RICOH

Technical Bulletin

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010001

Subject: ROM History for Engine for PR-C1		Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Engine firmware history for the PR-C1.

Version	Program No.	Effective Date
1.01	*D0105510*	*1st mass production*

Version	Symptom Corrected
1.01	*1st mass production*

RICOH

Technical Bulletin

Model: **PR-C1**	Date: 29-Jun-076	No.: RD010002

Subject: ROM History for Fax(Option) for PR-C1	Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Fax (Option) firmware history for the PR-C1.

Version	Program No.	Effective Date
01.00.00	*B3595524A*	*1st mass production*

Version	Symptom Corrected
01.00.00	*1st mass production*

Reissued: 21-Nov-07

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010003a

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Fax for PR-C1	Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Fax firmware history for the PR-C1.

Version	Program No.	Effective Date
02.00.00	*D3275522C*	*October 2007 production*
01.00.00	B3275522B	1st mass production

Version	Symptom Corrected
02.00.00	*Other changes:* *Supports the Turkish and Catalonian display languages.* *Please update the following firmware to add Catalan and Turkish language support.* *Refer to the RTB (RD010017) for the details.* *- Firmware list -* *System/Copy: ver.1.01 or later* *FAX: ver.02.00.00 or later* *FCU: ver.02.00.00 or later* *Printer: ver.1.01 or later* *Web support: ver.1.02 or later* *SD Scanner: ver.01.04 or later* *Engine(IC): ver.1.04GDI:1.02GW* *GDI NOB: ver.3.63 or later* *PCL Option: ver.7.62 or later*
01.00.00	1st mass production

RICOH

Technical **B**ulletin

Reissued: 20-Dec-07

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010004a

Subject: ROM History for Network Doc Box for PR-C1	Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Network Doc Box firmware history for the PR-C1.

Version	Program No.	Effective Date
2.00	*D3595528B*	*October 2007 production*
1.14.1	B3595528A	1st mass production

Version	Symptom Corrected
2.00	*Symptom corrected:* *A warning message is not displayed when 2-byte characters are input in WIM's Fax information (Fax Header/Own Name) settings.*
1.14.1	1st mass production

Reissued: 14-Feb-08

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010005a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for Network Support for PR-C1		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

We hereby inform you of the Network Support firmware history for the PR-C1.

Version	Program No.	Effective Date
6.14	*D3595526B*	*February 2008 production*
6.10	B3595526A	1st mass production

Version	Symptom Corrected
6.14	*Symptom corrected:* *1. The performance of WIM might be reduced if SSDP is enabled on the device.* *2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)* *3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.* *4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.* *5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.* *6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:* *– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.* *– The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.* *7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.* *Other changes:* *1. The new WLAN card is now available. (TechMail#OTS-2008-543)* *Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14 or later) needs to be applied to the device.*
6.10	1st mass production

RICOH

Reissued: 21-Nov-07

Model: PR-C1	Date: 29-Jun-07	No.: RD010006a

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Printer for PR-C1	Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Printer firmware history for the PR-C1.

Version	Program No.	Effective Date
1.01	*D3595540B*	*October 2007 production*
1.00	D3595540A	1st mass production

Version	Symptom Corrected
1.01	*Symptom corrected:* *1. PCL jobs containing fonts with a number of characters that is evenly divisible by 256 might cause the device to stall. (GFPR#RE0706006, RA07090001)* *2. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008)* *Other changes:* *1. Supports the Turkish and Catalonian display languages.* *Please update the following firmware to add Catalan and Turkish language support.* *Refer to the RTB (RD010017) for the details.* *- Firmware list -* *System/Copy: ver.1.01 or later* *FAX: ver.02.00.00 or later* *FCU: ver.02.00.00 or later* *Printer: ver.1.01 or later* *Web support: ver.1.02 or later* *SD Scanner: ver.01.04 or later* *Engine(IC): ver.1.04GDI:1.02GW* *GDI NOB: ver.3.63 or later* *PCL Option: ver.7.62 or later*
1.00	1st mass production

RICOH Technical Bulletin

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010007

Subject: ROM History for PS3/PDF for PR-C1	Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the PS3/PDF firmware history for the PR-C1.

Version	Program No.	Effective Date
1.00	*B3595105B*	*1st mass production*

Version	Symptom Corrected
1.00	*1st mass production*

Reissued: 14-Feb-08

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010008b

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for SD Scanner for PR-C1		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( )	

We hereby inform you of the SD Scanner firmware history for the PR-C1.

Version	Program No.	Effective Date
01.05	*D3595525C*	*February 2008 production*
01.04	D3595525B	October 2007 production
01.03	B3595525A	1st mass production

Version	Symptom Corrected
01.05	*Symptom corrected:* 1. *Scan to NCP problems. (TechMail#TS070022)* *Note: Both System firmware (version 1.05 or later) and Scanner firmware (version 01.03 or later) need to be applied to fix this issue.*
01.04	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
01.03	1st mass production

RICOH

Reissue: 23-Jan-08

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010009a

RTB Reissue

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

Subject: ROM History for Security Module for PR-C1	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Security Module firmware history for the PR-C1.

Version	Program No.	Effective Date
1.02	**D3275523A**	**February 2008 production**
1.01	D3275523	1st mass production

Version	Symptom Corrected
1.02	**Symptom corrected:** **1. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185)** **2. Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276).**
1.01	1st mass production

RICOH

Technical Bulletin

Reissued: 21-Nov-07

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for System/Copy for PR-C1.	Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the System/Copy firmware history for the PR-C1.

Version	Program No.	Effective Date
1.01	*D3275521C*	*October 2007 production*
1.00	B3275521B	1st mass production

Version	Symptom Corrected

1.01	*Symptom corrected:*
	1. *Device might not be able to access the network under the following conditions (FPR#RC07050005):*
	    – *The device is connected to a hub that has link flapping enabled.*
	    – *The device "Ethernet speed" is not "Auto".*
	
	Other changes:
	1. *Supports the Turkish and Catalonian display languages.*
	    Please update the following firmware to add Catalan and Turkish language support.
	    Refer to the RTB (RD010017) for the details.
	
	- Firmware list -
	System/Copy: ver.1.01 or later
	FAX: ver.02.00.00 or later
	FCU: ver.02.00.00 or later
	Printer: ver.1.01 or later
	Web support: ver.1.02 or later
	SD Scanner: ver.01.04 or later
	Engine(IC): ver.1.04GDI:1.02GW
	GDI NOB: ver.3.63 or later
	PCL Option: ver.7.62 or later

1.00	1st mass production

RICOH **T**echnical **B**ulletin PAGE: 1/1

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010011b

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Web Support for PR-C1		Prepared by: M.Ishihara		
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	☐ Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	☒ Other ( )		

We hereby inform you of the Web Support firmware history for the PR-C1.

Version	Program No.	Effective Date
1.03	*D3595527C*	*February 2008 production*
1.02	D3595527B	October 2007 production
1.00	D3595527A	1st mass production

Version	Symptom Corrected
1.03	***Symptom corrected:*** 1. ***The error message "Method Not Allowed" might be displayed in the web browser of a client that clicks a link in WIM's "To Link Page" page.*** 2. ***Logged in users can change WIM's "Configuration > System> Device Name" setting without being granted the necessary privileges.*** ***Other changes:*** 1. ***The new WLAN card is now available. (TechMail#OTS-2008-543)*** ***Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14 or later) needs to be applied to the device.***
1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.00	1st mass production

Reissued: 01-Apr-08

Model: **PR-C1**	Date: 25-Jul-07	No.: RD010012b

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for PCL Option for PR-C1	Prepared by: M.Ishihara	
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( )	

We hereby inform you of the PCL Option firmware history for the PR-C1.

Version	Program No.	Effective Date
7.64	**D3265502C**	**April 2008 production**
7.62	D3265502B	December 2007 production
7.60	D3265502A	August 2007 production
7.57	D3265502	1st mass production

Version	Symptom Corrected
7.64	**The firmware is now WHQL-certified for Windows Vista.** **Note: To do this, the USB serial number was set to a unique number.**
7.62	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
7.60	Symptom corrected: 1. China/Taiwan model only: "No error" is displayed on the operation panel when a paper jam occurs in the Bridge Unit. 2. NA/EU models only: The paper stacked inside the finisher is not output to the exit tray after a jam is cleared and the Job Reset button is pressed.
7.57	1st mass production

RICOH

Technical Bulletin

Reissued: 21-Nov-07

Model: **PR-C1**	Date: 25-Jul-07	No.: RD010013b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for GDINOB for PR-C1		Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

We hereby inform you of the GDINOB firmware history for the PR-C1.

Version	Program No.	Effective Date
3.63	***D3265500E***	***December 2007 production***
3.62	D3265500D	July 2007 production
3.60	D3265500C	1st mass production

Version	Symptom Corrected
3.63	***Other changes:*** ***Supports the Turkish and Catalonian display languages.*** ***Please update the following firmware to add Catalan and Turkish language support.*** ***Refer to the RTB (RD010017) for the details.*** ***- Firmware list -*** ***System/Copy: ver.1.01 or later*** ***FAX: ver.02.00.00 or later*** ***FCU: ver.02.00.00 or later*** ***Printer: ver.1.01 or later*** ***Web support: ver.1.02 or later*** ***SD Scanner: ver.01.04 or later*** ***Engine(IC): ver.1.04GDI:1.02GW*** ***GDI NOB: ver.3.63 or later*** ***PCL Option: ver.7.62 or later***
3.62	Symptom corrected: For China/Taiwan model only: "No error" is displayed as the machine status even when paper jams in the bridge unit. For NA/EU models only: Paper stacked inside the finisher is not output to the exit tray if "Job Reset" is pressed after a paper jam occurs.
3.60	1st mass production

Reissued: 21-Jan-08

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010014c

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (SD)		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( )	

We hereby inform you of the Engine firmware history for the PR-C1 (SD).

IMPORTANT:

Use an **SD** card to install this firmware in the field.

Version	Program No.	Effective Date
1.03:02	*D0105520D*	*November 2007 production*
1.02:02	D0105520C	October 2007 production
1.01:02	D0105520B	July 2007 production
1.00.02	D0105520A	1st mass production

Version	Symptom Corrected
1.03:02	*Symptom corrected:* *1. The machine freezes after a DF jam is cleared.* *2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.*
1.02:02	Minor modification has been made.
1.01:02	Symptom corrected: 1. The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.00.02	1st mass production

RICOH

Technical Bulletin

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015

Subject: ROM History for Engine for PR-C1 (IC)		Prepared by: Y.Murata
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Engine firmware history for the PR-C1 (IC).

IMPORTANT:

· From version 1.02:1.00, the firmware file for GDI (Basic) machines contains the firmware programs for both GDI and GW machines. The left half of the filename is the GDI firmware name, and the right side is the GW firmware name.

· Use an **IC** card to install this firmware in the field.

Version	Program No.	Effective Date
1.02:1.00	*D0105510A:D0105520A*	*July 2007 production*
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.02:1.00	*Symptom corrected:* *The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF.* *Other changes:* *Supports the GW model.*
1.01	1st mass production

RICOH Technical Bulletin

Reissued: 21-Nov-07

Model: PR-C1	Date: 03-Aug-07	No.: RD010016a

Subject: ROM History for FCU for PR-C1	Prepared by: Yuichiroh Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the FCU (Fax Control Unit) firmware history for the PR-C1.

Version	Program No.	Effective Date
02.00.00	*D3455570B*	*November 2007 production*
01.00.00	D3455570A	1st mass production

Version	Symptom Corrected
02.00.00	*Other changes:* *Supports the Turkish and Catalonian display languages.* *Please update the following firmware to add Catalan and Turkish language support.* *Refer to the RTB (RD010017) for the details.* *- Firmware list -* *System/Copy: ver.1.01 or later* *FAX: ver.02.00.00 or later* *FCU: ver.02.00.00 or later* *Printer: ver.1.01 or later* *Web support: ver.1.02 or later* *SD Scanner: ver.01.04 or later* *Engine(IC): ver.1.04GDI:1.02GW* *GDI NOB: ver.3.63 or later* *PCL Option: ver.7.62 or later*
01.00.00	1st mass production

Reissued: 03-Aug-07

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015a

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (IC)			Prepared by: Y.Murata	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	☐ Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	☒ Other ( )		

We hereby inform you of the Engine firmware history for the PR-C1 (IC).

IMPORTANT:

- The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.
- Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
1.02:1.00	*D0105510A:D0105520A*	*July 2007 production*
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.02:1.00	*Symptom corrected:* *The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF.* *Other changes:* *Supports the GW model.*
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.01:1.00	*D0105511A:D0105520A*	*1st mass production*

Version	Symptom Corrected

| Model: **PR-C1** | Date: 30-Jun-07 | No.: RD010015a |

Version	Symptom Corrected
1.01:1.00	*1st mass production*

For China model

Version	Program No.	Effective Date
1.01:1.00	*D0105512A:D0105520A*	*1st mass production*

Version	Symptom Corrected
1.01:1.00	*1st mass production*

Reissued: 15-Oct-07

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015b

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (IC)	Prepared by: Y.Murata
From: 1st Tech. Support Sec. Service Support Dept.	
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( )

We hereby inform you of the Engine firmware history for the PR-C1 (IC).

