lower case. Allow the overflowing developer to pour into the second auger. The amount of developer in the first and second augers should be even.

NOTE: Do not rotate the development roller while pouring in the developer as this will cause the developer to accumulate on the rib under the development roller and make the setting of the upper case difficult.



# Technical Bulletin

Model: Bc-C1

Date: 06-Jul-15

No.: RD245003

(6)

7



After setting the development roller and the case, rotate the roller and confirm that the developer is transported to the surface of the roller.



Photo showing the rear side of the unit

When combining the development roller case with the lower development unit case, set it straight into the boss (circled in red). Note that there is boss on both front and rear sides.

# Technical Bulletin

#### PAGE: 1/2

Model: Bc-C1		Date: 06-Jul-15		5	No.: RD245004	
Subject: Notes on connecting CN2 to the HVP board			Prepared	d by: H. N	Morishima	
From: 2nd Tech	Service Sect., MFP/P Tech Serv	vice Dept.				
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	Part info     Electrica     Transm     Other (	ormat al it/rec	tion eive )	Action	n required ce manual revision fit information

### SYMPTOM

The HVP circuit board physically breaks when connecting CN2.

## CAUSE

The connector is connected with excessive pressure.

## **PREVENTIVE MEASURE**

Slowly and gently connect the connector and release the pressure when the click sound is heard. Even if the click sound is not heard, DO NOT push in the connector any further.

As a general caution, DO NOT apply excessive pressure when connecting the connectors to the circuit boards.

# Technical Bulletin

Date: 06-Jul-15

No.: RD245004

## HVP circuit board



# Technical Bulletin

**Reissued: 14-Nov-16** 

Model: BC-C1

Date: 10-Jul-15

No.: RD245005c

#### **RTB Reissue**

The items in bold italics have been corrected or added.

Subject: Firmwa	re Release Note: GDI	Prepared by: A. Ishida	
From: 1st Tech S	ervice Sect., MFP/Printer Tech		
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	<ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other (Firmware)</li> </ul>	<ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> <li>Tier 2</li> </ul>

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

Version	Program No.	Effective Date	Availability of RFU
1.09	D2455503G	December 2016 production	Not available
1.08	D2455503F	June 2016 production	Not available
1.07	D2455503E	November 2015 production	Not available
1.06	D2455503D	September 2015 production	Not available
1.05	D2455503C	July 2015 production	Not available
1.04	D2455503B	May 2015 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				
1.09	Symptom Corrected: 1. If [DHCP] is set to "Active" and [DNS Method] to "Auto-Obtain (DHCP)," an extra character is added to the domain name.				
	Modification: 1. Default setting of PM parts replacement notice display The default setting of PM parts replacement notice was changed to not display, as this information should appear only when set by the CE.				
	2. Translation correction (China Only) Toner replacement => (Corrected to) PCDU replacement				
1.08	Specification Change:				
	1. Margin was increased to prevent unwanted lines that may appear when copied with the ID Card Copy function.				
	2. Sort function added for the copy mode.				
	3. The default orientation of the original in duplex jobs was changed to "Always specified."				
	<ul> <li>The default values of the following SP were changed for higher productivity in A4SEF jobs by preventing the hot roller from overheating.</li> <li>SP1-124-007 (75 =&gt; 50)</li> <li>SP1-124-008 (50 =&gt; 10)</li> </ul>				
	Note: For example, if the job consists of 40 pages in A4SEF or FS (Legal size),				

## Reissued: 14-Nov-16

Model: BC-C1 Date: 10-Jul-15 No.: RD24		No.: RD245005c				
Version	Modified Points or	r Symptom Corrected				
	copying stops for a while (at around the 1	4th page) and then res	umes.			
1.07	Specification Change: Reading range of the ID Card Copy was	Specification Change: Reading range of the ID Card Copy was extended for improved performance.				
1.06	Symptom corrected: - Jam may occur in duplex printing, if the paper is smaller than the image.					
1.05	Symptom corrected: A Scan Forwarding job cannot be cancelled with the [Stop] key if the original is being scanned on the exposure glass. The LCD backlight does not turn on when the toner bottle is replaced.					
1.04	<ol> <li>Symptom corrected:</li> <li>"R &amp; Dup U Cvr" or "R&amp;T2R&amp;T3R Cvoccurs.</li> <li>A Copy job where the original is scar competed using the "#" key following</li> <li>3. The machine freezes if the [Stop] the original is scanned on the exposit</li> </ol>	vr" may be displayed wh nned on the exposure gl a Folder Print job. key is pressed during a ure glass.	ien a paper jam lass cannot be Copy job where			

# Technical Bulletin

Model: BC-C1			Date: 03-Dec-15			No.:RD245006
Subject: Modified polygon mirror housing to prevent blurred image and low image density					d by: A.Is	hida
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Classification:       Image: Troubleshooting       Image: Part in the part in		ormat al it/rec	tion eive )	<ul> <li>Action</li> <li>Servic</li> <li>Retrof</li> <li>Tier 2</li> </ul>	n required ce manual revision fit information

### **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
D2451961	D2451900	OPTICAL HOUSING:ASS'Y	1	O/O	-	-	-

Model: BC-C1

Date: 03-Dec-15

No.:RD245006

## **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 2014	LA	D245-17	G605MC40001~
	CHN	D245-21	G605MB12001~
	CHN	D245-25	G605MC20001~
	EU	D245-27	G605MC30001~
	AA	D245-29	G605MB50361~
MP 2014D	CHN	D246-21	G635MB10226~
	CHN	D246-25	G636M120001~
	EU	D246-27	G635MB30811~
	AA	D246-29	G635MB40501~
MP 2014AD	LA	D247-17	G615MC10001~
	CHN	D247-21	G615MB20001~
	CHN	D247-25	G615MB30001~
	EU	D247-27	G615MB40111~
	AA	D247-29	G615MC50001~

# Technical Bulletin

#### Reissued: 8-Jan-16

Model: BC-C1

Date: 7-Dec-15 N

No.: RD245007a

#### RTB Reissue

Descriptions in **bold** were corrected or added.

