Model: **Model R-C5**	Date: 31-Jan-08	No.: RD017001

Subject: Firmware Release Note: Font Exp	Prepared by: Yuji Mimura
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.02	D0135759A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.02	1st Mass production.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017002f

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

Subject: Firmware Release Note: Fax			Prepared by: T. Hirakawa	
From: 2nd 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	

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

MS

Version	Program No.	Effective Date	Availability of RFU
08.00.00	*D0175333H*	*December 2014 production*	*Available*
07.00.00	D0175333G	February 2011 production	Available
06.00.00	D0175333F	December 2010 production	Available
05.00.00	D0175333E	March 2009 production	Available
04.00.00	D0175333D	December 2008 production	Available
03.00.00	D0175333C	February 2008 production	Available
02.00.00	D0175333B	1st Mass production.	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

CS

Version	Program No.	Effective Date	Availability of RFU
08.00.00	*D0185333H*	*December 2014 production*	*Available*
07.00.00	D0185333G	February 2011 production	Available
06.00.00	D0185333F	December 2010 production	Available
05.00.00	D0185333E	March 2009 production	Available
04.00.00	*D0185333D*	*December 2008 production*	Available
03.00.00	D0185333C	February 2008 production	Available
02.00.00	D0185333B	1st Mass production.	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

MS

Version	Modified Points or Symptom Corrected
08.00.00	*Symptom Corrected:* *1. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload) occurs when the user tries to print it out.* *2. SC899 may occur on the main machine if a Remote FAX is sent from the sub machine.*

Model: **R-C5**		Date: 26-Dec-07	No.: RD017002f

Version	Modified Points or Symptom Corrected
07.00.00	Symptom Corrected: If the machine receives a FAX at the same time it switches over to Off/Sleep mode, it may not be able to receive any FAXes after that.
06.00.00	Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
05.00.00	Minor bug correction.
04.00.00	Minor bug correction.
03.00.00	Other changes: 1. Supports the "Destination Confirmation Before Sending" function.
02.00.00	1st Mass production

CS

Version	Modified Points or Symptom Corrected
08.00.00	*Symptom Corrected:* *1. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload）occurs when the user tries to print it out.* *2. SC899 may occur on the main machine if a Remote FAX is sent from the sub machine.*
07.00.00	Symptom Corrected: If the machine receives a FAX at the same time it switches over to Off/Sleep mode, it may not be able to receive any FAXes after that.
06.00.00	Symptom corrected: Received FAX documents stored in memory cannot be printed out if the FCU is reset.
05.00.00	Minor bug correction.
04.00.00	Minor bug correction.
03.00.00	Other changes: 1. Supports the "Destination Confirmation Before Sending" function.
02.00.00	1st Mass production

RICOH

Model: **R-C5**	Date: 26-Dec-07	No.: RD017003h

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Netfile	Prepared by: T.Nihei
From: 2nd 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
	☒ Other ( )		

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

MS

Version	Program No.	Effective Date	Availability of RFU
1.14M	*D0175337L*	*April 2013 production*	*Available*
1.13M	D0175337K	July 2011 production	Available
1.12M	D0175337J	December 2010 production	Available
1.11M	D0175337H	August 2009 production	Available
1.10M	D0175337G	February 2009 production	Available
1.09M	D0175337F	December 2008 production	Available
1.07M	D0175337E	June 2008 production	Available
1.06M	D0175337D	February 2008 production	Available
1.05M	D0175337C	1st Mass production.	Available

CS

Version	Program No.	Effective Date	Availability of RFU
1.14C	*D0185337L*	*April 2013 production*	*Available*
1.13C	D0185337K	July 2011 production	Available
1.12C	D0185337J	December 2010 production	Available
1.11C	D0185337H	August 2009 production	Available
1.10C	D0185337G	February 2009 production	Available
1.09C	D0185337F	December 2008 production	Available
1.06C	D0185337E	June 2008 production	Available
1.06C	D0185337D	February 2008 production	Available
1.05C	D0185337C	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.

MS

Version	Modified Points or Symptom Corrected
1.14M	*Symptom corrected:* *Minor bug correction*

Model: **R-C5**		Date: 26-Dec-07	No.: RD017003h

Version	Modified Points or Symptom Corrected
1.13M	Symptom corrected: 1. If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.
1.12M	Symptom corrected: 1. Printer might not transfer the job log or the access log to the Web SmartDeviseMonitor or the Remote Communication Gate S Pro.

1.11M	Symptom corrected:
	1. Either of the following problems might occur if the transfering of logs from the device using Web SmartDeviceMonitor ver 2.x without the powercycle.
	  - The 404 Not Found error will be shown if the WIM document server is accessed.
	  - The device will stall if captured data is transfered to a delivery server such as ScanRouter.
	
	2. Duplicate logs might be transfered to Web SmartDeviceMonitor ver 2.x.

1.10M	Symptom corrected: 1. Result column in the "Scanner: Stored File Sending" log is blank when viewed as CSV file downloaded via WebImageMonitor. 2. Result column in the "Scanner: Stored File Sending" log is blank when viewed in the Web SmartDeviceMonitor Access Log List. Other changes: 1. The device is able to log the downloading (using WIM or DeskTopBinder) of scanned documents from the MFP HDD. Note: Requires System firmware (version 1.14 or later) and NFA firmware (version 1.10M or later). 2. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.14), Websys (version 1.52), Scanner (version 01.11), Web Uapl (version 1.10), and either of NFA (version 1.10M).
1.09M	Symptom corrected: 1. Job names that include the "%s" character prevent Web SmartDeviceMonitor from retrieving the MFP's job list. 2. Job names that include the "%s" character prevent the Document server from being accessed by the web service. The result is that the Document Server cannot be seen from Web Image Monitor. 3. The setting that controls access to the Debug Log (SP5842-001 bit #7) has no effect.

RICOH

Technical Bulletin

Reissued: 10-May-13

Model: **R-C5**	Date: 26-Dec-07	No.: RD017003h

Version	Modified Points or Symptom Corrected
1.07M	Symptom corrected: 1. At the @Remote installation, SC819 occur when select SP5-985-01 to "1". Note: To fix this issue, Netfile firmware ver.1.07M/1.06C or later WebUapl firmware ver.1.08 or later and Web Support firmware ver.1.09 or later needs to be applied. 2. 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.
1.06M	Minor bug correction
1.05M	1st Mass production

CS

Version	Modified Points or Symptom Corrected
1.14C	*Symptom corrected:* *Minor bug correction*
1.13C	Symptom corrected: 1. If the Capture Priority setting is enabled (User Tools/Counter > System Settings > Administrator Tools > Capture Priority), repeated use of the MLB (Media Link Board) might result in the device stalling.
1.12C	Symptom corrected: 1. Printer might not transfer the job log or the access log to the Web SmartDeviseMonitor or the Remote Communication Gate S Pro.

1.11C	Symptom corrected:
	1. Either of the following problems might occur if the transfering of logs from the device using Web SmartDeviceMonitor ver 2.x without the powercycle.
	    – The 404 Not Found error will be shown if the WIM document server is accessed.
	    – The device will stall if captured data is transfered to a delivery server such as ScanRouter.
	
	2. Duplicate logs might be transfered to Web SmartDeviceMonitor ver 2.x.

RICOH

Technical **B**ulletin

Reissued: 10-May-13

Model: **R-C5**	Date: 26-Dec-07	No.: RD017003h

Version	Modified Points or Symptom Corrected
1.10C	Symptom corrected: 1. Result column in the "Scanner: Stored File Sending" log is blank when viewed as CSV file downloaded via WebImageMonitor. 2. Result column in the "Scanner: Stored File Sending" log is blank when viewed in the Web SmartDeviceMonitor Access Log List. Other changes: 1. The device is able to log the downloading (using WIM or DeskTopBinder) of scanned documents from the MFP HDD. Note: Requires System firmware (version 1.14 or later) and NFA firmware (version.1.10C or later). 2. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.14), Websys (version 1.52), Scanner (version 01.11), Web Uapl (version 1.10), and either of NFA (version 1.10C).
1.09C	Minor bug correction
1.07C	Symptom corrected: 1. At the @Remote installation, SC819 occur when select SP5-985-01 to "1". Note: To fix this issue, Netfile firmware ver.1.07M/1.06C or later WebUapl firmware ver.1.08 or later and Web Support firmware ver.1.09 or later needs to be applied. 2. 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.
1.06C	Minor bug correction
1.05C	1st Mass production

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

Model: **R-C5**	Date: 26-Dec-07	No.: RD017004b

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RFax	Prepared by: T.Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

MS

Version	Program No.	Effective Date	Availability of RFU
04.00.00	***D0175347D***	***December 2010 production***	***Available***
03.00.00	D0185347C	March 2009 production	Available
02.00.00	D0175347B	1st Mass production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

CS

Version	Program No.	Effective Date	Availability of RFU
04.00.00	***D0185347D***	***December 2010 production***	***Available***
03.00.00	D0185347C	March 2009 production	Available
02.00.00	D0185347B	1st Mass production	Available

Note: Definition of Availability of RFU
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

MS

Version	Modified Points or Symptom Corrected
04.00.00	***Symptom Corrected:*** ***Document will be stay "not transmit" for IP-FAX and IP-FAX cannot be used at all.***
03.00.00	Symptom Corrected: 1. The PC FAX job history cannot be accessed after a PC FAX transmission is sent by the FAX Transmitter.
02.00.00	1st Mass production

CS

Version	Modified Points or Symptom Corrected
04.00.00	***Symptom Corrected:*** ***Document will be stay "not transmit" for IP-FAX and IP-FAX cannot be used at all.***

Reissued: 01-Dec-10

Model: **R-C5**	Date: 26-Dec-07	No.: RD017004b

Version	Modified Points or Symptom Corrected
03.00.00	Symptom Corrected: 1. The PC FAX job history cannot be accessed after a PC FAX transmission is sent by the FAX Transmitter.
02.00.00	1st Mass production

Technical **B**ulletin

Reissued: 16-Apr-15

Model: **R-C5**	Date: 26-Dec-07	No.: RD017006q

RTB Reissue

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

Subject: Firmware Release Note: Controller(System/Copy)	Prepared by: J. Kitagawa
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 (Firmware)	☒ Tier 2

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

MS

Version	Program No.	Effective Date	Availability of RFU
1.22	*D0195331V*	*March 2015 production*	*Available*
1.21	D0195331T	April 2013 production	Available
1.20	D0195331S	March 2012 production	Available
1.19	D0195331R	December 2011 production	Available
1.18	D0195331Q	July 2011 production	Available
1.17	D0195331P	November 2010 production	Available
1.16	D0195331N	February 2010 production	Available
1.15	D0195331M	August 2009 production	Available
1.14	D0195331L	March 2009 production	Available
1.13	D0195331K	December 2008 production	Available
1.12	D0195331J	September 2008 production	Available
1.11	D0195331H	June 2008 production	Available
1.10	D0195331G	May 2008 production	Available
1.09	D0195331F	March 2008 production	Available
1.08	D0195331E	January 2008 production	Available
1.01.3	D0195331D	1st Mass production	Available

CS

Version	Program No.	Effective Date	Availability of RFU
1.22	*D0205331T*	*March 2015 production*	*Available*
1.21	D0205331S	April 2013 production	Available
1.20	D0205331R	March 2012 production	Available
1.18	D0205331Q	July 2011 production	Available
1.17	D0205331P	November 2010 production	Available
1.16	D0205331N	February 2010 production	Available
1.15	D0205331M	August 2009 production	Available
1.14	D0205331L	March 2009 production	Available
1.13	D0205331K	December 2008 production	Available
1.12	D0205331J	September 2008 production	Available
1.11	D0205331H	June 2008 production	Available
1.10	D0205331G	May 2008 production	Available
1.09	D0205331F	March 2008 production	Available
1.08	D0205331E	January 2008 production	Available
1.01.3	D0205331D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

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"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

MS

Version	Modified Points or Symptom Corrected
1.22	***Symptom Corrected:*** - *.SC 817, SC 819, SC 878-03 occur.*

1.21	Symptom corrected:
	1. If the Auto Logout timer is On, there will be a memory leak occurring every time a user logs in to the device.
	2. Repeated failures to login with an IC card will lock the entire account instead of just locking out the access of that card (PIN lock).
	3. The timer used for the "Access Violation" setting's time interval does not properly compensate for changes to the device timer.
	4. If User Code authentication is enabled or if "External Optional Counter Type" != 0, accounts locked by the "Lock out" setting (SP-5413-1) are not locked out of WIM.
	5. Although the "Logout Using Card" function of Card Authentication Package v2 is turned on, the user cannot log out when he or she swipes the card.
	6. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.
	    This firmware is dependent on the following firmware modules. Please be sure to update all of them:
	    Network Support firmware v7.38 or later
	7. Cannot communicate with the @Remote Center if embedded RC Gate is enabled.

1.21	Symptom corrected:
	8. If the Auto Logout timer is On, there will be a memory leak occurring every time a user logs in to the device.
	9. Repeated failures to login with an IC card will lock the entire account instead of just locking out the access of that card (PIN lock).
	10. The timer used for the "Access Violation" setting's time interval does not properly compensate for changes to the device timer.
	11. If User Code authentication is enabled or if "External Optional Counter Type" != 0, accounts locked by the "Lock out" setting (SP-5413-1) are not locked out of WIM.
	12. Although the "Logout Using Card" function of Card Authentication Package v2 is turned on, the user cannot log out when he or she swipes the card.
	13. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.
	    This firmware is dependent on the following firmware modules. Please be sure to update all of them:
	    Network Support firmware v7.38 or later
	14. Cannot communicate with the @Remote Center if embedded RC Gate is enabled.

1.20	Minor change applied.
1.19	Symptom corrected: Data stored in the NAND Flash ROM on the controller board is corrupted.
1.18	Symptom corrected: 1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 2. Pressing a Function Key that has been mapped to an SDK/J application might result in an SC997. 3. SC819 occurring during use of an SDK/J application under very specific conditions. 4. After an administrator (User, Network, or File) logs in and then out, unauthenticated users are unable to configure any of the settings in "Extended Feature Settings" even if

Model: **R-C5**	Date: 26-Dec-07	No.: RD017006q

Version	Modified Points or Symptom Corrected
	the Machine Admin is disabled. 5. If the Machine Admin logins in before Java VM has finished starting up, it will not be possible to install SDK applications until the device has been rebooted. 6. Cannot move the HDD Encryption option to another SD card.
1.17	Symptoms Corrected: 1. SC817 occurs after the firmware is updated via RFU. 2. The IPU test pattern cannot be printed out using SP4417-001. 3. Minor bug corrections. 4. The MFP operation panel might go black and not return until the power is cycled. This only occurred if User Authentication was enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader. 5. An SC991 occurs and the Scanner cannot be used if the operation panel is turned back on within 60-120 seconds after the Auto Off Timer turns it off. 6. The MFP might stall if a document is scanned to SMB, E-mail or to the Document Server in jpeg format. Other changes: 1. SC842 was newly added to indicate an RFU (remote firmware update) failure and to record contents which failed to be updated, and then RFU is retried. 2. Scan to Email now removes trailing dots (I.e. xxxx.com.) from destination email addresses.
1.16	Symptom corrected: 1. The vendor code contained in the controller board Mac address was updated from "00-00-74" to "00-26-73" (all possible Mac addresses using the old vendor code have been exhausted). 2. MFPs with no HDD, stall with a SC955 error upon receiving any of the following type of job containing at least 1 blank page: - PS3 or PCL jobs with a resolution of 300dpi, fed LEF and the short edge of the LEF page is less than 173mm. - Any IPDS job. 3. Might be unable to use the printer function if the MFP that installed VM card option, ELP and MFP Browser returns from energy saver mode.

1.15	Symptom corrected:
	1. Scan to NCP fails if all of the following conditions 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 1.12 or later) and Scanner firmware (version 01.06 or later).
	2. Scan to NCP fails or takes 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 1.12 or later) and Scanner firmware (version 01.06 or later).
	3. Jobs of more than 100 pages cannot be stored on the MFP (Locked Print, Stored Print, etc.) if another job is being stored from another source (Copier, Scanner, Fax) at the same time.
	4. The submission of multiple jobs containing at least 50 pages each, might result in a reboot with an error message (SC990) displayed on the operation panel. This was a very infrequently occurring problem (~.01%).
	5. The printer application will stall if any of the following situations are encountered:

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Version	Modified Points or Symptom Corrected
	– A print job is submitted while another print job is already being processed by the device.
	– A print job is submitted while the TWAIN driver is scanning.
	6. A scan initiated by TWAIN might fail if a print job is already being processed by the device.
	7. When SMC output is operated in duplex at SP mode, output function stops after the 5th sheet is ejected.
	8. SC995 occurs under the following conditions:
	– A file containing blank page(s) is saved to the Document Server from the printer driver.
	– "Print out blank pages" is selected.
	– A stamp or other character string/mark is added to the file, and the file is then printed out.
	9. The machine reboots while performing a batch print job (printing does not resume after this).
	10. Incoming FAX documents cannot be forwarded.
	11. When paper is fed from the tandem tray (LCT), machine behavior does not conform to the setting (priority of "productivity" or "tray") of SP5-195-001: Limitless SW.
1.14	Symptom corrected:
	1. If the main power is turned off during a firmware update, "Please wait" is displayed and the machine cannot be rebooted.
	2. Some "File Access Privilege Change" log's entries for the CSV file that downloaded via WebImageMonitor are occurred the following phenomena.
	- "User Entry ID" is always displayed as "0x00000000".
	- "User Code /User Name" is appeared as garbage characters.
	Note: To fix this problem, System firmware (version 1.14 or later), WebUapl firmware (version 1.10 or later) and Scanner firmware (version 01.11 or later) needs to be applied to the device.
	3. If the Password Policy is enabled, "Target User Entry ID" and "Target User Code/User Name" are not logged in the CSV file that downloaded via WebImageMonitor and in the Web Smart Device Monitor's Access Log List when a user tries and fails due to the password policy to change their password.
	4. Sudden loss of wireless network connectivity with an error message on the operation panel: "Problems with the wireless card."
	5. Firmware versions of the FAX and Finisher options are not recorded in Web Image Monitor > Access Log > "Firmware: Structure".
	6. The device might stall when a large number of jobs (150 or more) are printed continuously.
	7. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication.
	8. If a new UserCode is added to the addressbook via WIM, a password change is recorded (Web Image Monitor > Access Log > "Password Change"), even though UserCodes don't have passwords. This only occurred using either UserCode Authentication or no User Authentication whatsoever.
	9. If a user logs in and out repeatedly to the device using an IC card (Card Authentication Package option) at the same time as the address book is being updated by a delivery server such as ScanRouter, the device might stall.
	10. The destination of a scanned job sent to a destination in the device's address book, might not be recorded in the Job log.

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Version	Modified Points or Symptom Corrected
	11. Note: Requires System firmware (version 1.14 or later) and Scanner firmware (version 01.11 or later). Other changes: 1. Global Scan NX now supports High Compression PDF files. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (version 1.14 or later), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later). 2. Global Scan NX now supports a preview function. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (version 1.14 or later), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later). 3. Scan to Email now removes trailing dots (I.e. xxxx.com.) from destination email addresses. 4. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.14), Websys (version 1.52), Scanner (version 01.11), Web Uapl (version 1.10), and either of NFA (version 1.10M). 5. The device is able to log the downloading (using WIM or DeskTopBinder) of scanned documents from the MFP HDD. Note: Requires System firmware (version 1.14 or later) and NFA firmware (Ver.1.10M or later).
1.13	Symptom corrected: 1. Continuous printing of IPDS jobs for 5-6 hours results in the error message "Functional problem detected." being displayed on the operation panel. This is recorded in the error log as an SC687 error. 2. If a user tries to logout at the same time as another user is trying to retrieve UserCodes via WebIMageMonitor or Web SmartDeviceMonitor Ver 2, the device might stall with the message "Logging out.... Please wait". 3. If a user fails to login from the operation panel, subsequent logins/logouts might not be logged. 4. Some Lockout entries in the Access log are missing information when viewed in Web SmartDeviceMonitor Ver 2. 5. Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" > "Start Date/Time" and "End Date/Time" fields are blank. 6. The printing of any SMC report including the following will be recorded in the Access Log as "Machine Data Encryption Key Change" - Operation panel > User Tools > Administrator Tools > "Display/Print Counter" > Counter List - Operation panel > User Tools > Interface Settings > Print List 7. Mismatched Entry ID and User Name in Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" log. 8. Fixed: If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time). Note: The fix requires that NCS firmware version 7.23 or later be applied to the device. 9. Firmware updates using an SD card might fail. This was an infrequently occurring problem and could often be overcome by simply trying the update again.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017006q

Version	Modified Points or Symptom Corrected
	10. If the login name or password used for LDAP Authentication contain extended ASCII characters (Ie. umulaut), authentication will fail. 11. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait".
1.12	Symptom corrected: 1. An application might not be able to load from an SD card (Printer/Scanner unit, SDK application etc) if either of the WIM settings, Permit Firmware Update or Permit Firmware Structure Change is enabled. 2. If the device receives a large number of jobs via LPR, one of the following might happen: - The device will cancel some or all of the jobs. - The device will not be able to access the network. 3. The Scanner application will stall if the privileges of a Stored File (Scanner application function) are changed. This only occurs if the Access Log is enabled. 4. The Access Log records a password change if the Program/Change Administrator screen is opened via WIM and the OK button is pressed. 5. An admin login/logout will be logged every time the administrator accesses a new WIM page. Note: To fix this problems, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device. 6. An admin login/logout will be logged every time an Auto Email Notification or On-demand Email Notification is sent. Note: To fix this problems, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device. 7. Devices using an IPv6 linklocal address might not be able to use IPsec. Other changes: 1. The speed of switching between SDK applications is faster than before. Note: To use this, "Embedded Software Architecture SD card Ver.4.08 (SDK/J SDcard Ver.4.08 or later)"and system firmware (version 1.06 or later) needs to be applied to the device. 2. The Card Authentication Package (SDK application) is now available. 3. The version numbers of some hardware security components called the "Ic Key" and "Ic Hdd" are displayed in the operation panel's firmware version menu. @Remote related issue: 1. Some counter values acquired by Auto Discovery (MIB counter data) was incorrect. If the device is managed as HTTPS device, all acquired counters are correct and same as on the SMC report. 2. RFU from @ remote may not be reported to the center.
1.11	Symptom corrected: 1. When connecting to an LDAP server, the device ignores all Kerberos Realms except the first field (up to 5 can be configured). This will cause authentication to fail on any LDAP server outside the firsrt Kereberos Realm. 2. The E-mail address that searched by LDAP server is not displayed in "Prg.Dest".(GFPR#RA08030001) 3. 64 failed attempts to login to Simplified LDAP Authentication will cause all subsequent attempts to fail. This could be resolved by cycling the power. 4. WebImageMonitor is inaccessible if SDK applications are installed.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017006q

Version	Modified Points or Symptom Corrected
	5. Date/Time print function on copied paper does not function correctly. The time zone setting is ignored and printed with GMT only. 6. Minor bugs related to @Remote. 7. SC828 occur or machine stalls when performing the Detailed Self-diagnostic mode. Other changes: 1. The IPDS option is now available. To use this option, System firmware (version 1.11 or later), NCS firmware (version 7.14 or later), Websys firmware (version 1.09 or later) and Printer firmware (version 1.01 or later) needs to be applied to the device.
1.10	Symptom corrected: 1. The PS option will not start if it was originally installed on the same SD-card as the Printer/Scanner option (SP5-873-001) and then the Printer/Scanner option was uninstalled (SP5-873-002). 2. SC866 (SD Card Error 1: Confirmation) occurs when installing an SD card option. Other changes: 1. The version numbers of some hardware secuirty components called the "Ic Key" and "Ic Hdd" are displayed in the operation panel's firmware version menu.
1.09	Symptom corrected: 1. If a USB device is removed while the MFP is in use, an SC 819 error will be shown on the operation panel. Other changes: 1. The new features of "Embedded Software Architecture SD card Ver.4.03 (SDK/J SDcard Ver.4.03)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.4.03 (SDK/J SDcard Ver.4.03)". 2. Two SSP modes and UP modes have been added for Extend Certification function. SSP mode: SP5-401-160, -161
1.08	Minor bug correction
1.01.3	1st Mass production

CS

Version	Modified Points or Symptom Corrected
1.22	***Symptom Corrected:*** - ***.SC 817, SC 819, SC 878-03 occur.***
1.21	Symptom corrected: 1. If the Auto Logout timer is On, there will be a memory leak occurring every time a user logs in to the device. 2. Repeated failures to login with an IC card will lock the entire account instead of just locking out the access of that card (PIN lock). 3. The timer used for the "Access Violation" setting's time interval does not properly compensate for changes to the device timer. 4. If User Code authentication is enabled or if "External Optional Counter Type" != 0, accounts locked by the "Lock out" setting (SP-5413-1) are not locked out of WIM.