IMPORTANT:

· The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.

· Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
1.03:1.01	*D0105510B:D0105520B*	*July 2007 production*
1.02:1.00	D0105510A:D0105520A	July 2007 production
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.03:1.01	*Symptom corrected:* *The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.*
1.02:1.00	Symptom corrected: The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF. Other changes: Supports the GW model.
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.03:1.01	*D0105511B:D0105520B*	*July 2007 production*
1.01:1.00	D0105511A:D0105520A	1st mass production

RICOH

Reissued: 15-Oct-07

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015b

Version	Symptom Corrected
1.03:1.01	*Symptom corrected:* *The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.*
1.01:1.00	1st mass production

For China model

Version	Program No.	Effective Date
1.03:1.01	*D0105512B:D0105520B*	*July 2007 production*
1.01:1.00	D0105512A:D0105520A	1st mass production

Version	Symptom Corrected
1.03:1.01	*Symptom corrected:* *The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.*
1.01:1.00	1st mass production

Reissued: 20-Nov-07

Model: PR-C1	Date: 22-Oct-07	No.: RD010017a

RTB Reissue
The items in **bold italics** were added.

Subject: Supports the Catalan and Turkish languages	Prepared by: Y.Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☒ Retrofit information
	☐ Product Safety	☒ Other (firmware)	

This machine now supports Catalan and Turkish.
Please update the following firmware to add Catalan and Turkish language support.

● Firmware list

- System/Copy ver.1.01 or later

- FAX ver.02.00.00 or later

- FCU ver.02.00.00 or later

- Printer ver.1.01 or later

- Web support ver.1.02 or later

- SD Scanner ver.01.04 or later

- *Engine (IC): ver.1.04GDI: 1.02GW or later*

- *GDI NOB: ver.3.63 or later*

- *PCL Option: ver.7.62 or later*

● Firmware release notes
  All firmware release notes use the same expression as shown below.
  - Supports the Catalan and Turkish languages.

● Supported functions
  Supported device functions are different depending on language.
  Please confirm them in the following table.

[Device]

Device functions		Catalan	Turkish
Copy	Operation panel	OK	OK
	Operation panel	OK	OK

	Lists printed from fax operation panel (i.e. Print Journal List)	NO**	NO*
	Internet Fax: Email message (Transmission)	NO**	NO*
	Internet Fax: Email message (Reception)	OK	NO*
	Internet Fax: Email subject	NO**	NO*
	Standard Message Stamp	OK	OK

Device functions		**Catalan**	**Turkish**
Printer	Operation panel	OK	OK
	Printer lists in Printer Features (i.e. Configuration Page)	OK	NO*
Scanner	Operation panel	OK	OK
	Lists printed from Scanner operation panel (i.e. transmission result)	OK	OK
	E-mail Information Language in Scanner Features	OK	OK
User Tools	Print Address Book (Header)	OK	OK
	Headers or file names of other lists (i.e. Print Counter)	NO*	NO*
Web Image Monitor	Display language	OK	OK
	Help	NO**	NO*
Other	E-mail Notification	OK	OK
	Software Keyboard	OK	NO****

* It will be printed/used/displayed in English instead.
** It will be printed/used/displayed in Spanish instead.
*** Catalan/Turkish are not available in Stamp Language under Copier / Document Server Features.
**** Turkish is not available.

[Software]

Software	**Catalan**	**Turkish**
SmartDeviceMonitor for Admin	NO	NO
SmartDeviceMonitor for Client	NO	NO
DeskTopBinder	NO	NO

Model: PR-C1	Date: 22-Oct-07	No.: RD010017a

[Drivers]

Drivers		Catalan	Turkish
Printer driver	RPCS driver	NO	OK
	PCL driver	OK	NO
	PS driver	NO	NO
Twain driver		NO	NO
LAN-Fax driver		NO	NO

[Manuals]

Manuals	Catalan	Turkish
Manual	OK	OK

Technical **B**ulletin

PAGE: 1/3

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015c

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (IC)	Prepared by: Y.Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Engine firmware history for the PR-C1 (IC).

IMPORTANT:

· The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.

· Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
1.04:1.02	*D0105510C:D0105520C*	*October 2007 production*
1.03:1.01	D0105510B:D0105520B	July 2007 production
1.02:1.00	D0105510A:D0105520A	July 2007 production
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.04:1.02	*Other changes:* *Supports the Turkish and Catalonian display languages.* *Please update the following firmware to add Catalan and Turkish language support.* *Refer to the RTB (RD010017) for the details.* *- Firmware list -* *System/Copy: ver.1.01 or later* *FAX: ver.02.00.00 or later* *FCU: ver.02.00.00 or later* *Printer: ver.1.01 or later* *Web support: ver.1.02 or later* *SD Scanner: ver.01.04 or later* *Engine(IC): ver.1.04GDI:1.02GW* *GDI NOB: ver.3.63 or later* *PCL Option: ver.7.62 or later*

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015c

Version	Symptom Corrected
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.02:1.00	Symptom corrected: The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF. Other changes: Supports the GW model.
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.04:1.02	*D0105511C:D0105520C*	*October 2007 production*
1.03:1.01	D0105511B:D0105520B	July 2007 production
1.01:1.00	D0105511A:D0105520A	1st mass production

Version	Symptom Corrected
1.04:1.02	*Other changes:* *Supports the Turkish and Catalonian display languages.* *Please update the following firmware to add Catalan and Turkish language support.* *Refer to the RTB (RD010017) for the details.* *- Firmware list -* *System/Copy: ver.1.01 or later* *FAX: ver.02.00.00 or later* *FCU: ver.02.00.00 or later* *Printer: ver.1.01 or later* *Web support: ver.1.02 or later* *SD Scanner: ver.01.04 or later* *Engine(IC): ver.1.04GDI:1.02GW* *GDI NOB: ver.3.63 or later* *PCL Option: ver.7.62 or later*
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

Reissued: 21-Nov-07

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015c

For China model

Version	Program No.	Effective Date
1.04:1.02	*D0105512C:D0105520C*	*October 2007 production*
1.03:1.01	D0105512B:D0105520B	July 2007 production
1.01:1.00	D0105512A:D0105520A	1st mass production

Version	Symptom Corrected
1.04:1.02	*Other changes:* *Supports the Turkish and Catalonian display languages.* *Please update the following firmware to add Catalan and Turkish language support.* *Refer to the RTB (RD010017) for the details.* *- Firmware list -* *System/Copy: ver.1.01 or later* *FAX: ver.02.00.00 or later* *FCU: ver.02.00.00 or later* *Printer: ver.1.01 or later* *Web support: ver.1.02 or later* *SD Scanner: ver.01.04 or later* *Engine(IC): ver.1.04GDI:1.02GW* *GDI NOB: ver.3.63 or later* *PCL Option: ver.7.62 or later*
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

Reissued: 21-Jan-08

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015d

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (IC)		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( )	

We hereby inform you of the Engine firmware history for the PR-C1 (IC).

IMPORTANT:

· The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.

· Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
1.04:1.03	*D0105510C-D0105520D*	*November 2007 production*
1.04:1.02	D0105510C:D0105520C	October 2007 production
1.03:1.01	D0105510B:D0105520B	July 2007 production
1.02:1.00	D0105510A:D0105520A	July 2007 production
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.04:1.03	*Symptom corrected:* *1. \The machine freezes after a DF jam is cleared.* *2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.*
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later

Model: **PR-C1**		Date: 30-Jun-07	No.: RD010015d

Version	Symptom Corrected
	Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.02:1.00	Symptom corrected: The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF. Other changes: Supports the GW model.
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.04:1.03	*D0105511C-D0105520D*	*November 2007 production*
1.04:1.02	D0105511C:D0105520C	October 2007 production
1.03:1.01	D0105511B:D0105520B	July 2007 production
1.01:1.00	D0105511A:D0105520A	1st mass production

Version	Symptom Corrected
1.04:1.03	*Symptom corrected:* *1. Machine freezes after an DF jam is cleared.* *2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.*
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015d

Version	Symptom Corrected
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For China model

Version	Program No.	Effective Date
1.04:1.03	*D0105512C-D0105520D*	*November 2007 production*
1.04:1.02	D0105512C:D0105520C	October 2007 production
1.03:1.01	D0105512B:D0105520B	July 2007 production
1.01:1.00	D0105512A:D0105520A	1st mass production

Version	Symptom Corrected
1.04:1.03	*Symptom corrected:* *1. Machine freezes after an DF jam is cleared.* *2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.*
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

Reissued: 14-Feb-08

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for System/Copy for PR-C1.	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the System/Copy firmware history for the PR-C1.

Version	Program No.	Effective Date
1.02	**D3275521D**	**February 2008 production**
1.01	D3275521C	October 2007 production
1.00	B3275521B	1st mass production

Version	Symptom Corrected

1.02	**Symptom corrected:**
	1. Scan to NCP problems. (TechMail#TS070022)
	  Note: Both System firmware (version 1.30 or later) and Scanner firmware (version 1.05 or later) need to be applied to fix this issue.
	2. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242) (TechMail#TS080184)
	
	Other changes:
	1. The new WLAN card is now available. (TechMail#OTS-2008-543)
	  Note: To use this new card, System firmware (version 1.30 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14) need to applied.

1.01	Symptom corrected:
	1. Device might not be able to access the network under the following conditions (FPR#RC07050005):
	  – The device is conneted to a HUB that has link flapping enabled.
	  – The device "Ethernet speed" is not "Auto".
	
	Other changes:
	1. Supports the Turkish and Catalonian display languages.
	  Please update the following firmware to add Catalan and Turkish language support.
	  Refer to the RTB(RD010017) for the details.
	
	- Firmware list -
	System/Copy: ver.1.01 or later
	FAX: ver.02.00.00 or later
	FCU: ver.02.00.00 or later
	Printer: ver.1.01 or later

Reissued: 14-Feb-08

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010b

Version	Symptom Corrected
	Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.00	1st mass production

Model: General	Date: 12-Mar-08	No.: RGene027

Subject: New Wiress LAN Option		Prepared by: H.K.
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☒ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☐ Other ( )	

Important Information on the Release of a New Wireless LAN Option

Overview

1. Production of a new wireless LAN option, the **IEEE 802.11b Interface Unit Type N**, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.

2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

for US

Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-08	403019	802.11b Interface Unit Type F	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-07	403018	IEEE802.11b Interface Unit Type H	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
G874-48	403017	IEEE802.11b Interface Unit Type I	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-09	414421	IEEE802.11b Interface Unit Type H	change from EDP:412996

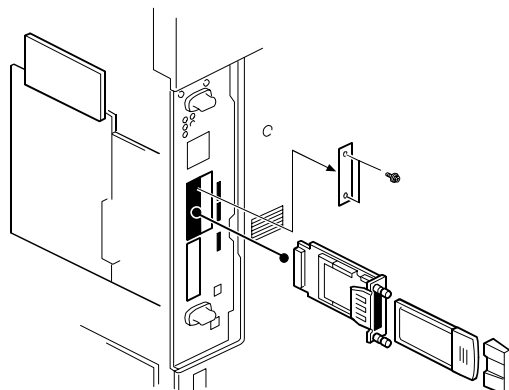2. Specifications of the new wireless LAN option:

Print_B7367059.pc

Specification Sheet:
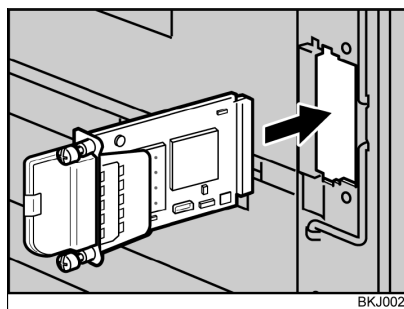|	
Model Name:	IEEE 802.11b Interface Unit Type N
Machine code:	B736-16
EDP code:	414525
Package:	All-in-one (PCB, LAN card, and cover are pre-assembled)
Channel freq. range:	2412 MHz to 2462 MHz (11ch.)
Transmission speed:	1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

Previous types:
PCB, LAN card, and cover are separate

New Type (IEEE802.11b
Interface Unit Type N):
Pre-assembled

Action in the Field

1. MFP Models
Update the firmware on the target MFP models to the necessary versions at the installation.
See "Target Models" below.

2. LP Models
Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative.
See "Target Models" below.

Notice to users (excerpt on next page):

print_B7367058.pd

Excerpt from the Operating Instructions for LP models

Installing the Optional Wireless LAN Interface Unit

Important:
● Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
● Do not subject the wireless LAN interface unit to physical shocks.