Struck-through descriptions in red were deleted.

Subject: Service	Manual Correction – Develope	Prepared by: H.Morishima			
From: 2nd Tech S	Service Sect., MFP/P Tech Ser				
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	<ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/rec</li> <li>Other (</li> </ul>	tion Action required Service manual revision eive Retrofit information ) Tier 2		

### **Service Manual Revision**

## 2. INSTALLATION – developer (pg. 33-36)

The following diagrams show the structure of the development roller case. Note: Pay attention to hooking of bosses when removing the upper case [A].



# Technical Bulletin

Reissued: 8-Jan-16

Model: BC-C1

Date: 7-Dec-15 No.: RD245007a

13. Separate the PCDU [A] into the upper and the lower parts.



d245z0012

14. Put a sheet of paper on a level surface and place the development unit on it. Note: This prevents foreign material from getting on the sleeve rollers.

15. Remove the upper case [A] of the development unit.



d245k0180

#### Note:

- ① Slightly bend the upper case towards the development roller side (Direction ① shown in the following picture) and release the center boss.
- ② To remove the upper case, hold the edges of the case as shown and lift up the case. This will release the bosses on both ends of the case.
- ③ Side the floating upper case towards the back side (gear side) and remove the upper case.

# **T**echnical **B**ulletin

#### **PAGE: 3/4**

#### **Reissued: 8-Jan-16**





- 16. Distribute a pack of developer to all openings [A] equally.
- Note: Do not spill the developer on the gears [B]. If you have spilled it, remove the developer by using a magnet or magnetized screwdriver. Be sure to pour in all the developer from the pack.
- 17. Set the coupling [A] back on the shaft.
- 18. Turn the coupling in the direction of the arrow.
- 19. Rotate the gears to spread the developer.

Note: If the developer has spilled at the center of the lower frame, remove the developer by using a magnet or magnetized screwdriver.



# Technical Bulletin

Reissued: 8-Jan-16

Model: BC-C1

Date: 7-Dec-15

No.: RD245007a

20. Reassemble the PCDU and install it in the machine.

Note: Confirm proper engagement of the gears.



# Technical Bulletin

#### **PAGE: 1/1**

Model: Bc-C1 Da			Date: 1-Feb-16		6	No.: RD245008
Subject: Important Notes on Replacing the EEPROM					by: H. N	Morishima
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	□ Troubleshooting       [         □ Mechanical       [         □ Paper path       [         □ Product Safety       [	Part info Electrica Transm Other (	ormat al it/rec	tion eive )	Action C Servic Retrof Tier 2	n required ce manual revision fit information

## **IMPORTANT NOTES:**

RICOH

When replace with a new EEPROM, manually retrieve the original values including following 3 items by referring to the SMC sheet stored inside the front door of the machine.

- Language setting in UP (default: English)
- Model type (SP5-882-001)
   "0": MP2014
   "1": MP2014D
   "2": MP2014AD
- Serial No. Setting (SP5-811-001)



Otherwise, one or more of the following symptoms may be observed after replacing the EEPROM:

- The ADF does not work.
- The duplex unit does not work.
- Language setting switches to English.

# Technical Bulletin

Model: BC-C1			Date: 19-Feb-16			No.: RD245009	
Subject: Troubleshooting information				Prepared by: K.Yamamoto			
From: 1st Tech Service Sect., MFP/P Tech Service Dept.							
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	Part info Electric Transm	ormat al it/rec	tion eive )	Action     Servic     Retrol     Tier 2	n required ce manual revision fit information	

## **TROUBLESHOOTING RTB**

This RTB is a compilation of troubleshooting information put together based on the Bc-C1 Field Test.

## **Duplex copy - Direction of original rotation** Symptom:

The default setting for the direction of turning the original is different from other Ricoh models. As a result, the rear side of the paper will be oriented in the opposite direction.

## Solution:

Change the default setting.

## **Procedure:**

- 1. Select "Copier features" => "Orientation" => "Always Specify".
- 2. Select "1S -> 2S (No Comb)".
- 3. Select "Portrait: T To T".

■Copier Features 4/4	Orientation Always Specif Do not Specif	y y	<u> ♦ (OK)</u>
	*Result of dire	ction for	r LEF
18->28(NoComb) 1/2 © K	Portrait	T to T	RR
Portrait: T to T	Portrait	T to B	RR
Portrait: T to B	Landscape	T to T	R
Landscape: I to I	Landscape	T to B	R

**Note:** The default setting is scheduled to be changed from May 2016 production. Change: For duplex print jobs, "Always Specified" is the default setting.

Date: 19-Feb-16

No.: RD245009

PAGE: 2/17

# No electrical sort function for platen mode

## Symptom:

Electrical sort cannot be used with platen mode (but it can with all other modes).

	2014/2014D	2014AD	2001
Copy(Platen)	×	×	0
Copy(ARDF)	—	0	0
Print	0	0	0

	2014/2014D	2014AD	2001
Copy(Platen)	0	0	0
Copy(ARDF)	_	0	0
Print	0	0	0

#### Note:

Electrical sort will be added for platen mode from May 2016 production.

Date: 19-Feb-16

No.: RD245009

# Image problem due to dust in optical unit

## Symptom:

Dirty image.

Dust gets into the optical unit, and as a result, the polygon mirror becomes dim.

**Note:** This symptom was reported on the MP1610/MP2000, but not on the MP2014. However, the same unit is used on these models.

## Solution:

Clean the polygon mirror.

Note: The unit was modified to prevent dust from entering the housing.

Old part number	New part number	Description	Q' ty	Int	Page	Index	Note
D2451961	D2451900	OPTICAL HOUSING:ASS'Y	1	X/O	-	-	-





Date: 19-Feb-16

No.: RD245009

## Serial number missing after installing DDST unit

### Symptom:

Machine data (serial number, counter values, other) and SP adjustment values are cleared. As a result, jams, image shift, and other issues may occur.

### Solution:

When installing the DDST unit or replacing the MPU board, install the EEPROM from original board on the new MPU board (DDST/service part).