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Version	Modified Points or Symptom Corrected
	5. Although the "Logout Using Card" function of Card Authentication Package v2 is turned on, the user cannot log out when he or she swipes the card.
	6. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network Support firmware v7.38 or later
	7. Cannot communicate with the @Remote Center if embedded RC Gate is enabled.
1.20	Minor change applied.
1.18	Symptom corrected:
	1. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed.
	2. Pressing a Function Key that has been mapped to an SDK/J application might result in an SC997.
	3. SC819 occurring during use of an SDK/J application under very specific conditions.
	4. After an administrator (User, Network, or File) logs in and then out, unauthenticated users are unable to configure any of the settings in "Extended Feature Settings" even if the Machine Admin is disabled.
	5. If the Machine Admin logins in before Java VM has finished starting up, it will not be possible to install SDK applications until the device has been rebooted.
	6. Cannot move the HDD Encryption option to another SD card.
1.17	Symptoms Corrected:
	1. SC817 occurs after the firmware is updated via RFU.
	2. The IPU test pattern cannot be printed out using SP4417-001.
	3. Minor bug corrections.
	4. The MFP operation panel might go black and not return until the power is cycled. This only occurred if User Authentication was enabled or the MFP had a Device Accounting Unit such as a coin collector or charge card reader.
	5. An SC991 occurs and the Scanner cannot be used if the operation panel is turned back on within 60-120 seconds after the Auto Off Timer turns it off.
	6. The MFP might stall if a document is scanned to SMB, E-mail or to the Document Server in jpeg format.
	Other changes:
	1. SC842 was newly added to indicate an RFU (remote firmware update) failure and to record contents which failed to be updated, and then RFU is retried.
	2. Scan to Email now removes trailing dots (I.e. xxxx.com.) from destination email addresses.
1.16	Symptom corrected:
	1. The vendor code contained in the controller board Mac address was updated from "00-00-74" to "00-26-73" (all possible Mac addresses using the old vendor code have been exhausted).
	2. MFPs with no HDD, stall with a SC955 error upon receiving any of the following type of job containing at least 1 blank page:
	- PS3 or PCL jobs with a resolution of 300dpi, fed LEF and the short edge of the LEF page is less than 173mm.
	- Any IPDS job.
	3. Might be unable to use the printer function if the MFP that installed VM card option, ELP and MFP Browser returns from energy saver mode.
1.15	Symptom corrected:

Reissued: 16-Apr-15

Model: **R-C5**	Date: 26-Dec-07	No.: RD017006q

Version	Modified Points or Symptom Corrected

	1. Scan to NCP fails if all of the following conditions 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 1.12 or later) and Scanner firmware (version 01.06 or later).
	2. Scan to NCP fails or takes 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 1.12 or later) and Scanner firmware (version 01.06 or later).
	3. Jobs of more than 100 pages cannot be stored on the MFP (Locked Print, Stored Print, etc.) if another job is being stored from another source (Copier, Scanner, Fax) at the same time.
	4. The submission of multiple jobs containing at least 50 pages each, might result in a reboot with an error message (SC990) displayed on the operation panel. This was a very infrequently occurring problem (~.01%).
	5. The printer application will stall if any of the following situations are encountered:
	   – A print job is submitted while another print job is already being processed by the device.
	   – A print job is submitted while the TWAIN driver is scanning.
	6. A scan initiated by TWAIN might fail if a print job is already being processed by the device.
	7. When SMC output is operated in duplex at SP mode, output function stops after the 5th sheet is ejected.
	8. SC995 occurs under the following conditions:
	   – A file containing blank page(s) is saved to the Document Server from the printer driver.
	   – "Print out blank pages" is selected.
	   – A stamp or other character string/mark is added to the file, and the file is then printed out.
	9. The machine reboots while performing a batch print job (printing does not resume after this).
	10. Incoming FAX documents cannot be forwarded.
	11. When paper is fed from the tandem tray (LCT), machine behavior does not conform to the setting (priority of "productivity" or "tray") of SP5-195-001: Limitless SW.

1.14	Symptom corrected:
	1. If the main power is turned off during a firmware update, "Please wait" is displayed and the machine cannot be rebooted.
	2. Some "File Access Privilege Change" log's entries for the CSV file that downloaded via WebImageMonitor are occurred the following phenomena.
	   – "User Entry ID" is always displayed as "0x00000000".
	   – "User Code /User Name" is appeared as garbage characters.
	   Note: To fix this problem, System firmware (version 1.14 or later), WebUapl firmware (version 1.10 or later) and Scanner firmware (version 01.11 or later) needs to be applied to the device.
	3. If the Password Policy is enabled, "Target User Entry ID" and "Target User Code/User Name" are not logged in the CSV file that downloaded via WebImageMonitor and in the Web Smart Device Monitor's Access Log List when a user tries and fails due to the

Version	Modified Points or Symptom Corrected
	password policy to change their password.
	4. Sudden loss of wireless network connectivity with an error message on the operation panel: "Problems with the wireless card."
	5. Firmware versions of the FAX and Finisher options are not recorded in Web Image Monitor > Access Log > "Firmware: Structure".
	6. The device might stall when a large number of jobs (150 or more) are printed continuously.
	7. The Job log will stop recording User ID, Username or Usercode in the Printer's Job log if WIM is accessed more than 300 times using authentication.
	8. If a new UserCode is added to the addressbook via WIM, a password change is recorded (Web Image Monitor > Access Log > "Password Change"), even though UserCodes don't have passwords. This only occurred using either UserCode Authentication or no User Authentication whatsoever.
	9. If a user logs in and out repeatedly to the device using an IC card (Card Authentication Package option) at the same time as the address book is being updated by a delivery server such as ScanRouter, the device might stall.
	10. The destination of a scanned job sent to a destination in the device's address book, might not be recorded in the Job log. Note: Requires System firmware (version 1.14 or later) and Scanner firmware (version 01.11 or later).
	Other changes:
	1. Global Scan NX now supports High Compression PDF files. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (version 1.14 or later), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later).
	2. Global Scan NX now supports a preview function. Note: Requires Global Scan NX version 1.2 (SDK application), System firmware (version 1.14 or later), and Embedded Software Architecture SD card Ver.4.14 (SDK/J SDcard Ver.4.14 or later).
	3. Scan to Email now removes trailing dots (I.e. xxxx.com.) from destination email addresses.
	4. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.14), Websys (version 1.52), Scanner (version 01.11), Web Uapl (version 1.10), and either of NFA (version 1.10C).
	5. The device is able to log the downloading (using WIM or DeskTopBinder) of scanned documents from the MFP HDD. Note: Requires System firmware (version 1.14 or later) and NFA firmware (Ver.1.10C or later).
1.13	Symptom corrected: 1. Continuous printing of IPDS jobs for 5-6 hours results in the error message "Functional problem detected." being displayed on the operation panel. This is recorded in the error log as an SC687 error. 2. If a user tries to logout at the same time as another user is trying to retrieve UserCodes via WebIMageMonitor or Web SmartDeviceMonitor Ver 2, the device might stall with the message "Logging out.... Please wait".

Model: **R-C5**		Date: 26-Dec-07	No.: RD017006q

Version	Modified Points or Symptom Corrected
	3. If a user fails to login from the operation panel, subsequent logins/logouts might not be logged.
	4. Some Lockout entries in the Access log are missing information when viewed in Web SmartDeviceMonitor Ver 2.
	5. Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" > "Start Date/Time" and "End Date/Time" fields are blank.

	6. The printing of any SMC report including the following will be recorded in the Access Log as "Machine Data Encryption Key Change"
	   - Operation panel > User Tools > Administrator Tools > "Display/Print Counter" > Counter List
	   - Operation panel > User Tools > Interface Settings > Print List

	7. Mismatched Entry ID and User Name in Web Smart DeviceMonitor > Access Log > "Machine Data Encryption Key Change" log.
	8. Fixed: If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time). Note: The fix requires that NCS firmware version 7.23 or later is applied to the device.
	9. Firmware updates using an SD card might fail. This was an infrequently occurring problem and could often be overcome by simply trying the update again.
	10. If the login name or password used for LDAP Authentication contain extended ASCII characters (Ie. umulaut), authentication will fail.
	11. If a user logs back in after their session has timed out, the device might stall with the message "Authenticating... Please wait".

1.12	Symptom corrected:
	1. An application might not be able to load from an SD card (Printer/Scanner unit, SDK application etc) if either of the WIM settings, Permit Firmware Update or Permit Firmware Structure Change is enabled.
	2. If the device receives a large number of jobs via LPR, one of the following might happen:
	   - The device will cancel some or all of the jobs.
	   - The device will not be able to access the network.
	3. The Scanner application will stall if the privileges of a Stored File (Scanner application function) are changed. This only occurs if the Access Log is enabled.
	4. The Access Log records a password change if the Program/Change Administrator screen is opened via WIM and the OK button is pressed.
	5. An admin login/logout will be logged every time the administrator accesses a new WIM page.
	   Note: To fix this problems, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device.
	6. An admin login/logout will be logged everytime an Auto Email Notification or On-demand Email Notification is sent.
	   Note: To fix this problems, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device.
	7. Devices using an IPv6 linklocal address might not be able to use IPsec.
	Other changes:
	1. The speed of switching between SDK applications is faster than before.
	   Note: To use this, "Embedded Software Architecture SD card Ver.4.08 (SDK/J SDcard Ver.4.08 or later)"and system firmware (version 1.06 or later) needs to be applied to the

Model: **R-C5**	Date: 26-Dec-07	No.: RD017006q

Version	Modified Points or Symptom Corrected
	device.
	2. The Card Authentication Package (SDK application) is now available.
	3. The version numbers of some hardware security components called the "Ic Key" and "Ic Hdd" are displayed in the operation panel's firmware version menu.
	@Remote related issue:
	1. Some counter values acquired by Auto Discovery (MIB counter data) was incorrect. If the device is managed as HTTPS device, all acquired counters are correct and same as on the SMC report.
	2. RFU from @ remote may not be reported to the center.
1.11	Symptom corrected:
	1. When connecting to an LDAP server, the device ignores all Kerberos Realms except the first field (up to 5 can be configured). This will cause authentication to fail on any LDAP server outside the firsrt Kereberos Realm.
	2. The E-mail address that searched by LDAP server is not displayed in "Prg.Dest".(GFPR#RA08030001)
	3. 64 failed attempts to login to Simplified LDAP Authentication will cause all subsequent attempts to fail. This could be resolved by cycling the power.
	4. WebImageMonitor is inaccessible if SDK applications are installed.
	5. Date/Time print function on copied paper does not function correctly. The time zone setting is ignored and printed with GMT only.
	6. Minor bugs related to @Remote.
	7. SC828 occur or machine stalls when performing the Detailed Self-diagnostic mode.
	Other changes:
	1. The IPDS option is now available.
	To use this option, System firmware (version 1.11 or later), NCS firmware (version 7.14 or later), Websys firmware (version 1.09 or later) and Printer firmware (version 1.01 or later) needs to be applied to the device.
1.10	Symptom corrected:
	1. The PS option will not start if it was originally installed on the same SD-card as the Printer/Scanner option (SP5-873-001) and then the Printer/Scanner option was uninistalled (SP5-873-002).
	2. SC866 (SD Card Error 1: Confirmation) occurs when installing an SD card option.
	Other changes:
	1. The version numbers of some hardware secuirty components called the "Ic Key" and "Ic Hdd" are displayed in the operation panel's firmware version menu.
1.09	Symptom corrected:
	1. If a USB device is removed while the MFP is in use, an SC 819 error will be shown on the operation panel.
	Other changes:
	1. The new features of "Embedded Software Architecture SD card Ver.4.03 (SDK/J SDcard Ver.4.03)" are now supported. For the details of these features, please refer to the release notes for "Embedded Software Architecture SD card Ver.4.03 (SDK/J SDcard Ver.4.03)".
	2. Two SSP modes and UP modes have been added for Extend Certification function. SSP mode: SP5-401-160, -161
1.08	Minor bug correction.
1.01.3	1st Mass production

Technical **B**ulletin

Reissued: 03-Aug-09

Model: **R-C5**	Date: 26-Dec-07	No.: RD017007e

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Web Uapl	Prepared by: S.Tomoe
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

MS

Version	Program No.	Effective Date
1.11	*D0175336F*	*August 2009 production*
1.10	D0175336E	March 2009 production
1.09	D0175336D	September 2008 production
1.08	D0175336C	June 2008 production
1.07	D0175336B	February 2008 production
1.05	D0175336A	1st Mass production.

CS

Version	Program No.	Effective Date
1.11	*D0185336F*	*August 2009 production*
1.10	D0185336E	March 2009 production
1.09	D0185336D	September 2008 production
1.08	D0185336C	June 2008 production
1.07	D0185336B	February 2008 production
1.05	D0185336A	1st Mass production.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017007e

MS

Version	Modified Points or Symptom Corrected
1.11	***Other changes:*** ***1. Authentication errors resulting from the changing of the username or password of a user currently logged into WIM, are now logged.*** ***Note: Requires the following firmware versions (or later):*** ***Websys (version 1.53), Printer (version 1.06e) and WebUapl (version 1.11).***
1.10	Symptom corrected: 1. Some "File Access Privilege Change" log's entries for the CSV file that downloaded via WebImageMonitor are occurred the following phenomena. - "User Entry ID" is always displayed as "0x00000000". - "User Code /User Name" is appeared as garbage characters. Note: To fix this problem, System firmware (version 1.14 or later), WebUapl firmware (version 1.10 or later) and Scanner firmware (version 01.11 or later) needs to be applied to the device. Other changes: 1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.14), Websys (version 1.52), Scanner (version 01.11), Web Uapl (version 1.10), and either of NFA (1.10M).
1.09	Symptom corrected: 1. An admin login/logout will be logged everytime the administrator accesses a new WIM page. 2. An admin login/logout will be logged everytime an Auto Email Notification or On-demand Email Notification is sent. An admin login/logout will be logged everytime the administrator accesses a new WIM page. Note: To fix these problems, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device.
1.08	Symptom corrected: 1. At the @Remote installation, SC819 occur when select SP5-985-01 to "1". Note: To fix this issue, Netfile firmware ver.1.07M/1.06C or later WebUapl firmware ver.1.08 or later and Web Support firmware ver.1.09 needs to be applied. 2. If the device is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes, the web service might stall if the Document Server is accessed again. Note: To fix this issue, Websys firmware ver. 1.09 or later, WebUapl firmware ver. 1.08 or later and Printer firmware ver. 1.01 or later needs to be applied.
1.07	Minor bug correction.
1.05	1st Mass production.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017007e

CS

Version	Modified Points or Symptom Corrected
1.11	***Other changes:*** ***1. Authentication errors resulting from the changing of the username or password of a user currently logged into WIM, are now logged.*** ***Note: Requires the following firmware versions (or later):*** ***Websys (version 1.53), Printer (version 1.06e) and WebUapl (version 1.11).***
1.10	Symptom corrected: 1. Some "File Access Privilege Change" log's entries for the CSV file that downloaded via WebImageMonitor are occurred the following phenomena. - "User Entry ID" is always displayed as "0x00000000". - "User Code /User Name" is appeared as garbage characters. Note: To fix this problem, System firmware (version 1.14 or later), WebUapli firmware (version 1.10 or later) and Scanner firmware (version 01.11 or later) needs to be applied to the device. Other changes: 1. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.14), Websys (version 1.52), Scanner (version 01.11), Web Uapl (version 1.10), and either of NFA (version 1.10C).
1.09	Symptom corrected: 1. An admin login/logout will be logged everytime the administrator accesses a new WIM page. 2. An admin login/logout will be logged everytime an Auto Email Notification or On-demand Email Notification is sent. An admin login/logout will be logged everytime the administrator accesses a new WIM page. Note: To fix these problems, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device.
1.08	Symptom corrected: 1. At the @Remote installation, SC819 occur when select SP5-985-01 to "1". Note: To fix this issue, Netfile firmware ver.1.07M/1.06C or later WebUapl firmware ver.1.08 or later and Web Support firmware ver.1.09 needs to be applied. 2. If the device is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes, the web service might stall if the Document Server is accessed again. Note: To fix this issue, Websys firmware ver. 1.09 or later, WebUapl firmware ver. 1.08 or later and Printer firmware ver. 1.01 or later needs to be applied.
1.07	Minor bug correction.
1.05	1st Mass production.

Reissued: 29-Apr-16

Model: **R-C5**	Date: 26-Dec-07	No.: RD017008h

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: MBU	Prepared by: J. Kitagawa
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
	☒ Other ( )		

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

Version	Program No.	Effective Date	Availability of RFU
10.00.00	***D3615570K***	***-***	***Available***
09.00.00	D3615570J	January 2013 production	Available
08.00.00	D3615570H	April 2011 production	Available
07.00.00	D3615570G	January 2010 production	Available
06.00.00	D3615570F	October 2008 production	Available
05.00.00	D3615570E	September 2008 production	Available
04.00.00	D3615570D	August 2008 production	Available
03.00.00	D3615570C	February 2008 production	Available
02.00.00	D3615570B	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
10.00.00	***Symptom corrected:*** ***If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.***
09.00.00	Symptom corrected. 1. An NMI error may occur (triggered by a watchdog reset error) if a large amount of electrical noise occurs when sending a PDF image to a folder using the G3 line. 2. Minor bug corrections were applied.
08.00.00	Symptom corrected: FAX reception fails when receiving from a specific FAX server.
07.00.00	Symptom Corrected: The machine may not receive fax message in off/sleep mode.
06.00.00	Minor bug correction.
05.00.00	Minor bug correction.
04.00.00	Symptom correction: 1. When V34 is received, the communication is disconnected and prints the Power Failure Report. 2. Error 6-21 occurs when receive the PC-Fax data. 3. On-hook transmission may not be done.

Reissued: 29-Apr-16

Model: **R-C5**		Date: 26-Dec-07	No.: RD017008h

Version	Modified Points or Symptom Corrected
03.00.00	Minor bug correction.
02.00.00	1st Mass production

Model: **R-C5**	Date: 26-Dec-07	No.: RD017009m

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: NCS	Prepared by: T.Hirakawa
From: 2nd 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 (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
7.38	D0205334L	April 2013 production	Not available
7.37	D0205334K	July 2011 production	Not available
7.35	D0205334J	December 2010 production	Not available
7.34	D0205334H	August 2010 production	Not available
7.30	D0205334F	February 2010 production	Available
7.27	D0205334F	November 2009 production	Available
7.26	D0205334E	August 2009 production	Available
7.23	D0205334D	November 2008 production	Available
7.17	D0205334C	August 2008 production	Available
7.14	D0205334B	June 2008 production	Available
7.05	D0205334A	January 2008 production	Available
7.03	D0205334	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
7.38	Symptom corrected: 1. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port. 2. Scan to SMB fails if the both of the following conditions are met. 　- Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name. 　- One or more octets in the destination's IPv4 address contain leading zeros. 3. Symptom corrected: SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length. 4. Symptom corrected: Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote. 5. If "CNAME" is specified as the destination folder, ScanTo Folder will abort. 6. If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail. 7. Cannot scan to shared folders in Windows 8 *and Windows Server 2012.*

Model: **R-C5**	Date: 26-Dec-07	No.: RD017009m

Version	Modified Points or Symptom Corrected
	8. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8. This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v1.21 or later.
7.37	Symptom corrected: 1. Chunk Transfer Encoding over an IPP port might results in print jobs being reset. 2. If SSDP = Active (Web ImageMonitor > Configuration > Network Security), a high load on the CPU might result in Web ImageMonitor locking up. 3. MFP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active" (before the network settings were changed). 4. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7. 5. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle. 6. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults. 7. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.
7.35	Symptom corrected: 1. An httpd timeout has been implemented to prevent Web ImageMonitor lockups that sometimes occurred when applications accessed the MFP by http. 2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder. 3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.
7.34	Symptom corrected: 1. If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection. The result of this was that the MFP/LP was unable to send emails. 2. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. 3. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling. 4. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 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

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Version	Modified Points or Symptom Corrected
	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 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:
	SSL-related changes:
	Note: The new field will only appear if Web Support firmware version 1.54 or later has also been applied to the device.
	1. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.
	2. Web Image Monitor now shows the certificate's key length in:
	- Configuration > Security > Device Certificate > Details
	3. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor . The setting can be configured from either of the following locations:
	- Configuration > Security > Network Security
	- Configuration > Security > SSL/TLS
	4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor :
	- Configuration > Security > Network Security
	- Configuration > Security > SSL/TLS
	5. Unable to Scan to SMB to a destination that is not specified using an FQDN.
	6. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.
	7. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).
	8. 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.
	9. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers.
	10. Windows Authentication fails if the username or password includes lower-case European characters.
7.30	Symptom corrected:
	1. If either of the WSD Printer or Netware functions are enabled, the following problems might occur. If these problems occur, they typically last for about 2.5 hours.
	1) The network might become unresponsive.
	2) User Tools can be accessed but configuration changes will not be applied.
	3) Application buttons on the operation panel might become unresponsive.
	2. Scan to SMB is unable to send documents to a hostname containing 2byte

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Version	Modified Points or Symptom Corrected
	characters. 3. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters. 4. SDK/J applications might not be able to recognize some supported USB devices. 5. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 > Domain Name > Specify" will be overwritten by the domain obtained from DHCP. Other changes: 1. Scan to Folder destinations located on Windows 7 or Windows Server 2008 R2 can now be selected by browsing. 2. The MFP now supports CIFS, DFS and NTLM v2.
7.27	~~Others:~~ ~~Supports new models; D084 and D085.~~ Symptom corrected: 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).

7.26	Symptom corrected:
	 1. When jobs are submitted to the device's lpr port repeatedly, some of the jobs might not be printed.
	 2. If IPP authentication is enabled, printing through an IPP port from a Windows Vista/Server 2008 client might result in printing failure.
	 3. Multiple Windows Vista/Server 2008 PCs might not be able to access the device through IPSec.
	 4.
	   - Connecting to a Scan to SMB destination might cause the device to stall.
	   - Scan to SMB documents might not be sent to their destination.