1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.
   The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

   For details about the location of the interface unit slot, see the manual provided with your printer.
3. Attach the wireless LAN interface unit.
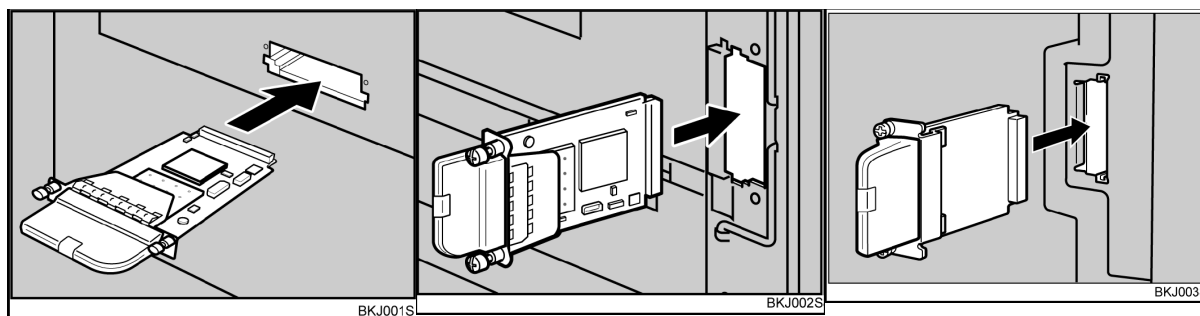
   Insert the end of the wireless LAN interface unit into the slot.
   Slot types vary according to device. For details, see the manual provided with your printer.
4. Fasten the wireless LAN interface unit to the controller board with the two screws.
   Check the wireless LAN interface unit is connected firmly to be controller board.
Note
• Use a coin or similar object if the screws do not turn easily.
• After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.

• If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
• You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.
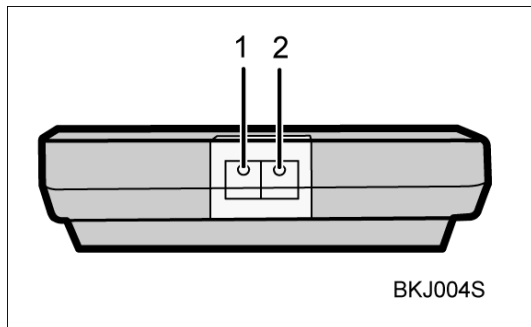
Checking the Connection
To check the connection, use the two lights on the optional wireless LAN interface unit.

BKJ004S

1. The orange light indicates normal network connectivity.
2. The green light indicates that the optional wireless LAN interface unit is properly powered.
   If both lights are lit, the wireless connection is fully operational.

Model: General	Date: 12-Mar-08	No.: RGene027

Target Models

MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena-C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	(1.31)	(5.17)	(1.08)	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella-C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian-C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
  Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	(1.12)	T.B.D	T.B.D	2008 April
02.	Gaia-P2L	(1.01)	T.B.D	T.B.D	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	(1.08)	T.B.D	T.B.D	2008 April
05.	Martini-P2	(1.10)	T.B.D	T.B.D	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	T.B.D	T.B.D	T.B.D	2008 May

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
  Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere -P1 mentions "version 1.07" for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Reissued: 01-Apr-08

Model: **PR-C1**	Date: 25-Jul-07	No.: RD010013c

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for GDINOB for PR-C1		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( )	

We hereby inform you of the GDINOB firmware history for the PR-C1.

Version	Program No.	Effective Date
3.65	*D3265500F*	*April 2008 production*
3.63	D3265500E	December 2007 production
3.62	D3265500D	July 2007 production
3.60	D3265500C	1st mass production

Version	Symptom Corrected
3.65	*The firmware is now WHQL-certified for Windows Vista.* *Note: To do this, the USB serial number was set to a unique number.*
3.63	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
3.62	Symptom corrected: For China/Taiwan model only: "No error" is displayed as the machine status even when paper jams in the bridge unit. For NA/EU models only: Paper stacked inside the finisher is not output to the exit tray if "Job Reset" is pressed after a paper jam occurs.

RICOH   **T**echnical **B**ulletin

Reissued: 01-Apr-08

Model: **PR-C1**	Date: 25-Jul-07	No.: RD010013c

Version	Symptom Corrected
3.60	1st mass production

RICOH

Technical **B**ulletin

Reissued: 3-Jun-08

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010014d

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (SD)		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Engine firmware history for the PR-C1 (SD).
IMPORTANT:
Use an **SD** card to install this firmware in the field.

Version	Program No.	Effective Date
1.04:02	***D0105520E***	***June 2008 production***
1.03:02	D0105520D	November 2007 production
1.02:02	D0105520C	October 2007 production
1.01:02	D0105520B	July 2007 production
1.00.02	D0105520A	1st mass production

Version	Symptom Corrected
1.04:02	***Scanner only:*** ***SC120 (Scanner Home Position Error) may occur during exposure glass scanning.***
1.03:02	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.
1.02:02	Minor modification has been made.
1.01:02	Symptom corrected: 1. The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.00.02	1st mass production

Reissued: 3-Jun-08

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015e

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (IC)	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Engine firmware history for the PR-C1 (IC).

IMPORTANT:

· The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.

· Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
1.05:1.04	*D0105511D-D0105520E*	*June 2008 production*
1.04:1.03	*D0105510C-D0105520D*	*November 2007 production*
1.04:1.02	D0105510C:D0105520C	October 2007 production
1.03:1.01	D0105510B:D0105520B	July 2007 production
1.02:1.00	D0105510A:D0105520A	July 2007 production
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.05:1.04	*Symptom corrected:* *Scanner only:* *SC120 (Scanner Home Position Error) may occur during exposure glass scanning.*
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list -

Reissued: 3-Jun-08

Model: **PR-C1**		Date: 30-Jun-07	No.: RD010015e

Version	Symptom Corrected
	System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.02:1.00	Symptom corrected: The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF. Other changes: Supports the GW model.
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.05:1.04	*D-015511D-D0105520E*	*June 2008 production*
1.04:1.03	*D0105511C-D0105520D*	*November 2007 production*
1.04:1.02	D0105511C:D0105520C	October 2007 production
1.03:1.01	D0105511B:D0105520B	July 2007 production
1.01:1.00	D0105511A:D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	*Symptom corrected:* *Scanner only:* *SC120 (Scanner Home Position Error) may occur during exposure glass scanning.*
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

RICOH

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015e

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For China model

Version	Program No.	Effective Date
1.05:1.04	**D-0105512D-D0105520E**	**June 2008 production**
1.04:1.03	D0105512C-D0105520D	November 2007 production
1.04:1.02	D0105512C:D0105520C	October 2007 production
1.03:1.01	D0105512B:D0105520B	July 2007 production
1.01:1.00	D0105512A:D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	**Symptom corrected:** **Scanner only:** **SC120 (Scanner Home Position Error) may occur during exposure glass scanning.**
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

Reissued: 3-Jun-08

Model: **PR-C1**	Date: 30-Jun-07	No.: RD010015e

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

Model: PR-C1	Date: 24-Sep-08	No.: RD010018

Subject: Conversion table for the NRS jam code		Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier2

Conversion table

*1: See service manual on page 200 through 202 for SP7504-xxx.
*2: SP7504-160 through 231 is for the machines on which an optional finisher is installed.

SP No.	NRS Jam Code No.	Contents
SP7504-001	1	At power on. Paper jam occurs at power on.
-010	17	Off-Regist No Feed. Paper does not reach the registration sensor (from a paper tray).
-011	11	Off-1 Vertical SN. Paper does not reach the upper relay sensor.
-012	51	On-1 Vertical SN. Paper is caught at the upper relay sensor.
-021	12	Off-2 Vertical SN. Paper does not reach the lower relay sensor.
-022	52	On-2 Vertical SN. Paper is caught at the lower relay sensor.
-031	13	Off-3 Vertical SN. Paper does not reach the vertical transport sensor in the optional paper feed unit.
-032	53	On-3 Vertical SN. Paper is caught at the vertical transport sensor in the optional paper feed unit.
-050	8	Off-Regist Bypass. Paper does not reach the registration sensor (from the by-pass tray).
-060	9	Off-Regist Duplex. Paper does not reach the registration sensor during reverse-side printing (for duplex printing).
-070	57	On-Regist SN. Paper is caught at the registration sensor.
-120	58	On-Exit SN. Paper is caught at the exit sensor (previous page).
-121	20	Off-Exit SN. Paper does not reach the exit sensor.
-122	60	On-Exit SN. Paper is caught at the exit sensor.
-123	26	Off-Dup Inverter. Paper does not reach the duplex inverter sensor (from the registration roller).
-125	64	On-Dup Inverter. Paper is caught at the duplex inverter sensor.
-126	27	Off-Dup Entrance. Paper does not reach the duplex entrance sensor.
-127	66	On-Dup Entrance. Paper is caught at the duplex entrance sensor.
-128	25	Off-Duplex Exit. Paper does not reach the duplex exit sensor.
-129	65	On-Duplex Exit. Paper is caught at the duplex exit sensor.
-130	28	Off-1 Bin Exit SN. Paper does not reach the 1-bin tray.
-131	68	On-1 Bin Exit SN. Paper is caught at the 1-bin tray.
-132	22	On-Brb Exit. Paper does not reach the bridge unit.
-133	62	Off-Brb Exit. Paper is caught at the bridge unit.
-160	160	On-Fin Entrance. Paper does not reach the finisher entrance sensor.
-161	161	Off-Fin Entrance. Paper is caught at the finisher entrance sensor.
-162	162	Fin Stack Exit. Stack paper jams at the exit area.
-163	163	Finisher Staple. Staple jams.

Model: PR-C1	Date: 24-Sep-08	No.: RD010018

-164	164	Fin Staple Cancel. Staple function cannot be used.
-165	165	Fin Jogger Motor. Jogger motor is in abnormal condition.
-166	166	Fin PickUP Mtr. The motor which makes the pick-up roller up and down is in abnormal condition.
-167	167	Fin Staple Slide. Staple slide function is in abnormal condition.
-168	168	Fin Stack Tray. 1st abnormal condition at the finisher stack tray.
-169	169	Fin Belt Lift Sol. Finisher belt lift solenoid is in abnormal condition.
-230	230	Fin Exit No Response. Finisher exit has no response.
-231	231	Fin Communication Err. Finisher communication error.

Model: **PR-C1**	Date: 25-Jul-07	No.: RD010012c

RTB Reissue
The items in bold italics have been added.

Subject: ROM History for PCL Option for PR-C1	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the PCL Option firmware history for the PR-C1.

Version	Program No.	Effective Date
7.67	*D3265502D*	*October 2008 production*
7.64	D3265502C	April 2008 production
7.62	D3265502B	December 2007 production
7.60	D3265502A	August 2007 production
7.57	D3265502	1st mass production

Version	Symptom Corrected
7.67	*Korean language was added.*
7.64	The firmware is now WHQL-certified for Windows Vista. Note: To do this, the USB serial number was set to a unique number.
7.62	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later

7.60	Symptom corrected:
	1. China/Taiwan model only:
	  "No error" is displayed on the operation panel when a paper jam occurs in the Bridge Unit.
	2. NA/EU models only:
	  The paper stacked inside the finisher is not output to the exit tray after a jam is cleared and the Job Reset button is pressed.

Model: **PR-C1**		Date: 25-Jul-07	No.: RD010012c

Version	Symptom Corrected
7.57	1st mass production

Reissued: 02-Oct-08

Model: **PR-C1**	Date: 25-Jul-07	No.: RD010013d

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for GDINOB for PR-C1		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )
	☐ Action required ☐ Service manual revision ☐ Retrofit information	

We hereby inform you of the GDINOB firmware history for the PR-C1.

Version	Program No.	Effective Date
3.68	*D3265500G*	*November 2008 production*
3.65	D3265500F	April 2008 production
3.65	D3265500F	April 2008 production
3.63	D3265500E	December 2007 production
3.62	D3265500D	July 2007 production
3.60	D3265500C	1st mass production

Version	Symptom Corrected
3.68	*Korean language was added.*
3.65	The firmware is now WHQL-certified for Windows Vista. Note: To do this, the USB serial number was set to a unique number.
3.63	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later

Model: **PR-C1**	Date: 25-Jul-07	No.: RD010013d

Version	Symptom Corrected
3.62	Symptom corrected: For China/Taiwan model only: "No error" is displayed as the machine status even when paper jams in the bridge unit. For NA/EU models only: Paper stacked inside the finisher is not output to the exit tray if "Job Reset" is pressed after a paper jam occurs.
3.60	1st mass production

Reissued: 9-Oct-08

Model: **PR-C1**	Date: 09-Oct-08	No.: RD010015f

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1 (IC)			Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

We hereby inform you of the Engine firmware history for the PR-C1 (IC).

IMPORTANT:

· The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.

· Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
1.05:1.04	D0105511D-D0105520E	June 2008 production
1.04:1.03	*D0105510C-D0105520D*	*November 2007 production*
1.04:1.02	D0105510C-D0105520C	October 2007 production
1.03:1.01	D0105510B-D0105520B	July 2007 production
1.02:1.00	D0105510A-D0105520A	July 2007 production
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list -

Reissued: 9-Oct-08

Model: **PR-C1**	Date: 09-Oct-08	No.: RD010015f

Version	Symptom Corrected
	System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.02:1.00	Symptom corrected: The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF. Other changes: Supports the GW model.
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.05:1.04	D015511D-D0105520E	June 2008 production
1.04:1.03	*D0105511C-D0105520D*	*November 2007 production*
1.04:1.02	D0105511C-D0105520C	October 2007 production
1.03:1.01	D0105511B-D0105520B	July 2007 production
1.01:1.00	D0105511A-D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

Model: **PR-C1**	Date: 09-Oct-08	No.: RD010015f

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For China model

Version	Program No.	Effective Date
1.05:1.04	D0105512D-D0105520E	June 2008 production
1.04:1.03	D0105512C-D0105520D	November 2007 production
1.04:1.02	D0105512C-D0105520C	October 2007 production
1.03:1.01	D0105512B-D0105520B	July 2007 production
1.01:1.00	D0105512A-D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

Model: **PR-C1**	Date: 09-Oct-08	No.: RD010015f

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For Korea model

Version	Program No.	Effective Date
1.06:1.04	*D0105513-D0105520E*	*1st mass production*

Version	Symptom Corrected
1.06:1.04	*1st mass production*

Technical **B**ulletin

PAGE: 1/1

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010003b

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Fax for PR-C1	Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

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

We hereby inform you of the Fax firmware history for the PR-C1.

Version	Program No.	Effective Date
03.00.00	***D3275522D***	***January 2009 production***
02.00.00	D3275522C	October 2007 production
01.00.00	B3275522B	1st mass production

Version	Symptom Corrected
03.00.00	***Symptom corrected:*** ***In the Korea model, TTI registration is possible even when only a space (or no data at all) is input from the soft keyboard.***
02.00.00	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
01.00.00	1st mass production

RICOH

Reissued: 21-Jan-09

Model: PR-C1	Date: 03-Aug-07	No.: RD010016b

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for FCU for PR-C1		Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		

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

We hereby inform you of the FCU (Fax Control Unit) firmware history for the PR-C1.

Version	Program No.	Effective Date
03.00.00	***D3455570C***	***January 2009 production***
02.00.00	D3455570B	November 2007 production
01.00.00	D3455570A	1st mass production

Version	Symptom Corrected
03.00.00	***Symptom corrected:*** ***1. Noise is sometimes generated if the Start key is pressed during on-hook transfer (occurrence is timing specific).*** ***Other changes:*** ***2. Korea model only: The maximum number of auto redials is 3 times (and when the line is busy, 15 times).*** ***3. The G3 table was modified to meet standards in Brazil and Korea.***
02.00.00	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
01.00.00	1st mass production

RICOH

Technical **B**ulletin

Model: PR-C1(1-Bin Tray BN3020)	Date: 05-Jan-09	No.: RD010019

Subject: Paper Jamming after installing the 1-Bin Tray		Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		

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

Action Required

Please rotate the Exit Roller (B6214453) manually before installing the 1-Bin Tray. This action confirms that the motor rotates properly and will release a (possibly) stuck motor.

Affected S/N

M4080600337 ~ M4080800097

Reason

The drive motor (AX050198) does not rotate because of vaporized glue dried on the motor shaft. (Motor locked).

Note

If the 1-bin unit is installed without first checking motor rotation, jamming may occur. In that case, please release the motor by rotating the exit roller.

Release the motor directly by rotating the motor shaft manually if you are unable to rotate the roller shaft.

Reissued: 22-Jan-09

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010c

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for System/Copy for PR-C1.		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( ) ☒ Tier 2	

We hereby inform you of the System/Copy firmware history for the PR-C1.

Version	Program No.	Effective Date
1.03.1	**D3275521E**	**January 2009 production**
1.02	D3275521D	February 2008 production
1.01	D3275521C	October 2007 production
1.00	B3275521B	1st mass production

Version	Symptom Corrected
1.03.1	**Other changes:** **OCS: Supports the Korean display language.**

1.02	Symptom corrected:
	1. Scan to NCP problems. (TechMail#TS070022)
	   Note: Both System firmware (version 1.30 or later) and Scanner firmware (version 1.05 or later) need to be applied to fix this issue.
	2. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242) (TechMail#TS080184)
	
	Other changes:
	1. The new WLAN card is now available. (TechMail#OTS-2008-543)
	   Note: To use this new card, System firmware (version 1.30 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14) need to applied.

1.01	Symptom corrected:
	1. Device might not be able to access the network under the following conditions (FPR#RC07050005):
	   – The device is conneted to a HUB that has link flapping enabled.
	   – The device "Ethernet speed" is not "Auto".
	
	Other changes:
	1. Supports the Turkish and Catalonian display languages.
	   Please update the following firmware to add Catalan and Turkish language support.
	   Refer to the RTB(RD010017) for the details.
	
	- Firmware list -
	System/Copy: ver.1.01 or later
	FAX: ver.02.00.00 or later

RICOH　　　**T**echnical **B**ulletin　　　**PAGE: 2/2**

Model: **PR-C1**		Date: 29-Jun-07	No.: RD010010c

Version	Symptom Corrected
	FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.00	1st mass production

Reissued: 24-May-09

Model: **PR-C1L**	Date: 08-Oct-08	No.: RD010015h

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1L (IC)			Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☒ Tier 2

We hereby inform you of the Engine firmware history for the PR-C1L (IC).

IMPORTANT:

· The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.

· Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
1.06:1.04	*D0105513-D0105520F*	*October2008 production*
1.05:1.04	D0105510D-D0105520E	June 2008 production
1.04:1.03	D0105510C-D0105520D	November 2007 production
1.04:1.02	D0105510C:D0105520C	October 2007 production
1.03:1.01	D0105510B:D0105520B	July 2007 production
1.02:1.00	D0105510A:D0105520A	July 2007 production
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details.

Model: **PR-C1L**	Date: 08-Oct-08	No.: RD010015h

Version	Symptom Corrected
	- Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.02:1.00	Symptom corrected: The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF. Other changes: Supports the GW model.
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.05:1.04	D-015511D-D0105520E	June 2008 production
1.04:1.03	*D0105511C-D0105520D*	*November 2007 production*
1.04:1.02	D0105511C:D0105520C	October 2007 production
1.03:1.01	D0105511B:D0105520B	July 2007 production
1.01:1.00	D0105511A:D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

Model: **PR-C1L**	Date: 08-Oct-08	No.: RD010015h

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For China model

Version	Program No.	Effective Date
1.05:1.04	D-0105512D-D0105520E	June 2008 production
1.04:1.03	D0105512C-D0105520D	November 2007 production
1.04:1.02	D0105512C:D0105520C	October 2007 production
1.03:1.01	D0105512B:D0105520B	July 2007 production
1.01:1.00	D0105512A:D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

Model: **PR-C1L**	Date: 08-Oct-08	No.: RD010015h

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For Korea model

Version	Program No.	Effective Date
1.06:1.04	D0105513-D0105520E	1st mass production

Version	Symptom Corrected
1.06:1.04	1st mass production

For Chinese OEM (Founder) model

Version	Program No.	Effective Date
1.05	*D0105514*	*1st mass production*

Version	Symptom Corrected
1.05	*1st mass production*

Reissued: 18-Feb-09

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010d

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for System/Copy for PR-C1.		Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )

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

We hereby inform you of the System/Copy firmware history for the PR-C1.

Version	Program No.	Effective Date
1.04	**D3275521F**	**March 2009 production**
1.03.1	D3275521E	January 2009 production
1.02	D3275521D	February 2008 production
1.01	D3275521C	October 2007 production
1.00	B3275521B	1st mass production

Version	Symptom Corrected
1.04	**Symptom corrected:** 1. **An error occurs during RFU via @Remote.** 2. **Many (unnecessary) notification emails are sent out informing recipients that consumables have been successfully ordered via @Remote.** 3. **Unwanted line might be added to the bottom of each page.** **Other changes:** 4. **Error messages for the following two errors will no longer be displayed on the LCD (as they are not caused by the machine):** **- @Remote communication error caused when the @Remote Gateway system is down.** **- @Remote communication error caused when the RC Gate is not connected properly.**
1.03.1	Other changes: OCS: Supports the Korean display language.
1.02	Symptom corrected: 1. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 1.30 or later) and Scanner firmware (version 1.05 or later) need to be applied to fix this issue. 2. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242) (TechMail#TS080184) Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.30 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14) need to applied.

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010d

Version	Symptom Corrected
1.01	Symptom corrected: 1. Device might not be able to access the network under the following conditions (FPR#RC07050005): – The device is conneted to a HUB that has link flapping enabled. – The device "Ethernet speed" is not "Auto". Other changes: 1. Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.00	1st mass production

Reissued: 11-Mar-09

Model: PR-C1	Date: 29-Jun-07	No.: RD010006b

RTB Reissue

The items in bold italics have been added.

| Subject: ROM History for Printer for PR-C1		Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

We hereby inform you of the Printer firmware history for the PR-C1.

Version	Program No.	Effective Date
1.04	**D3595540C**	**April 2009 production**
1.01	D3595540B	October 2007 production
1.00	D3595540A	1st mass production

Version	Symptom Corrected
1.04	**Symptom corrected:** - **The PCL5 line pitch might be printed larger than the original.** - **The printable area of a PCL5 page might extend beyond the border on the right side.**
1.01	Symptom corrected: 1. PCL jobs containing fonts with a number of characters that is evenly divisible by 256, might cause the device to stall. (GFPR#RE0706006, RA07090001) 2. Subsequent PCL jobs will be canceled after the device prints a large number of jobs (more than 2000) submitted by the PCL 6 driver. (GFPR#RE07080008) Other changes: 1. Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.00	1st mass production

RICOH   **T**echnical **B**ulletin

Model: PR-C1(1-Bin Tray BN3020)	Date: 1-Apr-09	No.: RD010020

Subject: Guide: Tray: 1-Bin	Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

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

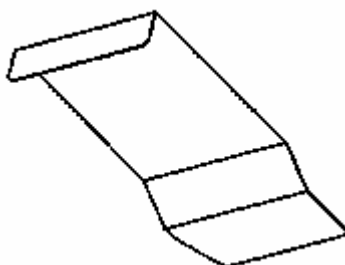| Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	D3394451	Guide: Tray: 1-Bin	0-2	-	3	38	New Index
-	D3394452	Guide: 1-Bin	0-1	-	3	39	New Index

Change:
1) Two guides (D3394451) were added to the exit tray.
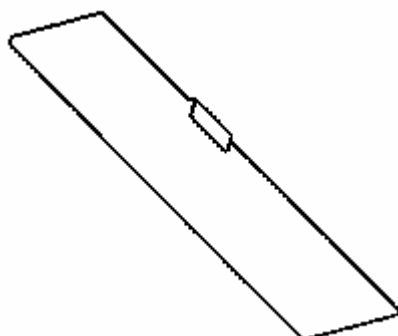2) A guide (D3394452) was added to the lower frame.

Reason: To further minimize exit jams caused by paper curl.

D3394451

D3394452

RICOH
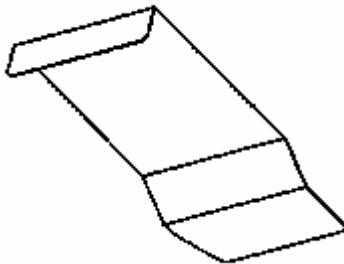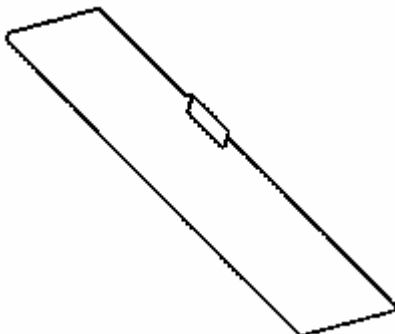
Technical Bulletin

Model: PR-C1(for Founder only)	Date: 1-Apr-09	No.: RD010021

Subject: PCB: BICU: FOU: Ass'y	Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

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

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	D0105109	PCB: BICU: FOU: Ass'y	0-1	-	71	*	New

RICOH **T**echnical **B**ulletin **PAGE: 1/2**

Reissued:23-Apr-09

Model: PR-C1(1-Bin Tray BN3020)	Date: 1-Apr-09	No.: RD010020a

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

Subject: Guide: Tray: 1-Bin	Prepared by: M. Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

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

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	D3394451	Guide: Tray: 1-Bin	0-2	-	3	38	New Index
-	D3394452	Guide: 1-Bin	0-1	-	3	39	New Index

Change:
1) Two guides (D3394451) were added to the exit tray.
2) A guide (D3394452) was added to the lower frame.