Note: The EEPROM on the new MPU board is not needed.



Note: The following changes will be applied from March 2016 production:

- 1. A notification sheet is included with the DDST option/service part.
- 2. The EEPROM will not be included with the board.

T	echnical	<b>B</b> ulletin
	oonnou	

Date: 19-Feb-16

No.: RD245009

## Instructions for after replacing the EEPROM

After replacing the EEPROM, machine data (serial number, counter values, other) and SP adjustment values are cleared. As a result, jams, image shift, and other issues may occur. Therefore, the original values need be restored manually.

### Instructions for after replacing the EEPROM:

1. Set the language in UP mode (default: English).

2. Set the machine type in SP5-882-001.

"0": MP2014

"1": MP2014D

"2": MP2014AD

3. Set the serial number in SP5-811-001.

4. Set all the original values (only required values) printed on the SMC sheet, which is located on the inside of the front door.





Date: 19-Feb-16

No.: RD245009

## Long warm-up time

### Symptom:

Warm-up time is long (up to a maximum of 33sec).

## Solution:

Set Energy Saver mode to "Energy Saver Mode 1".

⊟Admin. Tools 2/3¢ OK	EnergySaverMode	🗢 (OK)
Energy Saver Mode	EnergySaverMode 1	
Language	EnergySaverMode 2	
Reset Settings		

#### Differences in power consumption depending on the mode

	)MUT M()	Device Behaviors		
	WUT Max.(sec)	Engine(Fusing Unit)	Scanner	FAN
EnergySaveMode1	10	Low Power	Standby	Half
EnergySaveMode2	33	Sleep	Sleep	Sotp

Note: Mode 1 requires more energy consumption than Mode 2.

# Edges of cards not printed (ID card copy function)

## Symptom:

The edge line of cards does not print since the function protect to print the shadow of scanner edge as well as the edge of card is also eliminated together.

## Solution:

The setting of card size is changed to bigger (user mode setting) and place the card on the scanner away from the scanner edge.

Default setting of reading size of card after modification: 63mm x 95mm

RICOH	Technical B	ulletin	PAGE: 7/17
Model: BC-C1		Date: 19-Feb-16	No.: RD245009

### Procedure of default setting change:

- 1. Select "Copier Feature" => "ID Card Copy".
- 2. Select "ID Card Size" and change the scan size.



**Note:** The firmware was modified to change the size of scanner (Bigger) to print the edge of card scan from January 2016 production.

Change:

- Default setting of scanner size
- Scale of scanner (guide of card position on scanner)



Date: 19-Feb-16

No.: RD245009

## Copying stops due to poor power environment (low voltage)

### Symptom:

Copying stops for a while when low voltage is detected. Due to this, many users suspect that there is a problem with the machine. On previous Ricoh machines, an SC would be displayed and the machine would stop completely.

### **Request:**

This is a new function and it is an improved specification so explain the benefit to the user.

#### **Specifications:**

Timing of low voltage detection:

- At start-up
- When a print job is received

Machine behavior after low voltage is detected:

- Warm-up time is longer (machine works up until fusing unit is hot enough to start printing).

- The paper interval is longer



Date: 19-Feb-16

No.: RD245009

## Copying stops (after a few prints)

### Symptom:

Copying stops for a short while when printing onto A4SEF and legal sized paper, so that the hot roller does not become too hot. The edges of the hot roller become very hot, as A4 SEF sheets do not contact these areas during fusing.



### Solution:

Change the paper feed direction to LEF. This will cause the paper to contact the entire roller surface and prevent overheating of the edges.

Note: An alert message for when the machine stops may be added.



Date: 19-Feb-16

No.: RD245009

# Developer lost due to transport issue

### Symptom:

The developer, which should be in the box of the machine, is not in the box.

### Cause:

If the quality of the shipping is bad, the box will deform or slide on the pallet. As a result, the developer may drop out from the box.

Note: The following changes were made from August production:

- The box is made stronger (material change).
- The position of the developer in the box was changed.
- The tape band is attached in a tighter cross, so that the box will not slide.



RICOH	Teo

echnical **B**ulletin

Model: BC-C1

Date: 19-Feb-16

No.: RD245009

# Issues at installation (1): Cover of development unit broken

## Symptom

The hook of the development unit cover breaks easily during installation.



#### Procedure to remove upper frame:

Hold the edges of the case as shown and lift up the frame. This will release the bosses on both ends of the case.



#### Note:

- A detailed installation manual will be included with the machine from May 2016 production.
- RTB #RD245007 has been issued for this issue.



Date: 19-Feb-16

No.: RD245009

# Issues at installation (2): Development drive gear broken

## Symptom:

Development drive gear breaks a few prints after installation.

## Cause:

Gear is removed from the unit accidentally, preventing the other gears from transmitting rotation. As a result, these other gears cannot rotate when the development drive gear tries to transmit the force, and will break.

### Solution:

At developer installation, be careful when removing the cover so that the gear will not be lost.

#### Note:

- A detailed installation manual will be included with the machine from May 2016 production.
- RTB #RD245007 has been issued for this issue.

#### For future products:

The gears will be modified with the addition of a guard and stopper to prevent the gears from coming loose.







# Technical Bulletin

PAGE: 13/17

Date: 19-Feb-16

No.: RD245009

## Feeler of the paper end sensor breaks

### Symptom:

The feeler for the paper end sensor breaks when the tray is opened and closed with force.

## Cause:

The gap with the tray is too narrow for the feeler to pass through, causing the feeler to hit the tray when the tray is opened or closed.

## Solution:

Change the rear side fence with P/N D2452562, which provides a wider gap.

**Note:** This change was applied from July 2015 production.









# Technical Bulletin

Date: 19-Feb-16

PAGE: 14/17 No.: RD245009

# Light image at the trailing edge

## Symptom:

The trailing edge of the printed image is light.

### Cause:

The gap with the doctor roller is too wide, as the screw is not fully tightened.

**IMPORTANT:** Do not untighten the screw for the doctor roller.

## Solution:

Replace the PCDU (adjustment cannot be performed in the field).