7.23	Other changes:
	 1. Kerberos authentication support for Windows Server 2008.
	 Symptom corrected:
	 1. If the device fails to establish a WPA or WPA2 connection once, it will not try again until rebooted.
	 2. The device is unable to roam between access points using different versions of the IEEE 802.11 standard (a, b, or g).
	 3. LPR jobs submitted by an HP-UX, AIX or Netware 6.5 (SP6 or SP7) host will be cancelled, resulting in an error.
	   Note: This problem will not affect Netware 6.5 SP7 if the patch
	   "iprntnw65sp7b.zip" has been installed.
	   http://download.novell.com/Download?buildid=HsQQ9fMHax0~
	 4. The device doesn't advertise its hostname via DHCP option 12. The DNS server might not be updated by DHCP.
	 5. IPP print jobs are cancelled. This happened very infrequently.
	 6. After a job consisting of a multiple of exaclty 8KB (8192 bytes) is submitted via

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Version	Modified Points or Symptom Corrected
	IPP, the device will no longer accept any more jobs until rebooted.
	7. If both SNTP and Date/Time settings are configured in WIM, WIM might not be accessible. This happened very infrequently (about 1% of the time).
	8. Note: The fix requires that System firmware version 1.13 or later be applied to the device.
7.17	Symptom corrected:
	1. Jobs submitted using the IE ftp client result in an SC991 error. This only occurs using Windows XP x64.
	2. Sending a PJL readback (or ustatus) will result in an SC997. This only occurs if diprint's bidirect is on from telnet.
	3. SNMP events (Acccess Violation or Lockout), are not recorded in the Access Log.
	4. If the sending of a Scan to Email using SMIME is interrupted (Ie. A job is submitted to the printer or the device application is switched before the email has been sent), an SC997 error will occur.
	5. When a WSD client boots, the device's WSD service might be stopped.
	6. "Date/Time" changes initiated by an SNTP server are not recorded in the Access Log.
	7. The device might not be able to access the network once the Log collection tool is run (TechMail#TS080441).
7.14	Symptom corrected:
	1. The device might not be able to reboot via WIM after the device's date/time is decremented to an earlier date/time using WIM.
	2. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185)
	3. Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276).
	4. Web SmartDeviceMonitor shows the IP addresses of TWAIN clients in reverse. Example: 192.168.1.10 ==> 10.1.168.192
	5. If an LPR job is submitted to the device followed by an AppleTalk job, the device will stall.
	6. An SC819 error might be shown on the operation panel if the device is accessed via IPsec repeatedly without a power cycle.
	7. An SC997 will be displayed on the Operation Panel of EFI controller based devices if IPv6 network settings are changed. Excessive time lag when the device rejoins the network after exiting Energy Saver Mode. This will occur under either one of the following conditions:
	- The device is connected to a hub that uses the spanning tree protocol.
	- The device is connected via Wireless LAN.
	8. If WPA2 is configured for a device, the Access Log List in Web SmartDeviceMonitor ver 2.x will always show the WPA Encryption Method as TKIP and never as CCMP (AES), regardless of actual settings.
	Other changes:
	1. The IPDS option is now available. To use this option, System firmware (version 1.11 or later), NCS firmware (version 7.14 or later), Websys firmware (version 1.09 or later) and Printer firmware (version 1.01 or later) needs to be applied to the device.
	2. The device supports Windows server 2008 DHCPv6 server.

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Reissued: 18-Sep-14

Model: **R-C5**		Date: 26-Dec-07	No.: RD017009m

Version	Modified Points or Symptom Corrected
7.05	Minor bug correction.
7.03	1st Mass production

Technical **B**ulletin

RICOH

Reissued: 26-Aug-10

Model: **R-C5**	Date: 26-Dec-07	No.: RD017010g

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Websys	Prepared by: T.Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

Version	Program No.	Effective Date
1.54	*D0205335G*	*September 2010 production*
1.53	D0205335F	August 2009 production
1.52	D0205335E	March 2009 production
1.51.1	D0205335D	November 2008 production
1.50	D0205335C	September 2008 production
1.09	D0205335B	June 2008 production
1.05	D0205335A	January 2008 production
1.02	D0205335	1st Mass production.

Version	Modified Points or Symptom Corrected
1.54	*Other changes:* *SSL-related changes:* *Note: The new fields will only appear if Network Support firmware version 7.34 or later has also been applied to the device.* *No1. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.* *No2. Web Image Monitor now shows the certificate's key length in:* *- Configuration > Security > Device Certificate > Details* *No3. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor . The setting can be configured from either of the following locations:* *- Configuration > Security > Network Security* *- Configuration > Security > SSL/TLS* *No4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor :* *- Configuration > Security > Network Security* *- Configuration > Security > SSL/TLS*

Model: **R-C5**	Date: 26-Dec-07	No.: RD017010g

Version	Modified Points or Symptom Corrected
1.53	Symptom corrected: 1. If the maximum number of log entries has been reached, then logs downloaded via WIM might have some incorrect log IDs or missing fields. Maximum number of entries: Access Log (with HDD): 6000 Access Log (without HDD): 500 Job Log (with HDD): 2000 Job Log (without HDD): 500 Other changes: 1. Authentication errors resulting from the changing of the username or password of a user currently logged into WIM, are now logged. Note: Requires the following firmware versions (or later): Websys (version 1.53), Printer (version 1.06e) and WebUapl (version 1.11).
1.52	Symptom corrected: 1. Some specific events will cause the User Entry ID to be missing from logs downloaded via WIM. 2. Miscellaneous wording errors in logs downloaded via WIM. 3. The names of files stored in the device (File Name) are not recorded in logs downloaded from WIM. 4. Destination Addresses appears garbled in logs downloaded via WIM. This might cause all subsequently recorded fields to also exhibit problems. 5. User Entry IDs in logs downloaded via WIM are 0. This occurred if the status of the Lockout function was changed for the user associated with the User Entry ID. Other changes: 1. Some new items have been added to the Access Log. 2. Multiple stored jobs submitted for printing simultaneously will now be recorded individually in the Job log instead of only the first job being recorded. This change only applies to non-print jobs that have been stored. Prior to this change, the printing of stored print jobs were already recorded individually in the Job log. Note: Requires the following firmware versions (or later): System (version 1.14), Websys (version 1.52), Scanner (version 01.11), Webapl (version 1.10), and either of NFA (version 1.10C (Color scanner model)) or (1.10M(B/W scanner model)). 3. - Unfinished jobs (ie. those in the processing state) are now recorded in logs downloaded via WIM. - Log entries with future dates (as the result of a change of the device clock) are now recorded in logs downloaded via WIM. - The overwriting of a log entry is now logged. Old entries are overwritten if the maximum number of entries has been reached. Maximum number of entries: Access Log (with HDD): 6000 Access Log (without HDD): 500 Job Log (with HDD): 2000 Job Log (without HDD): 500 4. Entries in the Result column of logs downloaded via WIM, are now worded differently.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017010g

Version	Modified Points or Symptom Corrected
1.51.1	Some of the Device Settings menu items are not displayed correctly in WIM. Instances of WIM configured to display English and Japanese were unaffected.
1.50	Symptom corrected: 1. An admin login/logout will be logged everytime the administrator accesses a new WIM page. 2. An admin login/logout will be logged everytime an Auto Email Nortification or On-demand Email Nortification is sent. Note: To fix these problems, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device. Other changes: 1. Logs can be downloaded from WIM (Configuration > Download Logs). 2. The following operations are logged in the Access log. a. Web Image Monitor Auto Logout b. File Access Privilege Change c. Administrator Change d. Address Book Change These can be displayed in the Access Log menu. Note: In order to display b-d in WIM, System firmware (ver 1.12 or later) and Websys firmware (version 1.50 or later) are required.

1.09	Symptom corrected:
	1. Web Image Monitor contained wrong wording or message.
	   a. Wrong error message for S/MIME: Configuration > Security > Device Certificate
	   (Wrong) E-mail address of certificate does not match Administrator E-mail address
	   (Correct) E-mail address of certificate is not entered or does not match Administrator E-mail address
	   b. Wrong wording for Access Log: Configuration > Device Settings > Logs
	   (Wrong) All Logs Deletion
	   (Correct) HDD format
	2. WIM displays "This device is currently in use by other functions. Please try again later". A reboot of the device is needed to use WIM again.
	3. If the device is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes, the web service might stall if the Document Server is accessed again.
	Note: To fix this issue, Websys firmware ver 1.09 or later, WebUapl firmware ver 1.08 or later and Printer firmware ver 1.01 or later needs to be applied.
	4. The web service might stall if the IPSec menu is accessed and the Encryption Algorithm setting = "Cleartext".
	5. Configuration > Security > IPsec > Encryption Key Auto Exchange Settings are not saved if configured via WIM.
	6. The web service will stall if more than 130 User Certificates are stored in the Address Book without a powercycle.
	7. At the @Remote installation, SC819 occur when select SP5-985-01 to "1".
	Note: To fix this issue, Netfile firmware ver.1.07M/1.06C or later WebUapl firmware ver.1.08 or later and Web Support firmware ver.1.09 needs to be applied.

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Technical **B**ulletin

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Reissued: 26-Aug-10

Model: **R-C5**		Date: 26-Dec-07	No.: RD017010g

Version	Modified Points or Symptom Corrected
	Other changes: 1. The IPDS option is now available. To use this option, System firmware (version 1.11 or later), NCS firmware (version 7.14 or later), Websys firmware (version 1.09 or later) and Printer firmware (version 1.01 or later) needs to be applied to the device.
1.05	Minor bug correction.
1.02	1st Mass production.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017011

Subject: Firmware Release Note: animation		Prepared by: Y.Mimura	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
1.1	D0205332A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.1	1st Mass production.

Technical **B**ulletin

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Model: **R-C5**	Date: 26-Dec-07	No.: RD017012f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: PCL	Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

Version	Program No.	Effective Date
1.07	*D0195335G*	*July 2011 production*
1.06	D0195335F	December 2010 production
1.05	D0195335E	February 2010 production
1.04	D0195335D	August 2009 production
1.03	D0195335C	April 2009 production
1.02	D0195335B	December 2008 production
1.01	D0195335A	1st Mass production

Version	Modified Points or Symptom Corrected
1.07	*Other changes:*
	1. *If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted.*
	Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep).
	2. *The printing of documents containing more than 65,535 Bezier curves results in the device hanging up ("Printing ..." is displayed indefinitely).*
	3. *Characters or symbols missing from the printouts of jobs containing HP-GL/2.*

Model: **R-C5**	Date: 26-Dec-07	No.: RD017012f

Version	Modified Points or Symptom Corrected

1.06	Symptom corrected:
	1. PCL5e/c jobs are canceled if all of the following conditions are met:
	   - The job specifies that a custom paper size by drawn from the bypass tray.
	   - "User Tools/Counter > System Settings > Tray Paper Settings > Printer Bypass Paper Size" is something other than "Custom size"
	2. Every object on the page is shifted in one direction. This problem only affected HP-GL/2 jobs.
	3. When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects.
	4. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.
	5. A macro that is only supposed to be printed on the first page of a job, might also be printed on subsequent pages.
	6. A device stall might occur if using a very specific combination of font types.

1.05	Other changes: 1. PCL jobs containing images might be printed slowly.
1.04	Other changes: 1. The device suddenly stops printing PCL5 macros after printing a large number of pages (500 or more) and continues to omit macros from PCL5 jobs until the device is rebooted.
1.03	Symptom corrected: 1. Part of pentagon shaped graphics not printed.
1.02	Symptom corrected: 1. After a PCL5 job is printed, all subsequent PCL6 jobs will be output to the same tray as the PCL5 job. This continues until the device is rebooted. PCL6 jobs that used finishing options were unaffected. 2. Single page PCL jobs containing a Vertical Cursor Positioning command are split in two and printed on 2 pieces of paper. Jobs submitted using a Windows or MacOS driver were not affected.
1.01	1st Mass production

Technical **B**ulletin

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Model: **R-C5** / **R-C5.5**	Date: 26-Dec-07	No.: RD017013c

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: LCDC	Prepared by: S. Tomoe
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

For US Models

Version	Program No.	Effective Date
1.10	*D0191491B*	*December 2009 production*
1.01	D0191491A	1st Mass production

For EU Models

Version	Program No.	Effective Date
1.10	*D0191492B*	*December 2009 production*
1.01	D0191492A	1st Mass production

For ASI_TWN Models

Version	Program No.	Effective Date
1.10	*D0191493B*	*December 2009 production*
1.05	D0191493A	February 2008 production
1.01	D0191493	1st Mass production

For CHN Models (R-C5 only)

Version	Program No.	Effective Date
1.10	**D0191457A**	*December 2009 production*
1.07	D0191457	1st Mass production

For Korea Models (R-C5 only)

Version	Program No.	Effective Date
1.10	*D0191459A*	*December 2009 production*
1.09	D0191459	1st Mass production

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Model: **R-C5** / **R-C5.5**	Date: 26-Dec-07	No.: RD017013c

For US Models

Version	Modified Points or Symptom Corrected
1.10	*Symptom corrected:* *When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.*
1.01	1st Mass production

For EU Models

Version	Modified Points or Symptom Corrected
1.10	*Symptom corrected:* *When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.*
1.01	1st Mass production

For ASI_TWN Models

Version	Modified Points or Symptom Corrected
1.10	*Symptom corrected:* *When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.*
1.05	Minor bug correction.
1.01	1st Mass production

For CHN Models (R-C5 only)

Version	Modified Points or Symptom Corrected
1.10	*Symptom corrected:* *When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.*
1.07	1st Mass production

For Korea Models (R-C5 only)

Version	Modified Points or Symptom Corrected
1.10	*Symptom corrected:* *When the machine recovers from energy saver or Off/sleep mode, LCD may not display anymore.*
1.09	1st Mass production

Technical **B**ulletin

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Model: **R-C5**/**R-C5.5**	Date: 26-Dec-07	No.: RD017014d

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note: PS3/PDF	Prepared by: T.Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

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

Version	Program No.	Effective Date	Availability of RFU
1.06	*D0195334E*	*October 2011 production*	*Available*
1.05	D0195334D	April 2011 production	Available
1.04	D0195334C	November 2009 production	Available
1.01	D0195334B	July 2009 production	Available
1.00	D0195334A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
1.06	*Symptom corrected:* *1. PDF Direct jobs containing a mask that was created using tiling will be reset. (GFPR#OS11070002)* *2. Images in PDF Direct jobs might be missing or out of place.*
1.05	Symptom corrected: 1. If printing a PDF Direct job containing embedded fonts that have the same name but are actually different fonts, characters will be garbled. 2. If printing a PDF Direct job that calls a "download font" from the hard disk (or Ram disk), one of the other resident fonts might be used instead.
1.04	Symptom corrected: 1. Batch printing of PDF documents results in a memory overflow and all jobs being cancelled. 2. Pressing job cancel immediately after submitting a PDF Direct Print job will result in the MFP stalling.
1.01	Symptom corrected: 1. PDF Direct Printing of PDFs containing multiple images might result in the PS error "limitcheck" being printed.
1.00	1st Mass production

Reissued: 09-May-13

Model: **R-C5**	Date: 26-Dec-07	No.: RD017015k

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer	Prepared by: T.Nihei
From: 2nd 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
	☒ Other ( )		

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

Version	Program No.	Effective Date	Availability of RFU
1.19e	*D0205338L*	*April 2013 production*	*Not available*
1.18e	D0205338K	July 2011 production	Not available
1.17e	D0205338J	December 2010 production	Not available
1.16.1e	D0205338H	October 2010 production	Not available
1.16e	D0205338G	February 2010 production	Not available
1.06e	D0205338F	August 2009 production	Not available
1.05e	D0205338E	March 2009 production	Not available
1.03	D0205338D	December 2008 production	Not available
1.02	D0205338C	September 2008 production	Not available
1.01	D0205338B	June 2008 production	Not available
1.00	D0205338A	1st Mass production	Available

Version	Modified Points or Symptom Corrected
1.19e	*Symptom corrected:* *1. Stapled IPDS jobs that are stopped mid-job (out of paper for example) might result in the device stalling.* *2. Remote configuration of the device using tools such as Web Image Monitor to "Reset Current Job" when there is no current job, results in the printer stalling.*
1.18e	Symptom corrected: 1. If IPDS fonts are reset (Menu button > Maintenance > HD Management > Reset IPDS Fonts), users might not be able to logout from the operation panel. 2. An IPDS Form can be created with unsupported dimensions using Web Image Monitor (Configuration > IPDS Form List > Media Size = Custom Size > Cross Feed Dimension/Feed Dimension). Once created it can be selected using the IPDS Form Allocation setting. Note: Supported dimensions for this model are: Cross Feed Dimension: 140.0〜297.0 mm Feed Dimension: 182.0〜432.0 mm The Bypass Tray can be set to unsupported paper sizes using IPDS Form Allocation. 3. The unsupported paper sizes are: 8 1/4 x 13, 8 x 10 1/2, 8 x 10, 11x15, 11x14,

Model: **R-C5**	Date: 26-Dec-07	No.: RD017015k

Version	Modified Points or Symptom Corrected
	10x15, 10x14 4. PS jobs with a large number of images might be unexpectedly reset.

1.17e	Symptom corrected:
	1. Multiple jobs that are released (printed from the hard disk) by the same user might result in some of the jobs being recorded in the device's Job History as being printed by "---". This only affects the use of the following Job Types and only occurs if User Authentication is enabled:
	  - Sample Print
	  - Hold Print
	  - Locked Print
	  - Stored Print
	2. Jobs not containing any PJL commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.).
	
	Other Changes:
	A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PJL USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.

1.16.1e	Other changes: IPDS prints will not be counted by external charge devices (just as test prints are not).

1.16e	Symptom corrected:
	1. The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.
	2. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occured if the paper ran out after several small jobs (30 or 40) were submitted back to back.
	3. If all of the following conditions are met, the MFP stalls, displaying "Resetting Job...":
	  - The job currently being printed is not IPDS.
	  - There is an IPDS job in the queue.
	  - A paper out or paper misfeed occurs.
	  - The user tries to cancel all jobs.
	It is not possible to cancel jobs via WIM or SmartDeviceMonitor for Client/Admin during printing of an IPDS job.
	4. The device becomes unresponsive displaying "Waiting for Print data..." if any of the following settings are changed while the device has an active IPDS session.
	  - Printer Features
	  - System Settings
	  - Tray Paper Settings
	  - Adjustment Settings for Operators
	Note: The printer status returned to Ready after the IPDS session timed out.

1.06e	Symptom corrected: 1. Jobs smaller than 2Kb cause slow printing if the Printer Language is AUTO. 2. If the device receives a non-IPDS job while it is processing an IPDS job, the device will stall. 3. A jam or other minor error affecting an IPDS job might cause the device to stall. 4. The device might stall if an IPDS job draws pages from both the interposer and an MFP tray, and a jam occurs.

Model: **R-C5**		Date: 26-Dec-07	No.: RD017015k

Version	Modified Points or Symptom Corrected

	5. If any non-IPDS job in the print queue is deleted while receiving an IPDS job, the device will stall.
	   WIM: Job > Current/Waiting Jobs > Delete Reservation
	   Operation Panel: Job List > Delete Reservation
	6. Jobs including the "@PJL DEFAULT" environment variable RESOLUTION or BITSPERDOT result in an SC997 error.
	7. If printing of an IPDS job is interrupted by an error requiring operator attention (paper jam, cover open, etc.), an alert is sent to the host after the error state has been recovered, instead of when the device first enters the error state.
	8. If printing of the IPDS Font List encounters certain recoverable errors (paper out, no paper, paper mismatch) and then the Clear/Stop button is pressed, the device will lockup. If this happened, printing was not possible until the device was rebooted.
	
	Other changes:
	1. Authentication errors resulting from the changing of the username or password of a user currently logged into WIM, are now logged.
	Note: Requires the following firmware versions (or later):
	Websys (version 1.53), Printer (version 1.06e) and WebUapl (version 1.11).
	2. IPDS jobs can no longer be deleted from the print queue.
	   WIM: Job > Current/Waiting Jobs > Delete Reservation
	   Operation Panel: Job List > Delete Reservation
	Note: This change was made because deleting IPDS jobs from the print queue stalled the device.

1.05e	Symptom corrected: 1. When a stored job is deleted, an incorrect User Entry ID will be recorded in the access log. 2. The value of "Characters Per Inch" in the IPDS menu on the operation panel is displayed as 10 times the actual value. This was a display issue only and did not affect printing. Other changes: 1. Using SmartDeviceMonitor for Client, only authenticated users can stop, reset or restart any other user's jobs. 2. PCL fonts and forms cannot be downloaded to devices that have "Permit Firmware Structure Change" disabled.
1.03	Symptom corrected: 1. Saving a print job to an SD card ("Printer SP-1001 bit#4 -> 1") will fail with the error message "No memory" displayed on the operation panel. 2. IPDS jobs that use a media type that doesn't support duplex might cause the device to stall. 3. If a media type is disabled using SP5-047-001, this media type will be selected from WIM's IPDS Form List. 4. If the Selective User Authentication function (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access the urls of WIM's Printer Job History, Printer Error Log and Print Job List. 5. Personal Information Protect (SP5-888-001 = 1) is unable to prevent users from directly accessing the urls of WIM's Printer Job History, Printer Error Log and Print Job List.

Model: **R-C5**	Date: 26-Dec-07	No.: RD017015k

Version	Modified Points or Symptom Corrected
1.02	Symptom corrected: 1. If 10 or more IPDS jobs are automatically reset by IPDS due to paper jams, the device might stall. 2. If a job is automatically reset by IPDS due to a paper jam and the next job sent to the printer prints has different print settings (source tray, paper type, paper size, etc.) than the reset job, the device will stall. 3. An admin login/logout will be logged everytime the administrator accesses a new WIM page. Note: To fix this problem, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device. 4. An admin login/logout will be logged everytime an Auto Email Nortification or On-demand Email Nortification is sent. Note: To fix this problem, System firmware (version 1.12 or later), Websys firmware (version 1.50 or later), Web Uapl firmware (version 1.09 or later) and Printer firmware (version 1.02 or later) needs to be applied to the device. 5. Storing a large number of jobs to the device HDD might cause the device to stall. If User Authentication is enabled, all job types that store jobs on the HDD contribute to this problem. Otherwise, only Document Server jobs contribute to the problem.
1.01	Symptom corrected: 1. If the device is accessed from WIM and then it goes into Energy Saver Mode for at least 30 minutes, the web service might stall if the Document Server is accessed again. Note: To fix this issue, Websys firmware (ver 1.09 or later), WebUapl firmware (ver 1.08 or later) and Printer firmware (ver 1.01 or later) needs to be applied. Other changes: 1. The IPDS option is now available. To use this option, System firmware (version 1.11 or later), NCS firmware (version 7.14 or later), Websys firmware (version 1.09 or later) and Printer firmware (version 1.01 or later) needs to be applied to the device.
1.00	1st Mass production

Reissued: 02-Jul-10

Model: **R-C5**	Date: 26-Dec-07	No.: RD017016c

RTB Reissue

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

Subject: Firmware Release Note: Engine		Prepared by: T.Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other (　　　)	

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

Version	Program No.	Effective Date
1.07:06	*D0195550H*	*June 2010 production*
1.06 :06	D0195550G	November 2008 production
1.05 :06	D0195550F	July 2008 production
1.03 :06	D0195550D	1st Mass production

Version	Modified Points or Symptom Corrected
1.07:06	*Symptom corrected:* * Jagged images occur, and SC141 or SC142 is logged.*

1.06 :06	Symptom corrected:
	    The print speed decreases under the following conditions:
	    - A duplex job is performed using "limitless paper feed", and
	    - The machine switches over to another tray after running out of paper

1.05 :06	Symptom Correction:
	1) The machine freezes under the followig conditions: (TeckMail #RE080253)
	    - Select 71% reduction
	    - Select 1 sided originals to 2 sided (duplex) copies.
	    - Change SP 6-017 to a certain value (e.g 0.3).
	
	Other change:
	1) Improve the image fusing at early morning.

1.03 :06	1st Mass production

Model: **R-C5**	Date: 26-Dec-07	No.: RD017017

Subject: Firmware Release Note: Language		Prepared by: Y.Mimura
From: 2nd Tech. Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
1.08	D0191496	1st Mass production.

Version	Modified Points or Symptom Corrected
1.08	1st Mass production.