Reason: To further minimize exit jams caused by paper curl.
Note: This modification has been applied to the October 2007 production machines onward. (Machine serial No. M40782xxxxx -)
The material of those guides is transparent Mylar.

D3394451

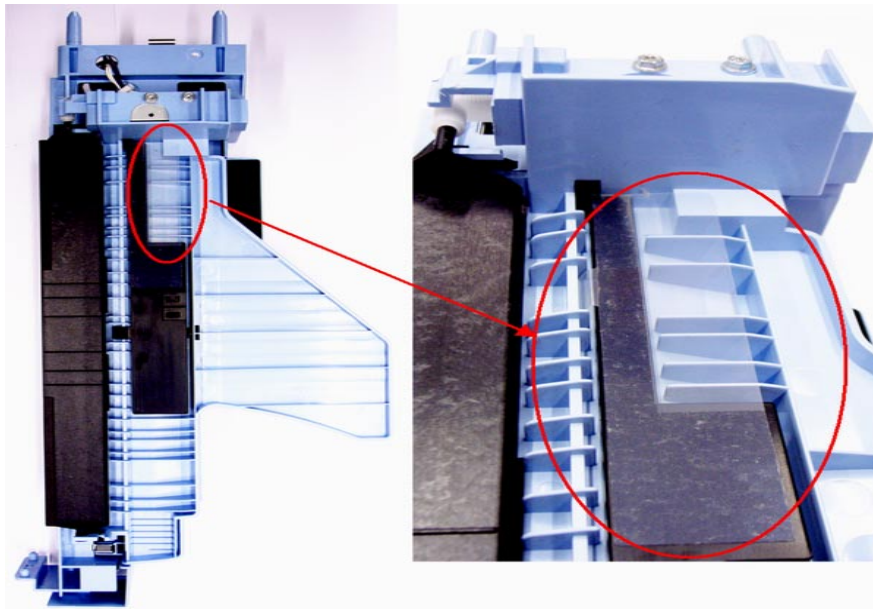D3394452

Model: PR-C1(1-Bin Tray BN3020)	Date: 1-Apr-09	No.: RD010020a

P/N D3394451
> *Note: The two guides are attached to the underside of the exit tray using double-sided tape.*
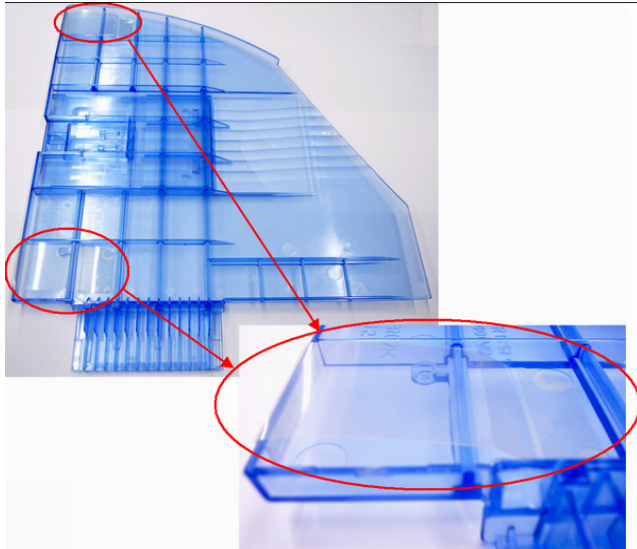
P/N D3394452
> *Note: This guide is attached to the underside of the lower frame using double-sided tape.*

Model: PR-C1	Date: 7-Aug-09	No.: RD010022

Subject: SC 670 (Engine startup error)		Prepared by: M. Ishihara
From: 1st Tech.Support Sec. Overseas Tech. Support Dept.		

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

SYMPTOM

SC670 occurs when the GW controller is installed on the Basic model.

CAUSE

The Engine firmware was not installed correctly at the factory.

ACTION

If the symptom occurs on a machine from the serial range listed below, install the following firmware using an **IC card**.

  Important: You cannot install this firmware using an SD card.

   Procedure:
   1. Remove the rear cover.
   2. Remove the GW controller.
   3. Insert an **IC card** containing the following firmware:
      NA/EU: ver**1.05:1.04 D0105510D-D0105520E**
      AP/Taiwan: ver**1.05:1.04 D0105511D-D0105520E**
      China: ver**1.05:1.04 D0105512D-D0105520E**

   4. Install the firmware.
   5. Reattach the GW controller and rear cover.
   6. Make sure that SC670 does not appear on the operation panel.

Affected Units, Estimated No. Occurrences

The symptom may occur on the following machines if the GW controller is installed. The estimated number of machines that may show the symptom is relatively low (= No. Affected Units x GW controller installation rate x Estimated occurrence rate).

NA (D010-17):
Affected S/N Range: **M4481800066 – M4482200186** (Jun.-Oct. '08)
Estimated number of machines on which the symptom may occur: 20

EU (D010-27, -26):
Affected S/N Range: **M4481800001 – M4482200067** (D010-27, Jun.-Aug. '08)
          9H88780001 - 9H88880050 (D010-26, Jul. – Aug. 2008)
Estimated number of machines on which the symptom may occur: 3

AP (D010-19, -29, D043-29):
Affected S/N Range: **M4481800031 – M4482200451** (D010-19, 29; Jun.-Oct. '08)
          M4782000001 – M4782100187 (D043-29; Aug. '08)
Estimated number of machines on which the symptom may occur: 2

China (D010-21, D043-21):
Affected S/N Range: **M4481900934 – M4482300446** (D010-21; July-Nov. '08)
          M4781700175 – M4782100273 (D043-21; Jun.- Sept. '08)
Estimated number of machines on which the symptom may occur: 1

Technical **B**ulletin

RICOH

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Model: PR-C1	Date: 27-Aug-09	No.: RD010023

Subject: MB No.MD010014 correction	Prepared by: M. Ishihara
From: 1st Tech.Support Sec. Overseas Tech. Support Dept.	

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

MB Reissue

The items in **_bold italics_** were corrected or added

RICOH **M**odification **B**ulletin

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Model: ~~T-G1/T-G1N/Pi-G1N~~ PR-C1	Date: 13-May-08	No.: MD010014

Modified Article: Magnetic Clutch	Prepared by: Y. Murata
From: 1st Tech. Support Sec. Service Support Dept.	

Reason for Modification:	☐ Parts catalog correction	☒ Vendor change	☐ Other
	☐ To facilitate assembly	☐ To improve reliability	☐ To meet standards
	☐ Part standardization	☐ Product Safety	( )

Incorrect P/N	_Correct P/N_	_Description_	_Q'ty_	_Int_	_Page_	_Index_	_Note_
_D0102618_	_D0102616_	_Magnetic Clutch_	_1-1_	_-_	_53_	_16_	

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
D0102616	D0102816	MAGNETIC CLUTCH (Feed)	**_2-2_**	O/O	53	5**_,16_**	
D0101186	D0101188	MAGNETIC CLUTCH (Registration)	1	O/O	51	4	-

Change/Reason: Vendor change.

RICOH

Reissued: 10-Nov-09

Model: **PR-C1L**	Date: 08-Oct-08	No.: RD010015i

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for Engine for PR-C1L (IC)	Prepared by: M.Ishihara
From: 1st Tech. Support Sec. Service Support Dept.	

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

We hereby inform you of the Engine firmware history for the PR-C1L (IC).

IMPORTANT:

· The engine firmware file for Basic/GDI machines contains the firmware programs for GW machines. The left half of the filename is the firmware name for GDI, and the right side is the firmware name for GW.

· Use an **IC** card to install this firmware in the field.

For USA/Europe model

Version	Program No.	Effective Date
~~1.06:1.04~~	~~D0105513-D0105520F~~	~~October2008 production~~
1.05:1.04	D0105510D-D0105520E	June 2008 production
1.04:1.03	D0105510C-D0105520D	November 2007 production
1.04:1.02	D0105510C:D0105520C	October 2007 production
1.03:1.01	D0105510B:D0105520B	July 2007 production
1.02:1.00	D0105510A:D0105520A	July 2007 production
1.01	D0105510	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details.

Model: **PR-C1L**	Date: 08-Oct-08	No.: RD010015i

Version	Symptom Corrected
	- Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.02:1.00	Symptom corrected: The counter for the key card (RK - 4) is incremented if the counting timing is changed from "feed (default)" to "exit" even when the original jams in the DF. Other changes: Supports the GW model.
1.01	1st mass production

For Asia/Taiwan model

Version	Program No.	Effective Date
1.05:1.04	D-015511D-D0105520E	June 2008 production
1.04:1.03	*D0105511C-D0105520D*	*November 2007 production*
1.04:1.02	D0105511C:D0105520C	October 2007 production
1.03:1.01	D0105511B:D0105520B	July 2007 production
1.01:1.00	D0105511A:D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

Reissued: 10-Nov-09

Model: **PR-C1L**		Date: 08-Oct-08	No.: RD010015i

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For China model

Version	Program No.	Effective Date
1.05:1.04	D-0105512D-D0105520E	June 2008 production
1.04:1.03	D0105512C-D0105520D	November 2007 production
1.04:1.02	D0105512C:D0105520C	October 2007 production
1.03:1.01	D0105512B:D0105520B	July 2007 production
1.01:1.00	D0105512A:D0105520A	1st mass production

Version	Symptom Corrected
1.05:1.04	Symptom corrected: Scanner only: SC120 (Scanner Home Position Error) may occur during exposure glass scanning.
1.04:1.03	Symptom corrected: 1. Machine freezes after an DF jam is cleared. 2. Part of the image on the trailing edge is cut off when copying onto Custom Size paper just after the machine recovers from Sleep Mode.

Model: **PR-C1L**	Date: 08-Oct-08	No.: RD010015i

Version	Symptom Corrected
1.04:1.02	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
1.03:1.01	Symptom corrected: The output shows poor image quality if the paper used is 172-218mm shorter than the set paper size.
1.01:1.00	1st mass production

For Korea model

Version	Program No.	Effective Date
1.07GDI:1.04GW	*D0105513A_D0105520E*	*October 2009 production*
1.06:1.04	D0105513-D0105520E	1st mass production

Version	Symptom Corrected
1.07GDI:1.04GW	*Symptom corrected:* *"Bypass feed" was translated incorrectly into Korean.*
1.06:1.04	1st mass production

For Chinese OEM (Founder) model

Version	Program No.	Effective Date
1.05	D0105514	1st mass production

Version	Symptom Corrected
1.05	1st mass production

RICOH   Technical Bulletin

Model: PR-C1	Date: 18-Nov.-09	No.: RD010024

Subject: Upper Guide Plate-Entrance		Prepared by: M. Ishihara
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept		

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

Incorrect P/N	Correct P/N	Description	Q'ty	Int	Page	Index	Note
D0102773	**D0102586**	**Guide Plate: Paper Feed: Exit**	1-1	-	33	**7**	

Change/Reason:

Parts catalog correction.

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

Subject: Recommended Eco Mode setting (for Europe/Middle East/Africa only)	Prepared by: F.Noguchi
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

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

1. Recommended Ricoh Eco Mode settings

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

	Model	Panel Off Timer		Energy Saver Timer		Auto Off Timer		Reduction ratio for power consumption
		Recommend Setting (10 sec ~ 240 min)	Recovery time	Recommend Setting (1 ~ 240 min)	Recovery time	Recommend setting (1 ~ 240 min)	Recovery time	
B&W	S-C4	-	-	1 min (Factory default)	10 sec	1 min (Factory default)	10sec (C4/C4SPF) 7 sec (C4F)	77%~86%
	K-C3	-	-		10 sec		10 sec	74%~85%
	PR-C1	-	-		10 sec		10 sec	83%
	R-C5	1 min (Factory default)	0 sec	-	-		10 sec	72%~81%
	Al-C1		0 sec	-	-		10 sec	66%
B2C	Di-C1	• 1 min • Level2 (Factory default)	5.9 sec	-	-	20min(Di-C1a/C1La) 30min(Di-C1c/C1Lc) (Factory default)	25 sec (C1a/C1La/C1Lc) 26 sec(C1c)	38%~42%
	AT-C2	• 1 min (Factory default) • Change from Level1 (default) to Level2 See Note	7sec	15 min (Factory default)	17sec	30 min (Factory default)	24 sec	35%~37%
	AP-C2	• 1 min • Level1 (Factory default)	5.4 sec	Change from 15 min (default) to 1 min See Note	5.5 sec	45 min (Factory default)	31 sec(C1c) 49 sec(C1d)	24%