**Note:** The screws will be paint-locked on the production line (beginning from February 2016 production) to ensure they do not come loose.





Date: 19-Feb-16

No.: RD245009

## Multi-original scan to one file

## Symptom:

Multi-page originals need to be scanned once and bound to one file.

## Procedure:

- 1. Select "Limitless Scan" and set this to "On". This enables Multi-scan.
- 2. Select "File Type" and set this to "Multi-page". This will allow multi-pages to be bound into one file.

Note: This procedure is for "Push Scan", not for "Pull Scan". The DDST option is needed.


PAGE: 16/17

Model: BC-C1

**RICOH** 

Date: 19-Feb-16

No.: RD245009

## Improve Jam occurrence rate from MP2001L

### Improvement 1: (Jam at fusing unit)

- a) The location of the separation pawl and angle of paper contact were changed.
- => Improves paper flow
- => Prevents the pawls from coming loose
- b) The nip position at fusing was changed
  - => The paper is fed straight forward to the fusing unit.



### Improvement 2: (Jam at paper feed table)

The location of the paper feed roller was changed.

=> Paper can be more easily loaded, reducing paper loading errors.





Model: BC-C1

**RICOH** 

Date: 19-Feb-16

No.: RD245009

### Improvement 3: (Paper feed pass for bypass tray)

The paper feed route was improved, decreasing the load on the paper feed system.

MP2014: 52~216g/mm

MP2001L: 52~162g/mm



## Items to explain to users:

#### 1. No paper/original size detection

This model is not capable of paper or original size detection. Therefore, the image will not be rotated automatically. As a result, the printed image may not turn out as the user intended.

**Important:** The paper and originals must be loaded in the correct direction.

#### 2. Image skew – incorrect loading of the original

The print image is skewed, as the side fence of the ADF is not firmly set in place.

**Important:** Make sure to set the side fence of the ADF firmly when loading originals.

**Note:** As an added solution, the width of the pick-up roller will be increased from April 2016 production.

# Technical Bulletin

#### **PAGE: 1/1**

Model: Bc-C1 Da			Dat	e: 1-Mar-16 No.: RD245010		
Subject: Troubleshooting Skewed Copies from the ADF			Prepare	d by: H. N	Morishima	
From: 2nd Tech	Service Sect., MFP/P Tech Serv	ice Dept.				
Classification:	<ul> <li>☑ Troubleshooting</li> <li>☐ Mechanical</li> <li>☐ Paper path</li> <li>☐ Product Safety</li> </ul>	Part info Electric Transm	ormat al it/rec	tion eive )	Action Servic Retrof Tier 2	n required se manual revision fit information

### SYMPTOM

Image skews when copied from the ADF.

### CAUSE

Rattling occurs between the side fences and the original table.

### SOLUTION

Replace the side fences with the modified side fences below. Make sure to change these fences together as a set.

Old P/N	New P/N	Description	Int	Q'ty
D3B63105	D3B63107	SIDE FENCE: INNER BACK	X/O	1
D3B63106	D3B63108	SIDE FENCE: FRONT	X/O	1

#### PROCEDURE

1. Lift up the original table and remove this screw.



NOTE: The illustration shows the original table removed, but it does not have to be removed. Simply lift it up.

Model: Bc-C1

Date: 1-Mar-16

No.: RD245010

2. Open the ADF cover and remove the front cover. (screw x2)

NOTE: The illustration shows the ADF cover removed, but it does not have to be removed. Simply open it.



Slide the front cover to the left and pull to remove.



Model: Bc-C1

Date: 1-Mar-16

No.: RD245010

3. Open the ADF and release the 5 hooks.



4. Close the ADF and slide the rear cover to the rear to remove.





Model: Bc-C1

Date: 1-Mar-16

No.: RD245010

5. Remove this retaining ring.





# Technical Bulletin

Model: Bc-C1

Date: 1-Mar-16

No.: RD245010

6. Remove the original table from the machine, and then remove the following 10 screws fastened behind the original table.



7. Remove "D2163104: COVER:ORIGINAL TABLE" and "D2163125: PLATE:SPRING PLATE".



R	ICO	Η

Model: Bc-C1

Date: 1-Mar-16 No.: 1

No.: RD245010

8. Pinch the snap fits to remove the rack (p/n: D1492667) from the original table. Do the same on both front and rear sides.



9. Install the new side fences (p/n: D3B63107 and p/n: D3B63108) on the original table.









11. Install the gear (p/n: D1492666).



RICOH	Technical B	<b>PAGE: 8/8</b>	
Model: Bc-C1		Date: 1-Mar-16	No.: RD245010

12. Do Steps 1 through 7 in reverse order.

#### IMPORTANT

- Make sure the hooks (x5) released in Step 3 are attached properly.
- Most importantly, set the originals correctly on the ADF to avoid skew. (Set the leading edge of the original flush against the entrance of the ADF. The side fences of the ADF should be supporting the original firmly.)

# Technical Bulletin

#### **PAGE: 1/1**

Model: Bc-C1			Dat	te: 17-Mar	-16	No.: RD245011
Subject: Specified ID Card size is cleared after powering off/on			Prepare	d by: K. N	lakano	
From: Group 1. F	ield Quality Management Dept.					
Classification:	☐ Troubleshooting       [         ☐ Mechanical       [         ☐ Paper path       [         ☐ Product Safety       [	<ul> <li>Part info</li> <li>Electrica</li> <li>Transmi</li> <li>Other (</li> </ul>	ormat al t/rec	tion eive )	<ul> <li>Action</li> <li>Service</li> <li>Retrofi</li> <li>Tier 2</li> </ul>	required e manual revision it information

### **SYMPTOM**

The card size for ID Card Copy (manually entered by the user) returns to default after the main power is turned OFF/ON.

### SOLUTION

Set the ID card size as shown below to save the size even after the machine is powered OFF/ON.

- 1. Access the Main Menu on the operation panel screen ([6] in the diagram below).
- 2. Press the right arrow key (" >> ") once.
- 3. Press the down arrow key ("  $\nabla$  ") until [ID Card Copy] is displayed.
- 4. Select [ID Card Copy], and then select [IC Card Size].
- 5. Enter the required size.