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

Model: **R-C5**	Date: 26-Dec-07	No.: RD017018

Subject: Firmware Release Note: Option PCL Font		Prepared by: Y.Mimura	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

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

Version	Program No.	Effective Date
1.01	D0125761A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.01	1st Mass production.

Model: Russian-C5	Date: 28-Dec-07	No.: RD017019a

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

Subject: Service Manual Correction		Prepared by: S. Tomoe
From: 2nd 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

The installation section for the **DataOverwriteSecurity Unit Type I [D362-11]** in the Service Manual was corrected as follows:
Check the accessories and their quantities against the table below.

1. P102

   Add the following descriptions:

   Accessory Check
   Check the accessories and their quantities against the table below.

Description	Q'ty
1. Data Overwrite Security SD Card	1
2. Operating Instructions CD-ROM	1
3. Comments Sheet (17 languages)	2

2. P102: Before You Begin the Procedure

   DELETE the following descriptions:

   - If you install any version other than "Type I", you will have to replace the NVRAM and do this installation procedure again.

3. P104: Installation Procedure

   Incorrect:
   18. Look at the report.
   - Under "[ROM No./Firmware Version]" check the number and version number listed for "HDD Format Option".
   - Under "[Loading Program]" check the option number and version number listed for "GW_zoffy".
   - These two version numbers should be identical.

Reissued: 9-Sep-08

Model: Russian-C5	Date: 28-Dec-07	No.: RD017019a

Correct:
Interpose the following descriptions between 11 and 12.
Make sure the ROM number and firmware version in area [a] of the diagnostic report are the same as those in area [b].

- [a]: "ROM Number/Firmware Version" – "HDD Format Option"
- [b]: "Loading Program" - "GW**5**a_zoffy**m**"

Diagnostic Report:	"ROM No. / Firmware Version" [a]	"Loading Program" [b]
DataOverwriteSecurity Unit	HDD Format Option: **D3775912A / 1.01m**	**GW5a_zoffym:** **D3775912A / 1.01m**

4. P104: Installation Procedure

   The display image has been corrected.

   Incorrect:

   d386i903

   Correct:

   d386i903
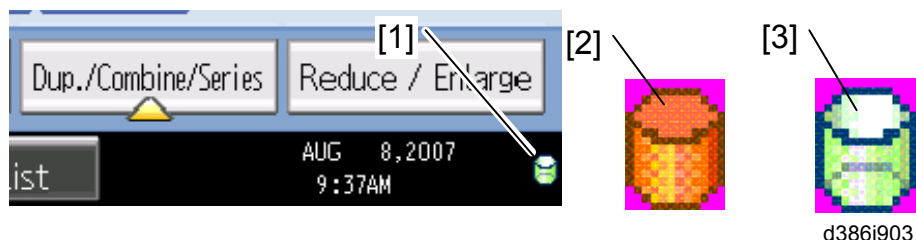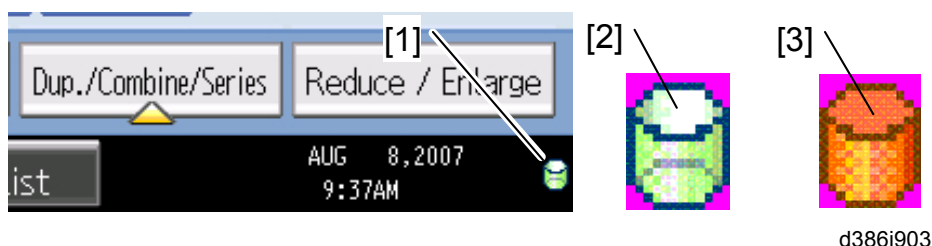
5. *P105 Installation Procedure*

   Delete Step 20.

   20. Remove the Document Server and Scanner key-tops, and replace them with the blank key-tops that are supplied with the kit.

Model: Russian-C5	Date: 12-Mar-08	No.: RD017020

Subject: Service Manual Correction	Prepared by: Y.Mimura
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 ( )	

The Service Manual was corrected as follows:

Copy Data Security Unit [B829] (pg. 91)

Add the bracket to the list and illustration.

Accessory Check
Check the accessories and their quantities against the table below.

No.	Description	Quantity
1	Bracket (Not used for the B205/D007 series copiers)	1
2	Screws	4
3	FFC (Short) (Not used)	1
4	Harness (Not used)	1
5	FFC (Long)	1
6	Connection Cable	1
7	Harness Clamp	1
8	ICIB	1
9	**Bracket**	**1**

Model: Russian-C5	Date: 28-Apr-08	No.: RD017021

Subject: Key Counter Interface Unit(B870) installation procedure	Prepared by: Yuji Mimura
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

D017/D018/D019/D020 Service Manual correction:

Add the Installation Procedure for the **B870 Key Counter Interface Unit**.

Model: Russian-C5	Date: 28-Apr-08	No.: RD017021

Key Counter Interface Unit

Installation Procedure
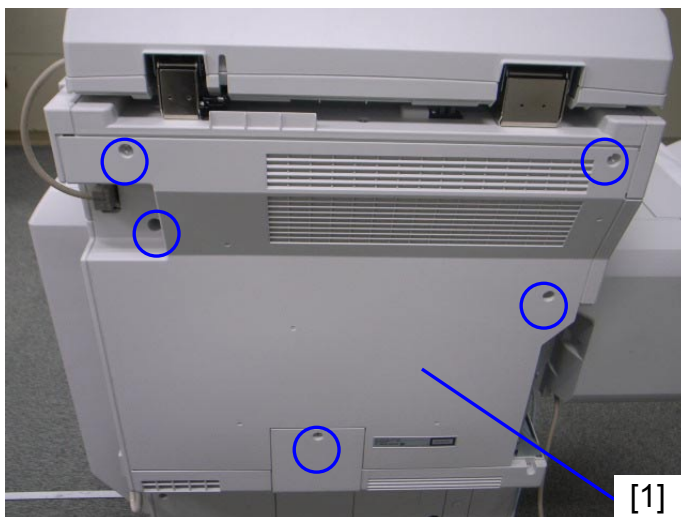
1. Remove the rear cover [1] (🔩 x 5)
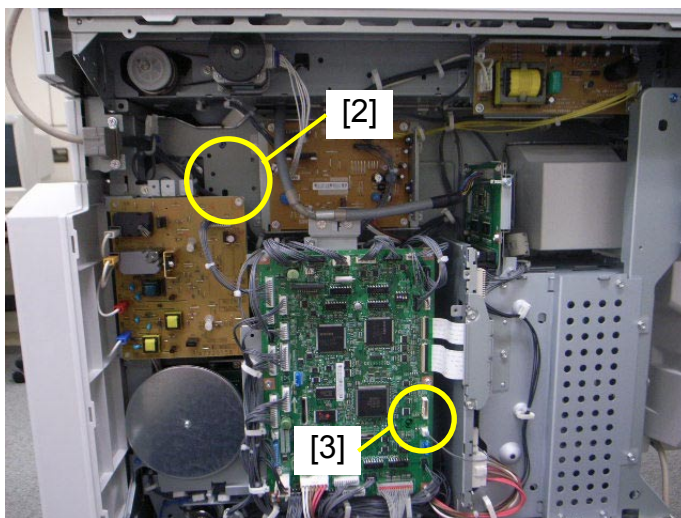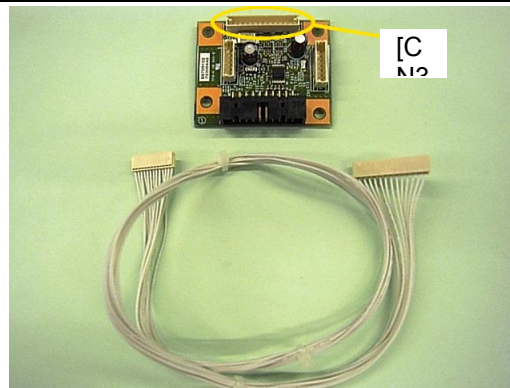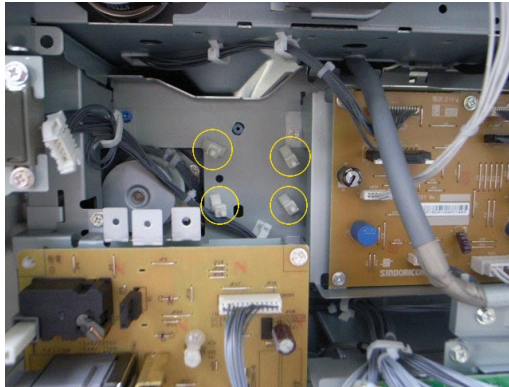
2. Attach the stud in the location [2] (x 4)
3. Install the key counter interface board in the location [2]
4. Connect the harness to CN3 on the key counter interface board.
5. Connect the other terminal of the harness to CN345 [3] on the IOB (x 1).
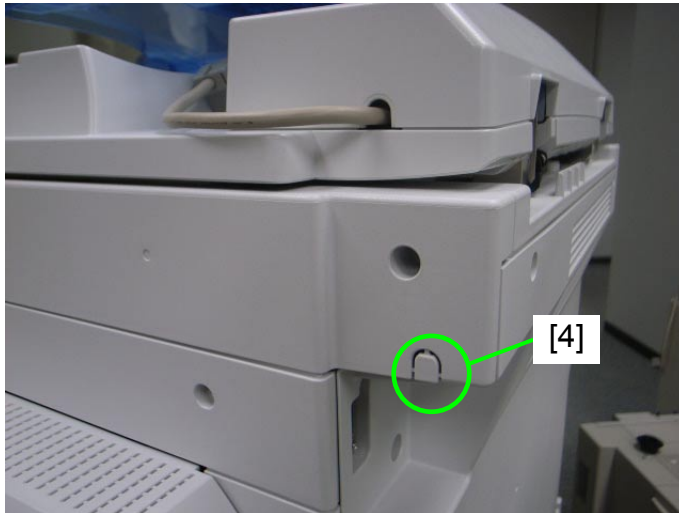
6. Cut off the part [4] of the right cover.
7. Connect the harness from the counter device to CN4 on the key counter interface board.
8. Reassemble the machine.

Model: Russian-C5		Date: 8-May-08	No.: RD017022

Subject: SC798	Prepared by: Yuji Mimura
From: 2nd 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 ( )	

The following SC description was missing from the Service Manual (Service Call Conditions).

798	B	The tray lift motor or tray lift sensor	
		The tray lift motor or tray lift sensor in the 500-sheet finisher is not operating.	▪ Tray lift motor defective ▪ Tray lift motor harness loose, broken ▪ Tray lift motor drive obstructed ▪ Tray lift sensor switch broken ▪ Tray lift sensor defective

SOLUTION

1. Check the tray position.
2. Check the position and ON-OFF response of the tray lift sensor switch.
3. Check the tray lift motor and tray lift sensor harness.
4. Remove and reattach the tray lift motor.
5. Replace the tray lift motor or tray lift sensor.

Reissued: 28-May-12

Model: **R-C5**	Date: 15-May-08	No.: RD017023g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: IPDS	Prepared by: T. Nihei
From: 2nd 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

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

Version	Program No.	Effective Date	Availability of RFU
4.751	D0195336E	May 2012 production	Available
4.747	D0195336D	November 2010 production	Available
4.744	D0195336C	December 2009 production	Available
4.739	D0195336B	August 2009 production	Available
4.732	D0195336A	September 2008 production	Available
4.731	D0195336	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
4.751	Symptom corrected: 1. Barcode "CODE 128" might be printed with the wrong dimensions. (GFPR#RC10110004) 2. If a job contains 2 different fonts of the same name, characters might be unexpectedly printed in bold or italics, or in some cases might be garbled. 3. Jobs that contain large images and use soft fonts might be cancelled. 4. Intermittent NACK(0595..11) resulting in jobs being cancelled.
4.747	Symptom corrected: 1. Duplex IPDS jobs are printed simplex if the MFP is powered up while a tray is open. Specifically, the tray that is open during power up must be the one specified in the Duplex IPDS job. 2. Gray patterns consisting of hatching might not be shown in the printout. Instead the gray pattern was just a black box. 3. If a host prematurely terminates an IPDS session with the MFP, subsequent IPDS jobs cannot be printed. The data-in LED will just blink. Though any premature termination of an IPDS session could cause the problem, testing has shown that the problem was most likely to occur if the IPDS session was terminated mid-job.
4.744	Symptom corrected: 1. Any font that is not in CFF "Compact Font Format", will not be printed in IPDS jobs. 2. If the machine jams while printing the IPDS font list, it can be made to stall by

Model: **R-C5**	Date: 15-May-08	No.: RD017023g

Version	Modified Points or Symptom Corrected
	either of the following operations: - Try to print the IPDS font list again. - Try to print any IPDS job. Other changes: The following functions are now supported. - DBCS (Double Byte Character Sets) - IMB (IntelligentMail Barcodes)
4.739	Symptom corrected: 1. The simplex pages of mixed simplex/duplex IPDS jobs will be printed on the wrong side of the page. This problem has been fixed by adding a new printer bit switch: Bit Switch#4-3 - Bit Switch#4-3 = 1: Simplex pages of IPDS jobs will be printed on the front side of the page. - Bit Switch#4-3 = 0: Simplex pages of IPDS jobs will be printed on the back side of the page. 2. IPDS jobs that contain the PFC (Presentation Fidelity Control) command cannot be stapled. 3. *Barcode "CODE 128" might be printed with the wrong dimensions. (GFPR#RC10110004)* 4. *If a job contains 2 different fonts of the same name, characters might be unexpectedly printed in bold or italics, or in some cases might be garbled.* 5. *Jobs that contain large images and use soft fonts might be cancelled.* 6. *Intermittent NACK(0595..11) resulting in jobs being cancelled.* 7. **The IPDS printing process does not terminate correctly. The device would then stall if a job of another PDL was submitted.**
4.732	Symptom Correction SC997 is generated when paper jam occur.
4.731	1st Mass production

Model: R-C5	Date: 21-May-08	No.: RD017024a

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

Subject: IPDS Option Release	Prepared by: S. Tomoe
From: 2nd 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

This RTB contains the installation procedure for the IPDS option when used on the Model R-C5

The IPDS option will be released in June 2008. The installation procedure for this option on the Model R-C5 is shown below.

IPDS OPTION

Accessories

Description	Q'ty

1. IPDS Emulation SD Card 1
2. Decal 1

Important: Only one slot (C2) is available for SD cards that contain applications. If you want to use more than one application, merge all applications into one SD card (SP5873-001).

Installation

1. Check the software version.

    Make sure the following versions are installed:

Firmware Name	Version	Firmware Number
System/Copy (For CS model)	V1.11 or later	D0205331H
System/Copy (For MS model)	V1.11 or later	D0195331H
NCS	V7.14 or later	D0205334B
Websys	V1.09 or later	D0205335C
Printer	V1.01 or later	D0205338B

Note: The above software will be released early June 2008.

Model: R-C5	Date: 21-May-08	No.: RD017024a

2. If necessary, update the firmware to the version(s) listed above.

3. Turn OFF the main switch.

4. Remove the application cover [A] (🗝 x 1).

5. Insert the IPDS SD Card [B] into Slot **C1**.
   If Slot C1 is occupied, insert it in to Slot **C2**, then merge
   this application into the SD card in Slot C1.

   Important: Pushing in the SD Card releases it for
   removal. Make sure the SD Card is inserted and
   locked in place. If it is partially out of the slot, push it in
   gently until it locks in place.

6. Reattach the cover and turn ON the main switch.

7. Do one of the following ("A" or "B") to enable the IPDS
   function.

   A. Enable the IPDS function via telnet
   1. Connect the machine via telnet.
   2. Execute the following commands:

       msh> **set ipds up**
       ***If you want to stop the function.
       msh> **set ipds down**

   B. Enable the IPDS option via WebImageMonitor
   1. Log in to WebImageMonitor.
   2. Change the setting to enable IPDS.

[B]   [A]   B613I201.WMF
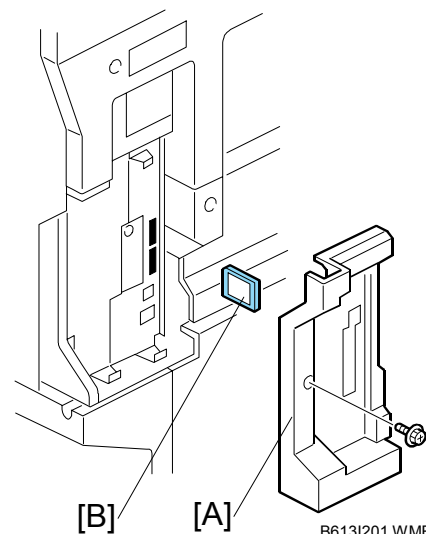
Model: R-C5	Date: 21-May-08	No.: RD017024a

8. Attach the decal as shown in the photo below.

10mm
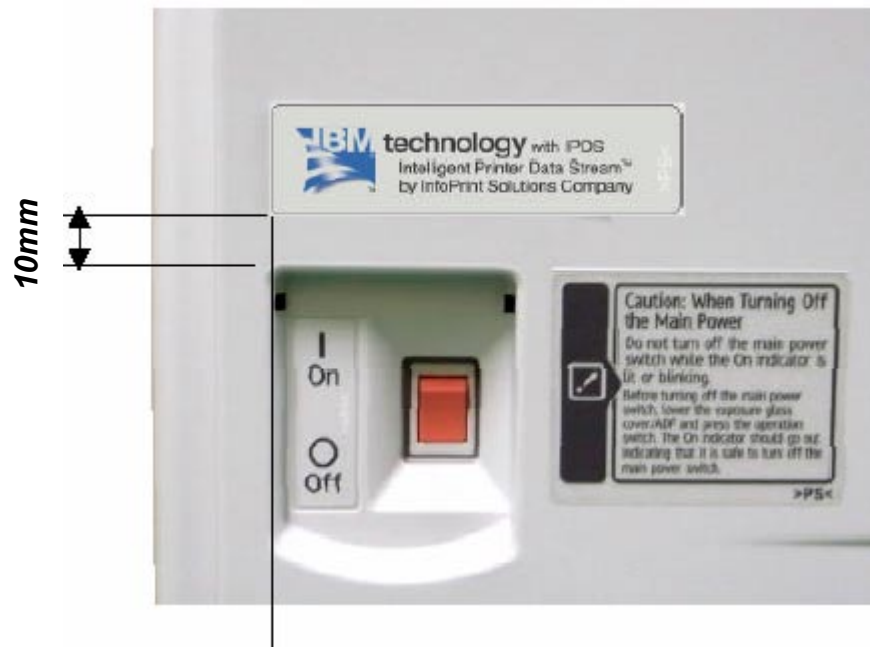
Line up the left side of the decal with the left edge of the main power switch.

Model: R-C5	Date: 21-May-08	No.: RD017025

Subject: VM Card		Prepared by: S. Tomoe
From: 2nd 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

The Service Manual was corrected as follows:

- Page 20

The items **in bold** were corrected (the correct VM Card type is Type **F**).

SD Cards	For installation See:
VM Card **Type F**	This section

- Page 109 (title for the VM Card installation procedure)

The items **in bold** were corrected (the correct VM Card type is Type **F**).

VM Card **Type F** (D377)

Model: Model R-C5	Date: 27-May-08	No.: RD017026a

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

Subject: SC866(SD card error 1)	Prepared by: S. Tomoe
From: 2nd 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

SYMPTOM

SC866 (SD Card Error 1: Confirmation) occurs when installing an SD card option if the System/Copy firmware is older than Ver1.10.

CAUSE

Due to a firmware bug (System/Copy), the machine cannot authenticate the SD card.

> **Note:** There is nothing wrong with the SD card or application itself. The problem is with the System/Copy firmware.

SOLUTION

If you want to install an SD card option, and there is a blue circle on the option box (see below), update the System/Copy firmware to **Ver1.10 (For MS model:D0195331G/ For CS model: D0205331G)** or later before you install the option.

(If, for some reason, the symptom occurs with options that do not have a blue circle on the option box, try the same action. Update to Ver1.10 or later).

INFORMATION:
Cut-in S/No. of D017/D018/D019/D020 copier, which has System/Copy firmware to Ver1.10 **(For MS model:D0195331G/ For CS model: D0205331G***) or later.*

Model	Cut-in S/No.	Model	Cut-in S/No.
D017-29	*M6481800072*	*D019-29*	*M6281800001*
D017-69	*M6481700346*	*D019-69*	*M6281800067*
D018-19	*M6581700092*	*D020-19*	*M6381700174*
D018-29	*M6581800001*	*D020-29*	*M6381800001*
D019-19	*M6281700189*		

Model: Model R-C5	Date: 27-May-08	No.: RD017026a

Blue circle mark on option boxes:

Model: Model R-C5	Date: 27-May-08	No.: RD017026a

SD Card Options

The symptom may occur when you install any of the following options on machines that contain System/Copy firmware older than Ver1.10.

Option Name	Code
RPCS Printer Unit Type 3350	D383-01/02/03/04/06/08/09/10
Printer Unit Type 3350	D383-21/22/23/24/26/28/29/30
Printer/Scanner Unit Type 3350	D383-41/42/43/44/46/48/49/50
Printer Enhance Option Type 3350	D383-61/62/63
Scanner Enhance Option Type 3350	D383-66/67/68
PostScript 3 Unit Type 3350	D383-71/72/73
IPDS Unit Type 3350	D383-76/77/78
DataOverwritesecurity Unit Type I	D362-11
Browser Unit type Type D	D377-08/17/18
VM Card Type F	D377-10/11/12
HDD Encryption Unit Type A	D377-16

RICOH

Technical Bulletin

Model: R-C5	Date: 9-Sep-08	No.: RD017027

Subject: SC 838	Prepared by: S. Tomoe
From: 2nd 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

Please add the following SC to your Service Manuals:

838	D	Self-diagnostic Error: Clock Generator	- Replace the controller board
		A verify error occurred when setting data was read from the clock generator via the I2C bus.	

Model: Russian-C5	Date: 7-Oct-08	No.: RD017028

Subject: SC798	Prepared by: S. Tomoe
From: 2nd 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 ( )	

SC798 is divided into 9 sub codes as shown in the following table. Please correct your Service Manuals.