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

Fig1: Power consumption diagram
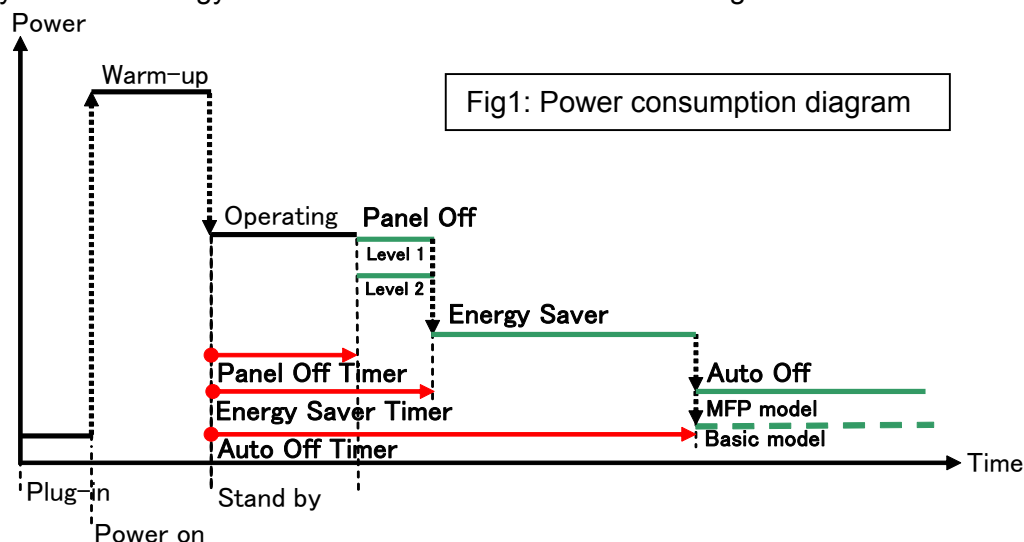
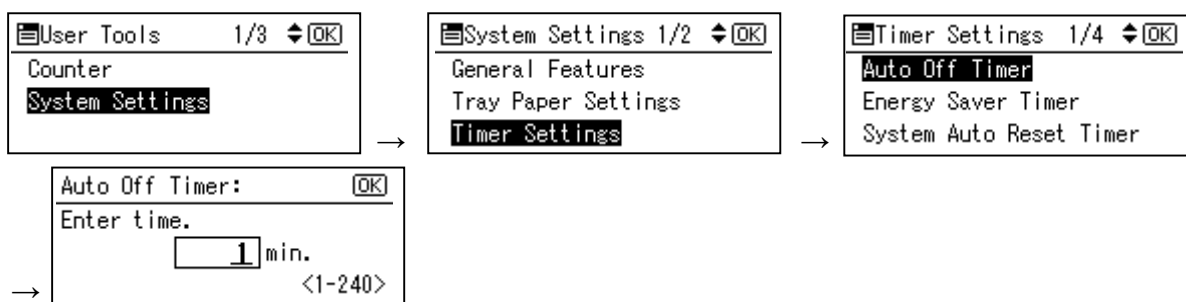| Model: S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036

2. Eco Mode setting procedure

2.1 B/W models

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

■ Timer Setting Procedure:
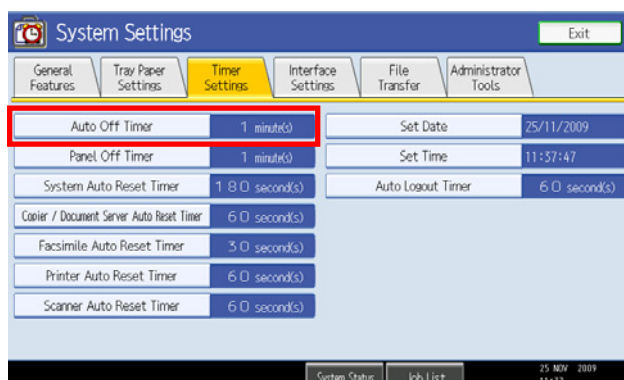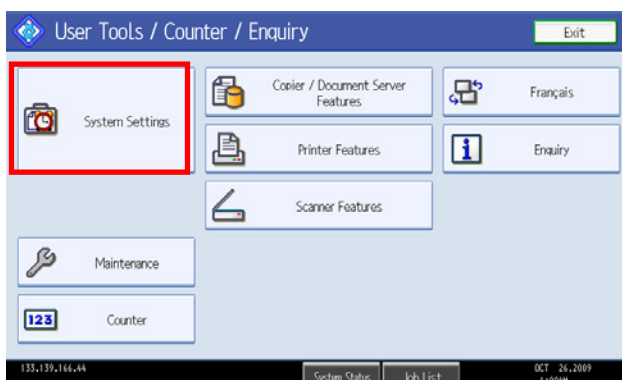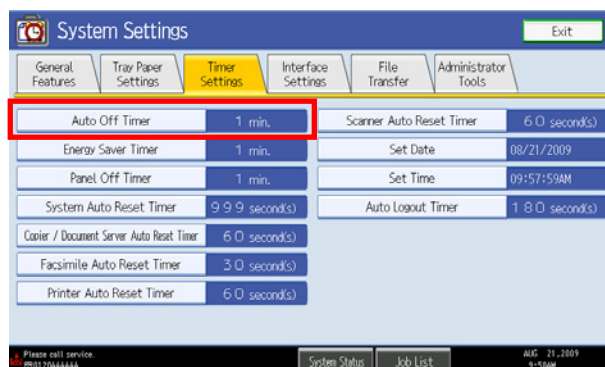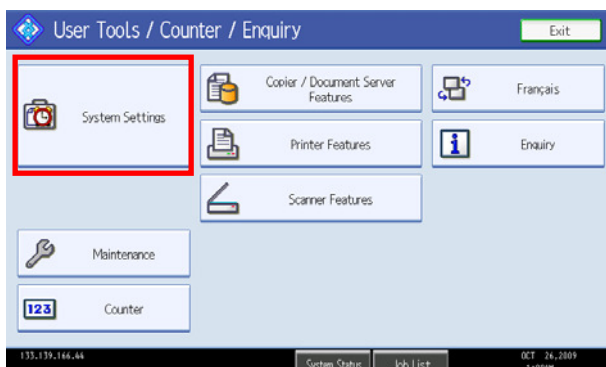
1) Check the current setting on Auto Off timer setting.

2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter → System Settings → Timer Settings → Auto Off Timer1 min. (Default)

Model R-C5

■ Timer Setting Procedure:

1) Check the current setting on Auto Off timer setting.

2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter → System Settings → Timer Settings → Auto Off Timer1 min. (Default)

Model AL-C1

■ Timer Setting Procedure:

   1) Check the current setting on Auto Off timer setting.

   2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

   User Tools/Counter → System Settings → Timer Settings → Auto Off Timer1 min. (Default)
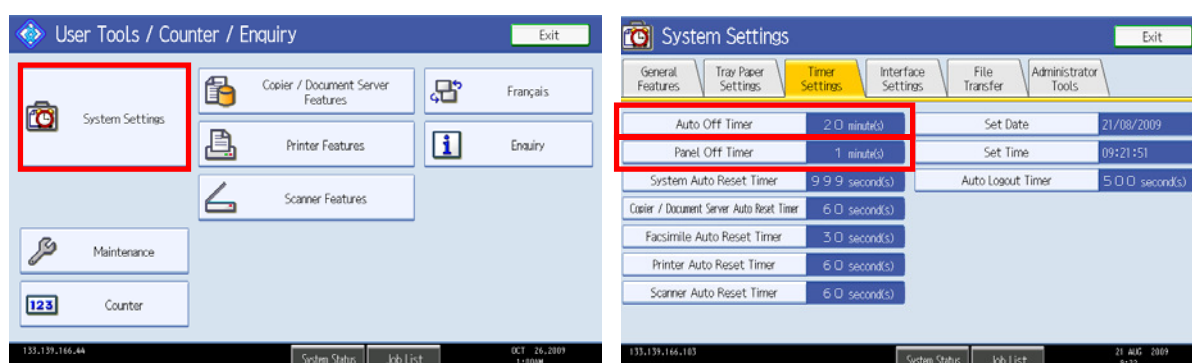
2.2 Color models

Model Di-C1

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

1) Check the current setting on Panel Off and Auto Off timer setting.

2) If these settings are not at the default settings, return them to their default settings. (Refer to table on page 1/9)
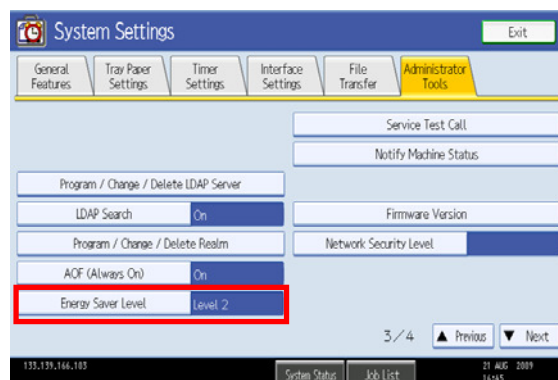
   Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

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

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

1) Check the current setting.

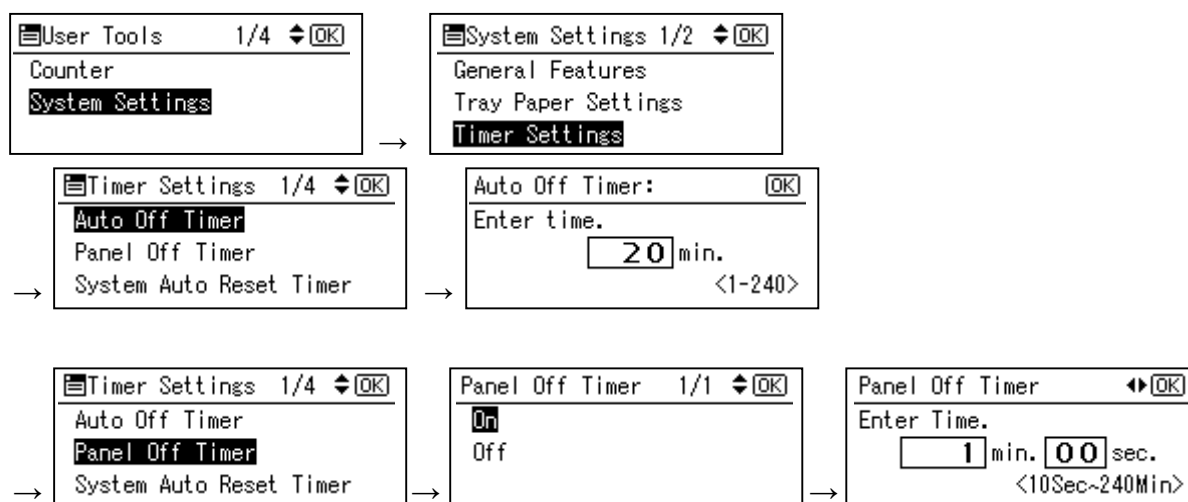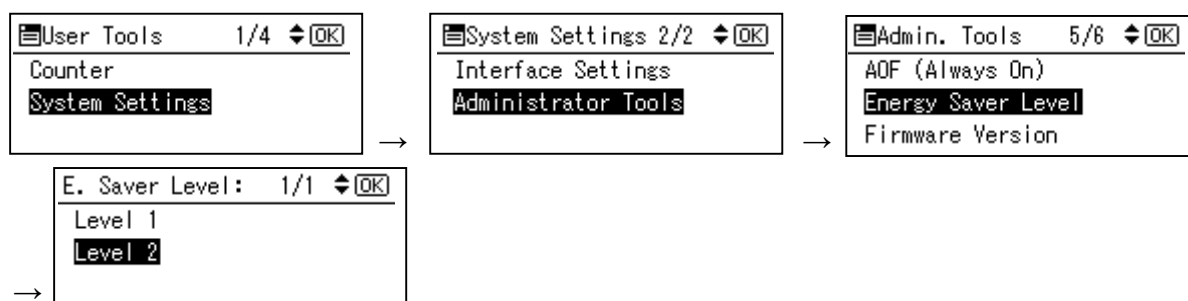2) If it is not Level 2, change the setting to Level 2 (factory default setting).

Model Di-C1L

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

1) Check the current setting on Panel Off and Auto Off timer setting.

2) If these settings are not at the default settings, return them to their default settings.

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

```
■User Tools      1/4  ♦OK          ■System Settings 1/2  ♦OK
 Counter                            General Features
 System Settings                    Tray Paper Settings
                        →           Timer Settings


■Timer Settings  1/4  ♦OK          Auto Off Timer:        OK
 Auto Off Timer                    Enter time.
 Panel Off Timer                         20 min.
 System Auto Reset Timer  →               <1-240>


■Timer Settings  1/4  ♦OK         Panel Off Timer  1/1 ♦OK    Panel Off Timer        ◄►OK
 Auto Off Timer                    On                          Enter Time.
 Panel Off Timer                   Off                              1 min. 00 sec.
 System Auto Reset Timer →                              →            <10Sec~240Min>
```

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

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

1) Check the current setting.