# Technical Bulletin

#### **PAGE: 1/1**

Model: Bc-C1 Dat			e: 1-Apr-16	No.: RD245012	
Subject: Part Change Information (Upper hinge shaft)			Prepared by: H	Morishima	
From: 2nd Tech	Service Sect., MFP/P Tech Servi	ce Dept.			
Classification:	Troubleshooting       Image: Comparison of the second	<ul> <li>Part info</li> <li>Electrica</li> <li>Transm</li> <li>Other (</li> </ul>	ormat al it/rec	ion Actio	on required vice manual revision ofit information 2

**Change:** The shape of the upper hinge shaft of the right door was changed. (See below.) **Reason:** To reduce manufacturing cost.

Old P/N	New P/N	Description		Int	Note
D2464624	D2464625	SHAFT:HINGE:UPPER	1	X/X	
08050103	-	RETAINING RINGS-E:SILENCER:DIA3	1	-	0/0
-	07200030	RETAINING RING - M3	2	-	as a set
-	B2232911	SPACER	1	-	a 301

Important: Interchangeability is O/O as a set



# Technical Bulletin

#### **PAGE: 1/4**

Model: BC-C1 Da			Dat	te: 11-Oct-16 No.: RD24501		
Subject: Service Manual Correction – Developer installation			Prepared by: A	A. Ishida		
From: 1st Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	] Part info ] Electric ] Transm ] Other (	ormat al it/rec	tion Ac Se eive Re ) Tie	ion required rvice manual revision trofit information r 2	

### **Service Manual Revision**

Descriptions in **bold** were corrected or added.

Struck-through descriptions in red were deleted.

### 4. Replacement and Adjustment – PCDU – Developer (pg. 99-100)

- 1. PCDU (Page.94)
- 2. To let the toner fall to the development unit, gently tap about eight different spots on the top of the PCDU with a screwdriver. Each spot must be approximately at an equal distance from the next spot.
- 3. Reinstall the PCDU in the copier.
- 4. Turn the main switch on.
- 5. Open and close the front door and wait for the machine to rotate the development roller for about 10 seconds.
- 6. Repeat the previous step two more times.
- 7. PCDU(Page.94)
- 8. Separate the development unit from the OPC drum section (Page.96).
- 9. Top part [A] of the development unit.



d245k0180

Note: Slightly bend the upper case upward to release the boss at the center of the unit.



#### **PAGE: 2/4**

Model: BC-C1

Date: 11-Oct-16

No.: RD245013



Note: To remove the upper frame, hold the edges of the case as shown and lift up the frame. This will release the bosses on both ends of the case.

Be careful not to bend the black sheet on the developer frame.



10. Set the coupling [A] back to the shaft.

11. Turn the coupling in the direction of the arrow [B] to remove developer from the roller.

12. Turn the bottom part [C] over and rotate the gears to remove the developer.



13. Load new developer.

14. Distribute a pack of developer to all openings [A] equally.

Note:

Do not spill the developer on the gears [B]. If you have spilled it, remove the developer by using a magnet or magnetized screwdriver.

Be sure to pour in all the developer from the pack.



d245z0016

Note: If the developer has spilled at the center of the lower frame, remove the developer by using a magnet or magnetized screwdriver.



15. Reassemble the PCDU and install it in the machine. Note: Confirm proper engagement of the gears.



Model: BC-C1	Date: 11-Oct-16

No.: RD245013

16. Reassemble the machine.

**RICOH** 

- 17. Plug in and turn on the main power switch of the machine.
- 18. Execute SP2-801-001 (Drive Initializati Init TD Sen Execu) to reinitialize the TD sensor.

Note: Make sure no toner or developer stays on the gear. Clean the gears as necessary with a blower brush, etc.

# Technical Bulletin

**PAGE: 1/1** 

Model: BC-C1 Date: 11-			Date: 11-J	ul-17	No.: RD245014
Subject: Service Manual Correction : SP5104					b <b>y:</b> K. Moriizumi
From: 1st CP Busin	ness Department CP Busine	ess Center			
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	Part inform Electrical Transmit/re Other (	nation eceive )	Action real Service n Retrofit in Tier 2	quired nanual revision nformation Tier 0.5

#### Service Manual Correction

Service Manual: Top Page >Main Chapters > System Maintenance > Engine SP Mode > SP5-XXX (Mode)

SP5-104-001

5104	[A3/DLT Dble Cnt]		
	Specifies whether the counts <i>except from</i> A3 and DLT paper at respectively.	e counter is d <i>the bypass t</i> re counted tw	oubled for A3/DLT. "ON" F <b>ray</b> . When "ON" is selected, ice, that is A4 x2 and LT x2
5-104-	-	*ENG	[0 or 1 / 0 / 1 / step]
001			0: OFF, 1: ON

# Technical Bulletin

#### **PAGE: 1/4**

Model: Bc-C1 Da		Dat	Date: 27-Jul -17		No.: RD245015	
Subject: Troubleshooting ADF Duplex Jam			Prepare	d by: к. ١	/amamoto	
From: 2nd Tech	Service Sect., MFP/P Tech Serv	vice Dept.				
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	Part info Electric Transm	ormat al it/rec	tion eive )	Action Servic Retrof Tier 2	n required ce manual revision fit information

### SYMPTOM

ADF Duplex jam

### CAUSE

Transportation issue

When the machine receives impacts on the box during transportation, the lever of the reverse gate pawl comes off.







## SOLUTION

Re-attach the lever of the reverse gate pawl.