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
798-1	B	Upper limit switch error
		The upper limit switch is pushed due to a tray lift error or other problem.
		• Upper limit switch pulled up • Defective upper limit switch
		1. Check the harness. 2. Check for a blockage around the upper limit switch. 3. Replace the upper limit switch.
798-2	B	Front fence motor error
		The front fence moves out of the home position but the HP sensor output does not change within the specified number of pulses. The 1st failure issues an original jam message, and the 2nd failure causes this SC code.
		• Jogger HP sensor disconnected, defective • Front fence motor disconnected, defective • Front fence motor overloaded due to obstruction • Finisher main board and front fence motor

		1. Check or replace the harness.
		2. Check for blockages in the front jogger motor mechanism.
		3. Replace the front jogger HP sensor.
		4. Replace the front jogger motor.
		5. Replace the finisher main board.
798-3	**B**	Rear fence motor error
		The rear fence moves out of the home position but the HP sensor output does not change within the specified number of pulses.
		The 1st failure issues an original jam message, and the 2nd failure causes this SC code.
		• Rear jogger motor drive is obstructed (jammed paper, paper scraps, etc.)
		• The rear jogger fence motor harness loose or broken
		• Rear jogger fence HP sensor dirty, loose, defective
		• Rear jogger fence motor defective
		1. Check or replace the harness.
		2. Check for blockages in the rear jogger motor drive mechanism.
		3. Replace the rear jogger fence HP sensor.
		4. Replace the rear jogger fence motor.
		5. Replace the finisher main board.
798-4	**B**	Stack feed-out motor error
		The stack feed-out HP sensor does not detect the home position of the stack feed-out belt for a certain time after the stack feed-out belt has moved to its home position.
		The stack feed-out HP sensor does not turn off for a certain time after the stack feed-out belt has moved from its home position.
		The 1st detection failure causes a jam error, and the 2nd failure causes this SC code.
		• Defective stack feed-out HP sensor
		• Overload on the stack feed-out motor
		• Defective stack feed-out motor
		• Defective main board
		• Disconnected or defective harness

		1. Check or replace the harness.
		2. Check for blockages in the stack feed-out mechanism.
		3. Replace the stack feed-out HP sensor.
		4. Replace the stack feed-out motor.
		5. Replace the main board.
798-5	B	Positioning roller arm motor error
		The positioning roller HP sensor does not turn on or off for a certain time at power-on.
		The positioning roller HP sensor does not turn on or off for a certain time when the positioning roller returns to its home position from the lower position.
		The 1st detection failure causes a jam error, and the 2nd failure causes this SC code.
		• Disconnected or defective harness
		• Overload on the positioning roller arm motor
		• Defective positioning roller arm motor
		• Defective positioning roller HP sensor
		1. Check or replace the harness.
		2. Check for blockages in the positioning roller arm mechanism.
		3. Replace the positioning roller arm motor.
		4. Replace the positioning roller HP sensor.
798-6	B	Finisher corner stapler motor error
		The 1st detection failure causes a jam error, and the 2nd failure causes this SC code.
		For the 500-sheet finisher
		The stapler HP sensor does not detect an "ON"/"OFF" signal even if the stapler moves from the "OFF"/"ON" position for 0.6 seconds.
		The stapler HP sensor does not detect "ON" when a stapling job is commanded or when the stapler moves.
		• Staple jam
		• Motor overload
		• Defective stapler motor

| Model: Russian-C5 | | Date: 7-Oct-08 | No.: RD017028 |

		1. Check the connections and cables for the components mentioned above. 2. Replace the HP sensor and/or stapler motor 3. Replace the finisher main board.
798-7	B	Finisher stapler movement motor error
		For the 500-sheet finisher The stapler HP sensor does not detect an "OFF" signal even if the stapler moves from the "ON" position for 0.35 seconds. The stapler HP sensor does not detect an "ON" signal even if the stapler moves from the "OFF" position for 5.5 seconds.
		• Motor overload • Loose connection of the stapler home position sensor • Loose connection of the stapler movement motor • Defective stapler home position sensor • Defective stapler movement motor
		1. Check the connection of the stapler movement motor. 2. Check the connection of the stapler home position sensor. 3. Replace the stapler home position sensor. 4. Replace the stapler movement motor.
798-8	B	500-sheet finisher: Tray lift motor error
		• Motor overload • Loose connection of the shift tray motor • Defective shift tray motor
		1. Check the connections to the tray lift motor. 2. Replace the tray lift motor.
798-9	B	Stack pressure solenoid error
		The stack pressure solenoid in the finisher is not operating.

- Solenoid harness loose, broken
- Solenoid obstructed
- Stack height sensor dirty, harness loose, broke
- Solenoid defective
- Stack height sensor defective

1. Check or replace the solenoid harness.
2. Check for blockages in the stack pressure mechanism.
3. Replace the stack height sensor.

Model: Russian-C5	Date: 24-Oct-08	No.: RD017029

Subject: Mechanical Counter Installation Procedure	Prepared by: S. Tomoe
From: 2nd 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

North America market only

Please add the installation procedure for the optional mechanical counter.

Mechanical Counter

Component Check

No.	Description	Q'ty
1	Mechanical counter	1

Installing Mechanical Counter

⚠️ **CAUTION**

Unplug the machine power cord before starting the following procedure.

1. Remove the front right cover [A]. (🔩 x 1, Hook x 1)

2. Remove the front cover [B] (L-brackets x2).

3. Remove the front inner cover [C] (🔩 x 5).
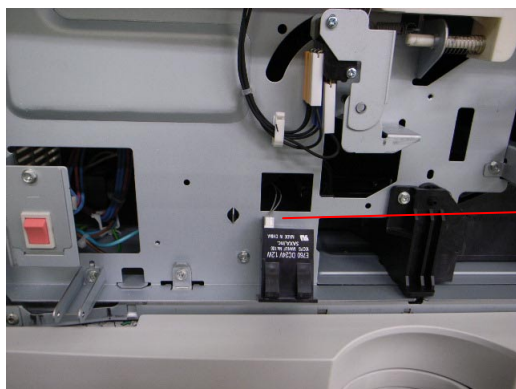
4. Connect the harness [D] to the mechanical counter.

5. Push the mechanical counter into the machine.
6. Reinstall the machine.

Model: Russian-C5	Date: 30-Oct-08	No.: RD017030

Subject: Key Counter Bracket installation procedure	Prepared by: S. Tomoe
From: 2nd 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

The Service Manual was changed as follows.
Replace the following procedure.

Installation Procedure for the Key Counter Bracket (Page 77)
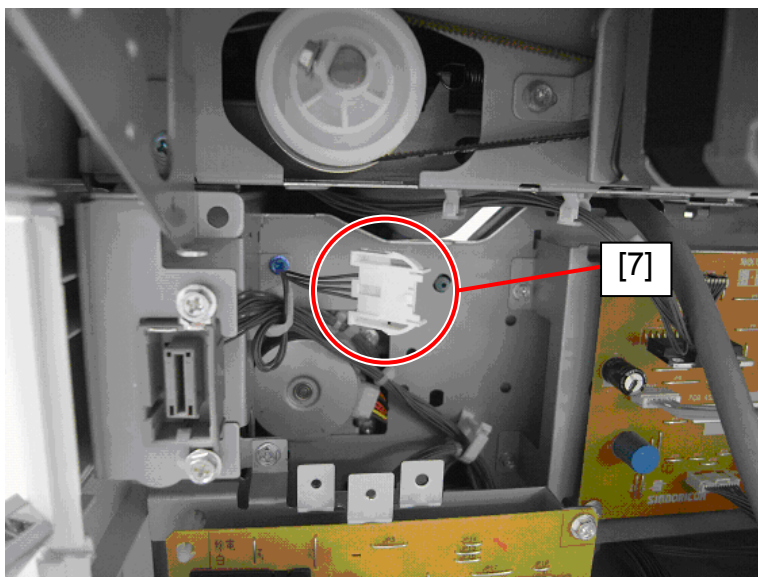
Installation Procedure
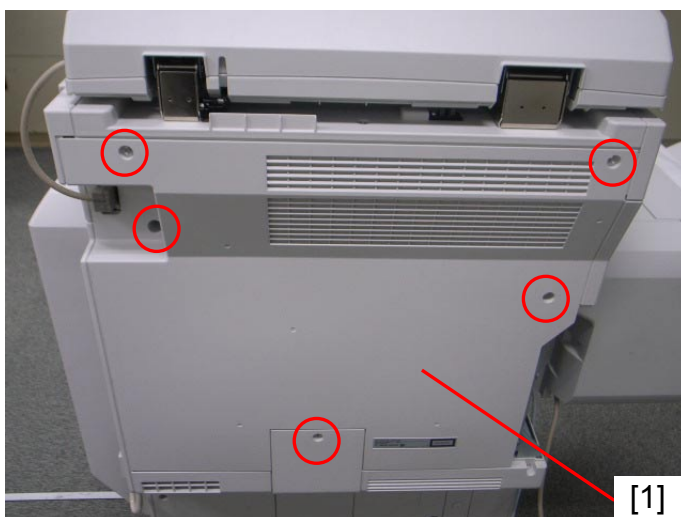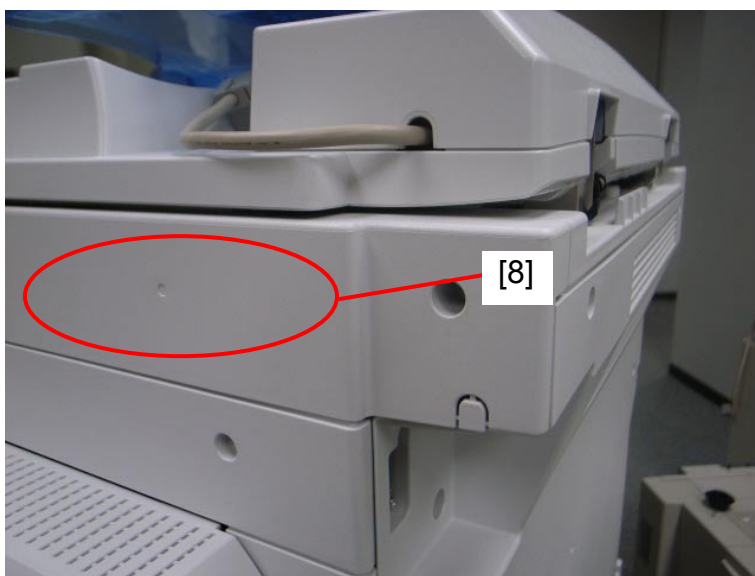

1. Remove the rear cover [1] (🔩 x 5)
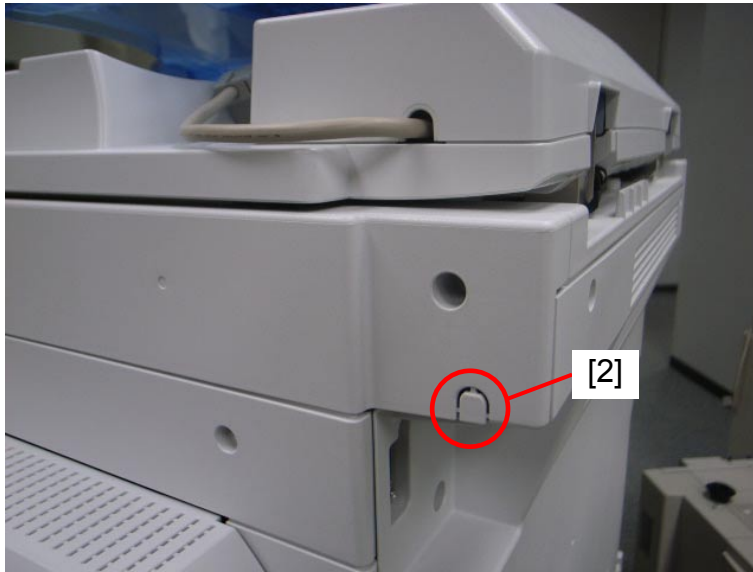
2. Cut off the part [2] of the right cover.
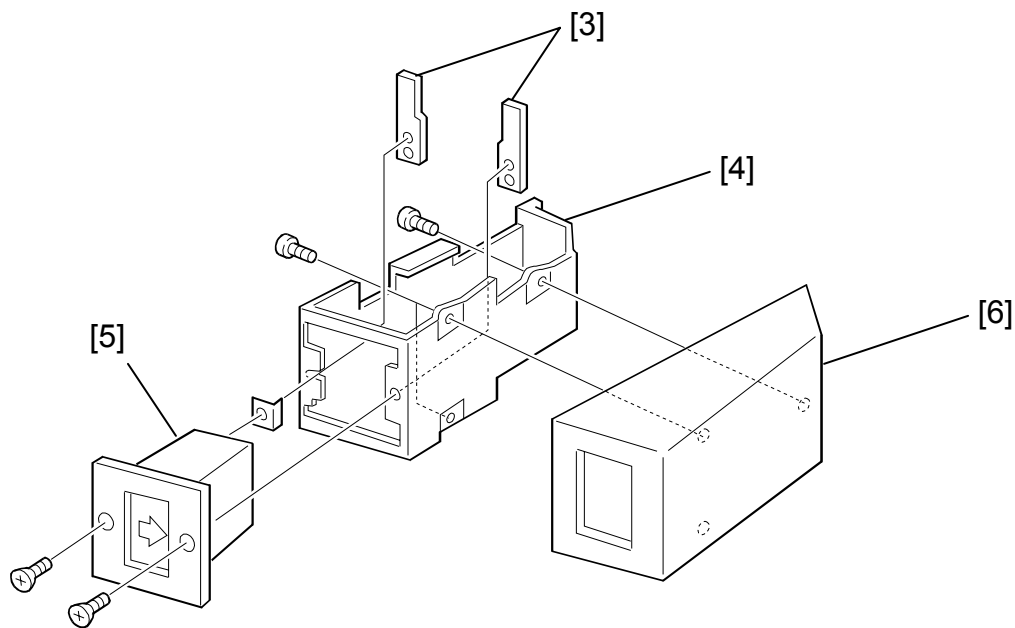
3. Hold the key counter plate nuts [3] on the inside of the key counter bracket [4] and insert the key counter holder [5].
4. Secure the key counter holder to the bracket (🔩 x 2).
5. Insert the key counter cover [6] (🔩 x 3).

6. Connect the harness to the connector [7] inside the machine.

7. Peel off the double-sided tape on the key counter bracket and attach the key counter to the scanner right cover [8].
8. Reassemble the machine.

Model: R-C5	Date: 8-Jan-09	No.: RD017031

Subject: SP Mode	Prepared by: S. Tomoe
From: 2nd 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

The Service Manual was corrected as follows:

● Page 335

SP5807 was deleted.

5807*	Option Connection Check	
1	ARDF	Checks the connectors to the optional peripheral devices. Execution will return either a "1" or "0" on the display.
2	Paper Tray Unit	
3	LCT	1: Device connected correctly.
4	Finisher	0: Device not connected correctly.

RICOH

Technical Bulletin

Model: R-C5	Date: 9-Feb-09	No.: RD017032

Subject: Jam Codes 230/231	Prepared by: S. Tomoe
From: 2nd 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

This informs the definition of Jam Codes 230 and 231.

Jam Code	Name	Description
230	Finisher Exit No Response	The machine does not get a paper exit signal from the finisher.
231	Finisher Communication Error	The machine does not detect the finisher.

RICOH

Technical **B**ulletin

PAGE: 1/1

Model: R-C5	Date: 23-Mar-09	No.: RD017033

Subject: SC Table		Prepared by: S. Tomoe
From: 2nd 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

The Service Manual was corrected as follows:

● Page 201

SC Table:

144-1	D	SBU connection error
		Connection to the SBU could not be confirmed, possibly due to defect in the BCU detection ~~board~~ **port**.
144-2	D	SBU serial communication error
		Poor SBU power supply caused by SIO, or BCU detection ~~board~~ **port** defective.

RICOH

Technical Bulletin

Model: R-C5	Date: 27-Mar-09	No.: RD017034

Subject: Paper Jam Code Table		Prepared by: S. Tomoe
From: 2nd 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

This RTB has been issued to inform all paper jam codes.

Jam Codes and Display Codes

Jam Code	Description	LCD Display
1	Paper is not fed at power on.	A
3	Paper is not fed from tray 1.	A
4	Paper is not fed from tray 2.	Y
5	Paper is not fed from tray 3.	Y
6	Paper is not fed from tray 4.	Y
7	Paper is not fed from the LCT.	Y
8	Paper is not fed from the By-pass tray.	A
9	Paper jammed at the duplex unit.	Z
11	Upper relay sensor does not detect paper from tray 1.	A
12	Lower relay sensor does not detect paper from tray 2.	A
13	Vertical transport sensor (paper tray unit) does not detect paper.	Y
17	Registration sensor does not detect paper.	A
20	Paper exit sensor does not detect paper.	C
21	Tray exit sensor (bridge unit) does not detect paper.	D
22	Relay sensor (bridge unit) does not detect paper.	D
25	Duplex exit sensor (duplex unit) does not detect paper.	Z
27	Duplex entrance (duplex unit) does not detect paper.	Z
51	Upper relay sensor does not turn off.	A
52	Lower relay sensor does not turn off.	A
53	Vertical transport sensor (paper tray unit) does not turn off.	Y
57	Registration sensor does not turn off.	B
58	Relay sensor (LCT) does not turn off.	Y
60	Paper exit sensor does not turn off.	C
61	Tray exit sensor (bridge unit) does not turn off.	D

Model: R-C5	Date: 27-Mar-09	No.: RD017034

Jam Code	Description	LCD Display
62	Relay sensor (bridge unit) does not turn off.	D
65	Duplex exit sensor (duplex unit) does not turn off.	Z
67	Duplex entrance (duplex unit) does not turn off.	C
100	Paper does not reach to the entrance sensor or stay at the entrance sensor. (B408)	R1-R2
101	Paper does not reach to the lower tray exit sensor or stay at the lower tray exit sensor. (B408)	R1-R2
102	Paper does not reach to the staple tray entrance sensor or stay at the staple tray entrance sensor. (B408)	R3-R5
103	- Lower tray exit sensor does not detect paper after the stack feed-out belt has fed paper. (B408) - Lower tray ext sensor still detects paper after the stack feed-out belt has returned to the home position. (B408)	R3-R5
105	- Stack height sensor does not detect paper after the lower tray has moved up. (B408) - Stack height sensor still detects paper after the lower tray has moved down. (B408)	R1-R2
106	- Jogger fence HP sensor does not turn off after the jogger fence has moved from its home position. (B408) - Jogger fence HP sensor does not turn on after the jogger fence has returned to its home position. (B408)	R3-R5
107	- Shift roller HP sensor does not turn off after the shift motor has moved. (B408) - Shift roller HP sensor does not turn on after the shift roller has returned to its home position. (B408)	R1-R2
108	- Stapler HP sensor does not turn off after the stapler has moved from its home position (B408) - Stapler HP sensor does not turn on after the stapler has returned to its home position (B408)	R3-R5
109	- Stack feed-out belt HP sensor does not turn off after the stack feed-out belt has moved from its home position (B408) - Stack feed-out belt HP sensor does not turn on after the stack feed-out belt has returned to its home position (B408)	R3-R5
130	Paper does not reach to the entrance sensor or stay at the entrance sensor. (B793)	R1-R3
131	Paper does not reach to the proof tray ext sensor or stay at the proof tray ext sensor. (B793)	R1-R3
132	Paper does not reach to the shift tray ext sensor or stay at the shift tray ext sensor. (B793)	R1-R3
133	- Staple tray exit sensor does not turn on after the entrance sensor has turned on. (B793) - Staple tray exit sensor does not turn off after it has turned on. (B793)	R4-R6

Model: R-C5	Date: 27-Mar-09	No.: RD017034

Jam Code	Description	LCD Display
134	- Shift tray exit sensor does not turn on while the stack feed-out roller has turned on. (B793) - Shift tray exit sensor does not turn off while the stack feed-out roller has returned to its home position. (B793)	R4-R6
135	Fold unit entrance sensor does not turn on after the stopper S HP sensor has turned on. (B793)	R7-R11
136	- Fold unit exit sensor does not turn on after the folding has been done. (B793) - Fold unit exit sensor does not turn off after it has turned on. (B793)	R7-R11
137	- Exit guide plate HP sensor does not turn off after the exit guide plate has opened. (B793) - Exit guide plate HP sensor does not turn on after the exit guide plate has closed. (B793)	R1-R3
138	- Staple unit HP sensor does not turn off after the staple unit has moved from its home position. (B793) - Staple unit HP sensor does not turn on after the staple unit has returned to its home position. (B793)	R7-R11
139	- Punch HP, punch movement HP or paper position slide HP sensor does not turn off after each unit has moved from its home position. (B793) - Punch HP, punch movement HP or paper position slide HP sensor does not turn on after each unit has returned to its home position. (B793)	R1-R3
140	- Shift tray position sensor does not turn on after the shift tray has moved up. (B793) - Shift tray position sensor does not turn off after the shift tray has moved down. (B793)	R1-R3
141	- Jogger fence HP sensor does not turn off after the jogger fences have moved from its home position. (B793) - Jogger fence HP sensor does not turn on after the jogger fences have returned to its home position. (B793)	R7-R11
142	- Shift motor HP sensor does not turn off after the shift motor has moved from its home position. (B793) - Shift motor HP sensor does not turn on after the shift motor has returned to its home position. (B793)	R1-R3
143	- Fold plate HP sensor does not turn off after the fold plate has moved from its home position. (B793) - Fold plate HP sensor does not turn on after the fold plate has returned to its home position. (B793)	R7-R11
144	- Staple HP sensor does not turn off after the staple has moved from its home position. (B793) - Staple HP sensor does not turn on after the staple has returned to its home	R7-R11

Jam Code	Description	LCD Display
	position. (B793)	
145	- Stack feed-out HP sensor does not turn off after the stack feed-out has moved from its home position (B793) - Stack feed-out HP sensor does not turn on after the stack feed-out has returned to its home position (B793)	R7-R11
146	- Stopper S HP sensor does not turn off after the upper clamp roller has moved from its home position (B793) - Stopper S HP sensor does not turn on after the upper clamp roller has returned to its home position (B793)	R7-R11
147	- Lower clamp roller HP sensor does not turn off after the lower clamp roller has moved from its home position (B793) - Lower clamp roller HP sensor does not turn on after the lower clamp roller has returned to its home position (B793)	R7-R11
148	- Stopper S HP sensor does not turn off after the stopper S has moved from its home position (B793) - Stopper S HP sensor does not turn on after the stopper S has returned to its home position (B793)	R7-R11
160	Entrance sensor does not detect paper. (D372)	R1
161	Entrance sensor does not turn off. (D372)	R1
162	Feed-out belt HP sensor does not turn on or off at power on initialization. (D372)	R2
163	- Positioning roller HP sensor does not turn on after the transport motor has switched on. (D372) - Positioning roller HP sensor does not turn off within specified time. (D372)	R1
164	- Front fence HP sensor does not turn off after the front fence has moved from its home position. (D372) - Front fence HP sensor does not turn on after the jogger fence has returned to its home position. (D372)	R1
165	- Rear fence HP sensor does not turn off after the rear fence has moved from its home position. (D372) - Rear fence HP sensor does not turn on after the rear fence has returned to its home position. (D372)	R1
166	- Feed-out belt HP sensor does not turn off even after the feed-out belt motor has rotated. (D372) - Feed-out belt HP sensor does not turn on at the power on initialization. (D372)	R1
167	- Stapler HP sensor does not turn on or off at power on initialization. (D372) - Stapler HP sensor does not turn off after the stapler unit has moved from its home position. (D372) - Stapler HP sensor does not turn on after the stapler unit has returned to its home	R1

Model: R-C5	Date: 27-Mar-09	No.: RD017034

Jam Code	Description	LCD Display
	position. (D372)	
168	- Stapler hummer HP sensor does not turn on when stapling movement starts (D372) - Stapler hummer HP sensor does not turn off after the stapling movement has finished. (D372)	R1
169	- Paper height sensor does not turn on after the tray has moved up. (D372) - Paper height sensor does not turn off after the tray has moved down. (D372)	R1
170	Edge depressor solenoid does not work (paper height sensor does not turn on) at the power on initialization. (D372)	R1
230	The machine does not get paper exit signal from the finisher. (D372)	R1
231	The machine does not detect the finisher. (D372)	R1

RICOH

Technical Bulletin

Model: R-C5	Date:8-May-09	No.: RD017035

Subject: SP Mode	Prepared by: S. Tomoe
From: 2nd 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

The Service Manual was corrected as follows:

● Page 371

SP5912 was deleted.

5912*	PCU Alarm Setting	
1	Display	
2	Interval	Sets the PCU alarm interval. When the machine reaches this value, the PCU alarm will be displayed on the LCD to inform the user. [0 to 255 / 60 / 1 k copies/step] The zero setting switches the alarm off.

RICOH

Technical Bulletin

Model: R-C5	Date:19-May-09	No.: RD017036

Subject: Service Manual Revision		Prepared by: S. Tomoe
From: 2nd 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

Please add the following to your Service Manuals.