2) If it is not Level 2, change the setting to Level 2.

```
■User Tools      1/4  ♦OK          ■System Settings 2/2  ♦OK    ■Admin. Tools   5/6  ♦OK
 Counter                            Interface Settings           AOF (Always On)
 System Settings                    Administrator Tools          Energy Saver Level
                        →                               →        Firmware Version


 E. Saver Level:  1/1  ♦OK
  Level 1
  Level 2
                        →
```

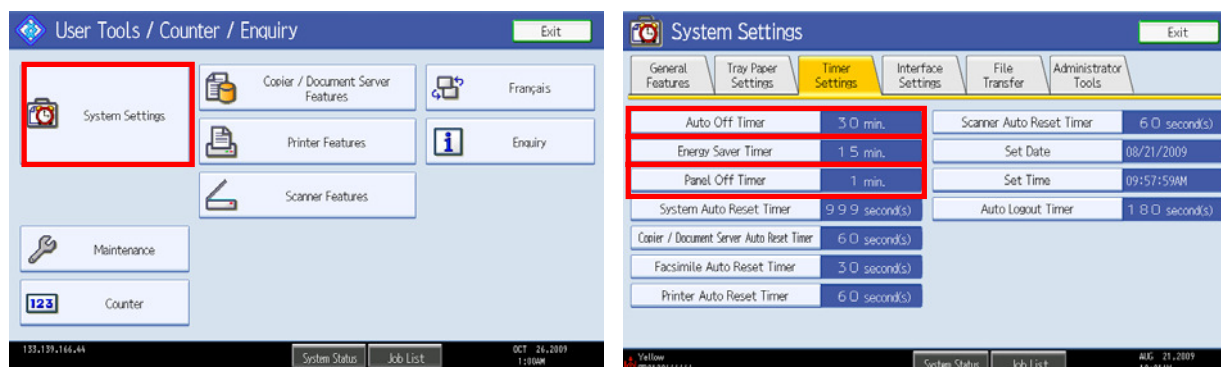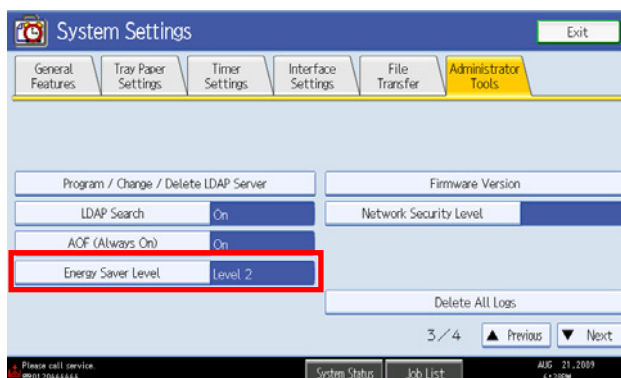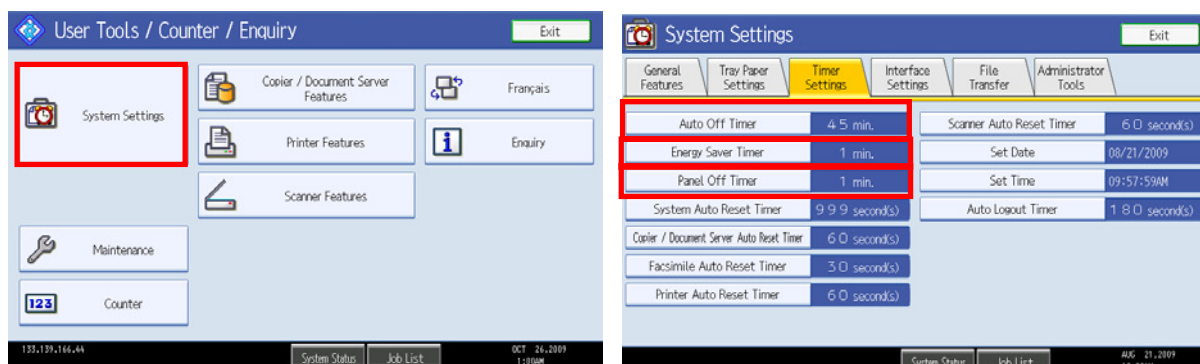| Model: S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036

Model AT-C2

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.

2) If these settings are not at the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)
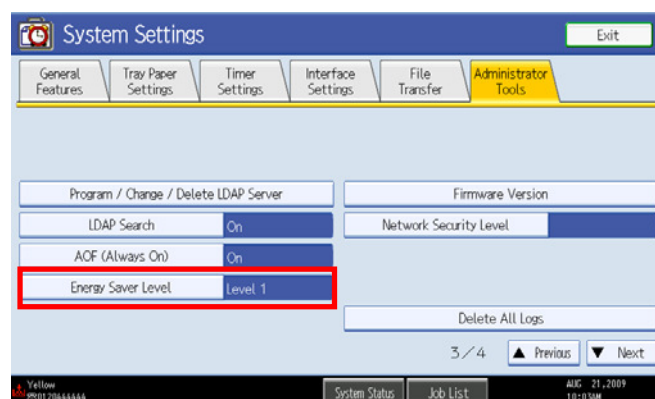
Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

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

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

1) Check the current setting.

2) If it is not Level 2, change the setting to Level 2.

Model AP-C2

■ Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.

2) If these settings are not the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

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

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

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

1) Check the current setting.

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

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

3. Power consumption

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

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

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

Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (W)	Time (min)	Power consumption (W)	Time (min)	Time (min)	Power consumption (W)	Time (min)	
AT-C2a	1	1	210	Change to Level2	Keep Factory Default	173	15	106	Keep Factory Default	30	4.3	Keep Factory Default	35
AT-C2b	1	1	216	Change to Level2		171	15	104		30	4.3		37

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

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

RICOH

Technical Bulletin

PAGE: 1/1

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010004b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for Network Doc Box for PR-C1	Prepared by: M.Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other ( )	

We hereby inform you of the Network Doc Box firmware history for the PR-C1.

Version	Program No.	Effective Date
2.01	*D3595528C*	*February 2010 production*
2.00	D3595528B	October 2007 production
1.14.1	B3595528A	1st mass production

Version	Symptom Corrected
2.01	*Symptom corrected:* *1. "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00" is now supported.* *For the details of this, please refer to the release notes for "Embedded Software Architecture Type-J DeviceManagement Package Ver.1.00".* *Other Changes:* *1. The web service might stall if the device settings are changed via WIM or the Operation Panel at the same time as ScanRouter is accessing the device.*
2.00	Symptom corrected: A warning message is not displayed when 2-byte characters are input in WIM's Fax information (FAX Header/Own Name) settings.
1.14.1	1st mass production

RICOH

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010005b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for Network Support for PR-C1		Prepared by: M.Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information

We hereby inform you of the Network Support firmware history for the PR-C1.

Version	Program No.	Effective Date
6.16	***D3595526C***	***February 2010 production***
6.14	D3595526B	February 2008 production
6.10	B3595526A	1st mass production

Version	Symptom Corrected
6.16	***Symptom corrected:*** ***1. The device might not be able to access the network once the Log collection tool is run.*** ***2. IPP print jobs are cancelled. This happened very infrequently.*** ***3. After a job consisting of a multiple of exaclty 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.*** ***4. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds).*** ***5. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing.*** ***Other changes:*** ***1. The MFP now supports CIFS, DFS and NTLM v2.***
6.14	Symptom corrected: 1. The performance of WIM might be reduced if SSDP is enabled on the device. 2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) 3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010005b

Version	Symptom Corrected
	– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14 or later) needs to be applied to the device.
6.10	1st mass production

Reissued: 09-Feb-10

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010008c

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for SD Scanner for PR-C1		Prepared by: M.Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the SD Scanner firmware history for the PR-C1.

Version	Program No.	Effective Date
01.06	*D3595525D*	*March 2010 production*
01.05	D3595525C	February 2008 production
01.04	D3595525B	October 2007 production
01.03	B3595525A	1st mass production

Version	Symptom Corrected

01.06	*Symptom corrected:*
	1. Scan to NCP fails if all of the following conditions are met:
	  - The destination is specified using the IP address.
	  - The Novell server and the device are in different subnets.
	  - The subnet routers filter SLP multicasts.
	Note: Requires System firmware (version 1.05 or later) and Scanner firmware (version 01.06 or later).
	
	2. Scan to NCP fails or takes a long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy.
	Note: Requires System firmware (version 1.05 or later) and Scanner firmware (version 01.06 or later).

01.05	Symptom corrected: 1. Scan to NCP problems. (TechMail#TS070022) Note: Both System firmware (version 1.05 or later) and Scanner firmware (version 01.03 or later) need to be applied to fix this issue.
01.04	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later

Model: **PR-C1**		Date: 29-Jun-07	No.: RD010008c

Version	Symptom Corrected
	Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
01.03	1st mass production

Reissued: 09-Feb-10

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010e

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for System/Copy for PR-C1.	Prepared by: M.Ishihara	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

We hereby inform you of the System/Copy firmware history for the PR-C1.

Version	Program No.	Effective Date
1.05	*D3275521G*	*March 2010 production*
1.04	D3275521F	March 2009 production
1.03.1	D3275521E	January 2009 production
1.02	D3275521D	February 2008 production
1.01	D3275521C	October 2007 production
1.00	B3275521B	1st mass production

Version	Symptom Corrected

1.05	*Symptom corrected:*
	 1. The vendor code contained in the controller board Mac address was updated.
	 2. Scan to NCP fails if all of the following conditions are met:
	   - The destination is specified using the IP address.
	   - The Novell server and the device are in different subnets.
	   - The subnet routers filter SLP multicasts.
	 Note: Requires System firmware (version 1.05 or later) and Scanner firmware (version 01.06 or later).
	 3. Scan to NCP fails or takes a long time to complete if the IPX protocol is used and there are more than 2 Novell Directory Services (NDS) servers in the network hierarchy.
	 Note: Requires System firmware (version 1.05 or later) and Scanner firmware (version 01.06 or later).

1.04	Symptom corrected:
	 1. An error occurs during RFU via @Remote.
	 2. Many (unnecessary) notification emails are sent out informing recipients that consumables have been successfully ordered via @Remote.
	 3. Unwanted line might be added to the bottom of each page.
	
	 Other changes:
	 1. Error messages for the following two errors will no longer be displayed on the LCD (as they are not caused by the machine):
	   - @Remote communication error caused when the @Remote Gateway system is down.
	   - @Remote communication error caused when the RC Gate is not connected

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010010e

Version	Symptom Corrected
	properly.
1.03.1	Other changes: OCS: Supports the Korean display language.
1.02	Symptom corrected: 1. Scan to NCP problems. (TechMail#TS070022) 　Note: Both System firmware (version 1.30 or later) and Scanner firmware (version 1.05 or later) need to be applied to fix this issue. 2. IPv6 Type 0 Route Headers allow sender to control routing (CVE-2007-2242) (TechMail#TS080184) Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) 　Note: To use this new card, System firmware (version 1.30 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14) need to applied.
1.01	Symptom corrected: 1. Device might not be able to access the network under the following conditions (FPR#RC07050005): 　– The device is conneted to a HUB that has link flapping enabled. 　– The device "Ethernet speed" is not "Auto". Other changes: 1. Supports the Turkish and Catalonian display languages. 　Please update the following firmware to add Catalan and Turkish language support. 　Refer to the RTB(RD010017) for the details. 　- Firmware list - 　System/Copy: ver.1.01 or later 　FAX: ver.02.00.00 or later 　FCU: ver.02.00.00 or later 　Printer: ver.1.01 or later 　Web support: ver.1.02 or later 　SD Scanner: ver.01.04 or later 　Engine(IC): ver.1.04GDI:1.02GW 　GDI NOB: ver.3.63 or later 　PCL Option: ver.7.62 or later
1.00	1st mass production

RICOH

Technical **B**ulletin

Model: PR-C1	Date: 30-Jun-10	No.: RD010025

Subject: Roller: Stripper Pawls	Prepared by: M. Ishihara
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept	

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

Incorrect P/N	Correct P/N	Description	Q'ty	Int	Page	Index	Note
B0394170	**D0104170**	Roller: Stripper Pawls	5-5	X/O	41	29	
B2594091	**D0104091**	Holder: Heater: Rear	1-1	X/O	41	15	
B0394120	**D0104120**	Thermostat: Ass'y	2-2	X/O	41	5	
B1214120	**D0104220**	Thermostat: 176 deg: Ass'y	2-2	X/O	41	11	

Change/Reason:
Parts catalog correction.

RICOH   Technical Bulletin

Model: PR-C1	Date: 8-Jul-10	No.: RD010026

Subject: Shield: Exposure Glass: Sheet Through	Prepared by: M. Ishihara
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept	

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

Old P/N	New P/N	Description	Q'ty	Int	Page	Index	Note
-	B0391826	Shield: Exposure Glass: Sheet Through	0-2	-	13	22	New Index

Change/Reason:
Parts catalog correction (Part number and the index were missing.)