RICOH	Technical B	PAGE: 3/4	
Model: Bc-C1		Date: 27-Jul -17	No.: RD245015

### PROCEDURE

1. Remove the rear cover (2 screws)



2. Check the lever of the reverse gate pawl to see if it comes off or not.

Correct

Wrong



RICOH	Technical Bulletin	<b>PAGE:</b> 4/4
Model: Bc-C1	Date: 27-Jul -17	No.: RD245015

## 3. Reinstall the lever of the reverse gate pawl



# Technical Bulletin

#### **PAGE: 1/4**

Model: BC-C1 D		Date: 4-Aug-17		No.: RD245016	
Subject: ADF rear cover				Prepared I	by: K. Moriizumi
From: 1st Tech Se	rvice Sect., MFP/P Tech Se	rvice Dept.			
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	Part inform Electrical Transmit/re Other (	nation eceive )	Action red Service n Retrofit ir	quired nanual revision nformation Tier 0.5

#### SYMPTOM

Some parts are broken inside the ADF rear cover.

### CAUSE

The ADF rear cover was forcefully removed.

### SOLUTION

The steps for removing the ADF rear cover have been changed.

RI	COH	
		-

Model: BC-C1

Date: 4-Aug-17

No.: RD245016

### **Current Steps**

ADF Rear Cover

- Open the ADF upper cover [A].
   Open the document table [B].



d245k0074

3. ADF rear cover [A] ( x 2)



d245k0005



Model: BC-C1

Date: 4-Aug-17

No.: RD245016

**Modified Steps** 

ADF Rear Cover

- Open the ADF upper cover [A].
   ADF front cover [B] (<sup>(3)</sup> x 1)



3. Stopper document table [A] ( x 1)



4. Open the document table [A]



RICOH	Technical Bulletin	<b>PAGE: </b> 4/4
Model: BC-C1	Date: 4-Aug-17	No.: RD245016

## 5. ADF rear cover [A] ( x 2)



6. Open ADF and the hooks ( $\checkmark$  x 5)



7. ADF rear cover [A]



d245k0005

# Technical Bulletin

**PAGE: 1/1** 

Model: BC-C1 Date			Date: 22-D	ec-17	No.: RD245017
Subject: Firmware change notice and prcedure after updating				Prepared by: K. Moriizumi	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.					
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	Part inform Electrical Transmit/re Other (	nation eceive )	Action re Service n Retrofit ir Tier 2	quired nanual revision nformation Tier 0.5

This RTB has been issued to announce the part number change of the firmware for the DDST option board (NIC option) and the procedure after changing the firmware.

The new program number for the DDST Unit Type M16 is listed below.

The main frame firmware has not changed.

Old Program No.	New Program No.	Effective Date	Availability of RFU
D2455503G	D2455505	Jan. 2018 production	Not available
Version 1.09	Version 2.01		

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
2.01	Symptom corrected:
	<ul> <li>The machine does not recover from the energy saving mode, if any key is pressed on the operation panel.</li> <li>When "DHCP" is set to "Active" and "DNS Method" is set to "Auto-Obtain (DHCP)", an extra character is added in the domain name.</li> </ul>
	Other changes: - Supported PaaS for China.

A new Maintenance menu has been added for the PaaS (Print as a Service) for China.

So, the flash memory should be reset.

#### Procedure after updating the firmware.

- 1. Enter SP mode (Maintenance Mode)
- 2. Execute the Factory Default.
- 3. Turn the main power off and on.

# **Technical Bulletin**

Model: Bric-C1			Date: 22-Jan-18		n-18	No.: RD245018	
Subject: Information about PaaS			F	Prep	ared	by: Y.Shig	enaga
From: Tech Supp	ort Sect., Product Marketing	Dept.					
Classification:	Troubleshooting	Part infor	ma	tion		Action r	equired
	Mechanical	Electrical				Service	manual revision
	Paper path	Transmit/	/rec	eive		Retrofit	information
	Product Safety	🗌 Other (			)	Tier 2	

#### Remarks: This document only applies to China

### Summary:

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

This document provides information about PaaS.

## Table of contents:

- 3. Changing Registered Device / Controller Board......6

## 1. PaaS Setup Procedure



#### [Preparation]

- The customer Contract ID and the customer authentication key are required for authentication.
- Check that the DDST Unit Type M16 has already been mounted as the MPU. If not, please change the MPU to the DDST Unit Type M16 from the USB Type. Please refer

RICOH	Technical B	PAGE: <b>2/9</b>	
Model: Bric-C1		Date: 22-Jan-18	No.: RD245018

to the "DDST Unit Type M16" section under "Installation" in the Field Service Manual for details.

**Important:** After changing to the DDST Unit Type M16, please make sure that the EEPROM has been removed from the USB Type and installed in the DDST Unit.

### **1.1 Check the Firmware Version and the Network Environment**

1) Check the firmware version.

Check the "Firmware Version" by printing the "Configuration Page" in "User Tools".

Model	GDI NIC Firmware
Bric-C1abc	D2455505 ver.2.01 or later

2) Update the firmware and execute "Factory Default". **Note:** If the GDI NIC Firmware version is 2.01 or later, this step is not necessary.

For details on updating the firmware, please refer to the "Firmware Update" section under "System Maintenance" in the Field Service Manual.

After updating the GDI NIC firmware to ver.2.01 or later, the machine must be reset to the factory default.

To reset to the factory default:

Enter Maintenance mode, press [Stop] + [1] + [0] + [7] + [Start] > select Factory Default > press [OK] > select Execute, then reboot the machine

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

Open **User Tools > Network Settings > IPv4 Configuration**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer's network environment.

### 1.2 Switch to PaaS mode

1 ) Enter Maintenance mode, press [Stop] + [1] + [0] + [7] + [Start] > select CTL Maintenance > select Product type > select NPB

### 1.3 PaaS Registration

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

- 1) Launch the web browser
- 2) In the web browser's address bar, enter <a href="http://(machine's IP address)/">http://(machine's IP address)/</a> to access the machine.
- 3 ) On the Web Image Monitor menu, select PaaS (Printer as a Service) Settings.