SC CODE DESCRIPTIONS (Page 218)

SC No.		Symptom	Possible Cause
SC817	C	Boot loader error	
		The boot loader cannot read one of the following: Self-diagnostic module, kernel, or one of the files of the root file system, or the check of one of these items on the controller board failed.	• File or module on the controller board is corrupted • File or module on the controller board is illegal • Replace the controller board

Model: R-C5		Date: 21-May-09	No.: RD017037

Subject: Parts Catalog Correction		Prepared by: S. Tomoe
From: 2nd 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

The parts catalog was corrected as follows:

part number	Description	Page	Wrong Index	Correct Index	Note
D0191058	Bracket: Stopper	43	19	20	
D0191059	Guide: Stopper	43	20	19	

RICOH

Technical **B**ulletin
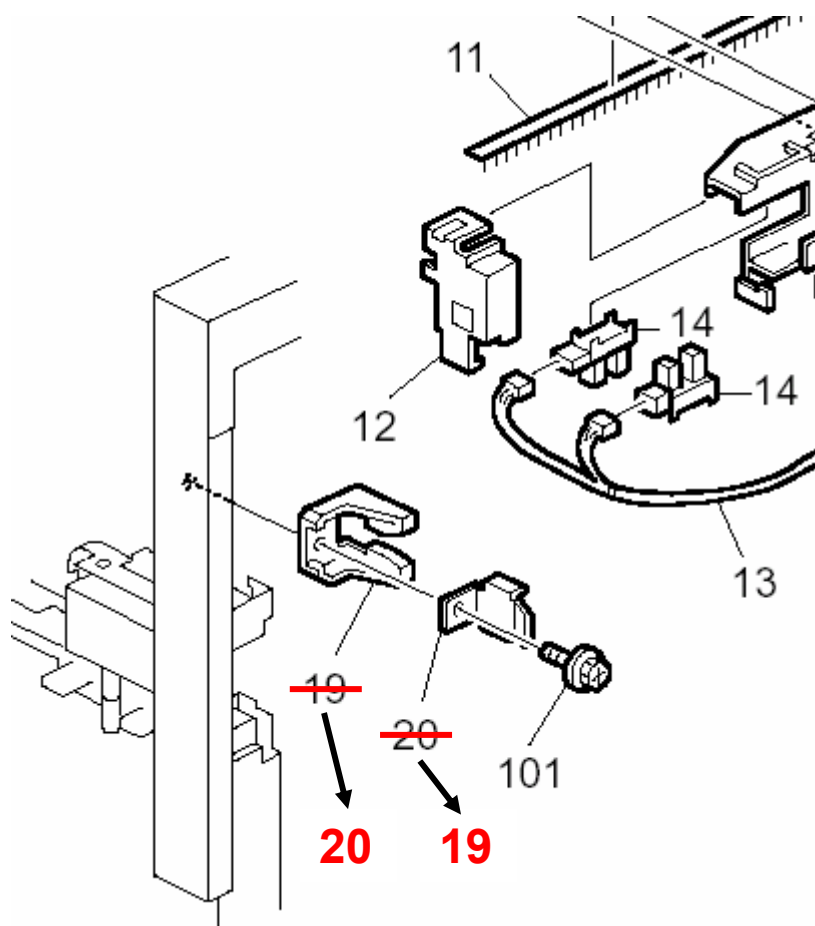
Reissued:19-Feb-10

Model: R-C5	Date: 8-Jun-09	No.: RD017038b

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

Subject: SC819/SC870/SC878		Prepared by: S.Tomoe
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☒ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

SYMPTOM

SC819 **[Sub code: 554C]**, SC870, or SC878 occurs if the main power switch is turned OFF after the Model that does not have a HDD boots up and reaches the Ready condition.

CAUSE

When the machine reaches the Ready condition after boot-up, the operator turns off the main power switch without first pressing the operation switch. As a result, the NAND flash memory on the controller board is damaged, triggering the SC.
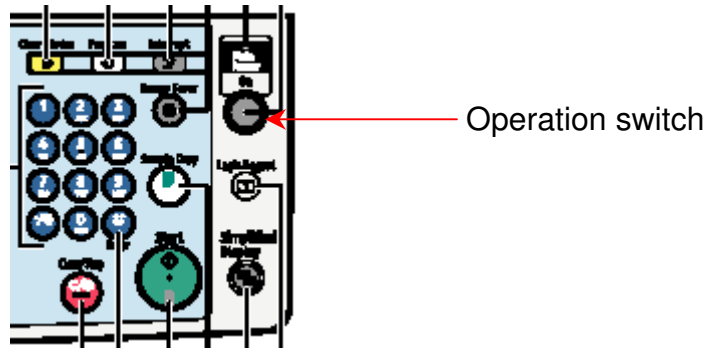
Operation switch

SOLUTION

1. Please make machine users aware of the following:

    Before you turn off the machine main power, always **make sure that the operation switch LED is not lit or blinking.** If you turn the main power off while the LED is still lit or blinking, this can cause damage to the hard disk or memory.

    Note: Cautionary notes explaining this point are already contained in the Operating Instructions (About this machine pg. 44) and on the decal next to the main power switch.

2. If the symptom is reported from the field, replace the controller board.

Model: R-C5	Date: 02-Jul-09	No.: RD017039

Subject: Parts Catalog Correction		Prepared by: S. Tomoe
From: 2nd 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

The Parts Catalog was corrected as follows:

part number	Description	Page	Wrong Index	Correct Index	Note
AW020145	Photointerruptor: Flat	15	10	16	
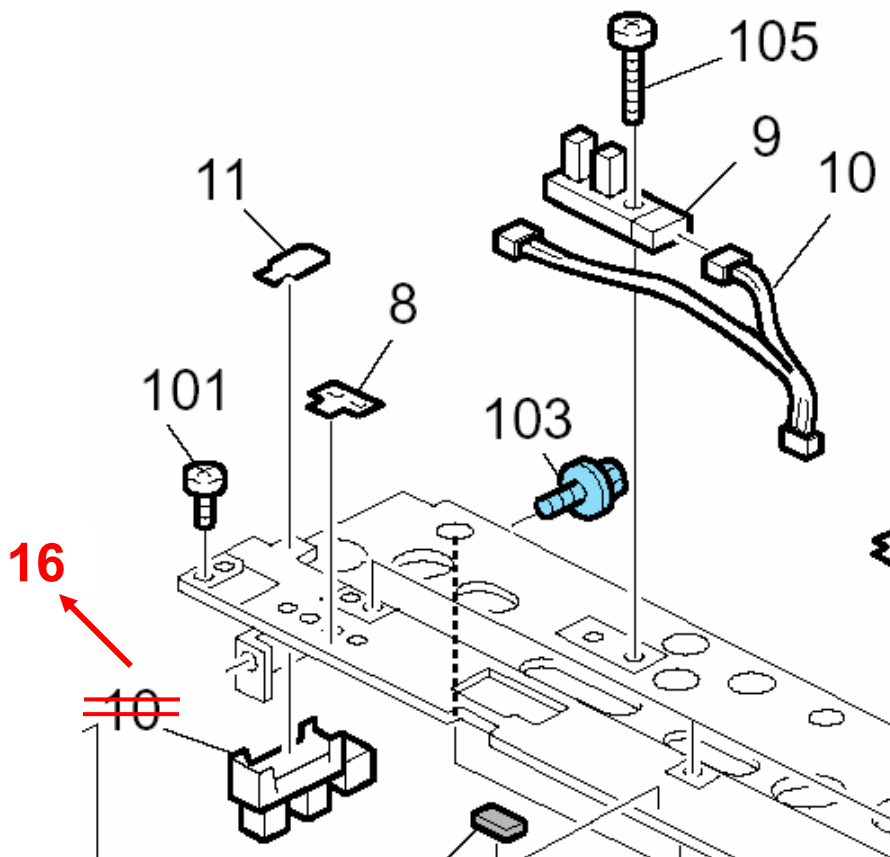
Model: R-C5	Date: 3-Jul-09	No.: RD017040a

RTB Reissue

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

Subject: Parts Catalog Correction				Prepared by: S. Tomoe			
From: 2nd 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				

The Parts Catalog was corrected as follows:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0194166		End Ring: Spring: DIA4	2-0		41	9	
	_07200030E_	Retaining Ring – M3			**_41_**	**_104_**	

Model: R-C5	Date: 22-Jul-09	No.: RD017041

Subject: Drum shutter newly added	Prepared by: S. Tomoe
From: 2nd 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

The following part was newly added as per field request:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B0392343	Drum Shutter	0-1		35	23	

RICOH

Technical Bulletin

Model: R-C5	Date:28-Jul-09	No.: RD017042

Subject: Service Manual Revision	Prepared by: S. Tomoe
From: 2nd 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

Please correct the following in your Service Manuals.

LCT (B391) Paper Weight Specification (Page 537)

Wrong:
   60 g/m^2 to 169 g/m^2, 16 lb to 45 lb

Correct:
   60 g/m^2 to 105 g/m^2, 16lb to 28lb

RICOH Technical Bulletin

Model: R-C5	Date: 10-Aug-09	No.: RD017043

Subject: Upper cover was added as a service part	Prepared by: S. Tomoe
From: 2nd 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

As per field request, the following part was newly added as a service part.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D0091551	Cover: Upper: NA (NA/AA)	1		13	35	
	D0091501	Cover: Upper (EU/TWN/CHN)	1		13	35	
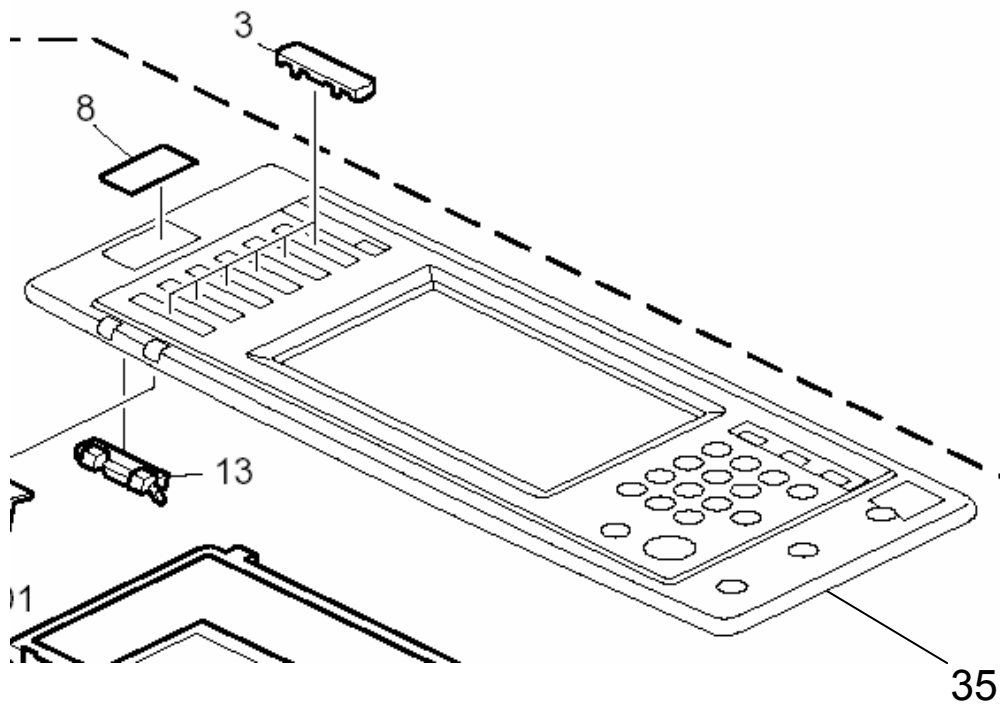
Reissued:03-Dec-09

Model: R-C5	Date: 24-Sep-09	No.: RD017044a

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

Subject: CC-CERTIFIED IN JUNE, 2009 Machine		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☒ Service manual revision ☐ Retrofit information ☐ Tier 2

Important Information on Installing the R-C5 as a CC-CERTIFIED Machine

Do the following if you want to install the R-C5 as a **CC-CERTIFIED MACHINE.**
   Note: Machines in production are CC-certified beginning in June 2009.

1. Make sure the customer has received the English language Operating Instructions (O/I).
   Important: For installations in the EU market, make sure this is the Ricoh-genuine O/I.

2. ***Tell the customer to read the "Notes for Administrators: Using this Machine in a CC-Certified Environment".***

3. Make sure the machine contains the correct firmware.

   ● If the customer wants to install the machine in the **same condition** as when CC Certification was first attained (same as the June 2009 machines), install **the exact versions** shown in the table below.

   ● If the customer want to install the machine as an equivalent of the June 2009 machines, install the versions shown in the table below **or later**.

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

4. Make sure that the **HDD Encryption Unit Type A** is installed.

Model: R-C5	Date: 24-Sep-09	No.: RD017044a

Installation Procedure for HDD Encryption Unit Type A

1. Make sure that the following settings are not at the factory default settings:
   - Supervisor login password
   - Administrator login name
   - Administrator login password

   Important
   - **These settings must be set up by the customer before the encryption option can be installed.**

2. Confirm that "Admin. Authentication" is on:
   [User Tools] > "System Settings" > "Administrator Tools" > "Administrator Authentication Management" > "Admin. Authentication" > "On"

   If this setting is "Off" tell the customer that this setting must be "On" before you can do the installation procedure.

3. Confirm that "Administrator Tools" is selected and enabled:
   [User Tools] > "System Settings" > "Administrator Tools" > "Administrator Authentication Management" > "Available settings"

   Note
   - "Available Settings" is not displayed until "Admin. Authentication" is switch on.
   If this setting is not selected tell the customer that this setting must be selected before you can do the installation procedure.

Model: R-C5	Date: 24-Sep-09	No.: RD017044a
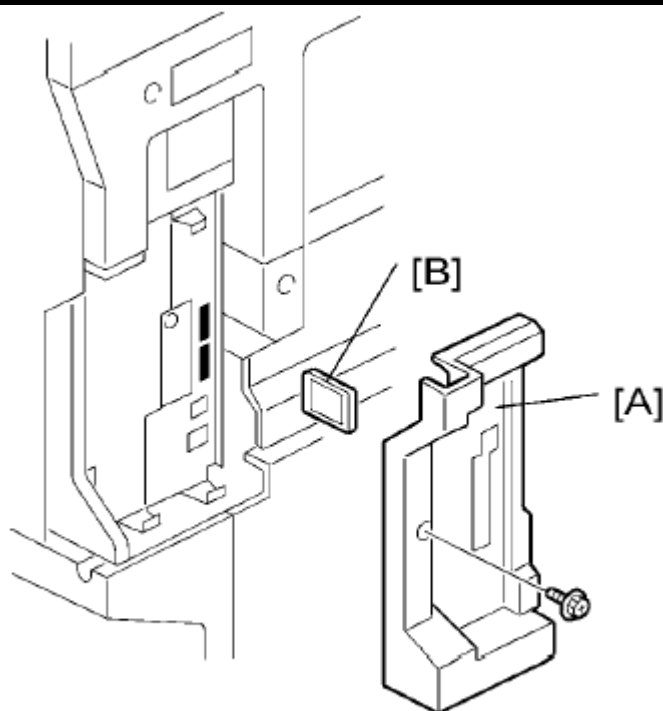
d017i502

4. Remove the plastic application cover [A]
5. Insert the SD card in SD card[B] Slot 2 (lower)
    Important
     ・ **The encryption SD card must be installed in Slot 2(lower):**

6. Turn on the main power switch.
7. Enter the SP mode.
8. Select SP5878-002 (Option Setup – Encryption Option), and then touch [Execute].
9. Turn off the main power switch.
10. Remove the SD card.
11. Attach the slot cover [A]
12. Switch the machine on.

Enabling the Encryption Settings

Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.
Important
 ・ **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**
 ・ **After completing the procedure on the machine's control panel, turn off the power and restart the machine to enable the new settings. Restarting can be slow when there is data that needs to be carried over to the hard disk.**

When you specify both overwriting and encrypting data on the hard disk, encryption starts after the data is overwritten and the machine is turned off and on again. It can take up to 12 hours until both functions are completed.

· **You can start the machine in less time by setting encryption to [Format All Data], but data will not be carried over to the hard disk and will be reset back to the default states, so make sure to backup all necessary data beforehand.**

1. Press the [User Tools/Counter] key
2. Press [System settings]
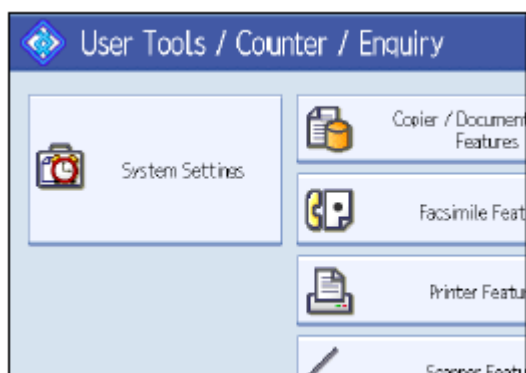
3. Press [Administrator Tools].
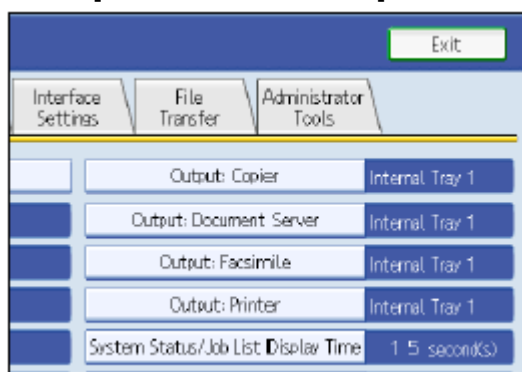
4. Press [Machine Data Encryption Settings].
   If the setting to be specified does not appear, press [next].
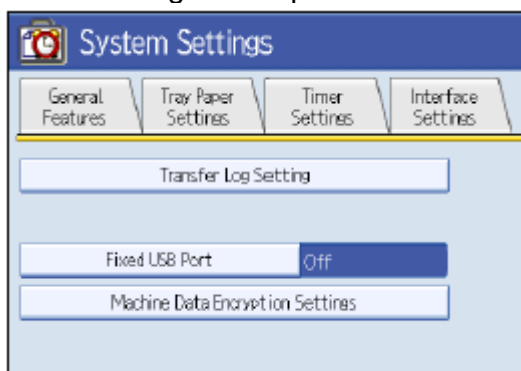
5. Press [Encrypt].
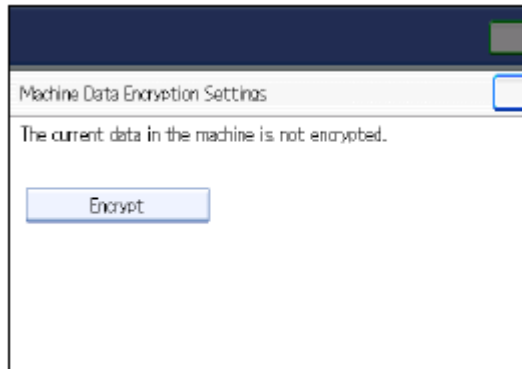
6. Select the data to be carried over to the hard disk and not be reset.
   To carry all of the data over to the hard disk, select [All Data]. To carry over only the machine settings data, select [File System Data Only]. To reset all of the data, select [Format All Data].
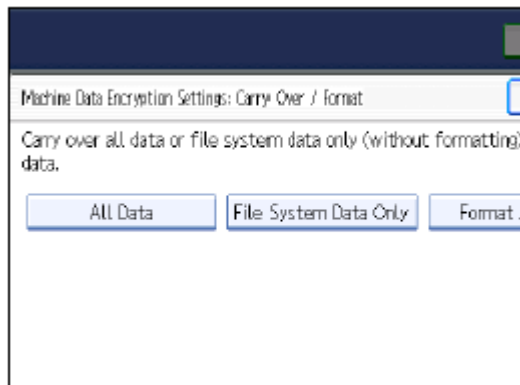
7. Press the [Start] key.
   The encryption key for backup data is printed.
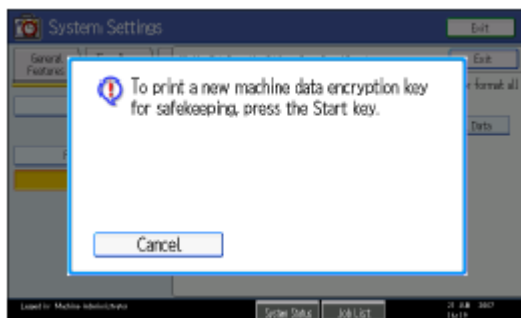
8. Press [OK].
9. Press [Exit].
10. Press [Exit].
11. Press the [User Tools/Counter] key.
12. Turn off the power and the main power switch, and then turn the main power switch back on.

Printing the Encryption Key

Use the following procedure to print the key again if it has been lost or misplaced.
Important

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

1. Press the [User Tools/Counter] key.
2. Press [System settings]
3. Press [Administrator Tools].
4. Press [Machine Data Encryption Settings].
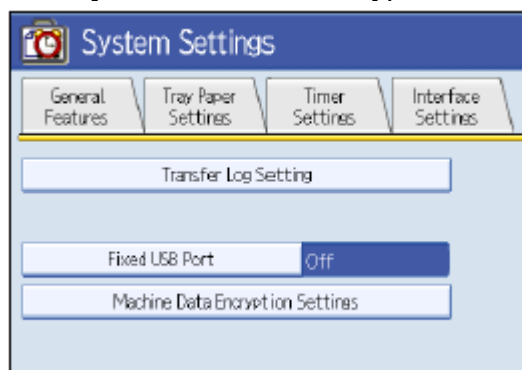
5. Press [Print Encryption Key].
   The encryption key for retrieving backup data is printed.
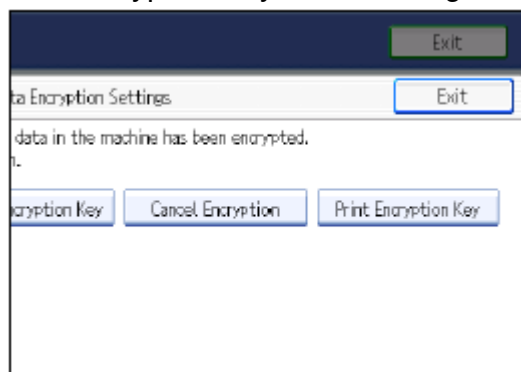

6. Press the [Start] key.
7. Press [Exit].
8. Give the printed encryption key to the customer.

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Model: R-C5	Date: 24-Sep-09	No.: RD017044a

Firmware versions with which the R-C5 first achieved CC-CERTIFICATION: (June 2009)

Firmware Name:	Version:	Firmware Number:
System/Copy	**V1.14**	D0205331L
FAX	**V05.00.00**	D0185333E
Scanner	**V01.11**	D0205343D
Web support	**V1.52**	D0205335E
Printer	**V1.05e**	D0205338E
Network Doc Box	**V1.10C**	D0185337G
Web Uapl	**V1.10**	D0185336E
Network Support	**V7.23**	D0205334D

IC key and Ic Hdd versions with which the R-C5 first achieved CC-CERTIFICATION: (June 2009)

Hardware:	Version:
Ic Key	**1100**
Ic Hdd	**01**

   Note: You can check the Ic key and Ic Hdd versions in the following screen.