4.OPTICS SECTION 1 (D010/D043)
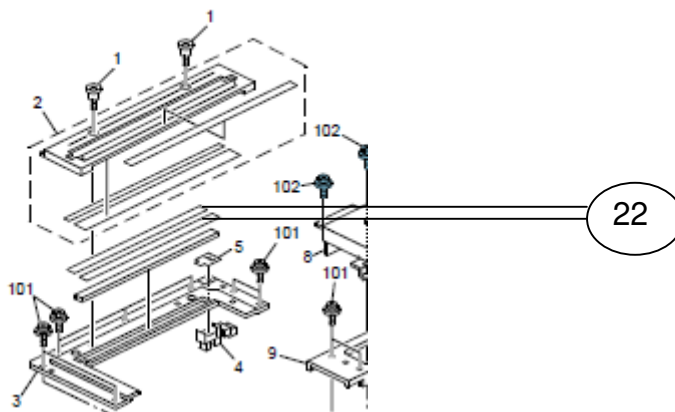
Reissued: 03-Sep-10

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010005c

RTB Reissue

The items in bold italics have been corrected or added.

Subject: ROM History for Network Support for PR-C1	Prepared by: M.Ishihara
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

We hereby inform you of the Network Support firmware history for the PR-C1.

Version	Program No.	Effective Date
6.18	***D3595526E***	***September 2010 production***
6.16	D3595526C	February 2010 production
6.14	D3595526B	February 2008 production
6.10	B3595526A	1st mass production

Version	Symptom Corrected
6.18	***Symptom corrected:*** ***1. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.*** ***2. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.*** ***3. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.*** ***4. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).*** ***5. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Address book.*** ***6. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.*** ***7. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2.*** ***8. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.*** ***9. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.*** ***10. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the***

Model: **PR-C1**	Date: 29-Jun-07	No.: RD010005c

Version	Symptom Corrected
	device was not rebooted. *11. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.* *Other changes:* *1. Unable to Scan to SMB to a destination that is not specified using an FQDN.* *2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.* *3. Windows Authentication fails if the username or password includes lower-case European characters.* *4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.*
6.16	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run. 2. IPP print jobs are cancelled. This happened very infrequently. 3. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted. 4. The MFP's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the MFP reinitializes the network connection (10 seconds). 5. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. Other changes: 1. The MFP now supports CIFS, DFS and NTLM v2.

6.14	Symptom corrected:
	1. The performance of WIM might be reduced if SSDP is enabled on the device.
	2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)
	3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.
	4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.
	5. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.
	6. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:
	  – The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.
	  – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.
	7. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.

Technical **B**ulletin **PAGE: 3/3**

RICOH

Model: **PR-C1**		Date: 29-Jun-07	No.: RD010005c

Version	Symptom Corrected
	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03) and NCS firmware (version 6.14 or later) needs to be applied to the device.
6.10	1st mass production

RICOH

Technical Bulletin

Model: PR-C1	Date: 14-Oct-10	No.: RD010027

Subject: Toner Bottle Motor – DC 3.6W	Prepared by: M. Ishihara
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept	

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

Incorrect P/N	Correct P/N	Description	Q'ty	Int	Page	Index	Note
B2593310	D0103310	Toner Bottle Motor – DC 3.6W	1-1	X/O	51	6	

Change/Reason:
Parts catalog correction (The part number and the description were incorrect.)

Reissued: 02-Nov-11

Model: PR-C1	Date: 03-Aug-07	No.: RD010016c

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for FCU for PR-C1	Prepared by: M. Saiki
From: MFP/Printer Tech Service Dept., 2nd Tech Service Sect.	

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

We hereby inform you of the FCU (Fax Control Unit) firmware history for the PR-C1.

Version	Program No.	Effective Date
04.00.00	*D3455570D*	*November 2011 production*
03.00.00	D3455570C	January 2009 production
02.00.00	D3455570B	November 2007 production
01.00.00	D3455570A	1st mass production

Version	Symptom Corrected
04.00.00	*Symptoms corrected:* *1. Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted.* *2. Errors frequently occur when receiving from a fax server.* *3. Forwarding to a fax folder fails.* *Other changes:* *TEC value further improved.*
03.00.00	Symptom corrected: 1. Noise is sometimes generated if the Start key is pressed during on-hook transfer (occurrence is timing specific). Other changes: 2. Korea model only: The maximum number of auto redials is 3 times (and when the line is busy, 15 times). 3. The G3 table was modified to meet standards in Brazil and Korea.

RICOH **T**echnical **B**ulletin PAGE: 2/2

Reissued: 02-Nov-11

Model: PR-C1	Date: 03-Aug-07	No.: RD010016c

| Version	Symptom Corrected
02.00.00	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
01.00.00	1st mass production

RICOH

Technical **B**ulletin

Model: PR-C1	Date: 5-Aug-14	No.: RD010028

Subject: Parts Catalog Correction	Prepared by: Y.Kuwabara
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept	

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

Change/**Reason:**
Parts catalog correction (The part number and the description were incorrect.)

Incorrect P/N	Correct P/N	Description	Q'ty	Int	Page	Index	Note
B0902668	D0102682	Drive Roller - Vertical Transport	1-1	X/O	29	11	

12.1ST PAPER FEED SECTION (D010/D043)

RICOH

Technical **B**ulletin
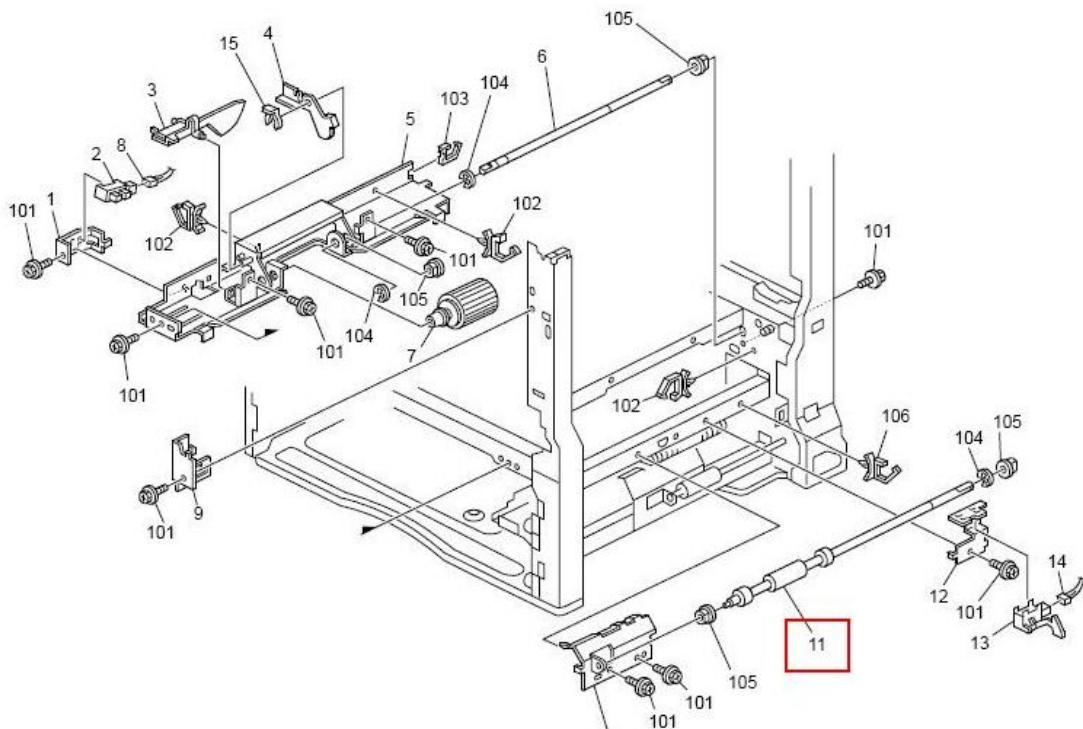
Model: PR-C1			Date: 5-Aug-14			No.: RD010028		

Incorrect P/N	Correct P/N	Description	Q'ty	Int	Page	Index	Note
D0102682	B0902668	Drive Roller - Vertical Transport	1-1	X/O	31	12	

13.2ND PAPER FEED SECTION 1 (D010/D043)
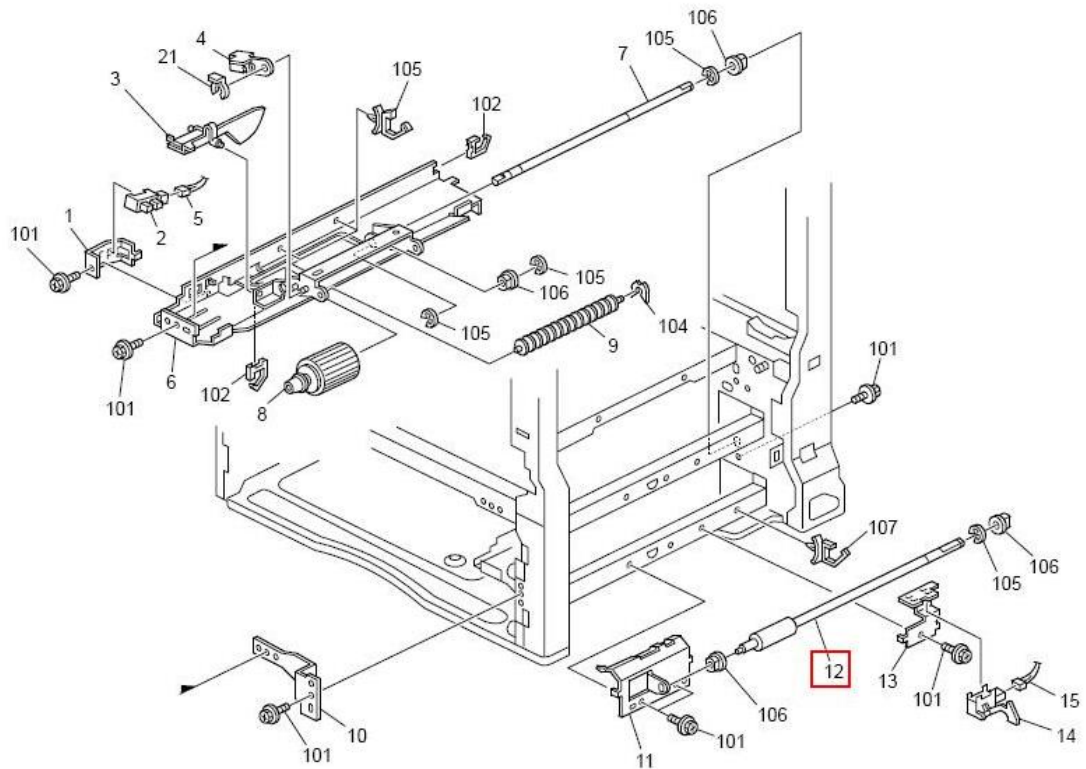
Reissued: 12-Apr-16

Model: PR-C1	Date: 03-Aug-07	No.: RD010016d

RTB Reissue

The items in bold italics have been added.

Subject: ROM History for FCU for PR-C1	Prepared by: Y. Miyamoto
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

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

We hereby inform you of the FCU (Fax Control Unit) firmware history for the PR-C1.

Version	Program No.	Effective Date	Availability of RFU
05.00.00	*D3455570E*	*-*	*Available*
04.00.00	D3455570D	November 2011 production	Available
03.00.00	D3455570C	January 2009 production	Available
02.00.00	D3455570B	November 2007 production	Available
01.00.00	D3455570A	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	Symptom Corrected
05.00.00	*Symptom corrected:* *If "Forwarding setting of Reception File Setting" is enabled and a fax received is transferred to a folder, an error (code: 14-30) occurs and the fax is falsely deleted.*
04.00.00	Symptoms corrected: 1. Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted. 2. Errors frequently occur when receiving from a FAX server. 3. Forwarding to a FAX folder fails. Other changes: TEC value further improved.
03.00.00	Symptom corrected: 1. Noise is sometimes generated if the Start key is pressed during on-hook transfer (occurrence is timing specific). Other changes: 2. Korea model only: The maximum number of auto redials is 3 times (and when the line is busy, 15 times). 3. The G3 table was modified to meet standards in Brazil and Korea.

Technical **B**ulletin

RICOH

PAGE: 2/2

Reissued: 12-Apr-16

Model: PR-C1	Date: 03-Aug-07	No.: RD010016d

Version	Symptom Corrected
02.00.00	Other changes: Supports the Turkish and Catalonian display languages. Please update the following firmware to add Catalan and Turkish language support. Refer to the RTB(RD010017) for the details. - Firmware list - System/Copy: ver.1.01 or later FAX: ver.02.00.00 or later FCU: ver.02.00.00 or later Printer: ver.1.01 or later Web support: ver.1.02 or later SD Scanner: ver.01.04 or later Engine(IC): ver.1.04GDI:1.02GW GDI NOB: ver.3.63 or later PCL Option: ver.7.62 or later
01.00.00	1st mass production