	RICOH	Technical Bulletin
--	-------	--------------------

Model: Bric-C1

Date: 22-Jan-18

No.: RD245018

					FAQs/Knowledge Bas
RICOH MP 2014AD	Web image monitor				
Home	Home			Language English	✓ Ø Refresh
System Settings					
Scan Destination	Status Counter Machine Informat	tion			
ID Card Scan Destination					
Network Settings	Model Name : MP 2014AD				
Print List/Report	Location :				
Administrator Tools	Contact :				
PaaS(Printer as a Service) Settings	Host Name :2014AD-953440     Device Status :Energy Saver Mode 2	2			
	Status				
	Print Cartridge	<u>ا</u> ها	Status OK		
	Paper Tray				
	Tray 1		Status OK	A4 LEF 💭	Plain Paper 2
	Bypass Tray	•	Out of Paper	A4 LEF 💭	Plain Paper 2

4 ) Check that Operation is set to **Contract Registration**.

#### **Operation List:**

Item	Description
Contract Registration	Select this to enter the ID and Authentication Key after registration.
Contract Status Checking	Select this if the machine stops operating. The machine asks the server about the registration status.
Contract Cancel	Select this to cancel the registration.
Device Replacement	Select this to replace the machine you are using.

## 5 ) Check and enter [Contract ID], [Authentication Key], and [PaaS URL].

Model: Bric-C1

Date: 22-Jan-18

No.: RD245018

#### **Registration Configurations List:**

Item	Description
Contract ID	Enter the customer Contract ID.
Authentication Key	Enter the customer Authentication Key.
PaaS URL	China: <u>rpaasdev.online.tj.cn</u> If no PaaS URL is specified, enter the PaaS URL above.

6) If using a proxy server, enter the proxy information.



#### **Proxy Function List:**

Item	Description
Enable Proxy Function	Check this box to enable the proxy server.
Proxy URL	Set the proxy server address. The characters that can be input are: 0-9, A-Z, a-z.
Proxy Port Number	Enter the proxy server port number. The range is 1-65535.
Authorization	The authorization method of linking to the proxy server. The options are: -None -Basic -Digest The default value is "None". When "Basic" or "Digest" is selected, the User Name and Password can be edited and should not be left blank. When "None" is selected, the User Name and Password are read only.
User Name	The account connecting to the proxy server. Please use ASCII characters only. The max. length is 32.
Password	The password for the user name connecting to the proxy server. Please use ASCII characters only. The max. length is 32.

- 7) After entering the information, click [OK]
- 8) If the message "Operation Successful" appears, PaaS registration is complete. For other messages, check the following list table:

Model: Bric-C1

Date: 22-Jan-18

No.: RD245018

#### PaaS Error Message List:

Message	Description
Registration Configuration is not correct	The Contract ID or Authentication Key you have entered is either wrong or already used. Check that the entered Contract ID or Authentication Key is correct.
Operation failed, please contract service center (Code: xxx)	Please contact the service center.

## 2. Unregistering PaaS

**IMPORTANT:** To unregister, it is necessary to follow the cancellation procedure on the PaaS server side in advance.

- 1) Launch the web browser
- 2) In the web browser's address bar, enter <a href="http://(machine's IP address)/">http://(machine's IP address)/</a> to access the machine.
- 3) On the Web Image Monitor menu, select PaaS (Printer as a Service) Settings.

				FAQs/Knowledge Base
RICOH MP 2014AD	Web image monitor			
Home	Home		Language English	✓ Ø Refresh
System Settings				)
Scan Destination	Status Counter Machine Information	on		
ID Card Scan Destination				
Network Settings	Model Name : MP 2014AD			
Print List/Report	Location :			
Administrator Tools	Contact :			
PaaS(Printer as a Service) Settings	Host Name :2014AD-953440     Device Status :Energy Saver Mode 2			
	Status			
	Print Cartridge	🖾 Status OK		
	Paper Tray			
	Tray 1	Status OK	A4 LEF 🗔	Plain Paper 2
	Bypass Tray	Ut of Paper	A4 LEF 💭	Plain Paper 2

4) Check that Operation is set to Contract Cancel.

PaaS(Printer as a Service) Settings		

- 5) Click [OK]
- 6) If the message "Operation Successful" appears, PaaS unregistration is complete.

RICOH	Technical Bulletin		PAGE: 6/9
Model: Bric-C1	Date	: 22-Jan-18	No.: RD245018

7 ) Switch back to Normal mode Enter Maintenance mode, press [Stop] + [1] + [0] + [7] + [Start] > select CTL Maintenance > select Product type > select Normal

## 3. Changing Registered Device / Controller Board

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



#### [Preparation]

The existing customer Contract ID and customer authentication key are required for authentication.

**Note:** It is not necessary to obtain a new contract ID and authentication key to change a registered device or controller board.

Check that the DDST Unit Type M16 has already been mounted as the MPU. If not, please change the MPU to the DDST Unit Type M16 from the USB Type. Please refer to the "DDST Unit Type M16" section under "Installation" in the Field Service Manual for details.

**Important:** After changing to the DDST Unit Type M16, please make sure that the EEPROM has been removed from the USB Type and is installed in the DDST Unit.

### 3.1 Check the Firmware Version and the Network Environment

1) Check the firmware version.

Check the "Firmware Version" by printing the "Configuration Page" in "User Tools".

Model	GDI NIC Firmware
Bric-C1abc	D2455505 ver.2.01 or later

RICOH	Technical Bulletin		PAGE: <b>7/9</b>
Model: Bric-C1		Date: 22-Jan-18	No.: RD245018

2) Update the firmware and execute "Factory Default".

Note: If the GDI NIC Firmware version is 2.01 or later, this step is not necessary.

For details on updating the firmware, please refer to the "Firmware Update" section under "System Maintenance" in the Field Service Manual.

After updating the GDI NIC firmware to ver.2.01 or later, the machine must be reset to the factory default.

To reset to the factory default:

Enter Maintenance mode, press [Stop] + [1] + [0] + [7] + [Start] > select Factory Default > press [OK] > select Execute, then reboot the machine

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

Open **User Tools > Network Settings > IPv4 Configuration**, specify the IP address, Subnet, Gateway, DHCP, and DNS settings according to the customer's network environment.