(User Tools/Counter → System settings → Administrator Tools → Firmware Version)

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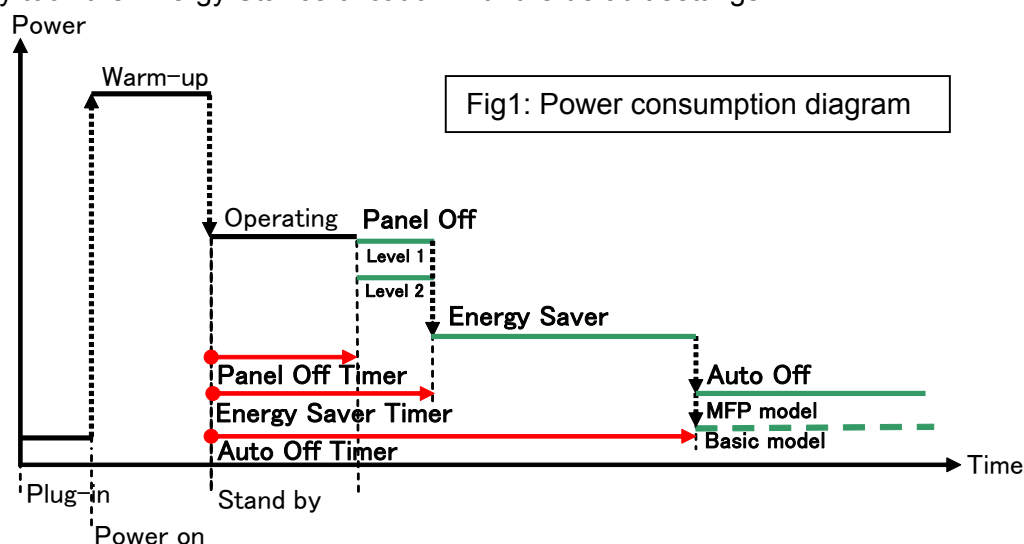
Model: S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036

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)

```
┌─────────────────────────────┐        ┌─────────────────────────────┐        ┌─────────────────────────────┐
│ ▤User Tools   1/3  ⬍OK      │        │ ▤System Settings 1/2 ⬍OK    │        │ ▤Timer Settings  1/4  ⬍OK   │
│ Counter                     │        │ General Features            │        │ Auto Off Timer              │
│ System Settings             │   →    │ Tray Paper Settings         │   →    │ Energy Saver Timer          │
│                             │        │ Timer Settings              │        │ System Auto Reset Timer     │
└─────────────────────────────┘        └─────────────────────────────┘        └─────────────────────────────┘
```

```
      ┌─────────────────────────────┐
      │ Auto Off Timer:       OK    │
      │ Enter time.                 │
      │            1  min.          │
  →   │            <1-240>          │
      └─────────────────────────────┘
```
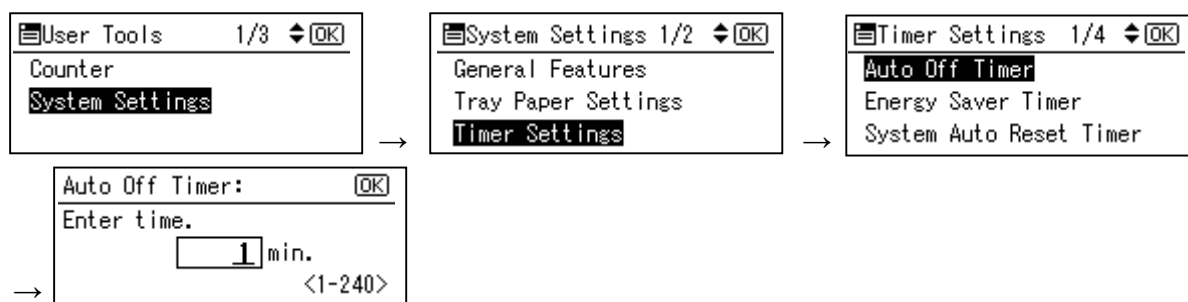
Model R-C5

■ 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)
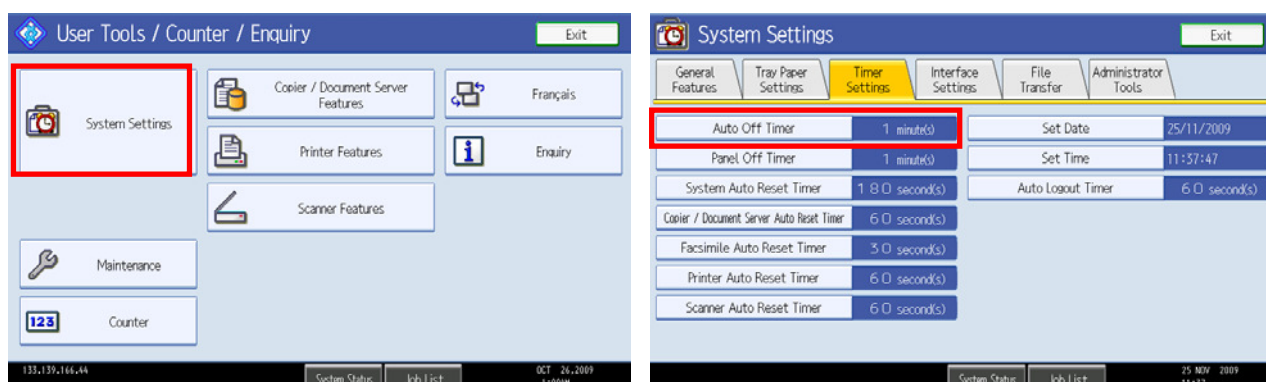
Model AL-C1

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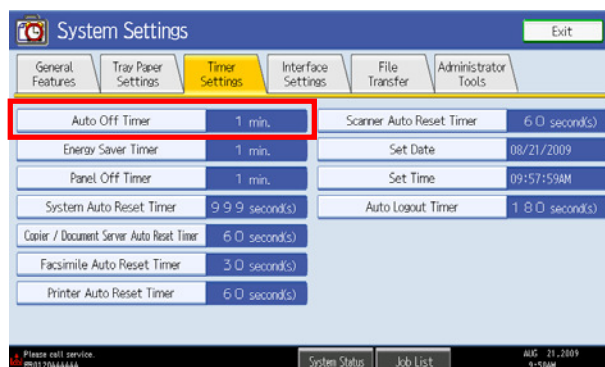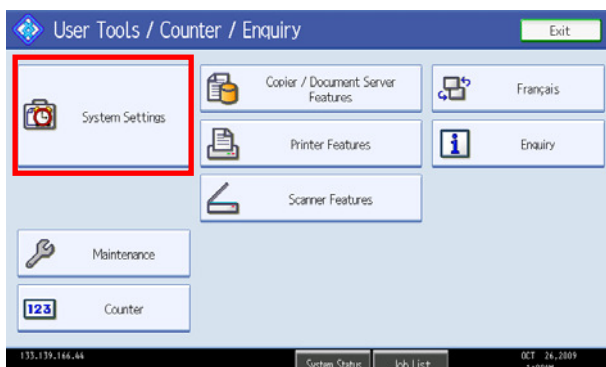
Model: S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036

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:

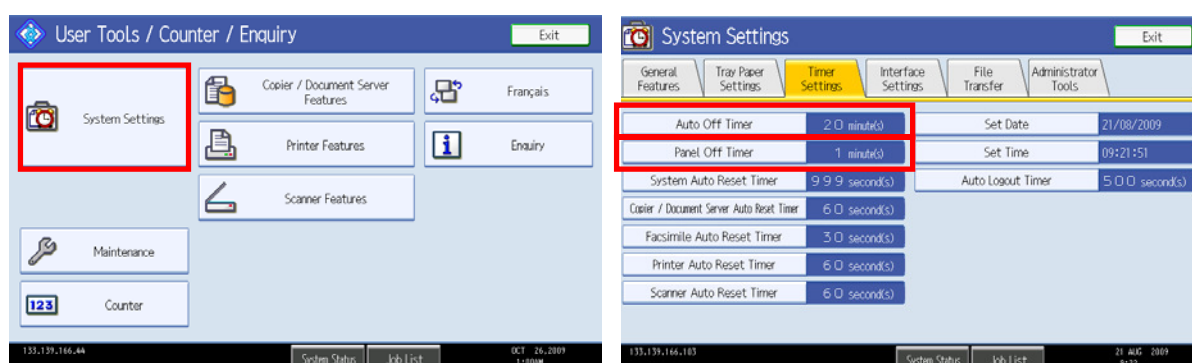User Tools/Counter → System Settings → Administrator Tools → Energy Saver Level

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 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)
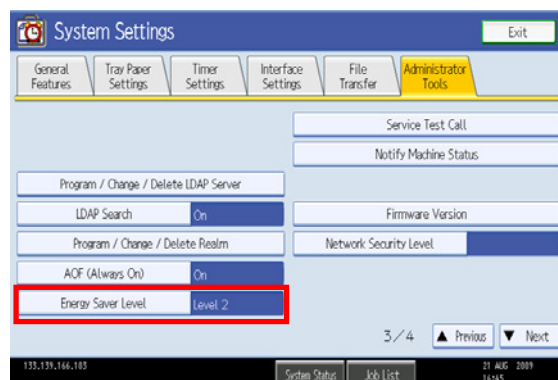
   Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.
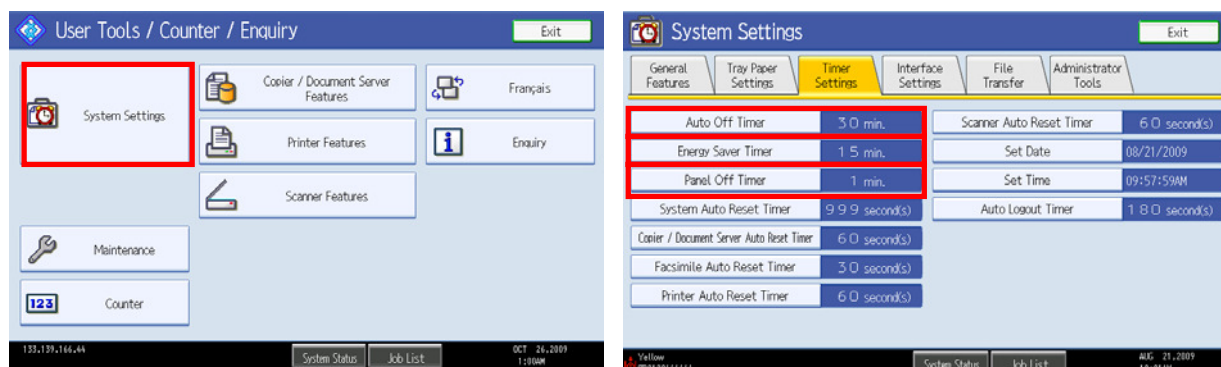
■ Panel Off timer (Energy Saver Level) on setting Procedure:

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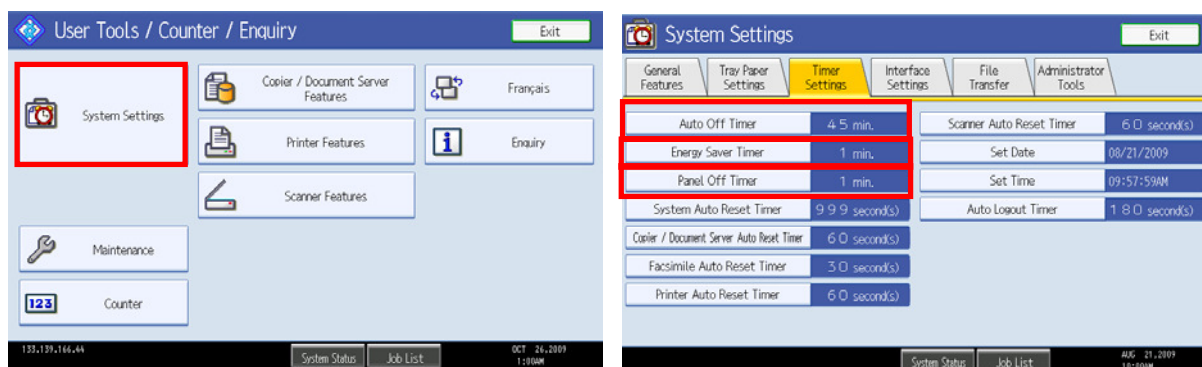
■ Panel Off timer (Energy Saver Level) on setting Procedure:

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).

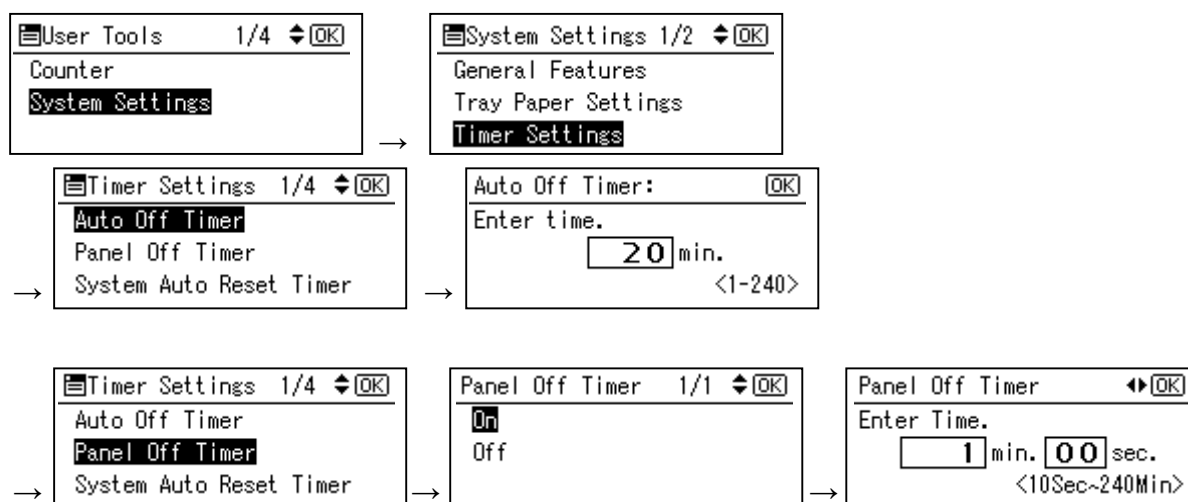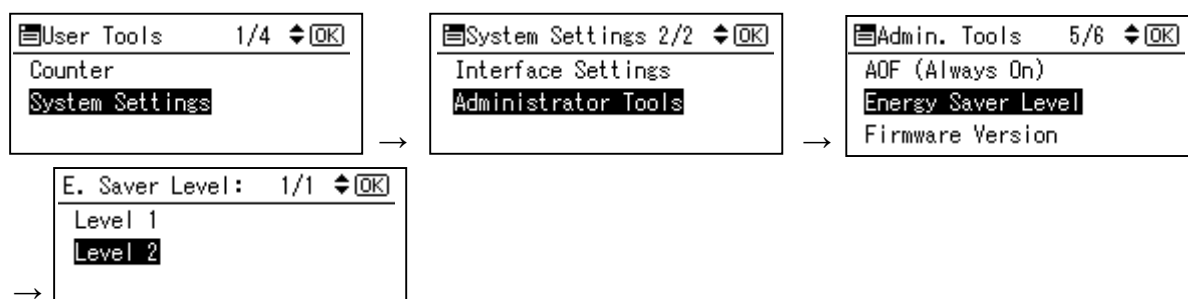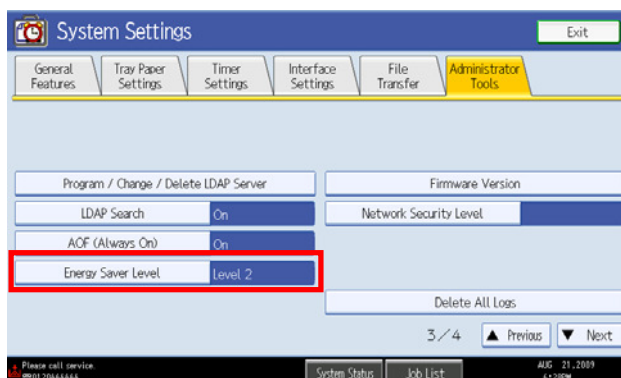| Model: S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036

3. Power consumption

Model Name	Panel Off Timer					Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting		Recommendation	Default Setting		Recommendation		Default Setting		Recommendation	
	Time (m)	Power consumption (W)	Time (W)	Time (m)	Power consumption (W)	Time (W)		Time (m)	Power consumption (W)	Time (W)	
S-C4				1	21.6			1	0.6		86
S-C4 F				1	30.2	Keep Factory Default		1	4.8	Keep Factory Default	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

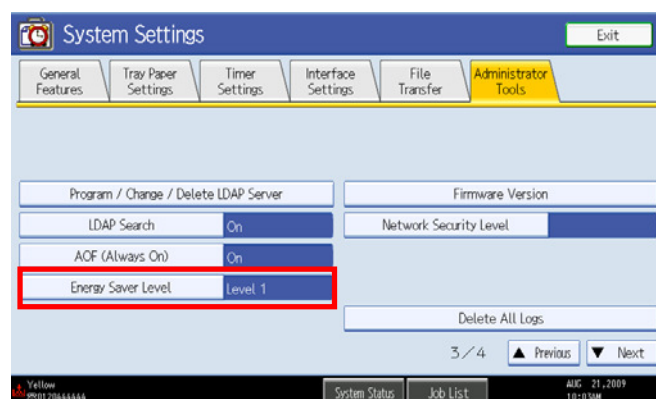| Model Name	Panel Off Timer						Energy Saver Timer			Auto Off Timer			Reduction ratio for Power consumption (%) *See Note1
	Default Setting			Recommendation			Default Setting		Recommendation	Default Setting		Recommendation	
	Level	Time (min)	Power consumption (W)	Level	Time (min)	Power consumption (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   **T**echnical **B**ulletin   **PAGE: 1/1**

Model: R-C5	Date: 15-Feb-10	No.: RD017045

Subject: LCD panel does not indicate	Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

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

SYMPTOM

The LCD may remain blank when the machine recovers from Energy Saver or Off/Sleep Mode.

CAUSE

A bug in the LCDC firmware control program causes a fuse mounted on the operation panel LCD board to short out.

SOLUTION

Production line:

The LCDC firmware was modified to correct the bug.

> Applied from: December 2009 production.

In the field:

> **Proactive measures**

> Update the LCDC firmware to the following versions or later at the next site visit.

Region	Version	Program No.	Pre-installed from:
US Models	1.10	D0191491B	December 2009 production
EU Models	1.10	D0191492B	December 2009 production
ASI_TWN Models	1.10	D0191493B	December 2009 production
CHN Models	1.10	D0191457A	December 2009 production
KOR Models	1.10	D0191459A	December 2009 production

> **If the symptom is reported:**

> 1. Replace the operation panel LCD board.

> 2. If the LCDC firmware is older than the versions listed in the table above, install the new version.

>> **Note:** When you update the firmware, you may need to re-install the language firmware as well.

Affected units

From the beginning of mass production through the end of December 2009 production

Model: R-C5 / 5.5	Date: 09-Mar-10	No.: RD017046

Subject: Parts Catalog Correction		Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( ) ☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

Please apply the following corrections to your parts catalogs.

1) Delete the following part number.

Part number	Description	Q'ty	Int	Page	Index	Note
A2671059	PCU Seal			35	3	

14.PCU Section (D017/D018/D019/D020/D084/D085)

Index No.	Part No.	Description	Q'ty Per Assembly
*	B205 0151	PCU Unit	1
1	B039 2335	Pickoff Pawl	2
2	AD04 1114	Blade:Cleaning	1
3	A267 1059	PCU Seal	1
3	AA14 3444	Stepped Screw	1
4	AD02 7018	Roller:Charge:A3	1
5	AD04 2058	Charge Cleaner Brush Roller	1
6	B039 2287	Charge Roller Spring	2
7	B039 2292	Front Pressure Arm - Charge Roller	1
7	B090 2686	Snap Ring Deleted MB14	2
8	B039 2293	Pin - Front Pressure Arm	1
9	B209 3174	Arm:Pressure:Charge:Rear	1
10	B209 3175	Electrode Plate:Roller:Charge:Ass'y	1
11	B039 2350	Clip - OPC DRUM	1
12	B209 3440	Joint:Development	1
13	B039 9510	OPC Drum	1
14	B209 3320	Development Roller Assembly	1
15	B039 3062	Idler Gear	1
16	B039 3060	Development Roller Gear	1
17	B209 3370	Development Case	1
18	B209 3196	Shield:Toner Supply:Entrance	1
19	B209 3233	Drum Stay:Rear	1
20	B209 3360	Development Roller Case	1
21	B209 3215	Drum Stay:Front	1
22	B121 9640	Developer Type 28 Black MB2	1
23	B039 2343	Drum Shutter ADD (200904 PCIL)	1

Index No.	Part No.	Description	Q'ty Per Assembly
101	0360 3006N	Screw - M3x6	
102	0452 3006N	Binding Self-tapping Screw:3x6	

35

2) Correct the callout as shown below.

14.PCU Section (D017/D018/D019/D020/D084/D085)

34

RICOH

Model: R-C5	Date: 16-Jun-10	No.: RD017047

Subject: MAC Address Change Notification		Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		

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

MAC Address Change Notification

Overview:
● The number of available MAC address codes used on Ricoh MFP/LPs has been depleted. Therefore, a new vendor code has been assigned to all affected models.

● The part number of the PCB used on this machine was changed as follows:

Old Part Number	New Part Number	Description	I/C
D0195316	D0195366	PCB:CTL:RU-C5MS:MS25:EXP	O/O
D0205316	D0205366	PCB:CTL:RU-C5CS:CS25:EXP	O/O
D0195315	D0195365	PCB:CTL:RU-C5MS:MS33:EXP	O/O
D0205315	D0205365	PCB:CTL:RU-C5CS:CS33:EXP	O/O

Cut-in S/N:

Model code	Serial No.
D017-17	**M6405000001 ~ M6405000297**
D017-19	**M6401400303 ~**
D017-21	**M6401500001 ~**
D017-29	**M6401500302 ~**
D017-69	**M6401500368 ~**
D019-17	**M6205000001 ~ M6205000132**
D019-19	**M6201400332 ~**
D019-21	**M6201500001 ~**
D019-26/27	**M6203800085~**
D019-29	**M6201500284 ~**
D019-69	**M6201500258 ~**

Note: Cut-in serial numbers are not listed for the D018 and D020 because these models have been discontinued from production.

Connection issues and solutions:
● MFP/LPs that use the new MAC address have connection issues with the following Ricoh software products:

SmartDeviceMonitor for Admin/SmartDeviceMonitor for Admin V8/Accounting Report Package

Model: R-C5	Date: 16-Jun-10	No.: RD017047

1. The User Management Tool and the Addressbook Management Tool do not work.
2. Printing jobs and machine status cannot be reset.
3. The MFP/LP's NIB password cannot be changed.
4. The NIB Setting Tool does not work.

SmartDeviceMonitor for Client / DeskTopBinder SmartDeviceMonitor for Client
Automatic protocol/port number specification does not work when adding the SmartDeviceMonitor port.

Web Smart Device Monitor
The device is detected as another vendor's product.

RC Gate S
The device is detected as another vendor's product.

● The issues described above have been resolved by the following update versions, which have already been released to the field. If any of these issues occur, update to the following version(s) or newer:

Product Name	Version	Web Release date *
SmartDeviceMonitor for Admin V7	V7.4.3.0	Oct. 23, 2009
DeskTopBinder SmartDeviceMonitor for Client	V8.7.5.0	Oct. 23, 2009
DeskTopBinder lite	V5.4.1.1	Nov. 06, 2009
Web SmartDeviceMonitor	V02.07.00-04	Dec. 25, 2009
RC Gate S	V01.01.03	Dec. 10, 2009
SmartDeviceMonitor for Admin V8	V8.1.1.0	Nov. 06, 2009
SmartDeviceMonitor Accounting Report Package	V1.1.1.0	Nov. 06, 2009

Other important notes:

● The controller firmware was also modified in order to support both the old and new MAC addresses. Firmware version 1.16(MS Model/CS Model) and newer support the MAC addresses, but an SC error may occur if the old firmware is installed on a PCB with the new MAC address.

● PCBs that contain the old MAC address will still be available under P/N D0195360 (D019 Models) / D0195361 (D017 Models) / D0205360 (D020 Models) / D0205361 (D018 Models), but the quantities are **very limited.** Therefore, only order this board **if the customer needs to continue using the old firmware** (such as a customized version of firmware) when the PCB breaks.