### 3.2 Switch to PaaS mode

1 ) Enter Maintenance mode, press [Stop] + [1] + [0] + [7] + [Start] > select CTL Maintenance > select Product type > select NPB

#### 3.3 Overwrite Registration on Server

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

- 1) Launch the web browser
- 2) In the web browser's address bar, enter <a href="http://(machine's IP address)/">http://(machine's IP address)/</a> to access the machine.
- 3) On the Web Image Monitor menu, select PaaS (Printer as a Service) Settings.



RICOH	Technical Bulletin		PAGE: <b>8/9</b>
Model: Bric-C1		Date: 22-Jan-18	No.: RD245018

### 4 ) Check that Operation is set to **Device Replacement**.

PaaS(Printer as a Service) Settings		
Operation		
O Contract Registration		
Contract Status Checking		
O Contract Cancel		
Device Replacement		

5 ) Check and enter [Contract ID], [Authentication Key], and [PaaS URL].

### Registration Configurations List:

Item	Description	
Contract ID	Enter the customer Contract ID.	
Authentication Key	Enter the customer Authentication Key.	
PaaS URL	China: <u>rpaasdev.online.tj.cn</u> If no PaaS URL is specified, enter the PaaS URL.	

6) If using a proxy server, enter the proxy information.

(		٦.
		1
		L
		L
		L
		L
		L
		L
		L
		L
		L
		L
		L
		L
		L
		L
		L
		L
		I.
		L
		I.
		I.
		L
		I.

Model: Bric-C1

Date: 22-Jan-18

No.: RD245018

#### **Proxy Function List:**

Item	Description	
Enable Proxy Function	Check this box to enable the proxy server.	
Proxy URL	Set the proxy server address. The characters that can be input are: 0-9, A-Z, a-z.	
Proxy Port Number	Enter the proxy server port number. The range is 1-65535.	
Authorization	The authorization method of linking to the proxy server. The options are: -None -Basic -Digest The default value is "None". When "Basic" or "Digest" is selected, the User Name and Password can be edited and should not be left blank. When "None" is selected, the User Name and Password are read only.	
User Name	The account connecting to the proxy server. Please use ASCII characters only. The max. length is 32.	
Password	The password for the user name connecting to the proxy server. Please use ASCII characters only. The max. length is 32.	

#### 7) After entering the information, click [OK]

8) If the message "Operation Successful" appears, PaaS registration is complete. For other messages, check the following list table:

#### PaaS Error Message List:

Message	Description	
Registration Configuration is not correct	t The Contract ID or Authentication Key you have entered is eithe wrong or already used. Check that the entered Contract ID o Authentication Key is correct.	
Operation failed, please contract service center (Code: xxx)	Please contact the service center.	

#### Reissued: 8-Aug-19

Model.	BC-C1

Date: 26-Oct-18 No.: RD245019a

#### **RTB Reissue**

# This RTB is an update to RTB No. RD245019 for the parts number change information. The updated information is written in red.

Subject: Changing the installation and replacement procedure			Prepared by: K. Moriizumi
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul>	<ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other ()</li> </ul>	<ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> <li>Tier 2</li> <li>Tier 0.5</li> </ul>

The PCDU has been changed from October 2018 productions due to improving the installation and replacement of the developer.

### Installation

You don't have to remove the PCDU from the machine. The developer is preinstalled in the new PCDU same as the other models.

- <image>
- 1. Remove the heat seal [A], and the mylar [B] only.

2. After installing the toner bottle, activate the SP mode and execute "Developer Initialization" (SP2-801-001).

Wait until the message "Execute Result = OK" shows (about 2 minutes) and then press the "OK" key.

Note:

These models cannot do the developer initialization procedure automatically. Don't forget initializing the developer after installing.
## **RICOH**

### Technical Bulletin

#### **Reissued: 8-Aug-19**

Model: BC-C1

Date: 26-Oct-18 No.: RD245019a

### **Developer Replacement**

- 1. After separating the development unit from the OPC drum section, do the following.
- 2. Remove the top part [A] of the development unit.



Note: If any of the gears [A] fall off, attach them as shown below.



- 3. Set the coupling back to the shaft and turn the coupling to remove the developer from the roller.
- 4. Turn the bottom part over to remove the developer.
- 5. Distribute a pack of the developer to all openings equally.

#### Note

Do not spill the developer on the gears. If you have spilled it, remove the developer by using a magnet or magnetized screwdriver.

Be sure to pour in all the developer from the pack.

# **RICOH**

#### Reissued: 8-Aug-19

Model: BC-C1	Date: 26-Oct-18	No.: RD245019a

- 6. Reassemble the PCDU and install it in the machine.
- 7. Reassemble the machine.
- 8. Plug in and turn on the main power switch of the machine.
- 9. Activate the SP mode and execute "Developer Initialization" (SP2-801-001).

Wait until the message "Execute Result = OK" shows (about 2 minutes) and then press the "OK" key.

Old part	New part	Description	Q'ty	Int
number	number			
D8840151	D8840160	PCDU	1	O/O
D2453001	D2453011	DEVELOPMENT UNIT:PCU:ASS'Y	1	X/X
D2452378	D0B22370	DRUM STAY:REAR:ASS'Y	1	X/X
D1582362	D0B22362	DRUM STAY:FRONT	1	X/X
D2453060	D0B23060	GEAR:DEVELOPMENT ROLLER	1	X/X
D2453064	D0B23064	GEAR:IDLER	2	X/X
D2453130	D0B23130	ADJUSTING PIN:DEVELOPMENT ROLLER	1	X/X
D2453396	D0B23396	COVER:DENSITY SENSOR	1	X/X
-	D0B23395	COVER:HARNESS:DRAWER	1	X/X
-	D0B23245	PLAIN SHAFT BEARING:TRANSPORT SCREW:REAR:MF2:ASS'Y	1	X/X
D2453239	D0B23239	PLAIN SHAFT BEARING:TRANSPORT SCREW:FRONT RIGHT:MF2:ASS'Y	1	X/X
	D0B23242	PLAIN SHAFT BEARING:TRANSPORT SCREW:FRONT LEFT:MF2:ASS'Y	1	X/X

#### **Parts Number Change Information**