For regular parts replacement, please order the board containing the new MAC address, and advise the customer to update the utility as necessary.

Technical **B**ulletin

RICOH

Model: R-C5	Date: 22-Jun-10	No.: RD017048

Subject:: Multiple Network Support Firmware issues affecting: Scan to SMB Windows Authentication	Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec, 1 st PQM Dept	

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

Symptom

There are some issues related to the network support firmware for Windows 7. Currently, there are 2 Network firmware modules to choose from and each has its own problems.

Version	Program No.	Effective Date
7.30	**D0205334F**	**February 2010 production**
7.26	**D0205334E**	**August 2009 production**

Firmware v7.30 is affected by the following 6 issues:

Problem 1. Unable to Scan to SMB to Windows 7 and 2008.
Conditions of occurrence: The destination is Windows 7 or 2008 and the Windows Online ID provider is installed. http://windows.microsoft.com/en-US/windows7/online-id-providers

Cause: Firmware A was not designed to handle the extra information included by Windows Online ID provider.

Workaround: None.

Problem 2. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 Workstation/NT4.0 Server.
Conditions of occurrence: The destination is Windows 98/98SE/Me/NT 4.0 Workstation/NT4.0 Server and is specified using an IP address instead of a hostname.

Cause: These operating systems don't allow SMB connections via IP address. The device should fail over to a hostname, but it doesn't.

Workaround: Specify destinations using a hostname.

Problem 3. Unable to Scan to SMB when the domain name is not an FQDN.
Conditions of occurrence:
The username is something like "username@example", not "username@example.com"

Cause: The Ricoh MFP doesn't adhere to the NTLMv2 specification which doesn't allow the use of usernames in formats other than FQDN.

Workaround: Use FQDNs when specifying a user name.

Model: R-C5	Date: 22-Jun-10	No.: RD017048

Problem 4. Scan to SMB authentication error results in an SC 899 and device stall.
Conditions of occurrence: The device tries and fails to login to a Windows scan destination 3 times. This is intermittent, occurring about 20% of the time that these conditions are met.

Cause: Invalid memory access.

Workaround: None. Please reboot.

Problem 5. Windows Authentication fails if the username/password includes European characters.
Conditions of occurrence: The username/password contains European characters

Cause: The character table used by the MFP for Windows authentication doesn't include these characters.

Workaround: None.

Problem 6. Unable to retrieve the Windows group name from a Windows 2008 R2 server, during Windows Authentication.
Conditions of occurrence: The authenticating server is Windows 2008 R2.

Cause: The group request used by GW devices is no longer supported by Windows Server 2008 R2.

Workaround: None.

Firmware v7.26 is affected by the following issue:

Problem. Scan to Folder destinations cannot be selected by browsing. When a user attempts to select a destination by browsing, an error is displayed.
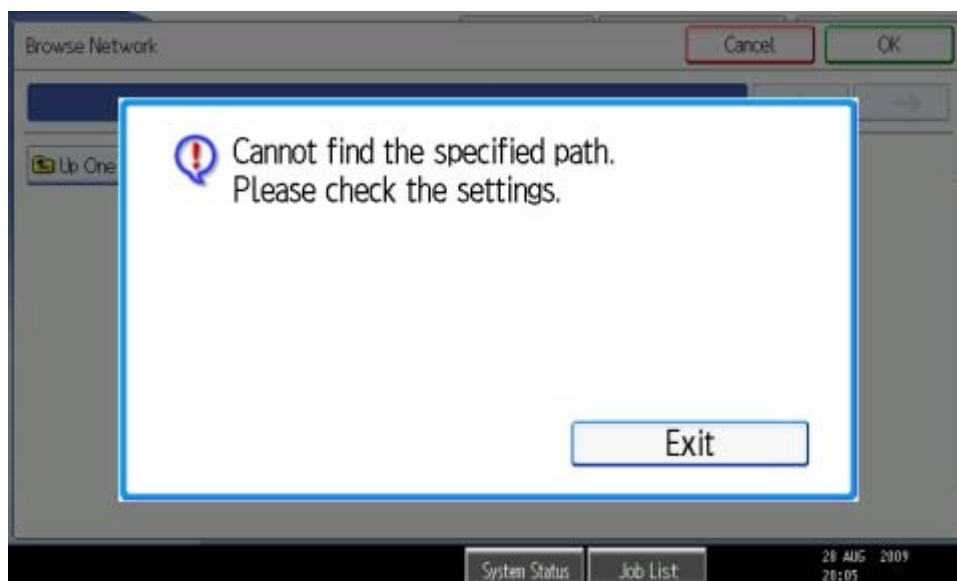
Conditions of occurrence: The destination is Windows 7 or Windows Server 2008 R2.

Model: R-C5	Date: 22-Jun-10	No.: RD017048

Cause: As of Windows 7/Windows Server 2008 R2, Samba 3.0.23 or later is required in order to establish an smb connection. Current GWs have older versions of Samba.

Workaround: None. Users will have to manually enter the paths to their destinations.

Action

These problems are going to be fixed in the Network firmware version to be released at the beginning of September 2010. For now, please just select whichever best meets your customers' needs.

Model: R-C5/5.5	Date: 14-Sept-10	No.: RD017049

Subject: Non Feed Jam		Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		

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

SYMPTOM

Non-feed jams

CAUSE

The holes in the mounting bracket for the side fence sensor are not the proper size for the sensor. Sometimes, the sensor can partially detach from the bracket, and the sensor actuator does not touch the paper tray tab. As a result, paper size detection does not work, triggering the jam.

Example: A4 (8.5x11) LEF is loaded in the tray, but the sensor detects A5 (5.5x8.5) SEF.

Solution

Attach the following Mylar to the bracket (opposite side of the sensor)

For Base Machines: D0192796 (SHEET: PAPER SIZE SENSOR:SIDE FENCE)

For Paper Feed Unit (D331/D425):D3312796 (GUIDE:PAPER SIZE SENSOR:SIDE FENCE)

Mylar Attachment Procedure

1. Remove the rear cover and rear lower cover.

2. Remove the sensor bracket.
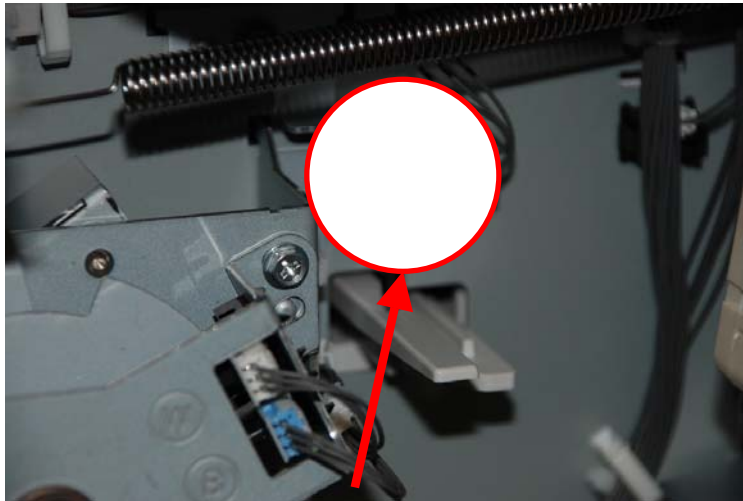
Sensor bracket

3. If the sensor is not attached to the bracket correctly, reattach it to the bracket.

4. Attach the Mylar to the bracket as shown below.

Mylar

5. Reinstall all the parts you removed above.

Model: R-C5/5.5	Date: 14-Sept-10	No.: RD017049

Russian-C5b B&W Scanner Model

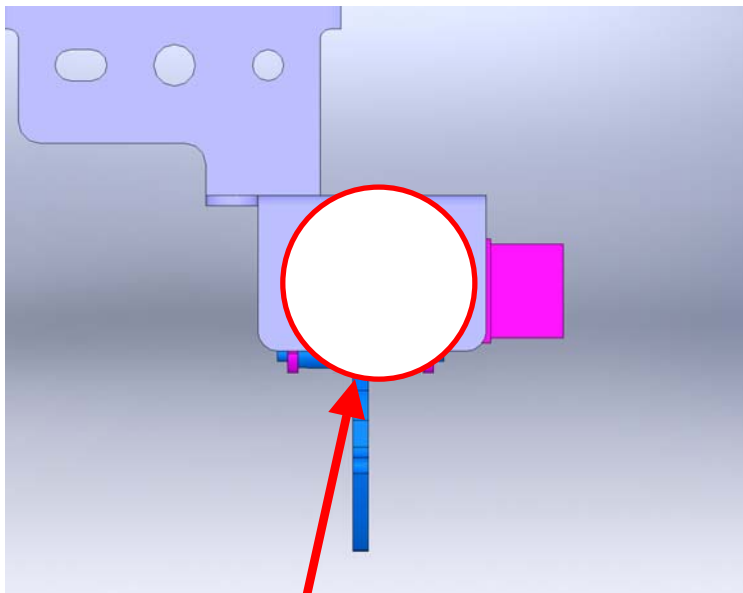| Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9025b Gestetner: MP 2550B Lanier: LD425B Ricoh: Aficio MP 2550B	D017-17	M6405200001
Taiwan	Ricoh: Aficio MP 2550B Gestetner: MP 2550B	D017-19	M6401600210
China	Ricoh: Aficio MP 2550B	D017-21	M6401500285
Europe (Infotec)	MP 2550B	D017-26	TBA
Europe/Russia/Africa	Nashuatec: MP 2550B Rex Rotary: MP 2550B Gestetner: MP 2550B Lanier: MP 2550B Ricoh: Aficio MP 2550B	D017-27	TBA
Asia / Latin America	Gestetner: MP 2550B Lanier: MP 2550B Ricoh: Aficio MP 2550B Infotec: MP 2550B	D017-29	M6401600374

Russian-C5b Color Scanner Model

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9025 Gestetner: MP 2550 Lanier: LD425 Ricoh: Aficio MP 2550	D018-17	TBA
Taiwan	Ricoh: Aficio MP 2550 Gestetner: MP 2550	D018-19	TBA
Europe (Infotec)	MP 2550	D018-26	TBA
Europe/Russia/Africa	Nashuatec: MP 2550 Rex Rotary: MP 2550 Gestetner: MP 2550 Lanier: MP 2550 Ricoh: Aficio MP 2550	D018-27	TBA
Asia / Latin America	Gestetner: MP 2550 Lanier: MP 2550 Ricoh: Aficio MP 2550 Infotec: MP 2550	D018-29	TBA

Model: R-C5/5.5	Date: 14-Sept-10	No.: RD017049

Russian-C5c B&W Scanner Model

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9033b Gestetner: MP 3350B Lanier: LD433B Ricoh: Aficio MP 3350B	D019-17	M6205200001
Taiwan	Ricoh: Aficio MP 3350B Gestetner: MP 3350B	D019-19	M6201600182
China	Ricoh: Aficio MP 3350B	D019-21	M6201600001
Europe (Infotec)	MP 3350B	D019-26	TBA
Europe/Russia/Africa	Nashuatec: MP 3350B Rex Rotary: MP 3350B Gestetner: MP 3350B Lanier: MP 3350B Ricoh: Aficio MP 3350B	D019-27	TBA
Asia / Latin America	Gestetner: MP 3350B Lanier: MP 3350B Ricoh: Aficio MP 3350B Infotec: MP 3350B	D019-29	M6201600327

Russian-C5c Color Scanner Model

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9033 Gestetner: MP 3350 Lanier: LD433 Ricoh: Aficio MP 3350	D020-17	TBA
Taiwan	Ricoh: Aficio MP 3350 Gestetner: MP 3350	D020-19	M6301600001
Europe (Infotec)	MP 3350	D020-26	TBA
Europe/Russia/Africa	Nashuatec: MP 3350 Rex Rotary: MP 3350 Gestetner: MP 3350 Lanier: MP 3350 Ricoh: Aficio MP 3350	D020-27	TBA
Asia / Latin America	Gestetner: MP 3350 Lanier: MP 3350 Ricoh: Aficio MP 3350 Infotec: MP 3350	D020-29	TBA

Russian-C5.5b

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9228 Gestetner: MP 2851 Lanier: LD528 Ricoh: Aficio MP 2851	D084-17	V8205000894

Model: R-C5/5.5		Date: 14-Sept-10	No.: RD017049

Taiwan	Gestetner: MP 2851 Ricoh: Aficio MP 2851	D084-19	TBA
Europe/Russia/Africa	Nashuatec: MP 2851 Rex Rotary: MP 2851 Gestetner: MP 2851 Infotec: MP 2851 Ricoh: Aficio MP 2851	D084-27	TBA
Asia / Latin America	Gestetner: MP 2851 Lanier: MP 2851 Ricoh: Aficio MP 2851	D084-29	V8201600001

Russian-C5.5c

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9233 Gestetner: MP 3351 Lanier: LD533 Ricoh: Aficio MP 3351	D085-17	V8305100528
Taiwan	Gestetner: MP 3351 Ricoh: Aficio MP 3351	D085-19	TBA
Europe/Russia/Africa	Nashuatec: MP 3351 Rex Rotary: MP 3351 Gestetner: MP 3351 Infotec: MP 3351 Ricoh: Aficio MP 3351	D085-27	V8304100271
Asia / Latin America	Gestetner: MP 3351 Lanier: MP 3351 Ricoh: Aficio MP 3351	D085-29	V8301600001

Paper Tray Unit - Manufactured in Japan

Area	Version	Name	Product Code	Serial #
NA/MSA	Savin Gestetner LANIER RICOH	Paper Feed Unit PB3030	D331-01	M3900406097
EU/MSA	NRG LANIER RICOH			
Asia/ Pacific	Gestetner LANIER RICOH			
China	RICOH			
TWN	Gestetner RICOH			
China	RICOH		D331-21	M3900501067

RICOH

Technical Bulletin

Model: R-C5/5.5	Date: 16-Sept-10	No.: RD017050

Subject: Paper Side Sensor Mylar	Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st 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 part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D0192796	SHEET:PAPER SIZE SENSOR:SIDE FENCE	0-2		49	32	

Change: A Mylar was added to the bracket.

Reason: To hold the sensor to the bracket more strongly.
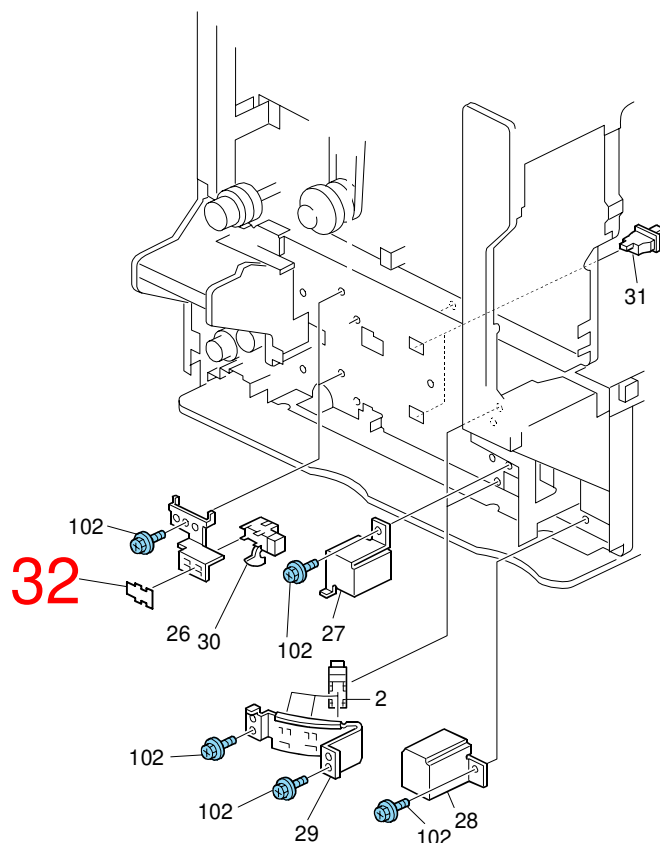
| Model: R-C5/5.5 | Date: 16-Sept-10 | No.: RD017050 |

Russian-C5b B&W Scanner Model

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9025b Gestetner: MP 2550B Lanier: LD425B Ricoh: Aficio MP 2550B	D017-17	M6405200001
Taiwan	Ricoh: Aficio MP 2550B Gestetner: MP 2550B	D017-19	M6401600210
China	Ricoh: Aficio MP 2550B	D017-21	M6401500285
Europe (Infotec)	MP 2550B	D017-26	TBA
Europe/Russia/Africa	Nashuatec: MP 2550B Rex Rotary: MP 2550B Gestetner: MP 2550B Lanier: MP 2550B Ricoh: Aficio MP 2550B	D017-27	TBA
Asia / Latin America	Gestetner: MP 2550B Lanier: MP 2550B Ricoh: Aficio MP 2550B Infotec: MP 2550B	D017-29	M6401600374

Russian-C5b Color Scanner Model

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9025 Gestetner: MP 2550 Lanier: LD425 Ricoh: Aficio MP 2550	D018-17	TBA
Taiwan	Ricoh: Aficio MP 2550 Gestetner: MP 2550	D018-19	TBA
Europe (Infotec)	MP 2550	D018-26	TBA
Europe/Russia/Africa	Nashuatec: MP 2550 Rex Rotary: MP 2550 Gestetner: MP 2550 Lanier: MP 2550 Ricoh: Aficio MP 2550	D018-27	TBA
Asia / Latin America	Gestetner: MP 2550 Lanier: MP 2550 Ricoh: Aficio MP 2550 Infotec: MP 2550	D018-29	TBA

Russian-C5c B&W Scanner Model

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9033b Gestetner: MP 3350B Lanier: LD433B Ricoh: Aficio MP 3350B	D019-17	M6205200001
Taiwan	Ricoh: Aficio MP 3350B Gestetner: MP 3350B	D019-19	M6201600182
China	Ricoh: Aficio MP 3350B	D019-21	M6201600001
Europe (Infotec)	MP 3350B	D019-26	TBA
Europe/Russia/Africa	Nashuatec: MP 3350B Rex Rotary: MP 3350B Gestetner: MP 3350B Lanier: MP 3350B Ricoh: Aficio MP 3350B	D019-27	TBA
Asia / Latin America	Gestetner: MP 3350B Lanier: MP 3350B Ricoh: Aficio MP 3350B Infotec: MP 3350B	D019-29	M6201600327

Russian-C5c Color Scanner Model

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9033 Gestetner: MP 3350 Lanier: LD433 Ricoh: Aficio MP 3350	D020-17	TBA
Taiwan	Ricoh: Aficio MP 3350 Gestetner: MP 3350	D020-19	M6301600001
Europe (Infotec)	MP 3350	D020-26	TBA
Europe/Russia/Africa	Nashuatec: MP 3350 Rex Rotary: MP 3350 Gestetner: MP 3350 Lanier: MP 3350 Ricoh: Aficio MP 3350	D020-27	TBA
Asia / Latin America	Gestetner: MP 3350 Lanier: MP 3350 Ricoh: Aficio MP 3350 Infotec: MP 3350	D020-29	TBA

Russian-C5.5b

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9228 Gestetner: MP 2851 Lanier: LD528 Ricoh: Aficio MP 2851	D084-17	V8205000894
Taiwan	Gestetner: MP 2851 Ricoh: Aficio MP 2851	D084-19	TBA
Europe/Russia/Africa	Nashuatec: MP 2851 Rex Rotary: MP 2851 Gestetner: MP 2851 Infotec: MP 2851 Ricoh: Aficio MP 2851	D084-27	TBA
Asia / Latin America	Gestetner: MP 2851 Lanier: MP 2851 Ricoh: Aficio MP 2851	D084-29	V8201600001

Russian-C5.5c

Destination	Name	Product Code	Serial #
North America /Latin America	Savin: 9233 Gestetner: MP 3351 Lanier: LD533 Ricoh: Aficio MP 3351	D085-17	V8305100528
Taiwan	Gestetner: MP 3351 Ricoh: Aficio MP 3351	D085-19	TBA
Europe/Russia/Africa	Nashuatec: MP 3351 Rex Rotary: MP 3351 Gestetner: MP 3351 Infotec: MP 3351 Ricoh: Aficio MP 3351	D085-27	V8304100271
Asia / Latin America	Gestetner: MP 3351 Lanier: MP 3351 Ricoh: Aficio MP 3351	D085-29	V8301600001

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

PAGE: 1/1

Model: R-C5	Date: 14-Jan-11	No.: RD017051

Subject: Printer Service Mode		Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ( )	

Service Manual Revision

The areas in **bold** were corrected.

Appendices "4.Appendix: Service Program Mode Tables" of D017/D018/D019/D020
Service Manual (pg.255-256).

1001	Bit Switch			
006	Bit Switch 6		0	1
	bit0 to 5	DFU	-	-
	bit6	PDL Auto Detection timeout of jobs submitted via USB or Parallel Port(IEEE 1284)	0:Disable (Immediately)	1:Enable (10 seconds)
		To be used if PDL auto- detection fails. A failure of PDL auto-detection doesn't necessarily mean that the job can't be printed. This bit switch tells the device whether to time-out immediately (default) upon failure or to wait 10 seconds.		
	bit7	**Timing of the PJL Status ReadBack (JOB END) when printing multiple collated copies**	**0:Disable**	**1:Enable**
		This bit switch determines the timing of the PJL USTATUS JOB END sent when multiple collated copies are being printed. **0 (default): JOB END is sent by the device to the client after the first copy has completed printing. This causes the page counter to be incremented after the first copy and then again at the end of the job.** **1: JOB END is sent by the device to the client after the last copy has finished printing. This causes the page counter to be incremented at the end of each job.**		

Model: R-C5	Date: 08-Feb-11	No.: RD017052

Subject: SC997		Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec, 1 st PQM Dept		
Classification:	☒ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ()	

SYMPTOM

SC997 occurs when sending a scanning job to a delivery server, or to another destination via Scan-to-Email or Scan-to-Folder, if the destination was selected from the mainframe Address Book.

CAUSE

The wrong combination of System/Copy and Scanner firmware is installed.

MS model:
Note: On this model, the Scanner is an option.
- System/Copy **01.13 or earlier** and Scanner firmware **ver01.11 or later** are installed.
- System/Copy **01.13 or earlier** was already installed, and the Scanner firmware was updated to **ver01.11 or later.**

CS model:
Note: On this model, the Scanner is a standard feature.
- System/Copy **01.13 or earlier** was already installed, and the Scanner firmware was updated to **ver01.11 or later.**

ACTION

Update the System/Copy and Scanner firmware to the following versions or newer.

	Scanner type	Application	Program No.	F/W Version
A	**MS**	**System**/**Copy**	**D0195331L or later**	Version **01.14 or later**
		Scanner	**D0195333D or later**	Version **01.11 or later**
B	**CS**	**System**/**Copy**	**D0205331L or later**	Version **01.14 or later**
		Scanner	**D0205343D or later**	Version **01.11 or later**

Model: R-C5/5.5	Date: 08-Mar-11	No.: RD017053

Subject: Service Manual Correction		Prepared by: T. Nihei
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ( )		

Service Manual Correction

The areas in **bold** were added/corrected, and the areas ~~crossed out~~ were deleted.

D017/D018/D019/D020 /D084/D085 Service Manual

"4. Appendix: Service Program Mode Tables"

2803	Developer Initialization Data
1	Vts
	~~When the machine detects a new PCU (photoconductor unit) in the machine, it checks the heat seals at the creation of the first ID sensor pattern.~~ **The developer is initialized when a new PCU is installed.** After the agitator is rotated for 30 sec., the machine creates the ~~second~~ ID sensor pattern and corrects the reference value of the TD sensor. The corrected reference value for TD sensor is recorded here.

8781	Toner_bottl_Info
	This SP displays the number of toner bottles used. The count is done ~~based on the equivalent of 1,000 pages per bottle~~ **when Toner End is detected.**